

Quality Assessment & Improvement Process Cycle 2: All Self-Assessments Begin August 1, 2022

ODP Announcement 22-079

AUDIENCE:

Administrative Entities (AEs), Supports Coordination Organizations (SCOs), and Providers.

PURPOSE:

This Office of Developmental Programs (ODP) communication announces the start of Cycle 2 of the Quality Assessment & Improvement (QA&I) Process.

DISCUSSION:

Cycle 2, Year 1 of the QA&I Process will begin on August 1, 2022. All materials and resources related to the QA&I Process will be posted on the MyODP Training & Resource Center (MyODP) at the following link:

[Quality Assessment & Improvement Resources](#)

Please note that you must be logged into MyODP to access the information.

ODP strongly recommends that all entities and staff with a role in the QA&I Process review all resource materials so they understand and can properly complete all activities within the process.

The QA&I activities will begin with the completion of a self-assessment by each entity. All AEs, SCOs and Providers are expected to conduct a self-assessment of their

performance on the provision of services and supports to individuals annually based on key quality metrics and implementation of “Everyday Lives: Values into Action.”

Self-assessments are used to inform and build quality improvement activities for each entity. AEs, SCOs and Providers are required to review the results of their self-assessment to prioritize quality improvement opportunities. The self-assessment, if used accurately to assess performance, can truly inform an entity’s understanding of its progress towards achieving the goals of ODP and thus, the individuals and families that it serves. Information gained from completion of the self-assessment should inform quality improvement activities.

All self-assessments must be submitted electronically to ODP via QuestionPro utilizing the unique hyperlink sent to the email address of the entity’s primary contact. The hyperlink will be included in an email sent from the QA&I Process mailbox (RA-PWQAIPProcess@pa.gov) with the subject line “Action Required! The QA&I Cycle 2, Year 1 Self-Assessment – (Entity) is now available!” on August 1, 2022. If the email is not received in the primary contact’s inbox, please check the spam and junk mail folders as well in case the email was filtered to one of those folders in error.

If the entity’s primary contact does not receive the link by the end of the day on August 1st, please email the QA&I Process mailbox immediately.

Each entity should complete the applicable self-assessment by COB August 31, 2022. An entity shall submit only ONE self-assessment for their entire agency.

If an entity does not complete a self-assessment, a Directed Corrective Action Plan (DCAP) will be issued and ODP and/or the AE may elect to conduct a full review regardless of an organization’s regularly scheduled full review within the three-year cycle. Any areas identified as being out of compliance during the self-assessment should be remediated within 30 days.

At the start of each cycle year, ODP will identify all entities selected for a full review. A spreadsheet listing the entities selected will be posted on MyODP and sent electronically to the QA&I primary and secondary contacts. All entities receiving a full review will be contacted by ODP or the AE with further instructions.

As a reminder, all entities are required to have a QA&I contact(s) identified and that their contact information maintained with ODP is accurate and up to date. The contact information is posted on the MyODP and includes separate tabs for each entity. Changes to an entity's QA&I contact(s) must be submitted using the *ODP Quality Assessment & Improvement Contact Information Form* found on MyODP.

Thank you in advance for your cooperation and preparation for the QA&I Process.

INQUIRIES: Please direct any inquiries, issues, or concerns regarding this communication to the QA&I Process mailbox at RA-PWQAIPProcess@pa.gov.

This communication obsoletes ODP Announcements 19-071, 19-080, 19-085, 20-094, and 21-052.