

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Provider: ARC OF BRISTOL COUNTY

Provider Address: 141 PARK ST , Attleboro

Name of Person Katie Baril
Completing Form:

Date(s) of Review: 21-MAY-25 to 22-MAY-25

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Remote Supports and Monitoring Services		3/3
Residential and Individual Home Supports	2 Year License	1/1

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

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

Indicator #	L91
Indicator	Incident management
Area Need Improvement	At one location, three incident reports were submitted after the due date. The agency needs to ensure that all incidents are submitted and finalized in HCSIS within the required timelines.
Process Utilized to correct and review indicator	Twice monthly HCSIS Alerts are provided to all program managers regarding timeline expectations and due dates. In addition, program managers and coordinators with IM user privileges in HCSIS completed "Incident Management Quick Guide - Filing an Extension" through agency Learning Management System.
Status at follow-up	Upon reviewing three incident reports noted as not meeting finalizing in HCSIS, it was discovered that incidents involved clinical needs resulting in follow-up appointments or staff observations prior to closing of incidents. Due to the ongoing systemic health care issues, obtaining timely outpatient appointments is often delayed resulting in late submission of follow-up evidence. All identified incident reports not meeting finalization in HCSIS have been completed and closed.
Rating	Met

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Remote Supports and Monitoring Services Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For one individual, support strategies were not submitted to HCSIS within the required timelines prior to his ISP meeting. The agency needs to ensure that support strategies are submitted to HCSIS within the required timeframe prior to ISP meetings.
Process Utilized to correct and review indicator	Twice monthly HCSIS Alerts are provided to all program managers regarding timeline expectations and due dates.
Status at follow-up	Quality Assurance has set up a weekly ISP related due dates on a recurring request extraction from within the HCSIS system. These weekly data extractions will be shared with management to ensure proper timeline completion.
Rating	Met

Indicator #	L91
Indicator	Incident management
Area Need Improvement	At one location, an incident report was not finalized in HCSIS within the required timeframe. The agency needs to ensure that all incident reports are submitted and finalized in HCSIS within the required timelines.
Process Utilized to correct and review indicator	A review of submitted incident reports within HCSIS identified that approximately 40% of final reports were completed late with the average number of days being 5. The agency will develop a targeted goal to improve this rating to under 20% by the end of 2026.
Status at follow-up	Identified incident report for Remote Monitoring individual was completed and finalized 4 days beyond due date.

DEPARTMENT OF DEVELOPMENTAL SERVICES
LICENSURE AND CERTIFICATION
PROVIDER FOLLOW-UP REPORT

Rating	Met
Indicator #	L100 (05/22)
Indicator	RSMS Assessment
Area Need Improvement	For one individual, the Assistive Technology evaluation had not been uploaded to HCSIS to be included with his ISP. The agency needs to ensure that both the Remote Supports plan and Assistive Technology evaluations are uploaded to HCSIS for the ISP process.
Process Utilized to correct and review indicator	Twice monthly HCSIS Alerts are provided to all program managers regarding timeline expectations and due dates of assessments for ISP. In addition, the table of contents and record review tool used by Remote Supports and Monitoring manager has been updated to include ensuring required assessments have been uploaded as part of ISP.
Status at follow-up	All individuals within the Remote Support and Monitoring department have updated Assistive Technology evaluations and Safe-in Home Support plans uploaded as part of ISP assessments.
Rating	Met