



**PROVIDER REPORT
FOR
HOUSE OF POSSIBILITIES
350 WASHINGTON ST
North Easton, MA 02356**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	HOUSE OF POSSIBILITIES
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Review Dates	9/13/2023 - 9/19/2023
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Service Enhancement Meeting Date	10/3/2023
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Survey Team	Michael Marchese Scott Nolan Michelle Boyd (TL)
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Citizen Volunteers	
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Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	1 location(s) 2 audit (s)	Full Review	35/37 2 Year License 10/03/2023 - 10/03/2025		Certified 10/03/2023 - 10/03/2025
Respite Services	1 location(s) 2 audit (s)			No Review	No Review
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	1 location(s) 9 audit (s)	Full Review	56/62 2 Year License 10/03/2023 - 10/03/2025		20 / 21 Certified 10/03/2023 - 10/03/2025
Community Based Day Services	1 location(s) 9 audit (s)			Full Review	14 / 15
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

The House of Possibilities is a non-profit organization located on the Stone Hill College Campus in North Easton, Massachusetts. The agency provides Community Based Day Services (CBDS) and weekday Respite services through the Department of Development services (DDS). The agency also provides weekend respite services for children with developmental disabilities.

The scope of this survey conducted by the Department of Developmental Services (DDS) Office of Quality Enhancement consisted of a full review of licensing and certification indicators for CBDS and the Organizational indicators. Respite services was reviewed for licensing indicators only. The agency opened the weekday respite services for adults in March 2022, this is the agency's first full licensure review for this service. The agency provides weekday respite services for up to four adults.

The current review of licensing indicators identified several strengths within the CBDS and Respite services. Organizationally the agency gathered data including input from all stakeholders and developed service improvement goals that reflected the priorities of the stakeholders. A review of staff training noted the agency tracked mandated training, professional licenses were current and new staff were vetted to meet agency hiring requirements. Staff were trained in emergency procedures and conducted fire drills on a regular basis.

In both services, Individuals and their guardians were informed of their human rights, abuse and neglect and who to contact if they had a concern. For example, an Adult Family & Guest Handbook provided a comprehensive overview of the program including information on human rights and reporting to the Disabled Persons Protection Commission (DPPC). All observed communications were found to be respectful, and conversations were individual driven. Individuals were supported to work on their goals. For example, individuals were provided opportunities throughout the year to adjust their schedules to ensure they are able to meet their goals. A review of the environmental domain noted it was clean, well maintained and inspections were current. Individuals had access to a kitchenette on the second floor and used the "Chef's Kitchen" on the first floor to cook gourmet meals and baking. In the health care domain, the agency ensured staff were knowledgeable of individual's physician protocols and that an effective system was in place to administer medications according to the Medication Administration Program (MAP).

Within certification areas, positive outcomes were seen in CBDS. Individuals were supported to develop job readiness and interpersonal skills necessary for employment through their partnership with Jewish Vocational Services (JVS) and their agency run games. In the area of access and integration, individuals were encouraged to participate in a variety of activities at the HOPE site and in the community that reflected their interest. Activities were updated quarterly basis and were based on feedback from individuals obtained during routinely held meetings. Individuals were encouraged to trial an unfamiliar activity to expose them to a new activity and determine whether they would like to participate in that activity in the next quarter. One group of individuals were supported to produce and broadcast a weekly news briefing from a local TV station the HOPE site. Staff supported individuals to build professional and personal boundaries across various settings. Individuals are supported to foster relationships with people outside of HOPE through the Best Buddies program at Stonehill College.

The review identified a few areas that further efforts are recommended in respite and CBDS. Individuals should be supported to provide feedback on their staff on an ongoing basis. The agency should revise their media consent to include all required components. The agency should implement a system to ensure they are able to meet all required HCSIS timelines for ISPs and incident management. Additionally, the agency should work to ensure their Human Rights Committee maintains a membership with all required areas of expertise.

Based on the findings of this report, House of Possibilities has earned a two-year license for their Community-Based Day Supports and their Respite services. The agency is also certified for its Day Supports. For CBDS, the agency met 90% of the licensing indicators and 95% of the certification indicators. In Respite, the agency met 95% of the 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
Organizational	6/7	1/7	
Residential and Individual Home Supports	29/30	1/30	
Respite Services			
Critical Indicators	4/4	0/4	
Total	35/37	2/37	95%
2 Year License			
# indicators for 60 Day Follow-up		2	

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Employment and Day Supports	49/54	5/54	
Community Based Day Services			
Critical Indicators	8/8	0/8	
Total	56/62	6/62	90%
2 Year License			
# indicators for 60 Day Follow-up		6	

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 agency's Human Rights Committee did not contain a voting member with clinical expertise for the majority of their meetings. The agency needs to ensure it's committee has voting members which represent all required areas of expertise.

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

Indicator #	Indicator	Area Needing Improvement
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	The agency's photo release does not include all required components, including a clear outline of the parameters for which consent is being requested, nor does it include conditions for withdrawing the consent. The agency needs to ensure their photo release contains all required components, including a clear outline of parameters for which consent is being requested as well as including conditions for withdrawing consent.

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L39	Special dietary requirements are followed.	For one individual, staff were not familiar with their specialized dining protocol. The agency needs to ensure staff are familiar with all specialized dining protocols.
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	The agency's photo release does not include all required components, including a clear outline of the parameters for which consent is being requested, nor does it include conditions for withdrawing the consent. The agency needs to ensure their photo release contains all required components, including a clear outline of parameters for which consent is being requested as well as including conditions for withdrawing consent.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For one individual, required assessments were not submitted within the required timelines. The agency needs to ensure all assessments are submitted within the required timelines.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For one individual, support strategies were not submitted within the required timelines. The agency needs to ensure all support strategies are submitted within the required timelines.
L91	Incidents are reported and reviewed as mandated by regulation.	Of 15 incidents entered into HCSIS , five were not finalized within the required timeline, and one was neither submitted nor finalized within the required timelines. The agency needs to ensure all incidents are submitted and finalized within the required timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports			
Total			
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	14/15	1/15	
Community Based Day Services	14/15	1/15	
Total	20/21	1/21	95%
Certified			

Community Based Day Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	Individuals have not been given an opportunity to provide feedback on their staff on an ongoing basis. The agency needs to ensure individuals are given opportunities to provide feedback on their staff on an ongoing basis.

MASTER SCORE SHEET LICENSURE

Organizational: HOUSE OF POSSIBILITIES

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	2/2	Met
L3	Immediate Action	4/4	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	4/4	Met
L75	Qualified staff	3/3	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	Met
L92 (07/21)	Licensed Sub-locations (e/d).	1/1	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				2/2			2/2	Met
L3	Immediate Action	L				1/1			1/1	Met
L5	Safety Plan	L				1/1			1/1	Met
Ⓡ L6	Evacuation	L				1/1			1/1	Met
L8	Emergency Fact Sheets	I				2/2			2/2	Met
L9 (07/21)	Safe use of equipment	I				2/2			2/2	Met
L31	Communication method	I				2/2			2/2	Met
L32	Verbal & written	I				2/2			2/2	Met
L37	Prompt treatment	I				2/2			2/2	Met
Ⓡ L38	Physician's orders	I				2/2			2/2	Met
L40	Nutritional food	L				1/1			1/1	Met
L41	Healthy diet	L				1/1			1/1	Met
Ⓡ L46	Med. Administration	I				1/1			1/1	Met
L49	Informed of human rights	I				2/2			2/2	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				2/2			2/2	Met
L51	Possessions	I				2/2			2/2	Met
L52	Phone calls	I				2/2			2/2	Met
L53	Visitation	I				2/2			2/2	Met
L54 (07/21)	Privacy	I				2/2			2/2	Met
L55	Informed consent	I				0/1			0/1	Not Met (0 %)
L61	Health protection in ISP	I				1/1			1/1	Met
L62	Health protection review	I				1/1			1/1	Met
L77	Unique needs training	I				2/2			2/2	Met
L80	Symptoms of illness	L				1/1			1/1	Met
L81	Medical emergency	L				1/1			1/1	Met
L84	Health protect. Training	I				1/1			1/1	Met
L85	Supervision	L				1/1			1/1	Met
L91	Incident management	L				1/1			1/1	Met
L93 (05/22)	Emergency back-up plans	I				2/2			2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L94 (05/22)	Assistive technology	I				2/2			2/2	Met
#Std. Met/# 30 Indicator									29/30	
Total Score									35/37	
									94.59%	

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			9/9	9/9	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			9/9	9/9	Met
L9 (07/21)	Safe use of equipment	I			9/9	9/9	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
L14	Site in good repair	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

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L18	Above grade egress	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
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I			9/9	9/9	Met
L32	Verbal & written	I			9/9	9/9	Met
L37	Prompt treatment	I			9/9	9/9	Met
℞ L38	Physician's orders	I			4/4	4/4	Met
L39	Dietary requirements	I			2/3	2/3	Not Met (66.67 %)
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			9/9	9/9	Met
L50 (07/21)	Respectful Comm.	I			9/9	9/9	Met
L51	Possessions	I			9/9	9/9	Met
L52	Phone calls	I			9/9	9/9	Met
L54 (07/21)	Privacy	I			9/9	9/9	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L55	Informed consent	I			0/9	0/9	Not Met (0 %)
L57	Written behavior plans	I			1/1	1/1	Met
L61	Health protection in ISP	I			2/2	2/2	Met
L63	Med. treatment plan form	I			2/2	2/2	Met
L64	Med. treatment plan rev.	I			1/1	1/1	Met
L77	Unique needs training	I			9/9	9/9	Met
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
Ⓡ L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I			2/2	2/2	Met
L85	Supervision	L			1/1	1/1	Met
L86	Required assessments	I			0/1	0/1	Not Met (0 %)
L87	Support strategies	I			0/1	0/1	Not Met (0 %)
L88	Strategies implemented	I			8/8	8/8	Met
L91	Incident management	L			0/1	0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I			9/9	9/9	Met
L94 (05/22)	Assistive technology	I			9/9	9/9	Met
L96 (05/22)	Staff training in devices and applications	I			4/4	4/4	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L99 (05/22)	Medical monitoring devices	I			1/1	1/1	Met
#Std. Met/# 54 Indicator						49/54	
Total Score						56/62	
						90.32%	

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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/9	Not Met (0 %)
C8	Family/guardian communication	9/9	Met
C13	Skills to maximize independence	9/9	Met
C37	Interpersonal skills for work	9/9	Met
C38 (07/21)	Habilitative & behavioral goals	9/9	Met
C39 (07/21)	Support needs for employment	9/9	Met
C40	Community involvement interest	9/9	Met
C41	Activities participation	9/9	Met
C42	Connection to others	9/9	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C43	Maintain & enhance relationship	9/9	Met
C44	Job exploration	9/9	Met
C45	Revisit decisions	9/9	Met
C46	Use of generic resources	9/9	Met
C47	Transportation to/ from community	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met