



**PROVIDER REPORT
FOR**

**Crossroads Continuum
43 Broad St, Suite C300
Hudson, MA 01749**

March 15, 2024

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider Crossroads Continuum

Review Dates 1/8/2024 - 1/12/2024

Service Enhancement Meeting Date 1/29/2024

Survey Team Margareth Larrieux
Melanie Cruz (TL)
Melanie Hutchison (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) 6 audit (s)	Full Review	48/49 2 Year License 01/29/2024 - 01/29/2026		21 / 21 Certified 01/29/2024 - 01/29/2026
Community Based Day Services	1 location(s) 6 audit (s)			Full Review	15 / 15
Planning and Quality Management				No Review	6 / 6

EXECUTIVE SUMMARY :

Crossroads Continuum is a non-profit agency based in Hudson, MA. Founded in 2002, the agency provides educational and related services to children with autism between the ages of 3-22. In March 2023, the agency opened Crossroads Continuum Commons, a community-based day services (CBDS) program in Marlborough MA which serves DDS-eligible adults.

This 2024 survey conducted by surveyors from the Department of Developmental Services (DDS) Metro Office of Quality Enhancement represents the agency's first full licensing and certification survey. The scope of the survey included a review of the agency's organizational systems and supports offered to individuals in its CBDS program.

Crossroads Continuum demonstrated effective oversight systems in the areas of workforce competency, personal and environmental safety, and the promotion of human rights. The agency managed the competency of its workforce effectively through its screening of applicants prior to hire, employee orientation process, completion of DDS mandated trainings, and ongoing supervision and staff development. A review of a sampling of staff trainings showed that mandatory training requirements were met, including certification in first aid and CPR, restraint training, human rights, and abuse and neglect reporting. The Human Rights Committee met membership requirements, convened quarterly, and fulfilled its mandated responsibilities.

Within the CBDS program, onsite reviews showed that effective supports were being offered by the agency. Staff were trained in location and individual specific support needs, including safety plans, communication strategies, and healthcare treatment protocols. An environmental site review revealed the Commons program to be clean and well maintained. The agency incorporated a daily practice of staff and individuals working together at the end of each day to clean and disinfect the program. Annual inspections for heating, fire safety, and sprinkler systems were current. There was a DDS approved safety plan on site and fire drill reports showed that individuals were supported to evacuate safely within a reasonable time in the event of an emergency. The agency was effective in promoting the human rights of individuals; individuals received annual training in human rights and procedures for reporting complaints to the Disabled Persons Protection Commission (DPPC). In addition to annual human rights training, the agency reviewed aspects of human rights with individuals during the program's daily morning meeting.

In the area of Certification, findings showed Crossroads Continuum's commitment to developing community connections for individuals through volunteer opportunities and access to local resources. The agency developed 19 business and recreational partnerships which provided individuals with diverse volunteer and recreational activities. Individuals were provided daily choices for routines and activities, including options geared toward learning and skill development needed for future employment. The agency promoted individuals' independence by supporting them to participate in all aspects of the program, regardless of their unique needs and communication styles. Individuals were provided opportunities at least twice daily to choose from an array of community or site-based activities and were encouraged to explore unfamiliar activities.

Although most licensing indicators were met, restraint reporting was an area identified as needing improvement; the agency must submit and finalize restraints within required timelines.

Crossroads Continuum met 98% of licensure indicators; it will, therefore, receive a Two-Year License for its Employment and Day Supports service grouping. The agency will complete its own follow-up on licensing indicators that received a rating of Not Met and submit the findings to the DDS Metro Office of Quality Enhancement within 60 days of the SEM. The agency's day and employment service grouping is certified having met 100% of certification indicators.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Employment and Day Supports	41/41	0/41	
Community Based Day Services			
Critical Indicators	6/6	0/6	
Total	48/49	1/49	98%
2 Year License			
# indicators for 60 Day Follow-up		1	

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

Indicator #	Indicator	Area Needing Improvement
L65	Restraint reports are submitted within required timelines.	Two of four restraints were submitted and/or finalized beyond the required timelines. The agency must ensure that restraint reports are submitted within three calendar days and finalized within five calendar days of the restraint.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Employment and Day Supports	15/15	0/15	
Community Based Day Services	15/15	0/15	
Total	21/21	0/21	100%
Certified			

MASTER SCORE SHEET LICENSURE

Organizational: Crossroads Continuum

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
☐ L2	Abuse/neglect reporting	1/1	Met
L48	HRC	1/1	Met
L65	Restraint report submit	2/4	Not Met(50.0 %)
L66	HRC restraint review	8/8	Met
L74	Screen employees	3/3	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	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	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			5/6	5/6	Met (83.33 %)
L9 (07/21)	Safe use of equipment	I			6/6	6/6	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

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I			6/6	6/6	Met
L32	Verbal & written	I			6/6	6/6	Met
L37	Prompt treatment	I			6/6	6/6	Met
Ⓜ L38	Physician's orders	I			6/6	6/6	Met
L49	Informed of human rights	I			6/6	6/6	Met
L50 (07/21)	Respectful Comm.	I			6/6	6/6	Met
L51	Possessions	I			6/6	6/6	Met
L52	Phone calls	I			6/6	6/6	Met
L54 (07/21)	Privacy	I			6/6	6/6	Met
L55	Informed consent	I			6/6	6/6	Met
L77	Unique needs training	I			6/6	6/6	Met
L79	Restraint training	L			1/1	1/1	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
L88	Strategies implemented	I			5/6	5/6	Met (83.33 %)
L91	Incident management	L			1/1	1/1	Met
L93 (05/22)	Emergency back-up plans	I			6/6	6/6	Met
L94 (05/22)	Assistive technology	I			6/6	6/6	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L96 (05/22)	Staff training in devices and applications	I			5/5	5/5	Met
#Std. Met/# 41 Indicator						41/41	
Total Score						48/49	
						97.96%	

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	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	5/6	Met (83.33 %)
C39 (07/21)	Support needs for employment	5/6	Met (83.33 %)
C40	Community involvement interest	6/6	Met
C41	Activities participation	6/6	Met
C42	Connection to others	6/6	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C43	Maintain & enhance relationship	6/6	Met
C44	Job exploration	6/6	Met
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	6/6	Met