

DEPARTMENT OF DEVELOPMENTAL SERVICES
LICENSURE AND CERTIFICATION
PROVIDER FOLLOW-UP REPORT

Provider: CENTER OF HOPE
FOUNDATION.

Provider Address: PO Box 66 , Southbridge

Name of Person Bethany Stevens
Completing Form:

Date(s) of Review: 18-NOV-24 to 19-NOV-24

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

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Summary of Ratings

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

Indicator #	L39
Indicator	Dietary requirements
Area Need Improvement	One of the two individuals in CBDS had a physician-ordered diet that was not being followed correctly or fully explained in terms of instructions. The agency must ensure that all specialized diets are properly implemented, staff are fully trained and knowledgeable in providing the required support, and clear instructions are given regarding which foods to avoid.
Process Utilized to correct and review indicator	Over the past 60 days, we randomly selected two individuals with dietary restrictions from Employment Services and Community-Based Day Support Services. We verified the proper implementation of these dietary restrictions by reviewing the staff training log and supplemental information added to the log.
Status at follow-up	The agency verified the proper implementation of these dietary restrictions by reviewing the staff training log and supplemental information added to the log. Additionally, we assessed the staff's knowledge by randomly questioning those who worked with the selected individuals. The staff demonstrated a thorough understanding and awareness of the dietary restrictions.
Rating	Met

Indicator #	L91
Indicator	Incident management
Area Need Improvement	There were seven incident reports that had not been created and/or finalized within the required amount of time. The agency needs to

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	ensure incident reports are created in the HCSIS system and finalized within the required timeframes.
Process Utilized to correct and review indicator	In the last 60 days, the agency conducted management staff training on the requirements for HCSIS incident reports and provided managers with access to finalize these reports. The agency's clinical department will be charged the responsibility of overseeing compliance with timely submission of incident reports.
Status at follow-up	The agency randomly sampled incident reports from October 1, 2024, to November 20, 2024, which included a total of eight incidents: four major and four minor. All incidents in the sample met the required submission timelines.
Rating	Met