

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Provider: Thrive Support & Advocacy

Provider Address: 65 Boston Post Rd. West Suite 220,
Marlborough

Name of Person Denise Vojackova
Completing Form: _____

Date(s) of Review: 28-OCT-19 to 29-OCT-19

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

DEPARTMENT OF DEVELOPMENTAL SERVICES
LICENSURE AND CERTIFICATION
PROVIDER FOLLOW-UP REPORT

Summary of Ratings

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

Indicator #	L48
Indicator	HRC
Area Need Improvement	While the Human Rights Committee met regularly and reviewed the required content, the active participation of a required member was lacking. The agency must ensure that all required members are active and consistent in fulfilling their roles on the committee.
Process Utilized to correct and review indicator	The provider licensing report has been shared with the Human Rights Committee. The committee shall consist of all appropriate voting members according to the Thrive By-Laws. It has been reminded to the committee it is important to fulfill its charge by assisting the provider to affirm, promote, and protect the human and civil rights of individuals served and to monitor and review the activities of the provider or agency with regard to the human and civil rights of those individuals consistent with the requirements of 115 CMR 3.09.
Status at follow-up	Thrive has been actively recruiting for an RN as well as a Social Worker within our community. Additional members will warrant the back up for the current professional roles in attendance.
Rating	Met

Residential and Individual Home Supports Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L49
Indicator	Informed of human rights
Area Need Improvement	For five out of seven individuals for whom the agency acts as lessor, there were no residency agreements in place informing them of the

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

	<p>right to be free from arbitrary eviction. The agency should ensure that this agreement meets requirements, and is sent to both individuals residing in the homes as well as guardians. The provider then needs to demonstrate through an attestation/statement of compliance that lease agreements were sent and reviewed by individuals and guardians.</p>
Process Utilized to correct and review indicator	<p>Thrive has been sending out lease agreements to individuals and guardians on a yearly basis. During the survey we learned to ensure compliance Thrive will complete the attestation notification ensuring no resident will be faced with arbitrary eviction.</p>
Status at follow-up	<p>All lease agreements with the amendment of the attestation notification have been sent out to individuals and guardians during the survey process.</p>
Rating	<p>Met</p>
Indicator #	<p>L86</p>
Indicator	<p>Required assessments</p>
Area Need Improvement	<p>For two of the seven individuals, required assessments were not submitted within the required timelines in preparation for the ISP meeting. The agency needs to ensure that ISP assessments are submitted within the required timelines.</p>
Process Utilized to correct and review indicator	<p>The agency will train other management staff on the ISP process and guidelines. This process will add to the administrative responsibilities to ensure additional supports are in place for reviewing and finalizing ISP's, Assessments, HCR's and Incident Reports.</p>
Status at follow-up	<p>Training Quality Coordinator has been added to HCSIS as an administrator for reviewing timelines in HCSIS. Training has been scheduled 09/13/2019.</p>
Rating	<p>Met</p>

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For two of the seven individuals, required support strategies were not submitted within the required timelines in preparation for the ISP meeting. The agency needs to ensure that ISP assessments are submitted within the required timelines.
Process Utilized to correct and review indicator	The agency will train other management staff on the ISP process and guidelines. This process will add to the administrative responsibilities to ensure additional supports are in place for reviewing and finalizing ISP's, Assessments, HCR's and Incident Reports.
Status at follow-up	Training Quality Coordinator has been added to HCSIS as an administrator for reviewing timelines in HCSIS. Training has been scheduled 09/13/2019.
Rating	Met
Indicator #	L91
Indicator	Incident management
Area Need Improvement	At three of four sites, incidents were not reported and/or finalized within the required timelines. The agency needs to ensure that it adheres to required timelines in the reporting and finalization of incidents.
Process Utilized to correct and review indicator	During the survey it was determined the incidents which occurred during the Day Health Programs not funded by DDS have not been reported in HCSIS. Written incident will be requested by the staff at the Day Health Programs for Individuals record at all Thrives Residential and Individual Support locations.
Status at follow-up	Management will transcribe the incidents from Day Health Programs into HCSIS within 24 hours. All incident reports will be finalized if applicable within 48 hours.

DEPARTMENT OF DEVELOPMENTAL SERVICES
LICENSURE AND CERTIFICATION
PROVIDER FOLLOW-UP REPORT

Rating	Met
--------	-----