

Process for Updating Entity Contact Information for Quality Assessment & Improvement (QA&I) Process

ODP Announcement 19-071

AUDIENCE:

Administrative Entities (AEs), Intellectual Disability/Autism (ID/A) Supports Coordination Organizations (SCOs), Adult Autism Waiver (AAW) SCOs, ID/A Providers, Agency with Choice (AWC) Financial Management Services (FMS) Providers and AAW Providers excluding Intermediate Care Facilities for persons with an Intellectual Disability (ICF/IDs) and Vendor/Fiscal Employer Agent (VF/EA) Financial Management Services (FMS) Providers

PURPOSE:

This Office of Developmental Programs (ODP) Announcement is intended to instruct AEs, SCOs and Providers on how to review and submit updates to their entity's primary and secondary contact information for the QA&I Process.

DISCUSSION:

The ODP QA&I Process is designed to conduct a comprehensive quality management review of county programs, AEs, SCOs and Providers delivering services and supports to individuals with intellectual disabilities and autism spectrum disorders. The mission of ODP is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice, and opportunity in their lives. ODP's vision is to continuously improve an effective system of accessible services and supports that are flexible, innovative, and person-centered. This QA&I Process is one of the tools that ODP uses to evaluate our current system and identify ways to improve services for all individuals.

To ensure information regarding the QA&I Process is received by all entities, ODP has created the *QA&I Contact List* which has been posted on the [MyODP Training & Resource](#)

Center. The document is posted in the “QAI Contact List” section at the following path on MyODP: Resources > ODP Information > QA&I Process.

There are multiple separate tabs within the spreadsheet. The tabs are as follows:

- *Tab 1: Information* – An overview of the QA&I Contact List spreadsheet.
- *Tab 2: AEs* – Contact information for the individual(s) who have been designated by their Administrative Entity (AE) to receive information regarding the QA&I Process and associated activities.
- *Tab 3: AE-Provider QA&I Leads* – Contact information for the individual(s) who have been designated by their Administrative Entity (AE) to receive information regarding the QA&I Process and associated activities including the implementation of the Provider QA&I Process.
- *Tab 4: AE-AWC FMS Provider QA&I Leads* – Contact information for the individual(s) who have been designated by their Administrative Entity (AE) to receive information regarding the QA&I Process and associated activities including the implementation of the Agency with Choice (AWC) Financial Management Services (FMS) Provider QA&I Process.
- *Tab 5: SCOs* – Contact information for the individual(s) who have been designated by their Supports Coordination Organization (SCO) to receive information regarding the QA&I Process and associated activities.
- *Tab 6: AAW SCOs* – Contact information for the individual(s) who have been designated by their Adult Autism Waiver (AAW) Supports Coordination Organization (SCO) to receive information regarding the QA&I Process and associated activities.
- *Tab 7: Providers* – Contact information for the individual(s) who have been designated by their Provider organization to receive information regarding the QA&I Process and associated activities.
- *Tab 8: AAW Providers* – Contact information for the individual(s) who have been designated by their Adult Autism Waiver (AAW) Provider organization to receive information regarding the QA&I Process and associated activities.
- *Tab 9: AWC FMS Providers* – Contact information for the individual(s) who have been designated by their Agency with Choice (AWC) Financial Management Services (FMS) Provider organization to receive information regarding the QA&I Process and associated activities.

The identified contact person(s) is the individual(s) whom the entity has designated to receive specific information related to the QA&I Process. Information shall include any unique electronic hyperlinks, access to QA&I Process specific information, ongoing direction and communication from ODP or the AE regarding the QA&I Process, etc.

Please note that the primary contacts identified by each entity will be the individual persons receiving the electronic hyperlink for completion of the self-assessments. For AEs conducting Provider and AWC FMS QA&I onsite reviews, the primary contact will receive the unique hyperlinks necessary to access the tool for completion of onsite review activities.

Please review the document posted on MyODP and submit any changes by using the link below.

[ODP Quality Assessment & Improvement Contact Information Form](#)

Changes can be submitted throughout the QA&I year. ODP will post an updated version of the QA&I Contact List spreadsheet at least every 2 weeks during the months of June to August; and the last Friday of the month during the months of September to May.

As a reminder, it is the responsibility of the entity to ensure that this information remains up to date.

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

If there are any questions related to the QA&I Process, please contact the appropriate staff found on the "QA&I ODP Contacts" file.

This communication obsoletes ODP Announcement 056-18.