

**INITIAL REVIEW
REPORT FOR**

**You're With Us
372 Richardson Road
Dracut, MA 01826**

**Date Of Report
January 30, 2023**

Version

**Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT**

SUMMARY OF OVERALL FINDINGS

Provider : You're With Us
Review Dates : 1/17/2023 - 1/20/2023
Initial Review Exit Meeting Date: : 1/30/2023

Survey Team

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Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope
Employment and Day Supports	3 location(s) 6 audit (s)	Initial Review
Community Based Day Services	3 location(s) 6 audit (s)	
Planning and Quality Management		

EXECUTIVE SUMMARY

In 2015 You're With Us was established as an agency focused on providing Family Training, Peer Support, Adult Companion and Family Navigation to individuals with Developmental Disability (DD). The agency created opportunities for peer mentorship between individuals served and college aged students at universities and colleges throughout Massachusetts, making particular connections with college sports teams and groups which provided natural relationships and promoted inclusion and belonging.

In July 2022, You're With Us began providing Community Based Day Services (CBDS) to adults, mainly those 'Turning 22' and experiencing transition from Children's to Adult services. You're With Us provides both location-based CBDS and 'Without Walls' CBDS services in Massachusetts with location based services in Salem, and 'Without Walls' services in the Tyngsboro and Worcester areas.

As a result of this new service type, an Initial Review was conducted with a sample of six persons referred to You're With Us through the Department of Developmental Services. Licensing indicators were reviewed to identify the agency's current level of achievement and any areas requiring improvement to meet the CBDS licensing standards during their next full survey.

The survey identified many accomplishments on the part of the agency, which resulted in positive individual outcomes. The agency has a comprehensive orientation and training program, which ensures staff are well trained in the unique needs of the individuals supported. Staff demonstrated a high level of knowledge of understanding of individual interests, interaction preferences and communication styles. The agency also demonstrated strength in the area of communication with family members and guardians.

The agency received a rating of "Met" in 38 of the 53 licensing indicators rated. The licensing indicators rated as "Not Met" are identified to assist You're With Us as the agency prepares for its Full Licensing and Certification review which will occur within 6 months from this Initial Review.

LICENSURE FINDINGS

Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator#	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	The agency has formed a Human Rights Committee (HRC) which contains required membership components, ensured that Human Rights Coordinator Training has been completed and established HRC by-laws. The next step is that the agency needs to convene their first meeting following the calendar it has created.
L76	The agency has and utilizes a system to track required trainings.	The agency has not yet trained employees to be designated Human Rights Officers and has not yet trained employees in fire safety training. The agency needs to ensure that all employees are complete DDS required training and create a mechanism for tracking attendance and expiration.

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator#	Indicator	Area Needing Improvement
L1	Individuals have been trained and guardians are provided with information in how to report alleged abuse/neglect.	Individuals had not yet received training in how to report abuse/neglect. The agency needs to train all individuals so that they are informed of how to file a complaint, including DPPC Hotline information, what constitutes a reportable condition and their right to file a Complaint if they have reason to believe that there is mistreatment, abuse or neglect occurring. Individuals should be trained in accordance with their communication and other needs.
P L6	All individuals are able to evacuate homes in 2.5 minutes with or without assistance and workplaces within a reasonable amount of time.	The agency has run a fire drill per the approved safety plan but has not yet developed a mechanism for documenting the outcome of each drill. The agency needs to ensure that future drills are documented and include names/initials of individuals present, which exit was utilized, staff members present and level of support each person required as well as the date and time taken to evacuate the location.
L8	Emergency fact sheets are current and accurate and available on site.	Emergency fact sheets were missing some key required information, for example, medical diagnoses, medications and in two instances there was no photograph of the individual. The agency needs to ensure that emergency fact sheets are completed with all required components per the DDS Licensing Interpretations so that they are current and accurate.
P L38	Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).	One individual had a diagnosed seizure disorder which was stable. For this individual the agency needs to ensure that support staff are trained in a generic seizure response protocol which would spell out, what this person's seizure activity looks like and how they should respond in the event of seizure activity, for example, in this person's case, they would call 911. Another individual had a diagnosis of seizure disorder with a medication which should be administered after any seizure activity. The agency needs to ensure that a written protocol is established, agreed upon through signature by a medical professional and that staff are trained in the protocol for how to observe seizure activity and respond appropriately.
P L46	All prescription medications are administered according to the written order of a practitioner and are properly documented on a Medication Treatment Chart.	One individual had a seizure disorder and PRN medication in the event of seizure without the presence of a signed doctor's order. The agency needs to ensure that when they are responsible for the administration of medication, including PRN medication, current written doctor's orders are in place for MAP certified staff to follow for administration, for documentation of administration, and for monitoring and oversight of that medication administration.

L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	Individuals had not yet received training in a comprehensive human rights curriculum. The agency needs to develop a training curriculum, seek approval from DDS Regional Human Rights Specialist on the content, and train individuals at least annually. Human rights training should be conducted in the learning style best suited to each individual and the agency needs to document attendance/participation date. The agency also needs to ensure that individuals, as well as their family members/guardians as applicable, are fully informed of their right to file a grievance, including the mechanism and procedure for doing so.
Ⓜ L82	Medications are administered by licensed professional staff or by MAP certified staff (or by PCAs) for individuals unable to administer their own medications.	One individual was carrying a PRN medication in the absence of support staff maintaining a current MAP certification. The agency needs to ensure that if staff are responsible for medication administration, all relevant certifications are kept current.
L85	The agency provides ongoing supervision, oversight and staff development.	The agency needs to ensure that practices for supervision are documented into a formal agency wide policy so that organizational supervisory structure, frequency and expectations for supervision and expectations for staff development can be fully evaluated.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Required assessments had not been submitted within ISP timelines. Assessments must be submitted at least 15 days in advance of the ISP meeting.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	Required Support Strategies were not submitted within ISP timelines. Support Strategies must be submitted at least 15 days in advance of the ISP meeting.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For individuals where ISP objectives were in place, the agency was not keeping data demonstrating efforts made to work towards achieving support strategies. The agency needs to establish and implement ISP objective tracking to reflect efforts to support individuals work towards their desired goals. Data tracking for each individual should capture the measurable objective and support levels required to reach that end.
L91	Incidents are reported and reviewed as mandated by regulation.	Incidents were not reported and reviewed 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. (The timeline is submission within one business day since the event itself for major incidents, 3 days for minor incidents and seven business day timeframe for finalization).

L93 (05/22)	The provider has emergency back up plans to assist individuals to plan for emergencies and/or disasters.	The agency has not yet written emergency back up plans for individuals served. The agency needs to formalize their policy and procedures for on-call procedures staff should follow to inform supervisor, family, guardian, DDS area office etc. in event of health care needs, transportation changes, weather related emergencies, public health and infection control procedures for each individual. The agency should ensure that individuals are knowledgeable about these procedures.
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