

Fiscal Year 2019-2021 Quality Management Plan Overview of Quality Initiatives



DHS Principles

All services will be: High Quality– reflecting best practices in case management, counseling, and treatment. Readily Accessible – in natural, least-restrictive settings; often community based. Strength Based – focusing on the capabilities of individuals and families; not their deficits. Culturally Competent – demonstrating respect for individuals, their goals, and preferences. Individually tailored and empowering – by building confidence and shared decision-making as routes to independence rather than dependency. Holistic – serving the comprehensive needs of families as well as individuals through tangible aid and a full continuum of services – information exchange; prevention; early intervention; case management and crisis intervention; after care.

The Office of Intellectual Disability (OID) Quality Management Plan is based on quality initiatives identified by the Office of Developmental Programs. Each Plan consists of activities designed to meet specific target objectives, all of which were developed by OID committees.

The following is an overview of the Fiscal Year 2019-2021 Quality Management Action Plans.

Employment

From the ODP EDL – ISAC Report 2018

“Employment is a centerpiece of adulthood and must be available for every person. The benefits of employment for people with disabilities are significant and are the same as for people without disabilities.”

Employment is an essential part of self-determination for many people. Employment is a way for people to achieve their personal dreams of success, respect and control. Having a job can be an important part of one’s self-identity and value in society. People enrolled in services have choices in the types of jobs they obtain.

The focus of the Employment Quality Management Action Plan includes is for cross system collaboration and activities to promote employment and to be used to educate and support participants in accessing competitive employment.

Health, Wellness and Safety

From the ODP EDL – ISAC Report 2018

“Promoting physical and mental health means providing information about health and wellness, emotional support, and encouragement. Tools that help every individual adopt a healthy lifestyle – including good nutrition, healthy diets, physical activity, and strategies to reduce and manage stress and protect oneself from all types of abuse and exploitation – must be provided.”

One of the most important ways to improve health, well-being and sense of security is by informing and educating people on maintaining a healthy lifestyle and identifying potential health risks.

The focus of the Health, Wellness & Safety Quality Management Action Plan includes promoting physical and mental health, wellness, and personal safety for participants and their families. This is done by ensuring participants are safe and secure in their homes and communities, taking into account their informed and expressed choice.

Community of Practice

From the ODP EDL – ISAC Report 2018

“The vast majority of people with disabilities in Pennsylvania live with their families. Families need support in order to make an everyday life possible throughout the person’s lifetime. Families need information, resource, and training. They need connections with other families and support services. Listening to people with disabilities and their families is key to providing supports that help them achieve an everyday life.”

The focus of the Community of Practice Quality Management Action Plan is to support individuals and families utilizing the Life Course Framework by focusing on discovery and navigation, connecting and networking, and goods and services.

PDS and Support Broker

From the ODP EDL – ISAC Report 2018

“Personal choice and control over all aspects of life must be supported for every person. Choice about where to live, whom to live with, what to do for a living, and how to have fun are all key choices in life, as are seemingly small choices: such as what to eat, what to wear, when to wake up in the morning, and when to go to bed, It is important to be able to trust the people who provide assistance, to feel confident that they respect you and your right to manage your life, and to enjoy each other’s company.”

The focus of the PDS and Support Broker Quality Management Action Plan is to provide a network of supports which allows individuals the opportunity to direct their lives.

Provider Capacity and Capabilities

Developing capacity and capabilities focuses on understanding obstacle that inhibit success while enhancing abilities that will allow achievement of measurable and sustainable results.

The focus of the Provider Capacity and Capabilities Quality Management Action Plan includes providing support to provider agencies and staff so that they possess the requisite skills, competencies and qualifications to effectively support participants.

Contact Information:

If you are interested in additional information regarding the DHS Office of Intellectual Disability Quality Management Plan, please contact:

Matthew Carlisle
Quality Improvement Specialist
Office of Intellectual Disability
Matthew.Carlisle@AlleghenyCounty.US
412.436.2756