
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Cambria County

Supports Coordination Organization

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 focus of this process is on quality assessment and improvement as it relates to the participants' experience with services and supports.

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. The office seeks to continuously improve an effective system of accessible services and supports that are flexible, innovative and person-centered. In keeping with the mission and vision, the QA&I process integrates Everyday Lives Values in Action, ISAC recommendations, and the Consolidated and/or Person/Family Directed Support (P/FDS) waiver performance measures. Additionally, the QA&I process collects data for and validates that AEs comply with the AE Operating Agreement.

The QA&I process is accomplished by using a combination of self-assessment, desk review, onsite review and corrective action and quality improvement plans. The Quality Assessment and Improvement Comprehensive Report has been developed to provide you with both information and data that has been collected during the self-assessment you have completed, the review of the core and level of care sample that has been selected for your organization, and information both gathered and shared during the on-site portion of the process. This year the QA&I process focused included ensuring everyone has an Everyday Life, and promoting the following ISAC recommendations: Improve Quality, Employment and Communication.

Summary of Entity

Cambria County BH/ID/EI is currently providing services children, adults, and families. <https://www.cambriacountypa.gov/behavioral-health.aspx>

Mission "to view a new horizon of hope and recovery, empowering every individual to direct their treatment and rehabilitation in a manner that is

responsive to their individual needs and values and which promotes a satisfying and sustainable lifestyle.”

QA&I Summary

Cambria completed a self-assessment. The self-assessment was finalized and submitted to ODP by the established deadline of August 31, 2017.

The onsite review began September 27, 2017 Theresa Smith, ID/EI Program Specialist was present for the entrance and exit meeting. The Office of Developmental Programs pulled a core sample of 11 individual records, and a review of data and policy. The Core sample was shared with Cambria County on September 18, 2017. All participants in the Core sample was offered an opportunity to participate in face to face interviews with ODP staff. Individual interviews began on September 25, 2017 and concluded on November 16, 2017.

Data Analysis

Cambria completed a self-assessment that included individual records and a review of data and policy. Results were reviewed and evaluated. The onsite review was completed on September 27, 2017. Cambria was well prepared and organized. All records were labeled and easy to access. Theresa and her staff was available to assist as needed. During the exit meeting results of the QA&I process was reviewed and shared with Theresa Smith.

Individuals from the Core Sample participated in face to face interviews. All interviews concluded that they are satisfied with the current support they receive Cambria County SCO.

Results and Performance Evaluation

The self-assessment results and onsite review results are similar to show that Cambria CO. scored 100% in most areas of the review such as: Communication, Employment and ISP development. In the focus area around communication the SCO have SC's who are taking trainings outside of what is offered by ODP to increase their education and skills to support individuals who are deaf and hard of hearing. They also works with their Administrative Entity to ensure all communications needs are met. The Quality Management plan will also be

updated to increase performance in areas around sharing information with families and employment.

There is no remediation required for Cambria Co. SCO. Attachment A includes the full detail report of the Onsite and record review. The compliance score report highlights areas that require systematic improvement. No CAP is required. The data collected during the self-assessment, desk review, onsite review, and individual interviews shows the quality of work Cambria Co SCO provides to individual and families, and their commitment to ensure everyone has an Everyday Life.