
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Vallonia Industries, Inc.

October 26, 2017

Introduction

This report will include a review of the results from the Provider's self-assessment, AE desk review and onsite review. This report will compile all findings from the review and include analysis of Quality Improvement focus areas as well as recommendations for improvement activities. It should be noted that many of the questions in the tool for Providers are not applicable to Vallonia Industries as they do not provide residential services

QA&I Summary

Vallonia Industries completed and submitted their self-assessment on 8-14-17. Vallonia's self-assessment did not include any areas of non-compliances. AE led discussion with Vallonia regarding new services definitions as well as many changes that have and will be occurring with the new service definitions. AE discussed new process for Provider Qualifications as well. Discussion occurred regarding ODP's Mission, Vision and Values and expectations for Quality Management. AE QA&I onsite review included the review of five individual records, review of all policies and procedures as well as a total of 42 staff records, fourteen of which were new hires. One individual was interviewed as well as staff. Vallonia had all of QA&I information very well organized and available for the AE to review.

Data Analysis and Performance Evaluation

Vallonia has a Quality Management Plan (QM) that reflects ODP's Mission, Vision and Values. The QM Plan is reviewed on a regular basis and updated at least every two years. Focus areas have included staff training, I to I abuse and increasing program attendance. All staff received at least 24 hours of training during the training year. Trainings for the individuals included group discussions on bullying, abuse, "words hurt" and the different types of manipulation, as well as appropriate interactions in the workplace and personal responsibilities. Program attendance was maintained throughout the year with the yearly average at 84%. Future focus areas will be on community participation, employment and communication. A very important aspect from the Providers' perspective is ensuring the health and safety of the individuals while receiving services. The staff and management are always very conscientious of the wellbeing of each and every consumer that receives services at their facility. Vallonia is not responsible for health care appointments for individuals receiving services, however they are very supportive of any individual who has health promotions or specific medical conditions that may need monitored on a daily basis. Vallonia also does a fantastic job training all staff on each individuals ISP, so that the staff are well informed about all of the consumer's needs. In addition, all components of the annual training curriculum were completed during the training year. Staff are trained very well and are very knowledgeable about all consumers. Program Specialists have started completing the 7 CPS Modules available on MyODP, all staff will be completing the Modules in the near future. One of the Program Specialists has started working on her certification for Supported Employment and is currently in the process of completing ACRE Training. Administrative staff and staff working with any individual who is deaf have completed ODP webinar regarding the deaf culture. Teams will be working with those individuals that have had communication assessments and making accommodations as needed to improve effective communication.

Every individual has opportunities to work and learn important employment skills during production times. Vallonia provides consumers with work choices and has contracts with large companies (Whirley and Channellock) as well as other local businesses. All individuals are authorized for Community Participation Support (CPS) and are developing skills and participating in a broad range of activities of interest. Individuals are being offered the opportunity to experience meaningful community participation activities that will assist in developing skills that will ultimately allow employment opportunities.

QA&I interviewed one male consumer who indicated he was very happy with his services. This individual lives at home with his family, who are very active in the community. Favorite activities for him were traveling to Florida, drinking tea and swimming. The Individual was not in need of any new services or changes as he indicated he is very happy with all services at Vallonia. Individual is not interested in community employment as he recently retired from the local Hospital after 20 years of employment. However, he may be interested in exploring leisure activities in the community. Staff interviewed were clearly knowledgeable of all aspects related to the individual's ISP and were able to discuss known medical issues, like/dislikes, progress on outcomes, as well as risk mitigation strategies.

During the QA&I on-site visit the AE did not find any areas of non-compliance. Vallonia's on-line self-assessment also did not show any areas of non-compliance. There were not any reportable incidents for the sample selected. Vallonia Industries has an excellent program and the individuals are extremely happy to have the opportunity to learn new skills and increase their involvement in the community.

Recommendations for system improvement are to include:

- Focusing on community participation with all individuals who are interested and willing to spend quality time in the community
- Increase the number of individuals who are interested in competitive employment
- Improving communication systems for those individuals who have been identified as having a need.

Appendices

There were not any areas of non-compliance noted; therefore there will not be a need for a Corrective Action Plan.