



PROVIDER REPORT FOR

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

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	8/11/2022 - 8/17/2022
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Service Enhancement Meeting Date	8/31/2022
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Survey Team	Scott Nolan (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	50/54 2 Year License 08/31/2022 - 08/31/2024		27 / 27 Certified 08/31/2022 - 08/31/2024
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	1 location(s) 5 audit (s)	Full Review	25/29 2 Year License 08/31/2022 - 08/31/2024		26 / 26 Certified 08/31/2022 - 08/31/2024
Employment Support Services	1 location(s) 5 audit (s)			Full Review	20 / 20
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 which is a new service since the last survey. The agency 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 a number of licensure domains. As an organization, the agency demonstrated successful practices in the areas of program planning and workforce competency. The agency developed and implemented its new employment service which integrated four phases for job placement from assessment, skills training, job placement and coaching. Staff were provided comprehensive training in all phases of job placement with a focus on communication, documentation and supporting individuals in the community. The agency had effective systems in place to address emergencies. The agency was able to respond quickly at the onset of the pandemic. It had supplies and equipment readily available to respond to the needs of individuals to continue working in their competitive positions and scheduling long-term staff to support individuals in their homes while providing company transportation. Review of staff training showed all required training was in place. All five individuals in the survey were competitively employed.

A continued strength of the agency was found in the licensing domains where systems were in place to support individuals to live independently. For example, an individual was assisted to maintain his home environment, direct his services, and exercise his rights in all aspects of his life. The agency has assisted the individual to maintain his home and manage their mortgage for over twenty-five years. The individual recently had the front window replaced and work performed on his property with staff support. He has developed a mutually respectful and trusting relationship with the two staff whom he hired and trained over ten years ago.

In the health domain, staff were trained and knowledgeable in providing supports to meet personal needs and scheduling medical appointments. Staff honored the individual's understanding of his rights such as asking people to leave his home, desire for privacy and right to refuse services. Staff provided encouragement and assistance while seeking outside supports to get necessary services such as dental care.

The organization provided employment services such as appointments with case managers, skill assessment and on the job training. Like clerical positions were done at the agency's administrative office. An area of strength was seen within staff's focus on individual's rights. For example, one individual was discussing two different childcare positions, hours and which would best fit her lifestyle. Another example of respect was the focus on privacy while ensuring individuals understood and provided consent such as staff talking with their employer. Another strength was seen in supervision and oversight of employment services. Generally, 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 aspects of case management and job coaching with ongoing supervision ensured staff were knowledgeable and consistently followed practices for individuals to gain competitive employment.

Within the certification areas for residential and employment services, the agency demonstrated many strengths of promoting choice, personal growth and career development leading to employment. In residential, while respecting the individual's choice to stay home rather than going in the community to socialize with others, staff would encourage short rides to community parks or respond positively to supporting a visit to a neighbor's invitation to dinner. In employment services,

staff worked with individuals to develop career plans while learning and developing the skills and behaviors to get the competitive job they desired through job trials, volunteer options leading to potential employment opportunities and on the job training with coaching from case managers. The agency provided an optimal level of employment support for individual success. For example, individuals experienced the successes and challenges of the workforce such as being hired for the ideal job, addressing conflicts with co-workers and looking for a better job while staff provided the level of supports needed for meaningful employment.

Within licensing, there were areas requiring strengthening in the organization as well as the agency's IHS and employment services that were identified during the survey. The agency needs to focus increasing its Human Rights Committee membership attendance to meet quorum as written in its bylaws and promote more active participation from its diverse members. Another area of focus is providing additional training in incident reporting for staff to utilize the Department's reporting requirements in HCSIS. Within employment services, individuals need to be trained and guardians provided with information in how to report alleged abuse/neglect.

Based on this report, the agency has met 93% 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 86% of licensing indicators with all critical indicators met. Follow-up on all not met licensing indicators will be conducted by the DDS/OQE within 60 days of the Service Enhancement meeting. Having met 100% of all certification indicators, Employment services is fully certified.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	6/7	1/7	
Residential and Individual Home Supports	44/47	3/47	
Individual Home Supports			
Critical Indicators	2/2	0/2	
Total	50/54	4/54	93%
2 Year License			
# indicators for 60 Day Follow-up		4	

	Met / Rated	Not Met / Rated	% Met
Organizational	6/7	1/7	
Employment and Day Supports	19/22	3/22	
Employment Support Services			
Critical Indicators	1/1	0/1	
Total	25/29	4/29	86%
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
L48	The agency has an effective Human Rights Committee.	The Human Rights Committee (HRC) had the required expertise, however the HRC's self advocates/community members have not attended any meetings over the past year. The agency did not meet quorum for its past two meetings. The agency needs to ensure it has an effective Human Rights Committee.

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

Indicator #	Indicator	Area Needing Improvement
L34	Individuals receive an annual dental exam.	An individual dental exam had not taken place for sometime. The agency should develop strategies to support the individual to get a dental exam as required. All individuals need to receive an annual dental exam.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Assessment had not been completed for the annual review. All required assessments need to be completed in preparation for the ISP
L91	Incidents are reported and reviewed as mandated by regulation.	A reportable incident occurred within the survey reporting period. The incident was not uploaded into HCSIS to be reviewed by the Department. The agency needs to ensure incidents are reported and reviewed as mandated by regulation.

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

Indicator #	Indicator	Area Needing Improvement
L1	Individuals have been trained and guardians are provided with information in how to report alleged abuse/neglect.	Individuals and guardians were not provided information in how to report abuse/neglect. The agency needs to ensure all individuals have been trained annually and guardians and provided information in how to report abuse/neglect.
L91	Incidents are reported and reviewed as mandated by regulation.	A reportable incident occurred within the survey reporting period. The incident was not uploaded into HCSIS to be reviewed by the Department. The agency needs to ensure incidents are reported and reviewed as mandated by regulation.
L94 (05/22)	Individuals have assistive technology to maximize independence.	Four out of five individuals were not assessed to identify any assistive technology and /or modifications that could maximize their independence to reach personal goals. The agency needs to ensure individuals are assessed to identify any assistive technology that may be of benefit.

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	20/20	0/20	
Employment Support Services	20/20	0/20	
Total	26/26	0/26	100%
Certified			

Employment Support Services Commendations on Standards Met:

Indicator #	Indicator	Commendations
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	The five individuals participating in the survey were competitively employed in a variety of jobs such as big box retail stores, a summer camp, or clerical positions. The agency developed plans with the individual to learn the skills and social behaviors required for their desired job. Staff consistently reviewed individual progress with consistent check-ins, documented progress with extensive case notes and provided supports which promoted choice and typical job experiences that promoted growth. The agency is commended for providing the optimal level of support to promote success with a specific plan for minimizing supports.

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	0/1	Not Met(0 %)
L74	Screen employees	3/3	Met
L76	Track trainings	3/3	Met
L83	HR training	3/3	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		1/1					1/1	Met
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
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
L33	Physical exam	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
L34	Dental exam	I		0/1					0/1	Not Met (0 %)
L35	Preventive screenings	I		1/1					1/1	Met
L36	Recommended tests	I		1/1					1/1	Met
L37	Prompt treatment	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		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
L53	Visitation	I		1/1					1/1	Met
L54 (07/21)	Privacy	I		1/1					1/1	Met
L61	Health protection in ISP	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
L62	Health protection review	I		1/1					1/1	Met
L67	Money mgmt. plan	I		1/1					1/1	Met
L68	Funds expenditure	I		1/1					1/1	Met
L69	Expenditure tracking	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
L84	Health protect. Training	I		1/1					1/1	Met
L85	Supervision	L		1/1					1/1	Met
L86	Required assessments	I		0/1					0/1	Not Met (0 %)
L87	Support strategies	I		1/1					1/1	Met
L88	Strategies implemented	I		1/1					1/1	Met
L90	Personal space/bedroom privacy	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
L91	Incident management	L		0/1					0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I		1/1					1/1	Met
L94 (05/22)	Assistive technology	I		1/1					1/1	Met
#Std. Met/# 47 Indicator									44/47	
Total Score									50/54	
									92.59%	

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	0/5			0/5	Not Met (0 %)
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
L55	Informed consent	I	2/2			2/2	Met
L77	Unique needs training	I	5/5			5/5	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
L87	Support strategies	I	1/1			1/1	Met
L88	Strategies implemented	I	2/2			2/2	Met
L91	Incident management	L	0/1			0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I	5/5			5/5	Met
L94 (05/22)	Assistive technology	I	1/5			1/5	Not Met (20.0 %)
L96 (05/22)	Staff training in devices and applications	I	1/1			1/1	Met
#Std. Met/# 22 Indicator						19/22	
Total Score						25/29	
						86.21%	

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	3/3	Met
C23	Assess skills & training needs	3/3	Met
C24	Job goals & support needs plan	3/3	Met
C25	Skill development	3/3	Met
C26	Benefits analysis	5/5	Met
C27	Job benefit education	3/3	Met
C29	Support to obtain employment	3/3	Met
C30	Work in integrated settings	5/5	Met
C31	Job accommodations	5/5	Met
C32	At least minimum wages earned	3/3	Met
C33	Employee benefits explained	5/5	Met
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