The Power of Considerations to Make People's Lives Better

IM4Q Annual Statewide Conference 2016
Guy Caruso - Institute on Disabilities Nancy Cohlhepp & Kathy Glosser - Clarion Vocational Services;
Jennifer Harriman-Crangle - Chester County Department of
MH/IDD; and Mirka Picone - Northampton County MH/ID

Outline
1. Introduction - Why considerations are so important in people's lives? Guy
2. Sharing of considerations and outcomes - Mirka, Jennifer, Terri, Stephanie, Nancy Cohlhepp & Kathy Glosser
3. Sharing of other considerations gathered from the field - Guy
4. Audience sharing of considerations they know about
6. Closing

1. Why Considerations are so Important in People's Lives - Guy
   - People feel that they have been listened to, respected and valued
   - Real important change can occur for a person
   - People are often vulnerable and change is not common
   - People in the person's life see improvement (Supports Coordinators, family, providers/others)
   - Individual change can foster system change
IM4Q Primary and Secondary Themes:

1. Adaptive Equipment
2. Communication Needs/Device/Services
3. Community Presence and Participation
4. Health/Well Being
5. Personal Rights, Competence Enhancement and Growth
6. Relationships/Friendships:
7. Residential/Living Situation Personal Change

IM4Q Primary and Secondary Themes:

8. Residential – Building Adaptations/Modifications
9. Safety
10. Service System
11. Spiritual Life
12. Transportation
13. Work/Employment/Meaningful and Purposeful Activity
14. Miscellaneous:

2. Sharing Considerations and Outcomes – Jen, Mirka, Nancy/Kathy

- A young man wanted to learn how to drive, but due to some physical limitations driving on the road would be quite dangerous. The team convened and asked the individual if he felt that driving go-carts would be a step in the right direction? The young man agreed and now goes go-cart driving on a regular basis.

- A man has met his soul mate and has proposed to her, and she accepted! He has asked his team to help him talk with her family, who is not quite in agreement, so that they can move forward with their blessing. The team has met and continues to discuss with the fiancé’s family. The groom to be remains hopeful that the family will come around and the team has committed to continue to address as they are in complete agreement.
Nancy Cohlhepp & Kathy Glosser - Clarion Vocational Services

Nancy will share her consideration story

3. Considerations Gathered from the Field - Guy - Residential

- We visited with two gentlemen (twins), separate visits, different monitors, neither visit was at their home but they both had the same considerations. Neither liked the place where they were living for a variety of reasons - not enough privacy, not being able to call their family when they wanted, not having transportation to get to activities, etc. Based on the considerations we submitted, their supports coordinator was able to work with them to find a suitable apartment.

- They are much happier and doing very well.

3. Considerations - Communication

- Another seemingly small but significant success story involves a gentleman who wanted a radio of his own as he enjoys listening to music. Staff reported that he did have several different radios over the years but that he always destroyed them so they stopped buying them. Our monitors suggested (consideration) buying a radio and placing it on a high shelf so he could not destroy it. He could control it with a remote control. Bottom line - the gentleman got a new radio and it is placed on a high shelf in the living room.
3. Considerations – Service System & Communication

• A gentleman being surveyed indicated, "I would like a new supports coordinator that is nice and supportive." That was said in 2014-2105...he received a new SC in February 2015 and is very pleased.

• On 1/13/15 a young man was surveyed. His mother indicated that he may benefit from more communication and assistance programming his hip talker which he uses to communicate. 2/24/15 his team met and discussed options. His mother chose a provider and a referral was completed. His service was authorized and began 3/30/2015.

3. Considerations - Residential

• A young lady who owns her own business, stated during her survey, "I would like to move closer to my business." The SC met with the team and a referral was made to the county transition coordinator. The consumer has moved to a new location, of her choice and is very satisfied.

• She would like to live somewhere else." — Since this time, the individual has moved into her own apartment and supports have been put into place that will allow her to remain successful while living independently.

3. Considerations - Relationships

• "Mother feels that her son would benefit from having a friend or mentor to spend time with and take him places. Possibly a college student." – the SC and Family worked together to identify a positive role model (a teacher) who spends time with the individual on a regular basis and assists with more community interaction.
3. Consideration - Relationships

- State Center Individual really likes a local radio personality, Rockin' Rich.
- Consideration was written with Staff and IMAC Team identifying the individual might benefit from meeting Rockin' Rich or calling him.

Outcome:
- Staff contacted the radio station for dates of local events in the park that Rockin' Rich would be a part of. A community trip was scheduled.
- Individual toured the radio station, met Rockin' Rich, and Rockin' Rich mentioned on air that they had a special guest visiting the radio station and mentioned the individual by name.
  
  It was an awesome day for this individual.

---

3. Considerations - Residential

- Consumer was interviewed by IMAC monitors in Dec. 2014. During the interview, consumer had shared her dream of moving into another residence. She was content with her current group home but didn’t have much in common with her roommates as she was nearing retirement age and the other women who lived with her were much younger. She talked about having a different place to live, one that had maybe only 3 older ladies that she could share hobbies with and “take it easy” – “maybe sit on the porch, have a garden, go for rides around the peninsula, and have roommates she would call her friends”. Once the consideration was filed, the program specialist addressed the request and the provider began identifying a residence with people her own age who also may want the same environment. She moved into her new home in July of 2015. She is now living in her new residence with two retirement age ladies with whom she enjoys going for walks, talking about the good old days and retirement is exactly how she imagined. She is “taking it easy” and enjoying life.

---

3. Considerations - Residential

- 10/2014 - When Monitors interviewed consumer, a concern was written due to poor living conditions. The residence was in a high crime area, there was clutter, and the family was facing eviction with 6 other family members living in the home. The home was too small and not big enough for everyone to live there. There were also problems with a sibling being the payee that needed to be looked into for financial reasons. Follow up with the SC and applications were filed with housing programs and the mother was named as the payee. Since then, the family is doing a lot better, in a nicer accommodating home, and additional services have been provided to help with support in future’s planning for the individual.
3. Considerations – Community Presence

• The individual wanted to go to Disney World in Florida someday.

• The team noted that the individual could not afford to go to Disney World at this time; however when they questioned further they determined that the individual wanted to go to Disney world because of "Mickey" and "Princess" so the team arranged to take her to Ross Park Mall to go to the Disney store where she could choose her favorite Mickey item. They also assisted her in writing to her favorite Princess at Disney World.

3. Considerations- Adaptive Equipment

• WWH- When monitors interviewed consumer, he shared his love of a variety of music along with his knowledge of several artists and genres. He gave them a tour of his room along with his eclectic music collection. Monitors noted that although he had a variety of music available, his staff was responsible for changing radio stations and CDs to his liking. He shared that he wished he could do this independently. Monitors discussed with the staff on ways that may work for him to make his choices himself. Staff at the group home addressed this with his PT and team to develop a switch that would enable him to change his CDs by loading the player and also radio stations despite his arm range of motion. A jelly switch was adapted to help this individual to control by using finger and chin to push and be able to make his music choice independently!

3. Considerations- Assorted

• 2 people obtained new wheelchairs
• 2 people benefited from trying communication devices
• 3 people obtained new IPADS
• 4 people learned how to use IPAD for communication
• 3 people joined social groups in the community
• 8 people enjoyed planned vacations/trips of their choice
• 7 people learned a new skill- reading, math, budgeting, dance, pottery, jewelry making, cooking
• 1 person enrolled in college
3. Considerations – Adaptive Equipment/Safety

- Person lives in a Community Home of 2-4 persons.
- When asked if he needed more adaptive equipment for his home, he stated that his bed rail is broken and needs repaired. And the doorbell to the house is broken and it too needs repaired.
- **SCO Response:** Provider’s Program Specialist completed a maintenance request to have door bell repaired. As for the bedrail, staff stated that it wasn’t broken, just that some staff didn’t know how to operate it. The Provider’s Program Specialist reported that she will have staff trained on how to operate. **Update:** Doorbell has been repaired and training has been completed for bedrall operation.

3. Considerations – Personal Growth

- Person lives with family. Survey date: 1/27/16
- Stated he would like to vote.
- **SCO Response:** SC spoke to the father about son being registered to vote. Father not sure if son was capable of making a decision of whom to vote for on his own and the parents didn’t want to make a decision/vote for him. Father agreed that the parents will discuss politics with him to see if he understood. **Update:** Informed that the father was taking him to register to vote.

3. Considerations – Personal Growth

- A lady wanted to take guitar lessons. Her family could not afford them at this time. There was someone at her church who agreed to teach her basic chords. She is still meeting and taking guitar lessons and played a song for the AE when she did provider monitoring. She is hoping to play for the talent show hosted by a local agency.
3. Considerations - Residential

• A person wanted to move into her own apartment and out of the personal care boarding home she lived in. Her guardian was firmly against her moving as they were satisfied with the services she was getting and did not feel she could live independently. Through many conversations and much hard work from her Supports Coordinator, she has moved into a Lifesharing Home and loves it there. She likes the independence that she has at the home and her guardian and family are pleased with the level of supervision she has.

3. Considerations - Relationships

• J advised MAT that he'd like to date. How is he supported in meeting people, fostering relationships, and providing opportunities to date?

• AE/SCO Response: I and his team met to discuss the consideration. I told the team that he would like to meet new people. The team suggested the following at the meeting: A.D.O. group, STAR, Best Buddies, and bowling at Lamb Foundation. I then took over the program with his house manager and determined that A.D.O. was too expensive for the weekly membership. The Lamb Foundation reported that an individual needs to be invited by a client at the Lamb Foundation in order to attend the dances. I then looked at STAR and decided that he would like to tour the program. I also reported to SC that he would like to look into possibly joining a local motorcycle club. SC shared this information with the team.

• Part of MAT Follow-Up: Yes Response: Satisfied Comment: J joined the Star program but does not appear to attend often, however he has become an active member of the County motorcycle club, has attended a trip to Niagara Falls with the club, attends events a couple of times a month and is working towards achieving his patches, he also owns one of the club jackets.

3. Considerations - Relationships

• M has old friends in Delaware County that she would like to be connected to more. Can a plan to visit with them be created? Would the use of social media help her feel more connected?

• AE/SCO Response: M is now on Facebook and is keeping contact with her friends from Delaware County through use of Facebook, as well as phoning. She has been talking with her friend S from Delaware County on the phone several days each week, and she and M are determining a good time for M to visit. When a date is agreed upon, M's team will assist her with making arrangements to visit.
3. Considerations - Communication

- M's brother expressed a desire to know more about M's method of communication. Is his sign language captured on a communication profile or can a plan be developed to translate for his brother the meaning of his signs? Could this be discussed?
- AE/SCO Response: Currently, M's communication method is not documented. After discussion with the team on 4/21/16, a plan for documentation was determined. Residential staff will begin compiling documentation of the signs that M uses for daily communication with others (alphabet, numbers, words, phrases). Staff will document two signs, at minimum, per week and keep a portfolio at his home. This will then be shared with family and day program. This is scheduled to begin on 4/25/16.

3. Considerations - Service System

- S's grandmother seems completely overwhelmed by the situation. She even needs to bathe S and he is much larger than she! What plans for increased help and support are underway?
- AE/SCO Response: S is now receiving 7.5 hours a week of habilitation through PFS waiver to assist with daily hygiene tasks and other skills.
- S's grandmother is in need of some guidance and information. S leaves school this year, she believes he has waiver? Does not know information about ITP IEP or what comes next. Can this information be given to her?
- AE/SCO Response: Since his interview with IMQ his SC has been working closely with his grandmother as he was identified for PFS waiver. He has been receiving habilitation services since 2/23/16. SC is in the process of scheduling tours of pre-vocational and day programs. Team met with DVR but DVR does not feel they could support S in community employment at this time.

3. Considerations - Transportation

- CONSUMER WOULD LIKE TO GAIN MORE INDEPENDENCE BY HAVING A VEHICLE AGAIN. HIS PREVIOUS VEHICLE DID NOT PASS INSPECTION AS FRAME WAS POOR. HE WOULD LIKE A TRUCK SO THAT HE COULD DO MORE LAWN CARE WORK AND POSSIBLY RECYCLING.
- SC Response: Since the time of this interview a car was donated to consumer by a family friend and this is no longer a need. It was put in his name, he has insured it and has been using it now for several weeks.
3. Considerations- Personal Growth

- CONSUMER IS SATISFIED WITH HER JOB AND LIVING ARRANGEMENT. SHE WOULD LIKE TO GET HER DRIVER'S LICENSE TO BECOME MORE INDEPENDENT.

**SC Response**

- CONSUMER IS LINKED WITH HOME AND COMMUNITY HABILITATION THROUGH DIVERSIFIED FAMILY SERVICES. HER HAB AIDE STAFF IS WORKING WITH HER BY HELPING HER STUDY HER DRIVER'S MANUAL SO THAT SHE CAN BECOME PREPARED TO TAKE HER DRIVER'S PERMIT TEST. SHE WILL CONTINUE TO RECEIVE SUPPORT IN THIS AREA.

3. Considerations- Relationships

- A couple who live together (both were sampled on our list) one of both of their considerations was to get married. The SC notes said that the couple are currently engaged and are working towards and planning their marriage with the help of their support team. The couple is also considering premarital counseling to ensure a healthy marriage. When I spoke to both of them during the follow up questionnaire, they both said that their supports coordinator was helpful in ensuring that they would receive the assistance and outcome they desired for this goal.

3. Considerations- Residential

- Another individual that we met with, one of her considerations was to live somewhere else. When looking at the SC's notes it appeared that they were working on obtaining new housing but had not been successful yet. However, by the time the AE made her notes in HCSS, she was able to make note that the individual did move into her own apartment. Once I called this individual for the follow up questionnaire I asked her if she was satisfied with the assistance that her SC provided and if she was able to receive the outcome she was looking for in the areas she requested and she replied with "Well I'm living somewhere else AND on my own! So I would say so!"
3. Considerations – Personal Growth

- We have a woman who has contacted Women's Services regarding making another presentation about domestic violence prevention to residents of their Greenhouse Women's Shelter. Women's Services is going to grant her this opportunity as well as provide her with the opportunity to attend 80 hours of classroom training to learn public speaking skills and speech writing in hopes that she will feel more confident in sharing her story with others. This class will take place 2 nights per week from August to November 2016.

3. Considerations – Adaptive Equipment

- We have an older lady that resides in a group home and uses a wheelchair. The considerations was that the staff feel the individual may benefit from having leg supports on her chair to keep her legs from dangling in the air. The SC addressed this with the Program Specialist at the agency. The Program Specialist contacted a wheelchair supplier and she was able to receive a new wheelchair that reclines, tilts, has better leg supports and has cushioned sides. The individual is very happy because not only does she have better leg support but the fact that her chair reclines allows her to go to the Hair Salon again to have her hair done, making her feel better about herself.

3. Considerations – Community Presence

- I recently had an IM4Q consideration to be more involved in community functions and interact with peers more. I provided the family with the monthly calendars from two providers. The consumer now attends a drumming group, and dances each month. She has since made friends and increased her natural supports by meeting parents of her peers.
3. Considerations - Personal Growth

- T had a consideration for additional supports to talk with in regards to personal issues/sex. When I addressed this with T, she told me that she wanted someone to talk to about her boyfriend and sex related questions. When I spoke to staff about this, OT (Program spec) got in touch with a sex therapist. T now meets with her about once a week. This has been helpful for T because she has become more assertive with her boyfriend in regards to sexual activity and utilizing protection at all times. I follow up with T during monitors and she reports that she likes talking to her sex therapist and that it is in fact helpful to her.

- C had an IM4Q consideration for wearing an ID tag. I spoke with C, Residential, and day program staff. His staff informed me that he does have an ID, but does not carry it. I let them know that I can provide a special connector that he can put on his ID and connect it to his shoes. C does not have any arms, so this worked out perfectly for him. Now, when I monitor him, he always has it connected on his shoe.

3. Considerations – Community Presence

- I just had one this year and closed the loop two months ago. It was for the Individual to have more community presence and participation. The team got together and was able to ensure more activities in the summer months, such as an adaptive baseball league, swimming at the local pool, going out shopping and for meals with staff on a 1:1 basis. And the struggle was to find safe activities in the winter months, which have included: In door Open Swim at an aerobic center, a Church Group, continued shopping and 1:1 time with staff, as well as going to the movies. This client also has a 1:1 staff at their day program and this gives more flexibility to participate in activities within the community throughout the day.

- L’s IM4Q consideration was that she wanted to work competitively in the community. After further discussion with L and then with L and her team, she expressed her desire to change pre-vocational programs (not work competitively) as she had been at her current program since 2004 and wanted a change. She toured 3 different programs and chose to switch to another program. Her first day at her new pre-voc program is scheduled to be 6/22/16.

3. Considerations - Work

- L’s IM4Q consideration was that she wanted to work competitively in the community. After further discussion with L and then with L and her team, she expressed her desire to change pre-vocational programs (not work competitively) as she had been at her current program since 2004 and wanted a change. She toured 3 different programs and chose to switch to another program. Her first day at her new pre-voc program is scheduled to be 6/22/16.
3. Considerations – Safety/Health

- I recently worked on IM4Q for A. She and her sister were interested in getting a Life Alert system. Excela has Life Alert program and I was directed to AAA to apply. A was able to get on program with a discount. Life Alert came to her apartment and installed it. She knows how to operate the device and she is happy that she has a backup if an accident would occur in her home as she lives alone.

- A few years ago S had a consideration stating that she needed assistance getting eye glasses since her insurance would only cover the exam. We were able to get her medical insurance as well and she was able to obtain new eye glasses.

3. Considerations –
Relationships/Community Presence

- A gentlemen in lifesharing requested to be able to take his girlfriend on a date. The woman lives in lifesharing too, and the two providers worked together, and the couple went out to lunch.

- Twin sisters, who live in a community home, receive tube feeding. Because of their feeding schedule, it was difficult for staff to be able to take them out into the community. As a result of the consideration, for both women, the feeding schedule was changed, so this has now allowed for the women to access the community more frequently.

3. Considerations - Communication

- A child, who has difficulty communicating, uses an iPad with an app at school to assist her with communication, and it has been effective in this setting. The family has a personal iPad, however, they did not have the app that was used at school. The SC contacted the school and arrangements were made with the school to purchase the app for the family’s iPad. Arrangements were also made for the family to come to the school so that the app could be uploaded.
3. Considerations – Safety/Relationships/Residential

- We interviewed a woman who lived on her own. She was beginning to show signs of dementia. Her boyfriend also lived in the community. (We did not interview him) He was beginning to struggle with some health issues. There were safety concerns for them. They both wanted to be able to move into a group home, but they wanted to live in the same one together. The teams worked together, and it happened. They were able to move into a group home together at the end of April!

3. Considerations – Personal Growth

- A young man surveyed by the IMAG Team stated that he would like to get a dog. The IMAG Team made a consideration that he would like a dog and may benefit from the opportunity to have and care for a pet. Ultimately, the young man did get a dog (a boxer puppy). He is in the process of housebreaking and training the puppy. He named her "Baby" after his favorite movie, "Dirty Dancing." He is going to be hiring a dog trainer to assist him in training his new puppy.

- A gentleman surveyed by the IMAG Team stated that he has an interest in the Russian culture. The IMAG Team made a consideration that stated that the gentleman may benefit from exploring all means that may allow him the opportunity to try Russian cuisine. It turns out, the gentleman enjoys learning how to code. Provider staff are working with the gentleman to explore and prepare simple Russian foods and meals. Staff are also exploring dining that serves Russian foods in the community. The individual also enjoys watching Russian documentaries in order to learn about the culture. Staff are researching what is available in the community so that activities can be implemented at home as well.

3. Considerations – Personal Growth

- A young man interviewed by the IMAG Team stated that he would like to obtain his GED and the team made a consideration that he may benefit from enrolling in classes to reach this goal. The young man's House Manager helped him pursue this. The House Manager contacted Marywood University's GED Program. Marywood's GED program began in January and the young man was added to the class list and attended the open house on January 8th. The young man took placement tests in reading, writing and math. He then started class 2x a week from 6pm to 9pm. Unfortunately, the class didn't work out for the young man, but he is planning to enroll again in the fall class.
3. Considerations – Safety/Service System

- The individual stated to the IM4Q Team that he is in need of new sneakers, winter coat and heavy socks and may benefit from looking into any and all funding that will provide him with these items. The Supports Coordinator contacted the Personal Care Boarding Home Coordinator. Supports Coordinator visited individual on 2/19/15. The individual received new socks and shoes and is satisfied with his new items. Individual has a winter coat, fully lined, and he reported that he's not in need of a new coat at this time. At this time, individual is satisfied with all of his items and reports not being in need of anything further.

- The individual stated to the IM4Q Team that he would like to have a different community staff work with him on Tuesdays. He stated that he currently has a bad attitude and told him to stop being so grumpy. The SC notified provider staff of individual's request to change his Tuesday staff. SC followed up with individual and his staff will be changed beginning Tuesday May 12, 2015.

3. Considerations – Personal Growth

- K and staff stated to the IM4Q Team that K wants to learn Spanish. K may benefit from having the internet so she can use the learn Spanish free App. K will be downloading some Spanish apps on her tablet. Her day program is already working with her in learning Spanish as part of their annual plan, this is one of her outcomes in their plan. She is working with flash cards, the computer, books and discussion with staff. As discussed in other consideration, she is able to use her tablet where Wi-Fi is available for free. While at home she is able to work with her apps off-line to continue to practice her Spanish.

3. Considerations - Health

- The Family stated to the IM4Q Team that they need a dentist for A that accepts medical assistance. The SC contacted A's insurance, Amerihealth Mercy, who provided her with a list of 6 dentists in A's area that accept her insurance. The SC forwarded the list of local dentists that accept A's insurance to A's father. A's father did select a dentist and made A's first appointment for 4/18/16.
3. Considerations – Personal Growth

• Staff stated that M enjoys music. M may benefit from being involved in music therapy or other activities involving music. Supports Coordinator consulted with team regarding this consideration. M already has a music activities outcome that he participates in routinely at day program. In addition to this the team agreed to purchase an MP3 player for M for him to take to and from day program. The MP3 player was purchased and M has enjoyed using it at day program. Staff have noted that since he has been using the MP3 player he has engaged with peers and staff more frequently and has not been sleeping or picking at his skin as often as he was previously.

3. Considerations – Community Presence

• F stated to the IM4Q Team that he would like to go to New York City to see the sights. The IM4Q Team submitted a consideration that F may benefit from staff assistance for an overnight trip to NYC. F’s CLA staff planned a trip for Francis to a Broadway Show in New York to see Jersey Boys in May 2015.

3. Considerations – Personal Growth

• T’s mother stated she would like T to have his own bank account. Staff, and consumer’s mother are working on putting together a bank account for the consumer. Staff will educate the consumer on properly handling of the funds in his account. Consumer’s mother is rep payee and will still oversee and assist her son, as needed, in becoming more familiar with having a bank account. T’s mother has transferred her rep payeeship to the agency, T and agency staff opened a bank account under his name on 2015.
3. Considerations – Personal Growth

- The individual reported to the IM4Q Team that he would enjoy taking a trip to Epcot. He would like to visit the Scotland area of Epcot. The Supports Coordinator reported that J had changed his mind regarding going to the Scotland area of Epcot because it was at Disney World. J is unable to save for a trip due to caps. After speaking to the CSG residential manager on 6/17/2016, it was determined that J receives SSD. The CSG residential manager was under the impression that all financial accounts are to be under $2000.00. J can save up to $8000.00. With this news, the CSG residential manager will assist J on planning a trip to Scotland in 2017.

3. Considerations – Personal Growth

- This individual stated to the IM4Q Team that she would like to learn how to type or to use a computer and may benefit from exploring all opportunities that may allow her to acquire this skill. SC contacted the Center for Independent Living they informed SC that they could teach D how to use a computer. SC contacted D. She will contact the Center for Independent Living. D agreed to contact SC if she has any problems coordinating her computer training. She will let SC know when her computer training will begin.

3. Considerations – Personal Growth

- Individual mentioned that he would like to "go swimming" and when asked what new things he may like to learn, his response was "collecting butterflies, collecting stamps and learning to paint."
- Provider Response: Individual’s staff will inquire about his joining the YMCA to go swimming. They will also take him to the local library to get books on the things he is interested in.
- Local program asked for update: Please provide a brief update with details regarding any success in delivering outcomes on the plan described in the response. Doing so will allow it to be agreed upon that the consideration is closed.
- He did join the YMCA which has swimming facilities. He now goes to the YMCA, and goes to the library once a month to look at books on butterflies and stamps. The Supports Coordinator will regularly follow up with provider to ensure that they purchase art supplies so that he can continuously pursue his interest in painting.
3. Considerations - Health

- Individual’s false teeth reportedly needed to “be refitted.”
- According to Program Specialist, individual currently has dentures and she uses them.
- The AE requested more information: The report was that her dentures need to be refitted. Do her dentures fit properly?
- These were adjusted and refitted at dental appointment on 3/28/2016.

3. Considerations – Personal Growth

- Individual would like to "take a trip to the ocean." Can he be assisted to budget and plan for this?
- The House Supervisor stated that arrangement is being put together to ensure that Mr. "O" goes on trip in the year 2016. Supports coordinator will follow-up with the aforementioned plan during monthly waiver monitoring review.
- Local program disagreed and asked for confirmation of loop closing: Can you confirm that the follow-up was done and that concrete plans are being made for this trip so that it can be agreed that the individual's consideration can be closed satisfactorily?
- Mr. "O" went on special vacation to Wildwood New Jersey from 4/22/16 to 4/24/16.

3. Considerations - Residential

- Monitors noted that the lighting in individual’s apartment was particularly dim, citing lighting fixtures missing working bulbs. Can this be looked into and addressed with maintenance?
- Supports Coordinator spoke to Program Specialist in reference to poor lighting and missing lightbulbs at individual's apartment. Program Specialist told Supports Coordinator that ALL lightbulbs have been replaced, therefore dim lighting is no longer an issue.
3. Considerations – Spiritual Life

- There is a church where many of this individual’s family attend and he would like to be able to go to services more often.
- Supports Coordinator contacted the Residential Provider about the individual visiting the church of his choice on Sundays. Supports Coordinator was also made aware that his family and friends attend the same service. This would be great for him and would give him some comfort in being there worshipping with his family. Individual will be supported in this decision and will be provided transportation when he chooses to attend. He will let staff know and they will take him to church.
- Follow-up in summer 2015: All were satisfied with outcome and he was attending church regularly alongside his family.

3. Considerations - Relationships

**IMQ Consideration FY 2015-2016 – Hamburg Center success story (A)**

- Sometimes "success" can be defined by simply expanding on a practice that is already working. That’s certainly the case with an IMQ Consideration received by Hamburg Center in 2015 on resident A. The opportunity for planned visits with family members had already been identified by A and the interdisciplinary team as an important personal consistency for her. The visits often involved A’s sister coming to visit her at the center. When health concerns proved to be a challenge to her sister’s ability to come to the center as often, A and the team arranged with her family to “meet each other halfway”. As a result, over the past year, with the support of center staff, A has travelled to meet her sister at a restaurant much closer to where her sister lives. Both ladies have enjoyed the visits, and more trips have been planned. For this consideration, facilitating family involvement has had a meaningful impact on a person’s life.

3. Considerations - Relationships

**IMQ Consideration FY 2015-2016 – Hamburg Center success story (H)**

- One of the values inherent in the concept of everyday lives for all persons is the right of a person to choose the people with whom they want to have relationships. Supporting those relationships that people have with friends, family and community members becomes one of the most important things someone can do to help individual be themselves. For Hamburg Center resident H, an IMQ Survey Consideration in 2016 helped to highlight the important role that H’s family played in H’s life. His family has visited him at the center, and Howard has also met his family at a planned location near his family’s home on multiple occasions since the IMQ Consideration, but H’s love of family has also led him to use telephone calls, cards, notes to help say just how special his family’s relationship is to him.
3. Considerations - Residential

- (C) Participant might benefit from having his room rearranged for greater access to entry way, family pictures put at bedside level.

- (R) Participants RSA sponsor, (who was a participant in the IMAG interview), immediately rearranged the room for greater access/entry. Foam protective corner applications applied to dresser and all other areas checked and covered as needed. Work order for pictures to be hung completed, per Q's input/liking.

- A follow up evaluation of the room was completed by the QIDP, which confirms this consideration being completed and resolved. Social worker spoke to R, guardian of the participant, on 4/20/15 to discuss the IMAG recommendations. He was happy about the accommodations made to Q's bedroom in order to make it more accessible for him.

3. Considerations

- Person lives in a Personal Care Home.

- Monitors observed during interview that he stated that he was having a toothache and it was too expensive to fix.

- **SCO Response:** A dental office that he was taken to stated that his insurance wasn't "active". The PCH Administrator took him to the County Assistance Office and after lengthy amount of time, insurance was re-instated. The PCH Administrator scheduled him appointment for extraction.

- **NOTE:** It is very important to listen to what is being said that might not line up with questions being asked.

3. Considerations – Spiritual Life

- **Consideration:** C stated that he would like to go to a Catholic Church. Would the SC and his team find a Catholic Church so that C could attend Mass?

- **Response:** SC went to C's home in order to help him explore his community. SC and C walked to a local church; and SC reviewed Mass times in order for C to attend. SC and C then walked to his local Dunkin Donuts which pleased C because it was very close to his home. Service notes also indicated that C has been attending Mass on a frequent basis.
3. Considerations - Relationships

- Consideration: When asked what changes may benefit P over the next few years, her staff mentioned increasing her social network; it might benefit P if her team discussed this in greater detail.

- Response: P has increased her social network since the assessment. Now on Monday nights, P goes to another PROVIDER home to play Wii on Wednesday nights. P has a planned outing with her good friend as well. On the other days of the week, P plans an activity of her choice, this usually includes her close friend. Recently P went to a friend's birthday party, she was able to spend time with her boyfriend and about 13 of her peers at this party. PROVIDER is organizing a party for P and her friends to have a special day for St. Patrick's Day which includes getting their hair and nails, and makeup done. P and her friends are all planning to bring special food and they will plan to go to one of the individual's homes. PROVIDER continues to schedule times for P and her friends to spend time with one another and provide P with the opportunity to make new friends.

3. Considerations – Personal Growth

- Consideration: Number of C's staff, P stated that C might like to go on an overnight vacation. C, however, does not have adequate funds for a vacation. Could the SC and team investigate how they could budget for this?

- Response: SC completed a monthly monitoring with C, her support staff and Assistant House Director on 2/21/2016. During the monitoring, it was discussed what it would take for C to go on an overnight vacation. Since C requires medical equipment and a hover lift to safely transfer from her wheelchair to bed, shower, etc., staff would need to look into accommodations that would have a hover lift available if she would need to take one with her. There is also concern about expenses as C does not have an adequate amount of money to pay for expenses for both her and her support staff to go overnight. Support staff are always looking at options for "staycations" which involve trips to local destinations which C would enjoy but are located within a distance from her home that would allow her to be home at night. Trips to New York, Baltimore, and Lancaster County are being located in to as possible options for C once the weather becomes warmer. SC suggested that the team look into acquiring AARP membership for C, for a low fee, it would allow discounts which she may be able to use for tickets or attractions she may be interested in visiting to save some money. The SC will monitor C's trips and include the information on the monitoring.

3. Considerations - Personal Growth

- Consideration: When asked if she wanted to learn anything new, K said she wanted to learn about "marriage."

- Response: There was a discussion with K at her annual ISP meeting held November 23, 2015 about her plans to marry as she is engaged. PROVIDER is working with both K and her fiancé to coordinate "meetings" to assist in the planning of the ceremony (no date has been set) and how the marriage will affect both K and her fiancé moving forward. K has a strong support team which includes her behavior specialist who has been working with K for several years so she is comfortable talking to her about intimate matters. The team will provide K with whatever information she is in need of as she moves forward with her plans to marry then will continue to support her in her new life as a "wife."
3. Considerations – Spiritual Life

- Consideration: As staff, Mr. N mentioned A used to attend church and may go again if offered. It may benefit A if his team discusses with him, if he would like to go to church again?

- Response: SC has discussed this with both A and Assistant Director. A enjoys the musical aspects of some church services. SC was unable to get an answer from him as to whether the religious part of the services interested him. SC will again bring this up during the monthly monitoring for A. A has a boom box that he purchased for himself with which he now listens to music. His SC has purchased music for A of a religious nature. A is enjoying it by accounts from Mr. N, who is A's staff. This is providing an area to go to gently. SC is bringing him more of the same music for his listening and spiritual pleasure. Brothers: A Jenkinsreported A was asked in the presence of Mr. N to go to church or listen to the music. A said that he just wanted to listen to the music, this is what he liked, and A was not interested in going to church.

3. Considerations – Personal Growth/Health

- John X is non-verbal and staff relayed to the monitoring team that John Y, who also lived in the home, had a swing for the yard that all three gentlemen in the home loved to sit on. John Y passed away and his family came and took the swing. The consideration was that somehow, a swing be purchased so John X could once again enjoy the swing. The SC spoke with the Community home agency and they did indeed purchase a swing for the home. John X sits on the swing and smiles...we can only imagine he is remembering his friend.

3. Consideration – Residential/Health

- B reported to the monitoring team that his bedroom window was broken and he needed to sleep with 8 blankets to keep warm. This was news to his SC. Based on consideration, landlord was contacted and windows were fixed.
3. Considerations - Residential

- Ms S told the team that M would benefit from a walk-in shower and a ramp to the house.
- Renovations to the bathroom are complete and a local group has agreed to build a ramp for free.

3. Considerations - Communication

- Family stated T may benefit from learning how to speak.
- We thought it might be beneficial for T to have a visual reminder of the steps she has completed.
- We suggested that T consider using a communication board.
- We also discussed the possibility of T using a speech therapy application.

3. Considerations

- Primary Theme: Residential/Living Situation Personal Change
- Secondary Theme: Request to live elsewhere
- This individual would like to move out of her current high-rise apartment, and move to an apartment in a safer, quieter town.
- AE/SFCO Response: Since the date of the interview, this individual has moved to an apartment in another town. The apartment is on the first floor. SC spoke with this individual and she stated she is very happy with her new living arrangement. Since moving in, she has purchased a washer, dryer, and air conditioner. She has also joined the church down the street from her apartment and is able to walk to Mass.
3. Considerations

- Primary Theme: Personal Rights, Competence Enhancement and Growth
- Secondary Theme: Learning a skill

- This individual would like to learn how to cook.

- AE/SCO Response: SC met at the home with this individual, direct care staff, and the program director to discuss the IM4Q recommendation regarding cooking. Since that time, this individual has been helping staff with various cooking jobs – he can independently prepare coffee in the coffee machine, and prepared and served the SC, staff, and himself while SC was visiting. He has been and will continue choosing items he would like to learn to prepare. He lists the ingredients with staff, and helps shop for the ingredients. He helps with the cooking with staff assistance and supervision. He is happy to participate in this activity. He and staff are mindful of safety concerns with regard to the stove.

3. Considerations –
Primary Theme: Relationships/Friendships
Secondary Theme: Family contact

- This individual would like to visit her brother.

- AE/SCO Response: SC reviewed the IM4Q consideration that this individual would like to visit her brother, with this individual’s QIDP. This individual visited her brother the last weekend in February (2015), and now goes home every holiday to spend it with her brother.

3. Considerations –
Primary Theme: Transportation
Secondary Theme: Funding needed

- Family suggests their son might benefit from having transportation to his day program fully funded.

- AE/SCO Response: At the time of the IM4Q interview, this individual was not receiving full funding, however, since that interview, all services have begun to be funded under the P/FDS waiver.
AE System Related – Personal Growth

- When reviewing Statistics for 2014, Erie County had 41% of consumers that were registered and wanted to vote. To improve the numbers in this category, the Support Coordination team was notified and the team discussed an overall approach to ensure that any consumer who wished to vote and was not registered be provided registration forms and to be educated on voting procedures. The Program Specialist at the AE provided links and information to all consumers who wished to obtain information on voting. “Rooted in Rights” was a great resource for consumers and supports to learn about voting and overall participation in voting in primary and the upcoming presidential election. From 2013 -2015, the data collected on individuals with voter preference forms had increased from 65%-93% with all consumers who had expressed an interest in voting to be provided information and registration forms to vote.

AE System Related - Safety

- Statistics for Emergency Preparedness prompted the local program to look into ways to improve how consumers are provided educational opportunities on safety and preparedness in emergencies. During interviews, members had noted that there were limited opportunities offered to consumers to educate themselves about safety preparedness. Most staff were formally trained by the provider through requirements but not required to train residents. This concern was brought up for discussion at our local QC council. One of the members of the group works for the local HCCU and was interested in offering all providers consumer training in this area. The local project sponsored a educational forum in which the course was offered to our self-advocacy group as well as community members to learn effective emergency preparedness and to have a hands-on experience to give them a more tangible program that was consumer friendly and enjoyable. Consumers learned how to use a fire extinguisher, how to make 911 calls, actions to be taken during floods, tornadoes, or other natural disasters. The group who took the course expressed that they really enjoyed the class and learned a lot from it. The opportunity to provide training to consumers and residents of licensed group homes is immeasurable especially if it provides knowledge and safety. The systematic approach is to ensure that these programs are made available for consumers as well as programs.

4. Audience Sharing

Tell us some of the stories you know!
5. State Consideration Theme Report
2014-15; 2015-16 - Guy

- 2014 – 2015
  - Total Considerations - 7015
  - Major Concerns - 28
  - Number of Unique Individuals - 2990

- 2015-2016
  - Total Considerations - 7727
  - Major Concerns - 30
  - Number of Unique Individuals - 3122

6. Closing

What Did We Learn?

Keep Up the GREAT Work!!!!

THANKS