



**PROVIDER REPORT
FOR
COOPERATIVE FOR HUMAN
SERVICES
420 Bedford St, Ste. 100
Lexington, MA 02420**

May 20, 2021

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider COOPERATIVE FOR HUMAN SERVICES

Review Dates 3/24/2021 - 3/30/2021

Service Enhancement Meeting Date 4/13/2021

Survey Team Anne Carey (TL)
Raquel Rodriguez
Meagan Caccioppoli
John Hazelton
John Downing
Michelle Stomboly-Lorenzo (TL)
Jennifer Conley-Sevier

Citizen Volunteers

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	17 location(s) 20 audit(s)	Full Review	81/89 2 Year License 04/13/2021 - 04/13/2023		92 / 95 Certified 04/13/2021 - 04/13/2023
Residential Services	9 location(s) 9 audit (s)			Full Review	21 / 22
ABI-MFP Residential Services	1 location(s) 3 audit (s)			Full Review	22 / 22
Placement Services	4 location(s) 4 audit (s)			Full Review	21 / 22
Individual Home Supports	3 location(s) 4 audit (s)			Full Review	22 / 23
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Founded in 1981, the Cooperative for Human Services Inc. (CHS) is a multi-service organization that provides residential, ABI residential, day, family support, and individual support services in over 40 eastern Massachusetts communities and corporate guardianship services throughout Massachusetts.

For this 2021 DDS Licensing and Certification evaluation, CHS received a full licensing and certification review of its residential services, which consisted of audits conducted at twenty-four-hour homes, ABI homes, Individual Home Supports, and Placement Services. Cooperative for Human Services, Inc., was one of the first agencies to be evaluated since the resumption of licensing and certification surveys after surveys were on hold for a full year due to the pandemic and state of emergency.

Within the realm of licensing, CHS's ensured individuals' well-being; this was evident in many areas during the survey. At an organizational level, the agency had an effective staff training system that ensured that its staff received all mandated training and supplemental/staff development training at various sites to understand individuals' unique needs fully. Noteworthy was the agency's staff actions to ensure individual's health and safety during and through the pandemic.

The agency supported people to have good quality lives across all residential service models in homes that were well maintained and portrayed a sense of value and ownership by the individuals that resided there. Staff supported individuals to accomplish their identified ISP goals and understood how to interact with and effectively assist people to build skills and accomplish desired objectives. For those requiring clinical support necessitating behavior or PBS plans, the agency ensured that plans included all the necessary components. Staff had received the training required to implement PBS plans effectively and assured all required reviews had occurred.

There were many positive examples of staff supporting individuals to live healthy lifestyles by remaining physically active and being offered nutritious diets. For example, staff assisted one person with making healthier lifestyle choices in several ways. Staff created a personalized picture plate to use as a visual aid to encourage him to make healthy food choices. They also supported him in maintaining his rigorous physical activity schedule with frequent walks at the local track. When he could not be physically active outside, staff found various physical activities and routines online to do while at home. One individual was supported by staff to lose over 30 lbs. over the past year and was encouraged to find ways to stay active throughout the pandemic. For another individual, who required PT, the staff made a concerted effort to continue her PT at home during the pandemic to help with muscle constriction and maintain physical health.

In the area of certification, organizationally, CHS measured its progress toward meeting its strategic planning initiatives and solicited input from all its stakeholders to ensure satisfaction with its services. It also made mid-course corrections and modifications to address the pandemic. Residentially, people were supported to have a choice in their daily living situations, including meal planning and preparation, personal hobbies, and other ways in which they chose to spend their free time. Individuals were supported to acquire and maintain skills to maximize their independence.

The agency ensured that individuals were able to keep in touch with family and friends in various ways and demonstrated the importance of maintaining connections to loved ones. For example, for one individual, for whom typical communication through telephones or video conferences is not adequate, the agency supported the family to visit outside the home and wave through the window. One noteworthy initiative included a sibling support initiative which fostered connecting individuals to their siblings and communities, while building and maintaining close relationships. The sibling events are one example of the various agency occurrences it hosts at its farm to further support family members and their loved ones and friends to get together.

While the survey highlighted the agency's support to individuals to actualize their goals, preferences, and ambitions in many areas, some areas require further concentrated efforts. Timelines for submissions were one such area; the agency needs to ensure the timely submission of ISP assessments, restraint reports, and incident reports. In the area of money management, funds management training plans should be in place and agreed to by the individual/guardian. The agency needs to ensure that all staff receive the required restraint training before implementing emergency restraints. In the area of certification, the presence of staff's knowledge regarding individuals' unique interests and needs and the provision of support/resources relative to intimacy and companionship were not always known. Staff need to evaluate and be able to articulate each individual's needs and interests in this area and ensure that individuals are fully supported.

Based on the findings of this survey review, CHS met 91% of the licensing indicators, including all critical indicators and will receive a Two-Year License for its Residential/Individual Home Supports Services. The agency met 97% of the certification indicators and is certified within this service grouping. CHS will conduct its own follow up on the licensing indicators that were rated not met, within 60 days of the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/10	2/10	
Residential and Individual Home Supports	73/79	6/79	
Residential Services ABI-MFP Residential Services Placement Services Individual Home Supports			
Critical Indicators	8/8	0/8	
Total	81/89	8/89	91%
2 Year License			
# indicators for 60 Day Follow-up		8	

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 Human Rights Committee lacked consistent attendance from members with legal and medical expertise. The agency needs to ensure that all Human Rights Committee Meetings function effectively by ensuring that input is consistently garnered from all mandated members, including members with legal and medical expertise.
L65	Restraint reports are submitted within required timelines.	Of the 10 restraint reports reviewed over the previous 13 months, three had been created outside of the required 3-day timeline, and five restraint reports had not been reviewed and finalized by management within the required 5 day timeline. The agency needs to ensure that all restraint reports are created, reviewed, and finalized within the required timelines.

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

Indicator #	Indicator	Area Needing Improvement
L63	Medication treatment plans are in written format with required components.	Three medication treatment plans for those prescribed behavior modifying medications were missing baseline and/or historical data, and for some, current data for review by the treating clinician to assess the efficacy of the plan and a process to reduce or eliminate the need for the medication. The agency needs to ensure that the plans include data, both historical and current, from which to measure the success of the medication over time, and some criteria for re-evaluation, including a measure of success, and a plan to fade or discontinue the medication based on the re-evaluation.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	Some individuals for whom the agency had delegated or shared financial management oversight did not have a financial training plan, and for others, agreement from the guardian for the financial management plan had not been obtained. The agency needs to establish a detailed written plan of how support is being provided to each individual so that each person is supported to actively develop skills with regard to money management. The agency also needs to ensure that it obtains agreement from the guardians for these money management plans.
L79	Staff are trained in safe and correct administration of restraint.	There were instances at three locations of untrained staff having utilized emergency physical restraints. The agency needs to ensure that all applicable staff are trained in a DDS approved emergency restraint curriculum and prepared for potential emergencies requiring the implementation of physical restraints.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For 4 individuals, assessments had not been completed and submitted to DDS 15 days prior in preparation for the ISP. The agency needs to ensure that assessments are completed in preparation for the ISP and submitted in accordance with regulatory requirements.
L89	The provider has a complaint and resolution process that is effectively implemented at the local level.	The required complaint resolution process was not being followed. In particular, a complaint log in the home was not being utilized. The agency needs to ensure that the expectations for reporting and responding to complaints is occurring, including documentation of all complaints within the log as required.
L91	Incidents are reported and reviewed as mandated by regulation.	Incident reports at 9 sites were not created and/or submitted within the required timelines. The agency needs to ensure that all incident reports are created, reviewed, and submitted 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	86/89	3/89	
ABI-MFP Residential Services	22/22	0/22	
Individual Home Supports	22/23	1/23	
Residential Services	21/22	1/22	
Placement Services	21/22	1/22	
TOTAL	92/95	3/95	97%
Certified			

Individual Home Supports- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Individuals' desires, wants and wishes had not been thoroughly assessed so they could be supported further around intimacy and companionship. The agency needs to develop a systematic approach to support all individuals; an evaluative process should be used to assess the interests, abilities and support needs of individuals, as it relates to the various aspects of intimacy and companionship, and once assessments are complete, the agency needs to further support individuals to actualize their interests. The agency also needs to support staff to be trained and knowledgeable in assessing individuals' needs and desires regarding intimacy and companionship.

Placement Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Individuals' desires, wants and wishes had not been thoroughly assessed so they could be supported further around intimacy and companionship. The agency needs to develop a systematic approach to support all individuals; an evaluative process should be used to assess the interests, abilities and support needs of individuals, as it relates to the various aspects of intimacy and companionship, and once assessments are complete, the agency needs to further support individuals to actualize their interests. The agency also needs to support staff to be trained and knowledgeable in assessing individuals' needs and desires regarding intimacy and companionship.

Residential Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Individuals' desires, wants and wishes had not been thoroughly assessed so they could be supported further around intimacy and companionship. The agency needs to develop a systematic approach to support all individuals; an evaluative process should be used to assess the interests, abilities and support needs of individuals, as it relates to the various aspects of intimacy and companionship, and once assessments are complete, the agency needs to further support individuals to actualize their interests. The agency also needs to support staff to be trained and knowledgeable in assessing individuals' needs and desires regarding intimacy and companionship.

MASTER SCORE SHEET LICENSURE

Organizational: COOPERATIVE FOR HUMAN SERVICES

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	15/16	Met(93.75 %)
L3	Immediate Action	15/15	Met
L4	Action taken	15/15	Met
L48	HRC	0/1	Not Met(0 %)
L65	Restraint report submit	4/10	Not Met(40.0 %)
L66	HRC restraint review	10/10	Met
L74	Screen employees	6/6	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	18/18	Met
L83	HR training	18/18	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	9/9	4/4	4/4		3/3		20/20	Met
L5	Safety Plan	L	9/9	3/3	4/4		1/1		17/17	Met
R L6	Evacuation	L	9/9	3/3	4/4		1/1		17/17	Met
L7	Fire Drills	L	9/9				1/1		10/10	Met
L8	Emergency Fact Sheets	I	8/9	4/4	3/4		3/3		18/20	Met (90.0 %)
L9	Safe use of equipment	L	9/9	3/3			1/1		13/13	Met
L10	Reduce risk interventions	I	5/5		0/1		1/1		6/7	Met (85.71 %)
R L11	Required inspections	L	9/9	1/1	4/4		1/1		15/15	Met
R L12	Smoke detectors	L	9/9	1/1	4/4		1/1		15/15	Met
R L13	Clean location	L	9/9	1/1	4/4		1/1		15/15	Met
L14	Site in good repair	L	9/9	1/1	4/4		1/1		15/15	Met
L15	Hot water	L	9/9	1/1	4/4		1/1		15/15	Met
L16	Accessibility	L	9/9		3/3		1/1		13/13	Met
L17	Egress at grade	L	9/9		4/4		1/1		14/14	Met
L18	Above grade egress	L	9/9		2/2		1/1		12/12	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
L19	Bedroom location	L	9/9				1/1		10/10	Met
L20	Exit doors	L	9/9				1/1		10/10	Met
L21	Safe electrical equipment	L	9/9	1/1	4/4		1/1		15/15	Met
L22	Well- maintai ned appliances	L	9/9	1/1	4/4		1/1		15/15	Met
L23	Egress door locks	L	9/9				1/1		10/10	Met
L24	Locked door access	L	9/9				1/1		10/10	Met
L25	Danger ous substances	L	9/9	1/1			1/1		11/11	Met
L26	Walkway safety	L	9/9	1/1	4/4		1/1		15/15	Met
L27	Pools, hot tubs, etc.	L	1/1						1/1	Met
L28	Flammables	L	9/9	1/1			1/1		11/11	Met
L29	Rubbish /combustibles	L	9/9	1/1	4/4		1/1		15/15	Met
L30	Protective railings	L	9/9	1/1	3/3		1/1		14/14	Met
L31	Communication method	I	9/9	4/4	4/4		3/3		20/20	Met
L32	Verbal & written	I	9/9	4/4	4/4		3/3		20/20	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
L33	Physical exam	I	9/9	4/4	4/4		3/3		20/20	Met
L34	Dental exam	I	8/8	3/3	4/4		3/3		18/18	Met
L35	Preventive screenings	I	9/9	4/4	3/4		3/3		19/20	Met (95.00 %)
L36	Recommended tests	I	7/9	3/3	4/4		3/3		17/19	Met (89.47 %)
L37	Prompt treatment	I	9/9	3/3	2/2		2/2		16/16	Met
℞ L38	Physician's orders	I	7/7		2/3		2/2		11/12	Met (91.67 %)
L39	Dietary requirements	I	5/5		2/2				7/7	Met
L40	Nutritional food	L	9/9	2/2			1/1		12/12	Met
L41	Healthy diet	L	9/9	3/3	4/4		1/1		17/17	Met
L42	Physical activity	L	9/9	3/3	4/4		1/1		17/17	Met
L43	Health Care Record	I	9/9	4/4	4/4		2/3		19/20	Met (95.00 %)
L44	MAP registration	L	9/9				1/1		10/10	Met
L45	Medication storage	L	9/9				1/1		10/10	Met
℞ L46	Med. Administration	I	9/9		3/3		3/3		15/15	Met
L47	Self medication	I	2/2	4/4	4/4		1/1		11/11	Met
L49	Informed of human rights	I	9/9	4/4	4/4		3/3		20/20	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
L50	Respect ful Comm.	L	9/9	3/3	4/4		1/1		17/17	Met
L51	Possess ions	I	9/9	4/4	4/4		3/3		20/20	Met
L52	Phone calls	I	9/9	4/4	4/4		3/3		20/20	Met
L53	Visitation	I	9/9	4/4	4/4		3/3		20/20	Met
L54	Privacy	L	9/9	3/3	4/4		1/1		17/17	Met
L55	Informed consent	I		2/2	2/2		3/3		7/7	Met
L56	Restrictive practices	I	3/3		0/1				3/4	Met
L57	Written behavior plans	I	1/1		1/1				2/2	Met
L58	Behavior plan component	I	1/1		1/1				2/2	Met
L59	Behavior plan review	I	1/1		1/1				2/2	Met
L60	Data maintenance	I	1/1		1/1				2/2	Met
L61	Health protection in ISP	I	2/2		1/1		3/3		6/6	Met
L62	Health protection review	I	2/2				3/3		5/5	Met
L63	Med. treatment plan form	I	7/9		0/1		2/2		9/12	Not Met (75.00 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L64	Med. treatment plan rev.	I	8/9		1/1		2/2		11/12	Met (91.67 %)
L67	Money mgmt. plan	I	7/9	1/1	2/3		0/2		10/15	Not Met (66.67 %)
L68	Funds expenditure	I	9/9		3/3		2/2		14/14	Met
L69	Expenditure tracking	I	8/9		1/2		2/2		11/13	Met (84.62 %)
L70	Charges for care calc.	I	9/9	2/2	3/4		2/2		16/17	Met (94.12 %)
L71	Charges for care appeal	I	9/9	2/2	4/4		2/2		17/17	Met
L77	Unique needs training	I	9/9	4/4	4/4		3/3		20/20	Met
L78	Restrictive Int. Training	L	2/2		1/1				3/3	Met
L79	Restrained training	L	0/3						0/3	Not Met (0 %)
L80	Symptoms of illness	L	9/9	2/2	3/3		1/1		15/15	Met
L81	Medical emergency	L	9/9	2/2	4/4		1/1		16/16	Met
L82	Medication admin.	L	8/9				1/1		9/10	Met (90.0 %)
L84	Health protect. Training	I	2/2				3/3		5/5	Met
L85	Supervision	L	9/9	3/3	3/4		1/1		16/17	Met (94.12 %)

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	7/9	2/3	3/3		2/3		14/18	Not Met (77.78 %)
L87	Support strategies	I	9/9	2/2	3/3		2/3		16/17	Met (94.12 %)
L88	Strategies implemented	I	9/9	3/3	2/3		3/3		17/18	Met (94.44 %)
L89	Complaint and resolution process	L					0/1		0/1	Not Met (0 %)
L90	Personal space/bedroom privacy	I	9/9	4/4	4/4		3/3		20/20	Met
L91	Incident management	L	3/9	2/3	1/2		0/1		6/15	Not Met (40.0 %)
#Std. Met/#79 Indicator									73/79	
Total Score									81/89	
									91.01%	

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

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	3/3	Met
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	3/3	Met
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	3/3	Met
C17	Community activities	3/3	Met
C18	Purchase personal belongings	3/3	Met
C19	Knowledgeable decisions	3/3	Met
C20	Emergency back-up plans	1/1	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	3/3	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	3/3	Met
C54	Assistive technology	3/3	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C8	Family/guardian communication	4/4	Met
C9	Personal relationships	4/4	Met
C10	Social skill development	4/4	Met
C11	Get together w/family & friends	4/4	Met
C12	Intimacy	2/4	Not Met (50.0 %)
C13	Skills to maximize independence	4/4	Met
C14	Choices in routines & schedules	4/4	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	3/3	Met
C17	Community activities	4/4	Met
C18	Purchase personal belongings	4/4	Met
C19	Knowledgeable decisions	4/4	Met
C20	Emergency back-up plans	3/3	Met
C21	Coordinate outreach	4/4	Met
C46	Use of generic resources	4/4	Met
C47	Transportation to/ from community	4/4	Met
C48	Neighborhood connections	4/4	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met
C52	Leisure activities and free-time choices /control	4/4	Met
C53	Food/ dining choices	4/4	Met
C54	Assistive technology	3/4	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	4/4	Met
C9	Personal relationships	1/1	Met
C10	Social skill development	4/4	Met
C11	Get together w/family & friends	4/4	Met
C12	Intimacy	1/4	Not Met (25.00 %)

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C13	Skills to maximize independence	4/4	Met
C14	Choices in routines & schedules	4/4	Met
C15	Personalize living space	4/4	Met
C16	Explore interests	3/3	Met
C17	Community activities	4/4	Met
C18	Purchase personal belongings	4/4	Met
C19	Knowledgeable decisions	4/4	Met
C20	Emergency back-up plans	4/4	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	4/4	Met
C48	Neighborhood connections	4/4	Met
C49	Physical setting is consistent	4/4	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met
C52	Leisure activities and free-time choices /control	4/4	Met
C53	Food/ dining choices	4/4	Met
C54	Assistive technology	2/2	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	8/8	Met
C8	Family/guardian communication	9/9	Met
C9	Personal relationships	9/9	Met
C10	Social skill development	9/9	Met
C11	Get together w/family & friends	9/9	Met
C12	Intimacy	2/8	Not Met (25.00 %)
C13	Skills to maximize independence	9/9	Met
C14	Choices in routines & schedules	9/9	Met
C15	Personalize living space	9/9	Met
C16	Explore interests	7/7	Met
C17	Community activities	9/9	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C18	Purchase personal belongings	9/9	Met
C19	Knowledgeable decisions	9/9	Met
C20	Emergency back-up plans	9/9	Met
C46	Use of generic resources	8/8	Met
C47	Transportation to/ from community	9/9	Met
C48	Neighborhood connections	6/6	Met
C49	Physical setting is consistent	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met
C52	Leisure activities and free-time choices /control	9/9	Met
C53	Food/ dining choices	9/9	Met
C54	Assistive technology	8/8	Met