



**PROVIDER REPORT
FOR**

**ENABLE INC
605 Neponset Street
Canton, MA 02021**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	ENABLE INC
Review Dates	2/24/2020 - 2/27/2020
Service Enhancement Meeting Date	3/13/2020
Survey Team	Scott Nolan (TL)
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	3 location(s) 3 audit (s)	Full Review	58 / 62 2 Year License 03/13/2020 - 03/13/2022		23 / 29 Certified with Progress Report 03/13/2020 - 03/13/2022
Individual Home Supports	3 location(s) 3 audit (s)			Full Review	17 / 23
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Enable, Inc. is a non-profit organization, which was established in the 1970's. It provides a variety of services for infants, children, adults, and families. Networks, Supported Living Services, (Networks), was initially established in 1980 as a program of Enable to assist young adults with complex medical and/or mobility challenges to transition to adult services, living as independently as possible. Services offered through Networks include some of the following based on individual needs: health care coordination, transportation assistance, and social/recreational activity planning. The agency's focus is to provide customized individual or supported living supports to assist individuals with complex medical and/or mobility challenges to live in their own homes.

The scope of this survey conducted by the Office of Quality Enhancement (OQE) included a full review of all licensing, organizational and certification indicators for Individual Home Supports. Services encompass a combination of PCA and direct care staff supports for each individual, specifically designed around what each person and their family/guardians want, and are integral parts of the agency's services.

The findings of the survey revealed positive outcomes in licensing domains that involve supporting individuals to live in their own apartment and to maintain good health. Individuals and/or their guardians leased apartments which were well maintained and personalized to reflect the individuals interests in cars, sports and family photos. A clear strength of the agency was supporting individuals to maintain optimal health by attending appointments with specialists and advocating on their behalf to ensure health services are delivered in a timely manner.

In the organizational domain, the agency had an effective system of monitoring supports for the five individuals receiving Individual Home Support services. The agency director regularly monitored, communicated, and directed staff as needed to ensure individual concerns such as staffing needs, health concerns, and specialized services were addressed in a timely manner. Individuals and their guardians were encouraged to contact or meet with management if they had concerns or wanted to make changes through an open door policy. The Human Rights Committee met composition requirement, held regular meetings and minutes reflected discussion of committee members made up of individuals and family members.

An area the agency should focus is to ensure that staff fully understands their mandated reporting responsibility.

In the certification domains, the agency promoted individuals relationships with their family members by assisting with transportation to enable individuals to visit with their families several times during the month. One individual who had his own accessible van was supported by staff to visit his family in another state, while two other individuals spend time with their family for overnight visits or a traditional Sunday dinner.

The agency needs to strengthen the certification areas that focus on supporting individuals to develop relationships, exercise choice and control over daily routines and participate in community activities based on their social, cultural and recreational interests. The agency is encouraged to provide staff with training and supervision in an effort to strengthen these areas. For example, assessing individual's interests by supporting them to explore social and recreational opportunities in their local communities would be beneficial and may enable them to meet new people. In the area of choice, staff can promote individuals ability to make choices by offering options in selecting a snack, participating in household routines such as cleaning or meal preparation, or exploring hobbies/activities to engage in while at home.

Based on the findings of this report, Enable Inc. has earned a Two Year License for Residential Supports with 94% of all licensing indicators receiving a rating of met. The agency will conduct its own

follow-up in 60 days.

In the certification indicators, the agency achieved a score of Met on 79% of all indicators; the agency is "Certified with a Progress Report" which needs to be submitted to the Office of Quality Enhancement on all certification indicators rated "Not Met" in one year.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Residential and Individual Home Supports	51/54	3/54	
Individual Home Supports			
Critical Indicators	6/6	0/6	
Total	58/62	4/62	94%
2 Year License			
# indicators for 60 Day Follow-up		4	

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

Indicator #	Indicator	Area Needing Improvement
L83	Support staff are trained in human rights.	Staff were trained in human rights and mandated reporting. The agency needs to provide staff with additional training to better understand the process for reporting to the DPPC.

Residential Commendations on Standards Met:

Indicator #	Indicator	Commendations
L36	Recommended tests and appointments with specialists are made and kept.	Individuals were effectively supported to keep appointments with specialists. In one instance, an individual's health insurance plan was changed which resulted in the dentist being dropped from the new plan. The agency located a dentist closer to his home that could accommodate his wheelchair without a disruption in service. Another example is when the agency filed a grievance on an individual's behalf against a transportation company that failed to notify and pick him up for a specialist appointment in Boston which was resolved. The agency is commended for supporting individuals to follow through with tests and appointments to ensure appropriate medical care.

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

Indicator #	Indicator	Area Needing Improvement
L52	Individuals can make and receive phone calls and use other communication technology.	One out of three individuals had difficulty using a hand held phone to make calls. The agency needs to support individuals to explore other communication technology to facilitate their ability to make and receive calls.
L54	Individuals have privacy when taking care of personal needs and discussing personal matters.	At one out of three locations, an individual needed more guidance from staff when spending time in their bedroom to close the door. The agency needs to ensure individuals are afforded privacy when taking care of personal matters.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For one out of three individuals, staff needed more training and guidance to implement the support strategies to meet their goals as identified in the support strategy. The agency needs to ensure services and support strategies are being implemented as agreed upon in the ISP.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	17/23	6/23	
Individual Home Supports	17/23	6/23	
TOTAL	23/29	6/29	79%
Certified with Progress Report			

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

Indicator #	Indicator	Area Needing Improvement
C9	Staff (Home Providers) act as bridge builders and provide opportunities to develop, and/or increase personal relationships and social contacts.	Two out of three individuals were not supported to develop social contacts and offered ongoing opportunities to develop relationships with people who shared their interests. The agency needs to ensure staff is trained to act as bridge builders and provide individuals opportunities to develop relationships.
C10	Staff (Home Providers) support individuals to develop appropriate social skills.	One out of three individuals needed support to develop social skills. This impacted his ability to access the community on a regular basis. Staff need training and ongoing guidance to support individuals to develop appropriate social skills.
C13	Staff (Home Providers) provide support for individuals to develop skills to enable them to maximize independence and participation in typical activities and routines.	Two out of three individuals needed assistance to develop skills to actively participate in typical routines that would maximize their independence to do things for themselves. Staff need training and ongoing guidance to support individuals to develop skills to maximize their independence and participation in typical routines.
C14	Staff (Home Providers) support individuals to make choices regarding daily household routines and schedules.	Two out of three individuals were not offered opportunities to make choices and exercise control regarding daily household routine and schedules. The agency needs to ensure staff have training and ongoing guidance to support individuals to make choices regarding routines and schedules.
C16	Staff (Home Providers) support individuals to explore, discover and connect with their interests for cultural, social, recreational and spiritual activities.	Two out of three individuals were not offered opportunities to explore, discover and connect with their interests for cultural, social and recreational activities. The agency needs to ensure staff are trained and provided guidance to support individuals to explore and connect with activities of interest in their communities.
C17	Community activities are based on the individual's preferences and interests.	Two out of three individuals were not offered ongoing opportunities to participate in community activities base on their individual preferences and interests. The agency needs to ensure staff are trained and offered guidance to assist individuals to discover and connect with others in community activities.

MASTER SCORE SHEET LICENSURE

Organizational: ENABLE INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
℞ L2	Abuse/neglect reporting	3/3	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	2/2	Met
L76	Track trainings	4/4	Met
L83	HR training	0/4	Not Met(0 %)

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		3/3					3/3	Met
L5	Safety Plan	L		3/3					3/3	Met
R L6	Evacuation	L		3/3					3/3	Met
L8	Emergency Fact Sheets	I		3/3					3/3	Met
L9	Safe use of equipment	L		3/3					3/3	Met
R L12	Smoke detectors	L		3/3					3/3	Met
L15	Hot water	L		3/3					3/3	Met
L16	Accessibility	L		3/3					3/3	Met
L17	Egress at grade	L		2/2					2/2	Met
L18	Above grade egress	L		1/1					1/1	Met
L19	Bedroom location	L		2/2					2/2	Met
L20	Exit doors	L		3/3					3/3	Met
L27	Pools, hot tubs, etc.	L		3/3					3/3	Met
L31	Communication method	I		3/3					3/3	Met
L32	Verbal & written	I		3/3					3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L33	Physical exam	I		3/3					3/3	Met
L34	Dental exam	I		3/3					3/3	Met
L35	Preventive screenings	I		3/3					3/3	Met
L36	Recommended tests	I		3/3					3/3	Met
L37	Prompt treatment	I		3/3					3/3	Met
R L38	Physician's orders	I		3/3					3/3	Met
L39	Dietary requirements	I		1/1					1/1	Met
L40	Nutritional food	L		3/3					3/3	Met
L41	Healthy diet	L		3/3					3/3	Met
L42	Physical activity	L		3/3					3/3	Met
L43	Health Care Record	I		3/3					3/3	Met
L44	MAP registration	L		3/3					3/3	Met
L45	Medication storage	L		3/3					3/3	Met
R L46	Med. Administration	I		3/3					3/3	Met
L47	Self medication	I		1/1					1/1	Met
L49	Informed of human rights	I		3/3					3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L50	Respectful Comm.	L		3/3					3/3	Met
L51	Possessions	I		3/3					3/3	Met
L52	Phone calls	I		2/3					2/3	Not Met (66.67%)
L53	Visitation	I		3/3					3/3	Met
L54	Privacy	L		2/3					2/3	Not Met (66.67%)
L61	Health protection in ISP	I		3/3					3/3	Met
L62	Health protection review	I		3/3					3/3	Met
L63	Med. treatment plan form	I		1/1					1/1	Met
L64	Med. treatment plan rev.	I		1/1					1/1	Met
L67	Money mgmt. plan	I		3/3					3/3	Met
L68	Funds expenditure	I		2/2					2/2	Met
L69	Expenditure tracking	I		1/1					1/1	Met
L77	Unique needs training	I		3/3					3/3	Met
L80	Symptoms of illness	L		3/3					3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L81	Medical emergency	L		3/3					3/3	Met
L82	Medication admin.	L		3/3					3/3	Met
L84	Health protect. Training	I		3/3					3/3	Met
L85	Supervision	L		3/3					3/3	Met
L86	Required assessments	I		3/3					3/3	Met
L87	Support strategies	I		3/3					3/3	Met
L88	Strategies implemented	I		2/3					2/3	Not Met (66.67%)
L90	Personal space/bedroom privacy	I		3/3					3/3	Met
L91	Incident management	L		3/3					3/3	Met
#Std. Met/# 54 Indicator									51/54	
Total Score									58/62	
									93.55%	

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

Individual Home Supports

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	2/3	Not Met (66.67 %)
C10	Social skill development	2/3	Not Met (66.67 %)
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	3/3	Met
C13	Skills to maximize independence	1/3	Not Met (33.33 %)
C14	Choices in routines & schedules	1/3	Not Met (33.33 %)
C15	Personalize living space	3/3	Met
C16	Explore interests	1/3	Not Met (33.33 %)
C17	Community activities	1/3	Not Met (33.33 %)
C18	Purchase personal belongings	1/1	Met
C19	Knowledgeable decisions	3/3	Met
C20	Emergency back-up plans	3/3	Met
C21	Coordinate outreach	3/3	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	3/3	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	1/1	Met
C54	Assistive technology	3/3	Met