

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

DDS FOLLOW-UP REPORT

Provider	<u>GOODWILL INDUSTRIES-BERKSHIRES.</u>	Provider Address	<u>158 Tyler Street , Pittsfield</u>
Survey Team	<u>Jones, Ken;</u>	Date(s) of Review	<u>14-MAY-25 to 16-MAY-25</u>

Follow-up Scope and results :						
Service Grouping	Licensure level and duration	# Critical Indicators std. met/ std. rated at follow-up	# Indicators std. met/ std. rated at follow-up	Sanction status prior to Follow-up	Combined Results post-Follow-up; for Deferred, License level	Sanction status post Follow-up
Employment and Day Supports 1 Locations 5 Audits	2 Year License		3/4	<input checked="" type="checkbox"/> Eligible for new business (Two Year License) <input type="checkbox"/> Ineligible for new business. (Deferred Status: Two year mid-cycle review License)	2 Year License	<input checked="" type="checkbox"/> Eligible for New Business (80% or more std. met; no critical std. not met) <input type="checkbox"/> Ineligible for New Business (<=80% std met and/or more critical std. not met)

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Summary of Ratings

Employment and Day Supports Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L8
Indicator	Emergency Fact Sheets
Area Need Improvement	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.
Status at follow-up	The agency reviewed emergency fact sheets for all the people it supports in response to OQE survey findings. Emergency fact sheets were current and accurate for all five individuals reviewed at follow-up.
#met /# rated at followup	5/5
Rating	Met

Indicator #	L91
Indicator	Incident management
Area Need Improvement	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.
Status at follow-up	There were no incidents reported in HCSIS for the follow-up review timeframe; and there was no evidence of incidents that should have been reported that were not at the site.
#met /# rated at followup	1/1
Rating	Met

Indicator #	L93 (05/22)
Indicator	Emergency back-up plans
Area Need Improvement	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.

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Status at follow-up	For all five individuals, the provider had emergency backup plans to support them in the event of an emergency.
#met /# rated at followup	5/5
Rating	Met

Administrative Areas Needing Improvement on Standard not met - Identified by DDS

Indicator #	L48
Indicator	HRC
Area Need Improvement	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.
Status at follow-up	The agency's human rights committee that it shared with another regional provider (UCP of Central MA) did not meet mandates for review of agency human rights training information, policies, and membership/attendance by a person with medical expertise. The nurse that attended had a financial interest in UCP. The agency must ensure that it operates (or maintains an affiliation with) a human rights committee that meets all mandates.
#met /# rated at followup	0/1
Rating	Not Met