



**PROVIDER REPORT
FOR
COASTAL CONNECTIONS,
Inc
35 Water Street
Amesbury, MA 01913**

July 14, 2023

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	COASTAL CONNECTIONS, Inc
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Review Dates	6/12/2023 - 6/15/2023
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Service Enhancement Meeting Date	6/30/2023
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Survey Team	John Hazelton (TL) Jennifer Conley-Sevier Cheryl Dolan
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Citizen Volunteers	
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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	2 location(s) 12 audit (s)	Full Review	55/58 2 Year License 06/30/2023 - 06/30/2025		26 / 27 Certified 06/30/2023 - 06/30/2025
Community Based Day Services	1 location(s) 7 audit (s)			Deemed	
Employment Support Services	1 location(s) 5 audit (s)			Full Review	20 / 21
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Coastal Connections Inc. was established in 2008 and opened its current Amesbury location in January 2010, serving adults with developmental disabilities, including those with complex medical needs. The agency provides Day Habilitation, Community Based Day Services (CBDS) and Employment Support Services, some of which were consolidated in 2022.

The agency received CARF accreditation of its CBDS service model and deemed that accreditation for the 2023 DDS OQE review cycle. The scope of this review included an evaluation of all licensing indicators for the agency's CBDS service, and a full licensing and certification review of the agency's organizational and Employment service indicators.

Several positive outcomes were noted during the survey. On an organizational level, the agency ensures its workforce has all required trainings, and is qualified for positions as define by the agency. The agency systems for quality management and improvement included a robust analysis of all quality measures, including those gathered by internal collection and solicitation from external sources such as individuals, families, and other stakeholders. Specific and measurable quality improvement goals were established, and their implementation and progress was reviewed regularly.

Within both the CBDS and Employment programs, staff were observed interacting with individuals in a respectful and positive manner. Staff were also aware of the unique needs of individuals, and were observed assisting with individualized communication styles, such as repeating important phrases, or giving subtle cues to remain focused on the topic of conversation; questions were answered in ways that were consistent with each individuals' receptive communication abilities. ISP objectives were also being implemented for each individual, with data collection consistent with measurement criteria outlined in support strategies, allowing supporters to closely monitor progress towards goals, and make modifications when needed. Individual input was also sought in both the hiring and evaluation of staff performance.

Individuals were found to be well supported in their employment settings; through the use of individualized plans identifying support needs and strategies for skill development, as well as plans to fade supports as they were no longer needed. Also noteworthy was the extensive networking and development of relationships with the local business community in an effort to create job opportunities; agency staff belong to the local Chamber of Commerce, and have relationships with organizations such as a local arts center and restaurant, both of which have led to volunteer or work opportunities for individuals served.

The agency would benefit from further attention to emergency fact sheet content as several fact sheets did not contain required information. Also, attention to meeting submission timeframes is required as timelines were not met for submitting ISP assessments and the finalization of incident reports. Within the employment program, individualized analysis of the impact of employment on entitlements requires further development.

Coastal Connections received a rating of met in 95% of all licensing indicators reviewed, including all critical indicators. As a result, the agency will receive a Two-Year License for CBDS and Employment Support Services. The agency also received a rating of met in 96% of all certification indicators reviewed in Employment Supports and is certified. Coastal Connections' positive outcomes allow for the agency to complete its own follow-up on all not met licensure indicators, submitting the results to the OQE within sixty days of the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Employment and Day Supports	47/50	3/50	
Community Based Day Services Employment Support Services			
Critical Indicators	6/6	0/6	
Total	55/58	3/58	95%
2 Year License			
# indicators for 60 Day Follow-up		3	

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.	In five instances, emergency fact sheets did not contain all required components. The agency needs to ensure emergency fact sheets contain required information.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	In three instances, ISP assessments were not submitted to the Area Office at least 15 days prior to the ISP meetings. The agency needs to ensure that ISP assessments are submitted within the required timeframes.
L91	Incidents are reported and reviewed as mandated by regulation.	One incident report was not finalized within seven days of the incident occurring. The agency needs to ensure that incident reports are finalized with the required timeframes.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	20/21	1/21	
Employment Support Services	20/21	1/21	
Total	26/27	1/27	96%
Certified			

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

Indicator #	Indicator	Area Needing Improvement
C26	Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community.	All individuals audited had not had an analysis completed of how their earnings could impact their entitlement benefits. Prior to individuals obtaining employment, the agency needs to conduct an individualized analysis of how each individual's employment will affect their entitlements. This analysis should be used in assisting individuals to determine how their income and entitlements can be managed in a way that allows them to achieve their community employment goals.

MASTER SCORE SHEET LICENSURE

Organizational: COASTAL CONNECTIONS, Inc

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	1/1	Met
L3	Immediate Action	3/3	Met
L4	Action taken	2/2	Met
L48	HRC	1/1	Met
L74	Screen employees	3/3	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	4/4	Met
L83	HR training	1/1	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	5/5		7/7	12/12	Met
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	2/5		5/7	7/12	Not Met (58.33 %)
L9 (07/21)	Safe use of equipment	I	5/5		7/7	12/12	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
L18	Above grade egress	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

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L29	Rubbish/comb ustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communicatio n method	I	5/5		7/7	12/12	Met
L32	Verbal & written	I	5/5		7/7	12/12	Met
L37	Prompt treatment	I	5/5		4/4	9/9	Met
Ⓡ L38	Physician's orders	I	1/1		6/7	7/8	Met (87.50 %)
L39	Dietary requirements	I	1/1		3/3	4/4	Met
L45	Medication storage	L			1/1	1/1	Met
L49	Informed of human rights	I	5/5		7/7	12/12	Met
L50 (07/21)	Respectful Comm.	I	5/5		7/7	12/12	Met
L51	Possessions	I	5/5		7/7	12/12	Met
L52	Phone calls	I	5/5		7/7	12/12	Met
L54 (07/21)	Privacy	I	5/5		7/7	12/12	Met
L55	Informed consent	I	5/5		7/7	12/12	Met
L61	Health protection in ISP	I			3/3	3/3	Met
L62	Health protection review	I			2/2	2/2	Met
L63	Med. treatment plan form	I	1/1		3/3	4/4	Met
L64	Med. treatment plan rev.	I	1/1		3/3	4/4	Met
L77	Unique needs training	I	5/5		7/7	12/12	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L84	Health protect. Training	I			3/3	3/3	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	4/4		7/7	11/11	Met
L87	Support strategies	I	2/4		5/6	7/10	Not Met (70.0 %)
L88	Strategies implemented	I	4/4		7/7	11/11	Met
L91	Incident management	L	1/1		0/1	1/2	Not Met (50.0 %)
L93 (05/22)	Emergency back-up plans	I	5/5		7/7	12/12	Met
L94 (05/22)	Assistive technology	I	5/5		7/7	12/12	Met
L96 (05/22)	Staff training in devices and applications	I	2/2		5/5	7/7	Met
#Std. Met/# 50 Indicator						47/50	
Total Score						55/58	
						94.83%	

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

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/5	Met
C8	Family/guardian communication	5/5	Met
C22	Explore job interests	5/5	Met
C23	Assess skills & training needs	5/5	Met
C24	Job goals & support needs plan	5/5	Met
C25	Skill development	5/5	Met
C26	Benefits analysis	0/5	Not Met (0 %)
C27	Job benefit education	5/5	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	5/5	Met
C30	Work in integrated settings	5/5	Met
C31	Job accommodations	5/5	Met
C32	At least minimum wages earned	5/5	Met
C33	Employee benefits explained	4/4	Met
C34	Support to promote success	5/5	Met
C35	Feedback on job performance	5/5	Met
C36	Supports to enhance retention	5/5	Met
C37	Interpersonal skills for work	5/5	Met
C47	Transportation to/ from community	5/5	Met
C50	Involvement/ part of the Workplace culture	5/5	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met