
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

[Carbon Monroe Pike](#)

[Support Coordination Organization](#)

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.

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 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 on-site visit, this year's focus areas include ensuring everyone has an Everyday Life, and promoting the ISAC recommendations specifically; assure effective communication, increase employment, and improve quality.

Summary of Carbon Monroe Pike

Support Coordination Organization

Carbon Monroe Pike Support Coordination Organization - (hereafter referred to as Carbon Monroe Pike SCO) is located in Stroudsburg, PA. The organization's service area consists of three Northeastern Pennsylvania counties, Carbon, Monroe, and Pike.

Carbon Monroe Pike counties are in the heart of the Pocono Mountains Region in northeastern Pennsylvania. Carbon County is considered part of the state's Coal Region though the eastern and northeastern sections are considered part of the Pocono Mountains. Monroe and Pike County are now two of the fastest growing Counties in Pennsylvania due to the emerging influence of New York and New Jersey residents.

The Carbon Monroe Pike SCO mission statement which is a shared statement with Carbon Monroe Pike Administrative Entity, reflects a dedication and commitment to the values of Everyday Lives in its drive to, "Facilitate access to quality behavioral health and developmental services that empower individuals and families on their journey toward independence and wellness."

Tina Clymer is the MH/DD Administrator, Fred Beltz is the Deputy Administrator and Denise Herbert is the SCO Director.

QA&I Summary

Carbon Monroe Pike SCO completed a self-assessment during the QA&I Cycle 1 Year 1. The sample consisted of ten records, (two base, five waiver and two SC service only). The Self-Assessment was resubmitted to ODP via Question Pro on September 12, 2017. The initial submission via Question Pro was submitted by the SCO in a timely manner however it contained no data.

ODP pulled a comparable sample consisting of twenty-two records (five Base, and seventeen waiver). To fully evaluate the participant's experience with services and supports, individual interviews are considered a critical component of the QA&I process. Interviews were conducted prior to and after the AE onsite review. *Charting the Life Course Experiences and Questions Booklet: A Guide for Individuals, Families, and Professionals* was shared by ODP with interviewees and/or staff. Fifteen interviews were completed with participants registered with

CMP SCO, eight interviews were completed by ODP, 7 interviews by the local IM4Q Program and one person refused to be interviewed.

The names of those selected in the sample was shared with Carbon Monroe Pike SCO on November 15, 2017. The onsite review was complete on November 29, 2017. The ODP QA&I team consisted of the Rachel Toman, QA&I Regional Lead, and Allison Smith, QA&I Record Reviewer.

Data Analysis

The self-assessment is intended to be a tool that will help assess your organization's readiness to implement Everyday Lives Values in Action, ISAC recommendations, and the Consolidated and/or Person/Family Directed Support (P/FDS) waiver performance measures. Carbon Monroe Pike's SCO self-assessment was reviewed. The self-assessment as reported by the SCO demonstrates solid performance in many areas including completion of SC training hours, providing communication assistance, and ensuring individuals health care needs are addressed, etc. Agency staff completing the Self-Assessment provided honest and candid responses which will benefit your agency by helping to identify opportunities for program change, assist in professional development planning, and can be used to inform organizational policy change.

The Self-Assessment and ODP desk and onsite review were fairly consistent; producing similar results for most areas. The following areas are noted by ODP as areas requiring a Plan to Prevent Reoccurrence:

Question # 21 - All SC Supervisors attended/took all ODP required trainings in the training year.

Three of the four SC Supervisors reviewed completed ODP sponsored trainings based on SCO training records. All SC completed required trainings.

Question # 38 - SCO/SC notified the AE of issues unresolved by Provider

The reviewer determined that one record noted issues unresolved by the Provider and the AE was not notified.

Question #54 - SC documents justification of service not being provided as authorized.

The reviewer determined that the individuals approved services and supports are received in the type, scope, amount, duration and frequency as defined in the ISP based on a review of the service notes and Individual Monitoring Tools. Two records noted services as not being provided as authorized however justification was only noted for one record.

Question #67 - Abuse, neglect, and exploitation information provided

It is the responsibility of the SC to explain annually to individuals receiving services, the right to be free from and to report abuse. SCs are to review and complete this handout annually with all individuals and record the action in a Service Note and on the ISP Signature Form during the individual's annual ISP meeting. Nine records did not document the information was reviewed at a meeting other than the annual ISP meeting.

Results and Performance Evaluation

Using the focus areas identified in the Introduction, and applying those to the results of both assessments, Carbon Monroe Pike overall performance aligns with the ISAC recommendations, Everyday Lives Value in Action, and CMS Assurances.

ODP engaged in fifteen personal interviews with individuals to obtain first-hand knowledge of their experience with services and supports received. A representative from the Administrative Entity was present for all interviews and assisted as needed. The persons preferred mode of communication, family and staff reporting, and reviewer observation were used to gain insight into the participants' experience. Overall, the participants are listened to by their Support Coordinators and are very satisfied with their current Support Coordinator. Participants and families shared many positive comments about their current Support Coordinator however concerns regarding turnover was noted by a few families especially in Pike and Monroe Counties.

The SCO works very closely with and has a good relationship with the Administrative Entity. The SCO meets regularly with the AE and works in concert to promote community participation, Supporting Families through the Lifespan and employment. The SCO relies on the leadership of the AE in promoting employment and is encouraged to continue to support this leadership by identifying an employment lead within the ranks of the SCO.

The QA&I Process includes some questions which are designed to be probing and or exploratory in nature and are not measured for compliance. These questions are included in the process to promote discussion and to assist organizations in preparing for upcoming changes in regulations, and to promote ODP initiatives. The SCO earned an overall compliance score of 94% for those questions in the QA&I Process that are scored. The exploratory questions, those question not included in the score, especially those questions related to promoting employment, SCO incident management, and Quality Management require further discussion by the organization.

For those items which required correction, remediation and a Plan of Correction needs to be submitted within 30 days to address the areas of non-compliance noted on the attachments. Please refer to the Excel spreadsheet for additional details. Remediation is to be submitted via the attached Excel spreadsheet.

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

Appendices

Appendix A: QA&I Core Sample Score and Detail Reports

Appendix B: Corrective Action Plan

