



**PROVIDER REPORT
FOR**

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

November 13, 2024

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	COMMUNITY OPTIONS INC
Review Dates	10/7/2024 - 10/11/2024
Service Enhancement Meeting Date	10/30/2024
Survey Team	Marisa Himes Eric Lunden (TL) Janina Millet
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	3 location(s) 16 audit (s)	Full Review	47/52 2 Year License 10/30/2024 - 10/30/2026		40 / 42 Certified 10/30/2024 - 10/30/2026
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	14 / 15
Employment Support Services	2 location(s) 9 audit (s)			Full Review	20 / 21
Planning and Quality Management				Full Review	6 / 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 scope of this survey conducted by the Department of Developmental Services (DDS) Central West Office of Quality Enhancement (OQE) was a full licensing and certification review of its Employment and CBDS services.

Survey findings, at the organizational level, showed that the agency maintained an effective Human Rights Committee, comprised of long-standing members who were knowledgeable of their roles and familiar with the service locations and individuals they serve. Membership requirements and quorum were maintained at quarterly meetings, and meeting minutes were informative and well organized.

Findings from the review were positive in many licensing areas, including in the areas of communication. Support staff were familiar with, and well versed in each individual's mode of communication, including the use of sign language unique to one individual receiving services. Support staff were respectful in their written and verbal communications with and about individuals and were knowledgeable of each persons' needs.

Many areas of strength were also noted in certification findings; in particular, relating to individuals being supported to enjoy meaningful and fulfilling day activities within Community Based Day Services. Individuals were being supported to explore, discover, and connect with their personal interests and options for community involvement. Individuals were supported daily to choose activities of their interest and alter their schedules as desired.

In addition to these positive findings, several areas were identified where the agency should give further attention. Organizationally, the agency system for tracking and oversight of employee training must ensure that all staff receive all DDS mandated trainings. Agency-owned or operated CBDS sub-locations must maintain current relevant inspections. For all areas identified as needing attention, correction must be made in a timely manner.

Relative to licensure, the agency must focus attention on ensuring that all individuals receive annual training on human rights and how to file a grievance, and abuse and neglect (DPPC); guardians must also be sent information relating to human rights and DPPC reporting. The agency is encouraged to broaden its assessment mechanisms to ensure that all individuals are fully assessed in relation to Assistive Technology (AT) needs that could promote independence; and support offered to obtain, and use identified AT devices.

Relative to certification, the agency must develop a formal method for soliciting and incorporating individual input both during the hiring process, and on an ongoing basis the performance evaluation of support staff.

As a result of the review, Community Options, Inc., received an overall score of 90% of licensure indicators met; the Employment and Day service grouping has thus earned a Two-Year License. Follow-up will be conducted by the agency on the licensing indicators that received a rating of Not Met within 60 days, and the result will be shared with the DDS Central West Office of Quality Enhancement. The Employment and Day service grouping is Certified, with an overall score of 95% of certification indicators met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	4/6	2/6	
Employment and Day Supports	43/46	3/46	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	47/52	5/52	90%
2 Year License			
# indicators for 60 Day Follow-up		5	

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.	For two of four employees, mandated trainings were incomplete. One employee, who was designated Fire Safety Officer and Human Rights Officer, had not received DDS Formal Fire Safety Training or Human Rights Officer Training. The agency needs to ensure that staff are trained in all mandated trainings and certifications.
L92 (07/21)	The Provider has ensured that all Provider owned/operated sub-locations have the required licenses and inspections.	At one of two CBDS sub-locations, the fire system inspected by the Belchertown Fire Department on 8/27/2024 was noted to have failed inspection with several violations noted. The agency must ensure that all agency owned/operated sub-locations have the required licenses and current inspections.

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

Indicator #	Indicator	Area Needing Improvement
L1	Individuals have been trained and guardians are provided with information in how to report alleged abuse/neglect.	Six of sixteen individuals reviewed, were not supported to receive annual training on how to report abuse and neglect with DPPC. The agency must ensure that individuals are trained annually, and guardians receive information on how to report abuse and neglect to DPPC.
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.	Six of sixteen individuals reviewed, were not supported to receive annual human rights training. The agency must ensure that individuals are trained annually, and guardians receive information relative to human rights.
L94 (05/22)	Individuals have assistive technology to maximize independence.	Six of sixteen individuals reviewed, were not assessed in relation to Assistive Technology (AT), to determine if they would benefit from the addition of AT that could increase their level of independence. The agency needs to ensure that all individuals are assessed in relation to assistive technology needs; and that when an assessment identifies areas of need, individuals are then supported to obtain and use the identified Assistive Technology in a timely manner.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	34/36	2/36	
Community Based Day Services	14/15	1/15	
Employment Support Services	20/21	1/21	
Total	40/42	2/42	95%
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.	All seven individuals reviewed, did not have opportunity to give feedback which would inform ongoing performance evaluations of the staff who support them. The agency needs to develop mechanisms for incorporating individuals' input into the processes of both hiring and evaluating of staff who support 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.	All nine individuals reviewed, did not have the opportunity to provide input at the time of hire or give feedback which would inform ongoing performance evaluations of the staff who support them. The agency needs to develop mechanisms for incorporating individuals' input into the processes of both hiring and evaluating of staff who support them.

MASTER SCORE SHEET LICENSURE




Organizational: COMMUNITY OPTIONS INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	2/2	Met
L48	HRC	1/1	Met

L74	Screen employees	1/1	Met
L76	Track trainings	2/4	Not Met(50.0 %)
L83	HR training	4/4	Met
L92 (07/21)	Licensed Sub-locations (e/d).	1/2	Not Met(50.0 %)

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	5/9		5/7	10/16	Not Met (62.50 %)
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	8/9		6/7	14/16	Met (87.50 %)
L9 (07/21)	Safe use of equipment	I	9/9		5/5	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
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
L29	Rubbish/combustibles	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			3/3	3/3	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	5/9		5/7	10/16	Not Met (62.50 %)
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
L55	Informed consent	I	3/3		3/3	6/6	Met
L61	Health protection in ISP	I			1/1	1/1	Met
L62	Health protection review	I			1/1	1/1	Met
L77	Unique needs training	I	9/9		7/7	16/16	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	3/3		1/1	4/4	Met
L85	Supervision	L	2/2		1/1	3/3	Met
L86	Required assessments	I	6/7		4/4	10/11	Met (90.91 %)
L87	Support strategies	I	7/7		4/5	11/12	Met (91.67 %)
L88	Strategies implemented	I	8/8		6/6	14/14	Met
L91	Incident management	L	2/2		1/1	3/3	Met
L93 (05/22)	Emergency back-up plans	I	9/9		7/7	16/16	Met
L94 (05/22)	Assistive technology	I	5/9		5/7	10/16	Not Met (62.50 %)
L96 (05/22)	Staff training in devices and applications	I	5/5		6/6	11/11	Met

#Std. Met/# 46 Indicator						43/46	
Total Score						47/52	
						90.38%	

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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/7	Not Met (0 %)
C8	Family/guardian communication	7/7	Met
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	7/7	Met
C38 (07/21)	Habilitative & behavioral goals	4/4	Met
C39 (07/21)	Support needs for employment	5/5	Met
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	5/5	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	0/9	Not Met (0 %)
C8	Family/guardian communication	9/9	Met
C22	Explore job interests	5/5	Met
C23	Assess skills & training needs	5/5	Met
C24	Job goals & support needs plan	5/5	Met
C25	Skill development	5/5	Met
C26	Benefits analysis	7/8	Met (87.50 %)
C27	Job benefit education	5/5	Met
C28	Relationships w/businesses	2/2	Met
C29	Support to obtain employment	5/5	Met
C30	Work in integrated settings	8/8	Met
C31	Job accommodations	7/7	Met
C32	At least minimum wages earned	8/8	Met
C33	Employee benefits explained	7/8	Met (87.50 %)
C34	Support to promote success	8/8	Met
C35	Feedback on job performance	7/7	Met
C36	Supports to enhance retention	7/7	Met
C37	Interpersonal skills for work	4/4	Met
C47	Transportation to/ from community	9/9	Met
C50	Involvement/ part of the Workplace culture	8/8	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met