



**PROVIDER REPORT
FOR**

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

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	PLUS COMPANY
Review Dates	10/4/2022 - 10/7/2022
Service Enhancement Meeting Date	10/21/2022
Survey Team	Jennifer Conley-Sevier Meagan Caccioppoli (TL)
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) 14 audit (s)	Full Review	51/51 2 Year License 10/21/2022 - 10/21/2024		38 / 41 Certified 10/21/2022 - 10/21/2024
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	14 / 15
Employment Support Services	1 location(s) 7 audit (s)			Full Review	18 / 20
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

The Plus Company is a non-profit organization with programs in southern New Hampshire and Massachusetts. In Massachusetts, they provide Community Based Day Services and Employment Services to adults with disabilities at their Tewksbury location. For the purpose of this survey, a full review of all licensing and certification indicators was conducted for individuals receiving both service types in Massachusetts.

Findings of the review verified that standards for licensing were maintained with regard to the indicators reviewed for Employment and Day Supports services, along with the new licensing indicators for assistive technology and staff training for medical device monitoring. The review found that Plus Company's systems for oversight of healthcare protocols and environmental safeguards were effective. All standards relating to these critical indicators were met.

Staff training was an area of strength for the agency. In addition to all mandated trainings, staff members also completed courses on bullying, HIPAA, sexual harassment, as well as several others. One individual surveyed has Alzheimer's disease, and all staff have taken extensive training courses on dementia and how to best serve the needs of the individual. This increased level of training contributed to a competent and skilled workforce, and provided staff with the knowledge needed to support the unique needs of each individual served.

Another area of strength was the data collection for ISP goals and objectives. Each individual had weekly reports on their goals, with detailed information on percentual progress, supports needed, and modifications when necessary. This attention to individual objectives has led to strong goal development and implementation, and contributed to the success of individuals in meeting their ISP goals and objectives.

Meaningful and satisfying day activities were seen on weekly schedules, with the majority of activities taking place in the community. Many individuals helped cultivate a community garden, and were able to take home many of the things they grew. Several volunteer opportunities were also available in the community, such as Neighbors in Need, the Guinea Pig Sanctuary, and Habitat for Humanity. These opportunities were fully integrated, and provided individuals an opportunity to gain meaningful skill development.

There were a few areas requiring attention in the certification domain. Several individuals were not given the opportunity to provide feedback on the performance of staff they work with. The agency should ensure that all participants are given this opportunity, both at the time of hire and on an ongoing basis.

The agency needs to develop a mechanism for person centered planning and the development of career plans to identify job goals and support needs. Each individual should have an individualized plan that identifies short term and long term goals, as well as steps needed to achieve those goals. The plans should be revised as needed, if employment goals change or the needs of the individual change. These career plans should also include a specific plan to minimize supports for those individuals working in the community. Each individual should have a tailored plan to reduce job supports when they are able to complete job tasks independently.

As a result of this review, The Plus Company received a rating of met in 100% of licensing indicators, and will receive a two year license for its CBDS and Employment Supports program. The agency met 93% of certification indicators and is certified.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/7	0/7	
Employment and Day Supports	44/44	0/44	
Community Based Day Services Employment Support Services			
Critical Indicators	6/6	0/6	
Total	51/51	0/51	100%
2 Year License			
# indicators for 60 Day Follow-up		0	

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	14/15	1/15	
Employment Support Services	18/20	2/20	
Total	38/41	3/41	93%
Certified			

Community Based Day 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 providers that support them.	Four out of seven CBDS individuals did not have the opportunity to provide feedback on staff performance, either at the time of hire or on an ongoing basis. The agency needs to ensure that all individuals are given this opportunity.
C24	There is a plan developed to identify job goals and support needs.	None of the seven Employment Services individuals had career plans to identify job goals and support needs. The agency needs to ensure that each individual has a specific plan tailored to their goals and needs.
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	Three out of six Employment Services individuals did not have a plan to minimize supports. The agency needs to ensure that each individual has a plan to minimize supports when they are able to work independently.

MASTER SCORE SHEET LICENSURE

Organizational: PLUS COMPANY

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	13/13	Met
L3	Immediate Action	1/1	Met
L4	Action taken	1/1	Met
L48	HRC	1/1	Met
L74	Screen employees	1/1	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	Met

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	7/7		7/7	14/14	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	7/7		7/7	14/14	Met
L9 (07/21)	Safe use of equipment	I	7/7		7/7	14/14	Met
L10	Reduce risk interventions	I	1/1		1/1	2/2	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	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

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L29	Rubbish/combustibles	L			1/1	1/1	Met
L31	Communication method	I	7/7		7/7	14/14	Met
L32	Verbal & written	I	7/7		7/7	14/14	Met
L37	Prompt treatment	I	3/3		5/5	8/8	Met
L38	Physician's orders	I	2/2			2/2	Met
L39	Dietary requirements	I	1/1		1/1	2/2	Met
L44	MAP registration	L			1/1	1/1	Met
L49	Informed of human rights	I	7/7		7/7	14/14	Met
L50 (07/21)	Respectful Comm.	I	7/7		7/7	14/14	Met
L51	Possessions	I	7/7		7/7	14/14	Met
L52	Phone calls	I	7/7		7/7	14/14	Met
L54 (07/21)	Privacy	I	7/7		7/7	14/14	Met
L55	Informed consent	I	5/5		3/3	8/8	Met
L77	Unique needs training	I	7/7		7/7	14/14	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	6/6		7/7	13/13	Met
L87	Support strategies	I	6/6		6/7	12/13	Met (92.31 %)
L88	Strategies implemented	I	6/6		7/7	13/13	Met
L91	Incident management	L	1/1		1/1	2/2	Met
L93 (05/22)	Emergency back-up plans	I	7/7		7/7	14/14	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L94 (05/22)	Assistive technology	I	5/5		7/7	12/12	Met
L96 (05/22)	Staff training in devices and applications	I	3/3		5/5	8/8	Met
#Std. Met/# 44 Indicator						44/44	
Total Score						51/51	
						100%	

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	4/7	Not Met (57.14 %)
C8	Family/guardian communication	7/7	Met
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	4/4	Met
C38 (07/21)	Habilitative & behavioral goals	4/4	Met
C39 (07/21)	Support needs for employment	3/4	Met
C40	Community involvement interest	7/7	Met
C41	Activities participation	7/7	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C42	Connection to others	7/7	Met
C43	Maintain & enhance relationship	7/7	Met
C44	Job exploration	4/4	Met
C45	Revisit decisions	7/7	Met
C46	Use of generic resources	7/7	Met
C47	Transportation to/ from community	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/7	Met (85.71 %)
C8	Family/guardian communication	7/7	Met
C22	Explore job interests	7/7	Met
C23	Assess skills & training needs	7/7	Met
C24	Job goals & support needs plan	0/7	Not Met (0 %)
C25	Skill development	7/7	Met
C26	Benefits analysis	7/7	Met
C27	Job benefit education	7/7	Met
C29	Support to obtain employment	7/7	Met
C30	Work in integrated settings	7/7	Met
C31	Job accommodations	7/7	Met
C32	At least minimum wages earned	7/7	Met
C33	Employee benefits explained	7/7	Met
C34	Support to promote success	3/6	Not Met (50.0 %)
C35	Feedback on job performance	6/6	Met
C36	Supports to enhance retention	6/6	Met
C37	Interpersonal skills for work	7/7	Met
C47	Transportation to/ from community	7/7	Met
C50	Involvement/ part of the Workplace culture	6/6	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C51	Ongoing satisfaction with services/ supports	7/7	Met