



Improving lives THROUGH  
supports and services  
THAT FOSTER self-determination.

# Using NCI for Quality Assurance: Missouri's Living Well Initiative

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# Current Need

- 👤 The Missouri Division of Developmental Disabilities (DDD) serves over 36,000 individuals with IDD, including 18,000 who receive targeted case management only.
- 👤 MO has 86 county boards that provide support coordination, person centered planning, quality assurance, and funding and program support to local community-based service providers.
  - 👤 While this system provides many benefits, it poses challenges with quality assurance:
    - 👤 Each county board is responsible for data collection and daily oversight.
    - 👤 Counties have varying capacity for collecting, integrating, and using data.

# Overall Goal

- 👤 Develop, test, and implement a coordinated comprehensive system of community monitoring and capacity building to improve the quality of HCBS and increase the independence, integration, safety, health, and well-being of individuals with IDD living in the community.
  - 👤 Enhance state and county level structures for monitoring and capacity-building and shape decision-making to benefit of people with IDD.
  - 👤 Build on current quality assurance initiatives being conducted by UMKC-IHD with the Missouri DDD and other state agencies nationwide.
  - 👤 Establish a usable statewide dashboard of county level data that integrates social determinants of health and state DD HCBS requirements for making local decisions.



# Project Partners

## State Partners

UMKC Institute for Human  
Development  
MO Division of DD  
People First of MO  
MO DD Council  
MO Protection & Advocacy  
MO Association of County DD  
Services  
MO Family-to-Family

## National Partners

Human Services Research  
Institute  
National Community of  
Practice on Supporting  
Families  
National Association of State  
Directors of Developmental  
Disabilities Services



## Pilot Living Well County Collaboratives

Abilities First, Boone County Family Resources, Jasper County  
Sheltered Facilities Services, Learning Opportunities/Quality Works,  
Inc., Progressive Community Services, Eitas

# Stages of Living Well Missouri Model Development



Stage	Description
#1. Model Development (Year One)	Identify and finalize performance measures, develop data visualization dashboard system, and finalize the capacity building plan.
#2. Pilot Model (Years One and Two)	Pilot the monitoring and capacity building model with 6 County Collaboratives.
#3. Refine Model (Year Three)	Revise model based upon outcome and evaluation data from initial pilot and develop tools and resources that support larger scale implementation.
#4. Scale Up Model (Years Three and Four)	Scale Up the community monitoring and capacity building model with an additional 5 County Collaboratives.
#5. Disseminate and Sustain Model (Year Five)	Develop replication products (e.g. curricula, data tools, replication guides), disseminate within remaining counties in Missouri and nationally, and finalize county and state level sustainability plans.

# Living Well Missouri Model Objectives

Objective 1

- Engage Diverse Partners in the design, implementation, and replication of the model.

Objective 2

- Develop and implement a coordinated system for monitoring safety, health and well-being of individuals with DD living in a variety of community settings.

Objective 3

- Design, identify, and implement a range of evidence-based practices and innovative strategies, including training for direct service professionals and HCBS providers, designed to improve services in the community.

Objective 4

- Disseminate results, products, and replication information statewide and nationally.

Objective 5

- Sustain the model system of community monitoring and capacity building.

# Objective 2

## **Develop and implement a coordinated system for monitoring safety, health and well-being of individuals with DD living in a variety of community settings.**

- 👤 This objective includes the data visualization dashboard, which will centralize data sources that indicate high priority risk areas and identify areas for training.
- 👤 To begin gathering information on the dashboard, the following sources were crosswalked:
 

👤 Charting the Lifecourse's Life Domains	👤 Missouri Quality Outcomes Survey data
👤 Missouri Quality Outcomes	👤 Statewide Initiatives/Groups
👤 Social Determinants of Health	👤 Statewide Public Data Sources
👤 NCI data	👤 National Public Data Sources

# Example

Charting the Lifecourse (UMKC)	DDD Missouri Quality Outcomes	Social Determinants of Health (Healthy People 2020)	NCI Questions
<p><b><u>Daily Life &amp; Employment</u></b> What a person does as part of everyday life – school, employment, volunteering, communication, routines, life skills</p> <ul style="list-style-type: none"> <li>• Education</li> <li>• Employment</li> <li>• Individual and Family Life</li> </ul>	<p>People participate in meaningful daily activities of their choice This outcome is designed to support individuals to make informed choices and encourage self-determination in pursuing daily activities of their choice while exploring the full range of options; including employment, volunteering, use of free time and participating in activities of their choice. Outcomes/Supports should be individualized to assist in achieving maximum potential.</p>	<p><u>Economic Stability:</u></p> <ul style="list-style-type: none"> <li>• Poverty</li> <li>• Employment</li> <li>• Food Security</li> <li>• Housing Stability</li> </ul> <p><u>Education:</u></p> <ul style="list-style-type: none"> <li>• High School Graduation</li> <li>• Enrollment in Higher Education</li> <li>• Language &amp; Literacy</li> <li>• Early Childhood Education &amp; Development</li> </ul> <p><u>Neighborhood &amp; Built Environment:</u></p> <ul style="list-style-type: none"> <li>• Access to Healthy Foods</li> </ul>	<ul style="list-style-type: none"> <li>• Is community employment a goal in this person's service plan?</li> <li>• Do you have a paid job in the community?</li> <li>• If no, would you like to have a job in the community?</li> <li>• Do you like working there (at paid job in the community)?</li> <li>• Who chose (or picked) the place you work?</li> <li>• Would you like to work somewhere else?:</li> <li>• Average length of employment in current paid community job:</li> <li>• Four most common job industries</li> <li>• Do you go to a program or workshop?</li> </ul>

# Objective 4

## Disseminate results, products, and replication information statewide and nationally.

- 👤 Thus far, results and information have been disseminated via At-a-Glance Reports.
  - 👤 Based on NCI's At-a-Glance Reports and modified to showcase the Missouri Quality Outcomes. 4 reports released so far:
    - 👤 NCI and the Missouri Quality Outcomes: outlines all 7 Outcomes with relevant NCI and Missouri Quality Outcomes survey data.
    - 👤 MO Quality Outcome: Safety & Security: crosswalks the NCI Predictors of Abuse and Neglect with NCI and Missouri Quality Outcomes Survey data and the Power and Control Wheel and Equality Wheel.
    - 👤 Missouri Quality Outcomes Full Report: crosswalks all of the Outcomes with all available NCI data.
    - 👤 MO Quality Outcome: Citizenship & Advocacy: explores the topics of self-determination, self-advocacy, guardianship and Supported Decision-Making, along with relevant NCI data.

# Example from Safety & Security At-A-Glance Report

## NCI Predictor #1: Social Isolation

### Power & Control Wheel

#### ISOLATION:

Controlling access to friends, family, and neighbors. Controlling access to phone, TV, news. Limiting employment possibilities because of caregiver schedule. Discouraging contact with the case manager or advocate.

### NCI Child Family Survey

81% spend time with children who do not have developmental disabilities

### NCI Adult Family Survey

69% have friends other than family or paid staff

### Equality Wheel

#### INVOLVEMENT:

Encouraging personal relationships. Assisting in gaining access to information and employment. Facilitating involvement within residence and job site. Encouraging contact with the case manager or advocate.

# Objective 4

- 👤 As we disseminate information, we want to make sure we provide different types of accessible formats.
- 👤 DDD and UMKC-IHD have partnered to create a series of videos and podcasts—based on the At-a-Glance Reports.
  - 👤 The first series will focus on Safety & Security, with podcasts/videos on individual rights and each of the NCI Predictors of Abuse and Neglect.

# Questions?



## Missouri Department of Mental Health Division of Developmental Disabilities

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# Resources

- 👤 DDD's Missouri Quality Outcomes At-a-Glance Reports:  
<https://dmh.mo.gov/dd/qa/nci.html>
- 👤 Missouri Division of Developmental Disabilities:  
<https://dmh.mo.gov/dd/>
- 👤 Missouri Quality Outcomes:  
<https://dmh.mo.gov/dd/docs/missourqualityoutcomes.pdf>
- 👤 NCI Predictors of Abuse and Neglect Case Example:  
[https://www.nationalcoreindicators.org/upload/core-indicators/Abuse Neglect Case Example formatted Final.pdf](https://www.nationalcoreindicators.org/upload/core-indicators/Abuse%20Neglect%20Case%20Example%20formatted%20Final.pdf)
- 👤 Power and Control Wheel:  
<http://www.ncdsv.org/images/DisabledCaregiverPCwheel.pdf>
- 👤 Equality Wheel:  
<http://www.ncdsv.org/images/DisabledCaregiverEqualitywheelNOSHADING.pdf>