

ISAC, IM4Q and Racial Equity: *Looking at What's Important*



July 2022

Information Sharing & Advisory Committee (ISAC)



ISAC Recommendation #9 – Improve Quality



Together we must plan and deliver services and supports that adhere to our values, measure person-centered outcomes, and continuously improve an individual's **quality** of life.

All stakeholders must be engaged in the process of measuring how well services assist people in achieving an everyday life.

ISAC Performance Measures & Updates

- ✓ Based on feedback from ISAC during annual report review
- ✓ Continued work to improve tools used to see how AEs, SCOs and Providers are doing
- ✓ One main objective - shift some things we measure from "compliance focused" to "person-centered outcomes focused" (direct impact on people we serve)
- ✓ Many ISAC performance measures are informed by IM4Q.

▶ ISAC Recommendation 14: Promote Racial Equity

Communities are richer, more just, and stronger when we honor and respect the whole of racial diversity. Access to a quality, person-centered, culturally competent system of supports and funding must be equally available regardless of race. Services must include planning over a life span and address racial disparities, including disparate outcomes. **The duty to ensure that racial diversity is promoted and supported, at all levels within the services system, must be embraced.**



The Racial Equity Subcommittee

developed strategies for the new recommendation:

1. Consistently include breakdowns by race in data analysis and reporting and incorporate in QM plans.
2. Develop and provide peer training for self-advocates on racial bias and racial equity.
3. Support organizations with tools to improve racial equity performance and ensure increasing levels of racial diversity and inclusion, across all levels of the organization, as part of their quality management strategy.

Strategy #1

“Consistently include breakdowns by race in data analysis and reporting and incorporate in QM plans.”



Racial Equity Data Collection Activities

Embed racial equity data collection and analysis:

- ❖ ISAC recommendation performance measured by IM4Q
(Section 1)
- ❖ IM4Q performance indicators and Racial Equity (Section 2)

ISAC #1: Assure Effective Communication

- For people who do not communicate effectively using words, the percent of people with a communication system in place, overall and by race, age, and living situation, i.e., a written plan in place that describes and documents a communication system, e.g., sign language, a picture board/system such as Picture Exchange Communication System (PECS), a voice-output communication device, or a combination of methods. A communication profile in the ISP is not sufficient in and of itself. (IM4Q)
- For people with communication systems in place, the percent of individuals and self-advocates, overall and by race, who report using them across all settings (i.e., you use the system at home, at work, at school, and in your community). (IM4Q)



ISAC #2 & 4: Promote Self-Direction & Support Families

2. Promote Self-Direction, Choice & Control

- Percent of individuals who reported they vote, overall and by race. (IM4Q)
- Percent of individuals who said they were given a choice to live where people without disabilities live, overall and by race. (IM4Q)



4. Support Families Throughout the Lifespan

- Percent of relatives, overall and by race, who reported the Supports Coordinator asks about their vision for an everyday life for their family member. (IM4Q)



ISAC #5 & 10: Promote Health & Community Living

5. Promote Health, Wellness and Safety

- When asked how hard it is to get dental services in their community, percent **of individuals, overall and by race**, who reported it was very easy or easy, in-between, or very hard or hard. (IM4Q)



10. Expand Options for Community Living

- **Percent of people who like where they live, overall and by race.** (IM4Q)



ISAC #11: Increase Community Participation

11: Increase Community Participation

- Percent of respondents who say their relative has enough opportunities to participate in activities **outside of where they live.** (IM4Q)
- **Percent of respondents who say their relative has the opportunity to learn new things.** (IM4Q)



SECTION 2: IM4Q PERFORMANCE INDICATORS

Exploring use of data through
establishing racial indicators from IM4Q



IM4Q: Adding Racial Indicators to Existing Scales

Racial data indicators could be organized and included in these existing 7 scales (0 - 100) currently used in the IM4Q Annual Report.

1. SATISFACTION
2. DIGNITY
3. CHOICE
4. INCLUSION
5. PHYSICAL SETTING
6. FAMILY SATISFACTION
7. AFRAID



IM4Q Scales: Satisfaction & Dignity

1. SATISFACTION

Higher score = Higher level of satisfaction

SATISFACTION Questions (6)

- Like where you live
- Live somewhere else
- Like work/activities
- Do something else
- Lonely
- Happy/sad

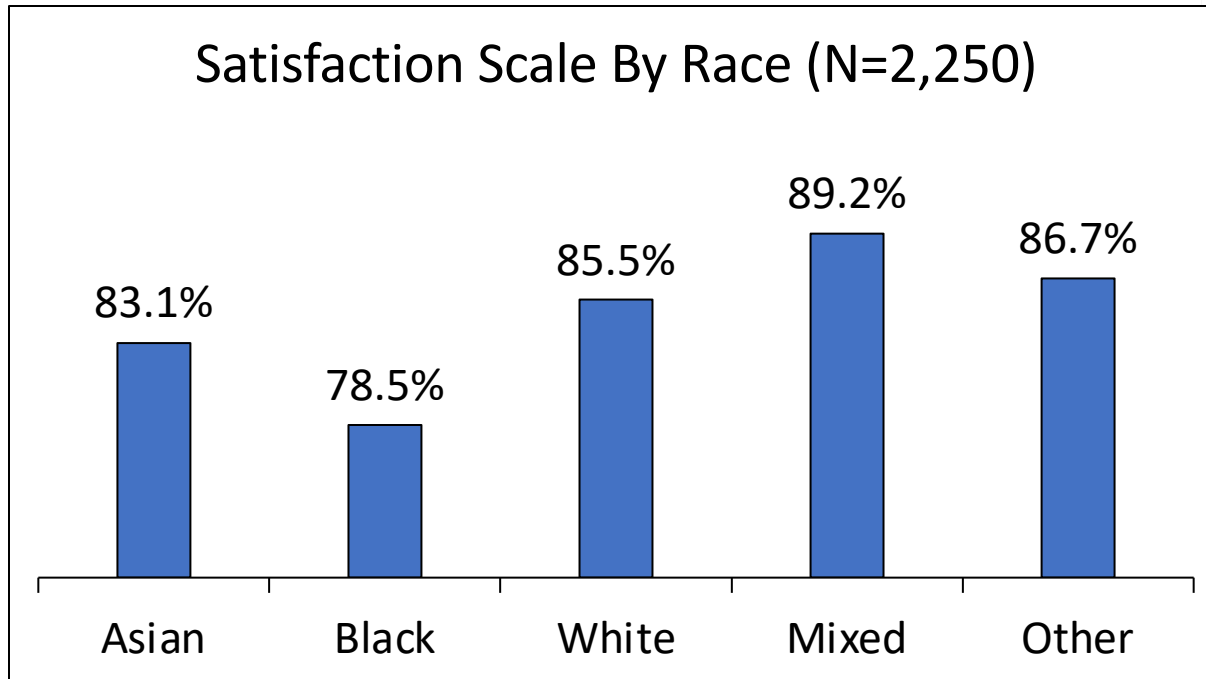
2. DIGNITY

Higher score = Staff and housemates treat them nicer

DIGNITY Questions (3)

- Work/activity staff nice or mean
- Home staff nice or mean
- Housemates nice or mean

Satisfaction scale



IM4Q Scales: Choice & Inclusion

3. CHOICE

Higher score means that individual has more choice and control.

Choice Questions (10)

- Has a key
- Chose home
- Chose housemate
- Chose work/activity
- Chose schedule
- Chose work/activity staff
- Chose home staff
- Chose what to do in free time
- Chose what to buy
- Chose SC

4. INCLUSION

Higher score means that individual has more frequent community participation.

Inclusion Questions (7)

- Visits friends/neighbors
- Go to supermarket
- Go out to eat, Go to worship
- Go to shopping center
- Go to coffee shop/bar
- Go to bank
- Go out on errands

➤ IM4Q Scales: Physical Setting & Family Satisfaction

5. PHYSICAL SETTING

Higher score means that individual's home is nicer.

Physical Setting Questions (3)

- Home in safe neighborhood
- Home in good repair outside
- Home in good repair inside

6. FAMILY SATISFACTION

Higher score means higher level of satisfaction reported by the family.

Family Satisfaction Questions (8)

- Like where relative lives
- Like work/activities of relative
- Like relative's home staff
- Like relative's work/activity staff
- Feels relative likes where they live
- Feels relative likes work/activity
- Feels relative likes home staff
- Feels relative likes work/activity staff

IM4Q Scales: Afraid

7. AFRAID

Higher score means that individual is less afraid.

Afraid Questions (3)

- Afraid or scared when you are at home
- Afraid or scared when you are out in your neighborhood
- Afraid or scared when you are at work (paid or volunteer), school, or other community activities

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