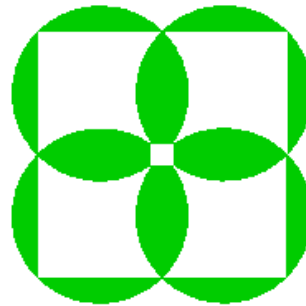


DDRB



DEVELOPMENTAL DISABILITIES RESOURCE BOARD

CASE MANAGEMENT PROGRAM

SERVICE DELIVERY IMPROVEMENT PLAN

FY 2010

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:

No. 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: 96% of all customers to date have had a quality review audit.
- ❖ Quality review committee will meet quarterly to review 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.
Results: Four meetings were held this past year. Case Management Director began receiving regular quarterly reports from the Regional Office quality team in October 2009. One year of baseline has been established with no significant pattern detected.
- ❖ Each case manager will maintain at least 12 hours of professional training per year.
Results: All case managers have received a minimum of 12 hours in professional training.
- ❖ Case Management Director will attend 6 statewide meetings regarding case management services in order to stay current with information across the state.
Results: Director attended 5 TCM Director meetings, 7 MOANCOR meetings, 2 MARF meetings (provider group that merged with MOANCOR), and 3 MACDDS meetings. Also, Director participated as a member of the statewide Consumer Relations Committee and the Service Coordinator training manual committee.
- ❖ Case Management staff will enhance their knowledge of services by receiving information on 8 programs that serve individuals with developmental disabilities in our community.

Results: There were 10 agency presentations to case management staff this past year. In addition, Community Resource Specialist provided information regarding several programs to staff. An electronic shared folder has been created to be used when a resource is located. Information regarding the resource and process for referral are placed in the folder for case managers to access when a specific resource is being pursued. The self advocate at the local Regional Office also attended a case management team meeting in order to share his role and availability to customers as a resource.

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 provider meetings and 9 St. Charles County Coalition of Providers meetings this year. In addition, quarterly meetings are held with individual providers as issues arise. Regularly scheduled meetings occur quarterly with Emmaus Homes Inc. and monthly with the St. Louis DDTC Group Homes. Partnership meetings were also established with Crider Center in order to improve communication and formalize procedures for referral. Director was asked to participate in the RAC (Regional Advisory Council) which consists of parents, providers, customers and Regional Office Administrators. This group consults with the Regional Office in regards to key issues effecting individuals with developmental disabilities. Director has attended 3 meetings since its conception in April 2010.

- ❖ Maintain the current Targeted Case Management (TCM) agreement with DMH.
Results: Agreement in place with the Department. A new agreement has been drafted and is being reviewed by DMH legal staff.
- ❖ 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.

Summary/Recommendations:

All targets under effectiveness were achieved past fiscal year with the exception of quality review audits (96%). Audits are performed at the time the annual plan is submitted for review. Some plans, as noted later in this report, are not current thus reflective in the percentage completed.

This past fiscal year, the Quality Review Committee for the Case Management Program was established. This group meets quarterly to review data submitted by the case managers in regards to quality issues identified. In addition, a quarterly data report from the Quality Team at the Regional Office was secured. Thus the committee is also able to now review that information. As noted, no significant patterns have been identified but a baseline is now available for this coming year.

As reflected again this year in the customer satisfaction survey, trained and knowledgeable staff are essential. Case Managers will continue to be required to receive a certain number of hours in professional training again this year. In addition, community programs and information will be shared at case management staff meetings bi-weekly as they become available.

Since partnership and communication is clearly an important part of the success of our programs, the Director or designee will continue to participate in provider meetings as well as partnership meetings with the local Regional Office staff.

No. 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 110 hours per case manager per month. The four case managers hired to provide case management services to individuals in the habilitation center maintained a partial caseload for part of this past year. When taking the last four months of the fiscal year, when caseloads were almost at capacity and calculating an average, the logged average hours per month goes up to 120 which well exceeds the target of 110.
- ❖ Quarterly logging audits will be conducted on each case manager to assure that information is being entered accurately and within TCM guidelines.
Results: Logging audits were completed quarterly on 100% of case management staff.

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

- ❖ 90% of hours billed will be paid.
Results: Annual average of 96% of the hours billed were paid. Reviews are completed weekly to assure that all information entered into the billing system is accurate and reflective of the service provided.
- ❖ Case managers will complete a lapse dollars report annually on each customer
Results: Lapse dollars reports are completed annually on each customer in accordance with their plan year.
- ❖ 100% of all customers without Medicaid will be offered assistance to apply and retain eligibility.
Results: 100% of all customers without Medicaid were offered assistance to apply as well as retain eligibility. Twelve new customers were assisted to secure Medicaid this past year.

Summary/Recommendation:

All targets under efficiency were met. As noted, the four case managers that were hired to provide services to the individuals in the habilitation center maintained partial caseloads for part of the year. The intention of spreading those individuals out to several case managers was because of the expectation that they would require intense case management initially. In addition, it was felt that multiple staff with different perspectives in the homes would be beneficial. When caseloads increased to almost capacity, there was a significant increase to the overall average.

A significant accomplishment was exceeding the target in regards to paid units. The weekly reviews conducted by both administrative staff and myself have proven very beneficial. A review consists of checking the data entry piece of the billing (time, service code, therapist, etc.). The second part of the review is a spot check of the content of the note. The final piece is to assure that Medicaid, spend down and other issues have been addressed. By time the billing is submitted, we are confident that the final product is accurate.

The outcome referencing the allocation agreement will be changing in the upcoming year. Due to budget constraints with the State, the allocation fund no longer exists.

A target that will be added under efficiency involves the structure of the program. As we grow, it will be important to continually review the processes and duties of our leadership staff. Regular meetings will be established with the supervisor and mentors in order to assure that the program is operating efficiently.

No. 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: 98% of all customers have a current person-centered plan. Some difficulty presented when attempting to coordinate planning meetings or failure to get a response from customer.
- ❖ 85% of customer's plan outcomes associated with case management services will be achieved.
Results: 94% of plan outcomes associated with case management services were achieved.
- ❖ 100% of customers will be offered a resource notebook.
Results: 100% of customers were offered a resource notebook this past year. The resource notebook includes general information about processes such as utilization review, Medicaid programs, trust funds, guardianship, transition, resources, etc. Case management staff customizes these notebooks for the families on what the customer/family have reported to be important information. In addition, a Transition Brochure was developed per request of the LASE group (Local Administrators of Special Education) in order to share with parents at IEP meetings.
- ❖ Case management program staff participate in at least 6 community education events annually.

Results:

Case Management Director participated in the following events:

- * Presentation for the Fort Zumwalt School District staff in regards to transition services
- * Presentation at the Transition Alliance meeting in regards to Case Management services.
- * Presentation at the Delta Center Board meeting in regards to Case Management services.
- * Presentation at the Francis Howell School District parents advisory meeting in regards to services and transition.

Community Resource Specialist participated in the following events:

- * NECAC Back to School Fair
- * Francis Howell Parent Advisory Committee in regards to DDRB services in general.
- * Presentation at the Transition Alliance Meeting in regards to transition services and to distribute the newly developed DDRB Transition Brochure.
- * Community Networking Forum
- * Presentations at 2 Parent Trainings at the Non-Profit Center
- * Presentations at 2 informational events in regards to the DDRB at Barnes Hospital.
- * 6 In-Service trainings for the Fort Zumwalt School District

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 with case management staff.

Results:

100% of customers began receiving services within two weeks of the initial contact with case management staff with the exception of files that were transfers from other regions. Often the transfer of the file can exceed this time period but case managers work in collaboration with the transferring case manager in order to assure there is no lapse in actual service.

Summary/Recommendations:

All targets under access were achieved with the exception of current person centered plan. Case managers experienced some difficulty with either connecting with the customer to schedule a meeting or conflicts with the meeting dates themselves. If a customer does not respond after several attempts, then the inactivation process is followed. This target will remain at 100% since the Person Centered Plan is the driving document of the customer's services.

One of the biggest accomplishments for the case management program this past year involved the St. Charles Habilitation Center's transition to the Medicaid Waiver program. We began providing case management services to 55 individuals on October 15, 2009. Huge strides were made regarding the education of staff regarding effective planning and outcome development. A few individuals had even transitioned out into the community for services. As an access issue this coming year, we will be investigating the possibility of DDRB providing a modified case management service to St. Charles Habilitation Center residents.

Two questions were added to the customer satisfaction survey this year in regards to access.

❖ If you had an occasion to use the after hours phone number, did you get a timely response?

- * 97% of the responses received reported satisfaction with the response.
- * 64% of the surveys returned reported never having used the after hour's number.

❖ If you visited our website, did you find what you were looking for?

- * 17% of the surveys returned reported that they had accessed the website.
- * 82% reported never having accessed the site or not having a computer.
- * One respondent reported not finding what they were looking for on the site.

As a result of the responses in regards to website access, a target will be added enhancing the education of our customers. The case managers will collaborate with the Community Resource Specialist so that customers can be educated on utilizing the website at the time of their annual planning meeting.

No. 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:

The fourth annual customer satisfaction survey was completed. Of the 262 surveys received, 96% of the customers rated satisfied or higher with their case manager. The overall average satisfaction rating was 3.82 (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. There were four customers in the course of the last fiscal year who decided to return to the Regional Office for their case management services.

- ❖ 90% of provider satisfaction surveys will be returned with a rating of satisfied or higher.

Results:

Fourth annual community partner satisfaction survey was completed. Of the 40 surveys received, 100% of providers rated satisfied or higher with the case management staff that they work with. The overall average satisfaction rating was 3.73 (4.0 scale).

Summary/Recommendations:

For the fourth consecutive year, targets for both the customer and community partner satisfaction surveys were met! The target for choice of DDRB case management was not met as 4 individuals chose to return to the Regional Office for their services. We will continue to follow up with customers who leave the program by sending them an exit satisfaction survey. Tracking those results will assist in making any changes 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>N/A</u>	AVG.
My case manager has regular contact with me as identified in my person centered plan.	3	18	30	211	0	3.64
My case manager provides information that is helpful.	1	10	32	213	6	3.79
My case manager understands and advocates on my behalf.	3	7	27	220	5	3.81
My case manager treats me with respect.	0	3	7	248	4	3.95
I am satisfied with my case manager.	2	7	18	231	4	3.85
I would recommend case management services through the DDRB to a friend.	0	4	20	234	3	3.88
If you had an occasion to use the afterhours phone number, did you get a timely response?	0	3	13	79	167	3.80
<u>Overall Rating</u>						
Total Surveys Returned	262					
Total Surveys Mailed	587					
Percentage of Response	45%					

Comments Summary:

What does your case manager do well?

- ❖ Communicates!
- ❖ It means so much that she has been our daughter's case manager the whole time! Before they would change too often.
- ❖ Gives me all the necessary information so that I can make an informed decision
- ❖ Prompt response to questions
- ❖ Anticipates needs and tries to address them before they become problems.
- ❖ Always willing to listen
- ❖ I don't know how we would have survived this last year without her.
- ❖ Treats me with respect
- ❖ Since we have had our DDRB case manager we are more informed than we have ever been.
- ❖ As a court appointed guardian, the case manager I work with is very knowledgeable of her customer's situation and keeps me informed. She is a valuable and excellent resource to your agency.
- ❖ Knowledgeable
- ❖ Explains things in a way I understand
- ❖ Very impressed with how well she knows my son
- ❖ Helped my son find a program after he graduated from high school which took away my worries.
- ❖ Goes to meetings when I need her
- ❖ Good at researching information about a resource and getting back to me quickly
- ❖ Extremely helpful
- ❖ Keeps me informed
- ❖ Calls just to check in with me
- ❖ Gets me the answers I need in a timely fashion
- ❖ Returns calls within 24 hours.
- ❖ Planning and advocating for my son
- ❖ Good listener
- ❖ She listens to what we say and has our loved ones best interest at heart
- ❖ Very easy to talk to
- ❖ Part of our family
- ❖ Always has our loved ones best interest at heart

- ❖ Very dependable and does what she says she is going to do
- ❖ Best case manager we have had in 20 -25 years!
- ❖ Did everything I needed to help keep my son home with me
- ❖ Needed in home respite and the case manager helped me make that possible
- ❖ Returns all my phone calls.
- ❖ Provides ideas for options
- ❖ Understands my disability
- ❖ Very caring
- ❖ In the 3 years I have had my son's case manager, she has acted as an advocate, grief counselor, safety inspector, quality controller, and friend.
- ❖ They notify us each time they are on vacation and who the contact person is
- ❖ Listens but doesn't judge
- ❖ Checks with me to see if I have followed through on my goals.
- ❖ If she does not find the answer....she will get it!
- ❖ Encourages me to be more independent
- ❖ Accessible, we can always count on her!
- ❖ There when I need her.
- ❖ Always very efficient and prepared
- ❖ On top of every situation
- ❖ More than a case manager, she is a friend to our family
- ❖ She has the ability to put herself in my shoes and understands my disability
- ❖ Addresses issues in the home when monitoring and helps develop alternatives to address the issues.
- ❖ Everything

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

- ❖ Inform me of new things that come up
- ❖ Nothing, she is a customer service oriented individual
- ❖ To be more proactive regarding information benefits.
- ❖ Appreciate the written report but a phone call might be helpful on occasion too.
- ❖ Nothing, she has exceeded our expectations
- ❖ We would like to have our case manager gain a greater knowledge of the services that are available and how to access them.
- ❖ Look at expanding out of home respite capacity. Nothing currently offered seems to fit my son's needs.

Appendix B

COMMUNITY PARTNERS 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 Res.</u>	AVG.
Case Manager(s) maintains regular contact with our agency?	0	1	11	28	0	3.68
Case Manager(s) responds to requests or needs for support in a timely manner?	0	0	12	27	1	3.70
Case Manager(s) is knowledgeable about the service(s) our agency provides?	0	1	12	27	0	3.65
Case Manager(s) provides feedback in a manner that promotes growth for our agency?	0	3	8	29	1	3.74
Case Manager(s) are visible and interact in a positive manner with the individuals they support?	0	1	6	31	2	3.79
We are satisfied with the case manager(s) that we work with?	0	0	7	33	0	3.82
<u>Overall Rating</u>						
Total Surveys Returned	40					
Total Surveys Mailed	93					
Percentage of Response	43%					

Comments Summary:

What does our case management staff do well?

- ❖ The DDRB case managers do well working as part of the planning team rather than acting on their own personal view of the situation.
- ❖ Families report that they feel supported by their case manager
- ❖ Understands the importance of transition planning
- ❖ Very positive when working thru difficult situations between providers and families
- ❖ Case managers are knowledgeable about community resources
- ❖ Get information they need when requested.
- ❖ Deal directly with issues that arise with providers instead of avoiding them.
- ❖ Work as partners
- ❖ Very easy to contact
- ❖ Very helpful in assisting customers to resolve issues with their employer
- ❖ Very attentive
- ❖ Have established a fine tradition of the provision of case management
- ❖ Respond quickly to communication
- ❖ Review of the services is very detailed
- ❖ On site visits conducted regularly
- ❖ Strong customer advocates
- ❖ Very supportive of “outside the box” types of services
- ❖ Creative with solutions
- ❖ Proactive in developing strategies for barriers
- ❖ Helps support staff understand that the little things in life are important to the customers.
- ❖ Communication with families and providers is excellent!
- ❖ Understands the providers role
- ❖ Always willing to go the extra mile
- ❖ Professional
- ❖ Compassionate
- ❖ Reports provided are very detailed and informative
- ❖ Regularly visit their customers
- ❖ Definitely operate under a team approach

- ❖ Attend meetings as requested
- ❖ Good at explaining our services to staff
- ❖ Follow up is excellent
- ❖ Personable
- ❖ Very committed to the welfare of the customer/families
- ❖

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

- ❖ Continuing to provide case management services with smaller caseloads is the key to the success of the program. Don't ever lose sight of that.
- ❖ Continue to strengthen partnerships with provider staff
- ❖ Continue good communication and professional respect which is the key to strong partnership and will assure customer satisfaction
- ❖ Include the case manager in the UR committee discussion in order for them to advocate on their customers behalf
- ❖ Sometimes follow the rules and definitions verbatim instead of what makes sense to the individual
- ❖ Sometimes compare one situation to another one instead of looking at every request differently
- ❖ Remind case managers to keep their personal values and opinions in check when working with the customers
- ❖ Call ahead to make appointments when coming to visit customers at work so that coordinator can be available with current information
- ❖ Would like for them to tour our new facility
- ❖ If the process for securing funding was easier