



**PROVIDER REPORT  
FOR**

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

**November 06, 2024**

**Version**

**Public Provider Report**

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

## **SUMMARY OF OVERALL FINDINGS**

**Provider** GROWTHWAYS INC

**Review Dates** 10/3/2024 - 10/9/2024

**Service Enhancement  
Meeting Date** 10/22/2024

**Survey Team** William Muguro  
Michelle Boyd (TL)  
Linda Griffith  
Tina Napolitan

**Citizen Volunteers**

**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>	5 location(s) 8 audit (s)	Full Review	79/86 2 Year License 10/22/2024 - 10/22/2026		45 / 47 Certified 10/22/2024 - 10/22/2026
Residential Services	4 location(s) 6 audit (s)			Full Review	18 / 20
Individual Home Supports	1 location(s) 2 audit (s)			Full Review	21 / 21
Planning and Quality Management				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Growthways, Inc. is a non-profit organization founded in 1981 that provides residential services to adults with intellectual and developmental disabilities in the greater Brockton area. The agency provides 24hour Residential and Individualized Home Supports (IHS).

In the organization area, Growthways entered into an affiliation with Bay Cove Human Services in July 2020 to build upon its infrastructure and to expand its supports to an aging population. This survey was a full licensing and certification review of the agency's residential and employment services, including a review of the agency's organizational management systems. Organizationally, the agency demonstrated strengths in several areas.

In licensing for human rights, choice and control domain, individuals and their guardians were informed of their human rights, DPPC and grievance. Observed communications with and about individuals were respectful. Individuals are supported to visit with their friends and families.

Within the health domain, medications were administered by MAP certified staff. Staff were trained and knowledgeable of individual's medical protocols. Staff were responsive to individual's episodic illnesses. Individuals were encouraged to engage in physical activities and make healthy choices regarding their diet. Several individuals are supported to participate in a weight loss support program "TOPS" Taking Off Pounds Sensibly.

Within the environment domain, homes were clean and well- maintained. Safety plans were current with staff trained and familiar with evacuation plans. Homes had required inspections in place. Homes were tested and equipped with operational fire systems and carbon monoxide detectors.

In certification, individuals were supported to make choices regarding their free time and leisure activities. One individual was supported to spend their free time with her son and grandchild by providing transportation to visit her family members. They were provided an opportunity to give feedback on their staff at the time of hire and on an ongoing basis. Individual's bedrooms are nicely decorated with personal pictures and mementos. Individuals were supported to make knowledgeable decisions and purchase personal belongings. Staff supported individuals to make knowledgeable decisions regarding large purchases such as their yearly vacations to Cape Cod and the casino. Individuals were supported to discover and connect with their interests for cultural, social, and recreational interests. They participated in several activities in the community including bowling, going out to eat, attending friend's birthday parties, and attending craft classes. Individuals were supported to host birthday parties for their friends in their homes.

There are licensing indicators identified that need strengthening. Emergency fact sheets need additional oversight to ensure all pertinent information is included. The agency needs to ensure preventative screenings are completed. Money management plans need to include a plan to reduce or eliminate training plans. Individuals and their guardians need to be provided with a 30-day notice in charges of calculations for earned income.

Additional supports were identified within certification areas. Individuals could benefit from support to explore and define their need for intimacy and companionship. An emphasis is needed to support individuals to become part of their neighborhood.

Based on the findings of this report, Growthways has earned a Two-Year License and is certified for its Residential services. The agency achieved 92% 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

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>10/10</b>	<b>0/10</b>	
<b>Residential and Individual Home Supports</b>	<b>69/76</b>	<b>7/76</b>	
Residential Services Individual Home Supports			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>79/86</b>	<b>7/86</b>	<b>92%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>7</b>	

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

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	For two of eight individuals, Emergency Fact Sheets did not include all relevant diagnoses. The agency needs to ensure that Emergency Fact Sheets for individuals include all of the necessary components.
L35	Individuals receive routine preventive screenings.	For three individuals, routine preventative screenings had not occurred, agency need to ensure that routine preventative screenings are occurring as required.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	For two of eight people, the training plan did not include a plan to reduce the need for assistance and/or eliminate. The agency needs to ensure that all financial training plans include plans to reduce the need for assistance or eliminate this need.
L70	Charges for care are calculated appropriately.	For two of eight people, the agency had not provided a 30-day notice in charges of calculations for earned income. The agency needs to ensure that a 30-day notice is provided when charges for care fluctuate.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For two of six individuals, ISP assessments were not submitted within timelines prior to their ISP meeting. The agency needs to ensure that ISP assessments are submitted at least 15 days prior to the individuals' scheduled ISP meetings.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For two of six individuals, support strategies were not submitted within timelines prior to their ISP meeting. The agency needs to ensure that ISP support strategies are submitted within the required timeframe.
L94 (05/22)	Individuals have assistive technology to maximize independence.	For two individuals, assistive technology assessments had not been completed to identify assistive technology support needs to maximize independence. The agency needs to ensure that assistive technology support assessments are completed to assess individuals support needs and to have a plan to utilize assistive tech if identified.

## **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>39/41</b>	<b>2/41</b>	
Individual Home Supports	21/21	0/21	
Residential Services	18/20	2/20	
<b>Total</b>	<b>45/47</b>	<b>2/47</b>	<b>96%</b>
<b>Certified</b>			

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Two individuals had not been supported to explore, define, and express their need for intimacy and companionship, agency needs to ensure that individuals are supported to explore, define, and express their needs for intimacy and companionship.
C48	Individuals are a part of the neighborhood.	For two homes, individuals had not been supported to be part of their neighborhood, agency need to ensure that individuals are supported to be part of their neighborhood.

## MASTER SCORE SHEET LICENSURE

Organizational: GROWTHWAYS INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	5/5	Met
L3	Immediate Action	12/12	Met
L4	Action taken	12/12	Met
L48	HRC	1/1	Met
L65	Restraint report submit	1/1	Met
L66	HRC restraint review	1/1	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	3/3	Met
L76	Track trainings	10/12	Met(83.33 % )
L83	HR training	12/12	Met



## Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	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					8/8	Met
L5	Safety Plan	L	4/4	1/1					5/5	Met
℞ L6	Evacuation	L	4/4	1/1					5/5	Met
L7	Fire Drills	L	3/4						3/4	Met
L8	Emergency Fact Sheets	I	4/6	2/2					6/8	Not Met (75.00 %)
L9 (07/21)	Safe use of equipment	I	6/6	2/2					8/8	Met
L10	Reduce risk interventions	I	1/1						1/1	Met
℞ L11	Required inspections	L	4/4	1/1					5/5	Met
℞ L12	Smoke detectors	L	4/4	1/1					5/5	Met
℞ L13	Clean location	L	4/4	1/1					5/5	Met
L14	Site in good repair	L	4/4	1/1					5/5	Met
L15	Hot water	L	4/4	1/1					5/5	Met
L16	Accessibility	L	4/4	1/1					5/5	Met
L17	Egress at grade	L	4/4	1/1					5/5	Met
L18	Above grade egress	L	2/2	1/1					3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L19	Bedroom location	L	2/2						2/2	Met
L20	Exit doors	L	4/4	1/1					5/5	Met
L21	Safe electrical equipment	L	4/4	1/1					5/5	Met
L22	Well-maintained appliances	L	4/4	0/1					4/5	Met (80.0 %)
L23	Egress door locks	L	2/2	1/1					3/3	Met
L24	Locked door access	L	3/4	1/1					4/5	Met (80.0 %)
L25	Dangerous substances	L	4/4	1/1					5/5	Met
L26	Walkway safety	L	4/4	1/1					5/5	Met
L28	Flammables	L	4/4	1/1					5/5	Met
L29	Rubbish/combustibles	L	4/4	1/1					5/5	Met
L30	Protective railings	L	3/4	1/1					4/5	Met (80.0 %)
L31	Communication method	I	6/6	2/2					8/8	Met
L32	Verbal & written	I	6/6	2/2					8/8	Met
L33	Physical exam	I	5/6	2/2					7/8	Met (87.50 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L34	Dental exam	I	6/6	2/2					8/8	Met
L35	Preventive screenings	I	5/6	0/2					5/8	Not Met (62.50 %)
L36	Recommended tests	I	5/6	2/2					7/8	Met (87.50 %)
L37	Prompt treatment	I	6/6	2/2					8/8	Met
Ⓡ L38	Physician's orders	I	5/5	2/2					7/7	Met
L39	Dietary requirements	I	3/3						3/3	Met
L40	Nutritional food	L	4/4	1/1					5/5	Met
L41	Healthy diet	L	4/4	1/1					5/5	Met
L42	Physical activity	L	4/4	1/1					5/5	Met
L43	Health Care Record	I	5/6	2/2					7/8	Met (87.50 %)
L44	MAP registration	L	4/4	1/1					5/5	Met
L45	Medication storage	L	4/4	1/1					5/5	Met
Ⓡ L46	Med. Administration	I	6/6	1/1					7/7	Met
L47	Self medication	I		1/1					1/1	Met
L49	Informed of human rights	I	6/6	2/2					8/8	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L50 (07/21)	Respectful Comm.	I	6/6	2/2					8/8	Met
L51	Possessions	I	6/6	2/2					8/8	Met
L52	Phone calls	I	6/6	2/2					8/8	Met
L53	Visitation	I	6/6	2/2					8/8	Met
L54 (07/21)	Privacy	I	6/6	2/2					8/8	Met
L56	Restrictive practices	I	1/1						1/1	Met
L57	Written behavior plans	I	3/3						3/3	Met
L60	Data maintenance	I	3/3						3/3	Met
L61	Health protection in ISP	I	4/4						4/4	Met
L63	Med. treatment plan form	I	6/6	2/2					8/8	Met
L64	Med. treatment plan rev.	I	5/5	1/2					6/7	Met (85.71 %)
L67	Money mgmt. plan	I	6/6	0/2					6/8	Not Met (75.00 %)
L68	Funds expenditure	I	6/6	2/2					8/8	Met
L69	Expenditure tracking	I	5/6	2/2					7/8	Met (87.50 %)
L70	Charges for care calc.	I	6/6	0/2					6/8	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/Rat ed	Rating
L71	Charges for care appeal	I	6/6	2/2					8/8	Met
L77	Unique needs training	I	5/6	2/2					7/8	Met (87.50 %)
L78	Restricti ve Int. Training	L	1/1						1/1	Met
L79	Restrain t training	L	1/1						1/1	Met
L80	Sympto ms of illness	L	4/4	1/1					5/5	Met
L81	Medical emerg ency	L	4/4	1/1					5/5	Met
L82	Medicati on admin.	L	4/4	1/1					5/5	Met
L84	Health protect. Training	I	4/4						4/4	Met
L85	Supervi sion	L	4/4	1/1					5/5	Met
L86	Require d assess ments	I	2/4	2/2					4/6	Not Met (66.67 %)
L87	Support strategi es	I	2/4	2/2					4/6	Not Met (66.67 %)
L88	Strategi es implem ented	I	6/6	2/2					8/8	Met
L90	Persona l space/ bedroo m privacy	I	6/6	2/2					8/8	Met
L91	Incident manage ment	L	4/4	1/1					5/5	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L93 (05/22)	Emergency back-up plans	I	6/6	2/2					8/8	Met
L94 (05/22)	Assistive technology	I	4/6	2/2					6/8	Not Met (75.00 %)
L96 (05/22)	Staff training in devices and applications	I	2/2	2/2					4/4	Met
<b>#Std. Met/# 76 Indicator</b>									69/76	
<b>Total Score</b>									79/86	
									91.86%	

## 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

## 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	4/6	Not Met (66.67 %)
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
C18	Purchase personal belongings	6/6	Met
C19	Knowledgeable decisions	6/6	Met
C46	Use of generic resources	6/6	Met
C47	Transportation to/ from community	6/6	Met
C48	Neighborhood connections	4/6	Not Met (66.67 %)
C49	Physical setting is consistent	4/4	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met
C52	Leisure activities and free-time choices /control	6/6	Met
C53	Food/ dining choices	6/6	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
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	2/2	Met

### Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
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
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	2/2	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