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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Community Guidance Center

*October 25, 2017*

## Introduction

The Quality Assessment and Improvement (QA&I) Comprehensive Report has been developed to provide both information and data collected during the self-assessment Community Guidance Center (CGC) completed, review of the core sample that ODP selected for CGC, and information gathered and shared during the on-site portion of the process. As discussed during CGC's onsite visit, this year's focus areas have been related to ODP's mission, vision and values to promote and achieve an Everyday Life for everyone. Additionally the QA&I examined more closely the efforts CGC demonstrates to promote 3 of the recommendations the Advisory Committee (ISAC) made, also included in ODP's Everyday Lives Values in Action: Improve Quality, Employment and Communication.

## Summary of Community Guidance Center, a Supports Coordination Organization

Community Guidance Center (hereafter referred to as CGC) is located in Indiana, PA, at 793 Old Route 119 North.

According to their website: [www.thecgc.com](http://www.thecgc.com)

“The mission of the Community Guidance is to provide high quality comprehensive Mental Health, Drug and Alcohol, Intellectual Disability, and Early Intervention services, **empowering individuals and families** residing in the community to **improve** the quality of their lives.”

Additionally, Debra Lawson, Developmental Disabilities Program Director provided the following information to ODP on CGC’s accomplishments and goals:

- Quality Improvement is of paramount importance to the agency and all departments have annual Quality Improvement Plans to be submitted annually to the Compliance Officer. The current Quality Improvement Plan for the SCO unit addresses the need for:
  - Pursuing employment outcomes for individuals and tracking of individual progress, especially for recent high school graduates.
  - Consistent provision of information to individuals on their right to not be abused and how to report if it occurs.
  - Services for individuals who are deaf or hard of hearing to insure they will receive the communication assistance desired and/or needed.
- Pennsylvania is an “Employment First” state.
  - CGC has designated an employment Lead, with over 30 years of experience in the employment field.
- The Community Guidance Center is in the “Sanctuary” certification process to become a trauma informed care organization.
  - CGC is learning to utilize the seven commitments of sanctuary which address how to support being safe emotionally, physically, socially, and morally; managing feelings so as not to hurt ourselves or others; respect and share ideas; democratic shared decision making; open

communication; social responsibility; and creating hope for those we serve and ourselves.

- The Supports Coordination Unit has a stable Supports Coordination staff ranging in years of service from 3 years to 28 years.
- The agency has a Recovery Learning Collaborative Library which is accessible to both staff and individuals/families served allowing access to a trove of information on-line regarding diagnoses, treatment and coping strategies to achieve and maintain healthy living.
- The Community Guidance Center offers a wide range of behavioral health services both on site and community based which are available to individuals and families.
- The local Community Disability Awareness Workgroup is attended by an SC/SCO Director and is a collaborative group consisting of representatives from the Arc, AE, OVR, District Attorney, State Representative Office, ARIN IU, County Commissioner, Penna. Emergency Management Agency, AHEDD, Health & Human Services Office, County Sheriff, Children & Youth Services, local women's shelter, and the Department of Health. This group comes together monthly to address the needs of those with disabilities in Indiana county.
- Socialization activities are a large focus for SCs due to living in a rural area where activities are somewhat limited.
  - Indiana University of Pennsylvania (IUP) is a resource for the residents of Indiana county. SCO collaborates with them to facilitate the Best Buddies program for individuals interested in student friendships and activities.
  - SCs also refer individuals and families to the IUP Special Needs Activity program (SNAP) which is open to both children and adults at different times each week. It offers access to university facilities for swimming and other sports activities.
  - Indiana has a "Miracle League" program which provides fun and entertainment for individuals with their friends and families. SCs often attend to support the program.

Other community sponsored activities are also offered such as local church facilitated social programs, i.e. “Love and Light” and “TRACS”. Information on these opportunities are provided to individuals and families who wish to attend.

- ❖ It should be noted that these activities are integrated with members of the community and allow individuals to develop friendships, skills and self-esteem.

### QA&I Summary

CGC completed a self-assessment in FY 17-18, which was finalized on August 22, 2017.

Additionally, the Office of Developmental Programs pulled a core sample of 8 people for their review. The names of those selected in the core sample were shared with CGC on October 11, 2017.

On October 25, 2017, the onsite portion of the QA&I process was completed at the CGC offices with Debra Lawson, DD Program Director.

All QA&I activities were completed on November 15, 2017.

## Data Analysis

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

For the Core sample, first a desk review of the sample participants was completed, by the ODP Record Reviewer. Second, on October 25, 2017, ODP staff met with Debra Lawson, DD Program Director to complete the final step of the QA&I process, which was the onsite visit.

Once on-site activities were complete, an exit conference was held on October 25, 2017 with ODP staff, Debra Lawson, and Mari DiMatteo, Chief Operating Officer. During that conference, the results of the entire QA&I process were shared with CGC.

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

## Results and Performance Evaluation

During the On-Site review portion of the QA&I process, CGC made available all the required records. Ms. Lawson was very pleasant and knowledgeable about the individuals selected. She clearly has a personal knowledge of many of the people in the core sample. The overall experience was positive.

### *Highlights and Organization Strengths:*

- i. There is a personal nature to CGC. Indiana, PA is a small community and CGC has long-standing relationships not only with those they serve and their families, but with their community partners as well. CGC is a well-established and stable organization, as evidenced by their depth of staff knowledge, and lack of staff turnover. The newest employee has been there over 3 years.
- ii. Staff training is both comprehensive and well organized.
- iii. A focus on health and safety is evident. This is due in part to an effective staff training curriculum. CGC has a Goal in the QM Plan that states “Individuals are safe and secure in their community taking into account their preferences, choices, and services provided”. The target object is partially, “100% of concerns noted during monitoring visits will be addressed immediately”.
- iv. The desk review for the Core sample revealed both timely and comprehensive ISP’s being developed by CGC Supports Coordinators.

### *Recommendations for System Improvement:*

- i. Given that the DD Program Director is retiring, CGC would benefit from writing down some of their current day to day practices. For example: Criteria that require additional monitoring. Currently CGC reports that they are aware of potential needs of additional monitoring, based on personal knowledge of cases. Formalizing that process would ease the upcoming transition to the new ID Director.

In the area of employment, per CGC’s self-assessment, “SC’s discuss individual interests, skills, and employment goals at annual ISP meetings. Individuals are encouraged to consider employment goals in the future, if not currently willing to consider one. Choice of provider is discussed to provide services related to their personal goals”. CGC has included Employment in the Quality Management Plan for 17-19. The focus is on students who are graduating from school.

There are a few areas that are in development, as they are new requirements. They are not being measured in this report, but reviewed to ensure there is a plan in place with CGC 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 CGC is promoting information sharing of community resources with individuals, families, and providers of service. CGC's self-assessment reports "Information is shared with families on provider choice, community activities, and trainings when offered". Community activities are also shared as they become available.

Finally, both assessments were reviewed for any systemic concerns that may need an improvement plan. While there were a few areas that were less than 100%, (which require remediation), no systemic areas were identified. Consequently, CGC is not required to complete a Corrective Action Plan.

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

## [Appendices](#)

Appendix A: QA&I CGC Cycle 1 Year 1 SCO spreadsheet

