



## Measuring Service Quality

Adults with intellectual and development disabilities (I/DD) need services and supports to help them work and live in community settings of their choice. Although these services are critical for people with I/DD, there is little public information on the quality of service providers.

To help fill this gap, the Florida Developmental Disabilities Council (FDDC) is working with Mathematica to create a tool to help people with I/DD, their families, and service providers assess service quality for themselves. This tool is designed to help people with I/DD and their family members assess whether services and supports will meet their needs and allow them to achieve a high-quality life. It is also intended to help service providers assess the quality of their services and supports over time.

### About the service quality tool

People can use the tool to assess three service types: (1) residential, (2) adult day training, (3) supported employment. The tool currently features six topics that FDDC chose as most important for assessing quality for these three service types, based on Mathematica's review of existing measure sources and input from a work group that helped create the tool. Under each topic are statements that align with promising practices or positive client outcomes related to the topic.

As of September 2023, FDDC and Mathematica have developed an initial, formative version of the tool. During the upcoming year, the two organizations will continue partnering to test and revise aspects of the tool. For example, the tool may expand from a single tool that assesses all three service types to a set of tools that assess each service type separately.

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**Figure 1. Tool content**

Program participant Outcomes	Service Provider Characteristics
<b>1 Program participant choice and preference</b> Includes choices related to: daily activities, goals, life decisions, service, support, and staff and independence	<b>4 Program participant, family, and service provider communication</b> Includes communication choice, family communication, communication about staff changes, and feeling safe
<b>2 Program participant feels respected</b> Includes exercising rights, respect for culture respect for personal information, respectful external interactions, respectful staff interactions, and self-advocacy	<b>5 Positive staff and peer culture</b> Includes competitive staff benefits, effective staff leaders, staff capacity, staff collaboration, staff value clients, supportive senior management, positive peer interactions, and policies support positive peer culture
<b>3 Program participant community and social engagement</b> Includes transportation, relationships, loneliness, social and community activities, and inclusive environments	
<b>6 Care for challenging behaviors</b> Includes staff training and ratios, plan creation and adherence, preventing challenging behaviors, program participant safety	

## Improving the lives of people with I/DD

The goal of this tool is to help people choose high quality service providers and support improvements in service provision. The tool supports this goal by helping program participants, families, and service providers understand whether current service provision aligns with best practices.

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**Let's Progress Together.** Contact Alex Kobrin at [AKobrin@mathematica-mpr.com](mailto:AKobrin@mathematica-mpr.com) and Sue Kabot at [suek@fddc.org](mailto:suek@fddc.org).

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