



**PROVIDER REPORT
FOR**

**Kindle Behavioral
Consultants
9 Cypress Drive
Burlington, MA 01803**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Kindle Behavioral Consultants
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Review Dates	6/5/2024 - 6/6/2024
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Service Enhancement Meeting Date	6/20/2024
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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)	Targeted Review	DDS 8/8 Provider 31 / 32 39 / 40 2 Year License 06/20/2024-06/20/2026		DDS 0 / 0 Provider 22 / 22 22 / 22 Certified 06/20/2024 - 06/20/2026
Individual Home Supports	1 location(s) 1 audit (s)			DDS Targeted Review	16 / 16
Planning and Quality Management				DDS Targeted 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).

For the 2024 Licensing and Certification survey, the agency was eligible and chose to complete a self-assessment. In conjunction, DDS conducted a targeted survey, reviewing the applicable critical licensing indicators, any licensing indicators rated as not met during the previous survey, and any new indicators developed since the agency's last survey. The overall ratings from this survey process combine the agency's self-assessment and the DDS targeted review.

All of the indicators reviewed by DDS were rated as Met. In the Human Rights domain, the agency ensures that guardians are informed about Human Rights and DPPC. They developed a pictorial-based curriculum in Human Rights and Mandated reporting to support individuals who learn best with visual materials. The agency regularly reviewed the materials until the individual demonstrated 100% competency. They also developed Positive Behavioral Support (PBS) plans based on Functional Assessments, which include proactive strategies to address challenging behavior. Thorough data is collected and regularly analyzed to measure the plan's efficacy, and modifications are made as needed.

Through the self-assessment process, the agency identified the Human Rights Committee and the need to meet the regulation of quarterly meetings as an area requiring improvement. The agency has developed an action plan to address this.

As a result of this survey, Kindle's Residential In-Home Support Services received a rating of met in 98% 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 in its Residential and Individual Home Supports service group. The agency will conduct follow-ups on all licensing indicators that have not been met within 60 days of the Service Enhancement Meeting. There is no follow-up for certification required.

Description of Self Assessment Process:

Kindle Behavior Consultants is a small organization that serves one individual through the Department of Developmental Services for greater than 15 hours per week. This individual is receiving ABA services throughout his day and is overseen by a Board-Certified Behavior Analyst (BCBA). The BCBA has created programming, which is continually monitored, to ensure client-centered indicators have been met and continue to be maintained. The Director of Operations, in conjunction with the Executive Director, evaluated each of the licensure indicators for any company-wide requirements. Assessment methods were primarily direct checks of all licensure indicators. This included reviewing any client-specific documentation, in addition to Kindle-wide documentation procedures, and any agency-wide systems (e.g., HCSIS). Any indicators marked as "NOT RATED" during the last licensing period will continue to be not rated during this self-assessment, as there have been no changes to our service delivery.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	4/5	1/5	
Residential and Individual Home Supports	35/35	0/35	
Individual Home Supports			
Critical Indicators	2/2	0/2	
Total	39/40	1/40	98%
2 Year License			
# indicators for 60 Day Follow-up		1	

**Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:
From Provider review:**

Indicator #	Indicator	Issue identified	Action planned to address
L48	The agency has an effective Human Rights Committee.	While the committee has been formed and it meets all necessary criteria, it has not met quarterly.	A new meeting will be scheduled as soon as possible, and a recurring meeting will appear on the agency's calendar to ensure meetings occur as often as necessary.

CERTIFICATION FINDINGS

	Reviewed By	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	DDS 0/0 Provider 6/6	6/6	0/6	
Residential and Individual Home Supports	DDS 0/0 Provider 16/16	16/16	0/16	
Individual Home Supports	DDS 0/0 Provider 16/16	16/16	0/16	
Total		22/22	0/22	100%
Certified				

MASTER SCORE SHEET LICENSURE

Organizational: Kindle Behavioral Consultants

Indicator #	Indicator	Reviewed by	Met/Rated	Rating(Met,Not Met,NotRated)
L48	HRC	Provider	-	Not Met
L74	Screen employees	Provider	-	Met
L75	Qualified staff	Provider	-	Met
L76	Track trainings	Provider	-	Met
L83	HR training	Provider	-	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	DDS		1/1					1/1	Met
L8	Emergency Fact Sheets	I	DDS		1/1					1/1	Met
L9 (07/21)	Safe use of equipment	I	Provider		-			-	-	-	Met
L10	Reduce risk interventions	I	Provider		-			-	-	-	Met
L31	Communication method	I	Provider		-			-	-	-	Met
L32	Verbal & written	I	Provider		-			-	-	-	Met
L38	Physician's orders	I	DDS		1/1					1/1	Met
L39	Dietary requirements	I	Provider		-			-	-	-	Met
L41	Healthy diet	L	Provider		-			-	-	-	Met
L42	Physical activity	L	Provider		-			-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L43	Health Care Record	I	DDS		1/1					1/1	Met
L46	Med. Administration	I	DDS		1/1					1/1	Met
L49	Informed of human rights	I	DDS		1/1					1/1	Met
L50 (07/21)	Respectful Comm.	I	Provider		-			-	-	-	Met
L51	Possessions	I	Provider		-			-	-	-	Met
L52	Phone calls	I	Provider		-			-	-	-	Met
L53	Visitation	I	Provider		-			-	-	-	Met
L54 (07/21)	Privacy	I	Provider		-			-	-	-	Met
L57	Written behavior plans	I	Provider		-			-	-	-	Met
L58	Behavior plan component	I	DDS		1/1					1/1	Met
L60	Data maintenance	I	Provider		-			-	-	-	Met
L67	Money mgmt. plan	I	DDS		1/1					1/1	Met
L68	Funds expenditure	I	Provider		-			-	-	-	Met
L77	Unique needs training	I	Provider		-			-	-	-	Met
L78	Restrictive Int. Training	L	Provider		-			-	-	-	Met
L79	Restraint training	L	Provider		-			-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L80	Symptoms of illness	L	Provider		-			-	-	-	Met
L81	Medical emergency	L	Provider		-			-	-	-	Met
L85	Supervision	L	Provider		-			-	-	-	Met
L87	Support strategies	I	Provider		-			-	-	-	Met
L88	Strategies implemented	I	Provider		-			-	-	-	Met
L91	Incident management	L	Provider		-			-	-	-	Met
L93 (05/22)	Emergency back-up plans	I	Provider		-			-	-	-	Met
L94 (05/22)	Assistive technology	I	Provider		-			-	-	-	Met
L96 (05/22)	Staff training in devices and applications	I	Provider		-			-	-	-	Met
#Std. Met/# 35 Indicator										35/35	
Total Score										39/40	
										97.50%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

	Indicator #	Indicator	Reviewed By	Met/Rated	Rating
	C1	Provider data collection	Provider	-	Met
	C2	Data analysis	Provider	-	Met
	C3	Service satisfaction	Provider	-	Met
	C4	Utilizes input from stakeholders	Provider	-	Met
	C5	Measure progress	Provider	-	Met
	C6	Future directions planning	Provider	-	Met

Individual Home Supports

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C9	Personal relationships	Provider	-	Met
C10	Social skill development	Provider	-	Met
C12	Intimacy	Provider	-	Met
C13	Skills to maximize independence	Provider	-	Met
C14	Choices in routines & schedules	Provider	-	Met
C16	Explore interests	Provider	-	Met
C17	Community activities	Provider	-	Met
C18	Purchase personal belongings	Provider	-	Met
C19	Knowledgeable 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
C52	Leisure activities and free-time choices /control	Provider	-	Met
C53	Food/ dining choices	Provider	-	Met