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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Ty's Daycare Pre-K Center (Ty's Healthy Healers)

*January 2, 2018*

## Introduction

The purpose of this report is to describe the information gathered from the QA&I On Site Monitoring of Ty's Daycare Pre-K Center (Ty's Healthy Healers) (provider). The Office of Developmental Program's (ODP) focus areas for this year's review statewide are (1) Assure Effective Communication, (2) Increase Employment and (3) Improve Quality. Assuring Effective Communication focuses on every individual having an effective way to express choice and ensure their health and safety. The individual's language preferences should be considered along with current technology. Increasing employment focuses on assisting individuals in accessing employment. Some employment strategies include informing families about employment opportunities, supporting provider transformation to employment and supporting the growth and advancement of post-secondary education programs. Improving quality focuses on planning and delivering supports that adhere to ODP's values and improving an individual's quality of life. All stakeholders must be engaged in the process of measuring how well services assist individuals in achieving an everyday life.

## QA&I Summary

Ty's Daycare Pre-K Center submitted their Self-Assessment on September 26, 2017. The Self-Assessment was not submitted before the August 31, 2017 deadline and a Directed Corrective Action was issued to the provider on September 13, 2017. The onsite review occurred on December 5, 2017. The onsite review went well. Ty's Daycare Pre-K Center was qualified as an ODP provider in August 2016. They are not serving any ODP consumers at this time. The provider is qualified to deliver the following services: In Home and Community Supports, Companion Services, Homemaker/Chore, Small Group Employment and Supports Broker Services. There were no individual records to review and only two staff are currently employed by the agency to provide ODP services.

## Data Analysis and Performance Evaluation

Ty's Daycare Pre-K Center is not serving any individuals currently. They were qualified in August 2016. This provider is actively pursuing recruiting individuals to serve. The provider's policies and procedures are well written and reflect ODP's mission and values. There was one area of non-compliance regarding policies or procedures. The Restrictive Intervention Policy was missing some required elements. The onsite and self-assessment results were consistent except for the question regarding the Restrictive Intervention Policy. A Corrective Action Plan was issued and the policy issues should be remediated within 30 days of the receipt of the Corrective Action Plan.

The AE did not identify any major areas of system improvement. Ty's Daycare Pre-K Center has a good understanding of ODP's mission and values. They are focusing on providing community services to increase individuals' access to the community. The provider is encouraged to continue to participate in Agency Director's Meetings and trainings offered through the Office of Developmental Programs.

## Appendices

Corrective Action Plan

Provider QA&I MCI Review