



**PROVIDER REPORT  
FOR  
ALTERNATIVE SUPPORTS  
INC  
77 Rumford Avenue  
Waltham, MA 02453**

**Version**

**Public Provider Report**

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

## **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	ALTERNATIVE SUPPORTS INC
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<b>Review Dates</b>	5/15/2024 - 5/21/2024
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<b>Service Enhancement Meeting Date</b>	6/4/2024
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<b>Survey Team</b>	Chloe Browning Meagan Caccioppoli (TL) Anne Carey Cheryl Dolan John Hazelton
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<b>Citizen Volunteers</b>	
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### Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
<b>Residential and Individual Home Supports</b>	6 location(s) 9 audit (s)	Targeted Review	DDS 17/17 Provider 63 / 63  80 / 80 2 Year License 06/04/2024-06/04/2026		DDS 2 / 4 Provider 43 / 43  45 / 47 Certified 06/04/2024 - 06/04/2026
Residential Services	4 location(s) 6 audit (s)			DDS Targeted Review	19 / 20
Individual Home Supports	2 location(s) 3 audit (s)			DDS Targeted Review	20 / 21
Planning and Quality Management				DDS Targeted Review	6 / 6

## **EXECUTIVE SUMMARY :**

Alternative Supports, Inc (ASI) is a non-profit organization providing residential support services to disabled individuals in the Metro and Northeast regions of Massachusetts. The agency currently provides 24/7 residential care as well as Individual Home Support services.

For this 2024 survey, ASI was eligible for and elected to complete a self-assessment for all licensing and certification indicators. The agency also underwent a targeted review conducted by the DDS Northeast Office of Quality Enhancement (OQE) on the eight critical licensing indicators, indicators that received a rating of 'not met' during the previous survey, and new and revised indicators. The overall results from this survey process are a combination of the agency's self-assessment and the DDS targeted review.

The survey identified a number of positive practices across all locations surveyed. In the domain of Environmental Safety, all homes were clean and in good repair. All required inspections were conducted on time, and fire drills were conducted as outlined in Safety Plans.

The agency demonstrated strength in the domain of healthcare. In particular, Medication Treatment Plans were found to contain all necessary components, and changes in medication were being advocated for by providing clinical data to the health care providers. Data was collected daily, then graphed on a monthly or quarterly basis, and shared with prescribers. In one instance, this clear and robust data assisted a prescriber in determining that medication decreases were warranted for the individual. Medications were administered correctly, and medical protocols were in place for all required diagnoses. Staff received continuous training on all protocols.

The only area requiring improvement focuses on individuals being supported to explore their needs for sexuality and companionship as several individuals had not been assessed in this area, or identified areas of support were not being provided.

ASI met 100% of licensing indicators reviewed, and will receive a two year license for its Residential and Individual Home Supports service group. The agency met 96% of certification indicators and is certified.

## **Description of Self Assessment Process:**

Alternative Supports, Inc (ASI) self-assessment process included the use of the Residential Survey Auditing Tool and the Administrative Review Worksheet to assess each licensing and certification indicators which includes reviewing the documentation for each indicator within each program location. ASI Self-Assessment Licensing Team randomly selected 4 ALTR programs to include 1 less than 24-hour support program to be evaluated.

ASI's Clinical team is comprised of The Director of Behavioral Services-Board Certified Behavioral Analyst (BCBA/LABA)-is responsible for supervising Clinical Supervisor-Master's level clinician-and/or Assistant Clinical Supervisor-staff pursuing licensure as master level clinician. The clinical team conducts assessments of individuals skills, provides oversight and training of all ISP processes/assessment, conducts functional behavioral assessments, develops PBS plans, and provides agency wide training in PBS. The clinical team is responsible for analyzing all data trends within HCSIS incident reports; all findings are reviewed with the leadership team to ensure best practices.

The agency has undergone some considerable changes within the past year including a major overhaul of medical/health care oversight. To achieve this, ASI employs a health care team comprised of two full-time Healthcare Coordinators; a Registered Nurse (RN)(In process of hiring) and Licensed Practical Nurse (LPN) - and full time Director of Health Services- Nurse Practitioner (NP) - to ensure medical oversight, conduct regular medical chart/file reviews, create and monitor individualized annual health care plans. The health team are also responsible to monitor medications administered by staff in accordance with MAP policies and procedures, noting all medical appointment process notes including laboratory reports and follow-ups, primary contact with physicians for cases involving special medical accommodations or hospitalizations, providing on-going training and demonstration to staff members regarding medical concerns, documentation of data collection, and individualized medical procedures/protocols. The medical team is responsible for the follow-up communication, informed content, and training between guardians and ASI as the provider agency when the decision is made to decline medical procedures. Routinely, the conduct site audits using site particular charts to monitor and follow-up on the needs of each individual residing at the site which may include special diets, individuals' medication charts, and all other related medical supports for individuals.

Directors of Residential Supports and Support Coordinators conduct a minimum of a weekly walk through, using a comprehensive monitoring tool that includes, detail charts for physical aspects of each site's particulars, such as bathrooms, living areas, furniture and its wear, cleaning of each site, necessary repairs, supplies and need for any up-coming maintenance and/or improvement at each site as well as their agency vehicle. ASI's maintenance worker or qualified contractor team (Plumber, HVAC, Electrician, etc.) completes all needed repairs or renovates as needed to ensure safety. Directors of Residential Supports are required to complete random monthly financial audits on all individual(s) funds, all financial transaction records are sent monthly for review before they're mailed to the representative payee.

ASI sites collect and maintain data in various areas driven by the Individual Support Plan (ISP) and individualized health and emotional needs identified. All defined ISP measurable goals are developed and monitored by ASI's Support Coordinator, Director of Residential Services, and have the Clinical Team members oversight to ensure modifications are not needed. The collected data is reviewed on a daily, weekly, and monthly basis, depending on the individual's needs, goals and objectives and is being used by the site's staff to further monitor, modify, and provide necessary support for the individual(s) served. Last, the Compliance Coordinator conducts site audits using site particular charts to monitor and follow-up on individualized data collection and to assess DDS licensing and certification indicators, this information is sent to and reviewed monthly by the Assistant Executive Director and Executive Director.

## **LICENSURE FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Organizational</b>	<b>8/8</b>	<b>0/8</b>	
<b>Residential and Individual Home Supports</b>	<b>72/72</b>	<b>0/72</b>	
Residential Services Individual Home Supports			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>80/80</b>	<b>0/80</b>	<b>100%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>0</b>	

## CERTIFICATION FINDINGS

	Reviewed By	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>DDS 0/0 Provider 6/6</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>DDS 2/4 Provider 37/37</b>	<b>39/41</b>	<b>2/41</b>	
Individual Home Supports	DDS 0/1 Provider 20/20	20/21	1/21	
Residential Services	DDS 2/3 Provider 17/17	19/20	1/20	
<b>Total</b>		<b>45/47</b>	<b>2/47</b>	<b>96%</b>
<b>Certified</b>				

**Individual Home Supports- Areas Needing Improvement on Standards not met From DDS Review:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	One individual had not been assessed to determine their needs relative to intimacy and companionship. The agency needs to ensure that all individuals are assessed for needs in intimacy and companionship.

**Residential Services- Areas Needing Improvement on Standards not met From DDS Review:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Three individuals have either not been assessed for their needs relative to intimacy or companionship, or identified support goals in this area were not being implemented. The agency needs to ensure that all individuals are assessed for needs in intimacy and companionship, and if support goals are identified, they are implemented in a manner individuals can understand.



## MASTER SCORE SHEET LICENSURE

Organizational: **ALTERNATIVE SUPPORTS INC**

Indicator #	Indicator	Reviewed by	Met/Rated	Rating(Met,Not Met,NotRated)
<input checked="" type="checkbox"/> L2	Abuse/neglect reporting	DDS	2/2	Met
L3	Immediate Action	Provider	-	Met
L4	Action taken	Provider	-	Met
L48	HRC	Provider	-	Met
L74	Screen employees	Provider	-	Met
L75	Qualified staff	Provider	-	Met
L76	Track trainings	Provider	-	Met
L83	HR training	Provider	-	Met

### Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	Provider	-	-			-	-	-	Met
L5	Safety Plan	L	Provider	-	-			-	-	-	Met
<input checked="" type="checkbox"/> L6	Evacuation	L	DDS	4/4	2/2					6/6	Met
L7	Fire Drills	L	Provider	-	-			-	-	-	Met
L8	Emergency Fact Sheets	I	Provider	-	-			-	-	-	Met
L9 (07/21)	Safe use of equipment	I	Provider	-	-			-	-	-	Met
<input checked="" type="checkbox"/> L11	Required inspections	L	DDS	4/4	2/2					6/6	Met
<input checked="" type="checkbox"/> L12	Smoke detectors	L	DDS	4/4	1/2					5/6	Met (83.33 %)
<input checked="" type="checkbox"/> L13	Clean location	L	DDS	4/4	2/2					6/6	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L14	Site in good repair	L	Provider	-	-			-	-	-	Met
L15	Hot water	L	Provider	-	-			-	-	-	Met
L16	Accessibility	L	Provider	-	-			-	-	-	Met
L17	Egress at grade	L	Provider	-	-			-	-	-	Met
L18	Above grade egress	L	Provider	-	-			-	-	-	Met
L19	Bedroom location	L	Provider	-	-			-	-	-	Met
L20	Exit doors	L	Provider	-	-			-	-	-	Met
L21	Safe electrical equipment	L	Provider	-	-			-	-	-	Met
L22	Well-maintained appliances	L	Provider	-	-			-	-	-	Met
L23	Egress door locks	L	Provider	-	-			-	-	-	Met
L24	Locked door access	L	Provider	-	-			-	-	-	Met
L25	Dangerous substances	L	Provider	-	-			-	-	-	Met
L26	Walkway safety	L	Provider	-	-			-	-	-	Met
L28	Flammables	L	Provider	-	-			-	-	-	Met
L29	Rubbish/combustibles	L	Provider	-	-			-	-	-	Met
L30	Protective railings	L	Provider	-	-			-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L31	Communication method	I	Provider	-	-			-	-	-	Met
L32	Verbal & written	I	Provider	-	-			-	-	-	Met
L33	Physical exam	I	Provider	-	-			-	-	-	Met
L34	Dental exam	I	Provider	-	-			-	-	-	Met
L35	Preventive screenings	I	DDS	3/3	1/1					4/4	Met
L36	Recommended tests	I	Provider	-	-			-	-	-	Met
L37	Prompt treatment	I	Provider	-	-			-	-	-	Met
Ⓡ L38	Physician's orders	I	DDS	6/6	2/2					8/8	Met
L39	Dietary requirements	I	DDS	6/6						6/6	Met
L40	Nutritional food	L	Provider	-	-			-	-	-	Met
L41	Healthy diet	L	Provider	-	-			-	-	-	Met
L42	Physical activity	L	Provider	-	-			-	-	-	Met
L43	Health Care Record	I	Provider	-	-			-	-	-	Met
L44	MAP registration	L	Provider	-	-			-	-	-	Met
L45	Medication storage	L	Provider	-	-			-	-	-	Met
Ⓡ L46	Med. Administration	I	DDS	6/6	3/3					9/9	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L49	Informed of human rights	I	Provider	-	-			-	-	-	Met
L50 (07/21)	Respectful Comm.	I	Provider	-	-			-	-	-	Met
L51	Possessions	I	Provider	-	-			-	-	-	Met
L52	Phone calls	I	Provider	-	-			-	-	-	Met
L53	Visitation	I	Provider	-	-			-	-	-	Met
L54 (07/21)	Privacy	I	Provider	-	-			-	-	-	Met
L55	Informed consent	I	Provider	-	-			-	-	-	Met
L61	Health protection in ISP	I	Provider	-	-			-	-	-	Met
L62	Health protection review	I	Provider	-	-			-	-	-	Met
L63	Med. treatment plan form	I	DDS	6/6	2/2					8/8	Met
L64	Med. treatment plan rev.	I	DDS	6/6	2/2					8/8	Met
L67	Money mgmt. plan	I	DDS	6/6	3/3					9/9	Met
L68	Funds expenditure	I	Provider	-	-			-	-	-	Met
L69	Expenditure tracking	I	Provider	-	-			-	-	-	Met
L70	Charges for care calc.	I	Provider	-	-			-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L71	Charges for care appeal	I	Provider	-	-			-	-	-	Met
L77	Unique needs training	I	Provider	-	-			-	-	-	Met
L80	Symptoms of illness	L	Provider	-	-			-	-	-	Met
L81	Medical emergency	L	Provider	-	-			-	-	-	Met
L82	Medication admin.	L	DDS	4/4	2/2					6/6	Met
L84	Health protect. Training	I	DDS	5/5						5/5	Met
L85	Supervision	L	Provider	-	-			-	-	-	Met
L86	Required assessments	I	Provider	-	-			-	-	-	Met
L87	Support strategies	I	Provider	-	-			-	-	-	Met
L88	Strategies implemented	I	DDS	5/6	3/3					8/9	Met (88.89 %)
L90	Personal space/ bedroom privacy	I	DDS	6/6	3/3					9/9	Met
L91	Incident management	L	Provider	-	-			-	-	-	Met
L93 (05/22)	Emergency back-up plans	I	Provider	-	-			-	-	-	Met
L94 (05/22)	Assistive technology	I	DDS	6/6	3/3					9/9	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L96 (05/22)	Staff training in devices and applications	I	Provider	-	-			-	-	-	Met
L99 (05/22)	Medical monitoring devices	I	Provider	-	-			-	-	-	Met
#Std. Met/# 72 Indicator										72/72	
Total Score										80/80	
										100%	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C1	Provider data collection	Provider	-	Met
C2	Data analysis	Provider	-	Met
C3	Service satisfaction	Provider	-	Met
C4	Utilizes input from stakeholders	Provider	-	Met
C5	Measure progress	Provider	-	Met
C6	Future directions planning	Provider	-	Met

### Residential Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met

### Residential Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C8	Family/guardian communication	Provider	-	<b>Met</b>
C9	Personal relationships	Provider	-	<b>Met</b>
C10	Social skill development	Provider	-	<b>Met</b>
C11	Get together w/family & friends	Provider	-	<b>Met</b>
C12	Intimacy	DDS	3/6	<b>Not Met (50.0 %)</b>
C13	Skills to maximize independence	Provider	-	<b>Met</b>
C14	Choices in routines & schedules	Provider	-	<b>Met</b>
C15	Personalize living space	Provider	-	<b>Met</b>
C16	Explore interests	DDS	6/6	<b>Met</b>
C17	Community activities	DDS	6/6	<b>Met</b>
C18	Purchase personal belongings	Provider	-	<b>Met</b>
C19	Knowledgeable decisions	Provider	-	<b>Met</b>
C46	Use of generic resources	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C48	Neighborhood connections	Provider	-	<b>Met</b>
C49	Physical setting is consistent	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>
C52	Leisure activities and free-time choices /control	Provider	-	<b>Met</b>
C53	Food/ dining choices	Provider	-	<b>Met</b>

### Individual Home Supports

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>
C9	Personal relationships	Provider	-	<b>Met</b>
C10	Social skill development	Provider	-	<b>Met</b>
C11	Get together w/family & friends	Provider	-	<b>Met</b>
C12	Intimacy	DDS	2/3	<b>Not Met (66.67 %)</b>

## Individual Home Supports

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C13	Skills to maximize independence	Provider	-	<b>Met</b>
C14	Choices in routines & schedules	Provider	-	<b>Met</b>
C15	Personalize living space	Provider	-	<b>Met</b>
C16	Explore interests	Provider	-	<b>Met</b>
C17	Community activities	Provider	-	<b>Met</b>
C18	Purchase personal belongings	Provider	-	<b>Met</b>
C19	Knowledgeable decisions	Provider	-	<b>Met</b>
C21	Coordinate outreach	Provider	-	<b>Met</b>
C46	Use of generic resources	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C48	Neighborhood connections	Provider	-	<b>Met</b>
C49	Physical setting is consistent	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>
C52	Leisure activities and free-time choices /control	Provider	-	<b>Met</b>
C53	Food/ dining choices	Provider	-	<b>Met</b>