



**PROVIDER REPORT  
FOR**

**ABS Behavioral Health  
Services  
1 Ararat St.  
Worcester, MA 01606**

**April 08, 2024**

**Version**

**Public Provider Report**

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

# **SUMMARY OF OVERALL FINDINGS**

**Provider** ABS Behavioral Health Services

**Review Dates** 3/6/2024 - 3/12/2024

**Service Enhancement Meeting Date** 3/25/2024

**Survey Team** Elsa Adorno (TL)

**Citizen Volunteers**

## **Survey scope and findings for Employment and Day Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Employment and Day Supports</b>	2 location(s) 4 audit (s)	Full Review	45/45 2 Year License 03/25/2024 - 03/25/2026		12 / 17 Certified with Progress Report 03/25/2024 - 03/25/2026
Community Based Day Services	2 location(s) 4 audit (s)			Full Review	8 / 11
Planning and Quality Management				Full Review	4 / 6

## **EXECUTIVE SUMMARY :**

ABS Behavioral Health Services LLC is a nonprofit organization which provides services to children, adolescents, and adults with developmental/intellectual disabilities and/or behavioral health needs. The organization is headquartered in Worcester and Framingham and is currently supporting DDS individuals in community-based day support service model (CBDS). This was a full licensing and certification survey, and findings were based on a sample of individuals currently receiving these services.

ABS demonstrated the presence of effective oversight and systems in several domains subject to licensure. Findings of the review showed the agency maintained a competent workforce, with sampled employees having completed mandatory trainings as required. Staff also were knowledgeable about individuals' unique support needs through training provided by the program director. The licensing review also confirmed the agency's effective oversight and management of personal and environmental safety.

Within the area of human rights, survey findings confirmed individuals had been trained annually in human rights and reporting abuse, neglect, and mistreatment as well as how to file a grievance with the agency, and their guardians had been informed on these same topics. The agency was able to collaborate with another agency to become part of their human rights committee.

In areas subject to certification, ABS communicated regularly with guardians and families regarding individuals' well-being. The agency used various methods of communication, such as daily communication log, emails, and the telephone, to share information with families and guardians, and communication occurred at the frequency each family/guardian preferred.

There were, however, certification outcomes which require ABS's focused attention and progress. Individuals in CBDS need to be supported by staff to explore, discover, and connect with their personal interests outside of the programming offered at the CBDS site. Individuals need to be frequently and actively engaged in community-based activities that give them the opportunity to meet and engage with their fellow community members in natural settings. The agency needs to develop mechanisms to plan for future directions in service delivery and ensure that strategies are in place to actualize plans and collect feedback from its constituent families and DDS partners.

As a result of this review, ABS will receive a Two-Year License for its Day Supports, with a service group score of 100% of licensure indicators met. This service group is Certified with an overall score of 71% of certification indicators met and will receive a two-year certification with a progress report due in one year.

## **LICENSURE FINDINGS**

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>5/5</b>	<b>0/5</b>	
<b>Employment and Day Supports</b>	<b>40/40</b>	<b>0/40</b>	
Community Based Day Services			
<b>Critical Indicators</b>	<b>5/5</b>	<b>0/5</b>	
<b>Total</b>	<b>45/45</b>	<b>0/45</b>	<b>100%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>0</b>	

## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>4/6</b>	<b>2/6</b>	
<b>Employment and Day Supports</b>	<b>8/11</b>	<b>3/11</b>	
Community Based Day Services	8/11	3/11	
<b>Total</b>	<b>12/17</b>	<b>5/17</b>	<b>71%</b>
<b>Certified with Progress Report</b>			

### **Planning and Quality Management Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C5	The provider has a process to measure progress towards achieving service improvement goals.	The agency needs to establish a formal mechanism such as a governing board that provides oversight to ensure the provision of quality supports to individuals and their families and that conducts an annual performance evaluation of the provider's chief executive officer.
C6	The provider has mechanisms to plan for future directions in service delivery and implements strategies to actualize these plans.	The agency needs to establish an effective strategic planning process that defines specific action steps that move the agency towards its stated goals. This plan needs to outline the resources that are needed to accomplish identified goals as well as specify the parties involved in implementation. The provider also needs to have a mechanism to evaluate and review progress to meet its strategic objectives and assure service improvements produce positive outcomes for individuals it supports.

### **Community Based Day Services- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C40	Individuals are supported to explore, discover and connect with their personal interest and options for community involvement, personal interest and hobbies.	The agency needs to fully assess people's interests through a variety of mechanisms such as familiarity with the individual, interview, observation, picture books, and exploratory trips.

C41	Individuals participate in activities, including those in the community, that reflect their interests and preferences.	The agency needs to offer individuals frequent opportunities for activities (including those in the community) that are in line with their preferences and interests.
C42	Individuals are involved in activities that connect them to other people in the community.	The agency must provide frequent opportunities for individuals to participate in activities that bring them into contact with the community at large. These activities need to include opportunities for interaction with others in the community. Activities within the community need to be offered based on a person's interests and at a frequency based on their preference.




## MASTER SCORE SHEET LICENSURE

### Organizational: ABS Behavioral Health Services

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓟ L2	Abuse/neglect reporting	2/2	Met
L48	HRC	1/1	Met
L74	Screen employees	1/1	Met
L76	Track trainings	3/3	Met
L83	HR training	1/1	Met

### Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I			4/4	4/4	Met
L5	Safety Plan	L			2/2	2/2	Met
Ⓟ L6	Evacuation	L			2/2	2/2	Met
L7	Fire Drills	L			2/2	2/2	Met
L8	Emergency Fact Sheets	I			4/4	4/4	Met

L9 (07/21)	Safe use of equipment	I			4/4	4/4	Met
 L11	Required inspections	L			2/2	2/2	Met
 L12	Smoke detectors	L			2/2	2/2	Met
 L13	Clean location	L			2/2	2/2	Met
L14	Site in good repair	L			2/2	2/2	Met
L15	Hot water	L			2/2	2/2	Met
L16	Accessibility	L			2/2	2/2	Met
L17	Egress at grade	L			2/2	2/2	Met
L18	Above grade egress	L			2/2	2/2	Met
L20	Exit doors	L			2/2	2/2	Met
L21	Safe electrical equipment	L			2/2	2/2	Met
L22	Well-maintained appliances	L			2/2	2/2	Met
L25	Dangerous substances	L			2/2	2/2	Met
L26	Walkway safety	L			2/2	2/2	Met
L28	Flammables	L			2/2	2/2	Met
L29	Rubbish/combustibles	L			2/2	2/2	Met
L30	Protective railings	L			2/2	2/2	Met
L31	Communication method	I			4/4	4/4	Met
L32	Verbal & written	I			4/4	4/4	Met
L37	Prompt treatment	I			4/4	4/4	Met
L49	Informed of human rights	I			4/4	4/4	Met
L50 (07/21)	Respectful Comm.	I			4/4	4/4	Met
L51	Possessions	I			4/4	4/4	Met
L52	Phone calls	I			4/4	4/4	Met
L54 (07/21)	Privacy	I			4/4	4/4	Met
L77	Unique needs training	I			2/2	2/2	Met
L80	Symptoms of illness	L			2/2	2/2	Met
L81	Medical emergency	L			2/2	2/2	Met
L85	Supervision	L			2/2	2/2	Met

L86	Required assessments	I			2/2	2/2	Met
L87	Support strategies	I			2/2	2/2	Met
L88	Strategies implemented	I			4/4	4/4	Met
L91	Incident management	L			2/2	2/2	Met
L93 (05/22)	Emergency back-up plans	I			4/4	4/4	Met
L94 (05/22)	Assistive technology	I			4/4	4/4	Met
<b>#Std. Met/# 40 Indicator</b>						40/40	
<b>Total Score</b>						45/45	
						100%	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met
C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	0/1	Not Met (0 %)
C6	Future directions planning	0/1	Not Met (0 %)

### Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	4/4	Met
C13	Skills to maximize independence	4/4	Met
C40	Community involvement interest	1/4	Not Met (25.00 %)
C41	Activities participation	1/4	Not Met (25.00 %)

C42	Connection to others	1/4	<b>Not Met (25.00 %)</b>
C43	Maintain & enhance relationship	4/4	<b>Met</b>
C45	Revisit decisions	4/4	<b>Met</b>
C46	Use of generic resources	4/4	<b>Met</b>
C47	Transportation to/ from community	4/4	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	4/4	<b>Met</b>