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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

KBE Services, LLC

*November 15, 2017*

**Introduction:**

The Office of Developmental Programs (ODP) Quality Assessment and Improvement (QA&I) process is designed to conduct a comprehensive quality management review of county programs, Administrative Entities (AE), Supports Coordination Organizations (SCO) and Providers delivering services and supports to individuals with intellectual disabilities and autism spectrum disorders.

The mission of the Office of Developmental Programs (ODP) is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives. ODP's vision is to continuously improve an effective system of accessible services and supports that are flexible, innovative and person-centered. This QA&I process is one of the tools that ODP uses to evaluate the current system of supports and identify ways to improve if for all individuals.

The QA&I process is accomplished by using a combination of self-assessment, desk review, onsite review and corrective action and quality improvement plans. This QA&I Comprehensive Report is compiled by the Assigned AE and consisted of the official findings from desk review and on-site review, face-to-face interviews, and self- assessments, as applicable.

KBE Services, LLC offers Supported Employment services.

**QA&I Summary:**

KBE Services, LLC completed the QA&I provider self-assessment. The self-assessment was finalized and submitted to ODP by the established deadline of August 31, 2017. The onsite review began October 11, 2017. Lorie Silvestre was present for the entrance and exit meeting. Bedford-Somerset, as the Assigned AE, pulled a sample of one individual and participated in a face-to-face interview with the individual and assigned staff for Supported Employment-Job Support. The focus areas of Quality Improvement, Person Centered Planning, Service Delivery & Outcomes, and Health & Safety were reviewed.

**Data Analysis and Performance Evaluation:**

According to the self-assessment completed by KBE Services, LLC, 8 individual records were reviewed. The onsite review was completed on October 11, 2017. KBE Services, LLC was prepared and organized. All records were labeled and nicely organized in binders. Staff was available to assist as needed. During the exit meeting results of the QA&I process were reviewed and shared with Lorie Silvestre. The self-assessment results and onsite review results are similar to show that KBE Services, LLC scored 100% in all of the areas of the review. The interview, which occurred on October 17, 2017, concluded that the individual is satisfied with the current support received by KBE Services, LLC. There is no Corrective Action Plan (CAP) required by the provider. This is the third year in a row the provider participated in QA&I, formally known as Provider Monitoring. The data collected during the self-assessment, desk review, onsite review, and individual interviews shows the quality of work KBE Services, LLC provides to individual and families, and their commitment to ensure everyone has an Everyday Life.