

**Westmoreland County BH/DS  
Developmental Services  
Quality Management Plan Narrative  
Fiscal Years 2019-2021**

Westmoreland County Developmental Services Quality Management Plan utilizes a planned, systemic approach to the monitoring, analysis and improvement of organizational performance, thereby continually improving the quality of supports and services that are flexible, innovative and person-centered and allow recipients to achieve greater choice, independence and opportunity in their lives. Through the review and analysis of performance data, Westmoreland County Developmental Services has identified several opportunities to implement Quality Improvement initiatives for the Quality Management Plan for Fiscal Year 2019-2020 and FY 2020-2021.

ODP Priority	Westmoreland County Priority Summary Discussion	Outcome Developed
<p><b>Participant-Centered Service Planning and Delivery-</b></p> <p>Supporting Family Throughout the Lifespan</p>	<p>All DS staff have received training on the Lifecourse Framework. Westmoreland county has identified a subject matter expert who is available to provide Technical Assistance to groups or individuals if requested.</p> <p>At the time of intake Westmoreland county shares information on Supporting Families Through the Lifespan as part of an information packet. We also complete the Lifecourse Framework tools at time of intake with individuals and forward those completed tools to the SCO the individual chooses.</p> <p>Westmoreland County hosts an Employment &amp; Transition Conference every fall and spring in conjunction with the Intermediate Unit. This past year, we have reached out to the PA Family Networks to be involved in this event. In the fall, staff from the SCO facilitated a breakout session and utilized the STAR method to assist students in forming employment goals. A PA Family Network representative was present at the fall and spring conference to hand out information to students and education staff as well. Going forward, we plan on having the Lifecourse tools be an integral part of these conferences. SCO staff also attended a separate meeting at the Intermediate Unit to encourage transition education staff to utilize the tools at IEP meetings.</p> <p>This year we plan to focus on enhanced work to imbed this process in eligibility activities and continued work with the Support Coordination organizations. Westmoreland county has created a Family Resource Specialist position effective July 2019 that will be devoted to creating resource directory/network for individuals.</p> <p>No formal outcome is needed at this time but one may be developed as need is identified. We will continue to provide exposure to the Lifecourse tools via the Family Resource Specialist position, at intake, and regular conferences and trainings.</p>	<p>No</p>



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Rights Violation Reduction	<p>According to the Independent Monitoring for Quality (IM4Q) Westmoreland AE (2017-2018):</p> <ul style="list-style-type: none"> <li>84% of the participants interviewed from Westmoreland county reported that their staff who work with them at home are very nice or nice (state finding 94%, regional 96%).</li> </ul> <p>Westmoreland County's Risk Management team continues to work closely with providers to reduce incidents of Rights Violation. For this QM plan, we will review and analyze Rights Violations through both the county's Risk Management Committee and Human Rights Committee. Through these reviews, alternative approaches and technical assistance will be offered to providers to reduce and/or eliminate Rights Violations</p>	Yes
<p><b>Diversion of individuals from admission to State Centers and State Hospitals</b></p> <p>Reducing psychiatric admissions for individuals with dual diagnosis.</p> <p>Supporting People with Complex Needs</p>	<p>Westmoreland County's Risk Management and DD/Psychiatric Review process has impact on mitigating risk to those who receive services, including their risk of admission to state centers and state hospitals. Since 2013, we have successfully diverted any individuals who were at risk of possible admission to these facilities.</p> <p>With the implementation of Westmoreland County's Risk Management and DD/Psychiatric Review process, the numbers of involuntary and voluntary psychiatric hospitalizations Emergency room visits for both psychiatric and behavioral reasons have dramatically reduced since 2013.</p> <p>No formal outcome needed at this time. We will continue to collect and analyze data at our monthly risk management committee meeting. An action plan will be created and forwarded to the provider and the consumer's SC for completion with follow up from the risk management committee as needed.</p>	No
<p><b>Participant Rights and Responsibilities – Communication</b></p> <p>Individuals are supported to exercise their rights and accept personal responsibilities.</p>	<p>Westmoreland County in collaboration with Westmoreland Casemanagement &amp; Supports, Inc. again identified communication as a priority. For this QM plan, there is a more specific focus - Ensuring that people who do not communicate using words have the opportunity to have a system in place that is working. This goal will allow ISP teams to develop effective communication systems for consumer who do not communicate using words and then we can focus on using the effective communication systems across all settings.</p> <p>According to the Independent Monitoring for Quality (IM4Q) Westmoreland AE (2017-2018):</p> <ul style="list-style-type: none"> <li>75% of individuals with a formal communication system reported using it across all settings (state finding 79%, regional 81%).</li> <li>56% of individuals with a formal communication system are supported by staff or a program coordinator (state finding 70%, regional 75%)</li> </ul> <p>Our baseline data from this objective for the last QM plan notes that 57% have a formal communication system in place and 62.5% have a</p>	Yes

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	<p>system that is being used and is working. The Special Populations Unit through ODP has begun to offer an influx of trainings on different communication systems and has offered to be a point of contact for cases.</p>	
<p><b>Participant Outcomes and Satisfaction-IM4Q</b> Individuals are satisfied with services and achieve desired outcomes.</p> <p>Participant Directed Services</p>	<p>The Westmoreland County IM4Q sub council meets twice a year. The sub council has identified a need for individuals to have the opportunity to obtain and keep employment in the community. The IM4Q monitors will have individuals complete the survey that includes employment questions. The monitors will then ask follow up questions related to opportunities to obtain and keep employment in the community. (See Employment priority area below)</p> <p>Westmoreland County BH/DS has observed an increase in participant directed services over the last year. In collaboration with Westmoreland Casemanagement and Supports Inc Participant Directed Services are reviewed with individuals and families at their time of intake with the SCO, during annual review meetings and when consumers or families request this information. Westmoreland County BH/DS also participates in quarterly regional AWC meetings, whose participants include AWC providers, ODP representation, AE and SCO's. There is also a plan to have a Supports Broker Provider come to Westmoreland Casemanagement and Supports Inc to train Supports Coordinators and Supervisors on the use of this service. The number of participants enrolled in Participant Directed Services has increased over the last fiscal year. In the 17/18 Fiscal year, we had 64 participants in the AWC program and 5 in the vendor/fiscal program. In the 18/19 fiscal year we had 97 participants in the AWC program and 6 in the vendor/fiscal program. No formal outcome is needed at this time.</p>	<p>No</p>
<p><b>Employment</b></p>	<p>Westmoreland County BH/DS leads an Employment Coalition that meets quarterly. The Westmoreland County Employment Coalition is comprised of the county point person, providers, self-advocates, and other key-stakeholders. The Employment Coalition strives to provide advocacy, collaboration, and education to the larger community. In addition to quarterly meetings the Employment Coalition works with the Transition Council to produce bi-annual Employment/transition conferences within Westmoreland county.</p> <p>The Employment Coalition has also formed a transportation sub-committee this past year with the goal of researching how to increase transportation options for our consumers. The sub-committee created a survey in collaboration with the Westmoreland Transit Authority to see the areas and times of greatest need. The sub-committee members discussed the possibility of increasing subsidized transportation with WTA and Senator Kim Ward's office. Another sub-committee member is working on possibly starting a</p>	<p>Yes</p>

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	<p>transportation service with students and faculty at Seton Hill university.</p> <p>According to the Independent Monitoring for Quality (IM4Q) Westmoreland AE (2017-2018):</p> <ul style="list-style-type: none"> <li>• 57% of individuals that did not have a paid job in the community reported that they do not want a job (state finding 61%, regional 55%); 39% reported they would like to have a job for pay (state finding 35%, regional 40%).</li> </ul> <p>Westmoreland County is developing an outcome to see the individuals who expressed a desire for employment via the IM4Q survey find employment in the community.</p>	