

# Missouri Division of Mental Retardation and Developmental Disabilities

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## ■ ***Involving Self-Advocates in the Quality Assurance and Quality Improvement Process***

- *Missouri Alliance for Individuals with  
Developmental Disabilities*
- *System Breakthrough for Excellence Process*

*Dr. Anne Deaton, Director  
NASDDS Annual Meeting  
November, 2003*

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# **Missouri Alliance for Individuals with Developmental Disabilities (MOAIDD)**

## **Missouri's Consumer & Family Review Process**

# What is MOAIDD?

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- Statewide Volunteer Organization of Individuals with DD and Family Members (150 in 2003);
- Began as Task Force in 1994;
- Established by Code of State Regulation in 2000 (see brochure for details)

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# MOAIDD VISION:

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All Missourians of diverse backgrounds and abilities will be fully integrated into all aspects of society: culturally, economically, politically, and socially.



# MOAIDD Purpose

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- Monitor and make recommendations regarding improvements to the quality of life for Missourians with developmental disabilities, who are in residential placement through the Medicaid Waiver.

*The purpose is **not** to review local, state or federal standards*

# Quality of Life

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- What Quality of Life Can Mean
  - Home
  - Friends
  - Community
  - Work
  - Aspirations / Dreams

# Quality of Life Could Mean

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- Freedom of choice in all aspects of life;
- Ability to have and choose friends;
- Ability to choose where you live, work, and what you do for recreation;
- The opportunity to contribute to society;
- Being accepted and understood.

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# MOAIDD Process

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- Periodic visits (116 in 2003) by self-advocates or family members to consumer's residence;
- Standardized evaluation tools, developed by MOAIDD Board (available if interested);
- Report completed on each visit, including:
  1. observations;
  2. recommendations;
  3. overriding concern (not immediate danger)
  4. yellow flags (significant, but not immediate threat);
  5. red flag (immediate threat to health or safety—addressed immediately)

# MOAIDD Four Areas of Evaluation

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- **Regard For the Individual-** Control, relationships, community involvement, dreams, goals, enjoyment of home
- **Personal Growth-** Independence, choice, learning, sexuality, spirituality
- **Staff-**Staff skills and interaction, staff training
- **Physical Setting-**Exterior and interior of home, personalization, safety, adaptations

# Monitoring Follow-up

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- A follow-up report is requested on every visit, describing action taken regarding any recommendations, overriding concerns, and/or red/yellow flags.
- The person and their individual planning team complete the follow-up report.

# MOAIDD FY 03 Program Results

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## **Program Results:**

- **88% increase in number of visits in last fiscal year;**
- **37 new volunteers;**
- **100% follow-up reports**

## **Results for Persons:**

- **Two people visited became MOAIDD volunteers**
- **Several consumers joined self-advocacy groups**
- **Several moved into better homes (i.e., newer apartment, apartment with a yard for pet, apartment closer to public transportation)**

# Missouri's System Breakthrough for Excellence--Outcomes

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- Identification of current consumer groups and their desired care outcomes;
- Identification of gaps in service delivery;
- Closing above gaps;
- Identification of socio-demographic trends that predict changes in consumer profile;
- Financially feasible plan to meet changing consumer outcomes in next decade;
- Prioritized plan of proaction

# Common Themes Identified

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- Improve Access to Services Through Collaboration;
- Increase Consumer Choice and Control;
- Enhance Competence and Information for Staff

# Initiatives Identified Around Themes

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- Eleven (11) Initiatives Identified In Following Areas:
  1. Consumer Choice
  2. Employment
  3. Staff Training
  4. Development of Performance Measures
  5. Service Delivery Streamlining
  6. Crisis Intervention Services

# Other Points of Contact/Review for Self-Advocates/Family Members

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- Parent Policy Partners
- MoCAN—AmeriCorp Program through Vista (See Fact Sheet)
- Regional Advisory Councils
- Missouri Planning Council for Developmental Disabilities
- Partners in Policymaking