Partnership for Community Supports

Fiscal Years 2014-2015 Quality Management Plan

Approved June 17, 2013

PARTNERSHIP FOR COMMUNITY SUPPORTS
QUALITY MANAGEMENT PLAN FOR 2014-15

The mission of Partnership for Community Supports (Partnership) is to provide quality Supports Coordination assuring that individuals and their families have choice and control so they can lead a full and rich life in their community. Partnership for Community Supports will do this by utilizing a Person-Centered Planning approach consistent with the principles of "Everyday Lives". In order to continuously improve the quality of our services, Partnership utilizes a quality management strategy in identifying the areas of focus. We are transitioning to an every two year Quality Management Plan consistent with the new Office of Developmental Program regulations and expectations. Therefore, this plan will be effective June 30, 2013 –June 30, 2015. We continue to provide all individuals receiving supports coordination through Partnership with a sheet identifying what they can expect from their Supports Coordinator depending upon the funding that they receive. In this way, it is felt that individuals and families can be aware of what they can expect and assist us in monitoring the quality of supports coordination.

Quality Management is a collaborative process. The Executive Director met with our Philadelphia Intellectual Disability Services program analyst, Lynette Borum to review priorities for the plan. We discussed some priorities which included follow up of concerns, assuring that Emergency Assessments are completed for individuals with Emergency PUNS and updating PUNS for individuals who have newly received the waiver and are receiving services needed. The Executive Director also attended two meetings in Montgomery County where the Montgomery County Administrative Entity reviewed their Quality Management Plan, first with the Quality Council and second with their Developmental Disability Committee. Partnership has included, in part, Montgomery's goals for improving communication, increasing employment and lifesharing in our plan. Partnership has also looked at information gathered from Intellectual disAbility Services (IDS) reports, from the Administrative Entity monitoring, the SCO monitoring process, ODP Performance reports, the waiver assurances and Home and Community-based Services Quality framework, and the priorities of the Office of Developmental Programs (ODP) to formulate the 2014-15 Quality Management Outcomes. The Quality Management Committee of Partnership met on June 3, 2013 to discuss priorities and review the outcomes selected for the new Quality Management plan.

The Board of Directors of Partnership for Community Supports reviewed and approved the plan on June 17, 2013.

The priorities chosen for the 2014-15 quality management plan include: employment, communication, lifesharing, PUNS, satisfaction by lowering turnover, and outcome and concern follow up. PUNS is not only a compliance tool but an important means to identifying urgent needs of the individuals that we support and a first step in advocating for funds to meet those needs. Partnership will also work on areas that help individuals live an "every day life," facilitate community participation and support them in having their voice heard. Those areas are employment, lifesharing, and communication. Employment is a central part of life, an important piece of individual identity and provides a sense of competence and accomplishment. It allows individuals to be a contributing part of their community. The ability to communicate and be understood is essential to everyone. Partnership recognizes the value of supporting people who don't have a typical voice to be heard. The role of the Supports Coordinator is invaluable to the team which must rely on the Supports Coordinator's knowledge regarding who to contact for referrals to access communication supports, services, technology and evaluations. ODP has identified the expansion of choice regarding where and with whom individuals live as a priority. Life Sharing is one option that expands this choice beyond Community Living Arrangements.

Consistency in supports coordinators and supervisors is associated with satisfaction with service so Partnership will work on keeping turnover low. It is important for individuals to achieve the outcomes they identify and to receive support in removing barriers and resolving concerns and issues, so that will be another area of focus in this plan.

VALUES AND GUIDING PRINCIPLES

The services of Partnership are based upon our values and principles:

- PARTNERSHIP believes that all working relationships are based upon mutual respect and understanding.

- PARTNERSHIP supports the individual's right to exercise choice, control, and self-determination as they decide their services and supports.
- PARTNERSHIP recognizes that each individual has unique abilities, capacities and gifts.
- PARTNERSHIP believes that since everyone is different, supports and services must be individualized through Person-Centered Planning.
- PARTNERSHIP believes in encouraging each individual's personal growth toward independence and becoming full participants in their community.
- PARTNERSHIP believes that quality Intellectual Disability Supports Coordination must assure satisfaction by those who receive supports.
- PARTNERSHIP utilizes a Quality Management plan and takes steps to consistently improve on the services provided.
- PARTNERSHIP encourages relationships with family, friends and community.
- PARTNERSHIP believes in a team approach to the development of the ISP and provision of services.
- PARTNERSHIP believes that through PARTNERSHIP, the goals of each individual can be achieved and their dreams realized.

Scope of Plan and Responsibility and Methodology

Partnership functions as a Supports Coordination Organization under the Office of Developmental Programs and the Administrative entities of Philadelphia Intellectual disAbility Services, Montgomery County Developmental Disabilities, Bucks County Department of Developmental Programs, and Chester County Intellectual Disability Services, Delaware County Office of Intellectual Disabilities, and York County Intellectual and Developmental Disabilities Program.

The Supports Coordinators locate, coordinate and monitor services for individuals who have chosen to receive supports coordination through Partnership. They work to ensure that the Individual Supports Plans are implemented and the individuals' needs are met. Partnership provides Supports Coordination for individuals who receive Supports Coordination only, for individuals who receive Base funded services as well as for individuals who receive services funded by the Consolidated or Person-Family Directed Supports Waivers. Partnership works with the individuals' teams which include family, friends, and Providers. The Supports

Coordinators assist the individual and their team to choose qualified providers of the services identified in their individual plans.

Currently, the ODP Satisfaction survey is on hold. If the QM Committee decides to implement another Satisfaction survey, the Quality Management and Training Coordinator and Fiscal Consultant are responsible for tabulating the responses to the Satisfaction Survey and offering analyses of the data with final analyses completed by the Executive Director. The Executive Director, Program Director. Unit Manager and Director of Quality Management and Training review management reports, the results of the Consumer Satisfaction Survey, feedback from the AE Oversight process, the IM4Q considerations, ODP Performance reports, and ODP priorities. After this review and in support of the waiver assurances and Home and Community-Based Quality framework, Partnership will preliminarily identify possible priorities for Quality Management activities. These possible priorities are provided to the Quality Management committee for their review and input.

The Quality Management Committee will meet to review quarterly progress in meeting goals and to recommend any needed adjustment in goals, action plans and target dates. This Quality Management committee, made up of representatives of staff, consumers, and families and the Board of Directors also will review the results of any Partnership Satisfaction survey. For the current plan, the committee met and provided input into the development of the 2014-15 Quality Management Plan. After review of applicable data and input from the Quality Management committee, a draft of Quality management activities and action plans are provided to the Board of Directors of Partnership. The Board of Directors made up of a consumer, family members, an attorney and other community members, reviews the plan, provides any further input and recommendations and approves the plan. The Quality Management committee will meet quarterly to review progress toward outcomes. Every two years, the progress in meeting the identified objectives will be assessed and objectives will be identified for the next Quality Management Plan in conjunction with the committee and will again be presented to the Board of Directors for approval.

The Supports Coordinators and Supervisors will receive an updated training in the Quality Management plan. The Supports Coordinators, Supervisors, Unit Manager, Coordinator of Quality Management and Training and the Program Director and

Executive Director will be responsible for implementation of the Quality Management Plan.

Identified Goals and Outcomes for Fiscal years 2014-15

The Center for Medicaid and Medicare has identified assurances that they need from providers of waiver services and supports. The goals and outcomes identified will focus on the CMS assurance that "Services and supports are planned and

effectively implemented in accordance with each participant's unique needs, expressed preferences and decisions concerning his /her life in the community" (Participant-Centered Service Planning and Delivery). The second assurance that the plan will focus on is, "Participants are satisfied with their services and achieve desired outcomes" (Participant satisfaction). The third focus is on the "system supports participants efficiently and effectively and constantly strives to improve quality." Partnership is committed to delivering quality supports coordination to all individuals and families. As part of this commitment to quality services and in conjunction with the focus areas cited above, we will work towards improving customer satisfaction and Supports Coordination Organization (SCO) performance through implementation of the goals and action plans that follow.

Quality Management Plan

Entity Name: Partnership for Community Supports

Focus Area: System Performance & Participant-Centered Service Planning/Communication   **Year:** 6/2013

Goal	Outcome	Target Objective	Performance Measures/Data Source(s)/ Frequency/Responsible Person
The need for Communication supports will be identified and supports planned and implemented in order for individuals to increase their ability to communicate effectively.	Supports Coordinators will consistently review individual communication needs and supports as part of the Individual Supports Plan (ISP) process.	Individuals will receive assessments or communication profiles as needed to identify communication needs and appropriate supports.	**Performance measures:** The number of individuals referred for assessments and then the number with communication recommendations in their ISP. For Montgomery County, the number of individuals with a communication profile versus the number identified as needing a profile. **Data Source:** Partnership records. Program Director will receive copies of referrals to track. **Frequency:** Measures will be reviewed quarterly for progress. **Responsible Person:** Quality Mgmt &Training Coordinator, Program Director.

Action Plan

Entity Name:	Partnership for Community Supports			**Year:** 6/2013	

Focus Area: Participant-Centered Service Planning and Delivery/Communication

Desired Outcome: Supports Coordinators will consistently review annually individual communication needs and supports as part of the Individual Supports Plan (ISP) process and will consistently review communication barriers at the monitoring.

Target Objective: Individuals will receive assessments or communication profiles as needed to identify communication needs and appropriate supports.

Performance Measure(s): The number of individuals referred for assessments and then the number with communication recommendations in their ISP. For Montgomery County, the number of individuals with a communication profile versus the number identified as needing a profile.

Data Source(s): Partnership records and tracking, HCSIS ISPs

Responsible Person: Quality Mgmt & Trg Coordinator, Program Director

	Action Item	Responsible Person	Target Date	Status	Completion Date
1.	Communication Mentors will provide a communication training for SCs.	Communication Mentors	6/30/2014		
2.	SCs will refer individuals from Philadelphia AE who do not have effective communication abilities for formal assessments and identify individual assessment needs based upon the Temple University 3 tiered criteria. Or as an alternative they will refer to Networks for Training and Development for assistive technology communication exploration. They will copy the Program Director or designee on the referrals.	Supports Coordinators	6/30/2014		
3.	SCs will include assessment recommendations in team discussion and the Individual support plan.	Supports Coordinators			
4.	Program Director will track the referrals, dates of assessments, and review ISPs to assure recommendations are included.	Program Director or designee	6/30/2014		
5.	Individuals served through Montgomery AE identified as having a need for a communication	Supports Coordinators	6/30/2014		

Action Item	Responsible Person	Target Date	Status	Completion Date
profile, will have a profile reviewed, completed and distributed to team members.	and SC Supervisors			
6. Co-sponsor an assistive technology exploration session at Partnership where individuals can look at communication devices to determine preferences and fit.	Communication Mentors	1/30/2015		

Quality Management Plan

Entity Name:	Partnership for Community Supports		Year: 6/2013

Focus Area: Participant-Centered Service Planning and Delivery/ Employment

Goal	Outcome	Target Objective	Performance Measures/Data Source(s)/ Frequency/Responsible Person
Individual's sense of accomplishment, self esteem and perceived value as a member of the community will be increased through competitive employment.	More individuals will be competitively employed and receive the supports they need to maintain employment.	1) The number of individuals choosing supported employment as a service will increase. 2) The number of individuals maintaining employment without paid supports will increase.	**Performance measures:** (1) The number of individuals who have chosen supported employment versus the baseline. (2)The number of individuals who are competitively employed without paid supports versus the baseline. **Data Source:** Network Data, HCSIS, Partnership records. **Frequency:** Measures will be reviewed quarterly for progress. **Responsible Person:** Quality Mgmt & Training Coordinator, Program Director

Action Plan

Entity Name:	Partnership for Community Supports			Year:	6/2013

Focus Area: Participant-Centered Service Planning and Delivery/ Employment

Desired Outcome: More individuals will be competitively employed and receive the supports they need to maintain employment.

Target Objective:
1) The number of individuals choosing supported employment as a service will increase.
2) The number of individuals maintaining employment without paid supports will increase.
3) Individuals receiving job finding supports will receive employment within one year.

Performance Measure(s): **Performance measures:** (1) The number of individuals who have chosen employment supports as a service versus the baseline. (2) The number of individuals who are employed without paid supports versus the baseline. (3) The number of individuals who are employed at the end of the year versus those receiving job finding services.

Data Source(s): Network Data, HCSIS, Partnership records.

Responsible Person: Quality Mgmt & Training Coordinator, Program Director

	Action Item	Responsible Person	Target Date	Status	Completion Date
1.	A training for Supports Coordinators on the option of employment and supported employment will be provided.	Quality Management & Trg Coordinator	6/30/2014		
2.	An IEP clinic will be offered to individuals and families to assist them in developing IEPs that prepare students for transition to adult life and possible employment.	Children's SC Supervisor	ongoing		
3.	Staff from Partnership will participate in school transition fairs.	Children's SC Supervisor	ongoing		
4.	A baseline of individuals who are employed without paid supports will be obtained.	Program Director	10/30/2013		

	Action Item	Responsible Person	Target Date	Status	Completion Date
5.	A baseline of number of individuals who are receiving employment supports will be obtained.	Program Director	10/30/2013		
6.	Utilize 6 month review process to assure that individuals who are receiving job finding supports are actually receiving jobs. Track to see how many receiving job finding receive a job within 1 year.	Supports Coordinators/ Program Director or designee	6/30/2014		
7.	Hold an outreach for families educating them about employment and employment supports by targeting for individuals who are age 16-22.	Resource Manager	1/30/2014		
8.	Hold an outreach for families educating them about employment and employment supports by targeting adults over age 22.	Resource Manager	10/30/2014		

Quality Management Plan

Entity Name:	Partnership for Community Supports			**Year:** 6/2013
Focus Area:	Participant-Centered Service Planning and Delivery/ Lifesharing			

Goal	Outcome	Target Objective	Performance Measures/Data Source(s)/ Frequency/Responsible Person	
Individuals will understand their residential option options regarding the settings where they can receive residential supports in their communities.	Lifesharing will be a residential option considered by the individual, family, and team.	The number of individuals receiving Lifesharing supports will increase by one person.	**Performance measures:** (1) The number of individuals who are receiving lifesharing supports versus the number receiving them in 6/2013. **Data Source:** HCSIS, Partnership records. **Frequency:** Measures will be reviewed quarterly for progress. **Responsible Person:** Quality Mgmt & Training Coordinator, Program Director	

Action Plan

Entity Name:	**Partnership for Community Supports** **Year:** 6/2013
Focus Area:	Participant-Centered Service Planning and Delivery/Lifesharing
Desired Outcome:	Lifesharing will be a residential option considered by the individual, family, and team.
Target Objective:	The number of individuals receiving Lifesharing supports will increase by one person.
Performance Measure(s):	The number of individuals who are receiving lifesharing supports versus the number receiving them in 6/2013.
Data Source(s):	HCSIS, Partnership records.
Responsible Person:	Quality Mgmt & Training Coordinator, Program Director

	Action Item	Responsible Person	Target Date	Status	Completion Date
1.	A training for Supports Coordinators on the option of lifesharing.	Quality Management & Trg Coordinator	6/30/2014		
2.	Plans will indicate that lifesharing was discussed as an option for anyone receiving or needing residential supports.	Program Director & Unit Manager	6 /30/2014		
3.	Provide an outreach for individuals and families that provides education and information regarding lifesharing as a service option when residential supports are needed.	Resource Manager/Unit Manager	11/30/2014		
4.					
5.					
6.					

Quality Management Plan

Entity Name: Partnership for Community Supports

Focus Area: Participant Outcomes and Satisfaction/ Follow up of issues and concerns   **Year:** 6/2013

Goal	Outcome	Target Objective	Performance Measures/Data Source(s)/ Frequency/Responsible Person
Individuals will receive supports that will enable them to make progress toward attaining the outcomes that they have identified.	Supports Coordinators will monitor progress in meeting the outcomes identified in the Individual Supports Plan and work with the team to identify alternate supports or outcomes if progress is not being made.	1) Base Supports Coordinators will document progress or lack of Progress in meeting individual outcomes in monitoring reports. 2) Supports Coordinators will follow up on issues and concerns.	**Performance measures:** The number of monitoring reports reviewed versus the number of reports where outcome progress was monitored. **Data Source:** HCSIS, Partnership records. **Frequency:** Measures will be reviewed quarterly for progress. **Responsible Person:** Unit Manager, Program Director.

Action Plan

Entity Name:	Partnership for Community Supports **Year:** 6/2013
Focus Area:	Participant Outcomes and Satisfaction/ follow up of issues and concerns.
Desired Outcome:	Supports Coordinators will monitor progress in meeting the outcomes identified in the Individual Supports Plan and work with the team to identify alternate supports or outcomes if progress is not being made.
Target Objective:	1) Base Supports Coordinators will document progress or lack of Progress in meeting individual outcomes in monitoring reports. 2) Supports Coordinators will document follow up on issues and concerns.
Performance Measure(s):	1) The number of monitoring reports reviewed versus the number of reports where outcome progress was monitored. 2) The number of monitoring reports reviewed versus the number of reports where follow up on issues and concerns was documented.
Data Source(s):	HCSIS, Partnership records.
Responsible Person:	Unit Manager, Program Director

	Action Item	Responsible Person	Target Date	Status	Completion Date
1.	Monitoring requirements will be reviewed at a staff meeting.	Quality Mgmt & Trg Coordinator/ Program Director	6/30/2014		
2.	Non-Waiver Supports Coordinators will choose 4 individuals to monitor outcome progress more closely on a quarterly basis.	Program Dir, SCSupervisor Non-Waiver Supports Coordinators	7/30/2013		
3.	Waiver Supports Coordinators will enter comments and complete a concern sheet if there are issues or concerns during a monitoring. The concern sheets will be given	Supports Coordinators and SC Supervisors	6/30/2014		

Action Item	Responsible Person	Target Date	Status	Completion Date
to the SC Supervisor for review. SC supervisor will review next monitoring report and service notes to see if the concern or issue is resolved and follow with the SC if not.				
4. The Unit Manager will review a sample of monitoring reports quarterly to assure that there is focus and follow up on resolving issues and concerns and track the number where there is no notation regarding progress toward resolution.	Unit Manager	6/30/2013		
5. SCs who did not make a notation regarding progress toward resolving issues and concerns will receive supervision and a training review regarding this requirement.	SC Supervisors	6/30/2014		
6.				

Quality Management Plan

Entity Name:	Partnership for Community Supports
Focus Area:	System Performance & Participant-Centered Service Planning/ PUNS **Year:** 6/2013

Goal	Outcome	Target Objective	Performance Measures/Data Source(s)/ Frequency/Responsible Person
Individuals with unmet emergency and critical needs will be identified in order to plan appropriately for funding and meeting their needs.	Supports Coordinators will consistently utilize the PUNS to identify individuals who have emergency, critical and planning needs and ensure that individuals have current and accurate PUNS relating to their need for services.	Individuals with an emergency, critical or planning need for service will have accurate finalized PUNS within 365 days of their previous PUNS and those with an emergency PUNS will have a completed Emergency Assessment form or narrative completed and sent to the appropriate AE.	**Performance measures:** The number and percent of individuals whose PUNS was updated and finalized within 365 days of the previous PUNS. **Data Source**: ODP Data Share performance reports, HCSIS, Partnership records. **Frequency:** Measures will be reviewed quarterly for progress. **Responsible Person:** Quality Mgmt & Training Coordinator, Program Director

1

Action Plan

Entity Name:	**Partnership for Community Supports** **Year:** 6/2013
Focus Area:	Participant-Centered Service Planning/PUNS
Desired Outcome:	Individuals who have an unmet emergency or critical need will be identified using the PUNS (waiting list form) and advocacy will be done to receive the appropriate funding.
Target Objective:	Individuals with an emergency, critical or planning need for service will have accurate finalized PUNS within 365 days of their previous PUNS and those with an emergency PUNS will have a completed Emergency Assessment form or narrative completed and sent to the appropriate AE.
Performance Measure(s):	Percent of PUNS completed within 365 days of their previous PUNS. Number of individuals with Emergency PUNs who also have an EAF or narrative completed.
Data Source(s):	Data Share Performance reports, Partnership tracking
Responsible Person:	Quality Mgmt Coordinator, Unit Manager, Program Director

	Action Item	Responsible Person	Target Date	Status	Completion Date
1.	SCs will be reminded of the PUNS requirement in a staff meeting.	Program Director	9/30/ 2013		
2.	QM Coordinator will track PUNS completion and review quarterly data for progress.	Quality Mgmt Coordinator	ongoing		
3.	QM Coordinator will remind SC and copy Supervisor regarding deadlines.	Quality Mgmt Coordinator	ongoing		
4.	QM Coordinator and Unit Mgr will review Emergency PUNS list to assure that individuals who have begin to receive services after waiver enrollment and are noted as fully served on an updated PUNS.	Quality Mgmt Coordinator/ Unit Mgr.	ongoing		
5.	Those individuals with an emergency puns will have an Emergency Assessment Form or narrative completed and sent to the appropriate AE.	Supports Coordinators/ Unit Manager	ongoing		
6.					

Quality Management Plan

| **Entity Name:** | Partnership for Community Supports | | **Year:** | 6/2013 |

| **Focus Area:** | Participant Outcomes and Satisfaction/ Consumer & Family Satisfaction |

Goal	Outcome	Target Objective	Performance Measures/Data Source(s)/ Frequency/Responsible Person
Individuals & families will be satisfied with the continuity of supports Supports Coordination.	Individuals and families will have continuity with one supports coordinator for a reasonable period of time.	The turnover rate for all Supports Coordinators will be 15% or less. The turnover rate in the first year will be 20% or less.	**Performance measures:** The number of Supports Coordinators who turned over in a year's time divided by the number of Supports Coordination positions multiplied by 100 to get the percentage. **Data Source**: Partnership records. **Frequency**: Measures will be reviewed quarterly for progress. **Responsible Person**: Executive Director, HR Coordinator.

Action Plan

Entity Name:	**Partnership for Community Supports** **Year:** 6/2013
Focus Area:	Participant Outcomes and Satisfaction/ Consumer & Family Satisfaction
Desired Outcome:	Individuals and families will have continuity with one supports coordinator for a reasonable period of time.
Target Objective:	The turnover rate for Supports Coordinators will be 15% or less. The turnover rate for Supports Coordinators in the first year will be 20% or less.
Performance Measure(s):	The number of Supports Coordinators who turned over in a year's time divided by the number of Supports Coordination positions multiplied by 100 to get the percentage.
Data Source(s):	Partnership records.
Responsible Person:	Executive Director, HR Coordinator

	Action Item	Responsible Person	Target Date	Status	Completion Date
1.	The Staff Recognition and Welcome Committee be re-instituted.	Unit Mgr, HR Coordinator	6/30/2014		
2.	Mgmt and Chat & Chew sessions will be held for employees. Burn-out Prevention programs like Stress	Resource Mgr, Program Dir, Executive Dir	6/30/2014		
3.	A video will be utilized on Partnership website and Career Builder to assure SC applicants have a better understanding of Partnership and the job.	HR Coordinator	6/30/2014		
4.	Supervisors will complete mentoring quarterly for SCs.	SC Supervisors	6/30/2014		
5.	Continue to recognize and nominate staff for recognition and awards when there are opportunities	SC Supervisors, Unit Mgr, Program Dir, Executive Dir.	6/30/2014		
6.	Review the hiring and orientation process for ways to increase retention and assure good fits for the position.	HR Coordinator, Executive Dir, Program Dir,	12/30/2013		