



**PROVIDER REPORT
FOR**

**Collaborative for Regional
Educational Services and
Training
20 Shattuck Road
Andover, MA 01810**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Collaborative for Regional Educational Services and Training
Review Dates	5/24/2022 - 5/27/2022
Service Enhancement Meeting Date	6/10/2022
Survey Team	Anne Carey (TL) Raquel Rodriguez
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	2 location(s) 12 audit (s)	Full Review	55/56 2 Year License 06/10/2022 - 06/10/2024		24 / 41 Certified with Progress Report 06/10/2022 - 06/10/2024
Community Based Day Services	1 location(s) 6 audit (s)			Full Review	9 / 15
Employment Support Services	1 location(s) 6 audit (s)			Full Review	11 / 20
Planning and Quality Management				Full Review	4 / 6

EXECUTIVE SUMMARY :

Collaborative for Regional Educational Services and Training (CREST) provides academic, behavioral and learning need supports for individuals ranging from early childhood through high school. The agency also provides supports to adults with developmental disabilities through its VISIONS (Vocational Instructional and Supported Industrial Opportunities with Natural Supports) program which was the focus of this review. The agency provides community based day and group employment services to approximately 40 individuals from the Merrimack Valley Area.

The scope of this survey was a full licensure and certification review of the agency's Employment and Community Based Day Supports (CBDS) to individuals served by DDS.

The survey identified several accomplishments on the part of the agency, which resulted in positive outcomes. The agency demonstrated strength in Licensure in the domain of having a competent and skilled workforce. All employees displayed strong knowledge of individuals' unique needs and the agency had established an electronic record keeping system for staff training records which meant that all required trainings were current, the agency was keeping track of those which were upcoming for renewal, and Direct Support Professionals were able to provide consistent and knowledgeable supports to individuals as a result.

The agency maintained a notable commitment to promoting human rights. All individuals and support staff were well versed in the human rights and DPPC training curricula and the agency had an effective Human Rights Committee (HRC) that met regularly (in person, and remotely) throughout the Covid Pandemic, reviewing public health developments, emergency response plans and programmatic changes throughout this time.

The agency developed robust systems for oversight and supervision which ensured strong adherence to timelines for incident reporting, ISP assessment and support strategy submission. Team meetings and individualized supervision meetings between supervisors and employees was occurring regularly and in a sustained manner which contributed to a cohesive team approach in supporting individuals served, who reported strong comfort levels with all support staff.

With regard to Certification, the agency demonstrated ongoing commitment in the domain of communication. In addition to daily communication via phone, text and email, the agency had developed a newsletter which is distributed to individuals and their families to better communicate programmatic operations, including support staff biographies. The agency had developed systems to solicit feedback from families, individuals, and other stakeholders, via electronic survey, which yielded positive responses in relation to communication and feelings of connectivity. The agency had also developed a system to solicit feedback from individuals served on the performance of staff who support them, which ensured enhanced communication on this topic between individuals and support staff.

Some areas requiring further attention were identified during the survey, most notably in the domain of Certification. Organizationally, the agency has not yet developed a comprehensive strategic plan which includes the Visions Program, which results in that program lacking clear goals for systems development, bench marking and service delivery improvements.

In the CBDS service grouping, the agency needs to develop a person-centered approach which enables all individuals to be supported to explore their personal interests, likes, dislikes, and preferences for community based activities, including employment, from which programmatic activity offerings can be tailored. The agency needs to establish mechanisms for furthering activities to be based in the broader community allowing for education and use of community resources and enabling relationship building and integration with community members outside of agency personnel and individuals served.

In the Employment service grouping, the agency needs to develop mechanism for person centered planning with a view to career development, including comprehensive skills assessment utilizing broad and varied methods, resulting in detailed documentation which can serve as a road map for employment success for each person. At the present time, opportunities for paid employment are limited to the agency developed group employment sites. Individuals are not currently afforded opportunity for career exploration outside of these sites, where individuals are paid as sub-contractors through the agency itself rather than directly through the employer.

As a result of this Licensure and Certification review of the agency's Employment and CBDS services, CREST met the standards for 98% of the licensing indicators reviewed and received a Two Year license. The agency met 56% of the certification indicators reviewed and is Certified with a Progress Report. The agency will complete a progress report on their success in meeting the certification indicators in one year's time and submit the report to DDS OQE.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Employment and Day Supports	47/48	1/48	
Community Based Day Services Employment Support Services			
Critical Indicators	6/6	0/6	
Total	55/56	1/56	98%
2 Year License			
# indicators for 60 Day Follow-up		1	

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.	The emergency fact sheets for three individuals did not include all required components such as relevant medical diagnoses and prescribed medications. The agency needs to ensure that emergency fact sheets include all required components as outlined in the DDS OQE Interpretations.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	4/6	2/6	
Employment and Day Supports	20/35	15/35	
Community Based Day Services	9/15	6/15	
Employment Support Services	11/20	9/20	
Total	24/41	17/41	59%
Certified with Progress Report			

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

Indicator #	Indicator	Area Needing Improvement
C5	The provider has a process to measure progress towards achieving service improvement goals.	The agency did not have service improvement goals identified for the DDS funded services and/or a process to measure progress. The agency needs to identify service improvement goals and measure progress towards achieving those goals.
C6	The provider has mechanisms to plan for future directions in service delivery and implements strategies to actualize these plans.	The agency's strategic plan was not current and did not include mechanisms to plan for Vision's future directions in service delivery or specific action steps that move the agency towards identified future direction goals. The agency needs to develop a future directions plan with strategies in place to actualize its plan.

Community Based Day Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C38 (07/21)	Specific habilitative and behavioral goals necessary to prepare individuals for work are identified.	Individuals did not have specific goals in place to prepare them to move forward into the world of work. The agency needs to identify barriers faced by individuals receiving CBDS services on the "pathway to employment", and develop support strategies to address habilitative and behavioral goals.
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	Individuals did not have plans in place which identified their job goals and support needs. The agency needs to


		develop plans for individuals receiving CBDS services on the "pathway to employment". The agency needs to ensure that plans are individualized with a person centered process so that each individual can build an awareness and understanding of pursuing job possibilities as distinct from other goals and interests.
C40	Individuals are supported to explore, discover and connect with their personal interest and options for community involvement, personal interest and hobbies.	Individuals were not supported to explore, discover and connect with their personal interests, hobbies, and options for community involvement on a frequent and ongoing basis. The agency needs to ensure that individuals are supported to explore, discover and connect with their interests, hobbies and community involvement and that exploration of such is assessed in a variety of ways and revisited periodically to account for changing and new interests.
C41	Individuals participate in activities, including those in the community, that reflect their interests and preferences.	Individuals were not participating in community based day activities reflective of individual interests and preferences. The agency needs to ensure that once individual interests have been assessed, people are supported to participate in these individualized community activities on a frequent and ongoing basis.
C42	Individuals are involved in activities that connect them to other people in the community.	Individuals were not involved in activities that connected them to other people in the community. The agency needs to ensure that activities offered allow for frequent contact with the community at large.
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	Individuals were not supported to explore their particular individualized job interests. Work experiences were limited to the agency's pre-existing group supported employment placements. The agency needs to ensure that individualized preferences are explored using a variety of methods and employment opportunities are based on these findings.
C22	Staff have effective methods to assist individuals to explore their job interests.	Individuals had not been thoroughly assessed on their personalized job interests. Choices were limited to participation in pre-established group

		employment options developed by the agency, without benefit of determining people's particular job interests or career desires for exploration. The agency needs to ensure that individualized preferences are explored using a variety of methods, for example, job tours, interest inventories and other vocational assessments.
C23	Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment.	Individuals had not been assessed utilizing a variety of methods to ascertain individuals' current skills, areas of interest, career goals, and training and support needs. The agency needs to ensure that individuals' employment skills and training needs have been fully assessed. Assessment should be focused both on the generic skills needed for any job, as well as the specific skills needed in the individuals' field of interest.
C24	There is a plan developed to identify job goals and support needs.	Individuals did not have career plans in place. The agency needs to use information gathered from thorough and individualized assessment process to develop a detailed and person-centered career plan which identifies each individual's work skills as well as identifies settings that the individual is more competent in and therefore would be settings that could be a good match.
C25	Staff assist individuals to work on skill development for job attainment and success.	Individuals were afforded limited opportunity for skill development in relation for job attainment and success. The agency needs to use information about individual strengths and needs to enhance person specific skills needed for job attainment and success related to desired individual employment goals identified within their career plan.
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.	Individuals had not been supported to have an analysis of how their entitlements can be managed in a way that allows them to work successfully in the community. The agency needs to ensure that benefits analysis occurs for each individual with the goal of

		employment and inform individuals (and their families as applicable) of the impact of future earnings on their current disability benefits, for example, SSI, SSDI, SSP and Mass Health.
C28	Staff maintain and develop relationships with local businesses in order to facilitate job development opportunities.	The agency has not networked with other local businesses in an routine and ongoing manner with a view to developing new employment opportunities. The agency needs to focus sustained effort to cultivate business contacts in the local community to foster relationship-building and highlight the vocational skills and strengths of individuals supported.
C29	Individuals are supported to obtain employment that matches their skills and interests.	For five individuals, ongoing and sustained efforts to obtain competitive employment had not occurred. The agency needs to identify the interests and skills of an individual and support placement in community positions that are in line with each individual's interest and talents.
C30	Individuals are supported to work in integrated job settings.	Two individuals' activities consisted largely of unpaid vocational activities such as janitorial and administrative tasks, which, occurred within the agency facility. The agency needs to ensure that opportunities for work in integrated settings are provided on a regular and frequent basis.
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	Three individuals receiving group employment supports did not have a plan in place to fade the levels of support needed as greater independence was realized. The agency needs to ensure that once employment begins, plans are developed that outline how supports will be minimized or faded over time.

MASTER SCORE SHEET LICENSURE

Organizational: Collaborative for Regional Educational Services and Training

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
 L2	Abuse/neglect reporting	7/7	Met
L3	Immediate Action	1/1	Met
L4	Action taken	1/1	Met
L48	HRC	1/1	Met
L74	Screen employees	1/1	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	3/3	Met
L83	HR training	3/3	Met

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	6/6		6/6	12/12	Met
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	4/6		5/6	9/12	Not Met (75.00 %)
L9 (07/21)	Safe use of equipment	I	6/6		6/6	12/12	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
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	6/6		6/6	12/12	Met
L32	Verbal & written	I	6/6		6/6	12/12	Met

L37	Prompt treatment	I	6/6		6/6	12/12	Met
L39	Dietary requirements	I	1/1			1/1	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
L49	Informed of human rights	I	6/6		6/6	12/12	Met
L50 (07/21)	Respectful Comm.	I	6/6		6/6	12/12	Met
L51	Possessions	I	6/6		6/6	12/12	Met
L52	Phone calls	I	6/6		6/6	12/12	Met
L54 (07/21)	Privacy	I	6/6		6/6	12/12	Met
L55	Informed consent	I	5/5		6/6	11/11	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	6/6		6/6	12/12	Met
L79	Restraint training	L			1/1	1/1	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
Ⓟ L82	Medication admin.	L			1/1	1/1	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	5/5		5/5	10/10	Met
L87	Support strategies	I	5/5		5/5	10/10	Met
L88	Strategies implemented	I	5/6		5/5	10/11	Met (90.91 %)
L91	Incident management	L	1/1		1/1	2/2	Met
L93 (05/22)	Emergency back-up plans	I	6/6		6/6	12/12	Met
L94 (05/22)	Assistive technology	I	6/6		6/6	12/12	Met
L96 (05/22)	Staff training in devices and applications	I	1/1			1/1	Met
#Std. Met/# 48 Indicator						47/48	

Total Score						55/56	
						98.21%	

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	0/1	Not Met (0 %)
C6	Future directions planning	0/1	Not Met (0 %)

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	6/6	Met
C13	Skills to maximize independence	6/6	Met
C37	Interpersonal skills for work	6/6	Met
C38 (07/21)	Habilitative & behavioral goals	0/3	Not Met (0 %)
C39 (07/21)	Support needs for employment	0/4	Not Met (0 %)
C40	Community involvement interest	0/6	Not Met (0 %)
C41	Activities participation	0/6	Not Met (0 %)
C42	Connection to others	0/6	Not Met (0 %)
C43	Maintain & enhance relationship	6/6	Met
C44	Job exploration	0/5	Not Met (0 %)
C45	Revisit decisions	6/6	Met
C46	Use of generic resources	6/6	Met
C47	Transportation to/ from community	6/6	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	6/6	Met
C22	Explore job interests	0/6	Not Met (0 %)
C23	Assess skills & training needs	0/6	Not Met (0 %)
C24	Job goals & support needs plan	0/6	Not Met (0 %)
C25	Skill development	0/6	Not Met (0 %)
C26	Benefits analysis	0/5	Not Met (0 %)
C27	Job benefit education	6/6	Met
C28	Relationships w/businesses	0/1	Not Met (0 %)
C29	Support to obtain employment	1/6	Not Met (16.67 %)
C30	Work in integrated settings	4/6	Not Met (66.67 %)
C31	Job accommodations	4/4	Met
C32	At least minimum wages earned	4/4	Met
C34	Support to promote success	1/4	Not Met (25.00 %)
C35	Feedback on job performance	4/4	Met
C36	Supports to enhance retention	3/3	Met
C37	Interpersonal skills for work	6/6	Met
C47	Transportation to/ from community	6/6	Met
C50	Involvement/ part of the Workplace culture	4/4	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met