



Everyday Lives: Values in Action




Online Provider Profiles
Office of Developmental Programs
2019



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Improve Quality




Recommendation 9: Improve Quality
Together we must plan and deliver services and supports that adhere to our values, measure person-centered outcomes, and continuously improve an individual's quality of life. All stakeholders must be engaged in the process of measuring how well services assist people in achieving an everyday life.

Strategies:

1. Finalize and disseminate ODP's updated Quality Management (QM) Strategy Bulletin.
2. Develop and disseminate an ODP annual report to show the implementation of approved recommendations and strategies across the system.
3. Create a provider profile to assist individuals, self-advocates, and families to make informed choices about providers and services.






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Provider Profile Workgroup Members


- Kelly Arnold, ODP
- Caroline Bingaman, OCDEL
- Audrey Coccia, Vision for Equality
- Mary Kay Cunningham, Temple IOD
- Mary Dunn, Bucks County
- Celia Feinstein, Temple IOD, Co-Lead
- Dolores Frantz, ODP Co-Lead
- Cherron Garland, ODP Southeast Region
- Kenley Hoats, ODP Northeast Region
- Francie Keeney, SAU1
- Lori McFarland, SAU1
- Ed Picchiarini, Provider Alliance
- Cindy Seemiller, Lenape Valley Foundation
- Natalie Symons, Milestone HCQU West
- Marian Tresky, Allegheny County
- Linda Washington-Brown, Horizon House
- Jeff Wilush, Horizon House
- Deirdre Wright, ODP




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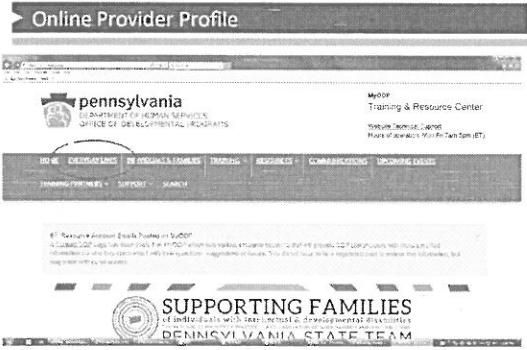
Online Provider Profile


- Purpose
 - To inform individuals and families about qualified ODP providers and services available to them
 - To support individuals and families to make informed choices about qualified providers and services
 - To connect individuals and families to the broader ODP service system through registration
 - To foster a culture of quality *Easy to find & enter*
- Entry Point is easily accessible, no more than two clicks



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Online Provider Profile




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Online Provider Profile

- Home Page title is inviting to individuals and families. For example,
 - It's My Choice: Choosing an ODP provider in Pennsylvania
 - ODP: Opportunity and Choice
 - Tag Line: *Explore ODP's qualified providers, service options and data to enhance your choice and decision-making.*
- Home Page includes:
 - Everyday Lives visual, ODP's Mission and Vision statements, and
 - Visual icons linking to:
 - ODP's Website
 - COMPASS
 - Other sites supporting families: Arcs, Vision for Equality, Parent-to-Parent, etc.



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Online Provider Profile

- Search Providers Option on the page includes:
 - Find a provider by name
 - Find a provider by county
 - Find a service by provider
 - Find a provider by service

Easy to search
- Opportunity exists to save providers of interest (favorites)

Easy to save
- A link supports download &/or printing of a Word document listing recommended questions for families and individuals considering providers

Offers good tips!

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Online Provider Profile

- When a provider is selected to view, the page should display:
 - Provider demographic information
 - provider-generated summary information + website link

Who we are
 - Simplified Service Descriptions


What we do
 - Outcome and performance information
 - Phase 1: IM4Q data for providers where more than 10 individuals were visited in the year
 - 5 Scale Scores initially, including:
 - » Individual Satisfaction
 - » Individual Choice
 - » Individual Inclusion
 - » Individual Dignity and Respect
 - » Family Satisfaction

How well we do it

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Online Provider Profile Proposal FY18-19


- Outcome and performance information
 - Another few salient IM4Q questions
 - National Core Indicators data where feasible
 - Licensing data
- Phase 2:
 - QA&I Process Data
- Phase 3:
 - Employment First data
 - Data on Day Providers vs Residential Providers
 - Input from Supporting Families Initiatives

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Online Provider Profile Pilot May-June 2018


- Through collaboration with PAR, RCPA, The Alliance, The Provider Alliance, and Arc of PA, 13 Residential Providers volunteered to participate
 - Providers entered information for their Provider Summaries into a QuestionPro Survey that contained optional questions
 - Provider Summaries and Provider IM4Q Data Displays generated by Temple's Institute on Disabilities were returned to the Providers for their review and input
 - Providers commented on the process and results in a second QuestionPro Survey
 - Provider Profile Workgroup members and volunteer Providers joined together in a follow-up discussion by webcollaboration




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Online Provider Profile October Update 2018


- Based on feedback received from Providers who participated in the Pilot and Workgroup Members:
 - QuestionPro Survey to capture Provider Summary information was updated
 - Provider IM4Q Data Displays generated by Temple's Institute on Disabilities were modified




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Next Steps 2019


- Residential Providers with 10 or more surveys in the 2017 IM4Q Data File have been identified
- Identified Residential Providers have been matched with their QA&I Contact Information
- Profiles will be created for Residential Providers in the 2017 IM4Q Data File with 50 or more IM4Q Surveys first, followed by Providers with between 25 and 50 Surveys, followed by those Providers with 10 to 25 Surveys
- Providers received QuestionPro Surveys to complete while Data Displays were being developed




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Provider Profile Survey Questions


- What is your organization's mission statement and philosophy?
- What are your organization's guiding values?
- How long have you been supporting individuals with intellectual disabilities and autism?
- What services and supports do you offer? (Describe these services or what happens rather than use terms readers may not understand).
- Do you have an area of special expertise? For example, people who are deaf or hard of hearing, people with behavioral support needs, people with complex medical needs, employment services, community participation?




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Provider Profile Survey Questions


- Describe how you ensure staff can effectively communicate with people they support.
- How do you engage people you support in the community?
- How do support and engage families?
- Tell us about quality improvement projects you are working on based on analysis of your data.
- Enter any additional information about your agency you'd like to share with individuals and families here.




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Next Steps 2019

- Support Individuals and Families to use Provider Profiles to assist in choosing Providers
- Obtain feedback ongoing
- Look at additional Providers, including Employment Providers, Day Providers, and Supports Coordination Organizations




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Online Provider Profiles

– Send Feedback and Questions to:

Dolores Frantz
dofrantz@pa.gov

Celia Feinstein
shoes100@temple.edu



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Provider Profile Workgroup

Recommended Questions for Families and Individuals in Considering Providers

- How would you describe the philosophy and values of your agency?
- How can I arrange a visit to your agency?
- What is the management structure of your Agency from CEO to other key management positions? What is the average length of service of your management staff? What is the experience of your management staff?
- What is your philosophy in choosing staff to work with individuals?
- Can I/my family member speak with some individuals or families who receive your services?
- How long have you provided services and supports? What services and supports do you provide? In this county and in other counties?
- May I/my family member talk with some of your staff?
- How do you ensure that your staff know me/my family member and my ISP?
- If I have a concern or my family member has a concern about services or supports, how will that concern be heard and addressed?
- How does your agency approach my family member visiting me? My going home to visit my family?
- What is your approach to including families? e.g., individual privacy, potential conflicts.
- What is the process for selecting potential housemates, including the ability for me/my family member to be involved?
- How does your agency provide for community inclusion? What opportunities would you provide me/my family member to participate in community life?

Additional Questions:

- How do you help me/my family member to have an informed choice? How do you monitor my safety/my family member's safety when making choices?
- How do you prepare meals? Do you prepare fresh foods or primarily processed foods? Can I/my family member choose my meals?
- Do I/my family member have input into where services would be provided to me/my family member?
- What training do you provide to staff who work directly with individuals? To supervisors?
- Where is the closest hospital?
- Would you help with transportation so that I/my family member may go home to visit?

Provider Profile Summary: *Everyday Lives*

www.EverydayLives.org

At *Everyday Lives*, our mission is to support individuals with intellectual disabilities and autism to achieve greater independence, choice, and opportunity in their lives. Our vision is to continuously improve our services and supports while ensuring they are person-centered, effective, flexible, and innovative. We have a set of values written by individuals we support called *Everyday Lives* in Action: My Life, My Way. Some of these values are Control, Choice, Health and Safety, Responsibility, Relationships, and Employment/Meaningful Contribution. We also have a set of values written by families called *Everyday Lives* in Action: What Families Value. Some of these values are the Unique Role of Family, Supporting Families throughout the Lifespan, Respect and Trust, and Collaboration.

Everyday Lives was founded in the 1960s. Our agency has grown and changed with the times; we understand that each individual we support has a unique story, skills, abilities, interests, and dreams. Using LifeCourse planning tools, we carefully identify services and supports to support each individual. We offer community living homes and Lifesharing opportunities. Our staff supports individuals to become independent, obtain and maintain employment of their choice, get involved in community activities that interest them, and find and keep new friends. We research and map community resources, including community service organizations, churches, schools, colleges or universities, libraries, clubs, recreational opportunities, and businesses to ensure we foster connections that make life richer for the people we support. We ensure individuals are prepared to work in the community with others who do not have disabilities, supporting them to be dependable and prepared to interact with their co-workers.

We support people with communication needs by ensuring staff are well-trained in using appropriate assistive technologies to meet the needs of individuals and we ensure staff are available and equipped to support those who are deaf.

We value our staff and work hard to provide training, develop skills, and make assignments that promote satisfaction for staff and individuals alike. We work hard to retain our staff so they can build relationships with one another, individuals we support, and their families. We conduct staff satisfaction surveys to remain informed and in touch.

Our individuals, families, and staff are all important members of our *Everyday Lives* community. Together we write our mission, vision and values and choose the most important areas to work on and improve. We meet challenges together and we celebrate our successes together. Our individuals and families participate in satisfaction surveys through our Independent Monitoring for Quality, or IM4Q, approach. Through this survey system, individuals with disabilities and their families are interviewed by other individuals and families with disabilities— independently of our staff. We use the results of these surveys to improve the quality of our services and supports.

We invite you to visit our *Everyday Lives* community and we welcome your questions and feedback!

Provider Profiles Data Display: EXAMPLE (Allegheny AE)

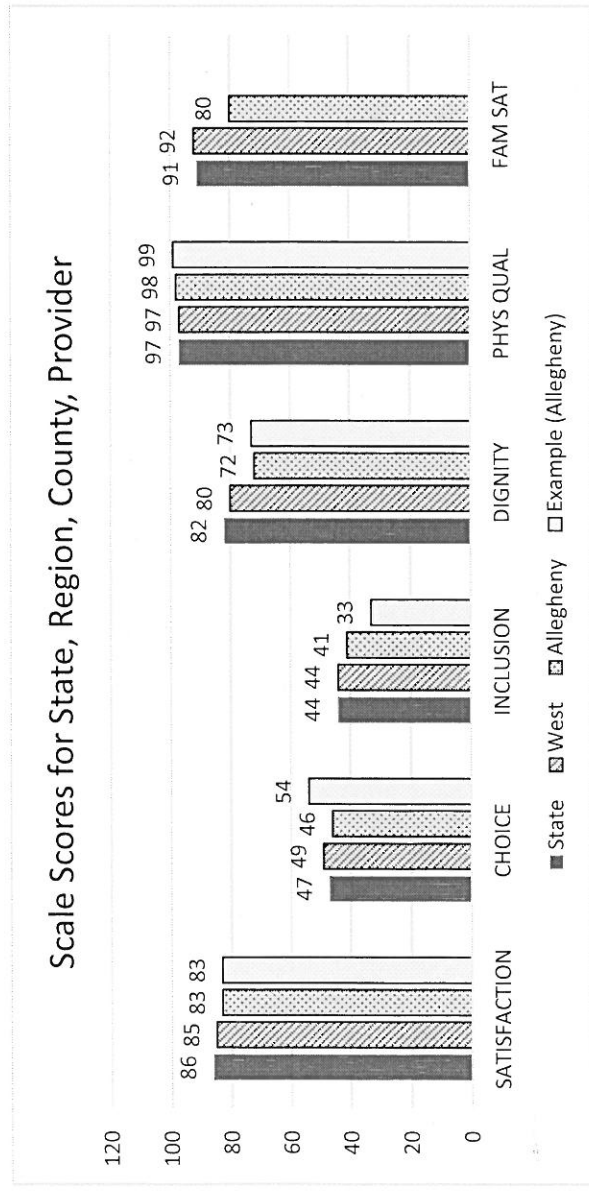
2016-2017

Of the 5,328 individuals in the 2017 IM4Q data file, 13 individuals registered in Allegheny Administrative Entity received residential services from EXAMPLE. The data in this profile are for the provider's community-based residential services. This report presents the scale scores for the State, the Western Region, Allegheny AE and EXAMPLE (Allegheny). There must be data for 10 or more individuals to meet our selection criteria for reporting. If the number of respondents for any item falls below 5, a dash (-) is shown. For all of the scale scores, a higher score is better and the scores can range from 0 to 100. Confidence intervals for provider scores are given. Link to explanation of items in scales is below.

SCALES	State	West	Allegheny	EXAMPLE (Allegheny)
Individual Satisfaction	85.87	85.05	82.82	83.46 (73.44 – 93.48)
Individual Choice	46.90	49.35	46.36	53.57 (46.13 – 61.01)
Individual Inclusion	43.72*	43.58*	41.23*	32.51 (26.08 – 38.93)
Individual Dignity	82.28*	80.22*	71.61	72.73 (69.74 – 75.72)
Physical Quality	96.92	97.13	97.86	98.72 (96.21 – 100.00)
Family Satisfaction	90.54	91.79	80.03	-

* indicates meaningful difference

Summary of Findings
<ul style="list-style-type: none"> The provider scores significantly below average for the state, region and AE on <u>Individual Inclusion</u> The provider scores significantly below average for the state and region on <u>Individual Dignity</u>



Interpreting the Data

These data will allow you to compare the average response from this provider to the average response from all people sampled in the state, region, and AE (when applicable).

Some differences are less meaningful than others, depending on things like the size of the sample and the range of answers provided for that particular scale. "Confidence intervals" are used to determine whether differences are statistically significant, or meaningful. Confidence intervals are reported in parentheses.

To determine whether the average score of the provider is meaningfully different from the averages of the state, region, or AE, you can look at whether these scores fall outside or inside the provider's confidence interval. Meaningful differences are marked with an asterisk "*".

[Link to explanation of the questions in each scale](#) Above average marked by ☆

Provider Profiles Data Display: EXAMPLE (Delaware AE)

2016-2017

Of the 5,328 individuals in the 2017 IM4Q data file, 12 individuals registered in Delaware Administrative Entity received residential services from Example. The data in this profile are for the provider's community-based residential services. This report presents the scale scores for the State, the Southeast Region, Delaware AE and Example (Delaware). There must be data for 10 or more individuals to meet our selection criteria for reporting. If the number of respondents for any item falls below 5, a dash (-) is shown. For all of the scale scores, a higher score is better and the scores can range from 0 to 100. Confidence intervals for provider scores are given. Link to explanation of items in scales is below.

SCALES	State	Southeast	Delaware	Example (Delaware)
Individual Satisfaction	85.87*	82.83*	85.90*	95.00 (88.31 – 100.00) ☆
Individual Choice	46.90*	37.62	31.93	27.96 (17.46 – 38.46)
Individual Inclusion	43.72	39.99	35.43*	42.89 (36.17 – 49.61) ☆
Individual Dignity	82.28	79.12*	82.56	88.19 (79.15 – 97.24) ☆
Physical Quality	96.92	96.57	96.98	98.61 (95.89 – 100.00)
Family Satisfaction	90.54	87.82	86.86	-

* indicates meaningful difference

Summary of Findings

- The provider scores significantly **above average** for the state, region and AE on Individual Satisfaction ☆
- The provider scores significantly **below average** for the state on Individual Choice
- The provider scores significantly **above average** for the AE on Individual Inclusion ☆
- The provider scores significantly **above average** for the region on Individual Dignity ☆

Interpreting the Data

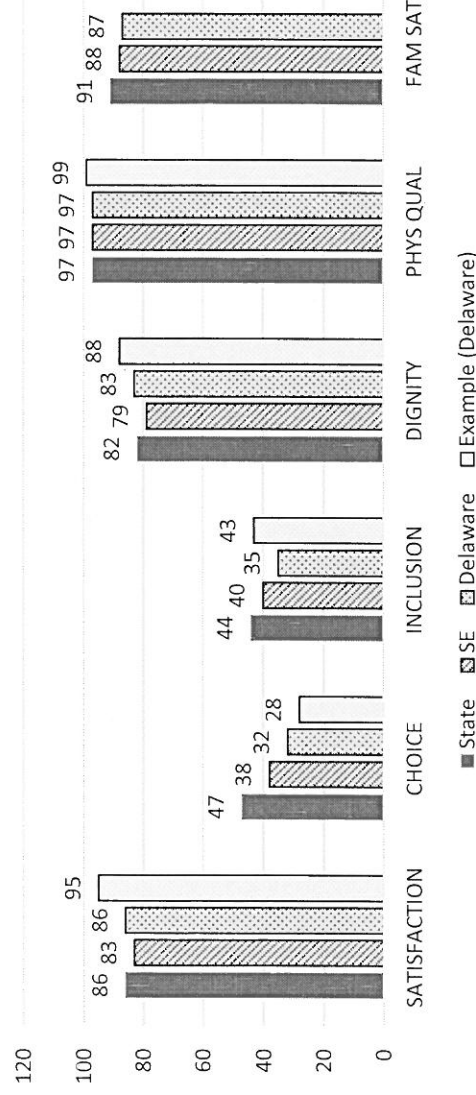
These data will allow you to compare the average response from this provider to the average response from all people sampled in the state, region, and AE (when applicable).

Some differences are less meaningful than others, depending on things like the size of the sample and the range of answers provided for that particular scale.

“Confidence intervals” are used to determine whether differences are statistically significant, or meaningful. Confidence intervals are reported in parentheses.

To determine whether the average score of the provider is meaningfully different from the averages of the state, region, or AE, you can look at whether these scores fall outside or inside the provider's confidence interval. Meaningful differences are marked with an asterisk “*”.

Scale Scores for State, Region, County, Provider



Link to explanation of the questions in each scale Above average marked by ☆

IM4Q –Scale Items

SATISFACTION: 6 items. Ranges from 0 to 100. Higher score means higher level of satisfaction.

Items in scale:

- Do you like your work {paid or volunteer}, school or other community activities other than home-based activity? If the person works and attends school, ask about work only.
 - Would you rather do something else during the day? If the person is under 21 and goes to school, code not applicable – person is in school.
 - Do you like where you live? If the person lives at home with family, please ask this question in private. If that is not possible, do not ask the question.
 - Would you rather live somewhere else? If the person lives at home with family, please ask this question in private. If that is not possible, do not ask the question.
 - Do you ever feel lonely, like you don't have anyone to talk to?
 - Overall, are you happy or sad with your life?
-

DIGNITY: 3 items. Ranges from 0 to 100. Higher score means that staff and housemates treat them nicer.

Items in scale:

- Is the paid staff who works with you at work (paid or volunteer), school, or at your community program nice or mean to you?
Explain:
 - Is the paid staff who work with you at your house nice or mean to you? Do not ask this question if the person has no paid staff at home. If staff are present please ask this question in private. If that is not possible, do not ask the question.
Explain:
 - Are the people you live with nice or mean to you? If the person lives at home with family, please ask this question in private. If that is not possible, do not ask the question.
Explain:
-

AFRAID: 3 items. Ranges from 0 to 100. Higher score means that individual is less afraid.

Items in scale:

- Are you ever afraid or scared when you are at home? If the person lives at home with family, please ask in private. If that is not possible, do not ask the question.
 - Are you ever afraid or scared when you are out in your neighborhood? If you are ever afraid, what are you afraid or scared of? (If the person does not respond, please write "no response" in the space provided).
 - Are you ever afraid or scared when you are at work (paid or volunteer), school, or other community activities? If you are ever afraid, what are you afraid or scared of? (If the person does not respond, please write "no response" in the space provided).
-

CHOICE: 10 items. Ranges from 0 to 100. Higher score means that individual has more choice and control.

Items in scale:

- Do you have a key or another way to get into your house/apartment on your own (such as a coded entry system)?
- Who chose (picked) the place where you live? Do not ask this question if the person lives with family or is under age 18.
- Did you choose (pick) your housemates (the other people you live with)? Do not ask this question if the person lives with family.
- Did you choose (pick) what you do during the day (work {paid or volunteer}, community activity, retirement)? Do not ask if the person goes to school.
- Who decides your daily schedule (like when to get up, when to eat, when to go to sleep)? (Other respondent – Who decides this person's daily schedule, like when to get up, when to eat, when to go to sleep?)
- Did you choose (pick) who helps you at work (paid or volunteer), or community activity? Do not ask this question if the person only goes to school.
- Did you choose (pick) the paid staff that help you at home? Do not ask this question if the person has no paid staff at home or if person is under age 14.
- Do you choose how to spend your free time? (When you are not working or at school or at the day program).

- Do you choose what you buy with your spending money? (Do not include things like rent or groceries. Do include things like CDs, cable TV, etc.)
 - Did you choose (pick) your supports coordinator? Do not ask this question if the person is under age 18.
-

INCLUSION: 8 items. Ranges from 0 to 100. Higher score means that individual has more frequent community participation.

Items in scale:

- About how often do you do each of the following in the community:

1 = More than twice a week	5 = Once a month
2 = Twice a week	6 = Less than once a month
3 = Once a week	7 = Never
4 = 2-3 times per month	8 = Not applicable
9 = Not sure or refused	

 - a) Visit with friends outside of work, relatives or neighbors
 - b) Go to a supermarket or store for food
 - c) Go out to eat
 - d) Go to a church, synagogue or other place of worship
 - e) Go to a shopping center, mall or other store to shop
 - f) Go to coffee shop, bar/pub and social clubs
 - g) Go to bank
 - h) Go out on errands or appointments (like to the post office, hair salon, doctor's appointment, etc.)
-

PHYSICAL SETTING: 3 items. Ranges from 0 to 100. Higher score means that individual's home is nicer.

Items in scale:

- Is the home or place of community activity (school, workplace, etc.) in a safe neighborhood? Please make every effort to see the neighborhood, even if the individual does not want you inside of the home or place of community activity. Note: Safety includes proper street lighting, level of crime, abandoned properties, etc.
- Is the home or place of community activity (school, workplace, etc.) in good repair outside? Please make every effort to see the exterior of the home or place of community activity, even if the individual does not want you inside. Note: Good repair means the building is well maintained, without problems such as loose gutters, broken steps, hanging shutters, etc.

- Is the home or place of community activity (school, workplace, etc.) in good repair inside?
Note: Good repair inside refers to no maintenance problems such as wallpaper peeling, the floors and carpets are in good repair, lighting and heating/air conditioning working, bathroom and kitchen fully functional, etc.

Explain:

FAMILY SATISFACTION: 8 items. Ranges from 0 to 100. Higher score means higher level of satisfaction reported by the family.

Items in scale:

- Overall, how satisfied are you with the place where your relative is living?
If not satisfied, why?
- Overall, how satisfied are you with the paid staff who support your relative where s/he lives?
Do not ask this question if the person has no paid staff where s/he lives.
If not satisfied, why?
- How satisfied do you think your relative is with his/her living situation?
Comments:
- How satisfied do you think your relative is with the paid staff who support him/her where they live?
Comments:
- Overall, how satisfied are you with what your relative does during the day?
If not satisfied, why?
- Overall, how satisfied are you with the program staff who support your relative during the day (at work, school or other community activity)? This could include community program staff who support your relative during the day at the place where s/he lives.
If not satisfied, why?
- How satisfied do you think your relative is with what s/he does during the day?
Comments:
- How satisfied do you think your relative is with the paid staff who support him/her during the day at work, school, or other community activity?
Comments: