

CQL ACCREDITATION: RED RIVER HUMAN SERVICES FOUNDATION FARGO, NORTH DAKOTA *On Site Visit Summary – Visit Three (3): Integrated Quality Management*

Visit 3 of Red River Human Services Foundation in Fargo, North Dakota was completed August 24 – 25, 2010. The organization provides supports and services in both Fargo and in Wahpeton which is approximately fifty-five miles to the southeast of Fargo. During Visit 3, CQL staff examined Personal Outcome Measure interview data and organizational response to that data, review of actions taken by the organization in response to the Partnership Agreement and Good Faith Agreement, review of actions taken by the organization in response to Visit 2, joint review of Factor 10 / Quality Enhancement / Basic Assurances data sets and organizational response to that data, as well as site visits, conversations with people supported by the organization and parents as well as a focus group with persons supported by the organization.

The Personal Outcome Measure (POM) data were jointly reviewed, discussed and analyzed. The organization does aggregate Personal Outcome Measure Data and has collected and aggregated data since 2007. Data collected prior to July of 2008, however, is not pure data as prior year results were not purged from the data base as new data was entered. The organization now purges data quarterly from the past year as new Personal Outcome Measure data results are added into the data base. The organization also utilizes several processes to insure the integrity of their data which include quarterly meetings of case managers to discuss interview techniques and results. The organization currently has data that shows very positive outcomes for people and supports present. The only Personal Outcome Measures with aggregate data below the eightieth percentile are

- 1) People choose where and with whom they live (37.4%),
- 2) People choose where they work (61.8%),
- 3) People live in integrated environments (35.8%),
- 4) People perform different social roles (61.8%), and
- 5) People realize goals (65.9%).

Only three supports fall below the eightieth percentile and are

- 1) People choose where they live (55.3%),
- 2) People choose where they work (70.7%) and
- 3) People live in integrated environments (52.0%).

The organization has utilized this data to focus on and stress the importance of choice, offering options to people, being creative in living and work / volunteer options, and the focus in staff meetings of the development and bridging of social capital for people. The organization now compares its Personal Outcome Measure data on an annual fiscal year basis to the prior year to assess its performance. When necessary, the organization directs resources as necessary in an effort to improve the quality of life for people which is reflected in Personal Outcome Measure data and is now seeing some success and improvements in these outcomes and supports as result of its efforts.

Actions taken by the organization in response to the Partnership Agreement, Good Faith Agreement and Visit 2 results were also jointly reviewed and discussed. As a result of a LENS conducted by organizational staff in Wahpeton in September of 2008 and a LENS conducted by CQL staff in Fargo in June of 2009, the organization identified priorities for community initiatives in Fargo and Wahpeton. These priorities included employment, decent affordable housing, affordable public transportation, recreation and leisure activities, and greater access to dental and eye care. To address these priorities and community needs, organizational members utilized several strategies to address the identified priorities. These strategies include:

- Collaboration and cooperation with the medical community to increase the availability of quality psychiatric services for all people in the Wahpeton area.
- Collaboration, cooperation, and partnership with city leaders and county Social Services staffs to expand and diversify affordable transportation options for all people in the Wahpeton area.
- Collaboration, cooperation, and partnership with city leaders to promote decent and affordable housing for all people in Wahpeton.
- The organization is actively involved as a member of the statewide provider organization to address the lack of dental care for persons in North Dakota who must use Medical Assistance to pay their bill. Currently there exists a severe shortage of dentists who will accept Medical Assistance as payment due to the allowable cost paid to provider as well as the length of time to receive payment.

In its efforts to increase Responsiveness to People, Red River Human Services Foundation has taken the following actions:

- Providing individual supports and financial assistance to individuals. In one situation, a woman with significant medical challenges was in great need. Her needs were addressed rapidly and this support also resulted in the receipt of her first paycheck.
- A new four apartment complex was built to provide housing for people with significant behavioral challenges. These four apartments provide the opportunity for a person to live alone should that be the best approach for that person.
- The use of the Therap data base continues to provide an excellent avenue for communication among families, staff, and professionals; for aggregating data concerning each person; and for providing demographic data concerning people supported by the organization.
- The use of technology has very positively impacted the ability of Red River Human Services Foundation to increase its Responsiveness to People through the increased use of conference calls, increased responsiveness to incident reports and other concerns or issues, emails, and its ability to attract qualified applicants.

The Basic Assurances / Factor 10 system was also jointly reviewed by Red River Human Services Foundation and CQL staffs for each of the nine (9) factors during the quarterly meeting of the Quality Enhancement Steering Committee. This committee meets to review information and data compiled by various staff. The members of the Quality Enhancement Steering Committee include persons supported by the organization, board members, family members and organizational staff.

Red River Human Services Foundation staffs collect a large volume of pertinent data currently in the areas of Basic Assurances Factors of:

- Rights Protection and Promotion
- Dignity and Respect
- Natural Support Networks
- Protection from Abuse, Neglect, Exploitation and Mistreatment
- Best Possible Health
- Safe Environments
- Staff Resources and Supports
- Positive Supports and Services
- Continuity and Security

Data collected for each factor is carefully discussed and analyzed by this committee with decisions being made based upon the data presented. Recommendations and/or requests for additional information are then made as appropriate for organizational members to act upon. This committee also examines Workers Safety and Insurance (Workers' Compensation) data and its impact upon employees as well as the corresponding impact upon the lives of people as well as the supports and services provided.

Site visits, conversations with people supported by the organization, family members, and a focus group of persons supported by the organization affirmed and confirmed the efforts being made by the organization and the challenges it continues to address.

Suggestions and recommendations for Red River Human Services Foundation to consider include:

- On-going assessment by the organization and the Quality Enhancement Steering Committee of all current data sets to determine:
 - The continued usefulness of each data set to the organization based upon mission, vision, values and regulatory requirements
 - The relevance of each data set to the one or more of the nine (9) Factors in Basic Assurances.
 - Relevance of each data set to Personal Outcome Measure data results

Red River Human Services Foundation is commended for:

- The commitment of the organization and its members to the welfare of all people
- Its efforts, especially in the Community Life initiatives it has undertaken as each will have a positive impact on the lives of all people which include affordable housing and transportation
- The partnerships and relationships that have been established with civic, community, and educational leaders which will continue to positively impact the lives of all people
- Its responsiveness to persons with developmental disabilities through
 - Individual support of people in crisis
 - Providing housing options for persons with significant behavioral challenges
 - Utilizing Personal Outcome Measure data to direct organizational focus

- A comprehensive understanding of each person and a positive support approach for each.
- The support and training of staff which has resulted in great longevity of staff , often exceeding ten to fifteen years of service
- Its comprehensive approach to quality and the its use of data as an integral component of the evaluation of quality in all of its aspects

CQL Accreditation with the *Quality Measures 2005*[®] is a four-year term and is awarded to organizations meeting a set of stringent criteria. CQL Accreditation includes an ongoing partnership and periodic on-site visits throughout the four years.