
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Secure Rehabilitation and Vocational Enterprises, Inc.

December 20, 2017

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 Bradford/ Sullivan Intellectual Disabilities Program is to “promote opportunities for persons with intellectual disabilities to be part of and participate in the same valued experiences and life events as so other citizens”. We strongly support and promote the philosophy of Everyday Lives and want to ensure that all of the individuals we support achieve an everyday life.

The QA&I process is accomplished by using a combination of self-assessment, desk review, onsite review and corrective action and quality improvement plans. The Quality Assessment and Improvement Comprehensive Report has been developed to provide you with both information and data that has been collected during the self-assessment you have completed, the review of

the sample that has been selected for your organization, and the information both gathered and shared during the on-site portion of the process.

Summary of Secure Rehabilitation and Vocational Services, Inc

Secure Rehabilitation and Vocational Services, Inc- (hereafter referred to as Serve) is located in Monroeton, in Bradford County and offers services in rural Bradford and Sullivan Counties.

Serve, provides a continuum of services: Behavior Support, supported employment, in-home and community support, and community participation. They also have a special education school program in an attempt to diversify services.

Serve's mission is to be an agency designed to meet the vocational, educational, social, emotional, and recreational needs of individuals who are not readily accepted into mainstream society in Bradford and Sullivan Counties. Serve is committed to working in partnership with our community for the betterment of the people enrolled in our comprehensive programs.

Serve's vision is to be an innovator and leader in the development and provision of educational and transitional services, licensed and unlicensed home and community based services including, adult day services, supported employment, and community integration services to individuals with a disability in the Bradford and Sullivan Counties. Serve is committed to the delivery of comprehensive services to afford our consumers respect, dignity, and achievement.

Donald Black is the CEO of Secure Rehabilitation and Vocational Services, Inc.

QA&I Summary

Serve completed a self-assessment during the QA&I Cycle 1 Year 1 consisting of 5 records, four were PFDS and one was Consolidated and there was a review of data and policy. The self-assessment was finalized on August 30, 2017.

Bradford/Sullivan AE pulled a sample of five as well. Out of those five, three were Consolidated and two were PFDS.

Bradford/Sullivan interviewed the five individuals and found that although most of the individuals spend most of their time with family and staff, they all choose how they spend their day and they do not want to change providers or services. The individuals in the sample feel their choices are respected and have the opportunity to talk to staff about choices they make. The staff interviewed knows and understands the individuals they work with. They know the likes and dislikes of those they work with and understand their health and safety concerns as well.

The interviews took place during the onsite review and occurred on December 5, 2017.

Data and Analysis

Serve's self-assessment was reviewed and the performance was evaluated. The self-assessment displayed solid performance in each area reviewed. All areas were at 100% compliance. They have done exceptional when it comes to the ISP; training, attending the annual, making sure the back-up plan is used, following outcomes and completing documentation and progress notes.

Serve rarely has incidents or investigations to file and did not have any for the sample pulled for this onsite review.

The self-assessment, desk reviews and onsite review were consistent with identical answers. 100% compliance was noted in all areas throughout the sample. Due to the sample chosen most questions were N/A when it came to employment and communication plans.

Results and Performance Evaluation

In review of Serve's self-assessment, onsite and personal interviews it is evident that the organization is invested in the philosophy and promoting Everyday Lives. They have specific challenges in providing services in a rural community where two other providers are also providing the same services with a strong potential of saturating the community. Over the last

year they have focused on CMS's final rule and worked hard to provide more integrated services in the community.

Serve is committed to providing quality services. They actively participate in PAR, local Positive Practices, ID Awareness Month Committee, and AE Provider Meetings. Serve sends available staff to local trainings held by Bradford/ Sullivan County ID Program such as Healthy Sexuality, Building Social Capital, Dual Diagnosis HCQU trainings and more. Serve has a certified Quality Manager as well. Serve hosted a community dance in the spring and had a wonderful turnout with attendance of individuals from their program and community members.

Serve has been an active team member with the AE, SCO, Mental Health, HCQU and DDTT in supporting people with complex needs who have both medical and mental health needs.

After interviewing the five individuals, the AE obtained information on how the individuals' view their quality of life. All are satisfied with their supports and services. It is evident that all interviewed spend most of their time with only family and staff. Serve has worked hard to integrate individuals into the local community but rarely are relationships cultivated outside of their day program. The one question in the interview regarding Supporting Families Throughout the Lifespan, no individual had knowledge on that topic. This is an area that the AE identifies as an area to address with all providers.

Congratulations to Serve for piloting the CPS final rule prior to July 1, 2017 when it was required. Serve recognized there were no handicapped parking spaces or wheel chair access to the sidewalks, and advocated to the Bureau and the Commissioners and the Commissioners have taken money to make this possible for Towanda. Serve also spent most of their community time in Towanda but are now providing services in Dushore and Wyalusing as well as this is the local community for some of the individuals they serve and support.

One of their focus areas in the Quality Plan is to expand their Employment program and is working with OVR, the SCO and schools to increase the number of individuals employed. Serve is working with OVR and the Work Based Learning Experience as well which is an educational approach that uses the workplace or real work to provide students with the knowledge and skills that will help them connect school experiences to real-life work activities and future career opportunities.

There was no remediation or plan of correction identified during this year's onsite review.

Table of Contents

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.