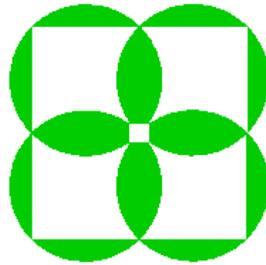


DDRB



DEVELOPMENTAL DISABILITIES RESOURCE BOARD
CASE MANAGEMENT PROGRAM
FY17 END OF YEAR REPORT

*“We truly appreciate the services we receive from the DDRB!
DDRB has been consistently wonderful for our family from the very first
day, and every day since.”*

(Quote from customer survey)

FY17 CASE MANAGEMENT HIGHLIGHTS AND ACCOMPLISHMENTS

CASE MANAGEMENT PROGRAM GROWTH

At the end of this fiscal year, the case management program was serving 1220 customers with 125 new referrals since last year. This number is slightly lower than last year's number of 143. In addition, the program experienced an unusually high number of deaths this past year. Twenty-eight customers passed away compared to last year when we loss seventeen. To date we serve 72% of the adults in St. Charles County. Current staff includes thirty-eight case managers (three of which are mentors). Over the past year, seven new case managers were hired and two left to pursue other opportunities. In response to an employee feedback survey, there were several noted accomplishments in regards to items identified. These include the implementation of a standardized performance review tool, expansion of the employee recognition program and changes to the orientation process.

ADVOCACY

The case manager's role includes assisting customers and their families to identify support needs. Once those needs have been identified, the case manager advocates for any requested services. This past fiscal year, the DDRB case management team secured 49 new community support waivers (these are individuals who live in their natural home), 28 comprehensive waivers for residential services and 50 new partnership for hope waiver slots. These represent an increase from last year's numbers at 31, 16 and 46 respectfully.

EMPLOYMENT

Employment is an important part of the individual planning process. All customers should have opportunities to work in the community as desired. With the Division of Developmental Disabilities employment initiative, case managers continue to discuss employment training and career development services offered through DMH contracted providers as well as other funders. The DDRB case management program currently has 267 customers competitively employed and 151 who work at BCI. In addition, we have 333 customers accessing various types of employment services. The Case Management Director has also been participating in statewide discussions with Vocational Rehabilitation leadership as well as the Division of Developmental Disabilities statewide employment leadership in regards to improving employment outcomes for our customers.

EVIDENCE FOR HOPE CONFERENCE

In March of this year, the UMKC Institute for Human Development hosting a one-day conference entitled "Evidence for Hope". The purpose of the conference was to review statewide data from the past five years of the program's inception. In addition, several panel discussions took place in order to share stories of how the program has had an impacted on the lives of individuals. One of our customers and his sister each participated in a panel to share their experience. The information shared was inspiring as well as demonstrated how important preventative services are to keep individuals in their home and community.

ST. CHARLES COUNTY COALITION OF PROVIDERS LEGISLATIVE EVENT

The St. Charles County Coalition of Service Providers hosted a legislative day in September 2016. In attendance were several legislative candidates for the upcoming election in November. The event included a presentation from one of our customer's parents. They shared their journey to getting the needed supports for their son. They are extremely grateful for the funding he receives to remain in his community. They also applauded the efforts of their case manager for both her advocacy and support to navigate the system. The impact services have had on their lives allowing them to preserve their family unit is incredible.

MISSOURI SUPPORT COORDINATION INNOVATION AND CAPACITY PROJECT

This project is a partnership between the University of Missouri Kansas City, Institute for Human Development, the Missouri Division of Developmental Disabilities (DDD), the Missouri Association of County Developmental Disabilities Services (MACDDS), and the Missouri Developmental Disabilities Council. The ultimate goal of the project is to evaluate the current case management service delivery system in order to identify areas of enhancement. The Case Management Director continues participation in this project. Phase I of the project was to develop a comprehensive satisfaction tool using feedback from a variety of sources including customers and families. The tool was finalized in June and is available for use by county boards. The next goal of the committee is to use survey results to identify key benchmarks to quality case management, as identified by customer/families, in order to hire and train staff.

SECOND ANNUAL PROVIDER RESOURCE FAIR

The second annual provider resource fair was a huge success! More than 50 providers of various services participated. The next goal of the committee is to organize a transition fair. This fair would host providers that provide services in the areas of employment, day services and a variety of other areas. In addition, there would be presentations on key topics such as transition, benefits and special needs planning.

FY17 OUTCOMES, TARGETS & RESULTS:

EFFECTIVENESS OUTCOME: Customer needs and changing trends are met by a Case Management Program which excels at providing effective, quality services.

Target 1: Evaluate program infrastructure and operations in order to maximize resources yet maintain the highest quality of case management services.

- Investigate national “Best Practices” in regard to the delivery of quality case management services to include the implementation of case management choice within the program.
- Partner with DMH/DD to create an electronic Individual Support Plan pilot program resulting in quality, individualized planning for customers.
- Investigate opportunities to collaborate with Parent Partner Program in order to enhance new customer transition.
- Review and record quality data in order to identify any trends and respond (if appropriate) within 30 days of notification.
- Case Management Program leadership will annually assess team design to best support case management productivity.

Results and recommendations:

- Additional case managers were hired at the initial stage of the implementation of case management choice, however due to some unexpected staff leaves, this was delayed indefinitely. The Case Management Director continues to participate in the Mo. Support Coordination Capacity and Innovation Project. This past year a comprehensive satisfaction survey tool to be used by targeted case management entities across the state was finalized. Data gathered from this project will help identify benchmarks of quality case management that can be used to hire and train staff.
- With the new HCBS rule changes in the areas of individualized planning, the case management leadership team developed a new ISP document that includes Lifecourse tools as well. This tool should enhance the planning process as well as assure all mandatory components of the plan are met. Future enhancements will include expanded use of the Lifecourse tools and person centered thinking. With the transition of plans being written by the case managers, issues with the tool should be more quickly identified as well.
- The case management leadership team held bi-monthly meetings with the parent partner program leadership team. In addition, cross training of both teams occurred. Several key processes were clarified throughout the year. Continuation of the collaboration is recommended to continue in order to address system changes in the upcoming year.
- The team supervisors review all quality data regularly in order to identify any issues. Monthly case management leadership team meetings include a standing agenda item to review any trends from quality data. Meetings are held with providers as trends are identified. Three meetings were held this past year.
- Case Management Program leadership team reviews support needs, coverage issues and job duties during monthly meetings. Detailed conversations occur as part of the budget development process.

EFFICIENCY OUTCOME: DDRB provides professional and competent case management services.

Target 1: Case Managers will meet performance expectations in the areas of:

- 115 logging hours average with less than 5% logging remediation
- 100% completion of ISP's prior to implementation dates
- 100% completion of quality review audits within 30 days of ISP implementation
- TCM, MMAC and State File audits with less than 5% remediation
- 100% of new customers will receive services within two weeks from the point of intake
- 100% of customers receive assistance with applications for benefits (Medicaid, SSI, etc.)

Target 2: Case Management staff is knowledgeable and trained:

- Each CM participates in 12 hours of service/educational and/or community/professional trainings.
- CM Leadership participates in 12 on-going meetings with partnering agencies
- CM Leadership participates in 6 statewide committees, work groups and national chapter meetings to remain current in service delivery system design and changes.

Results and recommendations:

Target 1:

- The team average logging hours per month was below the target of 115 with 112.4 average per month logged. This could be a result of case managers covering caseloads during periods of leaves. However, following a training update on logging, numbers for the last part of the fiscal year had drastically improved. We continue to utilize the case management billing specialist to identify issues and work with supervisors to resolve.
- The rate of ISP completion was 98%, which is consistent with years past as well. This is typically due to inability to schedule meetings or customers being difficult to contact. Given the change with the new HCBS rules, this will be a number to analysis for next year in order to determine if that will have an impact on completion.
- The rate of quality review audits completed was 100 % although, due to process changes, this is typically within 45 days. Recommend revision to this target for next fiscal year.
- Target met. TCM, MMAC and State audits all had less than 5% remediation.
- Target met. 100 % of new customers received services within 2 weeks of intake.
- Target met. 100 % of customers received information and assistance regarding benefit application.

Target 2:

- All goals were met under Target 2. Each case manager participated in at least 12 hours of training this past year. In addition, two leadership staff were recertified to be MOCABI trainers for our team and one will now be a statewide trainer. The leadership team met with several of the provider agencies this past year in order to discuss transition to case managers writing the ISPs. The leadership team attends monthly St. Charles Coalition of Providers, St. Louis Area Partnership and Partners at Work employment meetings. The Case Management Director chairs the MACDDS Statewide Targeted Case Management Committee as well as participated in the Missouri Support Coordinator Capacity and Innovation project. In addition, the Case Management Director participated in MARF (statewide provider organization) meetings bi-monthly.

ACCESS OUTCOME: Customers have access to case management services and resource information.

Target 1: Develop a plan to ensure that all school age children with developmental disabilities have a transition plan.

- Create a pilot program with high schools from one of the St. Charles County School Districts that assures that all unidentified students have a transition plan.
 - Attend teachers' conferences for those students with IEPs in order to provide resources to families who may not be connected to services.
 - Create resource binders for each teacher in the school district
 - Develop a support/educational opportunity for parents of students transitioning to adult services in order to link to other parents and resources.

Target 2: Provide information and case management support to individuals transitioning out of Habilitation Centers into the St. Charles community for up to 6 customers.

Target 3: Develop a plan to ensure individuals with co-occurring issues have access to services and resources to meet their needs.

Target 4: Develop a fiscally efficient case management service delivery model that serves all ages.

Results and recommendations:

Target 1:

- Goal was not met due to scheduling conflicts. School Transition Specialist has met with several parents and attended IEPs as requested in order to discuss case management services and provide resources to families. After discussion with school staff and discovering that spring conferences are not highly attended, a revised goal of attending fall 2017 conferences has been established.
- Resource binders have been distributed to many of the teachers to date. The school transition specialist attended staff development day to kick off the school year for the St. Charles School District. Resources were distributed to everyone in attendance. She also attended a staff development day for the Fort Zumwalt School District and distributed information to over 40 staff. In addition, she participated in a professional development day at the Francis Howell School District. Resources were provided to over 50 teachers.
- This goal was not met however; plans are being made to coordinate a transition event this upcoming year.

Target 2:

Only one individual is in process this fiscal year. Case Management Director continues participation in monthly calls with the St. Charles Habilitation Center. At this time, there are no individuals interested in learning about community supports. Given the resignation of the Transition Specialist for the St. Charles Habilitation Center as well as the lack of interest, this role will not be filled until at which point the need has been identified again.

Target 3:

The Case Management Director continues participation in the Co-Occurring Developmental Disability and Behavioral Health Committee. The committee includes representation from behavioral health providers, area hospitals, DMH and county boards from the region. The

committee continues to make progress towards enhancement of services and resources to serve individuals with co-occurring issues. Several targets identified by the committee were accomplished. The Division of Developmental Disabilities expanded their contracted provider pool to include providers who have expertise in the area of mental health. In addition, one crisis respite home opened and a second one is in process. These homes will be used to assist individuals who do not meet the criteria to be admitted to a psychiatric unit of a hospital and are unable to return home until supports are established. These homes will provide time limited stabilization with specially trained staff in order for the individual to eventually return home. Comprehensive cross training and education will also be occurring this coming year. Leadership also participates in System of Care, which provides wrap around services to those who often have co-occurring issues as well.

Target 4:

The Case Management Director and Finance Director created a risk assessment plan in order to address efficiencies and financial risk associated with the delivery of case management services.

SATISFACTION OUTCOME: Customers and partner agencies are satisfied with the DDRB Case Management Program.

Target 1: 93% of customers satisfaction surveys are returned with a rating of satisfied or higher. Benchmarks of quality identified as: responsive, knowledgeable, dependable, helpful and professional.

Target 2: 90% of community partner surveys will be returned with a rating of satisfied or higher. Benchmarks of quality identified as: accessibility, communication, partnership, collaboration and service knowledge.

Results and recommendations:

Target 1: For the 11th consecutive year, this target was met! Of the 520 surveys received (43 %), there were 99% of the customers that rated that they were satisfied with their case manager. This is an increase from last year's satisfaction rating of 98%. Refer to Appendix A & B for detailed results.

In addition, exit satisfaction surveys are also completed with customers. Of those who completed the survey, 100% said they would recommend the DDRB Case Management Program to others.

Target 2: This target was not met. Of the 46 surveys received, 89.2% of community providers rated they were satisfied with their case manager. The overall rating was 3.39 (4.0 scale) which is a slight decrease from last year's rating. Refer to Appendix C for details.

Some of the key characteristics identified as benchmarks to quality case management services included : **HELPFUL, INFORMATIVE, RESPONSIVE, DEPENDABLE, TAKES "TIME WITH ME", TRUSTWORTHY, HONEST, PATIENT AND LONGEVITY.**

The word "**always**" was used repetitively to describe these characteristics as well. There were common themes around the relationship building component of case management and the impact case management services has on the entire family not just the individual.

What do you like best about your case manager and the services you receive?

- She is always so quick to respond when we have questions or need assistance. She shares many resources and takes the time to explain the different transition options available. She visited day programs with me and is helping us understand the pre-employment programs that may be available.
- Always kind to D and patiently listens to everything D says. Very responsive when we need her assistance.
- She is friendly.
- He understands dignity of risk issues while supporting T's vision for her life. He is genuinely "in it" for T! I simply can't say enough positive things about him.
- She gives 100%
- She is prompt returning calls and has helpful information for us.
- She is the most caring and professional person, along with her boss that I have ever experienced within the DMH/DDR system. That says a lot about her since my daughter has been a client of DMH for 20 years! She actually does her job.
- She is thoughtful and listens to me. I can talk to her about my wants and needs.
- Friendly, caring, and cheerful. I feel she understands our needs and responds accordingly.
- She is nice, understanding, and honest, and really care about me.
- In addition to taking care of Mary's needs. She has always been kind, compassionate, and caring.
- She is always available to answer our questions and if she is not sure, she will research the info to get us accurate answers. She always advocates for our daughter's needs.
- She is always willing to help us.
- She goes above and beyond for my needs and concerns and gets extra help for me when it is needed.
- Whenever needed she is always there. Very informative on many things that help.
- She is always there for us when we need her, in a professional way.
- She is an excellent case manager and has been with us a long time. Could not be more satisfied.
- Her friendly and outgoing personality and quick attention to concerns.
- She is willing to learn more about my likes and dislikes. She does the same for my brother. She approaches my services as a member of a team.
- There is not enough room on this paper to describe how great she is and means to my family and me. She is the best thing that happened to my family. She has done more for us than any of the case managers assigned to us since D has been born. He is 18 ½ years old and I was very lucky to have had her from her last job. I got her when D was 15 years old. My family and I love her.
- He is very attentive and responds to all our calls/concerns.
- He has been very helpful with setting up assistive services.
- He is very respectful of my needs. Always helpful when I have questions.
- Genuinely interested in my needs and welfare. Knowledgeable of services. Responds and executes in a timely manner.
- She goes above and beyond! Always handles requests in a timely manner. She checks in on me often and I know she cares.
- She always has time to listen and responds quickly when there are questions. She's easily accessible.
- She is very attentive to M's needs and any concern I have. She always responds timely. I like that she is committed to her clients.

- Keeps me in mind for new things, calls and checks on us and asks if anything she can do.
- Genuinely cares about me.
- Right now, I do not have a case manager. The one I had was great to me, met all of my needs.
- He is very knowledgeable and respectful.
- We trust the DDRB case management team to help us obtain service options in our community.
- She meets my needs, she is a great help, she is an amazing case manager and the services I receive are above for they are great.
- The genuine honesty of caring and doing their best. D does receive the services and they complete his life.
- She is amazing! She truly cares and is very quick in addressing our issues. She presents options and finds the best plan suitable to our needs.
- She is always available when I need her and has been very knowledgeable and helpful to us! We truly appreciate her!
- Always there when needed.
- My case manager helps me get information and resources that meet my needs.
- She is prompt and gets things done in a timely manner and has her client's best interest at heart! Very helpful in selecting services for L and setting up visits with different agencies.
- She listens and acts quickly. She is knowledgeable. She returns phone messages quickly. She truly is an advocate for her clients.
- She is always very respectful. She is very friendly and cares about me. She always goes to bat for me and listens to what my needs are. She does everything in her power to take care of those needs.
- She cares about us. She treats me and my mom really good.
- She is always one step ahead on everything. Giving great help.
- She really cares about us and anticipates what is needed to give our daughter that care that she needs.
- He helps get the needed services without pushing unneeded/unnecessary services on us.
- We just had the opportunity to meet her at my most recent planning meeting. She was very professional, a good listener, seemed eager to help.
- He is very good with R and seems interested in what he does and how he feels. He also lets us know when he goes on vacation or will be unavailable and supplies us with another person.
- She genuinely cares about our daughters' welfare. She is on top of all the details. She explains everything in an easy way to understand.
- She is always very nice and always gets back with us if I have any questions about anything. Also, everyone there is always very helpful and nice, starting with the receptionist and anyone who I've come in contact with at your office.
- She has a wonderful attitude, very positive.
- She is always an advocate for our son! She is very knowledgeable and has all the resources to help our son. We love her! She is great at what she does and has a great personality. A combination that is not always there these days.
- She respects my concerns and ideas. Gives me choices and if unable to answer my question, she will research and get the info to me in a timely manner. She is very respectful.
- Great guy that cares and gets things done! He is someone you can depend on should you need something.

- She is a remarkable, dedicated case manager. She knows my brother, which is important. Her ability to remain professional and at the same time act as a quick friend is impressive.
- Like having a long-term case manager, not one that changes often.
- I feel very fortunate to have DDRB and our case manager in our lives. She has helped me and S find our way in a world of unknowns.
- The regular report
- He is a kind and caring case manager. He goes above and beyond!
- He is always available when I have a question. He consistently sends information on community resources and services that would be of interest to J.
- He has helped us through very tough situations over the past several years. All his great work has ended and continues in a very satisfying living condition for B.
- I trust him. He is kind and a hard worker and guides me in the right direction. He's got my back!
- He wants to be involved, he is easy to get a hold of, he is helpful, he understands situations, he is active, he cares, he wants what is best for the client.
- She is a sweetheart! She is always kind and caring to us. You can tell that her heart is in her work!!
- So many things-she has been with C and I in the most wonderful and tragic circumstances and has always provided the support we needed!
- She is the best case manager we've ever had. She is thorough, very knowledgeable, prompt, always available when we need her.
- Always there and with right answers.
- She has genuine concern for our daughter and is diligent in all details.
- She has always been wonderful! She is respectful and kind. Always working to get the services that we need. So happy that she has been with us so long.
- She is wonderful, always willing to help and checking in.
- She is giving the service that the client needs to complete a stronger and healthier life style!
- She is very approachable.
- Excellent in every way!
- Dependability.
- She takes time to talk and understand our needs.
- She knows my son and often suggests services that may benefit him. She's always encouraging and supportive, especially when things are difficult. She always has my son's best interests at heart.
- She is awesome to work with and always help with anything our daughter needs. We appreciate that she comes to our daughters IEP's and helps us with school.
- She is a true advocate for our daughter and we have recommended her to many other parents. She reflects the true mission of DDRB. She is the best!
- We deeply appreciate the level of excellence that she brings to her job!!! Our family is blessed to have her as our case manager! She takes the time to really understand all of the MANY details that go into helping out son be as successful as possible! We also love the fact that we are part of a genuine "team"! As T's parents, we believe our thoughts, desires, and insight regarding our son are treated as a truly valued part of this team.
- She is exceptional! She is very professional, well knowledgeable in resources, services, and programs for V. She is also very positive, encouraging, and helps build V's self-esteem.
- She always goes out of her way to be available at meetings to help support our daughter. She does a great job.

- She has managed all of our needs very well. We especially appreciate when she will be out of her office for a period; she gives us a contact person if we should need prompt assistance.
- We feel it is an honor to have her as our son's case manager. She is always there for us and has his best interest in helping him.
- I praise God every day for her and can't imagine going through this without her. She is a Godsend and an angel.
- He tries to address M's needs and our family needs so that she can stay in the home and generally have a safe and happy life. He often sees what is happening before we do. He is knowledgeable about services. He is caring.
- She is always respectful and helpful. She is innovative and makes great suggestions. She has a wealth of knowledge about services, available programs, and other ideas. She is fabulous!
- I like how understanding and thoughtful she is.

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

- Not a thing. She deserves to be recognized statewide!
- Nothing, she is great.
- I am satisfied how she does her work and doesn't need to change.
- She does a great job.
- She has been very responsive and would not change anything.
- Give just a little more advanced notice when needing signed paper work.
- When I call her, sometimes it takes her a couple days to call me back.
- To always let me know if any new and better resources become available.
- Nothing! She is the best!
- Nope, she's amazing!
- Not a thing. She always helps with whatever you need and if she's not in the office, she will call you back on her own time to help. She is the greatest at everything and goes above and beyond.
- He is great!
- Find more for me to be eligible for.
- Absolutely nothing. He is wonderful and a pleasure to work with!
- To be more clear and concise in his explanation of programs and their processes.
- Surprise visit when checking home instead of announced.
- Information about other services or options available for adult day programs.
- Nothing, we love her!
- Based on case manager's past experience with individuals that have similar situations, it would be nice to have timeline, resource info, documentation of what guardians should be preparing/planning for future (i.e. estate planning, group home info, social groups of individuals with similar situation, etc.)
- Stay with my case manager for a long time.
- Have a smaller caseload.
- We want her to make sure she is taking care of herself and her family.
- We are having a tough time finding a Speech therapist for M. There is such a shortage right now. I don't think she could have tried harder.
- Next year we can try to find camp for him.
- She does her job very well and would love to see her keep doing what she always does and working her magic.

Are there services you need that you are not receiving?

- No, as of now our daughter is receiving all services she is in need of.
- No, we are very pleased with services received.
- My own home, money.
- Since there is very little transportation options in St. Charles, it's virtually impossible for agencies and VR to place me in the night part time job. This is one of the two reasons why I recently gave up on VR and am not currently seeking employment. I don't believe that I will ever have enough income to survive without some family support.
- Therapeutic horsemanship, swimming lessons
- Better education for all services providers of trauma informed practices, childhood trauma impact, as we all as specific training on FASD (Fetal Alcohol Spectrum Disorder).
- No. She will always find whatever you need, any and everything that I have asked for she has gotten or will find the information you need.
- More transportation and maybe getting a car to be more independent.
- Help getting to the grocery store more often when I need
- No, I have all the services I need.
- Travel to and from the program daily without it adding 3 plus hours to her day.
- Yes, activities for adult with Asperger's autism.
- I just want to know more about programs that help him while he is not totally independent. Is there housing assistance to help him have more space. I can better explain on phone or in person.
- Would appreciate info on transition from high school to employment. Exploring options for guardianship vs. power of attorney etc. especially for medically financial decision-making. Information on job coaching/assistance and training.
- Maybe respite with our own providers that don't have to join an agency. It is too much hassle for our providers who know how to work with our daughter to do all the paperwork and hassle associated with an agency. It would be better for us to just pay them and get reimbursed.
- Yes – autism focused sex therapy program.
- Not that I am aware of. She is always presenting me with option.
- Learning to drive so transition to independent living next is possible.
- We are very grateful with the services that I receive.

Additional Comments:

- We appreciate her assistance and guidance as we are transitioning N to adulthood. The many agencies involved and options available can be very overwhelming, but she has helped us develop a plan that will work for our family.
- Please recognize her and her boss. These women have made very positive impacts for my daughter and in my life. Without the dedication of these caring individuals, I know in my heart that things would have turned out awful for our family. Thank you DDRB.
- She is an awesome case manager for our daughter and has been for several years now.
- If only all the case managers were just like her, we all (the special needs family's) wouldn't be so depressed. She has helped me and my family so much. I don't think I could have made it or would still be able to care for my son without her and all the help she has done for us. Anyone lucky to have her is blessed. I can't thank her enough. No one else has done anything for my family like her. She is an angel and she doesn't even know it. She does her

job way above average. We truly love her, give that lady a raise. Thanks for asking me what I think!

- I like her very much. She has helped me get services I need and is very nice and respectful. She is the best case manager we have every worked with.
- Please take care of her so she stays and keep her forever.
- She is a wonderful caseworker. She answers all our questions. If she does not know something, she will find it out and get back to us. We are blessed to have her.
- We appreciate what the DDRB does for us more than you know.
- She is a true advocate for my brother and our family. She understands our limited time with D and yet respects our worries, concerns, and directions concerning his daily care and activities. I'm grateful to her for all of her time, attention, and aid. She is simply the best!
- He is the only caseworker that we have had and he does a great job for J. He is helpful and always gets things completed. Makes sure he has all his needs covered.
- She has been the best case manager that we've had for our 22 year old son. Very blessed to have her.
- I am very grateful to be able to receive the help that I get. Thank you very much.
- Thank you for the opportunity to comment.
- She is just an amazing individual who works very hard, long hours. I am so grateful to her and my hope for her is that she is acknowledged and valued, recognized within DDRB. I feel that she is the best of the best!
- Keep up the good work. We appreciate all the work you do for M. He puts his trust in you, you are there whenever he needs someone to talk to during the bad times. Thank you for all you do for M.
- We couldn't ask for a more compassionate and caring person to have as an advocate. We love her!
- She is easy to talk with. She is a friend you can trust.
- When he informs us he is coming he is always on time and doesn't rush with the interview. B really responds to him well.
- We are grateful for the opportunity to give C a productive life. The things that he does at the day programs helps to build his self-esteem and adds structure to his day, something every autistic person needs. Thank you!
- Thanks for all you do! We are very satisfied with her and DDRB. Never retire!
- She needs a promotion or raise. She's amazing!
- Switching to St. Charles county services has been the best decision we made. My sister and I get updates and are very satisfied with him.
- He has been a terrific case manager. I give him the highest possible marks in all categories. It is reassuring knowing that he is my "go to" person whenever I have a concern or question. If he doesn't know the answer, he will get back to me with the answer in a timely manner. He's been our case manager for 7 years and has proven that he has our best interests at heart. I consider him my friend!
- She is by far the best case manager we have ever had. She takes time before and after meetings to keep us informed. She even takes personal time to attend activities like The CLI play. She is wonderful.
- We truly appreciate the services we receive from DDRB! DDRB has been consistently wonderful for our family from the very first day, and every day since!
- She is the best case manager we have ever had for our daughter. Don't lose her, she's a keeper!
- Financial aid for continuing ED programs like UMSL succeed. Finances available for transportation to/from work place.

- We are currently in the process of SSI appeal and have an August court hearing. We are not using an attorney but would appreciate any advice.
- She is such a professional. She really understands her job and has been one of the strongest advocates for my daughter's quality of life. I am grateful for her and her kindness. Her customer service is outstanding in any age where that is hard to find.
- Thank you for all DDRB does for our son. He is so blessed and we are happy with the progress he has made since his transition to his independent living. You all at DDRB are the best!
- She has gone above and beyond our expectations in providing assistance to R and to us. I honestly do not know where we would be today without her guidance. When we expressed a hope that one day R might be able to drive. She researched driver permit classes and driving assessment services and funding for transportation. We would not have been able to find all of this information on our own. It seems she always has a solution to our problems and if she does not have an immediate answer, she researches it and finds an answer for us. She has led us through the transition from childhood to adulthood and given us lots of possible avenues to explore and tons of hope for R's future. I am absolutely certain that R and our entire family would not be enjoying our very functional, happy, and thriving life that we value today, had it not been for all of her guidance and efforts. I cannot say enough good about what an amazing blessing she has been for our family. I have several family members and acquaintances that have children with special needs. I cannot tell you how many times I have heard about frustrations and other experiences in getting guidance and help for their loved ones. They have horror stories of missed appointments or lack of response to emails and phone calls to resolve issues. Any time that I have ever contacted her, she is very prompt in replying or resolving my issue or offering guidance. She has always been on time and always coordinates our meetings with my work schedule and R's school schedule. I cannot tell you how many times I have bragged to others about her and DDRB and how happy we are with the services that R has received. I hope this information is helpful and that you are able to pass along our absolute pleasure to her and to her peers. I think so many times, people are so quick to criticize when things go wrong. I can tell you that I cannot imagine any scenario where things could have gone more right for our family. We are actually looking forward to R entering adulthood now and not fearing it. I give her 100% credit for our (as much as possible) calm, structured, peaceful life that we enjoy today. Thank you.
- He has been our case manager for many years and we hope he will be our case manager for many years to come.
- I want to let DDRB know how much I appreciate the help I get from you. Because of you, I am able to stay in my own home (I can't even go to the bathroom by myself, nor can I get in or out of bed or the shower). My quality of life has remained quite good, thanks to you. I don't qualify for Medicaid or Medicare and my health insurance costs me a fortune (over \$500.00 per month), so of course I am so blessed to have your help.
- Thank God for all of you!! 😊
- She knows my abilities and limitations and always tries to lead me to good decisions.
- Thank you for all the years of supporting our family! You have truly helped make our lives more fulfilling.

2017 Community Partner Survey Feedback

In what specific ways, positive or negative, has our case management program affected your agency?

- It is a positive team approach, the case managers are knowledgeable of the individuals supported and generally responsive as needed.
- Open, effective communication is the key to our collaboration and positive outcomes for individuals served.
- We have had a few case managers really go out of their way to make sure an individual gets the services we provide by physically tracking a guardian down to get a signature so it could go through UR on a certain day.
- Great champion for their clients, flexible and easy for us to work with.
- Most case managers are timely, efficient, resourceful and strong advocates for individuals served. At times, some case managers find it difficult to remain neutral/unbiased when addressing concerns and tend to automatically side with individual/family versus giving provider benefit of the doubt.
- Most of the case management teams work with us to solve problems/issues.
- Case Managers are prompt and timely in communicating items that may be needed and also effectively working with staff and others within the agency.
- Provide new information for some services that we were unaware of and promoting teamwork when dealing with clients and guardians. Allows and provides constructive criticism and feedback.
- They are very communicative with us regarding issues needing to be resolved and are a big part of the team approach to care.
- I think that the smaller case loads truly help with getting supports that the clients need faster.
- Great Partnership! Appreciate the support!
- The sense of team work is really evident. We generally feel like we are always working as partners.
- Consistency with Case Management has benefited our agency and individuals served. As a provider, it is difficult to maintain consistency so having the CM remain constant is a plus to drive the Individuals team.
- There are some excellent Case Managers who are client-focused and tremendous team players. The majority of Case Managers take a great team approach and are collaborative. It has made fulfilling our mission much easier with Case Managers who are partners vs. adversaries.
- The case managers we have worked with are always helpful and if they are not sure on what all supports we provide they are more than glad to learn and then refer to other families.
- Positive support and advocate for the individuals we serve; works well as a member of the team for the individuals we serve.
- The DDRB case managers are better trained and informed of current DMH guidelines and they are usually supportive when changes need to be made.
- The case manager was able to find alternate solutions for services for a client that our agency did a D&E Service who we did not recommend him for competitive employment. Which made the client's mom very happy that DDRB and Preferred along with VR worked out other options for the client right out of high school instead of saying we can't help him. Great work and partnership by all the groups.
- Funded services are approved in a timely manner. Oversight/monitoring feedback is thorough and timely.
- The consumer has consistently had the same case manager since before being with our agency. She knows him, his needs, and the family dynamic. This makes supporting a challenging consumer much easier and really has promoted a better provision of service all around.

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

- More education in implementation of the new day habilitation service exceptions (ie behavioral, medical, mobility)
- We specialize in Applied Behavior Analysis. We feel the case managers need more in depth training on what we actually do and how to use the new codes.
- Keep up good work
- Lighter caseloads.
- Provider invite to the ISP meetings and/or requests for suggestions/needs/changes to the plan.
- I think that the change to cm written plans is more than enough change or addition to case management for the moment - your continued efforts to build strong agency partnerships remains a characteristic of DDRB that we all appreciate - if you can continue to grow without losing that - St. Charles County, clients and providers alike - we all benefit.
- Having opportunities to get in front of case managers on a semi-regular basis to recap our programs to ensure there is a good understanding.
- N/A - thanks for beginning the plan writing process!
- We would love to be included in more annual plan meetings, either attending, providing feedback ahead of time, or receiving updated plans.
- None, I believe all of the case managers I work with are doing a great job!
- Very pleased with the case management services
- Possibly smaller caseloads for case managers.

Additional Comments:

- I appreciate the positive supports provided by the DDRB team. Thank you for the opportunity to provide feedback.
- Typically, our interactions with DDRB have been very good. We enjoy working with DDRB, the supervisors are fantastic.
- The services provided are professional and timely.
- Continuing to work as a team; collaborate with the agency to provide the appropriate services.
- Having contact information on the website to contact case managers has made it very easy to reach them.
- The services provided by DDRB case management are overall strong and extremely beneficial to the clients served.
- I feel the case managers are providing a great service to customers and community agencies.
- We love working with DDRB case management. They are the most responsive and positive of all the case management groups.
- We appreciate DDRB's partnership with us to continue to provide quality services to the clients that we share.

FY18 OUTCOMES, TARGETS & RESULTS:

EFFECTIVENESS OUTCOME: Customer needs and changing trends are met by a Case Management Program which excels at providing effective, quality services.

Target 1: Evaluate program infrastructure and operations in order to maximize resources yet maintain the highest quality of case management services.

- Investigate national “Best Practices” in regard to the delivery of quality case management services.
- Utilize the information gathered from the Missouri Support Coordination Capacity and Innovation project to hire and train extraordinary staff.
- Review and record quality data in order to identify any trends and respond (if appropriate) within 30 days of notification.

EFFICIENCY OUTCOME: DDRB provides professional, competent case management services that meets all compliance requirements.

Target 1: Case Managers will meet performance expectations in the areas of:

- 115 logging hours average with less than 5% logging remediation
- 100% of all customers have an Individual Support Plan
- 100% completion of quality review audits within 45 days of ISP implementation
- TCM, MMAC and State File audits with less than 5% remediation
- 100% of new customers will receive services within two weeks from the point of intake
- 100% of customers receive assistance with applications for benefits (Medicaid, SSI, etc.)

Target 2: Case Management staff has the most updated technology and resources available to do their jobs.

- Secure an electronic record system by the end of the fiscal year.

Target 3: Case Management staff is knowledgeable and trained:

- Each CM participates in 12 hours of educational/professional trainings to include information about our partner agencies.
- CM Leadership participates in 12 on-going meetings with partnering agencies
- CM Leadership participates in 6 statewide committees, work groups and national chapter meetings to remain current in service delivery system design and changes.

ACCESS OUTCOME: Customers have access to case management services and resource information when they need it.

Target 1: Develop a plan to ensure that all school age children with developmental disabilities have the tools and resources they need in order to transition to adult life.

- Rebrand the School Transition Specialist title in order to alleviate identification as a transition specialist with the school system.
- Provide resource folders and information to each teacher in the St. Charles County school districts.
- Attend parent-teacher conferences in the fall to provide information and resources regarding the service delivery system.
- Host a resource fair on transition topics such as employment, benefits, special needs planning, etc.

Target 3: Develop a plan to ensure individuals with co-occurring issues have access to services and resources to meet their needs.

Target 4: Develop a plan to collaborate with the Parent Partner Program in order to expand supports to non-Medicaid eligible individuals.

SATISFACTION OUTCOME: Customers and partner agencies are satisfied with the DDRB Case Management Program.

Target 1: 93% of customers satisfaction surveys are returned with a rating of satisfied or higher. Benchmarks of quality as identified by customers/families are responsive, knowledgeable, dependable, helpful, honest, patient and someone they can trust.

Target 2: 90% of community partner surveys will be returned with a rating of satisfied or higher. Benchmarks of quality as identified by community partners are professional, knowledgeable, responsive, and collaborative and a positive member of the team.

Appendix A 2017 CUSTOMER SATISFACTION SURVEY RATING RESULTS

| Rating - (1 = never satisfied, 2 = sometimes satisfied, 3= satisfied most of the time, 4 = satisfied all the time, NA = no response) | 1 | 2 | 3 | 4 | NA | AVG. |
|--------------------------------------------------------------------------------------------------------------------------------------------|---|----|----|-----|----|-------------|
| My case manager is respectful. | 0 | 2 | 9 | 508 | 7 | 3.97 |
| My case manager responds to my concerns in a timely manner. | 2 | 5 | 46 | 466 | 6 | 3.88 |
| My case manager understands and advocates on my behalf. | 2 | 3 | 30 | 483 | 7 | 3.92 |
| My case manager is available when I need them. | 2 | 7 | 66 | 442 | 8 | 3.83 |
| My case manager helps me get information and resources that meet my needs. | 5 | 10 | 42 | 459 | 8 | 3.85 |
| My case manager listens and values my ideas. | 3 | 6 | 30 | 468 | 8 | 3.90 |
| My case manager helps me make an individual plan for my life that has goals based on my wants and needs. | 5 | 6 | 30 | 477 | 7 | 3.89 |
| I am satisfied with my case manager. | 1 | 3 | 32 | 482 | 7 | 3.92 |

Appendix B**FY COMPARISON: Customer Satisfaction Survey Results**

| | 2013 | 2014 | 2015 | 2016 | 2017 |
|-----------------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|-------------|-------------|
| My case manager is respectful. | 3.98 | 3.96 | 3.96 | 3.98 | 3.97 |
| My case manager responds to my concerns in a timely manner. | 3.94 | 3.88 | 3.88 | 3.90 | 3.88 |
| My case manager understands and advocates on my behalf. | 3.94 | 3.91 | 3.88 | 3.92 | 3.92 |
| My case manager is available when I need them. | 3.91 | 3.84 | 3.78 | 3.83 | 3.83 |
| My case manager helps me get information and resources that meet my needs. | 3.91 | 3.88 | 3.85 | 3.89 | 3.85 |
| My case manager listens and values my ideas. | 3.89 | 3.82 | 3.83 | 3.87 | 3.90 |
| My case manager helps me make an individual plan for my life that has goals based on my wants and needs. | | | | | 3.89 |
| I am satisfied with my case manager. | 3.94 | 3.90 | 3.90 | 3.91 | 3.92 |
| Overall Rating | 3.93 | 3.89 | 3.87 | 3.90 | 3.89 |
| | | | | | |
| Total Surveys Returned | 421 | 470 | 462 | 521 | 526 |
| Total Surveys Mailed | 874 | 933 | 995 | 1162 | 1200 |
| Percentage of Response | 48% | 50% | 46% | 45% | 44% |

Appendix C

2017 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 | No Res. | 2013 | 2014 | 2015 | 2016 | 2017 |
|--------------------------------------------------------------------------------------------------------------------|---|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Case Manager(s) maintains regular contact with our agency? | 0 | 4 | 14 | 26 | 2 | 3.73 | 3.40 | 3.23 | 3.31 | 3.35 |
| Case Manager(s) responds to requests or needs for support in a timely manner? | 0 | 3 | 16 | 26 | 1 | 3.71 | 3.44 | 3.45 | 3.54 | 3.43 |
| Case Manager(s) is knowledgeable about the service(s) your agency provides? | 0 | 4 | 23 | 19 | 0 | 3.48 | 3.42 | 3.25 | 3.42 | 3.33 |
| Case Manager(s) provides feedback in a manner that promotes a team approach? | 0 | 6 | 16 | 23 | 1 | 3.65 | 3.53 | 3.43 | 3.35 | 3.30 |
| Case Manager(s) are visible and interact in a positive manner with the individuals they support? | 0 | 3 | 6 | 34 | 3 | 3.80 | 3.58 | 3.79 | 3.60 | 3.48 |
| We are satisfied with the case manager(s) that we work with? | 0 | 5 | 13 | 28 | 0 | 3.65 | 3.51 | 3.45 | 3.69 | 3.50 |
| Overall Rating | | | | | | 3.67 | 3.51 | 3.43 | 3.49 | 3.40 |
| | | 2012 | 2013 | 2014 | 2015 | 2017 | | | | |
| Total Surveys Returned | | 28 | 31 | 36 | 40 | 46 | | | | |
| Total Surveys Mailed | | 90 | 120 | 120 | 99 | 118 | | | | |
| Percentage of Response | | 31% | 26% | 30% | 40% | 39% | | | | |