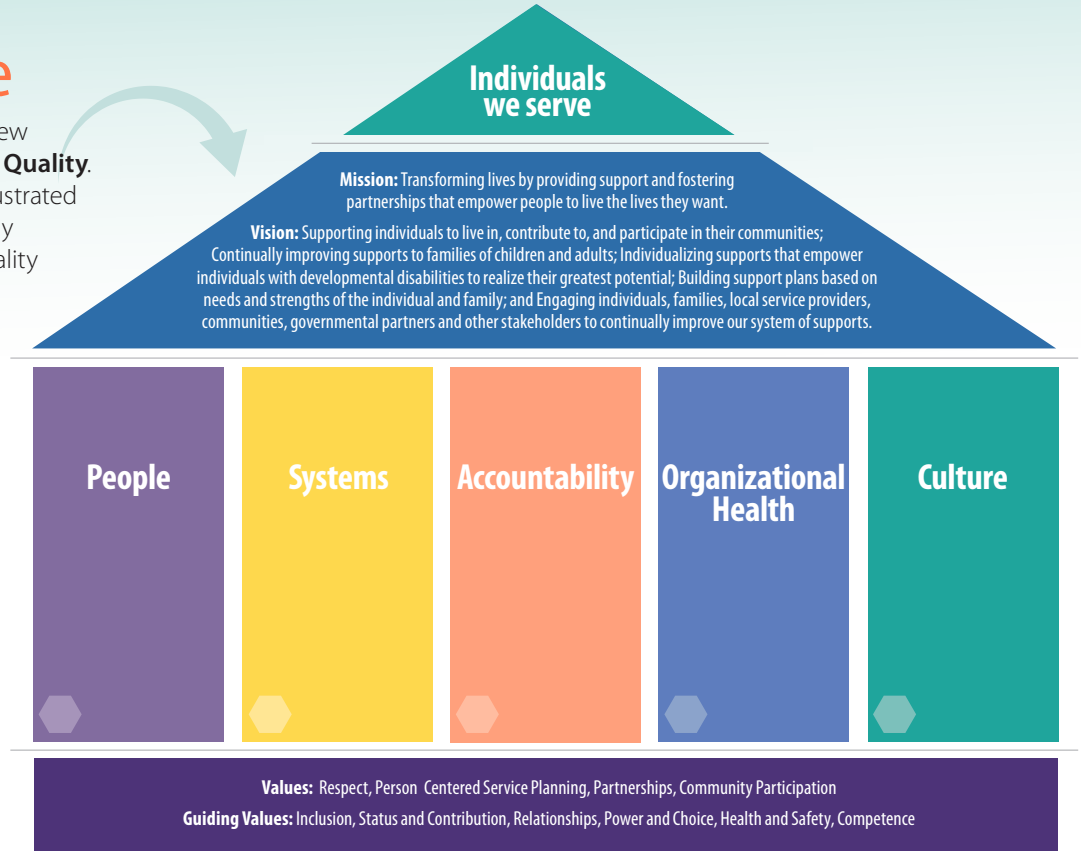


Quality Assurance Report

FISCAL YEAR 2020

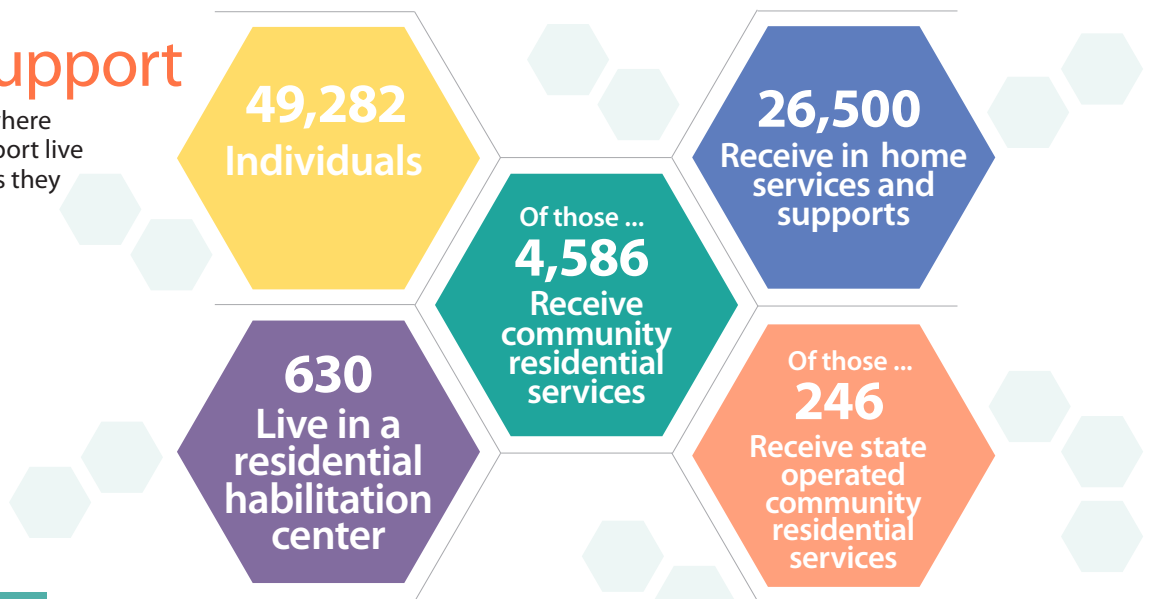
Who we are

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.



Who we support

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



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

