



**PROVIDER REPORT  
FOR**

**DDS SOUTHEAST STATE OP  
151 Campanelli Drive  
B Middleboro, MA 02346**

**August 21, 2024**

**Version**

**Public Provider Report**

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

# SUMMARY OF OVERALL FINDINGS

**Provider** DDS SOUTHEAST STATE OP

**Review Dates** 7/18/2024 - 7/24/2024

**Service Enhancement Meeting Date** 8/7/2024

**Survey Team** Michelle Boyd (TL)  
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**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
<b>Residential and Individual Home Supports</b>	12 location (s) 12 audit (s)	Full Review	85/89 2 Year License 08/07/2024 - 08/07/2026		26 / 26 Certified 08/07/2024 - 08/07/2026
Residential Services	12 location (s) 12 audit (s)			Full Review	20 / 20
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

**Survey scope and findings for Employment and Day Supports**

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
<b>Employment and Day Supports</b>	2 location(s) 9 audit (s)	Full Review	62/63 2 Year License 08/07/2024 - 08/07/2026		27 / 27 Certified 08/07/2024 - 08/07/2026
Employment Support Services	2 location(s) 9 audit (s)			Full Review	21 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Southeastern Residential Services (SRS) is a state operated agency which provides 24-hour residential and Employment Supports to individuals with developmental and intellectual disabilities. The agency currently provides residential services to over 160 people living in communities throughout southeastern Massachusetts. SRS, under its employment services, operates two redemption centers with the businesses located in the Mansfield Industrial Park and Dighton in a small plaza which employs 53 people in total.

This survey was a full licensing and certification review of the agency's residential and employment services, including a review of the agency's organizational management systems. Organizationally, the agency demonstrated strengths in several areas. Staff were trained in human rights and mandated reporter training. New staff were screened to meet qualifications, and staff had current licenses when required. The agency had an effective system for reporting alleged abuse and neglect. They promptly responded to allegations of abuse by taking immediate action and completing any follow-up action steps to protect the individuals served.

In licensing for human rights, choice and control domain, individuals and their families were knowledgeable about their human rights, DPPC and grievance procedure. All observed verbal and written communication were respectful. Homes were nicely decorated and accurately reflected individual's tastes and preferences.

Within the health domain, medications were administered accurately by MAP certified staff. Staff were trained and knowledgeable of individual's medical protocols and their unique needs. Staff were responsive to episodic illnesses and ensured proper medical follow-up. Individuals were supported to engage in physical activity and maintain healthy diets. One individual was supported to lose a significant amount of weight by helping him explore new foods and learn healthy eating habits.

Within the environmental domain, homes and day service locations were clean and well-maintained. Inspections were current and in place. Individuals were able to safely evacuate within required timelines. Individuals were assessed for safe use of equipment. Additional training occurred in day service locations to ensure safe use of equipment utilized in the redemption centers.

In certification, individuals were supported to engage in meaningful community activities. One individual was supported to join a mall walking group where they formed meaningful connections and friendships with others in the group. In one home, neighborhood connections were fostered. Individuals were supported to get together for tea with their neighbors and a weekly get together for a bonfire in their neighborhood. One individual emphasized the importance of going on vacation. He was supported to take a vacation to Hawaii. He is currently being supported by staff to budget and plan his next vacation.

In employment services, individuals with staff support revitalized their worker's council group, which takes an active role in employee advocacy and program development. They introduced an electoral process; where individuals campaign and are elected to serve a two-year position. They have developed workers council by-laws, updated the commonwealth enterprises mission statement and created an employee job description. Individuals working at both locations expressed job satisfaction working at the redemption center or were offered to explore other options for employment. All individuals received regular performance review in areas such as productivity and teamwork which identified strengths and areas for improvement while recognizing all individuals' unique contributions. The agency established a variety of business relationships in the community with charitable organizations that supported school programs, the elderly and participated in local activities such as the community garden.

Increased oversight for HCSIS timelines is needed for the agency to consistently meet the required timelines for the submission and finalization of incident reports. The agency needs to ensure their human rights committees meet the required attendance for their members with expertise. Support and health related protections need to include a order from the individual's physician for use of the device. Safety checks and cleaning need to occur routinely on supportive and protective devices. The agency needs to ensure diets are followed per the physician's order and staff are knowledgeable in how to implement the diet.

Southeast residential services has earned a Two-Year License for residential services with a licensing score of 96%. The agency also earned a Two-Year License in day services with a licensing score of 98%. The agency is also certified for residential and day services with a certification score of 100% for residential and 100% for day services. They agency will conduct a follow-up for it's residential and day services on any licensing indicators that are not met and will submit the report to OQE within 60 days of the SEM.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/10	1/10	
<b>Residential and Individual Home Supports</b>	76/79	3/79	
Residential Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	85/89	4/89	96%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		4	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	10/11	1/11	
<b>Employment and Day Supports</b>	52/52	0/52	
Employment Support Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	62/63	1/63	98%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		1	

### **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.	Two of the agency's Human Rights Committees (HRCs) did not meet the required attendance for the specialized membership role related to medical and legal needs. The agency needs to ensure that all members attend all HRC meetings.

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

Indicator #	Indicator	Area Needing Improvement
L39	Special dietary requirements are followed.	Of nine individuals with specialized diets, three were not supported to have them fully implemented. The agency needs to ensure that when a healthcare provider orders a specialized diet that staff are implementing it as outlined and are knowledgeable regarding it.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For 5 individuals safety checks were not being conducted on Supportive and Protective Devices, and for 1 individual, there were no health-related supportive orders in place for four of her supports, and safety checks were not being conducted for 3 of her supports. The agency needs to ensure that for all health-related supports on site there needs to be a qualified practitioners order with parameters for use, and directions for frequency of safety checks, cleaning and care. Safety checks need to be carried out at the frequency indicated on the health-related protection order.
L91	Incidents are reported and reviewed as mandated by regulation.	For 3 locations 3 incident reports were neither submitted nor finalized within the required timelines. For two locations, three incidents were not submitted within the given timelines, and for 3 locations, 5 incidents were not finalized within the timelines. the agency needs to ensure that all incidents entered into HCSIS are submitted to DDS and finalized within the required timelines.

## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>20/20</b>	<b>0/20</b>	
Residential Services	20/20	0/20	
<b>Total</b>	<b>26/26</b>	<b>0/26</b>	<b>100%</b>
<b>Certified</b>			

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>21/21</b>	<b>0/21</b>	
Employment Support Services	21/21	0/21	
<b>Total</b>	<b>27/27</b>	<b>0/27</b>	<b>100%</b>
<b>Certified</b>			

## **MASTER SCORE SHEET LICENSURE**

### **Organizational: DDS SOUTHEAST STATE OP**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating(Met,Not Met,NotRated)</b>
Ⓜ L2	Abuse/neglect reporting	<b>14/14</b>	<b>Met</b>
L3	Immediate Action	<b>15/15</b>	<b>Met</b>
L4	Action taken	<b>15/15</b>	<b>Met</b>
L48	HRC	<b>1/3</b>	<b>Not Met(33.33 % )</b>
L65	Restraint report submit	<b>9/9</b>	<b>Met</b>
L66	HRC restraint review	<b>9/9</b>	<b>Met</b>
L74	Screen employees	<b>10/10</b>	<b>Met</b>
L75	Qualified staff	<b>10/10</b>	<b>Met</b>
L76	Track trainings	<b>18/20</b>	<b>Met(90.0 % )</b>
L83	HR training	<b>20/20</b>	<b>Met</b>
L92 (07/21)	Licensed Sub-locations (e/d).	<b>2/2</b>	<b>Met</b>

**Residential and Individual Home Supports:**

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	12/12						12/12	Met
L5	Safety Plan	L	11/12						11/12	Met (91.67%)
℞ L6	Evacuation	L	12/12						12/12	Met
L7	Fire Drills	L	11/12						11/12	Met (91.67%)
L8	Emergency Fact Sheets	I	12/12						12/12	Met
L9 (07/21)	Safe use of equipment	I	12/12						12/12	Met
L10	Reduce risk interventions	I	5/6						5/6	Met (83.33%)
℞ L11	Required inspections	L	12/12						12/12	Met
℞ L12	Smoke detectors	L	10/12						10/12	Met (83.33%)
℞ L13	Clean location	L	11/11						11/11	Met
L14	Site in good repair	L	11/11						11/11	Met
L15	Hot water	L	11/12						11/12	Met (91.67%)
L16	Accessibility	L	12/12						12/12	Met
L17	Egress at grade	L	12/12						12/12	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L18	Above grade egress	L	2/2						2/2	Met
L19	Bedroom location	L	12/12						12/12	Met
L20	Exit doors	L	12/12						12/12	Met
L21	Safe electrical equipment	L	12/12						12/12	Met
L22	Well-maintained appliances	L	11/12						11/12	Met (91.67%)
L23	Egress door locks	L	1/1						1/1	Met
L24	Locked door access	L	11/11						11/11	Met
L25	Dangerous substances	L	12/12						12/12	Met
L26	Walkway safety	L	12/12						12/12	Met
L27	Pools, hot tubs, etc.	L	1/1						1/1	Met
L28	Flammables	L	9/10						9/10	Met (90.0%)
L29	Rubbish/combustibles	L	12/12						12/12	Met
L30	Protective railings	L	12/12						12/12	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L31	Communication method	I	12/12						12/12	Met
L32	Verbal & written	I	12/12						12/12	Met
L33	Physical exam	I	11/12						11/12	Met (91.67%)
L34	Dental exam	I	11/12						11/12	Met (91.67%)
L35	Preventive screenings	I	10/12						10/12	Met (83.33%)
L36	Recommended tests	I	10/12						10/12	Met (83.33%)
L37	Prompt treatment	I	12/12						12/12	Met
L38	Physician's orders	I	12/12						12/12	Met
L39	Dietary requirements	I	6/9						6/9	Not Met (66.67%)
L40	Nutritional food	L	12/12						12/12	Met
L41	Healthy diet	L	12/12						12/12	Met
L42	Physical activity	L	12/12						12/12	Met
L43	Health Care Record	I	11/12						11/12	Met (91.67%)
L44	MAP registration	L	12/12						12/12	Met
L45	Medication storage	L	12/12						12/12	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
PL L46	Med. Administration	I	12/12						12/12	Met
L49	Informed of human rights	I	12/12						12/12	Met
L50 (07/21)	Respectful Comm.	I	12/12						12/12	Met
L51	Possessions	I	12/12						12/12	Met
L52	Phone calls	I	12/12						12/12	Met
L53	Visitation	I	12/12						12/12	Met
L54 (07/21)	Privacy	I	12/12						12/12	Met
L55	Informed consent	I	7/7						7/7	Met
L56	Restrictive practices	I	3/4						3/4	Met
L57	Written behavior plans	I	4/4						4/4	Met
L60	Data maintenance	I	4/4						4/4	Met
L61	Health protection in ISP	I	5/11						5/11	Not Met (45.45%)
L62	Health protection review	I	4/4						4/4	Met
L63	Med. treatment plan form	I	10/11						10/11	Met (90.91%)

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	10/11						10/11	Met (90.91%)
L67	Money mgmt. plan	I	12/12						12/12	Met
L68	Funds expenditure	I	11/12						11/12	Met (91.67%)
L69	Expenditure tracking	I	10/12						10/12	Met (83.33%)
L70	Charges for care calc.	I	12/12						12/12	Met
L71	Charges for care appeal	I	12/12						12/12	Met
L77	Unique needs training	I	12/12						12/12	Met
L78	Restrictive Int. Training	L	4/4						4/4	Met
L79	Restraint training	L	4/4						4/4	Met
L80	Symptoms of illness	L	12/12						12/12	Met
L81	Medical emergency	L	12/12						12/12	Met
L82	Medication admin.	L	12/12						12/12	Met
L84	Health protect. Training	I	11/11						11/11	Met
L85	Supervision	L	12/12						12/12	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L86	Required assessments	I	10/12						10/12	Met (83.33%)
L87	Support strategies	I	11/11						11/11	Met
L88	Strategies implemented	I	12/12						12/12	Met
L90	Personal space/bedroom privacy	I	12/12						12/12	Met
L91	Incident management	L	8/12						8/12	Not Met (66.67%)
L93 (05/22)	Emergency back-up plans	I	12/12						12/12	Met
L94 (05/22)	Assistive technology	I	10/12						10/12	Met (83.33%)
L96 (05/22)	Staff training in devices and applications	I	6/6						6/6	Met
L99 (05/22)	Medical monitoring devices	I	3/4						3/4	Met
<b>#Std. Met/# 79 Indicator</b>									<b>76/79</b>	
<b>Total Score</b>									<b>85/89</b>	
									<b>95.51%</b>	

**Employment and Day Supports:**

<b>Ind. #</b>	<b>Ind.</b>	<b>Loc. or Indiv.</b>	<b>Emp. Sup.</b>	<b>Cent. Based Work</b>	<b>Com. Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
L1	Abuse/neglect training	I	9/9			9/9	Met
L5	Safety Plan	L	2/2			2/2	Met
℞ L6	Evacuation	L	2/2			2/2	Met
L7	Fire Drills	L	2/2			2/2	Met
L8	Emergency Fact Sheets	I	9/9			9/9	Met
L9 (07/21)	Safe use of equipment	I	9/9			9/9	Met
L10	Reduce risk interventions	I	1/1			1/1	Met
℞ L11	Required inspections	L	2/2			2/2	Met
℞ L12	Smoke detectors	L	2/2			2/2	Met
℞ L13	Clean location	L	2/2			2/2	Met
L14	Site in good repair	L	1/1			1/1	Met
L15	Hot water	L	2/2			2/2	Met
L16	Accessibility	L	2/2			2/2	Met
L17	Egress at grade	L	2/2			2/2	Met
L20	Exit doors	L	2/2			2/2	Met
L21	Safe electrical equipment	L	2/2			2/2	Met
L22	Well-maintained appliances	L	2/2			2/2	Met
L25	Dangerous substances	L	2/2			2/2	Met
L26	Walkway safety	L	2/2			2/2	Met
L28	Flammables	L	2/2			2/2	Met
L29	Rubbish/combustibles	L	2/2			2/2	Met

<b>Ind. #</b>	<b>Ind.</b>	<b>Loc. or Individ.</b>	<b>Emp. Sup.</b>	<b>Cent. Based Work</b>	<b>Com. Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
L30	Protective railings	L	2/2			2/2	Met
L31	Communication method	I	9/9			9/9	Met
L32	Verbal & written	I	9/9			9/9	Met
L37	Prompt treatment	I	9/9			9/9	Met
℞ L38	Physician's orders	I	3/3			3/3	Met
L44	MAP registration	L	1/1			1/1	Met
L45	Medication storage	L	1/1			1/1	Met
℞ L46	Med. Administration	I	2/2			2/2	Met
L49	Informed of human rights	I	9/9			9/9	Met
L50 (07/21)	Respectful Comm.	I	9/9			9/9	Met
L51	Possessions	I	9/9			9/9	Met
L52	Phone calls	I	9/9			9/9	Met
L54 (07/21)	Privacy	I	9/9			9/9	Met
L55	Informed consent	I	7/7			7/7	Met
L61	Health protection in ISP	I	2/2			2/2	Met
L62	Health protection review	I	2/2			2/2	Met
L63	Med. treatment plan form	I	1/1			1/1	Met
L64	Med. treatment plan rev.	I	1/1			1/1	Met
L77	Unique needs training	I	9/9			9/9	Met
L80	Symptoms of illness	L	2/2			2/2	Met
L81	Medical emergency	L	2/2			2/2	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
PL L82	Medication admin.	L	1/1			1/1	Met
L84	Health protect. Training	I	2/2			2/2	Met
L85	Supervision	L	2/2			2/2	Met
L86	Required assessments	I	9/9			9/9	Met
L87	Support strategies	I	9/9			9/9	Met
L88	Strategies implemented	I	9/9			9/9	Met
L91	Incident management	L	2/2			2/2	Met
L93 (05/22)	Emergency back-up plans	I	9/9			9/9	Met
L94 (05/22)	Assistive technology	I	9/9			9/9	Met
L96 (05/22)	Staff training in devices and applications	I	1/1			1/1	Met
<b>#Std. Met/# 52 Indicator</b>						<b>52/52</b>	
<b>Total Score</b>						<b>62/63</b>	
						<b>98.41%</b>	

## 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

### Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	12/12	Met
C8	Family/guardian communication	12/12	Met
C9	Personal relationships	12/12	Met
C10	Social skill development	12/12	Met
C11	Get together w/family & friends	12/12	Met
C12	Intimacy	11/12	Met (91.67 %)
C13	Skills to maximize independence	12/12	Met
C14	Choices in routines & schedules	12/12	Met
C15	Personalize living space	12/12	Met
C16	Explore interests	11/12	Met (91.67 %)
C17	Community activities	12/12	Met
C18	Purchase personal belongings	12/12	Met
C19	Knowledgeable decisions	12/12	Met
C46	Use of generic resources	12/12	Met
C47	Transportation to/ from community	12/12	Met
C48	Neighborhood connections	12/12	Met
C49	Physical setting is consistent	12/12	Met
C51	Ongoing satisfaction with services/ supports	12/12	Met
C52	Leisure activities and free-time choices /control	12/12	Met
C53	Food/ dining choices	12/12	Met

### Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	9/9	Met
C8	Family/guardian communication	9/9	Met
C22	Explore job interests	2/2	Met
C23	Assess skills & training needs	2/2	Met
C24	Job goals & support needs plan	9/9	Met
C25	Skill development	9/9	Met
C26	Benefits analysis	9/9	Met

## Employment Support Services

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C27	Job benefit education	9/9	<b>Met</b>
C28	Relationships w/businesses	2/2	<b>Met</b>
C29	Support to obtain employment	9/9	<b>Met</b>
C30	Work in integrated settings	9/9	<b>Met</b>
C31	Job accommodations	9/9	<b>Met</b>
C32	At least minimum wages earned	9/9	<b>Met</b>
C33	Employee benefits explained	9/9	<b>Met</b>
C34	Support to promote success	9/9	<b>Met</b>
C35	Feedback on job performance	9/9	<b>Met</b>
C36	Supports to enhance retention	9/9	<b>Met</b>
C37	Interpersonal skills for work	9/9	<b>Met</b>
C47	Transportation to/ from community	9/9	<b>Met</b>
C50	Involvement/ part of the Workplace culture	9/9	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	9/9	<b>Met</b>