



**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
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<b>Review Dates</b>	3/26/2024 - 4/1/2024
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<b>Service Enhancement Meeting Date</b>	4/12/2024
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<b>Survey Team</b>	Michelle Boyd (TL) Tina Napolitan Scott Nolan Gina Ford
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<b>Citizen Volunteers</b>	
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**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) 16 audit (s)	Full Review	57/58 2 Year License 04/12/2024 - 04/12/2026		Certified 04/12/2024 - 04/12/2026
Community Based Day Services	1 location(s) 9 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 Transportation services. Currently over 140 individuals are supported within the CBDS and supported employment program; with 39 individuals in the supported employment program.

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. Staff were observed to engage in mutually respectful interactions. Each individual had access to a locker to secure their belongings and had ample space and opportunity to discuss personal matters with staff. Individuals within the Employment Services reported that staff were timely with their arrivals to work locations.

Environmentally, the employment/ day location was clean, well maintained, and accessible for the individuals' needs. The agency ensured all the required inspections and licenses were present and current for the day services site as well as their bistro, where individuals are able to work on their employment skills. Since the last survey, the agency has expanded the space in which they provide services, allowing the agency to increase census. The agency utilized their expansive space. For individuals who choose to stay at the site for the day, they set up rooms with activities such as Jeopardy, Soduko, music therapy, virtual games and sewing skill building.

All medications were administered as ordered by the healthcare professional. Staff were trained regarding healthcare management plans, special dietary needs, health related supportive and protective equipment. Staff supported individuals to learn about their specific health care needs. Emergency fact sheets were comprehensive and included an up to date photo of the individuals. Staff were familiar with what to do in a medical emergency and knew the plan in case of an emergency.

One area was identified as needing improvement. The agency's human rights committee contains members with all the required areas of expertise, met quorum, and reviewed the required regulatory practices. However, the human rights committee did not meet the attendance requirement for all members.

Based on the findings of this report, GROW Associates has earned a Two-Year License, with Employment and Day Supports receiving a score of 98% for all licensing indicators. The agency will conduct its own follow-up and submit a report to OQE for any outstanding licensing indicators within 60 days.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>8/9</b>	<b>1/9</b>	
<b>Employment and Day Supports</b>	<b>49/49</b>	<b>0/49</b>	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>57/58</b>	<b>1/58</b>	<b>98%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>1</b>	

### **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.	The human rights committee did not meet the attendance requirement for all members. The agency needs to ensure attendance is met 75% for all members.
L48	The agency has an effective Human Rights Committee.	Test
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L48	The agency has an effective Human Rights Committee.	TEST

## MASTER SCORE SHEET LICENSURE

Organizational: GROW ASSOCIATES INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	1/1	Met
L3	Immediate Action	1/1	Met
L4	Action taken	4/4	Met
L48	HRC	0/1	Not Met(0 % )
L74	Screen employees	4/4	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	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	7/7		9/9	16/16	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	7/7		9/9	16/16	Met
L9 (07/21)	Safe use of equipment	I	6/7		9/9	15/16	Met (93.75 %)
L10	Reduce risk interventions	I			1/1	1/1	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 Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L31	Communication method	I	7/7		9/9	16/16	Met
L32	Verbal & written	I	7/7		9/9	16/16	Met
L37	Prompt treatment	I	7/7		9/9	16/16	Met
℞ L38	Physician's orders	I	1/1		5/5	6/6	Met
L39	Dietary requirements	I			1/1	1/1	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
℞ L46	Med. Administration	I			9/9	9/9	Met
L49	Informed of human rights	I	7/7		9/9	16/16	Met
L50 (07/21)	Respectful Comm.	I	7/7		9/9	16/16	Met
L51	Possessions	I	7/7		9/9	16/16	Met
L52	Phone calls	I	7/7		9/9	16/16	Met
L54 (07/21)	Privacy	I	7/7		9/9	16/16	Met
L55	Informed consent	I	1/1		3/3	4/4	Met
L61	Health protection in ISP	I	0/1		5/5	5/6	Met (83.33 %)
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	5/6		8/9	13/15	Met (86.67 %)
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



Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L84	Health protect. Training	I	1/1		5/5	6/6	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	4/4		7/8	11/12	Met (91.67 %)
L87	Support strategies	I	5/5		7/8	12/13	Met (92.31 %)
L88	Strategies implemented	I	7/7		9/9	16/16	Met
L91	Incident management	L	1/1		1/1	2/2	Met
L93 (05/22)	Emergency back-up plans	I	7/7		9/9	16/16	Met
L94 (05/22)	Assistive technology	I	6/7		9/9	15/16	Met (93.75 %)
<b>#Std. Met/# 49 Indicator</b>						49/49	
<b>Total Score</b>						57/58	
						98.28%	