



**PROVIDER REPORT  
FOR**

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

**November 17, 2022**

**Version**

**Public Provider Report**

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

## **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	BEST BUDDIES INTERNATIONAL
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<b>Review Dates</b>	11/15/2022 - 11/18/2022
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<b>Service Enhancement Meeting Date</b>	12/2/2022
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<b>Survey Team</b>	Raymond Edi-Osagie Raymond Obeng (TL)
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<b>Citizen Volunteers</b>	
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**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>	1 location(s) 9 audit (s)	Full Review	26/31 2 Year License 12/02/2022 - 12/02/2024		24 / 27 Certified 12/02/2022 - 12/02/2024
Employment Support Services	1 location(s) 9 audit (s)			Full Review	18 / 21
Planning and Quality Management				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Best Buddies jobs program is a component of Best Buddies International, a non-profit organization dedicated to creating opportunities for integrated employment, leadership development, and one-to-one friendships. Best Buddies provides Employment Support Services to individuals with intellectual and developmental disabilities in the Eastern and Western parts of Massachusetts. Best Buddies also serves individuals placed by the Mass Rehabilitation Commission and from private pay sources.

For this 2022 survey, a full licensing and certification review of the agency's employment services was conducted by the Department of Development Services (DDS) Metro Office of Quality Enhancement (OQE).

Since their last survey, Best Buddies had some major initiatives including expansion of services to Cape Cod and the Islands. The agency adapted to covid pandemic challenges by providing virtual employment supports to engage more consumers; they held monthly webinars, had success with participant engagement, continued relevant data collection, and did succession planning.

A review of organizational licensing indicators showed that Best Buddies remains committed to supporting and educating individuals to thrive in their communities. Individuals and staff were trained on Abuse and Neglect. As it relates to strategic planning, the agency implemented several strategies that enhanced supports; this included a plan to promote job advancement for individuals in employment. Coaches and Supervisors teamed up on a regular basis to support individuals to assume new positions, increase job responsibilities and/or earn higher wages. The agency also held monthly and quarterly workshops in the community, to provide awareness and community engagement. Regarding analysis of performance, the agency's job teams sent out yearly satisfaction surveys to program participants, families/guardians, and staff; many receiving the surveys through emails. Satisfaction data was reviewed by the leadership teams to support services delivery improvement.

Best Buddies had a system for ongoing supervision; staff development; and the promotion of staff skill acquisition. It also had a system for orienting new staff; a checklist consisting of DDS and agency's requirements was used for this purpose. Additionally, new staff were given shadowing opportunities. Best Buddies employees underwent annual performance reviews to share feedback, and to set professional goals and organizational expectations.

A review of licensing area in employment supports, revealed that Best Buddies had systems to ensure individuals' health and safety, as well as independence. Regarding health and safety, job coaches helped to remediate health care concerns; individuals underwent a quarterly health quiz (and they were required to score more than 80%) which helped staff provide support for health-related situations that occurred at work. Staff also worked with employers to understand individual needs and secure them assistance as needed (they provided two emergency contact information for everyone they placed). In support of independence, Best Buddies implemented models for job coaching based on employment goals; for people with long and short terms job coaching needs, supports were gradually faded. Relative to the ISP, support strategies and assessments were developed and submitted in a timely manner in preparation for individuals' ISP meetings.

Regarding certification, Best Buddies individuals were supported to acquire and maintain integrated employment of their choosing; the agency supported the use of generic community employment resources. Individuals surveyed, had been employed in their current positions for more than two years, with some of them in their jobs for more than ten. Individuals who were interviewed indicated that they were happy with their current jobs. One individual was being supported to work remotely from home. The agency also provided travel training for ease of navigation within people's communities. Best Buddies provided supports that helped individuals adapt to workplace cultures using natural supports. Staff ensured that people had great social experiences in the workplace, and

through the Best Buddies friendship program.

While employment support successes were noted for Best Buddies in many licensure and certification areas, there were a few areas where greater attention is needed. In the area of Human Rights, the agency needs to maintain an effective Human Rights Committee where all required members attend meetings with regularity. Individuals and guardians need to be informed of how to file a grievance, including who to talk to and the number to call. Furthermore, incidents need to be reported and reviewed in HCSIS as mandated by regulation. In the area of the ISP, the agency needs to ensure that goals identified and agreed upon in the ISP are implemented for all individuals. The agency also needs to utilize its tracking system to ensure that all staff receive all required trainings.

Relative to certifications, the agency needs to demonstrate greater efforts in assessing individuals for the use of assistive technology to further their independence. It must also provide individuals with opportunities to provide feedback at the time of hire and on an ongoing basis on the performance of staff / care providers that support them. Best Buddies needs to assess individuals' skills, interests, career goals, training, and support needs in employment; it must develop career plans that speak to these areas. Job coaching and outreach could also be increased to promote individuals learning and staff familiarity.

Best Buddies International earned a two-year license for its employment/day service grouping with 84% of licensing indicators receiving a rating of Met. The agency is also certified for the employment/day service grouping with 89% of certifications indicators receiving a rating of Met. The DDS Metro Office of Quality Enhancement will conduct a follow-up for the licensing indicators that were not met within 60 days of the SEM meeting.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>4/6</b>	<b>2/6</b>	
<b>Employment and Day Supports</b>	<b>22/25</b>	<b>3/25</b>	
Employment Support Services			
<b>Critical Indicators</b>	<b>1/1</b>	<b>0/1</b>	
<b>Total</b>	<b>26/31</b>	<b>5/31</b>	<b>84%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>5</b>	

### **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 agency's shared Human Rights Committee did not meet all its mandates. The agency needs to ensure that the shared Human Rights Committee it belongs to meets all regulatory mandates.
L76	The agency has and utilizes a system to track required trainings.	The agency had not trained all employees on some mandated training topics. The agency needs to ensure that employees receive all DDS mandated trainings.

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

Indicator #	Indicator	Area Needing Improvement
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	For nine individuals, the grievance procedure provided to guardians and/or individuals did not contain some of the required information. The agency needs to ensure that all guardians and individuals are provided with current and accurate contact information for the purpose of filing a grievance.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For two of nine individuals, ISP goals were not being implemented as agreed upon. The agency needs to ensure that ISP goals are implemented as agreed upon with the team.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L91	Incidents are reported and reviewed as mandated by regulation.	The agency was not reporting incidents in HCSIS as mandated. The agency needs to ensure that incidents are reported in HCSIS as mandated by regulation.

## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>18/21</b>	<b>3/21</b>	
Employment Support Services	18/21	3/21	
<b>Total</b>	<b>24/27</b>	<b>3/27</b>	<b>89%</b>
<b>Certified</b>			

### **Employment Support Services- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	The agency did not seek input from all nine individuals relative to hiring and the performance of the employees that supported them during the past evaluation period. The agency needs to ensure that individuals are given the opportunity to provide feedback relative to hiring and the ongoing evaluation of employees that support them.
C23	Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment.	Three of nine individuals had not been assessed relative to their skills, interests, career goals, and training needs. The agency needs to utilize various methods and techniques to assess individuals' skills, interests, career goals, and training needs to effectively support them in the employment program.
C24	There is a plan developed to identify job goals and support needs.	For eight of nine individuals, the agency did not have career plans developed to support individuals' career goals and training needs. The agency needs to develop career plans for all individuals to identify their job goals and support needs.



## 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	4/4	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	0/4	Not Met(0 % )
L83	HR training	4/4	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	9/9			9/9	Met
L5	Safety Plan	L	1/1			1/1	Met
L8	Emergency Fact Sheets	I	9/9			9/9	Met
L9 (07/21)	Safe use of equipment	I	8/8			8/8	Met
L31	Communication method	I	9/9			9/9	Met
L32	Verbal & written	I	9/9			9/9	Met
L37	Prompt treatment	I	9/9			9/9	Met
L39	Dietary requirements	I	1/1			1/1	Met
L49	Informed of human rights	I	0/9			0/9	Not Met (0 %)
L50 (07/21)	Respectful Comm.	I	9/9			9/9	Met
L51	Possessions	I	9/9			9/9	Met
L52	Phone calls	I	9/9			9/9	Met
L54 (07/21)	Privacy	I	9/9			9/9	Met
L55	Informed consent	I	4/4			4/4	Met
L77	Unique needs training	I	8/8			8/8	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	6/6			6/6	Met
L87	Support strategies	I	6/6			6/6	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L88	Strategies implemented	I	7/9			7/9	Not Met (77.78 %)
L91	Incident management	L	0/1			0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I	9/9			9/9	Met
L94 (05/22)	Assistive technology	I	4/4			4/4	Met
L96 (05/22)	Staff training in devices and applications	I	4/4			4/4	Met
#Std. Met/# 25 Indicator						22/25	
Total Score						26/31	
						83.87%	

## 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	0/9	Not Met (0 %)
C8	Family/guardian communication	9/9	Met
C22	Explore job interests	8/9	Met (88.89 %)
C23	Assess skills & training needs	6/9	Not Met (66.67 %)

## Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C24	Job goals & support needs plan	1/9	<b>Not Met (11.11 %)</b>
C25	Skill development	8/9	<b>Met (88.89 %)</b>
C26	Benefits analysis	8/9	<b>Met (88.89 %)</b>
C27	Job benefit education	8/9	<b>Met (88.89 %)</b>
C28	Relationships w/businesses	1/1	<b>Met</b>
C29	Support to obtain employment	7/8	<b>Met (87.50 %)</b>
C30	Work in integrated settings	7/8	<b>Met (87.50 %)</b>
C31	Job accommodations	7/7	<b>Met</b>
C32	At least minimum wages earned	7/7	<b>Met</b>
C33	Employee benefits explained	8/8	<b>Met</b>
C34	Support to promote success	7/7	<b>Met</b>
C35	Feedback on job performance	7/7	<b>Met</b>
C36	Supports to enhance retention	7/7	<b>Met</b>
C37	Interpersonal skills for work	8/9	<b>Met (88.89 %)</b>
C47	Transportation to/ from community	7/7	<b>Met</b>
C50	Involvement/ part of the Workplace culture	7/7	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	9/9	<b>Met</b>