

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

Provider: ELIOT COMMUNITY HUMAN SERVICES _____

Provider Address: 125 Hartwell Ave , Lexington _____

Name of Person Kristin Paone _____
Completing Form: _____

Date(s) of Review: 17-NOV-25 to 19-NOV-25 _____

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Employment and Day Supports	2 Year License	4/5

Summary of Ratings

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

Indicator #	L8
Indicator	Emergency Fact Sheets
Area Need Improvement	Four of eleven emergency fact sheets were missing required information. The agency needs to ensure that all emergency fact sheets contain all of the required information.

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Process Utilized to correct and review indicator	Reviewed all Emergency Fact Sheets by utilizing DDS EFS Standards and Requirements guidelines. Barriers identified were not being provided updated information from guardians/parents. As of 10/10/25, the Division implemented the following corrective action plan: EFS's will be reviewed and updated every six months when ISP progress summaries are submitted. Eliot will collaborate with Service Coordinators to retrieve updated information if needed. The Regional Director will provide oversight and review EFS's with the Director of Support Services at six month and annual intervals.
Status at follow-up	Fifteen of the twenty two EFS's for Employment and CBDS individuals were reviewed. All the EFS reviewed had all requested information listed. ECHS was able to obtain information from guardians with the support of the Service Coordinators when applicable.
Rating	Met

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For two out of six individuals, ISP assessments were not submitted at least 15 days prior to the ISP meeting. The agency needs to ensure that all required assessments are completed and submitted within the mandated timelines.
Process Utilized to correct and review indicator	As of 10/10/25, the following plan was implemented: The Division Leadership team will review upcoming ISPs on a monthly basis as the agency has executed internal alert systems/tracking. The Director of Support Services will be responsible for submitting the ISP documentation within regulatory guidelines. The Regional Director will then assume the responsibility for the oversight and for ensuring that all portions of ISP are submitted on time.

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Status at follow-up	<p>Three of four individual assessments were submitted on time.</p> <p>To account for any unanticipated vacancies or leaves to counter any interruptions in oversight we have increased the frequency of monitoring. As of 11/12/25, The Division Leadership will monitor at a more frequent interval to ensure timelines are met. The Director of Support Services will review ISPs documentation on a weekly basis. The Regional Director will then assume the responsibility for the oversight and for ensuring that all portions of the ISP are submitted on time on a weekly basis. An ISP checklist was developed and google invites sent to all participating team members including the documentation target date and the ISP meeting date.</p>
Rating	Met

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For three out of six individuals, ISP support strategies were not submitted at least 15 days prior to the ISP. The agency needs to ensure that all required goals and objectives are submitted within required timelines.
Process Utilized to correct and review indicator	As of 10/10/25, the following plan was implemented: The Division Leadership team will review upcoming ISPs on a monthly basis as the agency has executed internal alert systems/tracking. The Director of Support Services will be responsible for submitting the ISP documentation within regulatory guidelines. The Regional Director will then assume responsibility for the oversight and for ensuring that all portions of ISP are submitted on time.

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Status at follow-up	<p>Two of four individual assessments were submitted on time.</p> <p>To account for any unanticipated vacancies or leaves to counter any interruptions in oversight we have increased the frequency of monitoring. As of 11/12/25, The Division Leadership will monitor at a more frequent interval to ensure timelines are met. The Director of Support Services will review ISPs documentation on a weekly basis. The Regional Director will then assume the responsibility for the oversight and for ensuring that all portions of the ISP are submitted on time on a weekly basis. An ISP checklist was developed and google invites sent to all participating team members including the documentation target date and the ISP meeting date.</p>
Rating	Met

Indicator #	L94 (05/22)
Indicator	Assistive technology
Area Need Improvement	<p>Four of eleven individuals had not been thoroughly 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 fully assessed in this area. The agency also needs to ensure that when an assessment identifies areas of need, each individual is then supported to obtain and use the identified AT.</p>
Process Utilized to correct and review indicator	<p>As of 10/10/25, the Assistive Technology Assessment for individuals was completed by the Director of Support Services, oversight provided by the Regional Director and updated including the incomplete assessments from the OQE survey.</p>

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Status at follow-up	<p>Fifteen of the twenty two individuals have a completed Assistive Technology Assessment including the four individuals with recent ISPs held.</p> <p>As of 11/12/25, the Director of Support Services will utilize the ISP Checklist to ensure completion of all ISP documentation. The Regional Director will provide weekly oversight to ensure documentation is completed and ensure any recommendations from the assessments have been implemented at the programmatic level.</p> <p>The assessments identified the need for larger tablets, wireless headphones and larger fonts..</p> <p>Two Assistive Technology tools that were identified during the assessment were purchased through the IT department. Fonts were changed to Arial and increased by 10% on two computers and two tablets to accommodate individuals that may experience challenges reading small fonts.</p>
Rating	Met

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

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

Indicator #	L48
Indicator	HRC
Area Need Improvement	The agency's Human Rights Committee (HRC) did not have a member with legal expertise regularly attend the meetings. In addition, meetings were not being held at quarterly intervals as outlined in the by-laws and as required by regulation. The agency needs to ensure that its HRC is fully constituted with all members with requisite expertise regularly participating in meetings, and meetings need to be held at least quarterly in accordance with regulatory requirements.
Process Utilized to correct and review indicator	Ongoing recruitment internally and externally for voluntary members. The Human Rights Committee meetings are scheduled in advance for the year.
Status at follow-up	As of 10/1/25, The agency has identified a legal member who has reviewed processes and documents. The member was invited to a meeting in October and was unable to attend due to technical issues which have now been resolved and the legal member confirmed he is able to attend future meetings. Human Rights Committee meetings are scheduled in advance for the year to ensure compliance in each quarter. A back up person has been identified to facilitate the meeting in the event the Human Rights Chairperson is unavailable.
Rating	Met