



**PROVIDER REPORT
FOR**

**RIVERSIDE INDUSTRIES INC
One Cottage St
Easthampton, MA 01027**

October 30, 2023

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider RIVERSIDE INDUSTRIES INC

Review Dates 9/26/2023 - 10/2/2023

Service Enhancement Meeting Date 10/16/2023

Survey Team Susan Dudley-Oxx
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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) 18 audit (s)	Full Review	56/60 2 Year License 10/16/2023 - 10/16/2025		42 / 42 Certified 10/16/2023 - 10/16/2025
Community Based Day Services	1 location(s) 9 audit (s)			Full Review	15 / 15
Employment Support Services	2 location(s) 9 audit (s)			Full Review	21 / 21
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Riverside Industries Incorporated (RSI) is a large nonprofit agency located in a renovated mill complex in downtown Easthampton, MA. The agency provides community-based day services (CBDS), and employment supports to individuals residing in Franklin, Hampshire, and Hampden counties in Western Massachusetts. This was a full licensing and certification survey, and findings were based on a sample of individuals currently receiving these services.

Since July 2021, Licensure and certification used a hybrid model of surveying, where most tasks were conducted in-person while some were conducted through remote technologies. The administrative interview and review of several organizational standards with the agency's administrative team occurred virtually through Microsoft Teams. Interviews with individuals and staff, observations of interactions, review of environmental standards, and review of relevant documentation occurred on-site.

Riverside Industries demonstrated the presence of effective oversight and systems in several domains subject to licensure. Findings of the review showed the agency maintained a competent workforce, with sampled employees having completed mandatory trainings as required. Staff also were knowledgeable about individuals' unique support needs through training provided by the agency's nurse and behavioral specialist. Within the health domain, survey findings showed that staff were trained to support individuals who required ongoing management of significant health conditions, attention to special dietary requirements, and how to respond if an individual was ill or experiencing a medical emergency.

The licensing review also confirmed the agency's effective oversight and management of personal and environmental safety. RSI was found to have reported allegations of abuse or mistreatment as required, and staff demonstrated knowledge of information pertinent to individuals' personal safety, including risk factors and supports necessary for individuals to remain safe while on-site and in the community. Environmental safeguards in place included current building, heating, and sprinkler inspections and a system for addressing identified maintenance needs.

Within the area of human rights, survey findings confirmed individuals had been trained annually in human rights and reporting abuse, neglect, and mistreatment as well as how to file a grievance with the agency, and their guardians had been informed on these same topics. The agency's human rights committee also was found effective fulfilling its roles and responsibilities in safeguarding individuals' human rights as required. Discussions with individuals confirmed that they could identify someone to whom they could direct their questions if they had concerns. It was also noted during the review that staff assured confidentiality and privacy of individuals' personal information and were observed to engage in respectful communication. Regarding ISP goal implementation, RSI's oversight system consistently tracked individuals' progress and supported them to accomplish their goals.

In areas subject to certification, survey findings showed that organizationally, RSI utilized effective planning processes to collect and analyze data on service quality and shaped organizational planning to achieve service improvement. The agency continuously sought input from stakeholders, addressed concerns, and generated positive outcomes for individuals who confirmed their satisfaction during annual service satisfaction surveys. At the time of this review, the agency was in the initial stage of developing a new strategic plan.

Certification outcomes for individuals who received CBDS supports found they were fully engaged in meaningful in-house and community-based activities consistent with their choice and preference. Several members participated in the agency's site-less day program Without Walls (WOW) and benefited from day programming based in community settings where they lived and wished to be active community members. CBDS participants were also provided experiential learning opportunities to prepare them for pathways to employment.

For individuals receiving employment supports, the agency focused on career planning, development, and job attainment and retention. RSI had ensured competitively employed individuals were paid at least minimum wage, received performance feedback from RSI or directly from their employer, worked in integrated settings and were part of the culture of their respective workplace.

In addition to the positive findings noted above, there are licensing areas that would benefit from the agency's attention. RSI needs to ensure it develops emergency fact sheets that address all required information, and which also include a recent photograph, consistent with DDS guidelines. Individuals must be fully supported by the agency to explore the benefits of assistive technology to enhance or improve independence. There is also a need for the agency to create and review DDS incident reports within required timelines. Finally, the agency needs to actively review and address barriers to accessibility for all program participants.

As a result of this review, Riverside Industries will receive a Two-Year License for its Employment and Day Supports, with a service group score of 93% of licensure indicators met. This service group is Certified with an overall score of 100% of certification indicators met. Follow-up will be conducted by the agency within 60 days on those licensing indicators that received a rating of Not Met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Employment and Day Supports	48/52	4/52	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	56/60	4/60	93%
2 Year License			
# indicators for 60 Day Follow-up		4	

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

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	For five individuals, emergency fact sheets did not include a current photograph. For one of the five plus an additional individual, information concerning current medications, significant behavior characteristics, likely response to search efforts, or the person's self-preservation abilities was either missing or not current. The agency needs to ensure that the emergency fact sheets it develops provide current, accurate personal details, including the person's capabilities during an emergency and a recent photograph to assist during a search for the person if they are lost or missing.
L16	The location is adapted and accessible to the needs of the individuals.	A commonly accessed bathroom at the day/employment location was not fully accessible to participants who used wheelchairs. Also, divots were found in the flooring surface of one program's space that could prove hazardous to those using walkers to ambulate. The agency needs to provide an accessible bathroom to include an entry door which every program participant can open and close independently for privacy. The agency also needs to ensure flooring surfaces are adequately maintained, checked, and repairs made when needed.

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

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	Two incidents were not submitted within required timelines. The agency needs to ensure that incident reports are submitted and reviewed within required timelines.
L94 (05/22)	Individuals have assistive technology to maximize independence.	For six individuals, survey findings indicated that the benefits of assistive technology had not been fully assessed. The agency needs to ensure that all individuals are assessed to identify whether any assistive technology might benefit the individual in maximizing their independence.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	36/36	0/36	
Community Based Day Services	15/15	0/15	
Employment Support Services	21/21	0/21	
Total	42/42	0/42	100%
Certified			

MASTER SCORE SHEET LICENSURE

Organizational: RIVERSIDE INDUSTRIES INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
R L2	Abuse/neglect reporting	2/2	Met
L3	Immediate Action	4/4	Met
L4	Action taken	1/1	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:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	9/9		9/9	18/18	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	7/9		5/9	12/18	Not Met (66.67 %)
L9 (07/21)	Safe use of equipment	I	9/9		9/9	18/18	Met
L10	Reduce risk interventions	I			1/1	1/1	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			0/1	0/1	Not Met (0 %)
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	Met
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L29	Rubbish/combustibles	L			1/1	1/1	Met
L31	Communication method	I	9/9		9/9	18/18	Met
L32	Verbal & written	I	9/9		9/9	18/18	Met
L37	Prompt treatment	I	9/9		9/9	18/18	Met
Ⓡ L38	Physician's orders	I	1/1		9/9	10/10	Met
L39	Dietary requirements	I	1/1		9/9	10/10	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓡ L46	Med. Administration	I			3/3	3/3	Met
L49	Informed of human rights	I	9/9		9/9	18/18	Met
L50 (07/21)	Respectful Comm.	I	9/9		9/9	18/18	Met
L51	Possessions	I	9/9		9/9	18/18	Met
L52	Phone calls	I	9/9		9/9	18/18	Met
L54 (07/21)	Privacy	I	9/9		9/9	18/18	Met
L55	Informed consent	I	2/2		6/6	8/8	Met
L57	Written behavior plans	I			5/5	5/5	Met
L60	Data maintenance	I			5/5	5/5	Met
L61	Health protection in ISP	I	1/1		9/9	10/10	Met
L63	Med. treatment plan form	I			2/2	2/2	Met
L64	Med. treatment plan rev.	I			2/2	2/2	Met
L77	Unique needs training	I	9/9		9/9	18/18	Met
L80	Symptoms of illness	L	2/2		1/1	3/3	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L81	Medical emergency	L	2/2		1/1	3/3	Met
L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I	1/1		9/9	10/10	Met
L85	Supervision	L	2/2		1/1	3/3	Met
L86	Required assessments	I	8/8		7/9	15/17	Met (88.24 %)
L87	Support strategies	I	8/8		8/9	16/17	Met (94.12 %)
L88	Strategies implemented	I	9/9		9/9	18/18	Met
L91	Incident management	L	2/2		0/1	2/3	Not Met (66.67 %)
L93 (05/22)	Emergency back-up plans	I	9/9		9/9	18/18	Met
L94 (05/22)	Assistive technology	I	8/9		4/9	12/18	Not Met (66.67 %)
L96 (05/22)	Staff training in devices and applications	I	5/5		5/5	10/10	Met
#Std. Met/# 52 Indicator						48/52	
Total Score						56/60	
						93.33%	

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
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Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	8/9	Met (88.89 %)
C8	Family/guardian communication	9/9	Met
C13	Skills to maximize independence	9/9	Met
C37	Interpersonal skills for work	8/8	Met
C38 (07/21)	Habilitative & behavioral goals	8/8	Met
C39 (07/21)	Support needs for employment	8/8	Met
C40	Community involvement interest	9/9	Met
C41	Activities participation	9/9	Met
C42	Connection to others	9/9	Met
C43	Maintain & enhance relationship	9/9	Met
C44	Job exploration	9/9	Met
C45	Revisit decisions	9/9	Met
C46	Use of generic resources	9/9	Met
C47	Transportation to/ from community	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	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	2/2	Met
C23	Assess skills & training needs	2/2	Met
C24	Job goals & support needs plan	2/2	Met
C25	Skill development	2/2	Met
C26	Benefits analysis	9/9	Met
C27	Job benefit education	2/2	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	2/2	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C30	Work in integrated settings	9/9	Met
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	9/9	Met
C35	Feedback on job performance	9/9	Met
C36	Supports to enhance retention	9/9	Met
C37	Interpersonal skills for work	2/2	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