

# **DEPARTMENT OF DEVELOPMENTAL SERVICES**

## **LICENSURE AND CERTIFICATION**

### **DDS FOLLOW-UP REPORT**

Provider	AMERICAN TRAINING	Provider Address	6 Campanelli Drive , Andover
Survey Team	Caccioppoli, Meagan; Browning, Chloe; Dolan, Cheryl;	Date(s) of Review	23-APR-25 to 29-APR-25

Follow-up Scope and results :						
Service Grouping	Licensure level and duration	# Critical Indicators std. met/ std. rated at follow-up	# Indicators std. met/ std. rated at follow-up	Sanction status prior to Follow-up	Combined Results post-Follow-up; for Deferred, License level	Sanction status post Follow-up
Employment and Day Supports  8 Locations 17 Audits	2 Year License		2/7	<input checked="" type="checkbox"/> Eligible for new business (Two Year License)  <input type="checkbox"/> Ineligible for new business. (Deferred Status: Two year mid-cycle review License)	2 Year License	<input checked="" type="checkbox"/> Eligible for New Business (80% or more std. met; no critical std. not met)  <input type="checkbox"/> Ineligible for New Business (<=80% std met and/or more critical std. not met)
Residential and Individual Home Supports  9 Locations 14 Audits	2 Year License		11/12	<input checked="" type="checkbox"/> Eligible for new business (Two Year License)  <input type="checkbox"/> Ineligible for new business. (Deferred Status: Two year mid-cycle review License)	2 Year License	<input checked="" type="checkbox"/> Eligible for New Business (80% or more std. met; no critical std. not met)  <input type="checkbox"/> Ineligible for New Business (<=80% std met and/or more critical std. not met)

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

**LICENSURE AND CERTIFICATION**

**DDS FOLLOW-UP REPORT**

**Summary of Ratings**

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

<b>Indicator #</b>	L15
<b>Indicator</b>	Hot water
<b>Area Need Improvement</b>	At three locations, water temperature did not test within 110 and 120 degrees. The agency needs to ensure that water temperatures at all locations are within the required temperature range.
<b>Status at follow-up</b>	At one location, water temperature did not test within 100-120 degrees. The agency needs to ensure that water temperatures at all locations are within the required temperature range.
<b>#met /# rated at followup</b>	6/7
<b>Rating</b>	Met

<b>Indicator #</b>	L39
<b>Indicator</b>	Dietary requirements
<b>Area Need Improvement</b>	At two locations, special dietary requirements were not followed. One was in relation to a g-tube protocol, and one to numerous food allergies. The agency needs to ensure that all special dietary requirements are followed by staff/providers.
<b>Status at follow-up</b>	This indicator was not rated, as there were no special dietary requirements in the sample.
<b>#met /# rated at followup</b>	
<b>Rating</b>	Not Rated

## **DEPARTMENT OF DEVELOPMENTAL SERVICES**

### **LICENSURE AND CERTIFICATION**

#### **DDS FOLLOW-UP REPORT**

<b>Indicator #</b>	L43
<b>Indicator</b>	Health Care Record
<b>Area Need Improvement</b>	For seven individuals, health care records were not updated within 30 days of a new diagnosis or immunization. The agency needs to ensure that all health care records are updated at least annually, and within 30 days of new diagnoses.
<b>Status at follow-up</b>	For one individual, the health care record was not updated to reflect current guardianship status. The agency needs to ensure that all health care records are maintained and updated.
<b>#met /# rated at followup</b>	6/7
<b>Rating</b>	Met

<b>Indicator #</b>	L47
<b>Indicator</b>	Self medication
<b>Area Need Improvement</b>	One individual has been assessed as capable of self-administering her medications however a medication support plan is not in place. The agency needs to ensure that when individuals are self-medicating, a support plan is in place to ensure the individual is taking medications consistent with physician's orders and that the individual is regularly monitored and assessed to determine whether any changes are needed to the medication support plan.
<b>Status at follow-up</b>	One individual in the sample was determined to be self-medicating, and they had the required support plan in place.
<b>#met /# rated at followup</b>	1/1
<b>Rating</b>	Met

<b>Indicator #</b>	L56
<b>Indicator</b>	Restrictive practices
<b>Area Need Improvement</b>	At one location, a restrictive practice was in place without a plan and criteria for elimination or fading the practice written into the rationale. The agency must ensure restrictive practices are outlined in writing, identify the rationale, include a plan and criteria for elimination or fading, and are outlined as the least restrictive alternative.
<b>Status at follow-up</b>	This indicator was not rated, as there were no individuals in the sample with restrictive practices in place.
<b>#met /# rated at followup</b>	

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

**LICENSURE AND CERTIFICATION**

**DDS FOLLOW-UP REPORT**

<b>Rating</b>	Not Rated
---------------	-----------

<b>Indicator #</b>	L57
<b>Indicator</b>	Written behavior plans
<b>Area Need Improvement</b>	At one location, a restrictive practice was utilized as a behavioral intervention without a written plan. The agency must ensure all restrictive practices and/or negative components are part of a written plan and that no intervention is administered to any individual in the absence of a written behavior modification plan.
<b>Status at follow-up</b>	This indicator was not rated, as there were no individuals in the sample with behavior plans.
<b>#met /# rated at followup</b>	
<b>Rating</b>	Not Rated

<b>Indicator #</b>	L60
<b>Indicator</b>	Data maintenance
<b>Area Need Improvement</b>	At two locations data was not being kept on the target behavior and/or the intervention. The agency must ensure data is maintained regularly, reviewed as required to determine the plan's efficacy, and that plans are revised when indicated by data.
<b>Status at follow-up</b>	This indicator was not rated, as there were no individuals in the sample with a behavior plan requiring data collection.
<b>#met /# rated at followup</b>	
<b>Rating</b>	Not Rated

<b>Indicator #</b>	L61
<b>Indicator</b>	Health protection in ISP
<b>Area Need Improvement</b>	For two individuals, health related supports and protective equipment in use did not have the required criteria for use and documentation in place. The agency needs to ensure that any health-related supports and protective equipment are being used correctly according to the health care provider's authorization and the requisite safety checks and cleanliness requirements are documented.
<b>Status at follow-up</b>	Three out of three individuals sampled had the correct criteria for use and documentation in place for all health related supports and protections.

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

**LICENSURE AND CERTIFICATION**

**DDS FOLLOW-UP REPORT**

<b>#met /# rated at followup</b>	3/3
<b>Rating</b>	Met

<b>Indicator #</b>	L63
<b>Indicator</b>	Med. treatment plan form
<b>Area Need Improvement</b>	For three individuals, medication treatment plans did not contain all of the required components. The agency should ensure medication treatment plans contain all required components and practices, such as ensuring that data is kept on the medications prescribed and share that information with the prescribing physician.
<b>Status at follow-up</b>	Three out of three individuals sampled had medication treatment plans containing all of the required components, as well as the behaviors/symptoms for which medications were prescribed.
<b>#met /# rated at followup</b>	3/3
<b>Rating</b>	Met

<b>Indicator #</b>	L67
<b>Indicator</b>	Money mgmt. plan
<b>Area Need Improvement</b>	For seven individuals, financial training plans were either not in place when the agency was holding funds, or agreement to the plan was missing. The agency needs to ensure that financial management plans are in place whenever the agency holds an individual's funds, and that agreement to these plans is obtained.
<b>Status at follow-up</b>	One individual did not have a financial training plan that outlined how money was held and accessed.
<b>#met /# rated at followup</b>	6/7
<b>Rating</b>	Met

<b>Indicator #</b>	L69
<b>Indicator</b>	Expenditure tracking
<b>Area Need Improvement</b>	For two individuals, deposits and/or expenditures were not documented and tracked. The agency needs to ensure that personal funds are tracked and audited per the agency financial policy.

## **DEPARTMENT OF DEVELOPMENTAL SERVICES**

### **LICENSURE AND CERTIFICATION**

#### **DDS FOLLOW-UP REPORT**

<b>Status at follow-up</b>	For three out of three individuals, personal funds were documented and tracked according to the agency financial policy.
<b>#met /# rated at followup</b>	3/3
<b>Rating</b>	Met

<b>Indicator #</b>	L91
<b>Indicator</b>	Incident management
<b>Area Need Improvement</b>	Incident Reports at Four locations were not submitted and/or finalized within the required timeframes as mandated by regulation. The agency needs to ensure that all incidents are submitted and finalized according to regulatory timelines.
<b>Status at follow-up</b>	Eight out of eight locations submitted and finalized incident reports as mandated by regulation.
<b>#met /# rated at followup</b>	8/8
<b>Rating</b>	Met

<b>Indicator #</b>	L94 (05/22)
<b>Indicator</b>	Assistive technology
<b>Area Need Improvement</b>	For three individuals, areas of support in which the use of assistive technology would increase their level of independence were identified; however, these identified needs had not been addressed and/or plans had not been implemented. The agency needs to ensure that when an assessment identifies areas of need and corresponding assistive technology, each individual is then supported to obtain and use assistive technology as identified within the assessment within a timely manner.
<b>Status at follow-up</b>	Eight out of eight individuals had been assessed for assistive technology that would increase their level of independence, and were then supported to obtain and use that technology.
<b>#met /# rated at followup</b>	8/8
<b>Rating</b>	Met

#### **Employment and Day Supports Areas Needing Improvement on Standard not met - Identified by DDS**

<b>Indicator #</b>	L15
<b>Indicator</b>	Hot water

## **DEPARTMENT OF DEVELOPMENTAL SERVICES**

### **LICENSURE AND CERTIFICATION**

#### **DDS FOLLOW-UP REPORT**

<b>Area Need Improvement</b>	At one location, water temperature did not test within 110 and 120 degrees. The agency should ensure that all locations have measurable temperatures within the recommended temperature range.
<b>Status at follow-up</b>	At two locations, water temperature did not test within 110-120 degrees. The agency needs to ensure that water temperatures at all locations are within the required temperature range.
<b>#met /# rated at followup</b>	1/3
<b>Rating</b>	Not Met

<b>Indicator #</b>	L86
<b>Indicator</b>	Required assessments
<b>Area Need Improvement</b>	For eight individuals, ISP assessments were not submitted at least 15 days prior to the ISP. The agency needs to ensure that all required assessments are completed within required timelines.
<b>Status at follow-up</b>	For one individual, ISP assessments were not submitted at least 15 days prior to the ISP. The agency needs to ensure that all required assessments are completed within required timelines.
<b>#met /# rated at followup</b>	2/3
<b>Rating</b>	Not Met

<b>Indicator #</b>	L87
<b>Indicator</b>	Support strategies
<b>Area Need Improvement</b>	For eight individuals, ISP support strategies were not submitted at least 15 days prior to the ISP. The agency needs to ensure that all required goals and objectives are completed within required timelines.
<b>Status at follow-up</b>	For one individual, ISP support strategies were not submitted at least 15 days prior to the ISP. The agency needs to ensure that all required goals and objectives are completed within required timelines.
<b>#met /# rated at followup</b>	2/3
<b>Rating</b>	Not Met

<b>Indicator #</b>	L91
<b>Indicator</b>	Incident management
<b>Area Need Improvement</b>	At all three locations, incident reports were not submitted and finalized as mandated. The agency needs to ensure that all incidents are submitted and finalized within the required timelines.

## **DEPARTMENT OF DEVELOPMENTAL SERVICES**

### **LICENSURE AND CERTIFICATION**

#### **DDS FOLLOW-UP REPORT**

<b>Status at follow-up</b>	At two locations, incident reports were not submitted and finalized as mandated. The agency needs to ensure that all incidents are submitted and finalized within the required timelines.
<b>#met /# rated at followup</b>	1/3
<b>Rating</b>	Not Met

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

<b>Indicator #</b>	L65
<b>Indicator</b>	Restraint report submit
<b>Area Need Improvement</b>	Ten restraint reports were not submitted or reviewed within required timelines. The agency should ensure that all restraints are submitted and reviewed as mandated.
<b>Status at follow-up</b>	One out of two restraint reports were not submitted or reviewed within required timelines. The agency needs to ensure that all restraints are submitted and reviewed as mandated.
<b>#met /# rated at followup</b>	1/2
<b>Rating</b>	Not Met

<b>Indicator #</b>	L74
<b>Indicator</b>	Screen employees
<b>Area Need Improvement</b>	Three prospective employees did not have qualifications that matched their job descriptions. The agency should ensure that all new hires have the qualifications needed for the jobs into which they are hired.
<b>Status at follow-up</b>	Two out of two prospective employees had qualifications that matched their job descriptions.
<b>#met /# rated at followup</b>	2/2
<b>Rating</b>	Met



**DEPARTMENT OF DEVELOPMENTAL SERVICES**

**LICENSURE AND CERTIFICATION**

**DDS FOLLOW-UP REPORT**

<b>Indicator #</b>	L76
<b>Indicator</b>	Track trainings
<b>Area Need Improvement</b>	Ten out of twenty staff sampled did not have incident report training. The agency should ensure that all staff receive required trainings.
<b>Status at follow-up</b>	Two out of two employees sampled received all required trainings, and the agency had a system to track the trainings.
<b>#met /# rated at followup</b>	2/2
<b>Rating</b>	Met