

# PARAMETERS

- Survey of community-based providers funded by Nebraska HHSS-DDS
- Maintain & improve service quality
- Focus on service quality/life quality
- Be understandable
- Provide a simple “snapshot”

# THREE PRONGS



- PROVIDER PROFILE

- AGGREGATE LIFE QUALITY

- LONGITUDINAL DATA

# PROVIDER PROFILE



- Demographic information
- Mission
- Supports/services
- History
- Number of employees
- Number of people supported
- Length of staff employment
- Staff training
- Quality of Life enhancement activities
- Quality Assurance activities

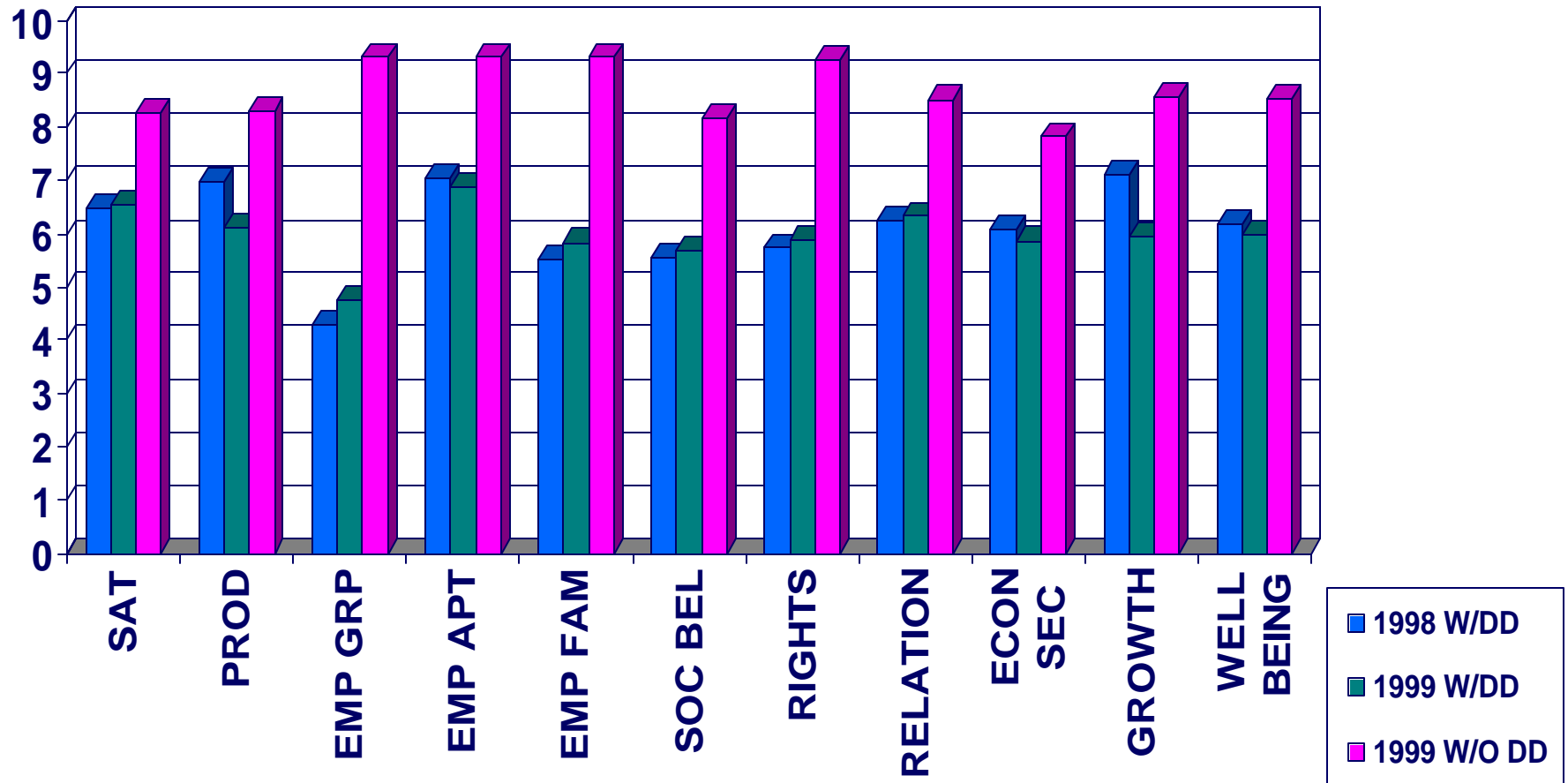
# AGGREGATE LIFE QUALITY:

## *Quality of Life Questionnaire*



- People supported are interviewed about perceptions of QoL;
- QoL data reveals statewide service quality “snapshot”;
- Tool is reliable/valid;
- Has potential to “make a difference”;
- Used updated research: five new dimensions added in 1997;
- Has D.D. Act’s values:
  - Satisfaction
  - Productivity
  - Independence
  - Integration.


# 1998-1999 Life Quality Data



# LONGITUDINAL DATA




- Compilation of data over time;
- Indication of statewide & provider trends;
- Revelation of the momentum of supports and changes over time as a result of the active *pursuit* of improving life quality.



*“The best indicator of the  
quality of service  
is the quality of life  
of persons receiving these services.”*

L. René Ferdinand  
The Arc of Nebraska

# A SCOUT IS

- 
- TRUSTWORTHY
  - LOYAL
  - HELPPFUL
  - COURTEOUS
  - KIND
  - OBEDIENT
  - CHEERFUL
  - THRIFTY
  - BRAVE
  - CLEAN
  - REVERENT