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| **Provider:** |

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| Opportunity Works, Inc. |

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| **Provider Address:** |

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| 10 Opportunity Way , Newburyport |

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| **Name of PersonCompleting Form:** |

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| Melissa Merrow/Monica Albach |

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| **Date(s) of Review:** |

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| 01-MAR-22 to 06-APR-22 |

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

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| **Employment and Day Supports Areas Needing Improvement on Standard not met - Identified by DDS** |
| **Indicator #** | L64 |
| **Indicator** | Med. treatment plan rev. |
| **Area Need Improvement** | One individual's Medication Treatment Plan was not reviewed by the required groups. The existence or review of the plan was not identified in the ISP. The agency needs to ensure all medication treatment plans are reviewed by the required groups. |
| **Process Utilized to correct and review indicator** | Opportunity Works will now upload all Bx Mod medication plans to HCSIS to ensure that all required documents are approved by DDS and are in the ISP. |
| **Status at follow-up** | The Bx Mod medication has been added to the ISP for the individual in question. |
| **Rating** | Met |
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| **Indicator #** | L86 |
| **Indicator** | Required assessments |
| **Area Need Improvement** | For four individuals, their required assessments were not completed and submitted 15 days prior to the ISP date. The agency needs to ensure all required ISP assessments are submitted within the required ISP timelines. |
| **Process Utilized to correct and review indicator** | Managers and Case Managers will be checking HCSIS daily for upcoming alerts. One Manager is taking the lead and transferring all alerts into an outlook calendar as a second reminder. This manager sends reminders to others who may have missed the alerts in HCSIS. The Division Directors are checking the system once per week and then running quarterly reports on all submitted assessments to avoid further passed due dates and to track any trends that might occur. The Job Developers have created their own tracking system to account for HCSIS within the Employment Department. |
| **Status at follow-up** | While we are working diligently to ensure we do not have any passed dues in HCSIS we are still finding unmet assessments in 1 program that is found within our internal audit system. We will continue to monitor this process and seek a resolution as well as continue the above-mentioned plan of correction. |
| **Rating** | Not Met |
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| **Indicator #** | L87 |
| **Indicator** | Support strategies |
| **Area Need Improvement** | For four individuals, their required support strategies were not completed and submitted 15 days prior to the ISP date. The agency needs to ensure all required support strategies are completed and submitted within the required ISP timelines. |
| **Process Utilized to correct and review indicator** | Managers and Case Managers will be checking HCSIS daily for upcoming alerts. One Manager is taking the lead and transferring all alerts into an outlook calendar as a second reminder. This manager sends reminders to others who may have missed the alerts in HCSIS. The Division Directors are checking the system once per week and then running quarterly reports on all submitted assessments to avoid further passed due dates and to track any trends that might occur. The Job Developers have created their own tracking system to account for HCSIS within the Employment Department. |
| **Status at follow-up** | While we are working diligently to ensure we do not have any passed dues in HCSIS we are still finding unmet assessments in 1 program that is found within our internal audit system. We will continue to monitor this process and seek a resolution as well as continue the above-mentioned plan of correction. |
| **Rating** | Not Met |
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| **Employment and Day Supports Areas Needing Improvement on Standard not met - Identified by Provider** |
| **Indicator #** | L85 |
| **Indicator** | Supervision  |
| **Issue Identified** | While the agency has a system in place to provide supervisions on an ongoing basis, the system is not being consistently followed per policy. |
| **Actions Planned/Occurred** |  Quarterly and Annual Outcomes were modified to include the addition of supervisions. Each program Manager will be responsible for conducting supervisions every other month at which time they will discuss employee professional development goals. The completion of such supervisions will then be transferred onto programmatic outcomes to track progress made in this area. Opportunity Works is also revising the annual evaluation tool which will include the successful completion of supervisions as summarized in the annual outcomes under each program manager. |
| **Process Utilized to correct and review indicator** | Quarterly and Annual Outcomes were modified to include the addition of supervisions. Each program Manager will be responsible for conducting supervisions every other month at which time they will discuss employee professional development goals. The completion of such supervisions will then be transferred onto programmatic outcomes to track progress made in this area. Opportunity Works is also revising the annual evaluation tool which will include the successful completion of supervisions as summarized in the annual outcomes under each program manager. |
| **Status at follow-up** | We are currently undergoing the system we have put in place and are monitoring this quarterly in conjunction with our quarterly outcomes to ensure we are in compliance with the standard we have set for ourselves. |
| **Rating** | Met |
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