
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Rehabilitation Center & Workshop, Inc.

11/08/2017

Introduction

This comprehensive report for Rehabilitation Center & Workshop, Inc. is a compilation of the official findings from Westmoreland County's desk review, onsite review, and interviews completed during the Quality Assessment and Improvement Process. ODP's quality focus areas for this cycle include Employment, Communication, and Quality Improvement.

QA&I Summary

On August 15, 2017, Westmoreland County notified Rehabilitation Center & Workshop, Inc. that their organization was selected to participate in the Quality Assessment and Improvement Review through the ODP QA&I Process. RCW completed their self-assessment on August 7, 2017 and submitted their supporting documents (Quality Management Plan, Restrictive Intervention Policy, and Annual Training Plan) to Westmoreland County on August 29, 2017. Westmoreland County sent RCW their two-week notification letter of the individuals selected for review on October 19, 2017 and completed the desk review for the individuals in the sample. Westmoreland County and RCW scheduled the onsite review for November 2, 2017 at 9:00am.

During the entrance discussion, the QA&I representative discussed with RCW's administrative staff the new QA&I process as a whole, explained what to expect during the onsite review, what documentation would need to be available, and logistics of individual and staff interviews. RCW discussed their mission of serving individuals with developmental disabilities and autism in a work-oriented environment to prepare them for community employment through training and skill-building tasks in manufacturing and community based settings.

During the exit discussion, Westmoreland County reviewed findings and explained that there were no areas of non-compliance and therefore, no need for a corrective action plan or remediation response. Westmoreland County highlighted areas of promising practices. RCW excels at providing a positive and safe work environment and planning individuals' tasks based on their abilities and interests. They also reach out to the community to promote their services and provide opportunities for individuals to participate in the community and work toward future community employment as they choose. RCW respects the choices of the individuals they serve and works as a supportive team member to assist them in achieving their employment goals at all levels.

Westmoreland County reviewed five waiver records of both Consolidated and PFDS Waivers. Three individuals and two staff were interviewed onsite. One individual was home sick that day and another has had intermittent attendance due to health issues. Staff training documentation was reviewed as well. The service review was for Community Participation Supports (prior to 7/1/17 Prevocational Services). The provider also offers Supported Employment, however no one in the sample had this service at this time,

and Small Group Employment (prior to 7/1/17 Transitional Work), however the individual in the sample who received this support previously ended this service for health reasons.

Rehabilitation Center & Workshop, Inc. timely submitted their documentation throughout the QA&I process and administrative staff worked with Westmoreland County during the onsite visit to ensure information was easily located. Their records were thorough and organized and planned the interviews well based on all schedules.

Data Analysis and Performance Evaluation

Rehabilitation Center & Workshop, Inc. promotes the focus areas of the Office of Developmental Programs, including employment, quality improvement, and communication. The organization emphasizes employment as evidenced in the services provided, QM Plan, and mission, and assists individuals in achieving their employment goals through building specific job skills based on tasks, general employment skills for a work environment overall, and social skills to interact with others in a work setting. This enables individuals with employment goals to gain and maintain competitive community employment. RCW takes great care to focus on quality improvement by participating in ODP's QA&I Process, following improvement recommendations, and taking feedback from individual support team members. The administrative staff stay current with ODP communications and announcements and update policies, train staff, and revise practices as needed to comply with ODP requirements. RCW seeks continual improvement to provide quality effective services. The organization promotes communication by developing communication strategies with teams as needed, implanting any communication goals, and training staff on individual communication needs.

Westmoreland County did not discover any issues that had to be corrected while onsite or during desk review. Westmoreland County compared the organizations self-assessment and onsite results in which there were no discrepancies. There were no areas of non-compliance and therefore no Corrective Action Plan or remediation response was needed.

Westmoreland County reviewed RCW's Quality Management Plan, Action Plan and quarterly reviews during the desk review process and discussed while onsite. The organization's QM Plan reflects the mission and vision of the Office of Developmental Programs as well as ODP's focus areas. The organization updates their QM Plan every 2 years as required and focuses on areas such as increasing community employment, reducing incidents, staff training, notifying teams of any changes in need, and increasing time in the community. The action plans and data were thorough and Westmoreland County did not have any recommendations for changes and suggested to continue to move forward with their plan as written.

Rehabilitation Center and Workshop, Inc. provides community and facility based supports to promote employment and community participation. They work to provide quality supports to those who

participate in their program. RCW focuses on individualized goals and program plans to encourage choice and independence and celebrates successes of persons achieving their personal employment goals.

Appendices

The MCI Review Spreadsheet is attached to include specific data for each QA&I question. No Corrective Action Plan was needed.