

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

Provider: DELTA PROJECTS _____

Provider Address: 118 Allied Drive , Dedham _____

Name of Person Jean Reynolds
Completing Form: _____

Date(s) of Review: 09-JAN-23 to 10-JAN-23 _____

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports	2 Year License	3/3
Employment and Day Supports	2 Year License	0/0

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

Indicator #	L15
Indicator	Hot water
Area Need Improvement	At three of fourteen homes, hot water temperature was found to be outside of the required range of 110-120 degrees. The agency must ensure that the water temperature at all its sites measure within the required range.
Process Utilized to correct and review indicator	All three water temps were corrected at the time of Survey. Res. Managers will conduct monthly temp. checks and notify Facilities if adjustments are needed. Facilities Manager will check quarterly during Facility Audit reviews
Status at follow-up	On-going.
Rating	Met

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Indicator #	L91
Indicator	Incident management
Area Need Improvement	At four of the fourteen sites where reviews occurred, incidents were submitted and/or finalized incidents outside the required timelines. The agency must submit and finalize incidents within the required timelines on HCSIS.
Process Utilized to correct and review indicator	Our Dir. Of Res Admin. Support will continue to monitor incident submission/finalization to meet required timelines on HCSIS. Res. Managers will receive daily notifications to submit and finalize all entries.
Status at follow-up	On-going.
Rating	Met

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

Indicator #	L76
Indicator	Track trainings
Area Need Improvement	Fifteen of twenty staff reviewed had not undergone Positive Behavioral Support (PBS) training. The agency must use its tracking system to ensure that all staff undergo required trainings at the frequency at which they are required.
Process Utilized to correct and review indicator	Although Agency wide PBS overview training had been conducted over the past two years, documentation of those trainings was lacking/misplaced. We recently experienced a turnover of HR staff, and a better system of tracking trainings has been implemented. Our electronic payroll system, Kronos, now tracks all trainings. All new employees receive PBS training at orientation, presented by agency Clinicians. They receive a certificate of completion that are uploaded into Kronos. We are in the process of training all current staff for whom we don't have documentation and the same Kronos tracking will be completed for those.
Status at follow-up	on-going.
Rating	Met