



**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**

**Provider** GROW ASSOCIATES INC

**Review Dates** 3/4/2022 - 3/9/2022

**Service Enhancement Meeting Date** 3/23/2022

**Survey Team**  
Michelle Boyd  
Kayla Condon (TL)  
Tina Napolitan

**Citizen Volunteers**

<b><u>Survey scope and findings for Employment and Day Supports</u></b>					
<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) 18 audit (s)	Full Review	55/55 2 Year License 03/23/2022 - 03/23/2024		Certified 03/23/2022 - 03/23/2024
Community Based Day Services	1 location(s) 11 audit (s)			Deemed	
Employment Support Services	1 location(s) 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 place 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>	8/8	0/8	
<b>Employment and Day Supports</b>	<b>47/47</b>	<b>0/47</b>	
Community Based Day Services 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)
R 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 Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	7/7		11/11	<b>18/18</b>	<b>Met</b>
L5	Safety Plan	L			1/1	<b>1/1</b>	<b>Met</b>
R L6	Evacuation	L			1/1	<b>1/1</b>	<b>Met</b>
L7	Fire Drills	L			1/1	<b>1/1</b>	<b>Met</b>
L8	Emergency Fact Sheets	I	6/7		10/11	<b>16/18</b>	<b>Met (88.89 %)</b>
L9 (07/21)	Safe use of equipment	I			11/11	<b>11/11</b>	<b>Met</b>
L10	Reduce risk interventions	I	1/1		4/4	<b>5/5</b>	<b>Met</b>
R L11	Required inspections	L			1/1	<b>1/1</b>	<b>Met</b>
R L12	Smoke detectors	L			1/1	<b>1/1</b>	<b>Met</b>
R L13	Clean location	L			1/1	<b>1/1</b>	<b>Met</b>
L15	Hot water	L			1/1	<b>1/1</b>	<b>Met</b>
L16	Accessibility	L			1/1	<b>1/1</b>	<b>Met</b>
L17	Egress at grade	L			1/1	<b>1/1</b>	<b>Met</b>
L20	Exit doors	L			1/1	<b>1/1</b>	<b>Met</b>
L21	Safe electrical equipment	L			1/1	<b>1/1</b>	<b>Met</b>
L22	Well-maintained appliances	L			1/1	<b>1/1</b>	<b>Met</b>
L25	Dangerous substances	L			1/1	<b>1/1</b>	<b>Met</b>
L26	Walkway safety	L			1/1	<b>1/1</b>	<b>Met</b>
L28	Flammables	L			1/1	<b>1/1</b>	<b>Met</b>
L29	Rubbish/combustibles	L			1/1	<b>1/1</b>	<b>Met</b>

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	<b>18/18</b>	<b>Met</b>
L32	Verbal & written	I	7/7		11/11	<b>18/18</b>	<b>Met</b>
L37	Prompt treatment	I	7/7		11/11	<b>18/18</b>	<b>Met</b>
R L38	Physician's orders	I	3/3		6/7	<b>9/10</b>	<b>Met (90.0 %)</b>
L39	Dietary requirements	I			7/7	<b>7/7</b>	<b>Met</b>
L44	MAP registration	L			1/1	<b>1/1</b>	<b>Met</b>
L45	Medication storage	L			1/1	<b>1/1</b>	<b>Met</b>
R L46	Med. Administration	I			7/7	<b>7/7</b>	<b>Met</b>
L49	Informed of human rights	I	7/7		11/11	<b>18/18</b>	<b>Met</b>
L50 (07/21)	Respectful Comm.	I	7/7		11/11	<b>18/18</b>	<b>Met</b>
L51	Possessions	I	7/7		11/11	<b>18/18</b>	<b>Met</b>
L52	Phone calls	I	7/7		11/11	<b>18/18</b>	<b>Met</b>
L54 (07/21)	Privacy	I	7/7		11/11	<b>18/18</b>	<b>Met</b>
L55	Informed consent	I	1/1		1/1	<b>2/2</b>	<b>Met</b>
L61	Health protection in ISP	I	1/1		6/6	<b>7/7</b>	<b>Met</b>
L63	Med. treatment plan form	I			1/1	<b>1/1</b>	<b>Met</b>
L64	Med. treatment plan rev.	I			1/1	<b>1/1</b>	<b>Met</b>
L77	Unique needs training	I	7/7		9/11	<b>16/18</b>	<b>Met (88.89 %)</b>
L80	Symptoms of illness	L	1/1		1/1	<b>2/2</b>	<b>Met</b>
L81	Medical emergency	L	1/1		1/1	<b>2/2</b>	<b>Met</b>
R L82	Medication admin.	L			1/1	<b>1/1</b>	<b>Met</b>

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