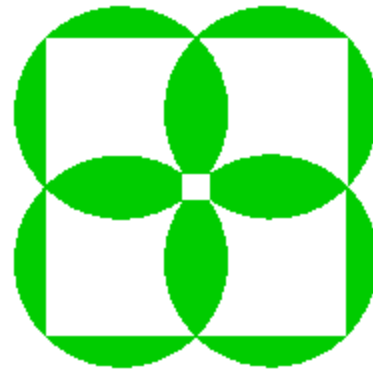


DDRB



**DEVELOPMENTAL DISABILITIES RESOURCE
BOARD
CASE MANAGEMENT PROGRAM
SERVICE DELIVERY IMPROVEMENT PLAN
FY2009
END OF YEAR REPORT**

OUTCOME:

Over the next five years, the DDRB will focus its efforts to build and strengthen the capacity of the service delivery system to meet the needs of the St. Charles citizens with developmental disabilities and their families.

TARGETS:

#1 EFFECTIVENESS

Provide quality Case Management Services to individuals with developmental disabilities in St. Charles County.

- **Quality review audits will be completed on each customer annually to assure that all required documentation is included in customer file.**
Results: 100% of all customers have a quality review audit completed in accordance with their annual plan.
- **Each case manager will maintain at least 12 hours of training per year.**
Results: This target has been met. All DDRB case managers have at least 12 hours of training each year.
- **Regional Office caseload sizes will be reduced.**
Results: The average caseload size at the St. Charles Regional Office as of 6/30/2009 was 50. This is a reduction from June 30, 2008 when the average was 57.
- **Case Management Director will attend 6 statewide meetings regarding case management services in order to stay current with information regarding case management services.**
Results: Case Management Director attended 10 statewide meetings regarding case management services. These meetings included the bi-monthly MACDDS TCM provider meetings as well as the

MOANCOR provider meetings. DMH Central Office representatives are also in attendance. In addition, Case Management Director is a member of several statewide committees that involve representation from both the Regional Offices and the County Boards.

The committees include: Service Monitoring Directive and tool development, Consumer Relations (subcommittee: Communication process between Regional Office and Board), and Service Coordinator Manual.

- **Case Management staff will receive information regarding 8 agency's programs that provide services in St. Charles County.**
Results: There were 11 agencies presentations to staff. In addition, Community Resource Specialist provided information from several programs to staff as well.

The DDRB case management program will maintain a strong partnership with stakeholders in the community.

- **Hold quarterly meetings with stakeholders in order to enhance communication and resolve issues.**
Results: Case Management Director attended 10 SLANCOR meetings (provider group) and 11 St. Charles County Coalition meetings. Also, both Director and Supervisor have regular meeting with providers as issues arise or patterns are detected. At least 3 meetings to date have been held to address issues. Case Management Director began participating in the LASE (Local Administrators of Special Education) group this past year and attended two meetings. One of the meetings included a presentation on case management. Director also attended 4 Family Support Meetings, which is a group of agencies that provide in home supports to customers.
- **Maintain the current Targeted Case Management (TCM) agreement with DMH.**
Results: Agreement in place with the Department.
- **Maintain a combined waitlist for services with the local Regional Office that is updated monthly.**

Results: Meetings are held monthly with the Regional Office South Unit Director, Assistant Director and Supervisor in the St. Charles office in order to discuss current issues as well as update the waitlist.

- **Maintain representation from the local Regional Office on the DDRB utilization review committee.**
Results: Target met. One of the local Regional Office supervisors is now a member of the DDRB utilization review committee.

Summary/Recommendations:

All targets under effectiveness were achieved this past fiscal year. The target for reduction in caseload size at the Regional office will be removed since the case management program has no impact on whether it is achieved. We will continue to track and report caseload size reduction and how it relates to our growth each year.

As evident once again, customers/families note in the satisfaction surveys that case management staff are knowledgeable and provide information that is helpful. The case management team will continue to enhance their knowledge of services by receiving training and information on programs that serve individuals with developmental disabilities. Attendance at statewide meetings in order to stay current with new and innovative ideas regarding the provision of case management services will also be continued.

In addition, as the program grows it will become even more critical for the team to track significant events regarding the quality of service provided. The Quality Review Committee will play an integral role in reviewing data collected from the case management team as well as reports from the Regional Office Quality team in order to identify any trends or patterns. Regular quality meeting between the Case Management Director and/or the Case Management Supervisor will be held in order to address concerns and enhance communication. Monthly partnership meetings with the Administrative team from the Regional Office will also continue.

2 EFFICIENCY

Case Managers will maximize the amount of direct time with or for customers.

- **At least 110 of hours worked per month per case manager will be spent working directly with or on behalf of the customer.**
Results: The case management team on average logged 113.70 hours per month. This target was achieved however represents a slight decrease from last year's amount (115.82). This slight decrease was expected due to new staff being added and existing staff utilizing their vacation time. In addition, two case manager/mentor positions were added. The caseloads for these two case managers were reduced slightly in order for them to have time available to provide coaching to team members. These hours will continue to be tracked on a regular basis.
- **Quarterly logging audits will be conducted on each case manager to assure that information is being entered accurately and within TCM guidelines.**
Results: Case Management Supervisor conducts weekly logging audits as part of CM program quality assurance. In addition, quarterly audits are completed and sent to Regional Office as required.

The savings generated in the DDRB allocation fund will meet or exceed the DDRB subsidy towards case management.

- **Case managers will complete a lapse dollars report annually on each customer**
Results: Case managers completed a lapse dollars report on each customer annually in accordance with the customer plan year. This target was achieved.
- **100% of all customers without Medicaid will be offered assistance to apply and retain eligibility.**
Results: This target was met. 100% of all customers without Medicaid were offered assistance to apply as well as retain eligibility.
- **Track allocation funds annually.**

Results: Nearly \$200,000 was released to fund services for individuals on the waitlist. This included both ongoing and one time services.

Summary/Recommendation:

All targets under efficiencies were met.

#3 ACCESS

Individuals have the information they need to address their needs and access community resources.

- **100% of customers have a current person-centered plan.**
Results: 100% of the customers served by the DDRB have a current person-centered plan.
- **85% of customer's plan outcomes associated with case management services will be achieved.**
Results: This target was met. 95% of plan outcomes associated with case management services were achieved.
- **100% of customers are given their customer rights information annually.**
Results: Rights information is reviewed annually at the time of the Person Centered Plan meeting. Customers/Guardians sign an annual authorization as to their choice and tracked through the quality review audit process. In addition, a new NPI brochure was developed in order to assist customers in understanding the process.
- **Case management program staff participate in at least 6 community education events annually.**
Results: Both the case management director and the community resource specialist have participated in a combined 10 community education events this past year.

- **The time period from when a referral is received until the initial contact by case management staff will not exceed three working days.**
Results: This target was met 100% of the time however, additional attempts were sometimes needed.

Continue to grow in order to meet the needs of individuals as they choose the DDRB Case Management Program to provide case management services.

- **100% of customers who choose the DDRB will receive services within two weeks from the point of initial contact.**
Results: This target was met 100% of customers began receiving case management services within two weeks of contact.

Summary/Recommendations:

All targets in the area of access were met.

As stated repeatedly throughout the customer surveys, customers/families feel as though communication, accessibility and resource information are the most crucial piece of good case management service. Customers/families appreciate how promptly calls are returned, the fact that the case managers have cell phones, the letters communicating when their case managers is on vacation and the reports they receive regularly through the mail.

The informational needs assessment surveys that were included with the satisfaction surveys rated the following areas of information the most important:

- **Transportation**
- **Housing**
- **Employment**
- **Social Activities**
- **Benefits**

The case management team will use this data in order to develop or investigate informational meetings on these topics through community resources. A more detailed, customer specific needs assessment will be developed in order to individually address needs.

In addition, there were a few comments made in regards to self determination and advocacy. The case management team will work with the Regional Office self advocate as well as the local People First group in regards to hosting a training of self advocacy skills.

#4 SATISFACTION

Customers and stakeholders of the DDRB Case Management Program will be satisfied with the services they receive.

- **93% of customer satisfaction surveys are returned with a rating of satisfied or higher.**
Results: Third annual customer satisfaction survey was completed. Of the 206 surveys received, 95% of the customers rated satisfied or higher with their case manager. The overall average satisfaction rating was 3.77 (4.0 scale).
- **100% of customers choose the DDRB Case Management Program to provide services annually.**
Results: Choice is offered annually at the time of the Person-Centered Plan meeting. 99.8% of customers chose the DDRB Case Management Program this past year. One customer chose to return to the Regional Office for case management.
- **90% of provider satisfaction surveys will be returned with a rating of satisfied or higher.**
Results: Third annual provider satisfaction survey was completed. Of the 34 surveys received, 94% of providers rated satisfied or higher with the case management staff that they work with. The overall average satisfaction rating was 3.9 (4.0 scale).

Summary/Recommendations:

Targets for both customer and provider satisfaction survey results were met. The target for 100% of customer choice was not met due to the fact that one customer decided to return to the Regional Office for case management. We will continue to follow up with all customers who leave the program by sending them an exit satisfaction survey. Tracking those results will assist in making enhancements to the program, if needed.

Appendix A

CUSTOMER SATISFACTION SURVEY RESULTS

Rating - (1 = never satisfied, 2 = sometimes satisfied, 3 satisfied most of the time, 4 satisfied all the time)	1	2	3	4	<u>No</u> <u>Res.</u>	AVG.
My case manager is available when I contact them or responds back within 1 day.	0	7	33	163	3	3.77
My person-centered plan identifies areas that are important in my life.	0	7	38	158	3	3.74
My case manager provides information that is helpful.	2	6	18	178	2	3.82
My case manager understands and advocates on my behalf.	1	5	23	176	1	3.82
My case manager treats me with respect.	0	1	3	202		3.98
I am satisfied with my case manager.	1	5	2	192		3.81
I would recommend case management services through the DDRB to a friend.	2	1	8	192	3	3.92
<u>Overall Rating</u>						
Total Surveys Returned	206					
Total Surveys Mailed	442					
Percentage of Response	47%					

Comments Summary:

What does your case manager do well?

- Worked very hard this past year to get funding for my son who was graduating from high school, this will be key to keeping our family together.
- Very service orientated
- Takes initiative, proactive, offers options to make our life better
- Feel like it is now possible to keep my son home with me now that she is assisting us to get supports.
- Took lots of time to get to know me and my family
- Immediately addresses issues
- Wow! She even lets me know when she is on vacation and who will be covering for her
- Thinks towards the future needs of the customer/family
- Truly interested in the individual and their success in life
- She is a blessing to my entire family
- Instrumental in creating a smooth transition for my daughter after her current provider closed
- Helps me and my parents communicate to each other and come up with a compromise
- Best case management service we have ever had!
- Available each and every time I have needed her
- Keeps interest of the customer a priority
- Has connected us to so many services that have helped our daughter
- Follows through on everything she said she will do and in a timely manner
- Resourceful, knowledgeable, provides helpful information whenever asked
- Understands what I need
- Instrumental in helping me transition to a new agency when I was unhappy with the services my loved one was receiving
- I was reluctant to change at first but we have been absolutely satisfied!
- Works hard to get the very best outcome for my brother
- If she doesn't have the answer she will find it; I consider this the most important part of her job

- Always has time to hear my concerns
- I trust her completely!
- Thinks out of the box
- Assists greatly in acquiring needed services
- Very supportive of the guardian while ensuring son's needs are met.
- Strives for good communication between the home, case manager and guardian
- Excellent at communicating with us, helps to keep us up date to issues.
- Goes above and beyond
- Explains things to me
- Makes herself readily available
- She is the best case manager we have ever had.
- Always contacts me the same day I call
- Always calls us back ASAP
- Gone out of her way to help my loved one get started with a job
- Instrumental in helping us apply and receive benefits for our loved one
- Empathetic/compassionate
- Always checks on me more than anyone else ever has.
- Attends meetings with me and supports my concerns
- Understands my daughter and shares her observations and insights
- Stays late for us when we have a late meeting
- Great professional but still manages to be caring
- Very attentive

What, if anything, would you like for your case manager to do differently?

- I would like to have help feeling more comfortable when approaching people in high places who can help make a difference in my life.
- I know she has no control over the funding but I would like for my son to be able to receive the services he needs

- There is nothing she can do differently but it is frustrating to write the plan if there are no resources to pay for the services you need.
- My case manager is perfect!
- Provide more information on status of funding
- There is nothing the case manager can do about this but I would like to see a day/work program that is geared more towards individuals in our county between the ages of 18 – 35 that would be affordable for parents to private pay, if needed because they did not qualify for state funding.
- I would like to speak with her daily because I really enjoy her company!
- Increase knowledge of specific disabilities
- Nothing

Appendix B

AGENCY SATISFACTION SURVEY RESULTS

Rating - (1 = never satisfied, 2 = sometimes satisfied, 3 satisfied most of the time, 4 satisfied all the time)	1	2	3	4	<u>No</u> <u>Res.</u>	AVG.
Case Manager(s) maintains regular contact with our agency?	0	0	8	25	1	3.76
Case Manager(s) responds to requests or needs for support in a timely manner?	0	0	4	30		3.88
Case Manager(s) is knowledgeable about the service(s) our agency provides?	0	0	7	26	1	3.79
Case Manager(s) provides feedback in a manner that promotes growth for our agency?	0	0	10	23	1	3.70
Case Manager(s) are visible and interact in a positive manner with the individuals they support?	0	0	6	28		3.82
We are satisfied with the case manager(s) that we work with?	0	0	3	30	1	3.90
<u>Overall Rating</u>						
Total Surveys Returned	34					
Total Surveys Mailed	87					
Percentage of Response	39%					

Comments Summary:

What does our case management staff do well?

- Case managers are easy to contact and efficient in serving their customers
- Very person centered and involved with their customers
- Quick to respond
- Promote partnership in order to provide quality services
- Feel as though the overall quality of services has improved since the DDRB began providing case management
- Love the fact that they have cell phones because it makes them even easier to contact
- Knowledgeable about transition resources and services that will meet the needs of our students
- They have consistently shown their desire work on behalf of the customers often going above and beyond.
- Good customer service!
- Knowledge of the services available
- Maintain frequent contact and able to address situations promptly.
- Great communication and follow thru
- Work as a team with the agency
- Flexible with meeting times
- Go above and beyond
- Very interactive with customers and families
- Present at meetings and in our facilities thus allowing them to give pertinent feedback
- I highly recommend the DDRB to families we work with
- Easily accessible
- Very professional
- Excellent at explaining the system and processes to the individual

What changes or additions do you feel would enhance the manner in which case management is provided?

- Sometimes it feels as though they make issues out of things that don't need to be
- Do intake and establish eligibility
- To start providing services to individuals under the age of 18.

- Expectations are sometimes different from one case manager to another.
- Have more DDRB case managers!
- Individuals who are their own guardians need to be provided more assistance in expressing their concerns.
- Cannot think of anything I would want to change!

