



John E. Baldacci, Governor

Brenda M. Harvey, Commissioner

Department of Health and Human Services
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June 14, 2010

Dear Residential Provider:

On behalf of the Commissioner, we are asking you to participate in a survey of licensed residential care facilities (RCF Levels I-IV and PNMI Levels I-IV). DHHS has contracted with the Muskie School of Public Service at the University of Southern Maine to conduct this survey.

As you know, a residential care facility can vary widely in its size, the nature of services provided, the characteristics of the setting, etc. Therefore, unlike a licensing survey which focuses on facility characteristics related to the health and safety of residents, this survey focuses on the nature of the services and features provided in your facility, the "home-like" characteristics of your facility, and the characteristics of the people you serve.

With this survey we seek a better understanding of the range of residential facilities in Maine and how their characteristics relate to the characteristics of the people served and other factors. We are also interested in identifying policy barriers to providing more homelike or person-centered services.

Findings will only be used for policy considerations, not to assess individual provider performance. Only a summary report of the survey findings, no individual survey responses, will be made public. We anticipate that many providers will be interested in these findings. If you like, you may request a copy of the survey results at the time of the call.

The survey will be conducted over the phone. A graduate student from the Muskie School will call you sometime in June, July, or August to conduct the survey with you.

Thank you in advance for your participation. If you have questions about the survey, please contact the Muskie School's Project Director for this project, Eileen Griffin, who can respond to questions about survey questions, at (207) 780-4813 or email at eileeng@usm.maine.edu. Other questions about this initiative may be directed to Dr. Jay Yoe, Director of DHHS' Office of Quality Improvement, or Cheryl Ring, Project Manager, at 207-287-3707.

Sincerely,

Catherine M. Cobb, Director
Division of Licensing and Regulatory Service

Kathy Bubar, Director
Interagency Coordination