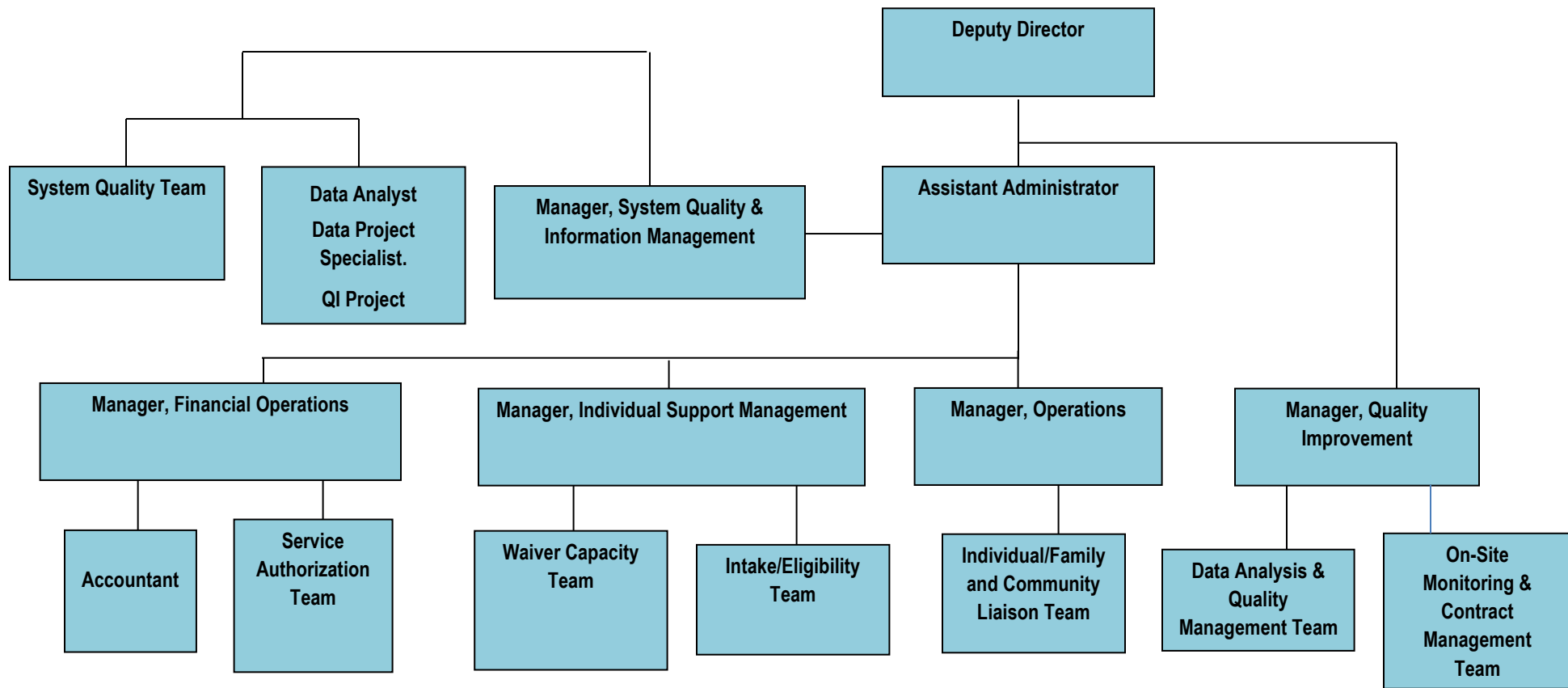# Allegheny County Department of Human Services Office of Intellectual Disability
Program Monitoring

The Department of Human Services Office of Intellectual Disability (OID) is the County's public office responsible for providing Allegheny County residents who have intellectual disability with a coordinated, community-focused system of high quality and cost-effective services, programs and opportunities.

OID Organization

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                                                        │ Deputy Director  │
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│ System Quality  │  │ Data Analyst │  │ Manager, System    │  │ Assistant            │
│ Team            │  │ Data Project │  │ Quality &          │  │ Administrator        │
│                 │  │ Specialist.  │  │ Information         │  │                      │
│                 │  │ QI Project   │  │ Management         │  │                      │
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Manager, Financial Operations	Manager, Individual Support Management	Manager, Operations	Manager, Quality Improvement
Accountant / Service Authorization Team	Waiver Capacity Team / Intake/Eligibility Team	Individual/Family and Community Liaison Team	Data Analysis & Quality Management Team / On-Site Monitoring & Contract Management Team

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Standards

OID program monitoring follows standards set by the PA Office of Developmental Programs (ODP) which are implemented state-wide.

Important Aspects of Provider Monitoring

- **Annual Provider Monitoring**

When conducting on-site program monitoring visits, OID utilizes the ODP Provider Monitoring Tool that is used by each County Intellectual Disability office state-wide. OID also follows the standard monitoring process to implement the tool as developed by ODP. Provider monitoring is comprised of two phases: Provider Self-assessment and On-site Audits performed by OID. The Provider Self-assessments are completed each fiscal year between September and November. OID then conducts on-site audits between January and May of each fiscal year. During the OID on-site audits monitoring staff implement the monitoring tool against the results of the provider self-assessments. Areas of non-compliance are recorded by OID and the provider must then submit a Corrective Action Plan which is subject to review by OID and the PA Regional Office of Developmental Programs. Self-assessments and monitoring tools are completed for each person receiving services from a sample determined by ODP. Although each provider completes a self-assessment annually, they are only subject to on-site audits on only an every other year basis.

- **Unscheduled Provider Monitoring**

Providers are subject to unscheduled on-site audits by OID at the direction of ODP or with the authorization of ODP in situations where assurance of people's health and safety is imperative, or when there is grave concern with how a provider is administering services. OID utilizes either all or sections of the ODP Provider Monitoring tool, as dictated by the prevailing circumstances. Typically monitoring tools are completed only for those people whose health and safety are of concern or are impacted negatively by the provider areas of concern.

- **Provider Qualification**

In addition to monitoring providers, OID is responsible to qualify providers. Qualification is performed when a provider applies to become a qualified provider under contract with ODP or when a provider adds a service to their menu of services. The qualification process and tool are standardized across the commonwealth of Pennsylvania as developed by ODP. OID is required to verify the qualifications of the subject provider by assuring that the provider possesses necessary licenses from the state, that personnel are properly credentialed, that provider personnel possess criminal and child abuse clearances and are of age 18 or older, and that agree to implement their consumers' individual support plans as written.

- **Incident Management**

Providers must provide written reports of incidents involving injury, death, suicide/suicide attempt, abuse, neglect, medication errors and other significant, unusual events. OID staff review and approve the reports to ensure protocols were followed to maintain consumer safety and proactive steps occurred for the best possible outcome of the situation. Incident reports also provide the means to assess if there are incident trends with providers that call for technical assistance by OID staff.

- **Certified Investigations**

Certain specified categories of incidents require that the provider conduct an investigation by an investigator certified by ODP. In the event of such an incident OID has the discretion to join the provider investigation if there are concerns with the quality of the investigation or if the incident falls in the category of improper use of restraint or involves the provider Executive Director. In such cases OID assigns staff who have been certified as investigators through the ODP certified investigation trainer.

- **Risk Management**

OID employs risk management methodology to assess and manage consumer risk of psychiatric hospitalization, accidental or unexplained injury, hospitalization, emergency room treatment, illness, individual to individual abuse, law enforcement involvement – crisis intervention or individual charged with crime, and choking. If OID assesses that risk is present then follow up actions are taken

with the individual's support plan team to mitigate the risk. OID consults with the local Health Care Quality Unit (HCQU) for assistance in addressing individuals' physical health and behavioral health risk.

- **Independent Monitoring for Quality (IM4Q)**

OID contracts with Chatham University to administer satisfaction surveys with people with intellectual disability who are registered with Allegheny County. The survey interviews are completed by people who have intellectual disability or who are family members of people with intellectual disability. Chatham also employs others, such as college students, to supplement the ranks of individual/family interview staff. Surveys are conducted with a sample of people registered with Allegheny County for ODP services. The interviews are typically conducted face to face but can be done via telephone as circumstances warrant. On average the IM4Q team interviews approximately 560 people per year. IM4Q interviewers have the capacity to identify *considerations* and *major concerns* during interviews with individuals. Considerations entail minor issues that bear follow up by the person's supports coordinator and support team. Major Concerns are those that involve an imminent threat to the well-being of the individual. Major Concerns must be addressed immediately by the provider and the support team to resolve the concern.

DHS/OID Provider Relations

- Technical Assistance – OID Program Monitors provide technical assistance to providers in the areas of interpreting regulations, system process questions, improving quality of services, new program initiatives, correcting areas of non-compliance, and completion of self-assessments.
- Concerns/Complaints – OID Program Monitors assist individuals and families with concerns or complaints regarding how the provider is rendering services or administering their program. Monitors work with the provider, the assigned supports coordinator, the person and/or their family to provide a satisfactory outcome for all parties involved.