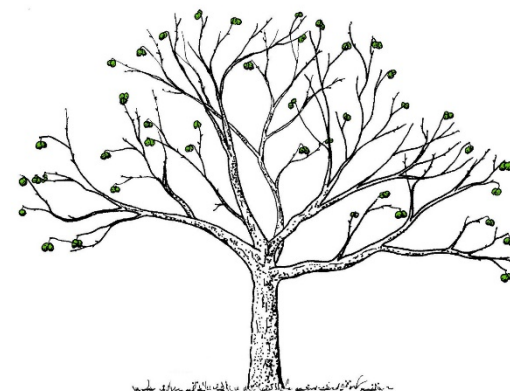


# Quality Enhancement Service Excellence (QESE) System

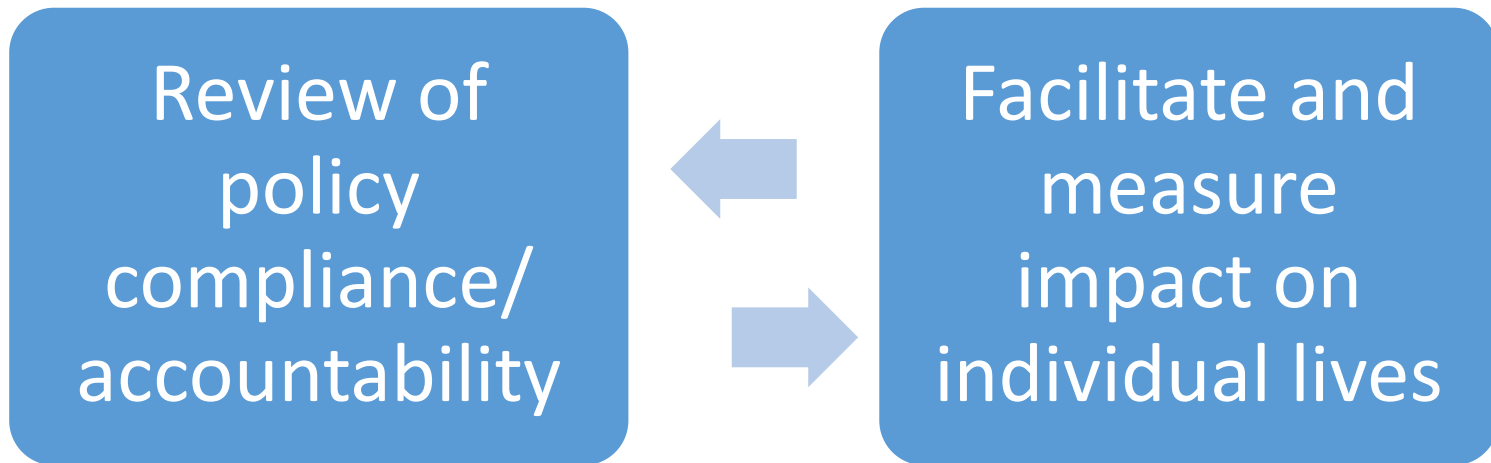
## Proposed Modifications FY 2019



**PLB** **Productive  
Living Board**  
For St. Louis County Citizens  
with Developmental Disabilities



# Balance





## The current QE/SE System

Compliance  
Model



Impact  
Model

- **Policy Compliance/Accountability**
  - Agency Board Policies are in place.
  - Health and safety issues are considered.
  - Staff are competent to complete their job duties.
  - Employees are trained.
  - Individuals are eligible to receive PLB funded services.
  - Plans are developed with an individual in order to create reasonable and attainable goals through the funded project.
  - Progress notes account for the time spent with the individual to work toward the personal goals developed in the plan.
  - Billing is accurate.
- **Measuring Impact**
  - Individuals are meeting their personal goals.
  - The funds invested in the project have a positive impact on the lives of individuals.



## The redesign will be accomplished by:

Investigating the National Core Indicators as the outcome measurement framework

Hosting focus groups with partner agencies

Researching impact measurement models

Continuing discussions with area SB-40 Partners to implement an aligned system



# Quality Enhancement Service Excellence

## Proposed modifications to the current QE/SE system for FY'19:

Current Process	Modified Process
On-Site Agency Standards Review	Agency Standards self-assessment
On-Site Project Standards Review	Project Standards self-assessment and project reviews of random sample
Technical Assistance/Support	No Change - Continue as needed and/or as requested by the agency
Project Observations	No change - Continue visiting all projects
Satisfaction Survey	Modify to include both service satisfaction and current needs
Outcome Measurements	Suspended for FY'19

**Thank you!**



**Questions**

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