

Independent Monitoring for Quality

IM4Q



Artist: Julie Cohn

Annual Report

2015-2016

Vision for Equality, Inc.
The Cast Iron Building
718 Arch Street, 6N
Philadelphia, PA 19106

Submitted by:
James Hutchinson
IM4Q Manager
December, 2016

VISION FOR EQUALITY, INC.

INDEPENDENT MONITORING FOR QUALITY (IM4Q)

Annual Report Fiscal Year 2015-2016

Fiscal Year 2015-2016 was Vision for EQuality's 17th cycle year of administering the Independent Monitoring for Quality program for individuals served by Philadelphia County's Intellectual disAbilities Services Office.

Independent Monitoring for Quality (IM4Q) grew from a statewide recognition that individual and family satisfaction, together with other quality outcomes was an essential feature of the Office of Developmental Programs (ODP) services system. The principles of Everyday Lives that were articulated in 1991 as the major drivers of the service system required a means to determine whether people using services were living in ways that promoted independence and inclusion, choice and control, relationships, and other outcomes and qualities that came to embody ODP principles.

Improving satisfaction and everyday living outcomes for the people who receive services and their families through the gathering, reporting and analysis of data is the main focus of IM4Q. These outcomes include choice and control, inclusion, relationships, and rights. Focusing on outcomes, rather than specific program areas, makes it possible to apply IM4Q to persons in many types of living arrangements, jobs and non-residential programs, age groups, and other demographic indicators. While people with intellectual disabilities and autism receive services under the Office of Developmental Programs' administrative umbrella, only people receiving intellectual disabilities supports are included in the IM4Q program at this time.

IM4Q relies on conflict-free, not-for-profit organizations across the state, called local IM4Q programs, to conduct individual interviews with persons receiving services and their families, develop and forward considerations based on these interviews to administrative entities for follow-up action, and data enter interview results for system wide quality improvement. Each IM4Q program has a board comprised primarily of people with disabilities and their families. Most IM4Q interviewers are people with disabilities and their families. Each local IM4Q Program is independent of the service system (providing no direct residential or day services) and conflict-free (not providing direct residential or day services).

IM4Q programs across the State of Pennsylvania complete approximately 7,000 survey visits a year with people who receive services in a wide variety of living arrangements. An additional 4,500 surveys are conducted with families, friends and guardians occasionally in person but more frequently by telephone or mail. Vision for EQuality, Inc. was selected as one of the initial pilot programs and began interviewing individuals in the FY 1999-2000. This year, 2015-2016, Vision for EQuality exceeded the quota of 739 surveys, completing 751 interviews, including 50 Transitional Surveys.

THE SURVEY PROCESS

Interviews are conducted by a qualified IM4Q team that includes a person with a disability or a family member. Vision's teams are led by a monitor who is responsible for confirming scheduled interview appointments as well as engaging a volunteer data collector to accompany them on the interview and ensure completed forms are returned to the office within a specific timeframe. Each of our team members carries a photo identification card provided by Vision for EQuality, Inc. and everyone receives a criminal background check and ChildLine clearance. Various trainings are available for our team members throughout the year.

Our IM4Q teams conduct an interview with the person by obtaining responses to questions on a standardized survey instrument called the Essential Data Elements (EDE) that was developed by Temple University's Institute on Disabilities. Team members also make observations based on the visit. The interviewees' answers to the survey questions and team observations entered are into ODESA, a data base managed by the Human Services Research Institute by the IM4Q program. Suggestions/considerations for quality improvement based on the visit are shared with the responsible Administrative Entity by entering these considerations into HCSIS, the State of Pennsylvania's information system, for further discussion by the person's support team. Additional standard interview questions are also asked of family members, friends and/or guardians through a separate telephone survey which is also data entered by our IM4Q Program.

Only the person receiving services or a family member, guardian or friend can refuse to participate in an IM4Q interview at any time prior to or during the interview. Refusals to participate cannot be made by the Supports Coordinator or a provider of service.

Interviews may be conducted at the person's home, day program, in our office or at a mutually agreed upon location at a time convenient to the person. The individual may also choose to have privacy when being interviewed or may request a familiar person be present.

At the end of the interview process our teams leave a thank you gift (IM4Q backpack, hats, lunch bag, lanyard, comb, etc.) . Interviewees are also provided copies of Temple University's Institute on Disabilities *The Importance of IM4Q* and 'user-friendly' copies of *Independent Monitoring for Quality Philadelphia AE Summary 2015* handouts as well as ODP's *Everyone Communicates* and *Independent Monitoring for Quality* brochures. Additionally, interviewees are given a pre-posted 'Survey Evaluation Postcard' so they can provide feedback regarding their monitoring experience.

GOALS

Vision for EQuality, Inc. is contracted to interview people who receive services from Philadelphia County Intellectual disAbilities Services. Our annual survey cycle corresponds to the State fiscal year which is from July 1st to June 30th. Each year our monitoring teams are expected to conduct interviews with:

- people who reside in licensed community residential services, non-state ICF-ID's
- people living independently, with their relatives, or in other settings such as shared living and supportive living arrangements
- people receiving the PFDS (Person Family Directed Supports Waiver)
- adults selected as participants in the NCI (National Core Indicators) consumer subset

This year, for the fifth year, Philadelphia participated in the Transition Pilot, a 25 question survey designed to measure satisfaction with supports received by individuals in the process of transitioning from high school to adulthood or those who have recently gone through this process. Participants are between the ages of 14 to 22 years old. Data is gathered about how the transition process is conducted in the school system and to see if it is preparing individuals for employment and/or further education after school.

During FY 2015-2016, the Philadelphia IM4Q was required to complete a total of 739 consumer interviews including:

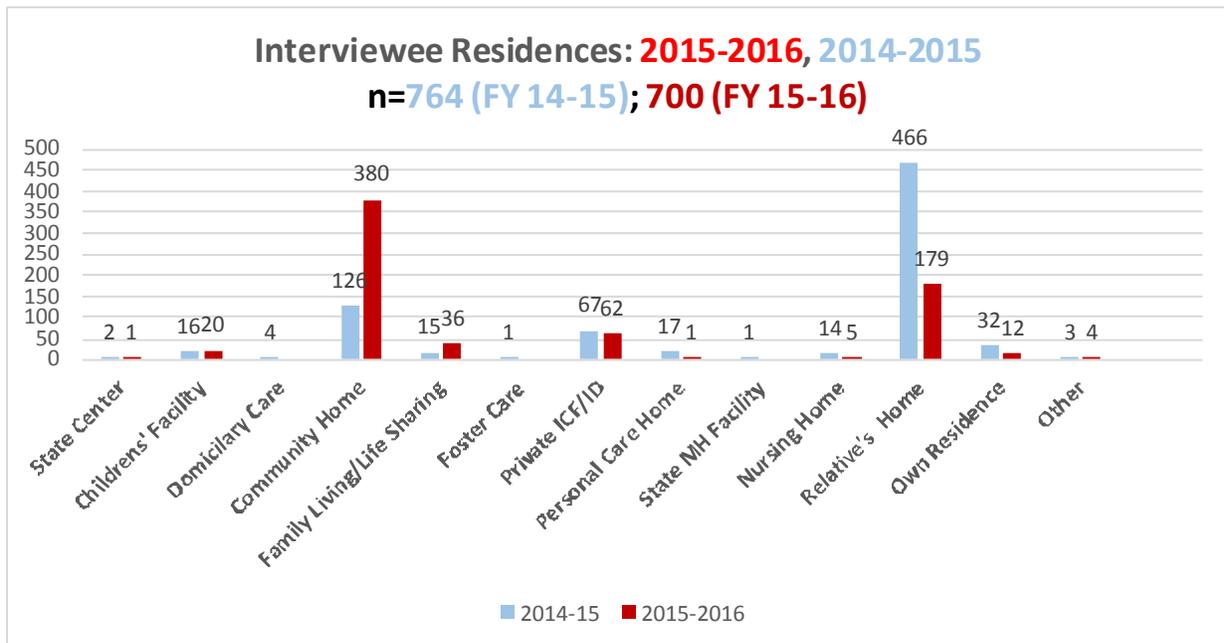
- 53 people as part of the National Core Indicators subset
- 25 individuals as part of the Person/Family Directed Support waiver subset
- 50 interviewed as part of the Transition Pilot
- 611 individuals in the Independent monitoring (IM) subset

The local program completed a total of 751 consumer interviews, which are detailed below:

Survey Type	Description	Completed
Essential Data Elements (EDE) IM	An 85 question quality of life assessment survey developed by Temple University's Institute on Disabilities. IM=Independent Monitoring with other than PFDS waiver funded individuals	617
Essential Data Elements (EDE) PFDS	Same as above, but with PFDS waiver funded individuals	29
National Core Indicators	Data is collected and analyzed in a pool of 39 participating states/districts in the nation. An addendum is added to the nationwide NCI survey in Pennsylvania to include questions on the EDE survey that are not included in the NCI	54
Transition Survey	Pilot program assessing the quality of the transition process from high school to adulthood. Participants are 14 to 22 years of age	51

LIVING ARRANGEMENTS:

Each year the breakdown of Living Arrangements varies for the cycle. Attached is the breakdown of interviewees' living arrangements from FY 2015-2016 compared to FY 2014-2015.



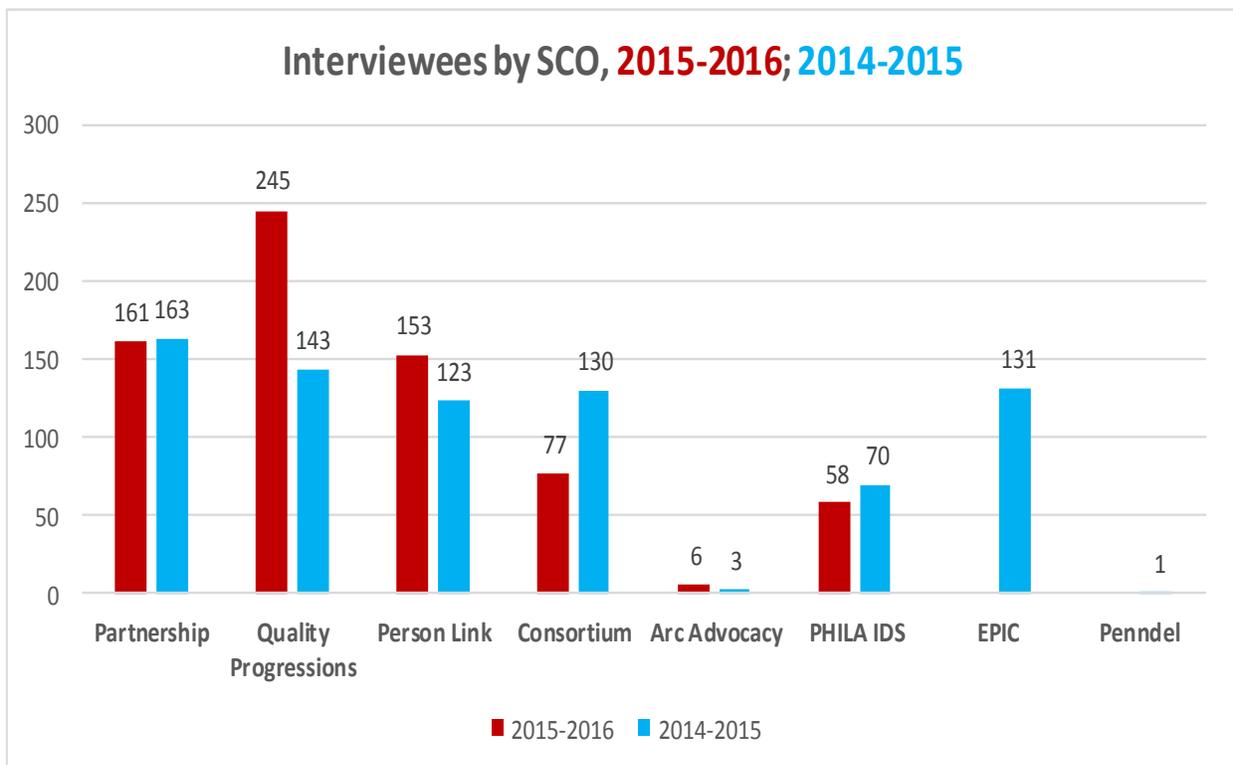
During the 2015-2016 monitoring cycle, 25.5% of all visits occurred in a family members home (179/700); during the 2014-2015 monitoring year, 61% of visits occurred in a relative's home (466/764)

During the 2015-2016 monitoring cycle, 54.3% of visits occurred in community homes (380/700); during the 2013-2014 monitoring year, 16.5% of visits occurred in community homes (126/764).

During both the 2015-2016 and 2014-2015 monitoring cycles, approximately 9% of visits occurred in private ICF/ID settings (8.8% and 8.76% respectively).

Who supports the individuals who were visited?

For the 2015-2016 monitoring cycle, the local program was requested by Philadelphia IDS to provide information regarding which Supports Coordination Organization provides supports to the individuals who were interviewed:



THE CONSIDERATIONS:

Considerations are developed by the IM4Q teams after an interview. Considerations are the result of a request or desire expressed by the person interviewed, the family or friend of the individual, staff, or the IM4Q monitors. They were then edited by the IM4Q Program Manager or IM4Q Program Assistant and entered into HCSIS to be addressed by the individual's Supports Coordinator. **All consumer interviews were entered into the ODESA data base by the deadline of June 30, 2016. Additionally, all Considerations were entered into HCSIS' data base by the deadline of June 30, 2016.**

During the FY 2015-2016 monitoring cycle, a total of 552 individuals had at least one consideration developed. The themes are:

1. Adaptive Equipment
2. Communication Needs/Device/Services
3. Community Presence and Participation
4. Health/Well Being
5. Personal Rights, Competence Enhancement and Growth
6. Relationships/Friendships
7. Residential/Living Situation Personal Change
8. Residential – Building Adaptations/Modifications
9. Safety
10. Service System
11. Spiritual Life
12. Transportation
13. Work/Employment/Meaningful and Purposeful Activity

MAJOR CONCERNS:

Major concerns within the IM4Q parameters are identified as:

1. Physical dangers within a residential site/home, or place of day activity (e.g., broken stairs, plaster falling from ceiling)
2. Significant sanitation problems (e.g., plumbing problem, filthy environment, visible bug problems, rodent infestation)
3. Evidence of physical abuse or neglect
4. Evidence of psychological abuse (e.g. staff yelling at an individual)
5. Evidence of human rights violation (e.g. stealing of consumer's funds or property)

Five (5) major concerns were identified during the year's monitoring. Correspondence with the AE according to the Protocol Draft was initiated. The AE took steps to Close the Loop regarding the concerns, with the results being shared with the local program.

Consideration Categories by Themes and Sub-themes:

The following is a breakdown of each consideration category by theme and sub-themes as delineated in HCSIS*:

Adaptive Equipment (49)

- Person Needs Equipment (37)
- Equipment Needs Repair: (11)
- Funding Needed for Equipment: (1)

Communication (80)

- Person Needs Device (53)
- Device Needs Repair (1)
- Training to Use Device (8)
- Funding to Obtain Device (1)
- Other (17) This includes two considerations mentioning the use of *SKYPE* to have contact with families living out of the area and two requesting the communications system be used across settings.

Community Presence & Participation (98)

- Person Needs Increased Opportunities (91)
- Funding Needed to Join or Participate in Event or Activity (7)

Health & Well Being (93)

- Difficulty Accessing Medical Professional (1)
- Difficulty Scheduling appointment with Professional (2)
- Medical/Behavioral Health Concern (70)
- Funding Needed: (1)
- Other (19) This includes 3 considerations regarding the consumer losing weight; 1 consumer who was in need of behavior therapy; 4 requesting other therapies; 1 requesting 'water therapy.'

Personal Rights, Competence Enhancement, and Growth (615)

- Having Identification (70)
- Voting (15)
- Key to Residence (14)
- Privacy Issues (13)
- Self-Advocacy (10)
- Learning a Skill (107)
- Independence/Choice/Control (353)
- Funding Needed (29)
- Other (4)

Friendships & Relationships (106)

- Person Needs Increased Opportunities (43)
- Family Contact (43)
- Social Skill Building (14)
- Sexuality Issues/Education (1)
- Other (5) Includes 2 regarding marriage and one regarding paternity.

Consideration Categories by Themes and Sub-themes, continued

Residential Living/Personal Change (123)

- Request Regarding Roommate/Housemate (7)
- Request to Live Elsewhere (99)
- Respite Request (3)
- Change in Staff Supports (3)
- Funding Needed (4)
- Other (7) This included 3 considerations regarding ‘staff issues’ and one person who did not like to food served in the home

Residential Living Building Adaptations and Modifications (47)

- Modifications Inside/Outside of the Home (26)
- Repairs Needed (10)
- Funding Needed (4)
- Other (7) This included four considerations regarding furniture in the home

Safety (22)

- Concern Regarding Location (1)
- Personal Safety Awareness (10)
- Other (11) This included one consideration regarding consumer’s safety at school; two consideration requesting emergency generators in the home; eight considerations were ‘safety in vehicle/*Yellow Dot Program*’ (State Center Residents)

Service System (159)

- Supports Coordinator Issues (25)
- Staff Issues (19)
- General Support Issues (20)
- Request for Additional Services (31)
- Funding Needed (15)
- Request for Information (45)
- Legal/Financial Planning (4)
- Note: There were four considerations that were listed as ‘other’, but did fit with in other sub-themes in this category

Spiritual Life (12)

- Consumer Needs Increased Opportunities (11)
- Education Needed (1)

Transportation (46)

- Transportation Needed to/from Activity (10)
- Request for Accessible Transportation (15)
- Funding Needed (5)
- Other (16) This includes 11 considerations requesting travel training.

Consideration Categories by Themes and Sub-themes, continued

Work/Employment/Meaningful and Purposeful Activity (188)

Job Opportunity Request (124)

Job Change Request (7)

Volunteer Opportunity Request (4)

Evaluation of Skills for Work (3)

Work/Vocational Support (10)

Individual needs Meaningful Day Activity (30)

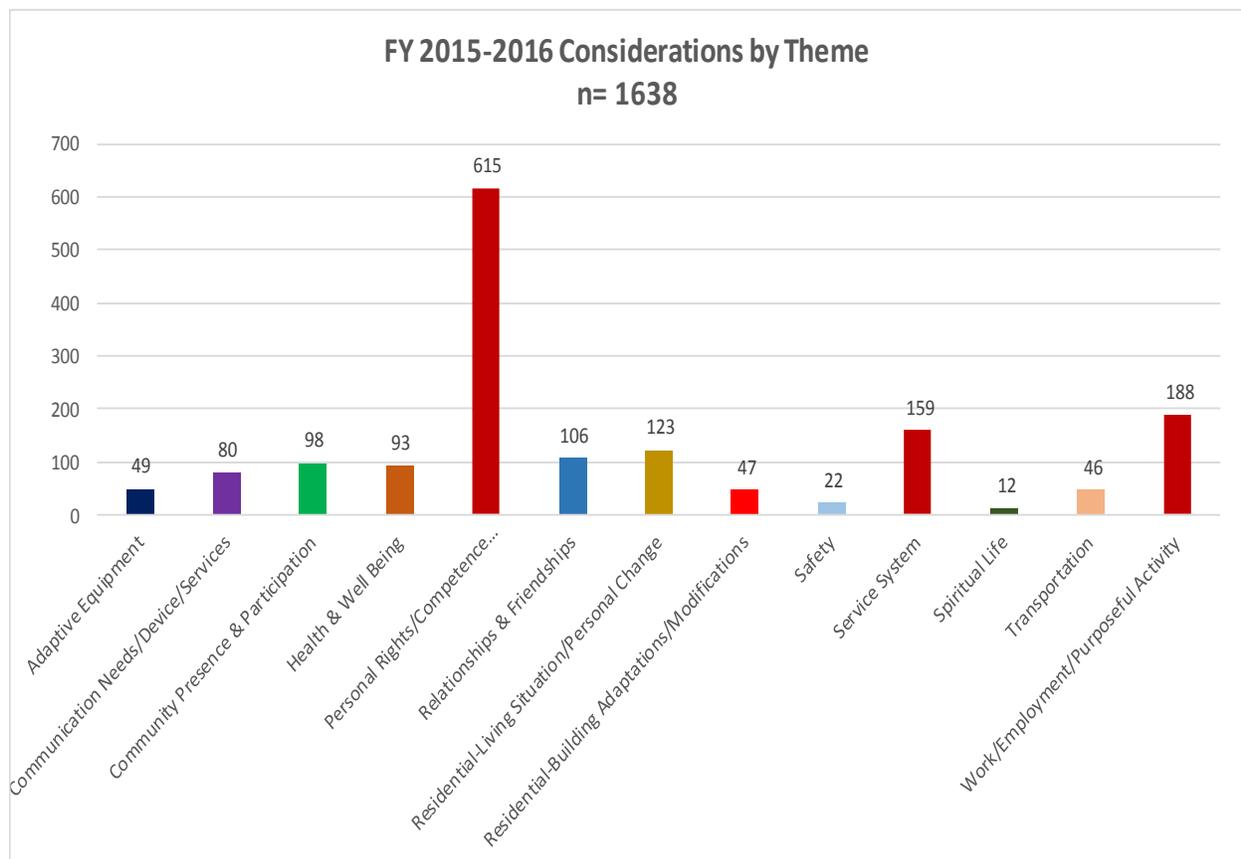
Funding Needed (2)

Change in Staff Support (1)

Retirement (1)

Other (6) There were nine considerations in this category, but three fitted into other sub-themes within this category

- * **Note:** There were 4 considerations listed in HCSIS as ‘Miscellaneous’; for purposes of this report they were identified in the appropriate theme and sub-themes. They remain in HCSIS as ‘Miscellaneous’ Theme

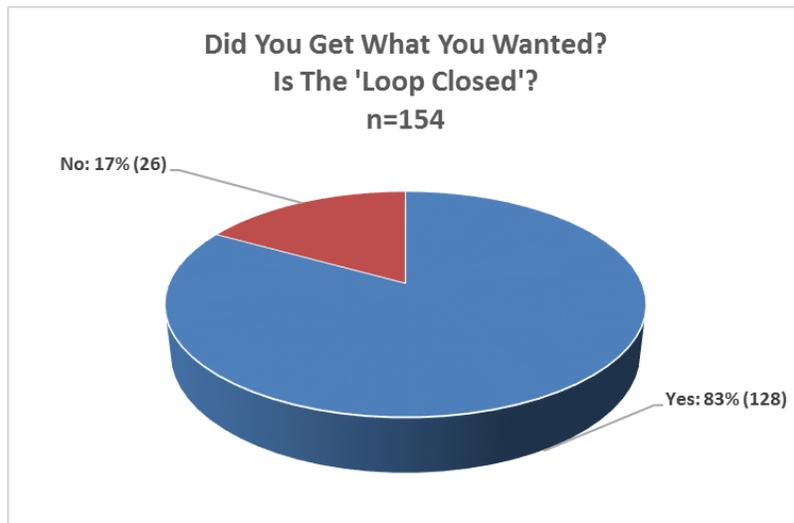


TRAINING

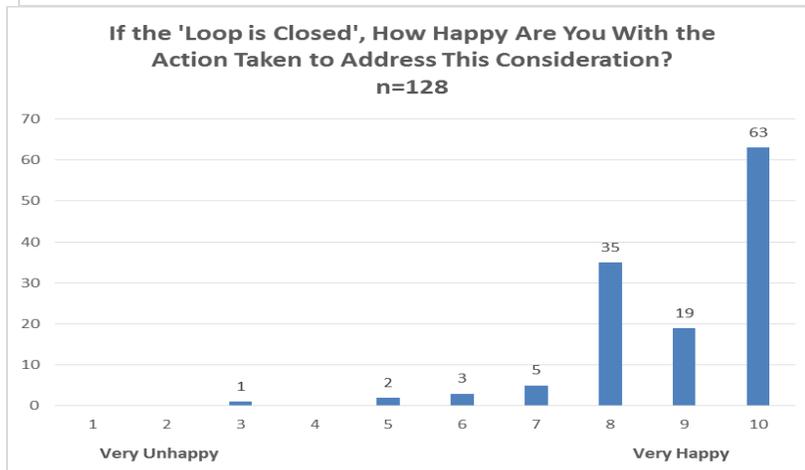
All monitoring team members received training on the monitoring tools (EDE, NCI forms, Transitional Survey forms, and the Family/Friend/Guardian survey form) at the beginning of the monitoring cycle. New monitors and data collectors were teamed with more experienced team members until they felt comfortable enough with the process to work more independently. Additionally, all monitors and volunteer data collectors are required to take ODP’s ‘Deaf Services for Independent Monitors for Quality’ to provide them a better understanding of the hearing impaired and deaf culture.

FOLLOW-UP

After the close of the cycle, when interviews and data entry were completed and finalized, a follow-up survey was administered by phone or in person to measure satisfaction of 10% of the individuals whose IM4Q interview generated one or more considerations. A more detailed summary of the *Follow Up Report* has been developed and will be shared with Vision for EQuality and the Philadelphia Administrative Entity.



Overall, the results were positive, with 83% of considerations being addressed and the ‘loop closed’



Of the 128 responses to this question, respondents stated they were happy or very happy with the actions taken in 91.5% of the considerations; they reported they were unhappy or very unhappy with the actions taken in less than one percent (.78%) of the considerations.

Interview Feedback

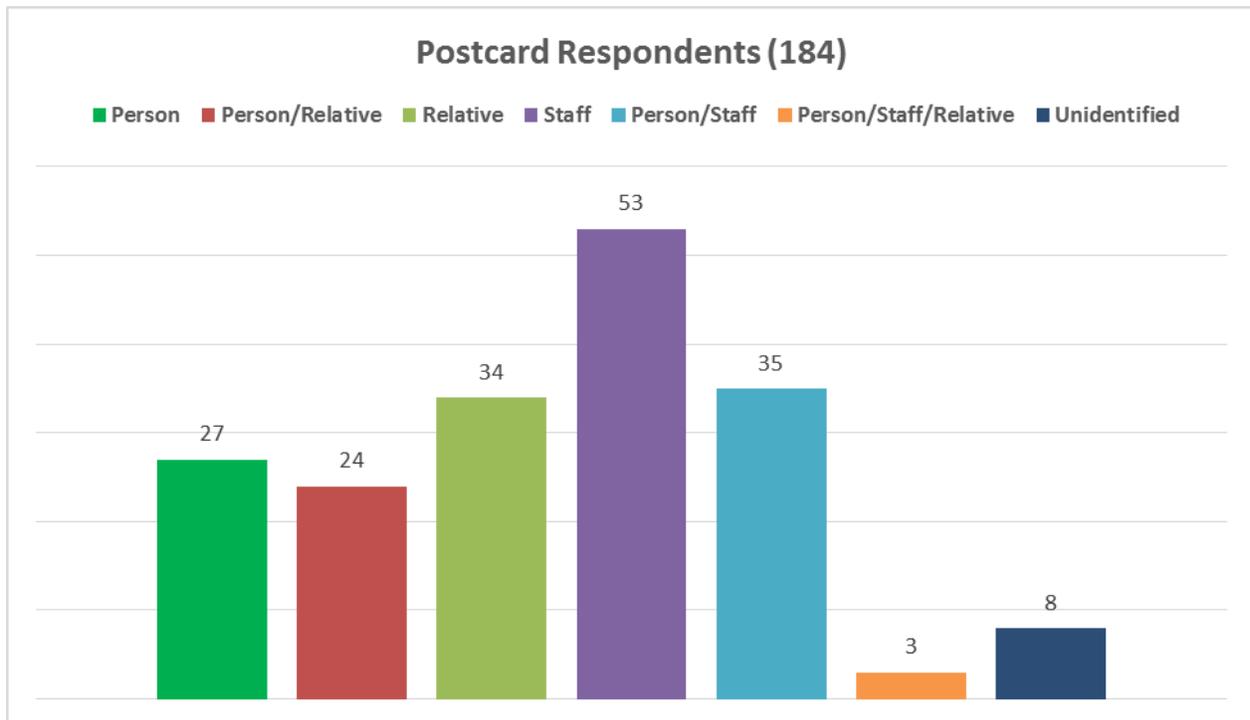
As important as it is to gather information about individual satisfaction with the services and supports respondents receive, it is equally important to know how well our monitoring teams are doing during the interview process. When an interview is complete, the team leaves a pre-posted postcard with the individual and asks them to rate the teams' performance in several areas. During the FY 2015-2016 monitoring cycle, Vision for EQuality monitoring teams visited 700 individuals residing in a variety of living arrangements, including living with relatives, supported living settings such as Community Homes, Intermediate Care Facilities, Life Sharing, and State Centers, or in their own homes with or without staff supports. The local program received a total of 184 'feedback postcards'. Respondents were asked four questions:

“How nice were the interviewers?” During the 2015-2016 monitoring cycle, 94% of respondents found our interviewers to be 'nice' or 'very nice'.

“How well did the interviewers do their job?” 95% of respondents to this question stated the monitors did their job 'well' or 'very well'.

“Was the survey too long?” 88% of respondents stated they did not find the survey too long.

“Was the survey easy or hard to do?” During the 2015-2016 monitoring cycle, 85% of respondents found the survey 'easy' or very easy' to complete. 1% of respondents stated they found the survey 'hard' or very hard' to complete.



48.3% of Post Interview Feedback Cards were completed by the individual, either alone or with assistance. 18.4% of respondents were relatives and 29% were completed by staff. 4.3% of respondents did not identify themselves.

Some additional comments provided by respondents included:

- * “Warm and friendly; the best questions anyone ever asked us! It showed they cared about us”.
- * “The people were nice to me about my needs”.
- * “My relative said he had a ‘wonderful time’ with them”.
- * “The assessment was easy for my sister to understand”.
- * “(The interviewer) did her job and made sure I understood the questions”.
- * “They are very nice. I commend you. Send them all the time for all families”
- * “They explained the questions I didn’t understand; they were very nice people”.
- * “Survey was in depth and easy to complete; responses to future surveys will increase”.
- * “They gave me a lot of information I did not know; thank you so much”.
- * “Thank you for caring”.

A more detailed version of this report will be provided to the Administrative Entity.

OUR IM4Q TEAM

Vision for EQuality’s IM4Q Team goes through changes from cycle year to cycle year, but we are always fortunate to have a diverse set of individuals dedicated to our work. Monitors and Volunteer Data Collectors come to Independent Monitoring from various backgrounds. Many are family members of a person with a disability or are individuals with disabilities themselves. Others are retirees, interested citizens and students. Most of our team resides within the City of Philadelphia and we encourage team members to visit as many different areas as is feasible for them to travel so they can have a better understanding of the services and supports people receive in different residential settings.

ADDITIONAL SUPPORT:

Our team once again had the assistance of a Graduate Assistant from Temple University. Her support editing considerations and entering data in our database and in HCSIS assisted in keeping the flow of work uniform throughout the year.



SUMMARY

FY 2015-2016 was the 17th cycle that Vision for EQuality, Inc. has conducted IM4Q interviews with people funded by Philadelphia County. Each year our methods of doing this work change to reflect what we've learned through our past experiences and we continue to meet our primary accountability of completing the required number of consumer interviews, forwarding considerations the Philadelphia AE through the HCSIS data entry system, and the entry of all required data into the HSRI /ODESA systems on schedule.

The local program continues to benefit from a large and diverse group of Monitors and Volunteer Data Collectors who complete the interview process; development of Considerations and Signs of Quality which are submitted into HCSIS by the Program Manager, the Program Assistant, or the Graduate Assistant under the supervision of IM4Q supervisory staff.

Vision for EQuality's IM4Q Program and Philadelphia County's Intellectual disAbilities Services Office (Philadelphia AE) continue to enjoy a strong relationship. The ongoing guidance and support provided by Elliot Glickman (Program Compliance Analyst) and Crystal Garvin (Program Analyst) continue to be instrumental in helping the program develop meaningful considerations, encourage Supports Coordination Organizations to respond to Considerations in a thorough and timely manner and to address Major Concerns as they arise, helping to ensure the safety and well being of those we visit.

It has truly been a pleasure and a privilege for our teams to be welcomed into the homes of the people supported through Philadelphia County's Intellectual disAbilities Services, hearing their stories, and in conjunction with IDS and individuals' Supports Coordinators, work as a team to help Philadelphia's Citizens with Intellectual Disabilities lead more 'Everyday Lives'.

Respectfully submitted,

James Hutchinson
IM4Q/MFP Program Manager