
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Goodwill Industries

12/12/2017

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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

Goodwill Industries of Northeastern PA completed a self-assessment during the QA&I FY 17-18 consisting of ten individuals, data review, and internal policies. The Lackawanna Susquehanna BH/ID/EI Program received a copy of Goodwill industries of Northeastern PA's self-assessment on 8/25/2017.

The Lackawanna-Susquehanna BH/ID/EI Program reviewed a sample of one BASE, one P/FDS, and three Consolidated 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 Goodwill Industries of Northeastern PA on 11/20/2017 and 11/21/2017 completing the on-site record review. As a matter of convenience for the Consumer, the individual interview was conducted at their Community Participation Support Program on 11/21/2017.

Data Analysis and Performance Evaluation

The mission of Goodwill Industries is to provide employment opportunities, education, training, socialization, and housing to individuals to develop skills which enhance their lives. Their vision is to strengthen lives, families, and communities one person at a time.

The provider demonstrates strong leadership which values staff and community collaboration with a commitment to use best practices to support individuals. Their committed staff continually works to improve the quality and breadth of services. This is demonstrated in the improvement in preparation and organization for the review, the continuous improvement in documentation and the observation of staff interacting with the individuals they support. Goodwill has also worked to develop greater cross-collaboration across services within the agency so that consumers supported across services have an integrated team approach.

The entrance interview provided an opportunity for the Goodwill Industries to highlight their approach to best practices in service delivery and the development of new practices to comply with recent waiver changes. The Provider is taking a proactive approach to developing and implementing services to meet waiver requirements and individual needs. This is demonstrated in the implementation of Community Participation Support which is fully underway. Goodwill estimates that over fifty percent of consumers receiving CPS are integrated into the community at least 25% of the time. Goodwill continues to expand opportunities for vocational training and employment opportunities using both their retail locations and job development. The agency has also initiated delivery of Pre-Employment Transition Services through OVR and is exploring certification in "Discovery" to enhance their supported employment service offering.

The agency is developing an electronic record system which will allow staff providing home and community based services to document data, write progress notes, and participate in development and training opportunities. This electronic system will be available at every site using a web based application on either a tablet or computer. Developing this system will enable and improve real time communication and documentation of service provision. The provider is revising their training records to be uniform across licensed and unlicensed services.

An area that requires remediation is related to the viewing of ODP's webinar on supporting deaf waiver participants. Onsite review identified 4 individuals who either not taken the training, or who did not have supporting documentation.

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

- Goodwill Industries demonstrates dedication to providing community participation supports.
- Developing community small group employment opportunities.

- Goodwill Industries has initiated the delivery of pre-employment transition services with the Office of Vocational Rehabilitation to meet the needs of diverse individuals within the community.
- Proactive approach to change and new services
- The provider holds regular Quality Management Committee Meetings, and Incident Management review committee meetings, and makes efforts to finalize incidents within 30 days.

Analysis of performance based on focus areas

- Goodwill Industries complies with incident management policies and procedures.
- Provider reviews and evaluates practices to promote employment.
- Reviewing and evaluating practices to ensure individuals receive the most inclusive and least restrictive services and supports.

Comparison of onsite to self-assessment results

- Provider record found two areas of non-compliance.
- Sample reviewed by the AE found one area of non-compliance.

Issues discovered and corrected while onsite or during desk review

- Provider had not submitted a copy of the latest peer review of a certified investigation. Peer reviews for the 12-month period prior to the on-site review were available at the on-site review.

Items requiring remediation within 30 days

- Q35 The Provider ensures that Provider staff who serve a deaf waiver participant(s) have viewed ODP's webinar.

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 that ensures staff understand the needs of the individual.

Appendices

- MCI Review Spreadsheet
- CAP