

Announcement

ODP's Quality Management (QM) Certification Program *QM Certification Mailbox*

ODP Communication Number: Announcement 105-15

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: All interested parties.

PURPOSE: To announce the establishment of the ODP Quality Management (QM) Certification Mailbox for the purpose of accepting inquiries about the ODP Quality Management Certification Program which will be offered beginning in 2016. Dates and locations will be announced in a future communication.

The ODP Quality Management Certification Program was developed in response to the need to enhance the QM knowledge and skills of staff throughout the service delivery system. Certification is open to ODP staff and to ODP's business partners' staff including Administrative Entities, Supports Coordination Organizations and providers.

BACKGROUND: Announcements were previously distributed advising the availability of QM Modules 101, 102, 103 and 104 with directions on how to access them.

The QM Certification Program is part of ODP's Quality Management Strategy and was developed to support satisfying four objectives:

1. To offer the highest quality services that promote choice and control in individuals' everyday lives;
2. To safeguard the health and safety of individuals receiving services;
3. To implement positive practices; and
4. To assure program compliance with regulations.

MAILBOX ADDRESS: For more information or for staff who are interested in becoming certified, an email should be sent to:

RA-PWODPQMCERTI@pa.gov

Staff who are interested in becoming certified should provide the following information:

1. Name
2. Position/Role in the organization
3. Phone number
4. Email address
5. Name and title of supervisor approving the request
6. Supervisor email address
7. Name of Agency/Provider
8. Region
9. Physical address including mailing address, city and zip code
10. QM experience level: Beginner or Experienced in QM.

Defined as:

- **Beginner:** less than one year using quality management principles and practices
- **Experienced in QM:** one year or more using quality management principles and practices

- The above requested information will be used ONLY for QM Certification training planning and communication purposes.

CERTIFICATION REQUIREMENTS: Certification requirements include completing pre-requisites, attending all in-person classes and completing all class assignments. Additional details are provided to those interested in certification and their supervisory staff.

Staff who want to become ODP QM Certified should access the four published QM training modules 101 – 104, if they have not yet done so. Each module contains two webinars and each webinar is approximately 45 minutes long. The entire module will take approximately 1.5 hours to complete with additional time needed to review any accompanying materials. The number and length of accompanying materials vary and are specific to the module's topic.

All staff intending to enroll in the ODP QM Certification training will be expected to have completed these modules as a pre-requisite before starting the course.

- Additional pre-requisites will be communicated well in advance of the start of the course.

See the table below for information about accessing the QM Modules online.

TRAINING SCHEDULE: Staff advising their intention to become certified are added to an interest list and will be kept informed about the ODP QM Certification process and when classes are scheduled in their area.

Staff intending to pursue certification will be required to register for a class scheduled in their geographic area. Information about the location, dates, length of face to face training classes and any additional pre-requisites or requirements will be communicated to interested staff once details are finalized.

FOR MORE INFORMATION: If you have any questions or need additional information, send an email to the QM Certification Mailbox: RA-PWODPQMCERTI@pa.gov.

| Online Course Access | |
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| <i>ODP's Quality Management Certification Program, Modules 101, 102, 103 and 104</i> | |
| Your Role | Go to this website |
| Administrative Entity | Administrative Entity Information Center (AEIC) ; Log in* > <i>ODP Business Practice Information > ODP Quality Management Resources > Topic 2 – ODP's Quality Management (QM) Certification Program</i> |
| Service Provider (Non SCO) | Provider Information Center (PIC) ; Log in* > <i>ODP Business Practice Information > ODP Quality Management Resources > Topic 2 – ODP's Quality Management (QM) Certification Program</i> |
| Supports Coordinator Organization (SCO) Administrators | Supports Coordinator Organization Information Center (SCOIC) ; Log in* > <i>ODP Business Practice Information > ODP Quality Management Resources > Topic 2 – ODP's Quality Management (QM) Certification Program</i> |
| Individuals, Families, and Other Interested Parties | ODP Consulting System Website ; No log in is necessary > <i>Topic Information > Quality Management > ODP's Quality Management (QM) Certification Program</i> |
| *Log in | |
| <p>Forgot your password for an ODP Information Center?</p> <ul style="list-style-type: none"> • Go to http://profile.odpconsulting.net • Click the <i>Forgot Password</i> button to enter your username and email address • Click the <i>Reset my Password</i> button and you will receive an email to complete the password reset. <p>If you do not have your username, contact the OCS Help Desk at http://help.odpconsulting.net/i/</p> <p>If you have not previously registered for access to an Information Center and need to create a new account, go to http://profile.odpconsulting.net and click the <i>Create Account</i> button.</p> | |
| Need further assistance? | |
| Contact the OCS Help Desk at: http://help.odpconsulting.net/i/ | |