

Florida Quality Council Qlarant Data Presentation

November 7, 2024

Presentation Outline

Fiscal Year (FY) 2024 Person Centered Reviews (PCRs)

- My Life Interview (MLI) Outcomes and Supports by FY and Life Area
- Record Reviews

FY 2024 Provider Discovery Reviews (PDRs)

- Staff Qualifications and Trainings (Q&T)
- Background Screenings (BGS)
- Service Specific Record Reviews (SSRRs)
- Alerts (A)

FY 2023 National Core Indicator (NCI) Child Family Survey (CFS): Florida vs. NCI Average

*FY 2024 includes reviews completed and approved between July 1, 2023, and June 30, 2024.

*FY 2023 includes reviews completed and approved between July 1, 2022, and June 30, 2023.

Person Centered Reviews



FY24 Snapshot

July 2023 - June 2024

Region	Waiver Participants	CDC+ Participants
Northwest	101	12
Northeast	197	48
Central	267	29
Suncoast	332	34
Southeast	339	49
Southern	227	24
Total	1,463	196

My Life Interview (MLI) Outcomes

Waiver: 84.6%

CDC+: 88.2%

MLI Supports

Waiver: 97.2%

CDC+: 99.1%

Record Reviews

Waiver Support Coordinator (WSC): 91.6%

CDC+ Consultant: 94.2%

- FY25 Q1:**
- **147 Waiver Participants**
 - **13 CDC+ Participants**

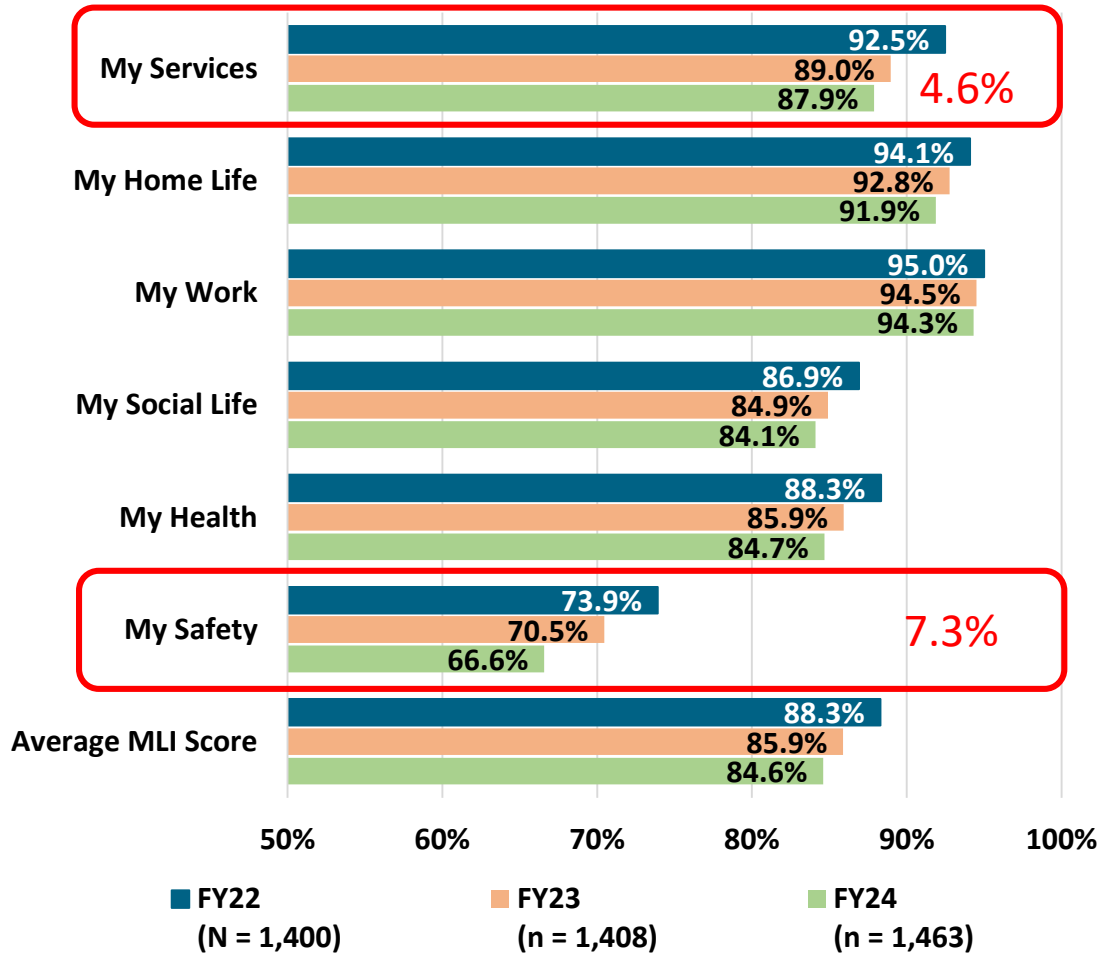
My Life Interview (MLI): Outcomes over Time



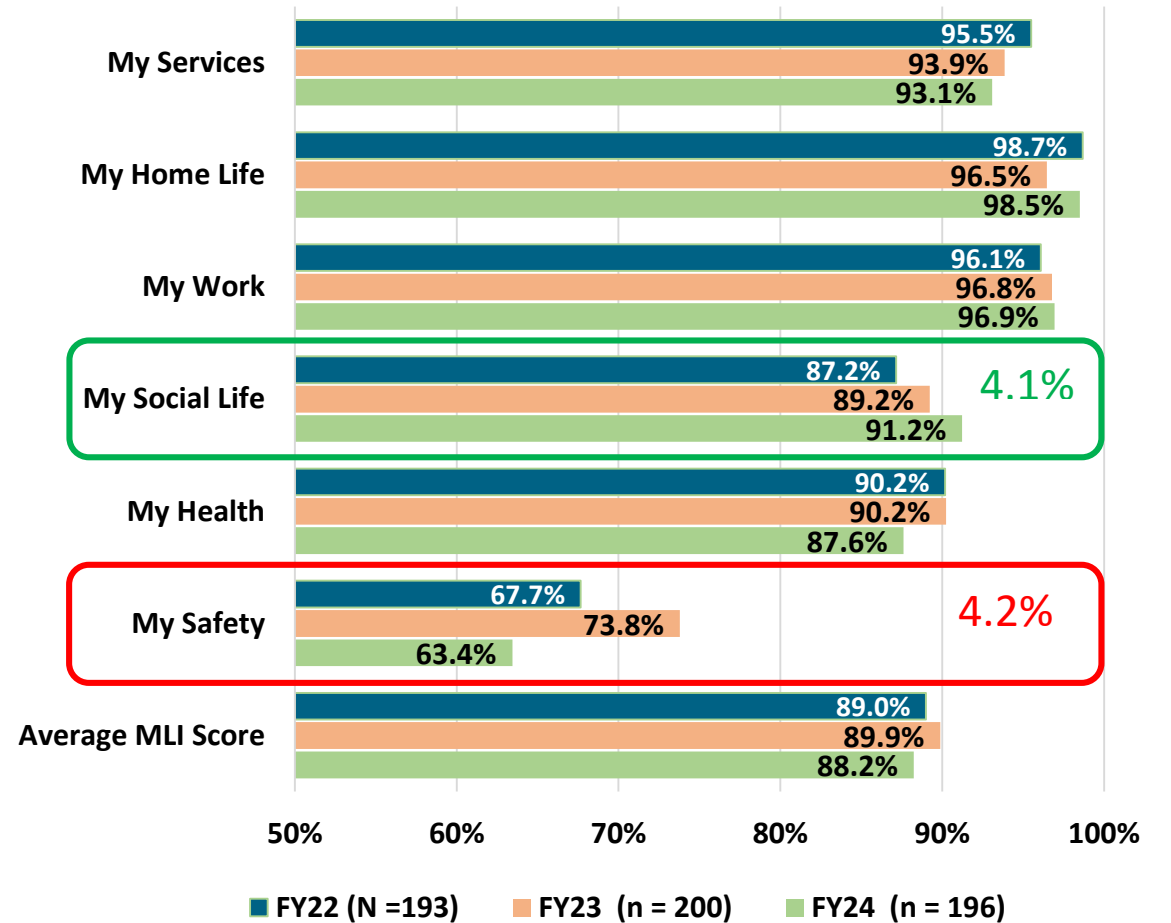
MLI Outcomes by Life Area: FY22 – FY24

(Boxes signify 4+ point difference between FY22 and FY24)

Waiver



CDC+



MLI Outcomes by Life Area: FY22 – FY24 Waiver Participants

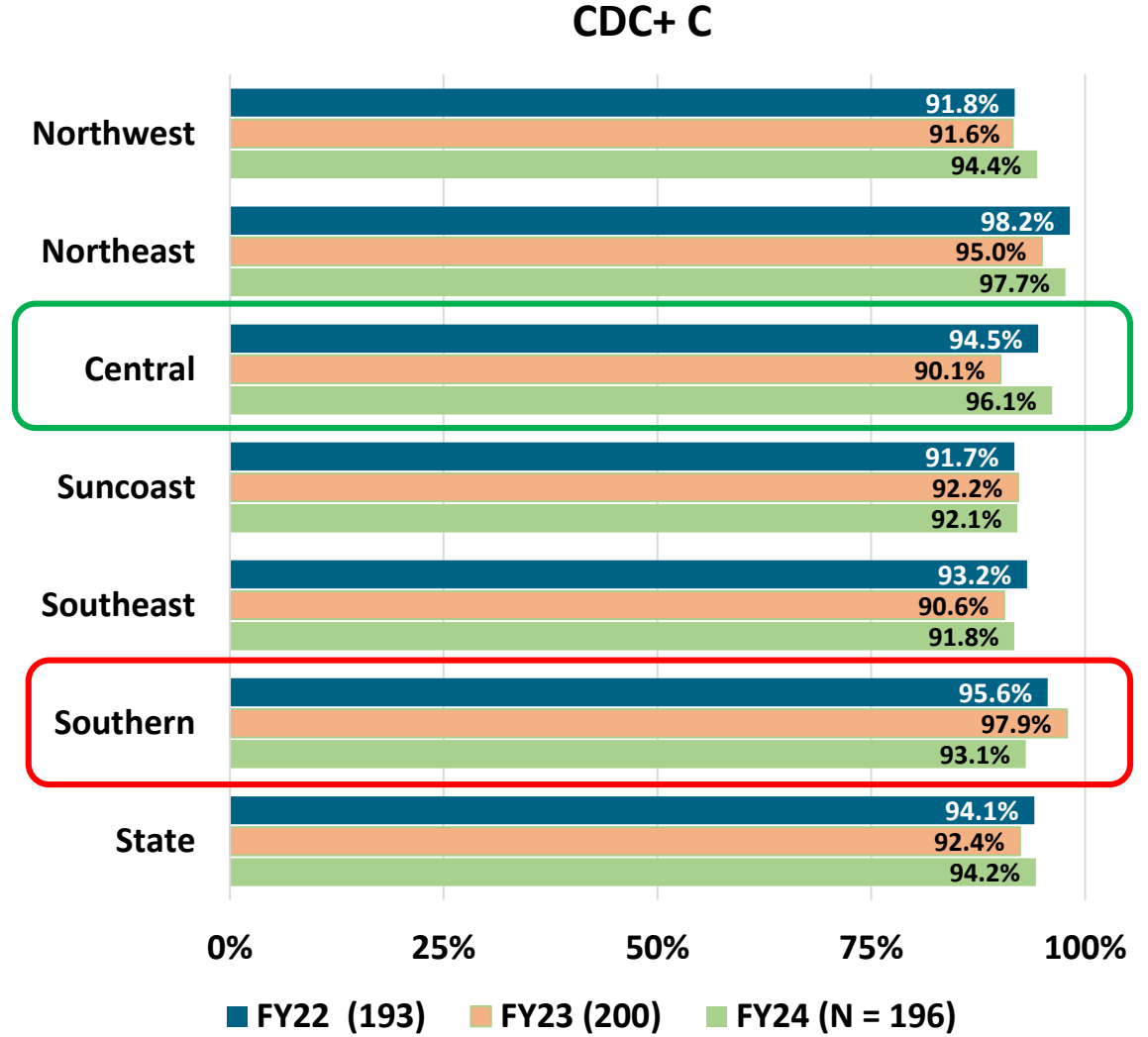
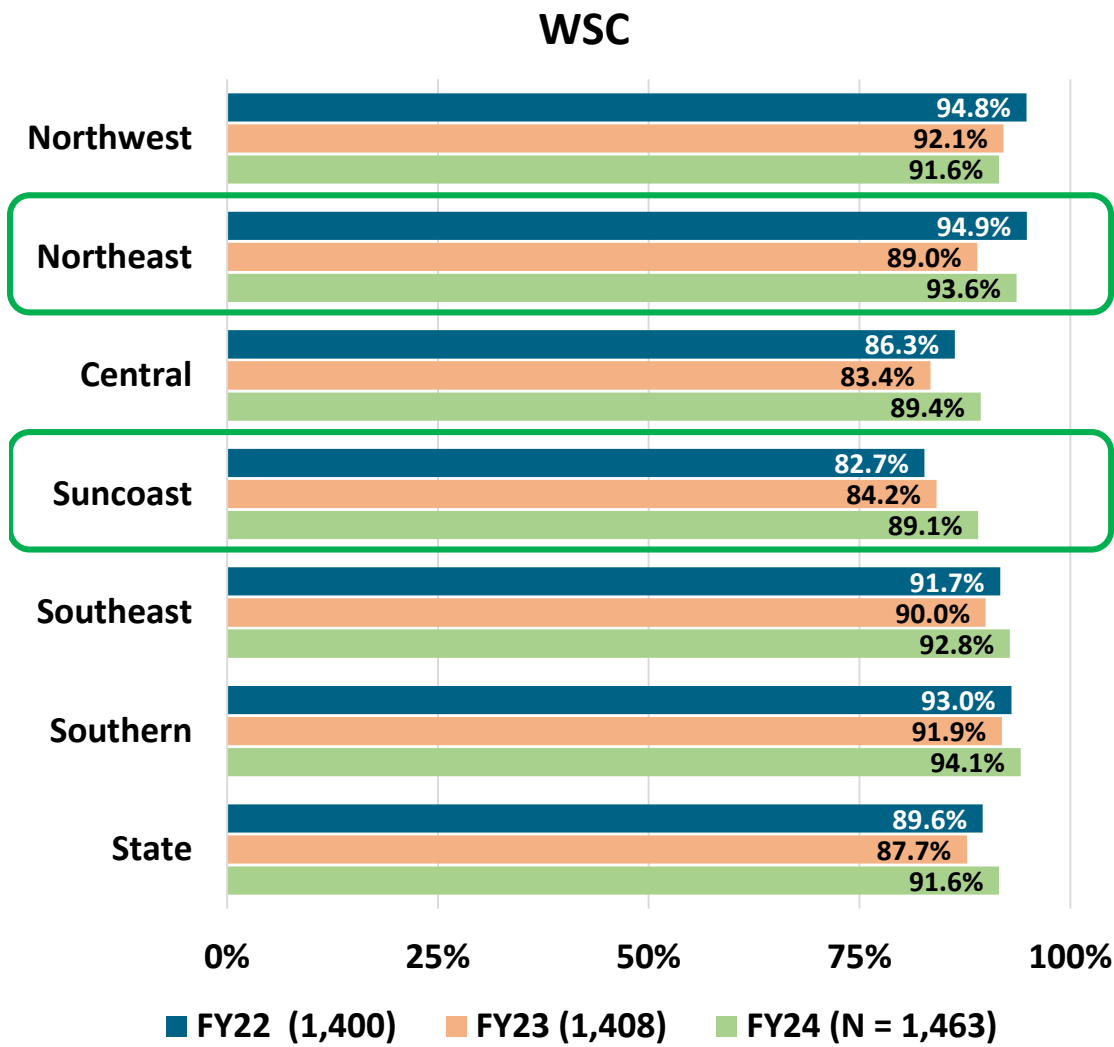
Standards with 4+ point difference	FY22 (N=1,400)	FY23 (N=1,408)	FY24 (N=1,463)	Point Difference
My Services	92.5%	89.0%	87.9%	4.6
Choice and Self Direction - I am an active participant in development of service documentation.	93.3%	89.9%	89.2%	4.10
Choice and Self Direction - I am working toward goals/outcomes important me.	93.8%	90.2%	89.5%	4.30
Choice and Self Direction - I choose and manage my services.	94.5%	91.0%	89.8%	4.70
Choice and Self Direction - I choose and manage my service providers.	91.5%	87.5%	86.4%	5.10
Rights - I know and exercise my rights.	86.5%	82.2%	81.1%	5.40
My Safety	73.9%	70.5%	66.6%	7.3
Safety - My safety needs are addressed.	79.0%	71.2%	65.6%	13.4
Safety - I know what to do if abuse, neglect, or exploitation (ANE) occurs.	69.4%	68.9%	62.2%	7.4

MLI Outcomes by Life Area: FY22 – FY24 CDC+ participants

Standards with 4+ point difference	FY22 (N=193)	FY23 (N=200)	FY24 (N=196)	Point Difference
My Social	87.2%	89.2%	91.2%	4.0
Choice and Self-Direction - I am part of and participate in my community.	78.7%	85.5%	89.5%	10.8
Choice and Self Direction - I am an active and contributing member of my community.	80.6%	82.1%	86.9%	6.3
My Safety	67.7%	73.8%	63.4%	4.3
Safety - I understand what abuse, neglect and exploitation (ANE) mean.	58.5%	62.7%	50.0%	8.5
Safety - I know what to do if abuse, neglect, or exploitation (ANE) occurs.	60.2%	68.4%	54.8%	5.4

WSC/CDC+ Consultant Record Reviews

WSC/CDC+ Consultant Record Review Scores by Region and FY



Historically Lower Scoring Record Review Indicators: WSCs

FY21 → FY22 → FY23 → FY24

The Support Plan reflects support and services necessary to **address assessed risks**.

• 97.5% (1,188) → 78.2% (1,323) → 68.4% (1,375) → **76.1% (1,453)**

The Support Plan includes supports and services consistent with **assessed needs**.

• 98.0% (1,248) → 68.4% (1,375) → 68.2% (1,397) → **77.9% (1,454)**

Level of care is completed accurately using **the correct instrument/form**.

• 86.7% (1,207) → 75.6% (1,388) → 73.7% (1,402) → **82.3% (1,456)**

Support Coordinator Progress Notes demonstrate pre-Support Plan planning activities were conducted.

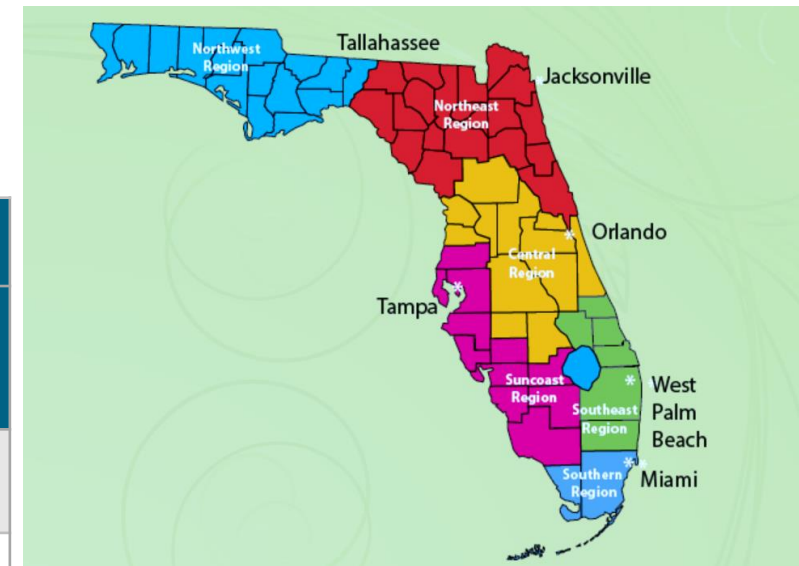
• 83.4% (1,241) → 87.0% (1,332) → 67.7% (1,389) → **82.0% (1,412)**

Provider Discovery Reviews



FY24 (July 2023– June 2024)

Region	# of PDRs		
	Service Providers	Qualified Organizations (QOs)	CDC+ Representatives
Northwest	92	10	23
Northeast	229	24	31
Central	246	33	50
Suncoast	343	31	31
Southeast	267	50	38
Southern	191	36	27
State	1,368	184	200



- FY25 Q1:**
- 458 Service Providers
 - 19 QOs
 - 22 CDC+ Reps

Service Provider PDRs by Region July 2023– June 2024

Region (n)	General Administrative Review (GAR)		Staff Qualifications and Training (Q&T) (N = 3,578)	Service Specific Record Review (SSRR) (N = 4,455)	Observations (1,144)	
	Agencies (N = 1,199)	Solo (N = 169)			Licensed Residential Homes (LRH) (N = 985)	Adult Day Training (ADT) (N = 159)
Northwest (92)	99.2%	100.0%	92.4%	90.9%	99.5%	100.0%
Northeast (229)	98.1%	98.0%	93.5%	93.3%	99.4%	99.7%
Central (246)	97.1%	97.2%	92.0%	90.8%	98.3%	98.8%
Suncoast (343)	94.9%	89.2%	91.5%	88.8%	98.7%	99.2%
Southeast (267)	98.3%	95.2%	92.7%	93.0%	99.7%	99.8%
Southern (191)	97.6%	100.0%	93.6%	94.0%	99.0%	99.6%
State (1,368)	97.0%	96.2%	92.5%	91.5%	99.0%	99.4%

QO PDRs by Region July 2023– June 20234

Region (n)	GAR (184)	Staff Q&T (673)
Northwest (10)	98.7%	95.5%
Northeast (24)	98.2%	94.3%
Central (33)	98.6%	93.2%
Suncoast (31)	95.1%	95.1%
Southeast (50)	99.3%	97.6%
Southern (36)	95.7%	96.2%
State (184)	97.6%	95.5%

Provider Discovery Review Trends

FY22: July 2021 – June 2022

FY23: July 2022 – June 2023

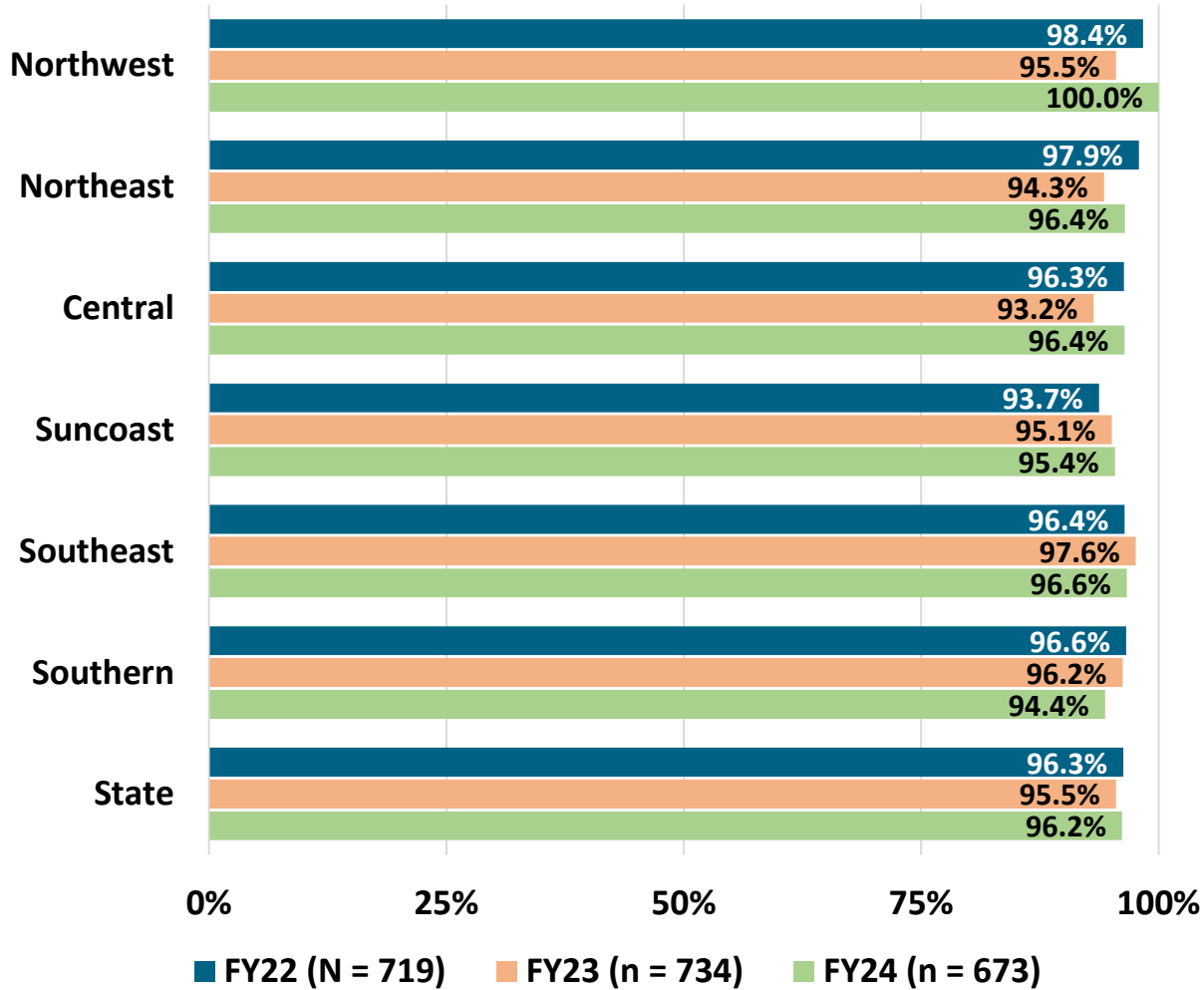
FY24: July 2023 – June 2024

Staff Qualifications and Training

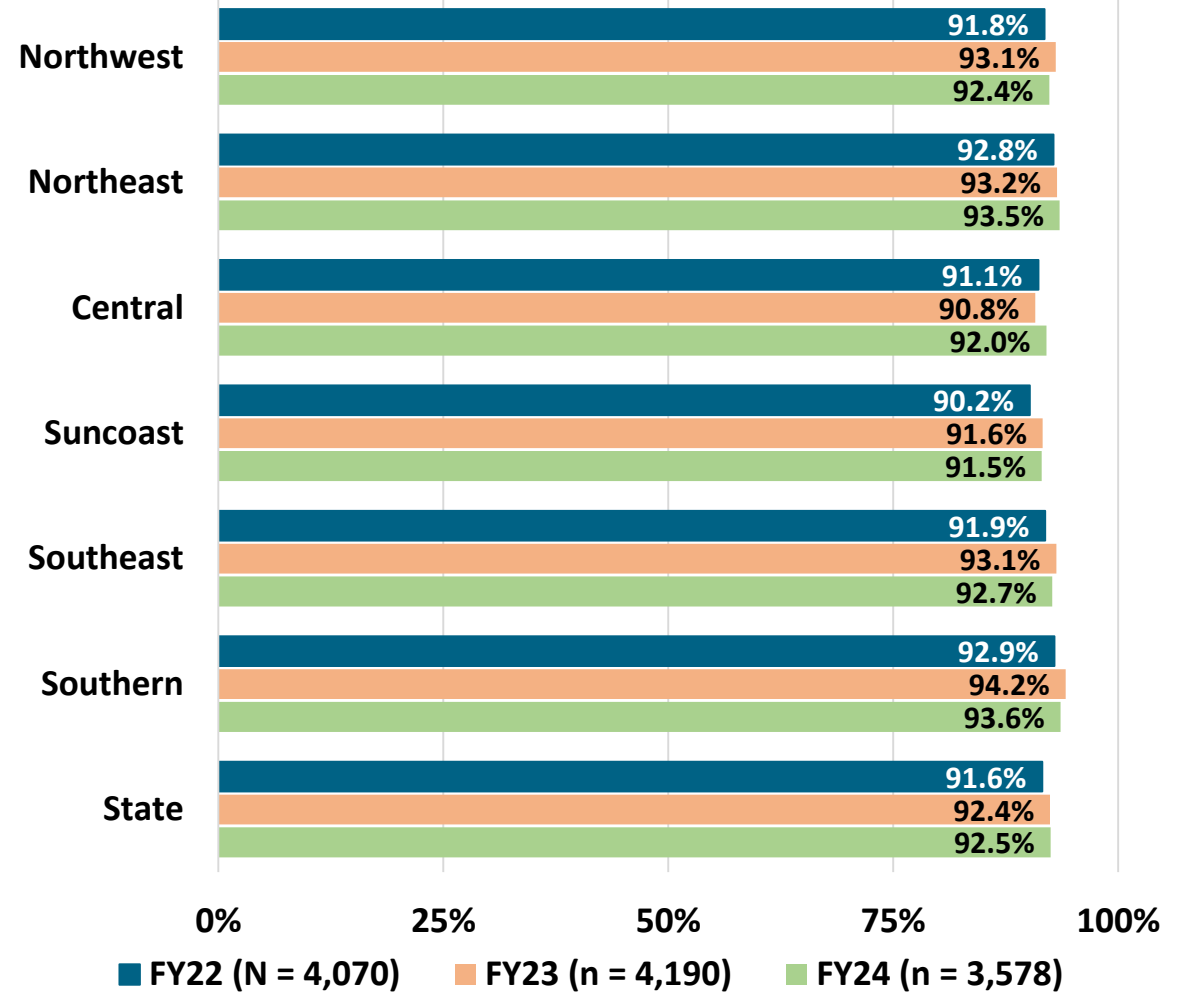


Qualifications and Training Scores by Region and FY

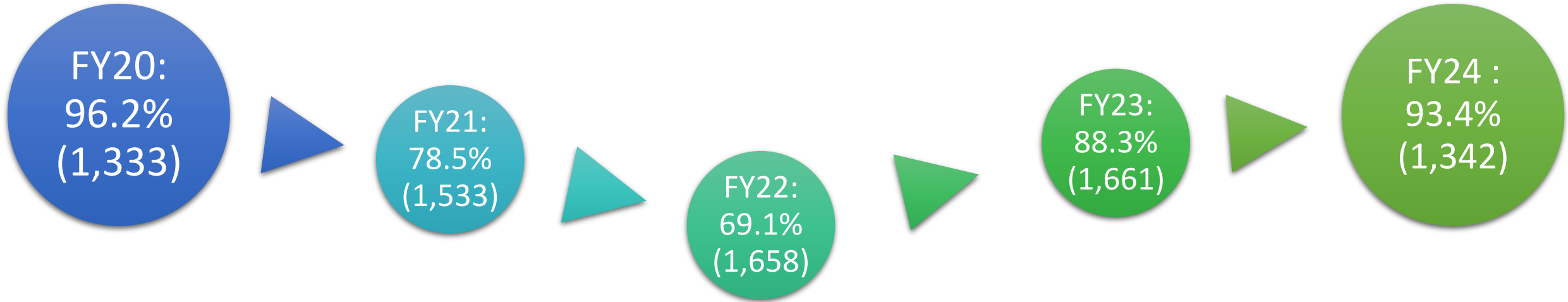
WSC/CDC+ C



Service Providers



Basic Medication Administration Validation



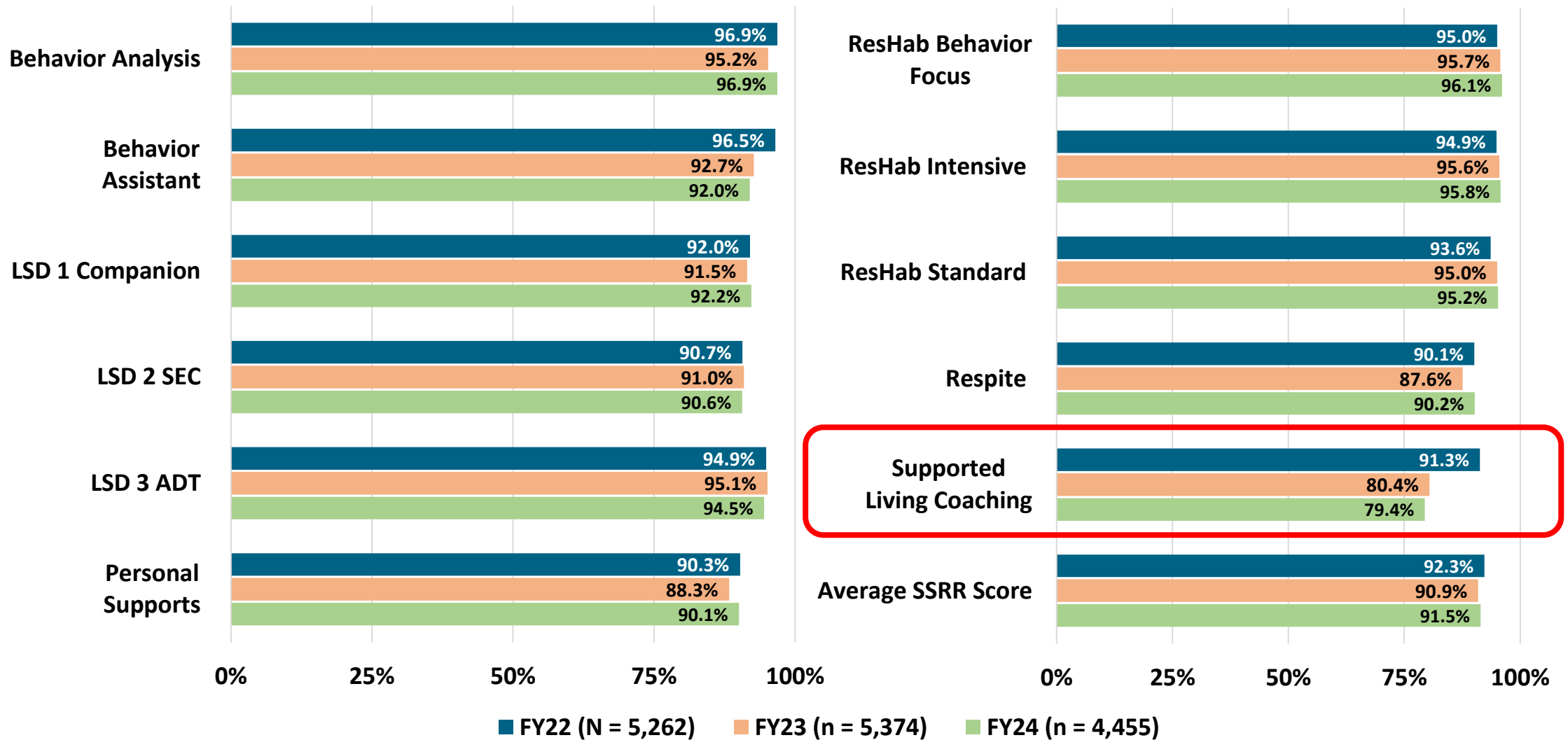
As of FY24, 89 Basic Medication Administration Validation Certificates were deemed out of compliance. Of these...

- Just over **27.0%** did not have the Established Primary Route circled,
- Nearly **23.6%** were either missing or had an incorrect Validation Expiration Date,
- And **13.5%** were either missing or had an incorrect Validation Effective Date.

Service Specific Record Reviews



Weighted SSRR Scores by Service and FY



Lowest Scoring Indicator for Lowest Scoring Services Supported Living Coaching

The Annual Report covering services provided and billed during the period under review is in the record.

- FY22: 89.8% (n = 393)
- FY23: 53.4% (n=343)
- FY24: 52.3% (n=277)
- 37.5 point decline

A copy of the Implementation Plan is provided to the person and when applicable, the legal representative, within the required 30-day time frame.

- FY22: 87.1% (n = 420)
- FY23: 62.1% (n = 391)
- FY24: 54.8% (n = 301)
- 32.3 point decline

The Annual Report covering services provided and billed during the period under review contains all required components.

- FY22: 76.3% (n = 393)
- FY23: 44.3% (n = 345)
- FY24: 44.6% (n = 276)
- 31.7 point decline

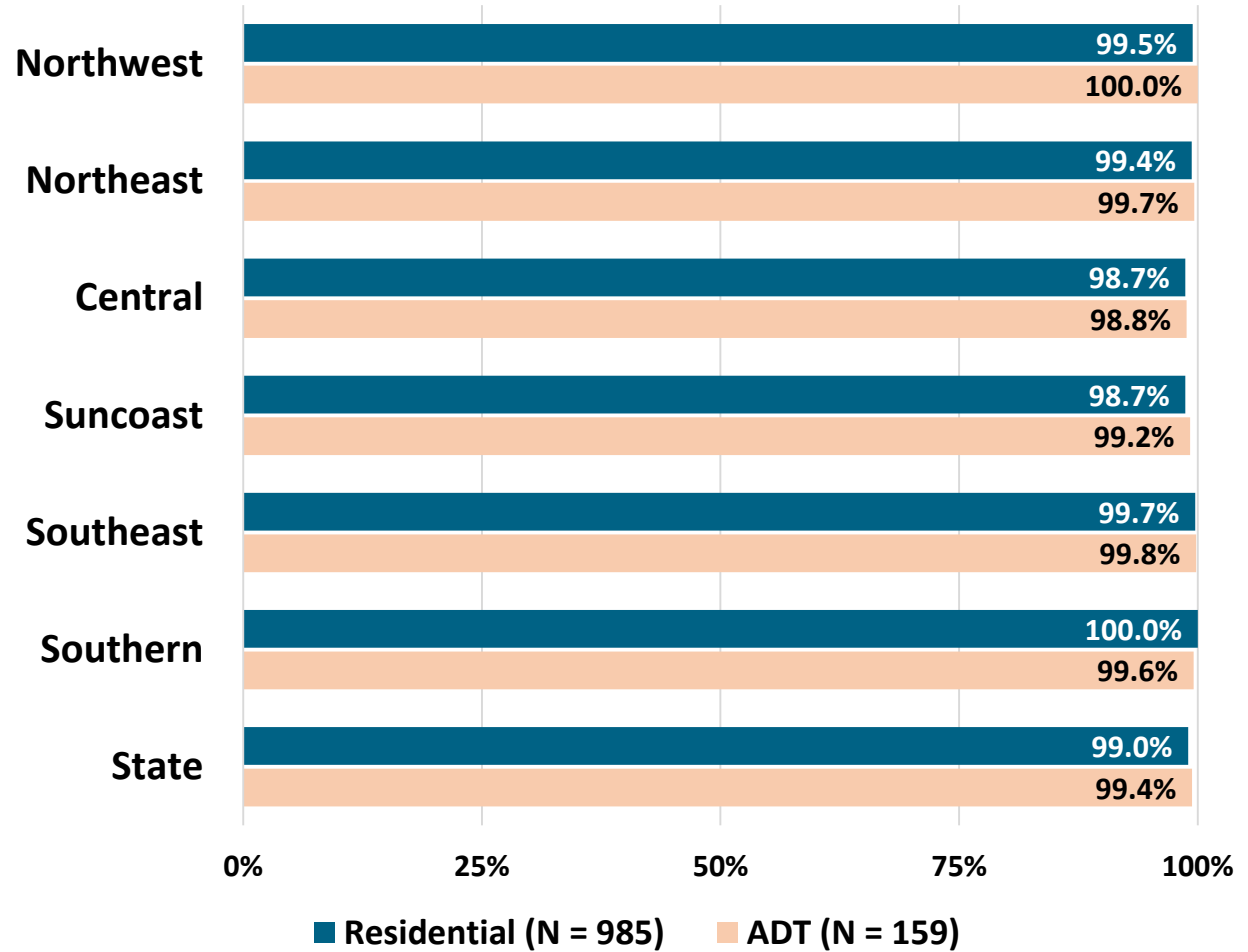
A Quarterly Summary covering services provided and billed during the period under review is in the record.

- FY22: 71.7% (n = 420)
- FY23: 37.9% (n = 390)
- FY24: 44.4% (n = 302)
- 27.3 point decline










Observations: LRH and ADTs by Region

Region (n)	LRH (985)	ADT (159)
Northwest	24	8
Northeast	145	24
Central	203	24
Suncoast	241	62
Southeast	223	23
Southern	149	18
State	985	159

Average Observation Score by Region: FY24



Alerts by FY

Alert Type	FY21 (576)	FY22 (608)	FY23 (533)	FY24 (382)
Abuse/Neglect/Exploitation	0.2%	0.0%	1.1%	0.3% 
Background Screening	30.7%	31.9%	39.2%	49.0% 
Clearinghouse Roster	28.8%	16.8%	22.0%	17.5% 
Driver's License/Insurance	5.0%	4.3%	3.8%	3.1% 
Health & Safety	0.0%	1.2%	1.8%	2.4% 
Medication Admin/Training	33.5%	37.3%	15.0%	12.8% 
Medication Storage*	NA	6.1%	12.9%	11.3% 
Rights	0.3%	2.1%	4.5%	3.4% 
Vehicle Insurance	1.4%	0.3%	0.0%	0.3% 

Background Screening by Region and Most Common Not Met Reasons

Regions	Background Screening
Northwest	16
Northeast	27
Central	32
Suncoast	52
Southeast	37
Southern	23
Total	187

Common Not Met Reasons	Service Provider	WSC
Provider did not present a current Local Law/Criminal Records Check. (A)	167	11
Provider did not present evidence of current APD General FDLE/FBI clearance from the Clearinghouse. (A)	109	8
Current Local Law/Criminal Records Check presented was not obtained within the county of residence at the time of screening. (A)	83	7

**National Core Indicator's (NCI) -
Intellectual and Developmental Disabilities (IDD)
Child Family Survey (CFS)**

Florida versus NCI Average

FY 2023

What is the NCI-IDD Child Family Survey?

- Administered to families who have a child with a developmental disability who lives in the family's home and receives at least one service other than case management.
- Can be completed for an individual up to 22 years if they are still receiving "child" services.
- In FY23, 9 states submitted a valid sample: Florida (FL), Indiana (IN), Missouri (MO), North Dakota (ND), Oregon (OR), South Dakota (SD), Tennessee (TN), Texas (TX), and Wisconsin (WI).
 - Florida mailed 1,000 surveys to families
 - 154 families responded (Response rate: 15.4%)

The Respondents...



5%
were under 35
(NCI Average: 12%)



94%
were the child's
parent
(NCI Average: 92%)



17%
reported an
annual income of
\$25k or less
(NCI Average: 24%)



32%
said they or
another family
member are paid
to provide
support to their
child
(NCI Average: 23%)



19%
said they can
always get and
use respite
services they
need
(NCI Average: 22%)

The Child with IDD...



75% were male
(NCI Average: 64%)



76% take part in community activities
(NCI Average: 80%)



Average Age: **14.6**
(NCI Average: 11.1)



75% spend time with children without
IDD (NCI Average: 84%)



69% needed *extensive* support
with personal care activities
(NCI Average: 53%)



74% have resources in the community
the family can use that are not provided
by the IDD agency (NCI Average: 77%)



41% needed *extensive* support for
self-injurious, disruptive, or
destructive behaviors
(NCI Average: 24%)



17% take part in family-to-family
networks (NCI Average: 19%)

Information and Planning



22%
 always get
 enough
 information to
 help plan
 services
 (NCI Average: 33%)



77%
 say their child
 has a service
 plan
 (NCI Average: 71%)



87%
 say they or
 another family
 member
 helped make
 the service
 plan
 (NCI Average: 88%)



15%
 say their child
 helped make
 the service
 plan
 (NCI Average: 19%)



53%
 say their child
 has a
 transition plan
 (NCI Average: 33%)

Access and Delivery



55%

say their family gets the services and supports they need
(NCI Average: 66%)

38%

say support workers *always* have the right information and skills to meet their family's needs
(NCI Average: 48%)

68%

say their child's service providers work together to provide support
(NCI Average: 81%)

75%

say they get information about services and supports in their preferred language
(NCI Average: 86%)

Choice, Decision Making, and Control



68%

say they or someone in their family chose their child's support coordinator
(NCI Average: 27%)

63%

say service coordinators listen to their family's choices and opinions
(NCI Average: 69%)

24%

say services and supports *always* change when their family's needs change
(NCI Average: 38%)

58%

say their family can *always* choose or change the agency that provides services
(NCI Average: 68%)

58%

say their family can *always* choose or change their child's support workers
(NCI Average: 63%)

Satisfaction with Services



26%
say overall they are *always* satisfied with the services and supports their child receives
(NCI Average: 38%)



91%
feel services and supports have made a positive difference for their child
(NCI Average: 93%)



79%
said services and supports reduced out-of-pocket expenses related to care for their child
(NCI Average: 80%)



67%
say services are always delivered in a way that is respectful to their family's culture
(NCI Average: 82%)

Thank you!
Questions? Comments?

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