



**PROVIDER REPORT
FOR**

**Nashoba Learning Group,
Inc.
10 Oak Park Drive
Bedford, MA 01730**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider Nashoba Learning Group, Inc.

Review Dates 4/24/2024 - 4/30/2024

Service Enhancement Meeting Date 5/23/2024

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	1 location(s) 11 audit (s)	Full Review	65/70 2 Year License 05/23/2024 - 05/23/2026		22 / 25 Certified 05/23/2024 - 05/23/2026
Community Based Day Services	1 location(s) 6 audit (s)			Deemed	
Employment Support Services	0 location(s) 5 audit (s)			Full Review	16 / 19
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Nashoba Learning Group (NLG) was founded in 2002 to provide support to individuals with Autism Spectrum Disorders between the ages of 3 to 22. In 2013 the agency expanded to provide employment supports to an adult population and in 2023 began providing CBDS services. NLG provides Nashoba Learning Group (NLG) was founded in 2002 to provide support to individuals with Autism Spectrum Disorders between the ages of 3 to 22. In 2013 the agency expanded to provide Employment Supports to an adult population and in 2023 began providing Community Based Day Supports (CBDS). NLG also provides Day Habilitation services.

The scope of this survey conducted by the Office of Quality Enhancement (OQE) was a full licensing and certification review of its Employment and Day Supports service grouping.

Several positive practices were identified during the survey. Within the medical domain, individuals had received medical attention when situations warranted. Where required, medical protocols had been developed and staff were trained in their implementation; individuals requiring specialized diets were supported to receive them and staff had the required training. Assistive technology (AT) assessments had been completed for all individuals, with all AT in place. Staff had received supervision per agency policy, and were found to be effective in several areas, including implementing ISP objectives, utilization of assistive technology devices, and recognizing and acting accordingly in emergency medical situations. Staff were also found to be knowledgeable of each individuals' unique needs; through the use of various methods including behavior plans as well as teaching plans, individual specific needs were identified, and staff demonstrated knowledge in each individual's needs. Staff were observed interacting with individuals in a manner consistent with their individualized needs and communication modalities.

Another area of strength specific to Employment Services was in the assessment of specific and general job interests, as well as mechanisms for assessing existing skills and areas of further training needs. The agency utilized a store setting where skills could be assessed, and training in a realistic setting could be conducted. The agency also provided information pertaining to entitlement management should individuals choose to work, and education around the benefits of community employment.

Several areas requiring further attention were identified during the survey. The agency needs to ensure emergency fact sheets and money management plans contain all required components, and that medication treatment plans are developed when behavior modifying medication is administered by the agency. For those individuals receiving employment supports, the agency needs to ensure career plans are developed and that individuals are supported to work in integrated job settings.

The agency's Employment and Day Supports program received a rating of met in 93% of licensing indicators with all critical indicators rated as met and will receive a Two-Year License for Employment and Day Supports. Follow-up will be conducted by the agency within 60 days of the Service Enhancement Meeting. The agency received a rating of met in 88% of certification indicators; the agency is Certified for Employment and Day Supports.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	10/10	0/10	
Employment and Day Supports	55/60	5/60	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	65/70	5/70	93%
2 Year License			
# indicators for 60 Day Follow-up		5	

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

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	The emergency fact sheets for four individuals did not contain all required information. The agency needs to ensure that each EFS contains required information such as all diagnoses that need to be known by those providing emergency medical care, as well as a complete list of all medications.
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	The hot water at two of the sinks was below the required temperature. The agency needs to ensure that hot water temperatures are ideally 110 degrees, but at a minimum between 110 and 120 degrees.

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

Indicator #	Indicator	Area Needing Improvement
L63	Medication treatment plans are in written format with required components.	For one individual who is prescribed and administered behavior modifying medication onsite, the agency had not developed a medication treatment plan as required. The agency needs to ensure that staff have developed and/or are utilizing a medication plan for all individuals receiving behavior modifying medication at the program and that the medication treatment plan contains the required components. At a minimum, plans must describe behaviors treated by the medication in observable terms, describe possible side effects of the medication, and describe a mechanism to communicate data to the person who is supporting the individual in meeting with their prescriber. Data collection must be occurring for each behavior identified within the plan, and data must be shared accordingly.
L64	Medication treatment plans are reviewed by the required groups.	For one individual prescribed behavior modifying medication, the medication treatment plan had not been submitted to the ISP team for review as required. The agency needs to ensure that plans are submitted into HCSIS for inclusion in the ISP.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	For all individuals reviewed, money management plans did not include the required level of detail, missing specific information pertaining to how funds are acquired and accessed. The agency needs to ensure that money management plans contain all required information.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	16/19	3/19	
Employment Support Services	16/19	3/19	
Total	22/25	3/25	88%
Certified			

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

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	Individuals had not been given the opportunity to provide feedback on the hiring and performance evaluation of staff providing support to them. The agency needs to ensure that individuals are given the opportunity to provide feedback on staff prior to them being hired, as well as feedback on the performance of existing staff. This feedback needs to be shared with the staff for training and evaluation purposes.
C24	There is a plan developed to identify job goals and support needs.	Four of five individuals did not have detailed career plans in place. The agency needs to ensure that written career plans include specifics such as goals and support requirements.
C30	Individuals are supported to work in integrated job settings.	Four individuals were not employed at the time of the survey and therefore were not working in integrated settings. The agency needs to ensure that individuals are provided the opportunity to work in integrated community settings.

MASTER SCORE SHEET LICENSURE

Organizational: Nashoba Learning Group, Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	1/1	Met
L3	Immediate Action	2/2	Met
L4	Action taken	1/1	Met
L48	HRC	1/1	Met
L65	Restraint report submit	29/32	Met(90.62 %)
L66	HRC restraint review	26/27	Met(96.30 %)
L74	Screen employees	4/4	Met
L75	Qualified staff	4/4	Met
L76	Track trainings	6/6	Met
L83	HR training	6/6	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		6/6	11/11	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	4/5		3/6	7/11	Not Met (63.64 %)
L9 (07/21)	Safe use of equipment	I	5/5		6/6	11/11	Met
L10	Reduce risk interventions	I	2/2		6/6	8/8	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			0/1	0/1	Not Met (0 %)
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
L18	Above grade egress	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

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L29	Rubbish/combustibles	L			1/1	1/1	Met
L31	Communication method	I	5/5		6/6	11/11	Met
L32	Verbal & written	I	5/5		6/6	11/11	Met
L37	Prompt treatment	I	4/4		3/3	7/7	Met
Ⓡ L38	Physician's orders	I	3/3		4/5	7/8	Met (87.50 %)
L39	Dietary requirements	I			4/4	4/4	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓡ L46	Med. Administration	I	5/5		6/6	11/11	Met
L49	Informed of human rights	I	5/5		4/6	9/11	Met (81.82 %)
L50 (07/21)	Respectful Comm.	I	5/5		6/6	11/11	Met
L51	Possessions	I	5/5		6/6	11/11	Met
L52	Phone calls	I	5/5		6/6	11/11	Met
L54 (07/21)	Privacy	I	5/5		6/6	11/11	Met
L55	Informed consent	I	5/5		6/6	11/11	Met
L57	Written behavior plans	I	5/5		5/5	10/10	Met
L60	Data maintenance	I	5/5		5/5	10/10	Met
L61	Health protection in ISP	I			3/3	3/3	Met
L62	Health protection review	I			3/3	3/3	Met
L63	Med. treatment plan form	I	0/1			0/1	Not Met (0 %)
L64	Med. treatment plan rev.	I	0/1			0/1	Not Met (0 %)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L67	Money mgmt. plan	I	0/1		0/3	0/4	Not Met (0 %)
L68	Funds expenditure	I	1/1		3/3	4/4	Met
L69	Expenditure tracking	I	1/1		3/3	4/4	Met
L77	Unique needs training	I	5/5		6/6	11/11	Met
L78	Restrictive Int. Training	L			1/1	1/1	Met
L79	Restraint training	L			1/1	1/1	Met
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
Ⓜ L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I			3/3	3/3	Met
L85	Supervision	L			1/1	1/1	Met
L86	Required assessments	I	3/4		5/5	8/9	Met (88.89 %)
L87	Support strategies	I	4/5		5/5	9/10	Met (90.0 %)
L88	Strategies implemented	I	5/5		6/6	11/11	Met
L91	Incident management	L			1/1	1/1	Met
L93 (05/22)	Emergency back-up plans	I	5/5		6/6	11/11	Met
L94 (05/22)	Assistive technology	I	5/5		6/6	11/11	Met
L96 (05/22)	Staff training in devices and applications	I	5/5		6/6	11/11	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L99 (05/22)	Medical monitoring devices	I			1/1	1/1	Met
#Std. Met/# 60 Indicator						55/60	
Total Score						65/70	
						92.86%	

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	0/5	Not Met (0 %)
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	1/5	Not Met (20.0 %)
C25	Skill development	5/5	Met
C26	Benefits analysis	4/4	Met
C27	Job benefit education	5/5	Met
C29	Support to obtain employment	4/4	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C30	Work in integrated settings	1/5	Not Met (20.0 %)
C31	Job accommodations	4/4	Met
C32	At least minimum wages earned	1/1	Met
C33	Employee benefits explained	1/1	Met
C34	Support to promote success	3/3	Met
C36	Supports to enhance retention	1/1	Met
C37	Interpersonal skills for work	5/5	Met
C47	Transportation to/ from community	5/5	Met
C50	Involvement/ part of the Workplace culture	1/1	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met