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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Avenues

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# Table of Contents

## Introduction

The purpose for this report is to compile findings from the desk review and onsite review, face-to-face interviews and the self-assessment that was completed. It will highlight areas where you are doing well related to person-centered services delivery, analyze performance in quality focus areas, outline issues of non-compliance which is expected to be remediated within 30 calendar days of the receipt of this report. It will also briefly describe the focus areas for the year's review statewide.

## QA&I Summary

Your self-assessment submission was used to compare answers when your on-site review was completed. Your staff were very helpful with providing the proper documentation in order to answer the questions properly on the tool and also complete the desk review prior to completing the onsite review. In order to determine the sample size, an authorization report was ran in HCSIS and printed. A random sample was picked across all services you provide. A total of five individuals, who are served by your agency, were used for the sample size.

## Data Analysis and Performance Evaluation

- Given you are a large provider, have numerous sites and work with multiple counties, you are very passionate about your clients and making sure you are up to date with ODP standards and requirements no matter what it takes.
- Your overall performance was excellent. There were a total of 49 questions and out of those 49, 49 were compliant which equals 100%.
- During the onsite review and comparing the self-assessment to what I was finding, it was noticed that all of the questions were answered correctly. Because of all the questions being compliant, a Corrective Action Plan (CAP) is not required.
- Onsite review was not difficult to complete and issues were noted and discussed with the staff that were available. Further clarification needed to be done by the assigned staff, which emails were sent to them with a list of what was required. The staff were very helpful and prompt with assisting with the onsite review. Due to these issues being corrected, a Corrective Action Plan will not be required.
- This topic was discussed during last year's review and the only recommendation that can be made is to possibly have better tracking of the staff's training throughout the year. It was a little confusing because each site uses a different form and titles the trainings differently. It took some digging and discussion with the staff to ensure the necessary training was completed and you were in compliance with ODP regulations.

## Appendices

Overall the entity's QA&I review was excellent. There were 49/49 questions that were compliant or 100%. Therefore, a Corrective Action Plan has not been developed and does not require a response.