
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Rankin Christian Center (SCO)

November 2, 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 Rankin Christian Center (RCC) completed, review of the core sample that ODP selected for RCC, and information gathered and shared during the on-site portion of the process. As discussed during RCC'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 RCC 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 Rankin Christian Center, a Supports Coordination Organization

Rankin Christian Center is located in Rankin, PA, at 230 Third Avenue.

According to their website: www.rankinchristiancenter.org

Mission: The Rankin Christian Center is a non-profit, faith based community social service agency, primarily focusing on serving the underserved communities in the Mon Valley of Allegheny County.

Our agency houses program services to at-risk individuals from birth to senior citizens.

Through our comprehensive network of service delivery we provide a holistic approach to individuals and families, enhancing their opportunities to develop physically, mentally, and spiritually, thereby allowing us the opportunity to positively impact the future of those we serve and ultimately our region.

Additionally, Darlene McGregor, Assistant Executive Director provided the following information:

Mon Valley has established itself as a leader among the Supports Coordination sector by delivering services in a way that is uniquely people-driven, committed, and progressive. For children and adults who have been diagnosed with an intellectual disability, Supports Coordination (SC) is a well-known and well-respected program that helps with locating, coordinating and monitoring services that improve the quality of their lives

Each family has its own unique needs, own dreams, and RCC helps to work toward those goals. Support Coordinators take the time and effort to listen to what each individual wants out of life. Those dreams are used to develop specific and measurable personal goals and outcomes that work toward improved self-sufficiency and independence.

RCC's strengths include.

- Advocacy of Individual rights.
- Development and maintenance of an Individual Support Plan (ISP).
- Determining the need for services and developing outcomes.
- Identifying and locating providers of services.
- Supporting people through the LifeSpan.
- Coordinating waiver services when funding is available.

- Ensuring services are received as outlined in the ISP.
- Ensuring health and safety.
- Available 24 hours a day for Emergencies.
- Accountability and responsiveness at every level of the organization.
- RCC has sponsored two dances and one picnic annually since 1994

QA&I Summary

RCC completed a self-assessment in FY 17-18, which was finalized on July 13, 2017.

Additionally, the Office of Developmental Programs pulled a core sample of 17 people for their review. The names of those selected in the core sample were shared with RCC on October 19, 2017.

On November 2, 2017, the onsite portion of the QA&I process was completed at the RCC offices with Darlene McGregor, Assistant Executive Director and Jill Powell, SC Supervisor.

Data Analysis

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

For the Core sample, a desk review of the sample participants was completed by the ODP Record Reviewer. Then on November 2, 2017, ODP staff met with RCC staff to complete the onsite visit.

Finally, an exit conference was conducted on November 2, 2017 once onsite activities were completed. The results of the entire QA&I process were shared with RCC during the exit conference.

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

[Results and Performance Evaluation](#)

Using the focus areas identified in the Introduction in connection with ODP's review of the results of both the self and ODP assessment, it is concluded that RCC is providing a quality service to those they support.

Focus Area #1: Improving Quality

Information gathered demonstrates that RCC consistently develops Individual Support Plans (ISP) that are person centered and support personal goals (outcomes) throughout the ISP. RCC also clearly demonstrates a focus on Health Care needs being both identified and addressed. RCC received a 100% score in this area. RCC supports a large population of people with complex needs, which may include but is not limited to behavioral concerns in addition to an intellectual disability. Fifteen of the seventeen people in the core sample were identified as having a complex need. All fifteen records had a plan in place to address those needs. RCC submitted their QM Plan for review. An evaluation of that document

indicates a focus on compliance and timelines (ex: documentation entered into the system in a particular timeframe). While compliance does improve quality, RCC should consider some quality of life measures as well. This would better support the principles of Everyday Lives.

Focus Area #2: Employment

RCC has included Employment in their QM Plan, which states “SC’s will discuss all employment opportunities with individuals and families annually at the ISP meeting and as the need arises.” RCC also reports one of their barriers to promoting employment as a local Office of Vocational Rehabilitation office that is slow to respond.

Focus Area #3: Communication

In the area of Communication, RCC reports that they will contract with Allegheny County when sign language or interpreter services are needed.

Additional findings for RCC are as follows:

- RCC has 8 Certified Investigators on staff, which is about 35% of their total employees. This is a significantly higher number than other organizations of an equivalent size.
- During the self-assessment, RCC reported 90% compliance with monitoring frequency, and 70% with monitoring at the required location. ODP’s review of the core sample revealed low compliance as well, 67% and 62% respectively. Fluctuations in the score may be a result of differing sample sizes between the self-assessment and the Core sample. RCC discussed the self-review finding with ODP on November 2, and presented the plan to prevent recurrence at that time.

- Additionally, RCC self-reported a less than satisfactory performance in Incident Management. Again, RCC had already developed a corrective action plan to address/mitigate this area, and prevent recurrence.
- RCC is not consistently providing information to participants on abuse, neglect and exploitation at times other than a meeting or monitoring. This practice ensures people are not influenced by a potential abuser who may be in the room. This must be immediately corrected by RCC.

Recommendations for RCC are as follows:

- Continue to implement the plan to improve both quality of monitoring documentation, and compliance with the required location/frequency. RCC must ensure the plan includes an evaluation component to monitor progress.
- Continue to implement the plan to improve SC's review of reported incidents in the EIM system, and the documenting in HCSIS as appropriate. RCC must ensure the plan includes an evaluation component to monitor progress.
- Include more information in the Self-assessment, specifically more comments both around focus areas (employment and communication) and to support a finding that is less than 100%. As corrections are made based on the self-assessment, RCC is required to maintain a record of that work.
- RCC must evaluate the current Qualify Management Plan, and incorporate the findings of this report.

There are items contained in the QA&I tool that are new requirements and are not being measured at this time. RCC demonstrates a pro-active approach to these changes. An example of this is promoting Everyday Lives by having SC's be prepared and able to facilitate conversations about integrated community activities related of the person's interests and choices. Also to assure that RCC promotes connecting individuals with their community by sharing information about community resources with individuals, families, and providers of service.

Finally, both assessments were reviewed for any systemic concerns that may need an improvement plan. RCC 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 RCC Cycle 1 Year 1 SCO spreadsheet

Appendix B: Corrective Actions and Plan to Prevent Recurrence form

