

DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES



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March 11, 2008

Mary Marta, CEO
Mainstream Independent Living Services Inc.
82 Meriwether Avenue
Bozeman, MT 59718

Dear Ms. Marta,

Following is my Quality Assurance Final Report of Mainstream Independent Living Services Inc. It is a pleasure working with such a conscientious and professional staff as is present at Mainstream Inc. Please feel free to call me if you have any questions concerning this report. I am available to assist any way as to further facilitate the delivery of quality and compassionate services.

Sincerely,

Brad Johnson

Brad Johnson, M.S.
Quality Improvement Specialist

cc: Jeff Sturm, Administrator, DDP
Tim Plaska, Community Services Bureau Chief, DDP
Larry Lovelace, Region IV Manager, DDP
John Zeeck, Quality Assurance, DDP
Perry Jones, Medicaid Waiver, DDP

QUALITY ASSURANCE REVIEW – FINAL REPORT

Mainstream Independent Living Services, Inc.

November 2006 – February 2008

General Areas

A. Administrative

1. *Significant events from the agency.* Mainstream was started in September of 1997 in Anaheim, California. Before transferring to Montana in January of 2005, they were serving over forty clients and had ten staff. Mainstream was certified as a State of Montana DDP qualified provider on May 11, 2005. They are also approved by the Montana Vocational Rehabilitation and provide client job services under contract with MVR. Mainstream started serving their first consumer on September 1, 2005 until that person moved to another city September 15, 2006. The opening was screened for and Mainstream is now serving one individual in supported living services.
2. *Policies and Administrative (DDP) Directives* – Mainstream provided DDP with an extensive policy and procedures manual that meets the requirements for being a qualified provider. They have since incorporated the Incident Management Policy into this document also.
3. *Licensing* - Mainstream Inc. does not own any fixed residential facilities at this time.
4. *Accreditation* – Mainstream Inc. is not required to be accredited and has not pursued accreditation at this time.
5. *Agency Internal Communication Systems* – This is a two-person (mother – daughter) organization so most communication is face-to-face or by phone (land and cell).
6. *Fiscal* – Mainstream Inc. has not yet participated in an audit.
7. *Appendix I* – There are no specific provisions for Mainstream Inc. in Appendix I of the DDP contract.

Specific Services Reviewed

A. Residential

1. *Accomplishments* – This was a very low key year as Mainstream was only able to provide services to one individual in Supported Living. Some respite services were provided from time to time through discretionary grants to other consumers.
2. *Programmatic Deficiencies* – None noted
3. *Corrections to Deficiencies* – Not applicable.
4. *Health and Safety*
 - i. *Vehicles* – Mainstream staff provide transportation in their personal vehicles for the consumer to various appointments and coordinates other transportation as needed. They do keep maintenance records and carry adequate insurance.

- ii. *Consumers* – The consumer currently being served is learning how to function in the community and participates in numerous recreational activities
- iii. *Medication Safety* – Both employees of Mainstream are certified through the DDP Medications program. There have been no issues related to medication safety.
- iv. *Sites* – Current consumer lives in family home so site QA is not applicable.

5. *Service Planning and Delivery*

- i. *Individual Planning* – Mainstream demonstrated knowledge of Montana’s Individual Planning process, conducted assessments, proposed objectives, kept significant data and followed through with IP team recommendations.
- ii. *Leisure / Recreation* – Significant opportunities for leisure / recreation were presented to the consumer.
- iii. *Client Rights* – Staff with Mainstream Inc. demonstrated good knowledge of client rights and worked diligently to protect the rights of the consumer served.
- iv. *Medical / Health Care* – Mainstream was very diligent in obtaining health care for ongoing and new medical issues as they arose for the consumer served.
- v. *Emotionally Responsible Caregiving* – The employees of Mainstream Inc. understand and practice Emotionally Responsible Caregiving. This is evidenced by observing their interactions with the consumer.
- vi. *Consumer surveys* – This was completed by the case manager. There were no issues noted
- vii. *Agency Consumer Satisfaction Surveys* – It is Mainstream’s policy to do these annually.

6. *Staffing*

- i. *Screening / Hiring* - Both employees had background checks completed when they moved to Montana and became a DDP qualified provider. Since they are founders of the company, screening and hiring did not follow traditional practices. There are policies in place for hiring staff if the need arises.
- ii. *Orientation / Training* – Both staff members of Mainstream have attended continuing education presentations. There is a comprehensive orientation package available if the need for hiring staff arises. Staff from Mainstream attended PSP training.
- iii. *Staffing Ratios* – Met and exceeded by definition.
- iv. *Staff Surveys* – A staff survey was completed with one (50%) staff person who completed the questions very well.

7. *Incident Management*

- i. *APS* – There were no reports to APS regarding Mainstream staff during the time period of this report. Mainstream demonstrated a good working relationship with APS workers in the past.

- ii. *Incident Reporting* – There were no incident reports submitted during the reporting time period and there were no incidents that the reviewer is aware of that would have warranted a report.

B. Community Supports

There was only one community supports plan being served by Mainstream I. L. S. and it was for fiscal intermediary only. The plan ported to a different provider during the reporting period.

Conclusions

A. Findings Closed - None

B. Findings Open / Plan of Correction – None

Brad Johnson

Brad Johnson, M.S.

Quality Improvement Specialist

DPHHS/DDP