



agency for persons with disabilities
State of Florida

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Agency Purpose

- **Mission of APD** is to support persons with developmental disabilities in living, learning, and working, in all aspects of community life.
- **Governor's Expectations:**
 - System that is self-directed and person-centered
 - Achieve individuals' quality of life expectations
(personal outcomes)



Involving Self-Advocates and Family Members In Florida's Quality Councils

- **1999 Legislative requirement** to establish a state level Interagency Quality Council to include self-advocates and family members
- **Purpose:** Oversight of APD quality assurance activities
- **How:** Receive ongoing quality assurance data from provider performance and person-centered reviews and recommend quality improvement activities to APD



IQC Membership

- **IQC membership:** Self-Advocates, Family Members, Agency for Health Care Administration, Agency for Persons with Disabilities (voting members)
- **Advisory Council:** Provider representatives, Advocacy and partnership organizations, self-advocates and family members
 - Resources to the IQC
 - Experience for IQC membership



Establishing Local Steering Committees

- **Real Choice Systems Change Grant: QA/QI**
(2004-2007)
- **Establish Area Quality Leaders** (14 Region/Area Offices)
 - Lead responsibility for local QA/QI activities
 - Development of **local Steering Committees**
 - Facilitate local quality improvement projects
 - Training, Coaching and Mentoring from The Council on Quality and Leadership (CQL)



Recruiting Self-Advocates for IQC and Steering Committees

- **Recruitment Sources** (selected examples)
 - Family Care Councils
 - Provider Boards
 - Advocacy Organizations
 - Partners in Policy Making
 - DD Council Members
 - Work Group Members
- **Major Success:**
 - Credibility!! (double edged sword)
- **Primary Difficulties**
 - No statewide Self-Advocacy Organization
 - Limited Member Pools w/ Knowledge and Experience



Self-Advocate Mandates and Tasks as Committee Members

- **Self-Advocates perspective on “Quality”**
- **Leadership roles**
- **Time commitment** (month-quarterly meetings; years)
- **Work group participation**



How Often IQC and Steering Committees Meet

- **IQC**
 - Quarterly
 - As needed work groups

- **Steering Committees**
 - Monthly initially
 - Moving to quarterly
 - As needed work groups



Supports for Self-Advocates to Participate and Contribute to Meetings and Projects

- **Grant funded stipends** (?)
- **Transportation**
 - \$\$
 - Other members
 - Staff
- **Review/Rehearse** (e.g., leading meetings)
- **Partners in Policymaking** (and similar supports)
- **Doesn't always work**



Self-Advocate Participation and Contributions

- **Meetings**

- Members

- Leadership Positions

- **Projects**

- Employment Initiatives

- Public Posting of Provider Information

- Rights, Health, Choice, Community Participation

- **Continuity** (glue, catalyst, pick your adjective)



Challenges and Successes in Self-Advocates' Participation

- **Challenges**
 - Competing priorities
 - Competing membership requests
 - Technical information/Data to digest
 - No statewide self-advocacy organization
- **Successes**
 - Built strong self-advocacy expectation
 - Building self-advocate base
 - Credibility, Credibility, Credibility...



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DISCUSSION

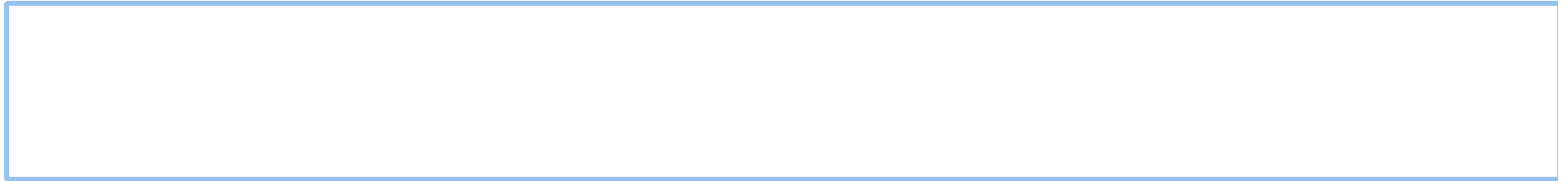
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