![Pennsylvania Department of Human Services logo]

Quality Assessment & Improvement (QA&I) Process Cycle 3, Year 1 (C3Y1) Begins July 1, 2025

ODP Announcement 25-061

AUDIENCE:

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

PURPOSE:

This Office of Developmental Programs' (ODP) communication is intended to announce the start of C3Y1 of the QA&I Process on July 1, 2025.

DISCUSSION:

QA&I Self-Assessment

In alignment with key quality metrics and the implementation of "Everyday Lives: Values into Action," all AEs, SCOs and Providers are required to complete a QA&I self-assessment of their performance on the provision of services and supports to individuals annually. The QA&I self-assessment requirement applies to all entities, regardless of the type of review (i.e., full review or record review only).

Exception: The QA&I Self-Assessment will be optional for SCOs scheduled to receive a full review in C3Y1, due to the concurrent demands of preparing for Performance-Based Contracting (PBC).

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On July 1, 2025, a hyperlink will be sent to the email address of the entity's primary contact from the QA&I Process mailbox (**RA-PWQAIProcess@pa.gov**) with the subject line "Action Required! The QA&I Cycle 3, Year 1 Self-Assessment – (Entity) is now available!". If the primary contact does not receive this email, please check spam and junk mail folders to ensure the email did not filter 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 July 1, please email the QA&I Process mailbox for assistance.**

All self-assessments must be submitted electronically to ODP via QuestionPro utilizing the hyperlink. **Each entity must complete the applicable self-assessment by COB August 31, 2025. 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.

QA&I Full and Record Review Only Reviews

At the start of each cycle year, ODP will identify all entities selected for a 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 review will be contacted by ODP or their assigned AE with further instructions.

QA&I Contact List

As a reminder, ODP requires all entities to have a QA&I contact(s) identified and to maintain accurate and up to date contact information. This contact information is posted on the MyODP and includes separate tabs for each entity. Entities must submit changes to QA&I contact(s) using the *ODP Quality Assessment & Improvement Contact Information Form* found on MyODP. ODP updates the Contact List every two weeks in June-August and every month from September-May.

QA&I Reviewer Fidelity

To support ODP's continued efforts to improve reviewer fidelity, all entities and staff with a role in the QA&I Process must adhere to the QA&I guidelines outlined in the QA&I Process Document including, but not limited to, ODP's defined discovery period and documentation submission deadlines.

QA&I Resources

All materials and resources related to the QA&I Process, including recorded trainings and a Frequently Asked Questions (FAQ), will be posted on the MyODP Training & Resource Center (MyODP) at the following link:

Quality Assessment & Improvement (QA&I) Process 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.

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QUESTIONS:

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

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