

DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES



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TO: Jacki Noonan, Case Management Supervisor
Aware, Inc.

FROM: Sheri Pullium, Quality Improvement Specialist
Developmental Disabilities Program

RE: Quality Assurance Review

DATE: April 22, 2008

Please find attached the Quality Assurance Summary Report of the Aware Case Management Review. The review was completed April 21, 2008 and covers the time period of August '07 thru March '08.

I had the pleasure of meeting with the four Missoula Case Managers and getting an update on the progress they have made since starting in August, building relationships with the individuals and families they serve and the work they have done collaborating with providers and other services and people in the community. There has been a lot of ground work and catch up Aware Case Managers had to do in the short time they have been on board with the DDP. It has been a very busy and exciting year for them undergoing a lot of changes. Many changes are on the horizon for the up coming year and I look forward to making those leaps with a very competent group of Case Managers.

Cc: Tim Plaska, Community Service Bureau Chief DDP
John Zeeck, Quality Assurance Specialist DDP
Perry Jones, Waiver Specialist DDP
Larry Noonan, CEO Aware, Inc.

Aware Inc. Case Management

Quality Assurance Annual Review Aug. '07 thru March '08

Case managers reviewed: Jake Henderson, FT; Stacy Fortner, FT; Stacey Bray, FT; Patrick Maddison, FT. Two files from each Case Manager (CM) were reviewed. One file representative of someone in services and one representative of someone receiving case management only. 2 additional files were pulled to determine a trend.

CM Supervisor: Jaci Noonan

Caseload sizes:

Jake: 30
Stacy F: 28
Stacey B: 31
Patrick: 30

The current Developmental Disability Program (DDP) and Montana State Legislature standard for case load size is 35 maximum for full time. Aware case managers are well below the maximum and meet this standard.

Standards for Consumers in services:

Contacts:

Case Management direct contacts (or face to face) are required by the DDP standards. For individuals in service the minimum direct contacts are 6 per year.

The six files reviewed for consumers in services had 10 or more face to face contacts documented. Well above the standard requirement. Aware CMs are actively involved in the lives of the individuals they support and developing those relationships with the individuals, the families and other natural supports.

Services Delivered per IP, Services Coordinated, Coordination of Resources, and Technical Assistance for the Waiver:

All files reviewed had documentation supporting that CM's were ensuring services are delivered according to the Individual Plan (IP) and that the CM was involved in coordinating those services and accessing resources available. Documentation supported that the CMs are knowledgeable about waiver services and provide technical assistance to providers, families and individuals when needed. The individuals reviewed and their CMs have been busy planning and moving into more independent and desired living arrangements, participating in the life of the community through recreation, working and making friends.

Protocols followed for Abuse/ Neglect/ Exploitation/Training provided in Abuse Reporting:

Of the files reviewed there was 1 with neglect concerns noted. This concern was reported and responded to as per DDP policy. Training is provided to their consumers, at minimum, annually thru their consent and rights form that is reviewed with their consumer each year at the IP. These forms cover the consumer rights being free from abuse, neglect, and exploitation, definitions and provides resources available in the case someone feels the need to report a concern. Having this in place meets the requirement that Case Managers are doing training in Abuse reporting.

Current IP, Client Survey and Waiver 5, Quarterly Reports:

Of the 6 files reviewed, 2 files contained current IPs, Client Survey, Waiver 5 and quarterly reports. 2 files were absent of the of the Client Survey and Waiver 5. 2 additional files pulled had all current forms present. Based on this data there is no concern of a trend.

Standards for Consumers with Case Management Services Only: Contacts:

All 4 of the files reviewed for consumers receiving case management only had more than the required 4 Direct or "face to face" contacts for the year. In addition to the direct contacts, many more indirect contacts were documented. This data is supportive information that Aware CMs are actively involved in the lives of the individuals they serve and responding to their needs thru community resources to help bridge the gap until DDP services can be accessed.

Services Coordinated, Coordination of Resources, and Technical Assistance for the Waiver:

All 4 files have documentation providing evidence that CMs are busy coordinating supports and assistance for the needs of the individuals. There is also evidence that CMs are knowledgeable in the resources available in the community and are accessing those resources whenever possible.

Protocols followed for Abuse/ Neglect/ Exploitation/Training provided in Abuse Reporting:

All 4 files include the Aware Rights and Consent forms that cover consumer rights to be free of abuse, neglect and exploitation, their definitions and resources for where to get help if a concern arises. This meets the requirement for training.

Current IP, Referrals:

Current Montana State Plan and CMS require IPs and referral updates to be done at a minimum annually and if there are any changes. Of the 4 files reviewed, all of them were on the planning lists. 2 of the files needed an updated referral. All 4 files included current IPs. It is very important that information is current for those on the planning list for DDP services. When screening committees come together to determine the best match for an opening, these referral information files are used to make those

determinations. Any change in circumstance can mean the difference of making it into the screening process or not.

Summary:

The Aware, Inc. Case Management is active and involved in promoting and advocating for the dreams of their consumers. They are assuring that the individuals they support are realizing the 7 Individual Life Outcomes, Autonomy, Affiliation, Attainment, Health and Wellness, Identity, Rights, and Safeguards, recognized by the Council on Quality and Leadership. They are meeting or exceeding expectations and standards of State and Federal requirements in Case Management.

The only concern from this review is for Referral files to be updated with the most current information and advocacy to give screening committees the best opportunity when screening for openings. With all of the intensive work Aware CMs have done in the short 8-9 months they have had, I have confidence that this will be resolved by the next QA review. No plan of correction necessary at this time.

Respectfully Submitted,

Sheri Pullium, Quality Improvement Specialist
Missoula DDP

Cc: Tim Plaska, Community Services Bureau Chief DDP
John Zeeck, Quality Assurance Specialist DDP
Perry Jones, Waiver Specialist DDP
Larry Noonan, CEO Aware, Inc.