
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

Berks AE Mental Health/Developmental Disabilities

Review of Supportive Concepts for Families, Inc.

November 22, 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 the Office of Developmental Programs (ODP) is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice, and 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. Additionally, the QA&I process collects data for and validates that AEs comply with the AE Operating Agreement.

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 information both gathered and shared during the on-site portion of the process. As we discussed during your on-site visit, this year's focus areas include ensuring everyone has an Everyday Life and promoting the ISAC recommendations: specifically, assuring effective communication, increasing employment, and improving quality.

Summary of Supportive Concepts for Families, Inc.

Supportive Concepts for Families, Inc. (hereafter referred to as SCFF) is a provider organization based in Reading, PA. SCFF provides services for individuals with Developmental Disabilities in 17 counties in Pennsylvania.

During Fiscal Year 2016–2017, SCFF served 102 individuals in Berks County. They are qualified to provide the following services; Community Residential Rehabilitation (Licensed and Unlicensed), Family Living, Transitional Work Services, Adult Training, Respite Care, Home and Community Habilitation, Behavioral Support, Companion, Transportation and LPN.

SCFF's Mission is in accord with Everyday Lives and is dedicated to:

- Being person directed and partnering with our stakeholders
- Offering the people we support opportunities to develop the skills, the resources and the network of support they need to achieve strength and balance as they meet life's challenges.
- Supporting and accommodating people's unique needs by providing cost effective, accessible, accountable and responsive services.

Ryan D. Smith is the President and Chief Executive Officer. He has been in this role since its inception in 1993.

QA&I Summary

SCFF completed a self-assessment during the QA&I Cycle 1 Year 1 consisting of 10 records, two Base, three Consolidated and five P/FDS Waiver records and a review of data and policy. The Self-Assessment was finalized on August 31, 2017.

SAM, Inc. reviewed 10 records as part of the on-site review; four Consolidated, 4 P/FDS Waiver and 2 base records and completed a review of data and policy. To fully evaluate the participant's experience with services and supports, individual interviews are considered a critical component of the QA&I process. Interviews were conducted after the AE onsite review.

Families interviewed are satisfied with the services they receive from SCFF. Strengths that were mentioned included longevity of direct support staff and the staff's ability to work with family members in a productive manner. One concern that a family member had was the ongoing struggle between consumer choice and recognizing when an individual's choice could develop into a risk. But, as noted above, this family was satisfied that the communication they had with direct staff was sufficient to discuss such issues.

Data Analysis

SCFF's self-assessment was reviewed, and the performance was evaluated. The self-assessment demonstrates solid performance in most areas including Person Centered Planning Service Delivery, Staff training and policy and procedures. One area noted for improvement via the self-assessment was to include the type of service on all progress notes.

The Self-Assessment and AE desk and onsite review were consistent, producing similar if not identical scores for most areas. Strong performance (100% compliance) was noted in many areas to include Person Centered Planning Service Delivery and Outcomes, Staff Training and Policies and Procedures required by ODP.

Please see attached detail report for additional information. There were no areas that required a Plan to Prevent Reoccurrence. It should be mentioned that SCFF was reviewed last year as part of Cycle 3, Year 2 of Provider Monitoring. During that review, several areas of concern were noted and they received a Corrective Action Plan. Most of the issues were regarding Staff Training, specifically; they needed to designate the responsible staff for maintaining records for the original Orientation Training and then ongoing Annual Training. This reviewer was pleased to see that the plans they put in place in the CAP were being maintained.

SCFF is committed to the provision of quality services. They have continuously taken and provided quality services to individuals with complex behavioral challenges. We thank them for their service.