



**PROVIDER REPORT
FOR**

**BROCKTON AREA ARC
1250 West Chestnut St
Brockton, MA 02301**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider BROCKTON AREA ARC

Review Dates 9/6/2023 - 9/12/2023

Service Enhancement Meeting Date 9/26/2023

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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) 20 audit (s)	Full Review	55/59 2 Year License 09/26/2023 - 09/26/2025		42 / 42 Certified 09/26/2023 - 09/26/2025
Community Based Day Services	1 location(s) 9 audit (s)			Full Review	15 / 15
Employment Support Services	1 location(s) 11 audit (s)			Full Review	21 / 21
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

The Brockton Area ARC (BAArc), established in 1952, is a non-profit local chapter of The Arc of Massachusetts providing a variety of services to children and adults with intellectual disabilities and their family members in Brockton and surrounding communities. Programs offered by BAArc include employment services and community-based day supports (CBDS) serving over 80 participants, a day habilitation, family support, recreation, and advocacy. The agency operates a bottle redemption center, a lawn services and a fingerprinting identification service as well. Individuals are employed at 10-15 local businesses encompassing both group supported and independent employment.

The Department of Developmental Services (DDS) conducted a full review of all Licensing and Certification indicators for the agency's Employment Services and Community Based Day Services.

During the review areas of strength were found organizationally and in BAArc's CBDS and Employment programs. The agency responded to allegations of abuse by taking immediate action and completing any follow-up action steps to protect individuals. As part of the agency's strategic plan, the agency was in the process of changing its name to the ARC of Greater Brockton.

Organizationally in preparation for the development of the strategic plan, data was gathered including input from all stakeholders and developed service improvement goals that reflected the priorities of the stakeholders and focused on the improvement of participants' experience in their programs. The site which housed both programs was clean, well-maintained and all inspections were current. A safety committee included program participants who conducted surveys of the building to ensure safety standards were met and reported any concerns to the administration.

In the area of medication and healthcare health management protocols were in place for all who required them, and they contained all necessary components. Medications during CBDS hours were given accurately, medication documentation was error-free, and the medication storage area was well-organized.

Individuals were assisted to accomplish their goals through training that was provided in several modalities including slide presentations, videos and in-person training and oversight for all those who used special equipment or machinery. Staff were trained how to support individuals and their unique needs such as impulse control or the ability to stay on task to ensure success with their objectives. In the CBDS program, participants were assisted to maximize their independence through the use of an activity board on which they could manipulate their selected activities for the day to plan their own schedule enhancing their ability to self-direct their weekly and daily activities.

In the area of access and integration, individuals were encouraged to participate in a variety of activities that reflected their interests. Activities were developed through exploration of the community and soliciting ideas from program participants. Community activities included many local resources such as gyms, parks, farms, malls and the library. In house activities were varied as well. A few examples include a gaming-club, Zumba, drumming, arts and crafts, and social and life-skills programming. The agency hosted a robust activity calendar in their CBDS program and individuals were invited to attend an engaging Monday morning meeting in which updates occurred, birthdays were celebrated, and morning exercises were led by a program participant. During the meeting activities for the week were reviewed and individuals could plan their week independently and revisit and change their choices throughout the week if they chose.

Individuals were aware of their human rights, and also understood they could file a grievance if they chose, or named a staff they could approach if dissatisfied. Individuals were aware of the direct impact they had on the services they received, and their opinions were sought for input into hiring and evaluation of staff. Individuals consistently expressed satisfaction with the programming and services they engaged in through both the CBDS and employment programs.

There were multiple avenues through which participants could explore their employment interests and skills and work on skill development. The agency supported individuals to examine their employment related interests and skills. Participants on a path to employment were guided through a series of assessments to explore their work preferences and styles, determine areas of interest, and to ultimately plan for paid job experiences. Participants were able to engage in group supported employment trials that would allow them to develop skills and further hone or expand their career interests with the goal of finding employment that suited their preferences and abilities. In addition, the agency provided social skills classes, a fast-track program for improving work-related soft skills, and people were encouraged to participate in more focused social skills groups providing a pathway for improving interpersonal work-related skills more specific to their particular needs.

In the area of Supportive Technology, the agency had a system for ensuring that all individuals received an evaluation of their skills and abilities, and documented opportunities to increase independence through the application of assistive technology. Referrals for additional assistive technology assessment had been made where necessary, and progress with individuals' movement in the process of assessment and procurement of related devices and applications was tracked. Many individuals were making use of low-tech options that increased their independence such as a board that allowed individuals to post their selected activities through the manipulation of picture tiles. An individual was also using a clock imbedded in a screen to stay on task.

Flexibility for the needs of the individuals was demonstrated repeatedly and the array of opportunities allowed for individuals to develop skills in a variety of settings while determining preferences for scheduling needs. One person was able to develop skills related to their interest in childcare and their natural leadership ability while remaining in school by working on a Sunday in a children's program and being paid to support other participants who were learning specific jobs tasks.

The review also identified areas that could improve with additional attention. Organizationally, additional effort is needed to ensure the Human Rights Committee consistently comprises of all requisite membership. Increased attention is needed to ensure that tracking of employee trainings accurately accounts for all required trainings including Incident Reporting. Emergency Fact Sheets should include more comprehensive information such as all relevant diagnosis, allergies, and capabilities in order to ease communication with emergency services during a potential event. Comprehensive training is needed for all staff in Incident Reporting to include the types of incidents that need to be reported and the required timelines for submission and finalization.

Based on the results of this review, the agency has earned a two-year License for its CBDS and Employment programs with a score of 93%. BAArc has also achieved Certification for CBDS and Employment with a score of 100%. The agency will conduct its own follow-up and submit a report to OQE for any outstanding licensing indicators within 60 days.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	6/8	2/8	
Employment and Day Supports	49/51	2/51	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	55/59	4/59	93%
2 Year License			
# indicators for 60 Day Follow-up		4	

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 include a valid voting member with clinical expertise for eight out of eight meetings. The agency needs to recruit a clinician to be a voting member of their Human Rights Committee to ensure that the required expertise is present at meetings.
L76	The agency has and utilizes a system to track required trainings.	The agency's database contained twenty inaccurate dates for mandatory staff trainings, and two of four staff had not been trained in Incident Reporting.

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

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	Twelve Emergency Fact Sheets did not contain information needed in an emergency such as pertinent diagnoses, allergies, relevant capabilities, and likely response to search efforts.
L91	Incidents are reported and reviewed as mandated by regulation.	Two incident reports were not reported and/or finalized within required timelines. Agency needs to ensure that incident reports are reported and reviewed as mandated by regulation.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	36/36	0/36	
Community Based Day Services	15/15	0/15	
Employment Support Services	21/21	0/21	
Total	42/42	0/42	100%
Certified			

MASTER SCORE SHEET LICENSURE

Organizational: BROCKTON AREA ARC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
℞ L2	Abuse/neglect reporting	10/10	Met
L3	Immediate Action	2/2	Met
L4	Action taken	1/1	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	2/2	Met
L76	Track trainings	0/1	Not Met(0 %)
L83	HR training	4/4	Met
L92 (07/21)	Licensed Sub-locations (e/d).	3/3	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	11/11		9/9	20/20	Met
L5	Safety Plan	L			1/1	1/1	Met
℞ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	4/11		4/9	8/20	Not Met (40.0 %)
L9 (07/21)	Safe use of equipment	I	11/11		9/9	20/20	Met
L10	Reduce risk interventions	I	1/1			1/1	Met
℞ L11	Required inspections	L			1/1	1/1	Met
℞ L12	Smoke detectors	L			1/1	1/1	Met
℞ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
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
L27	Pools, hot tubs, etc.	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	11/11		9/9	20/20	Met
L32	Verbal & written	I	11/11		9/9	20/20	Met
L37	Prompt treatment	I	11/11		9/9	20/20	Met
Ⓡ L38	Physician's orders	I	4/4		9/9	13/13	Met
L39	Dietary requirements	I	1/1		1/1	2/2	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓡ L46	Med. Administration	I			5/5	5/5	Met
L49	Informed of human rights	I	11/11		9/9	20/20	Met
L50 (07/21)	Respectful Comm.	I	11/11		9/9	20/20	Met
L51	Possessions	I	11/11		9/9	20/20	Met
L52	Phone calls	I	11/11		9/9	20/20	Met
L54 (07/21)	Privacy	I	11/11		9/9	20/20	Met
L55	Informed consent	I	1/1			1/1	Met
L63	Med. treatment plan form	I			1/1	1/1	Met
L64	Med. treatment plan rev.	I			1/1	1/1	Met
L77	Unique needs training	I	10/10		6/6	16/16	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
PL L82	Medication admin.	L			1/1	1/1	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	5/6		4/5	9/11	Met (81.82 %)
L87	Support strategies	I	5/6		5/6	10/12	Met (83.33 %)
L88	Strategies implemented	I	11/11		9/9	20/20	Met
L91	Incident management	L	0/1		0/1	0/2	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I	11/11		9/9	20/20	Met
L94 (05/22)	Assistive technology	I	11/11		9/9	20/20	Met
L96 (05/22)	Staff training in devices and applications	I	9/9		9/9	18/18	Met
#Std. Met/# 51 Indicator						49/51	
Total Score						55/59	
						93.22%	

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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	9/9	Met
C8	Family/guardian communication	9/9	Met
C13	Skills to maximize independence	9/9	Met
C37	Interpersonal skills for work	9/9	Met
C38 (07/21)	Habilitative & behavioral goals	9/9	Met
C39 (07/21)	Support needs for employment	9/9	Met
C40	Community involvement interest	9/9	Met
C41	Activities participation	9/9	Met
C42	Connection to others	9/9	Met
C43	Maintain & enhance relationship	9/9	Met
C44	Job exploration	9/9	Met
C45	Revisit decisions	9/9	Met
C46	Use of generic resources	9/9	Met
C47	Transportation to/ from community	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	11/11	Met
C8	Family/guardian communication	11/11	Met
C22	Explore job interests	11/11	Met
C23	Assess skills & training needs	11/11	Met
C24	Job goals & support needs plan	11/11	Met
C25	Skill development	11/11	Met
C26	Benefits analysis	10/10	Met
C27	Job benefit education	11/11	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	11/11	Met
C30	Work in integrated settings	11/11	Met
C31	Job accommodations	11/11	Met
C32	At least minimum wages earned	11/11	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C33	Employee benefits explained	11/11	Met
C34	Support to promote success	11/11	Met
C35	Feedback on job performance	11/11	Met
C36	Supports to enhance retention	11/11	Met
C37	Interpersonal skills for work	11/11	Met
C47	Transportation to/ from community	11/11	Met
C50	Involvement/ part of the Workplace culture	11/11	Met
C51	Ongoing satisfaction with services/ supports	11/11	Met