



**PROVIDER REPORT
FOR**

**MICROTEK INC
2070 Westover Road
Chicopee, MA 01022**

September 18, 2024

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	MICROTEK INC
Review Dates	8/15/2024 - 8/21/2024
Service Enhancement Meeting Date	9/4/2024
Survey Team	Janina Millet (TL) Elsa Adorno Danielle Chiaravallotti
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	46/46 2 Year License 09/04/2024 - 09/04/2026		27 / 27 Certified 09/04/2024 - 09/04/2026
Employment Support Services	1 location(s) 5 audit (s)			Full Review	21 / 21
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Microtek is a company that specializes in making custom cable for businesses. The agency was founded in 1983 with a mission to connect individuals with intellectual disabilities in an integrated work environment. The organization resides in the Chicopee, Massachusetts community and on the campus of the Westover Industrial Park. Microtek has grown steadily and continues to attract new customers while maintaining their employment base. Fourteen of these employees are supported under a Department of Developmental Services (DDS) employment supports contract.

The scope of this survey was a full licensure and certification review of the agency's Employment Services.

At the Organizational Licensure level, the agency's Human Rights Committee (HRC) met the required composition requirements and ensured a Human Rights Officer was on site. The Human Rights materials were reviewed with employees on an annual basis, including information on how to report abuse/neglect. The Human Rights Committee met quarterly and has maintained the required composition.

Regarding licensure at both the location and individual level, the worksite is well-maintained, clean, and meets all required physical inspection standards. Communication with and about individuals is respectful, and where medical protocols are necessary, required documentation was present and employees trained in the contents of each protocol.

The survey findings in the area of certification underscored the agency's ongoing commitment to fostering an inclusive workplace. This commitment was evident across various settings, from the work floor to the employee break areas. For instance, the agency utilized natural supports to assist individuals with job training, retention, and advancement. Individuals were compensated at or above minimum wage, with opportunities for performance and skill-based pay raises, and were eligible for employment benefits such as paid time off and paid sick leave. Additionally, the agency provided resources to help individuals understand retirement savings and how earning income could affect their entitlements. Individuals also received support in developing appropriate work-related interpersonal skills and were given annual feedback on their job performance, along with informal feedback as needed. These efforts highlight the agency's dedication to ensuring that all individuals supported are well-integrated and valued members of the company.

As a result of this review, Microtek will receive a Two-Year License for its Employment and Day Supports, with a service group score of 100% of licensure indicators met. This service group is Certified with an overall score of 100% of certification indicators met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	5/5	0/5	
Employment and Day Supports	41/41	0/41	
Employment Support Services			
Critical Indicators	6/6	0/6	
Total	46/46	0/46	100%
2 Year License			
# indicators for 60 Day Follow-up		0	

Employment/Day Commendations on Standards Met:

Indicator #	Indicator	Commendations
L94 (05/22)	Individuals have assistive technology to maximize independence.	Microtek provides step by step instructions for each type of product that is being produced and each project includes assistive technology which may include jigs, counting boards, or picture instructions that are necessary to ensure that all individuals are completing projects accurately and efficiently. The agency ensures that every individual employed by Microtek has the assistive technology needed to complete their project with as much independence as possible.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	21/21	0/21	
Employment Support Services	21/21	0/21	
Total	27/27	0/27	100%
Certified			

MASTER SCORE SHEET LICENSURE

Organizational: MICROTEK INC

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

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	5/5			5/5	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	5/5			5/5	Met
L9 (07/21)	Safe use of equipment	I	5/5			5/5	Met
℞ 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
L29	Rubbish/combustibles	L	1/1			1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
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
⌘ L38	Physician's orders	I	2/2			2/2	Met
L49	Informed of human rights	I	5/5			5/5	Met
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
L61	Health protection in ISP	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
L84	Health protect. Training	I	2/2			2/2	Met
L85	Supervision	L	1/1			1/1	Met
L86	Required assessments	I	4/4			4/4	Met
L87	Support strategies	I	5/5			5/5	Met
L88	Strategies implemented	I	5/5			5/5	Met
L91	Incident management	L	1/1			1/1	Met
L93 (05/22)	Emergency back-up plans	I	5/5			5/5	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L94 (05/22)	Assistive technology	I	5/5			5/5	Met
#Std. Met/# 41 Indicator						41/41	
Total Score						46/46	
						100%	

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

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/5	Met
C8	Family/guardian communication	5/5	Met
C22	Explore job interests	5/5	Met
C23	Assess skills & training needs	5/5	Met
C24	Job goals & support needs plan	5/5	Met
C25	Skill development	5/5	Met
C26	Benefits analysis	5/5	Met
C27	Job benefit education	5/5	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	5/5	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C30	Work in integrated settings	5/5	Met
C31	Job accommodations	5/5	Met
C32	At least minimum wages earned	5/5	Met
C33	Employee benefits explained	5/5	Met
C34	Support to promote success	5/5	Met
C35	Feedback on job performance	5/5	Met
C36	Supports to enhance retention	5/5	Met
C37	Interpersonal skills for work	5/5	Met
C47	Transportation to/ from community	5/5	Met
C50	Involvement/ part of the Workplace culture	5/5	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met