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| **PROVIDER REPORT FOR** |

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| **Opportunity Works, Inc.10 Opportunity Way Newburyport, MA 01950**  |

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| **Version** |

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| **Provider Web Report** |

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| **Prepared by the Department of Developmental ServicesOFFICE OF QUALITY ENHANCEMENT** |

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| **SUMMARY OF OVERALL FINDINGS** |

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| **Provider** |

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| Opportunity Works, Inc. |

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| **Review Dates** |

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| 1/30/2017 - 2/3/2017 |

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| **Service Enhancement Meeting Date** |

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| 2/17/2017 |

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| **Survey Team** |

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| Steve Goldberg |
| Anne Carey (TL) |
| Jennifer Conley-Sevier |

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| **Citizen Volunteers** |

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| **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) 8 audit (s)  | Full Review | 67 / 69 2 Year License 02/17/2017 - 02/17/2019 |  | 41 / 42 Certified 02/17/2017 - 02/17/2019 |
| Community Based Day Services | 1 location(s) 4 audit (s)  |  |  | Full Review | 14 / 14 |
| Employment Support Services | 1 location(s) 4 audit (s)  |  |  | Full Review | 21 / 22 |
| Planning and Quality Management |   |  |  | Full Review | 6 / 6 |

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| **EXECUTIVE SUMMARY :** |

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| Opportunity Works Inc. is a non-profit agency serving more than 246 individuals with developmental disability and acquired brain injury from the Merrimack Valley and North Shore communities. Established in 1974, services include Employment Supports, Community Based Day Services (CBDS) and Day Habilitation supports. The scope of this survey was a full review of all licensing and certification indicators.Since the previous survey in 2015, the agency has moved its Haverhill program site to a new location (May 2015) which now provides a more pleasant and positive physical environment for all individuals who receive services at that location.Opportunity Works continues to operate "Project Search" job readiness internship program in partnership with Northern Essex Community College (NECC). Many individuals receiving Community Based Day Services now also have the opportunity to take non-credit courses at NECC which for those who have participated has enhanced community membership. Opportunity Works continues to run the "OpArt" program, a successful collaboration with the Newburyport Art Association (NAA). Volunteers from NAA teach art to interested individuals who create pieces which are displayed and sold at venues around the community. In addition, Opportunity Works has continued to work towards building new community partnerships as evidenced by the development of new volunteer sites for community based day participants at a variety of not for profit organizations within the greater community. As a result, individuals are afforded the opportunity to fulfill valued roles as volunteers while building skills that would assist in future employment opportunities.The agency transportation contract has been extended and expanded to a fleet of 38 vehicles. These vehicles are available for use throughout the day and have led to an increase in individuals being able to access the local community on a regular basis. Community based day services now offer an increase in community activities each week for example, the MSPCA, the YWCA, local library, grocery shopping at local stores for kitchen skills groups, and volunteering.Opportunity Works has strong systems for data collection, as evidenced through the review of the thorough completion of daily documentation for individual behavior plans, behavior modifying medication treatment plans and ISP objectives. Strength in this area has led to increased accuracy in behavioral data and a decrease in the number of behavioral support plans within the community based day program. Additionally, support staff were observed to be very knowledgeable of the unique needs of each of the individuals they supported and were highly responsive to individuals' environmental and clinical needs.The agency is working towards completing new assessments tools including a "Positive Personal Profile" and "Who Am I?" profile for all individuals served. The agency is encouraged to continue its efforts and move forward as planned with implementation of service development based upon responses and findings. For example, the agency is noted to have worked hard on ensuring that most individuals were assessed for assistive technology needs and for career and general interests with a view to acting upon these new findings in the future. Some areas requiring further attention were identified during the survey. In the area of licensure there were a couple of issues that should be addressed. Firstly, the agency has a Human Rights Committee which meets regularly. However, the attendance of its lawyer for each scheduled meeting was inconsistent.Secondly the agency needs to ensure that any photo and media consents have a clearly defined purpose and contains specific information about the consent and use of the image to be used, with that image attached to the consent. In the area of certification, it was noted that the agency has worked to incorporate many of th new and strengthned standards recently implemented by DDS in response to the Centers for Medicare and Medicaid Services (CMS) requirements of the Community Rule. For example, the agency has recently completed several career planning documents, interest inventories and personal assessments. The agency should also focus on benefits analysis for individuals in positions of employment and those about to enter positions of employment as part of the career planning process. As a result of this licensing and certification survey, Opportunity Works met 97% of the licensing indicators reviewed with all critical indicators rated as met. The agency is certified having received a rating of met in 98% of certification indicators reviewed. As a result, Opportunity Works will receive a Two Year License for its Employment and Community Based Day Supports Programs. Due to this very positive outcome, the agency is enabled to complete its own follow-up of the indicators that were not met. |

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| **LICENSURE FINDINGS** |

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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Organizational** | **9/10** | **1/10** |  |
| **Employment and Day Supports** | **58/59** | **1/59** |  |
|  Community Based Day Services Employment Support Services |  |  |  |
| **Critical Indicators** | **8/8** | **0/8** |  |
| **Total** | **67/69** | **2/69** | **97%** |
| **2 Year License** |  |  |  |
| **# indicators for 60 Day Follow-up** |  | **2** |  |

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|  | **Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:** |
|  | **Indicator #** | **Indicator** | **Area Needing Improvement** |
|  |  L48 | The agency has an effective Human Rights Committee. | The agency's Human Rights Committee membership has the mandated composition. However, quarterly meetings do not reflect all members being in attendance, i.e. the committee attorney did not attend in person six out of the eight meetings reviewed during this survey. The HRC needs to meet regulatory requirements for membership.  |

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|  | **Employment/Day Commendations on Standards Met:** |
|  | **Indicator #** | **Indicator** | **Commendations** |
|  |  L77 | The agency assures that staff are familiar with and trained to support the unique needs of individuals. | The agency supports a number of individuals with significant behavioral needs. Through observation, staff interviews and review of staff training records it was evidenced that staff were knowledgeable and supportive of people's unique behavioral needs. This was further evidenced by the consistency of data collection to inform ongoing support, and exceeding that required of typical ISP and behavioral documentation. |
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|  | **Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:** |
|  | **Indicator #** | **Indicator** | **Area Needing Improvement** |
|  |  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. | One of the two informed consent forms did not include event specific information; the language of the consent was too broad and was for an event/program that had not yet occurred. The agency needs to ensure that consents are specific to each situation in which the individuals' picture or information is being shared.  |

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| **CERTIFICATION FINDINGS** |

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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Certification - Planning and Quality Management** | **6/6** | **0/6** |  |
| **Employment and Day Supports** | **35/36** | **1/36** |  |
| Community Based Day Services | 0/0 | 0/0 |  |
| Employment Support Services | 0/0 | 0/0 |  |
| **TOTAL** | **41/42** | **1/42** | **98%** |
| **Certified** |  |  |  |

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|  | **Employment Support Services- Areas Needing Improvement on Standards not met:** |
|  | **Indicator #** | **Indicator** | **Area Needing Improvement** |
|  |  C26 | Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community. | For three of the three individuals surveyed, there was no evidence of an analysis of individuals' earnings to assess their impact on entitlements. The agency needs to ensure that a careful benefits analysis is completed and is explained to the individual and/or their family. |
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| **MASTER SCORE SHEET LICENSURE** |

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| **Organizational: Opportunity Works, Inc.** |

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|  | **Indicator #** | **Indicator** | **Met/Rated** | **Rating(Met,Not Met,NotRated)** |
|  |  L2 | Abuse/neglect reporting | **6/6** | **Met** |
|  |  L3 | Immediate Action | **6/6** | **Met** |
|  |  L4 | Action taken | **4/4** | **Met** |
|  |  L48 | HRC | **0/1** | **Not Met(0 % )** |
|  |  L65 | Restraint report submit | **27/33** | **Met(81.82 % )** |
|  |  L66 | HRC restraint review | **28/28** | **Met** |
|  |  L74 | Screen employees | **2/2** | **Met** |
|  |  L75 | Qualified staff | **1/1** | **Met** |
|  |  L76 | Track trainings | **5/5** | **Met** |
|  |  L83 | HR training | **5/5** | **Met** |

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| **Employment and Day Supports:** |

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|  | **Ind. #** | **Ind.** | **Loc. or Indiv.** | **Emp. Sup.** | **Cent. Based Work** | **Com. Based Day** | **Total Met / Rated** | **Rating** |
|  |  L1 | Abuse/neglect training | I | 4/4 |  | 4/4 | **8/8** | **Met** |
|  |  L5 | Safety Plan | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L6 | Evacuation | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L7 | Fire Drills | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L8 | Emergency Fact Sheets | I | 4/4 |  | 4/4 | **8/8** | **Met** |
|  |  L9 | Safe use of equipment | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L10 | Reduce risk interventions | I | 1/1 |  | 3/3 | **4/4** | **Met** |
|  |  L11 | Required inspections | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L12 | Smoke detectors | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L13 | Clean location | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L14 | Site in good repair | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L15 | Hot water | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L16 | Accessibility | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L17 | Egress at grade  | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L18 | Above grade egress | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L20 | Exit doors | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L21 | Safe electrical equipment | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L22 | Clean appliances | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L25 | Dangerous substances | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L26 | Walkway safety | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L28 | Flammables | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L29 | Rubbish/combustibles | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L30 | Protective railings | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L31 | Communication method | I | 4/4 |  | 4/4 | **8/8** | **Met** |
|  |  L32 | Verbal & written | I | 4/4 |  | 4/4 | **8/8** | **Met** |
|  |  L37 | Prompt treatment | I | 4/4 |  | 4/4 | **8/8** | **Met** |
|  |  L38 | Physician's orders | I | 2/2 |  | 3/3 | **5/5** | **Met** |
|  |  L39 | Dietary requirements | I |  |  | 1/1 | **1/1** | **Met** |
|  |  L44 | MAP registration | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L45 | Medication storage | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L46 | Med. Administration | I | 1/1 |  | 2/2 | **3/3** | **Met** |
|  |  L49 | Informed of human rights | I | 4/4 |  | 4/4 | **8/8** | **Met** |
|  |  L50 | Respectful Comm. | L | 1/1 |  | 1/1 | **2/2** | **Met** |
|  |  L51 | Possessions | I | 4/4 |  | 4/4 | **8/8** | **Met** |
|  |  L52 | Phone calls | I | 4/4 |  | 4/4 | **8/8** | **Met** |
|  |  L54 | Privacy | L | 1/1 |  | 1/1 | **2/2** | **Met** |
|  |  L55 | Informed consent | I | 0/1 |  | 1/1 | **1/2** | **Not Met(50.0 %)** |
|  |  L57 | Written behavior plans | I |  |  | 2/2 | **2/2** | **Met** |
|  |  L58 | Behavior plan component | I |  |  | 1/1 | **1/1** | **Met** |
|  |  L59 | Behavior plan review | I |  |  | 1/1 | **1/1** | **Met** |
|  |  L60 | Data maintenance | I |  |  | 1/1 | **1/1** | **Met** |
|  |  L63 | Med. treatment plan form | I |  |  | 2/2 | **2/2** | **Met** |
|  |  L64 | Med. treatment plan rev. | I |  |  | 1/1 | **1/1** | **Met** |
|  |  L65 | Restraint report submit | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L67 | Money mgmt. plan | I | 1/1 |  |  | **1/1** | **Met** |
|  |  L68 | Funds expenditure | I | 1/1 |  |  | **1/1** | **Met** |
|  |  L69 | Expenditure tracking | I | 1/1 |  |  | **1/1** | **Met** |
|  |  L72 | DOL requirements | I | 3/3 |  |  | **3/3** | **Met** |
|  |  L73 | DOL certificate | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L77 | Unique needs training | I | 4/4 |  | 4/4 | **8/8** | **Met** |
|  |  L78 | Restrictive Int. Training | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L79 | Restraint training | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L80 | Symptoms of illness | L | 1/1 |  | 1/1 | **2/2** | **Met** |
|  |  L81 | Medical emergency | L | 1/1 |  | 1/1 | **2/2** | **Met** |
|  |  L82 | Medication admin. | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L85 | Supervision  | L | 1/1 |  | 1/1 | **2/2** | **Met** |
|  |  L86 | Required assessments | I | 3/3 |  | 2/2 | **5/5** | **Met** |
|  |  L87 | Support strategies | I | 2/3 |  | 2/2 | **4/5** | **Met(80.0 %)** |
|  |  L88 | Strategies implemented | I | 4/4 |  | 4/4 | **8/8** | **Met** |
|  | **#Std. Met/# 59 Indicator** |  |  |  |  |  | **58/59** |  |
|  | **Total Score** |  |  |  |  |  | **67/69** |  |
|  |  |  |  |  |  |  | **97.10%** |  |

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| **MASTER SCORE SHEET CERTIFICATION** |

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|  | **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** |
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| **Community Based Day Services** |
| **Indicator #** | **Indicator** | **Met/Rated** | **Rating** |
|  C7 | Feedback on staff performance | 4/4 | **Met** |
|  C8 | Family/guardian communication | 4/4 | **Met** |
|  C13 | Skills to maximize independence  | 4/4 | **Met** |
|  C37 | Interpersonal skills for work | 4/4 | **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** |
|  C54 | Assistive technology | 4/4 | **Met** |
| **Employment Support Services** |
| **Indicator #** | **Indicator** | **Met/Rated** | **Rating** |
|  C7 | Feedback on staff performance | 3/4 | **Met** |
|  C8 | Family/guardian communication | 4/4 | **Met** |
|  C22 | Explore job interests | 3/3 | **Met** |
|  C23 | Assess skills & training needs | 4/4 | **Met** |
|  C24 | Job goals & support needs plan | 3/3 | **Met** |
|  C25 | Skill development | 3/3 | **Met** |
|  C26 | Benefits analysis | 0/3 | **Not Met (0 %)** |
|  C27 | Job benefit education | 3/3 | **Met** |
|  C28 | Relationships w/businesses | 1/1 | **Met** |
|  C29 | Support to obtain employment | 3/4 | **Met** |
|  C30 | Work in integrated settings | 4/4 | **Met** |
|  C31 | Job accommodations | 4/4 | **Met** |
|  C32 | At least minimum wages earned | 4/4 | **Met** |
|  C33 | Employee benefits explained | 4/4 | **Met** |
|  C34 | Support to promote success | 4/4 | **Met** |
|  C35 | Feedback on job performance | 4/4 | **Met** |
|  C36 | Supports to enhance retention | 3/3 | **Met** |
|  C37 | Interpersonal skills for work | 4/4 | **Met** |
|  C47 | Transportation to/ from community | 4/4 | **Met** |
|  C50 | Involvement/ part of the Workplace culture | 3/3 | **Met** |
|  C51 | Ongoing satisfaction with services/ supports | 4/4 | **Met** |
|  C54 | Assistive technology | 4/4 | **Met** |
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