Quality Assessment & Improvement Process Cycle 2, Year 2 (QA&I C2Y2) Begins July 1, 2023

ODP Announcement 23-051

AUDIENCE:

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

PURPOSE:

This Office of Developmental Programs (ODP) communication announces the start of Cycle 2, Year 2 (C2Y2) of the Quality Assessment & Improvement (QA&I) Process on July 1, 2023.

DISCUSSION:

QA&I Self-Assessment

All AEs, SCOs and Providers, regardless of receiving a full review or not, are required to complete a QA&I self-assessment of their performance on the provision of services and supports to individuals annually based on key quality metrics and implementation of "Everyday Lives: Values into Action."

A unique 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 2, Year 2 Self-Assessment – (Entity) is now available!" on July 1, 2023. If the email is not received in the primary contact's inbox, please check the spam and junk mail folders as well in case the email was filtered to one of those folders in error. All self-assessments must be submitted electronically to ODP via QuestionPro utilizing the unique hyperlink.

If the entity's primary contact does not receive the link by the end of the day on July 1, 2023, please email the QA&I Process mailbox for assistance.

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Each entity must complete the applicable self-assessment by Close of Business (COB) August 31, 2023. 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, all entities are required to have a QA&I contact(s) identified and that their contact information maintained with ODP is accurate and up to date. The contact information is posted on the MyODP and includes separate tabs for each entity. Changes to an entity's QA&I contact(s) must be submitted using the *ODP Quality Assessment & Improvement Contact Information Form* found on MyODP.

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, a Frequently Asked Questions (FAQ), and QA&I C2Y2 record of change will be posted on the MyODP Training & Resource Center (MyODP) at the following link:

[Quality Assessment & Improvement Process Resources](#)

Please note that you must be logged into MyODP to access the information.

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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.

Thank you in advance for your cooperation and preparation for the QA&I Process.

INQUIRIES:

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

This communication obsoletes ODP Announcements 22-079.

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