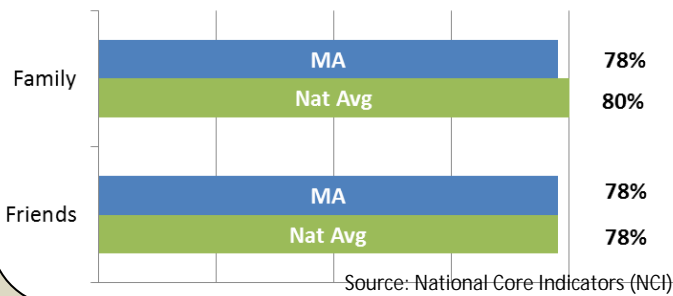


# Massachusetts DDS Quality Assurance Brief

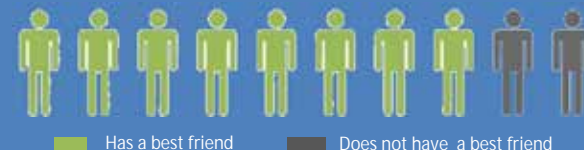
People with intellectual and developmental disabilities are supported to:  
**Develop and Maintain Relationships with Family and Friends**

## People receive the support they need to visit family and friends FY14



8 out of 10 people have a best friend

(Source: NCI FY14)

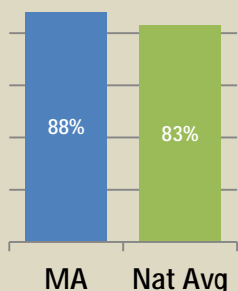


4 out of 10 people feel lonely at least half of the time

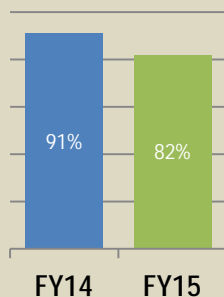
(Source: NCI FY14)



People can go on a date, or can date with some restrictions, if they want (NCI, FY14)



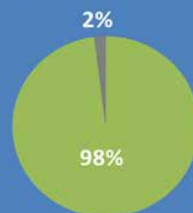
Providers support people to explore, define, and express their need for intimacy (L&C data)



## Most Recent Licensure and Certification Data FY15

Providers support people to:

Get together with family and friends when appropriate



Develop appropriate social skills



Develop and/or increase personal relationships and social contacts



No significant changes FY12 – FY15

**Licensure and certification (L&C) data** include community-based homes with staff support, individualized home supports, placement services and day programs. **NCI data** include these populations, as well as people living independently or with their parents. The NCI survey asks about **people's satisfaction** with specific outcomes. Licensure and certification assesses whether **people are supported** by staff to achieve personal outcomes.

# Question and Answers

## 1. What are Quality Assurance Outcomes?

In years past with the guidance of stakeholders, DDS established a set of outcomes that represent system expectations and that form the basis for evaluating the quality of services and supports. This can help create a more “holistic” picture of the quality of supports within the DDS system and to help identify areas that may become the focus for quality improvement initiatives and activities.

## 2. Where does the data come from? Data for the QA briefs come from a variety of quality assurance processes in which DDS is routinely engaged. Relationship data used in this brief come from the following two sources:

**Licensure and Certification:** Data are collected through routine licensure and certification processes by which providers of community services are licensed and certified by DDS to provide supports. Data are collected on-site by a team of trained Quality Enhancement Specialists through interviews with staff, families, and service recipients as well as reviews of documentation and observations of residential and/or day/employment services. The goal of this licensure and certification process is to ensure that providers meet an acceptable level of quality, that essential safeguards for service recipients are in place, and that outcomes for specific service types are achieved. The data are collected to inform whether the provider has met or not met each standard and results are restricted to these two rating categories.

**National Core Indicators (NCI):** The National Core Indicators is a collaboration between the National Association of State Directors of Developmental Disabilities (NASDDDS), Human Services Research Institute (HSRI), and participating states. Massachusetts DDS has been collecting National Core Indicators data since 1999, with 44 states plus the District of Columbia currently participating. National Core Indicators collect information about outcomes of supports and services from a random, representative sample of people who receive paid support from MA DDS. The reported indicators and outcomes come from face-to-face interviews with people who receive services (the consumer survey). <http://www.nationalcoreindicators.org/states/MA/>

Outcomes are reported in areas of employment, choice, rights, community integration, relationships, satisfaction with supports, health, and safety. Publicly available data are reported at the state level, can be compared to averages of all participating states, and allow for a review of outcomes for people by various individual and service characteristics. <http://www.nationalcoreindicators.org/charts/>

## 1. How often is data collected?

DDS collects data through its Licensure and Certification process each year. NCI data is usually collected every two years in MA. NCI Consumer Survey data was last collected in Massachusetts in FY 2014.

## 2. Why is only one year of data shown in some of the graphs?

Data are collected each year; however, data have been relatively consistent over the past 5 years. Only the most current year(s) of data are shown here for simplicity.

## 3. Where can I learn more about this process?

1. DDS Licensure and Certification information: <http://www.mass.gov/eohhs/consumer/disability-services/services-by-type/intellectual-disability/provider-support/licensure/>
2. DDS Quality Assurance Activities: <http://www.mass.gov/eohhs/consumer/disability-services/services-by-type/intellectual-disability/newsroom/quality-assurance/>