



Implementing a comprehensive direct support development initiative

11/13/14

Peggy S. Terhune, Ph.D.





Monarch Fast Facts

- Private, not for profit organization
- Budget - \$80,000,000
- Staff of about 1800
- More than 160 sites
- Statewide
- Provide supports to people with intellectual/developmental disabilities, mental illness, and substance abuse issues
- Serve children and adults, birth to death

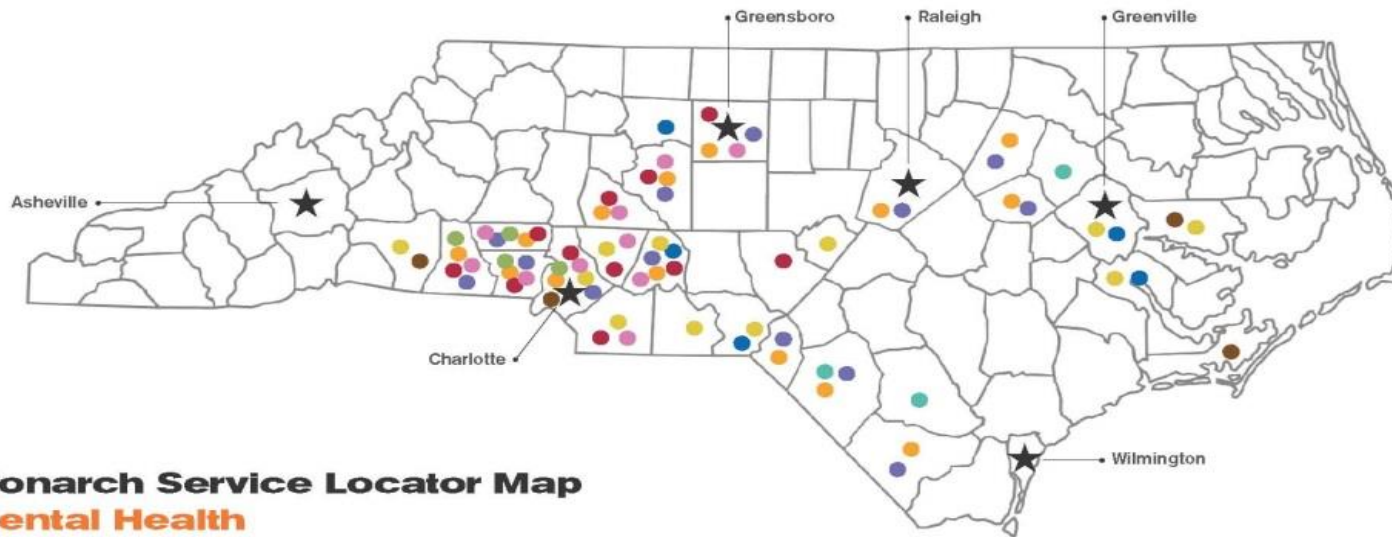
Monarch I/DD Service Locations



Monarch Service Locator Map
Intellectual and Developmental Disabilities

- **Intermediate Care Facilities (ICF) Homes** (Anson, Craven, Forsyth, Guilford, Montgomery, Richmond, Stanly, Stokes, Union)
- **Developmentally Disabled Adult (DDA) Homes** (Anson, Cabarrus, Carteret, Craven, Edgecombe, Guilford, Hoke, Johnston, Jones, Montgomery, Moore, Nash, Pamlico, Randolph, Richmond, Rutherford, Stanly, Union)
- **Intellectual /Developmental Disabilities Apartments** (Edgecombe, Johnston, Moore, Pitt, Polk, Richmond, Stanly, Stokes)
- **Day Programs** (Bladen, Chowan, Columbus, Craven, Currituck, Dare, Davie, Forsyth, Guilford, Hoke, Montgomery, Moore, Pasquotank, Randolph, Robeson, Stanly, Stokes, Tyrrell, Union)
- **Community Alternative Program for Children (CAP-C)** (Cleveland, Gaston)
- **Administrative Office/Regional Office** (Craven, Forsyth, Pitt, Richmond, Stanly)

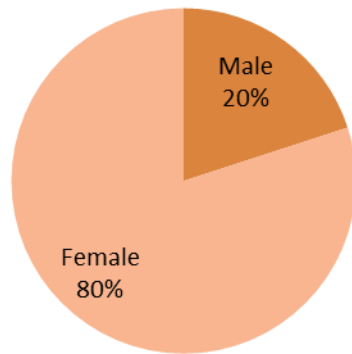
Monarch Mental Health Service Locations



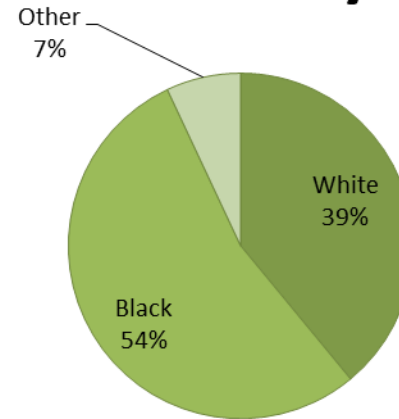
- Mental Health Homes** (Anson, Beaufort, Cabarrus, Craven, Lee, Pitt, Richmond, Rutherford, Stanly, Union)
- Mental Health Apartments** (Beaufort, Carteret, Mecklenburg, Rutherford)
- Outpatient Clinics** (Cleveland, Columbus, Davidson, Gaston, Guilford, Lincoln, Mecklenburg, Nash, Robeson, Rowan, Scotland, Stanly, Wake, Wilson)
- Open Access Clinics** (Cleveland, Columbus, Davidson, Gaston, Guilford, Lincoln, Mecklenburg, Nash, Robeson, Scotland, Stanly, Wake, Wilson)
- Intensive In-Home Services (IIHS)** (Cabarrus, Cleveland, Davidson, Gaston, Guilford, Lincoln, Mecklenburg, Moore, Rowan, Stanly, Union)
- Community Support Team (CST)** (Cleveland, Gaston, Lincoln, Mecklenburg)
- Assertive Community Treatment Team (ACTT)** (Cabarrus, Cleveland, Davidson, Gaston, Guilford, Lincoln, Mecklenburg, Rowan, Stanly, Union)
- Mobile Crisis Units** (Bladen, Edgecombe, Robeson)
- Administrative Office/Regional Office** (Craven, Forsyth, Pitt, Richmond, Stanly)

Staff Demographics

Gender



Ethnicity



- Age of staff 17-81
- Average age of staff 43

Settings where DSPs work

- The community
- Individual's homes
- Small group homes
 - (supervised living and ICF/MRs)
- Apartments/AFLs
- Community day programs
- Employment services
- Schools (transition programs)





Agency view of DSPs

The most important staff!



How do we support DSPs?



- Give authority to match responsibility
- Provide time off to help with burnout (PTO)
- Culturally competent policies (who is your mother?)
- Insurance for part time staff
- Philosophy of family comes first
- Flexible scheduling

More

- Provide regular and ongoing information about health
- Give “discounts” to staff on insurance premiums if they get a physical every year
- Financial seminars
- Menu Aids
- Women Be Healthy



Recognition

- “News and Notes” which celebrates the cool stuff that DSPs do in newsletter form.
- Started quarterly Board Recognition program
- Quarterly MERAC awards for staff nominated by other staff
- Publicize awards both internally and externally.





Results

- Changes in turnover rates 23% to 17%
- Changes in retention rates increased
- Employee satisfaction scores 85%

GRAPH FOR RETENTION



Moving Mountains for DSP staff

- **Recognition:** NC Governor appointed a DSP to the NC Council on DD.
- **Learning and skill development:** Grant From Council on DD allowed us to train 200 staff from our and other agencies. This resulted in a request to the NC Council on DD to create a chapter of NADSP in NC.
- **Building support for DSPs:** Benchmarks, a provider organization was given a grant to start a local chapter of **NADSP**, and have expanded their DSP search to people providing direct support to any population.
- **Money:** Cut \$1.5 million of administrative cost to give DSPs a raise.
- **Get the word everywhere:** Recommended to National CQL Board to add NADSP to membership of Board.
- **Focus on the positives:** Publicize the cool stuff DSPs do in the community.



Why are Monarch staff so *awesome*?

- Training on POMs
- CLIC committee
- Training via CDS/Relias
- Recognition





Personal Outcome Measures from CQL

- POMs
 - Use as tool as part of PCP
 - Teach DSPs how to look at the world from some one else's perspective





Where are you in this list?

- People have intimate relationships
- People are safe
- People have the best possible health
- People exercise rights
- People are treated fairly
- People are free from abuse and neglect
- People experience continuity and security
- People decide when to share personal information
- People choose where and with whom they live
- People choose where they work
- People use their environments
- People live in integrated environments
- People interact with other members of their community
- People perform different social roles
- People choose services
- People choose personal goals
- People realize personal goals
- People participate in life in the community
- People have friends
- People are respected



CLIC

(Community Life Improvement Committee)

- ***Monarch's Role in Helping People Served Achieve Social Capital***
- ***Monarch's Role as a Disability Leader***
- ***Monarch's Role as a Community Educator***
- ***Monarch's Support of the Community***





About CLIC

- DSP Led Committee
- Created a community assessment of resources available in each community; accessible by staff and the people we support to increase the awareness.
- Gathered data from the various sites regarding community involvement through volunteer efforts.
- Increase in targeted training
- See handouts



CDS

College of Direct Support



- History
- NCPC/DD Council
- Community Colleges (certificate program)
- Pinetree research project
- Cardinal project
- Next steps



NADSP Career Path

- Increase hourly rates for completion of stages
 - **Registered**
 - **Certified**
 - **Specialized**
- We expect our site managers to be at the certified level





So what do people say about
Monarch staff?





Satisfaction Scores from people we support

Staff respect my rights (and/or the rights of my family and/or my children). **95.56%**

Staff were sensitive to my language, cultural, and spiritual needs. **96.04%**

I am treated with courtesy and respect. **96.05%**

Staff respect my wishes about confidentiality **96.98%**



More satisfaction scores

As a result of services with Monarch, the quality of my life has improved. **92.57%**

If I had other choices, I would still get services from this agency. 92.59%

I am in charge of my plan and it clearly reflects what I need and want to achieve. 92.88%

Staff provide me with the information and education I need. 93.23%

I would recommend this agency to a friend or family member. 93.62%

Overall I am satisfied with the services/supports I have received. 93.65%

I am encouraged to take responsibility for my life. 93.71%

My staff believes I can grow and achieve my dreams. 93.96%

My opinions and decisions are respected. 93.97%

Staff listens to me if I have a question or problem. 94.98%



Questions?





Contact Information

- Peggy Terhune
 - Peggy.terhune@monarchnc.org
 - 704-305-0752