

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

PROVIDER FOLLOW-UP REPORT

Provider: THE SHARED LIVING
COLLABORATIVE _____

Provider Address: 43 Highland Road , Merrimac

Name of Person Collette Demers
Completing Form: _____

Date(s) of Review: 30-JUL-25 to 01-AUG-25

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

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

Indicator #	L67
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Indicator	Money mgmt. plan
Area Need Improvement	For five of twelve individuals, fund management plans did not accurately reflect the current practices or were missing agreement from individuals and/or guardian approval for the plan. The agency also needs to ensure that funds management plans are accurate and that practices are consistent with those outlined in the money management plan. The agency needs to obtain written agreement to these plans from the individuals or guardians.
Process Utilized to correct and review indicator	SLC is updating the financial policy and will train all Life Coaches and Shared Living Providers annually.
Status at follow-up	SLC is now incorporating True Link debit cards for all rep payee accounts.
Rating	Met

Indicator #	L69
Indicator	Expenditure tracking
Area Need Improvement	For three out of ten individuals, providers were making purchases on their behalf and then receiving direct reimbursement from them. For one individual, transactions were not being accurately tracked. The agency needs to ensure that there is no comingling of funds between the individual and the provider. Furthermore, the agency must accurately document transactions when it is responsible for doing so.
Process Utilized to correct and review indicator	SLC is updating the financial policy and will train all Life Coaches and Shared Living Providers annually.
Status at follow-up	SLC is now incorporating True Link debit cards for all rep payee accounts.
Rating	Met

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Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For ten of thirteen individuals, required assessments were not submitted at least 15 days prior to the ISP. The agency must ensure the timely submission of all assessments.
Process Utilized to correct and review indicator	SLC is working with HCSIS to create focus groups for each Life Coach to gather information on their case load without extra data. Employee training on the HCSIS System (i.e. how to run reports, search alerts, etc.)
Status at follow-up	SLC will follow up on deadlines during weekly meetings and supervision.
Rating	Met

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For eight individuals, support strategies were not submitted within the required timelines. The agency must ensure that all support strategies are submitted at least 15 days prior to the ISP.
Process Utilized to correct and review indicator	SLC is working with HCSIS to create focus groups for each Life Coach to gather information on their case load without extra data. Employee training on the HCSIS System (i.e. how to run reports, search alerts, etc.)
Status at follow-up	SLC will follow up on deadlines during weekly meetings and supervision.
Rating	Met

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Indicator #	L91
Indicator	Incident management
Area Need Improvement	At five locations, incidents were not reported and reviewed (submitted and finalized) as mandated by DDS regulation. The agency needs to ensure that timelines are followed for both minor and major incidents and that all reportable events are entered into HCSIS and finalized.
Process Utilized to correct and review indicator	SLC will retrain all Life Coaches on HCSIS required dates.
Status at follow-up	Completed.
Rating	Met

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

Indicator #	L39
Indicator	Dietary requirements
Area Need Improvement	A specialized diet was being followed for one individual without a written plan or authorization from the healthcare provider (HCP). The agency must ensure that whenever there is a need to support an individual with a specialized diet, a written plan is created, and authorization from the HCP is obtained.
Process Utilized to correct and review indicator	SLC is obtaining doctor orders for any special diets. SLC is training all Life Coaches, Nurses, and Site Managers about dietary requirements.
Status at follow-up	Upon any changes or a new person starting in the day program, SLC will obtain doctor orders and staff trainings for all special dietary needs.
Rating	Met

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Indicator #	L45
Indicator	Medication storage
Area Need Improvement	At one location, medications were not stored in a locked container within a designated area solely for storing medications as required by MAP. The agency needs to ensure that medications are stored in compliance with MAP regulations.
Process Utilized to correct and review indicator	Medications are all stored in locking container designated solely for medications in accordance with MAP regulations.
Status at follow-up	Met
Rating	Met

Indicator #	L61
Indicator	Health protection in ISP
Area Need Improvement	For one Individual, a health-related support was being used for which the agency did not have written authorization. The agency needs to ensure that all health-related supports are utilized under the written authorization of a qualified clinician and, at a minimum health related supports documentation includes reason/rationale for use, details frequency and duration of use, frequency of safety checks, maintenance and cleaning instructions, and conditions for modification and discontinuance.
Process Utilized to correct and review indicator	SLC will train all nurses, Life Coaches, and Site Managers about changes in regulations. SLC has posted a new position for a License and Certification Specialist.
Status at follow-up	The Order and Consent for Supports Form has been edited to include a list of examples of adaptive equipment.

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Rating	Met
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Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For four of nine individuals, required assessments were not submitted at least 15 days prior to the ISP. The agency must ensure the timely submission of all assessments.
Process Utilized to correct and review indicator	We are working with HCSIS to create focus groups for each Life Coach to gather information on their case load without extra data. Employee training on the HCSIS System (i.e. how to run reports, search alerts, etc.)
Status at follow-up	SLC will run weekly HCSIS report and distribute it at staff meeting as a cue to complete tasks prior to due dates.
Rating	Met

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For four individuals, support strategies were not submitted within the required timelines. The agency must ensure that all support strategies are submitted at least 15 days prior to the ISP.
Process Utilized to correct and review indicator	We are working with HCSIS to create focus groups for each Life Coach to gather information on their case load without extra data. Employee training on the HCSIS System (i.e. how to run reports, search alerts, etc.)
Status at follow-up	SLC will run weekly HCSIS report and distribute it at staff meeting as a cue to complete tasks prior to due dates.
Rating	Met

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