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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Community Links

*October 13, 2017*

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## Introduction

This section will provide an overview of the report purpose and its contents. It will also briefly describe the focus areas for the year's review statewide.

## QA&I Summary

This section will briefly describe the steps of the entity's QA&I review, from the organization's submission of the self-assessment to the onsite review. The onsite review description will note highlights from the entrance and exit discussions. The statistics of the entity's review process will be summarized including number of records, number of interviews, etc.

## Data Analysis and Performance Evaluation

This section of the report will provide data and analysis in key areas, highlighting both good performance and areas for improvement. [Data for every QA&I question will be provided in an appendix.]

The following information should be considered for inclusion:

- At least one promising practice in which the entity excels
- Analysis of performance based on focus areas
- Analysis of performance for extra areas
- Comparison of onsite to self-assessment results
- Issues discovered and corrected while onsite or during desk review
- Items requiring remediation 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.

## Appendices

This section will include the entity's QA&I review results. The Corrective Action Plan document will sit within its own Appendix.

## Introduction

This Quality Assessment and Improvement (QA&I) Comprehensive Report has been developed to provide information and data that have been collected during the self-assessment and the desk and onsite review of a core sample of individuals that has been selected by the assigned Administrative Entity. This year's focus areas included ensuring that everyone has an Everyday Life, and promoting the following ISAC recommendations: Improve Quality, Employment and Communication.

## Summary of Community Links

The headquarters for Community Links is located at 20 Russell Blvd., Bradford, Pennsylvania 16701. Community Links has recently opened an outreach office at 129 North Michael Street, St. Marys, Pennsylvania 15957. Community Links currently has service contracts in HCSIS to support individuals registered with the Cameron/Elk, Clearfield/Jefferson, McKean, and Potter County Administrative Entities. Community Links was incorporated in 2003 and began supporting individuals in Elk County in 2008.

As reported to the Assigned AE by Community Links' Executive Director, Pam Fingado,

Community Links' Mission is:

*Community Links is a private, non-profit organization providing direct support services to the citizens of McKean, Elk and Cameron counties with Intellectual Disabilities. Community Links incorporates the Core Values or Principles of "**Everyday Lives**" and the concept of Positive Approaches in the standards of planning, policy development and service design. Community Links supports the mission of the Office of Developmental Programs to support Pennsylvanians with developmental disabilities to achieve greater independence and enhance quality of life.*

Community Links' Vision is:

*To support the citizens of Pennsylvania with intellectual and developmental disabilities achieve greater independence and an enhanced quality of life.*

During QA&I activities, Pam Fingado, Executive Director, provided the following information about the activities of Community Links.

*Community Links is a small agency that works to support the success and independence of people with intellectual disabilities in their homes and in their communities.*

*Community Links is designed to help individuals acquire, maintain and improve self-help, domestic, socialization and adaptive skills that are necessary to live successfully in home and community-based settings.*

*Support services are provided by direct support staff and range from general areas of self-care such as communication, motor skills, mobility, and personal adjustment to teaching daily living skills, personal hygiene, and meal preparation, along with shopping, cleaning, and budgeting.*

*Staff also assist individuals with developing relationships, socialization, accessing community resources, accessing health care and advocating at medical appointments.*

*Community Links also offers respite care, which is provided in the consumer's home or away from home on a short term basis through supervision and support for individuals living in the community. This service provides relief for families and caregivers of individuals with special needs.*

*Behavior support, another service provided by Community Links, entails the development of strategies to support an individual based upon his/her*

*assessment and provides training to individuals, staff, relatives and caregivers. The individual's family members, staff, or others involved in their life may be included in the service.*

### QA&I Summary

Community Links completed a self assessment in FY 17-18, which was finalized and received by the assigned AE on August 29, 2017. The assigned Administrative Entity, the Cameron Elk Counties Behavioral and Developmental Programs, conducted ODP prescribed interviews with three individuals, which were completed on October 10, 2017, and completed a desk review and then an onsite review at the Bradford location on October 13, 2017, of records of the three individuals who were interviewed and two additional individuals who are supported by Community Links. Three of those five are enrolled in the Consolidated Waiver funding stream, and two are enrolled in the PFDS funding stream. All five live with their families in the community.

Highlights of the Administrative Entity's review were:

- All three individuals interviewed by the Administrative Entity, expressed extreme satisfaction with the provider staff and the service which they receive.
- Community Links maintains extensive electronic records of forms and individual information to support each direct care staff person with needed materials and processes for all required activities.
- Community Links' electronic and paper records present all information as required by ODP in an extremely organized fashion.
- Community Links documents delivery of services/supports in the required type, scope, amount, frequency, and duration as specified in the Individualized Support Plans.
- Staff records reviewed by the Administrative Entity indicated that all required annual ODP training had been achieved.

- Under the management of Pam Fingado, the agency's Quality Management Plan is a fluid document, which is updated periodically as the Executive Director identifies new areas for concentrated efforts.
- Community Links intends to continue to expand the services that it provides. Pam Fingado indicated that Community Links is considering becoming a provider of Employment Supports, Housing Transition and Tenancy Sustaining Supports, and nonemergency Transportation services in the near future.

### Data Analysis

Community Links' self assessment indicated complete compliance with all assessment areas. During the onsite review, the assigned Administrative Entity interviewed and worked with Pam Fingado, Executive Director to access and review all required records and documentation. Ms. Fingado exhibited a high level of competence, an extensive knowledge of ODP requirements, and a thorough commitment to quality support of individuals enrolled in Community Links' service. Community Links exhibited a quality approach to both the administration and the delivery of services in its program.

### Results and Performance Evaluation

Results of the assessment were shared with Ms. Fingado during the exit interview. Only one area for continued development was identified during the comprehensive assessment, which centered on section 51.31 of the Chapter 51 regulations in regards to the transition of individuals when Community Links may no longer be able to provide the required service. That section or Chapter 51 was reviewed by the assigned AE and Ms. Fingado, who indicated that Community Links' practices will be immediately updated. All other assessed areas were in complete compliance and of high quality.

In regards to the focus areas of the assessment process, it is clear from its Mission and Vision statements to its extensive training and support of direct care staff to its service delivery that Community Links remains, as it is well known to be in the geographical area, a provider of high quality service that satisfies its consumers. Community Links intends to further support the development of Everyday Lives to those enrolled in its In Home and Community Supports program by also becoming a provider of Employment Support and Housing Transition and Tenancy Service in order to promote the evolution of each individual's growth in the community setting.

Community Links is required to complete remediation for the QA&I Core Review, which is indicated in the attached Corrective Action Plan.

The Cameron Elk Administrative Entity wishes to express gratitude to Community Links staff and its Executive Director, Pam Fingado, for their cooperation during the Q,A,&I activities and for the high level of quality support that they provide to the citizens of Cameron and Elk Counties.