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|  |  | |  | | --- | | **SUMMARY OF OVERALL FINDINGS** | |  |  |
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|  | |  |  |  | | --- | --- | --- | |  |  |  | | |  | | --- | | **EXECUTIVE SUMMARY :** | |  |  | |  |  |  | | |  | | --- | | The Brockton Area Arc (BAArc) is a non-profit chapter of The Arc of Massachusetts that provides a variety of services to children and adults with intellectual and developmental disabilities in the greater Brockton area. Programs offered by BAArc include employment services, community-based day (CBDS) services, day habilitation, recreation activities, and family support. The agency also runs a redemption center and landscaping business.   The Department of Developmental Services (DDS) survey team reviewed BAArc's employment and community-based day services. Based on the outcome of the agency's previous Licensure and Certification review in 2018, the agency elected to complete a self-assessment for all licensing and certification indicators. The scope of the review included the eight critical licensing indicators, any licensing and certification indicators which had received a rating of Not Met during the previous review, as well as any indicators that were new or revised since the last review period.   The review showed several areas of strength within the agency. The physical plant was clean, and all required inspections had been conducted. A review of fire drills demonstrated that individuals were able to evacuate in a timely manner. All written and oral communication regarding the individuals was respectful and individuals reported they felt they had adequate privacy. Within the CBDS program, individuals were supported to be active members of the community and explore areas of interest to them. They were also afforded the opportunity to provide feedback on the staff that support them. In the employment program all individuals were given feedback regarding their job performance.   There were also areas identified that needed strengthening. Individuals supported in the CBDS program that are on a pathway to employment should have specific goals and a plan that identifies support needs to assist them with becoming more job ready and lead them toward employment opportunities. Individuals in the employment program should be afforded the opportunity to provide feedback on the staff that support them. Within both services individuals need to be supported to use assistive technology to increase independence. Healthcare Management Plan needs to have all required components including when to seek medical care and all plans need to be implemented as outlined.   The license level for employment and CBDS services is deferred because of receiving a Not Met in one critical indicator. This status will remain pending the results of a follow-up review which will occur within 60 days. The agency is certified with 89% of the indicators being met. | | |  | |  |

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|  | |  |  | | --- | --- | |  |  | | |  | | --- | | **Description of Self Assessment Process:** | |  | |  |  | | |  | | --- | | The management team of the Brockton Area Arc conducted the Self-Assessment process during the month of August, 2021, which consisted of a thorough review of participant files associated with our Community Based Day Supports and Employment Services Departments. In addition, the management team reviewed a variety of elements associated with the overall operations of the organization including our Human Rights Committee, Performance Evaluation Plans, facility inspections and conditions, strategic planning, and an assessment of the overall programs services and resources provided. The management team consisted of the organization Executive Director, Department Directors, Department Assistant Directors and Case Managers.  As noted in the Organization Overview (Attachment A) the Brockton Area Arc has, and continues to, implement a variety of new initiatives and operational changes designed to improve the facility environment; strengthen and expand staff; expand the promotion of service offerings in the region; update policies and procedures; and enhance/expand the service/resource offerings to participants and families. Undertaking this Self-Assessment is another step in our process to evaluate all aspects of the organization in an effort to identify opportunities for improvement.  Participant Surveys: Our Management Team selected participants that would effectively address the diversity of services provided by the organization. Participants surveyed consisted of 7 participants from CBDS (of which 2 participants are associated with Employment Services as well) and 5 independent participants from Employment Services. The Survey tool/worksheet provided by DDS was utilized for each participant, and the process included interviews with participants and staff as appropriate. Personal Safety: The management team reviewed the appropriate participant files to ensure all forms and protocols were up to date and accurate. Internal Incident Reports and HCSIS incident report reviews were conducted to ensure compliance with incident management submission policies and procedures.  Environmental Safety: The organization is in the midst of updating/renovating a variety of internal and external aspects of the facilities, which includes interior painting, new furniture, improved signage and new program equipment. The organization has developed a new exterior parking, circulation, signage and landscaping plan to provide a safer environment for participants and transportation providers. The project is scheduled to begin in September, 2021 The improvements will also significantly improve the aesthetics of the facility - both inside and outside - reflecting more appropriately the mission and objectives of the organization, and most importantly the energy and sprit of the participants and families that we serve.  Communication: As a result of the COVID-19 Pandemic the organization converted a variety of programs, services and activities to remote platforms. This entailed the purchase of new laptops for staff and the purchase and distribution of approximately 50 new I-pads for participants that did not have a computer at home to utilize. The organization delivered the I-pads to the participants and provided operational instructions and training as necessary. As a result, many participants were able to take advantage of the zoom activities scheduled during not only the time we were closed, but also when we were operating under state-mandated capacity limits. In-house communication systems were also evaluated, which includes bilingual services and picture based communication tools. The organization also retained the services of a licensed Behaviorist to provide PBS training and direct care services to help staff more effectively communicate with participants when situations arise.   Health: The management team reviewed all MAP policies and guidelines to ensure the organization and MAP certified staff are in compliance. Appropriate participant files were reviewed as well to ensure compliance.  Human Rights: The management team reviewed the Human Rights Committee files to ensure meetings were held on a quarterly basis and that items identified during the meetings were properly addressed. The appropriate participant files were reviewed and discussions with staff were conducted to ensure all participants and staff are aware of the importance of protecting the rights of everyone at all times. Information posted on facility bulletin boards associated with Human Rights were reviewed to ensure clarity and accuracy.  Competent Workforce: The organization hired a Human Resource Coordinator in February 2020 to provide guidance in the development of a comprehensive hiring, onboarding, evaluation, training and team building practices. The management team reviewed the development of new practices and policies to determine the impacts on the organization workforce, as well as the involvement of participants in the staff hiring and evaluation processes. The challenges associated with the COVID-19 pandemic, and the recent vacancy in the HR Coordinator position has limited the organizations ability to successfully implement all of the objectives outlined at the time of this self-assessment.   Goal Development and Implementation: The management team reviewed participant files and the HCSIS portal to ensure that all ISP's are up to date, consistently reviewed, and followed appropriately.  Organizational Indicators: The management team reviewed policies and procedures manuals to ensure guidelines are in place to inform staff on required training associated with identifying and reporting abuse. A review of the Human Rights Committee files depicts an active and qualified committee that meets as required and is responsive to items as they arise. All new employees are properly screened through a CORI check, safe driving history, and fingerprinting. The organization has restructured its staffing within the CBDS and Employment Services Departments - creating Assistant Director positions to strengthen the administration of both departments. The organization also established a hybrid Case Manager/CBDS Coordinator position to further diversify the level of expertise among the department staff. | | | |  |

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|  | |  | | --- | | **MASTER SCORE SHEET LICENSURE** | | |  |  |  |  |  |  |
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|  | |  | | --- | | **Organizational: BROCKTON AREA ARC** | | | |  |  |  |  |  |
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|  | |  | | --- | | **Employment and Day Supports:** | |  |  |  |  |  |  |  |
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|  | |  | | --- | | **MASTER SCORE SHEET CERTIFICATION** | | | |  |  |  |  |  |
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|  | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | **Certification - Planning and Quality Management** | | | | | |  | **Indicator #** | **Indicator** | **Reviewed By** | **Met/Rated** | **Rating** | |  | C1 | Provider data collection | Provider | - | **Met** | |  | C2 | Data analysis | Provider | - | **Met** | |  | C3 | Service satisfaction | Provider | - | **Met** | |  | C4 | Utilizes input from stakeholders | Provider | - | **Met** | |  | C5 | Measure progress | Provider | - | **Met** | |  | C6 | Future directions planning | Provider | - | **Met** | |  |  |  |  |  |  | | | | | | |  |  |
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|  | |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Community Based Day Services** | | | | | | **Indicator #** | **Indicator** | **Reviewed By** | **Met/Rated** | **Rating** | | C7 | Feedback on staff / care provider performance | DDS | 7/7 | **Met** | | C8 | Family/guardian communication | Provider | - | **Met** | | C13 | Skills to maximize independence | Provider | - | **Met** | | C20 (07/21) | Emergency back-up plans | DDS | 7/7 | **Met** | | C37 | Interpersonal skills for work | Provider | - | **Met** | | C38 (07/21) | Habilitative & behavioral goals | DDS | 3/5 | **Not Met (60.0 %)** | | C39 (07/21) | Support needs for employment | DDS | 2/5 | **Not Met (40.0 %)** | | C40 | Community involvement interest | DDS | 7/7 | **Met** | | C41 | Activities participation | Provider | - | **Met** | | C42 | Connection to others | Provider | - | **Met** | | C43 | Maintain & enhance relationship | Provider | - | **Met** | | C44 | Job exploration | Provider | - | **Met** | | C45 | Revisit decisions | Provider | - | **Met** | | C46 | Use of generic resources | Provider | - | **Met** | | C47 | Transportation to/ from community | Provider | - | **Met** | | C51 | Ongoing satisfaction with services/ supports | Provider | - | **Met** | | C54 | Assistive technology | DDS | 4/7 | **Not Met (57.14 %)** | | **Employment Support Services** | | | | | | **Indicator #** | **Indicator** | **Reviewed By** | **Met/Rated** | **Rating** | | C7 | Feedback on staff / care provider performance | DDS | 3/9 | **Not Met (33.33 %)** | | C8 | Family/guardian communication | Provider | - | **Met** | | C20 (07/21) | Emergency back-up plans | DDS | 9/9 | **Met** | | C22 | Explore job interests | Provider | - | **Met** | | C23 | Assess skills & training needs | Provider | - | **Met** | | C24 | Job goals & support needs plan | Provider | - | **Met** | | C25 | Skill development | Provider | - | **Met** | | C26 | Benefits analysis | Provider | - | **Met** | | C27 | Job benefit education | Provider | - | **Met** | | C28 | Relationships w/businesses | Provider | - | **Met** | | C29 | Support to obtain employment | Provider | - | **Met** | | C30 | Work in integrated settings | Provider | - | **Met** | | C31 | Job accommodations | Provider | - | **Met** | | C32 | At least minimum wages earned | Provider | - | **Met** | | C33 | Employee benefits explained | Provider | - | **Met** | | C34 | Support to promote success | Provider | - | **Met** | | C35 | Feedback on job performance | DDS | 9/9 | **Met** | | C36 | Supports to enhance retention | Provider | - | **Met** | | C37 | Interpersonal skills for work | Provider | - | **Met** | | C47 | Transportation to/ from community | Provider | - | **Met** | | C50 | Involvement/ part of the Workplace culture | Provider | - | **Met** | | C51 | Ongoing satisfaction with services/ supports | Provider | - | **Met** | | C54 | Assistive technology | DDS | 6/9 | **Not Met (66.67 %)** | |  |  |  |  |  | | | | | |  |  |  |