

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

**LICENSURE AND CERTIFICATION**

**PROVIDER FOLLOW-UP REPORT**

**Provider:** Northeast ED and Develop.  
Support Ctr.

**Provider Address:** 1390 Main Street , Tewksbury

**Name of Person** Amy Atwell  
**Completing Form:** \_\_\_\_\_

**Date(s) of Review:** 27-AUG-24 to 28-AUG-24

**Follow-up Scope and results :**

Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports	2 Year License	0/0
Employment and Day Supports	2 Year License	3/4

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

<b>Indicator #</b>	L88
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<b>Indicator</b>	Strategies implemented
<b>Area Need Improvement</b>	For four individuals, ISP objectives were not being implemented as described within support strategies. The agency needs to ensure all services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are implemented.
<b>Process Utilized to correct and review indicator</b>	NEEDS Center added a data tracking sheet that includes all ISP objectives as described within support strategies . It will include specific information including but not limited to the number of opportunities and what the support strategy says. Adding in a tracking sheet has allowed NEEDS Center to have an additional layer to ensure that the ISP objectives will be implemented.
<b>Status at follow-up</b>	Met
<b>Rating</b>	Met

<b>Indicator #</b>	L91
<b>Indicator</b>	Incident management
<b>Area Need Improvement</b>	At one location, not all Incident Reports had been submitted and finalized within the required timelines. The agency needs to ensure all Incident Reports are submitted and finalized within the required timelines based on classification.
<b>Process Utilized to correct and review indicator</b>	NEEDS Center has trained additional staff and supervisors to check, and approve incident reports. In addition NEEDS Center set up additional modalities of communication following incident reports to ensure they are reported and submitted on time. Adding in these additional levels allows for ongoing checks and balances.
<b>Status at follow-up</b>	Met
<b>Rating</b>	Met

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<b>Indicator #</b>	L94 (05/22)
<b>Indicator</b>	Assistive technology
<b>Area Need Improvement</b>	For 3 of the 11 individuals reviewed, Assistive Technology assessments were either not fully completed or available sources of AT had not been explored and/or obtained to maximize independence. The agency needs to ensure all individuals receive a thorough AT assessment, and identified sources of technology are explored and obtained upon determining interest in their use.
<b>Process Utilized to correct and review indicator</b>	NEEDS Center is developing a tracking grid to ensure that all Assistive Technology assessments are completed in full. Following the assessment NEEDS Center is working on embedding a variety of AT strategies that can be explored to maximize independence. NEEDS Center is working on training clinics/staff on how to tie in the use of AT to individual ISP goals.
<b>Status at follow-up</b>	In progress
<b>Rating</b>	Not Met

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

<b>Indicator #</b>	L65
<b>Indicator</b>	Restraint report submit
<b>Area Need Improvement</b>	Of the 662 physical restraint reports filed during the review period, 258 were not created and/or finalized within the required timelines. The agency needs to ensure all restraint reports are created within three days of the application of a restraint and finalized by the agency restraint manager within 5 days of the restraint application.
<b>Process Utilized to correct and review indicator</b>	NEEDS Center has trained additional staff and supervisors to check, and approve physical restraint reports. In addition NEEDS Center set up additional modalities of communication following physical restraints reports to ensure they are reported and submitted on time. Adding in these additional levels allows for ongoing checks and balances.
<b>Status at follow-up</b>	Met
<b>Rating</b>	Met