



**PROVIDER REPORT
FOR
NE CENTER FOR CHILDREN.
33 Turnpike Rd
Southboro, MA 01772**

March 20, 2015

Version

Provider Web Report

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

SUMMARY OF OVERALL FINDINGS

Provider	NE CENTER FOR CHILDREN.
Review Dates	2/2/2015 - 2/4/2015
Service Enhancement Meeting Date	2/24/2015
Survey Team	Raymond Edi-Osagie (TL) Leslie Hayes

Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	1 location(s) 3 audit (s)	Full Review	70 / 76 2 Year License 02/24/2015 - 02/24/2017		
Residential Services	1 location(s) 3 audit (s)			Full Review	14 / 14 Certified

Survey scope and findings for Planning and Quality Management

Service Group Type	Sample Size	Scope	Licensure Level	Certification Scope	Certification Level
Planning and Quality Management	N/A	N/A	N/A	Full Review	6/6 Certified

EXECUTIVE SUMMARY:

The New England Center for Children (NECC) is a private, non-profit Organization whose stated mission is to transform the lives of children with Autism, through evidence-based education, research, and technology. NECC currently serves 270 people primarily between the ages of 18 months and 22 years, diagnosed with autism in its home based, Day, and Residential services. Additionally, NECC operates in 16 partner classrooms within public school systems, and provides consultation services to local public school systems. The agency operates an adult DDS residential program in one home where four individuals who have received NECC services since childhood reside. The agency is currently in negotiations with the Department of Developmental Services to establish another residential home for four people who will be turning 22 years of age within the coming year. For the purpose of this DDS licensure and certification survey, NECC's administrative and residential systems were reviewed.

NECC provides services that are based on the principles of Applied Behavior Analysis (ABA) and are data driven. The use of ABA is infused in all levels of NECC, from the administrative staff level to the direct support level. NECC employs approximately 1000 staff across the agency, of which 149 are Board Certified Behavior Analysts (ABA Clinical staff). These licensed professionals provide clinical monitoring, staff training and peer review of all programming at NECC. Staff training and development is a key component of NECC's services. The agency uses innovative ways to ensure staff recruitment, retention and development. Additionally, on-site graduate study is available to staff in the areas of special education and applied behavior analysis. Furthermore, the agency provides in-house day care services to help staff maintain good attendance and further their education.

Regarding agency administration and organizational development, the agency is in its fifth year of a six year strategic plan that led to many meaningful developments within the agency, and within the field of autism. NECC shares its expertise in the form of the Ace curriculum and consultancy services. It is also expanding its network, reach and affiliation with countries around the world like Abu Dhabi and India and working to build its own sustainability. The agency continues to maintain an effective human rights committee, and families continue to be partners in their mission. The agency uses continuous quality improvement systems (CQI) to ensure ongoing measurement of current performance, identifying areas that need improvement and identifying new goals. The agency has also successfully used stakeholder feedback to make programmatic changes in different areas that contribute to the welfare of the individuals such as job creation, wage enhancement and goals realization. The agency also uses advanced technology as a tool for communication at all levels of the organization, with the use of computer applications for documentation and the collection of data.

Residentially, the program was well maintained, and activities were well structured with around the clock teaching and learning opportunities. The adult residential program employs between 15 and 10 staff, all of whom either have Bachelors or Masters level degrees with ABA training. NECC staff is well educated and trained on Autism supports and have a full understanding of the concepts of positive behavioral supports. All new staff are expected to complete 96hrs of training within their first year. Supervisory and Direct support staff receive at least 24 hours of training throughout the year. Training topics include skill development, health assessment/care, vocational and employment training and Applied Behavior Analysis. Individuals are supported to be physically fit and to maintain a healthy lifestyle through exercise such as swimming, biking, weight lifting and running. Individuals are supported to increase understanding of their human and civil rights, and they receive ongoing training in the areas of social skill acquisition, communication, community skills, recreation, self-determination, and health and safety. Individuals are supported to maintain family and friendship ties, and to recognize and embrace their spiritual, ethnic and cultural heritage. Individuals are gainfully employed and are contributing to their community in many different ways. The same residential staff also provides onsite job coaching services in order to ensure continuity of programming. Also, the agency utilizes effective nursing and clinical on-

call systems to ensure the health, safety and well-being of all individuals and staff. Additionally, the agency uses an effective maintenance on-call system and community partnership system to ensure prompt and urgent attention to program maintenance concerns.

The agency is recognized for the many meaningful ways in which its programs and staff are transforming the lives of the people they support. There are some areas however, in which the agency will need to pay greater attention in order to be in full compliance with DDS regulations. In the area of healthcare, the agency needs to ensure that there is ongoing compliance with requirements for including all significant medical diagnoses and medications on emergency fact sheets and health care records. Additionally, the agency needs to ensure that when proactive initiatives such as teaching greater independence in self-medication are implemented, there are formal assessments completed with documented tracking of progress. Furthermore, the agency's systems for tracking and ensuring timely submission of ISP related assessments and provider support strategies will need to meet DDS requirements. The agency corrected the areas in needing improvement that could be corrected immediately following the survey visit.

In summary, NECC provides evidenced based and data driven services that transform the lives of the people they support daily, through meaningful teaching and involvement in relevant activities of daily living. It operates highly successful programs with competent and committed staff. The agency scored a 92% in its Residential Licensure indicators and 100% in the Planning and Quality Management and Residential Certification indicators. The agency will conduct its own follow-up in the areas needing improvement within 60 days.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	5/5	0/5	
Residential and Individual Home Supports	65/71	6/71	
Residential Services			
Critical Indicators	7/7	0/7	
Total	70/76	6/76	92%
2 Year License			
# indicators for 60 Day Follow-up		6	

Residential Commendations on Standards Met:

Indicator #	Indicator	Commendations
L42	Individuals are supported to engage in physical activity.	The individuals who reside in the home are very physically fit, and were supported to maintain a healthy lifestyle filled with activity and good nutrition. The individuals engage in exercise programs that are structured and planned. Individuals enjoy schedules that include exercise bike riding, treadmill use, light weight exercises, aerobic exercises and swimming at the campus during non-office hours. The individuals are also well versed in documenting their own exercise activities and tracking their exercise goals.
L77	The agency assures that staff are familiar with and trained to support the unique needs of individuals.	Staff that work at the home are very well credentialed and trained in understanding and supporting people with Autism Disorders. All the staff have Bachelor's degrees, and most have post-Graduate level degrees with ABA credentials. Staff are well versed in all aspects of the individual's needs, and programming at the home is well structured and based on solid ABA principles. The caliber of staff is well evidenced in the level of achievement and high quality of life of the individuals served.

Residential 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.	Emergency fact sheets were missing significant diagnoses like Autism Disorder. The agency needs to update individual's emergency fact sheets to include all significant diagnoses, including Autism Disorder.
L15	Hot water temperature tests between 110 and 130 degrees.	The residence's hot water tested 135 degrees for the shower and 130 degrees for the sink, which is above the required temperatures. It was corrected immediately. The agency needs to ensure through regular testing that the hot water remains between 110 and 120 degrees.
L43	The health care record is maintained and updated as required.	The health care record had all the required information for two individuals, but was missing significant information for the third individual whose record was audited. The agency needs to ensure all health care records are complete including significant diagnoses and medication.
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	The agency's form that was used to obtain an individual's consent for use of likeness in publication and video was broad in scope and not event specific. The agency needs to revise its consent form to be specific to one event, with event specific timeframes.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Required assessments were not submitted within the required timeframe for the ISP meeting. The agency needs to ensure that required assessments are completed and submitted 15 days before the ISP meeting.
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 were not submitted within the required timeframe for the ISP meeting. The agency needs to ensure that required assessments are completed and submitted 15 days before the ISP meeting.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated
Certification - Planning and Quality Management	6/6	0/6
Residential and Individual Home Supports		
Residential Services	14/14	0/14

MASTER SCORE SHEET LICENSURE

Organizational: NE CENTER FOR CHILDREN.

Indicator #	Indicator	Met/Rated	Rating (Met, Not Met, Not Rated)
L48	HRC	1/1	Met
L74	Screen employees	1/1	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	3/3						3/3	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	2/3						2/3	Not Met (66.67 %)
L9	Safe use of equipment	L	1/1						1/1	Met
L10	Reduce risk interventions	I	1/1						1/1	Met
Ⓟ L11	Required inspections	L	1/1						1/1	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
Ⓟ 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
L19	Bedroom location	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	Clean appliances	L	1/1						1/1	Met
L23	Egress door locks	L	1/1						1/1	Met
L24	Locked door access	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 Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L28	Flammables	L	1/1						1/1	Met
L29	Rubbish/combustibles	L	1/1						1/1	Met
L30	Protective railings	L	1/1						1/1	Met
L31	Communication method	I	3/3						3/3	Met
L32	Verbal & written	I	3/3						3/3	Met
L33	Physical exam	I	3/3						3/3	Met
L34	Dental exam	I	3/3						3/3	Met
L35	Preventive screenings	I	3/3						3/3	Met
L36	Recommended tests	I	3/3						3/3	Met
L37	Prompt treatment	I	2/2						2/2	Met
Ⓟ L38	Physician's orders	I	2/2						2/2	Met
L40	Nutritional food	L	1/1						1/1	Met
L41	Healthy diet	L	1/1						1/1	Met
L42	Physical activity	L	1/1						1/1	Met
L43	Health Care Record	I	2/3						2/3	Not Met (66.67 %)
L44	MAP registration	L	1/1						1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L45	Medicati on storage	L	1/1						1/1	Met
Ⓟ L46	Med. Adminis tration	I	3/3						3/3	Met
L47	Self medicati on	I	2/2						2/2	Met
L49	Informe d of human rights	I	3/3						3/3	Met
L50	Respect ful Comm.	L	1/1						1/1	Met
L51	Posses sions	I	3/3						3/3	Met
L52	Phone calls	I	3/3						3/3	Met
L53	Visitati on	I	3/3						3/3	Met
L54	Privacy	L	1/1						1/1	Met
L55	Informe d consent	I	0/1						0/1	Not Met (0 %)
L56	Restricti ve practice s	I	1/1						1/1	Met
L57	Written behavio r plans	I	1/1						1/1	Met
L58	Behavio r plan compon ent	I	1/1						1/1	Met
L59	Behavio r plan review	I	1/1						1/1	Met
L60	Data mainten ance	I	1/1						1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L63	Med. treatme nt plan form	I	1/1						1/1	Met
L64	Med. treatme nt plan rev.	I	1/1						1/1	Met
L67	Money mgmt. plan	I	2/2						2/2	Met
L68	Funds expendi ture	I	2/2						2/2	Met
L69	Expendi ture tracking	I	2/2						2/2	Met
L70	Charge s for care calc.	I	3/3						3/3	Met
L71	Charge s for care appeal	I	3/3						3/3	Met
L77	Unique needs training	I	3/3						3/3	Met
L78	Restricti ve Int. Training	L	1/1						1/1	Met
L79	Restrain t training	L	1/1						1/1	Met
L80	Sympto ms of illness	L	1/1						1/1	Met
L81	Medical emerge ncy	L	1/1						1/1	Met
Ⓟ L82	Medicati on admin.	L	1/1						1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L85	Supervision	L	1/1						1/1	Met
L86	Required assessments	I	1/3						1/3	Not Met (33.33 %)
L87	Support strategies	I	0/3						0/3	Not Met (0 %)
L88	Strategies implemented	I	3/3						3/3	Met
#Std. Met/# 71 Indicator									65/71	
Total Score									70/76	
									92.11%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	4/4	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

Residential Services Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff performance	3/3	Met

Residential Services Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	3/3	Met
C17	Community activities	3/3	Met
C18	Purchase personal belongings	3/3	Met
C19	Knowledgeable decisions	3/3	Met
C20	Emergency back-up plans	1/1	Met