

Affiliation: Northwest CMH Affiliation
Section 3: Assuring Active Engagement

Challenges and Areas for Improvement

The Northwest CMH Affiliation has witnessed solid growth in consumer-run services at both CMHSPs, demonstrates substantial consumer involvement both within the CMHSPs and across the affiliation and evidences a base implementation of self-determination arrangements, all of which combine to describe a current assurance of active engagement. However, primary current challenges appear to be in the areas of implementing a PIHP-level self-determination plan, and within the CMHSPs, both improving the monitoring of active engagement for persons with developmental disabilities and ensuring necessary resources are aligned to support that increased engagement into the foreseeable future. While challenging, these are also important opportunities to incorporate these important policy and practice initiatives into the affiliation-wide planning and oversight process.

Methods For Making Improvements

During FY 09 West Michigan CMHS will implement a comprehensive study of satisfaction of persons with developmental disabilities who receive services in order better to understand what is working and what needs to be improved, which the affiliation will use as a CMHSP-level pilot project; the instrument, methodology, specifications of implementation, demand burden and findings of which will be reviewed by the affiliation Quality Oversight Committee for determining the appropriateness and feasibility of establishing for ongoing affiliation-wide implementation by October 1 2009.

The PPGs report substantial variation in the implementation of processes to facilitate self-determination arrangements across the PIHP catchment area in that WCMCHS has fully implemented a process and NLCMH (while currently supporting four self-determination arrangements) has yet to systematize a process. Both affiliates demonstrate opportunities for improvement in implementing the principles of self determination for persons with mental illness. In response, the Quality Oversight Committee will monitor implementation of the NLCMH plan as specified in the PPGs and during this fiscal year propose an affiliation-wide self-determination monitoring plan to be reviewed with input by the Joint Leadership Team, enacted by the Joint Executive Team, and initiated affiliation-wide by October 1 2009.

The PPGs from each affiliate CMHSP describes base analysis of the frequency of activities of choice occurring outside the home for people with developmental disabilities served, yet specific plans to increase the frequency of these opportunities, specifically for those who do not have any activities of choice per week are not apparent. In response, during FY 10 the Quality Oversight Committee will coordinate an affiliation-wide review of these situations and recommend an affiliation-wide protocol to ensure adequate planning occurs and support is provided for people with developmental disabilities who appear to have the most intense and complex community support needs.

Methods to Measure Success

Each of these three affiliation-wide improvement initiatives will be incorporated into the PIHP quality oversight work plan (the first two in FY 09, the third in FY 10) which will ensure ongoing active oversight and monitoring action as well as fiscal year-end accountability for demonstrable outcomes.