



**PROVIDER REPORT
FOR**

**Moving Forward, Inc.
141 Falmouth Road
Suite 2 Hyannis, MA 02601**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Moving Forward, Inc.
Review Dates	2/26/2020 - 2/28/2020
Service Enhancement Meeting Date	3/12/2020
Survey Team	Tina Napolitan (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	2 location(s) 2 audit (s)	Full Review	22 / 22 2 Year License 03/12/2020 - 03/12/2022		41 / 42 Certified 03/12/2020 - 03/12/2022
Community Based Day Services	1 location(s) 1 audit (s)			Full Review	14 / 14
Employment Support Services	1 location(s) 1 audit (s)			Full Review	21 / 22
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Moving Forward, Inc. is a human service agency founded in 2019, which provides day services for adults with developmental/intellectual disabilities living on Cape Cod. The agency provides Community Based Day (CBDS), Employment and Day Habilitation Services to approximately 20 people. Both Employment and CBDS services are offered within the community. The current review by the Department of Developmental Services (DDS) Office of Quality Enhancement was a full licensure and certification review of Employment Services and Community Based Day Supports (CBDS).

The findings of this review identified several strengths. The agency had an effective system to track required staff training. Staff had been trained in all the required areas. Since the initial review, the agency developed health management protocols for individuals as needed and ensured all staff were trained. Overall, staff demonstrated knowledge of the expected standards to meet in order to obtain a license for the provision of services.

In the area of Human Rights, the agency had developed a comprehensive packet describing human rights, mandated reporting and a grievance procedure and had reviewed this with individuals and guardians. Individuals interviewed could clearly relay information about how to report abuse and neglect, how to file a grievance and what their human rights were as well as identify who they could contact if they had an issue. During the review, staff was observed being respectful when interacting with and when having discussions with the person.

Within the employment and CBDS programs, the agency is providing supports to enhance a person's skills to learn their new job responsibilities and potential employment opportunities through exploration.

The survey also identified a number of positive outcomes within the certification areas. The agency has been successful in ensuring that individuals are employed in integrated jobs that match both their skills and interests. The agency has developed relationships with local employers to increase their ability to assist individuals in securing jobs within their preferences. Individuals participating in CBDS are matched to volunteer opportunities based on expressed interests, and serve as a method to enhance job skills.

Organizationally, the agency successfully enhanced services to meet desired outcomes. Required members were recruited for the Human Rights Committee, by-laws were developed and an initial meeting was held where officers were elected. Individuals' feedback on the staff was solicited regarding the staff that work with them. The agency has worked with their board of directors towards meeting goals identified in its strategic plan.

Based on the findings of this licensure and certification review, Moving Forward Inc. has earned a two-year license and is also certified for its Employment and CBDS services. The agency met 100% of all licensing indicators and 98% of all certification indicators.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	4/4	0/4	
Employment and Day Supports	18/18	0/18	
Community Based Day Services Employment Support Services			
Critical Indicators	/	/	
Total	22/22	0/22	100%
2 Year License			
# indicators for 60 Day Follow- up		0	

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	35/36	1/36	
Community Based Day Services	14/14	0/14	
Employment Support Services	21/22	1/22	
TOTAL	41/42	1/42	98%
Certified			

Employment Support Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C33	Employee benefits and rights are clearly explained to the individual.	The agency needs to ensure that employees benefits and rights are clearly explained to the individuals.

MASTER SCORE SHEET LICENSURE

Organizational: Moving Forward, Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L48	HRC	1/1	Met
L74	Screen employees	2/2	Met
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	1/1		1/1	2/2	Met
L8	Emergency Fact Sheets	I	1/1		1/1	2/2	Met
L9	Safe use of equipment	L	1/1		1/1	2/2	Met
L31	Communication method	I	1/1		1/1	2/2	Met
L32	Verbal & written	I	1/1		1/1	2/2	Met
L37	Prompt treatment	I	1/1		1/1	2/2	Met
L49	Informed of human rights	I	1/1		1/1	2/2	Met
L50	Respectful Comm.	L	1/1		1/1	2/2	Met
L51	Possessions	I	1/1		1/1	2/2	Met
L52	Phone calls	I	1/1		1/1	2/2	Met
L54	Privacy	L	1/1		1/1	2/2	Met
L77	Unique needs training	I	1/1		1/1	2/2	Met
L79	Restraint training	L	1/1		1/1	2/2	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L88	Strategies implemented	I			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L91	Incident management	L	1/1		1/1	2/2	Met
#Std. Met/# 18 Indicator						18/18	
Total Score						22/22	
						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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C13	Skills to maximize independence	1/1	Met
C37	Interpersonal skills for work	1/1	Met
C40	Community involvement interest	1/1	Met
C41	Activities participation	1/1	Met
C42	Connection to others	1/1	Met
C43	Maintain & enhance relationship	1/1	Met
C44	Job exploration	1/1	Met
C45	Revisit decisions	1/1	Met
C46	Use of generic resources	1/1	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C47	Transportation to/ from community	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C54	Assistive technology	1/1	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C22	Explore job interests	1/1	Met
C23	Assess skills & training needs	1/1	Met
C24	Job goals & support needs plan	1/1	Met
C25	Skill development	1/1	Met
C26	Benefits analysis	1/1	Met
C27	Job benefit education	1/1	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	1/1	Met
C30	Work in integrated settings	1/1	Met
C31	Job accommodations	1/1	Met
C32	At least minimum wages earned	1/1	Met
C33	Employee benefits explained	0/1	Not Met (0 %)
C34	Support to promote success	1/1	Met
C35	Feedback on job performance	1/1	Met
C36	Supports to enhance retention	1/1	Met
C37	Interpersonal skills for work	1/1	Met
C47	Transportation to/ from community	1/1	Met
C50	Involvement/ part of the Workplace culture	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C54	Assistive technology	1/1	Met