



**PROVIDER REPORT
FOR**

**Living Hope Services Inc.
85 Crescent Avenue
Chelsea, MA 02150**

April 22, 2026

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Living Hope Services Inc.
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Review Dates	3/24/2026 - 3/26/2026
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Service Enhancement Meeting Date	4/8/2026
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Survey Team	Cheryl Dolan Makayla Gallant (TL)
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Citizen Volunteers	
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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) 6 audit (s)	Full Review	45/49 Defer Licensure		16 / 21 Certified with Progress Report
Community Based Day Services	1 location(s) 6 audit (s)			Full Review	10 / 15
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Living Hope Services Inc. is a Human Services agency that operates Community Based Day Services (CBDS) in Chelsea, Massachusetts. Living Hope was created in July of 2014; the agency currently serves individuals of varying ages with intellectual and developmental disabilities. For this Department of Developmental Services (DDS) licensing and certification survey, the agency underwent reviews of its administrative systems, and six individual audits in its CBDS program.

Within the domain of Competent and Skilled Workforce, the agency had an effective system to manage staff training. All staff received DDS required training such as signs and symptoms of illness, including health observations and just not right training; as well as training and knowledge on the unique needs of the individuals attending the program. All staff were properly informed about and trained in the use of the individuals' health-related supportive and protective equipment. The agency-maintained supervision consistently and frequently and has an effective system in place to address concerns if they should arise. Having these systems in place ensures staff have sufficient knowledge to support individuals' needs while attending the program.

Within the Environmental Health domain, the agency was committed to maintaining the cleanliness and safety of the program environment. The agency ensured all required inspections were completed annually and all fire safety equipment, heating, ventilation, and air conditioning equipment was serviced properly, located where it was required, and functioning adequately. The location was clean and the site was in good repair. Hot water in the sinks was within the required range of 110-120 degrees. The site is accessible, and all egresses were free from obstruction. Equipment such as microwaves, stove/oven, and toasters were properly maintained and in working order. Having a safe and clean environment allows individuals the opportunity to receive services in a barrier free, healthy and safe manner, which supports the individuals' uninhibited learning and engagement in activity at the program.

In the Health domain, the agency displayed strength in ensuring treatment protocols and specialized diets were developed and followed when needed. Treatment protocols and specialized diets were in line with doctors' orders. In one instance, an individual with a specialized diet was upgraded from a chopped diet to a regular texture diet and before implementing this change, the staff reached out to the individual's residence to validate the upgraded texture to ensure the individual remained safe while consuming meals at the program. Staff were trained in protocols and diets and were effectively implementing these processes appropriately. These results confirm the agency's commitment to the health safety of individuals and ensure staff are well prepared to assist individuals in a health emergency.

Within the domain of Choice, Communication, and Control, the agency had effective methods of communicating with individuals, families, and residences and took appropriate measures to obtain feedback from individuals about the support they receive. Individuals received training on their human rights and how to contact the Disabled Persons Protection Commission (DPPC) annually and within their preferred first language. Communication with guardians was occurring regularly and all communication was translated to guardians in their preferred language when English was not their first language, especially important information such as human rights trainings and information about the DPPC. Individuals had full access to their personal possessions at the program and during community outings. Informed consent was obtained from individuals and guardians whose photos would be posted on the Living Hope Facebook page to ensure individuals' right to privacy was maintained. Individuals had the opportunity to complete annual satisfaction surveys to convey their satisfaction with support and services provided by the agency. These findings reflect the agency's strong commitment to ensuring individuals and families have choice and control surrounding the services they receive at the program.

Within the Goal Accomplishment and Skill Acquisition domain, the agency was dedicated to ensuring

individuals developed skills to maximize independence in their daily lives and skills to secure work for those on a pathway to employment. The agency provided lessons on good manners, conflict resolution, being a good listener, not interrupting, good personal hygiene, being a good friend, kitchen safety skills, travel and community skills, money skills, health and wellness, and general life skills. In one instance, an individual utilized her acquired skills to develop and lead a social group in which she would present updates to her peers on sports-related news. The agency's commitment to offering a variety of lessons in both life skills and work-related skills demonstrates their dedication to help individuals further develop skills to foster independence in various areas of their lives.

There were a few areas identified in which the agency could make improvements. Within the licensing area, the agency must provide increased attention to the personal safety of the individuals attending the program. The agency must ensure staff can identify incidents that rise to the level of reportability by the Department of Developmental Services standards and ensure staff are reporting incidents and filing DPPC complaints as required, and within the appropriate timeframes. The agency must assess the degree of risk present for individuals who exhibit behaviors that may pose a risk to themselves or others and then implement strategies to reduce risk. The agency must also ensure their Human Rights Committee maintains the mandated composition.

Within the certification realm, the agency must develop awareness of how individuals' behaviors may pose a barrier to employment and then develop goals to address these behaviors and implement support strategies to achieve these goals. The agency must develop individualized, written plans outlining job goals and support needs for individuals on a pathway to employment.

Living Hope's Employment and Day Supports service group received a rating of met in 92% of indicators reviewed; however, the license has been deferred due to a rating of Not Met on a critical indicator (L2 DPPC reporting). The DDS Office of Quality Enhancement (OQE) will conduct a follow-up review within 60 days of the Service Enhancement Meeting (SEM) on all licensing indicators rated as Not Met, including the critical indicator. To be issued a Two-Year license with a mid-cycle review, the agency must demonstrate at least 80% compliance within the critical indicator during the follow-up review. This service grouping is certified, with a progress report, with 76% of certification indicators met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	2/4	2/4	
Employment and Day Supports	43/45	2/45	
Community Based Day Services			
Critical Indicators	5/6	1/6	
Total	45/49	4/49	92%
Defer Licensure			
# indicators for 60 Day Follow-up		4	

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

Indicator #	Indicator	Area Needing Improvement
Ⓡ L2	Allegations of abuse/neglect are reported as mandated by regulation.	For one location, staff were not knowledgeable about their role as mandated reporters or what constitutes a reportable condition, as there were multiple incidents that were not reported as required. The agency needs to ensure staff are knowledgeable about what constitutes a reportable condition, their role as mandated reporters, and how to contact DPPC.
L48	The agency has an effective Human Rights Committee.	For one location, the agency's human rights committee did not have a nurse as required. The agency needs to ensure their human rights committee is comprised of qualified professionals, as mandated.

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

Indicator #	Indicator	Area Needing Improvement
L10	The provider implements interventions to reduce risk for individuals whose behaviors may pose a risk to themselves or others.	For one individual, there were no strategies in place to address behavior that posed a risk to himself and other individuals. The agency needs to ensure that once individuals' behaviors, actions, or conditions that may pose a risk to themselves or others are identified, an assessment of the degree of risk is completed and that clear strategies are put into place outlining interventions to reduce the risk; also, staff must implement these strategies consistently.

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

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	For one location, multiple incidents were not reported as required by regulation. The agency needs to ensure staff are knowledgeable about what constitutes a reportable condition and the agency needs to ensure incident reports are being submitted and finalized within the required timeframe after an event.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	10/15	5/15	
Community Based Day Services	10/15	5/15	
Total	16/21	5/21	76%
Certified with Progress Report			

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

Indicator #	Indicator	Area Needing Improvement
C38 (07/21)	Specific habilitative and behavioral goals necessary to prepare individuals for work are identified.	For three of five individuals, behavioral goals were not developed, and support strategies were not implemented to address potential behavioral obstacles to gaining employment. The agency needs to develop behavioral goals and implement support strategies for individuals who exhibit behaviors that may pose as an obstacle to gaining employment.
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For five individuals, there was no written plan identifying job goals or the supports they would need to gain employment. The agency needs to develop individualized written plans for those on a pathway to employment, which not only identify short-term and long-term job goals for gaining employment, but also factor in their job interests, skills, and support needs. For those who are reporting they do not want to work and are not of retirement age, the agency needs to document their efforts to expose individuals to work opportunities related to their interests and ensure they have a process to check in with individuals to determine their readiness for employment.

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

Indicator #	Indicator	Area Needing Improvement
C40	Individuals are supported to explore, discover and connect with their personal interest and options for community involvement, personal interest and hobbies.	For six individuals, the agency did not utilize a variety of methods to assess their interests in community activities and individuals had not been exposed to a variety of activities in the community to determine their likes and dislikes. The agency needs to ensure they have a process to thoroughly assess individuals' likes, dislikes, hobbies and interests for community involvement, including exposure to new activities on a frequent and consistent basis, which does not solely focus on what the agency has to offer.
C41	Individuals participate in activities, including those in the community, that reflect their interests and preferences.	For six individuals, it is not clear that the community activities individuals were participating in were in line with their interests or preferences as their community interests had not been thoroughly assessed. The agency needs to ensure that once individuals have been thoroughly assessed, community activities are occurring in line with individuals' interests and that a diverse option of community activities is occurring on a frequent and consistent basis.
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	For five individuals on the pathway to employment, their job interests had not been thoroughly assessed to determine what types of jobs might be of interest. The agency needs to develop a process to thoroughly assess individuals' job interests utilizing a variety of methods such as, but not limited to, interest inventories, visiting different types of employment or volunteering at a place of interest.

MASTER SCORE SHEET LICENSURE

Organizational: Living Hope Services Inc.

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

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			6/6	6/6	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			6/6	6/6	Met
L9 (07/21)	Safe use of equipment	I			6/6	6/6	Met
L10	Reduce risk interventions	I			0/1	0/1	Not Met (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			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	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 Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L29	Rubbish/combustibles	L			1/1	1/1	Met
L31	Communication method	I			6/6	6/6	Met
L32	Verbal & written	I			6/6	6/6	Met
L37	Prompt treatment	I			6/6	6/6	Met
L38	Physician's orders	I			2/2	2/2	Met
L39	Dietary requirements	I			2/2	2/2	Met
L49	Informed of human rights	I			6/6	6/6	Met
L50 (07/21)	Respectful Comm.	I			6/6	6/6	Met
L51	Possessions	I			6/6	6/6	Met
L52	Phone calls	I			6/6	6/6	Met
L54 (07/21)	Privacy	I			6/6	6/6	Met
L55	Informed consent	I			2/2	2/2	Met
L61	Health protection in ISP	I			1/1	1/1	Met
L77	Unique needs training	I			6/6	6/6	Met
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
L84	Health protect. Training	I			1/1	1/1	Met
L85	Supervision	L			1/1	1/1	Met
L86	Required assessments	I			5/5	5/5	Met
L87	Support strategies	I			5/5	5/5	Met
L88	Strategies implemented	I			6/6	6/6	Met
L91	Incident management	L			0/1	0/1	Not Met (0 %)

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L93 (05/22)	Emergency back-up plans	I			6/6	6/6	Met
L94 (05/22)	Assistive technology	I			6/6	6/6	Met
L96 (05/22)	Staff training in devices and applications	I			6/6	6/6	Met
#Std. Met/# 45 Indicator						43/45	
Total Score						45/49	
						91.84%	

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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/6	Met (83.33 %)
C8	Family/guardian communication	6/6	Met
C13	Skills to maximize independence	6/6	Met
C37	Interpersonal skills for work	5/5	Met
C38 (07/21)	Habilitative & behavioral goals	2/5	Not Met (40.0 %)
C39 (07/21)	Support needs for employment	0/5	Not Met (0 %)

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C40	Community involvement interest	0/6	Not Met (0 %)
C41	Activities participation	0/6	Not Met (0 %)
C42	Connection to others	5/6	Met (83.33 %)
C43	Maintain & enhance relationship	6/6	Met
C44	Job exploration	0/5	Not Met (0 %)
C45	Revisit decisions	6/6	Met
C46	Use of generic resources	5/6	Met (83.33 %)
C47	Transportation to/ from community	6/6	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met