

Quality Management (QM) Recertification for the Office of Developmental Programs' (ODP) QM Certificate Holders

ODP Announcement 25-006

AUDIENCE:

ODP QM Certificate Holders who achieved certification/recertification during calendar year 2023

PURPOSE:

To announce that those who achieved QM certification/recertification during calendar year 2023 are due for recertification by December 31, 2025.

DISCUSSION:

As part of ODP's QM Strategy, ODP's QM Certification program was created in 2016, to build and sustain QM capacity, throughout the service delivery system. Since that time, ODP has offered multiple classes each year and has continuously improved the content and format based on feedback from attendees and observations from the field.

As of December 2024, nearly 1,800 people have become certified. Maintaining certification, through recertifying every two years, is highly recommended to keep QM skills honed and refreshed. Those who complete recertification in 2025 will remain

certified through December 31, 2027, and may continue to indicate “ODP QM Certified” as an achievement in email signatures, etc.

RECERTIFICATION:

- ✓ **WHO**: All staff certified/recertified during calendar year 2023 are required to recertify to retain their QM certification.
- ✓ **WHAT**: To recertify, two training modules and a post-test are required to become reacquainted with the following concepts and best practices:
 - **Module 101**: Topics highlighted in ODP Spotlight Publications.
 - **Module 102**: The QM/Risk Management (RM)/Incident Management (IM) Relationship.

Recertification applicants have two attempts to achieve a passing score on the post-test of $\geq 84\%$. There is a minimum waiting period of 24 hours between attempts, thus it is highly recommended that applicants do not wait until December 31st to take the test, as if they do, they will be limited to just one attempt to pass.

- ✓ **WHEN**: Those wishing to retain their QM certification must recertify by **December 31, 2025**.
- ✓ **WHERE**: Recertification training modules, materials, and the post-test can be accessed beginning January 15, 2025, at this link: [MyODP](#)

Be sure to log in to MyODP first, to gain full functionality of the website to complete the recertification process. Access to the recertification course is limited to those identified by ODP as due for recertification. If you believe you are due for recertification and are unable to access the course, please check to make sure you are using the MyODP login email and password you used when registering your account.

If you are still unsuccessful, send a message to the ODP QM Mailbox listed below.

As a reminder, the ODP QM Certification Handbook and other resources remain available on MyODP at this link: [Quality Management \(QM\) Templates and Tools](#)

CONTACT:

Questions about the ODP Quality Management Strategy, QM Certification program, or other questions related to quality management can be sent to the ODP QM Mailbox at RA-PWODPQMCERTI@pa.gov.