



**PROVIDER REPORT
FOR**

**The United Arc, Inc.
294 Avenue A
Turner Falls, MA 01376**

September 26, 2024

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	The United Arc, Inc.
Review Dates	8/27/2024 - 8/29/2024
Service Enhancement Meeting Date	9/10/2024
Survey Team	Eric Lunden (TL) Marisa Himes
Citizen Volunteers	

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	2 location(s) 2 audit (s)	Full Review	67/70 2 Year License 09/10/2024 - 09/10/2026		26 / 27 Certified 09/10/2024 - 09/10/2026
Individual Home Supports	2 location(s) 2 audit (s)			Full Review	20 / 21
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

The United Arc is a nonprofit organization headquartered in Greenfield, that provides advocacy and support services for adults with intellectual and developmental disabilities and their families in the Franklin and Hampshire counties of Western Massachusetts. The scope of this survey conducted by the Office of Quality Enhancement (OQE) was a full licensing and certification review of its individual home support services.

The agency demonstrated several organizational strengths. It maintained a strong system for tracking required trainings ensuring that it had a competent workforce to support individuals within their residential program. Sampled staff reviewed organizationally had been trained in all DDS mandated trainings, and at locations, staff were trained in signs and symptoms of illness. Both training evidence and staff interviews confirmed staff were familiar with individuals' unique needs. The agency ensured that allegations of abuse/neglect are reported as mandated, and immediate action was taken to protect the health and safety of individuals when potential abuse/neglect is reported, and that action was taken when an individual is subject to abuse or neglect.

In the domain of health, the agency ensured individual receive prompt treatment for acute and episodic health care, and individuals received annual health and dental exams. Recommended tests and appointments with specialist were taking place, Health care records were maintained and

updated as required. Prescription medications were administered as prescribed. Physicians' orders and treatment protocols have been followed.

Among the outcomes associated with certification, specifically the domain choice, control, and growth, individuals supported by the agency's individual home supports program were supported to maintain their skills to maintain their independence, access the community and socialize with friends and family. Staff were knowledgeable about individuals' satisfaction with services and supports and aided individuals make change as desired. Staff were able to assist individuals as needed, to make purchases and personalize their living spaces.

The following areas were identified for the agency to give future focus to further strengthen systems.

The agency needs to ensure that where restrictive practices are present, accompanying plans include all required components and are regularly reviewed by the agency's Human Rights Committee. Additionally, the agency must ensure that individuals are supported to explore, define, and express their need for intimacy and companionship.

As a result of the current review, the Residential and Individual Home Supports service group, operated by The United Arc, received an overall score of 96% of licensure indicators met. This service group is Certified, with an overall score of 96% of certification indicators met. The agency will receive a Two-Year License, 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	7/8	1/8	
Residential and Individual Home Supports	60/62	2/62	
Individual Home Supports			
Critical Indicators	8/8	0/8	
Total	67/70	3/70	96%
2 Year License			
# indicators for 60 Day Follow-up		3	

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.	Two members of the Human Rights Committee were absent from two out of the last four meetings. The Committee had not completed annual review of agency policies and procedures for compliance with the Department's regulations on human rights or review of human rights training material and processes. The

		agency needs to ensure that the HRC meets all the expectations and requirements outline in DDS regulations.
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Residential Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L26	Walkways, driveways and ramps are in good repair and kept clear in all seasons.	There was a large pothole in the parking lot directly in front of both apartments creating a tripping hazard/unsafe situation. The agency needs to ensure that all walkways, driveways, and ramps are in good repair.
L57	All behavior plans are in a written plan.	For the individual for which the restrictions are needed, the restrictive intervention must be outlined in writing, identifying the rationale, and outlined as the least restrictive alternative. A plan for elimination or fading the restriction must be included with the rationale as part of the document. The restrictive intervention must be included in the ISP and agreement is needed from the legal decision maker for the individual that the restriction is being imposed. All agreements "through the ISP" are considered annual. The restriction must be reviewed by the Human Rights Committee.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	20/21	1/21	
Individual Home Supports	20/21	1/21	
Total	26/27	1/27	96%
Certified			

Individual Home Supports- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	For both individuals, interest and need for support and education in the areas of intimacy, sexuality, or companionship had not been assessed. The agency needs to ensure that all individuals have been

		assessed for their support needs in the areas of intimacy, sexuality, and companionship, and that support, education, and training is provided based on these assessments.
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MASTER SCORE SHEET LICENSURE

Organizational: The United Arc, Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓜ L2	Abuse/neglect reporting	10/10	Met
L3	Immediate Action	12/12	Met
L4	Action taken	8/8	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	1/1	Met
L75	Qualified staff	1/1	Met
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		2/2					2/2	Met
L5	Safety Plan	L		2/2					2/2	Met
Ⓜ L6	Evacuation	L		2/2					2/2	Met
L8	Emergency Fact Sheets	I		2/2					2/2	Met
L9 (07/21)	Safe use of equipment	I		2/2					2/2	Met
L10	Reduce risk interventions	I		1/1					1/1	Met
Ⓜ L11	Required inspections	L		2/2					2/2	Met
Ⓜ L12	Smoke detectors	L		2/2					2/2	Met
Ⓜ L13	Clean location	L		2/2					2/2	Met

L14	Site in good repair	L		2/2					2/2	Met
L15	Hot water	L		2/2					2/2	Met
L21	Safe electrical equipment	L		2/2					2/2	Met
L22	Well-maintained appliances	L		2/2					2/2	Met
L25	Dangerous substances	L		2/2					2/2	Met
L26	Walkway safety	L		0/2					0/2	Not Met (0 %)
L28	Flammables	L		2/2					2/2	Met
L29	Rubbish/combustibles	L		2/2					2/2	Met
L30	Protective railings	L		2/2					2/2	Met
L31	Communication method	I		2/2					2/2	Met
L32	Verbal & written	I		2/2					2/2	Met
L33	Physical exam	I		2/2					2/2	Met
L34	Dental exam	I		2/2					2/2	Met
L35	Preventive screenings	I		1/1					1/1	Met
L36	Recommended tests	I		2/2					2/2	Met
L37	Prompt treatment	I		2/2					2/2	Met
Ⓜ L38	Physician's orders	I		2/2					2/2	Met
L39	Dietary requirements	I		2/2					2/2	Met
L40	Nutritional food	L		2/2					2/2	Met
L41	Healthy diet	L		2/2					2/2	Met
L42	Physical activity	L		2/2					2/2	Met
L43	Health Care Record	I		2/2					2/2	Met
L44	MAP registration	L		2/2					2/2	Met
L45	Medication storage	L		2/2					2/2	Met
Ⓜ L46	Med. Administration	I		2/2					2/2	Met
L49	Informed of human rights	I		2/2					2/2	Met
L50 (07/21)	Respectful Comm.	I		2/2					2/2	Met
L51	Possessions	I		2/2					2/2	Met
L52	Phone calls	I		2/2					2/2	Met

L53	Visitation	I		2/2					2/2	Met
L54 (07/21)	Privacy	I		2/2					2/2	Met
L55	Informed consent	I		2/2					2/2	Met
L57	Written behavior plans	I		0/1					0/1	Not Met (0 %)
L63	Med. treatment plan form	I		2/2					2/2	Met
L64	Med. treatment plan rev.	I		2/2					2/2	Met
L67	Money mgmt. plan	I		2/2					2/2	Met
L68	Funds expenditure	I		2/2					2/2	Met
L69	Expenditure tracking	I		2/2					2/2	Met
L77	Unique needs training	I		2/2					2/2	Met
L78	Restrictive Int. Training	L		1/1					1/1	Met
L80	Symptoms of illness	L		2/2					2/2	Met
L81	Medical emergency	L		2/2					2/2	Met
Pa L82	Medication admin.	L		2/2					2/2	Met
L84	Health protect. Training	I		1/1					1/1	Met
L85	Supervision	L		2/2					2/2	Met
L86	Required assessments	I		2/2					2/2	Met
L87	Support strategies	I		2/2					2/2	Met
L88	Strategies implemented	I		2/2					2/2	Met
L90	Personal space/ bedroom privacy	I		2/2					2/2	Met
L91	Incident management	L		2/2					2/2	Met
L93 (05/22)	Emergency back-up plans	I		2/2					2/2	Met
L94 (05/22)	Assistive technology	I		2/2					2/2	Met
L96 (05/22)	Staff training in devices and applications	I		2/2					2/2	Met
#Std. Met/# 62 Indicator									60/62	

Total Score									67/70	
									95.71%	

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	2/2	Met
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	0/2	Not Met (0 %)
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C15	Personalize living space	2/2	Met
C16	Explore interests	2/2	Met
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C21	Coordinate outreach	2/2	Met

C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met