



**PROVIDER REPORT  
FOR**

**GROW ASSOCIATES INC  
68 Mazzeo Drive  
Randolph, MA 02368**

**Version**

**Public Provider Report**

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

## **SUMMARY OF OVERALL FINDINGS**

|                 |                     |
|-----------------|---------------------|
| <b>Provider</b> | GROW ASSOCIATES INC |
|-----------------|---------------------|

|                     |                     |
|---------------------|---------------------|
| <b>Review Dates</b> | 3/4/2022 - 3/9/2022 |
|---------------------|---------------------|

|   |           |
|---|-----------|
| <b>Service Enhancement Meeting Date</b> | 3/23/2022 |
|---|-----------|

|                    |  |
|--------------------|--|
| <b>Survey Team</b> | Michelle Boyd<br>Kayla Condon (TL)<br>Tina Napolitan |
|--------------------|--|

|                           |  |
|---------------------------|--|
| <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> | 2 location(s)<br>18 audit (s) | Full Review            | 55/55 2 Year License<br>03/23/2022 - 03/23/2024 |                            | Certified<br>03/23/2022 - 03/23/2024 |
| Community Based Day Services       | 1 location(s)<br>11 audit (s) |                        |   | Deemed                     |                                      |
| Employment Support Services        | 1 location(s)<br>7 audit (s)  |                        |   | Deemed                     |                                      |
| Planning and Quality Management    |                               |                        |   | Deemed                     |                                      |

## **EXECUTIVE SUMMARY :**

GROW Associates Inc. is a non-profit agency founded in 1973 and provides day services for those with intellectual/developmental disabilities. Services offered include Community Based Day Supports (CBDS), Employment Services, Day Habilitation, and Transition Services. The agency also runs its own transportation service for participants within their various services. Currently over 150 individuals are supported within the CBDS program. 28 individuals are supported within Employment Services, all of which have jobs that are fully integrated within the community.

The Department of Developmental Services (DDS) Office of Quality Enhancement (OQE) conducted a full licensure review of both Community Based Day Supports and Employment Support Services. The agency utilizes a deemed process (CARF) to in lieu of Certification on certification indicators.

Within the area of human rights, the agency demonstrated many positive outcomes. All individuals/guardians had received information regarding human rights, DPPC, and the agency's grievance procedure. Individuals were knowledgeable about what their rights were, who they would reach out to if they had a concern, and what the purpose of DPPC was. Individuals reported they felt they were respected, and they had privacy to discuss more personal matters with staff. Individuals within the Employment Services reported that staff were timely with their arrivals to work locations. Individuals who were identified to have an elevated level of risk has plans in place to mitigate that risk, while still allowing them to fully participate in the various community activities that were offered.

Environmentally, the employment/ day location was clean, well maintained, and accessible for the individuals' needs. All required inspections were present. A strong emphasis has been placed on ensuring that high touch points are sanitized frequently, and that cleaning and sanitizing occurs at the location, as well as in all vehicles. A variety of EPA approved cleaning products were used as well as electrostatic cleaners to ensure the sanitation of the location. Hand sanitizer was also placed strategically throughout to be accessible to all individuals and staff.

All medications were administered as ordered by the healthcare professional. Overall, staff were trained regarding healthcare management plans, special dietary needs, health related supportive and protective equipment, and individuals' unique needs. The agency created an informational sheet that contains an overview of these specific needs for all individuals within the CBDS and Employment programs. Staff keep this informational sheet on hand as a reference tool which allows for all staff to access this information at any time.

Based on the findings of this report, GROW Associates has earned a Two-Year License, with Employment and Day Supports receiving a score of 100% for all licensing indicators.

## LICENSURE FINDINGS

|   | Met / Rated  | Not Met / Rated | % Met       |
|---|--------------|-----------------|-------------|
| <b>Organizational</b>                                       | <b>8/8</b>   | <b>0/8</b>      |             |
| <b>Employment and Day Supports</b>                          | <b>47/47</b> | <b>0/47</b>     |             |
| Community Based Day Services<br>Employment Support Services |              |                 |             |
| <b>Critical Indicators</b>                                  | <b>8/8</b>   | <b>0/8</b>      |             |
| <b>Total</b>  | <b>55/55</b> | <b>0/55</b>     | <b>100%</b> |
| <b>2 Year License</b>                                       |              |                 |             |
| <b># indicators for 60 Day Follow-up</b>                    |              | <b>0</b>        |             |

## MASTER SCORE SHEET LICENSURE

Organizational: GROW ASSOCIATES 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        | 4/4       | Met                          |
| L75         | Qualified staff         | 2/2       | Met                          |
| L76         | Track trainings         | 4/4       | Met                          |
| L83         | HR training             | 4/4       | 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                | 7/7       |                  | 11/11          | 18/18             | 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                | 6/7       |                  | 10/11          | 16/18             | Met (88.89 %) |
| L9 (07/21) | Safe use of equipment      | I                |           |                  | 11/11          | 11/11             | Met           |
| L10        | Reduce risk interventions  | I                | 1/1       |                  | 4/4            | 5/5               | 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           |
| 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           |
| 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           |
| 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                |           |                  | 1/1            | 1/1               | Met           |

| Ind. #      | Ind.                     | Loc. or Indiv. | Emp. Sup. | Cent. Based Work | Com. Based Day | Total Met / Rated | Rating        |
|-------------|--------------------------|----------------|-----------|------------------|----------------|-------------------|---------------|
| L31         | Communication method     | I              | 7/7       |                  | 11/11          | 18/18             | Met           |
| L32         | Verbal & written         | I              | 7/7       |                  | 11/11          | 18/18             | Met           |
| L37         | Prompt treatment         | I              | 7/7       |                  | 11/11          | 18/18             | Met           |
| ℞ L38       | Physician's orders       | I              | 3/3       |                  | 6/7            | 9/10              | Met (90.0 %)  |
| L39         | Dietary requirements     | I              |           |                  | 7/7            | 7/7               | Met           |
| L44         | MAP registration         | L              |           |                  | 1/1            | 1/1               | Met           |
| L45         | Medication storage       | L              |           |                  | 1/1            | 1/1               | Met           |
| ℞ L46       | Med. Administration      | I              |           |                  | 7/7            | 7/7               | Met           |
| L49         | Informed of human rights | I              | 7/7       |                  | 11/11          | 18/18             | Met           |
| L50 (07/21) | Respectful Comm.         | I              | 7/7       |                  | 11/11          | 18/18             | Met           |
| L51         | Possessions              | I              | 7/7       |                  | 11/11          | 18/18             | Met           |
| L52         | Phone calls              | I              | 7/7       |                  | 11/11          | 18/18             | Met           |
| L54 (07/21) | Privacy                  | I              | 7/7       |                  | 11/11          | 18/18             | Met           |
| L55         | Informed consent         | I              | 1/1       |                  | 1/1            | 2/2               | Met           |
| L61         | Health protection in ISP | I              | 1/1       |                  | 6/6            | 7/7               | Met           |
| L63         | Med. treatment plan form | I              |           |                  | 1/1            | 1/1               | Met           |
| L64         | Med. treatment plan rev. | I              |           |                  | 1/1            | 1/1               | Met           |
| L77         | Unique needs training    | I              | 7/7       |                  | 9/11           | 16/18             | Met (88.89 %) |
| 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           |



| <b>Ind. #</b>                           | <b>Ind.</b>                 | <b>Loc. or<br/>Indiv.</b> | <b>Emp. Sup.</b> | <b>Cent.<br/>Based<br/>Work</b> | <b>Com.<br/>Based<br/>Day</b> | <b>Total<br/>Met /<br/>Rated</b> | <b>Rating</b>            |
|---|-----------------------------|---------------------------|------------------|---------------------------------|-------------------------------|----------------------------------|--------------------------|
| L84                                     | Health protect.<br>Training | I                         | 1/1              |                                 | 6/6                           | <b>7/7</b>                       | <b>Met</b>               |
| L85                                     | Supervision                 | L                         | 1/1              |                                 | 1/1                           | <b>2/2</b>                       | <b>Met</b>               |
| L86                                     | Required<br>assessments     | I                         | 4/5              |                                 | 9/9                           | <b>13/14</b>                     | <b>Met<br/>(92.86 %)</b> |
| L87                                     | Support<br>strategies       | I                         | 4/5              |                                 | 8/9                           | <b>12/14</b>                     | <b>Met<br/>(85.71 %)</b> |
| L88                                     | Strategies<br>implemented   | I                         | 7/7              |                                 | 11/11                         | <b>18/18</b>                     | <b>Met</b>               |
| L91                                     | Incident<br>management      | L                         | 1/1              |                                 | 1/1                           | <b>2/2</b>                       | <b>Met</b>               |
| <b>#Std.<br/>Met/# 47<br/>Indicator</b> |                             |                           |                  |                                 |                               | <b>47/47</b>                     |                          |
| <b>Total<br/>Score</b>                  |                             |                           |                  |                                 |                               | <b>55/55</b>                     |                          |
|   |                             |                           |                  |                                 |                               | <b>100%</b>                      |                          |