

# 2017 ISAC ANNUAL REPORT

## RECOMMENDATION #1: ASSURE EFFECTIVE COMMUNICATION.

### *WHY IS THIS IMPORTANT?*

Every person needs to have an effective way to communicate in order to express choice and ensure health and safety.

### *IMPROVEMENTS WE'VE MADE.*

Expanded services & more people using them.

### *COMMUNICATION.*

Those who don't communicate effectively through speech:

32 percent have a formal communication system in place.

90 percent have a system, it works, and the system is in use.

(Data from the Annual Independent Monitoring for Quality (IM4Q) Survey FY 2015-2016.)

### *MORE ACCESS TO ASL SERVICE:*

Providers can request program exemptions in order to employ staff fluent in American Sign Language to work with participants who are deaf. Previously, these Enhanced Communication Rates were only available to participants in the Consolidated Waiver.

### *HELP FROM SPECIALISTS:*

Communication Specialist Services were added to Consolidated and P/FDS Waivers.

These services support participants and caregivers who have nontraditional communication needs. Participants can receive up to 40 hours per year.

### *EDUCATION SUPPORT:*

Classes in American sign language, visual gesture communication, and others are covered for participants who are deaf.

## RECOMMENDATION #2: PROMOTE SELF-DIRECTION, CHOICE, AND CONTROL.

### *WHY IS THIS IMPORTANT?*

Personal choice and control over all aspects of life must be supported for every person.

### *IMPROVEMENTS WE'VE MADE:*

Greater participant utilization of self-direction opportunities.

### *PARTICIPANT-DIRECTED GOODS AND SERVICES:*

Addition of services to P/FDS Waiver to promote/maintain inclusion in the community, promote participant independence, increase participant safety at home, and develop/maintain personal, social, physical, or work-related skills.

### *WAGE RANGE INCREASE FOR SUPPORT SERVICE PROFESSIONALS:*

Allows managing and common law employers with employees at highest available wage, to provide a raise to workers.

### *CERTIFICATIONS:*

ODP began requiring supports brokers to complete an ODP-approved certification course.

### *PEOPLE USING SERVICES:*

4,542 individuals used Participant-Directed Services in Fiscal Year 2015-2016. 4,877 individuals used Participant-Directed Services in Fiscal Year 2016-2017. (Data from HCSIS September 30, 2017).

## RECOMMENDATION #3: INCREASE EMPLOYMENT.

### *WHY IS THIS IMPORTANT?*

The benefits of employment for people with disabilities are significant and are the same for people without disabilities.

### *IMPROVEMENTS WE'VE MADE:*

More opportunities for individuals with a disability to be employed.

*APPROVAL OF EMPLOYMENT SERVICE DEFINITIONS:*

Consolidated and P/FDS waivers now have four employment service definitions approved. Service definitions include Advanced Supported Employment (Outcome-Based Service), Supported Employment, Small Group Employment (formerly Transitional work), and benefits counseling.

*EMPLOYMENT:*

Are there employment opportunities for all individuals in their communities? 16 percent of people currently have a paying job in the community. 35 percent of people would like to have a paying job in the community. (Data from the NCI Pennsylvania Adult Consumer Survey Fiscal year 2015-2016).

*PROVIDER TRAINING:*

Fifty-five providers completed Provider Transformation Leadership Boot Camp. Discovery/customized employment training has become widely available throughout the commonwealth.

*MEMORANDUM OF UNDERSTANDING:*

The Memorandum of Understanding (MOU) with the Office of Vocational Rehabilitation (OVR) states that OVR must hire or identify at least one counselor to work specifically with individuals with a disability.

RECOMMENDATION #4: SUPPORT FAMILIES THROUGHOUT THE LIFESPAN.

*WHY IS THIS IMPORTANT?*

Listening to people with disabilities and their families is key to providing supports that help them achieve an everyday life.

*IMPROVEMENTS WE'VE MADE:*

Provided resources to help people with disabilities and their families live everyday lives.

*PA FAMILY NETWORK:*

Through this network, 20 family members fully trained to teach LifeCourse Framework, workshops and activities reached nearly 6,100 people and touched more than 150 people through individualized mentoring.

*INCREASED INFORMATION NETWORK:*

Created more pathways to communicate including social media accounts, electronic newsletters, myODP, and collaboration with system partners.

*JOINED NATIONAL COMMUNITY OF PRACTICE:*

Pennsylvania developed 25 regional collaboratives to support families while building integrated supports through relationships and community-based resources.

*FAMILY SUPPORT:*

Do family members receive enough information about services to understand and help plan for their family? 78 percent of family members receive enough information that helps them participate in planning services for their family. 78 percent of family members report that information about services is easy to understand. (Data from NCI Pennsylvania Adult Family Survey Fiscal Year 2015-2016.

**RECOMMENDATION #5: PROMOTE HEALTH, WELLNESS, AND SAFETY.**

*WHY IS THIS IMPORTANT?*

Promoting physical and mental health, wellness, and personal safety can help individuals live the best lives possible.

*IMPROVEMENTS WE'VE MADE:*

Provided resources for individuals to better understand how to care for themselves.

*ADDITION OF WAIVER SERVICES:*

Consolidated and P/FDS waivers include nutritional consultation and therapy services including art, music, and equine.

*HEALTH CARE QUALITY UNITS (HCQU):*

These entities developed outreach materials to promote wellness to individuals and self-advocates living with families and people on the waiting list. Outreach includes Day of Wellness, good nutrition, exercise DVDs, online trainings, and health fairs.

*LIVING A HEALTHY LIFESTYLE:*

76 percent of individuals routinely engage in physical activity; 29 percent report having a normal, healthy weight; 66 percent are overweight and/or obese. (Data from NCI Pennsylvania Adult Consumer Survey Fiscal Year 2015-2016.)

RECOMMENDATION #6: SUPPORT PEOPLE WITH COMPLEX NEEDS.

*WHY IS THIS IMPORTANT?*

Opportunities for a full community life are dependent on adequate supports and the commitment to build capacity within the larger human services delivery system.

*IMPROVEMENTS WE'VE MADE:*

Provided more opportunities for individuals with complex needs to receive community care.

*RATE CHANGE:*

The payment structure for residential services has changed to better support people with complex needs through needs-based fee structure.

*MORE SERVICES INTEGRATED IN RESIDENTIAL SETTINGS:*

The Consolidated Waiver now includes behavioral support and nursing services as part of residential services to provide higher quality, more integrated service for individuals with complex needs.

*PROVIDING SUPPORT:*

6,832 individuals used behavioral support services in Fiscal Year 2015-2016, and 7,437 individuals used behavioral support in Fiscal Year 2016-2017.

*CAPACITY BUILDING INSTITUTE LAUNCHED:*

Fifty-one attendees participated from the government and private sector with the goal of bettering how the ODP and OMHSAS delivery systems work together as a whole. Data from PROMISe paid claims October 23, 2017.

## RECOMMENDATION #7: DEVELOP AND SUPPORT QUALIFIED STAFF.

### *WHY IS THIS IMPORTANT?*

People with disabilities receiving services benefit when staff who support them are well trained.

### *IMPROVEMENTS WE'VE MADE:*

Provided more accessible training and resources for staff.

### *COLLEGE OF DIRECT SUPPORT:*

The number of learners has increased by more than 7,000 from September 2016 to September 2017.

### *MYODP:*

ODP created MyODP, a website that holds 340 trainings covering topics from policy clarifications to certification courses. Since it launched in October 2016, over 20,000 users have registered.

### *SUPPORTS COORDINATORS WEBINAR SERIES:*

This webinar series reinforces the pivotal role Supports Coordinators play in the lives of the individuals they serve. Webinars focus on implementation of waivers and ODP initiatives such as employment, LifeCourse Framework, and related topics.

### *STAFFING SUPPORT:*

89 percent of staff observed treated individuals with dignity and respect. Data from Annual Independent Monitoring for Quality (IM4Q) Survey FY 2015-2016

## RECOMMENDATION #8: SIMPLIFY THE SYSTEM.

### *WHY IS THIS IMPORTANT?*

Supports must be straightforward and uncomplicated to allow for greater understanding and use of the system by everyone.

### *IMPROVEMENTS WE'RE WORKING TOWARD:*

Create business processes that focus on individuals and families.

### *ALIGN BUSINESS STRATEGY WITH EVERYDAY LIVES VISION.*

Improve the system's interaction with individuals and families at the point of first contact and throughout the lifespan. Address business strategies and options across intake, planning, financials, supports, and quality.

### *ACHIEVING RESULTS FOR INDIVIDUALS:*

According to data from the NCI Pennsylvania Adult Consumer Survey, 92 percent of Supports Coordinators ask individuals what they want during Fiscal Year 2015-2016, up from 89 percent in Fiscal Year 2014-2015.

## RECOMMENDATION #9: IMPROVE QUALITY.

### *WHY IS THIS IMPORTANT?*

Together we must plan and deliver services and supports that adhere to our values and measure person-centered outcomes, to continuously improve an individual's quality of life.

### *IMPROVEMENTS WE'VE MADE:*

ODP engaged stakeholders in the process of measuring how well services assist people to achieve an everyday life.

### *QUALITY ASSESSMENT AND IMPROVEMENT PROCESS:*

Revised ODP stakeholder monitoring processes to center on improving the quality of individuals' everyday lives and their experiences interacting with Administrative Entities,

Supports Coordinators, and Providers. Incorporated interviews with a sample of individuals.

*QUALITY MANAGEMENT CERTIFICATION:*

This curriculum includes training in quality management principles, practices, and tools for improvement. 239 participants are certified to date.

*IM4Q SURVEY UPDATE:*

New questions were added to the Annual Independent Monitoring for Quality survey to collect feedback from individuals and families on the ISAC recommendations.

**RECOMMENDATION #10: EXPAND OPTIONS FOR COMMUNITY LIVING.**

*WHY IS THIS IMPORTANT?*

Listening to people with disabilities and their families, providers, and Support Coordinators will help people locate affordable accessible housing.

*IMPROVEMENTS WE'VE MADE:*

Created more opportunities for individuals to have a say in where they live and with whom they live.

*ADDITION OF WAIVER SERVICES:*

Housing Transition and Tenancy Sustaining Services became available for participants. These are services to assist individuals and self-advocates with planning, locating, and maintaining a home of their own.

Expanded Lifesharing service is now available for waiver participants allowing birth families to enroll as Lifesharing providers and service to be provided in the participant's own home.

Supported Living Services became available for waiver participants, assisting them with tools and resources to live in their own home.

#### *SUPPORTS COORDINATION TRAINING:*

ODP trained Supports Coordinators on the addition of community living services to the waivers.

#### *HOUSING INPUT:*

Individuals have a say in where they live and with whom they live. According to data from NCI Pennsylvania Adult Consumer Survey Fiscal Year 2015-2016, 55 percent of individuals had input or chose their home. 46 percent chose or had input in choosing their roommate.

### RECOMMENDATION #11: INCREASE COMMUNITY PARTICIPATION.

#### *WHY IS THIS IMPORTANT?*

Being involved in community life creates opportunities for new experiences and interests, potential to develop friendships, and the ability to contribute to the community.

#### *IMPROVEMENTS WE'VE MADE:*

Provided more opportunities for individuals to interact with their community.

#### *COMMUNITY PARTICIPATION SUPPORT SERVICE:*

This service replaced pre-vocational and day habilitation services in the Consolidated and P/FDS Waivers. It supports provider transformation by targeting services to the community rather than facility settings.

#### *PARTICIPATION:*

According to data from Annual IM4Q Survey fiscal year 2015-2016, 46 percent of individuals visited with friends, relatives, or neighbors weekly. 45 percent went to a restaurant weekly. 27 percent went to church weekly. 90 percent of families were satisfied with the individual's opportunity to learn new things. 89 percent of families were satisfied with the individual's opportunity for community activities.

*COMMUNITY PARTICIPATION SUPPORT SERVICE TRAINING:*

All program specialists, and direct support professionals and their supervisors, who provide Community Participation Support, are required to complete a training on the service by July 1, 2018.

RECOMMENDATION #12: PROVIDE COMMUNITY SERVICES TO EVERYONE.

*WHY IS THIS IMPORTANT?*

People with disabilities, whether living on their own, with families, or in institutions,” are waiting for community services.

*IMPROVEMENTS WE'VE MADE:*

Expanded services to more individuals.

*EXPANDED ELIGIBILITY:*

Eligibility for Consolidated and P/FDS Waivers now includes individuals with Autism without ID and eligibility determinations for all people who qualify.

*INCREASED INFORMATION NETWORK:*

ODP Connected more than 77,000 people to resources through the ASERT Resource Center, trained more than 3,000 Criminal Justice professionals to improve their interactions with individuals with Autism, and provided important ACT 62 information to families.

*BUDGET INCREASE:*

Governor Wolf included an additional 200 million dollars in his fiscal year 2017-2018 budget for enhancement of rates and new service provision in the ID/Autism system.

*SERVING MORE PEOPLE IN THE COMMUNITY:*

According to data from HCSIS October 31, 2017; PROMISe™ November 6, 2017; and State Centers Tracker December 7, 2017, there were 1,586 people moved to Consolidated, P/FDS, and Adult Autism Waivers in fiscal year 2106-2017. One-thousand-two-hundred-ninety-four were on the ID Waiting List, 131 on the Autism Interest List, 100 in ICFs/ID, 41 in nursing homes, 20 in state centers; Person/Family Directed Services

*GRADUATE INITIATIVE:*

Included in the Fiscal Year 2017-2018 budget to serve 820 new individuals from the Consolidated/P/FDS waiting list, AAW/ACAP interest list, and the Community Living Waiver.

All Information Presented by the Department of Human Services, Office of Developmental Programs.