
QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

Pennsylvania Office of Developmental Programs

The Arc of Franklin and Fulton Counties

November 29, 2017

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Introduction

The purpose of the Comprehensive Report is to report on the findings in the Quality Assessment and Improvement (QA&I) Process. The report will cover the findings from the onsite, record review, and interviews, along with a summary of the performance of the agency. The process will be done through a QA&I Summary, Data Analysis and Performance evaluation. The statewide focus for this cycle's report is Community Involvement, Employment, and Communication. The interview questions are in regard to these focus areas.

QA &I Summary

The Arc of Franklin & Fulton Counties started the QA&I process with the submission of their Self- Assessment. The Self- Assessment was submitted on August 30, 2017. Franklin/ Fulton AE is the assigned AE and scheduled the entrance interview and onsite review for September 27, 2017. The AE started the record review on September 22, 2017. The two week notification letter was sent on September 8, 2017 with the sample and documentation needed for the onsite review. The onsite review occurred on the assigned date of September 27, 2017. There were five records reviewed and four interviews scheduled. The interview not held was an individual who uses respite only. The final interview occurred on October 31, 2017.

At the start of the onsite review, the provider had all documentation aligned and ready for the review. The AE had completed the record review and reviewed the policies that the provider had sent with the Self- Assessment. The exit meeting was held on November 29, 2017.

The Arc of Franklin & Fulton Counties had one policy issue that needed remediated. A Corrective Action Plan is attached in Appendix B: [TheArcofFranklinFultonCounties100005860FranklinFulton2017CAP](#). The reports were submitted to the provider on November 29, 2017.

Data Analysis and Performance Evaluations

The Arc of Franklin & Fulton Counties is a provider of ODP unlicensed services in Franklin/Fulton County. The policy that had issues was already in existence but needed to add criteria to make it compliant for QA&I. The details can be found in Appendix A: TheArcofFranklinFultonCounties100005860FranklinFulton2017MCI.

The Arc of Franklin & Fulton Counties had all information ready for the AE to do the review. The following was found during the review: the training plan sent did not include all the trainings that were listed in the guidelines but the training binders did have all trainings listed in the guidelines and the correct Annual Training Plan was validated at the onsite review. The Arc of Franklin/ Fulton Counties contracts out all incident management investigations to CPARC.

The three focus areas that were discussed in the interviews were Community Involvement, Employment, and Communication. The Arc of Franklin & Fulton Counties coordinated the scheduling of the four interviews that were held. All four individuals are involved in Community Activities with volunteering and social activities. Two of the individuals were happy to tell the AE what activities that they are involved in. The other two individuals used other communication venues to reply via their staff as to what they like to do. All four individuals liked to go out to eat and most liked shopping. All of the individuals go out in the community at least weekly. Some have relationships with people who are not staff such as a barber. This provider does not provide Employment Services. Two of the individuals who were interviewed are verbal. Two have communication plans. These plans are followed and are spelled out in the ISP. All the caregivers know the communication style and can converse with them. While one is not deaf, he does use limited sign language to tell his wants and needs. The staff also knows sign language.

There were multiple differences in the Self- Assessment and the onsite review. Besides the policy issue discussed above, the AE looked at training records for more staff than the self-assessment. The rest were discrepancies between what the provider thought were N/A and what the AE thought should have been yes or the reverse. No deficiencies were noted in these discrepancies.

Appendices

TheArcofFranklinFultonCounties100005860FranklinFulton2017MCI: Review Results

TheArcofFranklinFultonCounties100005860FranklinFulton2017CAP: CAP