



TO: Administration Committee
FROM: Kimberly A. Kopff, MA, Director of Program Services and Quality
DATE: November 2, 2017
SUBJECT: Quality Enhancement/Service Excellence System FY'17 Report

The Productive Living Board (PLB) Implemented the Quality Enhancement/Service Excellence (QE/SE) System in 2003. The QE/SE system provides PLB funded agencies with the standards to:

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

The PLB's Quality Enhancement/Service Excellence system consists of five elements reviewed annually.

1. Agency Standards Review
2. Project Standards Review
3. Satisfaction Survey
4. Project Observation
5. Outcome Measurements

Fiscal Year 2017 Highlights

- 4,503 individuals received services and supports.
- Partnered with 36 agencies to provide high quality services and supports.
- Capacity Building Grant for One-time Funding in the amount of \$50,000 per agency totaling \$1,800,000. The intent of the funding was to strengthen the agency's ability to fulfill its mission and make a positive impact in the lives of the people served.
 - 63 funding requests received for:
 - Education Training and Program Enhancement
 - Hardware/Software
 - Consultation
 - Capital Items and Equipment
- ISLA 3.6% growth over last 5 years with 3% growth in FY'17
- Employment retention 5% growth over last 5 years with 9% growth in FY'17
- Education/Training Reimbursement
 - 83 Individual/Family members attended training
 - 37 Agency Staff attended training
- 137 agency staff attended PLB sponsored training.
 - Evidenced Based Practices
 - Peer to Peer Sharing
- Partnered with St. Louis Regional Office providing individuals with adaptive equipment, transportation and Partnership for Hope.
- Actively involved with the Inclusion Coalition for Employment (ICE) sponsoring training to improve employment outcomes for people with developmental disabilities.

Quality Enhancement/Service Excellence System FY'17



Agency Standards	
33 of the 36 agencies demonstrated all of the FY'17 Agency Standards.	FY'17 100%
3 remain in Technical Assistance.	FY'16 97%

Project Standards	
68 of the 73 projects demonstrated all of the FY'17 Project Standards.	FY'17 97%
3 projects in Technical Assistance, 2 did not meet the standards.	FY'16 95%

Individuals are Satisfied with their Services	
Satisfaction surveys are issued annually to measure individual satisfaction with services and supports received. Of the 6,426 surveys that were mailed, 2,509 were returned resulting in a 39% return rate. See detailed information attached.	FY'17 97%
	FY'16 97%

Project Observations	
Project observations are conducted with our partner agencies to see first hand that services are provided as defined in the applications. They also provide PLB staff the opportunity to speak with individual participants.	FY'17 53
PLB staff identified 56 projects to be observed in FY'17.	FY'16 26

Outcome Measurements					
Outcome measurements are designed to assess an individual's level of independence over a period of time, to measure their progress and/or support needs, and to identify and develop an individual's goals or outcomes. The data submitted is also used to evaluate performance of projects and funded service areas.			Increased	Maintained	Decreased
ISLA	FY'17	34%	43%	23%	
	FY'16	31%	43%	26%	
Supported Employment	FY'17	22%	49%	28%	
	FY'16	32%	48%	20%	
Sheltered Employment	FY'17	17%	43%	40%	
	FY'16	22%	52%	26%	
Pre-Employment	FY'17	37%	44%	19%	
	FY'16	46%	36%	18%	