

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

**Provider:** BROCKTON AREA ARC

**Provider Address:** 1250 West Chestnut St , Brockton

**Name of Person** Adam Belmore  
**Completing Form:**

**Date(s) of Review:** 30-OCT-23 to 01-NOV-23

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Employment and Day Supports	2 Year License	3/4

**Summary of Ratings**

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

<b>Indicator #</b>	L8
<b>Indicator</b>	Emergency Fact Sheets
<b>Area Need Improvement</b>	Twelve Emergency Fact Sheets did not contain information needed in an emergency such as pertinent diagnoses, allergies, relevant capabilities, and likely response to search efforts.
<b>Process Utilized to correct and review indicator</b>	Our team of case managers have revised an updated version of our face sheet to include all diagnosis and medication information. They will begin converting from our previously used face sheets into the new fact sheets.
<b>Status at follow-up</b>	The form has been completed and shared with all case managers. They have started converting and as they make the new ones, they are replacing the old ones in to-go bags and on the server
<b>Rating</b>	Met

<b>Indicator #</b>	L91
<b>Indicator</b>	Incident management
<b>Area Need Improvement</b>	Two incident reports were not reported and/or finalized within required timelines. Agency needs to ensure that incident reports are reported and reviewed as mandated by regulation.
<b>Process Utilized to correct and review indicator</b>	Our Operations Leadership Team reviewed the current incident report form that we use. The PBS coordinator revised and updated the form so that it would contain all the relative information needed, as well as be done quickly. We will share this form with staff at the next incident reporting training in November. All staff will be trained and begin using the new form and process for incident reporting.
<b>Status at follow-up</b>	The form has been completed and shared with staff members. Each department has trained their staff and started using the new form.

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<b>Rating</b>	Met
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**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 Human Rights Committee did not include a valid voting member with clinical expertise for eight out of eight meetings. The agency needs to recruit a clinician to be a voting member of their Human Rights Committee to ensure that the required expertise is present at meetings.
<b>Process Utilized to correct and review indicator</b>	Our Executive Director and Human Rights Coordinator created a volunteer job posting that will be put on our website and shared with networking contacts. They will also reach out to other companies nearby, to see if setting up a "backup" clinician will be possible.
<b>Status at follow-up</b>	The posting for the position was created and added to our hiring website. The information is going to be sent out through email to other human service companies, or anywhere that may have clinicians that are eligible.
<b>Rating</b>	Not Met

<b>Indicator #</b>	L76
<b>Indicator</b>	Track trainings
<b>Area Need Improvement</b>	The agency's database contained twenty inaccurate dates for mandatory staff trainings, and two of four staff had not been trained in Incident Reporting.

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<b>Process Utilized to correct and review indicator</b>	The CBDS Director has created a sign in form that staff will use for each training they complete. This sheet includes date of training, training topic, two things learned in the training, and supervisor signature. These will be stored in physical folders in the office of the CBDS director along with any training certificates. We will also update the process for inputting training dates into our tracking sheet, using the sign in sheets as a backup.
<b>Status at follow-up</b>	The form has been shared with all staff, and will be used for the first time to train staff on incident reporting this month. All staff will get the form, sign it after completing the training, and submit it to their supervisor for approval. CBDS director will track it physically and on the tracking sheet.
<b>Rating</b>	Met