

## Fiscal Year 2023-2025 Quality Management Plan Overview of Quality Initiatives



### DHS Principles

All services will be: High Quality– reflecting best practices in case management, counseling, and treatment. Readily Accessible – in natural, least-restrictive settings; often community based. Strength Based – focusing on the capabilities of individuals and families; not their deficits. Culturally Competent – demonstrating respect for individuals, their goals, and preferences. Individually tailored and empowering – by building confidence and shared decision-making as routes to independence rather than dependency. Holistic – serving the comprehensive needs of families as well as individuals through tangible aid and a full continuum of services – information exchange; prevention; early intervention; case management and crisis intervention; after care.

The Office of Developmental Supports (ODS) Quality Management Plan is based on quality initiatives identified by the Office of Developmental Programs. Each Plan consists of activities designed to meet specific target objectives, all of which were developed by OID committees.

The following is an overview of the Fiscal Year 2023-2025 Quality Management Action Plans.

### Health, Wellness and Safety

From the ODP Everyday Lives 2022 Values in Action:

“Promoting physical and mental health, wellness, and personal safety for every individual and his or her family. Promoting physical and mental health means providing information about health and wellness, emotional support and encouragement. Tools that help every individual adopt a healthy lifestyle – including good nutrition, healthy diets, physical activity, and strategies to reduce and manage stress and protect oneself from all types of abuse and exploitation – must be provided.”

One of the most important ways to improve health, well-being and sense of security is by informing and educating people on maintaining a healthy lifestyle and identifying potential health risks.

The focus of the Health, Wellness & Safety Quality Management Action Plan includes promoting physical and mental health, wellness, and personal safety for participants and their families. This is done by ensuring participants are safe and secure in their homes and communities, taking into account their informed and expressed choice.

### Charting the Life Course

From the ODP Everyday Lives 2022 Values in Action:

“The vast majority of people with disabilities in Pennsylvania live with their families. Families need support in order to make an everyday life possible throughout the person’s lifetime. Families need information, resource, and training. They need connections with other families and support services. Listening to people with disabilities and their families is key to providing supports that help them achieve an everyday life.”

The focus of the Community of Practice Quality Management Action Plan is to support individuals and families utilizing the Life Course Framework by focusing on discovery and navigation, connecting and networking, and goods and services.

### Promote Racial Equity

From ODP Every Day Lives Matters 2022 – Values in Action:

Access to a quality, person centered, culturally competent system of supports and funding must be equally available regardless of race. Services must include planning over a life span and address racial disparities, including disparate outcomes.

The focus of the Promoting Racial Equity Quality Management Action Plan includes promoting understanding of the Allegheny County Administrative Entities role and responsibility associated with providing access to a quality, person centered, culturally competent system of supports to a racially and culturally diverse community.

## Technology

As stated in the ODP Everyday Lives Matter 2022 – Values in Action, People with disabilities are waiting for community services. The goal is to build a system having the capacity to provide services in a timely fashion for all people who need supports.

The focus of the Technology Quality Management Action Plan is to improve quality of life by increasing knowledge and use of remote supports and assistive technologies.

### The following two focus areas support the same overall Outcome and will be captured under one Quality Management Action Plan

#### Provide Community Services to Everyone (to be combined into one plan with Expand Options for Community Living)

As stated in the ODP Every Day Lives Matters 2022 – Values in Action, People with disabilities, whether living on their own, with families, or in institution are waiting for community services. The goal is to build a system having the capacity to provide services in a timely fashion for all people who need supports.

The focus of the Provide Community Services to Everyone Quality Management Action Plan is to increase Supports Coordination knowledge of housing resources/support options available in Allegheny County, including community offered and waiver funded.

#### Expand Options for Community Living (to be combined into one plan with Provide Community Services to Everyone)

As stated in the ODP Every Day Lives Matters 2022 – Values in Action, expand the range of housing options in the community so all people can live where and with whom they want to live. Listening to people with disabilities and their families, providers, and Support Coordinators will help people locate affordable and accessible housing, find housemates, and identify housing resources/supports and other government benefits that, when blended with natural supports, will promote an everyday life.

The focus of the Expand Options for Community Living Quality Management Action Plan is to increase Supports Coordination knowledge of housing resources/support options available in Allegheny County, including community offered and waiver funded.

## Contact Information:

If you are interested in additional information regarding the DHS Office of Developmental Supports Quality Management Plan, please contact:

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