



**PROVIDER REPORT  
FOR**

**COMMUNITY OPTIONS INC  
442 State St.  
PO Box 1352 Belchertown,  
MA 01007**

**September 27, 2022**

**Version**

**Public Provider Report**

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

# **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	COMMUNITY OPTIONS INC
<b>Review Dates</b>	8/24/2022 - 8/30/2022
<b>Service Enhancement Meeting Date</b>	9/13/2022
<b>Survey Team</b>	Eric Lunden (TL) Melanie Hutchison Melanie McNamara Danielle Chiaravallotti
<b>Citizen Volunteers</b>	

<b><u>Survey scope and findings for Employment and Day Supports</u></b>						
<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>	
Employment and Day Supports	3 location(s) 14 audit (s)	Full Review	49/55 2 Year License 09/13/2022 - 09/13/2024		38 / 42 Certified 09/13/2022 - 09/13/2024	
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	15 / 15	
Employment Support Services	2 location(s) 7 audit (s)			Full Review	19 / 21	
Planning and Quality Management				Full Review	4 / 6	

## **EXECUTIVE SUMMARY :**

Community Options, Inc. (CO) is a private, nonprofit organization that has been in operation since 1977. With its headquarters located in Belchertown, Community Options provides employment and community-based day supports (CBDS) to individuals in Belchertown and surrounding communities. The organization's employment and CBDS services were subject to this licensing and certification review.

Licensure and certification resumed the conduct of in-person surveys in July 2021. This licensing and certification review was a hybrid model of surveying, where most tasks were conducted in-person

while some were conducted through remote technologies. For this survey, interviews with key administrative and supervisory staff occurred through video conferencing, along with on-site observations, interviews with individuals and staff, review of environmental safety, and review of relevant documentation.

Review of the agency's services resulted in positive findings across several service domains, including environmental safety, workforce competency, and individual goal development and implementation. Review of training for a sample of staff found that all DDS mandated trainings were completed, including the most recent training required by DDS: Positive Behavior Supports, Incident Reporting, Universal Precautions, and Transmission Prevention for transmittable viruses. Through interviews, staff were also found to be respectful in their communications about individuals and knowledgeable of each person's background and employment history.

The environment at CBDS program sites was safe, well maintained, and clean. Standards for personal safety were met, including requirements for fire drills, emergency evacuation, and safety plan development and review. Staff and individuals were knowledgeable about the steps to take in the event of an emergency. Additionally, individualized goals for day or employment supports were submitted to DDS within required timelines and were implemented in accordance with provider support strategies outlined in ISPs.

Within areas subject to certification, positive outcomes were demonstrated for individuals receiving employment and day supports. The agency's CBDS program focused on meaningful and satisfying day activities. Individuals were able to schedule preferred activities, including in-house and community-based options. The agency created new activities based on the desires of the individuals they supported. For example, a jewelry making class developed for one individual became a favored activity for several participants. The agency also created remote activities during the pandemic to help people stay engaged and active in the program. Art in a Box was a popular choice where supplies were delivered to the homes of individuals wishing to participate. Individuals were able to work on a project with guidance from staff, remotely along with other individuals.

Individuals who received employment services were supported to obtain work that matched their interests and preferences. Individualized plans were developed based on assessment of work skills and desires. In addition to offering work at an agency-owned craft store, Community Options maintained connections with area business organizations in efforts to develop employment options for individuals.

In addition to the positive practices highlighted above, the review identified some areas in need of further attention. First, emergency fact sheets must reflect all required information. Provider-owned or leased worksites or program space must have required inspections. Supportive devices used by individuals for mobility within program sites must be authorized by a healthcare professional and staff must have knowledge of how this equipment should be used and maintained.

Within the context of human rights, the agency must provide annual training to individuals on their human rights and how to file a grievance with the agency. In addition, the agency's human rights committee must meet requirements for membership composition as well as fulfil its duties to review agency polices for compliance with human rights. It must also monitor agency methods of training individuals in human rights.

Among indicators subject to certification, the agency must ensure that individuals are provided opportunities for feedback on the hiring and ongoing performance reviews of staff that support them. Individuals who are employed must be given feedback on their job performance from their employer. Within the context of ongoing efforts to assess and improve service quality, the agency must actively solicit and utilize input from guardians and families regarding with services. Lastly, the agency must have a process to identify and measure progress on goals for service improvement.

As a result of the current review, the Employment and Day Support service group, operated by Community Options, will receive a Two-Year License, with a score of 89% of licensure indicators met. This service group is Certified with an overall score of 90% of certification indicators met. Follow-up will be conducted by OQE within 60 days on those licensing indicators that received a rating of Not Met.

## **LICENSURE FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Organizational</b>	<b>5/7</b>	<b>2/7</b>	
<b>Employment and Day Supports</b>	<b>44/48</b>	<b>4/48</b>	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>49/55</b>	<b>6/55</b>	<b>89%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>6</b>	

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L48	The agency has an effective Human Rights Committee.	<p>The agency's human rights committee did not meet composition requirements and had not fulfilled its responsibilities for reviewing agency policies that impact individuals' rights or the methods used to inform individuals and guardians about human rights.</p> <p>The agency needs to establish a fully constituted human rights committee consisting of at least five members. Regardless of the total number of members, at least three members must be individuals receiving services or parents, guardians, and/or advocates of individuals receiving services. Additionally, the human rights committee must review agency policies and procedures for compliance with DDS regulations on human rights as well as monitor and review the methods used by the agency to inform individuals and guardians of individuals' rights.</p>
L92 (07/21)	The Provider has ensured that all Provider owned/operated sub-locations	Two Provider operated sites that were used by individuals received community-based day supports did not have current heating inspections. Additionally, the fire alarm

	have the required licenses and inspections.	system at one site had not been inspected or tested within the past year. The agency needs to ensure that all provider-owned or leased employment or CBDS program sites have current applicable inspections.
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**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.	For nine individuals, Emergency Fact Sheets were not current or complete. The agency needs to ensure that Emergency Fact Sheets reflect all required information, including a current picture of the individual, and are available at individuals' program sites.
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	Four individuals had not received annual training in human rights and how to file a grievance with the agency. The agency must train individuals annually in their human rights, including training in the agency's grievance procedures.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For two individuals, authorization for supportive devices used by individuals had not been provided by a healthcare professional. The agency needs to ensure that health-related supports used by individuals are authorized by a healthcare professional. These authorizations must outline how the supportive device or equipment is to be used and maintained.
L84	Staff / care providers are trained in the correct utilization of health related protections per regulation.	For two individuals who used health-related supports, staff had not received training on the use and care of the equipment. The agency needs to ensure staff are trained in the application and care of supportive devices used by individuals.

## **CERTIFICATION FINDINGS**

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>4/6</b>	<b>2/6</b>	
<b>Employment and Day Supports</b>	<b>34/36</b>	<b>2/36</b>	
Community Based Day Services	15/15	0/15	
Employment Support Services	19/21	2/21	
<b>Total</b>	<b>38/42</b>	<b>4/42</b>	<b>90%</b>
<b>Certified</b>			

### **Planning and Quality Management Areas Needing Improvement on Standards not met:**

Indicator #	Indicator	Area Needing Improvement
C3	The provider actively solicits and utilizes input from the individuals and families regarding satisfaction with services.	The agency does not actively solicit feedback on services from families and guardians. The agency needs to develop mechanisms for obtaining feedback on service satisfaction and service quality from families and guardians, and this feedback must be used to direct service improvement activities.
C5	The provider has a process to measure progress towards achieving service improvement goals.	The agency had not set benchmarks or developed measurable criteria for accomplishing service improvement goals. The Provider must ensure that service improvement goals have been developed and benchmarks have been established to measure progress toward accomplishment.

### **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.	Two of seven individuals who received employment supports were not involved in the processes of hiring or evaluating the performance of staff. The agency needs to provide opportunities for individuals to offer input into the hiring and ongoing performance reviews of the staff who support them.

C35	Individuals are given feedback on job performance by their employer.	Two individuals who were employed were not given feedback on their job performance from their employer. The Provider must ensure that individuals receive feedback on their job performance from their employers on a schedule and manner commensurate with other employees.
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## MASTER SCORE SHEET LICENSURE

### Organizational: COMMUNITY OPTIONS INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
☒ L2	Abuse/neglect reporting	3/3	Met
L48	HRC	0/1	Not Met(0 % )
L74	Screen employees	2/2	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	4/4	Met
L83	HR training	3/4	Met(75.00 % )
L92 (07/21)	Licensed Sub-locations (e/d).	0/2	Not Met(0 % )

### 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	7/7		5/7	12/14	Met (85.71 %)
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	3/7		4/7	7/14	Not Met (50.0 %)
L9 (07/21)	Safe use of equipment	I	7/7		7/7	14/14	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
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	7/7		7/7	14/14	Met
L32	Verbal & written	I	7/7		7/7	14/14	Met
L37	Prompt treatment	I	7/7		7/7	14/14	Met
☒ L38	Physician's orders	I			3/4	3/4	Met
L39	Dietary requirements	I			2/2	2/2	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
☒ L46	Med. Administration	I			1/1	1/1	Met
L49	Informed of human rights	I	5/7		5/7	10/14	Not Met (71.43 %)
L50 (07/21)	Respectful Comm.	I	7/7		7/7	14/14	Met
L51	Possessions	I	7/7		7/7	14/14	Met
L52	Phone calls	I	7/7		7/7	14/14	Met
L54 (07/21)	Privacy	I	7/7		7/7	14/14	Met
L55	Informed consent	I	2/2		3/3	5/5	Met
L61	Health protection in ISP	I			0/2	0/2	Not Met (0 %)
L77	Unique needs training	I	7/7		7/7	14/14	Met

L80	Symptoms of illness	L	2/2		1/1	3/3	Met
L81	Medical emergency	L	2/2		1/1	3/3	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	2/2		1/1	3/3	Met
L86	Required assessments	I	5/6		6/7	11/13	Met (84.62 %)
L87	Support strategies	I	5/6		5/6	10/12	Met (83.33 %)
L88	Strategies implemented	I	7/7		7/7	14/14	Met
L91	Incident management	L	2/2		1/1	3/3	Met
L93 (05/22)	Emergency back-up plans	I	7/7		7/7	14/14	Met
L94 (05/22)	Assistive technology	I	7/7		7/7	14/14	Met
L96 (05/22)	Staff training in devices and applications	I	5/5		4/4	9/9	Met
#Std. Met/# 48 Indicator						44/48	
Total Score						49/55	
						89.09%	

## 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	0/1	Not Met (0 %)
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	0/1	Not Met (0 %)
C6	Future directions planning	1/1	Met

## Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	<b>Met</b>
C8	Family/guardian communication	7/7	<b>Met</b>
C13	Skills to maximize independence	7/7	<b>Met</b>
C37	Interpersonal skills for work	2/2	<b>Met</b>
C38 (07/21)	Habilitative & behavioral goals	2/2	<b>Met</b>
C39 (07/21)	Support needs for employment	2/2	<b>Met</b>
C40	Community involvement interest	7/7	<b>Met</b>
C41	Activities participation	7/7	<b>Met</b>
C42	Connection to others	7/7	<b>Met</b>
C43	Maintain & enhance relationship	7/7	<b>Met</b>
C44	Job exploration	6/6	<b>Met</b>
C45	Revisit decisions	7/7	<b>Met</b>
C46	Use of generic resources	7/7	<b>Met</b>
C47	Transportation to/ from community	7/7	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	7/7	<b>Met</b>

#### Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/7	<b>Not Met (71.43 %)</b>
C8	Family/guardian communication	7/7	<b>Met</b>
C22	Explore job interests	5/5	<b>Met</b>
C23	Assess skills & training needs	5/5	<b>Met</b>
C24	Job goals & support needs plan	4/5	<b>Met (80.0 %)</b>
C25	Skill development	5/5	<b>Met</b>
C26	Benefits analysis	7/7	<b>Met</b>
C27	Job benefit education	5/5	<b>Met</b>
C28	Relationships w/businesses	2/2	<b>Met</b>
C29	Support to obtain employment	5/5	<b>Met</b>
C30	Work in integrated settings	7/7	<b>Met</b>
C31	Job accommodations	4/4	<b>Met</b>
C32	At least minimum wages earned	3/3	<b>Met</b>

C33	Employee benefits explained	6/6	<b>Met</b>
C34	Support to promote success	6/6	<b>Met</b>
C35	Feedback on job performance	3/5	<b>Not Met (60.0 %)</b>
C36	Supports to enhance retention	6/6	<b>Met</b>
C37	Interpersonal skills for work	5/5	<b>Met</b>
C47	Transportation to/ from community	7/7	<b>Met</b>
C50	Involvement/ part of the Workplace culture	6/6	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	7/7	<b>Met</b>