

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

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	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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Process Utilized to correct and review indicator	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.
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. With the remaining sample, for one out of six individuals, the ISP assessment were not submitted within the required timeline.
Rating	Met

Indicator #	L87
Indicator	Support strategies
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.

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Rating	Met

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

Indicator #	L48
Indicator	HRC
Area Need Improvement	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.
Process Utilized to correct and review indicator	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.
Status at follow-up	Status at follow-up Legal Representation was present for the 9/15/2022 HRC meeting via zoom.
Rating	Met