

ODP Quality Assessment & Improvement Cycle 2, Year 1

July 2022, Webinars

Questions and Answers (Q&A)

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: https://odpqaicontactinformationform.questionpro.com/
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: https://odpqaicontactinformationform.questionpro.com/
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: Course: Quality Assessment & Improvement (QA&I) Process Resources (myodp.org)

Self-Assessment and Self -Assessment Sampling

What is the timeline for Cycle 2 Year 1 self-assessment process?	The self-assessment process starts on August 1 and ends on August 31, 2022.
If an entity does not provide services to any individuals, do they have to complete a self-assessment?	Yes, if an entity does not provide services, they still must complete a self-assessment.
Do AWC Providers need to complete a self-assessment tool for Cycle 2 Year 1?	Yes, AWC Providers are required to complete a QA&I Self-Assessment for Cycle 2, Year 1. The QA&I tool does include questions about quality management.
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 for Cycle 2, Year 1.
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?	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-section of: individuals served, waiver and non-

	waiver funding/program types, locations, counties (if applicable), and types of service.
If 1% of the AE's individuals is less than 10, how many newly enrolled individuals need to be reviewed?	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.
Should the self-assessment sample be proportionately reflective of all services provided by an entity?	Yes, the individual records selected as part of the entities self-assessment must be a cross-section of: individuals served, waiver and non-waiver funding/program types, locations, counties (if applicable), and types of service.
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?	Yes, if an entity serves individuals across multiple ODP waivers, their self-assessment sample should include individuals from each of those waivers.
Do ID/A SCOs need to select 2 individuals that use Agency with Choice (AWC) for their self-assessment?	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.
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?	Entities who provide services across regions should include individuals from those regions into their self-assessment sample.
Should Provider's sample include newly enrolled individuals?	While this isn't a requirement for the Provider's self-assessment samples, it is good practice.
Do entities need to conduct individual interviews as part of their self-assessment?	Only Providers will need to conduct interviews as part of their self-assessment since the Provider tool includes individual interview questions.
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 should be remediated within 30 calendar days. A CAP does not need to be submitted during the self-assessment.
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. Providers receiving a full review are expected to complete the QA&I review spreadsheet and forward a copy 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&I Process document for detailed description on how the core sample is broken down by AEs, SCOs and Providers at the following link: Course: Quality Assessment & Improvement (QA&I) Process Resources (myodp.org)</p>
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Newly Enrolled Sample

How is the newly enrolled sample pulled?	<p>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.</p>
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Provider Sample

Are all providers with MPI ending 0-2 being reviewed this cycle or just a random selection of those providers?	All providers with an MPI ending in 0-2 are being reviewed during this year 1 of Cycle 2.
Does the Providers MPI # include the site location or just the nine digits before the site location?	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.

AEs Provider Individual Sample

Is this the first year 5310 settings were included in the AE's Provider individual sample criteria?	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.
Can AEs conduct the individual interviews from the provider sample using the same method as the ME interviews (phone/remote conferencing apps)?	Yes, AEs can conduct the individual interview in-person or remotely.
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?	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.
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>AEs do not select the Provider sample. The Provider sample is pulled by ODP and sent to the AE.</p> <p>AEs are responsible for pulling their own individual record sample based off the Provider sample sent to them by ODP.</p> <p>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.</p> <p>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 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 the sample of individuals receiving AWC FMS services.</p>

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, Year 1, individual interviews will only be conducted for individuals' part of the Core, Base and SC Services Only sample.
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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 a supplement to 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 conducts a separate review of the ID/A waiver program?	No, BSASP will not conduct the full review. The full review will be completed by the Assigned AE for your agency.
If a ID/A Provider is new and not rendering services yet, what will a full review consist of?	The Assigned AE will only complete the data and policy section of the QA&I Provider tool if you are not providing services at the time of full review.
Are new providers who were recently qualified in the past fiscal year, be selected for a full review in the next QA&I year?	No. All Providers are selected based on the last digit of their MPI regardless if they are new or an existing Provider.
How will Providers know who their assigned AE is for Cycle 2 Year 1?	Providers should access the QA&I contact list to find out who their assigned AE is by using the following link: Course: Quality Assessment & Improvement (QA&I) Process Resources (myodp.org)

Will the QA&I conference be virtual or in-person?	All QA&I conferences will be conducted in-person with the QA&I Team and entity staff.
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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 at least 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 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 Year 1?	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.
How many questions are in the new tools?	The AE tool has 71 questions. The SCO tool has 50 questions. The Provider tool has 81 questions however 26 of the 81 questions are for AWC Providers only. The Individual Interview tool has 28 questions.
Where are the tools posted at?	All QA&I resources, including the tools, are posted on MyODP, at the following link: Course: Quality Assessment & Improvement (QA&I) Process Resources (myodp.org)
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.

Spreadsheets and Question Pro

Where are the QA&I spreadsheets located for entities to access?	The spreadsheets are posted on my MyODP at the following link: Course: Quality Assessment & Improvement (QA&I) Process Resources (myodp.org)
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 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 on next steps.
What web browsers is QuestionPro compatible with?	Microsoft Edge, Google Chrome and Firefox.

Other

Is the QA&I training being recorded and will it be posted on MyODP?	Yes, the QA&I training was recorded and is posted on MyODP at the following link: Course: Quality Assessment & Improvement (QA&I) Process Resources (myodp.org)
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.