



Quality Improvement Plan

2026

OUR VISION

At Kulanu, all people are recognized and valued for their abilities.

OUR MISSION

Our mission is to enable each individual to reach his or her full potential, empowering each one to become a participating and accepted member of society, with a good quality of life and a hopeful future.

OUR VALUES

Integrity – consistently truthful, dependable, professional and ethical

Equality – fairness in all opportunities

Dignity – deserving of respect and consideration

Distinction – pursuing excellence via world-class best practices

Diversity – encouraging inclusiveness

Kulanu is committed to the ongoing improvement of the quality of supports and services provided to our individuals. The purpose of this Quality Improvement Plan is to assist in developing protocols, policies and procedures that enforce and enhance overall quality. Kulanu strives to ensure continuous efforts from all agency personnel to prioritize supports that enhance quality of life.

Overview

The people involved in the development of the Quality Improvement Plan and person-centered initiatives include:

- Individuals we support- by providing feedback, reporting issues or service concerns and taking an active role in their supports, plans and outcomes
- Direct Support Professionals
- Executive Team
- Compliance Officer
- Quality Assurance Specialist
- Compliance Committee members
- Data and research
- Human resources staff

Quality initiatives include continual analysis of systems and practices, and evaluation of the effectiveness of system wide procedures.

Kulanu has a Corporate Compliance Committee that meets quarterly. One goal of the committee is to identify ways to improve the person-centered practices of the organization, and support our individuals in living their best life.



Kulanu strives to ensure compliance with current state and federal regulations and DQI quality indicators by adhering to a schedule of system wide reviews and audits.

Kulanu has always used the feedback received from staff, families, and the individuals we support as a way to identify areas for improvement and improve the quality of the services provided. The agency moved satisfaction surveys from a paper survey to an online format. This has allowed for a more efficient means of data collection and analysis and allowed respondents to remain anonymous if they choose. This has also greatly improved response rate from the individuals we support and their families.

Three areas from these quality improvement goals and initiatives have been identified for focus in 2025. The agency has numerous other ongoing objectives. Although regulatory standards are satisfied, Kulanu has identified aspects that could be enhanced. On a yearly basis, no less than two areas will be identified for target and focus follow-up, and other goals may be added at any point based on discoveries or the needs of the agency.

In the year 2025, notable progress was made in the areas of self-advocacy, employee evaluation, and staff retention. With regards to self-advocacy, the individuals attained various degrees of progress by attending the scheduled self-advocacy meeting in the Day Habilitation Program, choosing their topic of discussion, and signing the sheet of meeting minutes to confirm their attendance. In the employment services, the individuals participated in minimal self-advocacy activities. More effort is required to ensure self-advocacy opportunities are provided to all individuals in Kulanu's OPWDD programs. The areas of employee evaluation and staff retention efforts require additional administration follow-up. Thus, these areas will continue to remain an area of focus on the agency's quality improvement plan.

Focus areas identified in 2026: self-advocacy, employee evaluation, and staff retention.



Quality Improvement Goals and Initiatives

Self-Advocacy and personal Outcomes- Focus Area for 2026

Activity	Metric
Enhance self-advocacy efforts ○ Recruit additional members to self-advocacy group	- Increased meeting attendance, especially for those supported by the Employment Division.

Employee Evaluations- Focus Area for 2026

Activity	Metric
Develop a plan for informal feedback systems to enhance and reinforce employee competence	- Improved ratings across evaluations - Increased satisfaction for staff

Staff Retention- Focus Area for 2026

Activity	Metric
Create procedure and format for “Stay and Retention” surveys	- Decreased vacancy rates - Increased satisfaction for staff
Distribute “Stay and Retention” Surveys	
Explore new method of providing ongoing staff development opportunities to employees at all levels of agency	



Ongoing Objectives

Training Program

Activity	Metric
Explore possibility of an agency trainer	- decreased number of incidents - Increased satisfaction of staff and supported individuals - Increased quality of services as evidenced by a review using DQI's review manuals
Create more efficient method for maintaining/tracking training records- explore utilizing UKG platform	

Person-Centered Planning

Activity	Metric
Create new training curriculum for person-centered planning with content focused on those that develop and monitor services and supports and separate content for those that provide direct service.	- Increased satisfaction of staff and supported individuals - Increased quality of services as evidenced by a review using DQI's review manuals
Develop plan for providing ongoing training in this area, rather than annually. Explore outside seminars and trainings.	
Create Conflict of Interest Policy pertaining to person-centered planning in line with DQI's Agency Protocol Manual	
Develop more formal approach for assigning staff based on consideration of individual's needs, goals, interests, and abilities. Possibly include in Person-centered training for staff that develop and monitor services.	

Individual and Family Handbooks/Annual Packets

Activity	Metric
Enhance Communication- create method for collecting preferred contact methods from individuals at admission and annually thereafter.	- Increased satisfaction for individuals supported - performance on Agency Review survey from DQI
Explore new method of distributing material- online vs. email or newsletter platforms	

Facilitating Connections

Activity	Metric
Create a formal method for working collaboratively with other community organizations, to develop the role of Kulanu in the community, to foster opportunities for individuals. Possibly provide information as part of person-centered training.	- Increased satisfaction for individuals supported - Increased number of community connections and higher community involvement
Create a formal method to support employees to develop social networks and community connections for individuals and/or enable individuals to build their own social networks and community connections. Possibly provide information as part of person-centered training.	



Agency Management

Activity	Metric
Develop training/material to support leadership to be culturally competent in the diversity of supported individuals.	- number of people trained
Create a Board Handbook to ensure compliance with state and federal regulations and quality indicators of DQI's Agency Protocol Manual.	- performance on Agency Review survey from DQI - Increased involvement between board and programs

Intake/Admissions Process

Activity	Metric
Review current intake/admissions documents. Revise process and documents to ensure quality indicators from DQIs Agency Protocol Manual are met.	- Increased satisfaction for individuals supported - performance on Agency Review survey from DQI
As part of admissions process, include policy/procedure for ensuring regular and timely communication with individuals and families/advocates, per the individual's preferences.	

Van Safety

Activity	Metric
Explore more efficient means of recording and tracking vehicle information (i.e., mileage logs, maintenance)	- Increased satisfaction of staff - Decreased number of vehicle related incidents



Communication

A critical component of the Quality Improvement Plan is effective communication with the people we support, their families and advocates, staff, agency leadership, and the Board of Trustees. Quality improvement goals and person-centered initiatives are communicated across the organization in various ways to ensure day-to-day activities align with the agency's mission and quality improvement practices. The Quality Improvement Plan is available on Kulanu's website.

Quality Improvement Plan Approval

The Kulanu Quality Improvement Plan is developed through feedback from the people we support, programs, compliance and quality staff and reviewed by the Compliance Officer and Executive Director. Goals and metrics are determined based on activities identified through feedback on satisfaction surveys, compliance and quality reviews, identified trends and other various agencywide initiatives. The goals stated in the Quality Improvement Plan are all designed to assist the people we support with living their best life, while maintaining their health and safety.

Progress on quality improvement goals and outcomes are measured through various means. Higher levels of overall satisfaction, reduction in incidents, improved performance in quality and compliance internal and external audits, and staff retention all speak to the effectiveness of the agency's Quality Improvement Plan. Goals will be adjusted based on outcomes and feedback from the people we support, families, and staff.

The Quality Improvement plan will be reviewed, in its entirety, on an annual basis by the Compliance Officer and Executive Director. The plan is adjusted based on the outcome measures identified, the ever-changing needs of the people supported and organization, the available resources, and OPWDD regulation and guidance. The plan will be presented to the Board of Trustees on an annual basis for review and approval and posted on Kulanu's website. The focus of the Quality Improvement Plan is to assist the people we support with achieving their personal goals and aspirations, and overcoming any challenges identified.

