



**PROVIDER REPORT
FOR**

**You're With Us
372 Richardson Road
Dracut, MA 01826**

July 25, 2023

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	You're With Us
Review Dates	6/21/2023 - 6/27/2023
Service Enhancement Meeting Date	7/11/2023
Survey Team	Anne Carey-Stone (TL) Susan Dudley-Oxx
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	3 location(s) 6 audit (s)	Full Review	46/54 2 Year License 07/11/2023 - 07/11/2025		17 / 21 Certified 07/11/2023 - 07/11/2025
Community Based Day Services	3 location(s) 6 audit (s)			Full Review	12 / 15
Planning and Quality Management				Full Review	5 / 6

EXECUTIVE SUMMARY :

You're With Us was established as an agency in 2015, providing Family Training, Peer Support, Adult Companion and Family Navigation to individuals with Developmental Disabilities (DD). The agency creates opportunities for peer mentorship between individuals served and college aged students at universities and colleges throughout Massachusetts, making particular connections with college sports teams and groups which provide natural relationships and promote inclusion and belonging.

In July 2022, You're With Us began providing Community Based Day Services (CBDS) to adults, mainly those 'Turning 22' and experiencing transition from Children's to Adult services. You're With Us provides location based CBDS in Salem and Tyngsboro, and "Without Walls" CBDS in the Worcester area. An Initial Review was conducted in January 2023.

This was the agency's first full licensing and certification review of its Community Based Day Services.

The survey identified many areas of strength, where the agency has prioritized the development of systems which lead to positive outcomes. At the organizational level, in the realm of Human Rights, the agency has successfully established a Human Rights Committee with full membership, developed a Human Rights training curriculum and ensured that all individuals and their Guardians if applicable have received this information.

The agency has developed a comprehensive training program for employees, and a tracking mechanism to ensure that all employees remain current in their required certifications and receive all of the training in required areas.

In the wider area of Licensing, the agency's commitment to Human Rights was also apparent, as evidenced by all written and verbal communication being respectful and dignified, and individuals were encouraged to make choices in their daily activities. Privacy was prioritized for all individuals, for example, several individuals when conducting calls with external professionals, such as participating in an online book club, are offered private space to ensure privacy.

In the area of Certification, the agency had developed positive practices in the domain of supporting the development of relationships, building upon its peer mentorship capacity, and drawing upon strong connections with college campuses, for example, members of a college football team, basketball team and at another college art therapy students. Many of the young adult participants of the CBDS programs were engaged with these community members, valued their relationships with the students and felt a sense of connection and belonging to the college campuses themselves through the experiences they were supported to have there. Individuals participated in a variety of activities such as yoga, art groups, dining at the cafeteria, touring the campuses and other on campus recreational activities.

The agency also ensured that individuals were participating in the hiring and evaluation of the staff who support them and that feedback on service delivery was ascertained regularly from individuals, family members and other stakeholders. At an organizational level, the agency had developed a strategic plan which enables future data collection and analysis to guide service quality enhancement efforts.

Several areas were identified for the agency to develop and further strengthen systems. In the domain of Licensure, a review of incident reports and ISP related documentation via HCSIS identified that the agency was not always meeting the required incident report submission timelines, or timelines for submission of ISP assessments and objectives. The agency needs to ensure that Emergency Fact Sheets for individuals contain all required information, and that written dining protocols are established for any individual who follows a prescribed special diet.

In the realm of Certification, the agency should develop effective and varied methods of assessment for each individual relative to exploration of future employment, establish written plans outlining interest, barriers and strategies to implement for each person relative to their support needs so that CBDS can serve as a pathway to employment.

The agency met 85% of all Licensing indicators, including all critical indicators. As a result, the agency will receive a Two Year License for its Community Based Day services. Follow-up on all not met Licensing indicators will be conducted by DDS OQE within 60 days. The agency met 81% of all Certification indicators and therefore is Certified.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Employment and Day Supports	38/46	8/46	
Community Based Day Services			
Critical Indicators	6/6	0/6	
Total	46/54	8/54	85%
2 Year License			
# indicators for 60 Day Follow-up		8	

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

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	Three of six Emergency Fact Sheets did not contain photographs of the individuals. The agency needs to ensure that all Emergency Fact Sheets contains current and complete information, including a recent photograph of the individual, as specified in the 2019 DDS Licensure Interpretations.
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	At one location, the water temperature tested outside of required ranges. The agency needs to ensure that water temperatures test within required range (110-120 degrees). The agency needs to develop a mechanism of regularly checking location water temperatures, for example, developing a location safety checklist and implementing such on a monthly/quarterly basis.
L39	Special dietary requirements are followed.	One individual, requiring special dietary requirements be followed, did not have any dietary guidelines in place. The agency needs to ensure that the individual's record contains written specifications from the prescribing physician around diet textures, including thickened liquids.

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

Indicator #	Indicator	Area Needing Improvement
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	For four individuals, signed media consent forms were too broad in scope and included language of being "irrevocable". The agency needs to ensure that media consents are written in accordance with DDS guidance, March 17, 2021, and includes the individual right to withdraw consent and/or change one's mind.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For one individual, required assessments had not been submitted within ISP timelines. The agency needs to ensure that ISP assessments are submitted at least 15 days in advance of the ISP meeting.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For one individual, support strategies had not been submitted within ISP timelines. The agency needs to ensure that ISP support strategies are submitted at least 15 days in advance of the ISP meeting.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For two individuals, the implementation of support strategies was not consistently implemented, or modification had not occurred when required. The agency needs to ensure that support staff are knowledgeable about the ISP objective for each individual, and that individuals are being supported to work towards their objectives as designed.
L91	Incidents are reported and reviewed as mandated by regulation.	For two locations, incident reports had not been submitted within required time frames. The agency needs to ensure that timelines are followed for both minor and major incidents and that all reportable events are entered into HCSIS and finalized.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	5/6	1/6	
Employment and Day Supports	12/15	3/15	
Community Based Day Services	12/15	3/15	
Total	17/21	4/21	81%
Certified			

Planning and Quality Management Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C2	The provider analyzes information gathered from all sources and identifies patterns and trends.	The agency does not yet have a mechanism for data analysis so that patterns and trends can be identified, and service improvement initiatives can be prioritized. The agency needs to have a mechanism to review service quality information on an on-going basis that involves broad representation from both agency staff and individuals/families.

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

Indicator #	Indicator	Area Needing Improvement
C38 (07/21)	Specific habilitative and behavioral goals necessary to prepare individuals for work are identified.	For four individuals, the agency had not yet completed a full assessment to identify potential obstacles to employment. The agency needs to assess each person with a focus on the area of future employment and develop habilitative goals based on these assessments.
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For four individuals, the agency had not yet utilized a person-centered career planning process to create a detailed written plan which specifies each person's employment goals and support needs. The agency needs to work with each person so that they can build an awareness and understanding of pursuing job possibilities as distinct from other goals and interests so that Community Based Day Services operates as a "pathway to employment". Each person's employment related plan must include individually tailored strategies to enhance a person's skill set for a job/career of interest including appropriate educational and training opportunities.
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	For four individuals, the agency has not yet explored a variety of mechanisms to assess each person's possible job interests. The agency needs to develop a process through which to fully assess each person's interests as they related to work and support the exploration of areas of interest, for example through the implementation of interest inventories, workplace visits and volunteerism. The agency needs to ensure that assessments are reviewed at least annually to account for new interests arising and/or a person's interests changing over time.

MASTER SCORE SHEET LICENSURE

Organizational: You're With Us

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	1/1	Met
L3	Immediate Action	1/1	Met
L4	Action taken	1/1	Met
L48	HRC	1/1	Met
L74	Screen employees	1/1	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	2/2	Met
L83	HR training	2/2	Met

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			6/6	6/6	Met
L5	Safety Plan	L			2/2	2/2	Met
℞ L6	Evacuation	L			2/2	2/2	Met
L7	Fire Drills	L			2/2	2/2	Met
L8	Emergency Fact Sheets	I			3/6	3/6	Not Met (50.0 %)
L9 (07/21)	Safe use of equipment	I			6/6	6/6	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			1/2	1/2	Not Met (50.0 %)
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
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

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
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			6/6	6/6	Met
L32	Verbal & written	I			6/6	6/6	Met
L37	Prompt treatment	I			6/6	6/6	Met
Ⓡ L38	Physician's orders	I			1/1	1/1	Met
L39	Dietary requirements	I			0/1	0/1	Not Met (0 %)
L49	Informed of human rights	I			6/6	6/6	Met
L50 (07/21)	Respectful Comm.	I			6/6	6/6	Met
L51	Possessions	I			6/6	6/6	Met
L52	Phone calls	I			6/6	6/6	Met
L54 (07/21)	Privacy	I			6/6	6/6	Met
L55	Informed consent	I			0/4	0/4	Not Met (0 %)
L72	DOL requirements	I			1/1	1/1	Met
L77	Unique needs training	I			5/6	5/6	Met (83.33 %)
L80	Symptoms of illness	L			3/3	3/3	Met
L81	Medical emergency	L			3/3	3/3	Met
L85	Supervision	L			3/3	3/3	Met
L86	Required assessments	I			0/1	0/1	Not Met (0 %)
L87	Support strategies	I			0/1	0/1	Not Met (0 %)
L88	Strategies implemented	I			2/4	2/4	Not Met (50.0 %)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L91	Incident management	L			1/3	1/3	Not Met (33.33 %)
L93 (05/22)	Emergency back-up plans	I			6/6	6/6	Met
L94 (05/22)	Assistive technology	I			6/6	6/6	Met
L96 (05/22)	Staff training in devices and applications	I			6/6	6/6	Met
#Std. Met/# 46 Indicator						38/46	
Total Score						46/54	
						85.19%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	0/1	Not Met (0 %)
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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	6/6	Met
C13	Skills to maximize independence	6/6	Met
C37	Interpersonal skills for work	6/6	Met
C38 (07/21)	Habilitative & behavioral goals	2/6	Not Met (33.33 %)

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C39 (07/21)	Support needs for employment	2/6	Not Met (33.33 %)
C40	Community involvement interest	5/6	Met (83.33 %)
C41	Activities participation	5/6	Met (83.33 %)
C42	Connection to others	6/6	Met
C43	Maintain & enhance relationship	6/6	Met
C44	Job exploration	2/6	Not Met (33.33 %)
C45	Revisit decisions	6/6	Met
C46	Use of generic resources	5/6	Met (83.33 %)
C47	Transportation to/ from community	6/6	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met