

# Quality Improvement Plans and Person-Centered Practices

Making Dreams a Reality, One Person at a Time

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# About YAI

Founded

**1957**

Over 65 years of service

People Served

**20,000+**

Children & adults with I/DD annually

Employees

**4,000**

Staff across three states

Service Reach

**3 States**


NY, NJ, CA (expanding globally)

# YAI Services

- In NY, YAI operates 176 certified residential and day services in Rockland, Westchester, the Bronx, Manhattan, Brooklyn, Queens, and Long Island.
- Employment services – SEMP, Pre-Vocational
- Community-based services - respite, community habilitation, recreational programs
- Clinical services – Article 16, Article 28
- Self-Direction services
- CSIDD services

# Learning Objectives

- Develop a meaningful quality improvement plan
- Use your Quality Improvement Committee to drive change
- Explain the purpose of Change Teams and discuss how to establish them
- Identify Change Agents in your organization
- Practice Blue Space Thinking
- Hear a success story

  
Loading...

  
Validating...

# Developing a Meaningful and Measurable Quality Improvement Plan

- Define “quality” for your organization
- Highlight person-centered practices and activities
- Engage stakeholders through the establishment of a Quality Improvement Committee
- Establish concrete goals and metrics
- Communicate goals, expectations, and outcomes

# Defining Quality

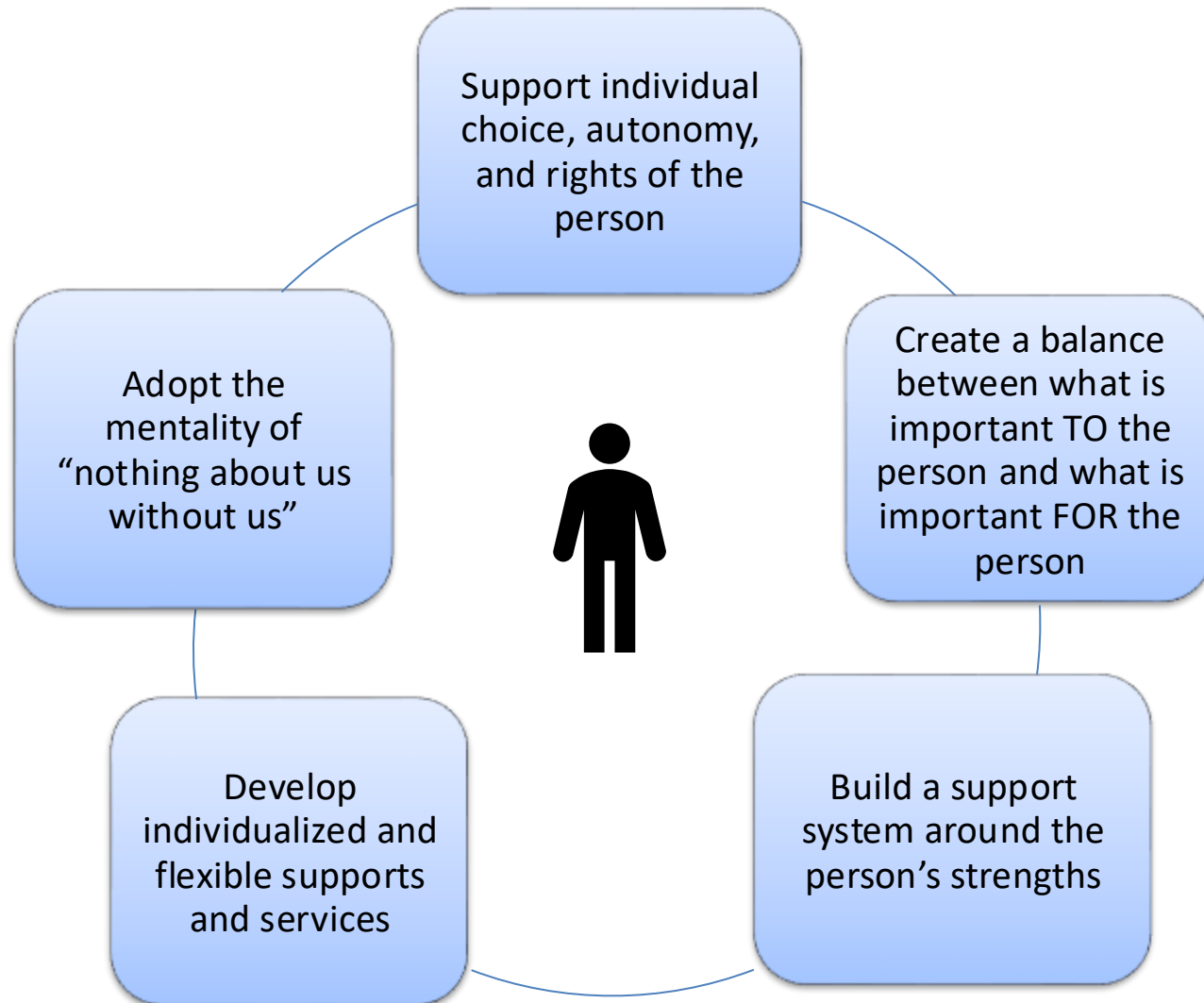
- What is important to the people you support?
- What is important to the staff?
- What is important to the organization?
- What is important to the Board of Directors?
- What risk areas have been identified?
- What resources do you have to work with? (*Blue Space Thinking*)
- Determine how high to set the bar.



# Ensuring Person-Centered Practices

“Our first allegiance is to the people we support”

# Person-Centered Thinking



# Leveraging Agency Quality Improvement Committee to Create Change



- Engage stakeholders in every part of the organization
- Determine how to create buy-in
- Define measurable goals and establish workgroups
- Identify content experts and group leaders
- Maintain energy and momentum

# Tips for Developing Goals with your Quality Improvement Committee



Identify passionate, strong and dedicated staff to lead workgroups



Create buy-in with agency leadership – start from the top



Start with “low hanging fruit”



Use the **SMART** goal methodology – **S**pecific, **M**easurable, **A**chievable, **R**elevant, and **T**ime-bound



Some goals can be broad and ongoing to align with the agency’s mission or strategic plan

# Communication

Share	Share Quality Improvement Plan and goals with stakeholders
Report	Report on progress and trends identified
Survey	Survey people supported, families and staff
Engage	Engage program operations and support departments in conversations about quality
Adopt	Adopt a culture of continual evaluation of the Quality Improvement Plan and goals

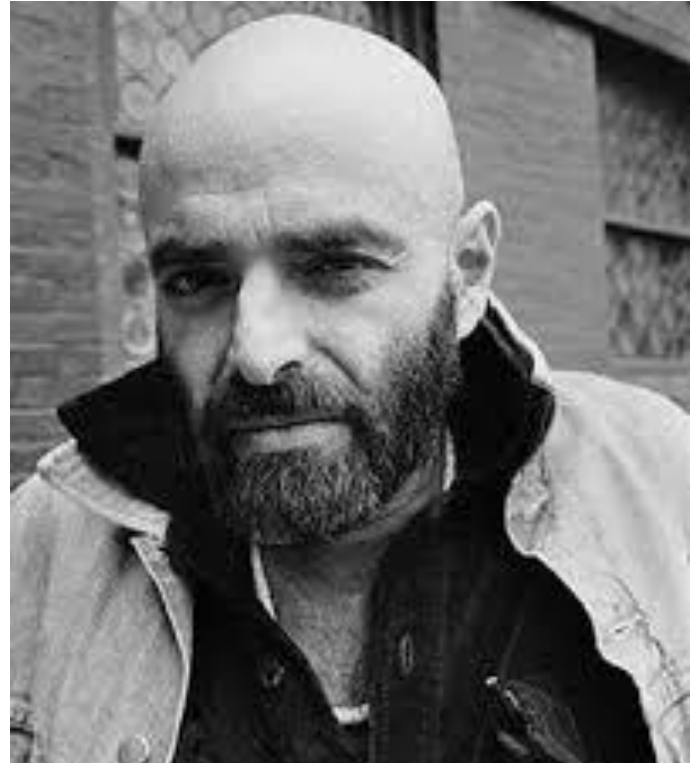
# CHANGE TEAMS

A Quality Improvement Committee  
Initiative

# LISTEN TO THE MUSN'TS

Listen to the MUSTN'TS child,  
Listen to the DON'TS  
Listen to the SHOULDN'TS  
The IMPOSSIBLES, the WON'TS  
Listen to the NEVER HAVES,  
Then listen close to me -  
Anything can happen child,  
ANYTHING can be.

-Shel Silverstein  
Where the Sidewalk Ends



# History of YAI Change Teams

In 2016, YAI took the bold step in choosing to create Change Teams throughout the agency.

We took a regionalized approach, and each region formed a Change Team that consisted of DSPs, BISs, support staff, and supervisors from each program, as well as a person being supported. The team should be diverse to ensure a variety of perspectives.

# Living, Loving, Working, and Learning

The purpose of a Change Team is to utilize a person – centered, creative approach in supporting people in imagining a better life, achieving human fulfillment, creating a lifestyle of their own, building social capital and living the "good life".

Each team focuses their attention on one person at a time in areas of housing, relationships, community involvement and employment.

# One Person At A Time

- Making a change can seem overwhelming, given current responsibilities, resources and structures.
- Focusing on one person at a time helps concentrate on a single goal, dream, hope, and outcome.
- Making one small change at a time leads to valued roles and a life of distinction.

# Change Team Actions

- Create supports organized around people and neighborhoods instead of funding streams.
- Invest more time and energy in discovery, person-centered planning, and implementation of innovative supports.
- Strengthen new relationships and partnerships with families and community members.
- Establish Change Agents in each program to champion the ongoing mission.



# Change Agents

## What is a Change Agent?

- A team member who actively facilitates, drives, and supports change within the program.
- Plays a crucial role in helping others navigate transitions, adopt new practices, and achieve goals.

## Characteristics of a Change Agent:

- **Visionary:** Sees the potential for improvement and innovation.
- **Influential:** Inspires and motivates others to embrace change.
- **Collaborative:** Works across teams and departments to build consensus.
- **Resilient:** Persists through resistance, setbacks, and uncertainty.
- **Empathetic:** Understands the human side of change and supports people emotionally and practically.

# Responsibilities of a Change Agent and their Supervisor...

## Change Agent

- Attend regular meetings with the Change Team to discuss progress.
- Facilitate Blue Space discussions during team meetings
- Assist with identifying and outlining the goal of the person the team is working with
- Collaborate with the person and their circle of support
- Keep the conversation going, celebrate successes and find solutions to obstacles.

## Program Supervisor

- Collaborate with the Change Agent to ensure time for Blue Space conversations in team meetings
- Assist the team to pick one individual to focus on.
- Ensure the Change Agent has time dedicated to the project.
- Ensure monthly check ins.
- Maintain motivation and forward momentum!!

**Be Bold, be Creative!**

# What is Blue Space Thinking?

Help get the conversation started by using

## Blue Space Thinking...

Using this concept, teams can explore new ideas, challenge norms, and experiment without fear of failure or immediate constraints.

- **Unconstrained brainstorming:** Thinking freely without limitations like budget, feasibility, or practicality.
- **Imaginative ideation:** Encouraging bold, visionary ideas that challenge the status quo.
- **Innovation culture:** Creating environments where people feel safe to express unconventional ideas

# Blue Space



# Let's try it out.....

Tommy lives in a group home in Brooklyn and wants to go to Florida to attend his family reunion that is happening over the July 4<sup>th</sup> weekend. He is anxious about flying and expressed that he has a strained relationship with some of his family members. He has never been on a plane before and doesn't have an ID or a passport.

**Be The Change You Wish To See In The  
World  
-Mahatma Gandhi**



# If They Can Dream It, You Can Do It !!

- Taking a trip to Atlantic City for the first time to hit it big on the slots
- Attending a family reunion in Atlanta
- Building friendships after moving into their own apartment
- Finding resources for the deaf community
- Becoming part of the talk show circuit



## How can you help someone achieve their goals?

- Keep it simple, start a conversation with one person
- Ask what matters to them
- Find a way to make it happen



## Contact Us

If you are struggling to support someone in reaching their goals, the Brooklyn Change Team is here to help!

Send an email to [BrooklynChangeTeam@yai.org](mailto:BrooklynChangeTeam@yai.org) for an application form.



## Brooklyn Change Team



# Our Mission & Vision

Have you hit a roadblock while trying to help someone achieve their dreams? The Brooklyn Change Team can help you explore the detours in life with the people you support.



## Change teams follow a simple theory created by the Learning Institute

1. Begin with one person: this approach is person-centered, focused, and manageable.
2. Discover what the person you support wants in life by asking questions: are they dreaming about a home of their own or finding purposeful work? Maybe participating in civic life, exploring hobbies, or building good relationships? Find out what matters most to them.



3. Reflect on what you learned, revise your plan, and take action to create opportunities and help the person you support experience the good things in life.



# Any Questions

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We value your feedback. Share your success stories with us.