

# Delmarva Foundation's Consultative Services for Developmental Disabilities Programs

Since 2001, Delmarva Foundation has led Florida's Statewide Quality Assurance Program (FSQAP), an innovative quality improvement program that has dramatically transformed the quality of services for people living with developmental disabilities in the state.

Our team's passion for what we do, combined with our extensive experience and proven track record, can help you take your program to the next level of improved quality and enhanced outcomes.

## DELMARVA FOUNDATION'S PERSON-CENTERED PHILOSOPHY

Our unique approach to the Developmental Disabilities Home and Community-Based Services Waiver (HCBS) represents a significant departure from the typical program-based developmental services systems.

Through person-centered reviews, Delmarva evaluates the success of the HCBS Waiver program from the individual's perspective, measuring the services and supports provided against the individual's personal goals and expectations. Consultants assess whether services promote self direction and if they meet an individual's needs and desires in a healthy, safe, supportive environment.

## ADAPTABILITY

Delmarva Foundation's approach to quality improvement is highly versatile and can be easily adapted to meet your state's specific needs. Our responsive consultative approach to improvement:

- builds on your existing strengths
- focuses on continuous, sustainable improvement
- is cost effective
- results in increased public trust/confidence

We also provide face-to-face education for individuals, their families, service providers, and agency staff tailored to meet their specific needs. Additionally, online training modules can be developed to include a wealth of information conveniently available for stakeholders on a variety of topics.

## STAKEHOLDER COLLABORATION

Delmarva Foundation is adept at building bridges of inclusion throughout the community that bring together stakeholders from neighborhoods, schools, government agencies, businesses, religious organizations, and other groups to participate in creating meaningful system change.

In return, stakeholders are involved in self advocacy, contributing to improved outcomes, and gaining control over service delivery systems.



Delmarva Foundation

*We deliver excellence—one person at a time, one provider at a time.*

## SYSTEM CHANGE

Our results-focused approach helps you transform the focus of your program from quality assurance to quality improvement, from compliance to results.

What does this mean to the individual? It means the emphasis is on the person: what the individual thinks is important, and whether and to what degree those areas of importance are a part of the person's life.

The chart below shows a comparison of the process-oriented review focus and the new results-focused consultative process.

PROCESS-ORIENTED FOCUS	NEW RESULTS-FOCUSED CONSULTATIVE APPROACH
Focus on <b>program standards</b>	Focus on the <b>person</b>
Service action is based on <b>professional</b> criteria	Service action is based on the <b>person's</b> criteria
Person is assigned to <b>program</b>	<b>Program</b> is designed for/by the <b>person</b>
Expectations for performance are defined by <b>program</b>	Expectations for performance are defined by <b>person</b>
Expectations for performance are <b>one time</b> and <b>event oriented</b>	Expectations for performance are <b>ongoing</b> and <b>sustainable</b>
Focus on a person's <b>disabilities</b>	Focus on a person's <b>abilities</b>

## QUALIFICATIONS AND STAFF EXPERIENCE

Our experienced team can help transform your program into the person-centered, improvement-based service that people living with developmental disabilities deserve.

- Time-tested management and nursing teams
- 35 Qualified Mental Retardation Professionals (QMRP)
- 21 employees with over four years of QA/QI experience
- Qualified and experienced team of data analysts

Since 2001, our team has conducted over:

- 11,000 Personal Outcomes Measure interviews
- 6,500 Onsite consults
- 3,500 Follow-up activities
- 6,000 Desk reviews

[www.dfmc-florida.org](http://www.dfmc-florida.org)



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