

Independent Monitoring for Quality in Westmoreland County

FY2014-2015

Annual Report

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IM4Q FY 2012-2013 Annual Report

OVERVIEW

Independent Monitoring for Quality (IM4Q) is part of a statewide initiative, administered through the Westmoreland County Developmental Services Office, and implemented through Mental Health America of Westmoreland County (MHAWC). IM4Q does not attempt to measure compliance with government regulations, but instead, measures quality of life outcomes. IM4Q promotes continued quality improvement of services and supports, encourages healthy provider competition, and supports necessary system change. The goal is to accomplish this mission with a spirit of cooperation among the independent program, providers, and government agencies.

HISTORY

In 1997, the Planning Advisory Committee (PAC) to the Office of Mental Retardation (OMR) recommended that Pennsylvania develop the capacity for independent monitoring, in order to understand the aspirations and needs of the people receiving support. At about this same time, the National Association of State Directors of Developmental Disabilities Services (NASDDS), in collaboration with the Human Services Research Institute (HSRI) developed a national project to identify performance indicators that states could collect to determine the status of their systems vis-à-vis the experiences of individuals supported, families supported, and providers delivering supports. The Commonwealth of Pennsylvania joined this project, National Core Indicators (NCI), as a pilot state. Ongoing efforts were set in place to ensure that IM4Q was consistent with the NCI, and that neither project caused an undue burden for individuals receiving supports, families, and providers.

In January 1999, OMR invited counties to participate in a pilot project and twenty counties submitted proposals for the program. Thirteen county projects were approved for start-up in FY1998-1999 with seven others entering the initial phases in FY1999-2000. Pennsylvania was selected as one of a number of states to be part of the NCI in 1999. The Westmoreland County involvement with IM4Q began in FY2000-2001. At the beginning of FY2006-2007, OMR officially changed its name to the Office of Developmental Programs and will now be referred to as ODP.

RELATIONSHIP BETWEEN IM4Q AND ODP

IM4Q is part of the quality management framework within the intellectual/developmental disabilities system that includes Health Care Quality, Incident Management, Regulatory Compliance, Person Centered Planning, Supports Coordination, and ODP Monitoring. This quality management framework is guided by values and principles expressed in *Everyday Lives, Making it Happen*, issued by the PAC in 2001. Responsive to customer feedback and informed by data, the Quality Management System measures, addresses, and enhances quality of life, services and supports, and organizational practices. The IM4Q data is an important source of information that is used in this effort.

IM4Q is independent from other monitoring processes that ODP now performs. In addition, the program is not meant to replace processes that already exist through ODP. Rather, IM4Q is meant to provide a level of objectivity and an external look at services by having individuals who use services, their family members, and other interested persons perform the monitoring processes, versus professional evaluators who now work within the system.

STRUCTURE

The Westmoreland County Behavior Health/Developmental Services (BH/DS) Program Office contracts with Mental Health America of Westmoreland County (MHAWC). The MHAWC, in turn, acts as the fiduciary for IM4Q. The IM4Q Coordinator is guided and assisted by the Executive Advisory Committee, and is responsible for facilitating the monitoring process. Westmoreland Casemanagement, Inc. (WCSI) is the only service coordination organization (SRO) in Westmoreland County and is the gateway to services. Monitoring teams conduct face-to-face interviews with individuals registered with WCSI, who appear on the sample list pulled by the state and that meet the IM4Q criteria.

PROCEDURE

Total sample numbers are generated at the state level each fiscal year, according to criteria set by ODP. The sample is drawn through the Home and Community Services Information System (HCSIS). According to procedures provided in Pennsylvania's Independent Monitoring for Quality (IM4Q) Protocol and Guidelines, trained monitoring teams conduct the face-to-face interviews using the Essential Data Elements (EDE) survey tool designed by The Institute on Disabilities, Pennsylvania's University Center for Excellence in Developmental Disabilities, Temple University. The collected data is entered into the HCSIS database and analyzed by The Institute on Disabilities on a statewide and county levels. Locally, Westmoreland County data is also entered into a separate database with the intention to discover local trends.

Routine individual concerns, known as considerations, are relayed to the Westmoreland County Developmental Services Program Office on a regular basis. Major concerns involving the health and safety of individuals are reported immediately or within 24 hours to the county IM4Q point. All considerations and concerns are reported according to guidelines and time frames agreed upon by the local entities. Considerations are addressed by the individual's supports coordinator and if necessary the individual's support team. Action for resolution of the consideration is decided and acted upon. A report on this action is generated by the supports coordinator and proceeds through channels ending with the local IM4Q coordinator. This process of "closing the loop" is an integral part of the quality improvement process that allows change at the individual level. The local team, consisting of the Westmoreland County IM4Q point, the Westmoreland Casemanagement and Supports, Inc. point, and the local IM4Q Coordinator, meets every six weeks to discuss any issues and to coordinate the flow of considerations.

The local IM4Q provides monthly reports to the Westmoreland County DS Office and to ODP on the progress of the monitoring process. The Institute on Disabilities provides a statewide report of the collected data to the ODP Steering Committee on Independent Monitoring for Quality after the conclusion of each IM4Q cycle.

EVALUATIONS

Each year, in order to ensure quality, ODP requires IM4Q Programs to conduct an external evaluation. The Westmoreland County IM4Q program along with every other IM4Q program, participates in a review of each local program. The reviewer looks at what the local program does well, what technical assistance the local program needs, the impact of considerations on the lives of the individuals who are surveyed, and the overall quality of the local IM4Q program. Results from the reviews are reported to the technical director from Temple University, Guy Caruso.

This year the external review was conducted by Kelly Kebert, local coordinator for Crawford county. The Westmoreland IM4Q Coordinator, Mary Ellen Tiberio, did the external evaluation of the Allegheny/Greene/ Washington Counties IM4Q Program.

Each local program sends an annual statistical report to ODP and the IM4Q technical director at the end of each cycle. The report contains information about the demographics, training and payment structure of monitors, and quality management activities of the local program. The technical director examines this data and makes suggestions to the local program for improvement.

SAMPLE

IM4Q focuses on the quality of services and supports to children ages three and over, and to adults supported by the Intellectual/Developmental Disabilities (IDD) system. In FY1999-2000, the sample for IM4Q was restricted to individuals living in licensed residential settings in 19 county MH/MR programs, including licensed community homes and apartments, family living arrangements, non-state operated private intermediate care facilities for people with mental retardation (ICFs/MR) and large community homes. The size of the sample is based on a percentage of individuals who are served in Westmoreland County which was determined to be 129. Thirty of these are the National Core Indicators (NCI) sample and 99 are the IM Primary sample. In FY2000-2001, the sample for IM4Q was expanded to include individuals not receiving residential supports. For the FY2002-2003 sample, each county was instructed to include 30 individuals who participate in the Person and Family Directed Supports Waiver (PFDS). An oversample is drawn through Home and Community-Based Services Information System (HCSIS), ODP's computerized database. Criteria are then applied to select eligible individuals by the Westmoreland Casemanagement and Supports, Inc. (WCSI) IM4Q point.

Until FY2011-12 a total of 159 individuals were surveyed each fiscal year. As of the FY 2012-2013, due to a 10% reduction in the budget for IM4Q, the total number of surveys was reduced to 143. A further reduction was made for FY2013-2014 by reducing the NCI sample from 30 to 10 individuals. During FY2014-2015, IM4Q conducted 123 face-to-face interviews with individuals who receive services and supports from the Office of Developmental Services in Westmoreland County. The sample subsets included: IM Primary = 88; PFDS Waiver = 25; NCI = 10. An additional 4 interviews were conducted with individuals aged 14-24 using a separate Transition Survey. This survey gathers information about the transition from school to adult life and does not generate any considerations.

FINDINGS

Ten individuals were interviewed using an NCI (National Core Indicators) Adult Consumer Pre-Survey, an NCI Adult Consumer Survey, the NCI Addendum and the Family/Friend/Guardian (F/F/G) survey. Because of the extensive revision of the NCI survey tool in FY2008-2009, the Pennsylvania IM4Q created the NCI Addendum to capture state data that was eliminated by NCI. One hundred thirteen individuals were interviewed using the Essential Data Elements (EDE) survey, which includes a pre-survey form and the Family/Friend/Guardian (F/F/G) survey.

All interviews took place between September 29, 2014 and June 26, 2015. Ninety seven of the 123 interviews included a completed F/F/G survey. Eight of those interviewed had no family or no contact with family. Eighteen of the FFG surveys that were mailed were not returned.

During the FY2014-2015 cycle, 70 of the 123 individuals surveyed generated 179 considerations that were reported to the Westmoreland County Office of Developmental Services. All of the considerations were routine.

The youngest participant this fiscal year was 19 years old and the oldest participant was 89 years old. The average age of the participants was 45 years. There were 61 females and 62 males. Table 1 and Table 3 indicate the residential settings and geographic distributions for the individuals involved in the IM4Q survey process.

Due to revisions in the survey tools, some responses to questions have been condensed in order to include data from NCI and EDE. Two new questions were included starting in FY12-13 that focus emergency preparation for the individuals surveyed and responses to those questions have been included in this report.

Table 1 – Interviews per Residential Setting

Residential Setting	FY12-13	FY13-14	FY 14-15
Community Home	59%	60%	60%
Relative's Home	22%	21%	21%
Private ICF/ID	12%	9%	14%
Personal Care Home	1%	1%	2%
Own Residence	2%	4%	2%
State Operated ICF/ID	1%	0%	0%
Family Living	0%	2%	>1%
Domiciliary Care	1%	1%	>1%
Nursing Home/Facility	1%	1%	0%
Other	1%	1%	0%
TOTAL	N=143	N=123	N=123

Table 2 – Number of Times Each Individual in FY13-14 Sample Has Been Interviewed

Number of Individuals Interviewed in FY14-15	Number of times interviewed since FY01-02	Percentage of FY14-15 Sample
28	1	23%
25	2	20%
10	3	8%
31	4	25%
28	5	23%
1	6	1%
Total 123		100%

Table 3 – Geographic Location Distribution

City/Town	No. of Interviews	City/Town	No. of Interviews
Adamsburg	1	Lower Burrell	1
Apollo	1	McKees Rocks	1
Beaver Falls	1	Monessen	2
Belle Vernon	3	Monongahela	1
Bethel Park	1	Mount Pleasant	6
Bovard	1	Murrysville	4
Bradenville	1	North Huntingdon	1
Coraopolis	5	New Alexandria	2
Delmont	5	New Derry	1
Derry	1	New Kensington	4
Export	1	New Stanton	2
Greensburg	36	Penn	1
Harrison City	3	Pleasant Unity	1
Hyde Park	1	Ruffsdale	3
Industry	1	Scottdale	1
Irwin	1	Seward	1
Jeannette	14	Sewickley	1
Latrobe	8	Vandergrift	2
Leechburg	1	West Newton	1
		West Sunbury	1

Table 4 – Residential Provider Distribution

Residential Provider Agency	Number of Interviews		
	FY 12-13	FY 13-14	FY 14-15
Acme Providers, Inc.	-	1	2
Allegheny Valley School*	10	6	8
Clelian Heights Apartments	-	-	1
Community Living Care*	13	11	14
Community Options	1	1	1
Diversified Human Services	2	3	2
Dr. Gertrude Barber Center	1	1	1
Ebensburg Center	1	-	-
Family Services of Western PA	1	3	1
Fayette Resources, Inc.	-	1	-
Invision Customized Services	1	2	2
Kiski Valley Opportunities Unlimited*	7	-	4
Laurel Highlands Foundation	1	-	
LifeSteps, INC	2	5	3
McGuire Memorial Homes	2	-	-
Milestone Centers, Inc.	2	-	-
Mt. View Specialty Care	1	-	-
N/A	40	34	28
National Mentor Healthcare LLC	-	-	1
NHS Pennsylvania	2	4	7
Passavant Memorial Homes*	27	34	22
Personal Care Home	-	-	2
Prince Mark's Place	1	-	1
Southwestern Human Services, Inc.	2	-	-
Valley Community Services	3	2	8
Valley Special Needs Programs, Inc.	1	4	-
Verland Foundation	1	1	1
Westmoreland Arc ProServ*	21	9	14
Westmoreland Manor	-	1	-
Total	143	123	123

AGGREGATE RESULTS

Aggregate results of the following domains are included with this report: **Satisfaction; Dignity, Rights, and Respect; Choice and Control; Relationships; Community Involvement; and Employment.** An additional domain was added for FY2012-2013, **Emergency Preparedness.** These results reflect what individuals receiving ID/DD services and supports in Westmoreland County think about the quality of their lives. *Percentages are based only on the number of people who were able to respond to each question.* (Aggregate results from all survey questions from the Essential Data Elements may be obtained by contacting Mental Health America of Westmoreland County at 724-834-6351 ext. 112.)

Satisfaction

	FY 12-13	FY 13-14	FY 14-15
1. Do you like your work, school or other community activities?			
Yes	96%	94%	96%
In Between	1%	5%	1%
No	2%	1%	3%
2. Would you rather do something else during the day?			
No, I like what I do now	78%	78%	84%
In between	4%	9%	5%
Yes, I would like to do something else	19%	13%	11%
3. *Do you like where you live?			
Yes	91%	87%	94%
In between	3%	9%	0%
No	6%	4%	6%
4. *Would you rather live somewhere else?			
Yes, move	14%	6%	16%
In between	3%	14%	5%
No, keep living here	83%	80%	78%
5. *Do you have privacy at home when you want it?			
Always/Yes	98%	91%	93%
n/a, lives alone	0%	6%	6%
No	2%	3%	1%
6. *Do you get the services you need to be able to live in your home and community?			
Yes	94%	95%	94%
Yes, sometimes or need more services	5%	4%	5%
No	1%	1%	1%

Dignity, Rights, and Respect

FY 12-13 FY 13-14 FY 14-15

1. *Are you ever afraid or scared at home?

Always, most of the time	0%	2%	5%
Sometimes	12%	25%	4%
Never, rarely	88%	74%	88%

2. *Are you ever afraid in the neighborhood?

Always, most of the time	4%	1%	4%
Sometimes	4%	9%	7%
Never, rarely	93%	90%	88%

3. *Are you ever afraid at work/day program/school?

Always, most of the time	1%	0%	3%
Sometimes	10%	18%	15%
No, rarely	89%	82%	82%

4. Do you carry ID of some kind?

Always, most of the time	66%	60%	80%
Sometimes	8%	9%	1%
Rarely, never	26%	31%	19%

5. *If you ask for something, does your case manager/service coordinator/QMRP help you get what you need?

Yes, always helps, person does not ask for help	97%	98%	94%
Sometimes helps	1%	2%	6%
No, does not help	1%	0%	0%

Choice and Control

FY 12-13 FY 13-14 FY 14-15

1. If this person does not communicate effectively through speech, is there a formal communication system in place?				
	Yes	12%	4%	4%
	No	25%	19%	23%
Not Applicable-person communicates effectively through speech		63%	77%	73%
2. If there is a formal communication system in place, is it in working order and being used?				
	Yes	13%	2%	3%
	No	0%	1%	0%
Not Applicable-No system is in place or none is needed		87%	97%	97%
3. *Who chose (picked) the place where you live? <i>(Percentages include only those not living with family.)</i>				
	I chose without help	18%	31%	26%
	Person had input	32%	31%	36%
	Someone else	50%	38%	38%
4. *Did you choose what you do during the day? <i>(Percentages include only those who have a community activity.)</i>				
	Person made choice	50%	63%	56%
	Person had some input	14%	21%	22%
	Someone else chose	35%	17%	23%
5. Who decides your daily schedule?				
	Person decides	54%	55%	66%
	Person has help deciding	35%	38%	29%
	Someone else decides	11%	7%	6%
6. *Do you choose how to spend your free time?				
	Person decides	76%	84%	87%
	Person has help deciding	22%	16%	12%
	Someone else decides (family, paid staff)	2%	0%	1%

Relationships

FY 12-13 FY 13-14 FY 14-15

1. Do you have friends you like to do things with such as seeing movies, hanging out, watching TV, going out to eat or playing sports?				
	Yes, has friends who are not staff or family	85%	79%	53%
	Yes, all friends are staff or family, or cannot determine who they are	11%	11%	7%
	No, does not have friends	5%	10%	6%
2. Do you get a chance to see/talk/visit with old friends?				
	Yes, whenever I want to	59%	68%	68%
	Yes, but only sometimes	27%	19%	19%
	No	14%	13%	13%

Community Involvement – Inclusion

FY 12-13 FY 13-14 FY 14-15

1. Do you go to social events in the community such as parties, dances, clubs or dates, etc. that are attended by anyone from the community?	Yes	82%	74%	59%
	Never	18%	26%	41%
2. *Do you go out for exercise (jogging, swimming, riding a bike, gym, etc.)?	Yes	25%	29%	39%
	No	75%	71%	61%
3. *In the past year, did you go away on a vacation?	Yes	27%	38%	30%
	No	73%	62%	70%

**Items that are National Core Indicators.*

Employment/ Other Daily Activities

FY 12-13 FY 13-14 FY 14-15

What do you do on most weekdays? Some people had more than one answer.

Work full time	0%	0%	1%
Work part time	4%	6%	10%
Attend school	3%	1%	2%
Attend college or trade school	1%	0%	0%
Attend adult day or vocational program	69%	61%	50%
Volunteer/Help friends	3%	2%	4%
Do things in my community	4%	12%	6%
Stay home and/or retired	7%	13%	4%
Don't know, unable to respond	8%	5%	31%

Emergency Preparation Questions

FY 12-13 FY 13-14 FY 14-15

a.) Has anyone ever talked to you or given you something to read about what to do in an emergency like a flood, severe snowstorm, tornado, or terrorist event like a bombing?	Yes	41%	67%	57%
	No	15%	8%	9%
	Don't know or person does not communicate using words	44%	25%	34%
b.) If yes to question a., who gave you the information about what to do in an emergency? (The number indicates how many times a source was given, not a percentage.)	Someone in your family	12	18	12
	Neighbors or friends	1	2	0
	Someone from the police, fire department, or EMS	3	1	3
	Someone from the Red Cross	1	1	0
	Your supports coordinator	4	2	0
	Day program or employment staff	13	46	40
	Staff at the place where you live	34	55	49
	Someone else	8	10	4

SUMMARY

Satisfaction

In general, individuals receiving services and supports through Westmoreland County Behavioral Services continue to indicate a favorable level of satisfaction with where they live and what they do during the day. Though 94% of respondents like where they live, 16% would like to move, mostly for personal reasons such as to be closer to family. Nearly every respondent likes what they do during the day but a significant number still felt that they would like to do something else. Most of those would like to have a job in the community or receive more pay from their workshop activity. Satisfaction with services remains very high.

Dignity, Rights and Respect

Individuals continue to express a high degree of satisfaction with supports coordinators and QMRPs. The majority of respondents reported that they are never or rarely afraid in their homes, neighborhoods and daily activities. Carrying a form of identification has become a goal for the Westmoreland County IM4Q Subcouncil. Many efforts have been made in the past to increase the number of “yes” responses. The percentage of people carrying ID is 80% this year, our highest ever. This will continue to be a source of considerations.

Choice and Control

Communication with individuals who are nonverbal remains an area of concern. In FY08-09 the Westmoreland County IM4Q Subcouncil developed and put into place a pre and post survey tool to encourage and monitor the improvement of communication skills. Because improvements were noted, this tool was used during FY09-10 and FY10-11 and a slightly modified version was used in FY11-12 and FY12-13 as well. Survey data showed slight increases across these years in the use of communication systems by those who do not communicate effectively through speech. Westmoreland County has discontinued this procedure but will still continue to focus on improving the use of communication systems and anticipates greater improvement in this area in the future.

Nearly all individuals surveyed make their own choices or have some help choosing daily activities. Data indicate that increasing numbers of individuals are making their own choices regarding where and with whom they live, what they do during the day and how they spend their free time.

Relationships

Most individuals are active with family and friends. Most friends are not staff or family members.

Community Involvement/Inclusion

The percentage of individuals who go into the community for entertainment and social events remains high. Additionally, people have systems in place to plan and achieve personal goals.

Two new Community Involvement/Inclusion questions were included on the survey starting in FY08-09. The number of people who go into the community for exercise has improved steadily since the question has been asked. The number of people who go on vacation has averaged about 30%.

Employment Questions

This section about employment in a community integrated setting was added starting in FY11-12. Specific questions are asked about pay, supports and type of work. In FY14-15, thirteen individuals said that they work in the community and one of those had a full time job. seven of them reported earning more than the minimum wage of \$7.25 per hour.