



Delmarva Foundation

Florida Statewide Quality Assurance Program

How to Get the Best Services for you?

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Objectives

- Provide an opportunity for interactive role-playing related to areas of self-advocacy, service delivery, and questions to ask providers.
- Discuss how to evaluate service delivery.
- Share a variety of questions to ask providers before and during hiring process.
- The participant will be able to list places to find ongoing and additional information.



Who is Delmarva?

- Under Quality Assurance Contract with AHCA since 2001
- Interview people receiving services about the services they receive
- Review Providers rendering services
- Provide data from reviews to AHCA/APD to support the Quality Management System



Key Services

- Residential Services (RH)
- Personal Supports
- Behavior Services
- Respite
- Life Skills Development Services: ADT, Companion, SEC
- Support Coordination
- Supported Living



Your Roles & Responsibilities

- Assessing your own wants and needs
- Interviewing potential providers
- Setting clear expectations
- Evaluating the service and provider for over all effectiveness
- Addressing concerns and changing providers if applicable



Assessing your own wants and needs

- Life Dreams
- Relationships/Community
- Work and Home
- Growth
- Health





Lesson Learned

Let's Discuss...what worked? What did not work? What else could the self-advocate do?



Interviewing Potential Providers

- How long have you been providing services?
- How will I select my staff?
- How flexible are you on times & dates as my needs change?
- What happens if someone is a no show?
- How will you ask about my goals?
- How will you see if I am satisfied?
- How can I see what is written about me?
- How will you and your staff respect my rights?
- How will you and your staff support my privacy?





Lesson Learned

Let's Discuss...what worked? What did not work? What else could the self-advocate do?



Setting clear expectations

- Expectations of time
- Expectations of location
- Expectations of activity/goal
- Expectations of staff





Lesson Learned

Let's Discuss...what worked? What did not work? What else could the self-advocate do?



Evaluating the service & provider

- Reaching Goals
- Satisfaction
- Other needs
- Grievance





Lesson Learned

Let's Discuss...what worked? What did not work? What else could the self-advocate do?



Addressing concerns and changing providers if applicable

- Grievance Identification
- Grievance Resolution
- Selecting a new provider





Lessons Learned

- Who decides what services I need?
- What should I expect from my providers?
- Who is in charge of my services?
- What are my roles and responsibilities?



Remember the Five D's

- **Determine** your individual needs and desires
- **Drive** your own Support Plan
- **Develop** your expectations
- **Define** what success means to you
- **Decide** if services are working for you



Questions?





Please Complete the Training Evaluation

Please visit the Delmarva Florida website at
www.dfmc-florida.org

Thank You!





Contact Us

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Resources

- **Delmarva Foundation for Medical Care:**
www.dfmc-florida.org
- **Agency for Persons with Disabilities (APD):**
www.apd.myflorida.com
- **Agency for Healthcare Administration (AHCA):**
www.ahca.myflorida.com
- **Human Services Research Institute (HSRI):**
www.hsri.org
- **National Core Indicators (NCI):**
www.nationalcoreindicators.org