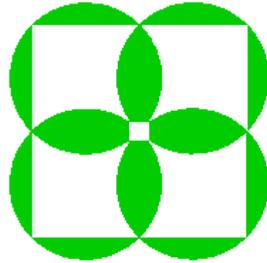


**DDRB**



**DEVELOPMENTAL DISABILITIES RESOURCE BOARD**  
**CASE MANAGEMENT PROGRAM**  
**FY18 END OF YEAR REPORT**

*“Our case manager is one of the kindest, compassionate people I know. Always looking for a new way to help us.... Never too busy. She makes you feel as though you are the only one on her caseload. We are truly blessed to have her.”*

*Quote from satisfaction survey*

## **FY18 CASE MANAGEMENT HIGHLIGHTS AND ACCOMPLISHMENTS:**

### **CASE MANAGEMENT PROGRAM GROWTH**

At the end of this fiscal year, the case management program was serving 1183 customers with 186 new referrals since last year. Of the 186 new referrals, 47 referrals were received in the month of June mostly due to system redesign. This is a significant increase from the 125 new referrals received last fiscal year.

Current staff at the end of the fiscal year included thirty-eight case managers (three of which are mentors). Seven new case managers were hired and four left to pursue other career opportunities. In addition, the quality enhancement position for the case management team was filled. This position became increasingly crucial as the number of customers served in the Medicaid Waiver Program continued to increase. The quality enhancement specialist is responsible for waiver compliance and trend analysis.

### **SYSTEM REDESIGN**

In the fall of 2017, the Division of Developmental Disabilities announced that effective July 1, 2018, individuals without Medicaid would no longer receive case management services. Data indicated that this would affect over 700 individuals with developmental disabilities in St. Charles County. Through collaboration with the Division and community partners, a system redesign plan was developed in order to assure that all individuals received the information and resources they needed outside of the case management delivery system. The decision was made in January 2018 to grow the DDRB Case Management Program to serve all Medicaid eligible individuals 16 and above living in St. Charles County. Implementation of this plan will take place over the course of the next two years. In addition, the program will also serve all 16 & 17 year olds regardless of Medicaid status in order to assist through the critical transition period from school to adult services. Once individuals turn 18, Medicaid eligibility can be established. This redesign plan also provides increased access to the FACT Parent Partner program, especially to those losing their case management services. In addition, another collaboration with local county boards was launched. The IDD help line is now available 24 hours a day. This help line provides resources and support specific to individuals with intellectual and developmental disabilities.

### **ADVOCACY**

One of the most critical roles of the case manager is to assist customers and their families in identifying needs. Once needs have been identified, the case manager advocates for supports and services. Over the course of this past fiscal year, the DDRB case management team secured 40 new community support waivers (individuals still residing in their natural home), 17 comprehensive waivers for residential services and 23 new partnership for hope waiver slots. In addition, the team secured over 200 additional services due to increased or changing customer needs.

## **CARF ACCREDITATION**

For the fourth time since the program's inception in 2006, the case management program has achieved a three-year accreditation status from CARF! The Commission on Accreditation of Rehabilitation Facilities (CARF) is an international, independent nonprofit accreditor of health and human service agencies. CARF focuses on quality results for individuals served with a focus on best practice.

In addition, the Director of Case Management has completed a comprehensive training program in order to become a CARF surveyor. Official certification was achieved in March 2018. This certification will assist the case management program to remain abreast of best practices in the delivery of services as well as being exposed to innovative ideas in the developmental disability field across the country.

## **ELECTRONIC RECORDS MANAGEMENT**

In January 2018, implementation of an electronic records management system was approved. The first step to implementation was customizing the indexing fields for the case management program. Phase II is staff training and testing of the system portion to assure it meet the needs of users. Full implementation should be complete by December 2018.

## **SCHOOL TRANSITION SERVICES**

This past fiscal year, great strides were made towards building relationships, collaboration and resource development with our local school districts. A notable achievement this past fiscal year was the pilot project with St. Charles High School to offer attendance at parent/teacher conferences for students with an IEP. This was a huge success and the feedback from both teachers and parents was tremendous. This project will be expanded to include another high school in the county. Additional accomplishments with St. Charles County school districts this fiscal year included expansion of the School Transition Specialist's role with resource development and staff education. The DDRB Transition Specialist presented at several resource fairs, the annual Community Services Summit, the MACDDS Conference and a variety of other venues as requested. In addition, she offered tours of several day and employment services programs.

## **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.

### **Results and recommendations:**

All goals under the effectiveness outcome were met.

- In regards to Best Practices, the use of Lifecourse Framework tools was expanded. A mini Lifecourse Plan tool was developed and is currently being used for non-Medicaid customers. In addition, case management staff created a Lifecourse Task Force committee lead by two case managers that attended a statewide conference. This task force developed an action plan with outcomes for the upcoming year. A training update on use of the tools was provided during an all staff meeting. In addition, committee members are now included in the orientation schedule in order to provide an overview of the Lifecourse philosophy to new staff. Committee members will also mentor staff in the use of the tools during ISP meetings while staff gain experience.
- Data gathered from the Missouri Support Coordination Capacity and Innovation project was utilized to revise new candidate interview questions this past fiscal year. In addition, use of standardized core competencies for staff training were recently developed in partnership with UMKC Institute for Human Development. These competencies will be used to provide consistency across the state in regards to staff training.
- Quality data is recorded through a statewide data base when issues are identified. Supervisors review their team’s data reports monthly and any trends noted are discussed at monthly leadership team.

**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.

**Results and Recommendations:**

Target 1:

- The team average logging hours per month was slightly below target at 114.46 however, this number represents an increase from last year's average of 112.40. The case management billing specialist provides initial training and ongoing support to case management staff. Logging remediations have dropped below 5% with the additional support provided during the first year of employment. In addition, an analysis of the decline in average logged hours last fiscal year was completed. As employees gained tenure with the DDRB, it became harder to meet 115 average monthly and utilize earned time off. As a result, target was changed to 115 or 75% of hours worked. This has allowed employees to successfully meet their performance expectations around logging.
- The rate of ISPs completed prior to implementation was at 95%. Historically, these are individuals who may be difficult to contact or schedule appointments. Due to an increase in Medicaid customers, many of which receive services, this number should improve over the next fiscal year.
- Quality review audits are internal audits completed each year to assure that customer documentation is accurate and complete in preparation for a Medicaid waiver audit. The rate of quality review audits within 45 days of implementation was at 90%. Historically, team supervisors completed these audits. With the addition of the Quality Enhancement Specialist, all audits will now be completed as a primary responsibility of that position. Improvement in meeting this target should be expected.
- Target met. TCM, MMAC and State File audits all had less than 5% remediation
- Target met. 100% of new customers will receive services within two weeks from the point of intake.
- Target met. 100% of customers receive information and assistance regarding benefits application. With system redesign, educating individuals/families on the importance of Medicaid was even more critical. This past fiscal year 65 customers were assisted to secure Medicaid.

**Target 2:**

- This target was met. An electronic records management system was secured in January. Implementation and staff training has begun.

**Target 3:**

- All goals under target 3 were met. Each case manager participated in at least 12 hours of training this past fiscal year. All case management staff was certified or re-certified to administer the MOCABI assessment. This is the primary tool used to establish waiver eligibility. In addition, the leadership team met with partner agencies several times to discuss redesign implementation. The case management leadership team participates in monthly St. Charles Coalition of Provider meetings, St. Louis Area Partnership meetings, MACDDS TCM statewide committee meetings (chair) and the Mo. Association of Rehabilitation Providers (MARF) meetings.

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

**Target 3:** Develop a plan to collaborate with the Parent Partner Program in order to expand supports to non-Medicaid eligible individuals.

**Results and recommendations:**

**Target 1:** All goals were met. The School Transition Specialist role has now been rebranded to the Transition Liaison. There were almost 100 resource folders provided to school staff this past year in addition to presentations at resource fairs, transition conferences and tours of day service sites as well. The Transition Specialist also participated in parent/teacher conferences for students in the special education departments of St. Charles school district high schools. This pilot proved to be a huge success and plans are in place to expand this project to a second high school this fall. Lastly, an employment specific resource fair was held earlier this year. Exhibitors included a benefits specialist, vocational rehabilitation and several employment providers.

**Target 2:** This goal was met. The final report from the Co-Occurring Behavioral Health/ Developmental Disabilities Committee was released this past fiscal year. This plan included

recommendations and outcomes around training and resource development. Several resources have been enhanced to date because of this group's work. A crisis respite center was opened. A protocol was developed for individuals with frequent hospitalizations in order to assure the right resources are available for stabilization. Lastly, several national presenters were brought to the region to provide training and information to direct line staff.

In addition, leadership staff participate in monthly Behavioral Services/System of Care meetings. These meetings discuss wrap around resources for individuals with co-occurring issues as well.

**Target 3:** This goal was met. A plan was developed with the FACT Parent Partner Program in order to expand resources to non-Medicaid individuals who would be losing case management services beginning July 1, 2018. Data will be collected regarding the effectiveness of this program expansion over the next fiscal year.

**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 listens, attentive and responsive, communicates effectively, supports to help build relationships, and connects to local resources.

**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.

**Results and recommendations:**

**Target 1:** For the 12<sup>th</sup> consecutive year, this target was met! There were 1157 surveys mailed and 469 surveys returned for a 40.5% return rate. The overall satisfaction rating was 93% representing a lower rating than last year. This could be a result of using a new satisfaction survey tool this year that asked more specific questions around areas of satisfaction and not the specific "Are you satisfied?" question. A baseline will now be developed around specific characteristics that measure a customer/families satisfaction. Specific characteristics that ranked the highest were:

**Listens – 4.84 (97%)**

**Communicates effectively – 4.76 (95%)**

**Attentive and responsive – 4.74 (95%)**

**Service effectiveness and planning – 4.71 (94%)**

Another contributing factor could be that surveys went out just prior to the transition of our non-Medicaid customers. Some comments indicated that satisfaction ratings could have been effected by this transition.

Refer to Appendix A & B for detailed results on each question.

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 47 surveys received (40% return rating), community partners satisfaction rating was 83%. The overall rating was 3.36 (4.0 scale) which is a slight decrease from last year’s rating of 3.39. Community partners noted that case management staff were professional, responsive and “really care” about their customers. Areas of improvement were identified as inconsistency with approach to service monitoring and individual planning. Also noted were case managers needing further knowledge regarding services provided by the agency. These items will be addressed with the leadership team in order to develop an action plan for enhancement. Refer to Appendix C for details.

**KIND**

**DEDICATED**

**COMPASSIONATE**

**COMMITMENT**

**CARING**

**TRUST**

**RESPONSIVE**

**PROFESSIONAL**

**ADVOCATE**

**UNDERSTANDING**

**HELPFUL**

**KNOWLEDGEABLE**

**PARTNER**

## Customer Satisfaction Survey Comments:

### What do you like best about your case manager?

- She is very responsive to all of our needs. She is a calming force in the chaos that is having a child with special needs in transition from high school. She has been absolutely wonderful in her support, understanding, knowledge, and professionalism. We can't say enough wonderful things.
- It is extremely helpful to have a dedicated representative who knows and develops a trust relationship with the client and family. The DDRB case manager is then familiar enough with the client and his/her needs without having to repeatedly cover that ground with a rotation of representatives.
- Everything. She is a very giving, kind, friendly, compassionate to about her, says the same a very special person and it would be a great thing if all case managers were the same. She's good with people skills and her job, very professional. She truly rocks this job and calling. Wouldn't and couldn't want anything different about her. I am blessed to have met and found her and can say she is truly a friend I can always count on. Without her, I couldn't say I'd still be here! Anytime I need anything, she is right on it. She is the best, greatest case manager my daughter could ever have. She is the only one who has ever gotten anything done for her. Anytime I needed help with pull-ups, supplies, equipment, any information for something, she will call me right back with help. Every case manager needs to be like her. She makes my life so much better. I love her!
- She has been a rock. She goes above and beyond. She has been there for every crisis and happy moments for our children. We could not ask for anyone more professional. She tells it like it is to parents in a way we understand. She is a big part of their success in ISL.
- She definitely looks out for the best interest of the consumer and family. She really wants to support in the right manner to keep the family together. I feel truly blessed that my son is receiving the supports in place. At this time the services are allowing for us to keep him in our home, which is our goal.
- She is wonderful. She always responds very fast to our phone calls and addresses our needs. She's very compassionate and kind.
- Consistency, routine, dedicated- devotion, attention to detail, kindness, empathy, caring, amazing! She is beyond superb!
- Very helpful, caring, positive
- Responds in a timely manner.
- Friendly, talks to me.
- Her professionalism, knowledge and willingness to help in every situation. She really cares about our situation.
- She always responds quickly, seeks to understand my inquiries and follows up as needed.
- She really cares!
- She is a good listener, knows what to say and she helps me understand when I am confused.
- She is very organized. I have always appreciated that, but even more so over the past years as we have gone through a number of transitions.

- She is one of the kindest, compassionate people I know and always looking for new ways to help us and never too busy. She makes you feel you are the only one on her caseload – truly blessed to have her!
- She has handled the transition we are dealing with very well. We have not really had the opportunity to develop a relationship that warrants higher marks just given our circumstances and getting to know each other. We are still learning about one another. She is very professional, patient, and knowledgeable and I trust her fully with any resources I may need or questions I may have. I look forward to both of us learning more in the coming months. She is also very accessible and prompt with replies.
- Very caring, responsible, communicate effectively, answers questions in a timely manner, very sincere.
- Very responsive and helpful.
- He is always there to assist our family needs with G. He really shows he cares about G's well-being.
- She is wonderful. She always responds very fast to our phone calls and addresses our needs. She is very compassionate and kind.
- She is a good listener and brainstormer about figuring out my problems with things.
- When life gets crazy, she walks us through step by step. Always there for us!
- Always returns calls, very good at communicating with our son.
- We feel very fortunate to have such a knowledgeable case manager.
- He is supportive and does a great job. Responds quickly to all of our communication.
- I like that she is friendly, attentive, and responds to concerns in a timely manner. Also I like that since she has been my case manager for so long she knows a lot about me and my situation.
- She has been working with J for about 3-4 months and has already moved mountains for J and quality of life!
- Very knowledgeable, listens to our needs and helps us research options to meet them.
- Very prompt to return calls, emails, paperwork. Has helped plan and implement a very smooth transition from school.
- He is friendly, extremely caring, makes us feel special and goes out of his way to meet any needs we have.
- He is readily available whenever needed. He has visited my sister while she has been hospitalized and ever spent his own money to treat her to a soda. He is excellent and the family feels confident and thankful for him to be the case manager for her.
- Attempts to know and understand me and to help me know what is available and treats me with respect.
- He understands my family's makeup. He listens when I call him and will make recommendations to help.
- He knows us so well and always has our needs in mind.
- We have been together for a long time and have a great relationship. She listens to my goals and needs and wants, then puts together a plan. Always keeps me informed about things. Always there when I need her or anything.
- Nice, friendly, observant, treats me with respect.

- I am happy with my case manager.
- He always checks in on me and asks if I need anything. He always remembers my birthday and I like that.
- I like how things are going. Goals are made specific to the consumer and discussions are had about the best way to help consumer meet these goals.
- Responsiveness, efficiency, communication, is familiar and knows my son well in order to better assist us.
- Her passion and commitment. She is totally dedicated to ensure a good quality and safe life
- She is always available and always has answers to our questions! If she is going to be unavailable, she always communicates this info to us. We love J!!!
- We've had her for many years. This allows her to get to know our son. She is very good at her job.
- She is very attentive and always responds quickly and promptly when I have a question or need help. Always listens and does everything she can possibly do.
- She always listens and finds answers to our question. Returns phone calls promptly.
- She answers her phone and/or returns my call. She lets me know options and truly cares for B!
- She responds to calls promptly. Been great about assisting with transportation needs using Medicaid waiver. Would like to know what is available to my daughter through Medicaid.
- Is amazing at her job! She always does her best to help us in any situation. She is prompt and goes above and beyond to help.
- She is very respectful. Always trying to give us or help us find resources. Goes above to meet our schedule and continues to work with us and communicate with us to meet our son's needs.
- Sweet, kind, knowledgeable, understanding. Since we have only been with her for a short time, we were unable to answer some of the questions. She listens and truly cares about C's needs and wants and gets back to us when we call in a timely manner. She's been super.
- I like that she is friendly, attentive, and responds to concerns in a timely manner. Also I like that since she has been my case manager for so long she knows a lot about me and my situation.
- Whenever I email her, she always responds that day! If I have a problem, I know she will help me with it.
- Always there for me. Friendly.
- She is very good communicator and gets back to us quickly. She always staying in touch.
- She is amazing. Professional, personable, knowledgeable, and patient. She has been a Godsend to us. Don't know what I'd do without her.
- Knowing that I have someone to turn to who understands me and wants to help!
- She's fair, respectful, non-judgmental, patient with my needs.
- Always available, experienced and knowledgeable. Can do attitude. Positive attitude.
- Always answers email promptly. Keeps me on track. Friendly and helpful. Cares about me.

- She is efficient and always willing to help us no matter what we need.
- Very involved, knowledgeable.
- He is well informed on how to work with other agencies for supports. Has helped me navigate through paperwork to get the extras needed for comfort and well-being.
- He listens, offers solutions to issues and problems. Is an advocate to help us, not to pressure us in a certain direction.
- Great guy. Caring. He does an outstanding job. Very pleased.
- She is a great communicator and advocate for E. When needed, she is always there to help us as a family. She is sincerely interested in E and for the resources for E.
- Helps us with interfacing with care givers.
- She explains everything. She always asks great questions.
- She is amazing! She responds quickly and goes out of her way to get things accomplished.
- Having the same one for several years has been very nice!
- She has always been supportive and offers excellent advice. I cannot say enough good about her.
- She is very on top of things and cares. Excellent case manager!!
- That she tries and that I have known her so long.
- She gets it done. I can rely on her. She is always there for me
- She has always been kind and caring. Is always there to answer any questions. Responds promptly. Advocates for my daughter. Always has her best interest in mind. She's awesome!
- She is an overall professional and is quite personable. She is awesome – promote her!
- She is an amazing case manager. She is the best one we have had. She is knowledgeable, sweet, and responds/communicates promptly. She has been a big help.
- She's great and extremely happy we have her! She makes things happen when needed!
- She always comes to our house and lets us know about services that are available.
- Professionalism, kind, smart, friendly, helpful, on time, works well with all of us.

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

- Continue contacts and responses.
- Couldn't ask for a better case manager.
- Nothing, she's perfect.
- Nothing, she provides great case management services.
- Absolutely nothing, don't ever let her leave.
- Totally pleased
- Nothing, he does a great job.
- Nothing, he is the best.
- N/A He is awesome! The BEST!
- Connect me with other typical and high functioning adults. Suggest housing options.
- Nothing – he always lets us know when he is unavailable or on vacation and gives us a person to call if we need anything.

- I can't think of anything. He always checks in with my daughter and observes wherever she is receiving services.
- He is ok the way he is. Visit more often 😊
- She is doing everything right.
- To try harder to create awareness to those who have the power to increase much needed resources. To also tell the powers to be about how much many are hurting due to lack of affordable transportation, the inability to earn decent paycheck and find a job that is based on one's abilities instead of disabilities. To encourage more places of employment to do job carving, instead of forcing those with developmental disabilities to do competitive employment.
- Get rid of that ugly car of hers
- Texting or emailing would work better than calling.
- We're perfectly satisfied
- Nothing – She is fantastic
- Would like more info as to what is available to my daughter! I work full time and would like more info on getting daughter in a program/job training on same schedule as her mother's. My daughter cannot stay home alone and would require someone to stay with her if for some reason her job training program were not holding their sessions.
- No, she does everything very well. She deserves a raise!
- Keep doing what she is doing. She is more than she needs to be doing.
- Just don't leave us.
- Better communication.
- Continue to be his case manager and get to know my son. She is being taken away, so why would she want to waste her time. We are very upset with the decision of removing case managers from people that still need that person to be a part of their future lives.
- At this time nothing 😊
- Thank you for all you do to help provide a happy, safe life for my loved one
- Nothing. She is great! I want to keep her forever!
- I can't think of anything she can do differently.
- Nothing. Love her for who she already is.
- Smile more. He's always so serious.
- Can't think of anything that she wouldn't be willing to attempt.
- Nothing, she's a great fit for my brother.
- Monitor staffing issues at house. Often times clients cannot go places because there aren't enough staff. I am also concerned that at time, staff is not in ratio to clients – unsafe!  
Sometimes, it would be nice for all case managers to spend time getting to know their clients rather than completing so much paperwork.
- We want her to continue her role as she has for the 5 plus years.
- Find things in the community (new things that develop that may be beneficial to us and anything else that may be available) to assist her or improve her quality of life.

- When we did call her with a question, she rescheduled and got back to us. Seems very committed.
- Just stay the same because she is excellent.  
Everything is good with her! She really helped us start self-directed services this year and things are working smoothly.

### **Are there services you need that you are not currently receiving?**

- If there are, we are positive she will find them.
- She's working on it.
- Would be great to receive more information on how to apply for an aid and/or housing opportunities.
- Dental and community based program.
- There are now that DDRB no longer carries son because will not qualify as he is not on Medicare.
- Thank you! You're the best!
- Yes. 1. Affordable transportation for medical appointments, essential shopping, and for an employment. 2. I have also not found any agency under Vocational Rehabilitation that is able to successfully place me in the right job. Not only does the lack of transportation continue to be a huge barrier, but also some of the best staff members leave their positions and too many of not so good staff members stay. Not enough people in the work places or under agencies through VR understand my need to make use of my abilities by developing talents. Instead, they try too hard to socialize me!
- Finding a part time job.
- She is helping us to receive all services needed.
- Speech therapy for my daughter.
- No, we have everything we need, just wish we could have more of what we've got!
- More trach supplies but we already working on it.
- She knows our needs and helps us. She is the best case manager we have ever had!
- Speech therapy – has not had this since May 2017.
- Home care help from the additional company.
- Currently working on receiving Medicaid.
- PT and OT, speech
- We are working on these.
- Thank you for all you do
- Respite. Find age appropriate activities.
- Yes, bereavement counseling.
- We just transitioned to DDRB, so unable to answer most questions now. We are glad to be with DDRB!
- Assistance with getting reliable transportation.
- Not sure but if something comes up, we know she will help us.
- Better dental options!

- Transportation services.
- Training in community – shopping, etc.
- Yes, speech and physical therapy.
- Transportation

### Community Partner Satisfaction Survey Comments:

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

- DDRB case management is consistent and responsive, our program gets the support we need to advocate for the needs of those we serve.
- Case Managers are actively involved, great advocates, and take a team approach.
- Team approach when it works really supports the families in a way no one else can replicate.
- I have been especially impressed with the person-centered approach of Madeleine, Tiffany, Andrew, Sandy, Judy, and Teresa. Over the past year we have had some challenging situations/events with the clients these Case Managers support and these individuals have gone above and beyond with advocating (services and guardianship), support to the families, and our direct care staff have been complimentary of them. That is great feedback to hear from our Direct Care staff!
- DDRB Case Managers are some of the best we have worked with. They are always professional and easy to work with.
- Several of your case managers have gone above & beyond this year, especially with accessibility issues in the facilities, working with challenging guardians, transitioning one individual to another one of our facilities again having to do with aging & accessibility.
- DDRB case managers are typically tremendous client advocates and supportive of agency staff success - both leading to greater client successes and increased agency retention.
- Positive. We love the way the case managers offer suggestions and support throughout the day and even during a crisis.
- I love the case managers that I work with. They are so supportive of my staff and the individuals that we support.
- Worked collaboratively with our program staff
- I have not had any negative interactions. The case managers support our agency by assisting with funding for adaptive equipment needs and therapy services for our clientele.
- Very easy to partner with the case management team. Whenever there is a situation with a client and it's beneficial for both service provider and case manager to work together it always happens. Working as a team allows for better overall service

needed for our clients.

- DDRB (St. Charles Co.) case management is by far the best there is. We understand the difference, however we wish others were as professional and efficient as DDRB. Professionalism Shout Out to one of your case managers who sat in a meeting in which an individual berated her in a way that brought tears to my eyes as I genuinely felt extremely bad for her. However, she continued the meeting as professional as anyone could and continues to advocate for this individual without any judgement. It was important for my team to see that level of professionalism.
- Provides a team approach, understands the Shared Living Model, problem solves, advocates for the consumers
- Truly has the best intentions at all times with those supported, communicates great with other members of the team, and is very consistent.
- DDRB case managers are always professional and timely in getting back with agency regarding any clients that we serve. I have had nothing but positive interactions with case managers.
- I feel that when the families' have questions regarding funding or services the case manager's that I currently work with are willing to find the answers and actively attempt to work towards getting my clients and families' what they need.
- Prompt and timely responses. Case managers are usually highly involved and great advocates for clients.

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

- A true team approach in communication so that plans can be executed in a timely manner.
- I would like collaboration "training opportunities" between school staff (not just administrative staff) and case management providers.
- More supports for residents who are not Medicaid enrolled
- Training on service definition for case managers and providers
- Consistency with the transition of case managers writing the ISP and holding the meetings 90 days ahead of implementation. This would allow staff to complete required documentation.
- I believe case managers do not know all the services we provide and when its appropriate to refer someone to our services.
- Not being afraid to have tough conversations with guardians.
- Perhaps (maybe every quarter) when a client has support employment follow along, a meeting could be held with the guardian and provider to review goals.
- When case manager discuss VR services with consumers/family, it would be appreciated that they refer them directly to VR instead of telling them what VR will provide.

### Additional comments:

- All your case managers work hard but I know that Andrew, Dennis, Michelle and Tamara have worked very hard this year meeting the needs of the clients. From depends to major accessibility issues and especially handling difficult guardian/family situations. Thank you for all your help and assistance!
- Never EVER get rid of my case managers. They are like family to our agency and ISLs.
- Thank you so much for providing start-up funds to the individuals that we support. I also love how DDRB advocates for the people we serve.
- Rick is phenomenal. Although he rides our tail as a provider, he is extremely supportive, responds in a timely manner and an amazing advocate who gets things done.
- DDRB and case managers are very easy to work with, strong advocates for individuals, very consistent, and maintained stable case management for years which is truly important in this industry.
- Lynessa, Alyssa, Katie and Sarah F. are amazing and we love partnering with them due to their approach. They are upbeat, and we feel like they partner well with service providers. Keep up the great work DDRB.
- All the case managers are wonderful!!!
- Bethanie is an excellent case manager and trainer for new case managers. I witnessed her training two new case managers and she used sound teaching strategies.
- The case managers are very caring and involved.
- We enjoy our partnership with the DDRB and the services provided and funded are so important to the success of our participants.



## FY19 OUTCOMES AND TARGETS:

**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.
- Investigate Managed Care Long Term Services and Supports (MCTSS) as it applies to the delivery of case management services to individuals with developmental disabilities.
- Investigate the incorporation of “choice” within the case management program.
- 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 or 75% of worked hours per month with less than 5% 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.

- Implementation of an electronic record system by December 2018
- Evaluate current service monitoring document process and implement areas of efficiencies identified
- Investigate speech recognition software programs for dictating logging notes.

**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

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

**Target 1:** Continue to grow the DDRB Case Management Program to serve all Medicaid eligible individuals 16 and above in St. Charles County.

**Target 2:** Implement plan developed in collaboration with the Family Support Partner Program to expand supports to non-Medicaid eligible individuals.

**Target 3:** Continue to expand resources available to ensure that all students with developmental disabilities have the information they need in order to transition to adult services.

- Continue to grow the Case Management Program to include 16 & 17 year olds, regardless of Medicaid status, in order to provide support through the critical transition period of school to adult services.
- Expand attendance at parent-teacher conferences to include another high school location in order to educate individuals/families on transitioning to adult services.
- Transition Liaison to complete the benefits planning training series with the Division of Developmental Disabilities.

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

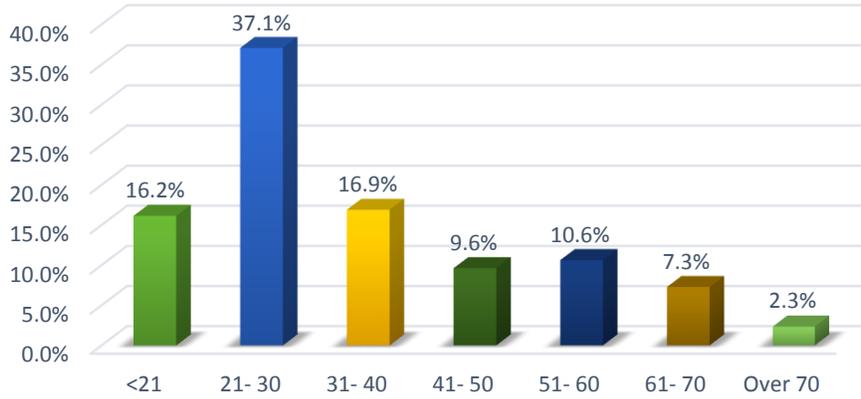
**Target 1:** 93% of customers satisfaction surveys are returned with a rating of satisfied or higher. Benchmarks of quality as identified by customers/families are **listens, attentive and responsive, communicates effectively, supports to help build relationships, and connects to local resources.**

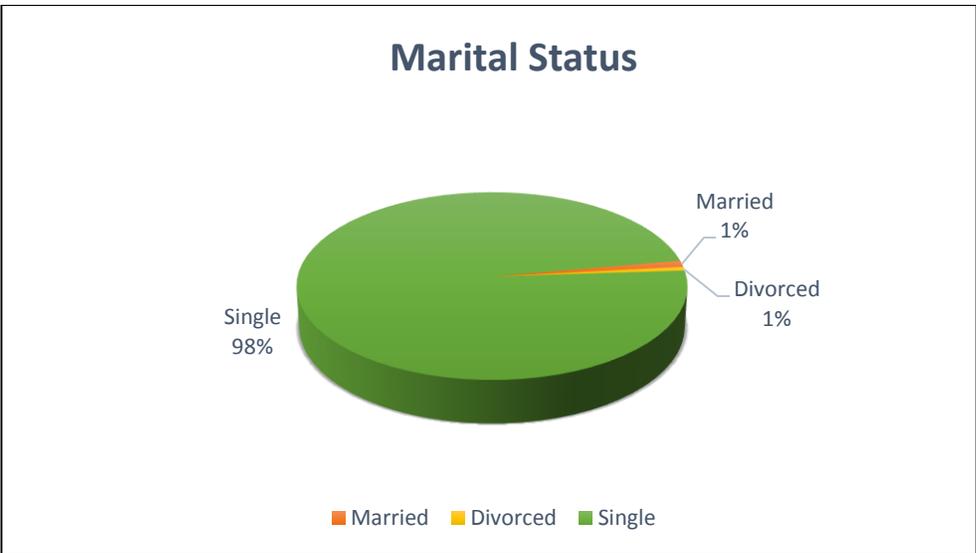
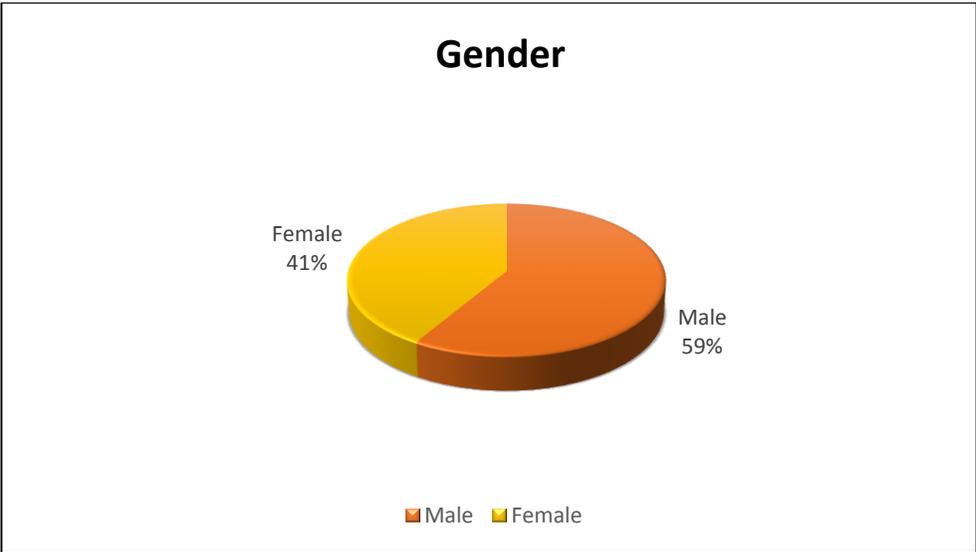
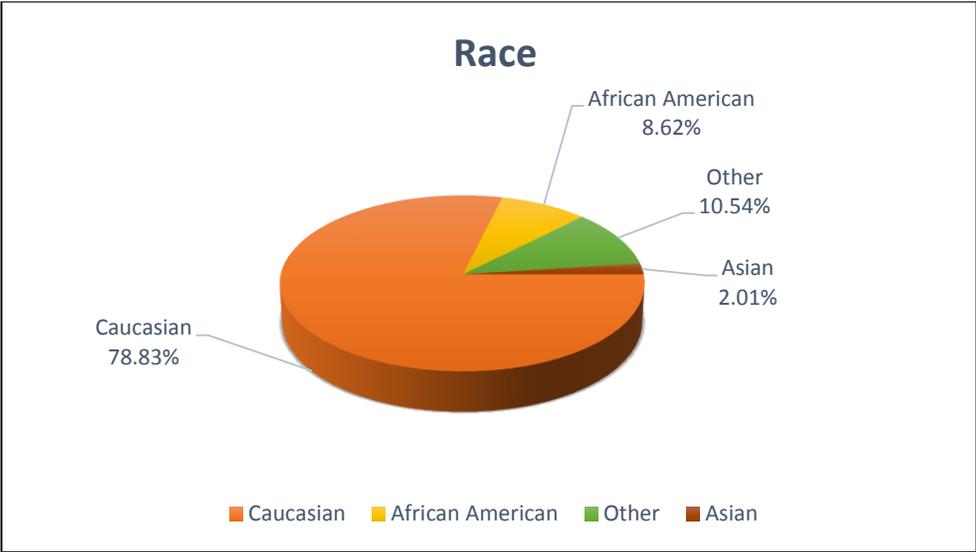
**Target 2:** 90% of community partner surveys will be returned with a rating of satisfied or higher. Benchmarks of quality as identified by community partners are **professional, knowledgeable, responsive, and collaborative and a positive member of the team.**

### Number of Individuals Served

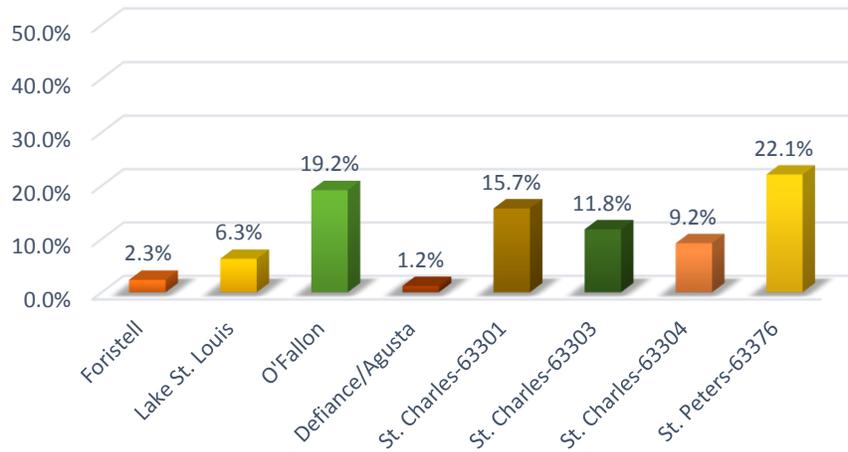


### Age Range Consumers Served

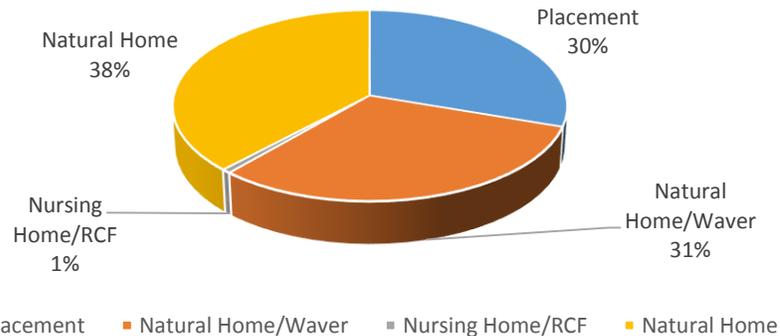




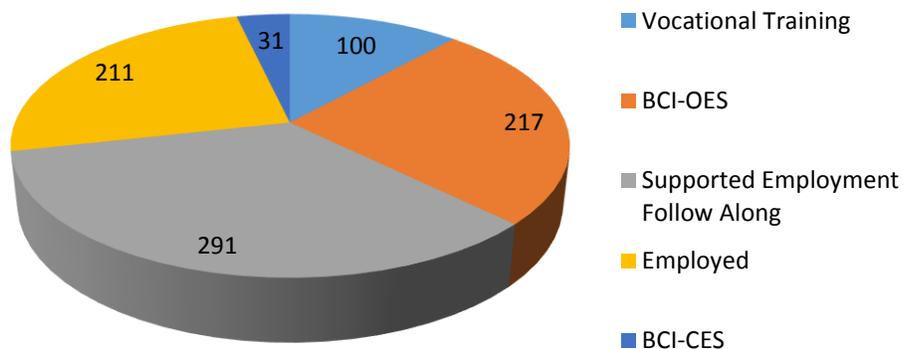
### Townships Represented



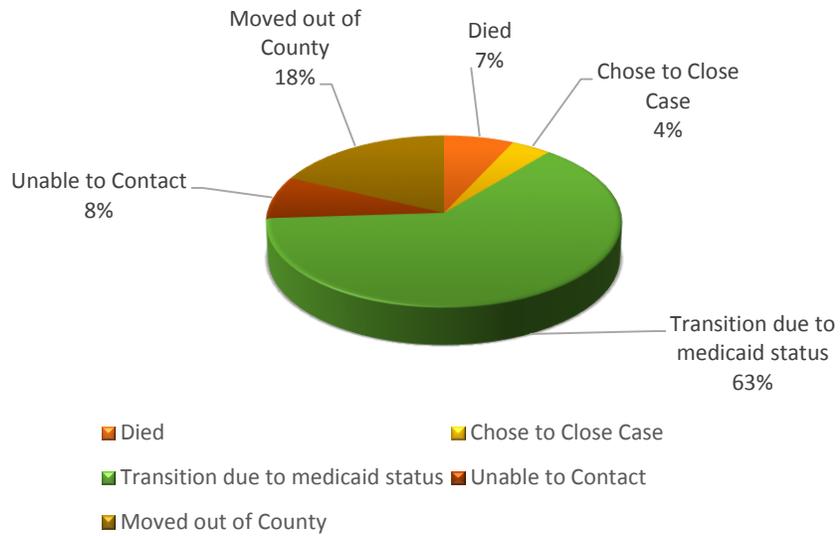
### Where Consumers Reside



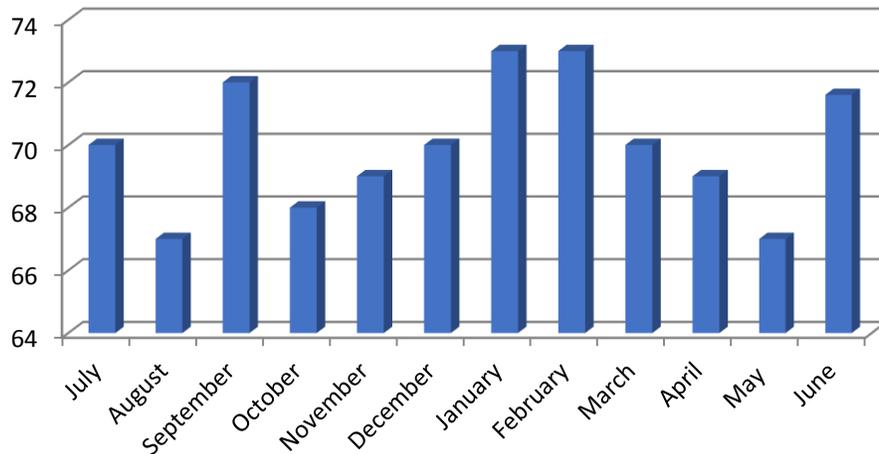
### Numbers of Individuals Receiving Employment Services



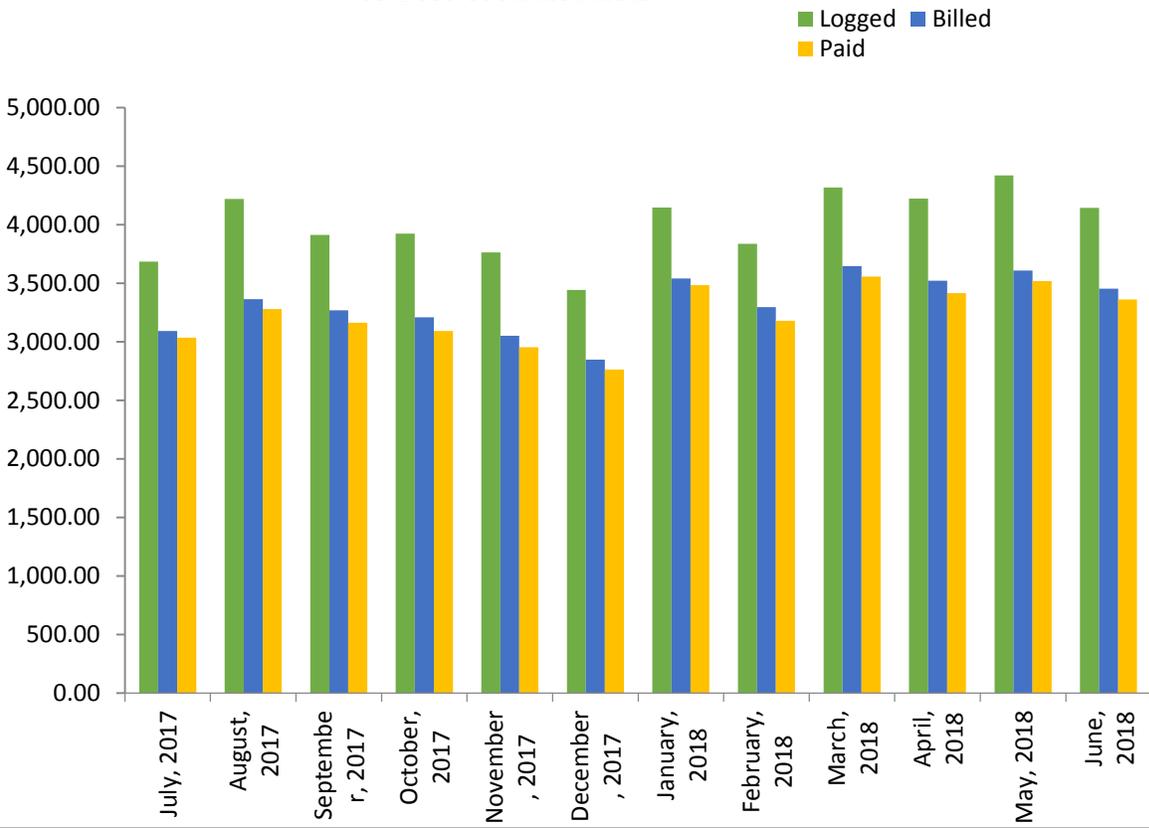
## Reasons for Leaving the Program



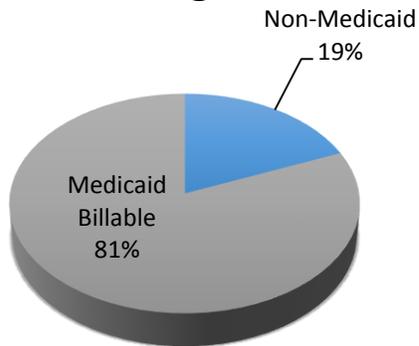
## Average % of Direct Service Hours



## Hours Billable vs. Billed to Medicaid vs. Received from Medicaid



## Billing Status



## Appendix A 2018 CUSTOMER SATISFACTION SURVEY RATING RESULTS

<b>Rating -</b> (1 = never satisfied, 2, 3, 4, 5 = satisfied all the time, NA = no response)	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>NA</b>	<b>AVG.</b>
<b>My CM knows about me</b>	1	5	22	82	354	19	<b>4.69</b>
<b>My CM knows about local supports, services, and resources</b>	3	2	20	94	346	18	<b>4.67</b>
<b>Connecting to local supports, services, and resources</b>	3	6	28	82	337	27	<b>4.63</b>
<b>Participation</b>	2	11	36	88	294	52	<b>4.53</b>
<b>Building relationships</b>	2	15	37	93	289	44	<b>4.50</b>
<b>Service effectiveness</b>	3	3	24	62	356	34	<b>4.71</b>
<b>Planning</b>	3	4	20	67	354	35	<b>4.71</b>
<b>Listens</b>	0	3	11	40	403	26	<b>4.84</b>
<b>Attentive and responsive</b>	3	7	18	47	379	29	<b>4.74</b>
<b>Communicates effectively</b>	1	4	19	57	373	29	<b>4.76</b>
<b>Advocates for me</b>	4	8	23	61	330	57	<b>4.65</b>
<b>Teaches me to advocate</b>	2	11	36	70	256	108	<b>4.51</b>

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

	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<b>My case manager is respectful.</b>	3.96	3.96	3.98	3.97	
<b>My case manager responds to my concerns in a timely manner.</b>	3.88	3.88	3.90	3.88	
<b>My case manager understands and advocates on my behalf.</b>	3.91	3.88	3.92	3.92	
<b>My case manager is available when I need them.</b>	3.84	3.78	3.83	3.83	
<b>My case manager helps me get information and resources that meet my needs.</b>	3.88	3.85	3.89	3.85	
<b>My case manager listens and values my ideas.</b>	3.82	3.83	3.87	3.90	
<b>My case manager helps me make an individual plan for my life that has goals based on my wants and needs.</b>				3.89	
<b>I am satisfied with my case manager.</b>	3.90	3.90	3.91	3.92	
<b>Overall Rating</b>	3.89	3.87	3.90	3.89	4.66
<b>Total Surveys Returned</b>	470	462	521	526	473
<b>Total Surveys Mailed</b>	933	995	1162	1200	1194
<b>Percentage of Response</b>	50%	46%	45%	44%	40%

## Appendix C 2018 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.	2014	2015	2016	2017	2018
Case Manager(s) maintains regular contact with our agency?	1	3	19	20	4	3.40	3.23	3.31	3.35	3.35
Case Manager(s) responds to requests or needs for support in a timely manner?	0	5	16	26	0	3.44	3.45	3.46	3.43	3.45
Case Manager(s) is knowledgeable about the service(s) your agency provides?	0	6	25	16	0	3.42	3.25	3.42	3.33	3.21
Case Manager(s) provides feedback in a manner that promotes a team approach?	0	9	11	26	1	3.53	3.43	3.35	3.30	3.37
Case Manager(s) are visible and interact in a positive manner with the individuals they support?	0	5	15	26	1	3.58	3.79	3.60	3.48	3.46
We are satisfied with the case manager(s) that we work with?	0	4	24	19	0	3.51	3.45	3.69	3.50	3.32
<b>Overall Rating</b>						<b>3.51</b>	<b>3.43</b>	<b>3.47</b>	<b>3.40</b>	<b>3.36</b>
		<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>				
<b>Total Surveys Returned</b>		<b>36</b>	<b>40</b>	<b>26</b>	<b>46</b>	<b>47</b>				
<b>Total Surveys Mailed</b>		<b>120</b>	<b>99</b>	<b>90</b>	<b>118</b>	<b>118</b>				
<b>Percentage of Response</b>		<b>30%</b>	<b>40%</b>	<b>29%</b>	<b>39%</b>	<b>40%</b>				