

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

**LICENSURE AND CERTIFICATION**

**PROVIDER FOLLOW-UP REPORT**

**Provider:** CATHOLIC CHARITIES OF THE  
WOR DIOCS

**Provider Address:** 10 Hammond St. , Worcester

**Name of Person** Crystal Alderfer  
**Completing Form:**

**Date(s) of Review:** 18-SEP-23 to 18-SEP-23

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Employment and Day Supports	2 Year License	1/4

**Summary of Ratings**

**Employment and Day Supports Areas Needing Improvement on Standard not met - Identified by DDS**

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For three individuals, provider support strategies were not submitted to DDS within 15 days prior to the ISP. The agency needs to ensure that provider support strategies are submitted to DDS within 15 days prior to the ISP.

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<b>Process Utilized to correct and review indicator</b>	Program Manager will run biweekly reports on HCSIS to proactively track alerts. Review sheet will be created for use at Case Manager weekly roundtable meetings.
<b>Status at follow-up</b>	During the sixty-day follow-up review period, six ISPs were held. For three individuals, support strategies were not submitted within the required timeframe.
<b>Rating</b>	Not Met

<b>Indicator #</b>	L91
<b>Indicator</b>	Incident management
<b>Area Need Improvement</b>	At one location, incidents were not submitted or reviewed within required timelines. The agency needs to ensure that incident reports are submitted and reviewed within the required timelines.
<b>Process Utilized to correct and review indicator</b>	Agency will review at the time of training, the requirement for incident timeline submission. Incident tracking sheet/method will be created and implemented.
<b>Status at follow-up</b>	During the sixty-day follow up, there were no incidents to report in HCSIS.
<b>Rating</b>	Met

<b>Indicator #</b>	L94 (05/22)
<b>Indicator</b>	Assistive technology
<b>Area Need Improvement</b>	For four individuals, support needs and the potential benefits of assistive technology had not been assessed. The agency needs to ensure that all individuals are assessed to identify assistive technology to maximize independence and provide these supports when a need is identified.

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<b>Process Utilized to correct and review indicator</b>	Agency will create and implement methods to assess and gauge interest/usage of assistive technology in order to maximize independence.
<b>Status at follow-up</b>	The agency is currently in the process of completing assessments. Of the thirty-three individuals enrolled in the Employment/Day Supports services, 50% have been assessed for assistive technology. Additionally, technology has been put in place for individuals having had an identified need.
<b>Rating</b>	Not Met

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**Administrative Areas Needing Improvement on Standard not met - Identified by DDS**

<b>Indicator #</b>	L48
<b>Indicator</b>	HRC
<b>Area Need Improvement</b>	Review of minutes from meetings held over the past two years showed that the committee did not meet regularly. In addition, the committee was not fulfilling its responsibility of reviewing policies and procedures annually as they pertain to protecting the rights of individuals who receive services. Catholic Charities needs to support its human rights committee to meet quarterly as required and to fulfill its responsibilities to review agency policies and procedures for compliance with DDS regulations on human rights.
<b>Process Utilized to correct and review indicator</b>	Mercy Centre will reactivate processes including regular quarterly meetings. The agenda will include past business that needs review by the HR committee.
<b>Status at follow-up</b>	There are currently two Human Rights Committee meetings scheduled for 9/29/23 and 12/15/23. Review of newly updated policies and procedures as well as roles and responsibilities of committee members will occur during the upcoming meetings.
<b>Rating</b>	Not Met