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| **PROVIDER REPORT FOR** |

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| **Kindle Behavioral Consultants9 Cypress Drive Burlington, MA 01803**  |

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| **June 30, 2022** |

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| **Version** |

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| **Public Provider Report** |

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| **Prepared by the Department of Developmental ServicesOFFICE OF QUALITY ENHANCEMENT** |

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| **SUMMARY OF OVERALL FINDINGS** |

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| **Provider** |

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| Kindle Behavioral Consultants |

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| **Review Dates** |

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| 5/11/2022 - 5/13/2022 |

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| **Service Enhancement Meeting Date** |

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| 5/27/2022 |

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| **Survey Team** |

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| Anne Carey |
| 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 | 33/40 2 Year License 05/27/2022 - 05/27/2024 |  | 22 / 22 Certified 05/27/2022 - 05/27/2024 |
| Individual Home Supports | 1 location(s) 1 audit (s)  |  |  | Full Review | 16 / 16 |
| Planning and Quality Management |   |  |  | Full Review | 6 / 6 |

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| **EXECUTIVE SUMMARY :** |

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| Established in March of 2009, Kindle Behavior Consultants provides home and school-based early childhood, afterschool, and social skills behavioral services to children with autism spectrum disorders (ASD) and other related disabilities. In August 2021, Kindle Behavioral Consultants started providing Individual Home Supports (IHS) residential services for adults turning 22. Kindle Behavior Consultants is located in both Massachusetts and Maryland. Its Massachusetts site is located in Burlington, Massachusetts, and serves the Greater Boston, Metrowest, Merrimack Valley, and Nashoba Valley areas. 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 agency had an initial review conducted in November 2021, and this is the agency's first Licensing and Certification review.The survey identified several accomplishments on the part of the agency, which resulted in positive individual outcomes. The agency has a comprehensive orientation and training program, which ensures staff are well trained in the unique needs of the individual supported. Staff supervision frequently occurred, reinforcing the agency's commitment to staff training and development. The agency is focused on promoting Independent Living Skills, using thorough Task Analysis plans. In addition, the agency's system for collecting and analyzing data allowed for corrections and modifications to happen in real-time and effectively measure the progress of goals.Through observation and record review, the agency was found to be respectful in its communication. As the agency expands to support an adult population, it is working to ensure all of its materials reflect this change within its language.Some areas requiring further attention were identified during the survey. In the realm of Human Rights, Positive Behavior Support Plans should include all of the required components and receive all the required reviews. Additionally, the agency needs to provide individuals served with annual training about the Disabled Persons Protection Commission (DPPC) and the reporting of alleged abuse or neglect and annual Human Rights Training.The agency would benefit from enhancing its systems, which are in their infancy due to the agency's new expansion into DDS services. Whilst the agency has goals for quality improvement, these were not formalized. The agency would benefit from a more formalized system. In addition, attention should be given to ensuring all DDS required documentation and assessments are thoroughly completed, including Emergency Fact Sheet, Health Record, and Financial Training plans.As a result of this survey, Kindle's Residential In-Home Support Services received a rating of met in 82% 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 reviewed. The agency will receive a Two-Year License in its Residential/ Individual Home Support. Follow-up on all not met licensing indicators will be conducted by the DDS OQE within 60 days of the Service Enhancement Meeting. |

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| **LICENSURE FINDINGS** |

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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Organizational** | **6/6** | **0/6** |  |
| **Residential and Individual Home Supports** | **27/34** | **7/34** |  |
|  Individual Home Supports |  |  |  |
| **Critical Indicators** | **2/2** | **0/2** |  |
| **Total** | **33/40** | **7/40** | **82%** |
| **2 Year License** |  |  |  |
| **# indicators for 60 Day Follow-up** |  | **7** |  |
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|  | **Residential Areas Needing Improvement on Standards not met/Follow-up to occur:** |
|  | **Indicator #** | **Indicator** | **Area Needing Improvement** |
|  |  L1 | Individuals have been trained and guardians are provided with information in how to report alleged abuse/neglect. | The individual surveyed had not received training in how to report abuse/neglect. The agency needs to ensure that the individual receives annual DPPC training, using an approach that best suits his learning style. |
|  |  L8 | Emergency fact sheets are current and accurate and available on site. | The individual surveyed had an Emergency Fact Sheet which did not include all required components. The agency needs to ensure that Emergency Fact Sheets are in place and include all required components as outlined in the DDS OQE Interpretations. |
|  |  L43 | The health care record is maintained and updated as required.  | The agency had not yet developed a Health Care Record (HCR) in HCSIS for the individual. The agency needs to ensure that a HCR is created which includes all required information including all diagnoses, vaccinations etc. |
|  |  L49 | Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern. | The individual served had not received training in human rights, including how to file a grievance. The agency needs to ensure that the individual receives annual training in a DDS-approved Human Rights curriculum as well as agency grievance reporting procedure, using the learning style that best suits him. |
|  |  L58 | All behavior plans contain the required components. | For the individual surveyed, the behavior plan did not contain all the required components. The agency should ensure that the Positive Behavioral Support plan has all the required components including, Rationale based on functional analysis of target behavior(s) & antecedents, history, least restrictive alternatives/measures tried and criteria for eliminating or revising plan. Additionally, the plan contained the use of a prohibited practice under DDS PBS regulations. The agency needs to ensure behavior plans do not violate the standards set by DDS and ensure prohibited practices are not utilized. |
|  |  L59 | Behavior plans have received all the required reviews. | For the individual surveyed, the behavior plan did not receive all required reviews. Intensive tier PBS plans shall be submitted for peer consultation to at least one qualified clinician who did not participate in the development of the submission. In addition, the agency should develop a PBS Leadership team to review PBS Plans and provide oversight to ensure compliance with DDS standards and regulations. |
|  |  L67 | There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility. | For the individual surveyed, the agency has shared or delegated responsibility in the management of their funds. There is no training plan for developing skills and assisting the individual to become more independent with money management or summary of the agency's oversight and role in assisting the individual with managing their funds.When the agency has shared or delegated money management responsibilities, money management support plans should include all required components. The plans should clearly identify the agency's level of oversight as well as identify how each person is supported to actively develop skills with regard to money management |

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| **CERTIFICATION FINDINGS** |

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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Certification - Planning and Quality Management** | **6/6** | **0/6** |  |
| **Residential and Individual Home Supports** | **16/16** | **0/16** |  |
| Individual Home Supports | 16/16 | 0/16 |  |
| **Total** | **22/22** | **0/22** | **100%** |
| **Certified** |  |  |  |
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|  | **Individual Home Supports Commendations on Standards Met:** |
|  | **Indicator #** | **Indicator** | **Commendations** |
|  |  C13 | Staff (Home Providers) provide support for individuals to develop skills to enable them to maximize independence and participation in typical activities and routines.  | The agency should be commended for its strong focus on teaching skills that will promote improved outcomes. The agency creates and implements thorough Task Analysis plans and as a result, has seen personal growth in both social and independent living skills for the individual supported. |
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| **MASTER SCORE SHEET LICENSURE** |

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| **Organizational: Kindle Behavioral Consultants** |

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|  | **Indicator #** | **Indicator** | **Met/Rated** | **Rating(Met,Not Met,NotRated)** |
| O |  L2 | Abuse/neglect reporting | **1/1** | **Met** |
|  |  L48 | HRC | **1/1** | **Met** |
|  |  L74 | Screen employees | **1/1** | **Met** |
|  |  L75 | Qualified staff | **1/1** | **Met** |
|  |  L76 | Track trainings | **4/4** | **Met** |
|  |  L83 | HR training | **4/4** | **Met** |

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| **Residential and Individual Home Supports:** |

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|  | **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 |  | 0/1 |  |  |  |  | **0/1** | **Not Met(0 %)** |
|  |  L8 | Emergency Fact Sheets | I |  | 0/1 |  |  |  |  | **0/1** | **Not Met(0 %)** |
|  |  L9 (07/21) | Safe use of equipment | 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** |
| O |  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** |
|  |  L43 | Health Care Record | I |  | 0/1 |  |  |  |  | **0/1** | **Not Met(0 %)** |
|  |  L49 | Informed of human rights | I |  | 0/1 |  |  |  |  | **0/1** | **Not Met(0 %)** |
|  |  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** |
|  |  L53 | Visitation | I |  | 1/1 |  |  |  |  | **1/1** | **Met** |
|  |  L54 (07/21) | Privacy | I |  | 1/1 |  |  |  |  | **1/1** | **Met** |
|  |  L57 | Written behavior plans | I |  | 1/1 |  |  |  |  | **1/1** | **Met** |
|  |  L58 | Behavior plan component | I |  | 0/1 |  |  |  |  | **0/1** | **Not Met(0 %)** |
|  |  L59 | Behavior plan review | I |  | 0/1 |  |  |  |  | **0/1** | **Not Met(0 %)** |
|  |  L60 | Data maintenance | I |  | 1/1 |  |  |  |  | **1/1** | **Met** |
|  |  L67 | Money mgmt. plan | I |  | 0/1 |  |  |  |  | **0/1** | **Not Met(0 %)** |
|  |  L68 | Funds expenditure | 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** |
|  |  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** |
|  |  L96 (05/22) | Staff training in devices and applications | I |  | 1/1 |  |  |  |  | **1/1** | **Met** |
|  | **#Std. Met/# 34 Indicator** |  |  |  |  |  |  |  |  | **27/34** |  |
|  | **Total Score** |  |  |  |  |  |  |  |  | **33/40** |  |
|  |  |  |  |  |  |  |  |  |  | **82.50%** |  |

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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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| **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** |
|  C9 | Personal relationships | 1/1 | **Met** |
|  C10 | Social skill development | 1/1 | **Met** |
|  C12 | Intimacy | 1/1 | **Met** |
|  C13 | Skills to maximize independence  | 1/1 | **Met** |
|  C14 | Choices in routines & schedules | 1/1 | **Met** |
|  C16 | Explore interests | 1/1 | **Met** |
|  C17 | Community activities | 1/1 | **Met** |
|  C18 | Purchase personal belongings | 1/1 | **Met** |
|  C19 | Knowledgeable decisions | 1/1 | **Met** |
|  C46 | Use of generic resources | 1/1 | **Met** |
|  C47 | Transportation to/ from community | 1/1 | **Met** |
|  C51 | Ongoing satisfaction with services/ supports | 1/1 | **Met** |
|  C52 | Leisure activities and free-time choices /control | 1/1 | **Met** |
|  C53 | Food/ dining choices | 1/1 | **Met** |
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