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| **PROVIDER REPORT FOR** |

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| **Bay State ABA, LLC42 Tremont StreetSuite 9 Duxbury, MA, MA 02332**  |

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| **Public Provider Report** |

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| **Prepared by the Department of Developmental ServicesOFFICE OF QUALITY ENHANCEMENT** |

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| **SUMMARY OF OVERALL FINDINGS** |

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| **Provider** |

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| **Review Dates** |

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| 10/27/2021 - 10/29/2021 |

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| **Service Enhancement Meeting Date** |

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| 11/10/2021 |

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| **Survey Team** |

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| Michelle Boyd (TL) |

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| **Citizen Volunteers** |

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| **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** | 1 location(s) 4 audit (s)  | Full Review | 41/44 2 Year License 11/10/2021 - 11/10/2023 |  | 22 / 23 Certified 11/10/2021 - 11/10/2023 |
| Community Based Day Services | 1 location(s) 4 audit (s)  |  |  | Full Review | 16 / 17 |
| Planning and Quality Management |   |  |  | Full Review | 6 / 6 |

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| **EXECUTIVE SUMMARY :** |

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| Bay State ABA, LLC was founded in 2019 to provide services to adults diagnosed with Autism Spectrum Disorder. In February 2021, the agency began providing Community Based Day Services (CBDS) within the South Coastal and Plymouth Areas. In August 2021, the agency began providing on-site CBDS at their program in Duxbury. The scope of this review conducted by the Department of Developmental Services consisted of a full review of licensing and certification indicators for their CBDS program. This review was the agency's first full licensing and certification review of their CBDS program. The current review of licensing indicators identified several strengths within the CBDS. The agency ensured staff were knowledgeable of individual's unique needs and maintained all required trainings. All observed communications were found to be respectful, and conversations were individual driven. Individuals were supported to work on their goals. The agency utilizes a centralized system to track their data as well as share information and facilitate communication with their families. The review also identified several certification strengths. Individuals were supported to participate in meaningful community activities of their interest. Individuals were provided with supports to develop job readiness and interpersonal skills necessary for employment. The agency has begun the process of identifying employment goals and developing a plan for providing supports as necessary for individual's who wish to pursue community-based employment. While the agency demonstrated many positive findings, there are areas that could be strengthened. The agency needs to develop a mechanism to ensure required assessments and support strategies are submitted within the required timelines. The water temperatures in the building need to test within the acceptable range of 110 to 120 degrees to ensure safety. Based on the findings of this licensing and certification report, Bay State ABA has earned a Two Year license for their Community-Based Day Supports. The agency is also Certified for its Community Based Day Supports. The agency met 93% of the licensing indicators and 96% of the certification indicators. |

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| **LICENSURE FINDINGS** |

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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Organizational** | **8/8** | **0/8** |  |
| **Employment and Day Supports** | **33/36** | **3/36** |  |
|  Community Based Day Services |  |  |  |
| **Critical Indicators** | **5/5** | **0/5** |  |
| **Total** | **41/44** | **3/44** | **93%** |
| **2 Year License** |  |  |  |
| **# indicators for 60 Day Follow-up** |  | **3** |  |

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|  | **Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:** |
|  | **Indicator #** | **Indicator** | **Area Needing Improvement** |
|  |  L15 | Hot water temperature tests between 110 and 120 degrees (as of 1/2014). | The hot water temperature tested above 120 degrees. The agency needs to ensure water temperature test between 110 and 120 degrees. |
|  |  L86 | Required assessments concerning individual needs and abilities are completed in preparation for the ISP. | Required assessments were not submitted within the required timelines. The agency needs to ensure required assessments are submitted to the DDS area office at least 15 days prior to the scheduled 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. | Support strategies were not submitted within the required timelines. The agency needs to ensure support strategies are submitted to the DDS area office at least 15 days prior to the scheduled ISP meeting. |

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| **CERTIFICATION FINDINGS** |

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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Certification - Planning and Quality Management** | **6/6** | **0/6** |  |
| **Employment and Day Supports** | **16/17** | **1/17** |  |
| Community Based Day Services | 16/17 | 1/17 |  |
| **TOTAL** | **22/23** | **1/23** | **96%** |
| **Certified** |  |  |  |

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|  | **Community Based Day Services- Areas Needing Improvement on Standards not met:** |  |  |
|  | **Indicator #** | **Indicator** | **Area Needing Improvement** |
|  |  C54 | Individuals have the assistive technology and/or modifications to maximize independence.  | Individuals have not been assessed for the use of assistive technology to maximize their independence. The agency needs to ensure individuals are assessed for the use of assistive technology to maximize their independence. |
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| **MASTER SCORE SHEET LICENSURE** |

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| **Organizational: Bay State ABA, LLC** |

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|  | **Indicator #** | **Indicator** | **Met/Rated** | **Rating(Met,Not Met,NotRated)** |
| O |  L2 | Abuse/neglect reporting | **1/1** | **Met** |
|  |  L3 | Immediate Action | **1/1** | **Met** |
|  |  L4 | Action taken | **1/1** | **Met** |
|  |  L48 | HRC | **1/1** | **Met** |
|  |  L74 | Screen employees | **1/1** | **Met** |
|  |  L75 | Qualified staff | **1/1** | **Met** |
|  |  L76 | Track trainings | **2/2** | **Met** |
|  |  L83 | HR training | **2/2** | **Met** |

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| **Employment and Day Supports:** |

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|  | **Ind. #** | **Ind.** | **Loc. or Indiv.** | **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 |  |  | 1/1 | **1/1** | **Met** |
| O |  L6 | Evacuation | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L7 | Fire Drills | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L8 | Emergency Fact Sheets | I |  |  | 4/4 | **4/4** | **Met** |
|  |  L9 (07/21) | Safe use of equipment | I |  |  | 4/4 | **4/4** | **Met** |
| O |  L11 | Required inspections | L |  |  | 1/1 | **1/1** | **Met** |
| O |  L12 | Smoke detectors | L |  |  | 1/1 | **1/1** | **Met** |
| O |  L13 | Clean location | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L14 | Site in good repair | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L15 | Hot water | L |  |  | 0/1 | **0/1** | **Not Met(0 %)** |
|  |  L16 | Accessibility | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L17 | Egress at grade  | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L20 | Exit doors | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L21 | Safe electrical equipment | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L22 | Well-maintained appliances | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L25 | Dangerous substances | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L26 | Walkway safety | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L28 | Flammables | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L29 | Rubbish/combustibles | L |  |  | 1/1 | **1/1** | **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 |  |  | 4/4 | **4/4** | **Met** |
|  |  L80 | Symptoms of illness | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L81 | Medical emergency | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L85 | Supervision  | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L86 | Required assessments | I |  |  | 0/2 | **0/2** | **Not Met(0 %)** |
|  |  L87 | Support strategies | I |  |  | 0/2 | **0/2** | **Not Met(0 %)** |
|  |  L88 | Strategies implemented | I |  |  | 4/4 | **4/4** | **Met** |
|  |  L91 | Incident management | L |  |  | 1/1 | **1/1** | **Met** |
|  | **#Std. Met/# 36 Indicator** |  |  |  |  |  | **33/36** |  |
|  | **Total Score** |  |  |  |  |  | **41/44** |  |
|  |  |  |  |  |  |  | **93.18%** |  |

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| **MASTER SCORE SHEET CERTIFICATION** |

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|  | **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 | 1/1 | **Met** |
|  |  C6 | Future directions planning | 1/1 | **Met** |
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| **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** |
|  C20 (07/21) | Emergency back-up plans | 4/4 | **Met** |
|  C37 | Interpersonal skills for work | 4/4 | **Met** |
|  C38 (07/21) | Habilitative & behavioral goals | 4/4 | **Met** |
|  C39 (07/21) | Support needs for employment | 4/4 | **Met** |
|  C40 | Community involvement interest | 4/4 | **Met** |
|  C41 | Activities participation | 4/4 | **Met** |
|  C42 | Connection to others | 4/4 | **Met** |
|  C43 | Maintain & enhance relationship | 4/4 | **Met** |
|  C44 | Job exploration | 4/4 | **Met** |
|  C45 | Revisit decisions | 4/4 | **Met** |
|  C46 | Use of generic resources | 4/4 | **Met** |
|  C47 | Transportation to/ from community | 4/4 | **Met** |
|  C51 | Ongoing satisfaction with services/ supports | 4/4 | **Met** |
|  C54 | Assistive technology | 2/4 | **Not Met (50.0 %)** |
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