## **Quality Assurance Report**

FISCAL YEAR 2020

### Who we are

In early 2021, DDA began a new initiative called the **Pillars of Quality**. This quality framework, as illustrated below, is how we intentionally and strategically manage quality throughout DDA. The metaphorical framework reflects the commitment of DDA to ensure that each pillar can withstand each new challenge and works dynamically with other pillars, to "transform the lives" of individuals we serve.

#### Individuals we serve

**Mission:** Transforming lives by providing support and fostering partnerships that empower people to live the lives they want.

**Vision:** Supporting individuals to live in, contribute to, and participate in their communities;
Continually improving supports to families of children and adults; Individualizing supports that empower individuals with developmental disabilities to realize their greatest potential; Building support plans based on needs and strengths of the individual and family; and Engaging individuals, families, local service providers, communities, governmental partners and other stakeholders to continually improve our system of supports.



Values: Respect, Person Centered Service Planning, Partnerships, Community Participation

Guiding Values: Inclusion, Status and Contribution, Relationships, Power and Choice, Health and Safety, Competence

## Who we support

Below is a snapshot of where individuals who we support live and the types of services they receive.

49,282 Individuals

Of those ...

4,586

Receive community residential services

26,500

Receive in home services and supports

630
Live in a residential habilitation center

Of those ...

246

Receive state operated community residential services



The Developmental Disabilities Administration (DDA) is committed to providing quality programs and services. Responsibility is shared across all programs, services and facilities. Our mission, vision, and values drive our management system.

### What we do

### **Residential Support**

- Certification evaluations
- Provider training
- · Satisfaction surveys
- Community inclusion surveys
- · Review provider systems
- Develop provider tools and resources
- Monitor background check process and practices

### **Incident Monitoring**

- · Statewide incident reporting system
- · Mandatory reporter training
- Incident follow-up
- · Review client deaths
- · Residential habilitation center investigations

# Person-Centered Service Planning

- Encourage and foster the voice of the individuals we serve
- Ensure personal goals drive the person-centered service plan
- · Train providers
- Review person- centered service plans yearly
- Sample community residential providers to review goal progress

### **Getting it Right**

- · Satisfaction surveys
- Streamline work and reduce waste
- Monitor compliance
- Ensure assessments are consistent and accurate
- · Monitor DDA eligibility reviews

### **Quality Management Team**

- Provides technical assistance
- Performance improvement
- Quality assurance and monitoring in residential habilitation center and Pre-admission Screening and Residential Review

### **Quality Assurance at the RHCs**

Ensures all standards for resident programs and services are met

### **Quality Compliance Team**

- Compliance monitoring for DDA field services
- · Perform annual regional and statewide reviews
- Conduct staff training
- Monitor due process and administrative hearings
- Ensure person centered goals and practices are part of each assessment and planned action notice

### **COVID-19 Support**

- Develop new ways to provide services safely
- Support providers and staff to be creative in how they deliver supports
- Assist clients and providers with personal protective equipment needs
- Communicate with clients, families, stakeholders and providers on COVID-19 resources, reporting, and support
- Ensure providers have resources to safely serve individuals and staff
- Work with providers regarding infection control protocols
- Track and trend COVID-19 cases in clients and staff

