

**Transitional Services, Inc. (TSI)  
Intellectual Disabilities Programs**

**OUTCOMES MANAGEMENT  
REPORT  
2017 - 2018**

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# Table of Contents

Executive Summary.....	2
Agency Overview .....	2
Intellectual Disabilities Program Overview.....	3
Community Homes.....	4
Supportive Living.....	5
2017/ 2018 Program Highlights: .....	6
Demographics & Outputs .....	6-7
Program Outcomes .....	9-13

## **Mission**

To help people with mental disabilities discover and achieve their hopes and dreams for a meaningful life in the community.

## **Vision**

Transforming communities through the contributions of the people we serve.

## **I. Executive Summary**

*In the 2017/18 fiscal year, TSI continued to follow its mission of working with those who have psychiatric and intellectual disabilities attain their hopes and dreams and work towards having a meaningful life in the community. The agency focused on building its Quality Improvement Initiatives and developing Key Performance Indicators by department. Between 2015 and 2017, the agency was without a CEO and utilized the Fiscal Director as Interim CEO. The new CEO came on board in September 2017.*

## **II. Agency Overview**

TSI provides an array of housing and support services designed to meet the needs and preferences of individuals who have psychiatric or intellectual disabilities. The housing options for persons with psychiatric disabilities include: Community Residential Rehabilitation (CRR full care supervised apartments and one Group Home); Supported Living (both community based and congregate); Permanent Supportive Housing, and Permanent Supportive Housing for Transition Age Youth. The options for individuals with intellectual disabilities include: licensed Community Homes (apartment and one group home) and unlicensed congregate supported living programs. Support services include: clinical consultation and education.

TSI tailors services and supports to help individuals achieve goals by using the principles of self-determination and the Psychiatric Rehabilitation Approach. We work in partnership with individuals and their support team to help them gain skills, and access to the support they need to keep or regain valued roles in their living, learning, working or socializing environments, to have a meaningful life in the community. TSI believes that this is what mental health recovery and attaining an “Everyday Life” is all about. Based on their Personal View, we help people to identify and define their strengths, abilities, preferences and needs, which are considered in the development of the individual’s service or support plan. Staff and the individual, review and change the plan, if the individual’s needs or personal view changes. Staff work with the individual to enhance self-awareness, environmental awareness, self-sufficiency and to obtain needed support in identified areas. These areas may include physical and mental wellness, medication management, living skills, managing stress, developing supports and friends in the community, through work and other meaningful activities, or other areas identified by the individual as important to having a meaningful or “Everyday Life”.

### III. Program Overview: Intellectual Disabilities Division

#### COMMUNITY HOMES FOR INDIVIDUALS WITH INTELLECTUAL DISABILITIES

TSI operates two (2) licensed Community Homes in Allegheny County. One is a supervised apartment setting and the other is a group home. The Group Home provides a family-like environment, with private bedrooms, shared living spaces and group meals. Through a caring and stable environment, individuals can learn daily living skills and receive support through **24-hour** staffing. Supervised apartments provide settings that offer more independence and privacy combined with the support of **24-hour** staff availability. Individuals share an apartment with another person, but everyone has their own bedroom. These sites may also accommodate individuals in need of short-term respite services. The Community Home locations are as follows:

NAME	LOCATION	TYPE	#OF BEDS
CALLOWHILL	5701 Callowhill St. Pittsburgh, PA 15206	Semi-Independent Living (Supervised Apartments)	10
ROYER	208 S. Negley Avenue Pittsburgh, PA 15206	Group Home	8

#### *Eligibility Criteria:*

- Documented diagnosis of an intellectual disability as established in the standards set by the state Office of Developmental Programs
- 24 hours of staff support required
- Have support services via Intellectual Disabilities Supports Coordination Unit
- Individual’s ability to care for housing with teaching, support and guidance
- Individual’s possession of self-preservation skills
- Completed determination of need and eligibility of services by Allegheny county
- Approved for Consolidated Waiver or Base funding by the Department of Public Welfare and Allegheny county Office of Intellectual Disabilities

**SUPPORTIVE LIVING FOR INDIVIDUALS WITH INTELLECTUAL DISABILITIES**

TSI's Congregate Supported Living offers individual or shared apartments within a single HUD building. A supported and secure environment of apartments that offer independence and privacy for individuals who do not need 24 hour staff availability.

NAME	LOCATION	TYPE	# OF BEDS
LONGO	806 Wood St. East Pittsburgh, PA 15112	Unlicensed Residential	10

*Eligibility Criteria:*

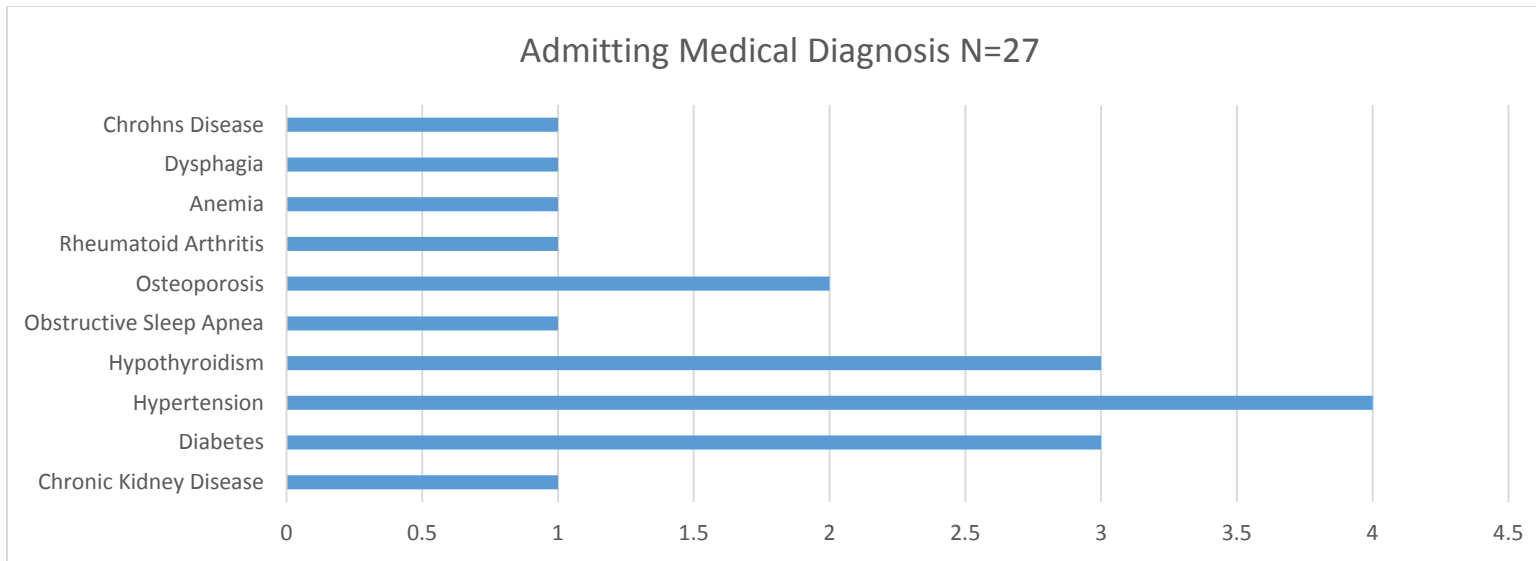
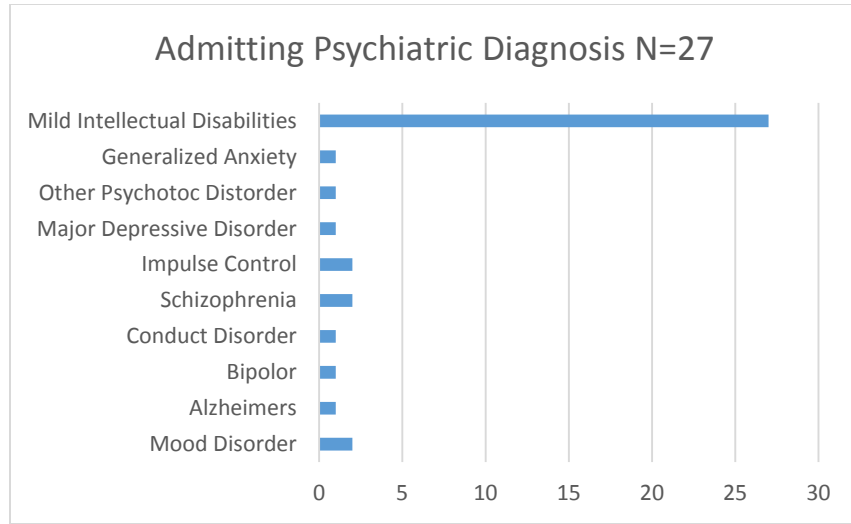
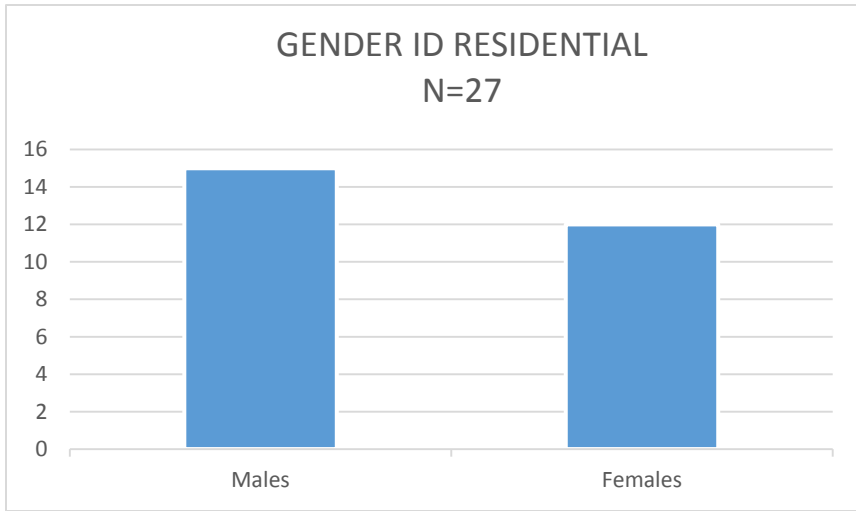
- Documented diagnosis of an intellectual disability as established in the standards set by the state Office of Developmental Programs
- Less than 30 hours of staff support per week is required
- Have support services via Intellectual Disabilities Supports Coordination Unit
- Individual's ability to care for housing with teaching, support and guidance
- Individual's possession of self-preservation skills
- Completed determination of need and eligibility of services by Allegheny county
- Approved for Consolidated Waiver or Base funding by the Department of Public Welfare and Allegheny county Office of Intellectual Disabilities

#### IV. Program Highlights

- The ID program had three successful inspections in FY 18 – Pennsylvania State Inspection; Allegheny county QA&I; and the Allegheny County Health Department. Various improvements that occurred as a result of these are: listing identifying marks on individuals face sheets; placing landlines in all residences; and fixing one outlet that was not grounded in a community room.
- Our persons served continue to have successful employment outside of TSI. Four individuals have been working a combined 70 years at companies such as Burger King, Whole Foods, Giant Eagle, Goodwill, and Northco.
- The staff have been learning and incorporating quality improvement principles into their work with the persons served. They have learned how to develop SMART goals and focusing on how to measure their progress. Each ID residence, (Royer, Longo and Callowhill) realized an improvement in their goal with Callowhill meeting their goal). All programs have established new goals for FY 19.
- A supervisor checklist was initiated in April 2018 as a departmental improvement to provide guidance for adherence to supervisory responsibilities such as fire drills, CIP notes, progress reports, etc. The practice is currently working well and assuring better consistency.

#### V. Intellectual Disabilities Demographics & Outputs

<b>TSI Service Composition</b>	<b>FY 2017/2018</b>
# Admissions	0
# Discharges	4 (2 - family/program and 2-death)
# Title XIX Waiver	15
# Base	7
# Average length of stay	20 years
Average age	52.4




<b>TSI Outputs</b>	<b>FY 2017/2018</b>
# individuals employed	10
# individuals attending day programming	8
# individuals with family involvement	16
# individuals receiving behavioral supports	1
# of hospitalizations medical	4
# of ER visits	4
# of Preventable Incidents (ie Fire, neglect, abuse, med error, psych hospitalization, other)	9


<b>TSI Individual Satisfaction</b>				
<b>Outcomes</b>	<b>Indicators</b>	<b>Measure</b>	<b>Target</b>	<b>Results</b>
Person's served satisfaction with services	% of individuals who <i>like very much</i> where they live	Survey done by face-to-face questioning	100%	81%
	% of individuals who said <i>yes</i> they did have everything they want	Survey done by face-to-face questioning	100%	81%
	% of individuals who said <i>yes</i> they like the staff	Survey done by face-to-face questioning	100%	95%
Family/Caregiver satisfaction was not completed in FY 18				




<b>TSI Family Satisfaction Intellectual Disabilities Programs N=8</b>				
<b>Outcomes</b>	<b>Indicators</b>	<b>Measure</b>	<b>Target</b>	<b>Results</b>
Q2. TSI staff members demonstrate respect and concern for my family member or friend?	% of individuals who <i>strongly agree/agree</i>	Paper Survey	100%	100%
Q5. TSI staff members respond to my concerns in a timely and respectful manner.	% of individuals who <i>strongly agree/agree</i>	Paper Survey	100%	100%
Q6. I have seen my family member or friend experience positive benefits from TSI's services	% of individuals who <i>strongly agree/agree</i>	Paper Survey	100%	100%
Q7. Given my experience, I would recommend TSI to someone in need of this type of service	% of individuals who <i>strongly agree/agree</i>	Paper Survey	100%	100%

## VI. Program Outcomes

<b>TSI Process Improvement Goals for 2017-2018 Q4</b>						
<b>Program</b>	<b>Goal</b>	<b>Due Date</b>	<b>GOAL</b>	<b>OUTCOME</b>	<b>VARIANCE</b>	<b>PREVIOUS</b>
Royer	By July 1 <sup>st</sup> 2018, our goal is to schedule at least 1 community activity per month and have 75% (6 of 8) participation (currently 37.5% or 3 of 8) so that our persons served become more active and involved with their peers and their community.	7/1/2018	6	4	 33%	3

Callowhill	By June 30 <sup>th</sup> persons served participation in groups lead by staff will increase from 0 participants to 4 persons served participating in groups per month to educate persons served and enhance relationships with their peers and staff.	6/30/2018	4	4	 MET	0
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Longo	By June 30, 2018 our goal is for staff to increase the number of weekly CIP notes from 66% of notes completed to the expected frequency of 100%.	6/30/2018	100%	80%	 20%	66%
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**Transitional Services Inc.**  
**Three Year 2017/2018/2019 ID Quality Management Plan**  
**FY 18 Outcomes**

Transitional Services, Inc. (TSI) is committed to providing quality services, protecting the rights of individuals, meeting regulatory requirements, and sustaining the dignity of each individual served. This commitment is reflected in the utilization of a Quality Assurance System which is headed by the Quality Manager. The Quality Manager is responsible for the activities of the Quality Analysis Team (QAT) and the Certified Investigator Peer Review Committees. These teams monitor incidents, investigations, performance improvement of the agency, compliance with State and County laws and regulations, compliance with Waiver requirements and ODP policies, and provide recommendations for changes in service delivery, ensuring the overall quality of TSI.

The Quality Management Plan serves as a guide to ensure that quality services will continue to be provided to the persons-served so that they may have access to flexible, innovative, and person-centered services and supports.

**Mission**

To help people with mental disabilities discover and achieve their hopes and dreams for a meaningful life in the community.

***(Efficiency and Effectiveness)***

Goal	Outcome	Target Objective	Performance Measures/Data Source(s)/Frequency/Responsible Person	FY 18 Results
All grievances will be resolved according to policy to allow for improvements to be implemented as needed	Written grievances will be resolved within 21 days and reviewed quarterly by the Quality Analysis Team (QAT) to determine any trends and/or improvements.	100% of all written grievances in ID programs will be resolved within 21 days of the date they were submitted,	<p><b>Performance Measures:</b> % of resolved and reviewed grievances.</p> <p><b>Data Sources:</b> written grievances, QAT meeting minutes, yearly grievance review report</p> <p><b>Frequency:</b> Written grievances and resolutions will be reviewed quarterly at QAT; a written report will be done annually to trend grievances.</p> <p><b>Responsible Person:</b> Quality Manager, Program Supervisors, Coordinator of ID Programs, and QAT</p>	<b>No Grievances</b>

***Focus Area: Incident Management (Effectiveness)***

Goal	Outcome	Target Objective	Performance Measures/Data Source(s)/Frequency/Responsible Person	FY 18 Results
Individuals are free from exposure to preventable incidents	A decrease in preventable incidents (fire, neglect, abuse, med error, psych hospitalization, other)	0 incidents	<p><b>Performance Measures:</b> % of finalized incidents that fall into the “preventable” incident category.</p> <p><b>Data Sources:</b> QAT meeting minutes, TSI Incident Tracking Log</p> <p><b>Frequency:</b> Incident reports will be reviewed at least quarterly at QAT meetings for any needed improvements.</p> <p><b>Responsible Person:</b> Quality Manager and Program Supervisor</p>	<b>9</b>

**Focus Area: Community Integration (Access to Services)**

Goal	Outcome	Target Objective	Performance Measures/Data Source(s)/Frequency/Responsible Person	FY 18 Results
Individuals will be integrated members of their communities.	Increase in individuals involved in community activities outside of their home	80% of individuals are involved in community activities	<p><b>Performance Measures:</b> % of individuals engaged in activities outside the home.</p> <p><b>Data Sources:</b> Supervisor data sheet, PC notes</p> <p><b>Frequency:</b> measured monthly</p> <p><b>Responsible Person:</b> Individuals, Program Supervisor, staff</p>	<b>75%</b>

**Focus Area: Satisfaction**

Goal	Outcome	Target Objective	Performance Measures/Data Source(s)/Frequency/Responsible Person	FY 18 Results
Individuals will be satisfied with the services they are receiving.	Increase of individuals who “like very much” where they live	85% of individuals’ responses indicate satisfaction with their current program/services	<p><b>Performance Measures:</b> % of responses that indicate satisfaction</p> <p><b>Data Sources:</b> Individual Satisfaction survey results</p> <p><b>Frequency:</b> measured once a year for each program</p> <p><b>Responsible Person:</b> Quality Manager and Program Supervisors</p>	<b>81%</b>

	% of individuals who said “yes” they did have everything that they wanted	85% of individuals’ responses indicate satisfaction with their current program/services	<p><b>Performance Measures:</b> % of responses that indicate satisfaction</p> <p><b>Data Sources:</b> Individual Satisfaction survey results</p> <p><b>Frequency:</b> measured once a year for each program</p> <p><b>Responsible Person:</b> Quality Manager and Program Supervisors</p>	<b>81%</b>
	% of individuals who said “yes” they like the staff	85% of individuals’ responses indicate satisfaction with their current program/services	<p><b>Performance Measures:</b> % of responses that indicate satisfaction</p> <p><b>Data Sources:</b> Individual Satisfaction survey results</p> <p><b>Frequency:</b> measured once a year for each program</p> <p><b>Responsible Person:</b> Quality Manager and Program Supervisors</p>	<b>95%</b>
Family members of individuals will be satisfied with the services the individual is receiving.	Family member satisfaction surveys will show that the families and significant others of individuals are satisfied with the services being provided.	90% of family members/friends are satisfied with the services	<p><b>Performance Measures:</b> % of responses that indicate satisfaction</p> <p><b>Data Sources:</b> Family Satisfaction survey results</p> <p><b>Frequency:</b> measured once a year for each program</p> <p><b>Responsible Person:</b> Quality Manager and Program Supervisors</p>	<b>Family Survey was not completed in FY 18</b>

Reviewed 12.2018