

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

**LICENSURE AND CERTIFICATION**

**PROVIDER FOLLOW-UP REPORT**

**Provider:** PEOPLE INC

**Provider Address:** 4 South Main St , Fall River

**Name of Person** Susan Raposa, Jerilyn Ingham, Joy  
**Completing Form:** Harringt

**Date(s) of Review:** 23-AUG-23 to 25-AUG-23

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports		8/8
Employment and Day Supports	2 Year License	5/5

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

<b>Indicator #</b>	L61
<b>Indicator</b>	Health protection in ISP

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<b>Area Need Improvement</b>	For two out of nine individuals, safety checks were not being conducted on their Health-Related Supports and Protective Devices. The agency needs to ensure that safety checks are carried out with the recommended frequency to ensure devices are in optimal working order.
<b>Process Utilized to correct and review indicator</b>	Retraining on SHRPs
<b>Status at follow-up</b>	Completed
<b>Rating</b>	Met

<b>Indicator #</b>	L84
<b>Indicator</b>	Health protect. Training
<b>Area Need Improvement</b>	For three out of ten individuals, staff had not been trained in their Health-Related Supports and Protective Devices. The agency needs to ensure that staff are trained in a timely fashion on all Supportive and Protective Devices and that each shift contains staff who is trained in the application and use of the devices.
<b>Process Utilized to correct and review indicator</b>	Retraining on SHRPs
<b>Status at follow-up</b>	Completed
<b>Rating</b>	Met

<b>Indicator #</b>	L86
<b>Indicator</b>	Required assessments
<b>Area Need Improvement</b>	Assessments for seven out of thirteen individuals were not submitted within the required timelines. The agency needs to ensure that all assessments are submitted within the required timelines.

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<b>Process Utilized to correct and review indicator</b>	Retraining on ISP process
<b>Status at follow-up</b>	Completed
<b>Rating</b>	Met

<b>Indicator #</b>	L87
<b>Indicator</b>	Support strategies
<b>Area Need Improvement</b>	Support strategies for six out of thirteen individuals were not submitted within the required timelines. The agency needs to ensure all support strategies are submitted within the required timelines.
<b>Process Utilized to correct and review indicator</b>	Retraining on ISP process
<b>Status at follow-up</b>	Corrected
<b>Rating</b>	Met

<b>Indicator #</b>	L91
<b>Indicator</b>	Incident management
<b>Area Need Improvement</b>	At six out of fifteen locations, incidents were not submitted and/or finalized within the required timelines. The agency needs to ensure that all incidents are submitted and/or finalized within the required timelines.
<b>Process Utilized to correct and review indicator</b>	Retraining on HCSIS timelines
<b>Status at follow-up</b>	Completed
<b>Rating</b>	Met

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<b>Indicator #</b>	L93 (05/22)
<b>Indicator</b>	Emergency back-up plans
<b>Area Need Improvement</b>	For four individuals who received supports within Placement services, emergency back up plans had not been developed. The agency needs to ensure that emergency back up plans are developed for all individuals.
<b>Process Utilized to correct and review indicator</b>	Back up plans were developed.
<b>Status at follow-up</b>	Completed
<b>Rating</b>	Met

<b>Indicator #</b>	L94 (05/22)
<b>Indicator</b>	Assistive technology
<b>Area Need Improvement</b>	Four out of eighteen individuals reviewed had identified areas of support needed relating to the use of assistive technology, however there was no further exploration and/or actual attempts at using assistive technology to evaluate if the individuals could maximize their independence. The agency needs to ensure that assistive technology assessments include exploration and attempts at use of either low or high technology devices in the identified areas of need.
<b>Process Utilized to correct and review indicator</b>	Explored options with the caregivers and individuals. Items were rented from the library to try and refusal to try was signed if there was no interest in trying an identified device.
<b>Status at follow-up</b>	Completed
<b>Rating</b>	Met

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

<b>Indicator #</b>	L8
<b>Indicator</b>	Emergency Fact Sheets
<b>Area Need Improvement</b>	Five out of sixteen emergency fact sheets did not contain all pertinent information. The agency needs to ensure all pertinent information is included on the emergency fact sheet.
<b>Process Utilized to correct and review indicator</b>	All case files were reviewed and information was added where needed.
<b>Status at follow-up</b>	Completed
<b>Rating</b>	Met

<b>Indicator #</b>	L86
<b>Indicator</b>	Required assessments
<b>Area Need Improvement</b>	Assessments for five out of thirteen individuals were not submitted within the required timelines. The agency needs to ensure all assessments are submitted within the required timelines.
<b>Process Utilized to correct and review indicator</b>	Reviewed with staff the timelines for ISP document submission
<b>Status at follow-up</b>	Completed
<b>Rating</b>	Met

<b>Indicator #</b>	L87
<b>Indicator</b>	Support strategies

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<b>Area Need Improvement</b>	Support strategies for seven out of fourteen individuals were not submitted within the required timelines. The agency needs to ensure all support strategies are submitted within the required timelines.
<b>Process Utilized to correct and review indicator</b>	Reviewed with staff the timelines for ISP documentation submission
<b>Status at follow-up</b>	Completed
<b>Rating</b>	Met

<b>Indicator #</b>	L91
<b>Indicator</b>	Incident management
<b>Area Need Improvement</b>	At one of two locations, incidents were not submitted and/or finalized within the required timelines. The agency needs to ensure all incidents are submitted and/or finalized within the required timelines.
<b>Process Utilized to correct and review indicator</b>	Reviewed with staff the timelines for ISP documentation submission
<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>	L65
<b>Indicator</b>	Restraint report submit
<b>Area Need Improvement</b>	Twenty restraint reports were not created and/or finalized within the required timelines. The agency needs to ensure that all restraint reports are created and/or finalized within the required timelines.
<b>Process Utilized to correct and review indicator</b>	Reviewed with staff the timelines for Restraint report submission
<b>Status at follow-up</b>	Completed
<b>Rating</b>	Met