

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Provider: Open Sky Community Services

Provider Address: 50 Douglas Rd , Whitinsville

Name of Person Amy Gill/ Anthony Demers
Completing Form: _____

Date(s) of Review: 12-FEB-24 to 15-FEB-24

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Employment and Day Supports	2 Year License	4/5

Summary of Ratings

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

Indicator #	L8
Indicator	Emergency Fact Sheets
Area Need Improvement	For four of thirteen individuals, emergency fact sheets were not current and accurate. The agency must ensure that individual's emergency fact sheets are current and accurate.
Process Utilized to correct and review indicator	Agency management and staff reviewed all individual's emergency fact sheets.
Status at follow-up	All EFS were updated to ensure that they are current and accurate.
Rating	Met

Indicator #	L88
Indicator	Strategies implemented
Area Need Improvement	For six of fourteen individuals, goals agreed upon were not properly and consistently implemented. The agency must ensure that individual's ISP goals for which it has responsibility are properly and consistently implemented.
Process Utilized to correct and review indicator	Program leadership has reviewed 20 individual's files, and 14 of the 20 files reviewed demonstrated proper implementation of the support strategies identified and agreed upon in the ISP.
Status at follow-up	The agency conducted retraining of staff on how to properly document the implementation of the individuals support strategies.
Rating	Not Met

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

Indicator #	L48
Indicator	HRC
Area Need Improvement	The Human Rights Committee did not meet the mandate for requisite member meeting attendance. The agency must ensure that its Human Rights Committee operates with consistent attendance of members with mandated roles at its meetings.
Process Utilized to correct and review indicator	At the time of the survey the agency had all the required members in place. Including the newest member, which was the clinical representative.
Status at follow-up	All requisite members attended the HRC meeting in December.
Rating	Met

Indicator #	L65
Indicator	Restraint report submit
Area Need Improvement	Four of thirteen restraints were submitted and/or finalized beyond the required timelines. The agency must ensure that restraint reports are submitted and finalized within five days of the restraint.
Process Utilized to correct and review indicator	The agency reviewed restraint submissions and determined that there were no restraints in the CBDS/Employment programs since the SEM meeting. There were 2 restraints in residential services, and both were met for timelines for submission and finalization.
Status at follow-up	Corrective actions for this indicator included retraining on the timelines for reporting and finalization for staff and directors, enhanced oversight of agency procedures for reporting restraints, enhanced frequency of use of HCSIS reporting capabilities, and agency follow-up to ensure timelines for submission and finalization are followed by the Director of Operational Supports.

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Rating	Met
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Indicator #	L76
Indicator	Track trainings
Area Need Improvement	Five of twenty agency staff reviewed did not receive DDS mandated trainings. The agency must ensure through effective staff training tracking, that staff are trained on all DDS mandated topics.
Process Utilized to correct and review indicator	A follow-up review of 20 randomly selected staff was completed. The agency reviewed the process for completion of the DDS mandated trainings including the submission of documentation validating completion. Managers and staff were reoriented to the process, requirements, and expectations. Staff without required training were identified and followed up with to ensure completion and submission of documentation validating completion.
Status at follow-up	All twenty staff reviewed had been trained on all DDS mandated topics.
Rating	Met