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|  |  | |  | | --- | | **SUMMARY OF OVERALL FINDINGS** | |  |  |
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|  | |  |  |  | | --- | --- | --- | |  |  |  | | |  | | --- | | **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 Employment services through the Department of Development services (DDS). The agency also provides day habilitation services to adults and weekend respite services for children with developmental disabilities.    The scope of this review conducted by the (DDS) consisted of a targeted review of Community Based Day Supports and Employment licensing indicators. A targeted review of certification indicators for CBDS occurred, while a full review of certification indicators was conducted for Employment services. CBDS indicators reviewed consisted of the eight critical indicators, new licensure indicators added since the review and indicators which received a "Not Met" in the last review. A review of the agency's newest service, Employment included the eight critical licensure indicators, any new/revised license indicators, and a full review of all applicable certification indicators. The agency conducted a self-assessment which consisted of a full review of all licensing and certification indicators of CBDS and Employment services.    The current review of licensing indicators identified several strengths within the CBDS and Employment services. The service location was found to be clean, well maintained and contained accessible bathrooms and kitchen. 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). All observed communications were found to be respectful, and conversations were individual driven. Individuals were supported to work on their goals.    Within certification areas, positive outcomes were seen in both in both CBDS and Employment. Individuals were provided opportunities to give feedback on prospective staff prior to hire as well as regarding current staff on an ongoing basis. 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 such as Employment Jeopardy.    The review identified a few areas that further efforts are recommended in the areas of career planning, development, and employment and assistive technology. There were no opportunities for individuals to discover or job shadow in the areas of interest to determine what aspects of the job the individual may want to pursue. Additionally, individuals should also have their skills and support needs assessed for in relation to their perspective preferred employment options. . Additionally, the agency should focus on supporting individuals with the use of area of assistive technology in employment. Individuals should be evaluated for their support needs, identify potential assistive technology, and utilize that assistive technology to increase their independence in their jobs. Individuals should be supported to explore a wide variety of interests.     Based on the findings of this licensing and certification report, House of Possibilities has earned a two-year license for their Day Supports which include Employment and Community-Based Day Supports. The agency is also certified for its Day Supports. The agency met 100% of the licensing indicators and 90% of the certification indicators. | | |  | |  |

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|  | |  |  | | --- | --- | |  |  | | |  | | --- | | **Description of Self Assessment Process:** | |  | |  |  | | |  | | --- | | The self-assessment process was conducted using a variety of systems to assess whether the targeted indicators were met. To ensure an unbiased approach in assessing members and staff, a randomizer tool was used to generate the seven members and four staff selected. The systems in place at the House of Possibilities and those that were used to review the targeted indicators for members, staff, and the organization are outlined below: ¿ Salesforce CRM functions: ¿ track goals  ¿ input member data  ¿ Store member files  ¿ Document Incidents  ¿ Intake and manage referrals  ¿ Input member notes  ¿ Input service deliveries  ¿ Manage attendance  ¿ Issue critical alerts for members  ¿ Provide communication with families/stakeholders  ¿ Document correspondence with families/stakeholders ¿ Relias Learning Staff training system that provides oversight and tracks: ¿ Human Resource documents  ¿ DDS new hire training plan  ¿ COVID-19 training plan  ¿ DDS annual staff training plan  ¿ Annual auto-renewal  ¿ Automatically issues trainings on a monthly basis ¿ Google Drive Digital database storing: ¿ Member records  ¿ Organizational files   ¿ House of Possibilities Annual Curriculum  Curriculum provides: ¿ Schedule of member trainings  ¿ Training material  ¿ Member attendance  ¿ Monthly themes  ¿ Weekly topics  ¿ Weekly activities for remote program   ¿ Annual Vendor/Inspection Schedule Overview:  ¿ Oversight conducted by Special Projects Manager  ¿ Documents completed annual inspections  ¿ Stores pertinent vendor contact information  ¿ As needed vendors contacted based upon monthly facility maintenance checks ¿ CPR/First Aid/MAP Schedule Registered Nurse maintains a schedule to track and notify the renewal of the following staff certifications:  ¿ CPR  ¿ First Aid  ¿ MAP ¿ Fire Drill Logs  ¿ Conducted monthly  ¿ Drill log recorded in google drive  ¿ Attendance  ¿ time/date  ¿ Modes of egress ¿ Sway Screening System Digital COVID-19 mobile application:  ¿ Oversight by Registered Nurse ¿ Documents potential COVID-19 symptoms prior to arrival ¿ Utilized by members and staff ¿ Health and Safety Systems Registered Nurse maintains:  ¿ Monthly First Aid Inventory checks  ¿ Monthly Medication Inventory  ¿ Quarterly Supportive and Protective Device checks  ¿ Monthly AED check ¿ Feedback System In compliance with HOPe's, "Annual Planning and Assessment Calendar" the following surveys are conducted in the third quarter:  ¿ Parent/Guardian  ¿ Members  ¿ Staff  ¿ Stakeholders   Additional feedback platforms:  ¿ As needed Town Halls  ¿ State of HOPe, every January  ¿ Quarterly Parent/Guardian Meetings  ¿ Meeting minutes assessed for quality enhancement improvements ¿ Outcomes and Objectives Assessment Designed to assess HOPe's:  ¿ Effectiveness  ¿ Efficiency  ¿ Access  ¿ Stakeholder input/satisfaction  ¿ Service delivery/business function ¿ Risk Management Assessment HOPe's risk management assessment identifies potential areas of risk and provides: ¿ Rating scales  ¿ Status of indicators  ¿ Reflections  ¿ Recommendations | | | |  |

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|  | | | | | | | | | |  | | --- | | **MASTER SCORE SHEET LICENSURE** | |  | | | | | | |  |  |  |  |  |  |
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|  | | | | | | | | | |  | | --- | | **Organizational: HOUSE OF POSSIBILITIES** | |  |  | | | | | | |  |  |  |  |  |
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|  | | | | | | | | | |  | | --- | | **Employment and Day Supports:** | | | | | | | |  |  |  |  |  |  |  |
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|  | | | | | | | | | |  | | --- | | **MASTER SCORE SHEET CERTIFICATION** | |  |  | | | | | | |  |  |  |  |  |
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|  | | | | | | | | | |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **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** | |  |  | | | | |  |  |  |  | |  |  |  |  |  | | | | | | |  |  |
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|  | | | | | | | | | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Community Based Day Services** |  |  |  |  | | | | | | **Indicator #** | | | | | **Indicator** | **Reviewed By** | **Met/Rated** | **Rating** | | C7 | | | | | Feedback on staff / care provider performance | DDS | 7/7 | **Met** | | C8 | | | | | Family/guardian communication | Provider | - | **Met** | | C13 | | | | | Skills to maximize independence | Provider | - | **Met** | | C20 (07/21) | | | | | Emergency back-up plans | DDS | 7/7 | **Met** | | C37 | | | | | Interpersonal skills for work | Provider | - | **Met** | | C38 (07/21) | | | | | Habilitative & behavioral goals | DDS | 5/5 | **Met** | | C39 (07/21) | | | | | Support needs for employment | DDS | 2/2 | **Met** | | C40 | | | | | Community involvement interest | DDS | 7/7 | **Met** | | C41 | | | | | Activities participation | Provider | - | **Met** | | C42 | | | | | Connection to others | Provider | - | **Met** | | C43 | | | | | Maintain & enhance relationship | Provider | - | **Met** | | C44 | | | | | Job exploration | Provider | - | **Met** | | C45 | | | | | Revisit decisions | Provider | - | **Met** | | C46 | | | | | Use of generic resources | Provider | - | **Met** | | C47 | | | | | Transportation to/ from community | Provider | - | **Met** | | C51 | | | | | Ongoing satisfaction with services/ supports | Provider | - | **Met** | | C54 | | | | | Assistive technology | DDS | 5/5 | **Met** | | **Employment Support Services** |  |  |  |  | | | | | | **Indicator #** | | | | | **Indicator** |  | **Met/Rated** | **Rating** | | C7 | | | | | Feedback on staff / care provider performance |  | 7/7 | **Met** | | C8 | | | | | Family/guardian communication |  | 7/7 | **Met** | | C20 (07/21) | | | | | Emergency back-up plans |  | 7/7 | **Met** | | C22 | | | | | Explore job interests |  | 4/7 | **Not Met (57.14 %)** | | C23 | | | | | Assess skills & training needs |  | 2/6 | **Not Met (33.33 %)** | | C24 | | | | | Job goals & support needs plan |  | 4/5 | **Met (80.0 %)** | | C25 | | | | | Skill development |  | 5/5 | **Met** | | C26 | | | | | Benefits analysis |  | 7/7 | **Met** | | C27 | | | | | Job benefit education |  | 7/7 | **Met** | | C29 | | | | | Support to obtain employment |  | 7/7 | **Met** | | C30 | | | | | Work in integrated settings |  | 7/7 | **Met** | | C33 | | | | | Employee benefits explained |  | 1/1 | **Met** | | C37 | | | | | Interpersonal skills for work |  | 7/7 | **Met** | | C47 | | | | | Transportation to/ from community |  | 7/7 | **Met** | | C51 | | | | | Ongoing satisfaction with services/ supports |  | 7/7 | **Met** | | C54 | | | | | Assistive technology |  | 1/2 | **Not Met (50.0 %)** | |  | | | | |  |  |  |  | |  |  |  | | | | | | |  |  |  |  |