
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

CARES of Central PA, Inc.

December 1, 2017

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Introduction

The purpose of this report is to review and compile a written summary of the official findings from the desk review, interviews and onsite visit conducted by the Administrative Entity. The focus areas of Cycle 1 of the Quality Assessment and Improvement Process are employment, quality improvement and communication.

QA&I Summary

CARES of Central PA, Inc. submitted their self-assessment and supporting documentation on August 31, 2017. The Administrative Entity reviewed the self-assessment and supporting documentation then completed the identification of review sample on September 13, 2017. The 2 week notification letter/email was sent to the provider on November 3, 2017, scheduling the onsite visit for November 21, 2017. The participant face-to-face interview occurred on December 6, 2017 and the staff interview occurred the same day. The entrance interview, onsite visit and exit interview all occurred on November 21, 2017.

The entrance interview focused on the changes from the AEOMP process (Administrative Entity Oversight Monitoring Process) to the new QA&I Process (Quality Assessment and Improvement Process).

During both the entrance and exit interview there was discussion related to the new Community Participation Service definition. The provider's service model is firmly rooted in principles of community integration and maintains community activities at either the 50% or 75% level of participation.

The review sample was 5 with one staff member and one individual in services interviewed. The interviews were positive but garnered no significant information.

Data Analysis and Performance Evaluation

As noted in the previous section the provider has a strong commitment to community integration. They offer an array of activities daily to participants aimed at matching interests with opportunities. In addition there is weekly planning of a congregate meal which includes a nutritional component. The provider also engages in funding raising activities to offset participant costs. While the provider does not provide employment services, they make connections in the local communities. They support participants in volunteer activities at various locales. The provider's Quality Management plan is focused improving the services and opportunities for the participants.

The provider does well with the program side of services. They have a strong commitment to CPS as a service and their daily documentation is good. Recently, all staff completed community mapping training.

At the local level, there are some concerns related to the knowledge and application of ODP/ID processes. The provider does receive support from a “parent” organization (in another region) for billing. This sometimes results in communication delays in for billing issues. The provider is responsive to the AE when these issues arise

A comparison of the self-assessment to the onsite and desk review revealed no differences. There were no issues to be remediated as a result of the review. Several recommendations were made regarding the training record to delineate the staff review of the ISP (ISP for new participants vs. annual review).

Appendices

See attachments: Corrective Action Plan (CAP) and MCI tracker