



## Announcing Plans for the MR/DD Waiver Application Renewal

### **MR/DD Waiver Family-Consumer Focus Groups**

**Location 1:**        *Charleston, LaBelle Theatre, South Charleston  
311 "D" Street, South Charleston, WV 25303*

**Date:**            *December 1, 2004*

**Time Slots:**    (1) *5:30P - 6:30P*  
                      (2) *6:45P - 7:45P*  
                      (3) *8:00P - 9:00P*

**Location 2:**        *Morgantown, Radisson Hotel,  
Two Waterfront Place, Morgantown, WV 26501*

**Date:**            *December 2, 2004*

**Time Slots:**    (1) *5:30P - 6:30P*  
                      (2) *6:45P - 7:45P*  
                      (3) *8:00P - 9:00P*

**The intent of the focus groups is to allow for your feedback regarding the current Waiver program and the design of the future Waiver program.**

**Sign Up:**

**It will be necessary to sign up for a time slot prior to attending as space is limited. Contact Regina Wilson at (304) 558-1708, fax at (304) 558-4398, or email [reginawilson@wvdhhr.org](mailto:reginawilson@wvdhhr.org). Please indicate your name, and a telephone number(s) where you may be reached. Also, specify a first, second, and third time slot choice. Attached are the questions that will be covered in the focus group.**

**DIRECTIONS:**

**Labelle Theater – South Charleston, WV**

**Exit from I-64 at Montrose Drive. Turn towards South Charleston. Keep left in the first turning lane. Turn between the Chevron and Super America stores. Follow the museum signs. At the second stop sign turn left. The theater will be on the right on “D” Street.**

**Radisson Hotel – Morgantown, WV**

**Take the US-119 exit – Exit 1 – toward University Ave/Downtown  
Turn left onto US-119. Turn Left onto Donley Street. Turn right  
Onto Clay Street. Turn right onto Hogue Street. Turn right onto  
US-119/Don Knotts Blvd/University Avenue. Turn right onto  
Waterfront Place.**

# Consumer/Family Focus Group Questions

## I. Accessing Services

1. **Application Process:** Did you find the application process easy to follow? Did you have a choice of providers? Did you find a provider for services?

**Renewal Question:** *What would you suggest be improved in the waiver renewal to make accessing services easier?*

## II. Using Services

1. **Needs:** Are the services you receive enough to meet your needs?
2. **Impact:** What differences have your services made in your life?

### Renewal Questions:

- *What would you suggest be improved in the waiver renewal to make services better – new services, modifying existing services?*

## III. Your Input on Services

1. Do you feel your opinions, ideas, and feelings are sought and honored in the planning and delivery of your services?

### Renewal Questions:

- *Can you think of other ways you would like to be more involved in providing feedback on waiver services?*

## II. In the Future

1. **Service/Cost:** How could West Virginians spend money for more services to people in a fiscally responsible way?
2. **Change:** If you could change anything about the waiver what would you change and why?