



**PROVIDER REPORT
FOR
SUNSHINE VILLAGE INC
75 Litwin Lane
Chicopee, MA 01020**

June 12, 2025

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	4/9/2025 - 4/15/2025
Service Enhancement Meeting Date	4/28/2025
Survey Team	Marisa Himes Stephanie Baldwin (TL) Elsa Adorno
Citizen Volunteers	

<u>Survey scope and findings for Employment and Day Supports</u>					
Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	4 location(s) 18 audit (s)	Targeted Review	DDS 11/12 Provider 55 / 55 66 / 67 2 Year License 04/28/2025-04/28/2027		No Review Conducted
Community Based Day Services	3 location(s) 11 audit (s)			Deemed	0/0(Provider)
Employment Support Services	1 location(s) 7 audit (s)			Deemed	0/0(Provider)
Planning and Quality Management				Deemed	0/0(Provider)

EXECUTIVE SUMMARY :

Sunshine Village Inc. is a large nonprofit organization founded in 1967 with headquarters in Chicopee, MA. The agency provides services to over 400 individuals diagnosed with Intellectual and Developmental Disabilities, and Autism Spectrum Disorder. Sunshine Village offers Employment supports, Community Based Day Services (CBDS), and Therapeutic Day Habilitation Services throughout the Pioneer Valley with sites in Chicopee, Agawam, and Three Rivers MA.

As part of this Department of Developmental Services (DDS) Licensing and Certification review, audits were conducted across Sunshine Village's Employment and Community Based Day Services. Based on the results of the 2022 survey, the agency was eligible for, and elected to complete, a self-assessment for the 2025 licensing cycle. Sunshine Village employment and day is deemed certified by DDS in consideration of its accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF). The DDS Office of Quality Enhancement (OQE) conducted a targeted review of the eight critical licensing indicators, as well as four licensing indicators that were not met during the agency's previous survey cycle. This survey report reflects a combination of ratings from the self-assessment process conducted by Sunshine Village and the targeted review conducted by OQE, with ratings by DDS prevailing where indicators were rated by both entities.

Sunshine Village showed evidence of effective support across several key areas that were reviewed by DDS. Organizationally, to address the ongoing safety of individuals, the agency had an effective system for ensuring prompt reporting of abuse and neglect allegations.

In employment and CBDS, relative to healthcare, effective support was given to enable people to maintain good health. Medical treatment protocols were in place for individuals who required them, and staff were trained and implemented the protocols as ordered. Medication was also administered as prescribed by MAP certified staff. In the area of safety, individuals were supported to evacuate efficiently in the event of a fire/emergency, and all relevant facility inspections were conducted as required. The day locations were clean and well maintained, and hot water temperature was within the required standard. As it pertains to ISP and goal development, ISP assessments and support strategies were developed and submitted within required timelines.

An area was identified as requiring further attention from the agency to meet compliance. In support of individuals' human rights, the agency must ensure that restraint reports are submitted to DDS, in HCSIS, within the required timelines.

As a result of the agency's self-assessment findings and the targeted review conducted by DDS, Sunshine Village Inc will receive a two-year license for the Day/Employment service grouping, with a service grouping score of 99% of licensing indicators met. This service grouping will also receive a two-year certification due to their CARF accreditation. Follow-up will be conducted by the agency and reported to OQE within sixty days on all licensing indicator that received a rating of Not Met.

In preparation for this licensing review, Sunshine Village presented the following description of the organization's self-assessment process:

Description of Self Assessment Process:

Sunshine Village conducted a self-assessment of the safeguard systems in place for its Employment and Community-Based Day Services. Through its self-assessment process, the organization reviewed applicable licensing indicators for all clients. In addition to reviewing the tracking mechanisms and electronic health record database, SSV also reviewed E-Academy reports (SSV's electronic training system) and other internal Human Resources databases to assess compliance with mandated training. SSV also reviewed HCSIS to monitor standards related to: restraints, investigations and compliance with ISP requirements, SSV also reviewed internal monitoring systems, in particular the agency's Annual and Biannual reports for its Performance Management System, including quarterly Quality Assurance Monitoring Reports. Outcome of Self-Assessment: Sunshine Village met all but one indicator (as identified below in red font) and therefore has achieved certification for 2025.

INTRODUCTION: Sunshine Village delivers on a GREAT day for individuals with developmental disabilities and those on the autism spectrum by helping them to live and learn, work and earn and give and grow. We are a nationally accredited organization founded in 1967 and provide an array of day services including day habilitation-funded through MassHealth- and DDS funded employment and community-based day supports to individuals who live throughout the Pioneer Valley. Our Westover Maintenance Systems - a commercial cleaning business - is part of the federal government's Ability One program and employs 23 of our contracted individuals. Live and Learn: Sunshine Village believes in lifelong learning - and supports all individuals -- to begin and/or continue a constant pursuit of knowledge. This philosophy ensures that individuals continually enhance their skills and wisdom, regardless of occupation, age or educational level - allowing all to achieve personal wellness and professional growth while learning to adapt, upskill and/or navigate change. Work and Earn: Sunshine Village will support individuals who desire paid work in obtaining, and then maintaining, employment. The goal is to achieve success through an individual job, group supported employment opportunities and/or entrepreneurial opportunities. Give and Grow: Sunshine Village will support individuals to live fulfilling lives and engage in and with their communities by gifting their time and talents to charitable, civic and municipal organizations and by helping others in need.

CREDENTIALS: Sunshine Village received accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) in March 2023.

CBDS OVERVIEW: Our CBDS program is designed to offer a variety of opportunities to live and learn, work and earn, and give and grow and we take pride in currently offering 131 community inclusion opportunities regularly. Individuals referred to and contracted for community-based day services are typically interested in enriching their lives by being involved with their community on an on-going basis through community membership and meaningful roles. Individuals are supported to develop personalized and enriching daily schedules involving a variety of community-based activities, wellness opportunities and work-based learning and/or volunteering depending on their interest. These community connections -131 currently - allow for the development of natural relationships and lasting friendships. **WESTOVER MAINTENANCE SYSTEMS (WMS) OVERVIEW:** Westover Maintenance Systems (WMS) employs 23 contracted individuals who earn \$17.58 hourly and an additional \$4.57 for each hour worked up to 40 hours. Westover Maintenance Systems provides the added benefit of vacation time - 10 days after one year of employment - as well as paid sick time and paid holidays. During 2024, individuals working at WMS received an additional paid holiday - Christmas Eve - and during 2025, an additional holiday for President Carter's funeral January 9, 2025. **ENTREPRENEURIAL OPPORTUNITIES:** Additionally, individuals are supported in various entrepreneurial initiatives showcasing their various talents while earning money at local establishments.

PERFORMANCE MANAGEMENT SYSTEM: The methodology used to assess our services included a thorough review of our processes including Performance Management System (PMS), Quality

Assurance Program, Safety System, Human Rights and PBS, HCSIS, and our electronic health record, e-Hana. Per the DDS 'Guidelines for Completion of Provider Self-Assessment Form', standards were rated as MET for substantial compliance when meeting an 80% threshold for substantial compliance. The organization's focus on continuous quality improvement has shaped an impressive quality management system that evaluates services at all levels of supervision and management. Oversight processes are in place to regularly monitor environmental safety, human rights, medication administration, incident and restraint management, finances - both organizational and individual finances - and ISP information. Critical Incident Review: The Critical Incident Review - included in the PMS - is conducted to review all critical incidents including death, suicide attempt, unexpected hospital visits, medical/psychiatric intervention not requiring hospital visit, inappropriate sexual behavior with police involvement, perpetrator of physical assault, victim of physical assault, significant behavioral incident, missing person, fire, suspected mistreatment and abuse, property damage, theft, criminal activity, transportation accidents involving emergency responders, emergency relocation, medication occurrence, and overdose. Additionally, DPPC complaints, restraints, and client grievances are tracked and monitored to determine if any trends exist. In both 2023 and 2024, there were no trends identified in CBDS and/or ES. Quarterly Assurance Reviews: In addition to the PMS, Sunshine Village conducts quarterly Quality Assurance reviews which assess Human Rights and Positive Behavior Supports including respect, opportunities, choice and control, human rights advocacy and education, personal safety, workforce competency, and technology.

HUMAN RIGHTS SYSTEM / POSITIVE BEHAVIORAL SUPPORTS PROGRAM: Our Human Rights and Positive Behavior Supports System is consistently implemented throughout all locations and includes monthly educational campaigns for wellness, safety, and rights and responsibilities.

SAFETY SYSTEM: Sunshine Village's Safety System includes a Safety / Risk Management / Emergency Preparedness Plan; Accessibility Plan; Security Plan; Site Safety Plans and a Preventive Maintenance Plan - all of which are updated on a regular basis. **Safety Committee:** Our safety system includes a Safety Committee comprised of Safety Officers - Program Managers - and members of the Steering Committee. This committee is chaired by the Executive Director and meets quarterly. Each program has an appointed Safety Officer who is responsible for making Sunshine Village a safer and healthier place. **Internal Inspections:** The Safety Officers complete a 32-point quarterly inspection which is reviewed at each Safety Committee meeting. An Accessibility Inspection is completed each February, an Annual Emergency Preparedness Inspection is completed each September and fire extinguisher inspections are completed monthly. A variety of factors are assessed within these inspections, including, but not limited to: hot water temperature, wall receptacles, power strips, emergency lighting, tripping hazards and overall cleanliness. In addition, review of centralized emergency fact sheets, first aid kits, pica reduction, safety plans, and DPPC postings are monitored. As an additional safeguard, Risk Management Inspections are completed by our Transportation and Operations Manager each January and August. The agency's Chief Financial Officer - who has a background in property management, is primarily responsible for property and operations.

Security Plans: During 2024, we contracted with a security professional to assess and advise the organization on security risks and vulnerabilities, identify threats, and recommend mitigation strategies and security measures to protect the safety of our clients, employees, and visitors as well as the security of our property. We recognize the need to continuously monitor and adapt to evolving threats and develop strategies to mitigate Security Plans were completed by former law enforcement or security professionals in 2018 and 2022. **External Inspections:** In addition to internal inspections, external inspections such as, but not limited to, Workers' Compensation, CORI, Certificate of Occupancy Inspections, HVAC, Sprinkler Systems, Fire Inspections, Property and Casualty Audits, Financial Audits, CARF surveys and Quality Enhancement Surveys. **Site Safety Plans and Drills:** Each site has a safety plan and evacuation drills are conducted more than the required two times per year. The drills are conducted by the Safety Officer or trained designee to ensure evacuation strategies are followed and properly documented in the evacuation log. In addition to the two required drills conducted annually for fire, drills are conducted for weather related emergencies such as hurricanes and tornadoes, earthquakes, natural disasters, medical emergencies, utility failure, bomb threats, and violence or other threatening situations.

MEDICATION ADMINISTRATION PLAN (MAP) AND SAFEGUARDS: Sunshine Village maintains a MAP registration and all regulations are followed at all three CBDS locations and WMS.

ISP ASSESSMENTS: Review of our internal tracking system regarding ISP assessments and support strategies demonstrates we successfully met timelines 98% of the time for both assessments and support strategies. Records demonstrate we submitted 120 assessments with 118 (98%) submitted on time.

INCIDENT REPORT AUDIT: Through a HCSIS review of the past 15 months - all of 2024 and first quarter of 2025 - incident reports were inputted on - time 95% of the time and reviewed within appropriate timelines 95% of the time. During 2023, 92% were entered and reviewed within timelines. During this period, there were two restraint reports generated. One was completed and reviewed on time.

WORKFORCE DEVELOPMENT: Sunshine Village complies with all state, federal, licensing and accreditation standards for professional development of all employees. With direction from a three year Workforce Development Plan, SSV continues and will continue to increase the investment in its workforce - concentrating efforts in three areas: Professional Development so that all employees are work ready and can successfully achieve our mission and their job requirements; the Leadership Series for all employees to learn about leadership readiness and providing advanced training for employees who aspire to assume additional roles/responsibilities within the organization and for specific positions to positively influence and inspire other employees and stakeholders; and Personal Development to support all employees to achieve a higher standard of work life balance and quality of life. It is hoped that all efforts, combined, allow for increased aptitude in technical and soft skills areas while supporting a safe, engaging and respectful work environment through teamwork and camaraderie.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	10/11	1/11	
Employment and Day Supports	56/56	0/56	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	66/67	1/67	99%
2 Year License			
# indicators for 60 Day Follow-up		1	

**Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:
From DDS review:**


Indicator #	Indicator	Area Needing Improvement
L65	Restraint reports are submitted within required timelines.	One restraint report was not created and finalized within the required timelines in HCSIS. Each restraint report must be created within three calendar days and finalized for area office review within five calendar days.

CERTIFICATION FINDINGS

	Reviewed By	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	Provider (also Deemed)	0/0	0/0	
Employment and Day Supports	Provider	0/0	0/0	
Community Based Day Services	Provider (also Deemed)	0/0	0/0	
Employment Support Services	Provider (also Deemed)	0/0	0/0	
Total		0/0	0/0	
No Review Conducted				

MASTER SCORE SHEET LICENSURE

Organizational: SUNSHINE VILLAGE INC

Indicator #	Indicator	Reviewed by	Met/Rated	Rating(Met,Not Met,NotRated)
 L2	Abuse/neglect reporting	DDS	3/3	Met
L3	Immediate Action	Provider	-	Met
L4	Action taken	Provider	-	Met
L48	HRC	Provider	-	Met
L65	Restraint report submit	DDS	1/2	Not Met(50.0 %)
L66	HRC restraint review	Provider	-	Met
L74	Screen employees	Provider	-	Met

L75	Qualified staff	Provider	-	Met
L76	Track trainings	Provider	-	Met
L83	HR training	Provider	-	Met
L92 (07/21)	Licensed Sub-locations (e/d).	Provider	-	Met

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	Provider		-	-	-	Met
L5	Safety Plan	L	Provider		-	-	-	Met
Ⓟ L6	Evacuation	L	DDS			3/3	3/3	Met
L7	Fire Drills	L	Provider		-	-	-	Met
L8	Emergency Fact Sheets	I	Provider		-	-	-	Met
L9 (07/21)	Safe use of equipment	I	Provider		-	-	-	Met
L10	Reduce risk interventions	I	Provider		-	-	-	Met
Ⓟ L11	Required inspections	L	DDS			3/3	3/3	Met
Ⓟ L12	Smoke detectors	L	DDS			3/3	3/3	Met
Ⓟ L13	Clean location	L	DDS			3/3	3/3	Met
L14	Site in good repair	L	Provider		-	-	-	Met
L15	Hot water	L	DDS			3/3	3/3	Met
L16	Accessibility	L	Provider		-	-	-	Met
L17	Egress at grade	L	Provider		-	-	-	Met
L18	Above grade egress	L	Provider		-	-	-	Met
L20	Exit doors	L	Provider		-	-	-	Met
L21	Safe electrical equipment	L	Provider		-	-	-	Met
L22	Well-maintained appliances	L	Provider		-	-	-	Met
L25	Dangerous substances	L	Provider		-	-	-	Met
L26	Walkway safety	L	Provider		-	-	-	Met

L28	Flammables	L	Provider		-	-	-	Met
L29	Rubbish/combustibles	L	Provider		-	-	-	Met
L30	Protective railings	L	Provider		-	-	-	Met
L31	Communication method	I	Provider		-	-	-	Met
L32	Verbal & written	I	Provider		-	-	-	Met
L37	Prompt treatment	I	Provider		-	-	-	Met
Ⓟ L38	Physician's orders	I	DDS			4/4	4/4	Met
L39	Dietary requirements	I	Provider		-	-	-	Met
L44	MAP registration	L	Provider		-	-	-	Met
L45	Medication storage	L	Provider		-	-	-	Met
Ⓟ L46	Med. Administration	I	DDS			4/4	4/4	Met
L49	Informed of human rights	I	Provider		-	-	-	Met
L50 (07/21)	Respectful Comm.	I	Provider		-	-	-	Met
L51	Possessions	I	Provider		-	-	-	Met
L52	Phone calls	I	Provider		-	-	-	Met
L54 (07/21)	Privacy	I	Provider		-	-	-	Met
L55	Informed consent	I	Provider		-	-	-	Met
L61	Health protection in ISP	I	Provider		-	-	-	Met
L63	Med. treatment plan form	I	Provider		-	-	-	Met
L67	Money mgmt. plan	I	Provider		-	-	-	Met
L68	Funds expenditure	I	Provider		-	-	-	Met
L69	Expenditure tracking	I	Provider		-	-	-	Met
L77	Unique needs training	I	Provider		-	-	-	Met
L79	Restraint training	L	Provider		-	-	-	Met
L80	Symptoms of illness	L	Provider		-	-	-	Met
L81	Medical emergency	L	Provider		-	-	-	Met
Ⓟ L82	Medication admin.	L	DDS	1/1		3/3	4/4	Met
L84	Health protect. Training	I	Provider		-	-	-	Met
L85	Supervision	L	Provider		-	-	-	Met

L86	Required assessments	I	DDS	5/5		8/9	13/14	Met (92.86 %)
L87	Support strategies	I	DDS	6/6		9/9	15/15	Met
L88	Strategies implemented	I	Provider		-	-	-	Met
L91	Incident management	L	Provider		-	-	-	Met
L93 (05/22)	Emergency back-up plans	I	Provider		-	-	-	Met
L94 (05/22)	Assistive technology	I	Provider		-	-	-	Met
L96 (05/22)	Staff training in devices and applications	I	Provider		-	-	-	Met
#Std. Met/# 56 Indicator							56/56	
Total Score							66/67	
							98.51%	

MASTER SCORE SHEET CERTIFICATION
