



**PROVIDER REPORT
FOR**

**Kindle Behavior Consultants
7 CYPRESS DR
Burlington, MA 01803**

July 07, 2026

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Kindle Behavior Consultants
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Review Dates	6/10/2026 - 6/11/2026
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Service Enhancement Meeting Date	6/26/2026
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Survey Team	Cheryl Dolan (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) 1 audit (s)	Full Review	32/35 2 Year License 06/26/2026 - 06/26/2028		13 / 13 Certified 06/26/2026 - 06/26/2028
Individual Home Supports	1 location(s) 1 audit (s)			Full Review	7 / 7
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Kindle Behavioral Consultants was established in 2009 to provide support to school-aged children with Autism Spectrum Disorders (ASD) in the Northeast region. The services include ABA therapy, social skills training, and educational and family support. In 2021, Kindle expanded its services to include In-Home Support (IHS) for young adults receiving services from the Department of Developmental Services (DDS).

The scope of this survey conducted by the Office of Quality Enhancement (OQE), was a full licensing and certification review of Individual Home Support (IHS).

The survey highlighted several agency accomplishments that led to positive outcomes for individuals. One noted strength of the organization is its system for ensuring a competent workforce. The agency hires qualified personnel and supports licensed staff in obtaining their credentials. Additionally, it provides a comprehensive onboarding program in which new employees receive all mandatory DDS training, along with additional training that goes beyond basic requirements, ensuring that staff are well-prepared for their roles. Frequent supervision is also provided to assist staff in their professional development.

Observations and record reviews indicated that communication with and about individuals was respectful and focused on their strengths and abilities. The agency consistently promotes independence by breaking down tasks using task analysis to teach new skills and determine when the individual has demonstrated full understanding and competency.

When clinically necessary, the agency develops Positive Behavioral Support (PBS) plans that utilize proactive strategies to manage challenging behaviors. These strategies aim to minimize and prevent harm, reduce triggers, and teach alternative behaviors. The agency regularly reviews data and adjusts plans when indicated to ensure their effectiveness. Throughout the survey, staff were observed implementing these strategies.

Areas requiring further attention include ensuring HRC meetings occur quarterly and that ISP assessments and support strategies are submitted within required timeframes.

As a result of this survey, Kindle's Residential In-Home Support Services received a rating of met in 91% of Licensing indicators, with all applicable critical indicators rated as Met. The agency is certified, having received a rating of Met in 100% of Certification indicators. The agency will receive a Two-Year License for its Residential and Individual Home Supports service group. The agency will conduct its own follow-up on all licensing indicators that were not met within 60 days of the Service Enhancement Meeting. There is no follow-up for certification required.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	5/6	1/6	
Residential and Individual Home Supports	27/29	2/29	
Individual Home Supports			
Critical Indicators	2/2	0/2	
Total	32/35	3/35	91%
2 Year License			
# indicators for 60 Day Follow-up		3	

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 Human Rights Committee did not meet quarterly. The agency needs to ensure the committee meets at the frequency described in the HRC bylaws and as required by regulation.

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

Indicator #	Indicator	Area Needing Improvement
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For one individual, required assessments have not been submitted within ISP timelines. The agency needs to ensure that ISP assessments are submitted at least 15 days before the ISP meeting.
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 have not been submitted within ISP timelines. The agency needs to ensure that ISP support strategies are submitted at least 15 days before the ISP meeting.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	7/7	0/7	
Individual Home Supports	7/7	0/7	
Total	13/13	0/13	100%
Certified			

MASTER SCORE SHEET LICENSURE

Organizational: Kindle Behavior Consultants

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
R L2	Abuse/neglect reporting	1/1	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	1/1	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	3/3	Met
L83	HR training	3/3	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		1/1					1/1	Met
L8	Emergency Fact Sheets	I		1/1					1/1	Met
L10	Reduce risk interventions	I		1/1					1/1	Met
L31	Communication method	I		1/1					1/1	Met
L32	Verbal & written	I		1/1					1/1	Met
Ⓡ L38	Physician's orders	I		1/1					1/1	Met
L39	Dietary requirements	I		1/1					1/1	Met
L41	Healthy diet	L		1/1					1/1	Met
L42	Physical activity	L		1/1					1/1	Met
L49	Informed of human rights	I		1/1					1/1	Met
L50 (07/21)	Respectful Comm.	I		1/1					1/1	Met
L51	Possessions	I		1/1					1/1	Met
L52	Phone calls	I		1/1					1/1	Met
L54 (07/21)	Privacy	I		1/1					1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L57	Written behavior plans	I		1/1					1/1	Met
L60	Data maintenance	I		1/1					1/1	Met
L77	Unique needs training	I		1/1					1/1	Met
L78	Restrictive Int. Training	L		1/1					1/1	Met
L79	Restraint training	L		1/1					1/1	Met
L80	Symptoms of illness	L		1/1					1/1	Met
L81	Medical emergency	L		1/1					1/1	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		1/1					1/1	Met
L91	Incident management	L		1/1					1/1	Met
L93 (05/22)	Emergency back-up plans	I		1/1					1/1	Met
L94 (05/22)	Assistive technology	I		1/1					1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L96 (05/22)	Staff training in devices and applications	I		1/1					1/1	Met
#Std. Met/# 29 Indicator									27/29	
Total Score									32/35	
									91.43%	

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	1/1	Met
C8	Family/guardian communication	1/1	Met
C13	Skills to maximize independence	1/1	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C19	Knowledgeable decisions	1/1	Met
C21	Coordinate outreach	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C52	Leisure activities and free-time choices /control	1/1	Met