

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Provider: Communitas, Inc

Provider Address: 60-D Audubon Road , Wakefield

Name of Person Kathy Custer
Completing Form: _____

Date(s) of Review: 01-MAY-24 to 18-JUN-24

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports	2 Year License	4/6
Employment and Day Supports	2 Year License	2/4

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

Indicator #	L7
Indicator	Fire Drills

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Area Need Improvement	At one location, a fire drill had been conducted using more than the minimum staffing ratio identified in the location safety plan. The agency needs to ensure that all fire drills are conducted using the lowest level of potential staffing as identified in each approved location safety plan.
Process Utilized to correct and review indicator	2nd quarter drill to be completed between 5/7 and 6/20. All drills to be reviewed by PD, PC and PSS for required criteria.
Status at follow-up	11 of 11 homes completed the 2nd quarter drill with minimum staffing ratios.
Rating	Met

Indicator #	L47
Indicator	Self medication
Area Need Improvement	For two individuals who were being supported to self medicate, corresponding support plans with details of ongoing assessment were not in place. The agency needs to ensure that when individuals are self-medicating, support needs identified in the self medication assessment are provided and documented through a corresponding medication support plan. The agency also needs to ensure that each individual who is self-medicating, is assessed regularly to determine whether any changes are needed to the medication support plan.
Process Utilized to correct and review indicator	Revisions made to Medication Self-Administration Assessment and Support Plan to more accurately reflect current protocol of reassessment triggers and supports provided. All surveyed individuals now have the revised plan on file, and moving forward this will be utilized for all individuals supported, with many other individuals already having been moved to this form.
Status at follow-up	100% of individuals surveyed have the revised form.

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Rating	Met
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Indicator #	L63
Indicator	Med. treatment plan form
Area Need Improvement	For six individuals, Medication Treatment Plans did not contain all the required components. The agency needs to ensure that when required, Medication Treatment Plans are developed and have all the required components, including criteria for re-evaluating or adjusting the medication based on treatment data.
Process Utilized to correct and review indicator	Revisions made to Medication Self-Administration Assessment and Support Plan to more accurately reflect current protocol of reassessment triggers and supports provided. All surveyed individuals now have the revised plan on file, and moving forward this will be utilized for all individuals supported, with many other individuals already having been moved to this form.
Status at follow-up	100% of individuals surveyed have the revised form.
Rating	Met

Indicator #	L67
Indicator	Money mgmt. plan

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Area Need Improvement	For two individuals, shared/delegated management of funds plans did not include all required components. The agency needs to ensure that money management plans include all required components, including but not limited to identifying the general mechanisms for the individual to access their money, identifying the amount of money that the team agrees the individual is capable of managing independently, and detailing the mechanisms in place for operating any bank accounts held, depositing checks/earnings, and detailing the specifics around managing the cash at the location where individual funds are secured.
Process Utilized to correct and review indicator	Revisions made to the Budget and Funds Management Training Plan to more accurately reflect protocols for accessing funds, and all other required components. All surveyed individuals now have the revised plan on file, and moving forward this will be utilized for all individuals supported, with many other individuals already having been moved to this form. Additional training provided to support staff completing these documents and incorporating them into the ISP.
Status at follow-up	100% of individuals surveyed have the revised form with required components.
Rating	Met

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For seven individuals, required assessments had not been submitted within ISP timelines. The agency needs to ensure that ISP assessments are submitted at least 15 days in advance of the ISP meeting.

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Process Utilized to correct and review indicator	Successful completion of this goal was complicated by supervisors being pulled into direct coverage and struggles getting into HCSIS due to change in security process.
Status at follow-up	Sample pulled for ISPs dates 5/1/24-6/18/24. 79% of assessments that were requested in a timely manner were submitted to HCSIS at least 15 days prior to the ISP meeting.
Rating	Not Met

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For five individuals, support strategies had not been submitted within ISP timelines. The agency needs to ensure that ISP support strategies are submitted at least 15 days in advance of the ISP meeting.
Process Utilized to correct and review indicator	Successful completion of this goal was complicated by supervisors being pulled into direct coverage and struggles getting into HCSIS due to change in security process.
Status at follow-up	Sample pulled for ISPs dates 5/1/24-6/18/24. 57% (8 of 14) of support strategies were submitted at least 15 days prior to the ISP.
Rating	Not Met

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

Indicator #	L15
Indicator	Hot water

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Area Need Improvement	At one location, the hot water being delivered was not within the required 110 and 120 degrees Fahrenheit range. The agency needs to ensure every site and source of hot water is delivered between 110 and 120 degrees F.
Process Utilized to correct and review indicator	Impacted sinks were supplied by on-demand water heaters. Those water heaters were replaced and tested to be within range.
Status at follow-up	2 of 2 hot water heaters replaced, water testing within range.
Rating	Met

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For eight individuals, required assessments had not been submitted within ISP timelines. The agency needs to ensure that ISP assessments are submitted at least 15 days in advance of the ISP meeting.
Process Utilized to correct and review indicator	Successful completion of this goal was complicated by supervisors being pulled into direct coverage, misreading HCSIS alerts, and struggles getting into HCSIS due to change in security process.
Status at follow-up	Sample pulled for ISPs between 5/1/24 and 6/18/24. 57% (4 of 7) of Assessments requested were submitted at least 15 days before the ISP.
Rating	Not Met

Indicator #	L87
Indicator	Support strategies

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Area Need Improvement	For eleven individuals, support strategies had not been submitted within ISP timelines. The agency needs to ensure that ISP support strategies are submitted at least 15 days in advance of the ISP meeting.
Process Utilized to correct and review indicator	Successful completion of this goal was complicated by supervisors being pulled into direct coverage, misreading HCSIS alerts, and struggles getting into HCSIS due to change in security process.
Status at follow-up	Sample pulled for ISPs between 5/1/24 and 6/18/24. 75% (3 of 4) of Support Strategies requested were submitted at least 15 days before the ISP.
Rating	Not Met

Indicator #	L94 (05/22)
Indicator	Assistive technology
Area Need Improvement	Nine individuals had not yet been assessed in the area of Assistive Technology (AT), to determine if they would benefit from the addition of AT to increase their level of independence. The agency needs to ensure all individuals are assessed in the area of Assistive Technology. The agency also needs to ensure that when an assessment identifies areas of need, each individual is then supported to obtain and use Assistive Technology as identified within the assessment within a timely manner.
Process Utilized to correct and review indicator	Additional training supports provided to programs. This assessment and the accompanying support plan are now part of our internal ISP process.
Status at follow-up	9 of 9 individuals have completed Assistive Tech Assessments and AT Support plans in place.
Rating	Met