
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Cameron Elk Counties Behavioral and Developmental Programs (Supports
Coordination Unit)

September 14, 2017

Introduction

The Quality Assessment and Improvement (QA&I) Comprehensive Report has been developed to provide you with both information and data that has been collected during the self-assessments you have completed, the review of the core sample that has been selected for your organization, and information both gathered and shared during the on-site portion of the process. As we discussed during your onsite visit, this year's focus areas included ensuring everyone has an Everyday Life, and promoting the following ISAC recommendations: Improve Quality, Employment and Communication.

Summary of Cameron-Elk Counties Behavioral and Developmental Programs, Supports Coordination Organization

Cameron-Elk Counties Behavioral and Developmental Programs, Supports Coordination Organization (hereafter referred to as CE SCO) is located in Ridgway, PA, at 4 Hospital Drive.

According to their website: www.cemhmr.org

Vision Statement

Cameron and Elk Counties Behavioral and Developmental Programs will work collectively with all stakeholders to assist with support and services so that individuals and families can reach their fullest potentials

Mission Statement

CE, as the managing authority under Pennsylvania statute for Mental Health and Intellectual/Developmental Disabilities and Early Intervention Services, will promote a holistic approach for individuals and families that request our services to help achieve personal growth, recovery, and an everyday life.

During QA&I activities, Noreen Fitch, Supports Coordination Organization Director provided the following information to ODP, about activities and accomplishments for CE SCO:

- -Maintaining a focus on employment, CE SCO attends local Youth Consortium Meetings. This is a collaborative group with representatives from the local school districts, OVR, etc. The group meets quarterly to discuss transition age youth.
- -CE SCO collaborates as needed with our local Office of Vocational Resources. OVR representatives schedule a minimum of 1 time per year to meet with Support Coordinator's and discuss changes or updates within our programs.
- -We provide outreach in our community by attending the Annual Disability Fair. We distribute information about our program and services.

- -Our SCO staff have combined 80 years of experience. We have very little staff turnover and provide consistency to our individuals and their families.
- -Our staff advocate for their individuals and develop person centered plans based on consumer choices.
- -We collaborate closely with our Administrative Entity (Cameron/Elk MHMR) and Provider agencies.

QA&I Summary

CE SCO completed a self-assessment in FY 17-18, which was finalized on August 9, 2017.

Additionally, the Office of Developmental Programs pulled a core sample of 3 people for their review. The names of those selected in the core sample were shared with CE SCO on August 31, 2017.

On September 13, 2017, the onsite portion of the QA&I process was completed at the CE SCO offices primarily with Noreen Fitch, Supports Coordination Organization Director, however Mental Health/Intellectual Disabilities Administrator, Kathy Kroeger participated in both the entrance and exit meetings.

Data Analysis

CE SCO's self-assessment was completed in August, 2017. The data from that activity has been reviewed, and CE SCO's performance has been evaluated.

Considering the focus area Employment, CE SCO reports that they assure employment is discussed during the annual ISP and as appropriate during all other monitoring visits.

Additionally, CE SCO has on-going communication with OVR and annual training provided to the SC's by OVR representatives conducted at the C/E office (scheduled this fiscal year for 10/18/2017). SCO supervisor attends quarterly Youth Transition Council meetings.

In the area of Communication, the SCO does not have staff or available contractors/language services provider. The AE is assisting with obtaining this contract/service as this topic is identified as an AE Quality Management Objective.

On September 14, 2017, ODP staff met with CE SCO Noreen Fitch, Supports Coordination Organization Director to complete the final step of the QA&I process, which was the onsite visit. Prior to the onsite, a desk review of the aforementioned core sample participants was completed. During the on-site visit, documentation was reviewed that is at the office,

An exit conference was conducted when onsite activities were completed. During that conference, the results of the entire QA&I process were shared with CE SCO.

See [Results and Performance Evaluation](#) section of this report.

Results and Performance Evaluation

The comprehensive review of CE SCO reveals that the results of the QA&I completed by ODP indicate nearly all areas are performing at 100%, including but not limited to the quality development of Individual Support Plans, and timeliness of submission for plans. Additionally, CE SCO exhibits exceptional oversight of both Prioritization of Needs and incident management. There are a few areas that are being developed, as they are new requirements, and are not being measured in this report, just being reviewed to ensure there is a plan in place with CE SCO to execute. An example of that is promoting Everyday Lives by having SC's facilitate conversations about community activities of the person's choice and ensuring that CE SCO is promoting information sharing of community resources with individuals, families, and providers of service.

There are several areas that require consideration for inclusion in the Quality Management Plan, and/or strategizing a plan to prevent recurrence. Those areas are: staff training, and monitoring at the required frequency/location (including documenting those visits as required).

Using the focus areas identified in the Introduction, and applying those to the results of both assessments, is it clear that CE SCO is providing a quality service to those supported by your organization. The Quality Management plan addresses the ISAC recommendation of employment. Additionally, CE SCO is working on promoting Everyday Lives by ensuring people are safe in both their homes and communities.

Finally, both assessments were reviewed for any systemic concerns that may need an improvement plan. CE SCO was responsive to the findings shared during the QA&I exit meeting, and completed the remediation for the QA&I Core sample by September 20, 2017, and forwarded to the Western Regional Office. This documentation included an SCO receiving training on deaf services, and another SCO receiving all ODP required trainings. Documentation of the completion of those trainings has been accepted as remediation. However, for staff training, this has been identified as a systemic concern. Consequently, CE SCO is required to complete a Corrective Action Plan on the attached Appendix B.

Thank you for your ongoing support during this process, and for the quality work you do every day.

[Appendices](#)

Appendix A: QA&I Cameron Elk Cycle 1 Year 1 SCO spreadsheet

Appendix B: Corrective Actions and Plan to Prevent Recurrence form

Appendix C: CAP Instructions

