Bureau of Quality Management
Reviews
Current and Future Processes
Licensure and Certification

* Bureau of Accreditation, Licensure, and Certification (BALC)--Licenses all CILAs and Certifies all Developmental Training providers.
* Illinois Department of Public Health-- State operated developmental centers and intermediate care facilities for individuals with intellectual disabilities (ICF/IID)
* Illinois Department of Children and Family Services – children’s residential programs
Other Monitoring

* Office of the Inspector General
* Healthcare and Family Services
* Independent Service Coordination agencies (ISC) – waiver services
* Division of Developmental Disabilities /Bureau of Quality Management
Bureau of Quality Management
Current Responsibilities

- Waiver Performance Measures
- National Core Indicators (adults only)
- Contractual requirements not addressed by rule
- Complaint follow up no addressed by other entities
- All waiver providers based on representative sample of participants
  - Adults - 400
  - Children’s Support Waiver – 295
  - Children’s Residential Waiver – 150
* Technical assistance to providers to prepare for changes regarding waiver expectations
  * Settings
  * Person centered planning
* Focus on 5 outcomes identified by DDD
Outcomes

* People will be health and safe
* People will have real relationships with family and friends
* People who want to work will have a paying job
* People will make decisions about their lives
* People will have opportunities to contribute to their community
Future Reviews by BQM

* Focused on personal outcomes
* Are the services and supports leading to the life the person wishes to have?
* Accomplished through meeting with people receiving services and those who know them best
* Minimize focus on paper documentation
* Maximize focus on what is happening on a day-to-day basis
Preparation

* Training by Council on Quality and Leadership
  * www.c-q-l.org or www.thecouncil.org
* Certification of Personal Outcome Measures Trainers
* Certification of Personal Outcome Measures Interviewers
* Later – expand focus on all POM
My Self – Who I am as a result of my unique heredity, life experiences and decisions

- People are connected to natural support networks
- People have intimate relationships
- People are safe
- People have the best possible health
- People exercise rights
- People are treated fairly
- People are free from abuse and neglect
- People experience continuity and security
- People decide when to share personal information
My World – Where I work, life, socialize, belong or connect

* People choose where and with whom they live
* People choose where they work
* People use their environments
* People live in integrated environments
* People interact with other members of the community
* People perform different social roles
* People choose services
My Dreams – How I want my life to be

- People choose personal goals
- People realize personal goals
- People participate in the life of the community
- People have friends
- People are respected
For more info...

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