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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Valley Forge Educational Services

*October 6, 2017*

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## Introduction

The purpose of this report is to provide the results of the 2017 QA&I Provider Onsite Review that occurred on October 6, 2017.

The Quality Assessment and Improvement Process is designed to provide oversight to provider agencies under the Office of Developmental Programs. The focus areas for this review include quality management, incident management, and employment services.

## QA&I Summary

Your organization was included in this review based on your MPI number. Your organization submitted the provider self-assessment on time and submitted required policy documents prior to the onsite review which included the agency's quality management plan, restrictive interventions plan and annual training curriculum. The day of the onsite review you were audited by Lauren A. Smoyer, Intellectual Disabilities Supervisor for the Chester County Office of Mental Health and Developmental Disabilities. The onsite review of policies and procedures and staff training took place on the day of the review.

There was no sample for the purpose of the QA&I review because no authorizations were obtained in the review period. Because there was no sample, there was no record review conducted.

A great deal of the onsite review day was used for questions and answers around service provision, quality management projects and compliance with regulations.

## Data Analysis and Performance Evaluation

Your organization demonstrated promising practices in the areas of offering high quality employment support services. Employment continues to be a priority for the Office of Developmental Programs and providers with the necessary trainings from accredited programs are valuable to the system and individuals we serve.

Your agency does not have a quality management plan that met requirements. A lengthy discussion around your new quality management plan that is in development was helpful for the reviewer to understand your quality management priorities. It is also important to note that two executive level staff have taken the ODP quality management training and are

certified. Two additional staff will be attending the QM training in the coming weeks. This is another promising practice that your organization is taking part in.

No areas of non-compliance were remediated during the onsite review for your agency.

Staff trainings for newly hired staff were reviewed and both job coaches completed all training requirements. Staff training is key for a successful program, please continue your efforts in ensuring staff receive high quality training on an annual and as needed basis.

Appendices

- QA&I Corrective action plan
- QA& I MCI tracker