

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Provider RESOURCES FOR HUMAN DEVELOPMENT Provider Address 70 Colby Street , Medford
 Survey Team Bullard, David; Calderon, Cristina; Cruz, Melanie; Date(s) of Review 04-AUG-25 to 07-AUG-25

Follow-up Scope and results :						
Service Grouping	Licensure level and duration	# Critical Indicators std. met/ std. rated at follow-up	# Indicators std. met/ std. rated at follow-up	Sanction status prior to Follow-up	Combined Results post-Follow-up; for Deferred, License level	Sanction status post Follow-up
Residential and Individual Home Supports 5 Locations 11 Audits	2 Year License	1/1	14/15	<input checked="" type="checkbox"/> Eligible for new business (Two Year License) <input type="checkbox"/> Ineligible for new business. (Deferred Status: Two year mid-cycle review License)	2 Year License with Mid-Cycle Review	<input checked="" type="checkbox"/> Eligible for New Business (80% or more std. met; no critical std. not met) <input type="checkbox"/> Ineligible for New Business (<=80% std met and/or more critical std. not met)

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Summary of Ratings

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

Indicator #	L15
Indicator	Hot water
Area Need Improvement	At two of seven locations hot water temperature tested outside the required range of 110-120 degrees for the kitchen and bathroom faucets and 110-112 for showers/baths. The agency needs to ensure water temperatures are maintained to be within the required range.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

Indicator #	L35
Indicator	Preventive screenings
Area Need Improvement	For three of seven individuals, routine and preventive screenings had not occurred. The agency needs to ensure that individuals receive preventive health screenings in accordance with their age and gender.
Status at follow-up	Five of six individuals had been supported to receive routine preventative screenings as appropriate based on their age and gender. For one individual who had moved into the home during the follow up review period (June 2025), the agency had not yet ascertained what screenings had previously occurred and what routine preventative screenings would be necessary to support the scheduling and maintenance of future appointments.
#met /# rated at followup	5/6
Rating	Met

Indicator #	L70
Indicator	Charges for care calc.
Area Need Improvement	For two of seven individuals, the accuracy of the charges for care calculations could not be verified. The agency needs to ensure that charges for care are calculated appropriately.
Status at follow-up	

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#met /# rated at followup	
Rating	Not Rated

Indicator #	L71
Indicator	Charges for care appeal
Area Need Improvement	For three of the seven individuals, guardians were not notified of appeal rights for charges of care. The agency needs to ensure that individuals and guardians are notified of their appeal rights for their charges for care.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

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

Indicator #	L48
Indicator	HRC
Area Need Improvement	Both Human Rights Committees did not have a minimum of five voting members and did not have a member with legal expertise. A review of meeting minutes revealed that the Human Rights Committees did not review agency policies which may impact individuals' human rights or the agency's human rights training materials and processes.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated

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Indicator #	L65
Indicator	Restraint report submit
Area Need Improvement	Three of eight restraint reports were not finalized within five calendar days. The agency needs to ensure that it submits and finalizes all restraint reports within the established timeframes.
Status at follow-up	
#met /# rated at followup	
Rating	Not Rated