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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Living Unlimited

*November 20, 2017*

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Living Unlimited was monitored on November 20, 2017 for the QA& I onsite review. The focus areas for this cycle's statewide review include employment, communication and quality management. The Dauphin County's AE reviewers were Joy Hafer and Barb Jumper. We would like to thank the Living Unlimited staff for their organization of materials and cooperation throughout the QA& I review process.

## QA&I Summary

The onsite review included an entrance interview, record review, policy review, interview of individual and staff and exit interview. A total of 5 records were reviewed and one individual was interviewed during the onsite review.

## Data Analysis and Performance Evaluation

A number of promising practices for Living Unlimited were identified by the review team and are outlined below:

- The agency Quality Management Plan was thorough and included use of data including consumer wages, sustaining employment, satisfaction of both the individual and employer, safety of the individual served and training areas on disabilities. The plan is regularly reviewed by management staff and utilized to identify areas for continuous improvement
- We would commend the agency for having no deficiencies during their cycle to address.
- Training policy is well written and incorporates both OLTL and ODP requirements in a clear concise manner.
- Improvements to the ISP signoff training log will make it more clear when staff have reviewed the current ISP and requiring staff across the agency to review the ISP will assure backups have all the information when supporting individuals

NO DEFICIENCIES WERE NOTED AND NO CAP WILL BE ISSUED THIS CYCLE.

## Appendices

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