

RACIAL EQUITY AND PERFORMANCE MEASURES



June 2022

Intro to Performance Measure Updates

- ✓ Continued collaboration with NASDDDS to improve QA&I tools used to see how AEs, SCO's and Providers are doing
- ✓ One main objective - shift some things we measure from "compliance focused" to more "person-centered outcomes focused" (direct impact on people)
- ✓ Some ISAC performance measures are informed by QA&I

➤ ISAC 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.

2022 Performance Measures Revised/Replaced

Current Performance Measure (PM)	Proposed Revision to PM	Proposed Replacement of PM	Reason for Proposed Change
#45 - Number and percent of AEs, SCOs and Providers whose QM Plans reflect ODP's Mission, Vision and Values.	N/A	Number and percent of AEs, SCOS, and Providers who use data to assess progress towards achieving identified person-centered Quality Management Plan (QMP) goals and its Action Plan target objectives. (QA&I QM question #2)	Proposed replacement is the same general idea as current PM with a little more clarity as to what a reviewer is looking for to evaluate whether an entity has put ODP's Mission, Vision, and Values into action.
#54 - Number and percent of AEs, SCOs and Providers that review and evaluate performance data in selecting priorities for QM Plans.	Number and percent of AEs, SCOs and Providers that use person-centered performance data in developing the Quality Management Plan (QMP) and its Action Plan. (QA&I QM question #1)	N/A	Proposed revision is the same idea with a little more focus on the performance data being person-centered (e.g., specifically targets people outcomes, not compliance outcomes and can include employment, communication needs, choice, and control, etc.). Also provides more clarity as to what a reviewer is looking for to evaluate an entity.



➤ ISAC Recommendation 14: Promote Racial Equity

Communities are richer, more just, and stronger when we honor and respect the whole of racial diversity. Access to a quality, person-centered, culturally competent system of supports and funding must be equally available regardless of race. Services must include planning over a life span and address racial disparities, including disparate outcomes. **The duty to ensure that racial diversity is promoted and supported, at all levels within the services system, must be embraced.**



The Racial Equity Subcommittee developed strategies for the new recommendation:

1. Consistently include breakdowns by race in data analysis and reporting and incorporate in QM plans.
2. Provide organizations with ways/framework to evaluate their own racial performance.
3. Support organizations with tools to improve racial equity performance and ensure increasing levels of racial diversity and inclusion, across all levels of the organization, as part of their quality management strategy.

Strategy #1

“Consistently include breakdowns by race in data analysis and reporting and incorporate in QM plans.”



Racial Equity Data Collection Activities

Embed racial equity data collection and analysis in these areas:

- ❖ Employment data
 - ❖ Waiting list
- ❖ ISAC recommendation performance measures (Section 1)
 - ❖ IM4Q performance indicators (Section 2)

SECTION 1: ISAC RECOMMENDATIONS

On the following slides, we will review the proposed edits to the performance measures with recommended changes **highlighted in red**.



ISAC #1: Assure Effective Communication

- For people who do not communicate effectively using words, the percent of people with a communication system in place, overall and by race, age, and living situation, i.e., a written plan in place that describes and documents a communication system, e.g., sign language, a picture board/system such as Picture Exchange Communication System (PECS), a voice-output communication device, or a combination of methods. A communication profile in the ISP is not sufficient in and of itself. *IM4Q*
- For people with communication systems in place, the percent of individuals and self-advocates, overall and by race, who report using them across all settings (i.e., you use the system at home, at work, at school, and in your community). *IM4Q*



➤ ISAC #2: Promote Self-Direction, Choice & Control

- Number and percent of Individuals and Self-Advocates authorized for and who use Participant-Directed Services (PDS), by AWC and VF/EA, overall and by race. (HCSIS)
- Percent of individuals who reported they vote, overall and by race. (IM4Q)
- Percent of individuals who said they were given a choice to live where people without disabilities live, overall and by race. (IM4Q)



ISAC #3: Increase Employment

- Number **and percent, overall and by race**, of Individuals ages 18-64 working in Competitive Integrated Employment. (*HCSIS*)
- Number **and percent, overall and by race**, of people with authorized employment services and/or an employment goal in their ISP. (*HCSIS*)



▶ ISAC #4: Support Families Throughout the Lifespan

- Percent of family members, overall and by race, reporting the Supports Coordinator tells them about other public services for which their family is eligible (food assistance, SSI, housing subsidies, etc.). (*NCI PA Adult Family Survey*)
- Percent of relatives, overall and by race, who reported the Supports Coordinator asks about their vision for an everyday life for their family member. (*IM4Q*)



ISAC #5: Promote Health, Wellness & Safety

- Percent of individuals, **overall and by race**, who are underweight, normal weight, overweight, and obese. (*NCI PA In-Person Survey*)
- Percent of individuals, **overall and by race**, with medical, dental, and eye exams in the past year. (*NCI PA In-Person Survey*)
- When asked how hard it is to get dental services in their community, percent **of individuals, overall and by race**, who reported it was very easy or easy, in-between, or very hard or hard. (*IM4Q*)
- **Number of individuals identified to have a pressure injury, overall and by race. (*Medicaid Claims Data*)**



➤ ISAC #6: Support People with Complex Needs

- Number and percent of people who take at least one medication for mood disorders, anxiety, behavior challenges, and/or psychotic disorders, **overall and by race**. (*NCI PA In-Person Survey*)



ISAC #10, 11: Community Living and Participation

10. Expand Options for Community Living

- Percent of people who like where they live, overall and by race. (*IM4Q*)

11. Increase Community Participation

- Percent of Community Participation Support (CPS) service units used by recipients in a community setting, overall and by race. (*PROMISe*)
- Percent of individuals who received Community Participation Support (CPS) in a community setting, overall and by race. (*PROMISe*)
- Percent of individuals, overall and by race, who receive at least a quarter of their community participation support service in community settings. (*HCSIS & PROMISe*)



ISAC #12: Provide Community Services to Everyone

12. Provide Community Services to Everyone

- Number of unduplicated people served, by program, by fiscal year (FY), during the course of the year, **overall and by race**. (*HCSIS & PROMISe*)
- Number of people newly enrolled, **overall and by race**, from the
 - a. ID waiting list, by category, (Emergency, Critical, Planning), by age;
 - b. Interest list, by category, (Priority 1, Priority 2), by age;
 - c. ID waiting list, by category, by some ODP-funded services and no ODP-funded services;
 - d. ID waiting list, with caregivers over the age of 60; and
 - e. The ID waiting list, by program enrolled in – Consolidated, Person/Family Directed Services (P/FDS), Autism Programs, Private ICF/ID, Base. (*HCSIS*)



SECTION 2: IM4Q PERFORMANCE INDICATORS

Exploring use of data through
establishing racial indicators from IM4Q



IM4Q: Adding Racial Indicators to Existing Scales

Racial data indicators could be organized and included in these existing 7 scales (0 - 100) currently used in the IM4Q Annual Report.

1. SATISFACTION
2. DIGNITY
3. CHOICE
4. INCLUSION
5. PHYSICAL SETTING
6. FAMILY SATISFACTION
7. AFRAID



IM4Q Scales: Satisfaction & Dignity

1. SATISFACTION

Higher score = Higher level of satisfaction

SATISFACTION Questions (6)

- Like where you live
- Live somewhere else
- Like work/activities
- Do something else
- Lonely
- Happy/sad

2. DIGNITY

Higher score = Staff and housemates treat them nicer

DIGNITY Questions (3)

- Work/activity staff nice or mean
- Home staff nice or mean
- Housemates nice or mean

➤ IM4Q Scales: Choice & Inclusion

3. CHOICE

Higher score means that individual has more choice and control.

Choice Questions (10)

- Has a key
- Chose home
- Chose housemate
- Chose work/activity
- Chose schedule
- Chose work/activity staff
- Chose home staff
- Chose what to do in free time
- Chose what to buy
- Chose SC

4. INCLUSION

Higher score means that individual has more frequent community participation.

Inclusion Questions (7)

- Visits friends/neighbors
- Go to supermarket
- Go out to eat, Go to worship
- Go to shopping center
- Go to coffee shop/bar
- Go to bank
- Go out on errands

➤ IM4Q Scales: Physical Setting & Family Satisfaction

5. PHYSICAL SETTING

Higher score means that individual's home is nicer.

Physical Setting Questions (3)

- Home in safe neighborhood
- Home in good repair outside
- Home in good repair inside

6. FAMILY SATISFACTION

Higher score means higher level of satisfaction reported by the family.

Family Satisfaction Questions (8)

- Like where relative lives
- Like work/activities of relative
- Like relative's home staff
- Like relative's work/activity staff
- Feels relative likes where they live
- Feels relative likes work/activity
- Feels relative likes home staff
- Feels relative likes work/activity staff

➤ IM4Q Scales: Afraid

7. AFRAID

Higher score means that individual is less afraid.

Afraid Questions (3)

- Afraid or scared when you are at home
- Afraid or scared when you are out in your neighborhood
- Afraid or scared when you are at work (paid or volunteer), school, or other community activities

SECTION 3: ADDITIONAL ACTIVITIES

- ✓ **Regional Collaborative Racial Equity & Diversity Presentation (2/28/2022)**
- ✓ **Waiting List analysis request completed by County, Time, Program, Need Group and ID/A vs Non-ID/A for: Beaver, Allegheny, Erie, and Westmoreland counties (4/18/2022)**
- ✓ **Workforce and Diversity Research Presentation (PAR) (4/26/2022)**