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NEWS RELEASE

Milestone Health Care Quality Unit West Launches “DSP Handbook” App in Time for National Caregiver Day

PITTSBURGH, PA, February 13, 2023 – Milestone’s Health Care Quality Unit (HCQU) West announces the launch of its free app, “DSP Handbook”, on February 17, which is National Caregiver Day. The app is available for free download from the Apple App Store and Google Play Store.

“DSPs” are Direct Support Professionals, who assist people with intellectual and/or developmental disabilities in realizing their full potential by becoming valued and participating members of their communities. Their support includes daily living and vocation skills in family or individual homes, intermediate care facilities, residential group homes, community job sites, vocational and day programs, and other locations.

The DSP Handbook app is available and useful for anyone who provides care and support to persons with intellectual and/or developmental disabilities, whether it be Direct Support Professionals, family members or loved ones.

“Our goal was to make this app focused on the needs of caregivers,” said Leslie Dollman, Management Information Services Director at Milestone Health Care Quality Unit West and developer of the app. “The content was provided by our entire HCQU staff and aimed at eliminating the need to stop what you’re doing and Google the information you need. Now, it’s at your fingertips.”

The app is a portal to a wealth of useful information. Users can find resources that include de-escalation tips, self-care guidelines, grief support and more – along with links to the Milestone HCQU West trainings.

Dollman used an example of noticing symptoms in a person supported. The app contains specific information about how those symptoms present in a person with intellectual or developmental disabilities.

“We deliberately made the content easy to digest,” Dollman said. “Nothing about it is ‘too clinical’.”

The Milestone Health Care Quality Unit West is based in Butler and serves nine Western Pennsylvania counties: Armstrong, Beaver, Butler, Clarion, Crawford, Indiana, Lawrence, Mercer and Venango. Health Care Quality Units operate across the commonwealth and provide training and assistance to families and professionals. The free DSP Handbook app can be used by anyone in any location.

(more)

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In addition, users have the option to register for the app’s Premium Content, which is also free. Creating a free account gives users access to Learning Bytes Videos, Healthy Recipes, a Virtual Fun & Fitness Program and more.



DSP Handbook

Learn more here:

<https://biteable.com/watch/3812370/000b6c3013e7e4991e1eee24ab067db8>

A subsidiary of Partners For Quality, Milestone is a nonprofit social services organization founded in 1969. The agency supports more than 3,000 local individuals with intellectual & developmental disabilities and behavioral health challenges through community and residential-based programs, outpatient services and facility-based day programs.

About Partners For Quality

Headquartered in McKees Rocks, Partners For Quality provides administrative oversight for organizations that serve individuals with intellectual and developmental disabilities and behavioral health challenges. Serving Allegheny County since 1975, Partners For Quality, through its subsidiaries, serves about 5,000 people annually and employs more than 1,000 across its organizations. Partners For Quality subsidiaries have earned accreditation from The Council on Quality Leadership, The Council on Accreditation and the Sanctuary Institute (for trauma-informed care).

The Partners For Quality family of nonprofit agencies includes: **Allegheny Children’s Initiative**, serving children and families with behavioral health challenges; **Citizen Care**, which provides residential and community-based supports and services to individuals with intellectual and developmental disabilities; **Exceptional Adventures**, an agency that provides travel opportunities to individuals with disabilities; **Milestone**, serving individuals with developmental and behavioral health challenges, including two Health Care Quality Units in Butler and Warren which train professionals in 18 counties; and **Partners For Quality Foundation**, which raises funds for all services throughout the family of agencies. For more information, visit PFQ.org and Facebook.com/PartnersForQuality.

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