



**PROVIDER REPORT  
FOR**

**GROWTHWAYS INC  
41 North Pearl St.  
Brockton, MA 02301**

**Version**

**Public Provider Report**

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

# **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	GROWTHWAYS INC
<b>Review Dates</b>	8/29/2019 - 9/5/2019
<b>Service Enhancement Meeting Date</b>	9/19/2019
<b>Survey Team</b>	Michelle Boyd (TL) Kayla Condon Katherine Gregory Barbara Mazzella Scott Nolan
<b>Citizen Volunteers</b>	

**Survey scope and findings for Residential and Individual Home 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>Residential and Individual Home Supports</b>	9 location(s) 12 audit (s)	Full Review	84 / 86 2 Year License 09/19/2019 - 09/19/2021		71 / 73 Certified 09/19/2019 - 09/19/2021
Residential Services	4 location(s) 6 audit (s)			Full Review	21 / 22
Placement Services	3 location(s) 4 audit (s)			Full Review	22 / 22
Individual Home Supports	2 location(s) 2 audit (s)			Full Review	22 / 23
Planning and Quality Management				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Growthways, Inc. is a non-profit organization that provides residential services to adults with intellectual and developmental disabilities in the greater Brockton area. They provide an array of residential services including 24 hour residential supports, Individualized Home Supports (IHS) and Placement services.

The scope of this survey conducted by the Office of Quality Enhancement included a full review of all licensing and certification indicators for the agency's residential services and organizational practices.

A number of strengths and positive outcomes were identified during the review. In the area of human rights, communication about and with individuals was found to be respectful. The agency has an effective Human Rights Committee. Meeting minutes demonstrated that the committee reviewed the required information, met composition and met on a quarterly basis.

Across all services, individuals were supported to optimize their health. Medical coordination and oversight was found to be thorough with preventative and routine medical care appointments being attended as well as recommendations resulting from these appointments being followed through on. In one instance, Individualized strategies were successful in assisting the person to cope with and increase their willingness to receive medical care. Individuals were supported to be physically active in a variety of ways such as going to a local gym, walking in their neighborhoods or playing basketball. Medications were administered in accordance with recommended guidelines and staff was knowledgeable and supporting individuals to follow health management protocols when needed.

Individuals were supported to maximize their independence. In several homes, practices were in place to enable individuals to independently make a snack or prepare their lunches for the next day. For example, an individual moved to another residence which afforded her more opportunities to participate in preparing snacks, assisting with cooking and cleaning up the kitchen which promoted her independence on a daily basis.

Individuals were supported to access their communities and enjoy relationships with people that were important to them. For example, staff supported one individual to seek out a childhood friend and was able to reestablish their relationship and develop a companionship. Individuals were supported to connect with family and friends to maintain their relationships through phone calls and visits.

A continued strength of the agency is its efforts to ensure that staff are aware of unique needs, preferences and interests as demonstrated through the completion of individual profiles. Community activities were planned with input from the individuals. Across the agency, staff used a training checklist based on the individual profiles to ensure all staff were aware of individual's unique needs and interests. In one home, staff were noted to accompany an individual to go on walks or community outings which reduced self-stimulating behavior.

The review also identified areas that require strengthening. The agency needs to ensure that water temperatures are within allowable ranges. Within residential and IHS services, staff need additional training to better support individuals to identify and utilize assistive technology to maximize their independence.

Based on the findings of this report, Growthways has earned a Two-Year License and is certified for its Residential services. The agency achieved 98% of the licensing indicators for Residential supports. Certification scores achieved were 96% for residential supports. The agency will conduct a follow up on any licensing indicators not met and submit the results to the DDS Office of Quality Enhancement.

## LICENSURE FINDINGS

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Organizational</b>	<b>10/10</b>	<b>0/10</b>	
<b>Residential and Individual Home Supports</b>	<b>74/76</b>	<b>2/76</b>	
Residential Services Placement Services Individual Home Supports			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>84/86</b>	<b>2/86</b>	<b>98%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>2</b>	

### **Residential Commendations on Standards Met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Commendations</b>
L77	The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals.	The agency completes individual profiles on each person it supports so staff/ care providers are familiar with and trained to support the unique needs, preferences and interests of the individuals. The agency is commended for assuring staff and care providers are familiar with and trained to support the unique needs of the individuals.

### **Residential Areas Needing Improvement on Standards not met/Follow-up to occur:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	In three of eight locations the hot water tested above 120 degrees. The agency needs to ensure that hot water temperature tests within the allowable limits.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For three of twelve individuals, the agency did not submit the support strategies at least fifteen days prior to the ISP. The agency needs to ensure that all support strategies are submitted within the required timelines.



## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>65/67</b>	<b>2/67</b>	
Individual Home Supports	22/23	1/23	
Placement Services	22/22	0/22	
Residential Services	21/22	1/22	
<b>TOTAL</b>	<b>71/73</b>	<b>2/73</b>	<b>97%</b>
<b>Certified</b>			

**Individual Home Supports- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C54	Individuals have the assistive technology and/or modifications to maximize independence.	One individual was not assessed to determine if assistive technology/modifications could enhance their independence while in the community. The agency needs to ensure that all individuals are assessed to see if there is a need for assistive technology/modifications.

**Residential Services Commendations on Standards Met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Commendations</b>
C13	Staff (Home Providers) provide support for individuals to develop skills to enable them to maximize independence and participation in typical activities and routines.	Staff demonstrated efforts to support individuals to develop skills that enhance their independent participation in activities and routines. The agency is commended for providing support for individuals to develop skills to enable them to maximize independence and participation in typical activities and routines.

**Residential Services- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C54	Individuals have the assistive technology and/or modifications to maximize independence.	Of six individuals, two were not supported to increase their independence through the use of assistive technology. For these individuals, there were identified areas that they could potentially benefit from the use assistive technology/modifications, but strategies to secure AT and implement use had not occurred. The agency needs to ensure the individuals are supported to access assistive technology/modifications when there is a need.



## MASTER SCORE SHEET LICENSURE

Organizational: GROWTHWAYS INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
℞ L2	Abuse/neglect reporting	9/9	Met
L3	Immediate Action	5/5	Met
L4	Action taken	5/5	Met
L48	HRC	1/1	Met
L65	Restraint report submit	6/6	Met
L66	HRC restraint review	4/4	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	20/20	Met
L83	HR training	19/20	Met(95.00 % )

**Residential and Individual Home Supports:**

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	6/6	2/2	4/4				12/12	Met
L5	Safety Plan	L	4/4	1/1	3/3				8/8	Met
R L6	Evacuation	L	4/4	1/1	3/3				8/8	Met
L7	Fire Drills	L	4/4						4/4	Met
L8	Emergency Fact Sheets	I	6/6	1/2	4/4				11/12	Met (91.67%)
L9	Safe use of equipment	L	4/4	1/1					5/5	Met
L10	Reduce risk interventions	I	6/6						6/6	Met
R L11	Required inspections	L	4/4	1/1	3/3				8/8	Met
R L12	Smoke detectors	L	4/4	1/1	2/3				7/8	Met (87.50%)
R L13	Clean location	L	4/4	1/1	3/3				8/8	Met
L14	Site in good repair	L	4/4	1/1	3/3				8/8	Met
L15	Hot water	L	3/4	0/1	2/3				5/8	Not Met (62.50%)
L16	Accessibility	L	4/4	1/1	3/3				8/8	Met
L17	Egress at grade	L	4/4	1/1					5/5	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L18	Above grade egress	L	3/3	1/1					4/4	Met
L19	Bedroom location	L	2/2	1/1					3/3	Met
L20	Exit doors	L	4/4	1/1					5/5	Met
L21	Safe electrical equipment	L	4/4	1/1	3/3				8/8	Met
L22	Well-maintained appliances	L	4/4	1/1	3/3				8/8	Met
L23	Egress door locks	L	3/3						3/3	Met
L24	Locked door access	L	4/4						4/4	Met
L25	Dangerous substances	L	4/4	1/1					5/5	Met
L26	Walkway safety	L	4/4	1/1	3/3				8/8	Met
L28	Flammables	L	4/4	1/1					5/5	Met
L29	Rubbish/combustibles	L	4/4	1/1	2/3				7/8	Met (87.50%)
L30	Protective railings	L	3/3	1/1	3/3				7/7	Met
L31	Communication method	I	6/6	2/2	4/4				12/12	Met
L32	Verbal & written	I	6/6	2/2	4/4				12/12	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L33	Physical exam	I	6/6	1/1	4/4				11/11	Met
L34	Dental exam	I	6/6	1/1	4/4				11/11	Met
L35	Preventive screenings	I	6/6	1/1	4/4				11/11	Met
L36	Recommended tests	I	6/6	1/1	4/4				11/11	Met
L37	Prompt treatment	I	6/6	1/1	4/4				11/11	Met
R L38	Physician's orders	I	5/5	1/1	2/2				8/8	Met
L39	Dietary requirements	I	4/4						4/4	Met
L40	Nutritional food	L	4/4	1/1					5/5	Met
L41	Healthy diet	L	4/4	1/1	3/3				8/8	Met
L42	Physical activity	L	4/4	2/2	3/3				9/9	Met
L43	Health Care Record	I	6/6	1/1	3/4				10/11	Met (90.91%)
L44	MAP registration	L	4/4	1/1					5/5	Met
L45	Medication storage	L	4/4	1/1					5/5	Met
R L46	Med. Administration	I	6/6	1/1	3/4				10/11	Met (90.91%)
L47	Self medication	I	6/6	1/1	4/4				11/11	Met
L49	Informed of human rights	I	5/6	2/2	4/4				11/12	Met (91.67%)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L50	Respectful Comm.	L	4/4	2/2	3/3				9/9	Met
L51	Possessions	I	6/6	2/2	4/4				12/12	Met
L52	Phone calls	I	6/6	2/2	4/4				12/12	Met
L53	Visitation	I	6/6	1/1	4/4				11/11	Met
L54	Privacy	L	3/4	2/2	3/3				8/9	Met (88.89%)
L56	Restrictive practices	I	4/4						4/4	Met
L57	Written behavior plans	I	1/1						1/1	Met
L58	Behavior plan component	I	1/1						1/1	Met
L59	Behavior plan review	I	1/1						1/1	Met
L60	Data maintenance	I	1/1						1/1	Met
L61	Health protection in ISP	I	4/4						4/4	Met
L62	Health protection review	I	4/4						4/4	Met
L63	Med. treatment plan form	I	4/5		4/4				8/9	Met (88.89%)
L64	Med. treatment plan rev.	I	5/5		4/4				9/9	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L67	Money mgmt. plan	I	6/6	1/1	4/4				11/11	Met
L68	Funds expenditure	I	6/6	1/1	4/4				11/11	Met
L69	Expenditure tracking	I	6/6	1/1	4/4				11/11	Met
L70	Charges for care calc.	I	6/6	1/1	4/4				11/11	Met
L71	Charges for care appeal	I	6/6	1/1	4/4				11/11	Met
L77	Unique needs training	I	6/6	1/2	4/4				11/12	Met (91.67%)
L78	Restrictive Int. Training	L	2/2						2/2	Met
L79	Restraint training	L	1/1						1/1	Met
L80	Symptoms of illness	L	4/4	2/2	2/3				8/9	Met (88.89%)
L81	Medical emergency	L	4/4	2/2	3/3				9/9	Met
L82	Medication admin.	L	4/4	1/1					5/5	Met
L84	Health protect. Training	I	4/4						4/4	Met
L85	Supervision	L	4/4	2/2	3/3				9/9	Met
L86	Required assessments	I	6/6	1/1	3/4				10/11	Met (90.91%)
L87	Support strategies	I	5/6	1/2	3/4				9/12	Not Met (75.00%)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L88	Strategies implemented	I	6/6	2/2	4/4				12/12	Met
L90	Personal space/bedroom privacy	I	6/6	1/1	4/4				11/11	Met
L91	Incident management	L	4/4	2/2	3/3				9/9	Met
<b>#Std. Met/# 76 Indicator</b>									74/76	
<b>Total Score</b>									84/86	
									97.67%	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met
C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

### Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met

## Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	1/1	Met
C12	Intimacy	1/1	Met
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	2/2	Met
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C20	Emergency back-up plans	1/1	Met
C21	Coordinate outreach	2/2	Met
C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	1/1	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met
C54	Assistive technology	1/2	Not Met (50.0 %)

## Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	4/4	Met
C9	Personal relationships	4/4	Met
C10	Social skill development	4/4	Met
C11	Get together w/family & friends	4/4	Met
C12	Intimacy	3/4	Met



## Placement Services

Indicator #	Indicator	Met/Rated	Rating
C13	Skills to maximize independence	4/4	Met
C14	Choices in routines & schedules	4/4	Met
C15	Personalize living space	3/3	Met
C16	Explore interests	4/4	Met
C17	Community activities	4/4	Met
C18	Purchase personal belongings	4/4	Met
C19	Knowledgeable decisions	4/4	Met
C20	Emergency back-up plans	3/3	Met
C46	Use of generic resources	4/4	Met
C47	Transportation to/ from community	4/4	Met
C48	Neighborhood connections	4/4	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met
C52	Leisure activities and free-time choices /control	4/4	Met
C53	Food/ dining choices	4/4	Met
C54	Assistive technology	3/4	Met

## Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	6/6	Met
C9	Personal relationships	6/6	Met
C10	Social skill development	6/6	Met
C11	Get together w/family & friends	6/6	Met
C12	Intimacy	5/6	Met (83.33 %)
C13	Skills to maximize independence	6/6	Met
C14	Choices in routines & schedules	6/6	Met
C15	Personalize living space	4/4	Met
C16	Explore interests	6/6	Met
C17	Community activities	6/6	Met

## Residential Services

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C18	Purchase personal belongings	6/6	<b>Met</b>
C19	Knowledgeable decisions	6/6	<b>Met</b>
C20	Emergency back-up plans	4/4	<b>Met</b>
C46	Use of generic resources	6/6	<b>Met</b>
C47	Transportation to/ from community	6/6	<b>Met</b>
C48	Neighborhood connections	6/6	<b>Met</b>
C49	Physical setting is consistent	4/4	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	6/6	<b>Met</b>
C52	Leisure activities and free-time choices /control	6/6	<b>Met</b>
C53	Food/ dining choices	6/6	<b>Met</b>
C54	Assistive technology	4/6	<b>Not Met (66.67 %)</b>