
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Service Access and Management, Inc. (Clearfield/Jefferson)

September 7, 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.

Service Access and Management, Inc.

Service Access and Management, Inc. (Clearfield/Jefferson) (hereafter referred to as SAM) is located in DuBois, PA at 375 Beaver Drive, Suite 200.

According to their website: www.sam-inc.org and Ray Snyder who is the Clearfield/Jefferson Counties Associate Director of Operations and Director of IDD:

Mission-The mission of Service Access & Management, Inc. is to help people throughout our service area enhance the quality of their lives by effectively and efficiently managing and/or providing needed, accessible and individually satisfying human services.

Vision-Everyone we meet, we leave better off.

We Believe:

- People are essentially good and do the best they can.
- People have a responsibility to live within the rules and regulations that have been established for their particular environment.
- People should have input into the things that affect them.
- People are to be treated with dignity and respect in every interaction.
- People have many facets; some more desirable than others
- People who provide care sometimes need to be cared for
- We must behave as we expect others to behave.
- We must find a way to help others succeed, not fail.
- We must understand the limits of our control in every situation.
- We must strive to understand the world through the eyes of others.
- We consider our employees to be our most valuable asset.
- We must be truthful.
- We must accept responsibility for our actions.
- We must work toward a win-win outcome in every interaction.
- When we mandate compliance the outcome may be superficial.
- Diversity enhances our world.
- Change is inevitable and is not to be feared.
- Boundaries are necessary and must be respected.

-Incorporated in 1997, we are currently celebrating our 20th year of providing case management services.

-CARF Accredited

-National Association of Dual Diagnosis Accredited

- Non-Profit Times top 50 Non-profit organizations to work for in the USA
- SAM, Inc. represents Support Coordination on the Office of Developmental Program's Information Sharing and Advisory Committee
- Offices in 20 counties serving over 8000 individuals
- Supports Coordinators follow Office of Developmental Programs "Everyday Lives" philosophy.

QA&I Summary

SAM completed a self-assessment in FY 17-18, which was finalized on July 5, 2017. Their sample consisted of 10 records: 8 waiver participants, and 2 non-waiver participants.

Additionally, the Office of Developmental Programs pulled a core sample of 9 people for their review. The names of those selected in the core sample were shared with SAM on August 24, 2017.

On September 7, 2017, the onsite portion of the QA&I process was completed at the SAM offices with the ID Director, Ray Snyder, and Supervisors, Barb Bloom and Shannon Gabriel.

Data Analysis

SAM's self-assessment was completed in July, 2017. The data from that activity has been reviewed, and SAM's performance has been evaluated. Considering the focus areas for Cycle 1, Year 1, SAM focuses on Employment by ensuring that SCO's are trained and take time to discuss employment with all that are served.

Additionally, SAM has collaborative meetings with the local OVR office, and attends local school district transition council meetings. In the area of Communication, SAM employs a Supports Coordinator who is fluent in American Sign Language, and has a contract with Language Services of America, as a back-up. SAM also has access to the contract held by the Administrative Entity (Community Connections of Clearfield/Jefferson) with the Center for Hearing and Deaf Services. Although it is not required, SAM ensures that every SC is trained on serving people who are deaf/hard of hearing, regardless if there is someone on their caseload that meets that criteria.

On September 7, 2017, ODP staff met with ID Director, Ray Snyder, and Supervisors, Barb Bloom and Shannon Gabriel 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, including training activities completed by SAM.

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

The results are as follows: Overall, the QA&I Year 1 review reveals that SAM demonstrates a culture that is very person-centered. This is evidenced first by the quality of staff that they employ. SAM reports that 5 of their Supports Coordinators have a background in Mental Health. They have very little staff turnover, and consequently have developed deep relationships with the members on their caseload and their families.

Second, SAM performed at 100% compliance in all areas of the QA&I Core sample review. This included questions about the quality of the Individual Support Plans, staff training requirements, and Quality Improvements that SAM is working toward.

Next, this organization is highly responsive to consumer input, and extremely invested in providing quality services every day to everyone.

Results and Performance Evaluation

The comprehensive review of SAM reveals that the results of the QA&I completed by ODP, and the self-assessment are almost identical. Using the focus areas identified in the Introduction, and applying those to the results of both assessments, it is clear that SAM is providing a quality service to those supported by your organization. The Quality Management plan addresses several of the ISAC recommendations directly (i.e. employment, communication and supporting people throughout the lifespan).

Finally, both assessments were reviewed for any systemic concerns that may need an improvement plan. You are not required to complete an improvement plan at this time.

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

Appendices

Appendix A: SCO Self-Assessment

Appendix B: QA&I Core Sample Details and Score

