

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

Mid-Cycle Review Final Report

Provider GOODWILL INDUSTRIES-BERKSHIRES.

Provider Address 158 Tyler Street, Pittsfield

Survey Team Millet,Janina;

Date(s) of Review 14-FEB-24 to 16-FEB-24

Mid-Cycle Scope and results :					
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated at Mid-Cycle	Sanction status prior to Mid-Cycle	Combined Results post-Mid-Cycle;	Sanction status post Mid-Cycle
Employment and Day Supports 1 Locations 6 Audits	2 Year License with Mid-Cycle Review	7/8	<input checked="" type="checkbox"/> Eligible for new business <input type="checkbox"/> Ineligible for new business.	2 Year License with Mid-Cycle Review 28/29 (96.55%)	<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

Organizational Areas Needing Improvement on Standards not met:

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. Minutes of human rights committee meetings showed that two members with medical expertise were not present at 50% or more of meetings held over the past two years. A member receiving services also was absent for 50% of the meetings. Additionally, the committee's bylaws were outdated. The agency needs to ensure that the HRC is supported to maintain required membership composition and quarterly meeting requirements. In addition, committee bylaws must reflect current operating rules and procedures.
Status at mid-cycle	The agency reported it had worked closely with its partner agency to review its updated bylaws, ensure membership composition was stable and consistent, and met quarterly. Upon reviewing the agency's quarterly human rights minutes for a full year, their committee had the required medical expertise and membership composition. Currently, the committee is fully constituted.
#met /# rated at mid-cycle	1/1
Rating	MET

Indicator #	L76
Indicator	Track trainings
Area Need Improvement	A review of the agency's system for providing required training for staff showed that several trainings were absent or incomplete. The agency needs to ensure that staff receive all mandated training and certifications in a timely manner. The agency's methods of oversight must be strengthened to ensure compliance in this area.

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Status at mid-cycle	The agency had adopted a method of tracking all trainings taken by its staff annually, but their system did not include tracking of training from past years or trainings that are mandated to be taken once at the time of hire/orientation. This review found that that the training system and tracking of training requires further development, as staff had not been provided with training in incident reporting, and some trainings they may have taken in years past, such as basic fire safety, had not been tracked.
#met /# rated at mid-cycle	0/1
Rating	NOT MET

Indicator #	L83
Indicator	HR training
Area Need Improvement	For four staff reviewed for trainings required by DDS, results showed that staff were not trained in human rights. The agency needs to ensure that all staff are trained in human rights.
Status at mid-cycle	The agency retrained its support staff training in human rights and documented their attendance and participation for tracking purposes. At mid-cycle, staff sampled had received the training and their attendance/completion dates had been tracked.
#met /# rated at mid-cycle	1/1
Rating	MET

Employment and Day Supports Areas Needing Improvement on Standards not met:

Indicator #	L1
Indicator	Abuse/neglect training
Area Need Improvement	For four individuals, annual training in reporting abuse, neglect, and mistreatment was not provided and information on reporting abuse and mistreatment was not shared with guardians. The agency needs to ensure that individuals receive annual training in mandated reporting and DPPC, and this information must be shared with guardians.

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Status at mid-cycle	The agency strengthened its system for ensuring individuals receive annual training in reporting abuse, neglect, and mistreatment and guardians are informed annually on these same matters. For six individuals sampled, the agency demonstrated its system of training individuals and informing guardians was effective and each individual's training and notification of their guardian had been tracked.
#met /# rated at mid-cycle	6/6
Rating	MET

Indicator #	L49
Indicator	Informed of human rights
Area Need Improvement	For four individuals, annual training in human rights was not provided and information about individuals' human rights was not shared with guardians. The agency needs to ensure that individuals receive annual training in human rights and information about the rights afforded individuals who receive services must be shared with guardians.
Status at mid-cycle	The agency established a system for ensuring each individual receives annual training in their human rights and guardians are informed annually on individuals' human rights. For six individuals sampled, the agency demonstrated its system of training individuals and informing guardians about human rights was effective and each training and notification of guardians had been tracked.
#met /# rated at mid-cycle	6/6
Rating	MET

Indicator #	L80
Indicator	Symptoms of illness
Area Need Improvement	A review of staff training in signs and symptoms of illness showed that staff received only a portion of the training material. The agency needs to ensure that all staff receive training in signs and symptoms of illness that includes Health Observation Guidelines and Just Not Right.

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Status at mid-cycle	The agency improved its system for assuring its staff had been trained in the signs and symptoms of illness, including Health Observation Guidelines and Just Not Right. The current review found that staff at the location had received this training in full, and the dates of their training had been tracked.
#met /# rated at mid-cycle	1/1
Rating	MET

Indicator #	L86
Indicator	Required assessments
Area Need Improvement	For one of two individuals reviewed, required ISP assessments were not submitted to DDS within 15 days prior to the ISP. The agency needs to ensure that required ISP assessments are submitted to DDS within 15 days prior to the ISP.
Status at mid-cycle	The agency developed an internal process to ensure its staff were aware of the need to submit ISP assessment to DDS at least 15 days in advance of the ISP. Findings at mid-cycle demonstrated that for six sampled individuals, ISP assessments had been submitted on time.
#met /# rated at mid-cycle	6/6
Rating	MET

Indicator #	L88
Indicator	Strategies implemented
Area Need Improvement	For one of three individuals reviewed, data and information related to progress on ISP goals did not correspond to the individual's specific ISP objective. The agency needs to ensure that there is a correlation between the tracking of progress on ISP goals to the goals stated in the ISP.
Status at mid-cycle	The agency implemented a system to ensure ISP goal progress data was collected daily and reviewed weekly with individuals. Additional oversight of the process and its completion was assigned as one of its staff to ensure compliance. Findings for six individuals reviewed demonstrated ISP progress for each individual had been tracked.

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#met /# rated at mid-cycle	6/6
Rating	MET

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Mid-Cycle Detail Report

For provider and area office use only. This page elaborates on all of the indicators reviewed at follow-up where the standard was not met.

Licensure Organizational :

Indicator	Source	Issue
L76	Staff	Agency training records did not reflect sampled staff had been trained in incident reporting or in basic fire safety. Also, the agency reported there was no Fire Safety Officer for their group employment work site, which is agency owned.