



**PROVIDER REPORT
FOR
CATHOLIC CHARITIES OF
THE WOR DIOCS
10 Hammond St.
Worcester, MA 01610**

August 07, 2023

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	CATHOLIC CHARITIES OF THE WOR DIOCS
Review Dates	7/6/2023 - 7/12/2023
Service Enhancement Meeting Date	7/24/2023
Survey Team	Andrea Comeau (TL) Melanie Hutchison
Citizen Volunteers	

<u>Survey scope and findings for Employment and Day Supports</u>					
Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	2 location(s) 14 audit (s)	Full Review	47/51 2 Year License 07/24/2023 - 07/24/2025		Certified 07/24/2023 - 07/24/2025
Community Based Day Services	1 location(s) 7 audit (s)			Deemed	
Employment Support Services	1 location(s) 7 audit (s)			Deemed	
Planning and Quality Management				Deemed	

EXECUTIVE SUMMARY :

Catholic Charities of Worcester Diocese is a nonprofit organization that operates a variety of programs, primarily in Worcester County, serving elders, families, and children in need. The organization's Mercy Centre program was founded in 1960, and currently provides community and site-based employment, community-based day supports, and day habilitation services to adults with developmental disabilities. The services subject to the DDS licensure include employment supports and community-based day services. Catholic Charities is accredited by the Council on Quality Leadership (CQL) and has elected to deem CQL in lieu of DDS Certification for its employment and day supports service group.

The scope of this survey was a full licensure review. This licensing review was a hybrid model of surveying, where most tasks were conducted in-person while some were conducted through remote

technologies. For this survey, interviews with key administrative and supervisory staff occurred virtually through Microsoft (MS) Teams. Observations, interviews with individuals and staff, review of environmental safety, and review of relevant documentation occurred on-site.

As an organization, Catholic Charities demonstrated success in meeting licensure requirements for services and supports in the areas of environmental safety, workforce competency and personal safety. Systems were in place for processing maintenance requests as needed. An onsite review of the day supports location found the environment was clean and well-maintained, appliances were in good repair, and all required inspections were current. Review of agency systems for maintaining workforce competency found that the agency's tracking system was effective in ensuring that all training requirements were completed. The system tracked all staff training, including new mandated training in procedures for preventing virus transmission. Training in individual-specific healthcare protocols and special diets was also tracked and current for the staff who provided supports. When interviewed, staff were knowledgeable of how to respond to ongoing and episodic health conditions as well as each individual's unique support needs. Additionally, emergency backup plans were in place. All staff were aware of what to do in the event of a medical emergency specific to each individual and all staff, as well as individuals, were trained on heat and sun safety, fire safety and evacuation procedures, response to an active shooter, and weather-related emergencies.

In addition to the positive findings outlined above, the survey also identified some licensing areas in need of further attention. Within the context of human rights, additional support to the agency's human rights committee is necessary in maintaining frequency of required meetings and in fulfilling responsibilities for review of agency policies. Within Employment and Day Supports, attention is needed in meeting timeline requirements for submitting incident reports and ISP provider support strategies to DDS. Additionally, individuals need to be assessed to identify assistive technology that may be of benefit to maximize their independence in work or day activities.

As a result of the current review, the Employment and Day Support service group, operated by Catholic Charities, will receive a Two-Year License, with a score of 92% of licensure indicators met. This service group will remain Certified as a result of the CQL accreditation. Follow-up will be conducted by the agency and reported to OQE within sixty days on all licensing indicators that received a rating of Not Met for the Employment and Day Supports service group.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	5/6	1/6	
Employment and Day Supports	42/45	3/45	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	47/51	4/51	92%
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.	Review of minutes from meetings held over the past two years showed that the committee did not meet regularly. In addition, the committee was not fulfilling its responsibility of reviewing policies and procedures annually as they pertain to protecting the rights of individuals who receive services. Catholic Charities needs to support its human rights committee to meet quarterly as required and to fulfill its responsibilities to review agency policies and procedures for compliance with DDS regulations on human rights.

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

Indicator #	Indicator	Area Needing Improvement
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For three individuals, provider support strategies were not submitted to DDS within 15 days prior to the ISP. The agency needs to ensure that provider support strategies are submitted to DDS within 15 days prior to the ISP.
L91	Incidents are reported and reviewed as mandated by regulation.	At one location, incidents were not submitted or reviewed within required timelines. The agency needs to ensure that incident reports are submitted and reviewed within the required timelines.
L94 (05/22)	Individuals have assistive technology to maximize independence.	For four individuals, support needs and the potential benefits of assistive technology had not been assessed. The agency needs to ensure that all individuals are assessed to identify assistive technology to maximize independence and provide these supports when a need is identified.

MASTER SCORE SHEET LICENSURE

Organizational: CATHOLIC CHARITIES OF THE WOR DIOCS

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
 L2	Abuse/neglect reporting	2/2	Met
L3	Immediate Action	2/2	Met
L4	Action taken	2/2	Met
L48	HRC	0/1	Not Met(0 %)
L76	Track trainings	3/3	Met

L83	HR training	3/3	Met
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Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	6/7		7/7	13/14	Met (92.86 %)
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	7/7		6/7	13/14	Met (92.86 %)
L9 (07/21)	Safe use of equipment	I	7/7		7/7	14/14	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
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
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L31	Communication method	I	7/7		7/7	14/14	Met
L32	Verbal & written	I	7/7		7/7	14/14	Met
L37	Prompt treatment	I	7/7		7/7	14/14	Met

Ⓜ L38	Physician's orders	I			6/6	6/6	Met
L39	Dietary requirements	I			5/5	5/5	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓜ L46	Med. Administration	I			1/1	1/1	Met
L49	Informed of human rights	I	6/7		7/7	13/14	Met (92.86 %)
L50 (07/21)	Respectful Comm.	I	7/7		7/7	14/14	Met
L51	Possessions	I	7/7		7/7	14/14	Met
L52	Phone calls	I	7/7		7/7	14/14	Met
L54 (07/21)	Privacy	I	7/7		7/7	14/14	Met
L55	Informed consent	I	3/3			3/3	Met
L77	Unique needs training	I	6/7		7/7	13/14	Met (92.86 %)
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
Ⓜ L82	Medication admin.	L			1/1	1/1	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	6/7		5/6	11/13	Met (84.62 %)
L87	Support strategies	I	5/6		4/6	9/12	Not Met (75.00 %)
L88	Strategies implemented	I	7/7		5/7	12/14	Met (85.71 %)
L91	Incident management	L	1/1		0/1	1/2	Not Met (50.0 %)
L93 (05/22)	Emergency back-up plans	I	7/7		7/7	14/14	Met
L94 (05/22)	Assistive technology	I	5/7		5/7	10/14	Not Met (71.43 %)
L96 (05/22)	Staff training in devices and applications	I	6/6		6/6	12/12	Met
#Std. Met/# 45 Indicator						42/45	
Total Score						47/51	
						92.16%	