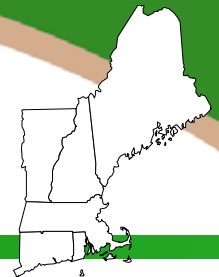


Eunice Kennedy Shriver Center
200 Trapelo Road, Waltham, MA 02452-6319
Tel. (781) 642-0283 Fax. (781) 642-0162
www.umassmed.edu/cdder/ cdder@umassmed.edu

QUALITY BRIEF

For Developmental
Disability Services in
New England



FOCUS

What's Up in Your State?

Where to Look for Information About Quality in New England.

Individuals and family members play a very important role in assuring the quality of services and supports they receive. Getting information and understanding how to use the information about the quality of services in your state is one of the first steps toward becoming a truly “informed consumer.”

Some of the New England state agencies have set up relatively easy-to-use web sites that include reports, data and other sources of valuable information about the quality of services that they provide or fund. This **Quality Brief** will provide you with some guidance on where to look for this information and who you can contact if you have questions or want additional information.

This Brief will also provide you with a few additional internet sites that you may find interesting and that also include information about quality of services for persons with developmental disabilities.

Happy surfing!

Did You Know?

- § The New England public DD system has the highest proportion of state agencies that actively participate in the **National Core Indicators (NCI)** project? The NCI collects information that allows states to compare themselves along a number of important dimensions of service quality.
- § All of the New England DD state agencies host **public web sites** that include reports and/or other information about service quality?
- § For the past 3 years the leaders of state DD agencies and self advocacy organizations in New England and New York have worked together in **partnership** to develop service improvement goals that are important to everyone?

INTERNET RESOURCES

Re: Quality of Services for New England DD Systems

How to access the web sites

For each of the New England states listed below you will find web “addresses” underlined in **BLUE type**. If you are looking at this *Quality Brief* on the internet or have “downloaded” it from the internet to your computer AND you have internet access you can simply “CLICK” on the Blue Type or “copy” the web address and “paste” it into your URL address bar at the top of your internet page. Then hit “return” or click on the “go” command next to the address. This should bring you to the desired web site page.

If you only have a printed copy of the Brief, you will need to type the **blue URL address** into the address bar once you sign into the internet. If you are not sure of how to do this, ask for some help.

Some of the documents are available in Adobe pdf and some are also available in Microsoft Word. You will need to have those programs “loaded” onto your computer in order to download and read the documents you select. Again, ask for some help if you are not sure about what programs you already have on your computer. It can be confusing.

Connecticut

Peter O’Meara, Commissioner: (860) 287-4242

Daniel Micari, Director, Quality Assurance : (860) 418-6081



To access the State of Connecticut Department of Developmental Services (DDS) web site, click on: **CT DDS** or copy and past the following address:

<http://www.ct.gov/dds/site/default.asp>

For a listing of available reports about health click on: **CT Health Reports** or go to:

<http://www.ct.gov/dds/cwp/view.asp?a=2645&q=390808>

To review the latest **quality assurance report** (“Quest for Excellence”) click on: **CT Quality Reports** or go to:

http://www.ct.gov/dds/lib/dds/publications/quest_for_excellence_2007.pdf

To review the latest **licensing reports** for provider programs and community training homes, go the following web site where you can access survey findings by Region and the town in which the program is located:

<http://www.ct.gov/dds/cwp/view.asp?a=2839&q=389970>

INTERNET RESOURCES

Re: Quality of Services for New England DD Systems

Maine

Jane Gallivan, Program Director: (207) 287-4242

To access the State of Maine Office of Adults with Cognitive and Physical Disability Services (OACPDS) web site, go to:

<http://www.maine.gov/dhhs/OACPDS/DS/index.shtml>



For the 2006 HHS report go to the following web address and see pages 92-97 for an overview of performance and quality data for OACPDS:

<http://www.maine.gov/dhhs/focusbook.doc>

Massachusetts

Elin Howe, Commissioner: (617) 624-7723

Gail Grossman, Assistant Commissioner, Quality Management: (617) 624-7779



To access the Commonwealth of Massachusetts Department of Mental Retardation (DMR) web site, click : [MA DMR web page](#) or copy and paste following web address:

<http://www.mass.gov/?pageID=eohhs2topic&L=4&L0=Home&L1=Government&L2=Departments+and+Divisions&L3=Department+of+Mental+Retardation&sid=Eeohhs2>

For access to a series of reports that include information about agency performance, health and service quality go to [DMR Reports](#) or copy and paste the following web address:

<http://www.mass.gov/?pageID=eohhs2subtopic&L=4&sid=Eeohhs2&L0=Home&L1=Government&L2=Newsroom&L3=Department+of+Mental+Retardation+News%2c+Updates%2c+and+Reports>

To review the DMR Quality Assurance Reports click on [DMR Quality Report](#) or copy and paste this web address:

http://www.mass.gov/?pageID=eohhs2terminal&L=4&L0=Home&L1=Government&L2=Newsroom&L3=Department+of+Mental+Retardation+News%2c+Updates%2c+and+Reports&sid=Eeohhs2&b=terminalcontent&f=dmr_q_pub_quality_assurance_reports&csid=Eeohhs2

To review the DMR Mortality Reports click on [DMR Mortality Report](#) or copy and paste this address:

http://www.mass.gov/?pageID=eohhs2terminal&L=4&L0=Home&L1=Government&L2=Newsroom&L3=Department+of+Mental+Retardation+News%2c+Updates%2c+and+Reports&sid=Eeohhs2&b=terminalcontent&f=dmr_q_news_mortalityreports&csid=Eeohhs2

INTERNET RESOURCES

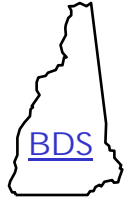
Re: Quality of Services for New England DD Systems

New Hampshire

BDS Concord Office: 603-271-5034

To access the State of New Hampshire Bureau of Developmental Services (BDS) web site click on the [NH BDS](#) web page or copy and paste this address:

<http://www.dhhs.nh.gov/DHHS/BDS/default.htm>



For access to a series of reports published by the BDS, including an agency performance report on the IDEA, Part C program, go to:

<http://www.dhhs.nh.gov/DHHS/BDS/LIBRARY/default.htm>

Rhode Island

Office of Quality Assurance/Special Projects: 401-462-2629

To review the Division of Developmental Disabilities web site click on the [RI DDD](#) web page or copy and paste this web address: <http://www.mhrh.ri.gov/ddd/>

To review Division of Developmental Disabilities reports on quality, including continuous quality improvement, agency reviews and findings and the PAL quality of life initiative click on [DDD Reports](#) or copy and paste the following web site:

<http://www.mhrh.ri.gov/ddd/publications.php>

To review the RI DDD 2006 Quality Improvement Report click on [DDD Quality Report](#) or copy and paste this web address: http://www.mhrh.ri.gov/ddd/pdf/CQI_FY2006_AR.pdf



Vermont

DDAS Quality Management Director: (802) 241-2721

To review the Division of Disability and Aging Services web site click on [VT DDAS](#) or copy and paste this web address: <http://www.ddas.vermont.gov/>

To review DDAS reports on quality, including the agency quality management plan click on [DDAS Quality](#) or copy and paste the following web address:

<http://www.ddas.vermont.gov/ddas-units/units-quality-management-default-page#publications>

To review data-based reports, including "Choices for Care" quarterly reports that profile Vermont long-term care services click on [DDAS Data](#) or copy and paste this address:

<http://www.ddas.vermont.gov/ddas-publications/publications-idu/publications-idu-default-page>



INTERNET RESOURCES

Re: Quality of Services for New England DD Systems

OTHER INTERNET RESOURCES

Re: Quality of Service in DD systems

NCI. *The National Core Indicators presents data on system performance and consumer/family ratings of quality for over 25 state Developmental Disability systems in the U.S. Data allows comparison of state systems across a wide range of quality measures. To view the NCI reports go to the following web site and select “reports” on the top of the page:* <http://www.hsri.org/nci/>

HCBS Clearinghouse. *The HCBS Clearinghouse for the Community Living Exchange Collaborative provides access to literally thousands of articles and resources related to services and supports for persons with disabilities. To look for information related to quality and developmental disabilities, go to the following web site:*
<http://www.hcbs.org/browse.php/topic/216/Quality>

LOOK for the next **Quality Brief**

Issue date: March 2009

FOCUS TOPIC: What Does It All Mean?

How to Read and Review Data about Quality.