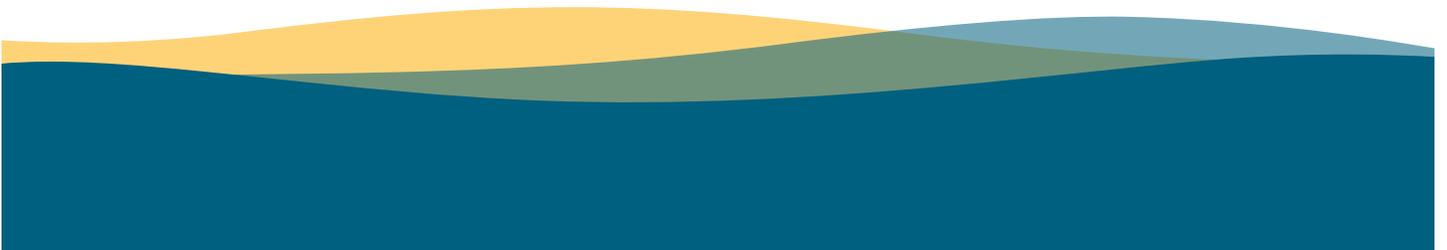


NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES





March 30, 2018

Patrick O'Donnell, Clerk of the Legislature
State Capitol, Room 2018
P.O. Box 94604
Lincoln, NE 68509

Dear Mr. O'Donnell:

Pursuant to requirements set forth in Section 8 of LB333 (2017), the Division of Developmental Disabilities is required to submit an update regarding the implementation of the Division's Quality Management Strategy (QMS) on or before March 30, 2018. This report details the Division's progress in the three months since submitting the last Quality Management Strategy (QMS) report in December 2017.

The Division has continued our commitment to stakeholder input and customer service with its participation in the National Core Indicators (NCI) project for the second year. Nebraska will again participate in the Staff Stability Survey and the In Person Survey (formerly the Adult Consumer Survey) for 2017. The 2016 Staff Stability Survey report was released on January 18, 2018 and can be reviewed at nationalcoreindicators.org. Nebraska data showed the state to have slightly higher results in metrics such as the number of direct service professionals employed, the tenure rate and the percentage of providers providing residential supports. However, for this first year of requesting provider input, not enough providers responded for the data set to be considered a statistically valid sample.

NCI will release the 2016 Adult Consumer Survey report it in the near future. Once the report is released, the Division will apply the results for Nebraska and the comparison to other states to inform its understanding of where Nebraska needs to focus its improvement work.

Building off the statewide findings reported by NCI, the Division will be conducting its own participant experience survey. This survey is different from NCI primarily in the focus of the questions (NCI centers around outcomes and the Division's survey will center around experience and satisfaction) and in who will be conducting the survey (NCI is completed through a contract with the Munroe-Meyer Institute at the University of Nebraska Medical Center and the Division's survey will be completed by state staff in partnership with self-advocates). Recruitment efforts for self-advocates is underway and a training on the Division's survey is expected to be scheduled in the next month.

Other efforts in implementing the QMS include the Division's progress towards fully establishing the processes to generate the Quarterly Continuous Quality Improvement Reports to include all measures in the new Medicaid Home and Community-Based Services (HCBS) waiver applications. For example, to further one component of the quarterly HCBS waivers reporting, the Division has delivered new training

to its service coordination staff on Individual Support Plans and begun developing an internal review process and improvement system. This initiative is expected to be complete by December 2018. The Division's Quality Improvement Committee has convened to review data related to the HCBS waiver sub-assurances for Year 1, Quarters 1 & 2, and created action plans based on those reviews to enhance service delivery.

The Division will soon have increased resource capacity with the addition of a new staff team dedicated to on-site reviews. This team will perform on-site reviews and compliance checks of provider programs, settings and the well-being of the participants they serve and to directly survey participants receiving services to gather their feedback. The positions will also provide additional oversight and support for the service coordination team to work towards more consistency and compliance throughout the state.

Moving forward, the Division will continue to work through Quality Management Strategy priorities and continue to collaborate with the Governor's Advisory Committee on Developmental Disabilities to keep them apprised of the progress and to incorporate their recommendations. The Division will use the Advisory Committee's guidance to make adjustments to the Quality Management Strategy to ensure it reflects multiple viewpoints, meets the needs of individuals with developmental disabilities in the State of Nebraska and reflects national best practices.

Sincerely,



Courtney Miller, Director
Division of Developmental Disabilities
Department of Health and Human Services