

Independent Monitoring for Quality in Westmoreland County

FY2016-2017

Annual Report

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IM4Q FY 2016-2017 Annual Report

OVERVIEW

Independent Monitoring for Quality (IM4Q) is part of a statewide initiative, administered through the Westmoreland County Developmental Services Office, and implemented through Mental Health America of Southwestern PA (MHASWPA). IM4Q does not attempt to measure compliance with government regulations, but instead, measures quality of life outcomes. IM4Q promotes continued quality improvement of services and supports, encourages healthy provider competition, and supports necessary system change. The goal is to accomplish this mission with a spirit of cooperation among the independent program, providers, and government agencies.

HISTORY

In 1997, the Planning Advisory Committee (PAC) to the Office of Mental Retardation (OMR) recommended that Pennsylvania develop the capacity for independent monitoring, in order to understand the aspirations and needs of the people receiving support. At about this same time, the National Association of State Directors of Developmental Disabilities Services (NASDDS), in collaboration with the Human Services Research Institute (HSRI) developed a national project to identify performance indicators that states could collect to determine the status of their systems vis-à-vis the experiences of individuals supported, families supported, and providers delivering supports. The Commonwealth of Pennsylvania joined this project, National Core Indicators (NCI), as a pilot state. Ongoing efforts were set in place to ensure that IM4Q was consistent with the NCI, and that neither project caused an undue burden for individuals receiving supports, families, and providers.

In January 1999, OMR invited counties to participate in a pilot project and twenty counties submitted proposals for the program. Thirteen county projects were approved for start-up in FY1998-1999 with seven others entering the initial phases in FY1999-2000. Pennsylvania was selected as one of a number of states to be part of the NCI in 1999. The Westmoreland County involvement with IM4Q began in FY2000-2001. At the beginning of FY2006-2007, OMR officially changed its name to the Office of Developmental Programs and is referred to as ODP.

RELATIONSHIP BETWEEN IM4Q AND ODP

IM4Q is part of the quality management framework within the intellectual/developmental disabilities system that includes Health Care Quality, Incident Management, Regulatory Compliance, Person Centered Planning, Supports Coordination, and ODP Monitoring. This quality management framework is guided by values and principles expressed in *Everyday Lives, Making it Happen*, issued by the PAC in 2001. Responsive to customer feedback and informed by data, the Quality Management System measures, addresses, and enhances quality of life, services and supports, and organizational practices. The IM4Q data is an important source of information that is used in this effort.

IM4Q is independent from other monitoring processes that ODP now performs. In addition, the program is not meant to replace processes that already exist through ODP. Rather, IM4Q is meant to provide a level of objectivity and an external look at services by having individuals who use services, their family members, and other interested persons perform the monitoring processes, versus professional evaluators who now work within the system.

STRUCTURE

The Westmoreland County Behavior Health/Developmental Services (BH/DS) Program Office contracts with Mental Health America of Southwestern PA (MHASWPA). MHASWPA, in turn, acts as the fiduciary for IM4Q. The IM4Q Coordinator is guided and assisted by the Executive Advisory Committee, and is responsible for facilitating the monitoring process. Westmoreland Casemanagement, Inc. (WCSI) is the only service coordination organization (SRO) in Westmoreland County and is the gateway to services. Monitoring teams conduct face-to-face interviews with individuals registered with WCSI, who appear on the sample list pulled by the state and that meet the IM4Q criteria.

PROCEDURE

Total sample numbers are generated at the state level each fiscal year, according to criteria set by ODP. The sample is drawn through the Home and Community Services Information System (HCSIS). According to procedures provided in Pennsylvania's Independent Monitoring for Quality (IM4Q) Protocol and Guidelines, trained monitoring teams conduct the face-to-face interviews using the Essential Data Elements (EDE) survey tool designed by The Institute on Disabilities, Pennsylvania's University Center for Excellence in Developmental Disabilities, Temple University. The collected data is entered into the HCSIS database and analyzed by The Institute on Disabilities on statewide and county levels. Locally, Westmoreland County data is also entered into a separate database with the intention to discover local trends.

Routine individual concerns, known as considerations, are relayed to the Westmoreland County Developmental Services Program Office on a regular basis. Major concerns involving the health and safety of individuals are reported immediately or within 24 hours to the county IM4Q point. All considerations and concerns are reported according to guidelines and time frames agreed upon by the local entities. Considerations are addressed by the individual's supports coordinator and if necessary the individual's support team. Action for resolution of the consideration is decided and acted upon. A report on this action is generated by the supports coordinator and proceeds through channels ending with the local IM4Q coordinator. This process of "closing the loop" is an integral part of the quality improvement process that allows change at the individual level. The local team, consisting of the Westmoreland County IM4Q point, the Westmoreland Casemanagement and Supports, Inc. point, and the local IM4Q Coordinator, meets every six weeks to discuss any issues and to coordinate the flow of considerations.

The local IM4Q provides monthly reports to the Westmoreland County DS Office and to ODP on the progress of the monitoring process. The Institute on Disabilities provides a statewide report of the collected data to the ODP Steering Committee on Independent Monitoring for Quality after the conclusion of each IM4Q cycle.

EVALUATIONS

Each year, in order to ensure quality, ODP requires IM4Q Programs to conduct an external evaluation. The Westmoreland County IM4Q program along with every other IM4Q program, participates in a review of each local program. The reviewer looks at what the local program does well, what technical assistance the local program needs, the impact of considerations on the lives of the individuals who are surveyed, and the overall quality of the local IM4Q program. Results from the reviews are reported to the technical director from Temple University, Guy Caruso.

External evaluations were not conducted during this fiscal year. We had a very successful evaluation conducted by Laura Sippos, Western Region ODP IM4Q Lead, and Guy Caruso, IM4Q Technical Advisor. They were very pleased with our monitor training and our excellent working relations with the AE, SCO and SC's, ODP and IM4Q Technical Advisors. They said

that it was very good that we hand out stamped evaluation cards and get a high return of those with outstanding monitor ratings.

Each local program sends an annual statistical report to ODP and the IM4Q technical director at the end of each cycle. The report contains information about the demographics, training and payment structure of monitors, and quality management activities of the local program. The technical director examines this data and makes suggestions to the local program for improvement.

SAMPLE

IM4Q focuses on the quality of services and supports to children ages three and over, and to adults supported by the Intellectual/Developmental Disabilities (IDD) system. In FY1999-2000, the sample for IM4Q was restricted to individuals living in licensed residential settings in 19 county MH/MR programs, including licensed community homes and apartments, family living arrangements, non-state operated private intermediate care facilities for people with mental retardation (ICFs/MR) and large community homes. The size of the sample was based on a percentage of individuals who are served in Westmoreland County which was determined to be 129. Thirty of these are the National Core Indicators (NCI) sample and 99 are the IM Primary sample. In FY2000-2001, the sample for IM4Q was expanded to include individuals not receiving residential supports. For the FY2002-2003 sample, each county was instructed to include 30 individuals who participate in the Person and Family Directed Supports Waiver (PFDS). An oversample is drawn through Home and Community-Based Services Information System (HCSIS), ODP's computerized database. Criteria are then applied to select eligible individuals by the Westmoreland Casemanagement and Supports, Inc. (WCSI) IM4Q point.

Until FY2011-12 a total of 159 individuals were surveyed each fiscal year. As of the FY 2012-2013, due to a 10% reduction in the budget for IM4Q, the total number of surveys was reduced to 143. A further reduction was made for FY2013-2014 by reducing the NCI sample from 30 to 10 individuals. During FY2015-2016, IM4Q conducted 123 face-to-face interviews with individuals who receive services and supports from the Office of Developmental Services in Westmoreland County. The sample subsets included: IM Primary = 88; PFDS Waiver = 25; NCI = 10. An additional 4 interviews were conducted with individuals aged 14-24 using a separate Transition Survey. This survey gathers information about the transition from school to adult life and does not generate any considerations. The sample total and subsets remained the same for FY 2016-2017.

FINDINGS

Ten individuals were interviewed using an NCI (National Core Indicators) Adult Consumer Pre-Survey, an NCI Adult Consumer Survey, the NCI Addendum and the Family/Friend/Guardian (F/F/G) survey. Because of the extensive revision of the NCI survey tool in FY2008-2009, the Pennsylvania IM4Q created the NCI Addendum to capture state data that was eliminated by NCI. One hundred thirteen individuals were interviewed using the Essential Data Elements (EDE) survey, which includes a pre-survey form and the Family/Friend/Guardian (F/F/G) survey.

All interviews took place between September 28, 2016 and June 5, 2017. One hundred of the 123 interviews included a completed F/F/G survey. Twelve of those interviewed had no family or no contact with family. Eleven of the FFG surveys that were mailed were not returned.

During the FY2016-2017 cycle, 96 of the 123 individuals surveyed generated 238 considerations that were reported to the Westmoreland County Office of Developmental Services. All but one of the considerations were routine.

The youngest participant this fiscal year was 5 years old and the oldest participant was 78 years old. The average age of the participants was 45 years. There were 60 females and 63 males. Table 1 and Table 3 indicate the residential settings and geographic distributions for the individuals involved in the IM4Q survey process.

Due to revisions in the survey tools, some responses to questions have been condensed in order to include data from NCI and EDE. Two new questions were included starting in FY12-13 that focus emergency preparation for the individuals surveyed and responses to those questions have been included in this report.

Table 1 – Interviews per Residential Setting

Residential Setting	FY 14-15	FY 15-16	FY 16-17
Community Home	60%	59%	61%
Relative's Home	21%	22%	20%
Private ICF/ID	14%	14%	11%
Personal Care Home	2%	0%	0
Own Residence	2%	3%	4%
State Operated ICF/ID	0%	1%	0%
Family Living	>1%	1%	2%
Domiciliary Care	>1%	0%	1%
Nursing Home/Facility	0%	0%	1%
Other	0%	1%	1%
TOTAL	N=123	N=123	N=123

Table 2 – Number of Times Each Individual in FY16-17 Sample Has Been Interviewed

Number of Individuals Interviewed in FY16-17	Number of times interviewed since FY01-02	Percentage of FY16-17 Sample
17	1	14%
27	2	22%
19	3	15%
21	4	17%
32	5	26%
7	6	6%
Total 123		100%

Table 3 – Geographic Location Distribution

City/Town	No. of Interviews	City/Town	No. of Interviews
Adamsburg	1	McKees Rocks	1

Apollo	1	Monessen	1
Belle Vernon	2	Monongahela	2
Blairsville	1	Mount Pleasant	2
Bolivar	1	New Brighton	1
Brackenridge	1	New Florence	1
Clairidge	1	New Kensington	7
Coraopolis	5	North Huntingdon	2
Delmont	3	North Versailles	1
Derry	1	Penn	1
Export	1	Pittsburgh	4
Ford City	1	Pleasant Unity	1
Greensburg	40	Ruffsdale	2
Industry	1	Saltsburg	1
Irwin	8	Scottdale	1
Jeannette	9	Scranton	1
Latrobe	9	Sewickley	1
Leechburg	1	Slippery Rock	1
Ligonier	1	Verona	1
Manor	2	West Newton	1

Table 4 – Residential Provider Distribution

Residential Provider Agency	Number of Interviews		
	FY 14-15	FY 15-16	FY 16-17
Achieva			1
Acme Providers, Inc.	2	3	1
Allegheny Valley School*	8	10	10
ARC Fayette			1
Armstrong Care			1
Clelian Heights Apartments	1	-	-
Community Living Care*	14	13	10
Community Options	1	4	3
Diversified Human Services	2	1	2
Down to Earth Community Homes			2
Dr. Gertrude Barber Center	1	-	-
Ebensburg Center	-	1	-
Family Services of Western PA	1	2	5
Fayette Resources, Inc.	-	1	-
Invision Customized Services	2	1	3
Kiski Valley Opportunities Unlimited*	4	2	1
Laurel Highlands Foundation	-	-	-
LifeSteps, INC	3	3	3
McGuire Memorial Homes	-	1	1
Milestone Centers, Inc.	-	-	1
Mt. View Specialty Care	-	-	-
N/A	28	32	31

National Mentor Healthcare LLC	1	1	-
NHS Pennsylvania	7	2	5
Passavant Memorial Homes*	22	27	24
Penn Residential	-	1	-
Personal Care Home	2	-	-
Prince Mark's Place	1	-	-
St. Joseph Center			1
Southwestern Human Services, Inc.	-	-	-
Valley Community Services	8	3	1
Valley Special Needs Programs, Inc.	-	2	2
Verland Foundation	1	2	1
Westmoreland Arc ProServ*	14	11	12
Westmoreland Manor	-	-	1
Total	123	123	123

AGGREGATE RESULTS

Aggregate results of the following domains are included with this report: **Satisfaction; Choice and Control; Relationships; Community Involvement; and Employment.** These results reflect what individuals receiving ID/DD services and supports in Westmoreland County think about the quality of their lives. **Percentages are based only on the number of people who were able to respond to each question.**

Satisfaction	FY 2014	FY 2015	FY 2016
1. Satisfaction with living situation.	87%	99%	94%
2. Satisfaction with work/activities.	94%	96%	88%
3. Family satisfied with relatives' living situation.	92%	92%	95%
4. Family satisfied with relatives' work.	89%	98%	94%

Choice and Control	FY 2014	FY 2015	FY 2016
1. Do you vote?	37%	36%	17%
2. Individual chooses what they do during the day.	82%	78%	61%

3. Individual chooses where they live.	62%	62%	54%
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4. Individuals have a key to get into their house.	27%	23%	24%
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Relationships

	FY 2014	FY 2015	FY 2016
1. Individual talks to family when they want.	99%	95%	92%

2. Individual can see friends when they want.	88%	94%	91%
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3. Staff at work are nice.	97%	97%	95%
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4. Staff at home are nice.	97%	91%	94%
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Community

	FY 2014	FY 2015	FY 2016
1. Individual goes to worship weekly.	18%	20%	20%

2. Individual goes to the mall weekly.	47%	60%	49%
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3. Individual goes to a restaurant weekly.	47%	58%	56%
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4. Individual goes out for fun.	91%	93%	88%
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Employment

FY 2016

Have you worked in the past?

If yes, why are you no longer working?

- a. It was too early to get up in the morning.
- b. They did things too fast.
- c. He quit because he started to have behaviors.
- d. His stress level went up when his aunt died.
- e. Retired.
- f. Other employee treated him poorly.
- g. Had a new boss and I didn't want to work there anymore.
- h. Had to quit because of severe aggression.
- i. The environment was too noisy.

- j. I was fired because I caused an accident, but it wasn't my fault.

Would you like to have a job in the community?

Places individuals would like to work include the following:

- a. Waitress at Hoss's (2)
- b. Any job
- c. Dick's Warehouse
- d. Paula Teacher
- e. Working with kids
- f. McDonalds
- g. In the office at Passavant Memorial Homes.

SUMMARY

Satisfaction

In general, individuals receiving services and supports through Westmoreland County Behavioral Services continue to indicate a favorable level of satisfaction with where they live and what they do during the day. Ninety-four percent of respondents like where they live. Eighty-eight percent of respondents like what they do during the day. Twenty-two percent want to do something else during the day. Satisfaction with services remains very high with 99% of respondents getting the services they need to be able to live in their home and community.

Dignity, Rights and Respect

Individuals continue to express a high degree of satisfaction with supports coordinators and QMRPs. The majority of respondents reported that they are never or rarely afraid in their homes, neighborhoods and daily activities. The percentage of people carrying ID is 50% this year, our lowest in recent years. Some individuals have difficulties with carrying an ID, however creative solutions are implemented. This will continue to be a source of considerations.

Choice and Control

Nearly all individuals surveyed make their own choices or have some help choosing daily activities. Eighty-five percent of respondents are making their own choices regarding how they spend their free time.

Relationships

Most individuals are active with family and friends. Fifty-seven percent of respondents can see their friends whenever they want to see them.

Community Involvement/Inclusion

The percentage of individuals who go into the community for entertainment and social events remains high. Additionally, people have systems in place to plan and achieve personal goals.

Two new Community Involvement/Inclusion questions were included on the survey starting in FY08-09. The number of people who go into the community for exercise has improved steadily since the question has been asked. The number of people who go on vacation has averaged about 39%, which is a 4% increase from last year. Twenty-nine percent exercise more than once a week.

Employment Questions

This section about employment in a community integrated setting was added starting in FY11-12. This year we focused on whether the person had worked in the past and the reason they were no longer working. We also asked if the person would like to have a job in the

community. Twenty-six individuals responded that they would like to have a job in the community. In FY16-17, eleven individuals said that they work in the community. A majority of respondents continue to attend adult day or vocational programs.

In summary, we had a very successful year, completing our surveys in early June. The 123 surveys resulted in 238 considerations being generated.