

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

Provider: Community Connections, Inc.

Provider Address: 261 Whites Path , South Yarmouth

Name of Person Completing Form: Kevin Jones

Date(s) of Review: 19-SEP-24 to 23-SEP-24

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports	Defer Licensure	2/2

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Residential and Individual Home Supports Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L88
Indicator	Strategies implemented
Area Need Improvement	The agency was not tracking one individual's progress on her ISP goals. The agency needs to ensure they track progress on all individuals' ISP objectives.
Process Utilized to correct and review indicator	ISP Goals and Objectives developed for and approved by DDS for current ISP. Electronic case record review will be developed in ICentrix Case Management system, this will include pulling current ISP date, entered in the system
Status at follow-up	Goal and Objective completed, Case Record Review form in - process of creating the electronic version of the form
Rating	Met

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

Indicator #	L76
Indicator	Track trainings
Area Need Improvement	The agency could not demonstrate that there was an employee designated as a fire safety officer. One employee of five reviewed did not have a current CPR/First Aid certificate, this was corrected during the survey. The agency needs to ensure that there is a fire safety officer for all site-based services and that required trainings are renewed within the proper timelines.
Process Utilized to correct and review indicator	CCI utilizes UKG payroll system to track trainings. Our HR department has set up the system to notify the Program Manager and Employee Learning and Engagement Manager 45 days prior to expiration date. Programs requiring a staff to have Formal Fire Safety Training have one staff trained and have an additional staff scheduled to take the training as a back up
Status at follow-up	Completed
Rating	Met