

AADD ALASKA

MARCH — 2017

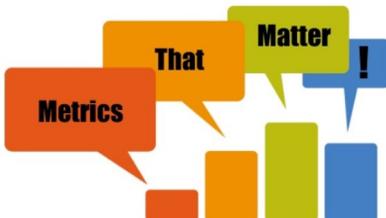
From the President ...

METRICS REALLY MATTER

Facing the ongoing fiscal challenges in the State of Alaska gives frequent rise to the question: “What value are we getting for the money spent?” The availability, accuracy and reliability of data shapes decisions relating to funding allocation and the method by which services are delivered. Delivery and reimbursement structures are fast moving from a flat fee-based systems to performance-based models. As providers, we need to examine how the quality of the services we deliver can be portrayed using objective data, despite the fact that statistics may have been your least favorite class!

A recent article by Monica E. Oss in *Open Minds (March 2017)*, emphasizes “Metrics Are A Leadership Issue”. Like it or not, as leaders, we need to engage with metrics and their significance in our future. Monica states “the concept of ‘metrics’ represents a wholesale change in philosophy, management practice, and leadership in health and human services. Metrics are a different form of accountability...presumes that we can quantify the value of health and human services...and forces new responsibilities on supervisors, managers and executives.” Improving literacy and organizational performance based management is imperative. The inclusion of evidence based practices and their application at the AADD face to face comes from a platform of seeking to support providers in embracing the significance of metrics in daily business practices.

What's Measured Improves



Does your organization have key performance indicators (KPIs)? Do these KPIs align with your mission and values? Are they used to assess, adapt and defend the quality of your services?

Michael Bailey, AADD President

JUNEAU

Face to Face Meeting

On March 1, 2017 AADD met in Juneau, Alaska. Here are some highlights:

Doing the Right Thing for Those Who Support Others, or what agencies can do to retain staff was presented by Richard Benjamin. His PowerPoint is on the AADD website under Education and Training. Britteny Howell's presentation on **Evidence Based Practices** is in the same location on the website.

The Department (DHSS) reported on the implementation of a soft cap on all day habilitation services. This is part of a \$70 million Medicaid budget reduction submitted instead of needing a supplemental appropriation for FY17. SDS proposes that an average 8 hour/week day hab cap is needed to achieve their share of \$6 million dollars Medicaid reduction. A day hab reduction will require CMS approval and a waiver amendment, followed by new regulations, including public comment. There will be a process for exceptions. Duane Mayes, SDS Director reported concerns with some day hab services not meeting the “habilitative” criteria. A companion service may be more appropriate. Jon Sherwood, Deputy Commissioner acknowledged that these are real and painful cuts that will affect individuals and families.

SB74 resulted in a reduction of \$5.3 million for grant services, based on the assumption that these would be provided through Medicaid options. SDS reports grant reductions of approximately 52% being applied to grantees for FY18 budget. A Limited Supports Waiver is slated to be implemented by January 1, 2018 as a substitute for grant funded services. Lisa Morley shared that grant awards were calculated based on Medicaid reimbursement rates for the grants services an agency offered. Case management funds were reduced as Care Coordinators will be responsible for the Limited Supports Waiver. SDS believes the conflict – free Care Coordination system has capacity for these waivers.

DD System Assessment Update

Shared Vision: Alaskans share a Vision of a flexible system in which each person directs their own supports, based on their strengths and abilities, toward a meaningful life in their home, their job and their community. Our Vision includes supported families, professional staff and services available throughout the state now and into the future.

A report addressing why, what, how, who and some notable trends identified in Phase One of the IDD System Assessment project is now distributed. Next steps include:

- Continue to assess current system to inform change
- Collect data that measures outcomes based on quality of life
- Shift to more person centered or person directed culture of services.

SimplyHome Presentation

SimplyHome presented their services using assistive technology for independent living through assistive technology. They have strong data to support services and cost savings. Go to www.simply-home.com for more information

Open Society Youth Exchange Fellowships seeks applicants for its Community Youth Fellowships. The fellowships come with an award of up to \$60,000 for full-time, 18-month projects to support dynamic activists aged 18-25 designed specifically for young persons with intellectual and developmental disabilities. For more information: <https://www.opensocietyfoundations.org/grants/open-society-youth-exchange-fellowships-20170309>

The pessimist complains about the wind. The optimist expects it to change.

The leader adjust the sails. John Maxwell

Research Corner

Collecting valid data is important for the work we do. Interested in collecting survey data? [Here are some quick tips](#) for writing good survey questions. Also, [check out this resource](#) for more comprehensive guidance on collecting the best survey data possible!

Britteny M. Howell, M.A., ABD
Research & Development, Hope Community Resources

Calendar for April 2017

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|----------------|--------------------------------|
| April 13, 2017 | AADD Membership teleconference |
| April 20, 2017 | CFO Teleconference, 10—11 |
| April 27, 2016 | Hot Topics: Workforce |

Program Spotlight Crossroads Counseling



Crossroad Counseling and Training Services has celebrated 20 years of services in Fairbanks. Nicole (Nikki) Nelson (succeeding Teri Firor), became Executive Director in 2016.

Crossroads Counseling mission statement is to: **Support every persons right to fully participate in their community, in a manner of their choosing.**

Crossroads serves and supports 30 individuals, many with very challenging behaviors. They receive the following services:

4	Day Habilitation
26	Residential services
	9 in group homes
	17 in supported living in community
	1 family habilitation home

Nicole began as a DSP 16 years ago and quickly became a team leader, consistently taking on increasing responsibility. She opened their first group home in 2007. That grew to five but two of those were closed last December. Nicole's goal is to close all of the group homes in favor of independent living options.

Crossroads has been working closely with CQL (Council on Quality Leadership) with financial support from the Trust. CQL is a leader in working with organizations to continuously define, measure and improve quality of life and quality of services through accreditation, consultation and certification. Crossroads has maximized CQL's services in how to have the in-depth conversation (how to ask the questions) that identifies what the person being supported wants as their personal outcomes, to measure the outcomes while meeting their desires. Nicole's last comment was "DSP's are the folks that make it all work."

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