

DEPARTMENT OF DEVELOPMENTAL SERVICES

LICENSURE AND CERTIFICATION

Mid-Cycle Review Final Report

Provider Opportunities for Inclusion

Provider Address 56 Chestnut St, Waltham

Survey Team Bullard,David;

Date(s) of Review 12-MAY-25 to 14-MAY-25

Mid-Cycle Scope and results :					
Service Grouping	Licensure level and duration	# Indicators std. met/ std. rated at Mid-Cycle	Sanction status prior to Mid-Cycle	Combined Results post-Mid-Cycle;	Sanction status post Mid-Cycle
Employment and Day Supports 4 Locations 13 Audits	Defer Licensure	9/18	<input checked="" type="checkbox"/> Eligible for new business <input type="checkbox"/> Ineligible for new business.	2 Year License with Mid-Cycle Review 44/53 (83.02%)	<input checked="" type="checkbox"/> Eligible for New Business (80% or more std. met; no critical std. not met) <input type="checkbox"/> Ineligible for New Business (<=80% std met and/or more critical std. not met)

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Summary of Ratings

Organizational Areas Needing Improvement on Standards not met:

Indicator #	L48
Indicator	HRC
Area Need Improvement	Opportunities for Inclusion was affiliated with another agency's Human Rights committee, but the minutes did not reflect consistent attendance by OFI staff at meetings, and discussion of OFI individual matters. The agency must ensure that it's individuals are better represented on the human rights committee.
Status at mid-cycle	During the year reviewed at Mid-Cycle, Opportunities for Inclusion developed and convened a new agency Human Rights Committee. The HRC membership, and required member attendance requirements were met, the HRC met four times and reviewed relevant materials. The agency is encouraged to actively recruit more individuals/family members/advocates so that member attendance in that category can always be upheld in the future. The agency is also encouraged to connect regularly with the DDS Regional Human Rights Specialist to review and revise it's HRC by-laws, so that all requirements including that of quorum definition is consistent with DDS regulatory standards.
#met /# rated at mid-cycle	1/1
Rating	MET

Indicator #	L76
Indicator	Track trainings
Area Need Improvement	The agency did not have an effective staff training tracking system, a way to ensure that all staff are current in all mandated DDS trainings. The agency must develop and utilize an effective system to track staff compliance with DDS mandated trainings.
Status at mid-cycle	Four of four employees reviewed at mid-cycle had completed all required mandated DDS trainings.

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#met /# rated at mid-cycle	4/4
Rating	MET

Employment and Day Supports Areas Needing Improvement on Standards not met:

Indicator #	L1
Indicator	Abuse/neglect training
Area Need Improvement	Three of the thirteen individuals were not trained on how to report alleged abuse or neglect. The agency needs to ensure that all individuals are trained, and guardians are provided with information on how to report alleged abuse/ neglect.
Status at mid-cycle	Three of the thirteen individuals had not received annual training in how to report alleged abuse or neglect. The agency needs to ensure that all individuals receive annual training in how to report abuse or neglect, and that guardians are provided with information on how to report alleged abuse/ neglect.
#met /# rated at mid-cycle	10/13
Rating	NOT MET

Indicator #	L5
Indicator	Safety Plan
Area Need Improvement	At one of the two locations, an approved safety plan was not present, and staff were not trained. The agency needs to ensure that a DDS approved safety plan is in place at all locations and staff are trained on them.
Status at mid-cycle	At the CBDS location reviewed at Mid-Cycle there was an approved location safety plan and staff were trained on the contents of that plan.
#met /# rated at mid-cycle	1/1
Rating	MET

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Indicator #	L8
Indicator	Emergency Fact Sheets
Area Need Improvement	For four of thirteen individuals, emergency fact sheets were not current and accurate. The agency must ensure that individual's emergency fact sheets are current and accurate.
Status at mid-cycle	For thirteen of thirteen individuals, emergency fact sheets were current, accurate and contained all required components.
#met /# rated at mid-cycle	13/13
Rating	MET

Indicator #	L12
Indicator	Smoke detectors
Area Need Improvement	There was no current fire safety inspection at one of two locations. The agency needs to ensure that smoke detectors and carbon monoxide detectors and other essential elements of the fire alarm systems required for evacuation are inspected and operational.
Status at mid-cycle	At the CBDS location reviewed at Mid-Cycle, there was a current fire safety inspection showing that essential elements of the fire alarm system required for evacuation were inspected and operational.
#met /# rated at mid-cycle	1/1
Rating	MET

Indicator #	L38
Indicator	Physician's orders
Area Need Improvement	For one person, staff were not trained/knowledgeable on the person's specific treatment protocol. The provider must ensure that physicians' orders and medical treatment protocols are familiar to staff and implemented as required.
Status at mid-cycle	For two individuals, staff were trained/knowledgeable on specific treatment

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	protocols. The medical treatment protocols were being implemented as required.
#met /# rated at mid-cycle	2/2
Rating	MET

Indicator #	L39
Indicator	Dietary requirements
Area Need Improvement	Staff were not trained on the person's specific dining protocols. The agency needs to ensure that all staff are trained, and special dietary requirements are followed.
Status at mid-cycle	For one individual who had special dietary requirements, staff were trained on the individuals specific dining protocols, and special dietary requirements were being followed.
#met /# rated at mid-cycle	1/1
Rating	MET

Indicator #	L49
Indicator	Informed of human rights
Area Need Improvement	Three of the thirteen individuals were not trained on human rights and grievance procedures. The agency must ensure that all individuals are trained, and guardians are provided with information on human rights and how to file a grievance.
Status at mid-cycle	Three of the thirteen individuals were not trained in human rights and grievance procedures. The agency must ensure that all individuals receive annual training in human rights, and guardians are provided with information on human rights and how to file a grievance.
#met /# rated at mid-cycle	10/13
Rating	NOT MET

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Indicator #	L61
Indicator	Health protection in ISP
Area Need Improvement	For two individuals, supportive devices and equipment outlines did not contain all required components, and/or were not authorized by a healthcare professional. The agency needs to ensure that supportive devices and equipment used by individuals are properly outlined and authorized by a healthcare practitioner.
Status at mid-cycle	For five individuals who had supportive devices and equipment, accompanying documentation included all required components, including authorization by a healthcare professional.
#met /# rated at mid-cycle	5/5
Rating	MET

Indicator #	L80
Indicator	Symptoms of illness
Area Need Improvement	The training the agency offered to staff on the signs and symptoms of illness did not incorporate the full "health observations guidelines" and "just not right" information. The agency needs to ensure all staff are trained on the signs of symptoms of illness using curriculums that include information in DDS's Health Observation Guidelines as well as Just Not Right.
Status at mid-cycle	The agency ensured that staff at all locations were trained on the signs of symptoms of illness using curriculums that include information in DDS's Health Observation Guidelines as well as Just Not Right.
#met /# rated at mid-cycle	4/4
Rating	MET

Indicator #	L84
Indicator	Health protect. Training
Area Need Improvement	For two individuals, staff were not trained on the correct utilization of health-

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	related protections and supports. The agency must ensure that staff who work with individuals who utilize health-related equipment and supports, are trained on the correct utilization of the devices.
Status at mid-cycle	For three of five individuals, staff had received training on the correct utilization of health-related protections and supports, but were not documenting the care, maintenance, and safety checks on each piece of equipment used as outlined in the health-related support documentation on file. The agency needs to ensure that staff are fully trained in how to safely and effectively implement the use of each person's health-related protections and supports.
#met /# rated at mid-cycle	2/5
Rating	NOT MET

Indicator #	L85
Indicator	Supervision
Area Need Improvement	At all three locations, issues uncovered in different domains pointed to a lack of consistent oversight, supervision, and staff development. The agency needs to provide consistent oversight, supervision, and staff development to ensure effective supports.
Status at mid-cycle	The agency does not currently have an agency wide supervision policy from which day and employment services practices and procedures can align. The agency must develop policies and procedures which outline such topics as the frequency of individual staff supervision and meetings, and the agency needs to implement these policies and procedures across its day and employment services.
#met /# rated at mid-cycle	0/4
Rating	NOT MET

Indicator #	L86
Indicator	Required assessments

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Area Need Improvement	For two of three individuals, the agency did not submit ISP assessments within the required timeframe. The agency must ensure that required assessments are submitted at least 15 days in advance of the ISP meeting.
Status at mid-cycle	For six of eight individuals, the agency did not submit ISP assessments within the required timeframe. The agency must ensure that required assessments are submitted at least 15 days in advance of the ISP meeting.
#met /# rated at mid-cycle	2/8
Rating	NOT MET

Indicator #	L87
Indicator	Support strategies
Area Need Improvement	For two of three individuals, the agency did not submit provider support strategies within the required timeframe. The agency must ensure that provider support strategies are submitted at least 15 days in advance of the ISP meeting.
Status at mid-cycle	For six of eight individuals, the agency did not submit provider support strategies within the required timeframe. The agency must ensure that provider support strategies are submitted at least 15 days in advance of the ISP meeting.
#met /# rated at mid-cycle	2/8
Rating	NOT MET

Indicator #	L88
Indicator	Strategies implemented
Area Need Improvement	For four of eight individuals, agreed upon objectives as part of their ISP goals were not properly and consistently implemented. The agency must ensure that individual's ISP objectives for which it has responsibility are properly and consistently implemented.
Status at mid-cycle	For ten of thirteen individuals, agreed upon objectives as part of their ISP goals were not properly and consistently implemented. The agency must

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	ensure that individual's ISP objectives for which it has responsibility are properly and consistently implemented.
#met /# rated at mid-cycle	3/13
Rating	NOT MET

Indicator #	L91
Indicator	Incident management
Area Need Improvement	At two of the three sites, incidents were not submitted and/ or finalized within the mandated timelines. The agency must ensure that incidents are submitted and finalized within the mandated timelines
Status at mid-cycle	At two of the four sites, incidents were not submitted and/ or finalized within the mandated timelines. The agency must ensure that incidents are submitted and finalized within the mandated timelines, including finalization within 7 business days.
#met /# rated at mid-cycle	2/4
Rating	NOT MET

Indicator #	L94 (05/22)
Indicator	Assistive technology
Area Need Improvement	All thirteen individuals reviewed were not assessed for assistive technologies that could help promote their independence. The agency needs to ensure that all individuals are assessed and supported to have assistive technologies that could maximize their independence.
Status at mid-cycle	Three of thirteen individuals reviewed were not assessed for assistive technologies that could help promote their independence. The agency needs to ensure that all individuals are assessed and supported to have assistive technologies that could maximize their independence.
#met /# rated at mid-cycle	10/13
Rating	NOT MET