

## ODP Quality Assessment & Improvement Cycle 2

### Frequently Asked Questions (FAQs)

#### QA&I Contact List

How do entities get added to the QA&I contact list?	Entities should use the ODP Quality Assessment & Improvement Contact Information Form located at the following link: <a href="https://odpqaicontactinformationform.questionpro.com/">https://odpqaicontactinformationform.questionpro.com/</a>
How do entities update/change their primary and/or secondary QA&I Contacts?	Any changes to the primary and/or secondary contacts should be submitted by using the following link: <a href="https://odpqaicontactinformationform.questionpro.com/">https://odpqaicontactinformationform.questionpro.com/</a>
How do entities make sure their QA&I contact information is correct?	Entities can view the most current QA&I contact list posted on MyODP at the following link: <a href="#">Course: Quality Assessment &amp; Improvement (QA&amp;I) Process Resources (myodp.org)</a>

#### Self-Assessment and Self -Assessment Sampling

What is the timeline for Cycle 2 self-assessment process?	The self-assessment process starts on July 1 and ends on August 31.
If an entity does not provide services to any individuals, do they have to complete a self-assessment?	Yes, even if an entity does not provide any waiver services, they still must complete a self-assessment.
Do AWC Providers need to complete a self-assessment tool?	Yes, AWC Providers are required to complete a QA&I Self-Assessment. Providers that render traditional services and AWC services need to complete all questions on the Provider Self-Assessment, while AWC only Providers only need to complete the training questions and AWC questions.
If the entity is going to have a full review this year, will that entity still have to complete a self-assessment?	Yes, all entities, regardless of receiving a full review or not, are required to complete a QA&I Self-Assessment.
If an entity is due for a full review, do they pull their own sample of individuals to complete the self-assessment, or they use the sample sent by ODP that is used for the full review?	Entities must select their own sample to use to complete their self-assessment.
How does ODP recommend AEs, SCOs, and providers select their own samples? Should the self-assessment sample be proportionately reflective of all services provided by an entity?	AEs, SCOs, and Providers select their own individual sample that includes 1% of individual records, with a minimum of five and a maximum of 10. If an entity serves less than five individuals, 100% of the individual records must be reviewed. The individual records reviewed must be a cross-

	<p>section of: individuals served, waiver and non-waiver funding/program types, locations, counties (if applicable), and types of service. For ID/A and shared Providers, at least 1 individual in the sample must reside in a licensed Community Residential Rehabilitation setting (licensed 5310), Community Home for individuals with ID/A (licensed 6400), licensed Life Sharing Home (licensed 6500) or an unlicensed Community Home for individuals with ID/A (unlicensed 6400) or unlicensed Life Sharing Home (unlicensed 6500) setting unless the Provider does not serve any individuals who reside in any of these settings. If the Provider also renders AWC services, the Provider must select two additional records of AWC individuals, which would increase the minimum to seven and the maximum to 12 individual records.</p>
<p>If 1% of the AE's individuals is less than 10, how many newly enrolled individuals need to be reviewed?</p>	<p>In this scenario, the AE should complete a review of 1% of non-newly enrolled individuals and then 100% of individuals who were newly enrolled, up to the max of 10 records. For example: if your AE's 1% is 5 records, you should review 5 non-newly enrolled individuals and 5 newly enrolled individuals.</p>
<p>If an entity provides services to individuals in both ID/A and AAW, should their self-assessment sample include individuals from each of those waivers?</p>	<p>Yes, if an entity serves individuals across multiple ODP waivers, their self-assessment sample should include individuals from each of those waivers.</p>
<p>Do ID/A SCOs need to select 2 individuals that use Agency with Choice (AWC) for their self-assessment?</p>	<p>No, however it would be best practice to include individuals who use AWC, but it is not required as the SCO questions are mostly not service specific.</p>
<p>If an entity provides services to individuals in different regions across the state, should they include all individuals or only individuals from one region when pulling their self-assessment sample?</p>	<p>Entities who provide services across regions should include individuals from those regions into their self-assessment sample.</p>
<p>Should Provider's sample include newly enrolled individuals?</p>	<p>While this isn't a requirement for the Provider's self-assessment samples, it is good practice.</p>
<p>Do entities need to conduct individual interviews as part of their self-assessment?</p>	<p>Only ID/A Providers who render the following services: Unlicensed Residential Habilitation, Unlicensed Life Sharing, or Licensed Community Residential Rehabilitation will need to conduct interviews as part of their self-assessment since the Provider tool includes questions informed by responses obtained through interviewing the individual.</p>

Should entities use individuals in the self-assessment that were chosen as part of the core sample for full review?	No, entities should pull their own self-assessment sample using the sampling methodology outlined in the QA&I Process document under the “Self-Assessment Sampling” section.
Are entities required to complete a CAP form for anything that needs remediated?	No. Any areas identified as being out of compliance during the self-assessment must be remediated within 30 calendar days. Neither a CAP nor completed remediation needs to be submitted during the self-assessment unless requested by ODP or the assigned AE.
How will Assigned AEs receive copies of completed self-assessments for Providers identified for a full review?	All ID/A and shared Providers must forward a copy of the self-assessment confirmation email containing the entity’s responses to their Assigned AE. In addition, Providers receiving a full review are expected to forward their completed QA&I review spreadsheet to their Assigned AE.

**Core Sample**

How is the core sample selected for the full review?	<p>ODP pulls a core sample of individuals receiving services and supports using the proportionate, random, and representative sampling methodology described in the AAW and ID/A Waivers.</p> <p>Please reference the QA&amp;I Process document for detailed description on how the core sample is broken down by AEs, SCOs and Providers at the following link: <a href="https://myodp.org/Course/Quality-Assessment-Improvement-QA&amp;I-Process-Resources">Course: Quality Assessment &amp; Improvement (QA&amp;I) Process Resources (myodp.org)</a></p>
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**Newly Enrolled Sample**

How is the newly enrolled sample pulled?	ODP pulls a separate sample of newly enrolled ID/A waiver individuals (enrolled between 4/1 and 3/31 of previous fiscal year) based on the AEs receiving a full review. The sample is obtained using the proportionate, random, and representative sampling methodology described in the ID/A waivers. This sample is used to conduct oversight of Level of Care (LOC) determinations performed by the AEs as well as other questions related to newly enrolled individuals.
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## Provider Sample

<p>How does ODP decide which Providers will receive a full review each year of a QA&amp;I cycle?</p>	<p>Providers receiving a QA&amp;I full review will be selected across the QA&amp;I cycle based on the last digit of the Master Provider Index (MPI) number. Providers whose last digit of the MPI number ends in 0, 1 and 2 will be reviewed in Year 1, numbers 3, 4 and 5 will be reviewed in Year 2 and numbers 6, 7, 8 and 9 will be reviewed in Year 3.</p>
<p>Does the Providers MPI # include the site location or just the nine digits before the site location?</p>	<p>No, the first nine digits before the site location are used to determine which cycle year a Provider is selected to receive a full year.</p>

## AEs Provider Individual Sample

<p>Is this the first year 5310 settings were included in the AE's Provider individual sample criteria?</p>	<p>Yes. There are four individual interview questions on the Provider tool that are applicable to individuals who reside in a 5310, licensed and unlicensed 6400 and 6500. AEs only have to have 1 individual included in their sample that reside in of those settings.</p>
<p>Can AEs conduct the individual interviews from the provider sample using the same method as the ME interviews (phone/remote conferencing apps)?</p>	<p>Yes, AEs can conduct the individual interview in-person or remotely.</p>
<p>For the AE selected individual sample from the provider sample, is the requirement that at least one individual in the sample resides in a licensed or unlicensed residential or lifesharing setting dependent on whether the selected provider offers those services?</p>	<p>Yes, the AE must include at least 1 person per Provider sample if the Provider being reviewed is a licensed 5310, licensed or unlicensed 6400 or 6500.</p>
<p>When the AE selects the provider sample, the process doc states at least one person in the sample must reside in a residential setting. Does this just apply to residential providers, or to all provider agencies? For example, if it is a CPS provider being reviewed, does one person in the sample need to reside in one of the mentioned residential settings?</p>	<p>AEs are responsible for pulling their own individual record sample based off the Provider sample sent to them by ODP. Once the AE has the Provider sample, the AE is responsible for selecting 1% of individuals being served, with a minimum of five and a maximum of 10 individuals who are registered with the Assigned AE and are authorized and actively receiving services from the Provider being reviewed. The individuals selected are a cross-section of: individuals served, waiver and non-waiver funding/program types, locations, and types of services, including licensed and non-licensed settings. At least one individual in the sample must</p>

	<p>reside in a licensed Community Residential Rehabilitation setting (licensed 5310), Community Home for individuals with ID/A (licensed 6400), licensed Life Sharing Home (licensed 6500), an unlicensed Community Home for individuals with ID/A (unlicensed 6400), or unlicensed Life Sharing Home (unlicensed 6500) setting.</p> <p>If the Provider renders AWC services and is included in the Provider sample, ODP will provide the AEs with an additional sample of individuals receiving AWC services to be reviewed.</p>
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### Individual Interviews Conducted by IM4Q Local Programs

Are the individual interviews being conducted just for individuals or for agency staff as well?	For Cycle 2 individual interviews will only be conducted for individuals' part of the Core, Base and SC Services Only samples.
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### AWC: Managing Employer Interview and Sampling

What is a "ME"?	"ME" means Managing Employer, the person who directs how services are rendered. You may think of them as "the person representing the individual receiving services."
Who conducts the ME interviews?	The Assigned AE will complete the ME interview, except for those individuals not authorized by the Assigned AE then ODP will complete those ME interviews.
Have the AWC questions been redone so that they are not asking for documents that are a decade old?	The new questions are designed to be less reliant on specific documentation. Very few questions rely on individual record reviews. All of the questions and documents have been updated to reflect the new bulletin requirements. The AWC questions are included as section of the Provider Tool.

### Full Review and Conferences

If an entity is going to have a full review, is the individual sample selected for that entity?	Yes, ODP selects the individual samples that will be used to conduct full reviews of AEs, SCOs and AWC Providers only. AEs select the individual samples that will be used to conduct full reviews of all other Providers listed in the Provider sample.
For shared Providers, does BSASP conduct a full review of the AAW program, while the AE	No, BSASP will not conduct the full review unless the Provider does not have an individual identified

conducts a separate review of the ID/A waiver program?	in the ID/A sample. In those instances, BSASP will conduct the full review. In all other instances, the full review will be completed by the Assigned AE for your agency.
If a Provider has not rendered any services during the review period, what will a full review consist of?	ODP or the Assigned AE will only complete the data and policy section of the QA&I Provider tool if you have not provided any services during the review period.
How will Providers know who their assigned AE is for each year?	Providers should access the QA&I contact list to find out who their assigned AE is by using the following link: <a href="https://myodp.org/Course/Quality-Assessment-Improvement-QA&amp;I-Process-Resources">Course: Quality Assessment &amp; Improvement (QA&amp;I) Process Resources (myodp.org)</a>
Will the QA&I conference be virtual or in-person?	All QA&I conferences will typically be conducted in-person with the QA&I Team and entity staff.  In the instances when an SCO is selected to participate in a full review in more than one year of the QA&I cycle and only the individual records from the sample associated with that SCO are reviewed, ODP may conduct the QA&I conference virtually.
If it takes more than one day to complete an onsite review, does the review need to be held on consecutive days?	While it is not a requirement, it is best practice to conduct the review over consecutive days unless there are extenuating circumstances preventing that from occurring.
<del>Is masking</del> Are COVID precautions required during the QA&I conference?	No, COVID precautions are not required during the QA&I conferences. ODP and the AE will, however, adhere to an entity's protocols when applicable.
What documentation can be provided after the QA&I conference during the Discovery period?	The only documents that will be accepted during the 24-business hour period after the QA&I conference are already existing documents the entity has on file that may have been missed or incomplete at the time of the conference.

### Quality Management Plans

Are Quality Management Plans required to be updated every 3 years?	PA's 6100 regulations, relating to Services for Individuals with an Intellectual Disability or Autism, require all ODP entities to develop a QM Plan and associated Action Plan. QM plans must be revised/updated <b>at least</b> every 3 years. Although this minimum requirement exists, ODP's QM Division strongly recommends that QM Plans are reviewed and updated annually, for example at
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	the end/beginning of each fiscal year, and that QM Action Plans, considered to be "living documents" when used correctly, are updated throughout the year.
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## Tools and Guidance

Are the QA&I tools used during Interim Year 2 the same tools that will be used for Cycle 2?	No. All of the QA&I tools have been updated. While some questions have remained the same, the guidance and source documents have been updated. We recommend that entities review the tool(s) (question, guidance and source documents) prior to entering information into the spreadsheet.
Where are the tools posted?	All QA&I resources, including the tools, are posted on MyODP, at the following link: <a href="https://myodp.org/Course/Quality-Assessment-Improvement-QA-I-Process-Resources">Course: Quality Assessment &amp; Improvement (QA&amp;I) Process Resources (myodp.org)</a>
Why is it a 12-month look back instead of a fiscal year?	We use the 12-month look back review timeframe instead of a fiscal year, in order to review the most recent information about the individual and the services and supports they are receiving to ensure they are happy, healthy and safe.
Does Record Review Q60 on the AE tool refer to all Newly Enrolled individuals included in the sample?	No, Q60 on the AE tool refers only to those individuals who were newly enrolled during the review period.

## Spreadsheets and QuestionPro

Where are the QA&I spreadsheets located for entities to access?	The spreadsheets are posted on my MyODP at the following link: <a href="https://myodp.org/Course/Quality-Assessment-Improvement-QA-I-Process-Resources">Course: Quality Assessment &amp; Improvement (QA&amp;I) Process Resources (myodp.org)</a>
Can more than one remediation option be selected for a single question that is non-compliant?	No. Only one remediation option can be selected on the spreadsheet and entered in QuestionPro. If a remediation option needs to change from initial selection on spreadsheet the initial selection must be deleted for the new option to be seen. If the remediation option used to correct the non-compliance isn't listed, the entity should select "Other remediation action" and follow the guidance provided on the tool for next steps.
What web browsers is QuestionPro compatible with?	Microsoft Edge, Google Chrome and Firefox.

## Other

Is there a recorded QA&I training available on MyODP?	Yes, the QA&I training was recorded and is posted on MyODP at the following link: <a href="#">Course: Quality Assessment &amp; Improvement (QA&amp;I) Process Resources (myodp.org)</a>
Will the Provider Qualification process and the QA&I full review cycle years be changed so both processes are done in the same year?	No, changes will not be made at this time for the two different process to occur during the same year.