



**PROVIDER REPORT
FOR**

**CATHOLIC CHARITIES OF
THE WOR DIOCS
216 W BOYLSTON ST STE
300
West Boylston, MA 01583**

October 13, 2025

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	8/12/2025 - 8/18/2025
Service Enhancement Meeting Date	8/28/2025
Survey Team	Danielle Chiaravallotti Susan Dudley-Oxx (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) 14 audit (s)	Full Review	52/57 2 Year License 08/28/2025 - 08/28/2027		Certified 08/28/2025 - 08/28/2027
Community Based Day Services	1 location(s) 7 audit (s)			Deemed	
Employment Support Services	2 location(s) 7 audit (s)			Deemed	
Planning and Quality Management				Deemed	

EXECUTIVE SUMMARY :

Founded in 1960, Catholic Charities of Worcester Diocese is a non-profit organization that operates a variety of programs serving adults with Intellectual and Developmental Disabilities, primarily in Worcester County MA. The agency's Mercy Centre provides community and site-based employment, community-based day supports, and day habilitation services. The agency recently moved its headquarters and programs to a fully renovated centrally located site in West Boylston MA from which most of its individuals are supported. The agency also serves elderly, families, and children in need, in nearby communities.

This 2025 survey conducted by the Department of Developmental Services (DDS) Office of Quality Enhancement entailed a full licensing review of the agency's employment and community-based day service grouping. Catholic Charities is accredited by The Council on Quality Leadership, CQL, was offered, and elected to be deemed for certification in lieu of the accreditation.

Findings from the Catholic Charities review showed the agency's commitment to maintaining a competent workforce, environmental safety, and the health care of individuals. Relative to staff competence, sampled employees were found to have completed all DDS and other mandatory training. Additionally, staff interviewed demonstrated knowledge of individuals' unique support needs, including through training provided by the agency's nurse.

All environmental standards were successfully addressed at the CBDS site, including annual inspections of the fire alarm and heating system. Effective evacuations procedures were evident and implemented with support offered to individuals around fire safety. The location was adapted to meet the accessibility needs of the individuals and included a sensory wall and relaxation room for individuals needing a break. Program design at the location offered opportunities for individuals to work on activities of daily living, as well as vocational skills; this included individuals in the life skills room who were observed cooking squash fritters; and the vocational room where individuals were busy potting plants. Regarding healthcare, emergency fact sheets were current and accurate; medications was properly administered by licensed Nurses or MAP certified staff; and the location's MAP registration was current.

In addition to the positive findings noted above, the survey identified areas in need of the agency's attention to meet compliance with standards. In the area of human rights, the agency must maintain an effective human rights committee that has full membership composition and meets at the required frequency in fulfillment of its role. Relative to ISP goal development and accomplishment, ISP assessments and support strategies must be submitted within the DDS required timeframe in HCSIS. Relative to health and safety, the agency must ensure that staff are trained in the special dietary requirements of individuals, and emergency back-up plans to assist each individual in the event of an emergency/disaster must be developed.

As a result of the current review, the Employment and Day Support service grouping, operated by Catholic Charities, will receive a Two-Year License, with a score of 91% of licensure indicators met. This service grouping will remain Certified in lieu of the agency's CQL accreditation. Follow-up will be conducted by the agency on all licensing indicators that received a rating of Not Met for the Employment and Day Supports service grouping and reported to DDS OQE within sixty days of the SEM.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Employment and Day Supports	45/49	4/49	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	52/57	5/57	91%
2 Year License			
# indicators for 60 Day Follow-up		5	

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 agency did not have a fully constituted human rights committee and only held four of the eight required quarterly meetings over the past two years. The agency needs to ensure that the human rights committee has the mandated membership composition; holds quarterly meetings with the required expertise present; and reviews behavior plans, investigations, restraints, restrictive interventions, and all other matters within its purview.

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

Indicator #	Indicator	Area Needing Improvement
L39	Special dietary requirements are followed.	For two of the three individuals with special dietary requirements, there were no specific dietary guidelines in place. When individuals have special dietary requirements to manage medical conditions such as diabetes, Celiac disease requiring gluten free food, high cholesterol or to manage weight loss, as well as conditions such as lactose intolerance or food allergies, the agency needs to ensure that staff are trained and knowledgeable about individuals' specific dietary needs.

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

Indicator #	Indicator	Area Needing Improvement
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For three of the twelve individuals reviewed, ISP assessments were not submitted within the required timeframe. The agency needs to ensure that ISP assessments are submitted at least fifteen days prior to the ISP meeting.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For four of the twelve individuals reviewed, ISP support strategies were not submitted within the required timeframe. The agency needs to ensure that ISP support strategies are submitted at least fifteen days prior to the ISP meeting.
L93 (05/22)	The provider has emergency back up plans to assist individuals to plan for emergencies and/or disasters.	The agency had not developed emergency back-up plans for all fourteen individuals reviewed. The agency needs to ensure that individualized emergency back-up plans are developed to provide support and guidance to individuals in the event of an emergency or disaster.

MASTER SCORE SHEET LICENSURE

Organizational: CATHOLIC CHARITIES OF THE WOR DIOCS

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	1/1	Met
L3	Immediate Action	1/1	Met
L4	Action taken	1/1	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	1/1	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	3/3	Met
L83	HR training	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	7/7		6/7	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		7/7	14/14	Met
L9 (07/21)	Safe use of equipment	I	7/7		6/6	13/13	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
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
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	2/3		5/5	7/8	Met (87.50 %)
L39	Dietary requirements	I	1/2		0/1	1/3	Not Met (33.33 %)
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓡ L46	Med. Administration	I	2/2		4/4	6/6	Met
L49	Informed of human rights	I	7/7		6/7	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	4/4		4/4	8/8	Met
L61	Health protection in ISP	I			2/2	2/2	Met
L72	DOL requirements	I	7/7			7/7	Met
L77	Unique needs training	I	7/7		7/7	14/14	Met
L80	Symptoms of illness	L	2/2		1/1	3/3	Met
L81	Medical emergency	L	2/2		1/1	3/3	Met
Ⓡ L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I			2/2	2/2	Met
L85	Supervision	L	2/2		1/1	3/3	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L86	Required assessments	I	4/6		5/6	9/12	Not Met (75.00 %)
L87	Support strategies	I	4/6		4/6	8/12	Not Met (66.67 %)
L88	Strategies implemented	I	7/7		6/6	13/13	Met
L91	Incident management	L	2/2		1/1	3/3	Met
L93 (05/22)	Emergency back-up plans	I	0/7		0/7	0/14	Not Met (0 %)
L94 (05/22)	Assistive technology	I	7/7		7/7	14/14	Met
L96 (05/22)	Staff training in devices and applications	I	7/7			7/7	Met
#Std. Met/# 49 Indicator						45/49	
Total Score						52/57	
						91.23%	