



**PROVIDER REPORT
FOR**

**Thrive Support & Advocacy
65 Boston Post Rd. West
Suite 220 Marlborough, MA
01752**

September 10, 2019

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Thrive Support & Advocacy
Review Dates	8/12/2019 - 8/15/2019
Service Enhancement Meeting Date	8/28/2019
Survey Team	Lisa MacPhail (TL) Leslie Hayes
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	4 location(s) 7 audit (s)	Full Review	74 / 79 2 Year License 08/28/2019 - 08/28/2021		49 / 51 Certified 08/28/2019 - 08/28/2021
Residential Services	2 location(s) 5 audit (s)			Full Review	20 / 22
Individual Home Supports	2 location(s) 2 audit (s)			Full Review	23 / 23
Planning and Quality Management				Full Review	6 / 6

EXECUTIVE SUMMARY :

Thrive Support and Advocacy is a multi-service human services agency based in Marlborough Massachusetts. Thrive supports children and adults with developmental and intellectual disabilities as well as Autism Spectrum disorder in 42 communities across the Metro-West area. Thrive offers 24 hour residential, as well as Individual Home Support (IHS) services to adults aged 22 and over. Additionally, the agency offers a recreation program, family supports, and after school programs for youth.

For this 2019 survey, the Department of Developmental Services (DDS) Office of Quality Enhancement (OQE) team conducted a full licensing and certification review of Thrive Support and Advocacy's residential services which includes Twenty-Four Hour Residential and Individual Home supports.

The findings of this DDS 2019 review highlighted many strengths of Thrive. Effective policies and systems for reporting alleged abuse and neglect were found to be in place. Additionally, the agency took action to safeguard individuals in cases of alleged abuse and/or neglect.

Survey findings relative to licensing indicators in 24 hour residential services as well as IHS showed many positive ways in which individuals were supported. The agency's homes were well maintained and comfortable. Safety standards such as current inspections, safety plans, and the timely evacuation of individuals in emergency drills were demonstrated. The individuals living in the homes had privacy in their spaces, and constant access to various forms of communication they may want to use. In the area of medical, individuals were supported to receive routine and preventative medical care and screenings. Staff were well versed on the personalities and unique needs of the individuals served and communication, both oral and written, was very respectful. ISP goals were appropriate for the individuals, and were being well implemented, consistently tracked and summarized.

In regards to Certification, people were supported to maintain personal relationships with family and friends. Personal living spaces reflected the taste of those who lived in them, and homes blended into the neighborhoods in which they were located. Thrive supported people they served to be as independent as possible in their daily lives, and to make choices regarding both scheduled activities and leisure time. Individuals were supported to take vacations, whether it was for a weekend getaway or a longer trip such as a cruise. The communities in which individuals reside were being accessed for recreational opportunities, shopping, and personal needs such as hair-cuts, library use and banking.

The survey also revealed areas upon which the agency should focus further attention in order to meet requirements. In regards to licensing, Human Rights Committee meetings should be consistently attended by all the required members. A residency agreement should be sent to each individual/guardian who resides in a home owned or leased by the agency, stating that they are protected from arbitrary eviction. In the area of the ISP, Assessments and Support Strategies required for the ISP should be submitted within the required timelines. Additionally, incidents should be reported and finalized within required timelines. In regards to certification, the agency should develop a mechanism through which individuals participate in the hiring of staff that support them. It should also ensure that all individuals are fully assessed to determine potential assistive technologies that could be utilized to increase independence.

In summary, Thrive Support and Advocacy will receive a two-year license for its residential services grouping with 94% of licensing indicators met; it is also certified with 96% of certification indicators met. As a result, the agency will perform its own follow-up of licensing indicators that were not met within 60 days of the Service Enhancement Meeting, and forward the results to the DDS Office of Quality Enhancement.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Residential and Individual Home Supports	67/71	4/71	
Residential Services Individual Home Supports			
Critical Indicators	8/8	0/8	
Total	74/79	5/79	94%
2 Year License			
# indicators for 60 Day Follow-up		5	

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.	While the Human Rights Committee met regularly and reviewed the required content, the active participation of a required member was lacking. The agency must ensure that all required members are active and consistent in fulfilling their roles on the committee.

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

Indicator #	Indicator	Area Needing Improvement
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	For five out of seven individuals for whom the agency acts as lessor, there were no residency agreements in place informing them of the right to be free from arbitrary eviction. The agency should ensure that this agreement meets requirements, and is sent to both individuals residing in the homes as well as guardians. The provider then needs to demonstrate through an attestation/statement of compliance that lease agreements were sent and reviewed

		by individuals and guardians.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For two of the seven individuals, required assessments were not submitted within the required timelines in preparation for the ISP meeting. The agency needs to ensure that ISP assessments are submitted within the required timelines.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For two of the seven individuals, required support strategies were not submitted within the required timelines in preparation for the ISP meeting. The agency needs to ensure that ISP assessments are submitted within the required timelines.
L91	Incidents are reported and reviewed as mandated by regulation.	At three of four sites, incidents were not reported and/or finalized within the required timelines. The agency needs to ensure that it adheres to required timelines in the reporting and finalization of incidents.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	43/45	2/45	
Individual Home Supports	23/23	0/23	
Residential Services	20/22	2/22	
TOTAL	49/51	2/51	96%
Certified			

Residential Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	At five out of seven locations where staff was hired in the recent past, the agency did not demonstrate involvement by individuals in the process of hiring staff that support them. The agency should ensure that the individuals supported are involved in the hiring of new staff.
C54	Individuals have the assistive technology and/or modifications to maximize independence.	Two of seven individuals had not been comprehensively assessed in the area of assistive technology. The agency must ensure that all individuals are assessed and assisted in acquiring and learning about technologies that could potentially assist them in becoming as independent as possible.

MASTER SCORE SHEET LICENSURE

Organizational: Thrive Support & Advocacy

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓜ L2	Abuse/neglect reporting	3/3	Met
L3	Immediate Action	3/3	Met
L4	Action taken	3/3	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	8/9	Met(88.89 %)
L75	Qualified staff	5/5	Met
L76	Track trainings	13/16	Met(81.25 %)
L83	HR training	13/16	Met(81.25 %)

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	5/5	2/2					7/7	Met
L5	Safety Plan	L	2/2	2/2					4/4	Met
Ⓜ L6	Evacuation	L	2/2	2/2					4/4	Met
L7	Fire Drills	L	2/2						2/2	Met
L8	Emergency Fact Sheets	I	5/5	2/2					7/7	Met
L9	Safe use of equipment	L	2/2	2/2					4/4	Met
L10	Reduce risk interventions	I	3/3						3/3	Met
Ⓜ L11	Required inspections	L	2/2	1/1					3/3	Met
Ⓜ L12	Smoke detectors	L	2/2	2/2					4/4	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
L16	Accessibility	L	2/2						2/2	Met
L17	Egress at grade	L	2/2						2/2	Met
L18	Above grade egress	L	2/2						2/2	Met
L19	Bedroom location	L	1/1						1/1	Met
L20	Exit doors	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
L23	Egress door locks	L	2/2						2/2	Met
L24	Locked door access	L	2/2						2/2	Met
L25	Dangerous substances	L	2/2						2/2	Met
L26	Walkway safety	L	2/2						2/2	Met
L27	Pools, hot tubs, etc.	L		1/1					1/1	Met
L28	Flammables	L	1/1						1/1	Met

L29	Rubbish/combustibles	L	2/2						2/2	Met
L30	Protective railings	L	1/1	1/1					2/2	Met
L31	Communication method	I	5/5	2/2					7/7	Met
L32	Verbal & written	I	5/5	2/2					7/7	Met
L33	Physical exam	I	5/5	2/2					7/7	Met
L34	Dental exam	I	5/5	2/2					7/7	Met
L35	Preventive screenings	I	5/5	2/2					7/7	Met
L36	Recommended tests	I	5/5	2/2					7/7	Met
L37	Prompt treatment	I	5/5	1/1					6/6	Met
Ⓟ L38	Physician's orders	I	4/4						4/4	Met
L39	Dietary requirements	I	3/3						3/3	Met
L40	Nutritional food	L	2/2	1/1					3/3	Met
L41	Healthy diet	L	2/2	2/2					4/4	Met
L42	Physical activity	L	2/2	2/2					4/4	Met
L43	Health Care Record	I	5/5	2/2					7/7	Met
L44	MAP registration	L	2/2						2/2	Met
L45	Medication storage	L	2/2						2/2	Met
Ⓟ L46	Med. Administration	I	3/4						3/4	Met
L47	Self medication	I	5/5	1/1					6/6	Met
L49	Informed of human rights	I	0/5	2/2					2/7	Not Met (28.57 %)
L50	Respectful Comm.	L	2/2	2/2					4/4	Met
L51	Possessions	I	5/5	2/2					7/7	Met
L52	Phone calls	I	5/5	2/2					7/7	Met
L53	Visitation	I	5/5	2/2					7/7	Met
L54	Privacy	L	2/2	2/2					4/4	Met
L56	Restrictive practices	I	3/3						3/3	Met
L61	Health protection in ISP	I	3/3						3/3	Met
L62	Health protection review	I	3/3						3/3	Met
L63	Med. treatment plan form	I	4/5						4/5	Met (80.0)

										%)
L64	Med. treatment plan rev.	I	5/5						5/5	Met
L67	Money mgmt. plan	I	5/5						5/5	Met
L68	Funds expenditure	I	5/5						5/5	Met
L69	Expenditure tracking	I	5/5						5/5	Met
L70	Charges for care calc.	I	5/5						5/5	Met
L71	Charges for care appeal	I	5/5						5/5	Met
L77	Unique needs training	I	5/5	2/2					7/7	Met
L80	Symptoms of illness	L	2/2	2/2					4/4	Met
L81	Medical emergency	L	2/2	2/2					4/4	Met
Pa L82	Medication admin.	L	2/2						2/2	Met
L84	Health protect. Training	I	3/3						3/3	Met
L85	Supervision	L	2/2	2/2					4/4	Met
L86	Required assessments	I	3/5	2/2					5/7	Not Met (71.43%)
L87	Support strategies	I	3/5	2/2					5/7	Not Met (71.43%)
L88	Strategies implemented	I	5/5	2/2					7/7	Met
L90	Personal space/ bedroom privacy	I	5/5	2/2					7/7	Met
L91	Incident management	L	0/2	1/2					1/4	Not Met (25.00%)
#Std. Met/# 71 Indicator									67/71	
Total Score									74/79	
									93.67%	

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	2/2	Met
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C15	Personalize living space	1/1	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
C20	Emergency back-up plans	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	2/2	Met

	services/ supports		
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met
C54	Assistive technology	2/2	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/5	Not Met (0 %)
C8	Family/guardian communication	5/5	Met
C9	Personal relationships	5/5	Met
C10	Social skill development	5/5	Met
C11	Get together w/family & friends	5/5	Met
C12	Intimacy	5/5	Met
C13	Skills to maximize independence	5/5	Met
C14	Choices in routines & schedules	5/5	Met
C15	Personalize living space	2/2	Met
C16	Explore interests	5/5	Met
C17	Community activities	5/5	Met
C18	Purchase personal belongings	5/5	Met
C19	Knowledgeable decisions	5/5	Met
C20	Emergency back-up plans	2/2	Met
C46	Use of generic resources	5/5	Met
C47	Transportation to/ from community	5/5	Met
C48	Neighborhood connections	5/5	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met
C52	Leisure activities and free-time choices /control	5/5	Met
C53	Food/ dining choices	5/5	Met
C54	Assistive technology	3/5	Not Met (60.0 %)