



**PROVIDER REPORT  
FOR**

**New Again Inc.  
160 North Main Street  
Suite 1 Carver, MA 02330**

**March 01, 2024**

**Version**

**Public Provider Report**

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

# **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	New Again Inc.
<b>Review Dates</b>	2/6/2024 - 2/9/2024
<b>Service Enhancement Meeting Date</b>	2/16/2024
<b>Survey Team</b>	Michelle Boyd (TL)
<b>Citizen Volunteers</b>	

**Survey scope and findings for Employment and Day Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Employment and Day Supports</b>	1 location(s) 4 audit (s)	Full Review	44/49 Defer Licensure		15 / 21 Certified with Progress Report
Community Based Day Services	1 location(s) 4 audit (s)			Full Review	11 / 15
Planning and Quality Management				Full Review	4 / 6

## **EXECUTIVE SUMMARY :**

New Again Inc. is a nonprofit organization started by the parents of adults with developmental disabilities in the greater Plymouth area. The agency's focus is to offer skills training and workplace-relevant skills to adults with developmental disabilities. As members of a cooperative, individuals have the opportunity to sell crafts, gift items and re-fillable products in the agency's shop in a plaza which serves the general public.

In July 2023, New Again, Inc. began providing Community Based Day Services (CBDS) to individuals served through the Department of Developmental Services (DDS). This was the agency's first licensing and certification review.

The scope of this review included a full review of the CBDS licensure and certification indicators for CBDS services at New Again, Inc. A review of the agency's administrative practices was also conducted.

There were many positive licensing outcomes noted throughout the survey. For example, the agency has an active human rights committee that is fully constituted and is meeting as required. The CBDS program was found to be well maintained, and required inspections were current. The agency had a safety plan in place for those attending the CBDS program. Communication about and with the individuals was observed to be respectful and inclusive.

Within the realm of certification, individuals were observed to be actively involved in discussions and planning of their daily activities, and were afforded a choice of what activities they wanted to participate in while in the program. Informal goals were in place to assist individuals to develop skills in creating their chosen crafts. Individuals were given a choice of activities to choose from during morning meeting and were always provided with opportunities to change these activities throughout.

While the agency demonstrated many positive findings, there were several licensing areas that could benefit from increased attention. Within the medical domain, the agency needs to ensure readiness to support individuals with medication administration when self-administration is not feasible. For example, the agency needs to develop a plan for ensuring that if an individual is prescribed a prn, the agency has the means for ensuring that the medication is administered by licensed or trained staff. Furthermore, if the agency is storing medication within its CBDS program, it needs to register the site with DPH. Within the human rights domain, the agency needs to ensure that their grievance procedure is provided to individuals and their guardians.

Within certification, additional efforts need to be made to ensure there are methods to assist individuals to explore their job interests. A focus should also occur on ways to maximize each individual's independence by exploring assistive technology that may enable individuals to complete tasks independently without staff assistance.

The license for day services is deferred because of receiving a not met in a critical indicator. The agency received 90% met in the licensing indicators. This status will remain pending the results of a follow-up review which will occur within 60 days. The agency is Certified with a Progress Report with 71% of the certification indicators receiving a rating of Met. The agency will have one year to address the certification findings and prepare its progress report on the certification indicators that were rated Not Met.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>8/8</b>	<b>0/8</b>	
<b>Employment and Day Supports</b>	<b>36/41</b>	<b>5/41</b>	
Community Based Day Services			
<b>Critical Indicators</b>	<b>6/7</b>	<b>1/7</b>	
<b>Total</b>	<b>44/49</b>	<b>5/49</b>	<b>90%</b>
<b>Defer Licensure</b>			
<b># indicators for 60 Day Follow-up</b>		<b>5</b>	

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

Indicator #	Indicator	Area Needing Improvement
L44	The location where MAP certified staff is administering medication is registered by DPH.	The location is not registered to administer medication with DPH. The agency needs to ensure MAP certified staff are administering medication at a MAP registered site .
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.	Individuals and/ or their guardians have not been informed on how to file a grievance. The agency needs to ensure all individuals and their guardians have been informed on how to file a grievance and to whom they can contact for a concern
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 photo consent form did not include all the required components for informed consent. The agency needs to ensure the photo consent form includes all the required components for the use of an individual's photo or video, including identifying the purpose, the actual photo being utilized or to whom the information would be released and right to withdraw consent.
Ⓡ L82	Medications are administered by licensed professional staff or by MAP certified staff (or by PCAs) for individuals unable to administer their own medications.	There is an individual who is unable to administer their own medications, and for whom there are prn medications prescribed. The agency needs to ensure that it has licensed professionals, PCA staff, or MAP certified staff available to administer medications as prescribed when needed.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L94 (05/22)	Individuals have assistive technology to maximize independence.	Three of the four individuals have not been assessed for their need for assistive technology. The agency needs to ensure all individuals have been assessed to determine if assistive technology can be utilized to increase their independence.

## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>4/6</b>	<b>2/6</b>	
<b>Employment and Day Supports</b>	<b>11/15</b>	<b>4/15</b>	
Community Based Day Services	11/15	4/15	
<b>Total</b>	<b>15/21</b>	<b>6/21</b>	<b>71%</b>
<b>Certified with Progress Report</b>			

### **Planning and Quality Management Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C1	The provider collects data regarding program quality including but not limited to incidents, investigations, restraints, and medication occurrences.	The agency did not have effective mechanisms to collect data on programmatic areas of concern or on the presence of desired outcomes which is necessary to successfully identify patterns and trend. The agency needs to collect data regarding program quality including but not limited to incidents, investigations, and medication occurrences.
C2	The provider analyzes information gathered from all sources and identifies patterns and trends.	This analysis was not completed since there was not effective mechanisms in place to collect data. Goals for service improvement are generated from the data and prioritized through this analysis.

**Community Based Day 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 have not been provided with an opportunity to give feedback at the time of hire. The agency has recently started to provide DDS services and will need to develop a system to ensure feedback is obtained from individuals on their staff at hire and at a ongoing basis that is integrated into yearly performance evaluations as an example.
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	Opportunities provided to individuals are limited to work related to the agency's store. The agency does not use a variety of mechanisms to assess each person's possible job interests. The agency needs to develop a process through which to fully assess each person's interests as they related to work and support the exploration of areas of interest, for example through the implementation of interest inventories, workplace visits and volunteerism. The agency needs to ensure that assessments are reviewed at least annually to account for new interests arising and/or a person's interests changing over time.
C46	Staff (Home Providers) support individuals to learn about and use generic community resources.	Three of the four individuals have not been supported to learn about and use generic community resources. The agency needs to ensure individuals are supported to learn about and use generic community resources.
C47	Individuals have full access to the community through transportation available and/or provided.	The agency does not have a vehicle to provide individuals transportation in to the community. The agency needs to ensure individuals are provided with access to their community .

## MASTER SCORE SHEET LICENSURE

Organizational: New Again Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
PE L2	Abuse/neglect reporting	1/1	Met
L3	Immediate Action	1/1	Met
L4	Action taken	1/1	Met
L48	HRC	1/1	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	1/1	Met
L83	HR training	1/1	Met
L92 (07/21)	Licensed Sub-locations (e/d).	1/1	Met

**Employment and Day Supports:**

<b>Ind. #</b>	<b>Ind.</b>	<b>Loc. or Individ.</b>	<b>Emp. Sup.</b>	<b>Cent. Based Work</b>	<b>Com. Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
L1	Abuse/neglect training	I			4/4	<b>4/4</b>	<b>Met</b>
L5	Safety Plan	L			1/1	<b>1/1</b>	<b>Met</b>
℞ L6	Evacuation	L			1/1	<b>1/1</b>	<b>Met</b>
L7	Fire Drills	L			1/1	<b>1/1</b>	<b>Met</b>
L8	Emergency Fact Sheets	I			3/4	<b>3/4</b>	<b>Met</b>
L9 (07/21)	Safe use of equipment	I			4/4	<b>4/4</b>	<b>Met</b>
℞ L11	Required inspections	L			1/1	<b>1/1</b>	<b>Met</b>
℞ L12	Smoke detectors	L			1/1	<b>1/1</b>	<b>Met</b>
℞ L13	Clean location	L			1/1	<b>1/1</b>	<b>Met</b>
L14	Site in good repair	L			1/1	<b>1/1</b>	<b>Met</b>
L15	Hot water	L			1/1	<b>1/1</b>	<b>Met</b>
L16	Accessibility	L			1/1	<b>1/1</b>	<b>Met</b>
L17	Egress at grade	L			1/1	<b>1/1</b>	<b>Met</b>
L20	Exit doors	L			1/1	<b>1/1</b>	<b>Met</b>
L21	Safe electrical equipment	L			1/1	<b>1/1</b>	<b>Met</b>
L22	Well-maintained appliances	L			1/1	<b>1/1</b>	<b>Met</b>
L25	Dangerous substances	L			1/1	<b>1/1</b>	<b>Met</b>
L26	Walkway safety	L			1/1	<b>1/1</b>	<b>Met</b>
L28	Flammables	L			1/1	<b>1/1</b>	<b>Met</b>
L29	Rubbish/combustibles	L			1/1	<b>1/1</b>	<b>Met</b>

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L31	Communication method	I			4/4	4/4	Met
L32	Verbal & written	I			4/4	4/4	Met
L37	Prompt treatment	I			4/4	4/4	Met
℞ L38	Physician's orders	I			3/3	3/3	Met
L44	MAP registration	L			0/1	0/1	Not Met (0 %)
L49	Informed of human rights	I			0/4	0/4	Not Met (0 %)
L50 (07/21)	Respectful Comm.	I			4/4	4/4	Met
L51	Possessions	I			4/4	4/4	Met
L52	Phone calls	I			4/4	4/4	Met
L54 (07/21)	Privacy	I			4/4	4/4	Met
L55	Informed consent	I			0/4	0/4	Not Met (0 %)
L77	Unique needs training	I			4/4	4/4	Met
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
℞ L82	Medication admin.	L			0/1	0/1	Not Met (0 %)
L85	Supervision	L			1/1	1/1	Met
L88	Strategies implemented	I			4/4	4/4	Met
L91	Incident management	L			1/1	1/1	Met
L93 (05/22)	Emergency back-up plans	I			4/4	4/4	Met
L94 (05/22)	Assistive technology	I			1/4	1/4	Not Met (25.00 %)

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	1/1	Met
<b>#Std. Met/# 41 Indicator</b>						36/41	
<b>Total Score</b>						44/49	
						89.80%	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	0/1	Not Met (0 %)
C2	Data analysis	0/1	Not Met (0 %)
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	0/4	Not Met (0 %)
C8	Family/guardian communication	4/4	Met
C13	Skills to maximize independence	4/4	Met
C37	Interpersonal skills for work	4/4	Met
C38 (07/21)	Habilitative & behavioral goals	1/1	Met
C39 (07/21)	Support needs for employment	1/1	Met
C40	Community involvement interest	4/4	Met
C41	Activities participation	4/4	Met
C42	Connection to others	4/4	Met

**Community Based Day Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C43	Maintain & enhance relationship	4/4	<b>Met</b>
C44	Job exploration	0/4	<b>Not Met (0 %)</b>
C45	Revisit decisions	4/4	<b>Met</b>
C46	Use of generic resources	1/4	<b>Not Met (25.00 %)</b>
C47	Transportation to/ from community	0/4	<b>Not Met (0 %)</b>
C51	Ongoing satisfaction with services/ supports	4/4	<b>Met</b>