Support Coordination Alliance
Quality Measure Proposal
March 2021

The Alliance for the Betterment of Citizens with Disabilities (ABCD), Support Coordination Alliance (SCA) was formed in January 2014 at a time when the Department of Human Services initiated the fee for service system. The SCA member agencies employ over 250 professionals, represent 25% of people eligible for DDD services and are responsible for managing $180,625,013 budget dollars for those enrolled in DDD’s Supports and Community Care Programs.

Quality Measurement and Evaluation
The SCA recognizes that ensuring quality services is critical to the success of the fee for service system. Our measures are focused on ensuring that individuals with intellectual and developmental disabilities and their support systems receive the highest quality of Support Coordination service. We believe it is important to partner with DDD in developing these evaluative measures and recognize this is the first step in a collaborative process with DDD’s Support Coordination management team.

Measuring how well an individual is supported is essential in determining quality. It is our belief that the measures in the evaluation process should be as concrete as possible, leaving little room for subjectivity to the greatest extent possible. We recommend auditing a percentage of cases per year using a four-part holistic evaluation method that measures:

- Plan of Care Quality
- Case Management
- Customer Satisfaction
- Compliance

Plan of Care Quality
Properly created initial/annual plans and revisions are the foundation for effective Support Coordination. Ensuring accurate plan development is essential for quality implementation of services and supports. We feel the existing rubric provided by DDD is a good tool for evaluation. This evaluation measure should address:

- Outcomes and services:
  - Relate to the person’s interests and goals.
  - Address support needs
- Person Centeredness
- Plan is thorough and detailed – includes all required supporting documentation.
- Financially Sound
- Grammatically correct
- Minimum of Retroactive Changes/Lapses caused by SC agency due to wrong service or service dates.

We also suggest looking at the evolution of the plan over time, and how the agency has improved in their plan writing.
Case Management
Evaluating all elements involved in properly supporting individuals ensures quality case management. This evaluation measure should review:

- Monthly Monitoring Tools:
  - Monitoring Tools are completed and uploaded to the iRecord in a timely manner.
  - Address support needs and services identified by the Planning Team.
  - Follow up on issues identified in previous monitoring.
  - Are true and accurate documentation of contact type and dialogue.

- Incident Reporting
  - IR’s are properly documented and reported in a timely manner.
  - IR Follow up is conducted when required, as per policy.

- Case Notes:
  - Case notes are accurate and entered in a timely manner.
  - Follow up on On-call and Emergent case notes is completed.

- Supporting Documentation and Forms:
  - All required plan documentation is uploaded to iRecord.

Customer Satisfaction
The satisfaction of the individuals we support is paramount. We believe that each agency should be free to structure a survey in the format they find best, with a small set of universal questions determined by the Division. This survey’s relevant aggregate data will be submitted to the Division annually for inclusion in the overall evaluation of the agency. We feel this survey should only be a small part of the overall evaluation, keeping in mind that satisfaction surveys typically have low participation rates. Additionally, feedback can be provided on issues and topics that are out of the Support Coordinator’s control, such as Public Partnerships, Medicaid, and provider agency satisfaction.

Compliance
Adherence to the terms outlined in the Supports Program and Community Care Program Policies and Procedures Manual is an important evaluation benchmark, as they ensure a level playing field amongst support coordination agencies. Each agency should be evaluated on their compliance with the following policies and procedures:

- After-Hours Line
- Agency Grievance Procedure
- Qualification Requirements
  - Mandated Background and Exclusion Checks
  - Bachelor’s degree and continuing education trainings completion
- Policy and Procedure Manuals
- Staff Orientation, Training & Professional Development Tracking
- Completion of Financial Audits
- Support Coordinators are full employees of the company, not independent contractors.

Other Considerations

Appeals Process: In order to ensure a smooth implementation and a positive outlook on new quality measure evaluations, it is essential that an appeals process is in place for any findings on evaluations. Although it is important to make as much of the evaluation concrete, there will naturally be some subjectivity. The ability to appeal scores or findings to a neutral third party will ensure the accuracy of evaluations.
**Self-Reporting Evaluation**: As part of the evaluation process, agencies should be able to submit instances in which the agency or its staff has gone “above and beyond” to help an individual.

**Mentor & Quality Assurance Specialist Measures**: The quality of the agencies under a DDD Quality Assurance Specialist (QAS) or Mentor could be a reflection of QAS or Mentor performance. Quality can vary significantly between QA Specialists, and we believe SCAs should be surveyed on the quality of the support they receive from their QAS or Mentor.

**Conclusion**
The evaluation of quality is important in the delivery of any service funded by government, so the public has confidence that their money is being well spent. Developing equitable and fair quality measures for Support Coordination is especially critical because it is the access service on which all other services depend. Since Support Coordination agencies deliver services daily, we have a uniquely informed perspective that formed the basis of the proposed measures listed above. We look forward to working with the Division’s Support Coordination management team over the next few months to further define and implement a SC quality evaluation process for Fiscal Year 2022.