



**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**

<b>Provider</b>	P.R.I.D.E, INC
<b>Review Dates</b>	7/27/2022 - 8/2/2022
<b>Service Enhancement Meeting Date</b>	8/15/2022
<b>Survey Team</b>	Tina Napolitan (TL) Kayla Condon
<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) 14 audit (s)	Full Review	43/61 2 Year License with Mid-Cycle Review 08/15/2022 - 08/15/2024		34 / 42 Certified 08/15/2022 - 08/15/2024
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	11 / 15
Employment Support Services	1 location(s) 7 audit (s)			Full Review	17 / 21
Planning and Quality Management				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

P.R.I.D.E., Inc. (PRIDE) was established in 1969 and currently provides a wide range of supports to people with developmental disabilities living in communities in the Taunton area of Massachusetts. The agency also offers non DDS services including day habilitation and Adult Family Care. DDS services include the day services of employment and community based day services (CBDS). Since the last survey, the agency has added a second location, at which CBDS services are offered. The scope of this survey included a full licensure and certification review of the employment program and CBDS as well as a review of PRIDE's organizational systems.

The survey identified several accomplishments on the part of the agency, which resulted in positive outcomes. As an organization, PRIDE demonstrated success in meeting licensure requirements for services and supports in the areas of program planning, promotion of human rights, and workforce competency. The agency's system for addressing reports of abuse and neglect was effective, ensuring that appropriate actions were taken when there was a report of abuse. Review of staff training found all required training was in place and all licensed personnel had current and active licenses. The agency solicited feedback via satisfaction surveys from all stakeholders which informed the creation of performance enhancement measures, as well as the strategic plan. Staff were trained and knowledgeable of significant medical protocols and specialized dietary requirements, knew what to do in case of a medical emergency, and were trained in the signs and symptoms of illness. In the area of human rights, staff were respectful of individuals in verbal communications. This was observed across locations in which staff established a mutually respectful relationship with individuals, individuals were able to access and keep their possessions, use their cell phones or office phones as needed, and were supported to understand verbal and written communication.

Within Certification, PRIDE demonstrated many areas of strength, most notable in the areas of communication, community access and integration. Within the CBDS program, individuals were supported to utilize community resources. For example, individuals were supported within the CBDS program to learn how to schedule and safely use public transportation. This travel training increased individuals' ability to gain access to and attend community events and other community resources. For those within the employment program, individuals worked in integrated settings where they were actively engaged in the work culture, were paid at least minimum wage and were receiving the benefits offered to all other employees.

Within licensing, there were several areas requiring strengthening within the agency's employment and CBDS services that were identified during the survey. The agency needs to develop a system for maintaining environmental safety oversight of its CBDS location. Additionally, added attention to details included within emergency fact sheets are current and inclusive of all pertinent information. The agency needs to enhance the development of goals and how it measures progress towards individual achievement of these goals. Within the CBDS program, the location would benefit from increase oversight and supervision regarding identifying when plans are needed to address money management, behavioral and restrictive practices, and medication management.

In the Employment service grouping, the agency needs to develop mechanisms for person centered planning with a view to career development, including comprehensive skills assessment utilizing broad and varied methods, resulting in detailed documentation which can serve as a road map for employment success for each person. Within the CBDS program, increased efforts towards increasing the pre-vocational elements of CBDS program, the individuals would benefit from a more structured approach to supporting individual obstacles to being gainfully employed by identifying habilitative goals and identifying support needs specific to employment for those who are on the employment track.

Based on this report, the employment and day services will receive a license with a mid-cycle review having obtained a licensing score of 70%, meeting 43 of 61 indicators within licensing. The DDS will conduct a follow up review within 60 days and in again in one year. The agency achieved certification for employment and day services meeting 81% (34/42) of the Certification indicators.

## **LICENSURE FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Organizational</b>	<b>8/8</b>	<b>0/8</b>	
<b>Employment and Day Supports</b>	<b>35/53</b>	<b>18/53</b>	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>43/61</b>	<b>18/61</b>	<b>70%</b>
<b>2 Year License with Mid-Cycle Review</b>			
<b># indicators for 60 Day Follow-up</b>		<b>18</b>	

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L8	Emergency fact sheets are current and accurate and available on site.	For one individual, an emergency fact sheet was not developed. For the remaining two of the thirteen, the emergency facts sheets lacked information containing descriptive information necessary to use when finding an individual.
L9 (07/21)	Individuals are able to utilize equipment and machinery safely.	Eight of the thirteen individuals were not assessed to determine if they could safely use equipment they would commonly interact with during their day services. The agency needs to ensure that individuals are assessed and able to use equipment and machinery safely.
L21	Electrical equipment is safely maintained.	The CBDS location had multiple overloaded power strips. The agency needs to ensure that wall receptacles and power strips are not overloaded, thus there must be no more than one appliance cord plugged into an outlet.
L25	Potentially dangerous substances are stored separately from food and are in containers that are accurately labeled.	The CBDS location had cleaning supplies and other non-edible, toxic items stored with food items. The agency needs to ensure that no dangerous substances are stored near food.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L29	No rubbish or other combustibles are accumulated within the location including near heating equipment and exits.	The CBDS location had combustible materials within three feet of the heating system. The agency needs to ensure that no combustible materials are present near the heating system.
L44	The location where MAP certified staff is administering medication is registered by DPH.	One of two locations was not registered with DPH. The agency needs to ensure that sites where medications are administered are registered with DPH.
L45	Medications are stored in a locked container or area in which nothing except such medications are stored.	Medications at one of two locations are not stored properly in a locked container. The agency needs to ensure that medication are stored in an area that is locked with a key. (Corrected)
L54 (07/21)	Individuals have privacy when taking care of personal needs and discussing personal matters.	Seven of fourteen individuals were not afforded an area in which to engage in private discussions. The agency needs to ensure that individuals are afforded their right to privacy.
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.	For three of six individuals who had photographic images published, proper consent was not obtained. The agency needs to ensure that consents are obtained from competent individuals and guardians.
L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.	One individual requires that scissors be locked for safety reasons. There is no written rationale for this practice. The agency needs to ensure that there is a written rationale for all restrictive practices.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	One individual has funds managed and secured by the agency. There was no money management plan in place. The agency needs to ensure that there is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.
L68	Expenditures of individual's funds are made only for purposes that directly benefit the individual.	For one individual there was no system in place to determine if funds were being used to directly benefit them. The agency needs to ensure that individual's funds are made only for purposes that directly benefit the individual.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L69	Individual expenditures are documented and tracked.	There was no method to track expenditures for one individual. The agency needs to ensure that individual expenditures are documented and tracked.
L78	Staff are trained to safely and consistently implement restrictive interventions.	Staff have not received training regarding the restrictive practice of locking scissors for one individual. The agency needs to ensure that staff are trained to safely and consistently implement restrictive interventions.
L85	The agency provides ongoing supervision, oversight and staff development.	At one of two locations, there was an overall lack of oversight in several areas. An increase in oversight of medical, environmental, financial management, behavioral and restrictive practices are needed to ensure all needs are met. There needs to be a continuous quality management system to ensure that issues are identified and corrected in a timely manner.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For six individuals, support strategies were either missing or submitted outside of the required timelines. Required support strategies need to be completed within required timelines in preparation for the ISP.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For seven of fourteen individuals, the agency had not collected data towards the achievement of support strategies. Three individuals did not have support strategies. The agency needs to ensure that accomplishments and progress towards meeting ISP support strategies is tracked and measured.
L94 (05/22)	Individuals have assistive technology to maximize independence.	Eleven individuals were not supported to use assistive technology to increase their independence when there is an identified need. The agency needs to ensure that individuals have assistive technology to maximize independence.



## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>28/36</b>	<b>8/36</b>	
Community Based Day Services	11/15	4/15	
Employment Support Services	17/21	4/21	
<b>Total</b>	<b>34/42</b>	<b>8/42</b>	<b>81%</b>
<b>Certified</b>			

### **Community Based Day Services Commendations on Standards Met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Commendations</b>
C8	There are opportunities for communication between guardians, family members, and staff on a regular and timely basis.	The agency communicates with guardians and family members in a variety of ways including calls and email. All guardian members reported that communication was frequent and timely and that they felt supported by the agency. The agency is commended for their efforts communicating with families and guardians.
C42	Individuals are involved in activities that connect them to other people in the community.	The agency has succeeded in creating a community presence within the downtown area of Taunton. Individuals that participated in CBDS services have been actively involved in town events such as Arts in the Park, a Christmas parade, connections to local political representative to the extent the the representative visit the program and in general the local downtown community.

**Community Based Day Services Commendations on Standards Met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Commendations</b>
C47	Individuals have full access to the community through transportation available and/or provided.	Individuals have received travel training to use the GATRA bus, including learning various stops and how to navigate to the final destination via GPS once off the bus. This has supported the individuals to become more independent when navigating the community. It also removed the barrier regarding transportation limits for MassHealth funded transport, allowing more individuals to have access to the community. The agency is commended for its efforts to have individuals have full access to the community through transportation.
C8	There are opportunities for communication between guardians, family members, and staff on a regular and timely basis.	The agency communicates with guardians and family members in a variety of ways including calls and email. All guardian members reported that communication was frequent and timely and that they felt supported by the agency. The agency is commended for their efforts communicating with families and guardians.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
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.	The agency lacked a system in which to solicit individual feedback regarding the staff that support them. The agency needs to ensure that individuals are afforded the opportunity to provide feedback on an on-going basis regarding the staff that support them.
C38 (07/21)	Specific habilitative and behavioral goals necessary to prepare individuals for work are identified.	For five of the six individuals, habilitative and/or behavioral goals had not been developed and strategies to overcome potential obstacles to obtain employment had not been identified. The agency needs to ensure that specific habilitative and behavioral goals necessary to prepare individuals for work are identified.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For five of six individuals, job goals and support needs had not been identified and there was no written plan in place based on their current interests, strengths and needs. The agency needs to ensure a plan is developed to identify job goals and support needs that would lead to movement into supported employment.
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	Two of the six individuals had not been supported to explore potential job interests. The agency needs to ensure that there are methods to assist individuals to explore their job interests.
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.	There agency lacked a system in which to solicit individual feedback regarding the staff that support them. The agency needs to ensure that individuals are afforded the opportunity to provide feedback on an on-going basis regarding the staff that support them.
C24	There is a plan developed to identify job goals and support needs.	Of the seven individuals reviewed, five individuals did not have a written plan that identifies employment goals and support needs. The agency needs to ensure there is a plan developed to identify job goals and support needs.
C26	Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community.	Of the seven individuals, three had not been supported to have an analysis completed of how current and future earnings impact entitlements. The agency needs to ensure individuals are supported to have an analysis of how an entitlements can be managed in a way that allows them to work successfully in the community.
C33	Employee benefits and rights are clearly explained to the individual.	Three of the seven individuals were not aware of their benefits/rights, such as earned sick time. The agency needs to ensure that employee benefits and rights are clearly explained to the individual.

## MASTER SCORE SHEET LICENSURE

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

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	2/2	Met
L3	Immediate Action	3/3	Met
L4	Action taken	1/1	Met
L48	HRC	1/1	Met
L75	Qualified staff	3/3	Met
L76	Track trainings	3/3	Met
L83	HR training	3/3	Met
L92 (07/21)	Licensed Sub-locations (e/d).	1/1	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	6/6		7/7	13/13	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	5/6		5/7	10/13	Not Met (76.92 %)
L9 (07/21)	Safe use of equipment	I	5/6		0/7	5/13	Not Met (38.46 %)
L10	Reduce risk interventions	I	2/3		3/3	5/6	Met (83.33 %)
℞ 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
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			0/1	0/1	Not Met (0 %)
L22	Well-maintained appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			0/1	0/1	Not Met (0 %)
L26	Walkway safety	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			0/1	0/1	Not Met (0 %)
L31	Communication method	I	7/7		7/7	14/14	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L32	Verbal & written	I	7/7		7/7	14/14	Met
L37	Prompt treatment	I	7/7		7/7	14/14	Met
Ⓡ L38	Physician's orders	I	1/1		4/5	5/6	Met (83.33 %)
L39	Dietary requirements	I			6/6	6/6	Met
L44	MAP registration	L	1/1		0/1	1/2	Not Met (50.0 %)
L45	Medication storage	L	1/1		0/1	1/2	Not Met (50.0 %)
Ⓡ L46	Med. Administration	I			7/7	7/7	Met
L49	Informed of human rights	I	6/6		7/7	13/13	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		0/7	7/14	Not Met (50.0 %)
L55	Informed consent	I	1/3		2/3	3/6	Not Met (50.0 %)
L56	Restrictive practices	I			0/1	0/1	Not Met (0 %)
L61	Health protection in ISP	I			1/1	1/1	Met
L67	Money mgmt. plan	I			0/1	0/1	Not Met (0 %)
L68	Funds expenditure	I			0/1	0/1	Not Met (0 %)
L69	Expenditure tracking	I			0/1	0/1	Not Met (0 %)
L77	Unique needs training	I	7/7		6/7	13/14	Met (92.86 %)
L78	Restrictive Int. Training	L			0/1	0/1	Not Met (0 %)
L79	Restraint training	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
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
L84	Health protect. Training	I			1/1	1/1	Met
L85	Supervision	L	1/1		0/1	1/2	Not Met (50.0 %)
L86	Required assessments	I	4/6		7/7	11/13	Met (84.62 %)
L87	Support strategies	I	3/7		4/6	7/13	Not Met (53.85 %)
L88	Strategies implemented	I	3/7		4/7	7/14	Not Met (50.0 %)
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
L94 (05/22)	Assistive technology	I	1/7		2/7	3/14	Not Met (21.43 %)
L96 (05/22)	Staff training in devices and applications	I			2/2	2/2	Met
<b>#Std. Met/# 53 Indicator</b>						35/53	
<b>Total Score</b>						43/61	
						70.49%	

## 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	<b>Met</b>
C5	Measure progress	1/1	<b>Met</b>
C6	Future directions planning	1/1	<b>Met</b>

### **Community Based Day Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	0/7	<b>Not Met (0 %)</b>
C8	Family/guardian communication	7/7	<b>Met</b>
C13	Skills to maximize independence	7/7	<b>Met</b>
C37	Interpersonal skills for work	6/6	<b>Met</b>
C38 (07/21)	Habilitative & behavioral goals	1/6	<b>Not Met (16.67 %)</b>
C39 (07/21)	Support needs for employment	1/6	<b>Not Met (16.67 %)</b>
C40	Community involvement interest	7/7	<b>Met</b>
C41	Activities participation	7/7	<b>Met</b>
C42	Connection to others	7/7	<b>Met</b>
C43	Maintain & enhance relationship	7/7	<b>Met</b>
C44	Job exploration	4/6	<b>Not Met (66.67 %)</b>
C45	Revisit decisions	7/7	<b>Met</b>
C46	Use of generic resources	7/7	<b>Met</b>
C47	Transportation to/ from community	7/7	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	7/7	<b>Met</b>

### **Employment Support Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	0/7	<b>Not Met (0 %)</b>
C8	Family/guardian communication	7/7	<b>Met</b>
C22	Explore job interests	5/6	<b>Met (83.33 %)</b>
C23	Assess skills & training needs	5/6	<b>Met (83.33 %)</b>
C24	Job goals & support needs plan	2/7	<b>Not Met (28.57 %)</b>
C25	Skill development	7/7	<b>Met</b>
C26	Benefits analysis	4/7	<b>Not Met (57.14 %)</b>
C27	Job benefit education	7/7	<b>Met</b>



### Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C28	Relationships w/businesses	1/1	<b>Met</b>
C29	Support to obtain employment	6/7	<b>Met (85.71 %)</b>
C30	Work in integrated settings	7/7	<b>Met</b>
C31	Job accommodations	7/7	<b>Met</b>
C32	At least minimum wages earned	7/7	<b>Met</b>
C33	Employee benefits explained	4/7	<b>Not Met (57.14 %)</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	7/7	<b>Met</b>
C37	Interpersonal skills for work	7/7	<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>