

# ODP Announcement

## PROCESS FOR UPDATING AE, SCO AND PROVIDER CONTACT INFORMATION FOR QUALITY ASSESSMENT & IMPROVEMENT PROCESS

### ODP Communication Number 056-18

*The mission of the Office of Developmental Programs is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives*

**AUDIENCE:** Administrative Entities (AEs), Supports Coordination Organizations (SCOs), and Providers excluding Intermediate Care Facilities for persons with an Intellectual Disability (ICFs/ID) and Agency with Choice (AWC) and Vendor Fiscal/Employment Agent (VF/EA) Financial Management Services (FMS) Providers

**PURPOSE:** This Office of Developmental Programs (ODP) Announcement is intended to instruct AEs, SCOs, and Providers to review and submit updates to their primary and secondary contact information for the Quality Assessment and Improvement (QA&I) Process.

**DISCUSSION:** The ODP Quality Assessment and Improvement (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 4 separate tabs within the spreadsheet. They are as follows:

- AEs – This is the 1<sup>st</sup> tab and lists the primary and secondary contacts for the individuals responsible for receiving and completing the AE portion of QA&I.
- AE-Provider QA&I Leads – This is the 2<sup>nd</sup> tab and lists the primary and secondary contacts for the individuals responsible for the review and completion of the Provider QA&I onsite activities.
- SCOs – This is the 3<sup>rd</sup> tab and lists the primary and secondary contacts for the individuals responsible for receiving and completing the SCO portion of QA&I.
- Providers – This is the 4<sup>th</sup> and final tab and lists the primary and secondary contacts for the individuals responsible for receiving and completing the Provider portion of QA&I.

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 links, 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 contacts will be the individual persons receiving the electronic link for completion of the self-assessments. For the AEs conducting Provider QA&I onsite reviews, the primary contact will receive the unique links 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.

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

**INQUIRIES:** Please direct any questions, issues or concerns regarding this communication to your QA&I Regional Coordinator and cc the QA&I Process mailbox at [RA-PWQAIPROCESS@pa.gov](mailto:RA-PWQAIPROCESS@pa.gov).

QA&I Regional Coordinators:

Central Region	Northeast Region	Southeast Region	Western Region
Robyn Seville <a href="mailto:c-rseville@pa.gov">c-rseville@pa.gov</a>	Rachel Toman <a href="mailto:c-rtoman@pa.gov">c-rtoman@pa.gov</a>	Roger Crisanty <a href="mailto:c-rcrisant@pa.gov">c-rcrisant@pa.gov</a>	Renee Bruno <a href="mailto:c-clbruno@pa.gov">c-clbruno@pa.gov</a>

This communication obsoletes ODP Announcement 025-18 and ODP Announcement 042-17.