



**PROVIDER REPORT
FOR**

**NONOTUCK RESOURCE
ASSOCIATES
425 Prospect St
Northampton, MA 01060**

June 15, 2026

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider NONOTUCK RESOURCE ASSOCIATES

Review Dates 4/8/2026 - 4/15/2026

Service Enhancement Meeting Date 4/30/2026

Survey Team

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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	30 location (s) 31 audit (s)	Full Review	73/77 2 Year License 04/30/2026 - 04/30/2028		26 / 26 Certified 04/30/2026 - 04/30/2028
Placement Services	20 location (s) 21 audit (s)			Deemed	
ABI-MFP Placement Services	9 location(s) 9 audit (s)			Deemed	
Individual Home Supports	1 location(s) 1 audit (s)			Full Review	20 / 20
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) 5 audit (s)	Full Review	35/36 2 Year License 04/30/2026 - 04/30/2028		35 / 35 Certified 04/30/2026 - 04/30/2028
Community Based Day Services	1 location(s) 4 audit (s)			Full Review	15 / 15
Employment Support Services	1 location(s) 1 audit (s)			Full Review	14 / 14
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Nonotuck Resource Associates, Inc. headquartered in Northampton MA is a non-profit organization that provides services to individuals with Intellectual and Developmental Disabilities and Acquired Brain Injury throughout Massachusetts. The agency operates residential services that include placement, and ABI/MFP placement homes, individual home supports, and community-based day supports (CBDS) and employment services. The agency also operates satellite offices across the state to support individuals and contracts across various regions.

This 2026 survey conducted by The Department of Developmental Services (DDS) Office of Quality Enhancement included a full licensing review of Nonotuck's Residential and Employment/Day services, and a full certification review of the Planning and Quality Management Systems especially in relation to the agency's newer Individual Home Support services; employment, and CBDS services which underwent full certification reviews. Nonotuck is currently accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and was deemed for DDS Certification for the placement and ABI placement services in lieu of the CARF accreditation.

Organizationally, Nonotuck demonstrated its commitment to providing quality services to individuals, by successfully meeting licensure requirements around healthcare, workforce competency, and the promotion of increased independence for people. All critical indicators were met as the required standards were in place. The review found the tracking system for staff training to be effective in ensuring that training requirements in most support areas were completed. The agency tracked all staff training, including mandated and newer training, such as universal precautions, and procedures for preventing disease/virus transmission.

In the area of human rights, mandated reporting responsibilities were completed and incidents that rose to the level were reported to DPPC as required. Nonotuck's quality assurance department conducted agency-wide audits at least twice yearly utilizing a tool that dovetailed with the DDS OQE licensing indicators. The quality assurance committee also provided ongoing agency-wide technical support and training. Nonotuck had effective systems for meeting certification requirements in the services that were reviewed. This was evident in planning and quality management systems as well as within day services. Outcomes included the effectiveness of the agency's assessment processes, person-centered planning practices, and community partnerships for delivering high quality day services.

Within residential services, Onsite reviews by DDS surveyors found people's living environments to be clean and the general condition of homes to be in good repair. The homes also met the accessibility needs of the men and women who resided in them. In the area of rights and personal safety, individuals were supported to receive annual training on human rights and the reporting of abuse and neglect; and emergency backup plans to support people in the event of an emergency were in place. Nonotuck had effective methods for ensuring the provision of timely healthcare services that enabled individuals across all service types to maintain stable health. Record reviews and discussions with staff and individuals confirmed that annual physical and dental examinations were well supported in residential services; and staff across the agency were knowledgeable of medical emergency procedures and sought prompt medical treatments for individuals when needed. Medication was administered in accordance with Physician orders, and medical treatment protocols and procedures were well known to staff and were consistently correctly implemented. Nonotuck had safeguard and oversight practices in place at all sites particularly related to medical care, protocols, and devices. The agency also had effective methods for ensuring that staff were trained in all individuals' unique needs, including unique diagnosis and health conditions. Effective systems ensured that staff were trained in general signs and symptoms of illness, and other site-specific training.

Relative to lifestyle: Individuals were supported to live healthy lifestyles in their various homes; and

they had regular opportunities to engage in physical activities. Individuals were provided with healthy meal options; this included meal planning that centered around discussions of nutrition and healthy eating by staff and home providers who were trained in the nutrition standards outlined in Executive Order 509. Consistent monthly visits to shared-living homes and documentation by care managers and home care providers were evident throughout the review. Success was also noted around assistive technologies that promoted independence; individuals across all service types had been assessed for their needs in this area. Staff were trained and knowledgeable of the technologies in place, and supported individuals effectively to use the technologies. Communication with individuals was in line with the unique communication style of each person and occurred in a respectful manner.

The review of Nonotuck's CBDS and Employment services showed effective practices that promoted successful individual accomplishment in many licensing areas. Required standards for rights and personal safety were met. Individuals were trained and knowledgeable about their rights as people and as employees, and many were pursuing areas of interest both in career paths and leisure activities. Individuals were supported to develop contacts in the community, as well as maintaining these relationships. Staff were trained and knowledgeable about individuals' needs, and how to support them in the community and work, and during emergencies. In the CBDS program individual interests, preferences, and training needs in respect to community interest and gainful employment were well recognized. Individuals in CBDS were fully assessed and supported to pursue meaningful community involvement. Choice was evident throughout the CBDS programming, with many individuals actively engaged in their local communities by going to local bookstores, coffee shops, gyms, libraries, museums, parks and local restaurants. People were supported by regularly attending community events and fostering relationships with community members. The agency showed a strong commitment to ensuring that all individuals had the opportunity to provide feedback on new hires as well as on annual evaluation for the staff that worked with them.

In addition to the positive findings above: the survey identified some licensing areas that need greater attention to meet compliance. At the organizational level, Nonotuck's must ensure that the implementation and responses to corrective action plans occurs within DDS allotted timeframes.

Within residential services: updates to individuals' health care records must occur within the relevant timeframes. Medication treatment plans must be developed to include all the required information/components including data collection for sharing with prescribers. The use of restrictive interventions to address individuals' health and safety presentations must be implemented in the least restrictive manner and include provisions so as not to unduly restrict the rights of others. The continued need for the restrictions must also be outlined in a written plan with HRC approval.

As a result of the survey findings, Nonotuck will receive a Two-Year License for its residential service grouping (comprised of Placement, ABI Placement and IHS) with a score of 95% of licensing indicators met. The service is also certified for two years in lieu of the DDS IHS review and CARF accreditation of Placement and ABI Placement

Nonotuck's employment/day service grouping will also receive a Two-Year license having met 97% of licensing indicators in its employment and CBDS services. The service is certified for two years, having met 100% certification indicators.

Follow up on licensing standards that were not met in residential and day services will be conducted by Nonotuck within sixty days of the SEM meeting with results reported to DDS Office of Quality Enhancement.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/9	1/9	
Residential and Individual Home Supports	65/68	3/68	
Placement Services Individual Home Supports ABI-MFP Placement Services			
Critical Indicators	7/7	0/7	
Total	73/77	4/77	95%
2 Year License			
# indicators for 60 Day Follow-up		4	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/9	1/9	
Employment and Day Supports	27/27	0/27	
Community Based Day Services Employment Support Services			
Critical Indicators	2/2	0/2	
Total	35/36	1/36	97%
2 Year License			
# indicators for 60 Day Follow-up		1	

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

Indicator #	Indicator	Area Needing Improvement
L4	Action is taken when an individual is subject to abuse or neglect.	Eleven of the thirty-three corrective action plan responses were not submitted to the Area Offices within the allotted timeframes. Corrective action plans must be implemented as required and responses made to the respective DDS Area Offices within the designated timeframes.

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

Indicator #	Indicator	Area Needing Improvement
L43	The health care record is maintained and updated as required.	Eight of thirty-one health care records were not updated when significant medical information changed, including vaccinations, hospitalization and new diagnoses. The agency must ensure that Health Care Records are updated within 30 days of a significant medical event and annually around the time of the ISP meeting.
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.	At one location, environmental restrictions in place were not developed to be in a written plan that included all required components. When environmental restrictions exist within a home for one or more individuals, a written plan must be developed that includes teaching strategies aimed at eliminating need for the restriction. Strategies also need to be developed to mitigate the impact of the restriction on those who do not require it, and guardians need to be informed of these mitigation strategies. Additionally, all restrictive interventions must be reviewed by the human rights committee and incorporated into the individual's ISP.
L63	Medication treatment plans are in written format with required components.	Medication treatment plans for seven of twenty-one individuals did not include clear definitions of symptoms of the target behaviors being treated; were not written in measurable terms; were not developed for medications in use; and/or did not include the collection and maintenance of data. The agency must ensure that medication treatment plans are developed for all medications in use; include clear definitions of symptoms of the target behaviors being treated; are written in measurable terms; and include the collection and maintenance of data.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	20/20	0/20	
Individual Home Supports	20/20	0/20	
Total	26/26	0/26	100%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	29/29	0/29	
Community Based Day Services	15/15	0/15	
Employment Support Services	14/14	0/14	
Total	35/35	0/35	100%
Certified			

MASTER SCORE SHEET LICENSURE

Organizational: NONOTUCK RESOURCE ASSOCIATES

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓜ L2	Abuse/neglect reporting	35/35	Met
L3	Immediate Action	15/15	Met
L4	Action taken	22/33	Not Met(66.67 %)
L48	HRC	2/2	Met
L66	HRC restraint review	2/2	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	4/4	Met
L76	Track trainings	17/20	Met(85.00 %)
L83	HR training	20/20	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I		1/1	21/21			9/9	31/31	Met
L5	Safety Plan	L			18/20			9/9	27/29	Met (93.10 %)
Ⓡ L6	Evacuation	L			19/20			9/9	28/29	Met (96.55 %)
L8	Emergency Fact Sheets	I		1/1	20/21			7/9	28/31	Met (90.32 %)
L10	Reduce risk interventions	I			4/4			3/3	7/7	Met
Ⓡ L11	Required inspections	L			18/19			9/9	27/28	Met (96.43 %)
Ⓡ L12	Smoke detectors	L			18/19			6/9	24/28	Met (85.71 %)
Ⓡ L13	Clean location	L			19/19			9/9	28/28	Met
L14	Site in good repair	L			19/19			8/8	27/27	Met
L15	Hot water	L			17/19			8/9	25/28	Met (89.29 %)
L16	Accessibility	L			19/19			9/9	28/28	Met
L17	Egress at grade	L			19/19			9/9	28/28	Met
L19	Bedroom location	L			7/7				7/7	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L21	Safe electrical equipment	L			19/19			9/9	28/28	Met
L24	Locked door access	L			17/18				17/18	Met (94.44 %)
L26	Walkway safety	L			19/19			9/9	28/28	Met
L27	Pools, hot tubs, etc.	L			6/6			2/3	8/9	Met (88.89 %)
L29	Rubbish /combustibles	L			18/19			9/9	27/28	Met (96.43 %)
L30	Protective railings	L			19/19			8/8	27/27	Met
L31	Communication method	I		1/1	21/21			9/9	31/31	Met
L32	Verbal & written	I		1/1	21/21			9/9	31/31	Met
L33	Physical exam	I		1/1	20/20			9/9	30/30	Met
L34	Dental exam	I		1/1	20/20			9/9	30/30	Met
L35	Preventive screenings	I		1/1	19/21			7/9	27/31	Met (87.10 %)
L36	Recommended tests	I		1/1	17/21			7/9	25/31	Met (80.65 %)
L37	Prompt treatment	I		1/1	21/21			9/9	31/31	Met
L38	Physician's orders	I			9/9			7/8	16/17	Met (94.12 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L39	Dietary requirements	I			6/6			5/5	11/11	Met
L41	Healthy diet	L		1/1	20/20			9/9	30/30	Met
L42	Physical activity	L		1/1	20/20			9/9	30/30	Met
L43	Health Care Record	I		0/1	16/21			7/9	23/31	Not Met (74.19 %)
L46	Med. Administration	I			18/18			8/8	26/26	Met
L47	Self medication	I		1/1	5/5			3/3	9/9	Met
L49	Informed of human rights	I		1/1	21/21			9/9	31/31	Met
L50 (07/21)	Respectful Comm.	I		1/1	21/21			9/9	31/31	Met
L51	Possessions	I		1/1	21/21			9/9	31/31	Met
L52	Phone calls	I		1/1	21/21			9/9	31/31	Met
L53	Visitation	I		1/1	21/21			9/9	31/31	Met
L54 (07/21)	Privacy	I		1/1	21/21			9/9	31/31	Met
L55	Informed consent	I		1/1	2/2			2/2	5/5	Met
L56	Restrictive practices	I			0/1				0/1	Not Met (0 %)
L57	Written behavior plans	I			1/1				1/1	Met
L60	Data maintenance	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/Rated	Rating
L61	Health protection in ISP	I			7/7			5/5	12/12	Met
L62	Health protection review	I			1/1				1/1	Met
L63	Med. treatment plan form	I		1/1	10/13			3/7	14/21	Not Met (66.67 %)
L64	Med. treatment plan rev.	I		1/1	11/13			6/6	18/20	Met (90.0 %)
L67	Money mgmt. plan	I		1/1	17/18			4/4	22/23	Met (95.65 %)
L68	Funds expenditure	I		1/1	14/17			3/3	18/21	Met (85.71 %)
L69	Expenditure tracking	I			14/17			3/3	17/20	Met (85.00 %)
L70	Charges for care calc.	I		1/1	20/20			9/9	30/30	Met
L71	Charges for care appeal	I		1/1	21/21			9/9	31/31	Met
L77	Unique needs training	I		1/1	21/21			9/9	31/31	Met
L78	Restrictive Int. Training	L			5/5			1/1	6/6	Met
L80	Symptoms of illness	L		1/1	20/20			7/7	28/28	Met
L81	Medical emergency	L		1/1	20/20			9/9	30/30	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L84	Health protect. Training	I			7/7			5/5	12/12	Met
L85	Supervision	L		1/1	19/19			9/9	29/29	Met
L86	Required assessments	I		1/1	13/18			6/6	20/25	Met (80.0 %)
L87	Support strategies	I		1/1	14/18			6/6	21/25	Met (84.00 %)
L88	Strategies implemented	I		1/1	20/20			9/9	30/30	Met
L89	Complaint and resolution process	L						9/9	9/9	Met
L90	Personal space/ bedroom privacy	I		1/1	20/20			9/9	30/30	Met
L91	Incident management	L		1/1	18/20			7/9	26/30	Met (86.67 %)
L93 (05/22)	Emergency back-up plans	I		1/1	21/21			9/9	31/31	Met
L94 (05/22)	Assistive technology	I		1/1	21/21			8/9	30/31	Met (96.77 %)
L96 (05/22)	Staff training in devices and applications	I			16/16			5/5	21/21	Met

Ind. #	Ind.	Loc. or Indiv.	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			0/1			3/3	3/4	Met
#Std. Met/# 68 Indicator									65/68	
Total Score									73/77	
									94.81%	

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	1/1		4/4	5/5	Met
L8	Emergency Fact Sheets	I	1/1		4/4	5/5	Met
L9 (07/21)	Safe use of equipment	I			1/1	1/1	Met
L31	Communication method	I	1/1		4/4	5/5	Met
L32	Verbal & written	I	1/1		4/4	5/5	Met
L37	Prompt treatment	I	1/1		4/4	5/5	Met
R L38	Physician's orders	I	1/1		2/2	3/3	Met
L49	Informed of human rights	I	1/1		4/4	5/5	Met
L50 (07/21)	Respectful Comm.	I	1/1		4/4	5/5	Met
L51	Possessions	I	1/1		4/4	5/5	Met
L52	Phone calls	I	1/1		4/4	5/5	Met
L54 (07/21)	Privacy	I	1/1		4/4	5/5	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L55	Informed consent	I	1/1			1/1	Met
L61	Health protection in ISP	I	1/1		1/1	2/2	Met
L63	Med. treatment plan form	I			2/2	2/2	Met
L77	Unique needs training	I	1/1		4/4	5/5	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		1/1	2/2	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	1/1		4/4	5/5	Met
L87	Support strategies	I	1/1		4/4	5/5	Met
L88	Strategies implemented	I	1/1		4/4	5/5	Met
L91	Incident management	L	1/1		1/1	2/2	Met
L93 (05/22)	Emergency back-up plans	I	1/1		4/4	5/5	Met
L94 (05/22)	Assistive technology	I	1/1		4/4	5/5	Met
L96 (05/22)	Staff training in devices and applications	I	1/1		2/2	3/3	Met
#Std. Met/# 27 Indicator						27/27	
Total Score						35/36	
						97.22%	

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

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
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
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	4/4	Met
C8	Family/guardian communication	4/4	Met
C13	Skills to maximize independence	4/4	Met
C37	Interpersonal skills for work	3/3	Met
C38 (07/21)	Habilitative & behavioral goals	3/3	Met
C39 (07/21)	Support needs for employment	3/3	Met
C40	Community involvement interest	4/4	Met
C41	Activities participation	4/4	Met
C42	Connection to others	4/4	Met
C43	Maintain & enhance relationship	4/4	Met
C44	Job exploration	4/4	Met
C45	Revisit decisions	4/4	Met
C46	Use of generic resources	4/4	Met
C47	Transportation to/ from community	4/4	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C26	Benefits analysis	1/1	Met
C28	Relationships w/businesses	1/1	Met
C30	Work in integrated settings	1/1	Met
C31	Job accommodations	1/1	Met
C32	At least minimum wages earned	1/1	Met
C33	Employee benefits explained	1/1	Met
C34	Support to promote success	1/1	Met
C35	Feedback on job performance	1/1	Met
C36	Supports to enhance retention	1/1	Met
C47	Transportation to/ from community	1/1	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C50	Involvement/ part of the Workplace culture	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met