



**PROVIDER REPORT  
FOR**

**Community Connections,  
Inc.  
261 Whites Path  
South Yarmouth, MA 02664**

**July 03, 2024**

**Version**

**Public Provider Report**

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

## **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	Community Connections, Inc.
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<b>Review Dates</b>	5/30/2024 - 6/5/2024
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<b>Service Enhancement Meeting Date</b>	6/19/2024
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<b>Survey Team</b>	Katherine Gregory (TL) Linda Griffith Tina Napolitan
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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>	2 location(s) 2 audit (s)	Full Review	36/38 2 Year License 06/19/2024 - 06/19/2026		25 / 25 Certified 06/19/2024 - 06/19/2026
Individual Home Supports	2 location(s) 2 audit (s)			Full Review	19 / 19
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

**Survey scope and findings for Employment and Day 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>Employment and Day Supports</b>	6 location(s) 16 audit (s)	Full Review	48/56 2 Year License 06/19/2024 - 06/19/2026		40 / 42 Certified 06/19/2024 - 06/19/2026
Community Based Day Services	3 location(s) 7 audit (s)			Full Review	15 / 15
Employment Support Services	3 location(s) 9 audit (s)			Full Review	19 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Community Connections, Inc. (CCI), is a nonprofit organization established in 1985 providing supports and services for adults with developmental disabilities living throughout the Southeastern Mass and Cape Cod area and serving over 500 people. CCI offers a variety of services including pre-employment transitional services, employment services, a travel club, a social recreation group, Community-Based Day Supports (CBDS), Day Habilitation services, and Supported Living among other opportunities.

The DDS Office of Quality Enhancement (OQE) conducted a full Licensing and Certification review for Community Connections Inc. rating all indicators for their In-Home Supports, Employment and CBDS programs. In Home Supports included a sample of two individuals, Employment included 9 individuals, and the CBDS survey was conducted for 7 individuals.

Organizationally, the agency had an effective process for reporting allegations of neglect and abuse as mandated by regulation. The agency screened prospective employees and ensured that all licenses for professionals were maintained. Community Connections Human Rights Committee consisted of members who had the requisite expertise for the required review of materials.

Staff candidates were screened to ensure job requirements were met with the required education and experience. The agency collected data and analyzed for trends on areas reflective of individuals' services and quality of life such as the number of individuals achieving their ISP objectives, the number of individuals placed in new jobs, and staff interactions that demonstrated respect towards the individuals.

The Licensing review revealed positive practices in Residential Services. In Residential Services in the domain of Medication and Healthcare review it was evident that individuals were encouraged to engage in healthy diets and exercise. In the domain of Competent Workforce, for Residential Services the agency had effective systems in place to ensure staff training in signs and symptoms. In the domain of Funds Management and Community Review the agency had an effective system in place safeguarding individuals' funds through skill assessment, a training plan to enhance independence, and accurate tracking and review of all documentation for banking and expenditures.

In CBDS and Employment, the environmental review by OQE concluded that individuals were supported to evacuate in a timely manner in preparation for emergencies. In addition, required inspections were completed and current and the location was clean and in good repair.

In both residential and day services in the Licensing domain of Human Rights and Communication, interactions with and conversations about the individuals served were very respectful. In both residential and day services under the domain of Personal Safety, emergency back-up plans were in place for all individuals, individuals had access to all emergency numbers and had a plan for what they would do and who they would contact for assistance or notification in an emergency.

The review of Certification Indicators for both Residential and Day Services revealed additional positive practices. In the domain of Access and Integration for Residential Services, individuals were provided with opportunities to develop and maintain social connections in the community with others with shared interests. Activities in both residential and CBDS programs were personalized and were driven by the individuals' preferences, and daily choice-making was encouraged.

The Certification Review for day services determined several areas of strength for the agency's CBDS and Employment programs. The agency had developed relationships with area businesses such as glass repair, restaurants, school and bus systems, food banks, and daycare centers, and the agency was able to offer a wide variety of meaningful integrated employment opportunities. Individuals in the CBDS programs had maximum autonomy in determining activities of preference.

Participants were supported to develop work-related interpersonal skills, and in the domain of Goal Accomplishment and Skill Acquisition were supported by a number of methods to help them explore job interests.

Participants in the Employment Program were employed in the fields of their choice and expressed great satisfaction with their current positions. In the domain of Career Planning and Development in Employment, individuals were provided with the optimal level of support in their jobs with evidence that fading of supports was dependent on ability and success. Staff supports offered were individualized and included check-ins and coaching only as needed.

In both CBDS and Employment Programs in the domain of Human Rights, Choice and Communication and Control, both written and oral communication was respectful towards the individuals.

In addition to positive findings, areas which could benefit from the agency's increased focus in both Licensing and Certification were made evident. Organizationally, the agency was found to have no formally trained Fire Safety Officers and for one staff two critical trainings had lapsed. Review of the requirement for Fire Safety Officers at all site-based services and a determination by the agency of how best to ensure the presence of these specially trained staff is needed. In addition, a review of the agency's system for tracking critical trainings and anticipating expiration dates for staff would prevent unanticipated lapses in training requirements.

In day supports, increased attention is needed to ensure that Emergency Fact Sheets contain all diagnosis, current medications, and relevant capabilities. In CBDS programs all individuals were not assessed for their safe use of equipment specific to their site. The agency will need to expand their assessment process to ensure individual's skills sets and safety needs have been while using equipment during their programming has been assessed.

For health-related protections, increased awareness is needed in CBDS programs for identifying Health-related protections and ensuring a required practitioner's authorization with parameters for use along with the required staff training are in place. The agency is encouraged to continue to review individual's needs for assistive technology, research technology options, and to develop and implement plans to offer and expose individuals to assistive technology which meets their specific needs in areas of their interest.

For Certification the agency would benefit from a review of its process for gathering documented feedback solicited from individuals regarding prospective employee hires and for their input on current staff performance evaluation. Once employed individuals would benefit from a regular individualized analysis of their income and benefits and guidance on how to maximize their earning potential while safeguarding their benefits.

Community Systems Inc earned a Two-Year License for Residential Services with a licensing score of 95%. The agency also earned a Two-Year License in Day Services with a licensing score of 86%. The agency's Residential and Day Services are also Certified with Residential Services achieving a score of 100% and Day Services achieving 95%. The agency will conduct a follow-up report in its residential services for any licensing indicators not met, which it will submit to OQE within 60 days of the Service Enhancement Meeting (SEM). DDS' OQE will return to Community Connections Day Services in 60 days to review licensing indicators not met.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	7/8	1/8	
<b>Residential and Individual Home Supports</b>	29/30	1/30	
Individual Home Supports			
<b>Critical Indicators</b>	1/1	0/1	
<b>Total</b>	36/38	2/38	95%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		2	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	7/8	1/8	
<b>Employment and Day Supports</b>	41/48	7/48	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	48/56	8/56	86%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		8	

### **Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:**

Indicator #	Indicator	Area Needing Improvement
L76	The agency has and utilizes a system to track required trainings.	The agency could not demonstrate that there was an employee designated as a fire safety officer. One employee of five reviewed did not have a current CPR/First Aid certificate, this was corrected during the survey. The agency needs to ensure that there is a fire safety officer for all site-based services and that required trainings are renewed within the proper timelines.

**Residential Areas Needing Improvement on Standards not met/Follow-up to occur:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	The agency was not tracking one individual's progress on her ISP goals. The agency needs to ensure they track progress on all individuals' ISP objectives.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L8	Emergency fact sheets are current and accurate and available on site.	Emergency Fact Sheets for eight individuals were lacking critical diagnosis along with medications and relevant capabilities. The agency needs to ensure that all information contained on the Emergency Fact Sheets is updated, and inclusive of all information needed in an emergency including, diagnosis, medications, relevant capabilities and emergency contacts.
L9 (07/21)	Individuals are able to utilize equipment and machinery safely.	Six out of sixteen individuals had not been assessed for their safe use of equipment and appliances. The agency needs to ensure that all individuals are assessed regarding safe use of equipment and machinery.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	The agency did not have authorization for one of two individuals who utilized health related supports. The agency needs to ensure that a qualified practitioner authorizes all health- related supports.
L84	Staff / care providers are trained in the correct utilization of health related protections per regulation.	Staff had not been trained in the proper use and care of the supports and health related supports. The agency needs to ensure that all staff are trained in the support and health related supports.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	ISP assessments for four of ten individuals were not submitted within required timelines. The agency needs to ensure that ISP assessments are submitted within the required timelines.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	ISP support strategies for six of fourteen individuals were not submitted within required timelines. The agency needs to ensure that ISP support strategies are submitted within the required timelines.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L94 (05/22)	Individuals have assistive technology to maximize independence.	Three individuals had not trialed or explored assistive technology for areas that had been identified as areas requiring support on their Assistive Technology assessments. One additional individual had not been assessed for assistive technology to maximize his independence. The agency needs to ensure that all individuals are assessed for assistive technology needs, and that assistive technology devices are trialed and/or implemented when identified as a need area.



## **CERTIFICATION FINDINGS**

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	6/6	0/6	
<b>Residential and Individual Home Supports</b>	19/19	0/19	
Individual Home Supports	19/19	0/19	
<b>Total</b>	<b>25/25</b>	<b>0/25</b>	<b>100%</b>
<b>Certified</b>			

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	6/6	0/6	
<b>Employment and Day Supports</b>	34/36	2/36	
Community Based Day Services	15/15	0/15	
Employment Support Services	19/21	2/21	
<b>Total</b>	<b>40/42</b>	<b>2/42</b>	<b>95%</b>
<b>Certified</b>			

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
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.	Two out of nine individuals did not have the opportunity to contribute to feedback regarding their staff. The agency needs to ensure that there is a system in place to consistently gather feedback from individuals regarding the hiring of staff and staff's ongoing performance.
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.	The agency had not provided four individuals with guidance on how to maximize income while reducing the impact on their benefits through a personalized analysis of their income. The agency needs to provide analysis of working individuals earned income and its potential impact on their benefits and provide guidance on maximizing their earning potential while minimizing risk to their benefits.

## MASTER SCORE SHEET LICENSURE

Organizational: Community Connections, Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	8/8	Met
L3	Immediate Action	5/5	Met
L4	Action taken	1/1	Met
L48	HRC	1/1	Met
L74	Screen employees	1/1	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	3/5	Not Met(60.0 % )
L83	HR training	5/5	Met

## 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		2/2					2/2	Met
L8	Emergency Fact Sheets	I		2/2					2/2	Met
L9 (07/21)	Safe use of equipment	I		1/1					1/1	Met
L31	Communication method	I		2/2					2/2	Met
L32	Verbal & written	I		2/2					2/2	Met
L37	Prompt treatment	I		2/2					2/2	Met
L41	Healthy diet	L		2/2					2/2	Met
L42	Physical activity	L		2/2					2/2	Met
L43	Health Care Record	I		1/1					1/1	Met
L49	Informed of human rights	I		2/2					2/2	Met
L50 (07/21)	Respectful Comm.	I		2/2					2/2	Met
L51	Possessions	I		2/2					2/2	Met
L52	Phone calls	I		2/2					2/2	Met
L53	Visitation	I		2/2					2/2	Met
L54 (07/21)	Privacy	I		2/2					2/2	Met

Ind. #	Ind.	Loc. or Indiv .	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L55	Informe d consent	I		1/1					1/1	Met
L67	Money mgmt. plan	I		1/1					1/1	Met
L68	Funds expendi ture	I		1/1					1/1	Met
L69	Expendi ture tracking	I		1/1					1/1	Met
L77	Unique needs training	I		2/2					2/2	Met
L80	Sympto ms of illness	L		2/2					2/2	Met
L81	Medical emerg ncy	L		2/2					2/2	Met
L85	Supervi sion	L		2/2					2/2	Met
L86	Require d assess ments	I		1/1					1/1	Met
L87	Support strategi es	I		1/1					1/1	Met
L88	Strategi es implem ented	I		1/2					1/2	Not Met (50.0 %)
L90	Persona l space/ bedroo m privacy	I		2/2					2/2	Met
L91	Incident manage ment	L		2/2					2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L93 (05/22)	Emergency back-up plans	I		2/2					2/2	Met
L94 (05/22)	Assistive technology	I		2/2					2/2	Met
#Std. Met/# 30 Indicator									29/30	
Total Score									36/38	
									94.74%	

#### 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	9/9		6/7	15/16	Met (93.75 %)
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	4/9		4/7	8/16	Not Met (50.0 %)
L9 (07/21)	Safe use of equipment	I	9/9		1/7	10/16	Not Met (62.50 %)
L10	Reduce risk interventions	I	4/4			4/4	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			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
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
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	9/9		7/7	16/16	Met
L32	Verbal & written	I	9/9		7/7	16/16	Met
L37	Prompt treatment	I	9/9		7/7	16/16	Met
℞ L38	Physician's orders	I			5/5	5/5	Met
L39	Dietary requirements	I			1/1	1/1	Met
L44	MAP registration	L			1/1	1/1	Met
℞ L46	Med. Administration	I			1/1	1/1	Met
L49	Informed of human rights	I	9/9		6/7	15/16	Met (93.75 %)
L50 (07/21)	Respectful Comm.	I	9/9		7/7	16/16	Met
L51	Possessions	I	9/9		7/7	16/16	Met
L52	Phone calls	I	9/9		7/7	16/16	Met
L54 (07/21)	Privacy	I	9/9		7/7	16/16	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L55	Informed consent	I	1/1			1/1	Met
L61	Health protection in ISP	I			1/2	1/2	Not Met (50.0 %)
L77	Unique needs training	I	9/9		6/7	15/16	Met (93.75 %)
L80	Symptoms of illness	L	3/3		3/3	6/6	Met
L81	Medical emergency	L	3/3		3/3	6/6	Met
L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I			0/2	0/2	Not Met (0 %)
L85	Supervision	L	3/3		3/3	6/6	Met
L86	Required assessments	I	5/6		1/4	6/10	Not Met (60.0 %)
L87	Support strategies	I	7/8		1/5	8/13	Not Met (61.54 %)
L88	Strategies implemented	I	9/9		5/7	14/16	Met (87.50 %)
L91	Incident management	L	2/2		2/3	4/5	Met (80.0 %)
L93 (05/22)	Emergency back-up plans	I	9/9		7/7	16/16	Met
L94 (05/22)	Assistive technology	I	8/9		4/7	12/16	Not Met (75.00 %)
L96 (05/22)	Staff training in devices and applications	I	2/2			2/2	Met
<b>#Std. Met/# 48 Indicator</b>						<b>41/48</b>	
<b>Total Score</b>						<b>48/56</b>	
						<b>85.71%</b>	

## 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

### Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C16	Explore interests	2/2	Met
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C21	Coordinate outreach	2/2	Met
C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	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	6/6	Met
C38 (07/21)	Habilitative & behavioral goals	5/6	Met (83.33 %)
C39 (07/21)	Support needs for employment	5/6	Met (83.33 %)
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	7/9	Not Met (77.78 %)
C8	Family/guardian communication	9/9	Met
C22	Explore job interests	7/7	Met
C23	Assess skills & training needs	7/7	Met
C24	Job goals & support needs plan	7/7	Met
C25	Skill development	7/7	Met
C26	Benefits analysis	5/9	Not Met (55.56 %)
C27	Job benefit education	7/7	Met
C28	Relationships w/businesses	2/2	Met
C29	Support to obtain employment	7/7	Met
C30	Work in integrated settings	9/9	Met
C31	Job accommodations	8/8	Met
C32	At least minimum wages earned	8/8	Met

**Employment Support Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C33	Employee benefits explained	8/8	<b>Met</b>
C34	Support to promote success	8/8	<b>Met</b>
C35	Feedback on job performance	8/8	<b>Met</b>
C36	Supports to enhance retention	8/8	<b>Met</b>
C37	Interpersonal skills for work	9/9	<b>Met</b>
C47	Transportation to/ from community	9/9	<b>Met</b>
C50	Involvement/ part of the Workplace culture	8/8	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	9/9	<b>Met</b>