



**PROVIDER REPORT
FOR**

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

July 30, 2025

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	6/24/2025 - 6/27/2025
Service Enhancement Meeting Date	7/17/2025
Survey Team	William Muguro Dumitru Condratchi Raquel Rodriguez (TL)
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	5 location(s) 11 audit (s)	Full Review	49/59 Defer Licensure		29 / 41 Certified with Progress Report
Community Based Day Services	3 location(s) 7 audit (s)			Full Review	13 / 15
Employment Support Services	2 location(s) 4 audit (s)			Full Review	10 / 20
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

You're With Us was established in 2015 as an agency focused on providing Family Training, Peer Support, Adult Companion and Family Navigation to individuals with Developmental Disability (DD). In July 2022, You're With Us began providing Community Based Day Services (CBDS) to adults with DD, mainly those 'Turning 22' and experiencing transition from Children's to Adult services. You're With Us provides both location-based CBDS in Salem, Chelmsford and Worcester and 'Without Walls' CBDS services in Massachusetts. In April 2024, the agency expanded to include Employment Supports.

The Department of Developmental Services Office of Quality Enhancement (DDS OQE) completed a full licensing and certification review of the agency's Employment and Day Supports service groups. The review included Employment Supports and Community-Based Day Supports (CBDS). All applicable licensing and certification indicators were reviewed by DDS/OQE as part of this survey.

Organizationally, the agency had effective systems to ensure employment candidates met the requirements of the positions into which they were hired; that active licenses/certifications were in place for all staff for whom a license/certification is required; and that all staff had received their mandatory trainings. The agency had a robust process to measure progress towards achieving quality improvement goals and a strategic plan to identify future goals and direction of the agency. The Human Rights Committee was fully constituted however further efforts should be made to ensure meetings are held quarterly.

Within the agency's CBDS and Employment programs, several positive practices were observed in both licensure and certification. The agency had a strong oversight system to ensure all incident reports and required ISP assessments and objectives were submitted within regulatory timelines. Supervision was occurring regularly and staff were knowledgeable of individual's goals and support needs. Support Strategies were being implemented and progress/obstacles detailed in the daily logs. All staff were noted to be engaging in respectful communication with a strong knowledge of individual's unique needs. The agency had a strong commitment to developing relationships with local businesses, using generic resources, and connecting individuals to community members to develop and sustain relationships. Through their outreach the agency now has locations on two separate college campuses and college mentees volunteer and engage in programming with the individuals. At Merrimac College, one individual in particular has developed a strong relationship with the college's lacrosse team and is now a volunteer Assistant Coach. The agency has also been able to expand the connection at Merrimac to include four employment opportunities on campus. Notably, the agency had developed and implemented an UBER program initiative for the participants where the agency pays for UBER transport services for individuals to attend program and/or employment activities. Individuals received training and support to understand the application, book rides, and submit receipts as required. One individual interviewed had utilized this service to independently attend a work interview earlier in the day and then utilized it again to attend program. The initiative touched on many indicators including but not limited to; assistive technology, skills to maximize independence, and transportation.

During the survey areas requiring attention were also noted. In the Environmental Safety Domain, the agency needs to place increased attention on its systems for ensuring safety as heating and fire safety systems had not been inspected, and flammables were not being stored appropriately. In the Healthcare domain, medical protocols for individuals with a significant medical condition need to include the specific actions steps required by staff to perform to manage, treat, and/or prevent a more serious health condition. Medication administration, training, storage, and documentation needs to adhere to MAP standards. In the Personal Safety Domain, fire drills must be conducted and documented in accordance with regulations and safety plan ratios.

A few certification areas require further development including strengthening the process by which

assessment of interests and related job skills are conducted and utilized to develop career plans. Career plans must be written, individualized, and identify specific job goals and support needs. Lastly, the agency needs to develop a system to capture feedback from individuals on their staff both at the time of hire and during regular performance reviews.

Based on the findings of this survey review, You're With Us' Employment and Day Supports service group met 83% of licensing indicators, with several critical indicators not met (L11, L12, L38, L46, and L82). The license for this service group is deferred until such time as the agency can demonstrate successful correction to the critical indicators during the Follow Up Review; sanctions on accepting new business with DDS are in place. If successful in correcting the critical indicators, the service grouping will receive a Two Year with Mid-Cycle Review license, and sanctions will be lifted.

The DDS Office of Quality Enhancement (OQE) will conduct a follow-up review within 60 days of the Service Enhancement Meeting (SEM) on all licensing indicators rated as Not Met, including the critical indicators. This service grouping is Certified, with 71% of certification indicators met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Employment and Day Supports	42/51	9/51	
Employment Support Services Community Based Day Services			
Critical Indicators	2/8	6/8	
Total	49/59	10/59	83%
Defer Licensure			
# indicators for 60 Day Follow-up		10	

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.	The Human Rights Committee did not have 4 quarterly meetings in the past year as required. The agency needs to ensure the Human Rights Committee meets at least quarterly.

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.	Fire drills had not been conducted utilizing the minimum staffing ratio as noted in the safety plan. The agency needs to ensure fire drills are conducted in accordance with the minimum staffing levels noted in the safety plan, and that documentation for drills includes the names of individuals present, total evacuation time, the level of assistance provided to individuals, and if any adaptive equipment was used.
Ⓡ L11	All required annual inspections have been conducted.	At two location inspections of the heating systems had not occurred within the past 15 months. The agency needs to ensure all required inspections have been conducted within 15 months.

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

Indicator #	Indicator	Area Needing Improvement
R L12	Smoke detectors and carbon monoxide detectors, and other essential elements of the fire alarm system required for evacuation are located where required and are operational.	At one location there had not been an inspection of the fire alarm system. The agency needs to ensure inspections occur every 15 months, and that all essential elements of the fire alarm system are operational.
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	At one location the water temperature at the bathroom sinks did not test within the acceptable range. The agency needs to ensure water temperature tests between 100-120 degrees.
L28	Flammables are stored appropriately.	At one locations flammables were stored in a closet next the furnace room. The agency needs to ensure are all flammables are stored appropriately.
R L38	Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).	Three of six medical protocols reviewed did not have all the needed action steps and/or staff had not been trained on all the action steps. The agency needs to ensure medical protocols contain all the necessary components and that staff are knowledgeable of how to implement the protocol.
R L46	All prescription medications are administered according to the written order of a practitioner and are properly documented on a Medication Treatment Chart.	Medication Treatment Charts and side effects sheets were not in place. One medication had been administered without documentation on a Medication Treatment Chart. The agency needs to ensure medications are administered in accordance with a written order and are properly documented on a Medication Treatment Chart. For one individual, physician's orders and medications were expired. The agency needs to ensure all doctor's orders are current and expired medications are replaced as needed.
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.	Three individuals and/or guardians had not been informed of their Human Rights and how to file a grievance. The agency needs to ensure individuals and guardians are informed of Human Rights and how to file a grievance.
R L82	Medications are administered by licensed professional staff or by MAP certified staff (or by PCAs) for individuals unable to administer their own medications.	At one location staff had not received timely training on vital signs and Epi-pen administration training in accordance with MAP standards. The agency needs to ensure MAP certified staff have received required trainings when orders require vital signs monitoring and when individuals are prescribed an Epi-Pen.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	23/35	12/35	
Community Based Day Services	13/15	2/15	
Employment Support Services	10/20	10/20	
Total	29/41	12/41	71%
Certified with Progress Report			

Community Based Day 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.	Six of seven individuals had not had an opportunity to provide feedback on staff at the time of hire and/or on an ongoing basis. The agency needs to ensure individual feedback is solicited at the time of hire and input on staff performance is gathered and utilized during performance evaluation.
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For five individuals, a detailed written plan was not in place to address the individual's job goals and support needs. The agency needs to ensure individuals are presented with employment as an option, the individual's current interest, strengths and needs are identified, and a detailed written plan is put in place to address the goals and support needs.
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.	Individuals had not had an opportunity to provide feedback on staff at the time of hire and/or an ongoing basis. The agency needs to ensure individual feedback is solicited at the time of hire and input on staff performance is gather and utilized during performance evaluation.

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

Indicator #	Indicator	Area Needing Improvement
C22	Staff have effective methods to assist individuals to explore their job interests.	Two individuals had not been supported to identify and/or explore jobs of interest. The agency needs to utilize a variety of means to explore job interests including interest inventories, job tours, informational interviews, job shadows, etc. Information gathered from such activities must then be used in working with the individual to determine his/her job goal.
C24	There is a plan developed to identify job goals and support needs.	For three individuals, a detailed written plan was not in place to address job goals and support needs. The agency needs to ensure job goals and support needs identified based on the individual's current interests, strengths and needs are addressed in a detailed written plan.
C29	Individuals are supported to obtain employment that matches their skills and interests.	Two of four individuals had not been supported to obtain employment that matches their skills and interest. The agency needs to ensure staff are demonstrating sustained ongoing efforts to obtain employment, within a reasonable time frame, which match the individual's preferences by implementing and modifying support strategies to address obstacles as necessary.
C31	Accommodations and adjustments are made to enable an individual to perform his/her job functions.	An assessment of accommodation needs had not been conducted for one individual. The agency needs to ensure assessment of accommodations needs has been conducted and accommodations have been provided as applicable.
C33	Employee benefits and rights are clearly explained to the individual.	For one individual there was no information available outlining her work rights and benefits. The agency needs to ensure employee benefits and rights have been presented to the individual in a way to enhance understanding, and there is information available that outlines benefits and rights.

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

Indicator #	Indicator	Area Needing Improvement
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	For one individual staff did not have a clear plan for fading support. The agency needs to ensure staff provide needed support for success and have a well thought out plan for fading support.
C35	Individuals are given feedback on job performance by their employer.	For one individual it could not be determined if she had been given feedback on her job performance on a schedule and in a manner commensurate with other employees. The agency needs to ensure individuals are given feedback on their job performance on a schedule and a manner commensurate with other employees and staff facilitate and reinforce evaluation results when needed
C36	Ongoing supports are provided to enhance job retention and advancement.	For one individual it could not be determined if staff had monitored the individual's satisfaction with employment and level of interest/opportunities available for career advancement within the current company or other companies. The agency needs to ensure the need for ongoing supports has been determined and is being provided in a manner to enhance job retention and advancement.
C50	Individuals are supported to understand and become a part of the culture of the workplace (including workplace social activities and events).	For one individual staff were not knowledgeable concerning the rhythms and culture of the workplace, and/or not familiar with the individuals' support needs in this regard. The agency needs to ensure staff are knowledgeable of the workplace culture and individuals are supported to engage in workplace social activities consistent with their interests and preferences.

MASTER SCORE SHEET LICENSURE

Organizational: You're With Us

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓜ L2	Abuse/neglect reporting	4/5	Met(80.0 %)
L3	Immediate Action	2/2	Met
L4	Action taken	1/1	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	1/1	Met
L75	Qualified staff	4/4	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	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	4/4		7/7	11/11	Met
L5	Safety Plan	L			3/3	3/3	Met
℞ L6	Evacuation	L			3/3	3/3	Met
L7	Fire Drills	L			0/3	0/3	Not Met (0 %)
L8	Emergency Fact Sheets	I	4/4		6/7	10/11	Met (90.91 %)
L9 (07/21)	Safe use of equipment	I	4/4		7/7	11/11	Met
L10	Reduce risk interventions	I			1/1	1/1	Met
℞ L11	Required inspections	L			1/3	1/3	Not Met (33.33 %)
℞ L12	Smoke detectors	L			2/3	2/3	Not Met (66.67 %)
℞ L13	Clean location	L			3/3	3/3	Met
L14	Site in good repair	L			2/2	2/2	Met
L15	Hot water	L			2/3	2/3	Not Met (66.67 %)
L16	Accessibility	L			3/3	3/3	Met
L17	Egress at grade	L			3/3	3/3	Met
L20	Exit doors	L			3/3	3/3	Met
L21	Safe electrical equipment	L			3/3	3/3	Met
L22	Well-maintained appliances	L			3/3	3/3	Met
L25	Dangerous substances	L			3/3	3/3	Met
L26	Walkway safety	L			3/3	3/3	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L27	Pools, hot tubs, etc.	L			1/1	1/1	Met
L28	Flammables	L			1/2	1/2	Not Met (50.0 %)
L29	Rubbish/combustibles	L			2/2	2/2	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	4/4		6/7	10/11	Met (90.91 %)
L32	Verbal & written	I	4/4		7/7	11/11	Met
L37	Prompt treatment	I	4/4		7/7	11/11	Met
Ⓡ L38	Physician's orders	I	1/1		2/4	3/5	Not Met (60.0 %)
L39	Dietary requirements	I			1/1	1/1	Met
L44	MAP registration	L			3/3	3/3	Met
Ⓡ L46	Med. Administration	I			0/1	0/1	Not Met (0 %)
L49	Informed of human rights	I	4/4		4/7	8/11	Not Met (72.73 %)
L50 (07/21)	Respectful Comm.	I	4/4		7/7	11/11	Met
L51	Possessions	I	4/4		7/7	11/11	Met
L52	Phone calls	I	4/4		7/7	11/11	Met
L54 (07/21)	Privacy	I	4/4		7/7	11/11	Met
L55	Informed consent	I	3/3		5/6	8/9	Met (88.89 %)
L77	Unique needs training	I	4/4		6/6	10/10	Met
L78	Restrictive Int. Training	L			1/1	1/1	Met
L79	Restraint training	L			1/1	1/1	Met
L80	Symptoms of illness	L	2/2		3/3	5/5	Met
L81	Medical emergency	L	2/2		3/3	5/5	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
PL L82	Medication admin.	L	1/1		1/2	2/3	Not Met (66.67 %)
L85	Supervision	L	2/2		3/3	5/5	Met
L86	Required assessments	I	3/3		5/5	8/8	Met
L87	Support strategies	I	3/3		5/5	8/8	Met
L88	Strategies implemented	I	4/4		4/4	8/8	Met
L91	Incident management	L	2/2		3/3	5/5	Met
L93 (05/22)	Emergency back-up plans	I	4/4		7/7	11/11	Met
L94 (05/22)	Assistive technology	I	4/4		7/7	11/11	Met
L96 (05/22)	Staff training in devices and applications	I	2/2		7/7	9/9	Met
L99 (05/22)	Medical monitoring devices	I	1/1			1/1	Met
#Std. Met/# 51 Indicator						42/51	
Total Score						49/59	
						83.05%	

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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/7	Not Met (14.29 %)
C8	Family/guardian communication	7/7	Met
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	6/6	Met
C38 (07/21)	Habilitative & behavioral goals	7/7	Met
C39 (07/21)	Support needs for employment	2/7	Not Met (28.57 %)
C40	Community involvement interest	7/7	Met
C41	Activities participation	7/7	Met
C42	Connection to others	7/7	Met
C43	Maintain & enhance relationship	7/7	Met
C44	Job exploration	7/7	Met
C45	Revisit decisions	7/7	Met
C46	Use of generic resources	7/7	Met
C47	Transportation to/ from community	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/4	Not Met (0 %)
C8	Family/guardian communication	4/4	Met
C22	Explore job interests	2/4	Not Met (50.0 %)
C23	Assess skills & training needs	3/4	Met
C24	Job goals & support needs plan	1/4	Not Met (25.00 %)
C25	Skill development	3/4	Met
C26	Benefits analysis	4/4	Met
C27	Job benefit education	4/4	Met
C29	Support to obtain employment	2/4	Not Met (50.0 %)
C30	Work in integrated settings	1/1	Met
C31	Job accommodations	0/1	Not Met (0 %)
C32	At least minimum wages earned	1/1	Met
C33	Employee benefits explained	0/1	Not Met (0 %)

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C34	Support to promote success	0/1	Not Met (0 %)
C35	Feedback on job performance	0/1	Not Met (0 %)
C36	Supports to enhance retention	0/1	Not Met (0 %)
C37	Interpersonal skills for work	4/4	Met
C47	Transportation to/ from community	4/4	Met
C50	Involvement/ part of the Workplace culture	0/1	Not Met (0 %)
C51	Ongoing satisfaction with services/ supports	4/4	Met