



**PROVIDER REPORT
FOR**

**SUNSHINE VILLAGE INC
75 Litwin Lane
Chicopee, MA 01020**

March 29, 2023

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider SUNSHINE VILLAGE INC

Review Dates 2/22/2023 - 2/28/2023

Service Enhancement Meeting Date 3/15/2023

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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	4 location(s) 16 audit (s)	Full Review	63/67 2 Year License 03/15/2023 - 03/15/2025		Certified 03/15/2023 - 03/15/2025
Community Based Day Services	3 location(s) 9 audit (s)			Deemed	
Employment Support Services	1 location(s) 7 audit (s)			Deemed	
Planning and Quality Management				Deemed	

EXECUTIVE SUMMARY :

Sunshine Village Inc. a nonprofit agency founded in 1967 and based in Chicopee, MA, offers day and employment support services to individuals with DD/ID within the greater Springfield area.

Employment opportunities include individual job placements, work crews within area businesses, and an agency-operated cleaning service for the Westover Air Reserve Base. Community-based day support services (CBDS) offer skill-building, volunteering, and community-access activities at locations in Three Rivers, Agawam, and Chicopee.

In April 2020, Sunshine Village received a Three-Year Accreditation from the Council on Accreditation of Rehabilitation Facilities (CARF). This allows for deemed status of the DDS certification process. The current survey, therefore, focused solely on DDS standards for licensing. This licensing review was a hybrid model of surveying, where most tasks were conducted in-person while some were conducted through remote technologies. For this survey, interviews with key administrative and supervisory staff occurred virtually through Microsoft (MS) Teams. Observations, interviews with individuals and staff, review of environmental safety, and review of relevant documentation occurred on-site. Findings were based on a sample of services provided to individuals receiving community-based day supports (CBDS) and employment supports.

Sunshine Village demonstrated effective oversight systems in the areas of environmental safety, promotion of human rights, assistive technology, and workforce competency. Onsite reviews of the three CBDS locations found that environments were safe and well maintained. Inspections for heating, fire alarm and sprinkler systems were current. Additionally, the agency followed transmission prevention procedures at each location that included regular cleaning of high-touch surfaces as well as wide availability of hand sanitation products.

In the area of human rights, the agency used various mechanisms to promote and protect individuals' rights. The agency's human rights committee was effective in protecting the rights of individuals. The committee met membership requirements and continued monthly meetings for reviewing incident reports, status of investigations, agency policies, human rights training curriculum, and any proposed restrictions for individuals. The agency provided individuals with training in human rights through annual review of the agency's day and employment service handbooks. The handbooks included information on human rights, filing grievances with the agency as well as reporting complaints to the Disabled Persons Protection Commission (DPPC). The agency used a right-of-the-month approach to discuss human rights topics in greater depth within CBDS program. Additionally, QR codes linked to materials or videos about human rights were posted on bulletin boards at each CBDS location.

Sunshine Village promoted the use of assistive technology to enable a greater level of autonomy and independence for individuals. Examples include use of smart TVs as well as tablets and computers for such as white boards or printed checklists used by individuals to ensure job completion. Individuals had access to tablets and computers and other technologies to conduct research on interests, follow instructions for job tasks, or accessing videos about preparation for job interviews. In conjunction with support from an area college, the agency uses QR codes to enable individuals with smartphones to access useful information, including a personalized QR code that individuals could carry containing emergency contact information.

In the area of workforce competency, Sunshine Village ensured staff receive all mandated training required by DDS and more. Training is completed through in-person and online training methods. The agency uses the eAcademy system to conduct orientation and to create reports to track staff training progress. Additional training and professional development opportunities are published in a Professional Development Campaigns Calendar, which lists training sessions offered monthly. Offerings included topics related to safety, health and wellness, human rights, Positive Behavioral Supports, among others. To better ensure that staff are knowledgeable of the unique needs of individuals, Sunshine Village developed an "All About Me" profile that summarizes the strengths and

needs for support of each individual receiving services.

In addition to the positive findings highlighted above, the licensing review identified some areas requiring attention. The agency needs to ensure that ISP assessments, provider support strategies, and reports of physical restraint are submitted to DDS HCSIS system within required timeframes. Additionally, hot water temperature must be maintained no higher than 110 degrees Fahrenheit at lavatory sinks within CBDS locations.

Based on findings from the current licensing review, Sunshine Village, Inc. will receive a Two-Year License for its Employment and Day Supports, with a service group score of 94% licensure indicators met. Additionally, this service group is Certified through deeming the agency's CARF accreditation. Follow-up will be conducted by the agency and reported to OQE within sixty days on the licensing indicators that received a rating of Not Met during the course of the review.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	10/11	1/11	
Employment and Day Supports	53/56	3/56	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	63/67	4/67	94%
2 Year License			
# indicators for 60 Day Follow-up		4	

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

Indicator #	Indicator	Area Needing Improvement
L65	Restraint reports are submitted within required timelines.	One physical restraint occurred over the past 13 months and the restraint report was finalized late in HCSIS. The agency needs to ensure that all restraint reports are finalized within five days of the application of the restraint.

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

Indicator #	Indicator	Area Needing Improvement
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	For one CBDS location, the water temperature exceeded 110 degrees Fahrenheit in a lavatory sink. The agency must ensure water temperature in lavatory sinks are maintained at no higher than 110 degrees Fahrenheit.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For four individuals, required ISP assessments were submitted late to DDS. The agency needs to ensure that required ISP assessments are submitted into HCSIS at least 15 days prior to the ISP.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For four individuals, provider support strategies were submitted late to DDS. The agency needs to ensure that provider support strategies are submitted into HCSIS at least 15 days prior to the ISP.

MASTER SCORE SHEET LICENSURE

Organizational: SUNSHINE VILLAGE INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
PE L2	Abuse/neglect reporting	4/4	Met
L3	Immediate Action	2/2	Met
L4	Action taken	2/2	Met
L48	HRC	1/1	Met
L65	Restraint report submit	0/1	Not Met(0 %)
L66	HRC restraint review	1/1	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	6/6	Met
L83	HR training	6/6	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	7/7		9/9	16/16	Met
L5	Safety Plan	L			3/3	3/3	Met
℞ L6	Evacuation	L			3/3	3/3	Met
L7	Fire Drills	L			3/3	3/3	Met
L8	Emergency Fact Sheets	I	7/7		9/9	16/16	Met
L9 (07/21)	Safe use of equipment	I	7/7		9/9	16/16	Met
L10	Reduce risk interventions	I			4/4	4/4	Met
℞ L11	Required inspections	L			3/3	3/3	Met
℞ L12	Smoke detectors	L			3/3	3/3	Met
℞ L13	Clean location	L			3/3	3/3	Met
L14	Site in good repair	L			2/2	2/2	Met
L15	Hot water	L			2/3	2/3	Not Met (66.67 %)
L16	Accessibility	L			3/3	3/3	Met
L17	Egress at grade	L			3/3	3/3	Met
L18	Above grade egress	L			1/1	1/1	Met
L20	Exit doors	L			3/3	3/3	Met
L21	Safe electrical equipment	L			3/3	3/3	Met
L22	Well-maintained appliances	L			3/3	3/3	Met
L25	Dangerous substances	L			3/3	3/3	Met
L26	Walkway safety	L			3/3	3/3	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L28	Flammables	L			3/3	3/3	Met
L29	Rubbish/combustibles	L			3/3	3/3	Met
L30	Protective railings	L			3/3	3/3	Met
L31	Communication method	I	7/7		9/9	16/16	Met
L32	Verbal & written	I	7/7		9/9	16/16	Met
L37	Prompt treatment	I	7/7		9/9	16/16	Met
Ⓡ L38	Physician's orders	I	1/1		3/3	4/4	Met
L39	Dietary requirements	I	1/1			1/1	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓡ L46	Med. Administration	I	1/1		2/2	3/3	Met
L49	Informed of human rights	I	7/7		9/9	16/16	Met
L50 (07/21)	Respectful Comm.	I	7/7		9/9	16/16	Met
L51	Possessions	I	7/7		9/9	16/16	Met
L52	Phone calls	I	7/7		9/9	16/16	Met
L54 (07/21)	Privacy	I	7/7		9/9	16/16	Met
L55	Informed consent	I	5/5		8/8	13/13	Met
L61	Health protection in ISP	I	1/1		3/3	4/4	Met
L63	Med. treatment plan form	I			2/2	2/2	Met
L67	Money mgmt. plan	I	2/2		5/5	7/7	Met
L68	Funds expenditure	I	2/2		5/5	7/7	Met
L69	Expenditure tracking	I	2/2		5/5	7/7	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L77	Unique needs training	I	7/7		9/9	16/16	Met
L79	Restraint training	L			1/1	1/1	Met
L80	Symptoms of illness	L	1/1		3/3	4/4	Met
L81	Medical emergency	L	1/1		3/3	4/4	Met
Ⓡ L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I	1/1		3/3	4/4	Met
L85	Supervision	L	1/1		3/3	4/4	Met
L86	Required assessments	I	4/5		4/7	8/12	Not Met (66.67 %)
L87	Support strategies	I	4/5		4/7	8/12	Not Met (66.67 %)
L88	Strategies implemented	I	7/7		8/9	15/16	Met (93.75 %)
L91	Incident management	L	1/1		3/3	4/4	Met
L93 (05/22)	Emergency back-up plans	I	7/7		9/9	16/16	Met
L94 (05/22)	Assistive technology	I	7/7		9/9	16/16	Met
L96 (05/22)	Staff training in devices and applications	I			7/7	7/7	Met
#Std. Met/# 56 Indicator						53/56	
Total Score						63/67	
						94.03%	