
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

LLESS Inc.

November 1, 2017

Introduction

The purpose of this report is to convey the results of the onsite QA&I review of LLESS Inc. which took place on October 11, 2017. This report will cover an overall evaluation of the provider's performance and will highlight required actions which need to be taken for improvement. The statewide focus areas for this year's review are employment, communication, and quality improvement. LLESS Inc. provides supports that allow individuals to learn and maintain daily living skills and be active in their community. LLESS Inc. also offers supported employment services such as job finding and job supports.

QA&I Summary

LLESS Inc. submitted their self-assessment results on August 25, 2017. The provider was prepared for their onsite visit with documentation being readily available for review. Discussion focused on the new QA&I process and timelines, remediation actions for areas of non-compliance, and suggestions for improvement. LLESS Inc. also indicated that they may expand their service offerings to include community participation supports and advanced supported employment. LLESS Inc. is based out of the southern end of Lancaster County with a focus on serving individuals in their community. A total of five records were reviewed; with all individuals enrolled in the Person/Family Directed Supports (P/FDS) waiver. Currently LLESS Inc. is not serving anyone enrolled in the consolidated waiver or base funding. Four individuals were interviewed. All four individuals expressed satisfaction with their services and the direct support professionals whom provide supports to them.

Data Analysis and Performance Evaluation

Lancaster Life and Employment Skills Services otherwise known as LLESS Inc. is a qualified provider of in-home and community supports, companion services, and supported employment.

LLESS's quality management plan currently focuses on provider capacity and capabilities in an effort to develop and maintain qualified staff. The provider is attaining this goal by ensuring that all staff are trained to provide services to the individuals they support. Since quality improvement is a focus area, LLESS was encouraged to expand their quality management plan to include goals that incorporate the services they provide.

Of the five individuals in the sample, two individuals are currently authorized to receive supported employment services. Both individuals are receiving job supports to help them maintain their employment. Documentation indicated that one individual chose to leave her job

due to scheduling issues and utilized job finding supports to locate other employment. Staff members are training to become qualified to provide advanced supported employment services.

The provider's self-assessment results aligned with the onsite review findings with the exception of two questions. During the record review, it was noted that LLESS Inc. did not participate in one individual's ISP meeting. There was no documentation to suggest a staff member participated in the development of the ISP. In addition, two individuals were receiving supports at a frequency and duration that was not in accordance with the ISP. Remediation actions are required for both of these areas of non-compliance. Recommendations for required remediation actions include documenting reasons as to why there is a difference in frequency and duration; as well as, requesting a team meeting to address an increase or decrease in services, if needed. Although LLESS Inc. did not participate in one ISP meeting, this not common practice. Remediation should include a process to provide information to the team if a staff member is unable to attend a meeting.

LLESS Inc. was organized and prepared for the onsite visit. Individual records are kept for each of the individuals being served; including all historical documentation. The provider recently updated their policy manual to reflect some agency changes, but the manual remains in compliance with ODP requirements. LLESS Inc. continues to provide support services that allow individuals to access their community in accordance with ODP's mission and values.

Attachments

- A. CAP- QAI Cycle 1 Year 1
- B. QAI MCI Review Cycle 1 Year 1