PERSON-CENTERED EXCELLENCE ACCREDITATION

18 MONTH REPORT

Name of Organization: <u>Dutchess ARC</u>
Facilitating Call: Tricia Wek Visker, Ph.D.
Date of Call: December 1, 2015

PURPOSE

An 18 month follow up will be conducted for all organizations completing Person-Centered Excellence Accreditation. For organizations in good standing, with a history of successful CQL Accreditation, a call may take the place of an onsite review. The purpose of the 18 month checkpoint is to:

o Confirm the continued presence of Basic Assurances® systems;

o Collect/Discuss data and use of Personal Outcome Measures®;

o Collect/Discuss data and progress made toward the Person-centered Excellence Plan; and

o Offer technical assistance as needed.

18 Month Follow Up Report

Basic Assurances® Systems

The organization currently has the following systems in place to assure the presence of Basic Assurances®:

- Basic Assurances Policy and Procedure.

- Basic Assurances written monitoring plan.

- Regularly occurring committee meetings.

The organization collects the following data as part of their Basic Assurances® system:

- Data is being gathered for <u>all nine</u> Basic Assurances.

- There is regularly occurring documentation and analysis of data for <u>all nine</u> Basic Assurances

- The organization ensures regularly occurring dissemination of Basic Assurances information through <u>Factor 10</u> systems and practices.

The organization has taken the following actions based on Basic Assurances® data collected, aggregated and analyzed:

<u>Areas of Strength (A Few)</u>

- In relation to Factor #1: The organization has had an increase in Due Process related participation by people served. Furthermore, self-advocates have developed and implemented various forms of rights education; and this group is now in the process of developing a Supported Decision Making tool.

18 Month Follow Up Report

- In relation to Factor #2: Much work has been done around Dignity and Respect, especially as it pertains to single bedrooms; applications have included many renovations and environmental technologies. Another area of focus has been Meaning Work and Activity Choices. Through the successes seen, several natural leaders have emerged amongst Direct Support Professional and people supported.

- In relation to Factor #5: The organization has experienced a significant cultural shift in the area of people being involved in the Management of Their Own Health Care; one example includes a progressive medication administration course for people supported in currently in development.

Areas for Improvement

- The organization would benefit from continuing to ensure that all Basic Assurances data be tracked in a collective document. With such a method, overall progress and needs would be more readily seen, and the dissemination of information more easily shared. It is recommended that the organization compile a yearly Basic Assurances summary report.

Personal Outcome Measures®
The organization currently has the following systems in place to learn about Personal Outcomes for the people to whom they provide support:

- A total of 80 staff have attended the four-days POMs workshop.

- A total of 89 people supported have been interviewed.

The organization currently collects the following data related to Personal Outcomes:

- Data collected on all 21 Personal Outcomes Measures and Supports.

- Interview data drives individualized planning.

- Aggregated data drives organizational systems change.

18 Month Follow Up Report

Person-Centered Excellence Plan

The organization has made progress on their Person-centered Excellence Plan:

The organization has made some progress (reviewed and verified) towards the following goals, and is encouraged to continue working on them.

- FACTOR AND INDICATOR: 1B People Have Authority to Plan and Pursue Their Own Vision

    - THEME/DESIRED OUTCOME/GOAL: *Give people we support the education, experience and exploration to see their vision and live it!*

- FACTOR AND INDICATOR: 5C Personnel have the flexibility and autonomy to support people.

    - THEME/DESIRED OUTCOME/GOAL: *Freedom to Dance Together!*

- FACTOR AND INDICATOR: 7A Quality Management Systems Are Integrated

    - THEME/DESIRED OUTCOME/GOAL: *What Matters to Me!*

TECHNICAL ASSISTANCE

Attachment of: 2015 Basic Assurances Manual

Information on Core Accreditation Options
http://www.c-q-l.org/accreditation/new-accreditation-menu

Information on CQL's Online Data Tool
http://www.c-q-l.org/the-cql-difference/data-management-and-analysis

Information on POMs Easy Read
http://www.c-q-l.org/the-cql-difference/personal-outcome-measures/outcomes-easy-read

Information on POMs Screening Tool
http://www.c-q-l.org/the-cql-difference/data-management-and-analysis/the-cql-post-app

18 Month Follow Up Report

Information on Supported Decision Making
http://www.c-q-l.org/app/webroot/files/DOCUMENTS/Supported%20Decision%20Making-Jan2015.pdf

Information on CMS/HCBS & CQL Crosswalk
http://www.c-q-l.org/resource-library/toolkit-for-states

SUMMARY

On December 1, 2015 Dutchess ARC participated in an offsite visit with CQL to discuss progress made on its current Accreditation Partnership Agreement. In advance of this meeting, Dutchess ARC submitted written updates that were referenced during the conversation.

Based on the information provided and the discussion during this offsite visit, Dutchess ARC has demonstrated full compliance with all requirements for the 18 month follow up visit.

Accreditation continues for the remainder of the four-year cycle following completion of a successful 18 month review.