Responding to Considerations

Our Role and How to Ensure the Loop is Closed

The Purpose of IM4Q

"The purpose of IM4Q is to collect information from individuals with intellectual disabilities, so improvements can be made to the quality of life for those who use and support the services."

Why IM4Q is Important?

IM4Q plays an important role in the lives of individuals for many reasons.

- IM4Q meetings allows individuals to express issues or concerns that they may not feel comfortable sharing with their friends, families, Supports Coordinators etc.
- IM4Q team members are advocates for those that may need additional support.
- IM4Q team members can be an extra voice for individuals that may have a difficult time speaking up for themselves.
Why the SC’s role with IM4Q is Important?

- Supports Coordinators need to continue to be an advocate for the individual to guarantee the voice of the individual is still being heard.
- The Supports Coordinator confirms that the information presented by IM4Q is valid for the individual and tries to remedy the concern discovered by the IM4Q team.

Why the SC’s role with IM4Q is Important?

- The Supports Coordinator develops responses to IM4Q considerations to address any concerns discovered at an IM4Q monitoring.
- The Supports Coordinator continues to follow-up with individuals after the consideration has been fulfilled to ensure the individual is truly happy.

The Supports Coordinator Role

When IM4Q considerations are entered in HCSIS, the SC has four key tasks to complete.

1. Review considerations in HCSIS. Check your HCSIS alerts daily.
2. Read the considerations thoroughly and discuss the considerations with the team and the individual to develop an action plan.
3. Formulate a response that addresses all of the issues presented in the consideration.
4. Ensure that the response "closes the loop".
Closing the Loop?

IM4Q endeavors to positively change peoples lives.
In order for this to happen, the IM4Q response has to "close the loop" to make certain the individual acquires what he/she stated in the consideration. The response that the Supports Coordinator writes must include how the consideration will be resolved and when the consideration will be resolved.

How to Ensure the Loop is Closed

There is only one way to ensure the loop is closed and that is done by writing a thorough response for which the reader has no questions to ponder at the end of the response.

What's a Thorough Response?

A great response has these characteristics.....

Has excellent details. Always mention in the response, if this issue has been addressed before. This shows that the SC has been aware of this issue, and both the team and the SC is working on a resolution for this issue.
What's a Thorough Response?
A great response has these characteristics.....

The response is readable. We do not profess to be Shakespeare, but simple and correct grammar is key to an excellent response.

What's a Thorough Response?
A great response has these characteristics.....

The response shows a willingness by the SC to follow-up and "close the loop".

Let's look at some considerations to see if the loop is closed..............

Consideration #1
Consideration Theme: Request for Information

Consideration: Mattie's mother mentioned in the family survey she would like information on guardianship.

Response:

This SC followed up with Mattie's mother about guardianship for Mattie and discussed the necessary steps involved in establishing guardianship for Mattie. Mattie's mother agreed to call Mattie's school to establish communication and to coordinate legal fees. The SC arranged for a meeting with the school and presented the legal documents. Mattie's mother signed the necessary documents and the meeting was successful. The process was followed up with Mattie's mother to ensure that all necessary steps were taken to establish guardianship for Mattie.
Loop Closed?

YES

NO

The Loop is Closed

The loop is closed because the IM4Q consideration only made mention that MATTIE's mom would like more information regarding guardianship. The Supports Coordinator located guardianship resources to assist MATTIE's mother in the future.

Consideration #2

Consideration Theme: Personal Rights, Competence Enhancement and Growth

Consideration: Individual does not have a photo ID. Has his staff considered getting him a state-issued ID to carry when he leaves home?

Response: The team feels that this is a good idea. The team will gather the information needed, i.e. birth certificate, to complete the process for obtaining a non driver's ID for Daniel.
Loop Closed?

YES

NO

The Loop is NOT Closed

Consideration: Individual does not have a photo ID. Has his staff considered getting him a state-issued ID to carry when he leaves home?

Response:
The team feels that this is a good idea. The team will gather the information needed, i.e. birth certificate, to complete the process for obtaining a non-driver's ID for Damien.

This response is not complete because there are unanswered questions that have not been addressed by the Support Coordinator.

How can we make this response better? Let's take a peek...

Closing the Loop on Consideration #2

Consideration Theme: Personal Rights, Competence Enhancement and Growth

Consideration: Individual does not have a photo ID. Has his staff considered getting him a state-issued ID to carry when he leaves home?

Response:
The team feels that this is a good idea. The team gathered the information needed, i.e. birth certificate, to complete the process for obtaining a non-driver's ID for Damien. Damien's staff assisted him at the DMV (Department of Motor Vehicles) on June 13, 2016. Damien was able to obtain a photo ID on this day. Damien has mentioned that he is happy that he has his identification now, and that he carries his ID around with him proudly. The Support Coordinator will follow-up during next monitoring to ensure that Damien is still using his ID.

By adding more information into the response, the SC was able to close the loop on this consideration.
Consideration #3

Consideration Theme: Health/Well Being

Consideration: Individual would like to go to a spa. Who will assist the individual to taking a trip to the spa of her choice?

Response: The team understands Daisy's desire to visit a spa. The SC has addressed this consideration with Daisy's team. On February 20, 2015 the SC researched spa's in the vicinity of Daisy's home, and found that The Wellness Spa in Newtown Square, PA offers the amenities Daisy is looking for in a spa. Daisy's team put in a request for funds for her to be able to get a massage, pedicure and manicure. This was what Daisy wished for. Daisy visited the spa on March 3, 2015 and enjoyed her experience at The Wellness Spa. Daisy even met new friends that also enjoy the spa experience. Daisy's next spa appointment is on April 20, 2016. It is Daisy's desire to continue visiting the spa on a monthly basis or as her finances permit. Daisy's residential manager will assist her in going to the spa regularly. The SC called Daisy on March 4th to talk about her experience, and she is truly satisfied.

Loop Closed?

YES

NO

The Loop is Closed

Response:

The team understands Daisy's desire to visit a spa. The SC has addressed this consideration with Daisy's team. On February 20, 2015 the SC researched spa's in the vicinity of Daisy's home, and found that The Wellness Spa in Newtown Square, PA offers the amenities Daisy is looking for in a spa. Daisy's team put in a request for funds for her to be able to get a massage, pedicure and manicure. This was what Daisy wished for. Daisy visited the spa on March 3, 2015 and enjoyed her experience at The Wellness Spa. Daisy even met new friends that also enjoy the spa experience. Daisy's next spa appointment is on April 20, 2016. It is Daisy's desire to continue visiting the spa on a monthly basis or as her finances permit. Daisy's residential manager will assist her in going to the spa regularly. The SC called Daisy on March 4th to talk about her experience, and she is truly satisfied.
Challenging Considerations

- Some considerations may seem difficult to address; you make think they are silly or impossible to accomplish.
- Be creative, think outside the box!
- All considerations are valuable & should be addressed regardless of how silly they may seem.
- In discussing the consideration with the individual, you may find a simple solution.

Challenging Considerations

- The individual wants to go to Disney World
  - Find out what aspect of Disney World is interesting to the individual.
  - Does the individual just want to go on rides, is there a local theme park the individual would like to attend?
  - Does the individual enjoy collecting Disney items, would a trip to mall to buy some Disney Collectibles suffice?
  - If the individual wants to meet a character, are there any upcoming local events featuring Disney Characters?
  - If the individual truly wants to go to Disney World, have the team discuss the actual costs of the trip. This was done with an individual and after pricing everything the individual decided that he rather spend his money doing a variety of activities where he lived instead of having to save and spend all that money in one place.
- The individual would like to be a fireman
  - A discussion was had with the individual and it turns out he really just wanted to ride in a fire truck. With his sister's help, the team was able to find a fire company that allowed the individual to ride in fire truck during a local parade.

Major Concerns

What is a Major Concern?

Major Concerns are issues/situations that can be potentially life threatening to a person.
Major Concerns

Major Points

- There are five general categories of major concerns:
  1. Physical dangers (e.g., broken windows, fallen items on floor)
  2. Significant sanitation problems (e.g., plumbing, cockroach infestation)
  3. Evidence of physical abuse and neglect
  4. Evidence of psychological abuse (e.g., staff yelling at an individual)
  5. Evidence of human rights violations (e.g., denial of consumer's funds or property)

- Major Concerns can potentially cause a person to be removed from their home.
- Major Concerns override any issues of confidentiality.
- Major Concerns must be reported immediately.

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Major Concerns

Major Points

- Major Concerns can be written on behalf of the following: individual, family, Guardian, legal, staff, advocate, and monitor.

- Major Concerns are **NEVER** written as factual unless the action in question is **witnessed** by the monitor.

- Major concerns are written with as much detail as possible.

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Major Concerns

**WHAT ARE MAJOR CONCERNS?**

- There are five general categories of major concerns: physical abuse, neglect, environmental concerns, psychological abuse, and human rights violations.

- Major Concerns can potentially cause a person to be removed from their home if there is an imminent risk to their health and safety.

- Major Concerns override any issues of confidentiality. Major Concerns must be reported immediately.
Major Concerns

PERCEPTIONS OF CONSIDERATIONS

- Some considerations may seem extreme or silly.
- Monitors ask clarifying questions.
- If monitors cannot clarify, then they write it up as is.
- Monitors are NOT to determine what is "worth" writing up.
- All considerations carry the same value!!!!
- We never dismiss a request as being "pointless" or "trivial."

Closing the Loop Time-Frame

- Ensure that you are knowledgeable about different AE's timelines for submission.
- If you feel that to fully address your considerations you need more time, discuss this with the AE point person for IM4Q follow-up.
- If you need more time and it's granted by the AE, be sure to remember the deadline. Don't forget to complete the response!

Questions

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