Office of Developmental Programs
Using IM4Q Data to Improve the Service System

July 29, 2015

QDP's Infrastructure

- Futures Planning
- Waiver Renewals:
  - Adult Autism Waiver: by March 31, 2016
  - Consolidated Waiver: by March 31, 2017
  - P/FDS Waiver: by March 31, 2017
- CMS Home and Community-Based Services Final Rule
- Chapter 51 Regulations (revised to Chapter 6100)

QDP's Infrastructure

Structure — Process — Outcomes
**ODP’s Futures Planning Timeline**

2019
- Draft Principles
- Vision
- Core Areas
- High-Level Action Plan
- Levels
- Stones

2014
- Detailed Plans
- Research
- Financial
- Marketing

2015
- Draft Vision
- Target
- Action Plan
- Process for Action
- Action Plan

**ODP’s Mission and Vision**

- **Mission**
  
  The mission of the Office of Developmental Programs is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

- **Vision**
  
  Our vision is to continuously improve an effective system of accessible services and supports that are flexible, innovative, and person-centered.

**Update on Values**

- **Everyday Lives values are used by the ID program**
- **Values used by the Autism Program were informed by the Autism Task Force**
- **Goal: develop a common set of values for ODP, with updated language, to guide all program and policy decisions into the future**
- **Convene a Values Workgroup**
Update on Values

- Values Workgroup volunteers:
  - Self-advocates and family members from both ID and Autism communities
  - ODP staff from both ID and Autism programs
  - Providers, counties, other stakeholders
- Values Workgroup face-to-face meeting April 26
- Subgroup met to develop a draft to share back with the entire Values Workgroup
- Self-advocates led the way

My Life, My Way – Everyday Lives in Action

- Self-advocates want an everyday life
- Each definition explains what the value means to people
- Each definition also explains how the community, family and supporters help make that happen
- These values are what we all expect
- These values should guide every decision made by, for, or about people with developmental disabilities.

My Life, My Way – Everyday Lives in Action

- Our Values are thought about as a “North Star”
- Control & Choice
  - control is about people making their own decisions; choice is about others helping to open opportunities to make those decisions with more options and then making those choices real
- Freedom
  - all members of the community have the same rights and can fully use them, rights are respected
- Stability
  - life is as I expect, changes are made only with my permission and input. My family, supporters, and community plan with me to meet my needs, now and for the future.
**My Life, My Way – Everyday Lives in Action**

- **Safety**
  - self-advocates are safe in all areas of life through a joint effort; safety and risk are balanced

- **Connected**
  - as full members of the community with respect, dignity and status, self-advocates are welcomed and accepted for who they are

- **Responsibility**
  - is a two-way street; I honor my promises; others can be counted on to do the same

- **Communication**
  - I am listened to and understood; my input is valued; family, community and supporters communicate in ways that work for me.

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**My Life, My Way – Everyday Lives in Action**

- **Success**
  - each person can strive to be the best they can be in the goals they choose; family, supporters, and community learn how to support me to achieve my goals

- **Individuality**
  - I am respected and valued for who I am and want to be; family, supporters, and community treat me with dignity and support me in a person-centered way

- **Relationships**
  - self-advocates choose those who will be in their lives; family, supporters, and community value those relationships and support new relationships

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**My Life, My Way – Everyday Lives in Action**

- **Collaboration**
  - working together is critical to an everyday life; family, supporters, and community build bridges together with me throughout life’s journey

- **Quality**
  - a quality life is the life I desire; family, supporters, and community make sure I have supports and services that are proven to be of high quality

- **Advocacy**
  - each of us is the best person to let others know what we want and need; family, supporters and community find out and understand what we want and need; they assist to ensure we are heard by others
**My Life, My Way – Everyday Lives in Action**

- Control
- Choice
- Freedom
- Stability
- Health and Safety
- Connected
- Responsibility
- Communication
- Success
- Individuality
- Relationships
- Partnership
- Quality
- Advocacy

**IM4Q Scales**

![Graph showing IM4Q Scales]

- Choice and Control IM4Q Measures
- Choice and Control at Home
- Individuals
  - Chose where they live
  - Visited living options first
  - Had a key/way to get in to their home
  - Had their own bedroom
  - Chose their roommate
  - Opened their own mail
- Choice and Control during the Day/Leisure Time
- Individuals
  - Chose what they do during the day
  - Chose their own schedule
  - Chose how to spend leisure time
Choice and Control IM4Q Measures

- Choice and Control in Choosing Staff
- Individuals
  - Chose the staff who help them at home
  - Chose the staff who help them with daily activity or work
  - Chose their support coordinators
- Choice and Control with Regard to Money
- Individuals
  - Have enough money to do many of the things they want to do during each week
  - Choose what to buy with their spending money
  - Have a bank account they can get to independently to withdraw money when they want it

Community Inclusion IM4Q Measures

- Frequency of Participation in Community Activities
  - visiting with friends
  - going to the supermarket
  - going to a restaurant
  - going to worship
  - going to a shopping mall
  - going to a bar
  - going to a bank
  - going on errands

IM4Q and NCI

- Independent Monitoring for Quality
- National Core Indicators
  - Inform our current status for internal and external stakeholders
  - Benchmark across other States
  - Guide prioritization of quality improvement efforts
  - Assist in developing quality improvement strategies
  - Assist in identifying objectives
  - Track progress of change efforts over time
HCBS Final Rule

Home and Community Based Services Final Rule

• The intent of CMS is to ensure individuals receiving services and supports through Medicaid’s HCBS programs have full access to the benefits of community living and are able to receive services in the most integrated setting.

HCBS Final Rule

Home and Community Based Services Final Rule

- The setting:
  - supports full access to the greater community
  - is selected by the individual from among setting options
  - ensures individual rights of privacy, dignity and respect, and freedom from coercion and restraint
  - optimizes autonomy and independence in making life choices and
  - facilitates choice regarding services and who provides them.

HCBS Final Rule

- NCI 2015-2016
  - People let you know before they come into your home
  - People let you know before coming into your bedroom
  - You can be alone at home with visitors and friends
  - You can see your friends when you want to
  - You have enough privacy at home
  - You have participated in a self-advocacy meeting, conference, or event, or were given the opportunity and chose not to
  - You decide your daily schedule and how to spend your free time
### Employment 2013-2014

<table>
<thead>
<tr>
<th></th>
<th>PA</th>
<th>NCI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has a paid job in the community</td>
<td>11.3%</td>
<td>15.4%</td>
</tr>
<tr>
<td>Likes paid job in the community</td>
<td>90.0%</td>
<td>92.7%</td>
</tr>
<tr>
<td>Would you like to work somewhere else?</td>
<td>34.0%</td>
<td>30.3%</td>
</tr>
<tr>
<td>If you don’t have a paid job in the community, would you like one?</td>
<td>37.5%</td>
<td>47.2%</td>
</tr>
<tr>
<td>If you don’t have a paid community job and would like one, paid community employment is a goal on your service plan</td>
<td>39.4%</td>
<td>30.5%</td>
</tr>
</tbody>
</table>

National Core Indicators (NCI)

### Waiver Quality Strategy

#### Health and Safety Waiver Assurance

- **Individuals**
  - Have a primary care doctor
  - Have a physical, dental, and eye exam within the last year
  - Have preventive health care
  - Engage in regular, moderate physical activity
  - Feel safe in their homes, neighborhood, or work/day activity
  - Live in homes and went to work/day activities in a safe neighborhood

### Service Plans Waiver Assurance

<table>
<thead>
<tr>
<th>Service Plans</th>
<th>PA</th>
<th>NCI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has met case manager/supervisor coordinator (required)</td>
<td>93.9%</td>
<td>95.1%</td>
</tr>
<tr>
<td>Helped to make service plan</td>
<td>87.3%</td>
<td>88.7%</td>
</tr>
<tr>
<td>Onsite asks what works</td>
<td>66.3%</td>
<td>88.2%</td>
</tr>
<tr>
<td>Onsite helps get what individual needs</td>
<td>88.7%</td>
<td>88.4%</td>
</tr>
<tr>
<td>Staff gets back right away</td>
<td>82.6%</td>
<td>77.5%</td>
</tr>
<tr>
<td>Staff deal with respect</td>
<td>94.1%</td>
<td>92.7%</td>
</tr>
<tr>
<td>Staff come when they’re supposed to</td>
<td>95.9%</td>
<td>94.2%</td>
</tr>
<tr>
<td>If indiv has problems with staff, gets help to fix problems.</td>
<td>93.1%</td>
<td>92.0%</td>
</tr>
</tbody>
</table>

National Core Indicators (NCI) 2013-2014
Thank You