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# QUALITY ASSESSMENT AND IMPROVEMENT: COMPREHENSIVE REPORT

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Pennsylvania Office of Developmental Programs

Berks AE Mental Health/Developmental Disabilities

Administrative Entity review of YCB, 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 YCB, Inc. dba as Home Helpers, Direct link, and Home Living Solutions

YCB, Inc. (hereafter referred to as Home Helpers) is a provider organization located in Drexel Hill, PA. They currently provide services to 27 individuals with an Intellectual Disability. Fourteen of those reside in Berks County and 13 reside in Delaware County.

Home Helpers is qualified to provide the following services; Respite Care, Home and Community Habilitation, Homemaker/Chore and Companion.

The mission of Home Helpers is to provide individuals with intellectual disabilities and autism and their families, the services and supports they need and the opportunity to make real choices about living, working and options for social activities to enable them to live in and participate fully in the life of their communities. This is in accord with the Office of Developmental Programs philosophy of Everyday Lives.

Walt Lawson is the Director of Business Affairs.

### QA&I Summary

Home Helpers completed a self-assessment during the QA&I Cycle 1 Year 1 consisting of 5 records, two Base, one Consolidated and two P/FDS Waiver records and a review of data and policy. The Self-Assessment was finalized on August 31, 2017.

SAM, Inc. reviewed 5 records as part of the on-site review; 2 P/FDS, 1 Consolidated and 2 Base. The onsite review was completed on November 14, 2017. Interviews were held with 2 family members. Both family members are satisfied with the support staff that their family members have and with Home Helpers as a whole. They cited that communication with the provider staff is excellent.

### Data Analysis

Home Helpers' 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 documentation and staff training. 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 progress notes.

There were no areas that required a Plan to Prevent Reoccurrence; however, a recommendation was made to ensure administrative staff were following up on staff training evaluations. A process was put into place for this during my onsite visit

### Results and Performance Evaluation

Home Helpers is committed to the provision of quality services. This is most evident through the discussion with the business director. They have been providing services to some of these consumers for over 5 years.

Home Helpers had one issue this year with a support staff person who submitted time sheets but did not submit corresponding progress notes for the service provided. Despite many attempts by Home Helpers, the progress notes were not submitted. Since the provider could not confirm the services were provided, they deleted any billing for that consumer that could not be verified.

The Quality Management Plan provides current data regarding the assessment of quality of services. Home Helpers was reviewed last year in Cycle 3, Year 2 of Provider Monitoring. There were no areas that required a CAP at that time. The review this time was consistent with those results.

Home Helpers is committed to the provision of quality services. They continue to provide quality services to individuals with an Intellectual Disability in Berks County. We thank them for their service.