

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

**LICENSURE AND CERTIFICATION**

**DDS FOLLOW-UP REPORT**

Provider BEST BUDDIES INTERNATIONAL Provider Address 529 Main Street, Suite 202 , Boston  
Survey Team Bullard, David; Edi-Osagie, Raymond; Date(s) of Review 03-MAR-23 to 03-MAR-23

**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  1 Locations 8 Audits	2 Year License		4/5	<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)

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**Summary of Ratings**

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

<b>Indicator #</b>	L49
<b>Indicator</b>	Informed of human rights
<b>Area Need Improvement</b>	For nine individuals, the grievance procedure provided to guardians and/or individuals did not contain some of the required information. The agency needs to ensure that all guardians and individuals are provided with current and accurate contact information for the purpose of filing a grievance.
<b>Status at follow-up</b>	All but one individuals and their guardians were trained on human rights, and the process for filing a grievance was clearly outlined.
<b>#met /# rated at followup</b>	7/8
<b>Rating</b>	Met

<b>Indicator #</b>	L88
<b>Indicator</b>	Strategies implemented
<b>Area Need Improvement</b>	For two of nine individuals, ISP goals were not being implemented as agreed upon. The agency needs to ensure that ISP goals are implemented as agreed upon with the team.
<b>Status at follow-up</b>	Goals agreed upon as part of the ISP and others developed by the agency were being implemented for all individuals whose services were reviewed.
<b>#met /# rated at followup</b>	8/8
<b>Rating</b>	Met

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<b>Indicator #</b>	L91
<b>Indicator</b>	Incident management
<b>Area Need Improvement</b>	The agency was not reporting incidents in HCSIS as mandated. The agency needs to ensure that incidents are reported in HCSIS as mandated by regulation.
<b>Status at follow-up</b>	Two incidents that occurred within the review timeframe were not submitted within the required timelines. The agency needs to ensure that incidents are submitted and finalized within the required timelines in HCSIS.
<b>#met /# rated at followup</b>	0/1
<b>Rating</b>	Not Met

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

<b>Indicator #</b>	L48
<b>Indicator</b>	HRC
<b>Area Need Improvement</b>	The agency's shared Human Rights Committee did not meet all its mandates. The agency needs to ensure that the shared Human Rights Committee it belongs to meets all regulatory mandates.
<b>Status at follow-up</b>	The agency's shared human rights committee met requirements for membership and attendance at the last meeting.
<b>#met /# rated at followup</b>	1/1
<b>Rating</b>	Met

<b>Indicator #</b>	L76
<b>Indicator</b>	Track trainings
<b>Area Need Improvement</b>	The agency had not trained all employees on some mandated training topics. The agency needs to ensure that employees receive all DDS mandated trainings.
<b>Status at follow-up</b>	Agency staff were trained on all DDS mandated training topics.
<b>#met /# rated at followup</b>	3/3
<b>Rating</b>	Met