



**Division of Developmental Disabilities**  
**Quality Council**

The first Division of Developmental Disabilities Services Quality Council was appointed, in 2007, to serve in an advisory capacity to the Division Director. The Quality Council (QC) membership consists of parents/siblings of adults receiving services from DDDS, individuals receiving services from DDDS and provider agency management and direct support staff. DDDS provides support staff to the QC to assist with administrative support, and staff to assist with understanding the roles and outcomes of the Office of Quality Management, PM #46 Unit, operations within the DDDS and policy development. Chris Long serves as the DDDS liaison to the Quality Council.

The Quality Council responds to requests by the Division Director to review data that is collected and aggregated by the DDDS. The collected and reviewed data aligns with the priority indicators identified by DDDS and stakeholders. The Quality Council offer thoughtful analysis and feedback of the data, to the Division Director, relative to suggested systems changes that are intended to result in improvement. Conversely, the Quality Council may advise the Division Director to continue a particular approach unchanged due to the positive outcome of the data presented.

The Quality Council's review of data and feedback to the Division Director is an integral part the DDDS' continuous quality improvement cycle, also known as the quality management loop. A number of internal and external review groups, such as the Quality Council, review data and provide recommendations aimed at improving services and supports. As part of the DDDS Quality Management Strategy, the Quality Council may engage in a continuous review of data and determine if previous strategies have been effective.

The Division Director recognizes the sincere commitment that Quality Council members have to improving the lives of the people supported by the DDDS. As such, she gives careful consideration to all input offered by the Quality Council. The Division Director responds in writing to the QC regarding their input as well as intermittently attends the meetings.