

DEPARTMENT OF DEVELOPMENTAL SERVICES
LICENSURE AND CERTIFICATION
PROVIDER FOLLOW-UP REPORT

Provider: The United Arc, Inc. _____

Provider Address: 294 Avenue A , Turner Falls _____

Name of Person Joel Torres
Completing Form: _____

Date(s) of Review: 13-OCT-22 to 13-OCT-22 _____

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Residential and Individual Home Supports	2 Year License	3/4

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

Indicator #	L1
Indicator	Abuse/neglect training
Area Need Improvement	One individual had not received annual training in reporting abuse, neglect, and mistreatment. The agency needs to ensure that individuals receive annual information and training on how to report allegations of abuse, neglect, and mistreatment, including how to report allegations to DPPC.
Process Utilized to correct and review indicator	The individual was new to the agency and had not participated in the United Arc's annual DPPC training. The agency put a system in place and now provides DPPC training to new individuals upon entering services.
Status at follow-up	The individual received DPPC training on 8/19/22.
Rating	Met

Indicator #	L49
Indicator	Informed of human rights
Area Need Improvement	One individual had not been informed of their human rights and how to file a grievance or whom they should talk to if they have a concern. The agency needs to ensure that individuals receive annual training in human rights, including information on how to file a grievance and whom to talk to if they have a concern.
Process Utilized to correct and review indicator	The individual was new to the agency and had not participated in the United Arc's annual human rights training. The agency now provides human rights training to new individuals upon entering services.
Status at follow-up	The individual received human rights training on 8/19/22.

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Rating	Met
Indicator #	L63
Indicator	Med. treatment plan form
Area Need Improvement	Medication treatment plans for two individuals did not identify methods of data collection on target behaviors or measurable criteria for adjusting or evaluating the effectiveness of the medications. For one individual, the plan did not address strategies to reduce or eliminate need for sedative medication prior to dental appointments. The agency needs to ensure medication treatment plans include all the required components and there needs to be a plan in place to reduce or eliminate the need for medication when used to relax or calm an individual prior to medical treatment.
Process Utilized to correct and review indicator	The agency is still in the process of developing medications treatment plans with the required components that include data tracking systems for target behavior and measurable criteria for adjusting or evaluating the effectiveness of the medication. A plan was developed to address the pre-medication needs for one individual requiring anti-anxiety medication prior to dental appointments. The agency is creating a data tracking sheet for each individual based on what is needed for data collection. Data will be collected on a monthly basis by the assigned supervisor. The supervisor will then review and file data. Data will then be submitted quarterly to the clinical consultant for review. The agency will also update the PMTP adding this data collection and the goals for treatment to the plan that will have measurable criteria for medication adjustment.
Status at follow-up	The United Arc developed a medication treatment plan to address the pre-medication need for one individual receiving medication prior to dental appointments. The agency is in the process of updating PMTP for individuals.

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Rating	Not Met
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Indicator #	L91
Indicator	Incident management
Area Need Improvement	For one individual an incident report had not been finalized within the required timelines. The agency needs to ensure incidents reports are submitted and reviewed within required timelines.
Process Utilized to correct and review indicator	New procedural steps have been put in place to ensure incident reports are submitted and finalized within the required timelines. Program Manager or Program director will develop an incident report on a weekly basis to ensure reports are submitted within the required time frames.
Status at follow-up	A review of an aging incident report from October 1, 2022, to October 26, 2022, found that the incident submitted had met the required timelines.
Rating	Met