



**PROVIDER REPORT
FOR**

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

June 29, 2026

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Community Connections, Inc.
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Review Dates	5/26/2026 - 6/1/2026
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Service Enhancement Meeting Date	6/15/2026
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Survey Team	Michelle Boyd (TL) Linda Griffith Roberto Polanco-Santana
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Citizen Volunteers	
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Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	2 location(s) 2 audit (s)	Full Review	42/46 2 Year License 06/15/2026 - 06/15/2028		24 / 24 Certified 06/15/2026 - 06/15/2028
Individual Home Supports	2 location(s) 2 audit (s)			Full Review	18 / 18
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

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	5 location(s) 18 audit (s)	Full Review	53/62 2 Year License 06/15/2026 - 06/15/2028		37 / 40 Certified 06/15/2026 - 06/15/2028
Community Based Day Services	2 location(s) 9 audit (s)			Full Review	14 / 15
Employment Support Services	3 location(s) 9 audit (s)			Full Review	17 / 19
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 of the agency's Residential and IHS service grouping and Employment and Day Service Groupings. The review included Individual Home Supports (IHS), Employment Supports, and CBDS. All applicable licensing, certification, and organizational indicators were reviewed by DDS/OQE as part of the current survey cycle.

Within the organization domain for personal safety, the agency had a system for identifying and managing reported allegations of abuse and neglect. Additionally, the agency maintained a system that ensured that staff had the required qualifications to support individuals and ensured that staff have received all mandated trainings such as fire safety, human rights, and mandated reporting.

Within the Residential Services Grouping for the licensing indicators, Staff provided support and guidance to individuals through self-medication administration with a self medication assessment and teaching plan. Individuals were supported in getting routine medical care and prompt treatment when needed. Staff demonstrated knowledge of individual support needs and preferences. Staff were knowledgeable about doctor ordered diets for celiac disease and lactose intolerance and supported them to follow the diets. Money management plans and financial transaction records were very detailed and supported individuals to maximize their independence with their funds.

In Residential Services, a review of certification indicators identified several positives. Individuals were well integrated into their community. Activities were driven by the individuals. One individual who enjoyed baking, was supported to bake cakes and cupcakes for local food pantries and shelters. Another individual who enjoyed making scrapbooks was supported by staff to print her photos at CVS using the online application. Individuals were supported to be actively engaged in their communities and connect with their families and friends. Individuals participated in walkathons, going to movies, going shopping and going to restaurants. Staff supported an individual who was a HRC committee member to attend meetings.

Within Employment and CBDS service grouping, the review identified positive outcomes in several licensing areas. In the health domain, medications were administered as prescribed by a health care provider and staff responsible for medication administration were appropriately licensed or MAP-certified. For one individual with epilepsy, a seizure protocol was in place, and staff had been trained on the protocol. For individuals with dietary needs, staff followed recommendations made by health care providers. One individual diagnosed with Celiac disease was supported to follow a gluten free diet while working his job at a fast food restaurant. Staff also had a clear understanding of individuals' unique support needs and both oral and written communication reflected respect for individuals' dignity.

In Employment and CBDS services, a review of certification indicators identified positive practices related to choice, community participation and relationships. Individuals participated in satisfying activities, with a variety of community-based options available based on their interests and preferences. Community activities were varied, and included visits to local farms, participation in activities at the Family Table Collaborative, holiday cookie deliveries to local fire and police stations, and visits to local coffee shops. These activities supported individuals in building community connections and participating in activities based on their interests and preferences. The agency also

continued to strengthen relationships with a variety of local businesses, including grocery stores, retail stores, transportation companies, and other community partners.

This survey identified an area for improvement at the organizational level for licensing; the agency needs to strengthen Human Rights Committee oversight to ensure that their Human Rights Committee meets all regulations for membership and attendance per their bylaws.

Several areas for improvement were also identified within the licensing indicators for Residential Services grouping. The agency needs to ensure that there is an approved safety plan in the home and that staff are trained on the contents of the plan. Emergency fact sheets need to include all relevant medical diagnoses as well as abilities/ limitations. The healthcare records need to be updated to include all diagnoses and recent dates for physical and dental appointments.

Within Employment and CBDS services, the agency must ensure that approved safety plans are in place, and emergency fact sheets are current with all relevant information up to date. The agency needs to ensure that all staff are trained in water safety, and individuals have been assessed for water safety. The agency needs to ensure informed consent is obtained and maintained annually for photos and videos used on the agency's social media accounts.

Certification indicators needing improvement within CBDS and Employment services included affording individuals the opportunity to provide feedback on staff, an analysis of individuals' wages and benefits on how they might impact their income and ensuring individuals receive education about employment rights and benefits.

The overall findings revealed that within IHS, Community Connections Inc. received a rating of Met in 91% of licensing indicators and will receive a Two-Year License. Within 60 days of the Service Enhancement Meeting, the agency will conduct follow-up on all licensing indicators rated Not Met. This service grouping is certified with 100% of certification indicators met.

Within CBDS and Employment, Community Connections, Inc. met 85% of licensing indicators, including all critical indicators, and will be issued a Two-Year License. The agency met 92% of certification indicators and is fully certified. Based on the scores, within 60 days of the Service Enhancement Meeting the DDS will conduct a follow-up on all not met licensing indicators.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Residential and Individual Home Supports	35/38	3/38	
Individual Home Supports			
Critical Indicators	2/2	0/2	
Total	42/46	4/46	91%
2 Year License			
# indicators for 60 Day Follow-up		4	

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Employment and Day Supports	46/54	8/54	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	53/62	9/62	85%
2 Year License			
# indicators for 60 Day Follow-up		9	

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

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	The agency's Human Rights Committee did not meet attendance requirements for their legal, medical, and clinical representatives. The agency needs to ensure that their Human Rights Committee meets all regulations for membership and attendance per their bylaws.

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

Indicator #	Indicator	Area Needing Improvement
L43	The health care record is maintained and updated as required.	For one individual, the Health Care Record had not included their current diagnoses and/or the most recent dates of annual physicals and dental exams. The agency needs to ensure that Health Care Records are maintained and updated as required.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For two individuals, ISP assessments had not been submitted to HCSIS within the required timelines. The agency needs to ensure that ISP assessments are submitted within the required timelines to HCSIS.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For one of two individuals, support strategies had not been submitted to HCSIS within the required ISP timelines. The agency needs to ensure that support strategies are submitted within the required timelines to HCSIS for individuals' ISP meetings.

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

Indicator #	Indicator	Area Needing Improvement
L5	There is an approved safety plan in home and work locations.	In two locations there was not an approved Safety Plan. The agency needs to ensure all locations have an approved safety plan.
L8	Emergency fact sheets are current and accurate and available on site.	In five of eighteen individuals, the Emergency Fact Sheet (EFS) was incomplete. The agency needs to ensure that the EFS are current and complete.
L27	If applicable, swimming pools and other bodies of water are safe and secure according to policy.	At one location, staff who escorted individuals to local water parks or other body of water were not trained in water safety. The agency needs to ensure that water safety training is provided to all staff who escort/supervise individuals while swimming.
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	For three individuals, images and/or videos had been published in the agency's newsletters or posted in the agency's media platforms even after consent for photo/media release had expired. The agency must ensure all media and photo consent forms clearly identify the specific use and the date or event when the consent expires.

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

Indicator #	Indicator	Area Needing Improvement
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	For four individuals for whom the agency had delegated money management responsibilities, a written money management and training plan was not in place. The agency needs to ensure that money management and training plans are developed for individuals for whom the agency has shared or delegated money management responsibilities.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For three of twelve individuals, ISP assessments had not been submitted to HCSIS within the required timelines. The agency needs to ensure that ISP assessments are submitted within the required timelines to HCSIS.
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 of thirteen individuals, the submission of ISP support strategies had not met the required timelines. The agency needs to ensure to meet the required timelines of the ISP support strategies.
L91	Incidents are reported and reviewed as mandated by regulation.	Incident report filing for three of five locations were not created and/or finalized within the required timelines. The agency needs to ensure to create and finalize incident reports within the required timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	18/18	0/18	
Individual Home Supports	18/18	0/18	
Total	24/24	0/24	100%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	31/34	3/34	
Community Based Day Services	14/15	1/15	
Employment Support Services	17/19	2/19	
Total	37/40	3/40	92%
Certified			

Community Based Day 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.	The agency had not sought feedback from individuals on employees at the time of hire and on staff's performance. The agency needs to ensure there is a system that includes all individuals input into the hiring and evaluation of staff who work with them.
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.	The agency had not sought feedback from individuals on employees at the time of hire and on staff's performance. The agency needs to ensure there is a system that includes all individuals input into the hiring and evaluation of staff who work with them.
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 completed a benefits analysis outline how current and future earned income would affect benefits for 7 individuals. Nor had the agency offer guidance and options for those individuals or their guardians on how to manage their income while preserving their benefits.

MASTER SCORE SHEET LICENSURE

Organizational: Community Connections, Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	13/13	Met
L3	Immediate Action	2/2	Met
L4	Action taken	1/1	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	4/4	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	6/6	Met
L83	HR training	6/6	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
L5	Safety Plan	L		1/1					1/1	Met
R L6	Evacuation	L		1/1					1/1	Met
L8	Emergency Fact Sheets	I		1/1					1/1	Met
L9 (07/21)	Safe use of equipment	I		2/2					2/2	Met
L31	Communication method	I		2/2					2/2	Met
L32	Verbal & written	I		2/2					2/2	Met
L33	Physical exam	I		1/1					1/1	Met
L34	Dental exam	I		1/1					1/1	Met
L35	Preventive screenings	I		1/1					1/1	Met
L36	Recommended tests	I		1/1					1/1	Met
L37	Prompt treatment	I		1/1					1/1	Met
L39	Dietary requirements	I		2/2					2/2	Met
L40	Nutritional food	L		1/1					1/1	Met
L41	Healthy diet	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
L42	Physical activity	L		2/2					2/2	Met
L43	Health Care Record	I		0/1					0/1	Not Met (0 %)
L47	Self medication	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		1/1					1/1	Met
L54 (07/21)	Privacy	I		1/1					1/1	Met
L67	Money mgmt. plan	I		1/1					1/1	Met
L68	Funds expenditure	I		1/1					1/1	Met
L69	Expenditure tracking	I		1/1					1/1	Met
L77	Unique needs training	I		2/2					2/2	Met
L80	Symptoms of illness	L		2/2					2/2	Met
L81	Medical emergency	L		2/2					2/2	Met
L85	Supervision	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
L86	Required assessments	I		0/2					0/2	Not Met (0 %)
L87	Support strategies	I		1/2					1/2	Not Met (50.0 %)
L88	Strategies implemented	I		2/2					2/2	Met
L91	Incident management	L		2/2					2/2	Met
L93 (05/22)	Emergency back-up plans	I		2/2					2/2	Met
L94 (05/22)	Assistive technology	I		2/2					2/2	Met
L96 (05/22)	Staff training in devices and applications	I		1/1					1/1	Met
#Std. Met/# 38 Indicator									35/38	
Total Score									42/46	
									91.30%	

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	9/9		7/9	16/18	Met (88.89 %)
L5	Safety Plan	L			0/2	0/2	Not Met (0 %)
℞ L6	Evacuation	L			2/2	2/2	Met
L7	Fire Drills	L			2/2	2/2	Met
L8	Emergency Fact Sheets	I	6/9		7/9	13/18	Not Met (72.22 %)
L9 (07/21)	Safe use of equipment	I	9/9		8/9	17/18	Met (94.44 %)
L10	Reduce risk interventions	I			1/1	1/1	Met
℞ L11	Required inspections	L			2/2	2/2	Met
℞ L12	Smoke detectors	L			2/2	2/2	Met
℞ L13	Clean location	L			2/2	2/2	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			2/2	2/2	Met
L16	Accessibility	L			2/2	2/2	Met
L17	Egress at grade	L			2/2	2/2	Met
L20	Exit doors	L			2/2	2/2	Met
L21	Safe electrical equipment	L			2/2	2/2	Met
L22	Well-maintained appliances	L			2/2	2/2	Met
L25	Dangerous substances	L			2/2	2/2	Met
L26	Walkway safety	L			2/2	2/2	Met
L27	Pools, hot tubs, etc.	L			0/1	0/1	Not Met (0 %)
L28	Flammables	L			2/2	2/2	Met
L29	Rubbish/combustibles	L			2/2	2/2	Met
L30	Protective railings	L			2/2	2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L31	Communication method	I	9/9		9/9	18/18	Met
L32	Verbal & written	I	9/9		9/9	18/18	Met
L37	Prompt treatment	I	9/9		9/9	18/18	Met
℞ L38	Physician's orders	I	2/2		5/5	7/7	Met
L39	Dietary requirements	I	2/2		2/2	4/4	Met
L44	MAP registration	L	1/1		2/2	3/3	Met
L45	Medication storage	L			2/2	2/2	Met
℞ L46	Med. Administration	I			4/4	4/4	Met
L49	Informed of human rights	I	9/9		7/9	16/18	Met (88.89 %)
L50 (07/21)	Respectful Comm.	I	9/9		9/9	18/18	Met
L51	Possessions	I	9/9		9/9	18/18	Met
L52	Phone calls	I	9/9		9/9	18/18	Met
L54 (07/21)	Privacy	I	9/9		9/9	18/18	Met
L55	Informed consent	I	1/1		0/3	1/4	Not Met (25.00 %)
L61	Health protection in ISP	I			1/1	1/1	Met
L67	Money mgmt. plan	I			0/4	0/4	Not Met (0 %)
L68	Funds expenditure	I			4/4	4/4	Met
L69	Expenditure tracking	I			4/4	4/4	Met
L77	Unique needs training	I	9/9		9/9	18/18	Met
L79	Restraint training	L			1/1	1/1	Met
L80	Symptoms of illness	L	3/3		2/2	5/5	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L81	Medical emergency	L	3/3		2/2	5/5	Met
L82	Medication admin.	L			2/2	2/2	Met
L84	Health protect. Training	I			1/1	1/1	Met
L85	Supervision	L	3/3		2/2	5/5	Met
L86	Required assessments	I	5/6		4/6	9/12	Not Met (75.00 %)
L87	Support strategies	I	4/6		3/7	7/13	Not Met (53.85 %)
L88	Strategies implemented	I	9/9		9/9	18/18	Met
L91	Incident management	L	2/3		0/2	2/5	Not Met (40.0 %)
L93 (05/22)	Emergency back-up plans	I	9/9		9/9	18/18	Met
L94 (05/22)	Assistive technology	I	9/9		9/9	18/18	Met
#Std. Met/# 54 Indicator						46/54	
Total Score						53/62	
						85.48%	

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
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	0/9	Not Met (0 %)
C8	Family/guardian communication	9/9	Met
C13	Skills to maximize independence	9/9	Met
C37	Interpersonal skills for work	9/9	Met
C38 (07/21)	Habilitative & behavioral goals	9/9	Met
C39 (07/21)	Support needs for employment	9/9	Met
C40	Community involvement interest	9/9	Met
C41	Activities participation	9/9	Met
C42	Connection to others	9/9	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C43	Maintain & enhance relationship	9/9	Met
C44	Job exploration	9/9	Met
C45	Revisit decisions	9/9	Met
C46	Use of generic resources	9/9	Met
C47	Transportation to/ from community	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/9	Not Met (44.44 %)
C8	Family/guardian communication	9/9	Met
C24	Job goals & support needs plan	4/4	Met
C25	Skill development	4/4	Met
C26	Benefits analysis	0/7	Not Met (0 %)
C27	Job benefit education	4/4	Met
C28	Relationships w/businesses	3/3	Met
C29	Support to obtain employment	4/4	Met
C30	Work in integrated settings	9/9	Met
C31	Job accommodations	8/8	Met
C32	At least minimum wages earned	9/9	Met
C33	Employee benefits explained	9/9	Met
C34	Support to promote success	9/9	Met
C35	Feedback on job performance	7/8	Met (87.50 %)
C36	Supports to enhance retention	9/9	Met
C37	Interpersonal skills for work	6/6	Met
C47	Transportation to/ from community	9/9	Met
C50	Involvement/ part of the Workplace culture	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met