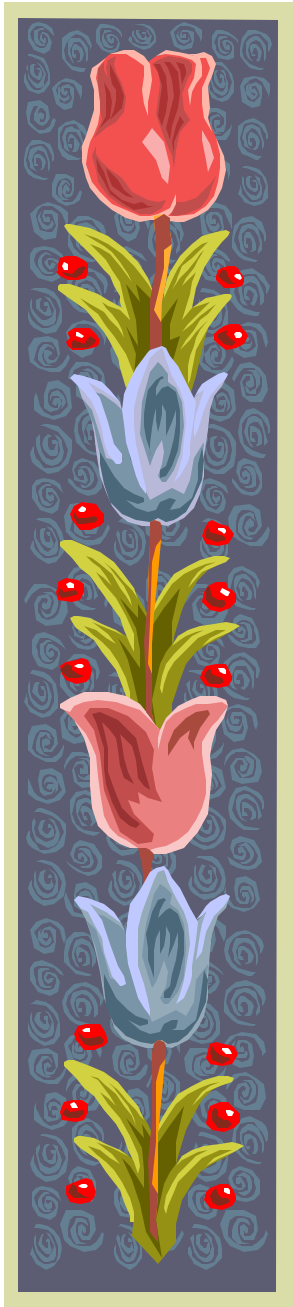


Developmental Disabilities Council

**Washington State Core Indicators
Review Panel Results**

**Reinventing Quality Conference
August 9, 2004**

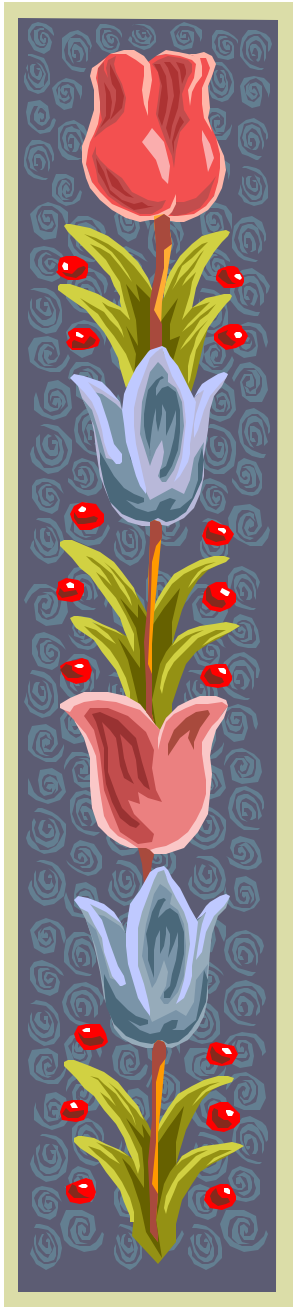


Panel Composition

In Fall 2003, WA DDC convened a panel to review the Core Indicators Adult Survey Data

Panel composition was:

- **3 self-advocates**
- **2 service providers**
- **3 family members of person with developmental disabilities**



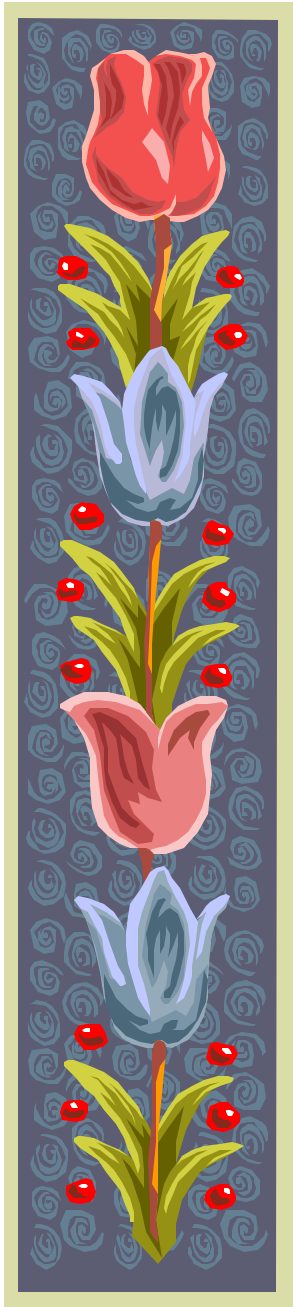
Information Reviewed

The panel reviewed:

- **Washington State & National Data for 2000 and 2002**

The panel compared:

- **Washington State data to other state's data**
- **Washington State changes between 2000 and 2002**

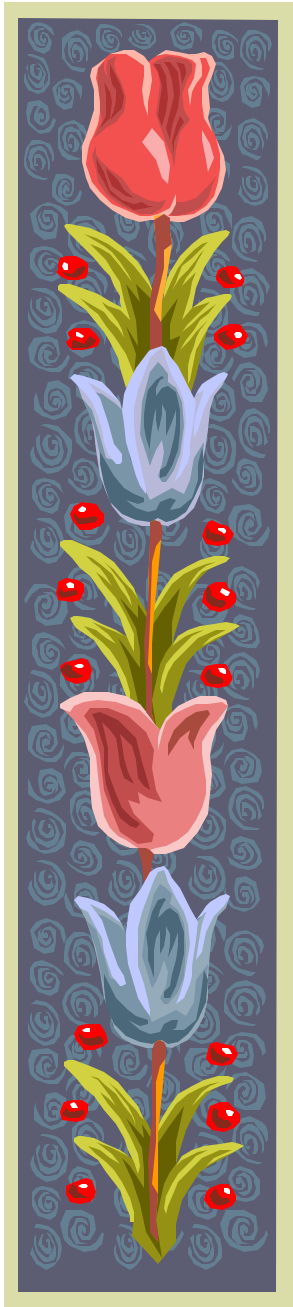


Recommendation Process

Each panel member reviewed the data and created draft recommendations

As a group, the panel identified core values with which to prioritize the recommendations

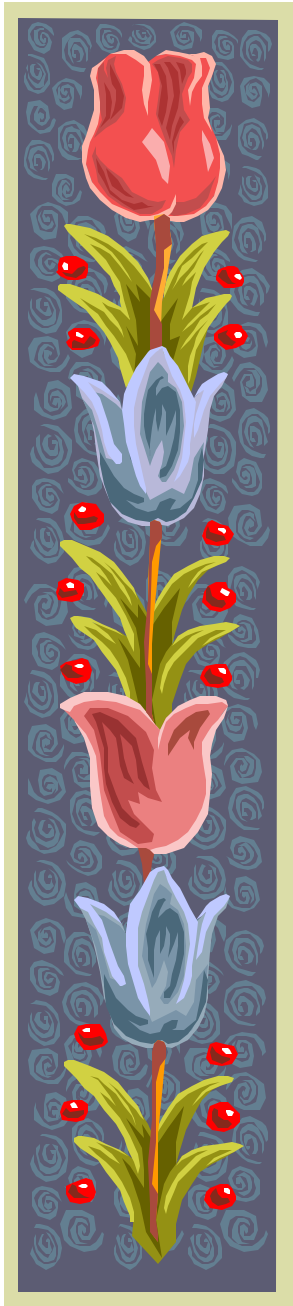
To prioritize, recommendations were measured against the values



Recommendations

The recommendations were compiled into a report format.

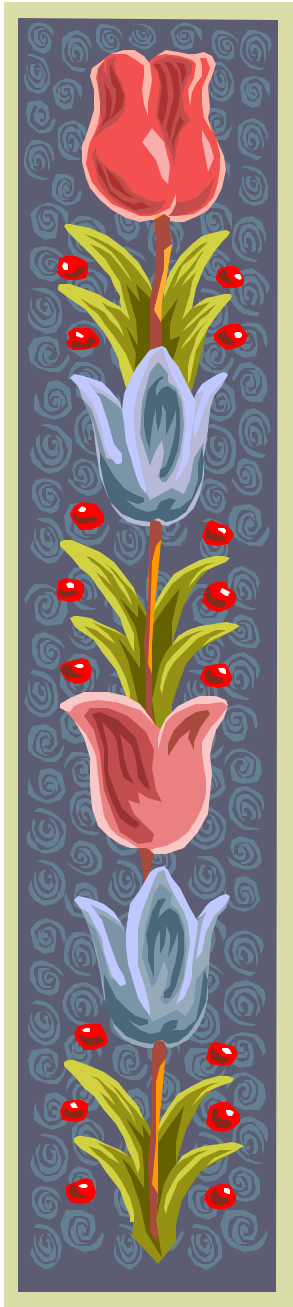
The completed report was submitted to the Division of Developmental Disabilities and the Developmental Disabilities Council.



Recommendations

The recommendations that were submitted made recommendations in the areas of:

- Communication**
- Systems/Values**
- Funding**



Division of Developmental Disabilities

Response to Panel's Results

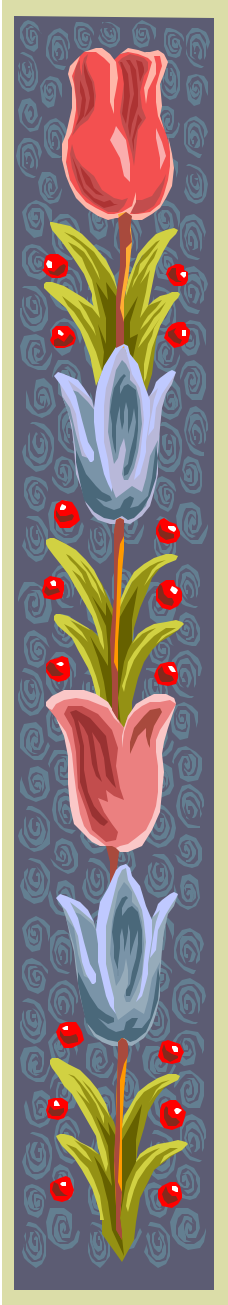
GENERAL AREA OF IMPROVEMENT NEEDED #1

Communication



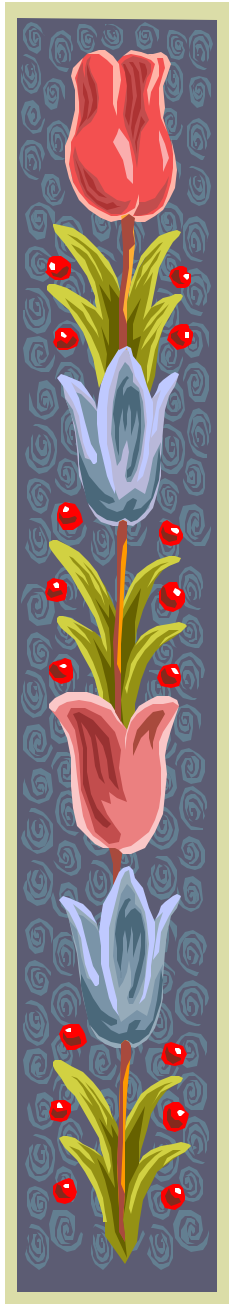
**DDD needs to do a
better job of
informing:**

- **Case Managers**
- **People with
disabilities**
- **Family Members**



DDD Actions

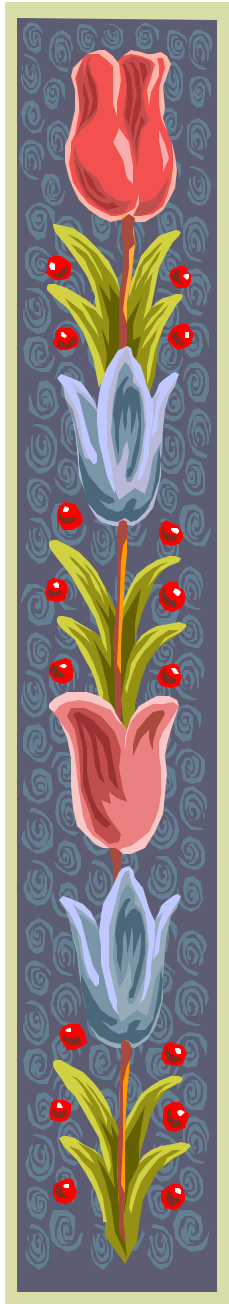
- Extensive case manager trainings for administering both the CARE assessment and new waivers has been provided case managers.
- The Quality Compliance and Control team (1 in each Region) has been formed to do one-on-one training as well as monitoring of case manager work.



DDD Actions

- Real Choices Grants to Local Councils give them the power to identify and produce information that is needed.
- DDD has an updated internet website.

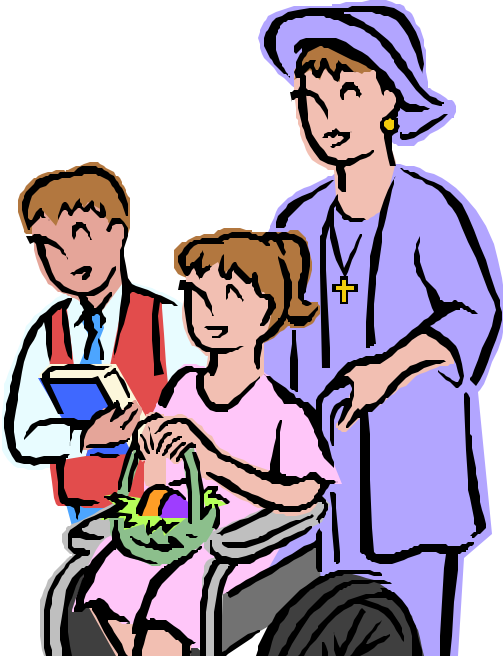
<http://www1.dshs.wa.gov/ddd/index.shtml>



DDD Action

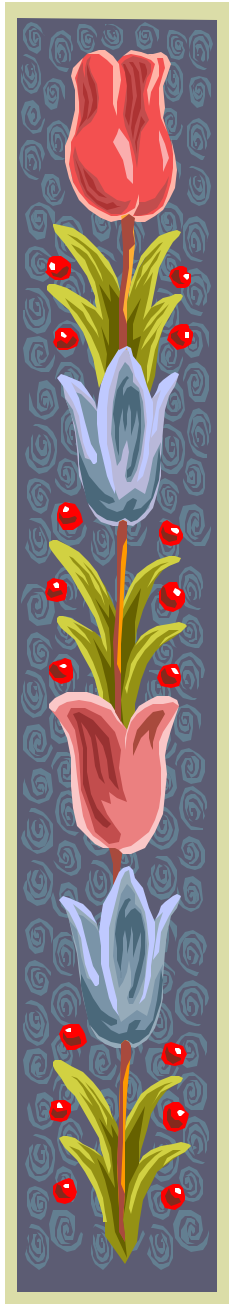
DDD is working with Home and Community Services to develop a Complaint policy. It is almost in final draft form for review and comments. Once in place, information will be provided at plan of care meetings, on the internet and in brochures.

GENERAL AREA OF IMPROVEMENT NEEDED #2



SYSTEMS
VALUES

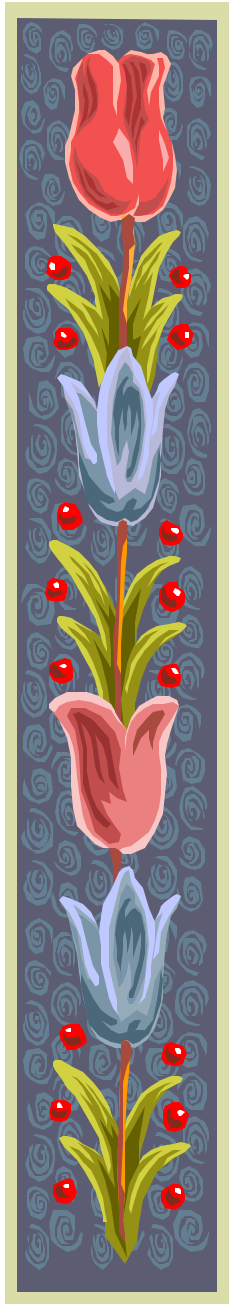
The Division needs to offer more choice and control leading to self-determination and to seek the input from their customers when making policy decisions. DDD should be promoting good health care, employment and culturally appropriate services.



DDD Action

DDD is currently developing new rules for Individualized Living Options that will allow more choice and control to the participant.

DDD is developing a survey process for the waivers to do a sampling of people's satisfaction.



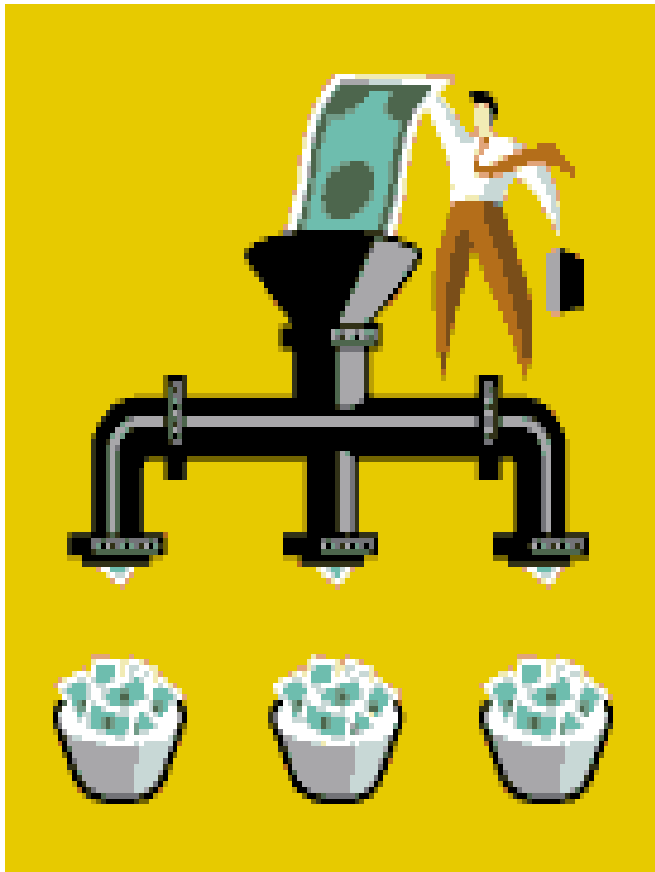
DDD Action

DDD is working with the Medical Assistance Administration to identify psychoactive drugs that may be over-prescribed for community residents.

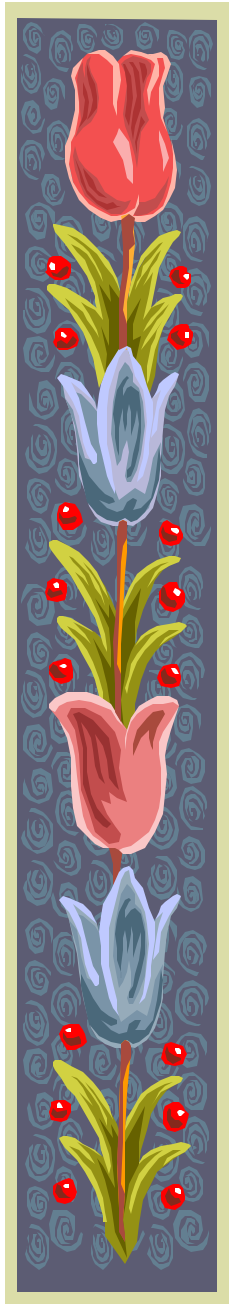
DSHS has a special hiring initiative to prioritize the hiring of case managers who represent minority cultures.

GENERAL AREA OF IMPROVEMENT NEEDED # 3

FUNDING

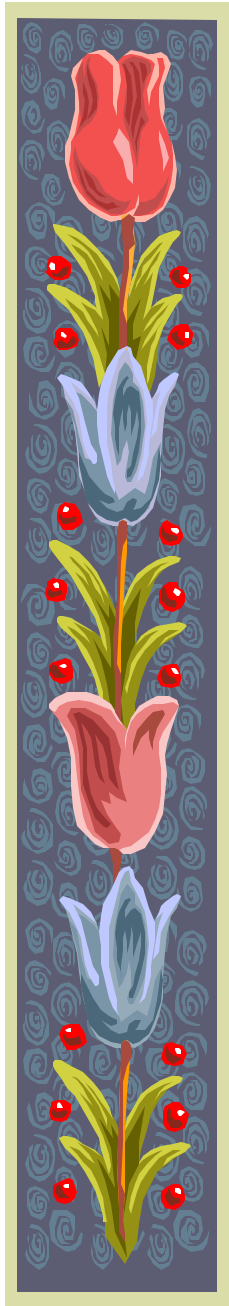


DDD needs to decrease case management loads, improve crisis response time, and have more services and supports available.



DDD Action

- DDD has requested and received funding for case managers to have a 85-1 ratio for waiver recipients.
- For those on the waiver, there is now a \$6,000 crisis/emergency fund to meet unexpected needs.
- DDD has prioritized employment for working-aged adults and has included it as a funded service under the waiver.



Questions?