

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

**LICENSURE AND CERTIFICATION**

**PROVIDER FOLLOW-UP REPORT**

**Provider:** NEW ENGLAND VILLAGE

**Provider Address:** 664 School St , Pembroke

**Name of Person  
Completing Form:**

**Date(s) of Review:** 07-NOV-22 to 09-NOV-22

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Employment and Day Supports	2 Year License with Mid-Cycle Review	3/3

**Summary of Ratings**

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

<b>Indicator #</b>	L86
<b>Indicator</b>	Required assessments
<b>Area Need Improvement</b>	For five of the twelve individuals, the ISP assessment were not submitted within the required timeline. The agency needs to ensure that required assessments are submitted on time in preparation for the ISP.

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<b>Process Utilized to correct and review indicator</b>	Process Utilized to correct and review indicator The Day and Employment Director has placed a 50 day alert into outlook based on the anticipated ISP due date (ISP Deadline) in cases where the ISP date is unknown. These alerts are shared with the Program Managers and Case Managers. Leadership members check HCSIS on a regular basis for alerts and update team members of dates as applicable. The Day and Employment Director follows up with the managers as part of their routine supervision. A report was run from 9/5/2022 through 11/4/2022. During that time 7 ISP's were held for Day and Employment members.
<b>Status at follow-up</b>	Based on the report from 9/5/2022 - 11/4/2022, for one out of the seven individuals, this indicator was not met/not rated as the ISP assessments were requested outside of the deadline. Additionally, this member has not returned to CBDS services at this time. With the remaining sample, for one out of six individuals, the ISP assessment were not submitted within the required timeline.
<b>Rating</b>	Met

<b>Indicator #</b>	L87
<b>Indicator</b>	Support strategies
<b>Area Need Improvement</b>	For five of the twelve individuals, the ISP support strategies were not submitted within the required timeline. The agency needs to ensure that support strategies are submitted on time in preparation for the ISP.

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<b>Process Utilized to correct and review indicator</b>	<p>Area Need Improvement For five of the twelve individuals, the ISP support strategies were not submitted within the required timeline. The agency needs to ensure that support strategies are submitted on time in preparation for the ISP.</p> <p>Process Utilized to correct and review indicator The Day and Employment Director has placed a 50 day alert into outlook based on the anticipated ISP due date (ISP Deadline) in cases where the ISP date is unknown. These alerts are shared with the Program Managers and Case Managers. Leadership members check HCSIS on a regular basis for alerts and update team members of dates as applicable. The Day and Employment Director follows up with the managers as part of their routine supervision. A report was run from 9/5/2022 through 11/4/2022. During that time 7 ISP's were held for Day and Employment members.</p>
<b>Status at follow-up</b>	<p>Status at follow-up Based on the report from 9/5/2022 - 11/4/2022, for one out of the seven individuals, this indicator was not met/not rated as the ISP assessments were requested outside of the deadline. Additionally, this member has not returned to CBDS services at this time.</p> <p>With the remaining sample, for one out of six individuals, the ISP support strategies were not submitted within the required timeline.</p>
<b>Rating</b>	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>	The legal representative was not present for seven of the twelve meetings held. The agency needs to ensure that all committee members consistently attends all HRC meetings.
<b>Process Utilized to correct and review indicator</b>	The legal representative was not present for seven of the twelve meetings held. The agency needs to ensure that all committee members consistently attends all HRC meetings.
<b>Status at follow-up</b>	Status at follow-up Legal Representation was present for the 9/15/2022 HRC meeting via zoom.
<b>Rating</b>	Met