

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 Completing Form: Cynthia Barnes _____

Date(s) of Review: 04-AUG-25 to 07-AUG-25 _____

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

Summary of Ratings

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

Indicator #	L84
Indicator	Health protect. Training

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Area Need Improvement	For all six individuals who utilized health-related protections and supports, staff had received some training but were not documenting the care, maintenance, and safety checks on each piece of equipment used as outlined in the health-related support documentation on file. The agency needs to ensure that staff are fully trained in how to safely and effectively implement the use of each person's health-related protections and supports, including implementing a mechanism for ensuring regular care, maintenance and safety checks are occurring on each piece of equipment.
Process Utilized to correct and review indicator	A health related protections and supports maintenance sheet was developed and implemented at the day program. At a staff meeting on June 18th, the sheet was introduced to day program staff including how to fill out the sheet, as well as which staff is responsible for completing the sheet each day.
Status at follow-up	The maintenance sheet has been in place, and utilized by day program staff since July 1st.
Rating	Met

Indicator #	L91
Indicator	Incident management
Area Need Improvement	At the day program location, one major incident report was not submitted within the required timelines. The agency needs to ensure all incidents are submitted within the required timelines.
Process Utilized to correct and review indicator	An "In progress" folder was created for incident reports that were submitted, but need to be finalized. Reminders are now added to the Outlook calendar as well.
Status at follow-up	Since implementation, incidents have been submitted and finalized on time.
Rating	Met

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