



**PROVIDER REPORT  
FOR**

**Esprit-Partnership for  
independence  
1550 Falmouth Road Unit 4A  
Centerville, MA 02632**

**November 06, 2025**

**Version**

**Public Provider Report**

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

# **SUMMARY OF OVERALL FINDINGS**

**Provider** Esprit-Partnership for independence

**Review Dates** 10/7/2025 - 10/8/2025

**Service Enhancement Meeting Date** 10/23/2025

**Survey Team** Tina Napolitan (TL)

**Citizen Volunteers**

**Survey scope and findings for Residential and Individual Home Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Residential and Individual Home Supports</b>	1 location(s) 1 audit (s)	Full Review	32/35 2 Year License 10/23/2025 - 10/23/2027		26 / 27 Certified 10/23/2025 - 10/23/2027
Individual Home Supports	1 location(s) 1 audit (s)			Full Review	20 / 21
Planning and Quality Management				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Esprit-Partnership for Independence was founded in 2007 to provide social experiences for adults with developmental disabilities living in the Cape Cod area. Since its inception, services have expanded to include supporting people within the residential service of Individualized Home Supports (IHS). In January 2025, the agency began providing IHS services to an individual receiving more than 15 hours of support per week

The Department of Developmental Services' (DDS) Office of Quality Enhancement (OQE) conducted a full licensing and certification review of the residential support of Individualized Home Supports (IHS). All applicable licensing and certification indicators were reviewed by DDS/OQE as a part of this survey.

The agency maintained organized systems for analyzing data, measuring progress, and establishing goals for service development. Oversight systems ensured that required staff training was tracked. All employees have been trained in Human Rights. The agency has established a Human Rights Committee inclusive of all required members with expertise and individual/advocate members.

In the residential service of IHS, decor reflected individual preferences, a safety plan had been developed, and staff were knowledgeable about the individuals' emergency exit skills. Staff supported individuals in working toward their ISP goals. Communication between staff and the individual surveyed was respectful and dialogue was reciprocal. The individual is supported to have autonomy with numerous assistive technology devices, including a Juno oven, an Amazon Echo, a robot vacuum and mop and a smart watch. Across residential services, staff demonstrated familiarity with the unique communication style and the support preferences of individuals. Interactions were person-centered and reflected a strong understanding of individual interests.

Within certification for residential service of IHS, individuals were supported to develop independence and exercise choice and control in daily activities. Examples included support for an individual to plan and enjoy a trip to Paris, overnight camping with a group and numerous day trips of interest. Staff supported this individual to maintain regular contact with friends and family and was supported in exploring intimate relationships when desired. Staff engaged in ongoing conversations to ensure that individuals received the level of relationship support they requested.

Areas identified within licensing for improvement in residential service of IHS included ensuring that emergency facts sheets are comprehensive and include important information of medication. Agency staff need to be trained in signs and symptoms of illness and Just not Right. Timeliness of ISP support strategy submissions required attention.

An area within Certification requiring additional attention is the solicitation of feedback from individuals on agency staff at the time of hire and on an ongoing basis.

Within Residential Support of IHS, Esprit, Partnership for Independence met 91% of licensing indicators, including all critical indicators, and will be issued a Two-Year License. The agency met 96% of certification indicators and is fully certified. The agency will submit follow-up documentation on all licensing indicators rated as Not Met within 60 days of the SEM.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	5/5	0/5	
<b>Residential and Individual Home Supports</b>	27/30	3/30	
Individual Home Supports			
<b>Critical Indicators</b>	1/1	0/1	
<b>Total</b>	32/35	3/35	91%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		3	

### **Residential 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 sheet did not include medication. The agency needs to ensure that emergency fact sheets contain all required components.
L80	Support staff are trained to recognize signs and symptoms of illness.	Staff had not received training regarding signs and symptoms of illness nor Just Not Right. The agency needs to ensure all staff are trained in signs and symptoms of illness and Just Not Right.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	The ISP support strategies were not submitted within the required timelines of DDS. The agency needs to ensure that support strategies are submitted 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>20/21</b>	<b>1/21</b>	
Individual Home Supports	20/21	1/21	
<b>Total</b>	<b>26/27</b>	<b>1/27</b>	<b>96%</b>
<b>Certified</b>			

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	This individual had not been given the opportunity to provide feedback on staff at the time of hire nor on an ongoing basis. The agency needs to ensure that individuals are given the opportunity to provide feedback on staff at the time of hire and routinely thereafter.

## MASTER SCORE SHEET LICENSURE

### Organizational: Esprit-Partnership for independence

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating(Met,Not Met,NotRated)</b>
L48	HRC	1/1	Met
L74	Screen employees	3/3	Met
L75	Qualified staff	3/3	Met
L76	Track trainings	1/1	Met
L83	HR training	3/3	Met

**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		1/1					1/1	Met
L5	Safety Plan	L		1/1					1/1	Met
R L6	Evacuation	L		1/1					1/1	Met
L8	Emergency Fact Sheets	I		0/1					0/1	Not Met (0 %)
L9 (07/21)	Safe use of equipment	I		1/1					1/1	Met
L31	Communication method	I		1/1					1/1	Met
L32	Verbal & written	I		1/1					1/1	Met
L37	Prompt treatment	I		1/1					1/1	Met
L41	Healthy diet	L		1/1					1/1	Met
L42	Physical activity	L		1/1					1/1	Met
L43	Health Care Record	I		1/1					1/1	Met
L47	Self medication	I		1/1					1/1	Met
L49	Informed of human rights	I		1/1					1/1	Met
L50 (07/21)	Respectful Comm.	I		1/1					1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L51	Possessions	I		1/1					1/1	Met
L52	Phone calls	I		1/1					1/1	Met
L53	Visitation	I		1/1					1/1	Met
L54 (07/21)	Privacy	I		1/1					1/1	Met
L77	Unique needs training	I		1/1					1/1	Met
L80	Symptoms of illness	L		0/1					0/1	Not Met (0 %)
L81	Medical emergency	L		1/1					1/1	Met
L85	Supervision	L		1/1					1/1	Met
L86	Required assessments	I		1/1					1/1	Met
L87	Support strategies	I		0/1					0/1	Not Met (0 %)
L88	Strategies implemented	I		1/1					1/1	Met
L90	Personal space/bedroom privacy	I		1/1					1/1	Met
L91	Incident management	L		1/1					1/1	Met
L93 (05/22)	Emergency back-up plans	I		1/1					1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L94 (05/22)	Assistive technology	1		1/1					1/1	Met
L96 (05/22)	Staff training in devices and applications	1		1/1					1/1	Met
<b>#Std. Met/# 30 Indicator</b>									<b>27/30</b>	
<b>Total Score</b>									<b>32/35</b>	
									<b>91.43%</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

### Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/1	Not Met (0 %)

## Individual Home Supports

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C8	Family/guardian communication	1/1	<b>Met</b>
C9	Personal relationships	1/1	<b>Met</b>
C10	Social skill development	1/1	<b>Met</b>
C11	Get together w/family & friends	1/1	<b>Met</b>
C12	Intimacy	1/1	<b>Met</b>
C13	Skills to maximize independence	1/1	<b>Met</b>
C14	Choices in routines & schedules	1/1	<b>Met</b>
C15	Personalize living space	1/1	<b>Met</b>
C16	Explore interests	1/1	<b>Met</b>
C17	Community activities	1/1	<b>Met</b>
C18	Purchase personal belongings	1/1	<b>Met</b>
C19	Knowledgeable decisions	1/1	<b>Met</b>
C21	Coordinate outreach	1/1	<b>Met</b>
C46	Use of generic resources	1/1	<b>Met</b>
C47	Transportation to/ from community	1/1	<b>Met</b>
C48	Neighborhood connections	1/1	<b>Met</b>
C49	Physical setting is consistent	1/1	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	1/1	<b>Met</b>
C52	Leisure activities and free-time choices /control	1/1	<b>Met</b>
C53	Food/ dining choices	1/1	<b>Met</b>