



**PROVIDER REPORT
FOR**

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

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
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Review Dates	9/14/2022 - 9/20/2022
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Service Enhancement Meeting Date	10/4/2022
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Survey Team	Meagan Caccioppoli Anne Carey Cheryl Dolan John Hazelton Elsa Adorno Raquel Rodriguez (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	6 location(s) 22 audit (s)	Full Review	50/57 Defer Licensure		Certified
Community Based Day Services	3 location(s) 11 audit (s)			Deemed	
Employment Support Services	3 location(s) 11 audit (s)			Deemed	
Planning and Quality Management				Deemed	

EXECUTIVE SUMMARY :

Morgan Memorial Goodwill Industries (MMGI, Inc.), founded in 1895 in Boston, MA is a non-profit agency that provides multi-faceted supports to a variety of populations. Agency services include, but are not limited to, supports for youth in its after school, mentoring and school to work programs. In addition, the agency offers a range of job training, placement and post-placement supports for individuals with disabilities or other barriers to employment. On July 1, 2019 MMGI Boston merged with Goodwill Industries of the Pioneer Valley located in western MA. As a result, MMGI Boston supports encompass the Greater Springfield area in addition to the Greater Boston and the North Shore areas of Massachusetts. The Springfield location has recently moved to a new location that is both aesthetically pleasing and better equipped to support the individuals' needs.

The scope of this survey conducted by the Office of Quality Enhancement (OQE) was a review of all licensing indicators within the agency's Employment Supports and Community-Based Day Supports (CBDS) at the agency's Boston, Salem, and Springfield MA locations. The agency is accredited by CARF for its day services, and chose to deem these services; therefore, a certification review was not conducted.

There were several positive outcomes identified during this licensing review. The agency maintained three separate Human Rights Committees that met regularly and quickly filled vacant member positions. A review of the action plans noted the agency's thorough response to investigations. Individuals were treated with dignity and respect, privacy maintained, and supported to engage in meaningful activity. Thorough and timely documentation also emerged as an agency strength. ISP assessments and support strategies were submitted within required timelines as well as Incident reports. Log notes were robust, detailing communications with individuals, MMGI team members; area offices; families and guardians and residential providers. Emergency Fact Sheets (EFS) included helpful, detailed information about the individual beyond what was mandatory and staff were well trained on the unique needs of the individuals.

There were some areas requiring the agency's attention. In the domain of health and safety a review of oversight systems for evacuation and medical orders and devices is needed to ensure that documentation and implementation are occurring in accordance with regulations. Additionally, a system to assess individuals' potential to maximize independence through the use of assistive technology needs to be put in place.

Within the Employment and CBDS programs, the agency met 88% of all licensing indicators. The agency is certified by virtue of their CARF accreditation. The agency's license is deferred pending a 60 day follow up as a result of two critical indicators being not met; L38 physician's orders and L6 evacuation. This licensure status will remain pending the results of a follow-up review conducted by DDS, which will occur within 60 days. If successful in correcting the critical indicators, the service grouping will receive a Two Year license with a Mid-cycle review.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Employment and Day Supports	43/49	6/49	
Community Based Day Services Employment Support Services			
Critical Indicators	4/6	2/6	
Total	50/57	7/57	88%
Defer Licensure			
# indicators for 60 Day Follow-up		7	

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

Indicator #	Indicator	Area Needing Improvement
L76	The agency has and utilizes a system to track required trainings.	Two of four staff training reviews noted an absence of a mandated training. There needs to be a system that ensures staff have completed all trainings as required. Mandated trainings include some trainings that one person per location is required to receive (e.g. formal fire safety) as well as those trainings that all staff are required to have (e.g. first aid, fire safety, CPR, abuse and mistreatment). Finally training on specific topics is required depending on staff role (e.g. HRO) staff role.

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

Indicator #	Indicator	Area Needing Improvement
Ⓜ L6	All individuals are able to evacuate homes in 2.5 minutes with or without assistance and workplaces within a reasonable amount of time.	At one location fire drills had not been conducted in over two years. There was no way to determine if individuals were able to be evacuated within a timely manner. The agency needs to ensure all individuals are able to be evacuated from the site with or without assistance in a reasonable amount of time.

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

Indicator #	Indicator	Area Needing Improvement
L7	Fire drills are conducted as required.	At two locations fire drills were not run in accordance with the safety plan. The agency needs to ensure there are a minimum of two fire drills per year, documented correctly with the participants, staff, and assistance provided, and are in accordance with the safety plan.
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	At one location water temperatures were not within the regulated parameters. The agency needs to ensure water temperatures, at a minimum, test at 100 degrees and do not exceed 120 degrees.
Ⓡ L38	Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).	For three individuals requiring medical protocols, these were not in place or not being implemented as written. The agency needs to ensure that written physician's orders and treatment protocols are current and present. Support staff need to be trained to fully implement all components of each individual medical protocol so as to be fully knowledgeable and aware of how to consistently support each person per their physicians' instructions.
L94 (05/22)	Individuals have assistive technology to maximize independence.	Seventeen individuals had not been assessed to see if they would benefit from assistive technology. The agency needs to ensure there is a mechanism to provide individualized, formal or informal assessments to determine if an individual would benefit from assistive technology to maximize their independence.
L99 (05/22)	Medical monitoring devices needed for health and safety are authorized, agreed to, used and data collected appropriately. (eg seizure watches; fall sensors).	For one individual, there were no written instructions regarding how staff members should assist the individual in the use, monitoring and maintenance of a VNS device. The agency needs to ensure that for all medical monitoring devices, written authorization from a medical professional is in place and includes rationale for use, instructions for use, correct implementation, and guidelines for cleaning and maintenance.

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	2/2	Met
L4	Action taken	2/2	Met
L48	HRC	3/3	Met
L74	Screen employees	2/2	Met
L75	Qualified staff	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		9/11	20/22	Met (90.91 %)
L5	Safety Plan	L			3/3	3/3	Met
℞ L6	Evacuation	L			2/3	2/3	Not Met (66.67 %)
L7	Fire Drills	L			1/3	1/3	Not Met (33.33 %)
L8	Emergency Fact Sheets	I	11/11		11/11	22/22	Met
L9 (07/21)	Safe use of equipment	I	11/11		11/11	22/22	Met
L10	Reduce risk interventions	I	2/2			2/2	Met
℞ L11	Required inspections	L			3/3	3/3	Met
℞ 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			2/3	2/3	Not Met (66.67 %)
L16	Accessibility	L			3/3	3/3	Met
L17	Egress at grade	L			2/2	2/2	Met
L18	Above grade egress	L			2/2	2/2	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

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L26	Walkway safety	L			3/3	3/3	Met
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	6/6		10/10	16/16	Met
L38	Physician's orders	I	1/2		1/3	2/5	Not Met (40.0 %)
L39	Dietary requirements	I			1/1	1/1	Met
L49	Informed of human rights	I	11/11		9/11	20/22	Met (90.91 %)
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	2/2		6/6	8/8	Met
L61	Health protection in ISP	I	3/3			3/3	Met
L62	Health protection review	I	1/1			1/1	Met
L77	Unique needs training	I	11/11		11/11	22/22	Met
L80	Symptoms of illness	L	3/3		3/3	6/6	Met
L81	Medical emergency	L	3/3		3/3	6/6	Met
L84	Health protect. Training	I	1/1			1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L85	Supervision	L	3/3		3/3	6/6	Met
L86	Required assessments	I	8/9		11/11	19/20	Met (95.00 %)
L87	Support strategies	I	7/9		11/11	18/20	Met (90.0 %)
L88	Strategies implemented	I	11/11		9/11	20/22	Met (90.91 %)
L91	Incident management	L	3/3		3/3	6/6	Met
L93 (05/22)	Emergency back-up plans	I	11/11		11/11	22/22	Met
L94 (05/22)	Assistive technology	I	1/11		4/11	5/22	Not Met (22.73 %)
L96 (05/22)	Staff training in devices and applications	I	1/1			1/1	Met
L99 (05/22)	Medical monitoring devices	I			0/1	0/1	Not Met (0 %)
#Std. Met/# 49 Indicator						43/49	
Total Score						50/57	
						87.72%	