



**PROVIDER REPORT
FOR**

**Valley Collaborative
11 Executive Park Drive
North Billerica, MA 01862**

March 27, 2025

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Valley Collaborative
Review Dates	2/24/2025 - 2/27/2025
Service Enhancement Meeting Date	3/13/2025
Survey Team	Cheryl Dolan Meagan Caccioppoli Jennifer Conley-Sevier (TL) John Downing
Citizen Volunteers	

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) 20 audit (s)	Targeted Review	DDS 9/9 Provider 41 / 41 50 / 50 2 Year License 03/13/2025-03/13/2027		DDS 6 / 6 Provider 30 / 30 36 / 36 Certified 03/13/2025 - 03/13/2027
Community Based Day Services	1 location(s) 9 audit (s)			DDS Targeted Review	15 / 15
Employment Support Services	0 location(s) 11 audit (s)			DDS Targeted Review	21 / 21
Planning and Quality Management (For all service groupings)				Provider Targeted Review	0 / 0

EXECUTIVE SUMMARY :

Valley Collaborative (Valley) has provided educational and vocational services to children and adults with developmental disabilities since 1987. As part of the vast array of services offered, Valley provides Community Based Day services (CBDS) and Employment Support services to 125 adults in its location on Executive Drive in Billerica.

Due to the results of the agency's previous survey, Valley was eligible and elected to complete a self-assessment for the current licensing cycle, with DDS conducting a targeted review of the eight critical licensing indicators and licensure and certification indicators receiving a rating of not met during the previous survey. The overall ratings from this survey process are a combination of the agency's self-assessment and the DDS targeted review.

The survey identified several accomplishments on the part of the agency which resulted in positive outcomes for individuals served in both CBDS and Employment Supports. In the licensing realm, fire drills were being conducted as required, annual inspections had been conducted, and medical protocols were implemented and followed correctly.

For the certification indicators reviewed, the nexus of the agency's evaluative process and resulting individualized support was the updated Person-Centered Assessment and Career Plan. By utilizing this tool, staff were able to "start where the person is" by identifying strengths, needs, abilities and preferences as a foundation for skill-building and eventual entry into the employment arena, if desired. An integral part of this process was the formulation of support strategies to guide the individual's progress, which are evaluated and updated as needed. The agency also offered information to individuals and their guardians on benefits and entitlements by partnering with Work Without Limits to ensure an accurate analysis of benefits to allow individuals to work successfully in the community.

As a result of this Licensure and Certification review of the agency's Employment and Day Supports, Valley met the standards for 100% of all licensing indicators, including all critical indicators. As a result, the agency will receive a Two-Year License for its Employment and Day Supports program. The agency received a rating of met in 100% of certification indicators and is Certified.

The following is a description of the agency's self-assessment process.

Description of Self Assessment Process:

For decades, Valley Collaborative has been a cornerstone of support for individuals with developmental disabilities, providing comprehensive services to both children and adults in the local community. The DDS Adult Services program is a vibrant and inclusive program designed to foster meaningful engagement and personal growth for adults with developmental disabilities. Currently serving 125 individuals from surrounding areas, the program focuses on enhancing individuals' connections to their community through a variety of enriching vocational, educational, and recreational activities.

The program operates out of a spacious facility located at 11 Executive Park Drive in North Billerica, Massachusetts. This state-of-the-art location, which the program moved to in November 2022, is designed to accommodate a wide range of activities and support services. However, most of Valley's programming takes place in the community. Valley Collaborative is guided by a strong and stable leadership team committed to maintaining high standards of care and creating a diverse, equitable, and inclusive environment. Dr. Chris Scott, the Executive Director, brings a wealth of expertise and vision to the organization, while Matt Gentile, Director of DDS Services, oversees the day-to-day operations and ensures the program meets the unique needs of its individuals. Case Managers, Job Developers, and Direct Support Professionals work together to provide meaningful programming on a day-to-day basis.

Valley's DDS Adult Services program offers a diverse array of supports to empower individuals to live fulfilling and active lives. Provided services include:

- o Group Supported Employment (3181): Providing individuals the opportunity to build employment and soft skills as Worker Trainees in team-based settings, fostering collaboration and providing hands-on learning experiences across a variety of career clusters.
- o Community-Based Day Supports (3163): Engaging individuals in meaningful activities within their local communities, promoting social interaction, personal growth, and community involvement.
- o Individual Employment Supports (3168): Offering tailored assistance to individuals seeking and maintaining competitive/ independent employment, ensuring their specific needs and career goals are supported.
- o Transportation Services (3196): Providing reliable transportation to and from the program each day, allowing individuals to access other key services.

Valley is deeply committed to empowering individuals to navigate confidently with optimal independence in their community to foster lifelong learning. The program prides itself in creating an environment where individuals can thrive, achieve their goals, and lead enriched lives. Through its comprehensive services and dedicated team, the organization continues to be a trusted resource for individuals and families in the community.

In order to ensure all OQE indicators are being met for the individuals served by Valley Collaborative, we have created an OQE Review and Preparation team consisting of the Executive Director (Dr. Chris Scott), Director of DDS Services (Matt Gentile), the Program Coordinator (Holly Tierney) and two Case Managers (Maureen Lydon and Ben Morrison). The team meets twice a week, Mondays and Thursdays, from 10am to 12pm. This allows for four hours a week to review indicators, discuss areas of improvement, implement standard programmatic practices, and to ensure Valley has a mechanism in place to ensure all individuals in the program are receiving services as indicated by the OQE Licensure and Certification indicators. These meetings are also used to confirm we are capturing artifacts while providing specific services to the individuals in the program. The OQE Review and Preparation team created, and maintain, a working document titled "Valley by the Indicator." This tool allows for quick review of the indicators and a snap shot of the programming in place to meet each indicator. Valley utilizes the certification and licensure documents produced by the Department of Developmental Services and Office of Quality Enhancement, and specifically the "CRITERIA FOR STANDARD MET" section to ensure there is a mechanism in place to meet the standard of each indicator.

The OQE Review and Preparation team used the feedback from the last review cycle to create a new and updated version of the Person-Centered Assessment and Career Plan. This Assessment/Plan was created to ensure all certification indicators are being met with each individual in the program.

Individuals meet with their Case Manager to complete the Assessment/Plan, and then use the outcomes for the Assessment/Plan to guide future programming for the individual. This Person-Centered Assessment and Career Plan helps to identify employment and non-employment related interests, goals, barriers, support strategies, and much more for each individual in the program. The completion, and regular updating of this document, acts as a check and balance to ensure all individuals are receiving the necessary supports to be successful at the program and beyond.

In addition to the OQE Review and Preparation team, Valley is comprised of Direct Support Professionals, Job Developers, a licensed teacher, and a nursing team. With everyone on the team playing a specific role as part of a larger operation, Valley utilizes staff feedback on the individuals we serve in a number of different forms to guide the goal creation for each individual. Documentation is an essential part of Valley programming. Valley utilizes information gathered from staff through mechanisms such as daily progress notes, assessments of functional living skills, and incident reporting. Valley pairs this information with direct feedback from the individuals through mechanisms such as Worker Trainee Experience surveys, Direct Support Professional evaluations, and interest inventories assessments to create an overarching, individualized program map for each client.

The self-assessment review team was composed of the same members as our internal OQE Review and Preparation team: Executive Director Dr. Chris Scott, Director of DDS Services Matt Gentile, Program Coordinator Holly Tierney, and Case Managers Maureen Lydon and Ben Morrison. This experienced group was responsible for conducting a thorough review of both Licensure and Certification Indicators to ensure compliance and quality standards were met. Upon receiving the sample list of 20 individuals (11 from Employment and 9 from CBDS), the team developed a structured approach to the assessment process. We created a comprehensive spreadsheet to systematically evaluate each individual against the relevant Certification Indicators. This spreadsheet, which is attached to this document, served as a detailed tracking tool to document ratings. To ensure accuracy and consistency, the team reviewed each indicator on a case-by-case basis. They carefully examined the corresponding artifacts outlined in the "Valley by the Indicator" document, verifying that the necessary documentation was present and complete. Ratings were then assigned based on this evidence. Licensure indicators were evaluated in a similar manner, with the team retrieving and reviewing the appropriate supporting materials. In addition to the core review team, other Valley team members provided valuable input to enhance the assessment process. Valley's Lead Nurse, Jessica Scalzi, contributed insights on health-related indicators, ensuring that medical and wellness-related standards were appropriately addressed. Meanwhile, the Valley facilities team played a crucial role in assessing environmental safety indicators, verifying that physical spaces met required safety and accessibility standards.

At the conclusion of the review, the team compiled and analyzed the results to determine the overall number of indicators successfully met. This final tally provided a clear measure of compliance. The structured and collaborative approach taken by the team ensured a thorough and accurate self-assessment, reinforcing Valley's commitment to maintaining high-quality services and adherence to certification standards. The comprehensive approach to programming for each individual carried out by Valley Collaborative allows for the individuals we serve to gain experience in our surrounding communities while offering opportunities for personal and professional growth on a daily basis. Valley prides itself on our connection to the community, and we've made it our mission to help the individuals we serve grow through professional, social, and personalized instruction, guidance, and support. As a program that has grown over 50% in size since the onset of the pandemic, it is clear individuals and their families are not only satisfied with the services we offer, but in fact, seek out Valley Collaborative's specific services.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	1/1	0/1	
Employment and Day Supports	49/49	0/49	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	50/50	0/50	100%
2 Year License			
# indicators for 60 Day Follow-up		0	

CERTIFICATION FINDINGS

	Reviewed By	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	Provider	0/0	0/0	
Employment and Day Supports	DDS 6/6 Provider 30/30	36/36	0/36	
Community Based Day Services	DDS 1/1 Provider 14/14	15/15	0/15	
Employment Support Services	DDS 5/5 Provider 16/16	21/21	0/21	
Total		36/36	0/36	100%
Certified				

MASTER SCORE SHEET LICENSURE

Organizational: Valley Collaborative

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	12/12	Met

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	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			1/1	1/1	Met
L7	Fire Drills	L	DDS			1/1	1/1	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			1/1	1/1	Met
Ⓡ L12	Smoke detectors	L	DDS			1/1	1/1	Met
Ⓡ L13	Clean location	L	DDS			1/1	1/1	Met
L15	Hot water	L	Provider		-	-	-	Met
L16	Accessibility	L	Provider		-	-	-	Met
L17	Egress at grade	L	Provider		-	-	-	Met
L20	Exit doors	L	Provider		-	-	-	Met
L21	Safe electrical equipment	L	Provider		-	-	-	Met
L22	Well-maintained appliances	L	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L25	Dangerous substances	L	Provider		-	-	-	Met
L26	Walkway safety	L	Provider		-	-	-	Met
L28	Flammables	L	Provider		-	-	-	Met
L29	Rubbish/com bustibles	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	1/1		9/9	10/10	Met
L44	MAP registration	L	Provider		-	-	-	Met
L45	Medication storage	L	Provider		-	-	-	Met
Ⓡ L46	Med. Administration	I	DDS			9/9	9/9	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
L62	Health protection review	I	Provider		-	-	-	Met
L77	Unique needs training	I	Provider		-	-	-	Met
L80	Symptoms of illness	L	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L81	Medical emergency	L	Provider		-	-	-	Met
L82	Medication admin.	L	DDS			1/1	1/1	Met
L84	Health protect. Training	I	Provider		-	-	-	Met
L85	Supervision	L	Provider		-	-	-	Met
L86	Required assessments	I	Provider		-	-	-	Met
L87	Support strategies	I	Provider		-	-	-	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/# 49 Indicator							49/49	
Total Score							50/50	
							100%	

MASTER SCORE SHEET CERTIFICATION

Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C13	Skills to maximize independence	Provider	-	Met

Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C37	Interpersonal skills for work	Provider	-	Met
C38 (07/21)	Habilitative & behavioral goals	Provider	-	Met
C39 (07/21)	Support needs for employment	DDS	9/9	Met
C40	Community involvement interest	Provider	-	Met
C41	Activities participation	Provider	-	Met
C42	Connection to others	Provider	-	Met
C43	Maintain & enhance relationship	Provider	-	Met
C44	Job exploration	Provider	-	Met
C45	Revisit decisions	Provider	-	Met
C46	Use of generic resources	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met

Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C22	Explore job interests	Provider	-	Met
C23	Assess skills & training needs	Provider	-	Met
C24	Job goals & support needs plan	DDS	11/11	Met
C25	Skill development	DDS	11/11	Met
C26	Benefits analysis	DDS	11/11	Met
C27	Job benefit education	Provider	-	Met
C28	Relationships w/businesses	Provider	-	Met
C29	Support to obtain employment	DDS	11/11	Met
C30	Work in integrated settings	Provider	-	Met
C31	Job accommodations	Provider	-	Met
C32	At least minimum wages earned	Provider	-	Met

Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C33	Employee benefits explained	DDS	9/10	Met (90.0 %)
C34	Support to promote success	Provider	-	Met
C35	Feedback on job performance	Provider	-	Met
C36	Supports to enhance retention	Provider	-	Met
C37	Interpersonal skills for work	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C50	Involvement/ part of the Workplace culture	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met