

Standard Number for Recommendation	Step(s) to Address the Recommendation	Completion Date (Actual or Estimated)	Assigned Staff
1.A.9.a.(4) 1. A.9.a.(5)	EMRC will demonstrate a written procedure that address the use of donation in accordance with donor intent in documentation and record keeping. EMRC will track in- kind donations using excel spread sheets that list all donors, type of donation received, date, time and amount.	Completed 1/30/2020	Executive Directors
1.F.10. a.	EMRC will ensure that the strategic plan reflects our organizations financial position and will demonstrate projected points for the future by including in EMRC strategic plan showing last years and this year generated amount to determine in sales growth over past year.	Completed 1/15/2020	Executive Directors
1.H.5.c.(5) 1. H.5.c.(7) 1. H.5.c.(8)	EMRC will address how the program will account for all individuals within its facilities in case of evacuation in our written emergency procedures. EMRC will developed a list of “Emergency Contacts” that is to be posted at every office telephone. The number to Poison Control has been added to the list of Important Contacts. Each client will sign in when entry into agency. A roll call for clients and staff will be conducted in the event of an emergency. There are designated staff assigned to ensure staff and client safety. Compliance team will continue to educate staff on effective evacuation procedures as to how to respond promptly and calmly in the event there is an emergency. Additionally, an Active Shooter training will be incorporated into the training module for on boarding and current employees.		Residential Manager Executive Director
1.H.7.a.(1) 1.H.7.a.(2) 1.H.7.b. 1.H.7.c.(1) 1.H.7.c.(2) 1.H.7.c.(3) 1.H.7.c.(4) 1.H.7.d.	EMRC will add the EMRC Cybersecurity training related to cybersecurity and technology use. The trainings will provide education related to cybersecurity protection of computer systems from damage of hardware or electronic data and theft. HR and compliance will continue to document and keep updated records of initial and on-going training to	Completed 12/1/2019	Human Resource Manager

	personnel on cybersecurity and technology use in performance of their specific job duties.		
1.H.12.a. 1.H.12.b. 1.H.12.c.(1) 1.H.12.c.(2) 1.H.12.d. 1.H.12.e. 1.H.12.f. 1.H.12.g.(1) 1.H.12.g.(2) 1.H.12.h. 1.H.12.i. 1.H.12.j. 1.H.12.k. 1.H.12.l.	EMRC Care- coordination, DSCs. therapist and social worker staff who provides direct service will include the identifications of clinical risk factors for suicide, certain diseases, hypertension, high pressure, high cholesterol or death in its assessment.	11/1/2019	IOP Director
1.I.7. e.	EMRC staff will implement workforce development to ensure staff is provided career training to encourage long term success. The workforce development will include performance appraisals conducted quarterly.	Ongoing	Human Resource Manager
1.I.8. a. 1 I.8. b. 1.I.8.c. 1.I.8.d. 1 I.8. e. 1.1.8. f. 1.I.8.g. 1.I.8.h.	EMRC will conduct performance appraisals for all staff using the rating process which is determined by the overall rating received from 1-4 poor, 2-5 average and 6-10 outstanding. This approach will help to determine the areas that staff require additional attention or areas that has been perfected. The performance appraisal is conducted annually.	Completed 11/1/2019	Human Resource Manager
2.A.20.f.(1)	EMRC will ensure that staff will receive on-going competency-based, and risk management trainings	Ongoing	Human Resource Manager
2.A.24.a. 2.A.24.b. 2.A.24.c. 2.A.24.d. 2.A.24.e. 2.A.24.f. 2.A.24.g. 2.A.24.h. 2.A.24.i.	EMRC Care- coordination, DSCs. therapist and social worker staff who provides direct service will include the identifications of clinical risk factors for suicide, certain diseases, hypertension, high pressure, high cholesterol or death in its assessment. EMRC will ensure that staff will receive on-going competency-based, and risk management trainings	Completed 11/1/2019	IOP Manager
2.B.8. c.	EMRC staff will demonstrate reports that provides all the elements focused with client services. EMRC staff will use a checklist to	Completed 1/30/2020	

	ensure all elements were checked. EMRC staff will ensure that all clients sign the acknowledgements form.		
2.B.13.a. 2.B.13.b. 2.B.13.c. 2.B.13.d. 2.B.13.e. 2.B.13.i.(3) 2.B.13.j. 2.B.13.k. 2.B.13.m.(3) 2.B.13.m.(4) 2.B.13.n.(1)(b) 2.B.13.q. 2.B.13.r. 2.B.13.s.	EMRC staff will effectively conduct the assessment process of gathering, processing, and recording information accurately, to assist with developing comprehensive person-centered plans for each person served. EMRC staff will include any client history of trauma witnessed by assessing client of manifestation of emotions and emotional harm that may have occurred. EMRC will ensure that the trauma-informed approach will be used.	Completed Jan 2020	IOP Manager
2.B.14. a. 2. B.14. b. 2. B.14. c.	EMRC staff will provide a written summary of client findings during the initial assessment. The written summary will provide information that consist of gender, identity, client history, strengths and weaknesses, clients interest, any disabilities, medical concerns, and goals.	Completed 11/2020	IOP Manager
2.C.1.c.(1) 2. C.1.c.(2) 2. C.1.c.(3) 2. C.1.c.(4)	EMRC staff will provide an individualized service plan or a family centered plan for clients. The plan focuses on the client's strengths, needs and abilities.	Completed 11/2020	IOP Manager
2.C.2.a.(1) 2.C.2.a.(2) 2.C.2.b.(4) 2.C.2.b.(5) 2.C.2.b.(6) 2.C.2.b.(7) 2.C.2.c. 2.C.2.d.	In efforts to develop person-centered rehabilitation plans, the rehabilitation plan will be uploaded to include goals in the exact words of the client. Rehabilitations Specialist will receive training to appropriately annotate the frequency of an intervention on the client; s rehabilitation plan.	Completed 11/2019	IOP Manager
2.C.6.a.(1)(a) 2. C.6.a.(1)(b) 2. C.6.b.(1) 2. C.6.b.(2)	EMRC staff will provide accurate progress notes for each client that demonstrates objectives and goals. The progress notes will be signed and dated by licensed clinician.	11/1/2019	IOP Manager OMHC Manager
2.D.1. b.	EMRC will ensure that written procedures for client transfer of services are well documented and visible. All documents will be uploaded in clients file.	Jan 2020	IOP Manager

2.D.3. d. 2. D.3. e. 2. D.3.g.(1) 2. D.3.g.(2) 2. D.3.g.(3) 2. D.3.g.(4)	EMRC's current rehabilitation plan includes a transition plan. The transition plan will be updated to include the identification of referrals for supportive services. The referral section allows for the identification of information that will allow for the client to access the resource.	11/1/2019	Program Director
2.D.6. a. 2. D.6. c. 2. D.6. d. 2. D.6. g. 2. D.6. i.	EMRC staff will provide written documentation of client's services received, date client began, and date client was discharged from program. A brief description will be included in summary that demonstrates goals and objectives achieved.	11/1/2019	IOP Manager
2.G.2. a. 2. G.2. b. 2. G.2. c. 2. G.2. d. 2. G.2. e.	EMRC staff will ensure that all documentation of client served is demonstrated in a clear and precise manner.	11/1/2019	IOP Manager
2.G.3.	All documents of person-centered plan will consist of staff providing an original and electronic copy. Plan will be uploaded in clients file in MHC.	11/1/2019	Program Directors
2.G.4.i.(4) 2. G.4.i.(6)	EMRC will provide documentation of the positioning process of clients and client reviews on person-centered plans.	11/1/2019	Program Directors
2.H.1. a.	EMRC will employ the usage of the Quality Review Records Review form. EMRC will utilize a licensed mental Health Professional to complete the Quality Records Review. Records will be reviewed on a quarterly basis. Recommendations will be made about how to improve the quality of the record, with the intent of having corrections made within 14 business days.	11/1/2019	Program Directors
2.H.2. a. 2. H.2. b. 2. H.2.c.(1) 2. H.2.c.(2) 2. H.2. d.	The Quality Records Review will be performed by a licensed mental health professional. The reviewer will receive training about the process of conducting the review. Each quarter, the reviewer will review 25% of EMRC's client records. The records reviewed will constitute a representative sample of EMRC's client population.	11/1/2019	Program Directors
2.H.4.a.(1) 2.H.4.a.(2)	The Quality Records Review will assess the clients orientation into services; whether the	11/1/2019	Program Directors

<p>2.H.4.b.  2.H.4.c.  2.H.4.d.(1)  2.H.4.d.(2)  2.H.4.e.(1)(a)  2.H.4.e.(1)(b)  2.H.4.e.(2)  2.H.4.f.  2.H.4.g.(1)  2.H.4.g.(2)  2.H.4.h.  2.H.4.i.(1)  2.H.4.i.(2)  2.H.4.j.</p>	<p>client was involved in making informed choices regarding services received: consent for treatment; whether information was released according to laws of confidentiality: whether assessments were thorough and complete and timely; whether risk factors were assessed; treatment plans are individualized and based upon needs of client; services provided were related to identified goals; whether services reflected appropriate level of care; and whether rehabilitation plans were updated according to COMAR standards. The Quality records Review will also assess whether services are documented according to agency standards; whether transition and discharge plans were completed (when applicable); whether service providers are providing authorized services; and whether service providers are receiving documented supervision.</p>		
<p>3.M.8.</p>	<p>EMRC will conduct a client conduct review monthly. The review will be used to determine if the goals set was mastered and if there were any areas that require improvement.</p>	<p>Ongoing</p>	