



Wes Moore, Governor · Aruna Miller, Lt. Governor · Laura Herrera Scott, M.D., M.P.H., Secretary

**Developmental Disabilities Administration,
Central Regional Office**
Shireen Hodge, Quality Enhancement Director
1401 Severn Street, Suite 200
Baltimore, MD 21230

February 8, 2023

Center for Social Change, Inc.
Attn: Dana Dimas
6600 Amberton Drive
Elkridge, MD 21075

Dear Ms. Dimas:

Thank you for submitting quality assurance annual report for Center for Social Change, Inc. to the Developmental Disabilities Administration (DDA) for review. The DDA Quality Assurance Committee has reviewed the revised report. Based on this review, I am pleased to inform you that your plan has been approved.

Congratulations! Your annual report with data results and data analysis covering **January 1, 2023, through December 31, 2023**, will be due to me by **January 31, 2024**. The agency must develop new measurable goals during the next reporting period. These goals should be established based on the annual review/evaluation and consideration from the agency satisfaction survey. Please include in your annual report a new list of your Standing Committee members, even if there are no changes in membership composition. The list should include name and affiliation of each member. Provide the chairperson's name and contact information. Please be advised that any substantive changes to the plan must be submitted to DDA for approval prior to implementation

If you have any questions, please feel free to contact me via email at Shireen.Hodge-Ryan@maryland.gov

Sincerely,

Shireen Hodge
CMRO Quality Enhancement Director

Cc: T. Nichols, B. Rewick, T. Mintz, Y. Washington, J. Xander

Annual Quality Assurance Report Suggestions

<p>Executive Summary</p>	<ul style="list-style-type: none"> • Agency census • # of admissions for all programs during the reporting period • # of discharges for all program during the reporting period • Overall agency progress based on the board of directors’ annual meeting/report. • Agency compliance with the community settings rule or plan of becoming compliant. • Describe the standing committee activity over the course of the year. For example: Dates/times of meeting, # of behavior plans approved, revised, pending approval, etc, # of incident reviewed and the outcomes
<p>Annual Goal Summary</p>	<ul style="list-style-type: none"> • Should be descriptive to indicate if the goal was met, based on the measure of the goal. For example, if the goal is states, “100% of all licensed sites will have a site inspection monthly to ensure health and safety standards are met’. The analysis, may read, “During the reporting period of July 1, 2020, to June 30, 2021, 18/20 or 90% of the licensed sites had a monthly site inspection for safety. 2/20 or 10% of the sites did not receive a site inspection because the sites were unoccupied. Since this goal was not achieved, it will be continued for the next reporting year.
<p>New Proposed Goal</p>	<ul style="list-style-type: none"> • All goals should be written using the SMART technique (Specific, Measurable, Attainable, Realistic and Timely) • If a goal from the previous year is being continued, is should be rewritten

	<p>in this section under the title of “New propose goal, year 2021, 2022, etc.”</p>
Satisfaction Survey	<ul style="list-style-type: none"> • A blank copy should be provided • A summary of the satisfaction survey results written in a descriptive manner, as described for the goals.
Standing Committee Composition	<ul style="list-style-type: none"> • Membership composition and ratio of agency staff and community members. Please note COMAR 10.22.02.14 E (3) which states, <i>The committee or committees shall include an equal number of licensee staff, and individuals, proponents, or members of the community who are not employed by the licensee. For a committee member who is remunerated only to serve as a member of the committee, that member is not counted as staff or as a member of the community</i> • List chairperson’s name and contact information

