



**PROVIDER REPORT
FOR**

**CENTER OF HOPE
FOUNDATION
POB 66
Southbridge, MA 01550**

July 26, 2022

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider CENTER OF HOPE FOUNDATION.

Review Dates 6/21/2022 - 6/27/2022

Service Enhancement Meeting Date 7/12/2022

Survey Team Ken Jones
Melanie McNamara (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	5 location(s) 14 audit (s)	Full Review	51/55 2 Year License 07/12/2022 - 07/12/2024		41 / 42 Certified 07/12/2022 - 07/12/2024
Community Based Day Services	2 location(s) 7 audit (s)			Full Review	15 / 15
Employment Support Services	3 location(s) 7 audit (s)			Full Review	20 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

The Center of Hope Foundation, with its main office in Southbridge, MA, provides a variety of day service and employment opportunities for individuals with DD/ID. Amongst the services offered are supported employment, community-based day supports (CBDS), day habilitation, family supports, including after school/extended day services, and individual home supports.

The scope of this survey was a full licensure and certification review of Center of Hope's community-based day supports and employment support services. Licensure and certification resumed the conduct of in-person surveys in March 2021, using a hybrid model of surveying, where most tasks are 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, and review of relevant documentation occurred onsite.

Organizationally, the agency's strategic plan primarily focused on continued change in the number of small businesses the agency operates due to the ever-changing needs created by the pandemic. The agency used these enterprises to provide opportunities for individuals to learn practical job skills and to work in integrated settings. The agency currently operates eight local businesses where individuals are employed.

There were several significant strengths of the agency identified during the survey. A highlight evident within the areas subject to licensing was the Center of Hope's systems for ensuring the ongoing personal and environmental safety of individuals. Individuals were assessed and supported as needed to utilize equipment and machinery safely. The agency employed the use of a safety checklist and regular review by a safety officer to ensure environmental standards and requirements were met. Similarly, procedures were in place to track required inspections. Through these efforts, items such as alarm systems and other safety equipment were noted to be inspected as required.

Among areas subject to licensing, it was noted that Center of Hope placed strong emphasis on workforce competency. Review of the agency's training systems confirmed staff had completed mandated trainings in such areas as first aid, CPR, human rights, Signs and Symptoms of Illness, and two newly required trainings, Universal Precautions, and Transmission Prevention. Center of Hope utilized the software system, Relias, to document these required trainings and maintained location and individual-specific trainings in records kept onsite.

As noted during past certification reviews, a particular strength of the agency is its ability to teach individuals employment skills through a variety of settings and experiences. The agency's CBDS program and various community business enterprises provided a range of jobs and work locations that could be explored, consistent with the interests of the individual being supported. Individuals were provided job trials and training in skills that were easily transferable, such as professionalism, customer service, and cashier skills to name a few. The survey sample also included individuals who had been successfully matched with local businesses. Center of Hope had assisted them to find integrated work opportunities in their local community and had supported them to maintain long-term employment.

The survey also identified some areas that could benefit from further attention. Within areas subject to licensing, the agency needs to ensure that its human rights committee meets the required composition and reviews all required information, including investigations at their various stages. Emergency fact sheets need to address all required information. A mechanism should be developed that ensures individuals' assistive technology needs are assessed and utilized to promote independence. Also, individuals need to be assisted to develop and be knowledgeable of back-up plans for emergencies. Within certification indicators, the agency needs to develop a process for ensuring that all individuals have opportunity to provide input into the hiring and performance reviews of staff who support them.

As a result of this review, Center of Hope will receive a Two-Year License for its Employment and Day Supports, with a service group score of 93% of licensure indicators met. This service group is Certified with an overall score of 98% of certification indicators met. Follow-up will be conducted by the agency within 60 days on those licensing indicators that received a rating of Not Met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/9	1/9	
Employment and Day Supports	43/46	3/46	
Community Based Day Services Employment Support Services			
Critical Indicators	6/6	0/6	
Total	51/55	4/55	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 agency's human rights committee did not include a legal or clinical representative. Additionally, minutes of committee meetings did not routinely address status of DPPC complaints and investigations. It was also noted that minutes of HRC meetings were not routinely shared with DDS Area Directors and Regional Human Rights Specialist. The agency needs to ensure that the human rights committee includes members who possess the required expertise i.e., legal and clinical representatives. The HCR also needs review the status of DDS complaints and investigations filed on behalf of individuals who receive services. Copies of HRC minutes must be shared with DDS Area Directors and Human Rights Specialist.

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.	Emergency fact sheets for four of ten individuals did not contain relevant information that would assist in searching for an individual if they were missing. This included information relevant to the person's ability to protect him/herself without assistance, significant behavioral characteristics, likely response to search efforts, places frequented, and relevant capabilities, limitations, and preferences. The agency needs to ensure that all required information is addressed on individuals' emergency fact

		sheets.
L93 (05/22)	The provider has emergency back up plans to assist individuals to plan for emergencies and/or disasters.	For nine individuals, emergency back-up plans had not been developed. The agency needs to ensure that there is an individually focused emergency back-up plan developed for each person. Staff and individuals must be supported to be knowledgeable of the plans.
L94 (05/22)	Individuals have assistive technology to maximize independence.	The benefit of assistive technology was not assessed for five individuals. The agency needs to ensure individuals have been assessed to identify assistive technology of potential benefit in fostering maximum independence in work routines and activities, and assistive technology and modifications are provided when needed.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	35/36	1/36	
Community Based Day Services	15/15	0/15	
Employment Support Services	20/21	1/21	
Total	41/42	1/42	98%
Certified			

Employment Support Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	Input was not sought from three individuals during the hiring and performance review processes of their staff. The agency needs to develop mechanisms for obtaining input from individuals during the hiring process as well as ongoing performance reviews of the staff who support them. The agency needs to incorporate input from all individuals, including those who are competitively employed.

MASTER SCORE SHEET LICENSURE

Organizational: CENTER OF HOPE FOUNDATION.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
<input type="checkbox"/> L2	Abuse/neglect reporting	5/5	Met
L3	Immediate Action	5/5	Met
L4	Action taken	5/5	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	4/4	Met
L75	Qualified staff	3/3	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	Met
L92 (07/21)	Licensed Sub-locations (e/d).	8/8	Met

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
<input type="checkbox"/> L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	6/7		4/7	10/14	Not Met (71.43 %)
L9 (07/21)	Safe use of equipment	I	7/7		7/7	14/14	Met
<input type="checkbox"/> L11	Required inspections	L			2/2	2/2	Met
<input type="checkbox"/> L12	Smoke detectors	L			2/2	2/2	Met
<input type="checkbox"/> L13	Clean location	L			2/2	2/2	Met
L14	Site in good repair	L			2/2	2/2	Met
L15	Hot water	L			2/2	2/2	Met

L16	Accessibility	L			2/2	2/2	Met
L17	Egress at grade	L			2/2	2/2	Met
L18	Above grade egress	L			2/2	2/2	Met
L20	Exit doors	L			2/2	2/2	Met
L21	Safe electrical equipment	L			2/2	2/2	Met
L22	Well-maintained appliances	L			2/2	2/2	Met
L25	Dangerous substances	L			2/2	2/2	Met
L26	Walkway safety	L			2/2	2/2	Met
L28	Flammables	L			2/2	2/2	Met
L29	Rubbish/combustibles	L			2/2	2/2	Met
L30	Protective railings	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	2/2		7/7	9/9	Met
L39	Dietary requirements	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	7/7		7/7	14/14	Met
L72	DOL requirements	I	4/4		4/4	8/8	Met
L73	DOL certificate	L	2/2		1/1	3/3	Met
L77	Unique needs training	I	7/7		7/7	14/14	Met
L80	Symptoms of illness	L	3/3		1/1	4/4	Met
L81	Medical emergency	L	3/3		1/1	4/4	Met
L85	Supervision	L	3/3		1/1	4/4	Met
L86	Required assessments	I	4/4		5/5	9/9	Met

L87	Support strategies	I	6/6		5/6	11/12	Met (91.67 %)
L88	Strategies implemented	I	7/7		7/7	14/14	Met
L91	Incident management	L	3/3		2/2	5/5	Met
L93 (05/22)	Emergency back-up plans	I	2/7		3/7	5/14	Not Met (35.71 %)
L94 (05/22)	Assistive technology	I	4/7		5/7	9/14	Not Met (64.29 %)
L96 (05/22)	Staff training in devices and applications	I	4/4		5/5	9/9	Met
#Std. Met/# 46 Indicator						43/46	
Total Score						51/55	
						92.73%	

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	7/7	Met
C8	Family/guardian communication	7/7	Met
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	7/7	Met
C38 (07/21)	Habilitative & behavioral goals	7/7	Met

C39 (07/21)	Support needs for employment	6/6	Met
C40	Community involvement interest	7/7	Met
C41	Activities participation	7/7	Met
C42	Connection to others	7/7	Met
C43	Maintain & enhance relationship	7/7	Met
C44	Job exploration	7/7	Met
C45	Revisit decisions	7/7	Met
C46	Use of generic resources	7/7	Met
C47	Transportation to/ from community	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/7	Not Met (57.14 %)
C8	Family/guardian communication	7/7	Met
C22	Explore job interests	4/4	Met
C23	Assess skills & training needs	4/4	Met
C24	Job goals & support needs plan	4/4	Met
C25	Skill development	4/4	Met
C26	Benefits analysis	7/7	Met
C27	Job benefit education	7/7	Met
C28	Relationships w/businesses	3/3	Met
C29	Support to obtain employment	4/4	Met
C30	Work in integrated settings	6/7	Met (85.71 %)
C31	Job accommodations	7/7	Met
C32	At least minimum wages earned	3/3	Met
C33	Employee benefits explained	7/7	Met
C34	Support to promote success	7/7	Met
C35	Feedback on job performance	7/7	Met
C36	Supports to enhance retention	7/7	Met
C37	Interpersonal skills for work	4/4	Met
C47	Transportation to/ from community	7/7	Met

C50	Involvement/ part of the Workplace culture	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met