



**PROVIDER REPORT
FOR
COASTAL CONNECTIONS,
Inc
4 Noel St.
Amesbury, MA 01913**

July 31, 2025

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider COASTAL CONNECTIONS, Inc

Review Dates 6/24/2025 - 6/27/2025

Service Enhancement Meeting Date 7/17/2025

Survey Team Meagan Caccioppoli (TL)
Jennifer Conley-Sevier
Cheryl Dolan

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	2 location(s) 12 audit (s)	Full Review	50/58 2 Year License 07/17/2025 - 07/17/2027		25 / 27 Certified 07/17/2025 - 07/17/2027
Community Based Day Services	1 location(s) 7 audit (s)			Deemed	
Employment Support Services	1 location(s) 5 audit (s)			Full Review	19 / 21
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Coastal Connections, founded in 2008, provides day programming and vocational support to individuals with intellectual and developmental disabilities. Located in Amesbury, they support individuals in the North Shore and Merrimack Valley of Massachusetts. Having grown out of a smaller agency, they emphasize community involvement and integration.

The scope of this survey conducted by the Office of Quality Enhancement (OQE) was a full licensing and certification review of the agency's CBDS and Employment services group.

Organizationally, the agency had a strong Human Rights Committee, with required membership and meeting frequency. Meeting minutes were thorough, and covered all required topics. Additionally, all staff, individuals, and guardians were provided Human Rights training. Those individuals that were employed also received "ADA Rights at Work" training.

Within the domain of environmental safety, the program space was clean and adapted to the individuals' needs. All required inspections were completed, and individuals were able to evacuate according to the agency safety plan.

Surveyors observed individuals being given choice within their daily schedule, with options such as the gardening room, sensory room, cooking classes in the kitchen, and a variety of community activities. The "Hit the Road" group worked on money skills and learned about history and culture while being out in the Amesbury community and neighboring towns. They even helped initiate a graffiti clean-up within the local area, and participated in a town wide art project displayed in downtown Amesbury. Surveyors also observed individuals volunteering at the annual "Kids in the Park" event, where they assisted children with crafts and interacted with a variety of community leaders and members.

Another strength of the agency was the job exploration tools that staff used to help individuals explore career interests. Career development plans included soft skills checklists, vocational skills inventories, interest profilers, and a variety of other assessments. These tools helped lead to employment at Crave, Flatbread, and Michael's Harborside, as well as volunteer opportunities at the Council on Aging and Our Neighbor's Table; all placements were in line with those areas of interest identified during the job exploration process.

There were a few areas identified during the review as requiring further attention. Within licensing, supportive and protective device forms need to include instructions on the care and maintenance of the devices. Furthermore, staff need to be trained on these measures to ensure proper function. Another area identified involved a cell phone policy that is not individualized, and needs to be included in a behavior plan when a restriction occurs. Additional attention is needed relative to Incident reporting and ISP submissions as several timelines were not met.

Within certification, two areas were found requiring further attention. While individuals were involved in the hiring process and gave regular feedback on staff performance, this feedback was not used in employee evaluations. In addition, there were no written strategies in place describing how and when to minimize supports.

As a result of this survey, the agency met 86% of all licensing indicators, and will receive a Two Year License for its Employment and Day Supports service group. The agency met 93% of all certification indicators and is certified. The Office of Quality Enhancement will conduct a Follow-Up Review on all licensing indicators that were not met during this survey within 60 days of the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Employment and Day Supports	42/50	8/50	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	50/58	8/58	86%
2 Year License			
# indicators for 60 Day Follow-up		8	

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

Indicator #	Indicator	Area Needing Improvement
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	Two rooms had sinks with water temperature under 100 or over 120 degrees. The agency needs to ensure that all water temperatures test between 110 and 120 degrees.
L39	Special dietary requirements are followed.	For two individuals, special dietary requirements did not have doctor's orders, and individualized trainings were not offered to staff. The agency needs to ensure that all dietary requirements are followed per doctors orders.
L51	Individuals can access and keep their own possessions.	For five individuals, a cell phone policy indicated that phones could be taken away if used during program hours. As this is considered a restriction, it should be individualized and incorporated into a behavior plan.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For four individuals, the supportive and protective device forms did not include instructions on maintenance and care/cleaning. The agency should ensure that each device has specific instructions staff can follow to ensure proper functioning of the devices.
L63	Medication treatment plans are in written format with required components.	For one individual, the medication treatment plan did not define behaviors in observable terms, therefore making data difficult to collect and potentially unreliable. The agency needs to ensure that all behaviors are defined in observable terms so that they can be tracked accurately to provide information to the prescribing physician.

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

Indicator #	Indicator	Area Needing Improvement
L84	Staff / care providers are trained in the correct utilization of health related protections per regulation.	For four individuals, staff were not trained in the maintenance and cleaning of health related protections. The agency needs to ensure that staff are trained to monitor devices for cleanliness and proper functioning.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For six individuals, ISP support strategies were not submitted 15 days prior to the ISP meeting. The agency needs to ensure that goals and objectives are submitted according to timelines.
L91	Incidents are reported and reviewed as mandated by regulation.	One incident report was not submitted and finalized within required timelines. The agency needs to ensure that all incidents are submitted and finalized as mandated.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	19/21	2/21	
Employment Support Services	19/21	2/21	
Total	25/27	2/27	93%
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.	For two individuals, feedback provided on staff performance was not incorporated into employee evaluations. The agency needs to ensure that all individual feedback is included in staff performance reviews.
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	For five individuals, there were no written strategies in place describing how supports would be faded over time. The agency needs to ensure that each individual has a written plan to fade employment supports.

MASTER SCORE SHEET LICENSURE

Organizational: COASTAL CONNECTIONS, Inc

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	1/1	Met
L48	HRC	1/1	Met
L74	Screen employees	3/3	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	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	4/5		7/7	11/12	Met (91.67 %)
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
L15	Hot water	L			0/1	0/1	Not Met (0 %)
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	5/5		7/7	12/12	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L32	Verbal & written	I	5/5		7/7	12/12	Met
L37	Prompt treatment	I	5/5		7/7	12/12	Met
℞ L38	Physician's orders	I	1/1		5/5	6/6	Met
L39	Dietary requirements	I			1/3	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		7/7	9/9	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	1/5		3/7	4/12	Not Met (33.33 %)
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	1/2		2/5	3/7	Not Met (42.86 %)
L62	Health protection review	I	1/1		3/3	4/4	Met
L63	Med. treatment plan form	I	0/1		1/1	1/2	Not Met (50.0 %)
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
℞ L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I	0/1		1/4	1/5	Not Met (20.0 %)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	4/4		5/7	9/11	Met (81.82 %)
L87	Support strategies	I	3/4		2/7	5/11	Not Met (45.45 %)
L88	Strategies implemented	I	5/5		7/7	12/12	Met
L91	Incident management	L			0/1	0/1	Not Met (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	3/3		3/3	6/6	Met
L99 (05/22)	Medical monitoring devices	I			2/2	2/2	Met
#Std. Met/# 50 Indicator						42/50	
Total Score						50/58	
						86.21%	

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	3/5	Not Met (60.0 %)
C8	Family/guardian communication	5/5	Met
C22	Explore job interests	3/3	Met
C23	Assess skills & training needs	3/3	Met
C24	Job goals & support needs plan	3/3	Met
C25	Skill development	3/3	Met
C26	Benefits analysis	3/3	Met
C27	Job benefit education	3/3	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	3/3	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	5/5	Met
C34	Support to promote success	0/5	Not Met (0 %)
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