

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Provider: COMMUNITY SUPPORT
ASSOCIATES, INC _____

Provider Address: PO BOX 1987 , HYANNIS

Name of Person
Completing Form: _____

Date(s) of Review: 28-JUN-19 to 28-JUN-19

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

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Summary of Ratings

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

Indicator #	L83
Indicator	HR training
Issue Identified	This training is given to all staff as a part of orientation, but is not the DDS-specific training.
Actions Planned/Occurred	DDS Video, Power Point presentation, and other documentation will be incorporated into our MRC-SHIP Mandated Reporting training.
Process Utilized to correct and review indicator	Training incorporated into CSA Orientation/Training.
Status at follow-up	Video and PP have been reviewed by CSA staff who work with DDS clients.
Rating	Met

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

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For two out of three people, assessment were either submitted late or not submitted. The agency needs to ensure that assessments are submitted within the required timelines.
Process Utilized to correct and review indicator	Chart with due dates developed so that timelines will be met.
Status at follow-up	There have not been any assessments due in the last few months. The next one is due on October 7th. for JC, who CSA has not yet participated in an ISP but one, is scheduled for (12/2019).
Rating	Not Met

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Post 60 Day Area Office/HRC Follow-up (Performed 30 days later) Expected Area Office Follow Up Date:	
Forwarded to	Area Director
AO/Provider Actions	
Provider Status Rating by AO/HRC (Met or Not Met)	

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For two out of three people, support strategies were either submitted late or not submitted. The agency needs to ensure that support strategies are submitted within the required timelines.
Process Utilized to correct and review indicator	Chart with due dates developed so that timelines will be met.
Status at follow-up	The submission of Support Strategies has been not needed to be submitted since the survey.
Rating	Not Met
Post 60 Day Area Office/HRC Follow-up (Performed 30 days later) Expected Area Office Follow Up Date:	
Forwarded to	Area Director
AO/Provider Actions	
Provider Status Rating by AO/HRC (Met or Not Met)	