

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

Provider: COMMUNITY OPTIONS INC

Provider Address: 442 State St. PO Box 1352,
Belchertown

Name of Person Ann Shelton
Completing Form:

Date(s) of Review: 30-JAN-25 to 31-JAN-25

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Employment and Day Supports		5/5

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Summary of Ratings

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

Indicator #	L1
Indicator	Abuse/neglect training
Area Need Improvement	Six of sixteen individuals reviewed, were not supported to receive annual training on how to report abuse and neglect with DPPC. The agency must ensure that individuals are trained annually, and guardians receive information on how to report abuse and neglect to DPPC.
Process Utilized to correct and review indicator	Agency management reviewed this indicator across the service, developing interactive training modules for abuse and neglect; trainings were added as part of initial orientation to services.
Status at follow-up	All individuals were retrained on abuse and neglect, and signoffs were obtained showing receipt of training. Guardians were sent also information on abuse and neglect.
Rating	Met

Indicator #	L49
Indicator	Informed of human rights
Area Need Improvement	Six of sixteen individuals reviewed, were not supported to receive annual human rights training. The agency must ensure that individuals are trained annually, and guardians receive information relative to human rights.
Process Utilized to correct and review indicator	Agency management reviewed this indicator across the service, developing interactive training modules for abuse and neglect; trainings were added as part of initial orientation to services.

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Status at follow-up	All consumers were either trained in person or sent human rights trainings; signoffs were obtained showing receipt of training and information. Guardians were also sent the human rights information.
Rating	Met

Indicator #	L94 (05/22)
Indicator	Assistive technology
Area Need Improvement	Six of sixteen individuals reviewed, were not assessed in relation to Assistive Technology (AT), to determine if they would benefit from the addition of AT that could increase their level of independence. The agency needs to ensure that all individuals are assessed in relation to assistive technology needs; and that when an assessment identifies areas of need, individuals are then supported to obtain and use the identified Assistive Technology in a timely manner.
Process Utilized to correct and review indicator	Agency management reviewed this indicator for all individuals and assessments were completed for those that did not have them.
Status at follow-up	The agency will continue to provide assistive technology solutions when areas of need are identified, and appropriate documentation will occur in the ISP when this occurs.
Rating	Met

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

Indicator #	L76
Indicator	Track trainings
Area Need Improvement	For two of four employees, mandated trainings were incomplete. One employee, who was designated Fire Safety Officer and Human Rights Officer, had not received DDS Formal Fire Safety Training or

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	Human Rights Officer Training. The agency needs to ensure that staff are trained in all mandated trainings and certifications.
Process Utilized to correct and review indicator	Agency management reviewed mandated training status for all staff; all pending/expired trainings were scheduled and completed.
Status at follow-up	Hamn Rights Officer training was completed on 11/5/24. Fire Safety Officer training was completed on 12/10/ Certificate attached.
Rating	Met

Indicator #	L92 (07/21)
Indicator	Licensed Sub-locations (e/d).
Area Need Improvement	At one of two CBDS sub-locations, the fire system inspected by the Belchertown Fire Department on 8/27/2024 was noted to have failed inspection with several violations noted. The agency must ensure that all agency owned/operated sub-locations have the required licenses and current inspections.
Process Utilized to correct and review indicator	The agency revisited the findings of fire inspection failure at this site and the necessary repairs were effected.
Status at follow-up	A passed fire inspection for the site was obtained and shared with OQE.
Rating	Met