



Quality Assurance Summary Report October 1, 2013 - September 30, 2014

One hundred sixty-five clients were served in the Adult Day Training program this year, as compared with one hundred seventy-two last year. A total of twenty-two clients exited the program due to declining health, moving out of the area, lack of funding, choosing another service provider, or in one case, discontinuation of services by the Services Review team. Eighty-six percent of the clients with Implementation Plans achieved at least 60% of their goals, which was just 4% less than the established 90% primary objective. The overall client satisfaction survey score for the year was 4.8 on the 1-5 satisfaction survey rating scale (the goal is set at 4.7). Clients consistently report liking to work and making a paycheck, and having the opportunity to be with their friends. Equally consistent is the desire for "everyone to get along." As clients have revealed their desire to have speakers and special events, for many years now a primary objective goal has been set regarding this. This program year an average of 7.75 special events occurred quarterly. While some of the events took minimal staff time and effort (the twice-yearly barbecues, for example) other events required a good deal of planning and staff commitment (i.e. the Grease production). Waiver Support Coordinators expressed their satisfaction with the Adult Day Training services provided as evidenced by their overall score of 4.9. The average client hourly wage was \$4.24 and clients worked an average of 4.1 hours/week as compared with last year's \$3.92 and 4.7 hours. Data pertaining to client characteristics remained essentially unchanged.

The number of clients in the off-site work group decreased from twenty-eight to seventeen (due in part to the off-site crews no longer working at the Cape). Of the clients who remained employed, their job retention rate remained quite high at 98%. The challenge currently facing the off-site groups is one of lower than desired production rates. The goal for both PAFB and KSC is to maximize client production rate at 70%: cumulative numbers are 56% and 61%, respectively. Likewise, the clients at the VA have an overall production rate of 63%. A Quality Improvement Plan is in place to address the low production rate issue. Persons served on the off-site crews are pleased with the services they receive, giving the program a satisfaction survey score of 4.9.

Supported Living clients continued to express a high level of satisfaction with their staff and the supports they receive to live independently, rating the program a solid 5.0. One client exited and one client entered the program; the total number served was nineteen, down two from last year. All persons served are over the age of twenty-two and have a developmental disability. The primary objective to maximize achievement of Supported Living goals (90% of clients to achieve at least 66% of their goals) was not met: two of three clients met 60% of their goals while one client met 33% of her goals. It should be noted that the latter client had been in the program a very short time so training opportunities were limited.

Nine vocational (14), thirty-one (43) facility, and one (1) community-based evaluation clients were served this fiscal year, with last year's numbers shown in parentheses. The goal to serve clients via a multidisciplinary vocational assessment approach did not come to fruition due to marketing issues. The clients who did participate in the evaluation process rated the program a 5.0; frequently, comments were made as to the benefits of the program and the professional, caring manner of the evaluator. Seventy-seven percent of the

clients referred to the facility-based program received services within twenty program days, exceeding the established goal by two percent. There were an equal number of males and females referred to the program, whereas last year two thirds of the evaluation clients served were males.

While three quarters into the year the School Board Placement contract was ended, up until that point jobs were located for fourteen students, which was five placements above goal. Ninety-two percent of the students maintained their job at the forty-five day benchmark. On average, students started jobs within 19.8 weeks from referral. Client, referral source, and employer satisfaction survey ratings were 5.0, 4.7, and 5.0 respectively. Students worked an average of 17.1 hours per week, an increase of 1.3 hours from the year prior. Students earned an average of \$8.40 per hour. Fifteen P.A.C.E. students had obtained employment by the time the contract ended.

Employment Services staff located jobs for fifty-five Vocational Rehabilitation-funded clients during this reporting period, an average of 13.75 placements per quarter. Ninety-eight (76%) percent of those individuals placed were still working at the forty-five day benchmark, and seventy-nine (69%) percent remained employed at the ninety-day benchmark (last year's numbers in parentheses). On the average, jobs were secured in just under twenty weeks. Client, referral source, and employer satisfaction survey scores were 4.8, 5.0, and 4.3, respectively. Twenty on-the-job training placements were made this year; below goal by sixteen, this was due to lack of Vocational Rehabilitation referrals due to the order of selection process. As with assisting clients through a multidisciplinary vocational assessment did not pan out, likewise clients were not able to benefit from going through the Discovery process again, due to lack of referrals from Vocational Rehabilitation. Fifteen clients received education through the pre-employment training program, half of what had been anticipated. This was also due to a lack of referrals because of the order of selection process put into place by Vocational Rehabilitation. As has historically been the case, more males were placed than females (65% compared to 35%). Other client descriptor percentages remained relatively stable.

Employment Services staff found jobs for seven Vocational Rehabilitation-referred Supported Employment clients this fiscal year. The average length of time for the job site to be located was 11.3 weeks, significantly lower than the objective of twenty weeks. Seventy-five percent of the clients reached the employment outcome benchmark, as compared with sixty-seven percent in 2012-2013. Regarding the clients funded through the Agency for Persons with Disabilities/Medicaid Waiver dollars, 98% maintained their employment status throughout the whole year. One hundred percent of these persons served achieved at least 50% of their Implementation Plan goals. Although the response rates were somewhat small, client, referral source, and employer satisfaction survey levels remain strong at 4.8, 4.6, and 5.0, respectively. For the Supported Employment program as a whole, the client's average hourly wage was \$9.34 and the average number of hours worked per week was 12.5.

The goal to provide 840-quarter hours of Total Case Management services per quarter was not achieved due to the lengthy and time-consuming Medicaid approval process from local HMOs.

The staff in the W.I.P.A program provided 1,183 beneficiaries with work incentive information during this reporting period (an average of two hundred ninety-six persons per quarter, far above the goal to serve one hundred twenty each quarter). Similarly, four hundred seventy persons received a written benefits analysis, an average of one hundred eighteen per quarter (the goal was to serve twenty-eight per quarter).

Quality Assurance Committee

The Quality Assurance Committee, comprised of staff from all programmatic departments, completed an in-depth analysis of the Quality Assurance review process. The form utilized for the review was updated to ensure

relevancy regarding the provision of quality services. The different roles between the Q.A. Committee and the Case Records committee was affirmed, with a move to solely have the Records Specialist complete the case records function of ensuring that client files contain the necessary paperwork, and with having the members of the Q.A. Committee determine if quality services were provided as evidenced by documentation and discussion with clients. The number of files reviewed is as follows: Habilitation – 25; Supported Employment – 3; Employment Services – 7; Evaluations – 3.

Grievance Reports

Two clients filed Grievance Reports, both of whom were in the Adult Day Training program. One client felt a staff member spoke rudely to her, and the other client felt the pace of classroom lessons and level of expectation was beyond her. The former incident was resolved through discussion and rules review, and the later incident was solved through a schedule change. Upon completion of the grievance process, both clients expressed satisfaction with the resolution of events. There were two ADT grievances filed last fiscal year: there was no common theme from that year to this.

Services Review Team

The Services Review team was convened once this year to consider a case of client aggression. The decision was made to exit the client from the program, with specific recommendations made to assist the client and family.

APD Incident Reports

Reports completed for the Agency for Persons with Disabilities that were not behavioral in nature (see table below for all behaviorally related reports) fell into two categories, medical and home related. Regarding the three medical issues, two pertained to a client falling at the ADT and therefore needing medical care, and the other involved a Supported Living client self-admitting to Circles of Care. The home-related issue concerned a call to the abuse hotline for a client experiencing potential lack of medical care in the home environment.

Behavior Occurrence Reports Analysis

	10/1/09 - 9/30/10	10/1/10- 9/30/11	10/1/11- 9/30/12	10/1/12- 9/30/13	10/1/13 – 9/30/14
Total # of Behavior Occurrence Reports	29	28	22	12	21
Males	17	12	16	2	12 (duplicated incident)
Females	17	18	6	10	11 (duplicated incident)
# of clients involved in more than 1 incident	5	8	6	3	5
Range/month	0-8	1-3	0-5	0-3	0-6
Incidents in A.M.	14	9	16	3	10
Incidents in P.M.	15	19	6	9	11
Incidents in:					
classrooms	7	11	1	2	5

work area	2	2	9	2	2
common area (lunchrooms, walkway, etc.)	18	15	12	8 (to include 1 cell phone incident)	14 (includes 1 elopement)
Nature of incident:					
rule violation	5	5	8	7	9
non-compliance	3	5	5	2	0
anger outburst	21	19	9	3	12
Corrective action:					
role play/discussion	15	24	11	11	19
verbal warning	2	1	1	0	0
written warning	4	0	3	1	0
suspension	8	3	7	0	2

Table 1: Analysis of Behavior Occurrence Reports/Adult Day Training Program

Program Enhancements for 2014-2015:

1. Adult Day Training – With so many potential changes forthcoming in the next few years, include articles related to such in the client newsletters to begin laying the foundation regarding service changes.
2. Adult Day Training – Form an interdisciplinary committee to begin the process to revamp components of the ADT program to transition to community-based services.
3. Adult Day Training - Consider merits of a family satisfaction survey.
4. Quality Assurance Committee – Provide training for all client-related programs on the Q.A. review process. Include a review of SourceAmerica files.
5. Job Placement – Form a Business Advisory Council with local businesses as part of the Vocational Readiness Training Program and the Employment Services department.
6. Job Placement – Continue to build relationships with Vocational Rehabilitation and the School Board as the WIOA project comes to fruition.

Program Enhancement Recommendation Results for 2013-2014:

1. ADT/SL/SE: Update satisfaction survey questions, using Delmarva tools as a guide where applicable. **Deferred:** new completion date 4/30/15.
2. ADT: Improve classroom technology to keep learning opportunities fresh and improve teacher resources. **Completed:** new televisions with computer connectivity purchased.
3. Off-site Employment: Address through client training the lower than desired production rate. **Ongoing.** Staff identifies and trains clients on how to be more efficient on specific identified tasks.
4. Job Placement: Look for new ways to work with VR clients on a regular basis such as a Job Club. **Ongoing.** Staff will continue to work with Job Club clients along with Pre-Employment Training referrals as a way to see them on a regular basis.
5. Job Placement: Staff should all be trained in the Alan Anderson training program. **Completed. Ongoing.** Staff will continue to use the training as one of the tools used for successful job placements.