



People Talking to People (PTP)

PTP is an independent quality assurance program for the Department of Intellectual and Developmental Disabilities (DIDD)

27 part-time employees are self-advocates and family members of people with disabilities



DIDD has consistently supported the concept that people with disabilities and family of people with disabilities elicit the most honest and accurate feedback through the survey process.

PTP staff have developed significant expertise in conducting face-to-face interviews, and have adapted to the changing needs of the state. Data that we collect and report:

- Customer Satisfaction (or dissatisfaction/complaints)
- helps identify provider and Direct Support Professional training needs,
- shows regulatory compliance,
- progress of Home and Community Based Services transition plans.

Ongoing data collection + analysis will drive systems change!



PTP has been interviewing for more than 15 years in Tennessee, and people always comment about wanting to work!

In 2013, Governor Haslam added Tennessee to a list of “Employment First” states by signing Executive Order No. 28 to create the TN Employment First Task Force, charged with increasing community employment for Tennesseans with disabilities.

“Employment First” emphasizes employment in the general workforce as the first and preferred option for individuals with disabilities receiving assistance from publicly-funded systems.



The Employment First initiative is beginning to pay off!

- This past year, interviewers noted more positive comments around employment. It appears that more people are working and that people are working more hours!
- These comments are a sign that the system is moving in a positive direction around employment!



Recognized PTP for “outstanding accomplishments of researchers who have intellectual and developmental disabilities!”

In 2013, PTP was awarded The Arc US Participatory Action Research Award for demonstrating the power of data and how it can be used to make changes in a system!





PTP collaborates with multiple stakeholders:

- Department of Intellectual and Developmental Disabilities (2002)
- Managed Care Organizations in Tennessee (2011)
- HSRI and NASDDDS (2013)
- UCEDDs like Vanderbilt Kennedy Center (2013)





Employing people with disabilities emphasizes:

the importance and improved validity of peers gathering information to measure and report the level of satisfaction in a system!



**PTP continues to work for the
betterment of the system supporting
inclusive lives of people with disabilities
in Tennessee!**

Thank you.

Frank Meeuwis, MSSW
Director of Quality Improvement and Systems Change
fmeeuwis@thearctn.org

The Arc Tennessee
545 Mainstream Drive suite 100
Nashville, TN 37228
Office: 615-767-5047 or 615-248-5878 x 23
Fax: 800-886-8310
TollFree: 800-835-7077

