



**PROVIDER REPORT
FOR
OAKDALE FOUNDATION
16 Oak St
Great Barrington, MA 01230**

November 06, 2025

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider OAKDALE FOUNDATION

Review Dates 9/3/2025 - 9/9/2025

Service Enhancement Meeting Date 9/23/2025

Survey Team Andrea Comeau (TL)

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	62/68 2 Year License 09/23/2025 - 09/23/2027		27 / 27 Certified 09/23/2025 - 09/23/2027
Individual Home Supports	2 location(s) 3 audit (s)			Full Review	21 / 21
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

The Oakdale Foundation is a non-profit agency, founded in 1981, which provides Individual Home Supports to individuals in settings where they receive less than 24-hour support. The individuals at Oakdale have a range of support needs, including developmental disabilities and mental health diagnoses. They reside in two large Victorian-style homes built in 1900, located in Great Barrington and close to the downtown area.

For this 2025 survey cycle, The Department of Developmental Services (DDS) Office of Quality Enhancement (OQE) conducted a full licensing and certification review of The Oakdale Foundation's Residential Services Grouping which was comprised of the Individual Home Supports (IHS) Service. All applicable licensing and certification indicators were reviewed by DDS/OQE as part of this survey.

As an organization, the Oakdale Foundation demonstrated commitment to providing high-quality services to the individuals supported in IHS. As part of their strategic plan, the agency had taken steps to address the maintenance and upkeep of their two homes. It hired a home inspection company to complete inspections of both properties. The Oakdale Foundation in turn prioritized needed repairs and developed a plan to address the identified upkeep needs to ensure the safety and well-being of the men and women residing in them. In addition to the physical settings, further commitment was noted through the agency's success in meeting licensure requirements around workforce competency. The review of the agency's systems found that the tracking of staff training was effective in ensuring that all training requirements were met, including DDS mandated and newer trainings, such as universal precautions, and procedures for preventing disease/virus transmission. Additionally, staff were trained and knowledgeable of the unique needs of everyone they supported.

Effective systems were also noted in the areas of personal safety, healthcare support, and assistive technology. Regarding personal safety, individuals received annual training on human rights and the reporting of abuse and neglect. Emergency back up plans were in place in the event of emergencies; individuals were aware of what to do in the event of an emergency and who to contact if needed. Within the healthcare domain, positive findings were noted regarding the support offered to the men and women to maintain good health. Annual physical and dental examinations were well supported, and staff were knowledgeable of medical emergency procedures and sought prompt medical treatment for individuals when needed. Staff provided education and encouraged individuals to make healthy food choices and engage in physical activity. Most of the individuals took frequent walks into town and enjoyed their membership of the Berkshire South Community Center. Success was also noted around assistive technology. The agency assessed each of the men and women receiving services for technology that could be utilized, and assistive technology was obtained when the need was identified. Staff were trained and knowledgeable of the technologies in place and supported individuals effectively to use them, increasing or maintaining their current level of independence.

Further findings of the licensing review demonstrated that Oakdale provided effective support in funds management and skill development. Funds management plans were in place for individuals who required assistance and were accompanied by training plans to promote greater independence in budgeting and making purchases. Staff-assisted transactions were tracked appropriately, and review of documentation and receipts showed that spending was prompted by individuals' choices and desires. Additionally, individuals were supported to establish and implement individualized goals as part of the Individual Support Plan (ISP) process to further their independence at home and in the community.

Within the realm of certification, strengths were noted in the areas of choice and growth as well as supporting and enhancing relationships. The individuals in IHS made choices daily regarding their routines, meals, the company they kept, and leisure activities. Additionally, living spaces were decorated to reflect people's personal taste. Regarding relationships, friendships were fostered both within the homes as well as in the community. Annual sexuality training was provided to all the men

and women living in these homes and staff were knowledgeable and supportive of their needs and preferences.

Positive findings were also noted around community access and integration. The men and women were supported to become fully engaged in their local community, enrolling in classes at Community Access to Arts (CATA), accessing public transportation and often walking to a desired destination in town.

In addition to the positive findings discussed above, the review identified licensing areas in need of further attention. These included environmental safety, healthcare, and human rights. Regarding environmental safety, the agency needs to ensure that all exit doors are easily operable by hand from the inside; that the exterior of the home is in good condition; and all electrical equipment is safely maintained. In the area of healthcare, emergency fact sheets and health care records must be updated and kept current. Lastly, in the domain of human rights, individuals should be afforded privacy when attending to personal matters.

Within the Individual Home Supports service grouping, The Oakdale Foundation received a rating of Met in 91% of licensing indicators, including all critical indicators, and will be issued a Two-Year License for the Residential Service Grouping. The agency also received a rating of Met in 100% of certification indicators and is fully certified.

Follow-up on all licensing indicators that were not met during the survey will be completed by The Oakdale Foundation and the results submitted to the DDS Office of Quality Enhancement (OQE) within 60 days of the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	5/5	0/5	
Residential and Individual Home Supports	57/63	6/63	
Individual Home Supports			
Critical Indicators	7/7	0/7	
Total	62/68	6/68	91%
2 Year License			
# indicators for 60 Day Follow-up		6	

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.	For two individuals, Emergency Fact Sheets did not reflect current information, including medical diagnoses. The agency needs to ensure that Emergency Fact Sheets are current, accurately address all required information, and are available at the site where individuals receive services.
L20	Exit doors are easily operable by hand from inside without the use of keys.	At one location, an exit door leading to an emergency egress was not easily operable from the inside. The agency needs to ensure all exit doors are easily operable by hand from inside.
L21	Electrical equipment is safely maintained.	At one location, an electrical outlet located near the kitchen sink was not mounted properly to the wall. The agency needs to ensure all electrical systems and equipment are maintained for the safety of the individuals.
L30	Every porch, balcony, deck or roof used as a porch or deck has a wall or protective railing in good repair.	At one location, the threshold leading to an egress was in disrepair. The agency needs to ensure the exterior of the home is in good condition and free from peeling, rotted, rusted, and dented parts.
L43	The health care record is maintained and updated as required.	For one individual, the Health Care Record was not updated in HCSIS at the time of the annual ISP or when significant medical information changed, including vaccinations, hospitalization and new diagnoses. The agency needs to ensure that Health Care Records are updated in HCSIS annually and when significant medical information changes throughout the year.

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

Indicator #	Indicator	Area Needing Improvement
L54 (07/21)	Individuals have privacy when taking care of personal needs and discussing personal matters.	For one individual, the door to the half-bathroom in her apartment did not close properly. The agency needs to ensure individuals are afforded privacy when taking care of their personal needs.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	21/21	0/21	
Individual Home Supports	21/21	0/21	
Total	27/27	0/27	100%
Certified			

MASTER SCORE SHEET LICENSURE

Organizational: OAKDALE FOUNDATION

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
℞ L2	Abuse/neglect reporting	2/2	Met
L48	HRC	1/1	Met
L74	Screen employees	1/1	Met
L76	Track trainings	3/3	Met
L83	HR training	3/3	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		2/2					2/2	Met
℞ L6	Evacuation	L		2/2					2/2	Met
L8	Emergency Fact Sheets	I		1/3					1/3	Not Met (33.33%)
L9 (07/21)	Safe use of equipment	I		3/3					3/3	Met
℞ L11	Required inspections	L		2/2					2/2	Met
℞ L12	Smoke detectors	L		2/2					2/2	Met
℞ L13	Clean location	L		2/2					2/2	Met
L14	Site in good repair	L		2/2					2/2	Met
L15	Hot water	L		2/2					2/2	Met
L16	Accessibility	L		2/2					2/2	Met
L17	Egress at grade	L		2/2					2/2	Met
L18	Above grade egress	L		2/2					2/2	Met
L20	Exit doors	L		1/2					1/2	Not Met (50.0%)

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		1/2					1/2	Not Met (50.0%)
L22	Well-maintained appliances	L		2/2					2/2	Met
L23	Egress door locks	L		2/2					2/2	Met
L24	Locked door access	L		2/2					2/2	Met
L25	Dangerous substances	L		2/2					2/2	Met
L26	Walkway safety	L		2/2					2/2	Met
L29	Rubbish/combustibles	L		2/2					2/2	Met
L30	Protective railings	L		1/2					1/2	Not Met (50.0%)
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

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L37	Prompt treatment	I		3/3					3/3	Met
L40	Nutritional food	L		2/2					2/2	Met
L41	Healthy diet	L		2/2					2/2	Met
L42	Physical activity	L		2/2					2/2	Met
L43	Health Care Record	I		0/1					0/1	Not Met (0 %)
L44	MAP registration	L		2/2					2/2	Met
L45	Medication storage	L		1/1					1/1	Met
L46	Med. Administration	I		2/2					2/2	Met
L47	Self medication	I		2/2					2/2	Met
L49	Informed of human rights	I		3/3					3/3	Met
L50 (07/21)	Respectful Comm.	I		3/3					3/3	Met
L51	Possessions	I		3/3					3/3	Met
L52	Phone calls	I		3/3					3/3	Met
L53	Visitation	I		3/3					3/3	Met
L54 (07/21)	Privacy	I		2/3					2/3	Not Met (66.67 %)
L55	Informed consent	I		3/3					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
L56	Restrictive practices	I		1/1					1/1	Met
L63	Med. treatment plan form	I		2/2					2/2	Met
L64	Med. treatment plan rev.	I		2/2					2/2	Met
L67	Money mgmt. plan	I		2/2					2/2	Met
L68	Funds expenditure	I		2/2					2/2	Met
L69	Expenditure tracking	I		2/2					2/2	Met
L77	Unique needs training	I		3/3					3/3	Met
L80	Symptoms of illness	L		2/2					2/2	Met
L81	Medical emergency	L		2/2					2/2	Met
L82	Medication admin.	L		2/2					2/2	Met
L85	Supervision	L		2/2					2/2	Met
L86	Required assessments	I		1/1					1/1	Met
L87	Support strategies	I		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
L88	Strategies implemented	I		3/3					3/3	Met
L90	Personal space/bedroom privacy	I		3/3					3/3	Met
L91	Incident management	L		2/2					2/2	Met
L93 (05/22)	Emergency back-up plans	I		3/3					3/3	Met
L94 (05/22)	Assistive technology	I		3/3					3/3	Met
L96 (05/22)	Staff training in devices and applications	I		3/3					3/3	Met
#Std. Met/# 63 Indicator									57/63	
Total Score									62/68	
									91.18%	

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	3/3	Met
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	3/3	Met
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	2/2	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
C21	Coordinate outreach	3/3	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	3/3	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	3/3	Met