

The Persons with Developmental Disabilities (PDD) 2017 Performance Management Framework (PMF)

Frequently Asked Questions Version 1.0

Question 1: What is the 2017 PDD PMF?

Answer: The PDD PMF is a tool and process that is used by PDD service providers to gather information about the achievement of goals and outcomes that are identified in a person's Individual Support Plan (ISP).

Question 2: What is an ISP?

Answer: The ISP describes an individual's desired personal short-term outcomes and how these and program goals and outcomes will be achieved with support from a variety of people and sources of assistance. PDD provincial policy requires an ISP for every PDD eligible individual served under the 2017 PDD contract template.

Question 3: Why have a PDD PMF?

Answer: The PDD program uses an outcomes-based contracting process. The PDD PMF supports this contracting process by facilitating the sharing of information about the achievement of outcomes for individuals served under a PDD funded contract.

The PDD PMF helps contracted agencies to understand their progress toward goals in ISPs at the individual and agency levels for planning purposes. It also assists conversations between individuals, their families/guardians and PDD staff, regarding goal setting and continuous improvement.

Question 4: Why a new PDD PMF?

Answer: Based on service provider feedback on the previous PMF, the PDD Provincial Contract Advisory Committee (PCAC) undertook a review and as a result, developed an alternative approach to the PMF and related reporting.

The new PMF eliminates additional work by leveraging activity service providers already do in developing ISPs.

The new approach uses a standardized reporting template and streamlines reporting processes for service providers while also ensuring that the performance measures are directly tied to what is important to and for each individual as measured by the Quality of Life Domains of well-being, independence and social participation.

Question 5: Why use the Quality of Life Domains and Pillars in the PMF?

Answer: Because a good life is the desired outcome for people with developmental disabilities, and because attaining it depends, in part, on the quality of supports a person gets, the PDD PCAC believes it makes sense to use Quality of Life Domains and Pillars to evaluate how well a person is being served.

The use of the Quality of Life Domains and Pillars is consistent with the original PMF and should be familiar to all PDD contracted agencies.

Question 6: Who decides if an individual's goal or outcome is met?

Answer: ISPs are to be reviewed on an annual basis by service providers with involvement of the individual, their family/guardian, people who supported the individual over the last year and PDD staff. The decision about whether a goal is met or not met is informed through a discussion between all parties. It should ultimately be the decision of the individual and their family/guardian.

Question 7: Why is there a Quality of Services component to the PMF?

Answer: The PDD PCAC agreed that strategies and actions an agency does at an organizational level can contribute to how services are designed and delivered. They then have an influence on the achievement of outcomes for individuals they support.

The PDD PCAC also identified that as part accreditation requirements, that agencies already identify continuous improvement strategies as part of their organizational development. The new PMF leverages this and provides a means for agencies to explore Quality of Life and Quality of Service in an integrated fashion.

Question 8: Who decides if a Quality of Service strategy is met or not met?

Answer: It is anticipated that discussions regarding Quality of Service strategies, their intended outcomes and achievement of these outcomes are done at the agency level, involving staff and Board members.

Question 9: Our organization already has in place an alternate way to track and report on achievement of goals and outcomes for people we serve. Do I have to use this PMF and its reporting template?

Answer: Yes, for reporting at the aggregate level.

For reporting of achievement of outcomes at the individual level, which is what your regional Client Service Coordinators will be most interested in, you may be able to provide reports generated from your alternate approach.

For reporting at the contract level, which is what your regional Contract Specialist will be most interested in, this is done at the aggregate level; that is, for all individuals served as a whole. This aggregate reporting is uploaded into a ministry database for analytic purposes. In these cases, there may be the ability to find a way to report at the aggregate level without having to complete the reporting template in its entirety. Talk with your regional Contract Specialist about this particular element.

Question 10: How often and when do PDD contracted agencies have to submit the PMF reporting template?

Answer: For reporting on individual goal/outcome achievement, agencies are to submit their reporting template 30 days at the end of each quarter of the contract term.

For reporting on the Quality of Service, this is also to be done quarterly and within 30 days of the end of each quarter. However, this would only apply where a Quality of Service goal can be implemented and evaluated in the same quarter, which may not be the case. Talk with your regional Contract Specialist to determine the most appropriate reporting timeframe for your Quality of Service measure.

Question 11: How does an agency submit its PMF reporting template?

Answer: The PMF reporting template is a fillable Excel spreadsheet, which will be provided to an agency as an electronic file. When appropriate, simply save the file by [agency name/date/PMF] and email the file to your Contract Specialist.

Question 12: What should I do if I cannot submit on time or am having difficulty in some way?

Answer: Contact your regional Contract Specialist to discuss this matter and agree upon a solution.

Question 13: Who can I go to for assistance in completing the PMF reporting template?

Answer: Members of the PDD Provincial Contract Advisory Committee have agreed to provide support at the local/regional levels where needed.

For further assistance, feel free to reach out to the following members for support:

- Northwest: Darrin Stubbs
- Northeast: Ashifa Pocsai
- North Central: Patty Chizma and Tacey Murphy
- Edmonton: Nicole Russo and Tacey Murphy
- Central: Marilyn Conner
- Calgary: Todd Rich and Jenia Tishkina-Norman
- South: Dianne Kotkas, Bev Carson and Nancy Morris