

Quality Management Plan

Entity Name: Values Into Action, Inc.

Year: 7/1/26 to
6/30/28

Focus Area: Participant Outcomes & Satisfaction

Goal	Outcome	Target Objective	Performance Measures/Data Source(s)/ Frequency/Responsible Person
People are happier, healthier, and more satisfied with the use of integrated supports. Integrated supports means combining: - personal strengths, - relationships, - community resources, - technology, and - services.	People say they: - know their options, - feel confident making choices, - have supports that help them work toward their Individual Support Plan (ISP) goals, - get support to live the life they want.	Target Objective: By June 30, 2028, help people have better outcomes and feel more satisfied by using more integrated supports. Benchmark: We will set the benchmark using data from satisfaction surveys and record reviews. Baseline Data and Rationale: This focus reflects: - Recent examples show opportunities to improve quality through better use of integrated supports. - Values Into Action's mission, philosophy, values, and strategic priorities.	Performance Measures: - Person, family, and staff satisfaction survey results and feedback. - Record reviews showing that teams explored, identified, and used integrated supports. - Documented examples showing improved outcomes linked to integrated supports. Data Sources: • Survey data and follow-up trends. • Assessments, healthcare information, progress reports, and team planning documentation. • Documented examples of integrated supports and related outcomes. • Record review summaries.

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		- State and federal expectations for person-centered practices, including those from the Center for Medicare and Medicaid Services (CMS) and the Office of Developmental Programs (ODP). This focus is also shaped by a changing service system and workforce challenges. Both call for creative and sustainable supports.	• Learning, coaching, and resource sharing. • Team performance information, such as responsiveness, planning, and follow-through. • Incident management, corrective action plans, and follow-up documentation. • Service authorizations. Frequency: Monitored quarterly. Annual review of satisfaction trends and outcomes. Annual action plan review and updates. Responsible Person: Chief Operating Officer with Service Director and Quality Assurance and Improvement (QA&I) team

Quality Management Action Plan

Team members include: people using services, their families and support teams, operational and strategic leaders, and other team members as needed.

Action Step	Timeline	Lead/Support	Status	Notes
Set the 2026 target baseline by checking survey results and related data.	July 2026 – October 2026	Quality Assurance and Improvement (QA&I) team		
Watch for service system changes that may affect people and services. Share information and help people plan for changes.	July 2026-June 2028	Strategic Leadership Team (SLT)		
Build staff skills to find and use integrated supports, including technology and waiver services.	July 2026 – June 2028	Operational Leadership Team (OLT)		
Help people using the most government-funded services to explore other supports that fit their vision, goals, and the realities of a changing system.	January 2026 – June 2028	Service Director with Community Support Facilitators (CSFs)		
Make Charting the LifeCourse (CtLC) the foundation for the residential assessment.	July 2026 – December 2026	Quality Assurance and Improvement (QA&I) Associate Director with CtLC Ambassadors		
Build Integrated Support Star thinking in incident response and risk planning. Use the worksheet when helpful.	July 2026 – December 2026	QA&I Associate Director		
Use Health Risk Screening Tool (HRST) data to improve supports for health, wellness, and inclusion.	July 2026 – December 2026	Health & Wellness Mentor with CSFs		
Use Integrated Support Star thinking in routine team planning and problem solving. Use the worksheet when helpful.	July 2026 – June 2027	OLT		

Measure and reward team responsiveness, creativity, and planning that uses integrated supports.	July 2026 – June 2028	Service Director with QA&I team and Culture & Talent		
Use quarterly progress reports as a feedback loop. Work with the person, family, and team to check progress and plan next steps.	July 2026 – June 2027	Housing Resource Coordinators (HRC), Supports Brokerage Coordinators (SBC), and CSFs		
Check data and trends. Then adjust strategies to improve outcomes and satisfaction for people.	Quarterly and annually through June 2028	OLT and QA&I teams		

Notes: The action plan is reviewed and updated ongoing. This two-year plan can be extended for up to one more year. This will depend on progress, satisfaction, and organizational priorities.