

ACQ PLANNING MEETING DECEMBER 10, 2015

Objectives:

1. Confirm consensus goals from October 15th meeting
 - a. Support DDS in the provision and availability of **Quality Services**
 - b. Support DDS in building **System Capacity**
 - c. Support DDS in the improvement of **Communication** with stakeholders
2. Develop measureable objectives for each goal
3. Prepare an action plan for 2016 to implement each objective

INTRODUCTION

- The members of the ACQ briefly discussed and accepted the draft goals developed at the previous meeting and began to come up with ideas for key objectives that could lead to the goal.
- Then, participants marked their top priority in each goal area. The number of priority 'marks' is noted after the item.
- The top priorities became the proposed objectives under the goal in order to develop actions in the next year to begin the effort toward the goal.
- The facilitator suggested that participants consider the following questions to develop a meaningful action plan
 - What are we already doing? (existing sub-committees)
 - Where is the "low-hanging fruit"?
 - What is consistent with our advisory mandate?
 - What is within our capacity?
- The facilitator also described what he called a wise planning focus and drew a diagram with concentric circles on the flip chart

Outside the circle - No Influence

- **Inside the largest circle - Limited Influence**
 - **Inside the next smallest circle - Direct influence**
 - **Inside the center circle- Control**
? _____? When you act within your greatest level of control and influence, you act wisely to exert ...
 - **Leverage.... To move the problem or the issue in a positive way.**

THE PROPOSED GOALS , OBJECTIVES, AND 2016 ACTIONS

GOAL 1. INSURE QUALITY SERVICES

POSSIBLE OBJECTIVES

Increase funding

Stop \$ hemorrhage

Focus \$ and stick to it

Overhaul training requirements

Hiring smart, empathetic staff at state/agency levels

- Quality

Improve safety

*Quit adding responsibility XXXX 4 (blue)

Staff retention and turnover

Reduce bureaucracy

Create programs for youth to adult transitions

Expand service options (16-26 year olds not allocated)

√V2

*Expand Service Options!! √V 3

Particularly residential options – parents + individuals want more choices than those currently available. There are wait lists for supported living so there is an obvious need.

Expand Service Options

√V 2

Expand service options

Stop using band-aids

Fix systemic problems

Person-centered planning is fastest route to quality

√ 1

Community Access + Integration

Eliminate system barriers to expanding services

SELECTED OBJECTIVES AND 2016 ACTIONS

OBJECTIVE 1.1

Expand service options – 16 -26 years unallocated

Invite ARCA and Kay's GRP to present on Senate 20 pilot

W.L. Comm. Prepares recommendations for ACQ review

Issue recommendations for simple service model to serve this population

OBJECTIVE 1.2

Expand Service Options – Residential

Capacity (system) and service models presentation (CDD?)

Presentation on accessing services to confirm gaps DDS Panel +

Working group to distill, assess

Recommendations from ACQ

GOAL 2. INCREASE SYSTEM CAPACITY

POSSIBLE OBJECTIVES

Improve efficiency in all areas top down
1 ✓

Eliminate waste

Simplify process

Improve system management

Find barriers and solutions to expansion of service

Improve system management

VV2

Reduce litigation: Mi Via participants vs. TPA/State

Do mediation out of court

Clean Up*

Wait list numbers and maintain accuracy thereafter

VVVVV6

2

End the waiting lists

Make sure everyone tells legislature we can expand (correct misperception)

Improve efficiency of the system

Fiscal efficiency

XX 2

Find out where money is being wasted and reroute it

Move people off wait list

Clean up wait list numbers and maintain accuracy there after

Clean up wait list numbers—keep list clean

Secure additional funding

Conduct fiscal impact studies

X1

Increase providers and staff through thoughtful recruitment (not just warm bodies)

SELECTED OBJECTIVES AND 2016 ACTIONS

OBJECTIVE 2.1

Support clean up W.L numbers and maintenance and accuracy thereafter

W.L sub-comm. reviews KIT letter return, assess, and consider recommendations

How to maintain ongoing contact

- Recommendations

*(W.L. sub-committee)

*Partner with HB2/DDSD-committee

Assess volunteer approach to ongoing maintenance work and make recommendations

GOAL 3. IMPROVE COMMUNICATION WITH STAKEHOLDERS

POSSIBLE OBJECTIVES

VVVVVVV

Improve consistency within dept.

“Minimize different answer to the same question”

*6

Grow Relationships

- Build trust

Increase interaction with (something formal) parents/families

Creating a systemic approach for communicating

- Community need
- Costs
- Community impact when needs are met

To the:

- General public
- Participants
- State of stockholders
- Legislators

Information consistency to Mi Via participants

✓ V 2

- Improve consistency within department
- Simplify language
- Centralize place to access information

Better use of technology

Access

Data retrieval and sharing

Website

Information and Communication Center

✓ X 2

Share information/promote honesty

X 1

Make Website user-friendly 1

Centralize place to access all info

Keep info current and share with families and providers

Promote honesty from all people running the program. Spotty patches of honesty now

Improve communication between participants and all those people running the program.

Weak now: Subcontracted TPA and FMA

Recognize each level as partners: individual, family, provider, staff, state divisions, etc.

Borrow ideas from other states

SELECTED OBJECTIVES AND 2016 ACTIONS

OBJECTIVE 3.1 Identify weaknesses in communication chains (blue)

ACQ, ICC, DDSD (more) meet to assess challenges

Develop a (web) plan to get information across the board

Include all stakeholder partners*

ACQ makes recommendations

OBJECTIVE 3.2 Provide feedback (user-based) to support improved we/central info.

Provide a map to assist DDSD with web updates

Next Steps

1. The Executive Committee will meet and establish deadlines and assignments for the action items under each objective in the plan
2. The Executive Committee will bring the proposed plan to the the full ACQ on February 11, 2016
3. The facilitator will mail the notes to Bill, Lori, Patrick, and Gayla