

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

**Provider:** T.I.L.L.

**Provider Address:** 20 Eastbrook Rd. , Dedham

**Name of Person** Ed Castelli  
**Completing Form:**

**Date(s) of Review:** 28-SEP-22 to 29-SEP-22

Follow-up Scope and results :		
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated
Employment and Day Supports	2 Year License with Mid-Cycle Review	3/3
Residential and Individual Home Supports		2/2

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

<b>Indicator #</b>	L86
<b>Indicator</b>	Required assessments
<b>Area Need Improvement</b>	For five individuals, required assessments for the ISP were not prepared and submitted within the required timeframe. The agency needs to prepare and submit required assessments for the ISP at least 15 days before the ISP meeting.
<b>Process Utilized to correct and review indicator</b>	A review of the requirements for ISP assessments submissions was completed with managers and coordinators along with the tool that breaks down the indicator. Alerts in HCSIS by individual will be additionally communicated by the supervisor through email to the program manager to ensure that the request is received along with a tracker that will be maintained by Systems and QA as an additional layer to ensure that ISP assessments are completed and submitted into HCSIS in a timely manner.
<b>Status at follow-up</b>	Tracker is in place and working well. Assessment requests in HCSIS since survey have been communicated additionally through supervisor to program manager and submissions made within timeframe. DDS had not requested several on time making TILL's submission after the 15 days - otherwise, process is working well.
<b>Rating</b>	Met

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

<b>Indicator #</b>	L86
<b>Indicator</b>	Required assessments

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<b>Area Need Improvement</b>	For three individuals, required assessments for the ISP were not prepared and submitted within the required timeframe. The agency needs to prepare and submit required assessments for the ISP at least 15 days before the ISP meeting.
<b>Process Utilized to correct and review indicator</b>	A review of the requirements for ISP assessments submissions was completed with Site Supervisors and Day Program Management along with the tool that breaks down the indicator. Alerts in HCSIS by individual will be additionally communicated by the supervisor through email to the program manager to ensure that the request is received along with a tracker that will be maintained by Systems and QA as an additional layer to ensure that ISP assessments are completed and submitted into HCSIS in a timely manner.
<b>Status at follow-up</b>	Tracker is in place and working well. Assessment requests in HCSIS since survey have been communicated additionally through supervisor and submissions made within timeframe.
<b>Rating</b>	Met

<b>Indicator #</b>	L87
<b>Indicator</b>	Support strategies
<b>Area Need Improvement</b>	For four individuals, support strategies for the ISP were not prepared and submitted within the required timeframe. The agency needs to prepare and submit support strategies for the ISP at least 15 days before the ISP meeting.

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<b>Process Utilized to correct and review indicator</b>	Much like the tracking of ISP assessments, we have taken the same approach to how we monitor ISP Support Strategies. A review of the requirements for ISP Support Strategies submissions was completed with Site Supervisors and Day program Management along with the tool that breaks down the indicator. Alerts in HCSIS by individual will be additionally communicated by the supervisor through email to the program manager to ensure that the request is received along with a tracker that will be maintained by Systems and QA as an additional layer to ensure that ISP Support Strategies are completed and submitted into HCSIS in a timely manner.
<b>Status at follow-up</b>	Tracker is in place and working well. ISP Support Strategies requests in HCSIS since survey have been communicated additionally through supervisor and submissions made within timeframe.
<b>Rating</b>	Met

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**Administrative Areas Needing Improvement on Standard not met - Identified by DDS**

<b>Indicator #</b>	L65
<b>Indicator</b>	Restraint report submit
<b>Area Need Improvement</b>	At 3 locations, restraints were not reported and/or finalized within the required timelines. The agency needs to report and finalize restraints on HCSIS within the required timelines.
<b>Process Utilized to correct and review indicator</b>	A review of the reporting and finalization of restraint timelines was completed with the agency behaviorist(s). TILL has not had any restraints to report since survey. This will be assessed in real time as restraints are reported as well as monthly with a review of any restraints in the agency IRT (Incident Review Team) meeting.
<b>Status at follow-up</b>	Training and System in place
<b>Rating</b>	Met