



**PROVIDER REPORT
FOR
GOODWILL INDUSTRIES-
BERKSHIRES.
158 Tyler Street
Pittsfield, MA 01201**

March 25, 2025

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider GOODWILL INDUSTRIES-BERKSHIRES.

Review Dates 2/19/2025 - 2/25/2025

Service Enhancement Meeting Date 3/11/2025

Survey Team Andrea Comeau
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Citizen Volunteers

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	1 location(s) 6 audit (s)	Full Review	28/32 2 Year License 03/11/2025 - 03/11/2027		24 / 27 Certified 03/11/2025 - 03/11/2027
Employment Support Services	1 location(s) 6 audit (s)			Full Review	19 / 21
Planning and Quality Management				Full Review	5 / 6

EXECUTIVE SUMMARY :

Goodwill Industries of the Berkshires, Inc., headquartered in Pittsfield, MA, is a nonprofit organization that is contracted by the Massachusetts Department of Developmental Services (DDS) to provide employment services to individuals with Intellectual and Developmental Disabilities, as well as individuals living with autism spectrum disorder. The agency also provides employment supports and job opportunities to individuals who are socially and economically challenged due to a wide variety of support needs. The agency operates several leased retail stores throughout northern and southern Berkshire Counties and in Southern Vermont.

The scope of this 2025 survey conducted by the DDS Central West Office of Quality Enhancement (OQE) was a full licensing and certification review of the agency's Employment Services.

Goodwill demonstrated effective supports and oversight in most licensure domains. Findings from the review showed that the agency implemented a variety of strategies that enhanced environmental and workplace safety. This included trainings for individuals and staff on recognizing and reporting hazardous situations; having sound knowledge of proper storage of materials within clearly marked areas; and maintaining clear pathways/walkways. Employment team meetings occurred routinely to discuss business priorities for the day, and where aspects of safety practices would be reinforced amongst team members. A variety of safety reminders were posted in conspicuous areas at each location, and the agency had an effective process for ensuring that annual inspections within the facilities occurred in a timely manner where applicable.

Relative to staffing, Goodwill maintained a competent workforce and improved upon its recruitment capacity. A review of employee trainings revealed that staff completed all DDS mandatory trainings. Staff were very knowledgeable about individuals' unique support needs, and this enhanced individual's growth, experience, and on the job success. Staff were also trained to support individuals who required ongoing management of significant health conditions, through proper implementation of medical protocols such as seizure protocols. Staff were also well versed on responding to situations when an individual was ill or experiencing a medical emergency.

Goodwill showed abundant evidence that individuals they support experienced numerous workplace successes; they were highly competent and valued team members at their various work sites. Over the past year, Goodwill focused on supporting individuals to work on and actualize meaningful and sustainable employment goals of their choosing. When interviewed, individuals properly articulated their goals and accomplishments and expressed satisfaction with their current jobs. Goodwill also developed effective oversight practices to ensure that individuals received positive, constructive monthly feedback from job coaches, who tracked and summarized workplace progress on monthly progress notes. Individuals also received ongoing assessments to determine any needs for assistive technologies that could promote their independence in performing job duties.

Relative to certification, survey findings showed that over the previous year, Goodwill underwent a complete transformation of its executive team and the addition of several new employment specialists. This led to greater individual attention being given in the workplace, and the updating of many support tools. The new management team proactively developed strategies for addressing newly and previously identified areas needing improvement, and made incremental changes to stabilize services and supports. The agency also solicited input from its stakeholders to assess and improve the quality of services that it offers.

Certification outcomes for individuals supported by Goodwill were largely positive. During the initial intake phase, Goodwill consistently engaged with individuals to assess and explore their job interests. This includes job tours and a 90-day trial period for members to explore job interests at sites of their choosing. Individuals were supported to find jobs that matched their interest; were paid at least minimum wage; and received performance feedback from job coaches. The jobs were performed

largely in integrated settings where members interfaced with the public, and individuals participated in many of the company-sponsored activities and celebrations.

Survey findings identified some areas within licensure where further attention is required from the agency to meet compliance. In the human rights domain, Goodwill must support its human rights committee to meet membership composition and quarterly meeting requirements. Greater effort is also needed in meeting timelines for the reporting and reviewing of incidents in HCSIS. Relative to healthcare, the agency must ensure that emergency fact sheets are updated to include all required information including a current medication lists and medical diagnosis. The agency must also ensure that individuals are equipped with back up plans for use in the event of an emergency.

Several areas within certification would also benefit from further attention. The agency should develop a process for identifying and addressing measurable goals for service improvement. It must also assist individuals to develop career plans, and to explore employment opportunities within the broader community beyond jobs offered by Goodwill. Individuals and guardians must also be supported to understand how work and income impact their entitlements.

As a result of this review, Goodwill Industries will receive a Two-Year License for its Employment and Day Supports, with a service grouping score of 88% of licensure indicators met. Due to the score, follow-up on all not met licensing indicators will be conducted by DDS OQE within 60 days of the service enhancement meeting.

The employment/day service grouping is Certified with an overall score of 89% of certification indicators met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Employment and Day Supports	21/24	3/24	
Employment Support Services			
Critical Indicators	2/2	0/2	
Total	28/32	4/32	88%
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
L48	The agency has an effective Human Rights Committee.	Goodwill Industries-Berkshire shares a human rights committee with United Cerebral Palsy of Western MA, another DDS service provider in the area. A review of the meeting minutes from the past twenty-four months, showed that seven meetings were held, with a gap of 6 months between meetings on two separate occasions. The committee, therefore, did not meet the requirement of holding meetings on a quarterly basis. Also, one of the committee members was absent for more than 50% of the meetings held over the past year and the current HRC membership lacked representation from a member with medical expertise. Additionally, the human rights committee did not fulfill its responsibility to review human rights training materials and agency policies that may have an impact on individual's human rights. Goodwill Industries must support its human rights committee to meet membership and attendance requirements, and to fulfill its responsibilities for promoting and protecting the rights of individuals who receive services.

Employment/Day 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.	For the six individuals reviewed, Emergency Fact Sheets did not reflect current information, including medical diagnoses and medications. The agency needs to ensure that Emergency Fact Sheets are current and accurately address all required information.
L91	Incidents are reported and reviewed as mandated by regulation.	At one location, incidents were not submitted or reviewed within required timelines. The agency needs to ensure that incident reports are submitted and reviewed within required timelines.
L93 (05/22)	The provider has emergency back up plans to assist individuals to plan for emergencies and/or disasters.	For the six individuals reviewed, the agency had not developed emergency back-up plans to assist individuals in planning for emergencies or disasters. The agency needs to ensure each individual is knowledgeable of what to do in the event of an emergency or disaster.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	5/6	1/6	
Employment and Day Supports	19/21	2/21	
Employment Support Services	19/21	2/21	
Total	24/27	3/27	89%
Certified			

Planning and Quality Management Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C5	The provider has a process to measure progress towards achieving service improvement goals.	The agency had not developed a process for prioritizing areas needing service improvement, setting specific service improvement targets, or effective methods of measuring progress toward achieving service improvement goals. The agency must take steps to develop goals for improvement in service quality as well as methods for effectively measuring organizational progress toward meeting goals for service improvement.

Employment Support Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C24	There is a plan developed to identify job goals and support needs.	For the six individuals reviewed, the agency did not have written career plans in place that identified individuals' specific job goals, skills, and support needs. The agency needs to develop a mechanism for consistently providing individuals with a written plan reflecting their job goals and support needs.
C26	Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community.	None of the six individuals reviewed had been supported to understand how their current and future earnings may affect their entitlements, and there was no mechanism in place to share this information with family or guardians. The agency needs to provide individuals, their guardians/families with information on the potential impact of employment earnings on entitlements and other benefits.

MASTER SCORE SHEET LICENSURE

Organizational: GOODWILL INDUSTRIES-BERKSHIRES.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	2/2	Met
L3	Immediate Action	3/3	Met
L4	Action taken	2/2	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	1/1	Met
L76	Track trainings	3/3	Met
L83	HR training	3/3	Met
L92 (07/21)	Licensed Sub-locations (e/d).	1/1	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	Met
L8	Emergency Fact Sheets	I	0/6			0/6	Not Met (0 %)
L9 (07/21)	Safe use of equipment	I	3/3			3/3	Met
L31	Communication method	I	6/6			6/6	Met
L32	Verbal & written	I	6/6			6/6	Met
L37	Prompt treatment	I	6/6			6/6	Met
PL L38	Physician's orders	I	2/2			2/2	Met
L49	Informed of human rights	I	6/6			6/6	Met
L50 (07/21)	Respectful Comm.	I	6/6			6/6	Met
L51	Possessions	I	6/6			6/6	Met
L52	Phone calls	I	6/6			6/6	Met
L54 (07/21)	Privacy	I	6/6			6/6	Met
L55	Informed consent	I	6/6			6/6	Met
L77	Unique needs training	I	6/6			6/6	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	3/4			3/4	Met
L87	Support strategies	I	3/4			3/4	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L88	Strategies implemented	I	6/6			6/6	Met
L91	Incident management	L	0/1			0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I	0/6			0/6	Not Met (0 %)
L94 (05/22)	Assistive technology	I	6/6			6/6	Met
L96 (05/22)	Staff training in devices and applications	I	6/6			6/6	Met
#Std. Met/# 24 Indicator						21/24	
Total Score						28/32	
						87.50%	

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	0/1	Not Met (0 %)
C6	Future directions planning	1/1	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/5	Met
C8	Family/guardian communication	6/6	Met
C22	Explore job interests	6/6	Met
C23	Assess skills & training needs	6/6	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C24	Job goals & support needs plan	0/6	Not Met (0 %)
C25	Skill development	6/6	Met
C26	Benefits analysis	0/6	Not Met (0 %)
C27	Job benefit education	6/6	Met
C28	Relationships w/businesses	1/1	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