



**PROVIDER REPORT  
FOR**

**Choice Community Supports  
Inc  
409 Pond St, Unit 12  
Braintree, MA 02184**

**October 30, 2023**

**Version**

**Public Provider Report**

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

## **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	Choice Community Supports Inc
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<b>Review Dates</b>	8/29/2023 - 8/31/2023
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<b>Service Enhancement Meeting Date</b>	9/14/2023
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<b>Survey Team</b>	Raymond Obeng (TL)
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<b>Citizen Volunteers</b>	
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**Survey scope and findings for Residential and Individual Home Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Residential and Individual Home Supports</b>	3 location(s) 3 audit (s)	Full Review	57/60 2 Year License 09/14/2023 - 09/14/2025		26 / 26 Certified 09/14/2023 - 09/14/2025
Placement Services	3 location(s) 3 audit (s)			Full Review	20 / 20
Planning and Quality Management				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Choice Community Supports Incorporated is a non-profit organization founded in 2000; the agency provides supports to individuals with Intellectual and Developmental disabilities in the Greater Boston, Northeast, and Southern MA regions. The agency currently operates two program models: Placement Services (Shared Living) and Agency with Choice (AWC).

For this 2023 survey, the Department of Developmental Services (DDS) Metro Office of Quality Enhancement conducted a full licensing and certification review of Choice's organizational systems and supports offered to individuals in the agency's 24/7 Placement Homes.

Survey findings showed that Choice has effective organizational systems that promoted individual accomplishment and a positive work culture. The agency screened potential employees prior to hire and had an effective training tracking system that ensured that staff received all the DDS-mandated training, including abuse and neglect training. As it relates to staff development, the agency provided regular supervisory oversight, staff training, and other staff development activities. In the area of human rights, the agency's human rights committee met all mandates including deliberating matters under its purview. Choice Community Supports also had effective systems for the recruitment of home providers, and the matching during placement of individuals. The agency provided training to home providers, ensuring that they were knowledgeable on all DDS-mandated topics. It also had effective systems for oversight that ensured that caregivers provided quality living situations for individuals.

Choice Community Supports had a strategic plan that included goals related to the improvement of services for the people it supports; this includes the increased use of assistive technology. Choice used several data collection tools for collecting, reviewing, and analyzing programmatic information; this included: incidents; grievances; investigations; restraints, and medication occurrences. Feedback was sought from individuals, families, staff, DDS, and other stakeholders with an eye toward service improvement. The agency relied on its SWOT (Strengths, Weaknesses, Opportunities & Threats) survey conducted in 2019 to identify strategic goals, including seeking and pursuing ways to grow its clientele; developing its business; growing and developing its staffing, and enhancing client community engagement.

Within Placement Services, positive outcomes were noted in many areas for the individuals Choice serves. In the area of safety, individuals were supported to evacuate within the required timeframe in emergency drills. The homes had current safety and emergency backup plans, required inspections were conducted, and safety requirements such as functional smoke and carbon monoxide detectors were present. Also, water temperature at the homes measured within acceptable limits. In the area of healthcare, home providers supported individuals to attend annual physical and dental appointments and knew what to do during medical and other emergencies. The agency had a mechanism for monitoring and overseeing self-medication administration at homes. The placement coordinator routinely reviewed medication information such as physician's orders, pharmacy containers, and administration of medications during her monthly visits to ensure effective and proper self-medication administration. Medical appointments were documented in the monthly notes, and a hard copy of each visit was filed in individuals' binders on-site and in the office. Home providers were familiar with unique needs, and individuals were supported to eat healthy diets and maintain a physical lifestyle. Within the homes, individuals' bedrooms were decorated to suit their preferences, and the bedrooms had lockable doors for privacy.

In the certification domains, oral and written communication with and about individuals was respectful. As it relates to access and integration, home providers supported individuals to access the community for activities and events, utilizing community resources such as local shops, malls, restaurants, parks, and recreation. Individuals were also supported to develop and maintain relationships with families, friends, and neighbors. Most people were able to visit with family members

and friends on weekends, and/or talk to them via phones. As it relates to sexuality and relationships, assessments were conducted to evaluate people's needs; training and support were provided when needed. Individuals were given educational flyers and offered support to attend DDS training on enhancing relationships with chosen family members and friends.

The survey revealed some areas within placement services where corrective attention is needed from the agency. In the area of healthcare, individuals' support and health-related equipment and the continued need were not clearly outlined in plans. Individuals' emergency fact sheets were not current in some cases, and required information including diagnoses was missing. In the area of financial, individuals and guardians were not notified of their rights to appeal charges for care.

Choice Community Supports will receive a Two-Year License for its Residential service grouping, having met 95% of licensing indicators. Choice will conduct its own follow-up on licensing indicators that were not met and submit the findings to the DDS Metro Office of Quality Enhancement with 60 days of the service Enhancement Meeting (SEM). Choice is Certified for the Residential service grouping having met 100% of certification indicators.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>5/5</b>	<b>0/5</b>	
<b>Residential and Individual Home Supports</b>	<b>52/55</b>	<b>3/55</b>	
Placement Services			
<b>Critical Indicators</b>	<b>5/5</b>	<b>0/5</b>	
<b>Total</b>	<b>57/60</b>	<b>3/60</b>	<b>95%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>3</b>	

### **Residential 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.	Three individuals' Emergency Fact Sheets did not include significant medical diagnoses. The agency needs to ensure that all required information including diagnoses are included in individuals' Emergency Fact Sheet.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For one of three individuals, a health-related device/supportive equipment (wheelchair) was not included in the outlined plan. The agency needs to ensure that all supportive and protective devices are included in outlined plans for all individuals.
L71	Individuals are notified of their appeal rights for their charges for care.	One of three individuals and their guardians was not notified of their rights to appeal the charges for care. The agency needs to ensure that individuals and their guardians are notified of their rights to appeal charges for care.

## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>20/20</b>	<b>0/20</b>	
Placement Services	20/20	0/20	
<b>Total</b>	<b>26/26</b>	<b>0/26</b>	<b>100%</b>
<b>Certified</b>			

## **MASTER SCORE SHEET LICENSURE**

**Organizational: Choice Community Supports Inc**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating(Met,Not Met,NotRated)</b>
R L2	Abuse/neglect reporting	<b>1/1</b>	<b>Met</b>
L48	HRC	<b>1/1</b>	<b>Met</b>
L74	Screen employees	<b>5/5</b>	<b>Met</b>
L76	Track trainings	<b>4/4</b>	<b>Met</b>
L83	HR training	<b>4/4</b>	<b>Met</b>

## Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I			3/3				3/3	Met
L5	Safety Plan	L			3/3				3/3	Met
℞ L6	Evacuation	L			3/3				3/3	Met
L8	Emergency Fact Sheets	I			0/3				0/3	Not Met (0 %)
℞ L11	Required inspections	L			3/3				3/3	Met
℞ L12	Smoke detectors	L			3/3				3/3	Met
℞ L13	Clean location	L			3/3				3/3	Met
L14	Site in good repair	L			3/3				3/3	Met
L15	Hot water	L			3/3				3/3	Met
L16	Accessibility	L			3/3				3/3	Met
L17	Egress at grade	L			3/3				3/3	Met
L18	Above grade egress	L			3/3				3/3	Met
L19	Bedroom location	L			3/3				3/3	Met
L21	Safe electrical equipment	L			3/3				3/3	Met



Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L22	Well-maintained appliances	L			3/3				3/3	Met
L24	Locked door access	L			3/3				3/3	Met
L26	Walkway safety	L			3/3				3/3	Met
L27	Pools, hot tubs, etc.	L			1/1				1/1	Met
L29	Rubbish/combustibles	L			3/3				3/3	Met
L30	Protective railings	L			3/3				3/3	Met
L31	Communication method	I			3/3				3/3	Met
L32	Verbal & written	I			3/3				3/3	Met
L33	Physical exam	I			3/3				3/3	Met
L34	Dental exam	I			3/3				3/3	Met
L35	Preventive screenings	I			3/3				3/3	Met
L36	Recommended tests	I			3/3				3/3	Met
L37	Prompt treatment	I			3/3				3/3	Met
Ⓡ L38	Physician's orders	I			1/1				1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L39	Dietary requirements	I			1/1				1/1	Met
L41	Healthy diet	L			3/3				3/3	Met
L42	Physical activity	L			3/3				3/3	Met
L43	Health Care Record	I			3/3				3/3	Met
L47	Self medication	I			3/3				3/3	Met
L49	Informed of human rights	I			3/3				3/3	Met
L50 (07/21)	Respectful Comm.	I			3/3				3/3	Met
L51	Possessions	I			3/3				3/3	Met
L52	Phone calls	I			2/2				2/2	Met
L53	Visitation	I			3/3				3/3	Met
L54 (07/21)	Privacy	I			3/3				3/3	Met
L55	Informed consent	I			1/1				1/1	Met
L56	Restrictive practices	I			1/1				1/1	Met
L61	Health protection in ISP	I			2/3				2/3	Not Met (66.67 %)
L62	Health protection review	I			3/3				3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L70	Charges for care calc.	I			3/3				3/3	Met
L71	Charges for care appeal	I			2/3				2/3	Not Met (66.67 %)
L77	Unique needs training	I			3/3				3/3	Met
L80	Symptoms of illness	L			3/3				3/3	Met
L81	Medical emergency	L			3/3				3/3	Met
L85	Supervision	L			3/3				3/3	Met
L88	Strategies implemented	I			3/3				3/3	Met
L90	Personal space/ bedroom privacy	I			3/3				3/3	Met
L91	Incident management	L			3/3				3/3	Met
L93 (05/22)	Emergency back-up plans	I			3/3				3/3	Met
L94 (05/22)	Assistive technology	I			3/3				3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L96 (05/22)	Staff training in devices and applications	I			3/3				3/3	Met
#Std. Met/# 55 Indicator									52/55	
Total Score									57/60	
									95.00%	

## 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

### Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	3/3	Met
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met

## Placement Services

Indicator #	Indicator	Met/Rated	Rating
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	3/3	Met
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	3/3	Met
C16	Explore interests	3/3	Met
C17	Community activities	3/3	Met
C18	Purchase personal belongings	3/3	Met
C19	Knowledgeable decisions	3/3	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	3/3	Met
C49	Physical setting is consistent	3/3	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	3/3	Met