



**PROVIDER REPORT
FOR**

**Post 22 Training &
Employment For Disabled
Adults Inc.
1300 Union Street
Ste 201 Westborough, MA
01581**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Post 22 Training & Employment For Disabled Adults Inc.
Review Dates	12/2/2025 - 12/4/2025
Service Enhancement Meeting Date	12/18/2025
Survey Team	Marie Fabiola Louis-Disla Cristina Calderon Melanie Hutchison (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	1 location(s) 4 audit (s)	Full Review	42/44 2 Year License 12/18/2025 - 12/18/2027		18 / 21 Certified 12/18/2025 - 12/18/2027
Community Based Day Services	1 location(s) 4 audit (s)			Full Review	12 / 15
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Post-22 Training & Employment for Disabled Adults Inc. (Post-22) is a non-profit organization based in Westborough, MA. In February of 2025, the agency began providing Community Based Day Services (CBDS) to adults transitioning from Children's to Adult services. Post-22 offers participants skills development, personal enrichment, and community integration opportunities. Participants also engage in employment related activities daily, including volunteering, job exploration, community service, and internships. An Initial Review was conducted in May of 2025.

The Office of Quality Enhancement (OQE) conducted the agency's first full licensing and certification review of its Community Based Day Services, which included a review of their sole location and four individuals.

The survey identified many areas of strength, where the agency had prioritized the development of systems which led to positive outcomes. At the organizational level, the agency demonstrated the successful establishment of a Human Rights Committee with the required membership composition. In addition, the agency had ensured all employees received mandatory DDS trainings, as well as additional person specific training.

Relative to Licensing, the agency had developed a system to both train individuals and inform guardians in the subject matter of human rights and how to file a grievance or to whom they should talk to if they have a concern. Individuals were trained, and guardians, if applicable, were provided with information on how to report alleged abuse/neglect. Individuals were assessed in the area of Assistive Technology (AT), and staff were knowledgeable on how the AT tools obtained could maximize the independence for individuals served. The agency maintained a safe, clean environment that has ample space. Individuals reported that staff were respectful and supported them to understand tasks and/or trainings, as well as learn new things.

Relative to Certification, the agency had developed positive practices in the area of promoting individuals' choice and control. For example, the agency encouraged individuals to make choices in their daily activities, as evidenced by the individual-led morning meetings that occurred at the start of each day. Another positive practice noted was the development of strong methods of communication with family members and guardians where applicable. Post-22 utilized different channels to obtain information on the reported satisfaction with the service they provide. The agency conducted monthly meetings with guardians and/or family members which provided updates on the program, as well as being a forum to solicit feedback. The agency compiled and distributed weekly highlights for each participant that included a summary of the schedule for the week, as well as other individualized updates. Additionally, relative to certification, the agency prioritized building relationships with community partners with a view to establishing skill development opportunities and job exploration activities. Current community partners included Yummy Mummy Bakery, Amazon, The Central House and Sugar Shack, which are located within the surrounding community.

In addition to these positive findings, there were some areas identified for the agency to develop and further strengthen systems. In the domain of Licensure, the agency needs to ensure that all incident reports are reported, submitted, and finalized within the required timelines. Regarding support strategies that have been agreed upon in the ISP, it is important that agency develops a system to implement the identified goals with corresponding data collection in an ongoing and sustained manner.

In the domain of Certification, the agency should develop a system to ensure that all individuals have the opportunity to participate in the hiring process, as well as provide ongoing feedback on the staff who support them. Additionally, the agency needs to develop effective and varied methods of assessing each individual and develop habilitative goals to support their needs so that CBDS serves as a pathway to employment. These goals should then be included within an employment related

plan.

As a result of this licensing and certification survey, Post-22 Training & Employment for Disabled Adults Inc. received an overall score of 95% of licensure indicators met. The agency will receive a Two-Year License for Community Based Day Services. The agency met 86% of Certification indicators and therefore is Certified.

Post-22 will complete follow-up on licensing indicators not met during the survey and will submit their results to OQE within 60 days following the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	5/5	0/5	
Employment and Day Supports	37/39	2/39	
Community Based Day Services			
Critical Indicators	6/6	0/6	
Total	42/44	2/44	95%
2 Year License			
# indicators for 60 Day Follow-up		2	

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

Indicator #	Indicator	Area Needing Improvement
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	None of the four individuals had corresponding data collection in place to demonstrate implementation of ISP objectives. The agency needs to ensure that staff implement identified support strategies to support individuals in working towards their identified goals, and that corresponding data collection is occurring in an ongoing and sustained manner.
L91	Incidents are reported and reviewed as mandated by regulation.	At the CBDS location, one incident was not finalized within the required timelines. The agency needs to ensure that all incidents are reported, submitted and finalized within the required timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	12/15	3/15	
Community Based Day Services	12/15	3/15	
Total	18/21	3/21	86%
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.	None of the four individuals, were afforded the opportunity to give input during the time of hire and/or give feedback about the staff that support them. The agency needs to develop a system to ensure that all individuals have both the opportunity to participate in the hiring process of new support staff and the opportunity to give feedback on staff who support them so that feedback can be utilized to inform performance evaluation and training.
C38 (07/21)	Specific habilitative and behavioral goals necessary to prepare individuals for work are identified.	For two of four individuals, the agency had not yet identified goals to prepare the individuals for future employment. The agency needs to fully assess each person in the area of future employment, identifying any barriers, and develop habilitative goals which contains support strategies based on these assessments.
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For all four individuals, the agency had not yet utilized a person-centered career planning process to create a detailed written plan which specifies each person's employment goals and support needs. The agency needs to work with each person so that they can build an awareness and understanding of pursuing job possibilities as distinct from other goals and interests so that Community Based Day Services operates as a "pathway to employment". Each person's employment related plan must include individually tailored strategies to enhance a person's skill set for a job/career of interest including appropriate educational and training opportunities as well as support needs.

MASTER SCORE SHEET LICENSURE

Organizational: Post 22 Training & Employment For Disabled Adults Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	1/1	Met
L48	HRC	1/1	Met
L74	Screen employees	1/1	Met
L76	Track trainings	2/2	Met
L83	HR training	2/2	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	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			3/4	3/4	Met
L9 (07/21)	Safe use of equipment	I			4/4	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
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
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L31	Communication method	I			4/4	4/4	Met
L32	Verbal & written	I			4/4	4/4	Met
L37	Prompt treatment	I			4/4	4/4	Met
☐ L38	Physician's orders	I			1/1	1/1	Met
L49	Informed of human rights	I			4/4	4/4	Met
L50 (07/21)	Respectful Comm.	I			4/4	4/4	Met
L51	Possessions	I			4/4	4/4	Met
L52	Phone calls	I			4/4	4/4	Met
L54 (07/21)	Privacy	I			4/4	4/4	Met
L55	Informed consent	I			4/4	4/4	Met
L77	Unique needs training	I			4/4	4/4	Met
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
L85	Supervision	L			1/1	1/1	Met
L88	Strategies implemented	I			0/4	0/4	Not Met (0 %)
L91	Incident management	L			0/1	0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I			4/4	4/4	Met
L94 (05/22)	Assistive technology	I			4/4	4/4	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L96 (05/22)	Staff training in devices and applications	I			4/4	4/4	Met
#Std. Met/# 39 Indicator						37/39	
Total Score						42/44	
						95.45%	

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	0/4	Not Met (0 %)
C8	Family/guardian communication	4/4	Met
C13	Skills to maximize independence	4/4	Met
C37	Interpersonal skills for work	4/4	Met
C38 (07/21)	Habilitative & behavioral goals	2/4	Not Met (50.0 %)
C39 (07/21)	Support needs for employment	0/4	Not Met (0 %)
C40	Community involvement interest	4/4	Met
C41	Activities participation	4/4	Met
C42	Connection to others	4/4	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
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