



**PROVIDER REPORT
FOR**

**NEMASKET GROUP
109 Fairhaven Road
Mattapoisett, MA 02739**

July 24, 2024

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider NEMASKET GROUP

Review Dates 6/20/2024 - 6/27/2024

Service Enhancement Meeting Date 7/10/2024

Survey Team Michelle Boyd
Linda Griffith (TL)
Gina Ford

Citizen Volunteers

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	2 location(s) 3 audit (s)	Full Review	79/79 2 Year License 07/10/2024 - 07/10/2026		47 / 47 Certified 07/10/2024 - 07/10/2026
Residential Services	1 location(s) 2 audit (s)			Full Review	20 / 20
Individual Home Supports	1 location(s) 1 audit (s)			Full Review	21 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

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) 13 audit (s)	Full Review	31/38 2 Year License 07/10/2024 - 07/10/2026		41 / 42 Certified 07/10/2024 - 07/10/2026
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	15 / 15
Employment Support Services	1 location(s) 6 audit (s)			Full Review	20 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

The Nemasket Group, founded in 1984, is a non-profit human service agency supporting individuals with intellectual and developmental disabilities in Southeastern Massachusetts. The agency provides a wide array of services including 24/7 Residential Services, Individual Home Supports (IHS), Community-Based Day Supports (CBDS), Employment Services, Family Support, and Agency With Choice. The Licensing and Certification survey conducted by the Department of Developmental Services (DDS) Office of Quality Enhancement (OQE) included a full review of licensure and certification indicators for 24-7 Residential, IHS, CBDS, and Employment Services.

Organizationally, the agency demonstrated strengths in several areas. Staff were trained in Human Rights, Mandated Reporting, and all other required trainings. New staff were screened to meet qualifications, and staff had current licenses when required. The agency responded to allegations of abuse by taking immediate action and completing any follow-up action steps to protect the individuals served. The Human Rights Committee reviewed all relevant documentation and maintained consistent membership, quorum, and attendance standards.

Within residential services, many positive practices were noted. Within the domain of human rights, individuals and guardians were trained and knowledgeable about human rights, DPPC, and the grievance process. Written and oral communication about the individuals served was consistently respectful, and individuals were consistently afforded privacy within their homes.

Within the health domain, individuals had received their annual physical and dental exams, medical protocols were in place and followed, staff were trained and knowledgeable of these medical protocols and individuals' unique needs, and individuals received prompt treatment for episodic illnesses. The agency was responsive in revising medical protocols and retraining staff to best support an individual in declining health. Medications were administered accurately according to doctors' orders by MAP certified staff, and two individuals were being supported to self-medicate.

Within the domain of environmental safety, locations were clean and well-maintained, with necessary inspections in place.

In the area of Supportive Technology, individuals had been assessed and afforded opportunities to increase independence through the application of assistive technology to increase their independence. One individual was using a calendar on his refrigerator with magnetic pictures of his doctors which allowed him to independently track his medical appointments. The agency had also developed an effective self-medication learning plan, consisting of a binder with a picture of each medication and additional pictures that represented the purpose, the time of day, and the most common side effects for each medication.

Related to certification, in the area of choice and control, individuals had personalized living spaces with their bedrooms decorated according to their interests and tastes. The homes blended in well with the surrounding neighborhood, and individuals took pride in planting flowers and gardens around the home. Individuals were supported to have ongoing relationships and participate in activities with friends and family members. Individuals were participating in activities that helped them build connections with others of similar interests, as well as friendly relationships with their neighbors. Related to communication, frequent communication was observed between agency staff and guardians/family members.

Positive practices were also noted in CBDS/Employment Services. In the area of human rights, written and oral communication about the individual was respectful. Staff were knowledgeable about individuals' medical protocols and unique needs. Emergency back up plans were in place for individuals. In CBDS, activities took place almost exclusively in the community, including trips to libraries, state parks, bowling alleys, and restaurants, based on individuals' choice and interest. In

Employment, individuals were supported to work in their fields of interest, including an individual supported to sell her artwork on-line and network with creative professionals at a conference. Individuals consistently expressed satisfaction with their jobs and with the activities they participated in at CBDS.

While there were many areas of strength, a few areas that could benefit from increased attention were identified during the review.

Within Day and Employment Services, Emergency Fact Sheets need to contain all critical information including the individual's relevant diagnoses, allergies, medications, guardian information, and/or limitations/capabilities to ease communication with emergency personnel during a potential event. The agency needs to ensure that all individuals receive training in human rights, the grievance procedure, abuse/neglect and DPPC. In Employment services, an analysis of the individuals' benefits and potential impact from their employment needs to be conducted, along with a review of the results with individuals and their guardians. The agency needs to ensure that when the use of restrictive practices are in place, there is a plan to fade those restrictions as well as mitigation for the other individuals that might be impacted by the restriction. Lastly, ISP assessments and support strategies need to be submitted within the required timelines before individuals' ISP meetings.

Based on the findings of this report, The Nemasket Group has earned a Two-Year License and is Certified for Residential Services, scoring 100% for licensing indicators and 100% for certification indicators. The agency has also earned a Two-Year License and is Certified for Day/Employment Services, scoring 82% for licensing indicators and 98% for certification indicators. For Day/Employment Services, DDS OQE will conduct the follow-up within 60 days to review all licensing indicators that were rated Not Met within Day/Employment.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Residential and Individual Home Supports	71/71	0/71	
Residential Services Individual Home Supports			
Critical Indicators	8/8	0/8	
Total	79/79	0/79	100%
2 Year License			
# indicators for 60 Day Follow-up		0	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Employment and Day Supports	23/30	7/30	
Community Based Day Services Employment Support Services			
Critical Indicators	2/2	0/2	
Total	31/38	7/38	82%
2 Year License			
# indicators for 60 Day Follow-up		7	

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

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

Indicator #	Indicator	Area Needing Improvement
L1	Individuals have been trained and guardians are provided with information in how to report alleged abuse/neglect.	Three individuals have been given the option to opt out of a training on how to report abuse/neglect but they were not provided the information on how to report abuse and neglect. It's the agency's responsibility to advocate and ensure that individuals know how to report abuse and neglect either through training or providing the necessary information to the individual. The agency needs to ensure all individuals and their guardians have been provided with information on how to report alleged abuse and neglect using various methods if necessary.
L8	Emergency fact sheets are current and accurate and available on site.	For eight of thirteen individuals, the Emergency Fact Sheet did not include their relevant diagnoses, medications, accurate guardian contact information, allergies, and/or relevant capabilities/limitations. The agency needs to ensure that Emergency Fact Sheets contain all necessary components.
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	Three individuals have not been given provided training/information on their human rights and on how to report abuse/neglect as a result of the agency's training opt-out process. It's the agency's responsibility to advocate and ensure that individuals receive training/information on human rights and how and to whom to file a grievance. The agency needs to ensure all individuals and their guardians have been provided with information on their human rights and how to file a grievance.
L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.	Three restrictive practices did not include all the required components. The agency needs to ensure the written rationale includes all required components of the restrictive practice.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For four of eight individuals, ISP assessments had not been submitted within the required timelines prior to ISP. The agency needs to ensure that required timelines are met for the submission of ISP assessments.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For four of nine individuals, support strategies had not been submitted within the required timelines prior to ISP. The agency needs to ensure that required timelines are met for the submission of ISP support strategies.

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

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	In one location, incident reports were not finalized within the required timelines. The agency needs to ensure all incidents are submitted and finalized within the required timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	41/41	0/41	
Residential Services	20/20	0/20	
Individual Home Supports	21/21	0/21	
Total	47/47	0/47	100%
Certified			

	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	15/15	0/15	
Employment Support Services	20/21	1/21	
Total	41/42	1/42	98%
Certified			

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

Indicator #	Indicator	Area Needing Improvement
C26	Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community.	Five individuals have not had a benefit analysis completed of how current and future earnings will impact their entitlements. The agency needs to ensure individuals have a benefit analysis completed to learn how earnings will impact their entitlements.

MASTER SCORE SHEET LICENSURE

Organizational: NEMASKET GROUP

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	3/3	Met
L3	Immediate Action	6/6	Met
L4	Action taken	5/5	Met
L48	HRC	1/1	Met
L74	Screen employees	1/1	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	5/5	Met
L83	HR training	5/5	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	2/2	1/1					3/3	Met
L5	Safety Plan	L	1/1	1/1					2/2	Met
℞ L6	Evacuation	L	1/1	1/1					2/2	Met
L7	Fire Drills	L	1/1						1/1	Met
L8	Emergency Fact Sheets	I	2/2	1/1					3/3	Met
L9 (07/21)	Safe use of equipment	I	2/2	1/1					3/3	Met
L10	Reduce risk interventions	I		1/1					1/1	Met
℞ L11	Required inspections	L	1/1	1/1					2/2	Met
℞ L12	Smoke detectors	L	1/1	1/1					2/2	Met
℞ L13	Clean location	L	1/1	1/1					2/2	Met
L14	Site in good repair	L	1/1	1/1					2/2	Met
L15	Hot water	L	1/1	1/1					2/2	Met
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

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
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					2/2	Met
L22	Well-maintained appliances	L	1/1	1/1					2/2	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					2/2	Met
L26	Walkway safety	L	1/1	1/1					2/2	Met
L28	Flammables	L	1/1	1/1					2/2	Met
L29	Rubbish/combustibles	L	1/1	1/1					2/2	Met
L30	Protective railings	L	1/1	1/1					2/2	Met
L31	Communication method	I	2/2	1/1					3/3	Met
L32	Verbal & written	I	2/2	1/1					3/3	Met
L33	Physical exam	I	2/2	1/1					3/3	Met
L34	Dental exam	I	2/2	1/1					3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L35	Preventive screenings	I	2/2	1/1					3/3	Met
L36	Recommended tests	I	2/2	1/1					3/3	Met
L37	Prompt treatment	I	2/2	1/1					3/3	Met
Ⓡ L38	Physician's orders	I	1/1	1/1					2/2	Met
L39	Dietary requirements	I		1/1					1/1	Met
L40	Nutritional food	L	1/1	1/1					2/2	Met
L41	Healthy diet	L	1/1	1/1					2/2	Met
L42	Physical activity	L	1/1	1/1					2/2	Met
L43	Health Care Record	I	2/2	1/1					3/3	Met
L44	MAP registration	L	1/1	1/1					2/2	Met
L45	Medication storage	L	1/1	1/1					2/2	Met
Ⓡ L46	Med. Administration	I	2/2	1/1					3/3	Met
L47	Self medication	I	1/1	1/1					2/2	Met
L49	Informed of human rights	I	2/2	1/1					3/3	Met
L50 (07/21)	Respectful Comm.	I	2/2	1/1					3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L51	Possessions	I	2/2	1/1					3/3	Met
L52	Phone calls	I	2/2	1/1					3/3	Met
L53	Visitation	I	2/2	1/1					3/3	Met
L54 (07/21)	Privacy	I	2/2	1/1					3/3	Met
L55	Informed consent	I	1/1						1/1	Met
L61	Health protection in ISP	I	2/2	1/1					3/3	Met
L63	Med. treatment plan form	I	1/1	1/1					2/2	Met
L64	Med. treatment plan rev.	I	1/1	1/1					2/2	Met
L67	Money mgmt. plan	I	1/1						1/1	Met
L68	Funds expenditure	I	1/1						1/1	Met
L69	Expenditure tracking	I	1/1						1/1	Met
L70	Charges for care calc.	I	2/2						2/2	Met
L71	Charges for care appeal	I	2/2						2/2	Met
L77	Unique needs training	I	2/2	1/1					3/3	Met
L80	Symptoms of illness	L	1/1	1/1					2/2	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L81	Medical emergency	L	1/1	1/1					2/2	Met
L82	Medication admin.	L	1/1	1/1					2/2	Met
L84	Health protect. Training	I	2/2	1/1					3/3	Met
L85	Supervision	L	1/1	1/1					2/2	Met
L88	Strategies implemented	I	2/2	1/1					3/3	Met
L90	Personal space/bedroom privacy	I	2/2	1/1					3/3	Met
L91	Incident management	L	1/1	1/1					2/2	Met
L93 (05/22)	Emergency back-up plans	I	2/2	1/1					3/3	Met
L94 (05/22)	Assistive technology	I	2/2	1/1					3/3	Met
L96 (05/22)	Staff training in devices and applications	I	1/1	1/1					2/2	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L99 (05/22)	Medical monitoring devices	I	1/1						1/1	Met
#Std. Met/# 71 Indicator									71/71	
Total Score									79/79	
									100%	

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	5/6		5/7	10/13	Not Met (76.92 %)
L8	Emergency Fact Sheets	I	2/6		3/7	5/13	Not Met (38.46 %)
L9 (07/21)	Safe use of equipment	I	6/6		6/7	12/13	Met (92.31 %)
L10	Reduce risk interventions	I			4/4	4/4	Met
L31	Communication method	I	6/6		7/7	13/13	Met
L32	Verbal & written	I	6/6		7/7	13/13	Met
L37	Prompt treatment	I	6/6		7/7	13/13	Met
L38	Physician's orders	I			7/7	7/7	Met
L39	Dietary requirements	I			2/2	2/2	Met
L49	Informed of human rights	I	5/6		5/7	10/13	Not Met (76.92 %)
L50 (07/21)	Respectful Comm.	I	6/6		7/7	13/13	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L51	Possessions	I	6/6		7/7	13/13	Met
L52	Phone calls	I	6/6		7/7	13/13	Met
L54 (07/21)	Privacy	I	6/6		7/7	13/13	Met
L55	Informed consent	I	1/1		1/1	2/2	Met
L56	Restrictive practices	I			0/3	0/3	Not Met (0 %)
L61	Health protection in ISP	I	1/1		6/6	7/7	Met
L77	Unique needs training	I	5/6		7/7	12/13	Met (92.31 %)
L78	Restrictive Int. Training	L			1/1	1/1	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
L84	Health protect. Training	I	1/1		6/6	7/7	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	1/3		3/5	4/8	Not Met (50.0 %)
L87	Support strategies	I	2/4		3/5	5/9	Not Met (55.56 %)
L88	Strategies implemented	I	6/6		7/7	13/13	Met
L91	Incident management	L	1/1		0/1	1/2	Not Met (50.0 %)
L93 (05/22)	Emergency back-up plans	I	6/6		7/7	13/13	Met
L94 (05/22)	Assistive technology	I	6/6		7/7	13/13	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L96 (05/22)	Staff training in devices and applications	I	1/1		4/4	5/5	Met
#Std. Met/# 30 Indicator						23/30	
Total Score						31/38	
						81.58%	

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

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	2/2	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	1/1	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C9	Personal relationships	1/1	Met
C10	Social skill development	1/1	Met
C11	Get together w/family & friends	1/1	Met
C12	Intimacy	1/1	Met
C13	Skills to maximize independence	1/1	Met
C14	Choices in routines & schedules	1/1	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	1/1	Met
C17	Community activities	1/1	Met
C18	Purchase personal belongings	1/1	Met
C19	Knowledgeable decisions	1/1	Met
C21	Coordinate outreach	1/1	Met
C46	Use of generic resources	1/1	Met
C47	Transportation to/ from community	1/1	Met
C48	Neighborhood connections	1/1	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C52	Leisure activities and free-time choices /control	1/1	Met
C53	Food/ dining choices	1/1	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	Met
C8	Family/guardian communication	7/7	Met
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	5/5	Met
C38 (07/21)	Habilitative & behavioral goals	4/4	Met
C39 (07/21)	Support needs for employment	4/4	Met
C40	Community involvement interest	7/7	Met
C41	Activities participation	7/7	Met
C42	Connection to others	7/7	Met
C43	Maintain & enhance relationship	7/7	Met
C44	Job exploration	4/4	Met
C45	Revisit decisions	7/7	Met
C46	Use of generic resources	7/7	Met
C47	Transportation to/ from community	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	6/6	Met
C22	Explore job interests	4/4	Met
C23	Assess skills & training needs	4/4	Met
C24	Job goals & support needs plan	4/4	Met
C25	Skill development	4/4	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C26	Benefits analysis	1/6	Not Met (16.67 %)
C27	Job benefit education	4/4	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	4/4	Met
C30	Work in integrated settings	6/6	Met
C31	Job accommodations	6/6	Met
C32	At least minimum wages earned	6/6	Met
C33	Employee benefits explained	6/6	Met
C34	Support to promote success	6/6	Met
C35	Feedback on job performance	6/6	Met
C36	Supports to enhance retention	6/6	Met
C37	Interpersonal skills for work	4/4	Met
C47	Transportation to/ from community	6/6	Met
C50	Involvement/ part of the Workplace culture	6/6	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met