PROVIDER REPORT
FOR

BROCKTON AREA ARC
1250 West Chestnut St
Brockton, MA 02301

October 06, 2025

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	9/4/2025 - 9/10/2025
Service Enhancement Meeting Date	9/24/2025
Survey Team	Kayla Condon
	William Muguro (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	3 location(s) 15 audit (s)	Targeted Review	DDS 16/19 Provider 43 / 45 59 / 64 2 Year License 09/24/2025- 09/24/2027		DDS 0 / 0 Provider 36 / 36 36 / 36 Certified 09/24/2025 - 09/24/2027
Community Based Day Services	2 location(s) 9 audit (s)			DDS Targeted Review	15 / 15
Employment Support Services	1 location(s) 6 audit (s)			DDS Targeted Review	21 / 21
Planning and Quality Management (For all service groupings)				No Review	No Review Conducted

EXECUTIVE SUMMARY :

The Brockton Area ARC (BAArc), established in 1952, was a local chapter of The Arc of Massachusetts that provided services to children and adults with intellectual disabilities and their families in Brockton and surrounding communities. Services included Employment Supports, Community-Based Day Supports (CBDS) for more than 80 participants, Day Habilitation, Family Support, Recreation, and Advocacy. The agency also operated a bottle redemption center, a lawn service, and a fingerprint identification service, with individuals supported in both group-supported and independent employment within local businesses.

The Department of Developmental Services (DDS) conducted a targeted review of licensing indicators for BAArc's Employment Services and CBDS. In preparation, the agency completed a self-assessment of licensing and certification indicators across all services.

The review identified areas of strength within organizational oversight and service delivery. Staff demonstrated knowledge of what constituted a reportable condition, their responsibilities as mandated reporters, and the procedures for filing with the Disabled Persons Protection Commission (DPPC). Training oversight systems ensured staff completed required trainings within expected timeframes.

At all reviewed locations, fire drills were conducted as required, and documentation confirmed that individuals evacuated safely within appropriate timeframes. Inspections for heating equipment and fire alarm systems were current, and all sites were clean and well maintained.

In the domain of healthcare and medication management, most individuals had emergency fact sheets that included current diagnoses, important contacts, relevant capabilities and limitations, and significant behavioral characteristics. Treatment protocols were in place for all individuals who required them, and each contained the necessary components. Staff were familiar with these protocols and demonstrated knowledge of individual medication needs. During CBDS hours, medications were administered by certified staff through the Medication Administration Program (MAP).

Opportunities for improvement were also identified. Organizationally, the agency needed to ensure sustained full membership of its Human Rights Committee, including members with the required expertise. Restraint reports were not consistently reviewed and finalized within required timelines in HCSIS. Similarly, incident reports required timely review and finalization to meet DDS requirements.

Based on the results of this review, BAArc received a Two-Year License for its Employment and CBDS programs, meeting 92% of licensing indicators. The agency also achieved full Certification in both service areas with a score of 100%. BAArc will conduct its own follow-up and submit documentation of correction for all licensing indicators rated as Not Met to the Office of Quality Enhancement (OQE) within 60 days of the Service Enhancement Meeting.

Description of Self Assessment Process:

At Brockton Area Arc Inc. dba The Arc of Greater Brockton (AGB) we have many systems in place that allow us to complete our self-assessment process. We use information from these sources to rate indicators on the self-assessment sheet. These systems run on an ongoing basis and help us to ensure compliance with all DDS OQE guidelines. The systems include:

Human Rights Committee -AGB HRC meets quarterly to review all incident reports or restrictive plans created for participants.

Safety Committee -AGB safety committee meets bi-monthly to review all safety trainings we offer, do building and vehicle inspections, and review safety concerns for the programs.

Director's Meetings -AGB Directors meet weekly to discuss plans that are upcoming, review and decide on policies and procedures, or any other program changes that need to be made.

KIBU - Kibu is our online data tracking system that allows participant information to be easily accessible to staff, streamlines communications on what participants have going on, and retrieve data about what participants do while in our programs. Satisfaction Surveys - These are done annually for all program participants to give feedback and thoughts on how the program is run.

PBS Leadership Team - PBS is a crucial part of how our team interacts with our participants in the program. Our team meets quarterly and includes participants to train staff and review how we are doing utilizing PBS.

Departmental Staff Meetings - each department has team meetings at least once per month to share important information, review new policies and procedures, and train staff on protocols for individuals.

Relias - Relias is our online staff training platform that tracks all required trainings for staff, as well as giving them access to a large pool of useful trainings relevant to their roles.

ISP Meetings - our case managers conduct annual ISP meetings for each of our participants which allows us to focus on person centered planning, communicate important information to each person's team, and review status for each participants goals.

Performance Evaluations - our directors conduct annual performance evaluations on all employees to give feedback and guidance to ensure all of our staff are improving and executing policies and procedures. As part of our on-going feedback, participants are asked to provide feedback on staff, that is shared with the staff on an annual basis.

Board of Directors - Our executive director meets with our board of directors monthly to discuss goals of the program, update on plans for the future, and decide on important company decisions.

Meetings with DDS-the directors of each program have a scheduled bi-monthly meeting with leaders at the Brockton DDS to discuss contract changes, future plans for the program, and give updates on how participants are doing.

Medication Administration -we have 3 current MAP Certified staff who oversee the medication administration and track all the pertinent information.

Operations Leadership Team - this consists of key staff members who review certification and licensure indicators to identify needs that the programs have to meet compliance. This team discusses the need, decides on a solution, and oversees the implementation of those solutions.

- Satisfaction Surveys - annually giving participants the opportunity to provide feedback on the current offerings of the program, staff members, and future plans for how the program will move forward.

By utilizing these systems on an on going basis we are able to know for certain that our programs are running as they should following the OQE guidelines that we have received. This gives us confidence for each indicator that is listed as "Met" is being executed consistently and across the company. Any indicator that is "Not Met' is identified, and an action plan is put in place to bring us to compliance.

We have an operations leadership team that meets bi-weekly to discuss each indicator and establish new processes to stay compliant with current guidelines.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/10	2/10	
Employment and Day Supports	51/54	3/54	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	59/64	5/64	92%
2 Year License			
# indicators for 60 Day Follow-up		5	

Organizational Areas Needing Improvement on Standards not met/Follow-up to occur: From DDS review:

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	For 5 out of eight meetings of the Human Rights Committee (HRC) required membership and attendance of a licensed clinician was not met, the agency needs to ensure that members with required expertise attend all as mandated by the HRC by-laws.
L65	Restraint reports are submitted within required timelines.	For eight Restraint incident reports, required review and finalization in HCSIS was not completed, agency needs to ensure that all Restraint incident reports are reviewed and finalized within required timelines.

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

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	For one incident report, required review and finalization was not completed within required timelines, agency needs to ensure that required review and finalization of incident reports is completed within required timelines.

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

Indicator #	Indicator	Issue identified	Action planned to address
L78	Staff are trained to safely and consistently implement restrictive interventions.	Staff were not trained in approved DDS Restraint Training.	Agency is working with DDS to adopt a DDS approved training
L79	Staff are trained in safe and correct administration of restraint.	Staff were not trained in approved DDS Restraint Training.	Agency is working with DDS to adopt a DDS approved training

CERTIFICATION FINDINGS

	Reviewed By	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management		**0/0**	**0/0**	
Employment and Day Supports	**DDS 0/0 Provider 36/36**	**36/36**	**0/36**	
Community Based Day Services	DDS 0/0 Provider 15/15	15/15	0/15	
Employment Support Services	DDS 0/0 Provider 21/21	21/21	0/21	
Total		**36/36**	**0/36**	**100%**
Certified				

MASTER SCORE SHEET LICENSURE

Organizational: BROCKTON AREA ARC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
⚐ L2	Abuse/neglect reporting	1/1	Met
L3	Immediate Action	4/4	Met
L4	Action taken	2/2	Met
L48	HRC	0/1	Not Met(0 %)
L65	Restraint report submit	0/8	Not Met(0 %)
L66	HRC restraint review	8/8	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	4/4	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	Met

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	Provider		-	-	-	Met
L5	Safety Plan	L	Provider		-	-	-	Met
⚐ L6	Evacuation	L	DDS			2/2	2/2	Met
L7	Fire Drills	L	Provider		-	-	-	Met
L8	Emergency Fact Sheets	I	DDS	6/6		7/9	13/15	Met (86.67 %)
L9 (07/21)	Safe use of equipment	I	Provider		-	-	-	Met
L10	Reduce risk interventions	I	Provider		-	-	-	Met
⚐ L11	Required inspections	L	DDS			2/2	2/2	Met
⚐ L12	Smoke detectors	L	DDS			2/2	2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L13	Clean location	L	**DDS**			2/2	**2/2**	**Met**
L14	Site in good repair	L	**Provider**		-	-	**-**	**Met**
L15	Hot water	L	**Provider**		-	-	**-**	**Met**
L16	Accessibility	L	**Provider**		-	-	**-**	**Met**
L17	Egress at grade	L	**Provider**		-	-	**-**	**Met**
L20	Exit doors	L	**Provider**		-	-	**-**	**Met**
L21	Safe electrical equipment	L	**Provider**		-	-	**-**	**Met**
L22	Well-maintained appliances	L	**Provider**		-	-	**-**	**Met**
L25	Dangerous substances	L	**Provider**		-	-	**-**	**Met**
L26	Walkway safety	L	**Provider**		-	-	**-**	**Met**
L27	Pools, hot tubs, etc.	L	**Provider**		-	-	**-**	**Met**
L28	Flammables	L	**Provider**		-	-	**-**	**Met**
L29	Rubbish/combustibles	L	**Provider**		-	-	**-**	**Met**
L30	Protective railings	L	**Provider**		-	-	**-**	**Met**
L31	Communication method	I	**Provider**		-	-	**-**	**Met**
L32	Verbal & written	I	**Provider**		-	-	**-**	**Met**
L37	Prompt treatment	I	**Provider**		-	-	**-**	**Met**
L38	Physician's orders	I	**DDS**			8/8	**8/8**	**Met**
L39	Dietary requirements	I	**Provider**		-	-	**-**	**Met**
L44	MAP registration	L	**Provider**		-	-	**-**	**Met**
L45	Medication storage	L	**Provider**		-	-	**-**	**Met**
L46	Med. Administration	I	**DDS**			5/5	**5/5**	**Met**

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L49	Informed of human rights	I	**Provider**		-	-	**-**	**Met**
L50 (07/21)	Respectful Comm.	I	**Provider**		-	-	**-**	**Met**
L51	Possessions	I	**Provider**		-	-	**-**	**Met**
L52	Phone calls	I	**Provider**		-	-	**-**	**Met**
L54 (07/21)	Privacy	I	**Provider**		-	-	**-**	**Met**
L55	Informed consent	I	**Provider**		-	-	**-**	**Met**
L56	Restrictive practices	I	**Provider**		-	-	**-**	**Met**
L63	Med. treatment plan form	I	**Provider**		-	-	**-**	**Met**
L64	Med. treatment plan rev.	I	**Provider**		-	-	**-**	**Met**
L77	Unique needs training	I	**Provider**		-	-	**-**	**Met**
L78	Restrictive Int. Training	L	**Provider**		-	-	**-**	**Not Met**
L79	Restraint training	L	**Provider**		-	-	**-**	**Not Met**
L80	Symptoms of illness	L	**Provider**		-	-	**-**	**Met**
L81	Medical emergency	L	**Provider**		-	-	**-**	**Met**
L82	Medication admin.	L	**DDS**			2/2	**2/2**	**Met**
L85	Supervision	L	**Provider**		-	-	**-**	**Met**
L86	Required assessments	I	**Provider**		-	-	**-**	**Met**
L87	Support strategies	I	**Provider**		-	-	**-**	**Met**
L88	Strategies implemented	I	**Provider**		-	-	**-**	**Met**
L91	Incident management	L	**DDS**	0/1		1/2	**1/3**	**Not Met (33.33 %)**
L93 (05/22)	Emergency back-up plans	I	**Provider**		-	-	**-**	**Met**
L94 (05/22)	Assistive technology	I	**Provider**		-	-	**-**	**Met**

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L96 (05/22)	Staff training in devices and applications	I	**Provider**		-	-	**-**	**Met**
#Std. Met/# 54 Indicator							**51/54**	
Total Score							**59/64**	
							92.19%	

MASTER SCORE SHEET CERTIFICATION

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Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	**Met**
C8	Family/guardian communication	Provider	-	**Met**
C13	Skills to maximize independence	Provider	-	**Met**
C37	Interpersonal skills for work	Provider	-	**Met**
C38 (07/21)	Habilitative & behavioral goals	Provider	-	**Met**
C39 (07/21)	Support needs for employment	Provider	-	**Met**
C40	Community involvement interest	Provider	-	**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**

Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	**Met**
C8	Family/guardian communication	Provider	-	**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	Provider	-	**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**