
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Behavior People

September 22, 2017

Table of Contents

Introduction

The Quality Assessment & Improvement (QA&I) Process is a way for ODP to evaluate our current system and identify ways to improve it for all individuals. Focus areas of the QA&I process include staff training, communication (including deaf services), policies and procedures, employment, incident management, and quality management. The purpose of this report is to detail the results of the QA&I process. This report is provided as a means of describing the areas in which they have excelled, and document any areas of non-compliance that will require remediation.

QA&I Summary

Behavior People completed the self-assessment and sent it to the AE on August 30, 2017. The onsite review took place on September 18, 2017. The AE staff Meagan Smolsky met with James Woodrit of Behavior People. The AE reviewed all relevant policies and procedures. Behavior People is a newly qualified agency and does not have any consumer authorizations at this time. Findings were discussed at the end of the onsite interview. Highlights from the entrance and exits discussions include:

- How to obtain consumers (James has been reaching out to SCOs- the complete list of SCOs was emailed 9/20/17)
- Strengths of review
- Findings of noncompliance
- QA&I Satisfaction survey – <http://gaic1y1feedback.questionpro.com>

Data Analysis and Performance Evaluation

Behavior People has strong policies and procedures in place. All but one question were found to be in compliance. Because the agency does not have any authorizations, no records or staff trainings were reviewed. However, Behavior People has a strong annual training policy in place. The AE QA&I Process results matched closely with the provider's self-assessment. A few questions varied when the AE marked "N/A," but the provider listed an answer ("Yes"). The provider also marked one question as "Yes" that the AE marked "No" (The Provider implements a policy/procedure to screen employees and contractors.) This was discussed during the onsite review. While James reported that he ran exclusions (SAM, LEIE, Medichex) for himself when first becoming qualified, they have not been run since. The AE reviewed the need to run the checks monthly and this question was added to the Corrective Action Plan

(CAP). The provider will respond to the CAP within 30 days. Overall, Behavior People met most compliance expectations and the plan to remediate the one issue was discussed.

Appendices

See CAP attached in email

See MCI Review attached in email