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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Allied Services

*11/28/2017*

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## **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 of 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. ODP delegates the authority to carry out the Provider QA&I to the AEs, to validate that Providers comply with the current Provider Agreement for Participation in Pennsylvania's Consolidated and P/FDS Waivers

## **QA&I Summary**

Allied-Services completed a self-assessment during the QA&I FY 17-18 consisting of four Consolidated, and one P/FDS records, data review, and internal policies. The Lackawanna Susquehanna BH/ID/EI Program received a copy of Allied Services Self-Assessment on 8/9/2017

The Lackawanna-Susquehanna BH/ID/EI Program reviewed a sample of one BASE, one Consolidated, and three P/FDS records, data reviews, and internal policies. One interview was conducted with a consumer from the sample. The Lackawanna-Susquehanna BH/ID/EI Program was on-site with Allied Services on 10/30/2017 and 10/31/2017 completing the on-site record review. As a matter of convenience for the Consumer, the individual interview was conducted at the AE office on 10/31/2017.

## **Data Analysis and Performance Evaluation**

The mission of Allied Services is to help individuals within the community overcome challenges, and reach their potential and to serve individuals with disabilities through everyday lives principles.

The Provider demonstrates strong leadership and dedicated staff and a person-centered approach is evident throughout service provision. Additionally, the Provider embraces Pennsylvania's *Employment First* philosophy. This commitment and dedication to the consumers was evident in the individual interview. The individual interviewed receives Supported Employment Services within the community, he reported that he is satisfied with the services he receives, and his employment.

The entrance interview provided an opportunity for the provider to highlight best practices in service delivery and the approach to implementation of recent waiver changes. It was evident during the entrance interview that Allied has approached the implementation of waiver changes and the revised QA&I process with careful planning, organization, and has included the participation of all management staff.

Allied Services' planning and implementation of Community Participation Support (CPS) is thoughtful and person centered. Notable activities include researching community organizations and opportunities, surveying consumer interest, and hiring a dedicated CPS Staff. Additionally, Allied Services is enhancing their pre-vocational services to increase activities that will promote the skills necessary for employment.

An area that requires remediation is related to the finalization of incidents in the Enterprise Incident Management System. While the agency has finalized all incidents related to Home and Community Based Services within thirty days, Allied ICF/ID Incidents were not finalized within thirty days.

**The following areas of strength related to this review are as follows:**

- The Provider is taking the initiative to develop and plan the implementation of person centered Community Participation Supports.
- Ten staff have obtained Certified Employment Support Professional (CESP) certification through Virginia Commonwealth University.
- The Provider continues to assess opportunities to enhance existing services via adding additional opportunities for small group employment.
- There is an effort to re-focus on opportunities for individuals to move from small group employment to Supported Employment.
- The Provider has Initiated the delivery of Pre-employment Transition Services with the Office of Vocational Rehabilitation which will lead to employment opportunities for individuals with intellectual disabilities and autism.

- The Provider has a clear curriculum and training logs to demonstrate that staff receive initial, annual, and ongoing training.

#### **Analysis of performance based on focus areas**

- The Provider is proactive in demonstrating practices to promote employment and developing services to increase employment opportunities for individuals with intellectual disabilities.
- There is demonstrated effort to continually evaluate and develop practices to promote inclusion and provide service in the least restrictive environment.

#### **Comparison of onsite to self-assessment results**

- Provider's Record review found no areas of non-compliance.
- The sample reviewed by the AE indicated two related areas of non-compliance.

#### **Issues discovered and corrected while onsite or during desk review**

- Restrictive procedure plan referenced HCSiS incident management, language was changed to reflect EIM.
- Adult Day Activity Policy referenced former AE program name (MH/MR), language was updated to reflect the current AE program name (Behavioral Health/Intellectual Disability/Early Intervention).
- Grievance policy did not have a space to write in consumers name, this was revised

#### **Items requiring remediation within 30 days**

- Q30 Staff are trained on the person's communication plan and/or formal communication system.
- Q31 The Provider provides communication assistance as indicated in the ISP.
- Q39 The Provider finalizes incidents within 30 days.

#### **Recommendations for entity's system improvement, including those things that rise to the level of needing attention at a broader level including those areas that fall below 86% of compliance.**

- Provider develops and implements a process to ensure staff understand the needs of each individual that they serve
- Provider develops and implements a process for working with team members to ensure information listed in the ISP is current and accurate.

- Provider develops and implements a process and/or tracking system that ensures that incidents are finalized within 30 days.

### Appendices

- MCI Review Spreadsheet
- CAP