



**PROVIDER REPORT
FOR**

**BEST BUDDIES
INTERNATIONAL
529 Main Street, Suite 202
Boston, MA 02129**

January 31, 2025

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider BEST BUDDIES INTERNATIONAL

Review Dates 12/2/2024 - 12/6/2024

Service Enhancement Meeting Date 12/19/2024

Survey Team Melanie Cruz (TL)

Citizen Volunteers

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) 7 audit (s)	Full Review	26/29 2 Year License 12/19/2024 - 12/19/2026		27 / 27 Certified 12/19/2024 - 12/19/2026
Employment Support Services	2 location(s) 7 audit (s)			Full Review	21 / 21
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Best Buddies International is a non-profit organization which provides opportunities for one-to-one friendships, integrated employment, leadership development, inclusive living, and family support for individuals with intellectual and developmental disabilities. Best Buddies also serves individuals supported by MassAbility (formerly Massachusetts Rehabilitation Commission) and from private pay sources.

The scope of this survey, conducted by the Department of Developmental Services (DDS) Metro Office of Quality Enhancement (OQE), was a full licensing and certification review of Individual Supported Employment services, known by the agency as The Jobs Program. These services are offered in central and eastern Massachusetts, including the Cape and Islands.

Many positive practices were noted during this review. At the organizational level, Best Buddies International demonstrated an adherence to a continuous review of strategic planning benchmarks aimed at improving support for individuals and fostering ongoing staff improvement. This included development of peer mentoring opportunities, completion and review of self-audits, and a modification of caseload distribution. Parent/Support packets were developed to provide information regarding the collaborative roles of job coaches, parents/family, and employers. This information included best practice recommendations for supporting individuals to become increasingly independent on their journey through employment. The agency had an effective system for ongoing supervision, staff development, and the promotion of staff skill acquisition. The system for orienting new staff included shadowing opportunities and a checklist consisting of DDS and agency requirements. Employees underwent annual performance reviews to share feedback, set professional goals, and review organizational expectations.

Regarding licensure indicators, participants were assisted to achieve identified goals and to increase independence and self-advocacy. For those individuals with an Individual Support Plan, support strategies and assessments were developed and submitted according to required timelines. A Workplace Emergency Procedure quiz was reviewed with individuals at least annually to ensure they were aware of risks specific to their workplace and how to handle potential emergencies. Assistive Technology assessments had been administered which identified areas of potentially increased independence.

Regarding certification, Individual Written Program Plans were developed for each participant which included a review of potential risks associated with each goal and actions that could assist in reducing those risks. Employment opportunities were unique to the interests of each participant and were in integrated settings. Job coaches assisted in working with employers to understand individual needs and secure any assistance needed. Individuals were supported to understand their employee rights and benefits. The agency also assisted individuals with obtaining travel training appropriate to their needs and location.

Some areas of need were identified during the survey process where the agency should further focus. On an organizational level, in the area of the Human Rights Committee, the agency must ensure that required members attend a majority of meetings, and that the agencies' human rights training materials, policies, and procedures, required for compliance with the Department's regulations on human rights, are reviewed on an annual basis. Incidents need to be reported and reviewed in HCSIS as mandated by regulation and all staff must complete annual DDS Mandated Reporter training.

Within the Employment and Day Supports program, Best Buddies International met 90% of all licensing indicators, including all critical indicators. As a result, the agency will receive a two-year license for its Employment and Day Supports program. The agency met 100% of all certification indicators and is fully certified in Employment and Day Supports. Best Buddies International will complete follow-up on licensing indicators not met during the survey and will submit their results to OQE within 60 days following the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	3/5	2/5	
Employment and Day Supports	23/24	1/24	
Employment Support Services			
Critical Indicators	2/2	0/2	
Total	26/29	3/29	90%
2 Year License			
# indicators for 60 Day Follow-up		3	

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 Human Rights Committee did not meet the mandate for attendance of required members. Additionally, the agencies human rights training materials, policies, and procedures required for compliance with the Department's regulations on human rights were not reviewed on an annual basis. The agency needs to ensure that attendance by required members is consistent to ensure the committee's ability to review and address issues in a timely and informed manner.
L83	Support staff are trained in human rights.	Four of four employees did not complete the required DDS Mandated Reporter training using an approved curriculum. The agency needs to ensure that all staff complete an annual training of reporting responsibilities to DPPC utilizing a DDS approved curriculum.

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

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	Incidents associated with both locations reviewed were not consistently submitted and/or finalized within the timelines mandated by regulation. The agency needs to ensure that all staff are knowledgeable regarding what constitutes a reportable incident and ensure that incident reports are submitted and finalized within required timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	21/21	0/21	
Employment Support Services	21/21	0/21	
Total	27/27	0/27	100%
Certified			

MASTER SCORE SHEET LICENSURE

Organizational: BEST BUDDIES INTERNATIONAL

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
℞ L2	Abuse/neglect reporting	1/1	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	2/2	Met
L76	Track trainings	3/4	Met(75.00 %)
L83	HR training	0/4	Not Met(0 %)

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	7/7			7/7	Met
L8	Emergency Fact Sheets	I	7/7			7/7	Met
L9 (07/21)	Safe use of equipment	I	7/7			7/7	Met
L31	Communication method	I	7/7			7/7	Met
L32	Verbal & written	I	7/7			7/7	Met
L37	Prompt treatment	I	7/7			7/7	Met
Ⓡ L38	Physician's orders	I	1/1			1/1	Met
L49	Informed of human rights	I	7/7			7/7	Met
L50 (07/21)	Respectful Comm.	I	6/6			6/6	Met
L51	Possessions	I	7/7			7/7	Met
L52	Phone calls	I	7/7			7/7	Met
L54 (07/21)	Privacy	I	7/7			7/7	Met
L55	Informed consent	I	7/7			7/7	Met
L77	Unique needs training	I	7/7			7/7	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	6/6			6/6	Met
L87	Support strategies	I	5/6			5/6	Met (83.33 %)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L88	Strategies implemented	I	6/6			6/6	Met
L91	Incident management	L	0/2			0/2	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I	7/7			7/7	Met
L94 (05/22)	Assistive technology	I	6/6			6/6	Met
L96 (05/22)	Staff training in devices and applications	I	2/2			2/2	Met
#Std. Met/# 24 Indicator						23/24	
Total Score						26/29	
						89.66%	

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	1/1	Met
C6	Future directions planning	1/1	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	Met
C8	Family/guardian communication	7/7	Met
C22	Explore job interests	4/4	Met
C23	Assess skills & training needs	4/4	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C24	Job goals & support needs plan	4/4	Met
C25	Skill development	4/4	Met
C26	Benefits analysis	6/6	Met
C27	Job benefit education	4/4	Met
C28	Relationships w/businesses	2/2	Met
C29	Support to obtain employment	4/4	Met
C30	Work in integrated settings	7/7	Met
C31	Job accommodations	5/5	Met
C32	At least minimum wages earned	5/5	Met
C33	Employee benefits explained	5/5	Met
C34	Support to promote success	5/5	Met
C35	Feedback on job performance	5/5	Met
C36	Supports to enhance retention	5/5	Met
C37	Interpersonal skills for work	4/4	Met
C47	Transportation to/ from community	7/7	Met
C50	Involvement/ part of the Workplace culture	6/6	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met