



1600 63<sup>rd</sup> Street • Brooklyn, NY 11204 • Tel. 718-851-0123 • Fax 718-851-0455

## **Yaldeinu 2023- 2024 Quality Improvement Plan**

### **Introduction**

Yaldeinu School offers children and adults with autism and/ or developmental disabilities a comprehensive range of services. Yaldeinu is committed to seeing the potential in each person with autism and/ or DD, and providing opportunities for people to have the maximum opportunity for success, both at home and in their community.

Founded in 2006, Yaldeinu became and remains the gold standard of quality services in the special needs community. Yaldeinu's 350+ employees and volunteers provide education, nutritional counseling, occupational therapy, physical therapy, speech therapy, counseling, play therapy, respite, community integration, family support, and social enrichment for more than 200 children and young adults with autism and other DD throughout the five boroughs of NYC.

The Yaldeinu network provides comprehensive services to people with intellectual and developmental disabilities including:

- School for children ages 3-21
- Community habilitation
- After school respite
- Sunday respite
- Legal holiday respite
- Holiday respite
- Weekend retreats
- Winter retreat
- Sibling support
- Parent support
- Information and referral services
- Self direction services

Yaldeinu has been committed to providing the highest quality services. Yaldeinu continually reviews guidance from the DOH and OPWDD and develops systems to comply with regulations that change constantly, all while caring for the people we support and educating them how to



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remain safe and healthy. The primary focus of Yaldeinu staff is to provide person centered services and improve the lives of the people we support.

### **Overview**

Yaldeinu implements an ongoing quality improvement system that involves every person within the organization. Assisting each person in living their best life is considered when developing person centered plans, program activities, staff development plans, and program assessments.

The people involved in the development of quality improvement plans include:

- The people we support
- Direct Support Professionals
- Compliance officer
- Agency leadership
- School leadership
- HR staff
- Program supervisors

### **Yaldeinu's Vision**

Yaldeinu's vision is to provide gold standard services to people with autism and developmental disabilities

### **Yaldeinu's Mission**

**The Yaldeinu School strives to provide effective services and family support geared to the whole child, optimizing each client's individual potential through a holistic and therapeutic approach that includes multidisciplinary support for children and families affected by Autism Spectrum Disorders and related challenges.**

### **Yaldeinu's Guiding Principles/ Values**

Yaldeinu strives to ensure that every person with autism and their family receive top quality services, within a supportive community. This happens through:

- Top quality school age program



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- Top quality home based waiver services
- Exceptional customer service
- Parent and sibling support
- Family and community education
- Opportunities for individuals to choose their best life

#### **Yaldeinu's Goals for the 2023-2024 year**

- Increase respite opportunities for families in need
- Expand the self direction program to service more in need
- Expand administrative staff to support the growth of programs
- Expand the Center respite program with locations (Crown Heights, Flatbush) and hours (4:00 early program)
- Get an elevator stairlift or mobility stairlift for Center
- Community education on needs of people with autism in the mainstream school system
- Develop a DSP retention program and decrease staffing vacancies
- Expand the volunteer reinforcement program
- Develop strategic alliances with schools and communities to ensure access to services for all
- Develop and expand funding sources
- Switch over to electronic health records
- Update the website to reflect current programming
- Develop a system for hours tracking



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### **Quality Initiatives**

Quality initiatives are embedded in every department within the Yaldeinu Network and involve all facets of the organization. It includes continual analysis of agency wide systems and practices, and evaluation of the effectiveness of system wide procedures.

The following goals from the prior year were met this year.

Over the past year, the expansion of the Family Support Services (FSS) contract for Self Direction has allowed the program to provide more personalized services to individuals and families. This increase in funding and resources has enabled greater flexibility in service delivery, ensuring that each participant receives the support they need to achieve their personal goals while maintaining independence.

Acquiring a wheelchair-accessible van has significantly improved transportation services for the center. It ensures that individuals with mobility challenges can participate fully in community-based activities and services, reducing barriers to access. This addition enhances the program's inclusivity and demonstrates a commitment to providing equitable services for all participants.

By extending services to Rockland and Nassau counties, the program has broadened its geographic reach, offering critical support to more families in need. This expansion has enabled the program to provide its comprehensive services to a larger population, ensuring that individuals in these areas have access to day habilitation, vocational training, and community involvement.

Yaldeinu is also developing a quality, compliance, and training program to ensure that all levels of the organization are supervised to ensure that they know and are meeting performance expectations. This will include developing training initiatives that can be provided in a virtual environment. Yaldeinu has already developed a virtual training for OPWDD mandatory training and abuse prevention.

The desired outcome is to create and maintain a person centered culture throughout the organization, supported by training, quality, and compliance initiatives.

Yaldeinu welcomes and uses feedback from staff, families, and the people we support as a way to identify the areas for improvement and improve the quality of services provided. Our agency surveys are shared electronically, and can be used to aggregate data and allow anonymity. Yaldeinu will continue to explore methods to improve the efficiency, accuracy, and response rate to the survey progress.

Yaldeinu has a staff recruitment program headed by the organization recruiter. Yaldeinu will work to develop the career track for DSPs and volunteers. Through training, education,



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experience, performance, and longevity, a DSP can qualify for a pay increase, as well as opportunities to move up in the organization.

### **Formalized Quality Reviews and Compliance Audits**

The compliance officer completed a billing and financial audit for the organization this past year.

Under the compliance officer, Yaldeinu has developed an annual compliance calendar to ensure that all quality aspects of the program are addressed. Yaldeinu is constantly reviewing policies to ensure compliance with current state and federal regulations.

Yaldeinu has a constant focus on providing person centered, high quality services to people with autism and/ or DD, and their families. Through continually evaluating the organization's service delivery methods, training curriculums, documentation requirements, staff recruitment and retention practices, monitoring of compliance and quality standards, and feedback from all stakeholders, Yaldeinu continues to evolve and improve the lives of the people we support.

### **Communication**

A critical component of the quality improvement plan is effective communication with the people we support, their families, staff, organization leadership, and the board of trustees. Quality improvement goals and person centered initiatives are communicated across the organization in various ways to ensure that day to day activities align with the agency's mission and quality improvement practices. .

Information regarding QI is communicated on Yaldeinu's website.

Progress and success of our QA program is measured through higher overall satisfaction, a reduction in incidents, improved performance in internal audits, and staff retention.

The quality improved plan is reviewed and approved annually by the board of directors; and reviewed by the agency management staff. It is adjusted based on the ever changing needs of the people supported and the organization, the available resources, and OPWDD regulations and guidance.

As always, the focus of the QIP is to assist the people we support with achieving their personal goals and aspirations, and overcoming and challenges identified.