

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

Provider: LIFESTREAM INC _____

Provider Address: PO BOX 50487 , New Bedford _____

Name of Person Mark Duval
Completing Form: _____

Date(s) of Review: 18-DEC-23 to 18-DEC-23 _____

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Remote Supports and Monitoring Services		1/1
Employment and Day Supports		3/3

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Remote Supports and Monitoring Services Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For one individual, a support strategy related to Remote Supports and Monitoring (RSM) was not created. The agency needs to ensure that all individuals receiving RSM have a support strategy related to this service included in the ISP and it is submitted within required timelines.
Process Utilized to correct and review indicator	Process Utilized to correct and review indicator All individuals receiving RSM were audited to ensure that they had a support strategy related to this service included in the ISP and it was submitted within required timelines. A modification was submitted for the one individual that did not have a support strategy.
Status at follow-up	All individuals receiving RSM have a support strategy related to this service and the support strategy is included in the ISP.
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 six of nine individuals, ISP Assessments were not submitted within the required timelines. The agency needs to ensure that assessments are submitted prior to the ISP within the required timelines.
Process Utilized to correct and review indicator	ISP assessment due dates are tracked, and a spreadsheet is sent to the program manager every two weeks. The assistant director follows up with the program manager to ensure assessments are submitted within timelines.

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Status at follow-up	For two out of two individuals reviewed since the service enhancement meeting, ISP Assessments were submitted within required timelines.
Rating	Met

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For five of nine individuals, ISP Support Strategies were not submitted within the required timelines. The agency needs to ensure that assessments are submitted prior to the ISP within the required timelines.
Process Utilized to correct and review indicator	Process Utilized to correct and review indicator Support Strategies due dates are tracked, and a spreadsheet is sent to the program manager every two weeks. The assistant director follows up with the program manager to ensure support strategies are submitted within timelines.
Status at follow-up	For two out of two individuals reviewed since the service enhancement meeting, Support Strategies were submitted within required timelines.
Rating	Met

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

Indicator #	L91
Indicator	Incident management
Issue Identified	Initial reports were submitted within required timelines, but final reports were not submitted within the required timelines.
Actions Planned/Occurred	The Program Manager will monitor HCSIS alerts daily to ensure final reports are submitted within the required timelines.
Process Utilized to correct and review indicator	Incident report timelines were reviewed for all incidents reported since the service enhancement meeting.
Status at follow-up	5 of 5 initial incident reports were submitted within required timelines and 4 of 5 final reports were submitted within the required timelines.
Rating	Met