



**PROVIDER REPORT  
FOR**

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

**February 09, 2026**

**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>	1/13/2026 - 1/16/2026
<b>Service Enhancement Meeting Date</b>	1/27/2026
<b>Survey Team</b>	Katherine Gregory (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) 5 audit (s)	Full Review	33/47 Defer Licensure		14 / 21 Certified with Progress Report
Community Based Day Services	1 location(s) 5 audit (s)			Full Review	9 / 15
Planning and Quality Management				Full Review	5 / 6

## **EXECUTIVE SUMMARY :**

New Again Inc. is a nonprofit organization started by the parents of adults with developmental disabilities in the greater Plymouth area. In July 2023, New Again, Inc. began providing Community Based Day Services (CBDS) to individuals served through the Department of Developmental Services (DDS). The CBDS program provides workplace readiness and vocational training in an integrated setting, where participants, members of a cooperative, create and sell crafts and refillable products in a public-facing retail shop while they gain retail business experience in an integrated setting.

For this survey, DDS conducted a full licensure and certification review of the agency's administrative practices and its CBDS services at New Again, Inc.

The survey identified several positive licensing outcomes. The location was clean, and environmentally safe. Human Rights practices were also positive. Individuals, families and guardians had been trained on human rights, how to report abuse and neglect, and the agency's grievance procedures. Interactions were respectful and age-appropriate, and daily documentation reflected a positive and respectful approach.

The certification review also identified positive practices supporting communication, choice, and skill development. In the area of choice and control, there was a focus on the development of professional work-related interactions for all participants throughout the day, and specific habilitative, behavioral and work-related goals were being addressed to prepare individuals for work. For example, during morning meeting, participants practiced taking turns reading and sharing answers to fun questions about themselves. They rotated job assignments (e.g., greeting customers) to build skills. Individuals were supported to interact with customers as they entered the store, discuss products, and the crafts they made and sold. They practiced retail tasks such as receiving, sorting, stocking shelves, using an adaptive cash register with photos to support accessibility.

In addition, the licensing review revealed areas needing the agency's increased attention. In health and medication, the agency must strengthen its systems to ensure all staff are trained on individuals' health-related protocols to ensure optimal response during an emergency requiring staff action or intervention. In addition, the agency also needs to ensure staff are trained on individuals' specially ordered diets. The agency must also ensure DDS mandated trainings such as Mandated Reporting and Human Rights, are completed for all staff. Increased oversight is also needed to ensure safety requirements remain current, including regular routine monitoring of inspections and to prevent lapses in Safety Plan approvals.

The administration needs to be responsive to the feedback of all stakeholders and develop service improvement goals and effective strategies that address identified issues. In the domain of skill acquisition, the agency needs to expand methods to support exploration of a broader range of job options. In the area of access and integration, the agency must strengthen efforts to assist individuals in identifying community interests and participating regularly in community activities aligned with those interests, including use of generic community resources. The agency needs to evaluate transportation options to ensure individuals can frequently spend time in the community participating in activities of their choice.

Per the Licensing Manual, non-licensure is recommended when an agency scores below 80% Standard Met for two full licensure reviews in a row (or a full review followed by a mid-cycle review). This cycle is the agency's second consecutive full licensure review resulting in a deferred Day Services licensure recommendation, with an overall score of 70% Standard Met and a Not Met on a critical indicator. Accordingly, OQE will recommend revocation of the Day Services license to Operations. Operations may accept the recommendation or implement a 60-day work plan, which will be reviewed by Licensure and Certification staff within 60 days to determine effectiveness.



In addition, the licensing review revealed areas needing the agency's increased attention. In health and medication, the agency must strengthen its systems to ensure medical safety during events requiring staff response. Health-care protocols must include all required components (including emergency medications) with clear parameters for administration. When emergency medication is prescribed, the agency must ensure required systems are in place to support safe administration, including MAP-related compliance and ensuring medication availability on site. The agency is encouraged to consult the DDS Regional MAP Coordinator for support. In addition, the agency also needs to ensure staff are trained on the individuals' health-care protocols and specialty ordered diets.

The agency must also ensure DDS mandated trainings such as Mandated Reporting and Human Rights, are completed for all staff. Increased oversight is also needed to ensure safety requirements remain current, including regular routine monitoring of inspections and to prevent lapses in Safety Plan approvals.

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## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>2/5</b>	<b>3/5</b>	
<b>Employment and Day Supports</b>	<b>31/42</b>	<b>11/42</b>	
Community Based Day Services			
<b>Critical Indicators</b>	<b>4/7</b>	<b>3/7</b>	
<b>Total</b>	<b>33/47</b>	<b>14/47</b>	<b>70%</b>
<b>Defer Licensure</b>			
<b># indicators for 60 Day Follow-up</b>		<b>14</b>	

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

Indicator #	Indicator	Area Needing Improvement
L74	The agency screens prospective employees per requirements.	Four agency staff had not received required screenings for fingerprinting and for required experience. The agency needs to ensure that all required screenings occur for staff in all positions before appointments or hiring decisions are made.
L76	The agency has and utilizes a system to track required trainings.	Three of four staff had not received the DDS mandated trainings including Signs and Symptoms, Incident Reporting, and Fire Safety as well as others. The agency needs to ensure that all staff receive all trainings mandated by DDS.
L83	Support staff are trained in human rights.	Three of four staff had not been trained in Human Rights. The agency needs to ensure staff receive training in Human Rights and Mandated Reporting.

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

Indicator #	Indicator	Area Needing Improvement
L5	There is an approved safety plan in home and work locations.	The agency's Safety Plan was expired, and 3 of 4 staff were not trained in the plan. The agency needs to ensure that their Safety Plan remains updated at least every two years, and update as individuals leave or enter the service and as their abilities and need for assistance changes.

**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.	Two individuals' Emergency Fact Sheets lacked required information including diagnoses and Health Care Proxy designations. The agency needs to ensure that all Emergency Fact Sheets contain all information required to ensure emergency personnel can provide effective interventions and support during an emergency.
☞ L11	All required annual inspections have been conducted.	The sprinkler system in the building had not received an annual servicing or inspection. The agency needs to ensure that an inspection by a professional occurs annually for the fire suppression system.
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	The hot water at the program registered under the range allowed. The agency needs to ensure that water temperatures are within the required range of 110-120 degrees Fahrenheit.
L30	Every porch, balcony, deck or roof used as a porch or deck has a wall or protective railing in good repair.	The rear exit steps had an exterior railing that was coming loose at the base. The agency needs to ensure that all railings are sturdy and secured.
☞ L38	Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).	One Health-related protocol did not reflect current MD orders available and three of four staff had not been trained in either of two health-related protocols. All Health-related protocols need to reflect current MD orders, and all staff need to be trained in health-related protocols.
L39	Special dietary requirements are followed.	Three of four staff had not received training in the one specially ordered diet. The agency needs to ensure that all staff are trained in specialized diets.
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 had published photos of individuals who attend the CBDS program. The agency's consent for the release of photographs did not contain information regarding where the photos were to be published. The agency needs to ensure that when photos are released the consent to do so contains information about where the photo has been published.
L80	Support staff are trained to recognize signs and symptoms of illness.	Three of four staff had not been trained in Signs and Symptoms as required. The agency needs to ensure that all staff are trained in Signs and Symptoms.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For one of three individuals, ISP assessments were submitted past the deadline. The agency needs to ensure that all required ISP assessments are submitted within the required timelines.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For one of three individuals, ISP support strategies were submitted past the deadline. The agency needs to ensure that all required ISP support strategies are submitted within the required timelines.

## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>5/6</b>	<b>1/6</b>	
<b>Employment and Day Supports</b>	<b>9/15</b>	<b>6/15</b>	
Community Based Day Services	9/15	6/15	
<b>Total</b>	<b>14/21</b>	<b>7/21</b>	<b>67%</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>
C4	The provider receives and utilizes input received from DDS and other stakeholders to inform service improvement efforts.	The agency has not used feedback obtained from various stakeholders in its performance improvement plan.

### **Community Based Day Services- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
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.	The agency has no system in place to ensure the solicitation of the individuals' feedback on the performance of the current staff working with them, nor was any feedback solicited. The agency needs to establish a system for regularly gathering feedback on current workers' performance. The system will need to ensure that the feedback is shared with the staff.
C40	Individuals are supported to explore, discover and connect with their personal interest and options for community involvement, personal interest and hobbies.	The agency was not supporting individuals to fully explore their personal interests and options for community involvement through multiple modalities. The agency needs to ensure they are assisting individuals to discover their interests for activities and community involvement through the use of a variety of methods including the use of media and internet searches, inventories, and trips into the community where they can be exposed to a variety of options.

**Community Based Day Services- Areas Needing Improvement on Standards not met:**

Indicator #	Indicator	Area Needing Improvement
C41	Individuals participate in activities, including those in the community, that reflect their interests and preferences.	The agency was not taking any individuals into the community to participate in activities reflecting their interests. The agency needs to ensure they are assisting individuals to plan and conduct frequent outings in the community that reflect their tastes and preferences.
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	The agency was not using any methods to assist individuals to explore a wide array of career or job interests. For those on a career path, the agency needs to ensure they are implementing a variety of methods to assist individuals in discovering areas of interest for future careers. Such methods could include skills or career interest surveys, field trips to explore work opportunities, or research and discovery through the use of media and online resources.
C46	Staff (Home Providers) support individuals to learn about and use generic community resources.	The agency did not support individuals to become aware of or use generic community resources. The agency needs to provide forums in which individuals can discuss, explore and visit generic community resources.
C47	Individuals have full access to the community through transportation available and/or provided.	The agency was not providing transportation for community outings, and individuals were not supported to access to the community. The agency needs to provide access to transportation for individuals.

## MASTER SCORE SHEET LICENSURE

Organizational: New Again Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	1/1	Met
L48	HRC	1/1	Met
L74	Screen employees	0/4	Not Met(0 % )
L76	Track trainings	1/4	Not Met(25.00 % )
L83	HR training	1/4	Not Met(25.00 % )

**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			5/5	<b>5/5</b>	<b>Met</b>
L5	Safety Plan	L			0/1	<b>0/1</b>	<b>Not Met (0 %)</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			3/5	<b>3/5</b>	<b>Not Met (60.0 %)</b>
L9 (07/21)	Safe use of equipment	I			4/5	<b>4/5</b>	<b>Met (80.0 %)</b>
℞ L11	Required inspections	L			0/1	<b>0/1</b>	<b>Not Met (0 %)</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>
L15	Hot water	L			0/1	<b>0/1</b>	<b>Not Met (0 %)</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>
L30	Protective railings	L			0/1	<b>0/1</b>	<b>Not Met (0 %)</b>

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L31	Communication method	I			5/5	5/5	Met
L32	Verbal & written	I			5/5	5/5	Met
L37	Prompt treatment	I			5/5	5/5	Met
L38	Physician's orders	I			0/2	0/2	Not Met (0 %)
L39	Dietary requirements	I			0/1	0/1	Not Met (0 %)
L49	Informed of human rights	I			5/5	5/5	Met
L50 (07/21)	Respectful Comm.	I			5/5	5/5	Met
L51	Possessions	I			5/5	5/5	Met
L52	Phone calls	I			5/5	5/5	Met
L54 (07/21)	Privacy	I			5/5	5/5	Met
L55	Informed consent	I			0/5	0/5	Not Met (0 %)
L77	Unique needs training	I			5/5	5/5	Met
L80	Symptoms of illness	L			0/1	0/1	Not Met (0 %)
L81	Medical emergency	L			1/1	1/1	Met
L85	Supervision	L			1/1	1/1	Met
L86	Required assessments	I			2/3	2/3	Not Met (66.67 %)
L87	Support strategies	I			2/3	2/3	Not Met (66.67 %)
L88	Strategies implemented	I			5/5	5/5	Met
L91	Incident management	L			1/1	1/1	Met
L93 (05/22)	Emergency back-up plans	I			5/5	5/5	Met
L94 (05/22)	Assistive technology	I			5/5	5/5	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			5/5	5/5	Met
<b>#Std. Met/# 42 Indicator</b>						31/42	
<b>Total Score</b>						33/47	
						70.21%	

## 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	0/1	Not Met (0 %)
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	0/5	Not Met (0 %)
C8	Family/guardian communication	5/5	Met
C13	Skills to maximize independence	5/5	Met
C37	Interpersonal skills for work	5/5	Met
C38 (07/21)	Habilitative & behavioral goals	4/5	Met (80.0 %)
C39 (07/21)	Support needs for employment	5/5	Met
C40	Community involvement interest	0/5	Not Met (0 %)
C41	Activities participation	0/5	Not Met (0 %)
C42	Connection to others	5/5	Met

### Community Based Day Services

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C43	Maintain & enhance relationship	5/5	<b>Met</b>
C44	Job exploration	0/5	<b>Not Met (0 %)</b>
C45	Revisit decisions	5/5	<b>Met</b>
C46	Use of generic resources	0/5	<b>Not Met (0 %)</b>
C47	Transportation to/ from community	0/5	<b>Not Met (0 %)</b>
C51	Ongoing satisfaction with services/ supports	5/5	<b>Met</b>