

OCTOBER 2023

THE JOURNEY

Towards Person-Centered Excellence

MILESTONES

In FY24, Liberty continues to collect data that will provide DDA a picture of systems strengths and opportunities for improvement related to:

1. Enhanced compliance with system standards,
2. Participants experiencing quality services and supports,
3. Person-centered systems and practices actively in place
4. Personal outcomes of participants being met

Below are a few things learned during Year 1 of our journey:



OCTOBER SPOTLIGHT

Star Community's CEO, Luann Brechbill, shared with us that their recent experience with CQL's Basic Assurances® Review was very positive even though it was an intensive three days where every inch of what they do was explored. Luann was happy to report that the experience reaffirmed that while their journey is long, they are on the right path towards person-centered excellence.

The Star team felt empowered from the experience and motivated to incorporate recommendations into their strategic plan so they can continue their journey of changing how services are provided to each person.



QUALITY CORNER

The Council of Quality and Leadership's (CQL) Basic Assurances® Factor of the month is: **Protection from Abuse, Neglect, Mistreatment, and Exploitation**. As people, we know that the basic need of safety is critical for physical and psychological well-being. Without feeling secure in our homes and communities, daily life becomes a challenge and doing things we love becomes out of reach. Abuse and neglect cover a wide range of behaviors, not only commonly thought of behaviors like hitting another person or lack of meals. People having full access and control over things like food, clothing, shelter, money, possessions, and decision making helps to ensure control is not exercised over a person. What can you do so that people are protected from abuse and neglect?

- Educate yourself and the people you're working with about what abuse, neglect, mistreatment and exploitation is. Do it in a way that each person can understand and connect with it.
- Know how each person you work with defines abuse and neglect from their perspective.
- Since many people with I/DD have experienced abuse, make sure you are aware of triggers and can assist the person in coping with current or past trauma.
- Screen staff appropriately before hiring them, and then training those who are hired in recognizing and preventing abuse and neglect, as well as the process of reporting incidents of abuse.

There are several indicators outlined by CQL that further break down Protection from Abuse, Neglect, Mistreatment, and Exploitation. Please visit [CQL's website](#) to learn more about Basic Assurances®.

Additionally, the Disability Justice Resource Center has created a short, two-minute video which provides an explanation of rights. [This video](#) is delivered in plain language, and is great for staff, families, and those supported. Please click the graphic below to check it out!



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*To explore CQL, The Basic Assurances® and their factors, and other excellent resources, please visit CQL's website [here](#). Liberty and the Maryland DDA thanks CQL for their partnership and resources!

MARK IT ON THE CALENDAR

- November-** Family NCI Surveys Distributed
- November 29-** Liberty Healthcare Presents @ MACS Pre-Conference
- November 30-** CQL Personal Outcome Measures®- 'The What' Webinar
- January 18-** CQL Personal Outcome Measures®- 'The Why' Webinar
- February 15-** CQL Personal Outcome Measures®- 'The How' Webinar

*More information/registration for CQL workshops can be found [here](#).



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