



**PROVIDER REPORT
FOR**

**WALNUT STREET CENTER
291 Mystic Avenue
Medford, MA 02155**

July 17, 2025

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider WALNUT STREET CENTER

Review Dates 6/12/2025 - 6/18/2025

Service Enhancement Meeting Date 7/3/2025

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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	5 location(s) 5 audit (s)	Full Review	87/89 2 Year License 07/03/2025 - 07/03/2027		26 / 26 Certified 07/03/2025 - 07/03/2027
Residential Services	5 location(s) 5 audit (s)			Full Review	20 / 20
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	2 location(s) 10 audit (s)	Full Review	54/60 2 Year License 07/03/2025 - 07/03/2027		19 / 21 Certified 07/03/2025 - 07/03/2027
Community Based Day Services	2 location(s) 10 audit (s)			Full Review	13 / 15
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Walnut Street Center (WSC) Inc. is a non-profit human service agency that provides an array of services to adults with developmental and intellectual disabilities through its partnership with the Department of Developmental Services (DDS). The agency currently serves individuals in 24-hour residential supports and community based day supports located in the Greater Boston area and Northeast Region.

The scope of this survey conducted by the Office of Quality Enhancement (OQE) was a full licensing and certification review of its Residential and Individual Home Supports service group and its Employment and Day Supports service group.

On an organization level, the agency demonstrated its continued commitment to human rights. The HRC was found to be a successful means for ensuring the human rights of the individuals supported by the agency were upheld. The fully constituted committee reviewed all required documentation and practices such as restraint reports, restrictive practices and those supportive and protective devices requiring HRC review. In the homes and within day services, individuals received their annual human rights training and various components are reviewed at regular intervals throughout the year. Human rights training is also tailored to a person's learning style and understanding. Individuals were knowledgeable of their Human Rights, and for one individual who expressed a satisfaction grievance, his self-advocacy lead to changes amenable to the individual. All staff were noted to be engaged in respectful communication both verbally and through written documentation. Individuals were observed to have choices in such things as their personal and household schedules, menu planning, in-house as well as community activities.

Another area of organizational strength was the agency's system to develop and maintain a competent workforce. The agency's system for recruiting and on-boarding new hires as well as ensuring veteran staff receive annual trainings and maintain required certifications was found to be highly effective. Across both service groups surveyors noted staff were knowledgeable and skilled in meeting the behavioral and medical needs of the individuals.

Several areas of strength were identified within the Residential / Individual Home Supports service group. In the domain of healthcare, individuals were supported to receive their annual examinations, routine preventive screenings, and to make/keep appointments with specialists. The health care records were updated as required. The agency's system for the oversight and review of behavior modifying medication treatment plans was notable. Plans were well developed with all required components, and data tracking was actively collected and shared with providers.

Within the domain of environmental safety, homes were in good repair with all necessary inspections and safety apparatus. Water temperatures in all locations were within required ranges. Individuals were able to evacuate their homes within the required amount of time and as described in the location's safety plan.

Individuals were supported to have healthy diets, engage in physical activity, and get together with friends and family. Staff were knowledgeable of and trained on individual's unique needs, protocols and health related supports and protections. The agency actively solicited input and feedback from individuals both at the time of hire and on an ongoing basis regarding the performance of staff that supported them. Travel training provided several individuals the skills needed to independently utilize the MBTA transit system. One individual who transitioned to a new community out of necessity. The support provided to learn about and establish connections with her new community, combined with the support provided to maintain the connections and relationships with her former community was notable.

A couple of areas requiring attention within the agency's residential service grouping were identified

during the survey. The agency would benefit from further reviewing funds management plans as several were found to not include accurate information or required levels of detail. Secondly, focus on the timely submission and finalization of incident reports would also be beneficial to the agency as there were several instances where timelines were not met.

The agency's Employment/Day sites demonstrated many of the same strengths as the residential grouping. The sites were clean and well maintained. All required inspections were completed, and hot water temperatures were all within the required temperature ranges. Individuals were able to evacuate within the amount of time specified in the respective safety plans.

For the greater part, health management was an overall strength. Staff were familiar with the unique needs of the individuals and received all required trainings. Staff were knowledgeable of individuals' use and implementation of health related supports and protections.

Surveyors observed individuals actively participating in a variety of preferred activities as identified in their Individual Support Plan and through the agency's use of interest inventories. Community activities were purposeful in that they exposed individuals to generic community resources and taught individuals how to ride the MBTA.

There were a few areas identified during the review as requiring further attention. The agency's fire drill logs did not contain all required information in order to demonstrate compliance with minimum ratios identified within the approved safety plan.

ISP submission and Incident reporting timelines were also identified as areas that would benefit from additional agency attention. The agency also needs to focus attention on implementing physician direction relative to dietary needs, particularly when there are specific parameters needed in order to comply with a healthcare provider's order. The agency should also focus attention on exploring potential career paths and developing career plans to support individuals to both identify and move towards desired employment. The agency has a comprehensive Assistive Technology assessment but did not obtain AT and explore its use determine individualized interest in and benefit from its use.

The Walnut Street Center's Residential and Individual Home Supports service grouping received a rating of met in 98% of licensing indicators with all critical indicators also rated met. As a result, the agency will receive a Two Year License for Residential Services/Individual Home Supports. The Residential Service grouping received a rating of met in 100% of certification indicators and is certified.

Within WSC's Employment and Day Supports grouping, the agency met 90% of all licensing indicators. As a result, the agency will receive a Two Year License for its Employment and Day Supports service grouping. The agency received a rating of met in 90% of certification indicators and is certified.

WSC will complete the follow up on the not met indicators for both service groupings within 60 days of the Service Enhancement Meeting (SEM).

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	10/10	0/10	
Residential and Individual Home Supports	77/79	2/79	
Residential Services			
Critical Indicators	8/8	0/8	
Total	87/89	2/89	98%
2 Year License			
# indicators for 60 Day Follow-up		2	

	Met / Rated	Not Met / Rated	% Met
Organizational	10/10	0/10	
Employment and Day Supports	44/50	6/50	
Community Based Day Services			
Critical Indicators	6/6	0/6	
Total	54/60	6/60	90%
2 Year License			
# indicators for 60 Day Follow-up		6	

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

Indicator #	Indicator	Area Needing Improvement
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	For two of five individuals, the money management and training plans did not contain all required information. The agency needs to ensure all written plans include the source and correct amount of income, where funds are kept and how they are accessed. The plan or assessment needs to identify a dollar amount of a money the individual is capable of securing on his person. The agency needs to ensure training plans identify the area of skill being developed and the mechanisms used to teach the individual.

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

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	At four locations, Incident Reports were either not submitted or finalized within the required timeframes. The agency needs to ensure all Incident Reports are submitted and reviewed as mandated by regulation.

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

Indicator #	Indicator	Area Needing Improvement
L7	Fire drills are conducted as required.	At two locations, the fire drill logs were incomplete. Specifically, the agency was not identifying the names of staff that participated and assisted in the evacuation drills. Without this information, it could not be determined if the drills were completed in compliance with the minimum amount of staff noted in the approved safety plan. The agency needs to ensure their fire drill logs contain all required information including the names of the individuals participating in the drill, the level of assistance provided, any adaptive aids used during the evacuation, and the names of the staff participating/assisting individuals to evacuate.
L39	Special dietary requirements are followed.	For one individual with a special dietary requirement, the agency was not ensuring the physician's direction was being followed. The agency needs to ensure a special dietary requirements for all individuals are followed.
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 individuals, their support strategies were not submitted at least 15 days prior to the ISP date as required. The agency needs to ensure support strategies for all individuals are submitted no later than 15 days prior to their ISP.
L91	Incidents are reported and reviewed as mandated by regulation.	At both locations surveyed, Incident Reports were either not submitted or finalized within the required timeframes. The agency needs to ensure all Incident Reports are submitted and finalized as mandated by regulation.
L94 (05/22)	Individuals have assistive technology to maximize independence.	For two individuals, their AT assessments identified areas the individuals might benefit from the use of AT, however the agency did not obtain AT devices for these areas of need. The agency needs to ensure that when assessments identify an area of need, they obtains the assistive technology devices.
L96 (05/22)	Staff is competent and knowledgeable in the use of the individual's technology devices and applications.	For one individual who utilizes AT, staff were not knowledgeable the individual had a device on-site. The agency needs to ensure staff are competent and knowledgeable in the use of each individual's technology devices, and are aware of their location.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	20/20	0/20	
Residential Services	20/20	0/20	
Total	26/26	0/26	100%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	13/15	2/15	
Community Based Day Services	13/15	2/15	
Total	19/21	2/21	90%
Certified			

Community Based Day Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For six individuals, there were no plans developed to identify job goals and needed supports to achieve those goals. The agency needs to ensure all individuals have a plan that identifies the individual's job goals and the support needs required for them to move into a supported employment.
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	For nine individuals, the agency's method to explore job interests was limited to a vocational assessment. The agency needs to utilize a variety of effective methods to assist individuals to broadly explore their job interests.

MASTER SCORE SHEET LICENSURE

Organizational: WALNUT STREET CENTER

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	7/7	Met
L3	Immediate Action	15/15	Met
L4	Action taken	10/10	Met
L48	HRC	1/1	Met
L65	Restraint report submit	16/18	Met(88.89 %)
L66	HRC restraint review	18/18	Met
L74	Screen employees	11/11	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	Met

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						5/5	Met
L5	Safety Plan	L	5/5						5/5	Met
℞ L6	Evacuation	L	5/5						5/5	Met
L7	Fire Drills	L	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
L10	Reduce risk interventions	I	1/1						1/1	Met
℞ L11	Required inspections	L	5/5						5/5	Met
℞ L12	Smoke detectors	L	5/5						5/5	Met
℞ L13	Clean location	L	5/5						5/5	Met
L14	Site in good repair	L	4/4						4/4	Met
L15	Hot water	L	5/5						5/5	Met
L16	Accessibility	L	5/5						5/5	Met
L17	Egress at grade	L	5/5						5/5	Met
L18	Above grade egress	L	3/3						3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L19	Bedroom location	L	3/3						3/3	Met
L20	Exit doors	L	5/5						5/5	Met
L21	Safe electrical equipment	L	5/5						5/5	Met
L22	Well-maintained appliances	L	5/5						5/5	Met
L23	Egress door locks	L	4/4						4/4	Met
L24	Locked door access	L	5/5						5/5	Met
L25	Dangerous substances	L	5/5						5/5	Met
L26	Walkway safety	L	5/5						5/5	Met
L27	Pools, hot tubs, etc.	L	1/1						1/1	Met
L28	Flammables	L	3/4						3/4	Met
L29	Rubbish/combustibles	L	5/5						5/5	Met
L30	Protective railings	L	4/4						4/4	Met
L31	Communication method	I	5/5						5/5	Met
L32	Verbal & written	I	5/5						5/5	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	4/4						4/4	Met
L34	Dental exam	I	4/4						4/4	Met
L35	Preventive screenings	I	5/5						5/5	Met
L36	Recommended tests	I	5/5						5/5	Met
L37	Prompt treatment	I	5/5						5/5	Met
℞ L38	Physician's orders	I	5/5						5/5	Met
L39	Dietary requirements	I	5/5						5/5	Met
L40	Nutritional food	L	5/5						5/5	Met
L41	Healthy diet	L	5/5						5/5	Met
L42	Physical activity	L	5/5						5/5	Met
L43	Health Care Record	I	5/5						5/5	Met
L44	MAP registration	L	5/5						5/5	Met
L45	Medication storage	L	5/5						5/5	Met
℞ L46	Med. Administration	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.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L51	Possessions	I	5/5						5/5	Met
L52	Phone calls	I	5/5						5/5	Met
L53	Visitation	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
L56	Restrictive practices	I	2/2						2/2	Met
L57	Written behavior plans	I	2/2						2/2	Met
L60	Data maintenance	I	2/2						2/2	Met
L61	Health protection in ISP	I	4/4						4/4	Met
L62	Health protection review	I	3/3						3/3	Met
L63	Med. treatment plan form	I	5/5						5/5	Met
L64	Med. treatment plan rev.	I	4/4						4/4	Met
L67	Money mgmt. plan	I	3/5						3/5	Not Met (60.0%)
L68	Funds expenditure	I	5/5						5/5	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
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						5/5	Met
L78	Restrictive Int. Training	L	3/3						3/3	Met
L79	Restraint training	L	2/2						2/2	Met
L80	Symptoms of illness	L	4/4						4/4	Met
L81	Medical emergency	L	5/5						5/5	Met
L82	Medication admin.	L	4/5						4/5	Met (80.0%)
L84	Health protect. Training	I	4/4						4/4	Met
L85	Supervision	L	5/5						5/5	Met
L86	Required assessments	I	3/3						3/3	Met
L87	Support strategies	I	4/4						4/4	Met
L88	Strategies implemented	I	5/5						5/5	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L90	Personal space/bedroom privacy	I	5/5						5/5	Met
L91	Incident management	L	1/5						1/5	Not Met (20.0%)
L93 (05/22)	Emergency back-up plans	I	5/5						5/5	Met
L94 (05/22)	Assistive technology	I	5/5						5/5	Met
L96 (05/22)	Staff training in devices and applications	I	2/2						2/2	Met
L99 (05/22)	Medical monitoring devices	I	2/2						2/2	Met
#Std. Met/#79 Indicator									77/79	
Total Score									87/89	
									97.75%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I			9/10	9/10	Met (90.0%)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L5	Safety Plan	L			2/2	2/2	Met
Ⓡ L6	Evacuation	L			2/2	2/2	Met
L7	Fire Drills	L			0/2	0/2	Not Met (0 %)
L8	Emergency Fact Sheets	I			10/10	10/10	Met
L9 (07/21)	Safe use of equipment	I			9/9	9/9	Met
L10	Reduce risk interventions	I			2/2	2/2	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			1/1	1/1	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
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
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	Met
L31	Communication method	I			10/10	10/10	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L32	Verbal & written	I			10/10	10/10	Met
L37	Prompt treatment	I			10/10	10/10	Met
℞ L38	Physician's orders	I			5/5	5/5	Met
L39	Dietary requirements	I			2/3	2/3	Not Met (66.67 %)
L49	Informed of human rights	I			9/10	9/10	Met (90.0 %)
L50 (07/21)	Respectful Comm.	I			10/10	10/10	Met
L51	Possessions	I			10/10	10/10	Met
L52	Phone calls	I			10/10	10/10	Met
L54 (07/21)	Privacy	I			10/10	10/10	Met
L55	Informed consent	I			5/5	5/5	Met
L61	Health protection in ISP	I			5/5	5/5	Met
L62	Health protection review	I			2/2	2/2	Met
L77	Unique needs training	I			9/10	9/10	Met (90.0 %)
L79	Restraint training	L			2/2	2/2	Met
L80	Symptoms of illness	L			2/2	2/2	Met
L81	Medical emergency	L			2/2	2/2	Met
L84	Health protect. Training	I			3/3	3/3	Met
L85	Supervision	L			2/2	2/2	Met
L86	Required assessments	I			6/6	6/6	Met
L87	Support strategies	I			5/7	5/7	Not Met (71.43 %)
L88	Strategies implemented	I			9/9	9/9	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L91	Incident management	L			0/2	0/2	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I			10/10	10/10	Met
L94 (05/22)	Assistive technology	I			7/10	7/10	Not Met (70.0 %)
L96 (05/22)	Staff training in devices and applications	I			2/3	2/3	Not Met (66.67 %)
L99 (05/22)	Medical monitoring devices	I			1/1	1/1	Met
#Std. Met/# 50 Indicator						44/50	
Total Score						54/60	
						90.0%	

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

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/5	Met
C8	Family/guardian communication	5/5	Met
C9	Personal relationships	5/5	Met
C10	Social skill development	5/5	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C11	Get together w/family & friends	5/5	Met
C12	Intimacy	5/5	Met
C13	Skills to maximize independence	4/4	Met
C14	Choices in routines & schedules	5/5	Met
C15	Personalize living space	5/5	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
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	5/5	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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/8	Met (87.50 %)
C8	Family/guardian communication	10/10	Met
C13	Skills to maximize independence	10/10	Met
C37	Interpersonal skills for work	10/10	Met
C38 (07/21)	Habilitative & behavioral goals	8/9	Met (88.89 %)
C39 (07/21)	Support needs for employment	3/9	Not Met (33.33 %)
C40	Community involvement interest	10/10	Met
C41	Activities participation	10/10	Met
C42	Connection to others	9/9	Met
C43	Maintain & enhance relationship	9/9	Met
C44	Job exploration	0/9	Not Met (0 %)

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C45	Revisit decisions	10/10	Met
C46	Use of generic resources	9/9	Met
C47	Transportation to/ from community	10/10	Met
C51	Ongoing satisfaction with services/ supports	10/10	Met