



**PROVIDER REPORT  
FOR**

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

**November 22, 2024**

**Version**

**Public Provider Report**

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

# SUMMARY OF OVERALL FINDINGS

<b>Provider</b>	PLUS COMPANY
<b>Review Dates</b>	10/10/2024 - 10/16/2024
<b>Service Enhancement Meeting Date</b>	11/1/2024
<b>Survey Team</b>	John Downing Chloe Browning Jennifer Conley-Sevier Raquel Rodriguez (TL)
<b>Citizen Volunteers</b>	

**Survey scope and findings for Employment and Day Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Employment and Day Supports</b>	2 location(s) 16 audit (s)	Full Review	55/58 2 Year License 11/01/2024 - 11/01/2026		37 / 42 Certified 11/01/2024 - 11/01/2026
Community Based Day Services	1 location(s) 9 audit (s)			Full Review	14 / 15
Employment Support Services	1 location(s) 7 audit (s)			Full Review	18 / 21
Planning and Quality Management				Full Review	5 / 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. The scope of this survey was a full review of all licensing and certification indicators in both service types at the Massachusetts location.

Organizationally, the agency maintained a detailed tracking of staff trainings and had implemented an annual training day to ensure compliance. Staff members also completed courses on bullying, HIPAA, sexual harassment, medical protocols, health related supports, emergency procedures, as well as various other trainings. 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. New hires had the qualifications required as defined by the agency, and licenses and certifications were in place for those staff for whom they are required to perform their job functions.

Findings generated from the surveys indicated that safeguard systems were effective across nearly all licensing domains, including personal and environmental safety, medical protocols/ devices/administration, and unique needs. All staff were noted to be engaging in respectful communication both verbally and in log notes and individuals were observed to have choices in such things as their personal daily schedules, as well as choosing community activities of interest.

Of particular note, individuals were engaged in multiple community activities throughout the day, often only on site for lunch or to attend a class. This was accomplished by not only using agency vehicles but by also utilizing routes and schedules of local transportation (bus routes.) As a result, individuals were able to access more local activities, engage in travel training, and build community safety skills. There were volunteer activities as well as numerous vocational and life skills classes (wellness, cooking, money management, professional dress, interviewing) available to participants. Surveyors all noted individuals were fully engaged throughout the day and reported great satisfaction with their daily activities. Additionally, individuals engaged in community employment had been supported to utilize public, private, and benefits-based transportation to get to and from work increasing their work schedule availability and independence.

Communication between individuals' family members and Guardians was also an area of strength. Guardians were found to have been regularly informed regarding the topics of Human Rights, DPPC, and how to file a grievance. They had been well supported to understand the benefits of community-based employment and had been solicited for their feedback regarding satisfaction with services. Additionally, an email providing information regarding program activities and news was sent to families and Guardians on a weekly basis.

There were a few areas requiring attention in the licensing domain. The Human Rights Committee met regularly and completed all necessary reviews but did not meet the member attendance requirements. The agency needs to ensure hot water temperatures are within limits and that individuals and guardians are provided with informed consent when the agency releases personal information such as pictures or videos.

In the certification domain, the agency needs to develop a mechanism for person centered planning and the development of 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. Lastly, the agency would benefit from developing a mechanism to capture data pertaining to program quality in both the CBDS and Employment services.

As a result of this review, The Plus Company received a rating of met in 95% of licensing indicators and will receive a Two-Year License for its Employment and Day Supports service group. The agency met 88% of certification indicators and is certified. The agency will conduct its own follow-up on all licensing indicators not met during the survey and report these results to OQE within 60 days.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	7/8	1/8	
<b>Employment and Day Supports</b>	48/50	2/50	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	55/58	3/58	95%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		3	

### **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 Human Rights Committee did not meet the attendance requirements. The agency needs to ensure Committee members are voted on as indicated in the by-laws, do not have a financial interest in the agency, and attend meetings regularly.

### **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).	The hot water temperature at the program was not within limits. The agency needs to ensure hot water temperatures are between 100-120 degrees.
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.	Individuals/Guardians were not provided informed consent for use of their photographs. The agency needs to ensure individuals/guardians are informed of the expiration date of consents, and the right to withdraw consent.

## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>5/6</b>	<b>1/6</b>	
<b>Employment and Day Supports</b>	<b>32/36</b>	<b>4/36</b>	
Community Based Day Services	14/15	1/15	
Employment Support Services	18/21	3/21	
<b>Total</b>	<b>37/42</b>	<b>5/42</b>	<b>88%</b>
<b>Certified</b>			

### **Planning and Quality Management Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C1	The provider collects data regarding program quality including but not limited to incidents, investigations, restraints, and medication occurrences.	The provider has not been collecting a broad range of data on program quality. The agency needs to ensure it has data collection processes in place to capture information in all of the identified areas for each of their service types utilizing HCSIS management reports as well as other measures of quality.

**Community Based Day Services- Areas Needing Improvement on Standards not met:**

Indicator #	Indicator	Area Needing Improvement
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	Two of eight individuals did not have a detailed written plan in place that addresses the individual's goals and support needs. The agency needs to ensure there is a plan in place to identify job goals and support needs that would lead to movement into supported employment.
C24	There is a plan developed to identify job goals and support needs.	One of two individuals did not have a career plan. The agency needs to ensure there is a plan to identify job goals and support needs.
C25	Staff assist individuals to work on skill development for job attainment and success.	One of two individuals was not being supported to develop specific skills for job attainment. The agency needs to ensure they are supporting individuals to enhance specific skills needed to obtain their desired job.
C29	Individuals are supported to obtain employment that matches their skills and interests.	One of two individuals had not been supported to pursue acquisition of a job. The agency needs to ensure they are demonstrating sustained ongoing efforts to obtain employment within a reasonable amount of time which matches an individual's preferences; this may include implementing and/or modifying support strategies to address obstacles.

## 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	0/1	Not Met(0 % )
L74	Screen employees	1/1	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	Met

**Employment and Day Supports:**

<b>Ind. #</b>	<b>Ind.</b>	<b>Loc. or Individ.</b>	<b>Emp. Sup.</b>	<b>Cent. Based Work</b>	<b>Com. Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
L1	Abuse/neglect training	I	7/7		9/9	16/16	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		8/9	15/16	Met (93.75 %)
L9 (07/21)	Safe use of equipment	I	7/7		9/9	16/16	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
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

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	7/7		9/9	16/16	Met
L32	Verbal & written	I	7/7		9/9	16/16	Met
L37	Prompt treatment	I	7/7		9/9	16/16	Met
℞ L38	Physician's orders	I			3/3	3/3	Met
L39	Dietary requirements	I			3/3	3/3	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	7/7		9/9	16/16	Met
L50 (07/21)	Respectful Comm.	I	7/7		9/9	16/16	Met
L51	Possessions	I	7/7		9/9	16/16	Met
L52	Phone calls	I	7/7		9/9	16/16	Met
L54 (07/21)	Privacy	I	7/7		9/9	16/16	Met
L55	Informed consent	I	0/1		0/1	0/2	Not Met (0 %)
L61	Health protection in ISP	I			1/1	1/1	Met
L62	Health protection review	I			1/1	1/1	Met
L77	Unique needs training	I	7/7		9/9	16/16	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

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L84	Health protect. Training	I			1/1	1/1	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	7/7		9/9	16/16	Met
L87	Support strategies	I	7/7		8/9	15/16	Met (93.75 %)
L88	Strategies implemented	I	5/7		9/9	14/16	Met (87.50 %)
L91	Incident management	L			1/1	1/1	Met
L93 (05/22)	Emergency back-up plans	I	7/7		9/9	16/16	Met
L94 (05/22)	Assistive technology	I	6/7		8/9	14/16	Met (87.50 %)
L96 (05/22)	Staff training in devices and applications	I			1/1	1/1	Met
<b>#Std. Met/# 50 Indicator</b>						<b>48/50</b>	
<b>Total Score</b>						<b>55/58</b>	
						<b>94.83%</b>	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	0/1	Not Met (0 %)
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	9/9	Met
C8	Family/guardian communication	9/9	Met
C13	Skills to maximize independence	9/9	Met
C37	Interpersonal skills for work	9/9	Met
C38 (07/21)	Habilitative & behavioral goals	8/9	Met (88.89 %)
C39 (07/21)	Support needs for employment	7/9	Not Met (77.78 %)
C40	Community involvement interest	9/9	Met
C41	Activities participation	9/9	Met
C42	Connection to others	9/9	Met
C43	Maintain & enhance relationship	9/9	Met
C44	Job exploration	8/9	Met (88.89 %)
C45	Revisit decisions	9/9	Met
C46	Use of generic resources	9/9	Met
C47	Transportation to/ from community	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met

### Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	Met
C8	Family/guardian communication	7/7	Met
C22	Explore job interests	2/2	Met
C23	Assess skills & training needs	2/2	Met
C24	Job goals & support needs plan	1/2	Not Met (50.0 %)
C25	Skill development	1/2	Not Met (50.0 %)
C26	Benefits analysis	6/6	Met
C27	Job benefit education	2/2	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	1/2	Not Met (50.0 %)
C30	Work in integrated settings	6/7	Met (85.71 %)
C31	Job accommodations	6/6	Met
C32	At least minimum wages earned	7/7	Met

## Employment Support Services

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C33	Employee benefits explained	7/7	<b>Met</b>
C34	Support to promote success	6/7	<b>Met (85.71 %)</b>
C35	Feedback on job performance	7/7	<b>Met</b>
C36	Supports to enhance retention	6/6	<b>Met</b>
C37	Interpersonal skills for work	3/3	<b>Met</b>
C47	Transportation to/ from community	7/7	<b>Met</b>
C50	Involvement/ part of the Workplace culture	7/7	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	7/7	<b>Met</b>