



**PROVIDER REPORT  
FOR**

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

**September 18, 2024**

**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>	8/15/2024 - 8/21/2024
<b>Service Enhancement Meeting Date</b>	9/4/2024
<b>Survey Team</b>	Michelle Boyd Linda Griffith Scott Nolan (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) 14 audit (s)	Full Review	48/62 2 Year License with Mid-Cycle Review 09/04/2024 - 09/04/2026		32 / 41 Certified with Progress Report 09/04/2024 - 09/04/2026
Community Based Day Services	2 location(s) 7 audit (s)			Full Review	13 / 15
Employment Support Services	0 location(s) 7 audit (s)			Full Review	15 / 20
Planning and Quality Management				Full Review	4 / 6

## **EXECUTIVE SUMMARY :**

P.R.I.D.E., Inc. (PRIDE) was founded in 1969 to provide a variety of services to people with developmental/intellectual disabilities, and its present location in the greater Taunton area was established during the 1980's. The agency provides community-based day supports (CBDS) and employment services, including through PRIDEWRX which offers competitive employment to individuals' who deliver production services to outside businesses. The agency also offers non-DDS services including day habilitation and Adult Family Care (AFC). The scope of this survey was a full licensure and certification review of the employment program and CBDS including a review of the agency's organizational systems.

The agency has been under a new leadership team since the last review and has several longstanding employees who have developed mutually respectful relationships with individuals, families and the local community. This was beneficial for individuals as they were actively involved in community events. The agency demonstrated several strengths including having an effective Human Rights Committee and taking appropriate action when addressing reports of abuse and neglect. Staff were found to have all required training; the agency hired qualified staff; and where required staff held active licenses to provide services such as nursing.

In the environmental domain, both locations were well maintained, were in good repair, and all inspections were current. An ongoing strength in CBDS, was the relationships that staff developed with individuals, training and knowledge of health care management plans and how to respond to medical emergencies. For example, MAP certified staff would administer medications and were trained in supporting individuals who required the use of inhalers for asthma and Epi-pen in the event of an emergency. Individuals were knowledgeable of their human rights and staff supported them to exercise these rights. Individuals were observed to use cellphones and freely communicated with staff. Individuals selected and scheduled daily activities from a choice board in which staff organized small groups for community outings. In employment services, staff checked in and supported individuals as needed in the workplace. Individuals and family members spoke positively about the responsiveness of staff to resolving concerns as they arose with employers such as using sick leave or taking time off.

Within certification, an ongoing strength was the agency's commitment to serving the community and staff supporting individuals to utilize and be active in the local community. For example, individuals participated in the Taunton clean-up day, assisted with setting up and working at the community Diversity Festival, and individuals from PRIDE were chosen to turn on the holiday lights at the Taunton green. In CBDS, individuals utilized community resources daily such as meeting at local coffee shops, the local YMCA, and walking trails.

Individuals receiving employment supports worked in integrated settings such as a local university, small business and grocery stores and were paid minimum wage or more in their positions.

Within the organization, an area in need of increased focus is the development of systems for collecting data on program quality such as the documentation of progress on ISP objectives; collection of data on the implementation of targeted PBS plans; and the organization of data information to make it easily accessible for analysis of trends and patterns. For example, a review of incident reports may reveal patterns of behavior or an analysis of monthly or quarterly progress notes may indicate a modification of a goal.

Within licensing, there were areas requiring strengthening and monitoring for CBDS and employment services. In CBDS, this includes the documentation of individual participation in fire drills for both services, and an increased effort on the collection of data to document weekly and/or monthly progress in the implementation of support strategies of goals. This is one method for the agency to identify what is working and where changes will improve service delivery when examining program

quality.

Within Certification, for CBDS and employment services the agency should focus on soliciting feedback from individuals on the staff who support them. In CBDS, for individuals who are on a pathway to employment, the agency should develop a person-centered plan to identify job goals and support needs that would potentially lead toward supported employment. In employment services, the agency should offer training and education on employee benefits and assistance with understanding and managing employment when receiving disability benefits.

The agency will receive a Two-year license with a mid-cycle review for day services and employment with a licensure score of 77%, having met 48 out of 62 licensing indicators. DDS will conduct a follow-up review within 60 days of the SEM on all indicators rated not met and review these indicators again in one year. In the area of Certification, the agency achieved an overall score of 78%, having met 32 out of 41 certification indicators. The agency is "Certified with a Progress report" which needs to be submitted to the DDS Southeast Office of Quality Enhancement on all certification indicators rated "not met" in one year.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>8/8</b>	<b>0/8</b>	
<b>Employment and Day Supports</b>	<b>40/54</b>	<b>14/54</b>	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>48/62</b>	<b>14/62</b>	<b>77%</b>
<b>2 Year License with Mid-Cycle Review</b>			
<b># indicators for 60 Day Follow-up</b>		<b>14</b>	

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

Indicator #	Indicator	Area Needing Improvement
L1	Individuals have been trained and guardians are provided with information in how to report alleged abuse/neglect.	Seven out of fourteen individuals and/or guardians were not provided with information on how to report alleged abuse. The agency needs to ensure that all individuals and guardians are provided information on how to report abuse and neglect.
L5	There is an approved safety plan in home and work locations.	At two locations, safety plans were expired; after two years a new one needed to be submitted to the area office. The safety plans expired in November 2023. The new safety plans were sent to the area office for review and approval. The agency must ensure that safety plans are approved by the area office for both locations prior to expiration.
L7	Fire drills are conducted as required.	The agency conducted fire drills as required; a written record was not kept marking who was present or not present as is required for safe evacuation. The agency needs to ensure that a written record is kept when conducting fire drills.
L9 (07/21)	Individuals are able to utilize equipment and machinery safely.	For eight out of thirteen individuals, an assessment was not completed for individuals on the safe use of equipment, tools and machinery. The agency needs to ensure individuals are assessed and able to utilize equipment and machinery safely.

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

Indicator #	Indicator	Area Needing Improvement
L27	If applicable, swimming pools and other bodies of water are safe and secure according to policy.	At one location, water safety training was not in place for the staff accompanying individuals while swimming. Water safety assessments were not completed for the individuals that swim. The agency needs to ensure that individuals are assessed for their water safety skills and that the staff who support individuals to swim are trained on water safety.
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	For six out of fourteen individuals, individuals and/or guardians were not informed of their human rights and/or how to file a grievance. The agency must ensure that individuals and guardians receive education/information about human rights and the grievance procedure.
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 nine out of ten individuals who had photographic images published, proper consent was not obtained. The agency must ensure that consents are obtained from competent individuals and their guardians, as well as indicating the intended purpose/use of the photograph on the consent forms.
L57	All behavior plans are in a written plan.	For one of two individuals with an intensive PBS plan, the plan did not include all required components. The agency must ensure that written intensive PBS plans include all necessary components and approvals.
L60	Data are consistently maintained and used to determine the efficacy of behavioral interventions.	For one of two individuals with an intensive PBS plan, behavior data was not being collected to determine the efficacy of behavioral interventions. The agency needs to ensure that data collection is consistently completed related to behavior plans and intensive/targeted PBS plans.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For nine individuals, required assessments for the ISP were not submitted within the required timelines. The agency needs to ensure that all required assessments are submitted within the required timelines.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For nine 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 ten individuals, the agency was not collecting data toward the achievement of support strategies. The agency needs to ensure that accomplishments and progress towards meeting ISP support strategies is tracked and measured.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L91	Incidents are reported and reviewed as mandated by regulation.	At two locations, incidents were not submitted and/ or finalized within the required timelines in HCSIS. The agency needs to ensure incidents are submitted and finalized within the required timelines.
L94 (05/22)	Individuals have assistive technology to maximize independence.	Eight individuals were not assessed and/or supported to use assistive technology that could help 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>4/6</b>	<b>2/6</b>	
<b>Employment and Day Supports</b>	<b>28/35</b>	<b>7/35</b>	
Community Based Day Services	13/15	2/15	
Employment Support Services	15/20	5/20	
<b>Total</b>	<b>32/41</b>	<b>9/41</b>	<b>78%</b>
<b>Certified with Progress Report</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 was not collecting data on the implementation of support strategies for the implementation of individual goals, targeted Positive Behavior Support plans, and written records for individual evacuation time during fire drills. The provider needs to collect data for program quality.
C2	The provider analyzes information gathered from all sources and identifies patterns and trends.	The provider did not have internal review systems for assessing program quality in areas such as implementation of goals or targeted PBS plans. The agency needs to create systems to analyze information gathered from all sources to identify patterns and trends.

### **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.	Seven individuals did not have the opportunity to provide feedback on an ongoing basis on the performance of staff that support them. The agency needs to ensure that individuals are afforded the opportunity to provide feedback on an ongoing basis regarding the staff that support them, in addition to feedback during the hiring process.

**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.	One individual did not have a written plan developed to identify the job goals and support needs that would lead him into supported employment. The agency needs to ensure there are written plans developed to identify job goals and support needs so individuals can move into supported employment.
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.	Seven individuals did not have the opportunity to provide feedback on an ongoing basis on the performance of staff that support them. The agency needs to ensure that individuals are afforded the opportunity to provide feedback on an ongoing basis regarding the staff that support them, in addition to feedback during the hiring process.
C24	There is a plan developed to identify job goals and support needs.	For two individuals, a written plan was not developed that identified employment goals and support needs. The agency needs to ensure that there is a written plan developed to identify individuals' 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.	Five out of seven individuals were not provided with information on how to manage their entitlements as part of career planning. The agency needs to ensure individuals are provided information on how to manage their entitlements in a way that allows them to work successfully in the community.
C29	Individuals are supported to obtain employment that matches their skills and interests.	One out of two individuals were not matched with his employment that matched his skills, interests and abilities. The agency needs to ensure that individuals are supported to obtain employment that matches their skills and interests.
C33	Employee benefits and rights are clearly explained to the individual.	For three out of seven individuals, training or information had not been provided about employee benefits and rights. The agency needs to ensure 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)
PE L2	Abuse/neglect reporting	2/2	Met
L3	Immediate Action	2/2	Met
L4	Action taken	2/2	Met
L48	HRC	1/1	Met
L74	Screen employees	2/2	Met
L75	Qualified staff	2/2	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	2/7		5/7	7/14	<b>Not Met (50.0 %)</b>
L5	Safety Plan	L			0/2	0/2	<b>Not Met (0 %)</b>
℞ L6	Evacuation	L			2/2	2/2	<b>Met</b>
L7	Fire Drills	L			0/2	0/2	<b>Not Met (0 %)</b>
L8	Emergency Fact Sheets	I	7/7		7/7	14/14	<b>Met</b>
L9 (07/21)	Safe use of equipment	I	5/6		0/7	5/13	<b>Not Met (38.46 %)</b>
L10	Reduce risk interventions	I			2/2	2/2	<b>Met</b>
℞ L11	Required inspections	L			2/2	2/2	<b>Met</b>
℞ L12	Smoke detectors	L			2/2	2/2	<b>Met</b>
℞ L13	Clean location	L			2/2	2/2	<b>Met</b>
L14	Site in good repair	L			2/2	2/2	<b>Met</b>
L15	Hot water	L			2/2	2/2	<b>Met</b>
L16	Accessibility	L			2/2	2/2	<b>Met</b>
L17	Egress at grade	L			2/2	2/2	<b>Met</b>
L20	Exit doors	L			2/2	2/2	<b>Met</b>
L21	Safe electrical equipment	L			2/2	2/2	<b>Met</b>
L22	Well-maintained appliances	L			2/2	2/2	<b>Met</b>
L25	Dangerous substances	L			2/2	2/2	<b>Met</b>
L26	Walkway safety	L			2/2	2/2	<b>Met</b>

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L27	Pools, hot tubs, etc.	L			0/1	0/1	Not Met (0 %)
L28	Flammables	L			2/2	2/2	Met
L29	Rubbish/combustibles	L			2/2	2/2	Met
L30	Protective railings	L			2/2	2/2	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	7/7		7/7	14/14	Met
℞ L38	Physician's orders	I			7/7	7/7	Met
L39	Dietary requirements	I			2/2	2/2	Met
L44	MAP registration	L			2/2	2/2	Met
L45	Medication storage	L			2/2	2/2	Met
℞ L46	Med. Administration	I	1/1		7/7	8/8	Met
L49	Informed of human rights	I	3/7		5/7	8/14	Not Met (57.14 %)
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	1/3		0/7	1/10	Not Met (10.0 %)
L57	Written behavior plans	I			1/2	1/2	Not Met (50.0 %)
L60	Data maintenance	I			1/2	1/2	Not Met (50.0 %)
L61	Health protection in ISP	I	1/1		3/3	4/4	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L62	Health protection review	I	1/1			1/1	Met
L77	Unique needs training	I	7/7		7/7	14/14	Met
L80	Symptoms of illness	L			2/2	2/2	Met
L81	Medical emergency	L			2/2	2/2	Met
Ⓜ L82	Medication admin.	L			2/2	2/2	Met
L84	Health protect. Training	I	1/1		3/3	4/4	Met
L85	Supervision	L			2/2	2/2	Met
L86	Required assessments	I	2/7		3/7	5/14	Not Met (35.71 %)
L87	Support strategies	I	3/7		1/6	4/13	Not Met (30.77 %)
L88	Strategies implemented	I	2/6		1/7	3/13	Not Met (23.08 %)
L91	Incident management	L			0/2	0/2	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I	7/7		7/7	14/14	Met
L94 (05/22)	Assistive technology	I	3/7		3/7	6/14	Not Met (42.86 %)
L96 (05/22)	Staff training in devices and applications	I			3/3	3/3	Met
<b>#Std. Met/# 54 Indicator</b>						<b>40/54</b>	
<b>Total Score</b>						<b>48/62</b>	
						<b>77.42%</b>	

**MASTER SCORE SHEET CERTIFICATION**

### Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	0/1	<b>Not Met (0 %)</b>
C2	Data analysis	0/1	<b>Not Met (0 %)</b>
C3	Service satisfaction	1/1	<b>Met</b>
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

Indicator #	Indicator	Met/Rated	Rating
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	7/7	<b>Met</b>
C38 (07/21)	Habilitative & behavioral goals	5/5	<b>Met</b>
C39 (07/21)	Support needs for employment	0/1	<b>Not Met (0 %)</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	5/5	<b>Met</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

Indicator #	Indicator	Met/Rated	Rating
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	2/2	<b>Met</b>

## Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C23	Assess skills & training needs	2/2	<b>Met</b>
C24	Job goals & support needs plan	0/2	<b>Not Met (0 %)</b>
C25	Skill development	2/2	<b>Met</b>
C26	Benefits analysis	2/7	<b>Not Met (28.57 %)</b>
C27	Job benefit education	2/2	<b>Met</b>
C29	Support to obtain employment	1/2	<b>Not Met (50.0 %)</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	7/7	<b>Met</b>
C35	Feedback on job performance	6/7	<b>Met (85.71 %)</b>
C36	Supports to enhance retention	7/7	<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	6/7	<b>Met (85.71 %)</b>