



New Visions Quality Management Plan
2025-2026

Goal Date: September 30, 2026

Value 1: Rights and Decision Making								
Objective 1: The Arc of Shelby County will document that the participant is aware and understands his/her rights.								
Objective 2: The Arc of Shelby County will actively seek to provide choices to the participants and will gather information through the assessments at least annually.								
PD/QDDP will review 100% of files per quarter (with corresponding conversations with Participants) to determine the following:								
Person Responsible	Data Source	Data Analysis	Goal	Quart 1 Oct- Dec 2025	Quart 2 Jan- Mar 2026	Quart 3 Apr- Jun 2026	Quart 4 Jul- Sept 2026	Comments and Exception Circumstances
PD/QDDP	Annual Rights Assessments; Bill of Rights	1) The % of signed Rights Assessments,	100%	100%	100%			
PD/QDDP; DCS	Person Centered Plan; DCS Documentation (Therap)	2) The % of signed Bill of Rights (indicating that the Participant/Legal Guardian understands this information),	100%	100%	100%			
PD/QDDP; DCS	Person Centered Plan; DCS Documentation (Therap)	3) All Rights-related goals identified as important to the Participant will be identified in the PCP	100%	100%	100%			
PD/QDDP; DCS	Person Centered Plan; DCS Documentation (Therap)	4) Rights-related goal data will be documented by DSPs in Therap (e.g. training, activity data) as meeting the Participant's expectations	100%	100%	100%			
Value 2: Due Process								
Objective1: The Arc of Shelby County will ensure that all staff receive initial and/or annual on training On Dignity and Respect and that they earn a passing score on the examinations.								
Objective 2: The Arc of Shelby County will ensure that Participants are treated with dignity and respect.								
Person Responsible	Data Source	Data Analysis	Goal	Quart 1 Oct - Dec 2025	Quart 2 Jan- Mar 2026	Quart 3 Apr- Jun 2026	Quart 4 Jul - Sept 2026	Comments and Exception Circumstances
PD/QDDP	Employee Relias Transcripts; Employee Dignity and Respect Certification	1) PD/QDDP will review the Training Scores and Training Certificates for 100% of employees per quarter.	100%	100%	100%			Trainings for ADMH will be in Relias; in process(Q2)

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PD/QDDP	Rights Assessment	2) PD/QDDP will review 100% of files per quarter (with corresponding conversations with Participants/Individual s) to determine whether they feel they have been treated with dignity and respect.	100%	100%	100%			
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Value 3: Preventing Abuse, Neglect, Exploitation, and Mistreatment

Objective 1: The Arc of Shelby County will document all incidents involving allegations of abuse, neglect, mistreatment, and/or exploitation using General Event Reports in Therap withing 24 hours of the event, according to State guidelines.

Objective 2: The Arc of Shelby County will ensure that Participants are free from abuse, neglect, mistreatment, and exploitation.

Objective 3: The Arc of Shelby County will ensure that all staff receive initial and/or annual training on abuse, neglect, mistreatment, & exploitation and will ensure that they earn a passing score on the examinations.

PD/QIDP will review 100% of Resident files per quarter (with corresponding conversations with Participants/ Residents) to determine the following:

Person Responsible	Data Source	Data Analysis	Goal	Quart 1 Oct-Dec 2025	Quart 2 Jan-Mar 2026	Quart 3 Apr-Jun 2026	Quart 4 Jul-Sept 2026	Comments and Exception Circumstances
PD/QDDP	PCP's	1) % of documented GERs concerning Abuse, neglect, mistreatment, or exploitation within 24-hours of event	100%	100%	100%			
PD/QDDP	Rights Assessment	2) % of Rights Assessments documenting feelings regarding -abuse, neglect, mistreatment, or exploitation	100%	100%	100%			
PD/QDDP	Alabama Dept of Human Resource-Adult Abuse and Neglect Training Certificates	3)% of the Employee training on Abuse/Neglect as well as Certificates/Scores indicating a passing examination on this subject	100%	100%	83%			1 new hire left to complete

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Value 4: Health and Safety

Objective 1: The Arc of Shelby County will ensure that each participant receives appropriate medical treatment, including: annual physical, routine medical appointments and treatments as recommended by the PCP, and emergency medical treatment as needed.

Objective 2: The Arc of Shelby County will ensure that all staff successfully complete medical training, including MAC, First Aid, and CPR certifications.

Objective 3: The Arc of Shelby County's New Visions program will submit GERs, and follow-ups will be done in a timely manner to ensure compliance.

PD/QDDP will review 100% of Individual's files per quarter (with corresponding conversations with Participants/Individuals) to determine the following:

Person Responsible	Data Source	Data Analysis	Goal	Quart 1 Oct- Dec 2025	Quart 2 Jan- Mar 2026	Quart 3 Apr- Jun 2026	Quart 4 Jul- Sept 2026	Comments and Exception Circumstances
MAS Nurse	Individual Medical Records, Ther-ap Medication Administration Records	1) MAS Nurse will review 100% of participant Medical Records and MARs per quarter (with corresponding conversations with individuals) to determine whether they are receiving appropriate medical care.	100%	100%	100%			
PD/QDDP/MAS Nurse	Rights Assessment	2) PD/MAS Nurse/QDDP will review/approve 100% of medically related GER's	100%	100%	100%			
PD/MAS Nurse	ADMH Relias Training	3) MAS Nurse will review 100% of Personnel Medical Training Records (with corresponding monitoring/conversations with staff) to determine whether they are appropriately trained in all areas	100%	100%	100%			
PD/MAS NURSE	Records and Certifications	4) MAS Nurse will complete two medical assessments a year	100%	100%	N/A			Done in Q1
PD/MAS Nurse	Records and Certifications	5) PD/MAS Nurse will have on hand Emergency Face Sheets of all	100%	100%	100%			

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		individuals (diagnosis, current medications, and allergies)						
PD/MAS Nurse	IPMS Manual	The PD will facilitate the IPMS Manual training at hire and annually. An acknowledgement statement will be signed by the staff upon completion, and it will be uploaded into Bamboo	100%	83.33%	See notes			1 DSP not in attendance. 100% by Jan 21 st (Q1)- Will be now done in Relias(Q2)
PD/QDDP	IPMS Manual Compliance	The PD/QDDP will review the IPMS Manual annually.	100%	100%	100%			
PD/QDDP	Follow-up in Therap Med Errors	The PD/MAS nurse will approve every GER in a timely manner to ensure compliance and follow-ups will be submitted based on the given time frame.	100%	100%	100%			

Value 5: Employment, Connections, and Meaningful Day

Objective 1: The Arc of Shelby County will ensure that each participant receives the choice to engage within his/her community through opportunities to volunteer and/or seek employment.

Objective 2: The Arc of Shelby County will engage with Shelby and surrounding counties to develop partners who empower individuals with Developmental Disabilities and their families to achieve their goals.

Objective 3: The Arc of Shelby County will ensure that the participants' Community Day Hab building/environment is maintained and consistent with the appearance of the surrounding businesses(safety)

PD/QDDP will review 100% of Individual files per quarter (with corresponding conversations with Participants/ Individual s) to determine the following:

Person Responsible	Data Source	Data Analysis	Goal	Quart 1 Oct- Dec 2025	Quart 2 Jan - Mar 2026	Quart 3 Apr- Jun 2026	Quart 4 Jul- Sept 2026	Comments and Exception Circumstances
PD/QDDP	Annual Meeting	PD/QDDP will discuss with natural supports possible employment and how to proceed if desired	100%	100%	100%			
PD/QDDP	Annual Meeting	Natural supports-related goal data will be documented by DSP's in Ther-ap (training, visits/calls with family) as	100%	100%	100%			Currently, no participants not interested who are not already working

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Value 6: Person-Directed Plans and Supports								
Person Responsible	Data Source	Data Analysis	Goal	Quart 1 Oct- Dec 2025	Quart 2 Jan- Mar 2026	Quart 3 Apr - Jun 2026	Quart 4 Jul - Sept 2026	Comments and Exception Circumstances
PD/QDDP	Annual Safety Assessment	PD/QDDP will review 100% of files per quarter (with corresponding conversations with Participants/Individual s) to determine the % of Safety Assessments conducted.	100%	100%	100%			

Value 7: Staffing								
<p>Objective 1: The Arc of Shelby County will continue to post DCS job announcement on Indeed.com for staff recruitment.</p> <p>Objective 2: The Arc of Shelby County will use Exit Interviews and Annual Employee Satisfaction surveys to better understand reasons for turnover and to ensure retention of dedicated staff.</p> <p>Objective 3: The Arc of Shelby County will ensure that all staff meet minimal qualifications prior to being hired.</p> <p>Objective 4: The Arc of Shelby County will ensure that all staff are properly trained in all areas.</p>								
Person Responsible	Data Source	Data Analysis	Goal	Quart 1 Oct - Dec 2025	Quart 2 Jan - Mar 2026	Quart 3 Apr - Jun 2026	Quart 4 Jul - Sept 2026	Comments and Exception Circumstances
Executive Director	Indeed.com	Executive Director/Human Resources will ensure that the DSP job announcement is posted on Indeed.com as needed	100%	N/A	100%			@full staff(Q1)
/Human Resources	Exit Interview Survey; Annual Employee Satisfaction Survey; Staff Turnover and Satisfaction Analyses	Executive Director/Human Resources will administer and collect Annual Satisfaction Surveys and Exit Surveys, and he/she will use this data to perform satisfaction and turnover analyses as needed	100%	100%	100%			

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Human Resources	Background Checks, Diplomas, Certifications/ Licensures	Human Resources will perform background checks on all new hires and will examine evidence of the completion of educational requirements prior to onboarding.	100%	100%	83.34			All but 1 new hire complete(Q2)
PD/QDDP		PD will review Training Certifications for 100% of Employee Files per quarter.	100%	100%	100%			

Value 8: Administrative and Quality

Objective 1: The Arc of Shelby County will inform each Individual about the services and supports offered and assist them in making choices during planning meetings.

Objective 2: The Arc of Shelby County will assess each person's goals and preferences and create a Person-Centered Plan for each Individual at least once per year.

Objective 3: The Arc of Shelby County will assess the effectiveness of each training program and the Individual 's progress on each training goal by collecting and analyzing data each month.

Objective 4: The Arc of Shelby County will develop a Behavior Program Review Committee and adhere to the guidelines by ADMH. All Behavior Support Monitoring and psychotropic med plans will be reviewed by the BPRC before coming to the HRC.

Objective 5: The Arc of Shelby County will collect data on any behavioral concerns that arise and will present this data to support coordinators, as needed, for their expertise.

Objective 6: The Arc of Shelby County will develop an HRC to assist with addressing rights restrictions, staffing issues, psychotropic med plans, behaviors, etc. The Arc of Shelby County will adhere to the guidelines that have been set by ADMH.

Objective 7: The Arc of Shelby County will create psychotropic medication plans to ensure that the lowest effective dose of each psychotropic medication is being used at all times; these data will be presented to the Individual 's psychiatrist as well as to the Behavior Program Review Committee.

Objective 8: The Arc of Shelby County's New Visions program will submit GER's, and follow-ups will be done in a timely manner to ensure compliance.

Objective 9: The Arc of Shelby County will ensure that all MARS are signed correctly and at prescribed times. If the medication isn't signed accurately and on time, then a GER will be submitted.

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Objective 10: The Arc of Shelby County will implement a Basic Assurances System, and The Arc of Shelby County upper management will review and approve this system at least once a year.
Objective 11: The Arc of Shelby County will develop a Basic Assurances Committee or either join a pre-existing one and attend at least one meeting a quarter.

Person Responsible	Data Source	Data Analysis	Goal	Quart 1 Oct- Dec 2025	Quart 2 Jan - Mar 2026	Quart 3 Apr - Jun 2026	Quart 4 Jul - Sept 2026	Comments and Exception Circumstances
PD/QDDP	Person Centered Plan	PD/QDDP will review 100% of Participants/ Individual 's Person Centered Plans per quarter to ensure documentation of discussion re: all services offered and desired.	100%	100%	100%			
PD/QDDP	Person Centered Plan	PD/QDDP will review 100% of Participants/ Individual 's Person Centered Plans per quarter to ensure documentation of training goals.	100%	100%	100%			
PD/QDDP; DSP	DSP Documentation (Therap); QDDP Monthly Report	PD/QDDP will review 100% of Participants/Individual 's Training Goal Data and provide summaries of performance outcomes in monthly progress reports.	100%	100%	100%			
PD/QDDP	BPRC; HRC	PD will work with the ED in developing a BPRC to address behavior issues.	100%	100%	100%			
PD/QDDP; DSP	Person Centered Plan; DCS Documentation (Therap); Monthly Behavior Report	PD/QDDP will discuss the need for behavior tracking/behavior plans at each Person-Centered Planning meeting and will review 100% of Participants/Individual 's Therap documentation for behavioral tracking. This information will be	100%	100%	100%			

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		summarized in monthly behavior reports.						
PD/QDDP; DSP	HRC	PD will work with the Executive Director in creating a Human Rights Committee for the Arc of Shelby County.	100%	100%	100%			I attend HRC of Arc of Central Alabama
PD/QDDP	Human Rights Committee	PD/QDDP will attend HRC meetings and obtain minutes at each meeting	100%	100%	100%			
PD/DD	Community Partners	PD/Director of Development will assist with programming, events, and community outings	100%	100%	100%			
PD/QDDP	Participant/Stakeholder's Survey	PD will develop and send out surveys to participants and supportive partners to seek opportunity for improvement and acknowledgement of things done well once a year	100%	100%	100%			
PD/MAS Nurse	IPMS Manual	The PD will facilitate the IPMS manual training at hire and annually. An acknowledgement statement will be signed by the staff upon completion, and it will be uploaded into bamboo.	100%	67%	100%			4 out of 6 completed/2 DSPs were absent.(Q1) Overview; in Relias; NEW(Q2)
PD/QDDP	IPMS Manual; Compliance	The PD/QDDP will review the IPMS manual annually	100%	100%	100%			
PD/QDDP	???	The PD/QDDP will check with Support Coordinators and monitor when Medicaid coverage expires (New)	100%	100%	100%			Email sent 12/29; No issues with billing(Q1)
PD/MAS Nurse	Follow-up in Therap Med Errors	The PD/MAS Nurse will approve every GER in a timely manner to ensure compliance and follow-ups will be submitted based on the given timeframe	100%	100%	100%			

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PD/QDDP	Psychotropic medication plans; Behavior Program Review Committee Summary	PD/QDDP will review 100% of Participants/Individual 's psychiatric symptom tracking data per quarter and summarize outcomes in psychotropic medication plan reports and Behavior Program Review Committee Meeting Forms.	100%	100%	100%			
PD/QDDP	Basic Assurances Committee	The PD/QDDP will look for and attend a pre-existing BA Committee at least once a quarter	100%	100%				12/16(zoom)

SC1: Support Coordination

Objective 1: The Arc of Shelby County will take a Person-Centered Approach to all habilitation efforts.
Objective 2: The Arc of Shelby County will document and follow-up on any concerns of continuity and personal security reported by each Individual.

Person Responsible	Data Source	Data Analysis	Goal	Quart 1 Oct- Dec 2025	Quart 2 Jan - Mar 2026	Quart 3 Apr - Jun 2026	Quart 4 Jul - Sept 2026	Comments and Exception Circumstances
PD/QDDP	QDDP Monthly Monitoring Log; QDDP Monthly Report; Person Centered Plan	1) % of QDDP Monthly Monitoring Logs completed (& with continuity/security concerns addressed, as needed)	100%	100%	100%			
PD/QDDP	QDDP Monthly Monitoring Log; QDDP Monthly Report; Person Centered Plan	2) % of QDDP Monthly Reports completed (& with continuity/security concerns addressed, as needed)	100%	100%	100%			
PD/QDDP	QDDP Monthly Monitoring Log; QDDP Monthly Report; Person Centered Plan	3) % of Person-Centered Plans completed (& with continuity/security concerns addressed, as needed)	100%	100%	100%			
Executive Director; PD/QDDP	Basic Assurances System Spreadsheet	The PD will develop a Basic Assurance System; The Executive Director will approve this system prior to implementation.	100%	100%	100			Name changed to Quality Mgmt. Plan(Q1)



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