



Improving lives THROUGH
supports and services
THAT FOSTER self-determination.

Missouri Quality Outcomes

August, 2015



What Are MQO?

- 📍 The Missouri Quality Outcomes were developed in the 1990's, in an effort to emphasize quality of life for individuals receiving services and supports from the Missouri Division of Developmental Disabilities.
- 📍 The initial outcomes were defined by stakeholders and the Division's Quality Advisory Council. The Outcomes were utilized as a core component of the SAFE survey.
- 📍 The Missouri Quality Outcomes have been revised to capture measurable person centered outcomes regarding quality of life for individuals receiving Division of Developmental Disabilities services and supports.

Why Change?

- 👤 Request for a user friendly document to support individual planning.
- 👤 Increased federal guidance Self-Determination and Home and Community Based Services.
- 👤 Identified need to utilize various existing data sources to measure the quality outcomes and support service delivery systems enhancements.
- 👤 To be used in conjunction with “Charting the Life Course” guide developed by UMKC Institute for Human Development.
<http://supportstofamilies.org/wp-content/uploads/LIFE%20COURSE%20V2.0.pdf> or
www.mofamilytofamily.org

Revision Process

- 👤 UMKC – Institute for Human Development
- 👤 Family Support Coordinators, Quality Enhancement, Technical Assistance Coordinators and Self-Advocates.
- 👤 Presentation at UMKC Institute for Human Development face to face Stakeholder Meeting. Requested feedback from stakeholders which included various agencies, individuals and families.
- 👤 Developed workgroup to generate companion guide to accompany MOQO. Members included DD Quality Enhancement staff, Technical Assistance Coordinators, Family Support Coordinators, parent/family stakeholders, individual stakeholders and a representative from Missouri Developmental Disabilities Council.
- 👤 Submitted final draft for review and comment to DD Directors, DD Leads and Quality Advisory Council.

Intended Use of MQO

- 📍 To be used as a guide to facilitate discussion to support individuals personal goals, dreams and other areas of interest to the individual, that defines quality of life.
- 📍 Promote continuous quality of life with supports and services provided.
- 📍 Talking Points: these are to be utilized to encourage discussion
- 📍 Icons: each MQO has a correlating “Charting the Life Course” icon to assist in using the guides together.



MQO Previous :

- People have control of their daily lives.

MQO Revised:

- People participate in meaningful daily activities of their choice.

People Participate in Meaningful Daily Activities of Their Choice

ABOUT THIS OUTCOME:



Daily Life

This outcome is designed to support individuals to make informed choices and encourage self-determination in pursuing daily activities of their choice while exploring the full range of options; including employment, volunteering, use of free time and participating in activities of their choice. Outcomes/Supports should be individualized to assist in achieving maximum potential.

TALKING POINTS:

- Do you have people who explain options and choices in a way that makes sense to you?
- Do these explanations help you make informed decisions about your options?
- When was the last time you tried something new?
- Would you like to try something new? What needs to happen in order for you to try something new?
- Have you had the chance to explore a variety of opportunities to determine areas of interest?
- How do you spend your day?
- What do you like most/least about your day? Is there anything you would like to change?



MQO Previous :

- People are supported in managing their home.

MQO Revised:

- People live in communities they choose, with whom they choose and in homes and environments designed to meet their needs.

People Live in Communities They Choose, With Whom They Choose and in Homes and Environments Designed to Meet Their Needs.

ABOUT THIS OUTCOME:



This outcome emphasizes individuals being leaders in selecting the community and home of their choice. The home is designed to meet the individual's unique needs. Individuals actively choose who they live with and where.

Community Living

TALKING POINTS:

- Did you choose this community? Did you choose your home? Did you choose who you live with (if applicable)?
- What made you choose this community? What made you choose this home?
- Are you satisfied with your home? Does it reflect who you are and what is important to you?
- Are there adaptations in your home to fit your needs? If not, are they needed?(examples may include lighting that is sensitive to seizures, or other things that make the home accommodating to the individual's needs)



MQO Previous :

- People belong to their community
- People have a variety of personal relationships
- People have valued roles in their family and in their community
- People express their own personal identity

MQO Revised:

- People are active members of their communities while determining valued roles and relationships through self-determination.

People Are Active Members of Their Communities While Determining Valued Roles and Relationships through Self-Determination

ABOUT THIS OUTCOME:



This outcome is about presence and participation in the community, based on interests determined by the individual. Individuals are integrated into their community, including community service, in the same ways as neighbors and fellow community members. Individuals have natural supports in their lives and relationships that are not based on their disabilities

Social and Spiritual

TALKING POINTS:

- Do you know about community activities and choose which ones to participate in?
- Do you have the support you need to participate in these community activities?
- Are you able to get to community activities of interest?
- Do you have the support you need to develop and maintain relationships with other community members?
- Are you a regular member of a church, social group and/or community organization that is not related to having a disability?
- Do you spend time with people in your community who are not paid to provide you with support services
- Do you enjoy community activities (such as shopping, going out to eat, etc)and are you able to do these activities?
- Are you supported to explore and practice your religious beliefs?



MQO Previous :

- People are supported to attain physical wellness
- People feel safe and experience emotional well-being
- People are provided behavioral supports in positive ways

MQO Revised:

- People are able to choose health/mental health resources and are supported in making informed decisions regarding their health and well-being.

People Are Able to Choose Health/Mental Health Resources and Are Supported in Making Informed Decisions regarding their Health and Well-Being

ABOUT THIS OUTCOME:



Healthy Living

This outcome emphasizes the individual's right to receive physical, emotional and mental health care from the practitioner of their choice. Individuals receive information and education on ways to maintain their health and well-being. Individuals are supported in making healthy choices

Talking Points:

- Who are the doctors you go to? Are you comfortable talking with your doctors?
- Does your doctor help you to understand about your health? Does your doctor listen to your concerns?
- How did you go about deciding which doctors to go to?
- Do you have someone who goes to the doctor with you? Do you have someone who helps you remember your doctor appointments?
- Do you make a list of questions for the next time you see your doctor?
- Do you take any medicines? If so, do you know what each medicine is for?
- How do you let others know when you are not feeling well?
- What do you do to stay healthy?
- Do you have an exercise you enjoy? How often do you exercise?
- Does anyone talk with you about making healthy choices in what you eat or getting exercise?



MQO Previous:

- People's communication is understood and receives a response.

MQO Revised:

- People are educated about their rights and practice strategies to promote their safety and security.

People are Educated about Their Rights and Practice Strategies to Promote Their Safety and Security

ABOUT THIS OUTCOME:

This outcome emphasizes individuals living free from harm, being educated about their rights and living in healthy environments where safety and security are a high priority, while supporting the individual's rights to live independently, make personal choices and take some risks.



Safety & Security

TALKING POINTS:

- Do you feel safe in your home? If not, what would make you feel safe?
- Does your home have safety equipment like smoke alarms, fire extinguishers and Co2 detectors? Do you participate in emergency drills/plans?
- Do you feel safe in your neighborhood? If not, what are some of the things you do to keep safe in your home?
- What are some of the things you do to keep safe in your community?
- Do you understand your rights? (Example: Can you share what your rights are? Has the DDD Rights brochure been shared with you?)
- Are there any restrictions on your life that you feel are not fair, like not being able to use the phone, or have friends over or being by yourself when you want to? If so, are you aware of due process?
- If there is a problem, who do you tell? What if the person you tell is part of the problem?
- Have you ever felt mistreated? Did you report it? Was the problem solved?
- Do you have privacy in your home? Is your personal business kept private?



MQO Previous :

- People advocate for themselves, for others, and for causes they believe in.
- People are provided support in a manner that creates a positive image.
 - People are actively supported with making major lifestyle changes.
 - People live and die with dignity.

MQO Revised:

- People have opportunities to advocate for themselves, others and causes they believe in, including personal goals and dreams.

People Have Opportunities to Advocate for Themselves, Others and Causes They Believe In, including Personal Goals and Dreams

ABOUT THIS OUTCOME:



This outcome emphasizes the importance of self-advocacy. Training and ongoing support are often time requires to assist an individual in developing their self-advocacy skills.

Citizenship & Advocacy

TALKING POINTS:

- Have you participated in People First, Project STIR or other self advocacy group?
- Do you attend self-advocacy trainings?
- Do you attend meetings related to causes you support?
- Have you voted in an election? If not, why not?
- If you have a guardian, do you feel he/she includes you in decisions?
- If not, do you feel capable of making your own choices and exercising your rights without any support?
- If needed, do you have people around you who you trust to help you make choices and exercise your rights?

Families are Provided With Knowledge That Empowers Them to Facilitate Opportunities for the Individual's Self-Determination Throughout the Course of His or Her Life.

ABOUT THIS OUTCOME:



This outcome focuses on information presented to family members to educate them in the process of self-determination. Families provide support and insight that will assist their family member in leading a self-determined life including making choices, setting goals, assuming responsibility, and driving how one's own life is lived. Families are integral in the development of a person's independent and interdependent capacities.

TALKING POINTS:

- What are the strengths you see in your family member?
- Do you have the information you need to promote self-determination for your family member?
- What are your family member's future goals?
- How do you promote independence in the life of your family member?
- Do you have a long-term plan in place if you are unable to provide care for your family member?

Talking Points For Individual:

- Do you have the information you need to promote self-determination in a way that is meaningful to you?
- How does your family encourage you to find and keep friendships?
- How does your family encourage you to make your own life decisions?
- How does your family encourage you to set personal goals that are meaningful to you and follow through on them?
- Share at least one story of a time your family allowed you to take a risk or try something new without interfering?
- What chores do you have within your home?
- What other responsibilities do you have in your home?

Next Steps

- 👤 Utilization as part of ISP planning process
- 👤 Utilization as part of quality integrated functions such as the QE Review process to support ongoing monitoring as outlined in the division's HCB Services Transition Plan submitted to CMS
- 👤 Annual reporting to assist with DD systems enhancements.