|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  | |  | | --- | |  | |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  | |  | | --- | | **PROVIDER REPORT FOR** | | | |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  | |  | | --- | | **COMMUNITY SUPPORT ASSOCIATES, INC PO BOX 1987  HYANNIS, MA 02601** | | | | | | |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  | |  | | --- | |  | | | | | | | |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  | |  | | --- | | **Version** | | | | | | |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  | |  | | --- | | **Public Provider Report** | | | | | | | | | | |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  | |  | | --- | | **Prepared by the Department of Developmental Services OFFICE OF QUALITY ENHANCEMENT** | | | | | | | | | | | | |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  | |  | | --- | | **SUMMARY OF OVERALL FINDINGS** | |  |  |
|  |  |  |  |  |
|  | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  |  |  |  |  |  | |  | |  | | --- | | **Provider** | |  | |  | | --- | | COMMUNITY SUPPORT ASSOCIATES, INC | |  |  | |  |  |  |  |  |  | |  | |  | | --- | | **Review Dates** | |  | |  | | --- | | 4/12/2022 - 4/14/2022 | |  |  | |  |  |  |  |  |  | |  | |  | | --- | | **Service Enhancement  Meeting Date** | |  | |  | | --- | | 4/27/2022 | |  |  | |  |  |  |  |  | |  |  |  |  |  |  | |  | |  | | --- | | **Survey Team** | |  | |  | | --- | | Tina Napolitan (TL) | | |  | |  |  |  |  |  |  | |  | |  | | --- | | **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** | | | | | | 1 location(s)  2 audit (s) | Full Review | 22/25 2 Year License 04/27/2022 - 04/27/2024 |  | 26 / 28 Certified 04/27/2022 - 04/27/2024 | | Employment Support Services | | | | | | 1 location(s)  2 audit (s) |  |  | Full Review | 21 / 22 | | Planning and Quality Management | | | | | |  |  |  | Full Review | 5 / 6 | |  | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | |  |  |
|  | |  | | --- | | **EXECUTIVE SUMMARY :** | | |  |  |
|  |  | |  |  |
|  | |  | | --- | | Community Support Associates, Inc. (CSA), is a for profit human service agency established in 1993. The agency, based in Hyannis, provides residential, case management, employment, outreach, and recreational supports to people with traumatic brain injury and other disabilities living on Cape Cod and the Islands. Additionally, the agency operates as a regional service center funded by the Massachusetts Rehabilitation Commission (MRC) to provide support coordination and individual skills training for people with traumatic brain injury. The agency's DDS services are small and include employment supports to three people.   The focus of this review was a full licensure and certification review of the agency's DDS Employment Support services. The survey involved review of two of the three individual's receiving employment services. Supports provided were specific to their individualized needs, and included assistance obtaining competitive employment, faded job coaching, and one to one job coaching when needed.  There were many strengths observed throughout the survey. Individuals were treated with respect and dignity with privacy being respected. Agency staff visit individuals at their place of employment and privately and respectfully communicate with individuals regarding personal and confidential information. Individuals had gainful, meaningful jobs that they enjoy and wish to remain at. When appropriate, staff reviewed how wages impact entitlements. Agency staff are very familiar with individuals' unique needs and support needs and trusting relationships had been established.   Organizationally, while small and very individual-centric, the agency could enhance their processes to gather feedback from individua's/guardians/families regarding satisfaction of services and incorporate suggestions into their future planning.   Within the licensing domain, the agency should focus attention on the development of a grievance policy on behalf of the individuals receiving services. The agency needs to ensure that individuals' ISP assessments and support strategies are submitted within the required timelines. In the certification domain, the agency needs to ensure that people in the employment service can provide feedback on agency staff on a routine basis to assist in the development of agency staff performance goals.    Community Support Associates is granted a Two-Year License and is Certified for its Employment Services, with a Met standard in 22 of 25 licensure indicators for a score of 88% in licensure. The agency achieved a Met standard in 26 of 28 certification indicators for a score of 93%. Follow-up on the Licensure indicators will occur by DDS in 60 days. | |  | |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | |  |  |  | | --- | --- | --- | |  | |  | | |  | | --- | | **LICENSURE FINDINGS** | | |  | |  | |  | | |  |  |  |  | | --- | --- | --- | --- | |  | **Met / Rated** | **Not Met / Rated** | **% Met** | | **Organizational** | **5/5** | **0/5** |  | | **Employment and Day Supports** | **17/20** | **3/20** |  | | Employment Support Services |  |  |  | | **Critical Indicators** | **0/0** | **0/0** |  | | **Total** | **22/25** | **3/25** | **88%** | | **2 Year License** |  |  |  | | **# indicators for 60 Day Follow-up** |  | **3** |  | |  |  |  |  | |  | | |  | |  | | |  |  |
|  |  | |  |  |
|  | |  | | --- | |  | | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  |  |  | | |  | |  | **Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:** |  |  | | | |  | **Indicator #** | | | **Indicator** | **Area Needing Improvement** | |  | 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. | The agency does not have a grievance policy. The agency needs to develop a grievance policy and ensure all individuals are aware of how to file a grievance. | |  | L86 | | | Required assessments concerning individual needs and abilities are completed in preparation for the ISP. | For one individual, the submission of ISP assessments did not meet required timelines. The agency needs to ensure that required timelines are met. | |  | 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 individual, the submission of ISP support strategies did not meet required timelines. The agency needs to ensure that required timelines are met. | | |  | |  | |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | | |  |  |  |
|  | |  | | --- | | **CERTIFICATION FINDINGS** | | | |  |  |  |
|  |  | | |  |  |  |
|  | |  |  |  |  | | --- | --- | --- | --- | |  | **Met / Rated** | **Not Met / Rated** | **% Met** | | **Certification - Planning and Quality Management** | **5/6** | **1/6** |  | | **Employment and Day Supports** | **21/22** | **1/22** |  | | Employment Support Services | 21/22 | 1/22 |  | | **Total** | **26/28** | **2/28** | **93%** | | **Certified** |  |  |  | |  |  |  |  | |  | | |  |  |
|  |  | | |  |  |  |
|  | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | **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. | None of the three individuals served in the DDS employment program were presented with the opportunity to provide feedback on their level of satisfaction of their employment services and supports. The agency had no mechanism to effect change based on these surveys. The agency needs to ensure that satisfaction of services is solicited and used when developing agency goals. | |  |  | | |  |  | |  |  | | |  |
|  |  | | |  |  |  |
|  | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | **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. | The agency has not solicited feedback from individuals on their staff's performance. The agency needs to ensure that there is a mechanism in place to solicit feedback on agency staff performance on an on-going basis. | |  |  | | |  |  | |  |  | | |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | | |  |  |  |
|  | |  | | --- | | **MASTER SCORE SHEET LICENSURE** | | | |  |  |  |
|  |  | | |  |  |  |
|  | |  | | --- | | **Organizational: COMMUNITY SUPPORT ASSOCIATES, INC** | |  | | |  |  |
|  |  | | |  |  |  |
|  | |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | **Indicator #** | **Indicator** | **Met/Rated** | **Rating(Met,Not Met,NotRated)** | |  | L48 | HRC | **1/1** | **Met** | |  | L74 | Screen employees | **1/1** | **Met** | |  | L75 | Qualified staff | **1/1** | **Met** | |  | L76 | Track trainings | **1/1** | **Met** | |  | L83 | HR training | **1/1** | **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 | 2/2 |  |  | **2/2** | **Met** | |  | L8 | Emergency Fact Sheets | I | 2/2 |  |  | **2/2** | **Met** | |  | L9 (07/21) | Safe use of equipment | I | 2/2 |  |  | **2/2** | **Met** | |  | L10 | Reduce risk interventions | 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** | |  | L49 | Informed of human rights | I | 0/2 |  |  | **0/2** | **Not Met (0 %)** | |  | 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** | |  | L54 (07/21) | Privacy | I | 2/2 |  |  | **2/2** | **Met** | |  | L77 | Unique needs training | I | 2/2 |  |  | **2/2** | **Met** | |  | L80 | Symptoms of illness | L | 1/1 |  |  | **1/1** | **Met** | |  | L81 | Medical emergency | L | 1/1 |  |  | **1/1** | **Met** | |  | L85 | Supervision | L | 1/1 |  |  | **1/1** | **Met** | |  | L86 | Required assessments | I | 0/1 |  |  | **0/1** | **Not Met (0 %)** | |  | L87 | Support strategies | I | 0/1 |  |  | **0/1** | **Not Met (0 %)** | |  | L88 | Strategies implemented | I | 2/2 |  |  | **2/2** | **Met** | |  | L91 | Incident management | L | 1/1 |  |  | **1/1** | **Met** | |  | **#Std. Met/# 20 Indicator** |  |  |  |  |  | **17/20** |  | |  | **Total Score** |  |  |  |  |  | **22/25** |  | |  |  |  |  |  |  |  | **88.00%** |  | |  |  |  | | | |  |
|  |  | | | |  |  |  |  |
|  | |  | | --- | | **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 | 0/3 | **Not Met (0 %)** | |  | 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 | 0/2 | **Not Met (0 %)** | | C8 | | | | Family/guardian communication | 2/2 | **Met** | | C22 | | | | Explore job interests | 2/2 | **Met** | | C23 | | | | Assess skills & training needs | 2/2 | **Met** | | C24 | | | | Job goals & support needs plan | 2/2 | **Met** | | C25 | | | | Skill development | 2/2 | **Met** | | C26 | | | | Benefits analysis | 2/2 | **Met** | | C27 | | | | Job benefit education | 2/2 | **Met** | | C28 | | | | Relationships w/businesses | 1/1 | **Met** | | C29 | | | | Support to obtain employment | 2/2 | **Met** | | C30 | | | | Work in integrated settings | 2/2 | **Met** | | C31 | | | | Job accommodations | 2/2 | **Met** | | C32 | | | | At least minimum wages earned | 2/2 | **Met** | | C33 | | | | Employee benefits explained | 2/2 | **Met** | | C34 | | | | Support to promote success | 2/2 | **Met** | | C35 | | | | Feedback on job performance | 2/2 | **Met** | | C36 | | | | Supports to enhance retention | 2/2 | **Met** | | C37 | | | | Interpersonal skills for work | 2/2 | **Met** | | C47 | | | | Transportation to/ from community | 2/2 | **Met** | | C50 | | | | Involvement/ part of the Workplace culture | 2/2 | **Met** | | C51 | | | | Ongoing satisfaction with services/ supports | 2/2 | **Met** | | C54 | | | | Assistive technology | 2/2 | **Met** | |  | | | |  |  |  | |  |  | | | |  |  |