



**PROVIDER REPORT
FOR**

**Bridging Independent Living
Together
215 Lexington St.
Woburn, MA 01801**

April 03, 2026

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Bridging Independent Living Together
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Review Dates	3/11/2026 - 3/13/2026
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Service Enhancement Meeting Date	3/27/2026
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Survey Team	Chloe Browning Dumitru Condratchi (TL)
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Citizen Volunteers	
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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
Residential and Individual Home Supports	3 location(s) 3 audit (s)	Full Review	33/34 2 Year License 03/27/2026 - 03/27/2028		24 / 25 Certified 03/27/2026 - 03/27/2028
Individual Home Supports	3 location(s) 3 audit (s)			Full Review	18 / 19
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Bridging Independent Living Together, Inc. (BILT) is a nonprofit organization founded in 2019 that provides a variety of services to children and adults with disabilities, including individuals with autism, through multiple funding sources. Since 2023, BILT (the agency) has been providing Individual Home Supports (IHS) to individuals with developmental disabilities living with family members, funded by the Massachusetts Department of Developmental Services (DDS).

For this 2026 DDS Licensing and Certification Survey, the agency underwent a review conducted by the DDS Northeast Region Office of Quality Enhancement (OQE). The survey included a full licensing and certification review of the agency's administrative processes, as well as a review of three individuals receiving at least 15 hours per week of IHS.

At the organizational level, BILT maintained an effective process for recruiting and onboarding qualified staff and generally ensured that staff completed all required trainings. The agency also had a fully constituted Human Rights Committee that fulfilled its responsibilities in accordance with current regulations and its by-laws. In addition, BILT collected and analyzed internal data on program quality and gathered feedback from families, staff, individuals, and stakeholders to support ongoing quality improvement. This commitment to quality and community engagement is further reflected in receiving an award from a community partner in 2025. The agency also maintained a comprehensive strategic plan to guide its overall direction.

Within the agency's residential programs, in the licensing domain, several positive practices were noted during the survey. All oral and written communication was respectful, used an appropriate tone and person-first language, and consistently reflected the dignity, preferences, and individuality of each person supported. Through comprehensive trainings, assessments, interviews, and monitoring, staff demonstrated a thorough understanding of each person's ISP and their physical, emotional, behavioral, and medical needs. For example, during the survey, staff assisted individuals in understanding the questions and provided support, including allowing extra time, so that those with strong emotions felt comfortable throughout the process.

The agency effectively identified and managed risks for individuals with behaviors or conditions that could pose safety concerns. For example, one individual who had multiple behavioral incidents resulting in incident reports at the day program last year did not experience any incidents while supported by BILT staff.

Within the certification domain, the agency demonstrated a person-centered, individualized approach to supporting intimacy and companionship, including comprehensive assessments and targeted trainings, focused on topics such as consent and healthy relationships. Additionally, staff encouraged individuals to explore diverse cultural, recreational, and spiritual activities based on their needs and preferences, including visits to the library, gym, volunteer opportunities, music therapy, and bowling.

Some areas requiring further attention were identified during the survey. Within the licensing domain, the agency must ensure individuals are assessed prior to using gym equipment and that these assessments are properly documented and maintained when oversight is provided.

Within the certification realm, the agency must ensure individuals provide feedback on staff both ongoing and at the time of hire.

BILT met 97% of licensing indicators, including all critical indicators, and will receive a Two-Year License. For Certification, the agency met 96% of all certification indicators and is fully certified.

The agency will complete follow-up on licensing indicators not met during the survey, to be submitted to OQE within 60 days of the Service Enhancement Meeting (SEM).

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Residential and Individual Home Supports	25/26	1/26	
Individual Home Supports			
Critical Indicators	1/1	0/1	
Total	33/34	1/34	97%
2 Year License			
# indicators for 60 Day Follow-up		1	

Residential Commendations on Standards Met:

Indicator #	Indicator	Commendations
L77	The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals.	The agency is commended for ensuring that all staff, including executive leadership, were knowledgeable about the unique needs of the individuals they supported. Through the development and use of the agency's "All About Me" profiles, BILT captured the individual needs and preferences of each person. Combined with ongoing staff trainings, including an annual session covering all relevant information (e.g., ISP, assessments, satisfaction surveys etc.), staff demonstrated a clear and thorough understanding of each individual's ISP as well as their physical, emotional, and behavioral needs. This was also evident through observations, staff interviews, and survey results. Assessments, such as the "Likes and Dislikes Inventory," were completed to identify and address these needs, and staff were able to clearly show how the results guided their support strategies. This reflected a strong commitment to person-centered support.

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

Indicator #	Indicator	Area Needing Improvement
L9 (07/21)	Individuals are able to utilize equipment and machinery safely.	One of three individuals, who was accompanied by staff to the YMCA, has not been assessed for the safe use of gym equipment. The agency needs to ensure that all individuals are properly assessed before using gym equipment and that documentation of these assessments is completed and maintained.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	18/19	1/19	
Individual Home Supports	18/19	1/19	
Total	24/25	1/25	96%
Certified			

Individual Home Supports Commendations on Standards Met:

Indicator #	Indicator	Commendations
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	The agency consistently demonstrated a thoughtful and individualized approach to the area of intimacy and companionship. Each individual surveyed had received a comprehensive assessment of their interests and support needs in this area, with individualized recommendations based on these. For example, one individual was identified as needing further training in the areas of consent and healthy relationships, as well as general sexuality education. Thorough trainings were provided with pre- and post-assessments to identify the effectiveness of the trainings. Indeed, BILT provides a variety of learning opportunities for staff, individuals and families, including Boundary and Consent Training, Safe Sex Practices, Internet Safety While Internet Dating and Understanding Different Genders. The agency is commended for its proactive approach to this important area of support and thoroughness in ensuring both evaluation and supports in this area are provided.

Individual Home Supports- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
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.	Two of three individuals did not have the opportunity to provide feedback on the staff who support them at the time of hire. The agency must ensure that every individual, or a representative from the individual's service group, is given the opportunity to provide feedback at the time of hire and that this feedback is properly documented.

MASTER SCORE SHEET LICENSURE

Organizational: Bridging Independent Living Together

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	3/3	Met
L3	Immediate Action	1/1	Met
L48	HRC	1/1	Met
L65	Restraint report submit	4/4	Met
L66	HRC restraint review	4/4	Met
L74	Screen employees	4/4	Met
L76	Track trainings	4/5	Met(80.0 %)
L83	HR training	5/5	Met

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
L1	Abuse/neglect training	I		3/3					3/3	Met
L8	Emergency Fact Sheets	I		3/3					3/3	Met
L9 (07/21)	Safe use of equipment	I		2/3					2/3	Not Met (66.67 %)
L10	Reduce risk interventions	I		1/1					1/1	Met
L31	Communication method	I		3/3					3/3	Met
L32	Verbal & written	I		3/3					3/3	Met
L37	Prompt treatment	I		3/3					3/3	Met
L39	Dietary requirements	I		1/1					1/1	Met
L41	Healthy diet	L		2/2					2/2	Met
L42	Physical activity	L		3/3					3/3	Met
L49	Informed of human rights	I		3/3					3/3	Met
L50 (07/21)	Respectful Comm.	I		3/3					3/3	Met
L51	Possessions	I		3/3					3/3	Met
L52	Phone calls	I		3/3					3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L53	Visitation	I		3/3					3/3	Met
L54 (07/21)	Privacy	I		3/3					3/3	Met
L55	Informed consent	I		3/3					3/3	Met
L77	Unique needs training	I		3/3					3/3	Met
L80	Symptoms of illness	L		3/3					3/3	Met
L81	Medical emergency	L		3/3					3/3	Met
L85	Supervision	L		3/3					3/3	Met
L88	Strategies implemented	I		3/3					3/3	Met
L91	Incident management	L		3/3					3/3	Met
L93 (05/22)	Emergency back-up plans	I		3/3					3/3	Met
L94 (05/22)	Assistive technology	I		3/3					3/3	Met

Ind. #	Ind.	Loc. or Indiv.	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		2/2					2/2	Met
#Std. Met/# 26 Indicator									25/26	
Total Score									33/34	
									97.06%	

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

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/3	Not Met (33.33 %)
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	3/3	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	3/3	Met
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C16	Explore interests	3/3	Met
C17	Community activities	3/3	Met
C18	Purchase personal belongings	3/3	Met
C19	Knowledgeable decisions	3/3	Met
C21	Coordinate outreach	3/3	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	3/3	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	3/3	Met