



**PROVIDER REPORT
FOR**

**PLUS COMPANY
19 Chestnut Street
Nashua, NH 03060**

October 28, 2019

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

| | |
|-----------------------------------------|-------------------------------------|
| Provider | PLUS COMPANY |
| Review Dates | 8/29/2019 - 9/5/2019 |
| Service Enhancement Meeting Date | 9/12/2019 |
| Survey Team | Steve Goldberg (TL) John Downing |
| Citizen Volunteers | |

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 | 52 / 55 2 Year License 09/12/2019 - 09/12/2021 | | 38 / 41 Certified 09/12/2019 - 09/12/2021 |
| 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 | 18 / 21 |
| Planning and Quality Management | | | | Full Review | 6 / 6 |

EXECUTIVE SUMMARY :

PLUS (People Learning Useful Skills) Company, Inc. is a non-profit agency headquartered in Nashua, NH. In New Hampshire, PLUS Company supports include employment, vocational day services, and residential/home care services to individuals with intellectual disabilities and acquired brain injuries. For the Massachusetts Department of Developmental Services (DDS) the agency provides day services to at two locations; Community Based Day Services (CBDS) in Lawrence, and Employment Supports in Tewksbury. For the purpose of this survey, the DDS Office of Quality Enhancement (OQE) conducted a full review of all licensing and certification indicators for individuals receiving supports from both programs.

Choice, empowerment and community inclusion were all strengths in the provision of the agency's CBDS supports. All the individuals surveyed spent some portion of their week in CBDS and were supported to develop personalized weekly schedules. Many activities reflected individual interests that had been identified through assessment and by staff who were knowledgeable about the people they supported. Efforts were made to participate in preferred activities in the community rather than at an agency program location. For example, people utilized various area libraries to hold classes or use the computers for skill building or to research an interest. They frequented the Y, area parks, museums, a dance/exercise studio, community cooking classes, and volunteered at places like the Salvation Army, the Habitat for Humanity store, and the MSPCA. At many of the places visited individuals had become familiar to employees, such as librarians, and regular users, such as patrons to the Y, and utilized facilities alongside the greater community.

PLUS Company had developed a variety of training and work opportunities for the individuals supported. The employment supports of four individuals were reviewed for the purpose of this survey; all had part-time jobs in the community and spent the remainder of the week in CBDS, and all reported being happy in their work. People had various skills and required various degrees of supervision. For example, at a group employment site one individual surveyed had a jig to assist in counting items for bagging, while another provided quality control and sealed the completed packages. At a mega department store another individual worked with a high degree of independence (though a job coach was available on site) and had been asked by the company to work additional hours. Work sites were integrated and people were supported to interact with non-disabled co-workers and participated in social and other work related activities. Several individuals were supported to develop/increase work related social skills to increase their employability, such as taking responsibility to lead CBDS groups in a topic of their interest.

The agency also supported several training sites, these include a retail training opportunity through Marshall's, and a cafeteria training program through the Lowell Public Schools. The cafeteria program is noteworthy since it occurred alongside non-disabled trainees, and had resulted in the hiring of two PLUS supported individuals. The program will soon be entering its second year. Although none of the individuals surveyed were currently involved in these training programs, the opportunity to do so had been offered or was under consideration. Employment staff used a variety of resources to assist people to develop work related skills, to conduct job searches and apply for preferred jobs.

Some areas requiring additional attention were identified during the survey. The agency had made notable success in ensuring that the individuals supported were involved in the ongoing evaluation of their supporters. However, for individuals receiving employment supports, there was less success in regard to their participation in staff hiring. For those in group supported employment, a method to provide them with feedback on their job performance had not been fully developed.

PLUS Company Inc. Employment and Day Supports received a rating of met in 95% of licensing indicators, with all critical indicators met. The agency also met 93% of the certification indicators

reviewed. As a result of this review, the agency will receive a Two Year License for Employment and Day Supports and is Certified. Follow-up on all not met licensing indicators will be conducted by PLUS Company within 60 days from the Service Enhancement Meeting.

LICENSURE FINDINGS

| | Met / Rated | Not Met / Rated | % Met |
|----------------------------------------------------------------------|------------------------|----------------------------|--------------|
| Organizational | 8/8 | 0/8 | |
| Employment and Day Supports | 44/47 | 3/47 | |
| Community Based Day Services Employment Support Services | | | |
| Critical Indicators | 8/8 | 0/8 | |
| Total | 52/55 | 3/55 | 95% |
| 2 Year License | | | |
| # indicators for 60 Day Follow- up | | 3 | |

Employment/Day Commendations on Standards Met:

| Indicator # | Indicator | Commendations |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Ⓟ L6 | All individuals are able to evacuate homes in 2.5 minutes with or without assistance and workplaces within a reasonable amount of time. | The agency is commended for running fire drills at volunteer and employment locations to ensure individual safety. Although not required, these drills added an additional safeguard for the individuals supported at these locations. |
| L77 | The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals. | Efforts had been made to acquire current physical, dental and other pertinent medical reports, though not required by the DDS for day supports. Side effect information on people's medications had been obtained, even though few individuals received medication while at PLUS. A notebook containing individual protocols had been developed for training and as a staff resource, and all staff had been trained in these medical protocols by an agency nurse. The agency is commended for its efforts to ensure that staff are |

knowledgeable about the unique medical needs of those supported.

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

| Indicator # | Indicator | Area Needing Improvement |
|--------------------|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| L15 | Hot water temperature tests between 110 and 120 degrees (as of 1/2014). | At one location, the water temperature tested above the maximum 120 degrees Fahrenheit. The highest reading was 128 degrees. The agency needs to ensure the hot water temperature at all locations is between 110 and 120 degrees Fahrenheit. (Corrected) |
| L61 | Supports and health related protections are included in ISP assessments and the continued need is outlined. | For one individual using a walker, the assessments and continued need for its use was not present. Several requirements need to be met by the agency; a written order from a healthcare professional describing its use and criteria for discontinuance; a written protocol for its use including when to use, cleaning and care of the device; and documentation of staff training. |
| L91 | Incidents are reported and reviewed as mandated by regulation. | One incident had been finalized late. As required, all incidents must be finalized in HCSIS within 7 days. |

CERTIFICATION FINDINGS

| | Met / Rated | Not Met / Rated | % Met |
|----------------------------------------------------------------|----------------|-----------------------|------------|
| Certification - Planning and Quality Management | 6/6 | 0/6 | |
| Employment and Day Supports | 32/35 | 3/35 | |
| Community Based Day Services | 14/14 | 0/14 | |
| Employment Support Services | 18/21 | 3/21 | |
| TOTAL | 38/41 | 3/41 | 93% |
| Certified | | | |

Community Based Day Services Commendations on Standards Met:

| Indicator # | Indicator | Commendations |
|--------------------|------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C46 | Staff (Home Providers) support individuals to learn about and use generic community resources. | Most individuals spent a majority of each day exploring and utilizing community resources. Efforts were made to use such resources in a variety of ways, for example using the local libraries to conduct classes/training that might otherwise occur at the program location. Various assessments helped staff to be aware of people's interests and the variety and frequency of community access often reflected these interests. Cooking, exercise, dance and other interests were all pursued utilizing community resources. The agency is commended for supporting people to discover and utilize community resources on a frequent and ongoing basis consistent with their individual interests. |

Employment Support Services- Areas Needing Improvement on Standards not met:

| Indicator # | Indicator | Area Needing Improvement |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 | 3 of 4 individuals were not provided the opportunity to give feedback on potential staff at the time of hire. The agency needs to ensure that individuals have the |

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|-----|-------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | providers that support them. | opportunity to provide input on the hiring of staff, and on their ongoing performance. |
| C34 | The agency provides the optimal level of support to promote success with a specific plan for minimizing supports. | For two individuals in employment, the agency did not have a specific plan to minimize the level of supports provided based on a skills assessment or demonstrated continued need. The agency needs to ensure there is a specific plan in place to minimize the level of supports needed and still promote success. |
| C35 | Individuals are given feedback on job performance by their employer. | For two individuals engaged in group employment, no process had been devised to provide them with feedback on their job performance. Both were employed in the community, but were being paid by PLUS Company. The agency needs to ensure individuals are provided with feedback on their job performance in a manner commensurate with other employees engaged in similar tasks. |

MASTER SCORE SHEET LICENSURE

Organizational: PLUS COMPANY

| Indicator # | Indicator | Met/Rated | Rating(Met,Not Met,NotRated) |
|-------------|-------------------------|-----------|------------------------------|
| Ⓟ L2 | Abuse/neglect reporting | 1/1 | Met |
| L3 | Immediate Action | 1/1 | Met |
| L4 | Action taken | 1/1 | Met |
| L48 | HRC | 1/1 | Met |
| L74 | Screen employees | 2/2 | Met |
| L75 | Qualified staff | 1/1 | Met |
| L76 | Track trainings | 4/4 | Met |
| L83 | HR training | 4/4 | Met |

Employment and Day Supports:

| Ind. # | Ind. | Loc. or Individ. | 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 | | 3/4 | 7/8 | Met (87.50 %) |
| L9 | Safe use of equipment | L | | | 1/1 | 1/1 | 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 | | | 0/1 | 0/1 | Not Met (0 %) |
| 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 | Well-maintained 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 | | | 1/1 | 1/1 | 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 | 1/1 | 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 | 2/2 | | 2/2 | 4/4 | Met |
| L61 | Health protection in ISP | I | | | 0/1 | 0/1 | Not Met (0 %) |
| L62 | Health protection review | I | | | 1/1 | 1/1 | Met |
| L77 | Unique needs training | I | 4/4 | | 4/4 | 8/8 | 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 | 4/4 | | 4/4 | 8/8 | Met |
| L87 | Support strategies | I | 4/4 | | 3/4 | 7/8 | Met (87.50 %) |
| L88 | Strategies implemented | I | 4/4 | | 4/4 | 8/8 | Met |
| L91 | Incident management | L | 0/1 | | 1/1 | 1/2 | Not Met (50.0 %) |
| #Std. Met/# 47 Indicator | | | | | | 44/47 | |
| Total Score | | | | | | 52/55 | |
| | | | | | | 94.55% | |

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 |

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 | 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 / care provider performance | 1/4 | Not Met (25.00 %) |
| C8 | Family/guardian communication | 4/4 | Met |

| | | | |
|-----|----------------------------------------------|-----|-------------------------|
| C22 | Explore job interests | 2/2 | Met |
| C23 | Assess skills & training needs | 2/2 | Met |
| C24 | Job goals & support needs plan | 2/2 | Met |
| C25 | Skill development | 2/2 | Met |
| C26 | Benefits analysis | 1/1 | Met |
| C27 | Job benefit education | 1/1 | Met |
| C29 | Support to obtain employment | 2/2 | 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 | 2/4 | Not Met (50.0 %) |
| C35 | Feedback on job performance | 2/4 | Not Met (50.0 %) |
| C36 | Supports to enhance retention | 4/4 | Met |
| C37 | Interpersonal skills for work | 4/4 | Met |
| C47 | Transportation to/ from community | 4/4 | Met |
| C50 | Involvement/ part of the Workplace culture | 4/4 | Met |
| C51 | Ongoing satisfaction with services/ supports | 4/4 | Met |
| C54 | Assistive technology | 4/4 | Met |