



**PROVIDER REPORT
FOR**

**LABBB Collaborative
70 Blanchard Road
Burlington, MA 01803**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	LABBB Collaborative
Review Dates	1/24/2024 - 1/26/2024
Service Enhancement Meeting Date	2/9/2024
Survey Team	Jennifer Conley-Sevier Raquel Rodriguez (TL)
Citizen Volunteers	

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	1 location(s) 5 audit (s)	Full Review	34/46 2 Year License with Mid-Cycle Review 02/09/2024 - 02/09/2026		10 / 21 Certified with Progress Report 02/09/2024 - 02/09/2026
Community Based Day Services	1 location(s) 5 audit (s)			Full Review	8 / 15
Planning and Quality Management				Full Review	2 / 6

EXECUTIVE SUMMARY :

Established in 1974, LABBB (Lexington, Arlington, Burlington, Bedford, Belmont) Collaborative provides educational programming and support services for over 350 special needs students from over 65 districts. LABBB serves students with a variety of special needs including students on the autism spectrum, students with multi-handicaps, pervasive development disorders, developmental delays, language deficits and social/emotional challenges. More recently, LABBB recognized a need for program development to assist students who aged out of services and were now young adults serviced by the Department of Developmental Disabilities. In 2020 LABBB opened its first Community Based Day Supports program in Lexington and is currently serving 9 individuals.

The scope of this survey conducted by the Office of Quality Enhancement (OQE) was a full licensing and certification review of CBDS visiting one location and completing 5 audits.

LABBB exhibited a strong commitment to support individuals in developing, sustaining, and enhancing their relationship with others as well as connect individuals to the community. One individual had been supported to maintain a friendship originally developed through a best buddies program and now continues despite having aged out of the program. Another individual had been supported to develop connections with a local business and now DJ's at the Karaoke night. Individuals in the CBDS program were also supported to attend community outings where they could organically run into their old friends from school. Support staff had a thorough understanding of individuals' unique needs, encouraged individuals to make decisions about their day at regular intervals, and focused on developing/enhancing skills to maximize independence. The CBDS location allowed for easy walkable access to generic community resources and the agency provided a van for transportation needs. Community activities were varied and incorporated volunteer activities developed through strong community partnerships. Communication between staff and guardians/family members was consistent and on-going via a weekly newsletter as well phone calls and in person meetings.

This licensing review revealed a number of areas requiring further attention from LABBB. The agency needs to ensure employees are receiving all the required trainings and utilize curriculums incorporating all the required components. In the domain of Human Rights there should be a focus on ensuring that all individuals and guardians are provided with adequate education and information about human rights, the agency's grievance procedures, and information on reporting abuse and neglect. In the domain of health and safety, further attention should be focused on the safety plan, having easily accessible and accurate emergency information, and safety/equipment assessments. Lastly, the agency needs to ensure incidents are reported as mandated and data collection occurs for support strategies identified in the ISP.

In the area of Certification the agency would benefit from creating formalized systems to capture individual interests in work and community involvement. After the interests are identified the agency can then develop plans to support individuals towards their goals incorporating habilitative/behavioral needs, work related interpersonal skill needs, and other support needs.

On an organizational level, further attention is needed in the development of a strategic plan as well as measuring progress towards achieving service improvement goals by collecting and analyzing data for patterns and trends.

The agency met 74% of all licensing indicators within their day services program. The agency will receive a Two Year with Mid-Cycle Review license for its CBDS/Employment Supports services. Sanctions on acquiring new business will be in place until the agency meets 80% of licensing standards. OQE will conduct a 60 day follow up review of licensing indicators that received an overall rating of not met. If the agency meets 80% met in licensing standards post the 60 day review, the sanctions will be lifted. The agency met 48% of certification indicators and will be certified with a progress report due in one year.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	2/5	3/5	
Employment and Day Supports	32/41	9/41	
Community Based Day Services			
Critical Indicators	5/5	0/5	
Total	34/46	12/46	74%
2 Year License with Mid-Cycle Review			
# indicators for 60 Day Follow-up		12	

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 have the correct composition and did not have a list of membership and roles. The agency needs to ensure they have an effective Human Rights Committee.
L76	The agency has and utilizes a system to track required trainings.	Three staff did not have incident report training and two staff had not had formal basic fire safety training. The agency needs to ensure all required trainings are being completed within identified timelines.
L83	Support staff are trained in human rights.	The agency has not conducted a Human Rights training for staff. The agency needs to ensure staff are trained and knowledgeable of individual rights including basic rights.

Employment/Day 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.	Individuals had not had an annual review of how to report abuse/neglect. The agency needs to ensure individuals have been trained and guardians are provided with information in how to report alleged abuse/neglect.
L5	There is an approved safety plan in home and work locations.	The safety plan had expired. The agency needs to ensure there is an approved safety plan in place that contains all pertinent information.

Employment/Day 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.	Three individuals did not have an emergency fact sheet in place and/or the emergency fact sheet was missing pertinent information. The agency needs to ensure emergency fact sheets are current, accurate, and available on site.
L9 (07/21)	Individuals are able to utilize equipment and machinery safely.	Three individuals had not been assessed in their ability to utilize equipment safely with or without staff supports. The agency needs to ensure guidance, supervision, review of safety precautions, and generalized training are provided for any equipment before individuals begin to use them and that strategies are developed for meeting the specific and unique safety needs of each individual.
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	The hot water temperature at the unisex bathrooms tested above 120 degrees. The agency needs to ensure water temperatures test within regulations.
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.	Individuals had not received an annual review of human rights and how to file a grievance. Guardians had not been informed of human rights and the grievance procedure. The agency needs to ensure 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.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	The agency had not implemented a system to identify if support strategies were being worked on as agreed upon in the ISP. The agency needs to ensure support strategies are being implemented as designed.
L91	Incidents are reported and reviewed as mandated by regulation.	Incident reports were not being entered into HCSIS. The agency needs to ensure incidents are reported and reviewed as mandated by regulation.
L94 (05/22)	Individuals have assistive technology to maximize independence.	Two individuals reviewed had not been assessed to see if they would benefit from the use of assistive technology. The agency needs to ensure that individuals have assistive technology and/or modifications to maximize independence.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	2/6	4/6	
Employment and Day Supports	8/15	7/15	
Community Based Day Services	8/15	7/15	
Total	10/21	11/21	48%
Certified with Progress Report			

Planning and Quality Management Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C1	The provider collects data regarding program quality including but not limited to incidents, investigations, restraints, and medication occurrences.	The agency has not implemented a data collection system which includes a broad range of internal data, such as the quality of ISP objectives, staff competency and agency responses to identified needs. The provider needs to ensure that there is a mechanism in place to collect relevant data on service quality on a regular and ongoing basis, and that it is broader in scope than the collection of HCSIS Incident Management data.
C2	The provider analyzes information gathered from all sources and identifies patterns and trends.	The agency does not have a mechanism in place for analyzing and reviewing data to identify patterns and trends. The process of review and analysis should be conducted on an ongoing basis and involve representation from agency staff, individuals and families. The agency needs to ensure that once data on quality indicators is collected, there is a mechanism to analyze the data, identify patterns and trends, and thereby prioritize areas to design effective service improvement goals.

Planning and Quality Management Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C5	The provider has a process to measure progress towards achieving service improvement goals.	The agency has not yet developed measurement indices or benchmarks and does not have a mechanism for evaluating progress on specific service improvement based on data analysis. The agency needs to ensure that measurable service improvement goals are developed and that their implementation is monitored to determine progress and the need for mid-course corrections, if warranted.
C6	The provider has mechanisms to plan for future directions in service delivery and implements strategies to actualize these plans.	The agency has not formulated a long-range strategic plan which includes strategies for actualizing future organizational or programmatic plans. The agency needs to ensure that there is a mechanism in place to facilitate long range planning activities and project a future vision to improve service quality.

Community Based Day Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	Individuals did not have the opportunity to provide feedback on staff performance on an ongoing basis. The agency needs to ensure that individuals are afforded this opportunity.
C37	There is support to develop appropriate work related interpersonal skills.	Individuals were not supported to develop appropriate work-related interpersonal skills on a frequent and ongoing basis. The agency needs to ensure that individuals' current interpersonal skills are assessed to identify areas requiring further skill development, and staff need to implement strategies to support those identified needs.
C38 (07/21)	Specific habilitative and behavioral goals necessary to prepare individuals for work are identified.	Individuals did not have specific goals developed to prepare them for future employment. The agency needs to ensure that individualized support strategies have been developed and implemented to address potential barriers and support habilitative and behavioral goals.

Community Based Day Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	Individuals did not have plans in place identifying job goals and support needs. The agency needs to ensure that individualized plans are in place and that plans focus on identifying supports needed for individuals to move towards supported or competitive employment.
C40	Individuals are supported to explore, discover and connect with their personal interest and options for community involvement, personal interest and hobbies.	Individuals were not supported to explore, discover and connect with their personal interests, hobbies, and options for community involvement on a frequent and ongoing basis. The agency needs to ensure that individuals are supported to discover and participate in varied cultural, social, recreational and spiritual activities to encourage informed choice. Exploration should be assessed in a variety of ways and revisited periodically to account for changing and new interests. The agency also needs to ensure that methods for exploration are customized to the specific needs of the individual, such as communication and learning style and preferences.
C41	Individuals participate in activities, including those in the community, that reflect their interests and preferences.	Individuals had not been supported to engage in community-based activities that align with individualized preferences and interests. The agency needs to ensure that staff provide frequent opportunities for community activities that are based on individuals' expressed interest and choice.
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	Individuals were not supported to explore their individualized job interests through thorough and varied exploration. Paid work experiences were limited to the agency's onsite employment (i.e., janitorial work at the church). The agency needs to ensure that individualized preferences are explored using a variety of methods, including interest inventories combined with volunteer experience, online career exploration, job tours, and visiting different types of employment.

MASTER SCORE SHEET LICENSURE

Organizational: LABBB Collaborative

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	1/1	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	2/2	Met
L76	Track trainings	0/3	Not Met(0 %)
L83	HR training	0/3	Not Met(0 %)

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			0/5	0/5	Not Met (0 %)
L5	Safety Plan	L			0/1	0/1	Not Met (0 %)
℞ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I			2/5	2/5	Not Met (40.0 %)
L9 (07/21)	Safe use of equipment	I			2/5	2/5	Not Met (40.0 %)
℞ 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			0/1	0/1	Not Met (0 %)
L16	Accessibility	L			1/1	1/1	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

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I			5/5	5/5	Met
L32	Verbal & written	I			5/5	5/5	Met
L37	Prompt treatment	I			5/5	5/5	Met
L39	Dietary requirements	I			2/2	2/2	Met
L49	Informed of human rights	I			0/5	0/5	Not Met (0 %)
L50 (07/21)	Respectful Comm.	I			5/5	5/5	Met
L51	Possessions	I			5/5	5/5	Met
L52	Phone calls	I			5/5	5/5	Met
L54 (07/21)	Privacy	I			5/5	5/5	Met
L55	Informed consent	I			2/2	2/2	Met
L77	Unique needs training	I			5/5	5/5	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			0/5	0/5	Not Met (0 %)
L91	Incident management	L			0/1	0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I			5/5	5/5	Met
L94 (05/22)	Assistive technology	I			3/5	3/5	Not Met (60.0 %)

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L96 (05/22)	Staff training in devices and applications	I			5/5	5/5	Met
#Std. Met/# 41 Indicator						32/41	
Total Score						34/46	
						73.91%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	0/1	Not Met (0 %)
C2	Data analysis	0/1	Not Met (0 %)
C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	0/1	Not Met (0 %)
C6	Future directions planning	0/1	Not Met (0 %)

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/5	Not Met (0 %)
C8	Family/guardian communication	5/5	Met
C13	Skills to maximize independence	5/5	Met
C37	Interpersonal skills for work	0/5	Not Met (0 %)
C38 (07/21)	Habilitative & behavioral goals	0/5	Not Met (0 %)
C39 (07/21)	Support needs for employment	0/5	Not Met (0 %)
C40	Community involvement interest	0/5	Not Met (0 %)
C41	Activities participation	0/5	Not Met (0 %)
C42	Connection to others	5/5	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C43	Maintain & enhance relationship	5/5	Met
C44	Job exploration	0/5	Not Met (0 %)
C45	Revisit decisions	5/5	Met
C46	Use of generic resources	5/5	Met
C47	Transportation to/ from community	5/5	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met