



**PROVIDER REPORT  
FOR**

**Extra Special Teas  
2 ELM Street  
Great Barrington, MA 02130**

**January 06, 2023**

**Version**

**Public Provider Report**

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

## **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	Extra Special Teas
<b>Review Dates</b>	12/7/2022 - 12/13/2022
<b>Service Enhancement Meeting Date</b>	12/23/2022
<b>Survey Team</b>	Elsa Adorno Janina Millet Danielle Robidoux (TL)
<b>Citizen Volunteers</b>	

**Survey scope and findings for Employment and Day 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>Employment and Day Supports</b>	1 location(s) 12 audit (s)	Full Review	48/50 2 Year License 12/23/2022 - 12/23/2024		41 / 41 Certified 12/23/2022 - 12/23/2024
Community Based Day Services	1 location(s) 6 audit (s)			Full Review	15 / 15
Employment Support Services	0 location(s) 6 audit (s)			Full Review	20 / 20
Planning and Quality Management				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Extra Special Teas, Inc. (EST) is a small nonprofit organization that provides employment supports and community-based day services to individuals with developmental and intellectual disabilities. Extra Special Teas opened as a tea house business in the Town of Great Barrington in April 2016. In January 2022, Extra Special Teas opened an additional café and retail store in the center of Housatonic, MA.

The businesses employ individuals in many aspects of their operation and EST has been able to provide new work opportunities for individuals with the addition of the Housatonic location and its commercial kitchen. In addition, both stores serve as locations for its community-based day service (CBDS), which offers skills building, volunteer, and community access activities.

The scope of this survey was a full licensure and certification review. Licensure and certification resumed the conduct of in-person surveys in July 2021. This licensing review was a hybrid model of surveying, where most tasks were conducted in-person while some were conducted through remote technologies. For this survey, interviews with key administrative and supervisory staff occurred virtually through Microsoft (MS) Teams. Observations, interviews with individuals and staff, review of environmental safety, and review of relevant documentation occurred on-site.

As an organization, Extra Special Teas demonstrated success in meeting licensure requirements for services and supports in the areas of environmental safety, promotion of ISP development and goals, workforce competency, assistive technology, and accommodating individuals' unique needs. Both service locations maintained relevant inspections and cleaning protocols, as well as applicable commercial kitchen standards. All staff were trained in the unique needs of individuals, including medical conditions such as seizure disorders and diabetes.

Survey findings showed that individuals' ISP assessments and support strategies were submitted within the required timelines. In addition, once the ISP goals were agreed upon, the agency ensured support strategies were implemented, data tracked consistently for all individuals, and goals were adjusted based upon each individuals' needs. The agency also showed success in assessing individuals' needs for assistive technology as well as providing assistive technology of benefit to individuals working at either location, including color-coded tea ingredients and a picture-based cash register system.

Extra Special Teas demonstrated effectual systems to manage the competency of its workforce through its employee orientation process, oversight of mandated trainings, and ongoing supervision and staff development. The status of staff training was reviewed for a sample of staff. It was found that all mandatory training requirements were met.

In areas subject to certification, positive findings were identified in areas relating to individuals' community access and integration, individual choice and control, and encouraging community connections. Extra Special Teas had developed strong relationships with area businesses and local organizations to ensure that all individuals had opportunity to engage in a variety of community activities both at Extra Special Teas as well as at other community locations. A variety of assessment methods were used to identify individuals' interests in daily activities, and individuals were able to make choices about their activities and routines on a daily basis. Also, individuals were supported to learn about, and use varied generic community resources, including stores, restaurants, parks, and a local library, gym and bowling alley on an ongoing basis. In addition to accessing local resources, these organizational connections fostered opportunities for individuals to assume natural roles in community life as local citizens and volunteers.

Individuals who were employed by the agency's tea business were involved in all aspects of operation, including serving customers, baking products, packaging products, and fulfilling online

orders. They were well integrated into the workplace culture by participating in all company-sponsored parties and events. All employees received an annual evaluation and were paid minimum wage or more commensurate with their work performance. Everyone completed employment-related trainings, including OSHA training as well as training in the company's policies and procedures. In addition, individuals were supported to understand their employment-related rights, wages and benefits. In short, individuals employed by Extra Special Teas received the same rights, benefits and treatment as all other employees.

In addition to the positive findings highlighted above, the licensing review identified two areas requiring attention. The agency needs to ensure that its human rights committee has the required quorum composition to include a nurse or physician member. Extra Special Teas also needs to ensure that the wheelchair lift at the Great Barrington address is working at all times to ensure accessibility for all individuals.

As a result of this current licensing and certification review, Extra Special Teas will receive a Two-Year License for its Employment and Day Supports with a service group score of 96%. Additionally, the agency is Certified for this service group and received a certification score of 100%. Follow-up will be conducted by the agency and reported to OQE within sixty days on the two licensing indicators that received a rating of Not Met during the course of the review.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>7/8</b>	<b>1/8</b>	
<b>Employment and Day Supports</b>	<b>41/42</b>	<b>1/42</b>	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	<b>6/6</b>	<b>0/6</b>	
<b>Total</b>	<b>48/50</b>	<b>2/50</b>	<b>96%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>2</b>	

### **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.	For two of seven human rights committee meetings held over the past two years, committee composition requirements were not met due to lack of a physician or nurse among its membership. The agency needs to ensure that the Extra Special Teas Human Rights Committee has all the required members.

### **Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:**

Indicator #	Indicator	Area Needing Improvement
L16	The location is adapted and accessible to the needs of the individuals.	The motorized lift at the Great Barrington location was not working on the date of the onsite review. The lift was repaired and operational the same day of the review. Extra Special Teas needs to ensure that the motorized lift is operational at all times.

## **CERTIFICATION FINDINGS**

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>35/35</b>	<b>0/35</b>	
Community Based Day Services	15/15	0/15	
Employment Support Services	20/20	0/20	
<b>Total</b>	<b>41/41</b>	<b>0/41</b>	<b>100%</b>
<b>Certified</b>			

## **MASTER SCORE SHEET LICENSURE**

### **Organizational: Extra Special Teas**

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
℞ L2	Abuse/neglect reporting	1/1	Met
L3	Immediate Action	1/1	Met
L4	Action taken	1/1	Met
L48	HRC	5/7	Not Met(71.43 % )
L74	Screen employees	3/3	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	Met
L92 (07/21)	Licensed Sub-locations (e/d).	2/2	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	6/6		6/6	12/12	Met
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			0/1	0/1	Not Met (0 %)
L17	Egress at grade	L			1/1	1/1	Met
L18	Above grade egress	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
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



<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>
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
L38	Physician's orders	I			6/6	6/6	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
L77	Unique needs training	I	6/6		6/6	12/12	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
L86	Required assessments	I	6/6		6/6	12/12	Met
L87	Support strategies	I	6/6		6/6	12/12	Met
L88	Strategies implemented	I	6/6		6/6	12/12	Met
L91	Incident management	L			1/1	1/1	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

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L96 (05/22)	Staff training in devices and applications	I	4/4		5/5	9/9	Met
#Std. Met/# 42 Indicator						41/42	
Total Score						48/50	
						96.00%	

## 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	3/3	Met
C39 (07/21)	Support needs for employment	5/5	Met
C40	Community involvement interest	6/6	Met
C41	Activities participation	6/6	Met
C42	Connection to others	6/6	Met
C43	Maintain & enhance relationship	6/6	Met

### Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
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

### 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	6/6	Met
C23	Assess skills & training needs	6/6	Met
C24	Job goals & support needs plan	6/6	Met
C25	Skill development	6/6	Met
C26	Benefits analysis	6/6	Met
C27	Job benefit education	6/6	Met
C29	Support to obtain employment	6/6	Met
C30	Work in integrated settings	6/6	Met
C31	Job accommodations	6/6	Met
C32	At least minimum wages earned	6/6	Met
C33	Employee benefits explained	6/6	Met
C34	Support to promote success	6/6	Met
C35	Feedback on job performance	6/6	Met
C36	Supports to enhance retention	6/6	Met
C37	Interpersonal skills for work	6/6	Met
C47	Transportation to/ from community	6/6	Met
C50	Involvement/ part of the Workplace culture	6/6	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met