

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

**LICENSURE AND CERTIFICATION**

**PROVIDER FOLLOW-UP REPORT**

**Provider:** RESOURCES FOR HUMAN  
DEVELOPMENT \_\_\_\_\_

**Provider Address:** 70 Colby Street , Medford  
\_\_\_\_\_

**Name of Person** Cynthia Barnes  
**Completing Form:** \_\_\_\_\_

**Date(s) of Review:** 25-JUL-23 to 27-JUL-23  
\_\_\_\_\_

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Employment and Day Supports	2 Year License	0/2

**Summary of Ratings**

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

Indicator #	L49
Indicator	Informed of human rights

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<b>Area Need Improvement</b>	All six individuals and/or guardians were not informed of how to file a grievance as part of human rights training. The agency needs to ensure that all individuals and guardians are informed of their human rights and know how to file a grievance, including who to talk to should they have a concern.
<b>Process Utilized to correct and review indicator</b>	The training director added a section to our Human Rights packet that explains RHD's grievance policy. The policy was reviewed with individuals currently attending the day program on 7/24/2023. On 7/24/2023 a copy of the policy was e-mailed to staff, and a copy was sent to guardians whose e-mail we have on file as well.
<b>Status at follow-up</b>	Moving forward it will be included in the Human Rights packets given to guardians each year. Copies will be kept in each individual's confidential binders.
<b>Rating</b>	Not Met

<b>Indicator #</b>	L91
<b>Indicator</b>	Incident management
<b>Area Need Improvement</b>	An incident was not reported and finalized in HCSIS within the required timelines. The agency needs to ensure that incidents are reported and finalized in HCSIS within the required timelines.
<b>Process Utilized to correct and review indicator</b>	The incident was reported late because RHD did not think the Management reviewed incident reporting, and it determined that this incident met the requirements needed to report in HCSIS. At a meeting with DDS that occurred a couple days after the incident, they asked us to file the incident report in HCSIS.

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<b>Status at follow-up</b>	Moving forward, we will check with DDS first if there are any questions about whether or not an incident met the requirements for reporting in HCSIS. If reporting requirements remains unclear, RHD will err on the side of caution, and file a formal report in HCSIS. This information will be shared with the team in incident management training that is scheduled to take place by 12/1/2023.
<b>Rating</b>	Not Met