

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

**Provider:** DDS METRO REGION OFFICE

**Provider Address:** 465 Waverley Oak Road Suite 120,  
Waltham

**Name of Person** Maureen Delaney  
**Completing Form:** \_\_\_\_\_

**Date(s) of Review:** 01-AUG-25 to 01-AUG-25

<b>Follow-up Scope and results :</b>		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports	2 Year License	3/6

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

<b>Indicator #</b>	L15
<b>Indicator</b>	Hot water

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<b>Area Need Improvement</b>	At two of seven locations hot water temperature tested outside the required range of 110-120 degrees for the kitchen and bathroom faucets and 110-112 for showers/baths. The agency needs to ensure water temperatures are maintained to be within the required range.
<b>Process Utilized to correct and review indicator</b>	Maintenance completed on the faucets/mixers installed where needed. Ongoing temps taken.
<b>Status at follow-up</b>	Completed
<b>Rating</b>	Met

<b>Indicator #</b>	L35
<b>Indicator</b>	Preventive screenings
<b>Area Need Improvement</b>	For three of seven individuals, routine and preventive screenings had not occurred. The agency needs to ensure that individuals receive preventive health screenings in accordance with their age and gender.
<b>Process Utilized to correct and review indicator</b>	Add a disclaimer to the deferral form that offers alternatives to the procedure and to reach out to the MD. Further educate guardians and individuals of choices.
<b>Status at follow-up</b>	Not met and ongoing - will be completed by January 1, 2026 to allow for guardians to review at the annual meeting
<b>Rating</b>	Not Met

<b>Indicator #</b>	L70
<b>Indicator</b>	Charges for care calc.

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<b>Area Need Improvement</b>	For two of seven individuals, the accuracy of the charges for care calculations could not be verified. The agency needs to ensure that charges for care are calculated appropriately.
<b>Process Utilized to correct and review indicator</b>	Meet with UMASS staff to review the charges for care calculations prior to mailing.
<b>Status at follow-up</b>	Not completed - will be completed by October 1, 2025
<b>Rating</b>	Not Met

<b>Indicator #</b>	L71
<b>Indicator</b>	Charges for care appeal
<b>Area Need Improvement</b>	For three of the seven individuals, guardians were not notified of appeal rights for charges of care. The agency needs to ensure that individuals and guardians are notified of their appeal rights for their charges for care.
<b>Process Utilized to correct and review indicator</b>	Memo sent to all guardians with appeal rights with verification of receipt.
<b>Status at follow-up</b>	Completed
<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>	Both Human Rights Committees did not have a minimum of five voting members and did not have a member with legal expertise. A review of meeting minutes revealed that the Human Rights Committees did not review agency policies which may impact individuals' human rights or the agency's human rights training materials and processes.
<b>Process Utilized to correct and review indicator</b>	Ongoing search to fill positions, one position filled, still searching for one more committee member.
<b>Status at follow-up</b>	Partially met
<b>Rating</b>	Not Met

<b>Indicator #</b>	L65
<b>Indicator</b>	Restraint report submit
<b>Area Need Improvement</b>	Three of eight restraint reports were not finalized within five calendar days. The agency needs to ensure that it submits and finalizes all restraint reports within the established timeframes.
<b>Process Utilized to correct and review indicator</b>	Reviewers received education on how to finalize a report
<b>Status at follow-up</b>	Met
<b>Rating</b>	Met