



PROVIDER REPORT FOR

**Tempus Unlimited, Inc.
600 Technology Center Drive
Stoughton, MA 02702**

September 18, 2024

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Tempus Unlimited, Inc.
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Review Dates	8/15/2024 - 8/21/2024
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Service Enhancement Meeting Date	9/4/2024
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Survey Team	William Muguro (TL)
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Citizen Volunteers	
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Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	1 location(s) 1 audit (s)	Full Review	49/54 2 Year License 09/04/2024 - 09/04/2026		27 / 27 Certified 09/04/2024 - 09/04/2026
Individual Home Supports	1 location(s) 1 audit (s)			Full Review	21 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

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	0 location(s) 5 audit (s)	Full Review	25/25 2 Year License 09/04/2024 - 09/04/2026		24 / 25 Certified 09/04/2024 - 09/04/2026
Employment Support Services	0 location(s) 5 audit (s)			Full Review	18 / 19
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

The Cerebral Palsy of Massachusetts was incorporated in 1952. In 2017, the organization was renamed Tempus Unlimited, Inc and currently provides a wide range of services to people with disabilities throughout Massachusetts including individuals with brain injury, developmental disabilities, and veterans. DDS services include Individual Home (IHS) and Employment Supports. The agency currently serves two individuals in home supports and twelve individuals in employment services. The scope of this survey included a full licensure and certification review of IHS and employment services as well as a review of the agency's organizational management systems.

The agency demonstrated positive findings across several licensure domains. As an organization, the agency demonstrated successful practices in the areas of program planning and workforce competency. The agency had a well-functioning Human Rights Committee, and a review of staff training showed staff were trained in all required trainings.

Under Residential Services in IHS, the agency demonstrated continued strength in the licensing domains, The agency continues to support an individual to maintain his home environment, direct his services, and exercise his rights in all aspects of his life. For Example, agency staff supported an individual to source and hire a contractor to remodel a bathroom. This Individual had an assistive technology assessment completed to maximize independence which resulted in the use of an automatic electric door opener and life link., the agency had emergency back plans to assist individual plan for emergencies and /or disasters.

In the health domain, staff were trained and knowledgeable in providing supports to meet personal health needs and scheduling medical appointments, staff supported an individual to follow a healthy diet as recommended by his health care professionals, the individual was also supported to participate in modified physical activities such as stretching, and wheelchair aerobics.

Within Certification in IHS, the individual was supported to explore, discover, and connect with their interests for cultural, social, and recreational activities, staff gathered information about events happening in the community every week and discussed the list with the individual to make his choice of activities they wanted to participate in. For example, Individual visited the Buttonwood Zoo Park recently, they also went for a walk at the Cape canal. The individual was also supported to learn about and use generic community resources such as using the PT1 transportation services.

For Licensing in the Employment Services, the organization provided employments support services to individuals to acquire jobs as well as helping them to maintain their jobs., Job coaches conducted individualized career assessment plans and career planning to assist individuals to acquire jobs in their preferred careers and skills. One individual was supported to get employment at the YMCA's childcare department, this was their dream job, staff supported the individual to excel in her job by training her on the skills needed for the job, checking with individual regularly on the job, and answering any questions from the individual regarding their job. Another individual who needed increased supports to maintain their current position was supported to learn the soft skills necessary to keep his job serving the elderly population. Case managers met with individuals in the field and were observed to actively engage with individuals while responding to their concerns in a respectful manner. A focus on training in all aspect of case management and job coaching with ongoing supervision ensured staff were knowledgeable and consistently followed practices for individuals to gain competitive employment. The agency demonstrated many strengths in promoting choice, personal growth and career planning, all individuals were working in jobs that they liked.

The agency provided a level of employment support for individual success, one individual who had his hours reduced due to decreased business with his employer was being supported to look for

another similar position with other employers, the individual was supported to update his resume, apply for jobs and scheduling interviews, the job coach also met with the individual regularly to support him with interview skills. Another individual was supported to switch jobs in the last one year had their first annual job performance evaluation with the new employer which resulted in receiving a raise in recognition of their excellent performance. Staff supported the individual to excel in their new job by meeting with them regularly and assisting with job skills in their new position, staff also met the individual at their work for support and to answer any questions they had about their work.

In certification, individuals were supported to find jobs in the community that paid at least a minimum wage, individuals received feedback on their job performance directly from their employers and through ongoing communication between employers and job coaches, job coaches used the job performance feedback to support individuals to improve job performance by providing supports in areas of need. Ongoing support was provided to individuals to enhance job retention, job coaches maintained a schedule of ongoing check-ins with employers and supported individuals to proactively address any concerns.

Although there were many strengths in Licensing for IHS, there were areas requiring strengthening. The agency needs to make sure that Incident reports are reported in HCSIS within required timelines and that Health Care Record is updated to include the most updated health information, including new diagnosis. The agency also needs to work on ensuring that all follow up medical appointments are kept or rescheduled in a timely manner.

Within employment services, the agency needs to make sure that employment benefits and rights have been presented to the individual in way to enhance understanding, and that there is information available that outlines benefits and rights

Based on this report, the agency has met 91% of licensing indicators with all critical indicators met within its residential services. The agency will receive a Two-Year License for Residential Services. Follow-up on all not met licensing indicators will be conducted by the agency within 60 days of the Service Enhancement meeting. The agency met 100% of all certification indicators and is fully certified. Within its employment services, the agency met 100% of licensing indicators with all critical indicators met and is fully licensed. The agency met 96% of all certification indicators, Employment services will receive a two-year license, follow up for indicators not met will be conducted by the agency within 60 days.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Residential and Individual Home Supports	41/46	5/46	
Individual Home Supports			
Critical Indicators	3/3	0/3	
Total	49/54	5/54	91%
2 Year License			
# indicators for 60 Day Follow-up		5	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Employment and Day Supports	17/17	0/17	
Employment Support Services			
Critical Indicators	1/1	0/1	
Total	25/25	0/25	100%
2 Year License			
# indicators for 60 Day Follow-up		0	

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

Indicator #	Indicator	Area Needing Improvement
L5	There is an approved safety plan in home and work locations.	Safety plan for one home had not been approved by the Area Office, agency needs to make sure that safety plan is approved by the Area Office.
L36	Recommended tests and appointments with specialists are made and kept.	Dental appointment for one individual did not occur as scheduled, agency needs to make sure that scheduled appointments are kept.
L43	The health care record is maintained and updated as required.	Health Care Record for one individual was not updated to include current diagnosis, agency needs to make sure Health Care Record is update regularly to include up to date information.

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

Indicator #	Indicator	Area Needing Improvement
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Required assessments for one individual were not submitted within required timelines, agency needs to make sure that required assessments are submitted within required timelines
L91	Incidents are reported and reviewed as mandated by regulation.	Two incident reports for one individual were not reported within required timelines, agency needs to make sure that incidents are reported and reviewed as mandated by regulation.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	21/21	0/21	
Individual Home Supports	21/21	0/21	
Total	27/27	0/27	100%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	18/19	1/19	
Employment Support Services	18/19	1/19	
Total	24/25	1/25	96%
Certified			

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

Indicator #	Indicator	Area Needing Improvement
C33	Employee benefits and rights are clearly explained to the individual.	Employee benefits and rights had not been explained to 4 individuals, agency need to make sure that employees rights and benefits are clearly explained to the individual.

MASTER SCORE SHEET LICENSURE

Organizational: Tempus Unlimited, Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	2/2	Met
L3	Immediate Action	1/1	Met
L4	Action taken	1/1	Met
L48	HRC	1/1	Met
L74	Screen employees	1/1	Met
L75	Qualified staff	3/4	Met(75.00 %)
L76	Track trainings	4/4	Met
L83	HR training	4/4	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I		1/1					1/1	Met
L5	Safety Plan	L		0/1					0/1	Not Met (0 %)
R L6	Evacuation	L		1/1					1/1	Met
L8	Emergency Fact Sheets	I		1/1					1/1	Met
L9 (07/21)	Safe use of equipment	I		1/1					1/1	Met
L14	Site in good repair	L		1/1					1/1	Met
L16	Accessibility	L		1/1					1/1	Met
L17	Egress at grade	L		1/1					1/1	Met
L19	Bedroom location	L		1/1					1/1	Met
L20	Exit doors	L		1/1					1/1	Met
L23	Egress door locks	L		1/1					1/1	Met
L24	Locked door access	L		1/1					1/1	Met
L30	Protective railings	L		1/1					1/1	Met
L31	Communication method	I		1/1					1/1	Met
L32	Verbal & written	I		1/1					1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L33	Physical exam	I		1/1					1/1	Met
L34	Dental exam	I		1/1					1/1	Met
L35	Preventive screenings	I		1/1					1/1	Met
L36	Recommended tests	I		0/1					0/1	Not Met (0 %)
L37	Prompt treatment	I		1/1					1/1	Met
L39	Dietary requirements	I		1/1					1/1	Met
L40	Nutritional food	L		1/1					1/1	Met
L41	Healthy diet	L		1/1					1/1	Met
L42	Physical activity	L		1/1					1/1	Met
L43	Health Care Record	I		0/1					0/1	Not Met (0 %)
L45	Medication storage	L		1/1					1/1	Met
L47	Self medication	I		1/1					1/1	Met
L49	Informed of human rights	I		1/1					1/1	Met
L50 (07/21)	Respectful Comm.	I		1/1					1/1	Met
L51	Possessions	I		1/1					1/1	Met
L52	Phone calls	I		1/1					1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L53	Visitation	I		1/1					1/1	Met
L54 (07/21)	Privacy	I		1/1					1/1	Met
L55	Informed consent	I		1/1					1/1	Met
L61	Health protection in ISP	I		1/1					1/1	Met
L77	Unique needs training	I		1/1					1/1	Met
L80	Symptoms of illness	L		1/1					1/1	Met
L81	Medical emergency	L		1/1					1/1	Met
L85	Supervision	L		1/1					1/1	Met
L86	Required assessments	I		0/1					0/1	Not Met (0 %)
L88	Strategies implemented	I		1/1					1/1	Met
L90	Personal space/bedroom privacy	I		1/1					1/1	Met
L91	Incident management	L		0/1					0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I		1/1					1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L94 (05/22)	Assistive technology	I		1/1					1/1	Met
L96 (05/22)	Staff training in devices and applications	I		1/1					1/1	Met
#Std. Met/# 46 Indicator									41/46	
Total Score									49/54	
									90.74%	

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	5/5			5/5	Met
L8	Emergency Fact Sheets	I	5/5			5/5	Met
L9 (07/21)	Safe use of equipment	I	5/5			5/5	Met
L31	Communication method	I	5/5			5/5	Met
L32	Verbal & written	I	5/5			5/5	Met
L37	Prompt treatment	I	5/5			5/5	Met
L49	Informed of human rights	I	5/5			5/5	Met
L50 (07/21)	Respectful Comm.	I	5/5			5/5	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L51	Possessions	I	5/5			5/5	Met
L52	Phone calls	I	5/5			5/5	Met
L54 (07/21)	Privacy	I	5/5			5/5	Met
L77	Unique needs training	I	5/5			5/5	Met
L86	Required assessments	I	5/5			5/5	Met
L87	Support strategies	I	5/5			5/5	Met
L88	Strategies implemented	I	5/5			5/5	Met
L93 (05/22)	Emergency back-up plans	I	5/5			5/5	Met
L94 (05/22)	Assistive technology	I	5/5			5/5	Met
#Std. Met/# 17 Indicator						17/17	
Total Score						25/25	
						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

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C9	Personal relationships	1/1	Met
C10	Social skill development	1/1	Met
C11	Get together w/family & friends	1/1	Met
C12	Intimacy	1/1	Met
C13	Skills to maximize independence	1/1	Met
C14	Choices in routines & schedules	1/1	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	1/1	Met
C17	Community activities	1/1	Met
C18	Purchase personal belongings	1/1	Met
C19	Knowledgeable decisions	1/1	Met
C21	Coordinate outreach	1/1	Met
C46	Use of generic resources	1/1	Met
C47	Transportation to/ from community	1/1	Met
C48	Neighborhood connections	1/1	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C52	Leisure activities and free-time choices /control	1/1	Met
C53	Food/ dining choices	1/1	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/5	Met
C8	Family/guardian communication	5/5	Met
C22	Explore job interests	5/5	Met
C23	Assess skills & training needs	5/5	Met
C24	Job goals & support needs plan	5/5	Met
C25	Skill development	5/5	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C26	Benefits analysis	5/5	Met
C27	Job benefit education	5/5	Met
C29	Support to obtain employment	5/5	Met
C30	Work in integrated settings	5/5	Met
C32	At least minimum wages earned	5/5	Met
C33	Employee benefits explained	1/5	Not Met (20.0 %)
C34	Support to promote success	5/5	Met
C35	Feedback on job performance	5/5	Met
C36	Supports to enhance retention	5/5	Met
C37	Interpersonal skills for work	5/5	Met
C47	Transportation to/ from community	5/5	Met
C50	Involvement/ part of the Workplace culture	5/5	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met