
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Centre Co MH/ID/EI

Supports Coordination Organization

December 20, 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

Centre CO MH/ID/EI is currently providing Support Coordination Services to individuals in Centre CO.

QA&I Summary

QA&I Cycle 1 Year 1 began July 1, 2017. Centre Co. SCO 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 December 5, 2017. Larissa Schell, Assistant Administrator was present for the entrance and Larissa Schell and Tom McDermott were present for the exit meeting. The Office of Developmental Programs pulled a core sample of 11 individual records, and a review of the SCO's policies and procedures. The Core sample was shared with Centre CO SCO on November 21, 2017. All participants in the Core sample was offered an opportunity to participate in face to face interviews with ODP staff. Two individuals from the sample participated in interviews. Interviews were held on December 5, 2017.

Data Analysis

Centre Co SCO completed a self-assessment results were reviewed and evaluated with the results from the onsite review that began on December 5, 2017. Centre Co. was well prepared for the onsite. They had individual charts, SC training records, and Policies available for review. Staff was available to assist as needed.

During the exit meeting results of the QA&I process was reviewed and shared with Larissa Schell and Tom McDermott.

Data gathered from the interviews can be used to determine that individuals are satisfied with their Support Coordination Organization.

Results and Performance Evaluation

The self-assessment results and onsite review results are similar to show that Centre scored 100% in most areas of the review such as: Staff training, Quality Management plan, Employment, and Communication. Quality, Employment, and Communication are focus points for the Department for QA&I Cycle 1. This SCO works with OVR, School districts, and other community resources to ensure individuals have the support needed to obtain and maintain Competitive Employment. Their Quality Management plan has performance measures that focus on Employment, ISP Development, and other areas based on data collected from monitoring processes and SCO priorities. This SCO works closely with their Administrative Entity to ensure quality services are provided. Areas where Centre

SCO can improve is around ISP development, Incident Management, and SC monitorings. Remediation is required and available in appendix A. The compliance score report highlights areas that require systematic improvement and are identified on the CAP. The data collected during the self-assessment, desk review, onsite review, and individual interviews shows the quality of work Centre Co SCO provides to individual and families, and their commitment to ensure everyone has an Everyday Life.