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| |  |  |  | | --- | --- | --- | | **Follow-up Scope and results :** |  |  | | Service Grouping | Licensure level and duration | # Indicators std. met/ std. rated | | Residential and Individual Home Supports | 2 Year License | 0/3 | |  |  |  | | Employment and Day Supports | 2 Year License | 0/2 | |  |  |  | | |  |

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| |  | | --- | | **Summary of Ratings** | |  |
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| |  |  | | --- | --- | |  |  | | |  |  | | --- | --- | | **Residential and Individual Home Supports Areas Needing Improvement on Standard not met - Identified by Provider** | | | **Indicator #** | L85 | | **Indicator** | Supervision | | **Issue Identified** | While supervision had been occurring regularly with most staff, documentation was sporadic. | | **Actions Planned/Occurred** | Director of Human Resources solicited feedback from supervisors to identify barriers to completion of the Supervision Form. The form was then revised to streamline the documentation process. Director of Human Resources is reviewing the Formal Supervision Policy in an effort to reduce paperwork burden while still ensuring adequate ongoing supervisory support. Division Heads will add formal supervision as a discussion point to the formal supervision with their direct reports, to include documentation of formal regular supervision down the chain or responsibility, as per revised policy. | | **Process Utilized to correct and review indicator** | Residential management will utilize tracking system with calendar ticklers to chart when formal supervisions should be done. They will utilize this to complete their formal supervisions for their direct-reports and will review with their direct reports when DSP supervisions should be completed. To be tracked and reviewed quarterly. | | **Status at follow-up** | 1. Formal Supervision Policy has been revised effective 2/1/22 2. Supervision form revised to enhance efficiency 2/1/22. 3. Assessment of revised process completed 5/11/22 4. Residential services is currently at 30% compliance with formal written supervision Residential management reports that the systems in place are indeed working and they are well aware of deadlines and due dates; inability to meet this standard is directly related to significant staff shortage which results in management and supervisory positions filling Direct Support shifts. Timely completion of this indicator is also impacted by quarantine and isolation protocols due to COVID-19, resulting in additional daytime staffing hours, and efforts to fill those additional shifts. An equitable work-life balance, required to minimize burnout, inevitably means some administrative tasks will not be completed in the required timeframes. | | **Rating** | Not Met | |  | | | **Residential and Individual Home Supports Areas Needing Improvement on Standard not met - Identified by DDS** | | | **Indicator #** | L86 | | **Indicator** | Required assessments | | **Area Need Improvement** | For six individuals, assessments had not been completed and submitted to DDS 15 days prior in preparation for the ISP. The agency needs to ensure that assessments are completed in preparation for the ISP and submitted in accordance with regulatory requirements. | | **Process Utilized to correct and review indicator** | Residential management team to maintain list of anticipated due dates based on dates scheduled for each ISP. From scheduled date of ISP, team will count back 20 days and schedule assessment to be completed. Residential management team to utilize calendar/tickler system with visual reminders of due dates for ISP-related assessments. | | **Status at follow-up** | HCSIS Report pulled for period of 3/1-4/30/22. 54% of assessments are entered within the allotted timeframe. Residential management reports that the systems in place are indeed working and they are well aware of deadlines and due dates; inability to meet this standard is directly related to significant staff shortage which results in management and supervisory positions filling Direct Support shifts. Timely completion of this indicator is also impacted by quarantine and isolation protocols due to COVID-19, resulting in additional daytime staffing hours, and efforts to fill those additional shifts. An equitable work-life balance, required to minimize burnout, inevitably means some administrative tasks will not be completed in the required timeframes. | | **Rating** | Not Met | |  | | | **Indicator #** | L87 | | **Indicator** | Support strategies | | **Area Need Improvement** | For six individuals, support strategies had not been completed and submitted to DDS 15 days prior in preparation for the ISP. The agency needs to ensure that support strategies are completed in preparation for the ISP and submitted in accordance with regulatory requirements. | | **Process Utilized to correct and review indicator** | Residential management team to maintain list of anticipated due dates based on dates scheduled for each ISP. From scheduled date of ISP, team will count back 20 days and schedule assessment to be completed. Residential management team to utilize calendar/tickler system with visual reminders of due dates for ISP Support Strategies. | | **Status at follow-up** | HCSIS Report pulled for period of 3/1-4/30/22. 42% of support strategies are entered within the allotted timeframe. Residential management reports that the systems in place are indeed working and they are well aware of deadlines and due dates; inability to meet this standard is directly related to significant staff shortage which results in case management and supervisory positions filling Direct Support shifts. Timely completion of this indicator is also impacted by quarantine and isolation protocols due to COVID-19, resulting in additional daytime staffing hours, and efforts to fill those additional shifts. An equitable work-life balance, required to minimize burnout, inevitably means some administrative tasks will not be completed in the required timeframes. | | **Rating** | Not Met | |  | | | **Employment and Day Supports Areas Needing Improvement on Standard not met - Identified by DDS** | | | **Indicator #** | L86 | | **Indicator** | Required assessments | | **Area Need Improvement** | For five individuals, assessments had not been completed and submitted to DDS 15 days prior in preparation for the ISP. The agency needs to ensure that assessments are completed in preparation for the ISP and submitted in accordance with regulatory requirements. | | **Process Utilized to correct and review indicator** | Day management team to maintain list of anticipated due dates based on dates scheduled for each ISP. From scheduled date of ISP, team will count back 20 days and schedule assessment to be completed. Day management team to utilize calendar/tickler system with visual reminders of due dates for ISP Support Strategies. | | **Status at follow-up** | HCSIS Report pulled for period of 3/1-4/30/22. 66% of assessments are entered within the allotted timeframe. Day Services management reports that the systems in place are indeed working and they are well aware of deadlines and due dates; inability to meet this standard is directly related to significant staff shortage which results in case management and supervisory positions filling classroom responsibilities. Other factors that impact readiness in this area include dealing with COVID-19 outbreaks in-program and the resulting contract tracing, notification to families and managing staff to pivot to remote services, if needed. An equitable work-life balance, required to minimize burnout, inevitably means some administrative tasks will not be completed in the required timeframes. | | **Rating** | Not Met | |  | | | **Indicator #** | L87 | | **Indicator** | Support strategies | | **Area Need Improvement** | For four individuals, support strategies had not been completed and submitted to DDS 15 days prior in preparation for the ISP. The agency needs to ensure that support strategies are completed in preparation for the ISP and submitted in accordance with regulatory requirements. | | **Process Utilized to correct and review indicator** | Day management team to maintain list of anticipated due dates based on dates scheduled for each ISP. From scheduled date of ISP, team will count back 20 days and schedule assessment to be completed. Day management team to utilize calendar/tickler system with visual reminders of due dates for ISP Support Strategies. | | **Status at follow-up** | HCSIS Report pulled for period of 3/1-4/30/22. 66% of assessments are entered within the allotted timeframe. Day Services management reports that the systems in place are indeed working and they are well aware of deadlines and due dates; inability to meet this standard is directly related to significant staff shortage which results in case management and supervisory positions filling classroom responsibilities. Other factors that impact readiness in this area include dealing with COVID-19 outbreaks in-program and the resulting contract tracing, notification to families and managing staff to pivot to remote services, if needed. An equitable work-life balance, required to minimize burnout, inevitably means some administrative tasks will not be completed in the required timeframes. | | **Rating** | Not Met | |  | | |  | | |