
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

BUTLER COUNTY HUMAN SERVICES

September 27, 2017

Introduction

The Quality Assessment and Improvement (QA&I) Comprehensive Report has been developed to provide both information and data collected during the self-assessment Butler County Human Services (BCHS) completed, review of the core sample that ODP selected for BCHS, and information gathered and shared during the onsite portion of the process. As discussed during BCHS's onsite visit, this year's focus areas have been related to ODP's mission, vision and values to promote and achieve an Everyday Life for everyone. Additionally the QA&I examined more closely the efforts BCHS demonstrates to promote 3 of the recommendations the Information Sharing Advisory Committee (ISAC) made, also included in ODP's Everyday Lives Values in Action: Improve Quality, Employment and Communication.

Summary of Butler County Human Services

Butler County Human Services (hereafter referred to as BCHS) is located in Butler, PA, at 124 West Diamond Street.

As of July 1, 2017, BCHS is serving approximately 715 people from Butler County.

According to their website: <http://www.co.butler.pa.us/mh-ei-id>

“System Vision

Butler County is a safe and thriving place to live and work, where individuals and families reach their highest possible potential and are educated, productive, and self-sufficient, vested members of the community.

Mission Statement

It is the mission of the Butler County Mental Health and Mental Retardation Program to ensure that there is a comprehensive array of services for children and adults with special needs that promotes their quality of life and enables them to participate as productive members of our community.”

During QA&I activities, Amy E. Badger-Witenski, Intellectual Disabilities and Early Intervention Director provided the following information to ODP, about activities and accomplishments for BCHS:

- The County of Butler operates an integrated Human Services Department, with a Director that oversees seven program areas: Mental Health, Intellectual Disabilities, Early Intervention, Drug and Alcohol, Children and Youth Services, Community Action, and Area Agency on Aging.
 - Each of these programs is managed by a Program Director who, in addition to the Finance Director, Director of Information Technology, and the Integrated Services Director (this position oversees our cross system services including housing and managing the Human Services Block Grant), is part of the Human Services Administrative Team.
 - The Administrative Team meets at least two times monthly to focus on opportunities for collaboration in order to further our mission of integration. This assists in communicating system changes to the other departments in a timely manner.
 - Administrative Team meets about cases when additional resources are needed outside of our “typical” service delivery system.
 - All of these Departments are currently housed at the same physical location, except for our Area Agency on Aging, and they will be relocating with us at some point this fiscal year.

- Butler County is in a good position to become fully integrated due to the collaboration that occurs with other critical services and community sectors that are not directly led by county government.
 - BCHS is actively involved with a number of collaborative groups in the community, such as the Community Support Program, Slippery

Rock University, Local Housing Options Team, Volunteer Organizations Active in Disaster, Criminal Justice Advisory Board, Early Care and Education Council, and Butler Collaborative for Families.

- BCHS has a strong partnership with our local United Way and often collaborate, both financially and programmatically, on projects that support our common goal of helping Butler County residents reach their highest possible potential.
 - BCHS has spent years forming positive relationships with the local provider organizations and the Chamber of Commerce.
 - BCHS is one of the core partners in the Aging and Disability Resource Center, ADRC, through the PA Link.
 - BCHS also has representation on the OVR's New Castle Office Community Advisory Council.
- The Family Support Initiative (FSI) started Feb 8, 2016 and works with families, advocacy groups, providers and organizations to promote inclusion within our community by assisting individuals and families in creating a "Vision of a Good Life" through the use of LifeCourse Tools.
 - The FSI collaborates with numerous community partners to promote utilizing the LifeCourse Tools and help the families and individuals they work with attain their "Vision of a Good Life".
 - These connections are critical in realizing the goal of full integration because in order to effectively meet the multiple and complex needs of the people, we must take into consideration all aspects of a person or family's life and this is only possible by reaching beyond the human service system to the other sectors of the community.
 - Because of our integrated human service model and community collaborations, BCHS is able to address needs of individuals and families at the time of an early onset.

- This also increases the capacity of our community to more fully support individuals with multiple needs because of the additional resources in other systems and/or being able to fund specific supports, services and technical assistance.

QA&I Summary

BCHS completed a self-assessment in FY 17-18, which was finalized on August 28, 2017. BCHS's self-assessment sample included 5 people who are enrolled in the waiver, 2 people who are not, and a review of BCHS's data and policies.

The Office of Developmental Programs pulled a core sample of 10 people for review. There were an additional 2 records selected for a level of care review only. These two records were chosen because they had been enrolled by BCHS between the dates of April, 2016 and April, 2017. The names of those selected in both the core and level of care sample were shared with BCHS on September 13, 2017.

Prior to the onsite, a desk review of both the core sample, and level of care participants was completed.

On September 27, 2017, the onsite portion of the QA&I process was completed at the BCHS offices with Amy Badger-Witenski, Intellectual Disabilities and Early Intervention Director. Other BCHS staff were available during QA&I activities, to provide information on AE activities (i.e. level of care review). Alliance for Non Profit Resources (ANR) was also represented as they are contracted with BCHS to complete some administrative functions. During the onsite visit, documentation was reviewed that is at the office, and ODP spoke with Intellectual Disabilities

staff about certain activities which are contractually required to be completed every year, and assessed the performance for those activities. All aforementioned staff involved in the onsite activities, were invited to, and participated in the entrance and exit meetings which were held on September 27, 2017.

The ten people selected in the ODP core sample were offered the opportunity to participate in a face to face interview with ODP staff. 8 people agreed, and those interviews were completed on or before December 8, 2017. The purpose of this activity was to evaluate overall satisfaction, and to provide an opportunity for people to comment on recommendations for system improvement. Results show that all 8 are satisfied with the services they receive.

All ODP QA&I activities were completed by December 8, 2017.

Data Analysis

BCHS's self-assessment was completed in August, 2017. The data from that activity has been reviewed, and BCCHS's performance has been evaluated.

The ODP QA&I activities were completed on December 8, 2017. The core sample, the additional 2 level of care records, and results of participant interviews have been reviewed.

Please see [Results and Performance Evaluation](#) section for findings.

Results and Performance Evaluation

The comprehensive review of BCHS reveals the following:

BCHS SELF-ASSESSMENT:

Of the sample selected by BCHS for their self-assessment, one person was identified as being enrolled between the dates of July 1, 2016 and June 30, 2017. This person is considered newly enrolled for the purposes of the Self-Assessment. A portion of the self-assessment included a review of BCHS's compliance with eligibility requirements, and enrollment expectations. BCHS reports no areas of concern in this area. Another portion of the self-assessment included a review of Individual Support Plan (ISP) quality and timeliness. Again, no areas of non-compliance noted. Finally the self-assessment included a review of BCHS's policies and procedures.

The final results of BCHS' self-assessment reveals no areas of non-compliance.

ODP CORE SAMPLE:

The ODP QA&I core sample review revealed results similar to those that BCHS indicated in their self-assessment. The QA&I Core sample did not include anyone who met the criteria of newly enrolled, but there were 2 records reviewed to satisfy the requirement to assess BCHS's waiver enrollment procedures. The review of these records validated the results of the BCHS self-assessment.

Other noteworthy findings include the quality of the review completed by BCHS when ISP's are submitted for approval. There is an established process, and

evidence that all staff understand and consistently implement this process. Additionally, BCHS is very skilled at managing timelines. This is evidenced by the spreadsheet they have implemented to both monitor and evaluate those waiver participants who either go into or leave a medical environment (i.e. hospital or nursing home).

Using the focus areas identified in the Introduction, and applying those to the results of both assessments, it is clear that BCHS is providing a quality service to those supported by your organization. The Quality Management plan addresses several of the ISAC recommendations directly (i.e. employment and communication).

Focus Area #1: Improving Quality

While reviewing the Quality Management Plan (QMP) at the BCHS offices with staff Sarah Wearing, it was apparent that BCHS has a strong focus on quality improvement, which directly relates to improving the lives of people. It should be noted that BCHS has begun to move away from measures that are primarily compliance-based. The plan addresses two of the ISAC recommendations focused on in Cycle 1 of QA&I directly (Communication and Employment). These two focus areas are linked together in the BCHS plan, in that they both address the transition of graduating students. BCHS reports that they are working on focus areas in collaboration with not only other Administrative Entities, but with Supports Coordination Units, and local business partners.

As for daily business, BCHS is executing their day to day operations in a consistent method. This is resulting in quality plans, and consequently quality service delivery for those they serve. BCHS is comporting with the expectations outlined in the AE Operating Agreement between BCHS and ODP.

Focus Area #2: Employment

BCHS is working on employment in their QMP, by striving to increase the number of people who will gain competitive employment by June 30, 2019. BCHS is using data to support this objective from reviewing ISP content and authorizations, internal tracking mechanisms, and from reports generated by the IM4Q process.

Focus Area #3: Communication

BCHS is working on facilitating the transition of school graduates, and ensuring that methods of communication, which includes the use of devices, is maintained during the transition. BCHS indicated that part of this work is developing a list of resources that will provide devices in the event they are needed.

There are a few areas in the QA&I process that are in development, as they are new requirements. They are not being measured in this report, but reviewed to ensure there is a plan in place with BCBS to execute. An example of this is that the AE reviews and authorizes plans that have evidence that the individual is provided with on-going opportunities and support necessary to participate in community activities of the person's choice. While BCBS is not demonstrating that all plans have this to date, the expectation is that given enough time, all plans will be reviewed in this area prior to approval.

Both assessments were reviewed for any systemic concerns that may need an improvement plan. Not only do you have no systemic concerns identified, but BCHS has no areas that require any remediation.

Thank you for your ongoing support during this process, and for the quality work you do every day.

Appendices

Appendix A: QA&I Core Sample Score and Detail Report

Appendix B: Level of Care (LOC) sample spreadsheet

