

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Provider: SOUTH SHORE SUPPORT
SERVICES, INC. _____

Provider Address: 317 Libbey Industrial Pkwy. B300 ,
Weymouth _____

Name of Person Chrissy Jones _____
Completing Form: _____

Date(s) of Review: 31-JAN-23 to 31-JAN-23 _____

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports	2 Year License	4/5
Employment and Day Supports	2 Year License	1/1

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

Indicator #	L15
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Indicator	Hot water
Area Need Improvement	In two of six locations water temperatures exceeded allowable limits. The agency needs to ensure that water temperatures are maintained between 110 and 120 degrees.
Process Utilized to correct and review indicator	New automatic shut off devices have been purchased and installed. The Residential Services Director is now maintaining a backup supply of shower and faucet hot water shut offs in her office. Residential Site Managers are tracking the checking of water temperatures.
Status at follow-up	corrected
Rating	Met

Indicator #	L67
Indicator	Money mgmt. plan
Area Need Improvement	Three out of seven money management plans did not include all required components. The agency needs to ensure that money management plans contain all required components.
Process Utilized to correct and review indicator	Funds Management plans have been reviewed by the appropriate party and all questions have been answered and sign offs are completed.
Status at follow-up	Corrected
Rating	Met

Indicator #	L68
Indicator	Funds expenditure

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Area Need Improvement	For five out of seven individuals an ongoing and frequent use of money orders has been identified which does not benefit the individual. The costs for these money orders were deducted from the individual's personal accounts. The agency needs to explore other financial mechanisms to purchase personal items, community trips or pay bills so that ongoing monthly costs could be avoided. The agency needs to ensure that expenditures are made only for purposes that benefit the individual.
Process Utilized to correct and review indicator	SSSS is representative payee for 28 individuals. Due to excessive money order fees with Rockland Trust, we have researched options with other community banks. We have determined that Quincy Credit Union is a better option for SSSS. They allow 3 free money orders per month and fees of \$1 thereafter. This will be a savings for our individuals, who are currently paying \$5 per money order. We will need to open accounts with Quincy Credit Union and redirect Social Security payments to the new accounts. Once that is complete, we will close Rockland Accounts and transfer the existing funds to Quincy Credit Union. We plan to do this in stages to make sure the process is successful, and the bank can meet our unique needs.
Status at follow-up	In-progress: We are targeting 7 accounts at a time. The first 7 new accounts will be opened at Quincy Credit Union by 3/1/23.
Rating	Met

Indicator #	L69
Indicator	Expenditure tracking

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Area Need Improvement	Four out of seven individuals have assets exceeding allowable limits to maintain health insurance and/or Social Security Benefits. The agency has not supported individuals to explore protected savings options such as ABLE accounts. The agency needs to ensure that individuals funds are maintained at a level to not exceed allowable limits to maintain health benefits.
Process Utilized to correct and review indicator	SSSS utilizes a funds management plan that is updated annually. A question has been added to this document in reference to the total amount of money in the bank and whether a spend down is needed. It will also outline how they plan to spend the money. Residential site managers and program directors are actively working with individuals on spend down plans for currently over asset funds. We have researched ABLE accounts and will present this option to individuals/guardians and families.
Status at follow-up	Corrected
Rating	Not Met

Indicator #	L93 (05/22)
Indicator	Emergency back-up plans
Area Need Improvement	For five of nine individuals, the agency had not developed individualized back up plans related to emergencies other than fire and/or disasters. The agency needs to have policies, procedures and/or guidelines in place to instruct Residential and home care providers of when and how to implement emergency back-up plans. Individuals, staff, and/or home care providers need to be aware of generic and individual emergency back-up systems.

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Process Utilized to correct and review indicator	SSSS developed a form that outlines an individualized emergency backup plan. Each employment placement site was given this plan in case of an emergency. This plan will be kept in each person's record and in Launch Coach bags for community outings. The document contains emergency contact information for each person with pertinent numbers. Residential and Specialized Home Care staff are completing the emergency back up plans for their individuals. The plans will be kept in each person's record and with the home safety plan.
Status at follow-up	In-progress for Residential and Specialized Home care, completed for Launch
Rating	Met

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

Indicator #	L8
Indicator	Emergency Fact Sheets
Issue Identified	EFS needs to have accurate diagnoses listed. Categories need to be updated to reflect changes if there is a history of elopement.
Actions Planned/Occurred	Launch support staff have been given the changes needed from the QA department.
Process Utilized to correct and review indicator	Corrections were made to each EFS.
Status at follow-up	Corrected
Rating	Met