



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

August 04, 2021

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

| | |
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| Provider | COASTAL CONNECTIONS, Inc |
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|---------------------|----------------------|
| Review Dates | 6/8/2021 - 6/11/2021 |
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|---|-----------|
| Service Enhancement Meeting Date | 6/25/2021 |
|---|-----------|

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| Survey Team | Raquel Rodriguez John Downing (TL) |
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|---------------------------|--|
| 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) 6 audit (s) | Full Review | 52/56 2 Year License 06/25/2021 - 06/25/2023 | | 27 / 28 Certified 06/25/2021 - 06/25/2023 |
| Community Based Day Services | 1 location(s) 3 audit (s) | | | Deemed | |
| Employment Support Services | 1 location(s) 3 audit (s) | | | Full Review | 21 / 22 |
| 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 through differing types of programming: Petalworks, Mid-Vocational Ventures and Vocational Ventures.

The agency received CARF accreditation of its CBDS service model in January 2020 and deemed that accreditation for the 2021 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.

The survey team observed the continued presence of systems throughout the agency to support essential safeguards in several domains including safety, communication, health care, human rights, and the maintenance of a competent and skilled workforce. The review identified several accomplishments on the part of the agency which resulted in positive individual outcomes. One particular area of strength was noted in the personal and environmental safety domain. The agency ensured that individuals received the necessary training for equipment at all sites. There were no work-related accidents or injuries identified. Additionally, the agency has an active safety committee, inclusive of individuals supported, which reviewed agency-wide environmental safety policies and completed routine inspections of First-Aid kits, AED's, Fire Extinguishers, and water temperatures to ensure presence and compliance.

Coastal Connections is dedicated to the health and well-being of all individuals supported through the agency. All health and medication related needs are monitored and provided by licensed medical staff. Individualized Nursing plans were in place for individuals with simple and complex needs. Access to plans was readily available to all staff, and training on generalized or individualized healthcare needs was streamlined and tracked by the agency's use of technology such as Google Classroom, Forms, Docs, etc.

The philosophy of the agency was observed to be one which fully embraces self-advocacy and self-determination. In addition to individuals' full participation on the agency's safety committee, there were several other examples of the agency fully supporting individuals in this area. The agency's hiring process for support staff integrates individuals served within the interview process and individuals actively participate in the agency's evaluation of its staff. All individuals received annual Human Rights training which is included in each member's Handbook and is reinforced during daily programming and weekly meetings. All of the individuals surveyed were well-versed in their human rights and could identify their Human Rights Officer. One individual has become a peer mentor for the Disabled Person's Protection Commission (DPPC) speaking about the agency and the importance of reporting abuse and mistreatment.

Coastal Connections has a long history of both maintaining and creating new ties to the local community of Amesbury in a variety of capacities. One such example of this was the agency having been included in Amesbury's Chamber of Commerce board game Shop Local-Opoly, designed to promote and enhance support of the town's local businesses and non-profit agencies. The result was greater awareness of the agency and the abilities of the individuals to work and volunteer within the community. The agency also supported individuals to participate in several town sponsored or organized activities such as a Scavenger Hunt around the town, Chili Cookoff contest, and a local Scare Crow contest. The agency actively supports the integration of the individuals with their local towns and businesses. Strong community partnerships have resulted in many opportunities for the individuals supported by the agency.

Several of the individuals surveyed were involved in volunteering or working at local businesses

generating mutually beneficial relationships with community organizations and employers. The State of Emergency in March of 2020 resulted in the agency having to close its doors until August 2020. Several of the businesses that provided employment to individuals had also closed their doors. Since the agency's reopening in August 2020, the agency established protocols for keeping staff and individuals safe while continuing the exploration of jobs interests and possibilities and preparing to return to volunteer and paid positions with skills development. The agency made progress in the areas of skill assessments, comprehensive career plans and actualization of integrated employment opportunities. Individuals receiving employment supports clearly understood the importance of becoming part of the workplace culture as evidenced by their participation in employee appreciation events and holiday celebrations. In reciprocal of this inclusion, Coastal Connections, has recognized local business owners/supervisors of individuals at its own annual gala event, with awards from nominating individuals to their employer/supervisor. The agency is encouraged to continue implementation of systemic and individual level of employment interest and exploration.

Some areas needing improvement were identified during the survey. In the area of licensure, the agency needs to ensure that all fire drill documentation contains the necessary information to identify participating individuals, level of assistance required to evacuate, and the total number of staff executing the drills. The agency needs to ensure all protective and supportive devices and behavior modifying medication treatment plans are submitted for inclusion in ISP's., and the timely submission of ISP objectives and support strategies. Lastly, the agency needs to ensure that behavior modifying medication treatment plans contain all required components.

Coastal Connections received a rating of met in 93% 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 follow-up on all not met licensure indicators 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 | 44/48 | 4/48 | |
| Community Based Day Services Employment Support Services | | | |
| Critical Indicators | 7/7 | 0/7 | |
| Total | 52/56 | 4/56 | 93% |
| 2 Year License | | | |
| # indicators for 60 Day Follow- up | | 4 | |

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

| Indicator # | Indicator | Area Needing Improvement |
|------------------------|---|--|
| L7 | Fire drills are conducted as required. | The fire drill documentation did not indicate which individuals participated in the drill nor the type of support they required to evacuate. The team was unable to determine if the drills had been run in accordance to the safety plan. The agency needs to ensure fire drills are conducted as indicated in regulation and documented appropriately. |
| L61 | Supports and health related protections are included in ISP assessments and the continued need is outlined. | One of two health related supports and protections reviewed was not included in the individual's ISP. The agency needs to ensure all health-related supports and protective equipment are included in ISP assessments and the continued need is outlined. |

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

| Indicator # | Indicator | Area Needing Improvement |
|--------------------|---|---|
| L63 | Medication treatment plans are in written format with required components. | The medication treatment plans did not contain all the required components such as, detailing the specific symptoms the medication is intending to control / modify in measurable behavioral terms, and the clinical indications for suspension/termination of the medication. The agency needs to ensure medication treatment plans contain all the required components. |
| L87 | Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP. | Support Strategies for three individuals had not been submitted within 15 days of the ISP. The agency needs to ensure support strategies/objectives are completed and submitted within ISP timelines. |

CERTIFICATION FINDINGS

| | Met / Rated | Not Met / Rated | % Met |
|--|------------------------|--------------------------------|--------------|
| Certification - Planning and Quality Management | 6/6 | 0/6 | |
| Employment and Day Supports | 21/22 | 1/22 | |
| Employment Support Services | 21/22 | 1/22 | |
| TOTAL | 27/28 | 1/28 | 96% |
| Certified | | | |

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

| Indicator # | Indicator | Area Needing Improvement |
|--------------------|--|---|
| C22 | Staff have effective methods to assist individuals to explore their job interests. | For one individual a review of the past 2 years ISP's, interest surveys, and other tools utilized to indicate job interests indicated the individual had an interest in being a mechanic. The individual has not been supported to explore his interest in this field. The agency needs to ensure they have effective methods to assist individuals to explore their job interests. |

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 | 1/1 | Met |
| L4 | Action taken | 1/1 | Met |
| L48 | HRC | 1/1 | Met |
| L74 | Screen employees | 1/1 | Met |
| L75 | Qualified staff | 1/1 | Met |
| L76 | Track trainings | 4/4 | Met |
| L83 | HR training | 4/4 | 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 | 3/3 | | 3/3 | 6/6 | Met |
| L5 | Safety Plan | L | | | 1/1 | 1/1 | Met |
| Ⓡ L6 | Evacuation | L | | | 1/1 | 1/1 | Met |
| L7 | Fire Drills | L | | | 0/1 | 0/1 | Not Met (0 %) |
| L8 | Emergency Fact Sheets | I | 3/3 | | 3/3 | 6/6 | Met |
| L9 | Safe use of equipment | L | 1/1 | | 1/1 | 2/2 | 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 |
| 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 |
|--------|--------------------------|------------------|-----------|------------------|----------------|-------------------|------------------|
| L30 | Protective railings | L | | | 1/1 | 1/1 | Met |
| L31 | Communication method | I | 3/3 | | 3/3 | 6/6 | Met |
| L32 | Verbal & written | I | 3/3 | | 3/3 | 6/6 | Met |
| L37 | Prompt treatment | I | 3/3 | | 3/3 | 6/6 | Met |
| L39 | Dietary requirements | I | | | 1/1 | 1/1 | Met |
| L45 | Medication storage | L | | | 1/1 | 1/1 | Met |
| Ⓡ L46 | Med. Administration | I | | | 2/2 | 2/2 | Met |
| L49 | Informed of human rights | I | 3/3 | | 3/3 | 6/6 | Met |
| L50 | Respectful Comm. | L | 1/1 | | 1/1 | 2/2 | Met |
| L51 | Possessions | I | 3/3 | | 3/3 | 6/6 | Met |
| L52 | Phone calls | I | 3/3 | | 3/3 | 6/6 | Met |
| L54 | Privacy | L | 1/1 | | 1/1 | 2/2 | Met |
| L55 | Informed consent | I | 3/3 | | 3/3 | 6/6 | Met |
| L61 | Health protection in ISP | I | | | 1/2 | 1/2 | Not Met (50.0 %) |
| L62 | Health protection review | I | | | 2/2 | 2/2 | Met |
| L63 | Med. treatment plan form | I | | | 0/2 | 0/2 | Not Met (0 %) |
| L64 | Med. treatment plan rev. | I | | | 1/1 | 1/1 | Met |
| L77 | Unique needs training | I | 3/3 | | 3/3 | 6/6 | 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 |

| Ind. # | Ind. | Loc. or Indiv. | Emp. Sup. | Cent. Based Work | Com. Based Day | Total Met / Rated | Rating |
|--------------------------|--------------------------|----------------|-----------|------------------|----------------|-------------------|------------------|
| L84 | Health protect. Training | I | | | 1/1 | 1/1 | Met |
| L85 | Supervision | L | 1/1 | | 1/1 | 2/2 | Met |
| L86 | Required assessments | I | 2/3 | | 3/3 | 5/6 | Met (83.33 %) |
| L87 | Support strategies | I | 1/3 | | 2/3 | 3/6 | Not Met (50.0 %) |
| L88 | Strategies implemented | I | 2/2 | | 2/2 | 4/4 | Met |
| L91 | Incident management | L | | | 1/1 | 1/1 | Met |
| #Std. Met/# 48 Indicator | | | | | | 44/48 | |
| Total Score | | | | | | 52/56 | |
| | | | | | | 92.86% | |

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 | 3/3 | Met |
| C8 | Family/guardian communication | 3/3 | Met |
| C22 | Explore job interests | 2/3 | Not Met (66.67 %) |

Employment Support Services

| Indicator # | Indicator | Met/Rated | Rating |
|-------------|--|-----------|--------|
| 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 | 3/3 | Met |
| C31 | Job accommodations | 3/3 | Met |
| C32 | At least minimum wages earned | 3/3 | Met |
| C33 | Employee benefits explained | 3/3 | Met |
| C34 | Support to promote success | 3/3 | Met |
| C35 | Feedback on job performance | 3/3 | Met |
| C36 | Supports to enhance retention | 3/3 | Met |
| C37 | Interpersonal skills for work | 3/3 | Met |
| C47 | Transportation to/ from community | 3/3 | Met |
| C50 | Involvement/ part of the Workplace culture | 3/3 | Met |
| C51 | Ongoing satisfaction with services/ supports | 3/3 | Met |
| C54 | Assistive technology | 3/3 | Met |