

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Provider: ALTERNATIVE SUPPORTS INC

Provider Address: 77 Rumford Avenue , Waltham

Name of Person Lisa Smalley
Completing Form: _____

Date(s) of Review: 06-MAY-19 to 05-JUL-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	4/4

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

Indicator #	L65
Indicator	Restraint report submit
Area Need Improvement	One of two restraints reviewed had not been created within three days of the occurrence. The agency needs to ensure that restraint reports are created within three days of the occurrence in accordance with DDS regulatory requirements.
Process Utilized to correct and review indicator	One of two restraints reviewed had not been created within three days of the occurrence. The agency needs to ensure that restraint reports are created within three days of the occurrence in accordance with DDS regulatory requirements.
Status at follow-up	A new process has been implemented, The Agency HCSIS administrator is responsible to check HCSIS daily and ensure that all incident and restraint reports are submitted in a timely manner.
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	Human rights training for individuals and guardians did not include: 'know how to file a grievance or to whom they should talk if they have a concern.' The agency needs to ensure both individual and guardians need to be apprised of their rights to file a grievance or to whom they should talk if they have a concern.
Process Utilized to correct and review indicator	Human rights training for individuals and guardians did not include: 'know how to file a grievance or to whom they should talk if they have a concern.' The agency needs to ensure both individual and guardians need to be apprised of their rights to file a grievance or to whom they should talk if they have a concern.

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Status at follow-up	We have altered our current statement of Human Rights that all family, guardians, and Individuals are trained with which now includes the agencies grievance procedure (see attached).
Rating	Met
Indicator #	L67
Indicator	Money mgmt. plan
Area Need Improvement	For two of seven individuals, money management plans did not contain all required components, and did not include teaching plans. Money management plans did not identify the amount of money the team agrees the individual is capable of managing independently, nor detail how the individual is assisted to manage and spend their funds. Training plans that promote growth and are designed to decrease the need for assistance over time were also not present.
Process Utilized to correct and review indicator	For two of seven individuals, money management plans did not contain all required components, and did not include teaching plans. Money management plans did not identify the amount of money the team agrees the individual is capable of managing independently, nor detail how the individual is assisted to manage and spend their funds. Training plans that promote growth and are designed to decrease the need for assistance over time were also not present.
Status at follow-up	A new money management plans was developed and now being implemented throughout the agency (see attached).
Rating	Met
Indicator #	L91
Indicator	Incident management
Area Need Improvement	At two out of six locations, incidents were not created in a timely manner. The agency needs to ensure incidents are reported in accordance with DDS regulatory requirements.

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Process Utilized to correct and review indicator	At two out of six locations, incidents were not created in a timely manner. The agency needs to ensure incidents are reported in accordance with DDS regulatory requirements.
Status at follow-up	New process implemented, The Agency HCSIS administrator is responsible to check HCSIS daily and ensure that all incident and restraint reports are submitted in a timely manner.
Rating	Met