



**PROVIDER REPORT
FOR**

**MORGAN MEMORIAL
GOODWILL, INDUSTRIES,
Inc
1010 Harrison Ave
Boston, MA 02119**

November 26, 2024

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider MORGAN MEMORIAL GOODWILL,
INDUSTRIES, Inc

Review Dates 10/23/2024 - 10/29/2024

**Service Enhancement
Meeting Date** 11/12/2024

Survey Team Meagan Caccioppoli
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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	5 location(s) 22 audit (s)	Full Review	51/54 Defer Licensure		Certified
Community Based Day Services	3 location(s) 11 audit (s)			Deemed	
Employment Support Services	2 location(s) 11 audit (s)			Deemed	
Planning and Quality Management				Deemed	

EXECUTIVE SUMMARY :

Founded in 1895, Morgan Memorial Goodwill Industries launched its first program with the mission of " helping individuals facing barriers to self-sufficiency achieve independence and dignity through work". To fulfill this mission, the agency offers Community-Based Day Supports (CBDS) and Employment Services for adults with intellectual and developmental disabilities in the greater Boston area, as well as on the North Shore and Western Massachusetts.

The scope of the survey was a full licensing review of the CBDS and Employment support service grouping. The agency elected to use the results of its most recent CARF review in lieu of a DDS OQE review of certification indicators.

With both Employment Support and CBDS, there were several areas where the agency demonstrated effective oversight systems.

In terms of Environmental safety, each site was found to be clean and well-maintained. The hot water temperatures at each location measured in the acceptable range. Within the warehouses, the agency had multiple systems in place that complied with OSHA standards and ensured emergency preparedness. These included emergency shut-off valves on equipment, biohazard and chemical spill kits, and tornado shelters. At all three locations, fire drills were conducted according to DDS regulations, and individuals were assisted in evacuating within a reasonable time.

Within the health care domain, health protocols were developed as needed, and staff members were trained on these protocols. Additionally, Supportive and Protective protocols were developed for the use of health-related supports, and the staff was found to be knowledgeable in the safe application of the devices.

Within the realm of Human Rights, all individuals and Guardians have been educated on Human rights and Mandated reporting and how to file a grievance. Through observation and record review, staff were found to be respectful in their communication about and with individuals and this was confirmed during interviews with individuals in the sample. Allegations of abuse were reported as mandated and the agency was found to take immediate action to protect the health and safety of individuals when complaints occurred and ensured that all follow-up actions were completed. Incident reports and ISP-related data were submitted within the required timelines.

One of the agency's strengths was its use of Assistive Technology (AT) to enhance individuals' independence and autonomy. Each person underwent an assessment, and once AT was identified, the agency developed implementation strategies for introducing devices and monitoring proficiency in their use. For example, one individual focused on travel training utilized technology to learn about schedules, routes, and ticket purchasing. This individual met regularly with their case manager to review progress and comfort in using the technology.

Some licensing areas were identified as requiring additional attention. Systems to ensure all required inspections occur annually should be strengthened and the agency needs to ensure that staff receive the mandated DDS trainings as outlined, specifically ensuring that First Aid and CPR have an in-person practicum component.

The 2024 Licensing survey conducted by OQE found Morgan Memorial Goodwill Met 94% of the indicators reviewed. The agency's license is deferred because a critical indicator regarding required annual inspections was Not Met. The licensure status will remain deferred pending a follow-up review, which DDS will conduct within 60 days. If the critical indicator is Met through the follow-up review, the agency will receive a Two-Year License with a Mid-Cycle Review.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	5/7	2/7	
Employment and Day Supports	46/47	1/47	
Community Based Day Services Employment Support Services			
Critical Indicators	5/6	1/6	
Total	51/54	3/54	94%
Defer Licensure			
# indicators for 60 Day Follow-up		3	

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.	One committee didn't have the required attendance. The member with medical expertise had missed three of the last four meetings, and the member with legal expertise missed two of the last four meetings.
L76	The agency has and utilizes a system to track required trainings.	Two of four staff did not have all the required DDS mandated trainings. The agency is responsible for ensuring all staff receives the DDS-mandated training as outlined.

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

Indicator #	Indicator	Area Needing Improvement
Ⓜ L11	All required annual inspections have been conducted.	At one location, the required annual sprinkler system inspection had not occurred. The agency needs to ensure all required inspections are completed annually.

MASTER SCORE SHEET LICENSURE

Organizational: MORGAN MEMORIAL GOODWILL, INDUSTRIES,
Inc

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	3/3	Met
L3	Immediate Action	6/6	Met
L4	Action taken	4/4	Met
L48	HRC	2/3	Not Met(66.67 %)
L74	Screen employees	2/2	Met
L76	Track trainings	2/4	Not Met(50.0 %)
L83	HR training	4/4	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	11/11		11/11	22/22	Met
L5	Safety Plan	L			3/3	3/3	Met
Ⓡ L6	Evacuation	L			3/3	3/3	Met
L7	Fire Drills	L			3/3	3/3	Met
L8	Emergency Fact Sheets	I	10/11		10/11	20/22	Met (90.91 %)
L9 (07/21)	Safe use of equipment	I	11/11		11/11	22/22	Met
L10	Reduce risk interventions	I			1/1	1/1	Met
Ⓡ L11	Required inspections	L			2/3	2/3	Not Met (66.67 %)
Ⓡ L12	Smoke detectors	L			3/3	3/3	Met
Ⓡ L13	Clean location	L			3/3	3/3	Met
L14	Site in good repair	L			3/3	3/3	Met
L15	Hot water	L			3/3	3/3	Met
L16	Accessibility	L			3/3	3/3	Met
L17	Egress at grade	L			3/3	3/3	Met
L18	Above grade egress	L			1/1	1/1	Met
L20	Exit doors	L			3/3	3/3	Met
L21	Safe electrical equipment	L			3/3	3/3	Met
L22	Well-maintained appliances	L			3/3	3/3	Met
L25	Dangerous substances	L			3/3	3/3	Met
L26	Walkway safety	L			3/3	3/3	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L28	Flammables	L			3/3	3/3	Met
L29	Rubbish/combustibles	L			3/3	3/3	Met
L30	Protective railings	L			2/2	2/2	Met
L31	Communication method	I	11/11		11/11	22/22	Met
L32	Verbal & written	I	11/11		11/11	22/22	Met
L37	Prompt treatment	I	11/11		11/11	22/22	Met
Ⓡ L38	Physician's orders	I	1/1		5/5	6/6	Met
L49	Informed of human rights	I	11/11		11/11	22/22	Met
L50 (07/21)	Respectful Comm.	I	11/11		11/11	22/22	Met
L51	Possessions	I	11/11		11/11	22/22	Met
L52	Phone calls	I	11/11		11/11	22/22	Met
L54 (07/21)	Privacy	I	11/11		11/11	22/22	Met
L55	Informed consent	I	1/1		2/2	3/3	Met
L72	DOL requirements	I	1/1			1/1	Met
L77	Unique needs training	I	11/11		11/11	22/22	Met
L80	Symptoms of illness	L	2/2		3/3	5/5	Met
L81	Medical emergency	L	2/2		3/3	5/5	Met
L84	Health protect. Training	I	4/4		2/2	6/6	Met
L85	Supervision	L	2/2		3/3	5/5	Met
L86	Required assessments	I	7/7		7/7	14/14	Met
L87	Support strategies	I	9/9		8/8	17/17	Met
L88	Strategies implemented	I	11/11		7/10	18/21	Met (85.71 %)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L91	Incident management	L	2/2		3/3	5/5	Met
L93 (05/22)	Emergency back-up plans	I	11/11		11/11	22/22	Met
L94 (05/22)	Assistive technology	I	11/11		11/11	22/22	Met
L96 (05/22)	Staff training in devices and applications	I	9/9		8/8	17/17	Met
L99 (05/22)	Medical monitoring devices	I			1/1	1/1	Met
#Std. Met/# 47 Indicator						46/47	
Total Score						51/54	
						94.44%	