



**PROVIDER REPORT
FOR
REGIONAL EMPLOYMENT
SERVICES
1 Federal Street
Building 111-2 Springfield,
MA 01105**

July 16, 2024

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	REGIONAL EMPLOYMENT SERVICES
Review Dates	6/5/2024 - 6/11/2024
Service Enhancement Meeting Date	6/28/2024
Survey Team	Elsa Adorno Eric Lunden (TL) Janina Millet Marisa Himes
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	5 location(s) 15 audit (s)	Full Review	60/60 2 Year License 06/28/2024 - 06/28/2026		37 / 42 Certified 06/28/2024 - 06/28/2026
Community Based Day Services	1 location(s) 6 audit (s)			Full Review	15 / 15
Employment Support Services	4 location(s) 9 audit (s)			Full Review	16 / 21
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Regional Employment Services (RES) is a state-operated day and employment services agency that supports individuals with autism and developmental and intellectual disabilities within the Central/West region of Massachusetts. RES provides Community Based Day Supports (CBDS) at a location in Baldwinville, while its Employment support services are provided by staff in its Worcester, Springfield, and Baldwinville offices. The scope of this survey conducted by the Office of Quality Enhancement (OQE) was a full licensing and certification review of its CBDS and Employment services.

The agency demonstrated several organizational strengths. It maintained a robust system for tracking required trainings ensuring that it had a competent workforce to support individuals in both CBDS and

employment supports. Sampled staff reviewed organizationally had been trained in all DDS mandated trainings, and at locations, staff were trained in signs and symptoms of illness. Both training evidence and staff interviews confirmed staff were familiar with individuals' unique needs.

At the organizational level, the agency demonstrated strength in the domain of human rights. The agency maintained an effective human rights committee, comprised of long-standing members who are familiar with the locations they serve and are knowledgeable in their roles. Membership requirements and quorum are maintained at quarterly meetings. Timely reviews are completed on behavior plans, restraints, supports, and health-related protections. Meeting minutes are informative and well organized, with clear indications of individuals' receiving training on rights. Individuals had been trained annually in human rights and how to file a grievance in keeping with their learning styles, while guardians had been informed on these same topics.

In the domain of health, the agency ensured that systems were in place to effectively ensure individuals received prompt treatment for emergent health care conditions. All physician orders and treatment protocols, as well as special dietary requirements, were followed. Staff interviews showed that staff were very knowledgeable about the existing health-related protocols and physician-ordered diets.

Among the outcomes associated with certification, specifically the domain choice, control, and growth, individuals supported by the agency's CBDS program were assessed and then supported to explore their own personal interests in social and community activities. Activity schedules both on-site and in the community were put in place using data collected from interest surveys. Individuals were supported to choose activities of their interests and alter their schedule as desired.

Within employment services, individuals and families were encouraged and supported to understand the benefits of integrated employment and how an individual's benefits and entitlements can be managed in a way that allows them to be successfully employed in the community. The agency provided ongoing support to enhance job retention and advancement as well as support to develop appropriate work-related interpersonal and social skills.

There were several certification indicators identified for the agency to focus on to strengthen systems within employment services in the area of career planning, development, and employment. The agency needs to develop a mechanism so that all individuals are regularly assessed to explore job interests, and then supported to explore those interests that have been identified. Finally, the agency must ensure that a well thought out plan for fading supports has been developed, and that individuals are given feedback on their job performance on a schedule or manner commensurate with other employees.

As a result of the current review, Residential Employment Services will receive a two-year license for its Employment and Community Based Day Support service group, with an overall licensure score of 100%. This service group is Certified with an overall score of 88%.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	5/5	0/5	
Employment and Day Supports	55/55	0/55	
Community Based Day Services Employment Support Services			
Critical Indicators	7/7	0/7	
Total	60/60	0/60	100%
2 Year License			
# indicators for 60 Day Follow-up		0	

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	31/36	5/36	
Community Based Day Services	15/15	0/15	
Employment Support Services	16/21	5/21	
Total	37/42	5/42	88%
Certified			

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

Indicator #	Indicator	Area Needing Improvement
C22	Staff have effective methods to assist individuals to explore their job interests.	For two individuals, the agency did not regularly assess the individual's job interests. The agency must regularly assess the individual's job interest and must have explored those interests identified with the individual. Two individuals had not yet been thoroughly assessed on their

		personalized job interests. The agency needs to ensure that individualized preferences are explored using a variety of methods, for example, job tours, volunteerism, interest inventories and a variety of vocational assessments.
C23	Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment.	For two individuals, the agency did not use a variety of assessments that focus on individuals' strengths and skills related to career interests. The agency needs to ensure that each individual's employment skills and training needs have been fully assessed. Assessment should be focused both on the generic skills needed for any job, as well as the specific skills needed in each individual's field of interest.
C30	Individuals are supported to work in integrated job settings.	For three individuals the opportunity to work in integrated settings was not provided on a regular basis. The agency needs to ensure that individuals are provided regular opportunities for work in settings which are fully integrated.
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	For two individuals there was no clear plan for fading support. The agency needs to ensure that once employment begins, plans are developed that outline how supports will be minimized or faded over time as greater independence is realized.
C35	Individuals are given feedback on job performance by their employer.	For two individuals, feedback on job performance by their employer was not present. The agency needs to ensure that individuals are given feedback on their job performance on a schedule and a manner commensurate with other employees and the agency must facilitate and reinforce evaluation results when needed.

MASTER SCORE SHEET LICENSURE

Organizational: REGIONAL EMPLOYMENT SERVICES

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓟ L2	Abuse/neglect reporting	5/5	Met
L48	HRC	1/1	Met
L76	Track trainings	1/1	Met
L83	HR training	2/2	Met
L92 (07/21)	Licensed Sub-locations (e/d).	1/1	Met

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	9/9		6/6	15/15	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	9/9		6/6	15/15	Met
L9 (07/21)	Safe use of equipment	I	9/9		6/6	15/15	Met
L10	Reduce risk interventions	I	3/3		6/6	9/9	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			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			1/1	1/1	Met
L22	Well-maintained appliances	L			1/1	1/1	Met
L25	Dangerous substances	L	1/1		1/1	2/2	Met
L26	Walkway safety	L	1/1		1/1	2/2	Met
L28	Flammables	L	1/1		1/1	2/2	Met
L29	Rubbish/combustibles	L	1/1		1/1	2/2	Met
L30	Protective railings	L	1/1		1/1	2/2	Met
L31	Communication method	I	9/9		6/6	15/15	Met
L32	Verbal & written	I	9/9		6/6	15/15	Met
L37	Prompt treatment	I	9/9		6/6	15/15	Met
^{Pa} L38	Physician's orders	I	2/2		4/4	6/6	Met
L39	Dietary requirements	I			4/4	4/4	Met
L44	MAP registration	L			1/1	1/1	Met
L49	Informed of human rights	I	9/9		6/6	15/15	Met
L50 (07/21)	Respectful Comm.	I	9/9		6/6	15/15	Met
L51	Possessions	I	9/9		6/6	15/15	Met
L52	Phone calls	I	9/9		6/6	15/15	Met
L54 (07/21)	Privacy	I	9/9		6/6	15/15	Met
L55	Informed consent	I	3/3		1/1	4/4	Met
L56	Restrictive practices	I	1/1		6/6	7/7	Met
L57	Written behavior plans	I	1/1		5/5	6/6	Met
L60	Data maintenance	I	1/1		5/5	6/6	Met
L61	Health protection in ISP	I			5/5	5/5	Met
L62	Health protection review	I			1/1	1/1	Met
L77	Unique needs training	I	9/9		6/6	15/15	Met
L78	Restrictive Int. Training	L			1/1	1/1	Met
L79	Restraint training	L	1/1		1/1	2/2	Met
L80	Symptoms of illness	L	4/4		1/1	5/5	Met

L81	Medical emergency	L	4/4		1/1	5/5	Met
^P L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I			5/5	5/5	Met
L85	Supervision	L	4/4		1/1	5/5	Met
L86	Required assessments	I	8/8		6/6	14/14	Met
L87	Support strategies	I	8/8		6/6	14/14	Met
L88	Strategies implemented	I	9/9		6/6	15/15	Met
L91	Incident management	L	4/4		1/1	5/5	Met
L93 (05/22)	Emergency back-up plans	I	9/9		6/6	15/15	Met
L94 (05/22)	Assistive technology	I	9/9		6/6	15/15	Met
L96 (05/22)	Staff training in devices and applications	I	2/2		4/4	6/6	Met
L99 (05/22)	Medical monitoring devices	I	1/1			1/1	Met
#Std. Met/# 55 Indicator						55/55	
Total Score						60/60	
						100%	

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	6/6	Met
C8	Family/guardian communication	6/6	Met
C13	Skills to maximize independence	6/6	Met
C37	Interpersonal skills for work	5/5	Met
C38 (07/21)	Habilitative & behavioral goals	4/4	Met
C39 (07/21)	Support needs for employment	4/4	Met
C40	Community involvement interest	6/6	Met
C41	Activities participation	6/6	Met
C42	Connection to others	6/6	Met
C43	Maintain & enhance relationship	6/6	Met
C44	Job exploration	5/5	Met
C45	Revisit decisions	6/6	Met
C46	Use of generic resources	6/6	Met
C47	Transportation to/ from community	6/6	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	9/9	Met
C8	Family/guardian communication	9/9	Met
C22	Explore job interests	2/4	Not Met (50.0 %)
C23	Assess skills & training needs	2/4	Not Met (50.0 %)
C24	Job goals & support needs plan	4/4	Met
C25	Skill development	4/4	Met
C26	Benefits analysis	9/9	Met
C27	Job benefit education	4/4	Met
C28	Relationships w/businesses	3/4	Met
C29	Support to obtain employment	4/4	Met
C30	Work in integrated settings	6/9	Not Met (66.67 %)
C31	Job accommodations	9/9	Met

C32	At least minimum wages earned	9/9	Met
C33	Employee benefits explained	9/9	Met
C34	Support to promote success	7/9	Not Met (77.78 %)
C35	Feedback on job performance	7/9	Not Met (77.78 %)
C36	Supports to enhance retention	9/9	Met
C37	Interpersonal skills for work	4/4	Met
C47	Transportation to/ from community	9/9	Met
C50	Involvement/ part of the Workplace culture	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met