



**PROVIDER REPORT
FOR**

**P.R.I.D.E, INC
3 Maple Street
Taunton, MA 02780**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	P.R.I.D.E, INC
Review Dates	7/9/2019 - 7/12/2019
Service Enhancement Meeting Date	7/25/2019
Survey Team	Kayla Condon Katherine Gregory (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	3 location(s) 7 audit (s)	Targeted Review	DDS 11 / 14 Provider 43 / 43 54 / 57 2 Year License 07/25/2019-07/25/2021		DDS 4 / 7 Provider 32 / 32 36 / 39 Certified 07/25/2019 - 07/25/2021
Community Based Day Services	1 location(s) 3 audit (s)			DDS Targeted Review	12 / 14
Employment Support Services	2 location(s) 4 audit (s)			DDS Targeted Review	18 / 19
Planning and Quality Management				DDS Targeted Review	6 / 6

EXECUTIVE SUMMARY :

P.R.I.D.E., Inc. (Preparatory Rehabilitation for Individual Development and Employment, Inc.), established in 1969, is a non-profit agency providing services to individuals located in the southeast region. Services offered include Adult Foster Care, Day Habilitation, Personal Care Assistant Management Program, Pre-Employment Transitional Services, a variety of services for those with Acquired Brain Injury, Community Based Day Services (CBDS), Job Placement and Supported Employment.

102 individuals participate in the CBDS program and spend 80% of their time in the community. Within employment services about 15 people receive Individual Supported Employment services and 25 people receive Group Supported Employment services. Pride maintains relationships with over 100 businesses, and is an active member of the Chamber of Commerce.

Since P.R.I.D.E. earned a two-year license during their last review in 2017, the agency was eligible and elected to conduct a self-assessment for both their Employment and CBDS services. This Licensure and Certification review by the Department of Developmental Services (DDS) survey team comprised of an abbreviated review of both Employment and CBDS services. The current review included all 8 critical indicators in the DDS survey tool, and all licensing and certification indicators that were not met on the last survey. The scores of the agency's self-assessment and the indicators reviewed by DDS were combined and are reflected in the final outcomes in this report.

A number of positive outcomes were evident in the area of environmental and personal safety. The cleanliness of the location at which CBDS and Employment are offered was exceptional well maintained by a janitorial crew of individuals employed. All inspections were current; fire drills were being conducted regularly with successful evacuation. A Safety Committee, comprised of individuals served, conducted regular safety inspections of the Employment and CBDS location, reported concerns, and followed up to assure that corrections were made. Another committee has been established for the review of incidents to determine if issues are related to environmental concerns. This committee recommends and follows up on environmental changes to be made for the prevention further incidents. Training on abuse and neglect was provided to individuals annually and all were knowledgeable about whom they would speak to if they felt they were being neglected or abused. The training materials were adapted to meet the needs of those being trained, including materials sent to a guardian in Portuguese, their primary language.

Areas the agency will need to continue to improve upon include meeting timelines for the submission of incident reports, obtaining consent, and soliciting feedback from individuals regarding staff performance. When obtaining consent for media releases, the process could be improved with increased specificity regarding the particular media outlet and specific purpose of the photo. Across both services the agency needs to strengthen the mechanism for soliciting individuals' opinions regarding staffs' performance and sharing this with staff.

Based on the results of this report, P.R.I.D.E. has earned a Two-Year License and is Certified for its CBDS and Employment services. The combined DDS and provider scores were 95% for licensing and 92% for certification. Within sixty days, the agency will conduct its own follow-up on any licensing indicators rated Not Met and submit the results to the DDS Office of Quality Enhancement. The agency's description of its self-assessment process follows.

Description of Self Assessment Process:

PRIDE Inc. has developed programming designed to enable each individual to enrich his or her life and enjoy a full range of community activities. The program continues to develop opportunities that enhance and maintain competency in personal, social, and vocational skills. Staff have a clear understanding that community integration acts as a confidence and skill builder, empowering people to make important choices in their own lives. By providing career-driven supports in addition to an array of community based activities, the program is able to successfully develop a fulfilling annual plan that is consistent with each person's abilities. The program continues to develop opportunities that enhance and maintain competency in personal, social, and vocational skills. Staff have a clear understanding that community integration acts as a confidence and skill builder, empowering people to make important choices in their own lives.

Human Rights indicators such as informed consent, restrictive practices, and written behavior plans are reviewed at least 6 times per year at agency human rights meetings. Human Rights trainings for both agency staff and funded individuals are provided annually and documented in a maintained binder to ensure trainings are up to date. Scheduled interpreters and visual aids are provided to ensure each specific need throughout the agency is met. In order to ensure the goals of our individuals are being met, the program utilizes annual satisfaction surveys for both participants as well as caregivers. In addition, we utilize a system where daily activity data is tracked and then used to identify objectives for the ISP process. The curriculum is designed using a person centered approach. Each week the staff survey the supported individuals on the 3163 contract and research new ideas to add to the calendar of events. In addition, case managers use goals and objectives from each individual's ISP to add meaningful opportunities that align with their interests.

Our program is based on the belief that individuals should make educated choices and take an active role in planning their daily activities, vocational training, and careers. In order to ensure we are accommodating all specialized needs, all referrals and intakes are thoroughly reviewed by the case management team and health care coordinator. If there are any medical protocols or dietary restrictions staff will be trained by the site RN prior to the new individual's start date. Medical and Dietary protocols are documented on fact sheets and reviewed and signed off at department meetings to ensure each staff person is following each order on an ongoing basis. These protocols are reviewed not only annually, but anytime a change is made by a physician.

In regards to personal safety, Abuse and Neglect trainings are offered annually for staff and funded individuals. In addition, literature on mandated reporting and the DPPC is sent home to families and caregivers via USPS within 72 hours of each training. Evacuation and Fire Drills are timed, held bi-monthly, and documented. The agency has a policy that anytime an edit is made to an Emergency Fact sheet, an email is sent with each case manager copied in the thread and the date of the change is noted with an initial at the bottom of each sheet. This ensures the staff are informed on any important changes like diets, meds, behaviors, address, caregivers, etc. Case Managers are in attendance at DDS Risk meetings to those assigned to Risk, and implement any support plans. Pride Inc. has an "Incident Management Team" made up of directors from each department. This team meets at least twice per month to review every incident report. During the meetings we ensure any reportable incidents were entered into HCSIS in a timely manner, that there were no human rights violations, and that each incident has an appropriate follow up with an action plan to prevent a reoccurrence. Once the incidents have been approved, they are kept in a secured binder in the office of the Assistant Executive Director.

Environmental Safety Indicators are reviewed monthly by a safety committee made up of the Director of Operations, one staff person from each department, and six DDS funded individuals. Each indicator is listed on a checklist and a safety inspection is completed during a scheduled walk through each month. Indicators such as safety plans, smoke detectors, hot water temperature, accessibility, appliances, and rubbish are all checked to ensure they are meeting the appropriate standards. These monthly inspections are logged and kept in a binder in the Director's office. To ensure the agency is in compliance with health related indicators, the Director of Community Based Services works hand in hand with the Health Care Coordinator to

schedule all medical and dietary trainings on an annual or as needed basis. In addition, all physician's orders are followed and up to date and reviewed at each ISP meeting. Medication storage is located in the Health Care office in a locked safe and meds are only administered and documented by the site nurses and MAP certified staff.

Self-Assessment is an ongoing process throughout the agency. Trainings on licensing indicators are provided at bi-monthly agency wide staff meetings and signed off by each staff person in attendance. The agency ensures that if staff have to miss any of the indicated trainings, there are always opportunities for it to be made up. Audits of the staff training binder are conducted by the program director to ensure additional opportunities are scheduled in a timely manner. This process helps to ensure the highest quality of care and advocacy is being provided to those being supported by our services, this also ensures our competent workforce.

At this point in time, PRIDE Admin team consisting of Director of Community Based Day services, Jen Perry, Assistant Executive Director Marc Mauricio, PRIDE RN Erica Marcotte and the case management team modeled the Quest method of auditing. PRIDE administration went through each indicator provided on the Employment/Day Audit- Community Based day supports. PRIDE utilized 10 DDS funded individuals' case records to perform this audit.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	6/6	0/6	
Employment and Day Supports	48/51	3/51	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	54/57	3/57	95%
2 Year License			
# indicators for 60 Day Follow-up		3	

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

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.	Informed consent obtained for one individual for the release of a photograph did not contain specific information regarding the media outlet on which it would be published, nor did it contain information specifying the purpose. The agency needs to ensure that in each media release the specific media outlet and specific purpose is identified prior to obtaining consent from an individual or guardian.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For 3 out of 6 individuals, support strategies were not submitted within the timelines. The agency needs to ensure that all support strategies and objectives are submitted 15 days prior to the ISP meeting.
L91	Incidents are reported and reviewed as mandated by regulation.	For one location where reportable incidents occurred, one of three incident reports had not been submitted and finalized within required timelines. The agency needs to ensure that all reportable incidents are submitted and finalized within required timelines.

CERTIFICATION FINDINGS

	Reviewed By	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	DDS 0/0 Provider 6/6	6/6	0/6	
Employment and Day Supports	DDS 4/7 Provider 26/26	30/33	3/33	
Community Based Day Services	DDS 1/3 Provider 11/11	12/14	2/14	
Employment Support Services	DDS 3/4 Provider 15/15	18/19	1/19	
Total		36/39	3/39	92%
Certified				

Community Based Day Services- Areas Needing Improvement on Standards not met From DDS Review:

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.	For the three individuals reviewed, there was no mechanism in place to solicit feedback for the ongoing performance of their staff. The agency needs to ensure individuals have opportunities to provide feedback on the performance of staff that support them.
C54	Individuals have the assistive technology and/or modifications to maximize independence.	For one individual, there was no evidence he had been assessed to determine in what areas he could benefit from assistive technology nor were there strategies in place regarding how the use of assistive technology could be implemented to maximize his independence. The agency needs to assess each individual to determine if they could benefit from the use of assistive technology, and if so, develop individualized plans to obtain such technology and individual-specific strategies to implement the use of their assistive technology.

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

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.	For all four individuals, there was no mechanism in place to solicit feedback for the ongoing performance of their staff. The agency needs to ensure individuals have opportunities to provide feedback on the performance of staff that support them.

MASTER SCORE SHEET LICENSURE

Organizational: P.R.I.D.E, INC

Indicator #	Indicator	Reviewed by	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓟ L2	Abuse/neglect reporting	DDS	2/2	Met
L48	HRC	Provider	-	Met
L74	Screen employees	Provider	-	Met
L75	Qualified staff	Provider	-	Met
L76	Track trainings	Provider	-	Met
L83	HR training	Provider	-	Met

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	DDS	3/3		3/3	6/6	Met
L5	Safety Plan	L	Provider		-	-	-	Met
Ⓟ L6	Evacuation	L	DDS	2/2		1/1	3/3	Met
L7	Fire Drills	L	Provider		-	-	-	Met
L8	Emergency Fact Sheets	I	Provider		-	-	-	Met
L9	Safe use of equipment	L	Provider		-	-	-	Met
L10	Reduce risk interventions	I	Provider		-	-	-	Met
Ⓟ L11	Required inspections	L	DDS	2/2		1/1	3/3	Met
Ⓟ L12	Smoke detectors	L	DDS	2/2		1/1	3/3	Met
Ⓟ L13	Clean location	L	DDS	2/2		1/1	3/3	Met
L14	Site in good repair	L	Provider		-	-	-	Met
L15	Hot water	L	DDS	2/2		1/1	3/3	Met
L16	Accessibility	L	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L17	Egress at grade	L	Provider		-	-	-	Met
L20	Exit doors	L	Provider		-	-	-	Met
L21	Safe electrical equipment	L	Provider		-	-	-	Met
L22	Well-maintained appliances	L	Provider		-	-	-	Met
L25	Dangerous substances	L	Provider		-	-	-	Met
L26	Walkway safety	L	Provider		-	-	-	Met
L28	Flammables	L	Provider		-	-	-	Met
L29	Rubbish/com bustibles	L	Provider		-	-	-	Met
L30	Protective railings	L	Provider		-	-	-	Met
L31	Communication method	I	Provider		-	-	-	Met
L32	Verbal & written	I	Provider		-	-	-	Met
L37	Prompt treatment	I	Provider		-	-	-	Met
Ⓟ L38	Physician's orders	I	DDS	2/2		3/3	5/5	Met
L39	Dietary requirements	I	Provider		-	-	-	Met
L44	MAP registration	L	Provider		-	-	-	Met
L45	Medication storage	L	Provider		-	-	-	Met
Ⓟ L46	Med. Administration	I	DDS	1/1		2/3	3/4	Met
L49	Informed of human rights	I	Provider		-	-	-	Met
L50	Respectful Comm.	L	Provider		-	-	-	Met
L51	Possessions	I	Provider		-	-	-	Met
L52	Phone calls	I	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L54	Privacy	L	Provider		-	-	-	Met
L55	Informed consent	I	DDS	0/1			0/1	Not Met (0 %)
L61	Health protection in ISP	I	Provider		-	-	-	Met
L62	Health protection review	I	Provider		-	-	-	Met
L63	Med. treatment plan form	I	Provider		-	-	-	Met
L64	Med. treatment plan rev.	I	Provider		-	-	-	Met
L77	Unique needs training	I	Provider		-	-	-	Met
L78	Restrictive Int. Training	L	Provider		-	-	-	Met
L79	Restraint training	L	Provider		-	-	-	Met
L80	Symptoms of illness	L	Provider		-	-	-	Met
L81	Medical emergency	L	Provider		-	-	-	Met
Ⓡ L82	Medication admin.	L	DDS	2/2		1/1	3/3	Met
L84	Health protect. Training	I	Provider		-	-	-	Met
L85	Supervision	L	Provider		-	-	-	Met
L86	Required assessments	I	DDS	2/3		3/3	5/6	Met (83.33 %)
L87	Support strategies	I	DDS	1/3		2/3	3/6	Not Met (50.0 %)
L88	Strategies implemented	I	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L91	Incident management	L	DDS	2/2		0/1	2/3	Not Met (66.67 %)
#Std. Met/# 51 Indicator							48/51	
Total Score							54/57	
							94.74%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C1	Provider data collection	Provider	-	Met
C2	Data analysis	Provider	-	Met
C3	Service satisfaction	Provider	-	Met
C4	Utilizes input from stakeholders	Provider	-	Met
C5	Measure progress	Provider	-	Met
C6	Future directions planning	Provider	-	Met

Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	DDS	0/3	Not Met (0 %)
C8	Family/guardian communication	Provider	-	Met
C13	Skills to maximize independence	Provider	-	Met
C37	Interpersonal skills for work	Provider	-	Met
C40	Community involvement interest	Provider	-	Met
C41	Activities participation	Provider	-	Met
C42	Connection to others	Provider	-	Met
C43	Maintain & enhance relationship	Provider	-	Met

Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C44	Job exploration	DDS	3/3	Met
C45	Revisit decisions	Provider	-	Met
C46	Use of generic resources	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met
C54	Assistive technology	DDS	2/3	Not Met (66.67 %)

Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	DDS	0/4	Not Met (0 %)
C8	Family/guardian communication	Provider	-	Met
C22	Explore job interests	Provider	-	Met
C23	Assess skills & training needs	DDS	1/1	Met
C24	Job goals & support needs plan	DDS	1/1	Met
C25	Skill development	Provider	-	Met
C26	Benefits analysis	Provider	-	Not Met (0 %)
C27	Job benefit education	Provider	-	Met
C28	Relationships w/businesses	Provider	-	Met
C29	Support to obtain employment	Provider	-	Met
C30	Work in integrated settings	Provider	-	Met
C31	Job accommodations	Provider	-	Met
C32	At least minimum wages earned	Provider	-	Met
C33	Employee benefits explained	Provider	-	Met
C34	Support to promote success	Provider	-	Met
C35	Feedback on job performance	Provider	-	Met
C36	Supports to enhance retention	Provider	-	Met

Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C37	Interpersonal skills for work	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C50	Involvement/ part of the Workplace culture	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met
C54	Assistive technology	DDS	4/4	Met