

**Companion Guide to the
DHS OPIA Report Card- DDD Licensed Providers**

The OPIA Report Card, displays data from the following operating units: The Office of Licensing (OOL), the Critical Incident Management Unit (CIMU), and the Office of Investigations (OI). The Report Card includes one year of data; the date range can be found at the top of the report.

The data contained in the Report Card represents community providers licensed to provide services to individuals with intellectual/developmental disabilities.

The provider agencies are grouped in tiers according to the size of the agency. Within the Tier group, they are listed alphabetically. For more information about the agencies, such as which counties they serve, what other services are provided, and contact information, DDD's Provider Search can be accessed here: <https://irecord.dhs.state.nj.us/ProviderSearch>.

The chart below describes the information on the Report Card:

Column Name	Column Description	Scoring Metric
Agency Name	This is the agency name as it appears on the license	N/A
Number of Homes	This represents the number of homes or apartments/group of apartments (sometimes a license includes several separate apartments), that an agency has licenses for.	N/A
Number of People Who Can Live in the Homes	This reflects the maximum number of people the agency is licensed to provide residential services to.	N/A
The Agency is Compliant with Health and Safety Standards	This represents a quantitative look at how well the agency did on its licensing inspection. If, during an inspection, the agency receives a number of deficiencies, they will receive a *provisional license (instead of a full license). The program is re-inspected after, usually, 6 months to determine whether the deficiencies have been corrected.	If the agency received 0 provisional licenses 3 green stars are displayed. If between 1% and 9% of all the licenses issued were provisional (meaning there were problems to correct) 2 yellow stars are displayed. If an agency received 10% or more provisional licenses during the reporting period 1 red star is displayed.
The Agency Corrects Licensing Deficiencies in a Timely Manner	When an agency is issued a provisional license, they are expected to correct the issues and are re-inspected in six months. If the issues are not adequately addressed, another provisional license, called a "repeat provisional" is issued with a shorter time frame given to improve.	If an agency received 0 repeat provisional licenses 3 green stars are displayed. If an agency receives 1 or more repeat provisional licenses 1 red star is displayed.
The Agency Reports Critical Events to the Department in a Timely Manner	Agencies are expected to report critical **incidents to the Department the same day or the next day.	This is calculated by the number of days between the date an incident is known to staff and the date an incident is reported to the Department (for all the incidents reported during the report period). If the median number of days to report is between 0 and 1.0 days, 3 green stars are displayed. If the median number of days to report is between 1.1 to 1.9 days, 2 yellow stars are displayed. If the median number of days to report is 2.0 or more days, 1 red star is displayed.

The Agency Follows Up timely With Protective and Corrective Actions in Response to Critical Events	In some cases, the agency is required to send in a follow-up report or internal investigation report to the Critical Incident Management Unit (CIMU) within 30 business days. The follow-up report should include actions taken in response to the incident and the actions that are planned to prevent future occurrences.	If an agency submits the follow up reports and 0 to 10% of them were submitted late, 3 green stars are displayed. If an agency submits the follow up reports and 11% to 19% were submitted late, 2 yellow stars are displayed. If an agency submits the follow up reports and 20% or more were submitted late, 1 red star is displayed.
People Who Live in the Homes are Free of Serious Allegations of Abuse, Neglect and Exploitation.	For this metric, the number of substantiated allegations*** of abuse, neglect and exploitation that the Office of Investigations (OI) investigated is assigned a rate**** per 25 individuals served.	If the rate (per 25 people served) of substantiated allegations is between 0 and .50, 3 green stars are displayed. If the rate (per 25 people served) of substantiated allegations is between .51 and .94, 2 yellow stars are displayed. If the rate (per 25 people served) of substantiated allegations is .95 or more, 1 red star is displayed.
The Agency Takes Appropriate Steps to Reduce the Occurrence of Critical Incidents for People Living in the Homes	For this metric, the rate of people living in the homes that were involved in 3 or more substantiated critical events or allegations per 25 individuals served is calculated. The critical incidents include abuse, neglect, exploitation, serious injuries, assault, failure to call 911 in a life-threatening emergency, sexual assault and death.	If the rate of people involved in 3 or more substantiated critical incidents is between 0 and .50, 3 green stars are displayed. If the rate of people involved in 3 or more substantiated critical incidents is between .51 and 1.0, 2 yellow stars are displayed. If the rate of people involved in 3 or more substantiated critical incidents is 1.1 or more, 1 red star is displayed.
Overall Score	This data field represents a summary of the star rating.	If the agency has no red stars on the report, 3 green stars are displayed If the agency has 1 or 2 red stars, 2 yellow stars are displayed If the agency has 3 or more red stars, 1 red star is displayed.
Notes	*Provisional License	A provisional license is issued when licensing requirements have been left unmet and the unmet licensing requirements directly endanger the health, safety, or well-being of the individuals served, or if there is substantial non-compliance. A provisional license is considered a negative licensing action. The agency is re-inspected within 3 or 6 months (depending on the gravity of the deficiencies) to ensure the unmet standards have been corrected.
	**Incident	Incidents may include “events” (hospitalization, accidental injury) and/or “allegations” (abuse, neglect, exploitation). It is not uncommon for an incident to include more than 1 allegation or event. Incidents are reportable to the Department per Administrative Order 2:05, “Incident Management and Reporting”.
	*** Substantiated allegations	A substantiated finding means that there was a preponderance of credible evidence that an allegation or a situation is true and/or occurred. The Scoring Metric for the columns People Who Live in the Homes are Free of Serious Allegations of Abuse, Neglect and Exploitation and The Agency Takes Appropriate Steps to Reduce the Occurrence of Critical Incidents for People Living in the Homes is calculated by counting each distinct allegation and/or event.
	**** Rate	We use a rate per 25 individuals served to capture proportions because agency sizes vary greatly. Using a rate helps to even out the playing field so that the size of the agency doesn't have as much of an impact. The rate per 25 is calculated by dividing the number of substantiated allegations by the number of people who live in the licensed homes and multiplying the result (quotient) by 25.