



State of Connecticut
Department of Developmental Services

DDS

Jordan A. Scheff
Commissioner

Elisa F. Velardo
Deputy Commissioner

Operations Memo 2024-03

October 27, 2023

To: DDS Qualified Providers

From: Resource Administration

CC: Jordan Scheff, Commissioner; Elisa Velardo, Deputy Commissioner; Katie Rock-Burns, Chief of Staff; Nicholas Jerard, CFO; Krista Ostaszewski, Health Management Administrator; Regional Directors, Private ARDs

Re: Continuous Quality Improvement Plan (CQIP) Updates

Dear Qualified Providers,

On an annual basis you are scheduled to meet with resource administration in your region to review quality measures from the last year. This process includes the development of a Continuous Quality Improvement Plan (CQIP) that identifies goals and areas of improvement and is used over the next year to track progress.

As a mechanism to assist providers in improvements, the CQIP is continually reviewed to ensure the process gives providers a formalized platform to determine steps for progress. To that end, attached to this memo you will find a new document titled: *Guidelines & Tips to Develop a CQIP for Qualified Providers*.

The purpose of this document is to provide tips to develop an effective and meaningful CQIP. The document also communicates a new requirement for this process. This requirement articulates that **all qualified providers will be required to include one goal to address all annual DDS requirements**. Requirements include the following:

- Cultural competency
- Employment first
- Staff trainings including Abuse and neglect prevention
- Final Settings compliance

<https://portal.ct.gov/DDS/OperationsCenter/Providers/CMS-Final-Settings-Information>

This requirement will become effective November 1, 2023. We ask providers to start thinking about a goal that meets the annual requirements noted above. If there is a specific deficiency, concern or challenge related to one of the annual requirements, we will require you to address this in specific actions steps. For example:

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Central Office: ddsct.co@ct.gov

Ombudsperson: dds.ombudsperson@ct.gov

Website: portal.ct.gov/dds

Public Region: ddsct.pub@ct.gov

Southbury Training School: ddsct.sts@ct.gov

North Region: ddsct.nr@ct.gov

South Region: ddsct.sr@ct.gov

West Region: ddsct.wr@ct.gov

An Affirmative Action/Equal Opportunity Employer

Goal # 1. Adhere to DDS requirements including cultural competency, employment first, staff training and Final Settings Rule.

- a. Action step for Cultural Competency*
- b. Action step Employment*
- c. Action step for staff training*
- d. Action step Final Settings*

We hope you find the attached guidelines helpful to your agency and to creating a robust and meaning CQIP that will lead to improved outcomes and successes in providing quality supports to the individuals we serve. If there are any questions please reach out to your assigned regional resource manager.

Thank you.