



**PROVIDER REPORT
FOR**

**JEWISH FAMILY AND
CHILDREN**

**1430 Main Street
Waltham, MA 02451**

August 20, 2019

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	JEWISH FAMILY AND CHILDREN
Review Dates	7/9/2019 - 7/12/2019
Service Enhancement Meeting Date	7/25/2019
Survey Team	Raymond Edi-Osagie Mark Boghoian Cheryl Hampton (TL) Margareth Larrieux Leslie Hayes
Citizen Volunteers	

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	5 location(s) 9 audit (s)	Full Review	72 / 76 2 Year License 07/25/2019 - 07/25/2021		51 / 51 Certified 07/25/2019 - 07/25/2021
Residential Services	2 location(s) 6 audit (s)			Full Review	22 / 22
Individual Home Supports	3 location(s) 3 audit (s)			Full Review	23 / 23
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	2 location(s) 8 audit (s)	Full Review	53 / 55 2 Year License 07/25/2019 - 07/25/2021		42 / 42 Certified 07/25/2019 - 07/25/2021
Community Based Day Services	1 location(s) 4 audit (s)			Full Review	14 / 14
Employment Support Services	1 location(s) 4 audit (s)			Full Review	22 / 22
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Jewish Family and Children's Services (JF&CS) is a non-profit human service agency founded 150 years ago. Within the agency's Developmental Services Division also known as "CHAI" (Community, Housing, Access and Independence), the agency provides Residential and Individual Housing Support services as well as Community Based Day and Employments Supports to individuals with intellectual and developmental disabilities, and other related disabilities. The agency also supports at risk families, the elderly and people with mental health issues, and it provides rehabilitation and adoption services as well.

For this 2019 survey, the Department of Developmental Services (DDS) Office of Quality Enhancement (OQE) team conducted a full licensing and certification review of JFC&S residential services (including individual housing supports), and its day/employment supports.

Survey findings relative to residential and day services indicated that the agency has effective systems for ensuring the safety and well-being of individuals. There was a system in place for the tracking of staff training, and staff was trained in mandated and ancillary trainings and knowledgeable on recognizing the signs and symptoms of illness. The agency also ensured that their affiliation with external relief staffing agencies satisfied the need for staff with required trainings such as MAP and First Aid/CPR. The agency's Human Rights Committee was fully comprised and reviewed all matters under their purview. When allegations of abuse and neglect were made, immediate action was taken as necessary to ensure safety and well-being. Across all services, supervision, oversight and staff development was evident. Staff meetings were occurring on a routine and consistent basis and 1:1 supervision meetings were occurring as well. For both services meeting minutes were well written and detailed.

In residential services, including 24 hour homes and IHS supports, a number of positive licensing outcomes spoke to the supports given by agency staff to ensure the safety and well-being of individuals. People were supported to be safe in homes which were well-maintained and current for inspections. Routine fire-drills were conducted in accordance with Safety Plan guidelines, and people were supported to evacuate in a timely manner. Individuals and guardians received information regarding human rights, and DPPC reporting procedures were well communicated. In regards to the promotion of independence, a number of people were independently self-medicating or learning the steps towards achieving that goal. In regards to medical care, people received routine medical care and follow up care as needed. Financial management plans were informative and many individuals participated in the process of holding funds to make purchases in the community. Individuals were supported to accomplish meaningful and measurable ISP goals and relevant information regarding peoples' progress was informative.

In regards to certification across residential services, people were supported to explore interests and access the community on a regular basis. People were supported to engage in celebrations and holidays, and those of the Jewish faith were supported to go to temple and attend Shabbat dinners. Other activities and interests included Casino or restaurants. Some people utilized the MBTA transit system as well as the Ride service to navigate their local and surrounding communities. For those who had involved families, relationships were maintained through home visits, family vacations and phone calls. The agency had effective ways to continually evaluate people's satisfaction with services and supports.

Many positive licensing outcomes were identified in the day/employment services as well. The day/employment site was current for inspections and was well-maintained. Individuals/guardians received information regarding human rights and DPPC reporting procedures.

Relative to certification in the Employment service, continuity of assessments and support driven by individual interests was highly evident. In regards to skill assessments, the agency utilized a variety of assessment tools to determine peoples' interests. Information from these vocational and work surveys was utilized in the development of programming that grew peoples' skills, and the procurement of volunteer and job opportunities within the community. The agency had an increase in the number of volunteer and paid work offerings made available to people. New opportunities developed included volunteer and paid options in various schools to do food preparation and to serve lunch to students. There were also new customer service jobs in retail, grocery, coffee shops, and office settings to engage in administrative or facilities tasks. People working in paid employment were earning at least minimum wage or better. Job offerings were fully integrated as individuals worked alongside non-disabled employees at many locations. For those engaged in paid work, the agency supported individuals with time limited job coaching leading to independence.

In CBDS people had choice and control over their schedules and routines. The agency afforded people the opportunity to preview the following week's offerings for activities and routinely sent the next week's schedule to individual's homes and to their guardians. Individuals also had choices of morning and/or afternoon activities. Individuals interviewed felt very satisfied with the array of offerings and liked activities like the book club or volunteering for the Red Cross or food pantry.

This 2019 survey also identified areas that warrant agency attention in order to meet requirements. Emergency fact sheets at some locations were missing relevant diagnoses and/or a current medication list for some individuals. Charges of care letters in some cases included a surcharge for not providing SSI letters. Charges for care notifications need to reflect the regulatory formula, and the agency needs to work closely with the area offices, representative payees and families to obtain up to date benefit information from which to base this notification. Funds audits revealed that funds were not being logged out and in after every transaction at some locations. Additionally, required assessments and Support Strategies were not always submitted within the ISP timelines. At some residential locations incidents were not submitted or reviewed within the required HCSIS timeframes.

In Day services, a restrictive backpack and pocket checks required this practice to be reviewed by the human rights committee, and it was not. Similar to residential services, some incidents were not submitted and/or reviewed within the required HCSIS timeframes.

In summary JFCS received a Two-Year License for its residential services grouping with 92% of licensing indicators Met and is certified with 100% of all certification indicators Met. The agency's Employment and Day Supports Services Grouping will receive a Two-Year License with 96% of licensing indicators Met and 100% of all certification indicators being "Met" for Employment Supports.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Residential and Individual Home Supports	64/68	4/68	
Residential Services Individual Home Supports			
Critical Indicators	7/7	0/7	
Total	72/76	4/76	95%
2 Year License			
# indicators for 60 Day Follow-up		4	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Employment and Day Supports	45/47	2/47	
Community Based Day Services Employment Support Services			
Critical Indicators	6/6	0/6	
Total	53/55	2/55	96%
2 Year License			
# indicators for 60 Day Follow- up		2	

Residential Commendations on Standards Met:

Indicator #	Indicator	Commendations
L47	Individuals are supported to become self medicating when appropriate.	There was a high level of commitment to the promotion of independence especially around self-medication. There was abundant evidence of successes in the area of self-medication.

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.	Two of nine Emergency Fact Sheets (EFS) were missing relevant information such as some diagnoses and/or the medication listed was not current. The agency needs to ensure that the information on the EFS is current.
L69	Individual expenditures are documented and tracked.	For three of five individuals, the agency was not logging funds out on the Financial Transaction Ledger prior to the transaction, and/or logging in change returned after the

		<p>transaction.</p> <p>The agency needs to ensure the practice of logging funds out and in.</p>
L70	Charges for care are calculated appropriately.	<p>For two people for whom the agency was not the representative payee Charges for Care did not specifically outline exact charges based on entitlements. There was a surcharge when there was no entitlement letter on file from the representative payee.</p> <p>The agency needs to ensure that Charges for Care are calculated accurately and based on the regulatory formula.</p>
L91	Incidents are reported and reviewed as mandated by regulation.	<p>At two of five locations incidents submission, reviews and finalization did not occur within HCSIS incident timelines.</p> <p>The agency needs to ensure that all incidents are reported, submitted and finalized as mandated by regulation.</p>

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

Indicator #	Indicator	Area Needing Improvement
L59	Behavior plans have received all the required reviews.	<p>One individual's plan to check his backpack and pockets to monitor and address the taking of others belongings, was not reviewed by the agency's Human Rights Committee.</p> <p>The agency needs to ensure when people are subject to restrictive practices, that it is submitted for HRC review.</p>
L91	Incidents are reported and reviewed as mandated by regulation.	<p>Submission of incidents and reviews/finalization did not always occur in accordance with HCSIS timelines.</p> <p>The agency needs to ensure that all incidents are reported, submitted and finalized as mandated by regulation.</p>

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	45/45	0/45	
Individual Home Supports	23/23	0/23	
Residential Services	22/22	0/22	
TOTAL	51/51	0/51	100%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	36/36	0/36	
Community Based Day Services	14/14	0/14	
Employment Support Services	22/22	0/22	
TOTAL	42/42	0/42	100%
Certified			

Community Based Day Services Commendations on Standards Met:

Indicator #	Indicator	Commendations
C45	Individual's decisions of what to do during the day are revisited on a regular basis.	The agency offered a wide variety community based and in-house activities to individuals, and these choices of activities were revisited on a regular basis. Additionally, these choices were communicated to individuals, families and residential programs in advance.

Employment Support Services Commendations on Standards Met:

Indicator #	Indicator	Commendations
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	There was great emphasis placed on time limited job coaching, and people were supported to attain independence at work within weeks of acquiring jobs. This was a consistent theme within employment services.

MASTER SCORE SHEET LICENSURE

Organizational: JEWISH FAMILY AND CHILDREN

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓜ L2	Abuse/neglect reporting	7/7	Met
L3	Immediate Action	8/8	Met
L4	Action taken	8/8	Met
L48	HRC	1/1	Met
L74	Screen employees	3/3	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	10/10	Met
L83	HR training	10/10	Met

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	3/3					9/9	Met
L5	Safety Plan	L	2/2	3/3					5/5	Met
Ⓜ L6	Evacuation	L	2/2	3/3					5/5	Met
L7	Fire Drills	L	2/2						2/2	Met
L8	Emergency Fact Sheets	I	5/6	2/3					7/9	Not Met (77.78 %)
L9	Safe use of equipment	L	2/2	3/3					5/5	Met
Ⓜ L11	Required inspections	L	2/2	3/3					5/5	Met
Ⓜ L12	Smoke detectors	L	2/2	3/3					5/5	Met
Ⓜ L13	Clean location	L	2/2	3/3					5/5	Met
L14	Site in good repair	L	1/1	2/2					3/3	Met
L15	Hot water	L	2/2	2/3					4/5	Met (80.0 %)
L16	Accessibility	L	1/1	2/2					3/3	Met
L17	Egress at grade	L	2/2	3/3					5/5	Met
L18	Above grade egress	L	2/2	2/2					4/4	Met
L19	Bedroom location	L	1/1	2/2					3/3	Met
L20	Exit doors	L	2/2	3/3					5/5	Met
L21	Safe electrical equipment	L	2/2	3/3					5/5	Met
L22	Well-maintained appliances	L	2/2	3/3					5/5	Met
L23	Egress door locks	L	2/2						2/2	Met
L24	Locked door access	L	2/2						2/2	Met
L25	Dangerous substances	L	2/2	2/2					4/4	Met
L26	Walkway safety	L	1/2	3/3					4/5	Met (80.0 %)

L27	Pools, hot tubs, etc.	L	1/1	1/1					2/2	Met
L28	Flammables	L	2/2	3/3					5/5	Met
L29	Rubbish/combustibles	L	2/2	3/3					5/5	Met
L30	Protective railings	L	2/2						2/2	Met
L31	Communication method	I	6/6	3/3					9/9	Met
L32	Verbal & written	I	6/6	3/3					9/9	Met
L33	Physical exam	I	6/6	3/3					9/9	Met
L34	Dental exam	I	6/6	2/3					8/9	Met (88.89 %)
L35	Preventive screenings	I	5/5	2/3					7/8	Met (87.50 %)
L36	Recommended tests	I	6/6	3/3					9/9	Met
L37	Prompt treatment	I	1/1	3/3					4/4	Met
L39	Dietary requirements	I		1/1					1/1	Met
L40	Nutritional food	L	2/2	3/3					5/5	Met
L41	Healthy diet	L	2/2	3/3					5/5	Met
L42	Physical activity	L	2/2	3/3					5/5	Met
L43	Health Care Record	I	5/6	3/3					8/9	Met (88.89 %)
L44	MAP registration	L	2/2	2/2					4/4	Met
L45	Medication storage	L	2/2	2/2					4/4	Met
Pa L46	Med. Administration	I	5/5	1/1					6/6	Met
L47	Self medication	I	5/5	3/3					8/8	Met
L49	Informed of human rights	I	6/6	3/3					9/9	Met
L50	Respectful Comm.	L	2/2	3/3					5/5	Met
L51	Possessions	I	6/6	3/3					9/9	Met
L52	Phone calls	I	6/6	3/3					9/9	Met
L53	Visitation	I	6/6	3/3					9/9	Met
L54	Privacy	L	2/2	3/3					5/5	Met
L61	Health protection in ISP	I	1/1						1/1	Met
L62	Health protection review	I	1/1						1/1	Met

L63	Med. treatment plan form	I	4/5	2/2					6/7	Met (85.71 %)
L64	Med. treatment plan rev.	I	5/5	2/2					7/7	Met
L67	Money mgmt. plan	I	5/5	2/2					7/7	Met
L68	Funds expenditure	I	5/5						5/5	Met
L69	Expenditure tracking	I	2/5						2/5	Not Met (40.0 %)
L70	Charges for care calc.	I	4/6	2/2					6/8	Not Met (75.00 %)
L71	Charges for care appeal	I	6/6	3/3					9/9	Met
L77	Unique needs training	I	6/6	2/3					8/9	Met (88.89 %)
L80	Symptoms of illness	L	2/2	3/3					5/5	Met
L81	Medical emergency	L	2/2	3/3					5/5	Met
Ⓜ L82	Medication admin.	L	2/2	2/2					4/4	Met
L84	Health protect. Training	I	1/1						1/1	Met
L85	Supervision	L	2/2	3/3					5/5	Met
L86	Required assessments	I	5/6	3/3					8/9	Met (88.89 %)
L87	Support strategies	I	5/6	3/3					8/9	Met (88.89 %)
L88	Strategies implemented	I	6/6	3/3					9/9	Met
L90	Personal space/ bedroom privacy	I	6/6	3/3					9/9	Met
L91	Incident management	L	1/2	2/3					3/5	Not Met (60.0 %)
#Std. Met/# 68 Indicator									64/68	
Total									72/76	

Score										
									94.74%	

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	4/4		4/4	8/8	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	4/4		4/4	8/8	Met
L9	Safe use of equipment	L	1/1		1/1	2/2	Met
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
L14	Site in good repair	L	1/1			1/1	Met
L15	Hot water	L	1/1		1/1	2/2	Met
L17	Egress at grade	L	1/1			1/1	Met
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
L31	Communication method	I	4/4		4/4	8/8	Met

L32	Verbal & written	I	4/4		4/4	8/8	Met
L37	Prompt treatment	I	2/2		1/1	3/3	Met
Ⓜ L38	Physician's orders	I			3/3	3/3	Met
L39	Dietary requirements	I			1/1	1/1	Met
L49	Informed of human rights	I	4/4		4/4	8/8	Met
L50	Respectful Comm.	L	1/1		1/1	2/2	Met
L51	Possessions	I	4/4		4/4	8/8	Met
L52	Phone calls	I	4/4		4/4	8/8	Met
L54	Privacy	L	1/1			1/1	Met
L55	Informed consent	I	1/1		2/2	3/3	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			0/1	0/1	Not Met (0 %)
L60	Data maintenance	I			1/1	1/1	Met
L61	Health protection in ISP	I			3/3	3/3	Met
L62	Health protection review	I			3/3	3/3	Met
L77	Unique needs training	I	4/4		4/4	8/8	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
L84	Health protect. Training	I			2/2	2/2	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	4/4		4/4	8/8	Met
L87	Support strategies	I	4/4		4/4	8/8	Met
L88	Strategies implemented	I	4/4		4/4	8/8	Met
L91	Incident management	L	0/1		0/1	0/2	Not Met (0 %)
#Std. Met/# 47 Indicator						45/47	
Total						53/55	

Score							
						96.36%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	3/3	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	4/4	Met
C8	Family/guardian communication	4/4	Met
C13	Skills to maximize independence	4/4	Met
C37	Interpersonal skills for work	4/4	Met
C40	Community involvement interest	4/4	Met
C41	Activities participation	4/4	Met
C42	Connection to others	4/4	Met
C43	Maintain & enhance relationship	4/4	Met
C44	Job exploration	4/4	Met
C45	Revisit decisions	4/4	Met
C46	Use of generic resources	4/4	Met
C47	Transportation to/ from community	4/4	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met
C54	Assistive technology	4/4	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
--------------------	------------------	------------------	---------------

C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	4/4	Met
C22	Explore job interests	4/4	Met
C23	Assess skills & training needs	4/4	Met
C24	Job goals & support needs plan	4/4	Met
C25	Skill development	4/4	Met
C26	Benefits analysis	4/4	Met
C27	Job benefit education	4/4	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	4/4	Met
C30	Work in integrated settings	4/4	Met
C31	Job accommodations	4/4	Met
C32	At least minimum wages earned	3/3	Met
C33	Employee benefits explained	4/4	Met
C34	Support to promote success	4/4	Met
C35	Feedback on job performance	4/4	Met
C36	Supports to enhance retention	4/4	Met
C37	Interpersonal skills for work	4/4	Met
C47	Transportation to/ from community	4/4	Met
C50	Involvement/ part of the Workplace culture	4/4	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met
C54	Assistive technology	4/4	Met

Individual Home Supports

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

C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	2/2	Met
C16	Explore interests	3/3	Met
C17	Community activities	3/3	Met
C18	Purchase personal belongings	3/3	Met
C19	Knowledgeable decisions	2/2	Met
C20	Emergency back-up plans	3/3	Met
C21	Coordinate outreach	3/3	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	3/3	Met
C49	Physical setting is consistent	3/3	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	3/3	Met
C54	Assistive technology	3/3	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	6/6	Met
C13	Skills to maximize independence	6/6	Met
C14	Choices in routines & schedules	6/6	Met
C15	Personalize living space	2/2	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
C20	Emergency back-up plans	2/2	Met
C46	Use of generic resources	6/6	Met
C47	Transportation to/ from community	6/6	Met
C48	Neighborhood connections	6/6	Met
C49	Physical setting is consistent	2/2	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
C54	Assistive technology	6/6	Met