

DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES



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Developmental Disabilities Program

Date: October 26, 2007

To: Kay Jennings, Director of Winds of Change

From: Sheri Pullium, Quality Improvement Specialist,
Developmental Disabilities Program (DDP)

Subject: Quality Assurance Review FY '07

Please find attached the Quality Assurance Report for Winds of Change. The review was completed on October 22, 2007 and covered the period May 1 '07 through September '07.

It was a pleasure meeting with Stacey Wheeler, Case Manager Supervisor and become familiar with Winds of Change and their style in providing community supports. It is apparent that Winds of Change has developed collaborative relationships within the Missoula community that directly benefits the people they serve. It is also evident that priority is placed on providing people with environments they can feel safe to learn, live and grow.

During this review, items noted for consideration includes reporting incidents occurring with the individual receiving DD funding, even if the incident occurs in an environment that is not funded thru the Community Supports Funding. This could allow opportunity for brainstorming with the DDP team other supports and resources we have knowledge of to help in future prevention of incidents. Stacey Wheeler is in support of this consideration as a best practice policy. QAOS #1

Administrative

Winds of Change is a new Mental Health Provider in Missoula and celebrated their one year anniversary this month October '07. They work in partnership with HKJ, Inc which operates a residential house for those with Mental Health and Addictive Diseases. Winds of Change became interested in serving the DD population in recognition of the prevalence of dually diagnosed individuals. They became an approved Community

Supports provider as of May 1, 07. Another very exciting benefit to DD individuals is the hiring of Dr. Bruce Smith to be their contracted Psychiatrist. He will be monitoring those patients in need of psychiatric supports and available in Missoula approximately 2 days per month. He will also be available for consultations. This is a monumental addition for the Missoula community because there is a large deficit in Mental Health practitioners leaving many people without needed mental health services and medication management.

Scope of Review

Winds of Change currently provides Community Supports services in the Missoula area to 1 individual accessing DD funding. The services range from providing educational classes, recreational activities and homemaker/adult companion supports. All services provided are funded through the Medicaid Home and Community Supports Waiver. Their total clientele has increased to 56 in addition to the 1 DDP funded individual.

General Areas

A. Administrative

While the DDP no longer requires national accreditation, Winds of Change maintains licensing for Mental Health services and for the Mental Health residential home. They went thru their audit for Mental Health providers and passed with no changes recommended.

Winds of Change is not required to participate in an A-133 audit as part of their contract. Staff maintain excellent documentation and progress notes in order to ensure accurate billing for services. There have been no issues noted in the area of invoices.

Winds of Change is to be commended on their efforts to keep up with the changing DDP requirements and expectations. Maintaining compliance as a provider requires many hours of continued training. It is recognized that for a very small provider serving only a tiny percentage of a Community Support cost plan, it can be burdensome to give of their limited resources, time and staff for "administrative obligations". Their commitment to providing service choice for people with developmental disabilities and doing all that is required is appreciated and very needed in this community.

Specific Service Reviewed

A. Residential

N/A

B. Work / Day / Community Employment

N/A

C. Community Supports

Accomplishments

Winds of Change has adopted an individual plan process called the Wellness and Recovery Action Plan. This is noted to be an effective tool for individuals with a mental illness in identifying their value and purpose in life and taking steps toward that fulfillment. For any DD individual with the Mental Illness diagnosis, they will develop this tool in addition to the Community Supports Agreement where by they write their own plan similar to the DDP self directed effort. This will not only provide self direction and focus for the individual but also a concrete system to be in place for their staff supports. QAOS #2

i. HEALTH and SAFETY

Due to the nature of the service, Winds of Change staff do not assist with medications. Other than the community, the "site" often used for the educational classes and adult companion is the residential site now named "Jay's Place". This site is currently licensed as a Mental Health assisted living with no health and safety concerns at this time. Winds of Change does not provide transportation services. Assistance getting to medical appointments and helping relay information to the doctor is provided when no other resources are available.

ii. SERVICE PLANNING AND DELIVERY

As described above in the accomplishments section, the individual receiving education and adult companion services has benefited from a planning tool that considered his strengths and needs to identify strategies for increased independence. Planning, collaboration, and implementation between their Community Supports DD role and their Mental Health Services role have been a successful concentration of supports and services.

In this case, Winds of Change provides educational and adult companion services and the individual buys day supports with another provider. Winds of Change staff continue to ensure that communication between service providers is open and that the individuals' health needs are met. Individual rights are upheld, there are no restrictions and grievance policy is adequate. Individual Plans and Quarterly Status reports are complete and thorough.

Winds of Change staff provide exemplary individualized services. They uphold the ideals of self value, respect, and individual choice. All interactions are driven by these ideals and this is evidenced by the success and satisfaction of the individual they support.

iii. STAFFING

There has been some turnover in direct service staff since they have started supporting individuals accessing DDP funding. Winds of Change trained their staff in April '07 in DD Policy and Procedures. Two out of the 4 trained are no longer employed. They have hired the replacements and have DD training scheduled for October 31, 2007. All screening and hiring requirements such as background check and driving check is

complete and up to date. I had the pleasure of interviewing their newest Rehab and Support staff. Although he had not completed the employment training, he had the innate gift of service and respect. He was able to answer all staff interview questions with natural insight and sensitivity of the needs and concerns of the DD population. He completed the Staff Survey without error. Winds of Change demonstrated performance is consistent with Person Centered Planning, Mandatory Reporting, Incident Reporting, and Emotionally Responsible Caregiving.

iv. INCIDENT MANAGEMENT

There have been no concerns with Incident Management. Tracking was available indicating a review and confirmation that no incidents had occurred since beginning of the contract May 1, 2007 during time in which the individual was purchasing from them. There was a recent altercation with a roommate in which the residential staff that is privately funded responded appropriately. In cases where questionable circumstances arise, Stacey Wheeler will call the DDP, APS, or CPS staff for further direction.

D. Transportation

N/A

E. Case Management

N/A

CONCLUSION

Winds of Change provides very needed and appreciated services for developmentally disabled and dually diagnosed individuals. There are no open findings with this review or previous reviews.

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