

**Action Plan for Quality Improvement Plan**

**Sept 2023- Sept 2024**

Purpose- To provide a timeline, tracking and verification for measuring metric and target dates as outlined in the Quality Improvement Plan.

**Self-Advocacy & Personal Outcomes**

Areas/Activity	Metric	Target Date	Status- Met/ Unmet/In progress/Delay	Achievement	Rationale/Follow up recommendations	Responsible Persons
<p><b>Self-Advocacy &amp; Personal Outcomes</b></p> <p>I. Enhance self-advocacy efforts</p> <p>o Develop new topics for Self-Advocacy Group</p> <p>o Recruit additional members to self-advocacy group</p> <p>II. Create newsletter or process for routine emails featuring self-advocacy topics/education and resources to participate in local, regional, and statewide self-advocacy meetings</p> <p>III. Create a more efficient method for collecting Personal Outcome Measures data</p>	<p>I &amp; II. - Increased number of topics covered pertaining to education of individual rights and advocacy</p> <p>- Increased meeting attendance</p> <p>III. - Increased response rate</p>	<p>I. December 2023</p> <p>II. February 2024</p> <p>III. November 2023</p>	<p>In progress</p>	<p>I &amp; II Generally, have a quarterly scheduled meeting with the participants</p> <p>Meetings held within day program hours</p> <p>Meetings held with the individuals that attend the day program &amp; solely based on day program attendance</p> <p>Recently 3 new individuals joined the day hab program. The option to participate in self advocacy group was offered to them.</p>	<p>I &amp; II. Management should work with the individuals to develop a list of topics of interest and current affairs.</p> <p>Management should explore mechanism to get feedback from the individuals concerning topics that will interest them.</p> <p>Management should explore options on how to offer and include other individuals (CPV, SEMP &amp; Pathways) that are not day program individuals to diversify and represent the various OPWDD programs that are offered in the agency.</p> <p>Management should review the meeting time for the self-advocacy group to ensure it is appropriate for the various individuals</p>	<p><b>Day Hab Management (Dina, Simone &amp; Farrah)</b></p>

			<p>Self-Advocacy group meets every quarter but no set time</p> <p>Simone currently takes attendance and writes the meeting minutes. A staff person is assigned to have the individuals sign in.</p> <p>III- Pending review</p>	<p>currently receiving OPWDD services within the agency.</p> <p>Management should consider a set schedule and time frame for each quarterly, self-advocacy meeting based on the individuals chosen.</p> <p>Management should consider options for allowing individuals to have and play active roles within the self-advocacy group. i.e., President, Secretary etc. in an effort to encourage individual driven objectives and promote independence.</p> <p>Management should explore options to involve individuals with attendance, writing meeting minutes and signing in. This will help foster ownership and promote independence</p> <p>III- Pending review</p>	
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## Training Program

Areas/Activity	Metric	Target Date	Status-Met/ Unmet/In progress/Delay	Achievement	Rationale/Follow up recommendations	Responsible Persons
<p>I. Conduct a thorough review of all training material and delivery systems. Revise all training materials to ensure compliance with state and federal regulations.</p> <p>II. Explore possibility of an agency trainer</p> <p>III. Create more efficient method for maintaining/tracking training records- explore utilizing UKG platform</p>	<p>I. decreased number of incidents</p> <p>II. Increased satisfaction of staff and supported individuals</p> <p>III. Increased quality of services as evidenced by a review using DQI's review manuals</p>	<p>I. Ongoing throughout 23-24</p> <p>II. 2024</p> <p>III. 2024</p>	Pending Review	Pending Review	<p>I &amp; II. A meeting will be scheduled with OPWDD Services Management Team to discuss and review current training plans.</p> <p>I &amp; II. Review of current agency training materials and comparing them to OPWDD standard based on the OPWDD Agency Protocol Manual.</p> <p>II. Discuss findings of the agency training methodology with administration to determine and make recommendation for agency trainer, if needed.</p>	<p>Simone Farrah Gayle Gbenga</p>



## Person-Centered Planning

Areas/Activity	Metric	Target Date	Status-Met/ Unmet/In progress/Delay	Achievement	Rationale/Follow up recommendations	Responsible Persons
<p>i. Create a new training curriculum for person-centered planning with content focused on those that develop and monitor services and support and separate content for those that provide direct service.</p> <p>ii. Develop plan for providing ongoing training in this area, rather than annually. Explore outside seminars and</p>	<p>I. Increased satisfaction of staff and supported individuals</p> <p>II. Increased quality of services as evidenced by a review using DQI's review manuals</p>	<p>I &amp; II. Ongoing throughout 23-24</p>	<p>Pending Review</p>	<p>Pending Review</p>	<p>I &amp; II. A meeting to be scheduled with the Management Team that focuses on the current services and support that are offered by the agency.</p> <p>Explore various training that OPWDD offers on Person-Centered Planning and revise them to fit the current need specifically for the agency.</p> <p>Incorporate practical exercises with the individual's teams and case studies that will lay more emphasize on PCP.</p>	<p>Simmons Farrah Dina Gbenga</p>

<p>training courses.</p> <p>III. Create Conflict of Interest Policy pertaining to person centered planning in line with DQI's Agency Protocol Manual</p> <p>IV. Develop a 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</p>		<p>III. November 2023</p> <p>IV. Ongoing throughout 23-24</p>			<p>Determine and develop evaluation metrics that will aid in review and feedback on training provided.</p> <p>III. QA will review OPWDD Conflict of interest policy and revise it to meet the current agency standards.</p> <p>IV. Based on outcome of I, II &amp; III, Staff Skill assessment will be developed, and the matching process based on the outcome of the assessment will be explored including the compatibility of the individual's preferences and desires versus staff personalities and attitude.</p>
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develop and  
monitor  
services

On an ongoing  
basis feedback  
mechanism will be  
developed to  
nurture growth  
and determine  
progress.

**Employee Evaluations**

Areas/Activity	Metric	Target Date	Status- Met/ Unmet/ In progress/ Delay	Achievement	Rationale/Follow up recommendations	Responsible Persons
<p>I. Create and administer new forms for employee evaluations.</p> <p>II. Complete 30, 60, and 90-day reviews for all new hires</p> <p>III. Develop a plan for informal feedback systems to enhance and reinforce employee competence</p>	<p>I. Improved ratings across evaluations</p> <p>II. Increased satisfaction for staff</p> <p>III. Decreased number of incidents</p>	<p>December 2023</p> <p>March 2024</p>	<p>Pending Review</p>	<p>Pending Review</p>	<p>I &amp; II. Review with the HR administration the major highlights of a standard employee eval form that meets OPWDD threshold which includes- Job performance indicator, clear goals that the employee has/will meet, core competencies required to function in the area, responses to required training and development, areas of improvement and an overall rating.</p> <p>II. Develop a tracking system to determine new hire evaluations and monitoring</p>	<p>HR Dept.</p>





**Staff Retention**

Areas/Activity	Metric	Target Date	Status- Met/ Unmet/ In progress/ Delay	Achievement	Rationale/Follow up recommendations	Responsible Persons
<p>I. Create procedure and format for "Stay and Retention" surveys.</p> <p>II. Distribute "Stay and Retention" Surveys</p> <p>III. Implementation of Kulanu's "Morale Boosting Plan"</p> <p>IV. Explore new method of providing ongoing staff development opportunities to employees at all levels of agency</p>	<p>- Decreased vacancy rates - Increased satisfaction for staff</p>	<p>I. 2024</p> <p>II. 2024</p> <p>III. Ongoing throughout 23-24</p> <p>IV. January 2024</p>	<p>Pending Review</p>	<p>Pending Review</p>	<p>Pending Review</p>	<p>Pending Review</p>

**Individual and Family Handbooks/Annual Packets**

Areas/Activity	Metric	Target Date	Status- Met/ Unmet/In progress/Delay	Achievement	Rationale/Follow up recommendations	Responsible Persons
<p>I. Determine relevant information for inclusion in handbook to maintain compliance with state and federal regulations and quality indicators of DQI's Agency Protocol Manual (e.g., individual rights, incident management policies, grievance procedures, agency mission and goals, etc.)</p> <p>II. Enhance Communication- create method for collecting preferred contact methods from</p>	<p>I. Increased satisfaction for individuals supported.</p> <p>II. performance on Agency Review survey from DQI</p>	<p>November 2023</p>	<p>Pending Review</p>	<p>Pending Review</p>	<p>Pending Review</p>	<p>Pending Review</p>



## Facilitating Connections

Areas/Activity	Metric	Target Date	Status- Met/ Unmet/In progress/Delay	Achievement	Rationale/Follow up recommendations	Responsible Persons
<p>I. Revise Natural Supports training material.</p> <p>II. 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 personcentered training.</p> <p>III. Create a formal method to support employees to</p>	<p>I. Increased satisfaction for individuals supported.</p> <p>II. Increased number of community connections and higher community involvement</p>	<p>Ongoing throughout 23-24</p>	<p>Pending Review</p>	<p>Pending Review</p>	<p>Pending Review</p>	<p>Pending Review</p>



**Agency Management**

Areas/Activity	Metric	Target Date	Status- Met/ Unmet/ In progress/ Delay	Achievement	Rationale/ Follow up recommendations	Responsible Persons
<p>I. Develop training/material to support leadership to be culturally competent in the diversity of supported individuals.</p> <p>II. Create a Board Handbook to ensure compliance with state and federal regulations and quality indicators of DQI's Agency Protocol Manual.</p>	<p>I. Number of people trained.</p> <p>II. performance on Agency Review survey from DQI</p> <p>III. Increased involvement between board and programs</p>	<p>I. Ongoing throughout 23-24</p> <p>II. 2024</p>	<p>Pending Review</p>	<p>Pending Review</p>	<p>Pending Review</p>	<p>Pending Review</p>

**Intake/Admissions Process**

Areas/Activity	Metric	Target Date	Status- Met/ Unmet/In progress/Delay	Achievement	Rationale/Follow up recommendations	Responsible Persons
<p>I. Review current intake/admissions documents. Revise process and documents to ensure compliance with state and federal regulations and quality indicators from DQIs Agency Protocol Manual.</p> <p>II. As part of admissions process, include policy/procedure for ensuring regular and timely communication with individuals and families/advocates, per the individual's preferences</p>	<p>I. Increased satisfaction for individuals supported.</p> <p>II. performance on Agency Review survey from DQI</p>	<p>October 2023</p>	<p>Pending Review</p>	<p>Pending Review</p>	<p>Pending Review</p>	<p>Pending Review</p>



**Van Safety**

Areas/Activity	Metric	Target Date	Status- Met/ Unmet/In progress/Delay	Achievement	Rationale/Follow up recommendations	Responsible Persons
<p>I. Explore more efficient means of recording and tracking vehicle information (i.e., mileage logs, maintenance)</p> <p>II. While information is given to staff as new safety alerts have arisen, consider revising annual vehicle safety training.</p>	<p>I. Increased satisfaction of staff</p> <p>II. Decreased number of vehicle related incidents</p>	<p>I. December 2023</p> <p>II. Ongoing throughout 23-24</p>	<p>Pending Review</p>	<p>Pending Review</p>	<p>Pending Review</p>	<p>Pending Review</p>

