Provider Transportation
Round 8 QSR Results

Summary:
During the Round 8 Quality Service Review process there were 496 people who participated in an in-person or telephonic interview with the QSR vendor. During this interview individuals were asked three questions related to their provider offering transportation as part of their services. Services excluded were support coordination/case management, crisis supports, and agency respite.

The three questions that are part of the person-centered review include:

1) 165. If you want to go somewhere, does your provider take you? (response options: Yes, No, CND for could not determine)
2) 166. Can you get where you want to go without problems? (response options: Yes, No, CND for could not determine), and
3) 167. If no, what kinds of problems do you have? (text entry where "no" is indicated for Q2).

Of the 496 people interviewed, 386 responded yes to question 165, If you want to go somewhere, does your provider take you. 8 individuals responded no, and 102 the reviewer could not determine.

For question 166, an additional 20 individuals indicated no of those 16 had indicated yes to question 165. People reported (Question 167) that they often cannot get where they want to go because they rely heavily on staff or others for transportation, mobility assistance, and navigation. Common barriers included not having staff available when needed, limited access to a van or preferred transportation options, and needing help with walking, using mobility aids, crossing streets, handling money, or understanding directions. Some individuals felt it was unsafe travelling alone or had difficulty reading signs or remembering destinations. Others mentioned overcrowded vehicles, schedule restrictions, or sponsors declining to provide rides. Bad weather, limited shopping opportunities, and reduced staffing also contributed to challenges reaching desired places independently.

This data indicates that 75% of people feel their provider gets them where they need to go when they need to.

If we added in people who could not be determined by the QSR vendor and assume their provider did in fact take them where they wanted to go the percentage (minus anyone who said no to question 166 when 165 was CND) would be 98%.

Data Visualization:

Round	How many people interviewed	Does Your Provider Take You			Can You get Where you Want to Go Without Problems(Answered No- when answer to previous question was Yes)	Provider takes them without problems	Percent who get where they want w/o problems	Percent who got where they wanted without problems +CND
		Yes	No	CND				
Round 4	417	339	4	74	16	323	77%	95%

Round 5	456	376	8	72	19	357	78%	94%
Round 6	449	363	6	80	14	349	78%	96%
Round 7	495	373	4	106	9	364	74%	96%
Round 8	496	386	8	102	16	370	75%	98%