

WEBVTT

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00:00:00.000 --> 00:00:06.389

Well, good afternoon, everybody and welcome to the January 2022.

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00:00:06.389 --> 00:00:11.819

D. D. D. webinar I hope everybody's off to a good start on their new year.

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00:00:11.819 --> 00:00:22.859

I'm going to start off with a quick introduction. I am Lisa, not house. I work for the division of as the supporting families, statewide lead and I am also apparent.

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00:00:22.859 --> 00:00:26.789

I have an adult daughter who received services from the division.

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And we get case management through our local case management county based TCM entity here.

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00:00:38.185 --> 00:00:53.034

As get shared, uh, during this webinar, Trina, who is quality assurance, specialist with a division, and I are going to talk about the Missouri quality outcomes. And during this webinar, we're going to be talking about where they came from.

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00:00:53.280 --> 00:00:58.950

What they are, how they are used to guide supports and services.

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00:00:58.950 --> 00:01:02.219

And how they help promote self determination.

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00:01:08.069 --> 00:01:08.730

So,

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00:01:08.784 --> 00:01:12.834

where did they come from if you are receiving services,

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00:01:12.834 --> 00:01:25.974

the funded through the division of dB it's very likely that you might have heard about them through your support coordinator or while you were

planning for your individual support plan but you might not know how they were developed.

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00:01:27.689 --> 00:01:41.784

The Missouri quality outcomes developed from efforts that evolved out of a very active steering committee that was created a little over 20 years ago and they were created to help the division identify at that time.

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What specific elements would indicate that people were experiencing a quality of life.

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00:01:47.280 --> 00:01:52.680

Or living there good life, as you might have heard that term in use before.

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00:01:52.680 --> 00:01:56.909

That committee consistent of very vocal self advocates.

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00:01:56.909 --> 00:02:01.409

Family members, division staff and other interested stakeholders.

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00:02:02.034 --> 00:02:04.674

As the work of that committee came to an end,

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00:02:04.704 --> 00:02:17.724

they expressed their very strong desire to have all of their ideas and feedback captured and then outlined in a document that he could be used to really help align services with people's goals and desires.

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00:02:18.030 --> 00:02:23.969

And that document eventually grew into what is now known as the Missouri quality outcomes.

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00:02:23.969 --> 00:02:31.139

Now, that was a huge document. I don't know if there's anybody on the webinar today that might remember that was like a.

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00:02:31.139 --> 00:02:39.599

70 to 80 page document that was created. So in 2015, the division decided to take a look at the outcomes again.

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00:02:39.599 --> 00:02:53.129

And to help determine if they were number 1 still relevant, and to ensure that they were still helping people move toward their desired outcomes. But also to make it into a more user friendly document, that folks could use as quick reference.

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00:02:53.129 --> 00:03:02.969

So, once again, the division put together work group, which consisted of self advocates, family members, stakeholders, and others.

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00:03:02.969 --> 00:03:07.800

And their charge was to review and evaluate those outcomes again.

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00:03:07.800 --> 00:03:17.520

That group worked to revise and streamline the original document and then help create what we now have today talking points and a guide.

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00:03:17.520 --> 00:03:25.860

Cool. So what is the purpose of the outcomes?

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00:03:25.860 --> 00:03:30.150

The outcomes actually help enhance person centered approaches by.

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00:03:30.150 --> 00:03:35.039

Promoting a focus that helps people express and share their personal values.

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00:03:35.039 --> 00:03:39.030

Make choices for themselves address their health and safety needs.

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00:03:39.030 --> 00:03:43.259

Experience inclusion and advocate for themselves.

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00:03:43.259 --> 00:03:50.580

The outcomes and discussion guide also helps people facilitate important discussions with their planning teams and others.

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00:03:50.580 --> 00:03:57.509

The discussions should reflect their personal goals and dreams as well as define the kind of life that they want for themselves.

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00:04:01.289 --> 00:04:06.870

So, let's take a quick look at the principals or the 7 areas that make up the Missouri quality outcomes.

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00:04:06.870 --> 00:04:10.169

Those include daily life.

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00:04:11.759 --> 00:04:26.369

And this outcome is really about helping people choose and explore possible daily activities. It can include employment. It might include volunteering doing things that they enjoy throughout there and day.

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00:04:27.449 --> 00:04:36.238

The next 1 is community living, which is really about people being involved in choosing where they live and.

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00:04:36.238 --> 00:04:43.649

Living in their community of their choice, being involved and active where they live and with who they want.

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00:04:43.649 --> 00:04:50.369

The social and spirituality is really about individuals.

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00:04:50.369 --> 00:04:53.999

Um, being a part of and involved in their community.

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00:04:57.028 --> 00:05:01.079

Citizenship and advocacy.

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00:05:04.528 --> 00:05:12.149

Oh, I'm sorry I think I skipped 1. yeah healthy living. I'm sorry.

42

00:05:12.149 --> 00:05:19.678

To me living, spiritual, social, social, getting to where they want to be, um.

43

00:05:21.149 --> 00:05:28.858

Safety and security, I'm sorry, this outcome is really about people, uh, knowing about and understanding their rights.

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00:05:32.999 --> 00:05:38.459

Citizenship and advocacy here we go is really about, uh.

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00:05:38.459 --> 00:05:44.038

Having people learn about and.

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00:05:44.038 --> 00:05:49.168

Know, what their opportunities are to advocate for themselves.

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00:05:51.749 --> 00:05:55.738

Supports the families is a big 1 um.

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00:05:55.738 --> 00:05:59.158

Families need education and support as well.

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00:05:59.158 --> 00:06:06.119

And I'm real quickly. I'm going to see if I can new. We have a guide.

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00:06:06.119 --> 00:06:09.869

Uh, this link in the PowerPoint for the overview.

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00:06:09.869 --> 00:06:19.108

When you pull up the PowerPoint later on, you will be able to link directly to a guide that we have created. That is a quick reference is about an 8 page document.

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00:06:19.108 --> 00:06:23.879

And you'll also see at the bottom of the PowerPoint, the Missouri quality outcomes.

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00:06:23.879 --> 00:06:38.694

A guide for individuals and families that is a booklet that is geared really toward individuals and families. It's a small, quick reference. It can also be downloaded and used during planning sessions or just to talk about quality of life.

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I also want to mention that if you're familiar with live course documents.

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And the planning materials that are used there.

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00:06:48.598 --> 00:06:59.069

Um, at the live course Nexus at you and Casey, you're gonna notice that the core areas of the outcomes and the domain areas of the life course correspond with each other.

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Your support coordinator, or your planning team might actually introduce those Missouri quality outcomes along with the complimentary life course materials that are really going to help better assist you in planning.

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00:07:11.819 --> 00:07:21.689

And now I'm going to turn it over to Trina so she can introduce herself and tell you more about how the division uses the Missouri quality outcomes in a lot of different ways.

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00:07:22.738 --> 00:07:27.059

Okay, thank you, Lisa. I'm going to steal the ball from you or you want to pass the ball.

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00:07:27.059 --> 00:07:33.088

The folder.

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00:07:33.088 --> 00:07:36.449

Yeah, and I'll start sharing my screen.

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00:07:39.238 --> 00:07:50.819

Trina, I can advance the slides for you if you want me to. Oh, I was gonna share my screen. I was trying to share.

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00:07:52.019 --> 00:07:57.478

Let's see here. Yeah.

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00:07:57.478 --> 00:08:00.959

All right hopefully you can see my screen now.

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00:08:02.819 --> 00:08:04.403

I can yeah,

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00:08:04.434 --> 00:08:07.194

so Lisa mentioned training kicks in with the state QA team,

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00:08:07.553 --> 00:08:11.423

and we're looking at how the division uses the Missouri quality outcomes,

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00:08:11.454 --> 00:08:13.014

and we do that in multiple ways,

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00:08:13.014 --> 00:08:14.093  
including planning,

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00:08:14.093 --> 00:08:22.553  
monitoring and trend reports in regards to planning the Missouri quality outcomes are integrated within the individual support plan guy,

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00:08:22.913 --> 00:08:28.764  
and it's to assist the team and having discussions around key areas of importance to the individual.

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00:08:29.064 --> 00:08:38.604  
It also helps them to support their personal goals dreams and other areas of interest. And so this, all this together promotes continuous quality of life.

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00:08:39.083 --> 00:08:53.964  
In regards to review and monitoring practices, the Missouri quality outcomes are measured every year through the quality services review, or we refer to them as QSRs during the process, which is outlined in guideline 54.

74

00:08:53.964 --> 00:08:55.193  
and I'll bring that up.

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00:08:58.859 --> 00:09:04.979  
It's over.

76

00:09:07.139 --> 00:09:10.288  
Sorry, stop sharing for a 2nd, bring 54.

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00:09:11.183 --> 00:09:24.984  
Here sorry about that. Okay, so guideline number 54.

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00:09:26.514 --> 00:09:38.874  
And this outcome, the Missouri outcomes are reviewed with the person and their support team. If there's a finding tied to specific outcome, the team talks about the findings that what needs to happen to better support that person.

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00:09:39.443 --> 00:09:43.703  
In addition the division uses the data to enhance services.

80  
00:09:43.703 --> 00:09:46.254  
And supports examples from previous,

81  
00:09:47.063 --> 00:09:47.543  
include,

82  
00:09:47.543 --> 00:09:48.533  
increasing community,

83  
00:09:48.533 --> 00:09:49.283  
access,

84  
00:09:49.644 --> 00:09:54.803  
updating the to reflect personal goals and individuals being supported to  
choose,

85  
00:09:54.803 --> 00:09:56.033  
not only who they live with,

86  
00:09:56.033 --> 00:09:56.964  
but where they live,

87  
00:09:57.413 --> 00:09:57.504  
uh,

88  
00:09:57.504 --> 00:09:59.634  
Missouri quality outcome handout.

89  
00:09:59.849 --> 00:10:03.028  
Is provided during this process.

90  
00:10:04.403 --> 00:10:17.094  
And it provides participants a crosswalk between the outcome and HBS code  
of federal regulations but it also has each of the Missouri quality  
outcomes listed that Lisa just review the daily life and employment  
community,

91  
00:10:17.094 --> 00:10:17.604  
living,

92  
00:10:18.024 --> 00:10:19.494

social spirituality,

93

00:10:19.494 --> 00:10:20.333

healthy living.

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00:10:20.578 --> 00:10:29.969

Safety and security advocacy and engagement, and supports to families and, like, said, it has a crosswalk with the outcomes with our federal regulations.

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00:10:31.283 --> 00:10:44.994

And going back underneath the guidelines for additional information, in regards to data, from the 5 years of the quality of services review that been completed since 2017 there is this at a glance report here with data as well.

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00:10:46.798 --> 00:10:48.114

During the QR,

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00:10:48.114 --> 00:10:53.994

the national court indicator survey is also completed the purpose of the program,

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00:10:54.024 --> 00:10:56.724

which began back in 997 is to support member agencies together,

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00:10:56.724 --> 00:11:03.384

a standard set of performance and outcome measures that can be used to track their own performance over time to compare results.

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00:11:03.384 --> 00:11:04.644

Across States,

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00:11:04.644 --> 00:11:07.224

and as well as establish national benchmarks,

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00:11:07.224 --> 00:11:12.803

it isn't voluntary projects and it gives participating states such as Missouri,

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00:11:12.803 --> 00:11:27.653

a set of indicators that measure the performance of services and supports survey input is extremely important as this is the opportunity for

individuals with developmental disabilities and their families a chance to give the division feedback division,

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00:11:27.653 --> 00:11:34.313

uses this feedback to improve the quality of services for of the are completed each year.

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00:11:38.458 --> 00:11:52.433

To that these are the service surveys so we have at least 400 adult in person surveys, which are typically completed face to face, but currently with the code, we have been doing these remotely using video.

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00:11:52.433 --> 00:11:57.293

But these are conducted each year with individuals, age, 18 and older.

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00:11:57.293 --> 00:11:58.163

And receiving,

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00:11:58.163 --> 00:12:12.653

at least 1 paid DD service as mentioned before these surveys are conducted at the same time as the quality of services review and they use the Missouri quality outcomes as a benchmark and determining the quality of services from the perspective

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00:12:12.653 --> 00:12:14.754

of the individual receiving services.

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00:12:14.754 --> 00:12:18.563

The 2nd, surveys see, here is the adult family survey.

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00:12:19.438 --> 00:12:24.089

There are 1500 veiled surveys that to families each year.

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00:12:24.089 --> 00:12:34.854

And this is what families they have individuals that are age, 18 and older, and receiving at least 1 paid DD service. The child family surveys is the same thing. Those are mailed out.

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00:12:34.884 --> 00:12:48.114

But these are set to families with an individual younger than age 18, and receiving at least 1 paid service and the last survey here, the staff stability survey, and that is completed online by probated provider agencies.

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00:12:48.114 --> 00:12:54.653

And, of course, it includes information in regards to direct support. Professional wages 10 years benefits, et cetera.

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00:12:59.484 --> 00:13:14.303

So, in regards to, how are they used we'll look at the Missouri quality outcome and new reports, and it's based off the data from all of these surveys just discussed based reports. You might have heard them, uh, and see that in. Parentheses. They were known as at a glance reports.

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00:13:14.609 --> 00:13:23.129

And I go back and share those. Okay. 5 reports thus far our advocacy engagement.

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00:13:23.129 --> 00:13:27.808

Daily living in employment, healthy, living, safety and security.

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00:13:27.808 --> 00:13:30.989

Nci and the Missouri quality outcomes.

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00:13:34.043 --> 00:13:47.543

We'll take a quick look at the Missouri quality outcome and advocacy and the engagement report as you can see this 1 was completed in June of 2021, and taking a quick look at the table of contents. You see, it covers in general, the Missouri quality outcomes. What is in.

120

00:13:50.068 --> 00:13:56.219

A general overview about the report and then more specifically we've got about self determination.

121

00:13:56.219 --> 00:14:00.359

Self advocacy guardianship supported decision making.

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00:14:00.359 --> 00:14:05.458

I'm going to skip 219 and at the.

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00:14:05.458 --> 00:14:12.058

Surveys that we were just talking about that are either mailed out or conducted in person or via Webex.

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00:14:12.833 --> 00:14:18.083

The data from this is included in this report so this is an example of the levels of guardianship.

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00:14:18.293 --> 00:14:28.134

So, the blue, like the 65% those are completed from the adult family surveys that were sent out and the orange, the 71%, which we got feedback of full guardianship.

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00:14:28.134 --> 00:14:36.264

Those were completed during the quality of services review, so that was from the NCI survey as we're going out and doing the QSRs.

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00:14:36.264 --> 00:14:44.453

So, like I said, from those 2 surveys, we can see a majority of individuals rather it was from the mailed in survey or the 1 completed in person.

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00:14:46.464 --> 00:14:57.384

65% and 71% limited guardianship, because this is up 10% for the 1Million surveys and 4% for those that were in person with the QSRs. And then, of course, no guardianship was at 22 and 25%.

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00:15:06.323 --> 00:15:16.374

Last, but not least, we're looking at as Lisa mentioned earlier about promoting self determination. 1 of the great ways about that is Kate.

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00:15:16.433 --> 00:15:27.683

Partly who is our coordinator she has helped develop and put together with you and Casey, these talking point series and all of these usually about 3 to 5 minutes long. There might be a few.

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00:15:27.683 --> 00:15:42.354

That are a little bit longer, but they have a lot of variation in teaching about our Missouri quality outcomes as well, self advocacy as you can see from the different episodes down there. Episode 1 is introduction to the Missouri quality outcomes.

132

00:15:42.594 --> 00:15:52.104

2 is. And at a glance, the episode 3 is on safety and security for healthy living. 5 is daily life and employment.

133

00:15:52.379 --> 00:16:03.269

And then we have, uh, 6, which is advocacy and engagement. So, like, 2, the 1st, 1, the quality outcomes is about 4 minutes long. So I'd like to go ahead. And, uh.

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00:16:03.269 --> 00:16:09.208

We'll have that play please, let me know if you can or cannot hear this.  
So.

135

00:16:14.759 --> 00:16:23.908

Welcome to the Missouri quality outcomes talking point series.

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00:16:23.908 --> 00:16:32.908

This series is designed to share information and resources. That may be important to you and your family to help you reach your personal goals.

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00:16:32.908 --> 00:16:38.668

Today we will be providing the 1st in a series of informational episodes.

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00:16:38.668 --> 00:16:41.729

Introduction to Missouri quality outcomes.

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00:16:43.913 --> 00:16:58.433

Is got to sit down and at least 2 interested in human

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00:16:58.433 --> 00:16:59.274

development.

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00:17:00.028 --> 00:17:03.149

What are the Missouri quality outcomes?

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00:17:03.149 --> 00:17:07.618

Missouri quality outcomes were created by people with disabilities.

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00:17:07.618 --> 00:17:19.378

Their families and professionals in the field, the Missouri quality outcomes are used to bring about discussion on areas important to your individual goals and quality of life.

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00:17:19.378 --> 00:17:29.729

Missouri division of developmental disabilities also uses the Missouri quality outcomes to identify areas in which services could be improved.

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00:17:31.288 --> 00:17:39.989

The 5 quality of life domains for individuals which were borrowed from Institute for human developments, charting the life course framework.

146

00:17:39.989 --> 00:17:43.769  
Our daily life and employment.

147  
00:17:43.769 --> 00:17:48.989  
What people do every day that is meaningful for them such as going to school.

148  
00:17:48.989 --> 00:17:53.519  
Working volunteering daily routines and life skills.

149  
00:17:53.519 --> 00:17:59.398  
Community living where, and how people live such as their home.

150  
00:17:59.398 --> 00:18:02.999  
Ways of getting around town and community involvement.

151  
00:18:04.078 --> 00:18:08.489  
Social and spiritual, how people are connecting with others.

152  
00:18:08.489 --> 00:18:12.929  
Such as their friendships, relationships, social activities.

153  
00:18:12.929 --> 00:18:15.929  
And faith communities that people may be involved in.

154  
00:18:15.929 --> 00:18:23.368  
Healthy living how people say well, and manage their health through choices related to mental health.

155  
00:18:23.368 --> 00:18:27.868  
Physical nutrition and access to health care providers.

156  
00:18:29.368 --> 00:18:35.308  
Citizenship and advocacy, how people form valued roles and society.

157  
00:18:35.308 --> 00:18:41.068  
Such as making meaningful choices, setting goals and taking personal responsibility.

158  
00:18:42.628 --> 00:18:54.148

Safety and security, how people are sane, informed about being safe and secure, such as emergency preparedness and planning as well as learning about abuse and neglect.

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00:18:54.148 --> 00:18:57.298

Individual rights and self advocacy.

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00:18:58.709 --> 00:19:05.459

Join us as we explore each life domain and related information that can help support you and your family.

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00:19:07.288 --> 00:19:13.739

Or more information about the Missouri quality outcomes, and the services and supports available.

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00:19:13.739 --> 00:19:18.929

Is it the Department of mental health division of developmental disabilities website?

163

00:19:18.929 --> 00:19:26.278

Image Mo, back up front slash D. V. dash disability.

164

00:19:27.628 --> 00:19:35.219

Please join us next time for the Missouri quality outcomes, talking point series episode, 2 and Atlanta.

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00:19:37.078 --> 00:19:44.308

This program is partially funded by the administration for community, living through the projects of national significance program.

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00:19:51.959 --> 00:19:56.999

Okay, so there, as we mentioned before, there are several.

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00:19:56.999 --> 00:20:00.653

There are up to 6 episodes, like, say, it's a dream maybe 5 minutes long.

168

00:20:00.834 --> 00:20:14.394

We encourage everyone to share this information with anybody and everybody to help with, do self advocacy, and just more information that we can share with the individuals that we provide services to the better.

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00:20:14.483 --> 00:20:17.243

So I will pass it back over to Lisa.

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00:20:24.808 --> 00:20:31.709

Thank you so much Trina please get our PowerPoint cut up here.

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00:20:31.709 --> 00:20:44.999

Absolutely, I love those videos. Caitlin did such a good job of helping put those together and they did a much better job of describing the outcomes than I did earlier. So absolutely. Refer to those. Um.

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00:20:44.999 --> 00:20:52.769

For future reference, if you need and make sure you share those with the individuals and the families that you're supporting as well.

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00:20:52.769 --> 00:21:06.269

Before we wrap up today, I just want to make sure that everybody knows that the division is once again, getting ready to take a look at the outcomes and they're gonna do this through a series of town hall forums.

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00:21:06.269 --> 00:21:12.929

Those are still being planned out, so we don't have dates yet, but that information will be rolled out through our.

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00:21:12.929 --> 00:21:27.179

Division blast, um, email blast that we have and and put into our newsletter. So, make sure you're looking for those because we really appreciate and value the feedback that we get from the self advocates, and the families that we work with. So.

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00:21:28.558 --> 00:21:32.519

And with that, I just want to remind everybody to.

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00:21:33.114 --> 00:21:42.834

Connect to the division so that you do stay up to speed with what's going on. We have our division email or system that I just talked about our website.

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00:21:42.834 --> 00:21:48.743

You can access our email blast there as well as check out our newsletter that's on line.

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00:21:49.229 --> 00:22:01.078

And we have just recently been upscaling our division Facebook page. So if you're a Facebook user, I strongly encourage you to go out find ours.

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00:22:01.078 --> 00:22:07.108

On Facebook and follow us there. We share a lot of information in that venue as well.

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00:22:09.328 --> 00:22:16.169

And the next Mo, DD, the webinar is scheduled for February 22nd.

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00:22:16.169 --> 00:22:31.138

1230 to 1, so grab your lunch and plan to join us for that event. And thank you so much Trina for your information and sharing that with folks Thank you to everyone who has joined on the webinar and look forward to seeing you next month.

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00:22:34.854 --> 00:22:45.354

And I see that Trina has put a lot of the links that we talked about into the chat. So if you want to check those out, you can. And I'm also going to send those.

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00:22:45.354 --> 00:22:54.923

We're gonna put those together and I'm going to send those to Kat, and she can post those as a separate document with the PowerPoint and presentation today when she puts those on the website.

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00:22:56.489 --> 00:22:58.619

Thank you all.