



**PROVIDER REPORT
FOR**

**BAY COVE HUMAN
SERVICES
66 Canal St
Boston, MA 02114**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider BAY COVE HUMAN SERVICES

Review Dates 8/10/2026 - 8/14/2026

Service Enhancement Meeting Date 6/24/2026

Survey Team Melanie Hutchison
Mark Boghoian
David Bullard
Cristina Calderon
Cheryl Hampton (TL)
Marie Fabiola Louis-Disla
Lisa MacPhail

Citizen Volunteers

Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	16 location (s) 18 audit (s)	Follow up	9/18 2 Year License with Mid-Cycle Review 06/24/2026 - 06/24/2028		23 / 26 Certified 06/24/2026 - 06/24/2028
Residential Services	12 location (s) 12 audit (s)			No Review	
ABI-MFP Residential Services	0 location(s) 2 audit (s)			No Review	17 / 20
Respite Services	1 location(s) 1 audit (s)			No Review	No Review
Individual Home Supports	3 location(s) 3 audit (s)			No Review	
Planning and Quality Management (For all service groupings)				No Review	0 / 0

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	2 location(s) 14 audit (s)	Follow up	4/6 2 Year License 06/24/2026 - 06/24/2028		36 / 41 Certified 06/24/2026 - 06/24/2028
Community Based Day Services	1 location(s) 8 audit (s)			No Review	12 / 15
Employment Support Services	1 location(s) 6 audit (s)			No Review	18 / 20
Planning and Quality Management (For all service groupings)				No Review	0 / 0

EXECUTIVE SUMMARY :

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LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	0/2	2/2	
Residential and Individual Home Supports	9/16	7/16	
Individual Home Supports Respite Services ABI-MFP Residential Services Residential Services			
Critical Indicators	0/0	0/0	
Total	9/18	9/18	50%
2 Year License with Mid-Cycle Review			
# indicators for 60 Day Follow-up		9	

	Met / Rated	Not Met / Rated	% Met
Organizational	0/2	2/2	
Employment and Day Supports	4/4	0/4	
Employment Support Services Community Based Day Services			
Critical Indicators	0/0	0/0	
Total	4/6	2/6	67%
2 Year License			
# indicators for 60 Day Follow-up		2	

MASTER SCORE SHEET LICENSURE

Organizational: BAY COVE HUMAN SERVICES

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L48	HRC	0/1	Not Met(0 %)
L66	HRC restraint review	0/3	Not Met(0 %)

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L8	Emergency Fact Sheets	I	9/12	2/2					11/14	Not Met (78.57 %)
L15	Hot water	L	9/12	1/1					10/13	Not Met (76.92 %)
L35	Preventive screenings	I	5/11				2/2		7/13	Not Met (53.85 %)
L36	Recommended tests	I	10/12				2/2		12/14	Met (85.71 %)
L43	Health Care Record	I	9/12	3/3			0/2		12/17	Not Met (70.59 %)
L49	Informed of human rights	I	11/12			2/2			13/14	Met (92.86 %)
L56	Restrictive practices	I	2/3						2/3	Not Met (66.67 %)
L61	Health protection in ISP	I	8/10						8/10	Met (80.0 %)
L63	Med. treatment plan form	I	10/12				2/2		12/14	Met (85.71 %)
L67	Money mgmt. plan	I	10/12				2/2		12/14	Met (85.71 %)
L79	Restraint training	L	1/3						1/3	Not Met (33.33 %)
L84	Health protect. Training	I	9/10				0/1		9/11	Met (81.82 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L86	Required assessments	I	2/2						2/2	Met
L87	Support strategies	I	2/2						2/2	Met
L88	Strategies implemented	I	5/12	3/3			1/2		9/17	Not Met (52.94 %)
L91	Incident management	L	12/12	3/3		1/1			16/16	Met
#Std. Met/# 16 Indicator									9/16	
Total Score									9/18	
									50.0%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I			8/8	8/8	Met
L49	Informed of human rights	I			8/8	8/8	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L94 (05/22)	Assistive technology	I			8/8	8/8	Met
#Std. Met/# 4 Indicator						4/4	
Total Score						4/6	
						66.67%	
