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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

**CROSS, Inc.**

*December 5, 2017*

*Updated January 24, 2018*

# Table of Contents

*Introduction*

*QA&I Summary*

*Data Analysis and Performance Evaluation*

*Appendices*

# Introduction

The purpose of the Comprehensive Report is to report on the findings in the Quality Assessment and Improvement (QA&I) Process. The report will cover the findings from the onsite, record review, and interviews, along with a summary of the performance of the agency. The process will be done through a QA&I Summary, Data Analysis and Performance evaluation. The statewide focus for this cycle's report is Community Involvement, Employment, and Communication. The interview questions are in regard to these focus areas.

## QA &I Summary

CROSS, Inc. did not submit their self- assessment by August 31, 2017 and were given a Directed Corrective Action Plan. The Self- Assessment was submitted following the DCAP. Franklin/ Fulton AE is the assigned AE and scheduled the entrance interview and onsite review for October 12, 2017. The date was changed due to a scheduling conflict with the provider to November 2, 2017. The AE started the record review on October 20, 2017. The two week notification letter was sent on September 25, 2017 with the sample and documentation needed for the onsite review. The letter was sent out before the date of the onsite was changed. The onsite review occurred on the assigned date of November 2, 2017. There were five records reviewed and four interviews scheduled. The last individual went to camp and declined to be interviewed but did tell AE she loved camp. The final interview occurred on November 7, 2017.

At the start of the onsite review, the provider had documentation ready for the review. The AE had completed the record review and reviewed the policies that the provider had sent with the Self- Assessment. The exit meeting was held on December 1, 2017.

CROSS, Inc. had two policy issues that needed remediated. The provider does not attend ISP meetings as the House Parents have other duties and individuals to support during the scheduled meetings. They will develop a policy to attend meetings or send documentation for any transportation needs to ISP meetings. A Corrective Action Plan is attached in Appendix B: CROSSInc101946650FranklinFulton2017CAP. The reports were submitted to the provider on December 5, 2017. The CAP was approved on January 24, 2018.

# Data Analysis and Performance Evaluations

CROSS, Inc. is a provider of Camp and Transportation services only in Franklin/Fulton County. Both policies that had issues were already in existence but needed to add criteria to make them compliant for QA&I. The Policies were revised before the writing of this report and sent to AE. The details can be found in Appendix A: CROSSInc101946650FranklinFulton2017MCI.

CROSS, Inc. had all information ready for the AE to do the review. The following was found during the review: CROSS, Inc. is a Personal Care Boarding Home and is licensed by the Department of Human Services. Many of the policies and procedures are under DHS. For example, there were no incident filed regarding transportation or camp but incidents filed under the Personal Care Boarding Home regulations would be through DHS on their form. They do have a Certified Investigator whose certification is due to expire. She has had no incidents to investigate. As a result, she has been given an extension to attend the AE Peer Review to update her Certification.

The three focus areas that were discussed in the interviews were Community Involvement, Employment, and Communication. The individuals interviewed all stated that they go to community activities. They do go into the community but usually as a group. There is not staff available for individual trips most of the time. Transportation is provided by CROSS, Inc. This provider does not provide Employment Services. All the individuals who were interviewed are verbal and none have a communication plan. This provider is only a transportation and camp provider for ODP. While the person who went to camp declined to be interviewed, she did say she liked camp and wished to return the following year.

There were multiple differences in the Self- Assessment and the review. The discrepancies were between what the provider thought were N/A and what the AE thought should have been yes. No deficiencies were noted in these discrepancies.

## Appendices

CROSSInc101946650FranklinFulton2017MCI: Review Results

CROSSInc101946650FranklinFulton2017CAP: CAP