
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Lifeway Services, LLC

October 16, 2017

Table of Contents

Introduction

This section will provide an overview of the report purpose and its contents. It will also briefly describe the focus areas for the year's review statewide.

QA&I Summary

This section will briefly describe the steps of the entity's QA&I review, from the organization's submission of the self-assessment to the onsite review. The onsite review description will note highlights from the entrance and exit discussions. The statistics of the entity's review process will be summarized including number of records, number of interviews, etc.

Data Analysis and Performance Evaluation

This section of the report will provide data and analysis in key areas, highlighting both good performance and areas for improvement. [Data for every QA&I question will be provided in an appendix.]

The following information should be considered for inclusion:

- At least one promising practice in which the entity excels
- Analysis of performance based on focus areas
- Analysis of performance for extra areas
- Comparison of onsite to self-assessment results
- Issues discovered and corrected while onsite or during desk review
- Items requiring remediation within 30 days
- Recommendations for entity's system improvement, including those things that rise to the level of needing attention at a broader level including those areas that fall below 86% of compliance.

Appendices

This section will include the entity's QA&I review results. The Corrective Action Plan document will sit within its own Appendix.

Introduction

This Quality Assessment and Improvement (QA&I) Comprehensive Report has been developed to provide information and data that have been collected during the self-assessment and the desk and onsite review of a core sample of individuals that has been selected by the assigned Administrative Entity. This year's focus areas included ensuring that everyone has an Everyday Life, and promoting the following ISAC recommendations: Improve Quality, Employment and Communication.

Summary of Community Links

The headquarters for Lifeway Services, LLC is located at 205 Arch Street, New Bethlehem, Pennsylvania 16242. Lifeway Services is in the process of opening a new office at 227 Broad Street, New Bethlehem, Pennsylvania 16242. Lifeway Services currently has service contracts in HCSIS to support individuals registered with the Armstrong/Indiana, Cameron/Elk, Carbon/Monroe/Pike, Clarion, and Clearfield/Jefferson Administrative Entities. Lifeway Services began supporting individuals in its residential program in May 2017.

As reported to the Assigned AE by the CEO, Donald Kjellberg, and COO, Aaron Clyde, and as stated on their business cards, the mission/vision of Lifeway Services is:

We firmly believe the family structure is the source of stability and support in this life. Extending the familial experience with partnerships that build confidence, self-direction and approaches to manage the diverse challenges that the intellectually disabled face, is our calling and purpose.

During QA&I activities, Donald Kjellberg reported the following information about Lifeway Services.

Building relationships and inspiring personal values are two key pillars of our mission.

Insuring a sense of belonging and connection in the community is the most meaningful way possible.

We believe a homelike environment, extends the stability and support necessary for successful, independent living.

*It is our goal to facilitate an environment that provides potential for growth, structure, and healthy choices with opportunities **to develop lasting relationships that bring a deeper sense of meaning and purpose throughout the lifespan.***

QA&I Summary

Lifeway Services completed a QA&I self assessment in FY 17-18, which was finalized and received by the assigned AE on August 26, 2017. The assigned Administrative Entity, the Cameron Elk Counties Behavioral and Developmental Programs, did not have any currently enrolled individuals receiving support from Lifeway Services at the time of the onsite review, which was conducted on October 16, 2017. Therefore, there was no review of individual records and of certain training questions.

Highlights of the Administrative Entity's review were:

- Lifeway Services made all necessary training records and policies and procedures available to the assigned AE.
- Lifeway Services' electronic and paper records present all information in an extremely organized fashion.
- Staff records reviewed by the Administrative Entity indicated that required ODP training had been achieved.
- Under the management of Donald Kjellberg, the agency's Quality Management Plan is a fluid document, which is updated periodically as the he identifies new areas for concentrated efforts.

- Lifeway Services intends to continue to expand its services as additional individuals are identified for support. They are moving towards becoming a provider of Behavior Support and In Home and Community Supports.

Data Analysis

Lifeway Services' self assessment indicated complete compliance with all assessment areas. During the onsite review, the assigned Administrative Entity interviewed and worked with Donald Kjellberg, CEO, and Aaron Clyde, COO, to access and review all required records and documentation. Mr. Kjellberg and Mr. Clyde exhibited a commitment to a comprehensive support of individuals enrolled in Lifeway Services and to further developing their service as additional individualized needs are identified.

Results and Performance Evaluation

Results of the assessment were shared with Mr. Kjellberg and Mr. Clyde during the exit interview. Only two areas for continued development were identified during the comprehensive assessment. They are expected to develop the practices of recording their analysis of data which determined the objectives for their Quality Management Plan and to check the three exclusion lists for all employees on a monthly basis. Mr. Kjellberg and Mr. Clyde indicated that Lifeway Services' practices will be immediately revised. All other assessed areas were in complete compliance and of high quality.

In regards to the focus areas of the assessment process, it is clear that Mr. Kjellberg and Mr. Clyde intend to further develop a high quality residential program that will support each enrolled individual's unique needs from meaningful daytime activity, including employment should that be the desire of an individual, to community involvement, developing independence and self sufficiency and all other aspects of an Everyday Life.

Lifeway Services is required to complete corrective action and remediation for the QA&I Review, which is indicated in the attached Corrective Action Plan.

The Cameron Elk Administrative Entity wishes to express gratitude to Mr. Kjellberg and Mr. Clyde for their cooperation during the Q,A,&I activities.