



**QUALITY ENHANCEMENT/SERVICE EXCELLENCE
Fiscal Year 2015 Report**

The Productive Living Board (PLB) Implemented the Quality Enhancement/Service Excellence (QE/SE) system in 2002. 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 and agencies have policies and procedures which guide the provision of services, and
2. Ensure that services are provided and documented based on consumers' needs and goals as identified in their individual support plan.

The PLB's Quality Enhancement/Service Excellence system consists of five elements:

1. Agency Standards
2. Project Standards
3. Program Observations
4. Outcome Measurement
5. Consumer Satisfaction

Quality Enhancement/Service Excellence consists of 2 visits - Agency Standards and Project Standards; both of which are conducted annually.

1. Agency Standards Include

- Board Approved Agency Policies
- Health and Safety Standards
 - Services
 - Vehicles
 - Property
- Staff Competencies
- Employee Training

Three (3) agencies did not receive Agency Standards reviews in FY'15.

- *Options for Justice – Due to staff vacancies and a temporary reduction in services the Agency Standards review was deferred.*
- *LifeBridge Partnership - The Agency Standards review was deferred due to extensive project monitoring for compliance with service requirements.*
- *Provident notified PLB that they were discontinuing services June 30, 2015.*

Summary of Findings: Agency Standards Annual Review	Total 35	# Reviewed 32	Full Compliance 31	96%
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- *The YWCA Agency Board Approved Policies are missing required elements. Project staff is receiving technical assistance from PLB.*

2. Project Standards Include

- Consumer Eligibility
- Individual Support Plan
- Individual Progress Notes
- Project Monthly Unit Summary
- PLB Monthly Invoice and Supporting Documentation

Four (4) projects did not receive Project Standards reviews in FY'15.

- *Options for Justice – Due to staff vacancies and a temporary reduction in services the Project Standards review was deferred.*
- *LifeBridge Partnership – (Two Projects 7020 and 5038) The Project Standards review was deferred for both of their projects, community support and transportation, due to extensive project monitoring of individual support plans and progress notes for compliance with required documentation. PLB staff did not review Consumer Eligibility, Monthly Unit Summary or Invoices and Supporting Documentation.*
- *Provident notified PLB that they were discontinuing services June 30, 2015.*

Summary of Findings:	Total Projects	# Reviewed	Full Compliance	
Project Standards Annual Review	73	69	68	98%

- *YWCA Project staff is receiving technical assistance from PLB staff to consistently document progress toward outcomes.*

3. Project Observations

The Productive Living Board has the responsibility to assure St. Louis County citizens that PLB funded agencies are providing services that meet the individual needs and identified goals of consumers. One way to help assure that services are provided as defined in their applications is for PLB staff to complete project observations.

Project Observations are completed to:

- Ensure the project is providing the services as outlined in the application.
- Ensure the project is providing services which meet the individual needs of consumers.
- Ensure the services provided are related to the consumer's individual goals/outcomes.
- Ensure that the project is taking place in the most inclusive environment.
- Ensure that the health and safety of each consumer is taken into account.
- Discuss satisfaction with consumers.

Eleven (11) Projects did not receive an observation due to the nature of the service, i.e. In-Home Support and Family Training Projects

Summary of Findings	Total	# Reviewed	Full Compliance
Project Observation	73	62	N/A

4. Outcome Measurement

On January 14, 2013 the Productive Living Board approved the suspension of the Functional Assessment Scale for the remainder of FY'13 through FY'15. This was done to allow time to identify new assessment tools to provide a more effective outcome evaluation of services.

In October 2013, PLB contracted with two consultants from Maryville University to review the current assessment tools; meet with agency staff, conduct focus groups for feedback, develop appropriate assessment tools for four key service areas and train agency staff to use the assessment tools. The new Outcome Measurement tools were identified; agency staff participated in pilot test of the tools this past spring. Based on agency feedback, we developed online tools to streamline the process for agencies to report individual outcomes and capture the data for analysis. Agency staff completed training on the tool in the spring of 2015 and the tool was implemented to assess consumer outcomes and collect baseline data at the end of FY'15. Outcome Measurement will be collected for the following services.

1. Independent Supported Living Assistance (ISLA)
2. Employment – Supported and Sheltered
3. Pre-Employment
4. Post-Employment

5. Consumer Satisfaction Survey

The PLB issued the first Consumer Satisfaction Survey in 2003. The PLB issues the Consumer Satisfaction Survey annually to collect the satisfaction of consumers served in all PLB funded projects. Results of the annual consumer satisfaction survey allow for comparison of agency performance across time and with one another. Agencies are required to maintain a 90% or greater satisfaction rating. PLB staff will meet with the project staff to review the results of the satisfaction survey and discuss strategies to improve satisfaction. Low satisfaction rate may be the result of a low return rate or a smaller project where one survey can impact the results.

Satisfaction surveys were mailed to all consumers or the family of consumers who received services during FY'15. The return rate was 40% compared to 39% for FY'14.

FY'15 Consumer Satisfaction Survey Results	Total Mailed	Total Response	Percentage Response	Percentage Satisfied
	6,961	2,765	40%	96%

Attached are the results of the Satisfaction Survey by project for FY'15. **(Attachment 1)**

6. Consumers Served

Consumers Served by Service Type:		Consumers Served by Region:	
Community Support	1,623	Central	1,159
Employment	1,523	North	1,147
ISLA	415	South	1,176
Individual Support	1,535	West	902
Pre/Post Employment	729		
Residential Support	25		
Residential Transportation	102		
Vocational Transportation	328		
Total Consumers Served:			4,384

Respectfully Submitted,

Kimberly A. Kopff, MA
 Director of Program Services and Quality