



# Life Choices Statewide Meeting

Meeting with PAS Agency, Service Providers and DD Staff  
11/12/2014  
10:00 AM to 3:00 PM

- Vision Statement: All children and adults with developmental disabilities living in Illinois receive high quality services guided by a Person-Centered Plan that maximizes individual choice and flexibility in the most integrated setting possible. All areas of the State have available a full array of services that meet the needs of children and adults with developmental disabilities living in their local communities regardless of intensity or severity of need. There is no waiting list for services.

# TEAM 5: Service Monitoring and Collaboration for Quality

- **Purpose:** The Monitoring and Quality Team will provide recommendations for establishing better collaboration and creating synergy opportunities between PAS Agencies and service providers that lead to better quality and improved health and safety outcomes.
- **Tasks assigned:**
  - Create new ISC Individual Visit and Interview Document
  - Create Interpretive Guidelines to assist ISC's Interview
  - Develop Augmentative Communication Resources
  - Determine Performance Indicators
  - Team Recommendations

# TEAM 5: Service Monitoring and Collaboration for Quality

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## recommendations

### I. Create Individual Interview Tool

- A. Use a document separate from the Individual Visit and Interview Notes for “additional monitoring”. Review if necessary and implement consistently across all 18 PAS agencies.
- B. New Individual Visit and Interview Notes to be phased in as a pilot project to be revised after a trial period.
- C. Revise and standardize ISC Individual Visit and Interview Notes and Interpretative Guidelines to solicit meaningful feedback as proposed. Attachment B.
- D. Identify system/process, resources and training for soliciting input from individuals who require alternative communication methods. Attachment C.

### II. Training

- A. Provide uniform training for all stakeholders – PAS/ISSA, providers, families, regional facilitators and DCFS/DHS reviewers.
- B. New Individual Visit and Interview Notes to be phased in as a pilot project to be revised after a trial period.
  - 1. Announce date of implementation of new recommendations, distribute documents and offer multiple mandatory trainings across the state over several months.

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## II. Training

### Recommendations – continued

- C. Create a visual "flowchart" of the Illinois Service Delivery System for DD/ID.
  - 1. ISCs to share/review with families as a Resource Guide
  - 2. Outline steps to access system and the general PUNS process
  - 3. Review with families annually, discuss their current "position" in the system and next steps moving forward
  - 4. Incorporate a guide that identifies each Team Member's roles – Individual, Parent, Guardian, ISC, ISSA, Provider
- D. Establish competencies for Service Coordination staff, enhanced QIDP training and continuing education.
- E. Enhance/develop continuing education for greater understanding of ISC roles to all stakeholders. Refer to flowchart of delivery system.
- F. Require training on person centered planning to be consistent for all stakeholders – individuals, families, guardians, PAS/ISSA and providers.
- G. Define what the Satisfaction Survey is to be used for and emphasize that it is not designed to be used punitively towards any stakeholder.
- H. Division to share Satisfaction survey results with the ISC and provider agency.
- I. Define the process and feedback for how Division will respond to technical assistance referrals from ISC.
- J. Communicate a clear definition of the "TEAM" – Interdisciplinary Team, Support Team. The final say should be driven by families not professionals.
- K. Develop a standardized process to address people who are satisfied.
- L. Conflict Resolution should be changed to Resolution of Issues and/or Concerns to demonstrate collaboration.

# TEAM 5:

## Service Monitoring and Collaboration for Quality

### III. Performance Indicators

- A. Develop ISC performance indicators that focus on measurable quality outcomes of ISC services/supports rather than validation of services completed. Adopt proposed Performance Indicators. Attachment A.
- B. Measure responsiveness to families. Conduct sample satisfaction interviews and surveys as proposed. Attachment A.
- C. Measure the length of time from date individual is determined eligible to the date services begin. Defined as the first billable day/hour with chosen provider.

### IV. Central Data Information and Reporting System

- A. Standardize forms across all 18 PAS agencies and enable writable via PC and accessible on DHS website.
- B. Develop a central data reporting/managements system that is accessible to multiple users.

## TEAM 5: Service Monitoring and Collaboration for Quality

- **Next Steps:**

### **Pending Steering Committee Approval**

- Establish pilot roll out and timeframe
- Identify 6-10 ISC agencies, Providers and parents/guardians to participate in the pilot of the Individual Visit and Interview Document and Interpretive Guidelines; schedule training to initiate pilot
- Team 5 to evaluate feedback following pilot and provide revision recommendations
- Final recommendations submitted to state for approval
- Full project implementation hosting multiple, mandatory **joint trainings** for ISC's and providers on how to use the new tools, adopt person centered planning practices and understand the new performance indicators. (Parents/guardians encouraged to participate)
- State will develop a realistic timeline to phase in project implementation consistent with revised CMS and BQM guidelines to ensure all stakeholders can be successful.