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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 | 0/4 | |  |  |  | | |  |

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| |  | | --- | | **Summary of Ratings** | |  |
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| |  |  | | --- | --- | |  |  | | |  |  | | --- | --- | | **Administrative Areas Needing Improvement on Standard not met - Identified by DDS** | | | **Indicator #** | L83 | | **Indicator** | HR training | | **Area Need Improvement** | Staff were trained in human rights and mandated reporting. The agency needs to provide staff with additional training to better understand the process for reporting to the DPPC. | | **Process Utilized to correct and review indicator** | Program Director reviewed the trainings being offered by the Human Rights Officers and found multiple discrepancies and incomplete information offered. | | **Status at follow-up** | Program embarked on an endeavor to standardize the HR trainings offered by Human Rights Officers. The Human Rights Officers are working on creating training videos, to accompany the already existing Human Rights Workbook, so that all employees are offered the same information. These videos will be part of Enable's new electronic training program and will consist of a quiz at the end of the program. This is an on-going process. | | **Rating** | Not Met | | **Residential and Individual Home Supports Areas Needing Improvement on Standard not met - Identified by DDS** | | | **Indicator #** | L52 | | **Indicator** | Phone calls | | **Area Need Improvement** | One out of three individuals had difficulty using a hand held phone to make calls. The agency needs to support individuals to explore other communication technology to facilitate their ability to make and receive calls. | | **Process Utilized to correct and review indicator** | The individual in question has a telephone provided by the Commission on the Blind and has been trained to use it. Staff training to ensure that they are supporting the individual regularly needs to increase. | | **Status at follow-up** | The individual in question remained at home with his guardian throughout the course of the pandemic. This has not been able to be addressed at the residence at this time due to that. | | **Rating** | Not Met | | **Indicator #** | L54 | | **Indicator** | Privacy | | **Area Need Improvement** | At one out of three locations, an individual needed more guidance from staff when spending time in their bedroom to close the door. The agency needs to ensure individuals are afforded privacy when taking care of personal matters. | | **Process Utilized to correct and review indicator** |  | | **Status at follow-up** | The individual in question remained at home with his guardian throughout the course of the pandemic. This has not been able to be addressed at the residence at this time due to that. | | **Rating** | Not Met | | **Indicator #** | L88 | | **Indicator** | Strategies implemented | | **Area Need Improvement** | For one out of three individuals, staff needed more training and guidance to implement the support strategies to meet their goals as identified in the support strategy. The agency needs to ensure services and support strategies are being implemented as agreed upon in the ISP. | | **Process Utilized to correct and review indicator** |  | | **Status at follow-up** | The individual in question remained at home with his guardian throughout the course of the pandemic. This has not been able to be addressed at the residence at this time due to that. | | **Rating** | Not Met | |  | | |