

PRODUCTIVE LIVING BOARD

QUALITY ENHANCEMENT/SERVICE EXCELLENCE Fiscal Year 2014 Report

The Productive Living Board (PLB) Implemented the Quality Enhancement/Service Excellence (QE/SE) system in 2002. The QE/SE system provides PLB funded agencies with the standards to:

- 1) Ensure that St. Louis County citizens with developmental disabilities are receiving services and supports in healthy, safe environments, with qualified, trained staff and agencies have policies and procedures which guide the provision of services, and
- 2) Ensure that services are provided and documented based on consumers' needs and goals as identified in their individual support plan.

The PLB's Quality Enhancement/Service Excellence system consists of five elements:

1. Agency Standards
2. Project Standards
3. Program Observations
4. Functional Assessment Scale
5. Consumer Satisfaction

Quality Enhancement/Service Excellence consists of 2 visits - Agency Standards and Project Standards; both of which are conducted annually.

1. Agency Standards Include

- Board Approved Agency Policies
- Health and Safety Standards
 - Services
 - Vehicles
 - Property
- Staff Competencies
- Employee Training

Summary of Findings:

32 of 35 agencies achieved full compliance

3 agencies were not in compliance:

- Two agencies were missing one or more elements of the Board Approved Agency Policies Standards.
- Two agencies were missing required crisis drills and/or safety inspections under the Health and Safety Standards.
- These agencies were unable to address the policy requirements prior to the end of the fiscal year, but are expected to implement their plan of correction and obtain full compliance in FY'15.

2. Project Standards Include

- Consumer Eligibility
- Individual Support Plan
- Individual Progress Notes

- Project Monthly Unit Summary
- PLB Monthly Invoice and Supporting Documentation

Summary of Findings:

87 projects were funded by the PLB in FY'14.

63 projects were reviewed for Project Standards.

9 projects were not reviewed for Project Standards due to:

- 5 projects requested and received ongoing technical assistance to meet PLB standards these projects will be reviewed in FY'15.
- 4 summer projects were not reviewed due to partial year staff vacancy.

15 projects are not reviewed due to the nature of the funding these including ISLA Start-Up, Workshop Operations and Down Payment Assistance.

50 Projects achieved full compliance with PLB Project Standards.

13 projects were not in compliance due to inconsistent documentation.

- Individual Support Plans did not consistently include individualized, measurable outcomes/goals and clearly identify individual support needs;
- Progress Notes did not consistently document progress toward outcomes; and
- Project staff were unable to implement corrective measures prior to the end of the fiscal year, but are expected to implement their plan of correction and obtain full compliance in FY'15.

PLB staff provided training and technical assistance to project staff with the expectation of full implementation and compliance in FY'15.

3. Project Observations

The Productive Living Board has the responsibility to assure St. Louis County citizens that PLB funded agencies are providing services that meet the individual needs and identified goals of consumers. One way to help assure that services are provided as defined in their applications is for PLB staff to complete project observations.

Project Observations are completed to

- Ensure the project is providing the services as outlined in the application.
- Ensure the project is providing services which meet the individual needs of consumers.
- Ensure the services provided are related to the consumer's individual goals/outcomes.
- Ensure that the project is taking place in the most inclusive environment.
- Ensure that the health and safety of each consumer is taken into account.
- Discuss satisfaction with consumers.

Project staff completed 20 project observations, 100% of the projects visited are providing services as stated above.

4. Functional Assessment Scale

On January 14, 2013 the Productive Living Board approved the suspension of the Functional Assessment Scale for the remainder of FY'13 through FY'15. This was done to allow time to identify new assessment tools to provide a more effective outcome evaluation of services.

In October 2013 PLB contracted with two consultants from Maryville University to review the current assessment tools, meet with agency staff, conduct focus groups for feedback, develop appropriate assessment tools for four key service areas and train agency staff to use the assessment tools. The new Outcome Evaluation Assessment tools have been identified; agency staff participated in pilot test of the tools this past spring. Based on agency feedback, we are developing online tools to streamline the process for agencies to report individual outcomes and capture the data for analysis. Agency staff will be trained on the tool in the spring of 2015 and the tool will be implemented to assess consumer outcomes and collect baseline data at the end of FY'15. Assessments will be collected for the following services.

1. Independent Supported Living Assistance (ISLA)
2. Employment – Supported and Sheltered
3. Pre-Employment
4. Post-Employment

5. Consumer Satisfaction Survey

The PLB issued the first Consumer Satisfaction Survey in 2003. The PLB issues the Consumer Satisfaction Survey annually to collect the satisfaction of consumers served in all PLB funded projects. Results of the annual consumer satisfaction survey allow for comparison of agency performance across time and with one another. Agencies are required to maintain a 90% or greater satisfaction rating.

Satisfaction surveys were mailed to all consumers or the family of consumers who received services during FY'14. 6,658 surveys were mailed, with 2,292 returned, producing a return rate of 39% compared to 34% for FY'13.

The overall satisfaction across all PLB funded services is 97% (based on the returned surveys by project). Survey responses were evenly distributed between the four regions of St. Louis County. The PLB provided funding to 87 projects; 79 projects received a satisfaction rating over 90% and 8 projects received a satisfaction rating below 90%. Low satisfaction rate can be the result of a low return rate. PLB staff meets with the project staff to review the results of the satisfaction survey and discuss strategies to improve satisfaction.

Region	Responses	Percentage Response
Central	623	24.1
North	578	22.3
South	774	29.9
West	612	23.7

Attached are the results of the Satisfaction Survey by project for FY'14. (Attachment 1)

Respectfully Submitted,

Kimberly A. Kopff, MA
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