

# **D & M CONSULTANTS**

## **INFORMATION MANAGEMENT AND MEASUREMENT REPORT 2014-2015**

### **Executive Summary**

D & M Consultants Inc. was established in 1986 and currently has programs in Oakland and Macomb Counties. D & M Consultants Inc. provides services for two Supported Living Apartment Programs, two Fairweather Lodge programs, one Michigan Prisoner Re-entry program and five 24 hour Specialized Residential programs for adults with a dual diagnosis of psychiatric and developmental disabilities.

Two individuals reside in their own apartment's one in Ferndale and the other in Waterford. These individuals are receiving services for mental illness disorders and are funded by Easter Seals of SE Michigan.

Premier and Kinsel Fairweather Lodge programs currently house six and three persons served respectively. Premier Lodge has male and female persons served and Kinsel has male persons served only. Funding sources for these programs are Easter Seals of SE Michigan, Training and Treatment Innovations and Community Network Services. There is currently one private pay individual. There are two person served from Professional Consultants Services.

StarLite along with Concord, Serene, Placidity and Ballard homes are 24 hour Specialized Residential programs which provide services for persons with a dual diagnosis of psychiatric and developmental disabilities. They are funded through Macomb Oakland Regional Center, Inc. D & M has been successful in providing services to individuals who were previously difficult to find placement. Subsequently D&M been approached to open more of 24 hour Specialized Residential programs. D & M will continue to explore additional expansion in this area.

D & M served thirty two individuals in 2014 -2015 fiscal year. There were twenty eight males and four females that resided in the D & M programs for this fiscal year report. The age range for these individuals was 18-40 years (10), 41-65 (22).

A person served residing at Kinsel Lodge continues to serve as a D & M Consultants Inc. board member and has served in this capacity for several years.

Based on data collected through surveys and feedback from all stakeholders D&M continues to be committed to our mission. D&M provides choices in housing in the form of pre-placement visits for perspective person served coming into various programs. D&M involves person served in all programs with community integration regarding planning of community activities. D&M participates in empowerment rally's such as "Walk a mile in my shoes" and "Power day" annually at the state capitol. Fulfillment of our stated mission will continue to be a high priority.

### **Mission Statement**

D & M Consultants, Inc. is committed to the provision of quality service for persons with mental illness and/or developmental disabilities by offering choices that include housing, recreational, vocational and therapeutic opportunities.

### **Strategic Planning Review 2013-2015**

Goals set that D & M pursued include: **1)** Investigate service trends for program expansion with the Federal Bureau of Prisons. **2)** Set up contacts for Legislative meet and greets. **3)** Increase Ever-Glo employee base and pursue janitorial contracts that will employ the majority of Ever-Glo's work base. **4)** Provide quality staff for services by utilizing a stringent background check process for all new hires. **5)** Promote D&M Consultants, Inc. through conferences, consumer fairs and Mental Health Interest groups.

#### **Achievements:**

All home managers now have the ability to track contractually mandatory training online with Macomb Oakland Regional Centers Inc.

During 2014 –2015, Ever-Glo continued to offer lawn care services and janitorial contracts which allowed for person served to maintain employment.

D & M Consultants, Inc. provides services in five 24 hour residential programs for difficult to place individuals. D&M added one new 24 hour specialized program during this period with Macomb Oakland Regional Center and further expansion has been discussed. The Transition Program in association with the Michigan Prisoner re-entry program provides services for previously incarcerated individuals.

#### **Areas that need further attention:**

Continual tracking of mandatory training for all staff to ensure quality staff for services to person served. Ever-Glo will continue to pursue contracts that will allow for the majority of workforce to be employed. D&M will continue to seek program expansion and is looking into alternative revenue streams.

See attached Strategic Plan for 2015-2018.

### **Outcomes Review 2014-2015**

OUTCOMES	TARGET GOAL	GOAL ACHIEVED	OVERVIEW AND RECOMMENDATIONS FOR PERFORMANCE IMPROVEMENTS
<b>Effectiveness</b>			
A. Improve overall program quality-Internal Quality Assurance Reviews	100%	96%	While the targeted goal was not achieved this is within acceptable program parameters.
B. Improve program quality and service compliance with required training.	100%	87%	Home managers have recently been given access to register their employees for required training. Previously Area director alone was given access.

C. Reduce incidents of aggression with person served- Serene/Concord/Placidity /Starlite Homes.	2 or less per quarter	75%	24 hour Specialized Residential sites continue to have high rates of incidents due to the challenging behaviors of person served that reside there. Staff has received additional training with psychologist with MORC. There has been increase in staff to person served ratios in some programs.
D. Reduce incidents of property damage- Serene/Concord/Placidity /Starlite Homes.	Serene, Placidity 3 or less- Concord 2 or less	100%	Staff is working closely with Psychiatrist, Psychologist and Case Managers. Area supervisor has been trained in Crisis Prevention Intervention and staff receive Gentle Teaching training. Additionally they are working with the Center for Positive Living. Increase staff ratios in some programs.
<b>Efficiency</b>			
E. Maintain person served government entitlements.	100%	90%	There were two instances in lodge program where renewal information was given to staff after deadline to renew. Benefits were eventually reinstated
F. Grow Ever-Glo base	Increase to 10 employees	100%	Ever-Glo was able to grow its base staff but did experience turnover during the course of the year. Lawn care and janitorial employment was provided.
<b>Service access</b>			
J. Acquire new janitorial contracts	Acquire 4 new contracts/year	100%	Ever Glo was able to obtain janitorial and lawn care contracts this year which allowed for more person served to be employed.
K. Maintain CPI training through scheduled yearly updates	80%	15%	Area supervisor again is having trouble scheduling this follow up training due to staff having to provide one to one or two to one staffing ratios.
L. Increase access to CPI training. All staff trained within one year.	80%	56%	Area Supervisor reports have difficulty scheduling training when person served are on a one to one or two to one staffing ratio.
<b>Stakeholder Input/Satisfaction</b>			
M. Professional Stakeholders-Increase satisfaction of services from Professional Stakeholders	100%	100%	Comments include "Professionals would like to recognize area supervisor who is good at de-escalating behaviors and advocate for his staff.
N. Ever-Glo-Increase satisfaction of employees	100%	100%	Ever Glo's employee's expressed with acquisition of new contracts.
O. Persons Served who exit/change services-Increase satisfaction of persons served who exit or change services within program	100%	n/a	Person served who exited program were all through the prisoner re-entry program. Attempts by D&M to track discharged person served were not returned. Will review follow up procedure of discharged persons served
P. Persons Served-Increase satisfaction of Persons Served with D & M Consultants services	100%	100%	Comments include "staff helps to get a lot of things done and they can relate to me.' Person served indicated "that this program provides an affordable place to live."
Q. Other Stakeholder-Parents/Relatives/Guardians-Increase satisfaction of services for Parents/Relatives/Guardians	100%	100%	Comments include "consumers are independent but still receives assistance. "staff are professional and is a pleasure to work with."

R. Employees-Increase employee satisfaction within D&M Consultants services.	100%	100%	Comments include "employee feels that things have changed for the better in their program." Employee likes the manager and their job." "Employee would like to find more free community activities for person served."
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See attached Outcome Indicators-Performance Management & Measurement System for 2015-2016

### Review of Risk Management Plan 2014 - 2015

**Risk of recidivism among incarcerated individuals:** Assist in obtaining bus passes along with schedules for transportation purposes. Coordination of care with parole agents, Doctors, and Case Managers has proven effective in keeping individuals from returning to prison. There was one individual from the Transition Program that returned to prison while receiving services from D & M Consultants. Assistance with applying for entitlements was provided. Results of actions taken has resulted in a downgrade from High to Moderate in this category.

**Persons served to remain substance free:** Random drug screens conducted by both D & M and the Michigan Department of Corrections were conducted. Attendances with local AA/NA groups are supported. Additionally in house workshops and discussion at house meetings provided additional support. Peer Support Recovery Specialist has been added to D&M staff. This category has been downgraded from High to Moderate.

**Property Loss/damage of program sites/equipment:** Review and update Health and Safety Program routinely. Educate/train staff and person served on Health and Safety Program. A person served is part of the safety committee. Compliance with all aspects of safety program. Enhanced CPI training with staff to de-escalate incidents as they occur. Adherence to annual inspections. There was no change in this classification as it continues to be an ongoing occurrence in the 24 hour specialized residential homes.

**Contract Compliance:** Annual review of contracts. Educating staff regarding contractual requirements. Review/discuss Corporate Compliance. Review/check of staff training requirements. Utilize new MORC training system. This has been downgraded from High to Moderate as there have been improvements in this area.

**Incidents/Critical Incidents and Sentinel Events:** Annual review of Standard Operating Procedures with staff is conducted. Staff is educated on Critical and Sentinel events. Managers and staff are trained on Corrective Action Plans for incidents deemed a critical/sentinel event that involves risk of re-occurrence.

**Loss of reputation from negligent /unethical behavior:** Staff is required to review D & M Consultants Corporate Compliance Policy, Code of Ethics and educational requirements that meet guidelines for the Deficit Reduction Act. Routine Driving Record and background checks completed.

Officer of the Inspector General checks are completed at a minimum quarterly. Routine evaluation of agency general liability insurance is conducted. Routine unannounced site checks of programs by managers and director are conducted monthly. Routine monitoring of staff training requirements. Designated time frames for testing of emergency procedures.

**Increase in Workman's Comp related injuries to staff:** Immediate follow up with Supports Coordinators following an incident. Train and educate staff on individual behavior plans. Train and educate staff on CPI training. Encourage and promote person served to take medication as prescribed. Psychologist enhanced training with staff. Increase ratio of staff to person served.

**Funding source budget cuts:** Attend all funding source meetings. Ongoing contact with funding source regarding level of care needed for person served. Limit unnecessary staff overtime. Periodic review of program budgets.

Overall during this last fiscal year, D & M actively worked on the areas identified for Risk Management. D&M has worked closely with the Mental Health teams. Additional staff training has been sought as injuries resulting from person served attacking staff have increased. D & M continues to focus on maintaining contractual compliance as it relates to staff training requirements. As a result of action taken D&M has been able to downgrade in the following areas:

**Recidivism** previously classified as High risk is now downgraded to Moderate.

**Utilization of illegal substances** downgraded from High to Moderate.

**Non contract compliance** was reclassified from High to Moderate.

**Workman's Comp-related injuries** has been upgraded from Low to Moderate as there has been an increase of incidents in the 24 hour specialized residential programs.

Please see attached 2015-2016 Risk Management Plan.

## ***ANNUAL SELF ASSESSMENT OF BARRIERS TO SERVICE DELIVERY***

### ***Summary of FY 14/15***

#### Attitudinal Barriers

One area identified to reduce attitudinal barriers was to Increase community awareness for individuals with psychiatric and developmental disabilities. In completing this effort, D & M participated in 6 events. They were: Prisoner Gift Wrap Program, OLSHA Walk for Warmth, Adopt-a-Park for the City of Southfield, NAMI Walks, Walk a Mile in My Shoes rally and Power Day at the State Capitol.

Homes yards are maintained, no loud music is played by staff or person served. No MORC Open House was conducted this year. These efforts have resulted in person served being active in the communities in which they reside.

#### Financial Barrier

Continued State budget cuts for person served negatively impacts D&M's ability to provide adequate staffing. Director of Operations will continue to pursue alternative revenue streams and program expansion.

Utilization of a new MORC training system will allow for training to be scheduled in a timely manner.

D&M continues to make providing quality services a priority despite budget cuts from funding source. Alternative revenue streams will continue to be pursued.

#### Transportation Barrier

Transportation reimbursements are not included in program budgets so utilization of outside transportation companies that accept Federal/Medicaid funds are required. Utilization of outside transportation sources has allowed for person served to continue to have access to transportation for needed services.

#### Communication Barrier

Team Building exercises conducted for staff in all programs has been implemented to increase effectiveness of staff in provision of services to person served.

#### Environmental Barrier

Behavioral training is conducted with staff as indicated in individual plan of service which has resulted in a reduction of incidents of property damage.

#### Architectural Barrier

Elderly person served at premier lodge was moved from second to first floor bedroom as he was having difficulty with stairs.

#### Employment Barrier

D&M works to maintain qualified staff through Job fairs, passing out employment flyers. D&M also utilizes social media outlets.

Media Service

Some outdated equipment i.e. laptops and fax machines need updating. Previous printer was replaced which has resulted in staff being able to do their job in a more efficient manner.

Other Barriers

Community Re-Integration- Persons served who have been incarcerated have expressed concern regarding the ability to adapt to living in the community. Staff is currently utilizing a syllabus outlining areas that directly affect their ability to adapt to community living. Progress of individuals will be shared with Parole Agents and Department of Corrections. Staff works to identify individual needs and develop a plan to assist individuals in improving in areas that will help expedite re-integration into community living. Some common areas of concern are employment, transportation and government entitlements.

**Barrier Summary**

Overall D & M Consultants Inc. continues its efforts to address negative views of person served in their communities and promotes community service projects. Increase staff effectiveness through Team Building exercises. Maintaining qualified staff for all programs is of high priority. Ever Glo will continue to pursue janitorial contracts for person served. Community re-integration for previously incarcerated individuals will continue to be a focus. Some updating of technology i.e. laptops, fax machines are required. Continued State budget cuts for person served negatively impacts D&M's ability to provide quality staffing services.

D&M continues to work on maintaining compliance with required training and has addressed this as a business function goal. D&M has set a goal of 100% compliance and achieved 87% this previous year.

See attached Barriers Plan for fiscal year 2015-2016

Program Site: All D & M Consultants Inc. Programs  
Year: 14/15

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	Total
Aggression	10	11	13	14	10	12	11	16	14	10	13	12	146
Med Refusal		2			2		3	4	1	2	1		15
Safety Related				1	1				1				3
ULOA/Elope	6	4	8	6	8	6	8						44
Med Error				1			1			1		1	4
Serious Inj/ER						1							1
Other/Law Enforcement												2	2
Vehicle Accidents			1					1					2

Sexual Harass													
Incidents with injury			1		3			1		1	2		8
Total	16	17	23	22	24	17	23	22	16	14	16	15	225

There were no incidents reported in the following categories: **Abuse, Bio Haz Materials, and Communicable Disease, Exploitation, Infection Control, Licit or Illicit drugs, Neglect, Physical Intervention, Sentinel Incidents or Restraints, Weapons possession, Abuse, Neglect, Exploitation .**

### **Review of Incident Report Analysis 2014-2015**

Incidents decreased during this fiscal year totaling 225 compared to 404 from the previous year. The 24 hour specialized residential programs continue to experience the highest amount of reported incidents due to serving individuals previously hard to place in community programs. Staff has received additional training with the psychologist associated with MORC programs. Staff to person served ratios have been increased in some instances and have been beneficial.

The highest number of incidents was in the category of aggression at a total of 146 for the fiscal year. This is a reduction from previous years total of 205. All of these incidents occurred in the 24 hour specialized residential location. D & M continues to follow the individuals PCP and Crisis Plans. CPI training is also being offered. These programs are currently working with the Center for Positive Living. Staff receives Gentle Teaching training as well.

Med refusal decreased to 15 this year in the 24 hour Residential programs. Managers monitor this closely and staff receives additional training as deemed necessary. ULOA/Elopement totaled 44 which was a reduction from 129 the previous year. This number decreased as the person served who generated the majority of these incidents was out of the program for several months but has resumed receiving services with D&M.

The remaining incidents were reviewed with D & M staff in quarterly safety meetings and monthly staff meetings. Coordination with case managers, psychiatrists and therapists are part of the process to reduce or minimize incidents.



## **Review of Tech Plan 2014-2015**

**Confidentially & Security:** Documents that contain confidential information or PHI are password protected for security purposes. Staff utilizes Google Drive for documents.

**Assistive Technology:** Currently addresses any assistive technology needs of both person served and staff through a variety of mechanisms.

**Virus Protection:** All D & M computers are provided with virus software and protection with regular updates.

**Disaster Preparedness and Back Up Policies:** Currently utilizes Google drive for all documents.

**Hardware and Software:** Current management information system (MIS) is no longer effective or efficient to generate reports needed for annual and regular reporting.

**Office Equipment:** Non-synching of computer to copier has been resolved. All computers are now able to print directly to copier.

**Other:** Develop website for MPRI program.

Efforts made have resulted in all computers being able to sync with copier directly. A new copier has been added which has resulted in staff being able to do their jobs in a more efficient manner. D&M will still pursue updating of management information system.

See attached Tech Plan for 2015-2016

## **Review of Cultural Competency Plan 2014-2015**

The following categories were addressed. **Culture:** Persons served were encouraged to share recipes, celebrate holidays/traditions, and prepare food as related to culture. There were several activities conducted where traditional meals were prepared. **Age:** Recognition of aging person served and their ability to complete certain assigned tasks in the homes. Age appropriate activities were conducted and meetings were held at appropriate times and places to accommodate all participants. **Gender:** Respect privacy and dignity of person served, despite needed assistance with areas of hygiene. Gender appropriate staff are hired to work in particular homes. Families/Guardians were asked upon intake if they preferred male or female staff. **Sexual Orientation:** Hiring practices do not discriminate against sexual orientations. All "significant others" are invited to events. D&M is supportive of personnel preferences and has provided transportation to support groups and meetings. **Spiritual Beliefs:** Transportation has been provided for person served to attend church services and in some instances staff has accompanied them. Schedules are accommodated for personal beliefs and time off for traditions/holidays when able to accommodate. **Socioeconomic Status:** Recognize that staff may work multiple jobs, and accommodate as long as it is not a conflict of interest. All persons served received the same services regardless of economic status. **Language:** Information on Limited

English Proficiency. Participant handbooks are in electronic format if needed. Staff receive training where it would be beneficial to assist with person served and program needs.

**D&M listed areas of strength:** LEP training, socioeconomic status/recognition of the diversity of services provided, empowering person served and a commitment to a recovery model of rehabilitation. Encompassing all stakeholder recommendations when making program changes

**D&M listed areas of weakness.** Better communication of all programs regarding changes in current contact information of all stakeholders i.e. guardians, family members. Dissemination of newsletters as scheduled.

### **Review of Right Complaints, Internal and External Grievances 2014-2015**

There were (9) Rights Complaints generated and (6) Rights Complaints were substantiated.

Report #7158: 1. Treatment suited to condition. 2. Prior consent. 3. Failure to report. Staff took picture of person served without prior consent. Staff did not report incident. Staff did not receive initial rights training upon hire.

Report #6673: 1. Abuse class II. Staff physically redirected a person served to sit on a couch. Staff employment was terminated.

Report #6443: 1. Neglect class III. 2. Abuse class II. 3. Disclosure confidential information. Staff took a person served to a tattoo shop in the community.

Report #5385: 1. Prior consent. Staff took picture of person served on the staff's cell phone.

Report #5325: 1. Abuse class II. 2. Unreasonable force. 3. Neglect class II. 4. Failure to report. Staff grabbed the shirt of a person served causing person served to fall. Staff did not report incident to home manager. Staff was terminated.

Report #5159: 1. Abuse class II. 2. Unreasonable force. Staff held a person served down on the floor who was attempting to hurt himself. This resulted in a bruise on the back of person served.

There were no internal or external grievances filed by persons served or their families/guardians during this fiscal year.

**D & M Consultants Inc.  
Referrals 2014-2015**

D & M Consultants Inc. received a total of 6 referrals for this reporting period. Of those 6 referrals two were placed and four were not. Two referrals did not meet criteria for our program. One referral did not get released from prison as expected. One referral decided to stay in current program. The persons served that were placed were placed in the following programs:

**Premier Lodge received one placement.  
Starlite home received one placement.**

This information is collected and distributed by Allied Human Services Inc., the Administrative Management Company for D&M Consultants, Inc.

**Turnover Trend Report  
D&M Consultants, Inc.  
See attached Turnover Trend report 10/1/14-9/30/15**

**Overall Performance Improvement**

D&M Consultants Inc. has shown improvement in the following areas:

Compliance with required staff training improved from 81% to 87%. Home managers have been given access to signing staff up for required training. Previously this was only done by area supervisor. This is outlined in the Risk Management Plan.

Incidents of aggression and property damage decreased by 25% in 24 hour specialized residential homes.

Quality Assurance Audits for all D&M programs were at 96% compliance.

D&M programs were able to maintain person served government entitlements at a rate of 90%

Ever-Glo janitorial was able to acquire new contracts that allowed for all person served who were interested in working to be employed.

Satisfaction surveys turned in by all stakeholders showed a 100% satisfaction rate for D&M services.

D&M was able to downgrade in areas of risk that were previously classified higher. See above in risk management review.

D&M has addressed stated pursuit of program expansion as outlined in the Strategic Plan, one new 24 hour specialized residential program was opened.

D&M has addressed issues of Cultural Competency and Diversity for all stakeholders. D&M has conducted activities where stakeholders share recipes, meals, music and religion as it relates to

their individual needs. D&M has provided transportation to religious services. Staff work schedules have been adjusted to accommodate time off for religious reasons.

**D & M Consultants, Inc.  
Demographics  
Fiscal Year 2014-2015**

**Homes and Supported Independent Living Programs**

Number of persons served: 32

**Race/Ethnicity**

White: 30

African American/Black: 2

Native American or Alaskan:

Hispanic or Latino

Other: 0

**Gender**

Female: 4

Male: 28

**Age**

18-40: 10

41-65: 22

66-85:

**Other Demographics**

Persons with Dementia: 1

Persons with Developmental Disabilities: 13

Persons Hard of Hearing/Deaf: 1

Persons with Drug/Alcohol Abuse/Mental Illness: 2

Persons with Mental Illness Disorders: 32

Persons with Physical Disabilities: 0

Persons with Visual Impairments/Blind: 0

Persons with Acquired/Traumatic Brain Injury 0

Unemployed/Underemployed: 32

Completed by: Rodney Howard 1/17/16