



**PROVIDER REPORT
FOR**

**Moving Forward, Inc.
45 White Cap Lane
West Barnstable , MA 02668**

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	3/23/2023 - 3/24/2023
Service Enhancement Meeting Date	4/7/2023
Survey Team	Michael Marchese (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	1 location(s) 1 audit (s)	Targeted Review	DDS 7/8 Provider 19 / 22 26 / 30 2 Year License 04/07/2023-04/07/2025		DDS 1 / 1 Provider 26 / 26 27 / 27 Certified 04/07/2023 - 04/07/2025
Employment Support Services	1 location(s) 1 audit (s)			DDS Targeted Review	21 / 21
Planning and Quality Management				DDS Targeted 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 currently provides DDS Employment and Day Habilitation services to approximately 25+ people. Employment services currently offered to one individual occurs at their administrative office in Barnstable.

Based on the outcome of the agency's previous DDS licensure and certification review conducted in March of 2020, the agency earned and chose the option of conducting a self-assessment for this review. As a result, the DDS Office of Quality Enhancement conducted a targeted review of the agency's Employment Services. The targeted review consisted of evaluating the eight critical licensure indicators, all new/ revised licensure and certification indicators, and any indicators that received a 'Not Met' rating in the agency's previous (2020) survey.

Within the Licensing domain the following areas of strength were identified. The agency demonstrated success in supporting the individual in the areas of environmental and personal safety, privacy and respect and independence. Organizationally, the agency had an effective process for reporting allegations of abuse/neglect as mandated by regulation. An emergency back-up plan was in place, and the individual had been trained and was knowledgeable of what to do in the event of an emergency/ disaster, and a health management protocol had been implemented to support the individual's medical needs and staff were trained/ knowledgeable of the protocol.

One licensing area warranting additional attention included the agency ensuring that required environmental inspections are conducted in accordance with DDS regulations.

Within the Certification domain, the individual was supported and understood her rights and benefits of employment by the agency.

The individuals interviewed was able to clearly describe 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.

Based on the findings of this targeted License and Certification review, Moving Forward Inc. has earned a two-year license and is also certified for their Employment services. The agency met 87% of all licensing indicators and 100% of all certification indicators.

The agency's description of their self-assessment process follows.

Description of Self Assessment Process:

Moving Forward Inc. Self-Assessment 2023

Moving Forward has systems and policies in place to ensure quality of services and compliance with regulations. Below is how we determined that DDS license and certification indicators are being met.

Staff are trained in accordance with the DDS mandatory provider training. The training for new hires is documented on their new hire orientation sheets. A refresher training occurs annually in April for all staff. A record of all staff training and dates is maintained on a spreadsheet.

Data is taken on the following performance measures: Progress on Individual Goals, Business Objectives, Satisfaction with Services, Satisfaction with Staff, Accuracy in Billing, and Accessibility. The results are analyzed and shared annually with the appropriate parties.

To ensure that the individuals we support, parents, guardians, providers, and the DDS are satisfied with our services, satisfaction surveys are distributed annually, as are accessibility surveys. Additionally, individuals are given opportunities to provide input on their staff's work performance by completing a 90-day review and an annual review of their staff. Their input is included in the employee's performance review. Results of satisfaction surveys are reviewed and if warranted a corrective action plan is developed. The results of the surveys are shared with all the stakeholders listed above as well as the Board of Directors.

Moving Forward typically has at least five meetings Human Rights Committee meetings per year to try to meet membership attendance requirements. Membership attendance is tracked on a spreadsheet. When someone resigns from the committee a search to fill that position immediately occurs.

Case records of the person(s) served are reviewed at least semi-annually to ensure accuracy. This includes making sure assessments, releases, medical information, emergency fact sheets and service plans are up to date. Progress notes are reviewed for respectful language, and to ensure that training or important conversations are being recorded if other documentation is not present. For example, evidence of the individual receiving training on their work benefits, that they are treated the same as other employees on the job, etc.

The Senior Director is responsible for HCSIS documentation and Incident Management, including review of incidents resulting in allegations of abuse and neglect.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	6/8	2/8	
Employment and Day Supports	20/22	2/22	
Employment Support Services			
Critical Indicators	2/2	0/2	
Total	26/30	4/30	87%
2 Year License			
# indicators for 60 Day Follow-up		4	

**Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:
From DDS review:**

Indicator #	Indicator	Area Needing Improvement
L92 (07/21)	The Provider has ensured that all Provider owned/ operated sub-locations have the required licenses and inspections.	The location's fire alarm system inspection was outside of the required timeframe. The agency needs to ensure that all required licenses are in place and inspections have occurred within required timeframes.

**Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:
From Provider review:**

Indicator #	Indicator	Issue identified	Action planned to address
L48	The agency has an effective Human Rights Committee.	The Human Rights Committee had been absent an attorney for over a year, but now has one in place. He attended his first HRC meeting on 1/9/2023. The parents on the committee have attended 100% of the time, but other members have not been consistent.	A new attorney has been recruited and attended first Human Rights Committee meeting in January 2023. An action plan to address need for more consistent attendance to be discussed at next HRC (April 2023) meeting.

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

Indicator #	Indicator	Issue identified	Action planned to address
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Assessments are completed for the ISP. Recently they were submitted late, as the person submitting them was unable to do so due to lack of HCSIS permission, which was removed unbeknownst to that person. As no one within the agency made any changes to HCSIS permissions, it is believed to be a problem with HCSIS. The assessments were emailed to the service coordinator until the user regained access and were then submitted to HCSIS.	The issue was resolved when the Executive Director sent in another permission access form to reinstate the Senior Director as the ISP administrator. There will be regular communications with the service coordinator and all ISP materials including required assessments will be emailed to the service coordinator, in the event of future HCSIS glitches.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	Support strategies are completed for the ISP. Recently they were submitted late, as the person submitting them was unable to do so due to lack of HCSIS permission, which was removed unbeknownst to that person. As no one within the agency made any changes to HCSIS permissions, it is believed to be a problem with HCSIS. The support strategies were emailed to the service coordinator until the user regained access and were then submitted to HCSIS.	The issue was resolved when the Executive Director sent in another permission access form to reinstate the Senior Director as the ISP administrator. There will be regular communications with the service coordinator and all ISP materials including support strategies will be emailed to the service coordinator, in the event of future HCSIS glitches.

CERTIFICATION FINDINGS

	Reviewed By	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	DDS 0/0 Provider 6/6	6/6	0/6	
Employment and Day Supports	DDS 1/1 Provider 20/20	21/21	0/21	
Employment Support Services	DDS 1/1 Provider 20/20	21/21	0/21	
Total		27/27	0/27	100%
Certified				

MASTER SCORE SHEET LICENSURE

Organizational: Moving Forward, Inc.

Indicator #	Indicator	Reviewed by	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	DDS	1/1	Met
L3	Immediate Action	Provider	-	Met
L4	Action taken	Provider	-	Met
L48	HRC	Provider	-	Not Met
L74	Screen employees	Provider	-	Met
L76	Track trainings	Provider	-	Met
L83	HR training	Provider	-	Met
L92 (07/21)	Licensed Sub-locations (e/d).	DDS	0/1	Not Met(0 %)

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	Provider		-	-	-	Met
L8	Emergency Fact Sheets	I	Provider		-	-	-	Met
L9 (07/21)	Safe use of equipment	I	DDS	1/1			1/1	Met
L31	Communication method	I	Provider		-	-	-	Met
L32	Verbal & written	I	Provider		-	-	-	Met
L37	Prompt treatment	I	Provider		-	-	-	Met
Ⓡ L38	Physician's orders	I	DDS	1/1			1/1	Met
L49	Informed of human rights	I	Provider		-	-	-	Met
L50 (07/21)	Respectful Comm.	I	DDS	1/1			1/1	Met
L51	Possessions	I	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L52	Phone calls	I	Provider		-	-	-	Met
L54 (07/21)	Privacy	I	DDS	1/1			1/1	Met
L77	Unique needs training	I	Provider		-	-	-	Met
L80	Symptoms of illness	L	Provider		-	-	-	Met
L81	Medical emergency	L	Provider		-	-	-	Met
L85	Supervision	L	Provider		-	-	-	Met
L86	Required assessments	I	Provider		-	-	-	Not Met
L87	Support strategies	I	Provider		-	-	-	Not Met
L88	Strategies implemented	I	Provider		-	-	-	Met
L91	Incident management	L	Provider		-	-	-	Met
L93 (05/22)	Emergency back-up plans	I	DDS	1/1			1/1	Met
L94 (05/22)	Assistive technology	I	DDS	1/1			1/1	Met
#Std. Met/# 22 Indicator							20/22	
Total Score							26/30	
							86.67%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

	Indicator #	Indicator	Reviewed By	Met/Rated	Rating
	C1	Provider data collection	Provider	-	Met
	C2	Data analysis	Provider	-	Met
	C3	Service satisfaction	Provider	-	Met
	C4	Utilizes input from stakeholders	Provider	-	Met
	C5	Measure progress	Provider	-	Met
	C6	Future directions planning	Provider	-	Met

Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C22	Explore job interests	Provider	-	Met
C23	Assess skills & training needs	Provider	-	Met
C24	Job goals & support needs plan	Provider	-	Met
C25	Skill development	Provider	-	Met
C26	Benefits analysis	Provider	-	Met
C27	Job benefit education	Provider	-	Met
C28	Relationships w/businesses	Provider	-	Met
C29	Support to obtain employment	Provider	-	Met
C30	Work in integrated settings	Provider	-	Met
C31	Job accommodations	Provider	-	Met
C32	At least minimum wages earned	Provider	-	Met
C33	Employee benefits explained	DDS	1/1	Met
C34	Support to promote success	Provider	-	Met
C35	Feedback on job performance	Provider	-	Met
C36	Supports to enhance retention	Provider	-	Met
C37	Interpersonal skills for work	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C50	Involvement/ part of the Workplace culture	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met