
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

J-30 Solutions, LLC

September 22, 2017

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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

J-30 Solutions did not complete the self-assessment by the August 30 deadline and a DCAP was sent September 8, 2017. J-30 Solutions completed the self-assessment and sent it to the AE on September 8, 2017. The onsite review took place on September 15, 2017. The AE staff Lauren Foell met with Jamal-Kalee Ferguson of J-30 Solutions. The AE reviewed all relevant policies and procedures. J-30 Solutions 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 (list of SCOs was provided)
- Strengths of review
- Findings of noncompliance
- QA&I Satisfaction survey – <http://qaic1y1feedback.questionpro.com>

Data Analysis and Performance Evaluation

J-30 Solutions has strong policies and procedures in place. The agency excels with the restrictive policy/procedure. Their restrictive policy/procedure includes the necessary language, but also details limiting restrictive procedures and how they should only be a last resort. 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, J-30 Solutions 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 Jamal reported that he ran exclusions (SAM, LEIE, Medicheck) for himself, he was not able to access his SAM reports due to technical

difficulties. He later emailed the AE a document; however, it was his login information instead of the report. This question was added to the Corrective Action Plan (CAP). The provider will respond to the CAP within 30 days. Overall, J-30 Solutions met most compliance expectations.

Appendices

See CAP attached in email

See MCI Review attached in email