



**PROVIDER REPORT
FOR
FRIENDSHIP HOME INC
458 Main St.
Norwell, MA 02061**

July 07, 2026

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider FRIENDSHIP HOME INC

Review Dates 6/3/2026 - 6/9/2026

**Service Enhancement
Meeting Date** 6/23/2026

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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
Residential and Individual Home Supports	1 location(s) 2 audit (s)	Full Review	55/60 2 Year License 06/23/2026 - 06/23/2028		No Review Conducted
Respite Services	1 location(s) 2 audit (s)			No Review	No Review
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
Employment and Day Supports	2 location(s) 14 audit (s)	Full Review	58/62 2 Year License 06/23/2026 - 06/23/2028		39 / 42 Certified 06/23/2026 - 06/23/2028
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	14 / 15
Employment Support Services	1 location(s) 7 audit (s)			Full Review	19 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Friendship Home, Inc. was founded in 1999 to establish the Friendship Club which provided social and recreational opportunities for individuals with developmental disabilities and their family members through shared interests and activities. The agency has since expanded its services to include a respite program which is available for recreation and socialization 7 days a week, and day services that include both Community Based Day Supports (CBDS) and Employment Services. The agency primarily provides services to the Southeastern region of Massachusetts, but also serves individuals from the Metro, Northeast areas.

The Department of Developmental Services (DDS) Office of Quality Enhancement (OQE) conducted a full Licensing and Certification review for CBDS, Employment Services, and licensing indicators only for the agency's Respite program.

Licensing indicators for organizational oversight showed that the agency ensured effective systems were in place across several key areas. In the domain of Personal Safety, all instances of potential abuse and neglect were reported, and the agency took immediate action to safeguard individuals when needed. The agency also collected data on key areas such as stakeholders' satisfaction and incident reporting, to ascertain and respond to trends.

Within the residential service grouping, the agency's Respite program demonstrated effective implementation of key licensing expectations. The agency maintained proactive oversight to ensure inspections of furnaces, sprinklers and smoke detectors met compliance for both Residential and Day programs. The Respite site was clean and well-maintained, and appliances were clean and in working order. All staff responsible for the administration of medications maintained current MAP certifications. In the domain of personal safety, staff reviewed updated packets of all pertinent information regarding individuals who would be attending the following week such health care needs, preferences and allergies, and were well-versed in unique needs and preferences. Staff demonstrated familiarity with the established procedures for addressing participant illness occurring during program hours, as well as the protocols for responding to emergency medical conditions. Staff further supported participants in making healthy dietary choices at mealtimes through ongoing encouragement and the maintenance of a well-balanced menu.

Within the domain of human rights, individuals' rights were supported in respite by staff who ensured privacy by assisting individuals to activate electronic locks on their bedroom doors and by obtaining consent prior to the release of participants' photographs or recordings. Staff interactions with all individuals were inviting and respectful and demonstrated well-established knowledge of individuals' preferences and communication styles using preferred names and maintaining an active listening approach.

In the Day Services grouping, positive outcomes were revealed through the licensing review. The agency ensured that all inspections such as for hot water heaters, smoke alarms and their elevator received timely inspections. In the Domain of Personal Safety, staff ensured that individuals in CBDS and Employment were trained in any special equipment they used during the day. Emergency back-up plans were in place for individuals participating in community activities, including procedures to ensure that emergency contacts could be reached when needed.

The agency demonstrated a commitment to individualized supports and a personalized approach. In the CBDS program staff exhibited a strong understanding of individuals' unique needs. In addition to being familiar with participants' families, diagnoses, and healthcare needs, staff were aware of nuanced communication styles that allowing for more personalized communication.

In the domain of health and medication for day services, medical protocols were in place to address health care needs, and staff were knowledgeable about the action steps required when medical

symptoms required a response.

In CBDS, seasonal community activities were determined in advance with participant input through the use of interest inventories and suggestions gathered from individuals. Individuals were provided daily opportunities to select activities. Individuals were supported to explore their job interests through career exploration inventories. Once interests were established and assessments revealed areas in which an individual could use support to advance, habilitative and behavioral goals were developed to help move them forward on their path to employment.

Individuals received assessments to determine their need for assistive technology. Creative low-tech supports were implemented to meet various needs. Visual aids were integrated into the activity calendar for adaptive reading, and one person made use of a customized piece of jewelry that contained his daily schedule to increase her independence.

For Employment in the domain of Career Planning, Development and Employment, Friendship Home used a variety of approaches to support those who were employed. Ongoing communication between the agency and employers was highly effective at determining ongoing or changing needs and allowing the agency to adjust their supports. Ongoing supports included check-ins with the employed individuals and the employers to determine needs. In one case additional supports included a temporary increase in on-site check-ins, and the development of a task list to assist in timely completion of tasks. Individuals were employed in a variety of valued roles in integrated settings such as in retail hardware, a thrift and consignment store, grocery store, a VNA service, and in a daycare.. Those who were employed received a benefit analysis assisting them to maintain earned income without impacting their benefits.

In addition to these findings, the review identified several areas needing increased attention. Within the organizational review of Licensing indicators, screening practices for potential Friendship Home employees need to be strengthened to ensure that an applicant's qualifications align with the job requirement for the position they are seeking.

Within the review of licensing indicators for the Respite program, increased oversight is needed to ensure that all staff are trained in specially ordered diets and health-related supports. The agency also needs to ensure that combustible materials are stored appropriately.

The Day Services licensure review identified additional areas that require the agency's focused attention. The agency needs to ensure that hot water delivery is within the allowable range at all sources, and that propane grills are located more than 10 feet from the building. Support Strategies agreed on by the team need to be addressed or modifications made. In addition, the agency needs to ensure that all incident reports are submitted and finalized within the required timelines.

The Certification review for day services also revealed two areas needing increased attention. The agency needs to revise its system for soliciting feedback during the hiring process and on the staff who provide ongoing supports to ensure it is inclusive of all program participants. In employment services, when individuals' skills, interests, or employment preferences are identified, staff need to make ongoing efforts to assist the individuals to obtain employment within a reasonable amount of time and modify approaches and supports as necessary.

Friendship Home has earned a two-year License for its residential services with a score of 92%. The agency's day services have also received a two-year License with a score of 94%. Day services is Certified achieving a score of 93%. The agency will conduct its own follow-up review of all licensing indicators in both residential and day services that were rated not met, within 60 days and submit the review to the DDS OQE.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Residential and Individual Home Supports	48/52	4/52	
Respite Services			
Critical Indicators	8/8	0/8	
Total	55/60	5/60	92%
2 Year License			
# indicators for 60 Day Follow-up		5	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/9	1/9	
Employment and Day Supports	50/53	3/53	
Community Based Day Services Employment Support Services			
Critical Indicators	7/7	0/7	
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
L74	The agency screens prospective employees per requirements.	One of two staff did not have the experiences required per the job description. The agency needs to ensure that prospective employees are screened to meet the minimum requirements per their job description.

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 agency failed to enter information relevant to an individual's abilities and physical limitations on one individual's Emergency Fact Sheet that would assist emergency responders in supporting them in a crisis. The agency needs to ensure that all emergency fact sheets contain required information.
L29	No rubbish or other combustibles are accumulated within the location including near heating equipment and exits.	Multiple combustible items were stored near the respite program's furnace. The agency needs to ensure that there are no rubbish or combustible items within 3 feet of any furnace.
L39	Special dietary requirements are followed.	One staff worked with an individual who had a specially ordered diet and had not been trained. The agency needs to ensure that all staff who could potentially work with individuals on specially ordered diets are trained in the diets.
L84	Staff / care providers are trained in the correct utilization of health related protections per regulation.	The agency had not trained two staff on the use of one individual's wheelchair. The agency needs to ensure that all staff are trained in the use of health-related supports for the individuals they work with.

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

Indicator #	Indicator	Area Needing Improvement
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	Water temperatures in the kitchen exceeded the allowable limits when tested. The agency needs to ensure all water temperature remain between 110-120 degrees.
L22	All appliances and equipment are operational and properly maintained.	Propane tanks for grills were located within 10 feet of the building. The agency needs to ensure that grills are at least 10 feet from the building.
L91	Incidents are reported and reviewed as mandated by regulation.	At one of two locations, incident reports were submitted and/or finalized late. The agency needs to ensure all incident reports are submitted and finalized within the mandated timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports			
Total			
No Review Conducted			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	33/36	3/36	
Community Based Day Services	14/15	1/15	
Employment Support Services	19/21	2/21	
Total	39/42	3/42	93%
Certified			

Community Based Day Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
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.	Two individuals did not have the opportunity to provide feedback at the time of hire or on an ongoing basis. The agency needs to ensure all individuals have the opportunity to provide feedback both at time of hire and on an ongoing basis.
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.	Three individuals did not have the opportunity to provide feedback at the time of hire or on an ongoing basis. The agency needs to ensure all individuals have the opportunity to provide feedback both at time of hire and on an ongoing basis.
C29	Individuals are supported to obtain employment that matches their skills and interests.	Two individuals had not been supported to obtain employment that matched their skills and interests. The agency needs to ensure that sustained and continuous support is provided to individuals to obtain employment.

MASTER SCORE SHEET LICENSURE

Organizational: FRIENDSHIP HOME INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	2/2	Met
L3	Immediate Action	2/2	Met
L4	Action taken	1/1	Met
L48	HRC	1/1	Met
L74	Screen employees	1/2	Not Met(50.0 %)
L75	Qualified staff	1/1	Met
L76	Track trainings	3/4	Met(75.00 %)
L83	HR training	3/4	Met(75.00 %)
L92 (07/21)	Licensed Sub-locations (e/d).	1/1	Met

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				2/2			2/2	Met
L3	Immediate Action	L				1/1			1/1	Met
L5	Safety Plan	L				1/1			1/1	Met
℞ L6	Evacuation	L				1/1			1/1	Met
L8	Emergency Fact Sheets	I				1/2			1/2	Not Met (50.0 %)
L10	Reduce risk interventions	I				1/1			1/1	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
L19	Bedroom location	L				1/1			1/1	Met
L20	Exit doors	L				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
L21	Safe electrical equipment	L				1/1			1/1	Met
L22	Well-maintained appliances	L				1/1			1/1	Met
L24	Locked door access	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				0/1			0/1	Not Met (0 %)
L30	Protective railings	L				1/1			1/1	Met
L31	Communication method	I				2/2			2/2	Met
L32	Verbal & written	I				2/2			2/2	Met
L37	Prompt treatment	I				2/2			2/2	Met
L38	Physician's orders	I				2/2			2/2	Met
L39	Dietary requirements	I				0/1			0/1	Not Met (0 %)
L40	Nutritional food	L				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
L41	Healthy diet	L				1/1			1/1	Met
L44	MAP registration	L				1/1			1/1	Met
L45	Medication storage	L				1/1			1/1	Met
L46	Med. Administration	I				1/1			1/1	Met
L49	Informed of human rights	I				2/2			2/2	Met
L50 (07/21)	Respectful Comm.	I				2/2			2/2	Met
L51	Possessions	I				2/2			2/2	Met
L52	Phone calls	I				2/2			2/2	Met
L53	Visitation	I				2/2			2/2	Met
L54 (07/21)	Privacy	I				2/2			2/2	Met
L55	Informed consent	I				2/2			2/2	Met
L61	Health protection in ISP	I				2/2			2/2	Met
L62	Health protection review	I				2/2			2/2	Met
L68	Funds expenditure	I				1/1			1/1	Met
L69	Expenditure tracking	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
L77	Unique needs training	I				2/2			2/2	Met
L80	Symptoms of illness	L				1/1			1/1	Met
L81	Medical emergency	L				1/1			1/1	Met
R L82	Medication admin.	L				1/1			1/1	Met
L84	Health protect. Training	I				1/2			1/2	Not Met (50.0 %)
L85	Supervision	L				1/1			1/1	Met
L91	Incident management	L				1/1			1/1	Met
L93 (05/22)	Emergency back-up plans	I				2/2			2/2	Met
#Std. Met/# 52 Indicator									48/52	
Total Score									55/60	
									91.67%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	7/7		6/7	13/14	Met (92.86 %)
L5	Safety Plan	L	1/1		1/1	2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
℞ L6	Evacuation	L	1/1		1/1	2/2	Met
L7	Fire Drills	L	1/1		1/1	2/2	Met
L8	Emergency Fact Sheets	I	7/7		6/7	13/14	Met (92.86 %)
L9 (07/21)	Safe use of equipment	I	7/7		7/7	14/14	Met
℞ L11	Required inspections	L	1/1		1/1	2/2	Met
℞ L12	Smoke detectors	L	1/1		1/1	2/2	Met
℞ L13	Clean location	L	1/1		1/1	2/2	Met
L14	Site in good repair	L	1/1			1/1	Met
L15	Hot water	L	1/1		0/1	1/2	Not Met (50.0 %)
L16	Accessibility	L	1/1		1/1	2/2	Met
L17	Egress at grade	L	1/1		1/1	2/2	Met
L18	Above grade egress	L	1/1			1/1	Met
L20	Exit doors	L	1/1		1/1	2/2	Met
L21	Safe electrical equipment	L	1/1		1/1	2/2	Met
L22	Well- maintained appliances	L	1/1		0/1	1/2	Not Met (50.0 %)
L25	Dangerous substances	L	1/1		1/1	2/2	Met
L26	Walkway safety	L	1/1		1/1	2/2	Met
L27	Pools, hot tubs, etc.	L	1/1			1/1	Met
L28	Flammables	L	1/1		1/1	2/2	Met
L29	Rubbish/comb ustibles	L	1/1		1/1	2/2	Met
L30	Protective railings	L	1/1		1/1	2/2	Met
L31	Communicatio n method	I	7/7		7/7	14/14	Met
L32	Verbal & written	I	7/7		7/7	14/14	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L37	Prompt treatment	I	7/7		7/7	14/14	Met
℞ L38	Physician's orders	I	1/1		7/7	8/8	Met
L39	Dietary requirements	I			4/5	4/5	Met (80.0 %)
L44	MAP registration	L	1/1			1/1	Met
L45	Medication storage	L	1/1			1/1	Met
L49	Informed of human rights	I	7/7		6/7	13/14	Met (92.86 %)
L50 (07/21)	Respectful Comm.	I	7/7		7/7	14/14	Met
L51	Possessions	I	7/7		7/7	14/14	Met
L52	Phone calls	I	7/7		7/7	14/14	Met
L54 (07/21)	Privacy	I	7/7		7/7	14/14	Met
L55	Informed consent	I	7/7		6/7	13/14	Met (92.86 %)
L61	Health protection in ISP	I	1/1		4/4	5/5	Met
L73	DOL certificate	L	1/1			1/1	Met
L77	Unique needs training	I	7/7		7/7	14/14	Met
L78	Restrictive Int. Training	L	1/1			1/1	Met
L79	Restraint training	L	1/1			1/1	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
℞ L82	Medication admin.	L	1/1			1/1	Met
L84	Health protect. Training	I	1/1		4/4	5/5	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	6/6		5/5	11/11	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L87	Support strategies	I	6/6		5/5	11/11	Met
L88	Strategies implemented	I	5/7		7/7	12/14	Met (85.71 %)
L91	Incident management	L	1/1		0/1	1/2	Not Met (50.0 %)
L93 (05/22)	Emergency back-up plans	I	7/7		7/7	14/14	Met
L94 (05/22)	Assistive technology	I	7/7		7/7	14/14	Met
L96 (05/22)	Staff training in devices and applications	I	7/7		6/6	13/13	Met
#Std. Met/# 53 Indicator						50/53	
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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/7	Not Met (71.43 %)
C8	Family/guardian communication	7/7	Met
C13	Skills to maximize independence	7/7	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C37	Interpersonal skills for work	7/7	Met
C38 (07/21)	Habilitative & behavioral goals	5/5	Met
C39 (07/21)	Support needs for employment	5/5	Met
C40	Community involvement interest	7/7	Met
C41	Activities participation	7/7	Met
C42	Connection to others	7/7	Met
C43	Maintain & enhance relationship	7/7	Met
C44	Job exploration	5/5	Met
C45	Revisit decisions	7/7	Met
C46	Use of generic resources	7/7	Met
C47	Transportation to/ from community	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/7	Not Met (57.14 %)
C8	Family/guardian communication	7/7	Met
C22	Explore job interests	7/7	Met
C23	Assess skills & training needs	7/7	Met
C24	Job goals & support needs plan	7/7	Met
C25	Skill development	7/7	Met
C26	Benefits analysis	7/7	Met
C27	Job benefit education	7/7	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	5/7	Not Met (71.43 %)
C30	Work in integrated settings	5/5	Met
C31	Job accommodations	5/5	Met
C32	At least minimum wages earned	5/5	Met
C33	Employee benefits explained	5/5	Met
C34	Support to promote success	5/5	Met
C35	Feedback on job performance	5/5	Met
C36	Supports to enhance retention	5/5	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C37	Interpersonal skills for work	5/5	Met
C47	Transportation to/ from community	7/7	Met
C50	Involvement/ part of the Workplace culture	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met