

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

**Provider:** BEST BUDDIES INTERNATIONAL

**Provider Address:** 529 Main Street, Suite 202 , Boston

**Name of Person** Shiloh Murray  
**Completing Form:** \_\_\_\_\_

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

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Employment and Day Supports	2 Year License	2/3

**Summary of Ratings**

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

<b>Indicator #</b>	L91
<b>Indicator</b>	Incident management
<b>Area Need Improvement</b>	Incidents associated with both locations reviewed were not consistently submitted and/or finalized within the timelines mandated by regulation. The agency needs to ensure that all staff are knowledgeable regarding what constitutes a reportable incident and ensure that incident reports are submitted and finalized within required timelines.
<b>Process Utilized to correct and review indicator</b>	To ensure that staff are aware of what constitutes a reportable incident and that reports are submitted and finalized in HCSIS in a timely manner, we have implemented a staff training titled "Reporting Incidents on HCSIS" as a refresher training to review with the team annually. Additionally, the three managers on the team are trained on how to best guide staff when encountering incidents that may be reportable. We have printed Incident Management resources (i.e. Decision Trees, Categorizing Incidents, etc.) and have these available in both offices. When a new staff joins the team, they complete an Incident Report training session with a manager. Since the SEM meeting, there have been no new reportable incidents submitted on HCSIS.
<b>Status at follow-up</b>	10/11 staff have been re-trained on Incident Reporting in HCSIS and no new reportable incidents have occurred since the SEM meeting.
<b>Rating</b>	Met

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

<b>Indicator #</b>	L48
<b>Indicator</b>	HRC

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<b>Area Need Improvement</b>	The Human Rights Committee did not meet the mandate for attendance of required members. Additionally, the agencies human rights training materials, policies, and procedures required for compliance with the Department's regulations on human rights were not reviewed on an annual basis. The agency needs to ensure that attendance by required members is consistent to ensure the committee's ability to review and address issues in a timely and informed manner.
<b>Process Utilized to correct and review indicator</b>	The Human Rights Committee has not yet had a quarterly meeting since the SEM meeting. Our next Committee meeting is scheduled for 3/13/2025. We have communicated with Committee members about attendance and have identified some potential "back up" members who may be able to step in if other cannot attend a meeting. We plan to review the human rights training materials, policies, and procedures on an annual basis.
<b>Status at follow-up</b>	The next quarterly meeting has not happened yet.
<b>Rating</b>	Not Met

<b>Indicator #</b>	L83
<b>Indicator</b>	HR training
<b>Area Need Improvement</b>	Four of four employees did not complete the required DDS Mandated Reporter training using an approved curriculum. The agency needs to ensure that all staff complete an annual training of reporting responsibilities to DPPC utilizing a DDS approved curriculum.
<b>Process Utilized to correct and review indicator</b>	All staff have been instructed to take the DDS Mandated Reporter training course on the DDS Regional Training website, annually. We have provided a Sign off sheet for staff to use to "sign off" that they have completed the training, so we have a way of documenting completion.

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<b>Status at follow-up</b>	9/11 staff have completed the DDS Mandated Reporter training refresher in 2025.
<b>Rating</b>	Met