



**PROVIDER REPORT  
FOR  
COMMUNITY OPTIONS INC  
442 State St.  
PO Box 1352 Belchertown,  
MA 01007**

**Version**

**Provider Web Report**

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

## **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	COMMUNITY OPTIONS INC
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<b>Review Dates</b>	4/7/2015 - 4/13/2015
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<b>Service Enhancement Meeting Date</b>	4/27/2015
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<b>Survey Team</b>	Denise Barci Melanie McNamara (TL)
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<b>Citizen Volunteers</b>	
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**Survey scope and findings for Employment and Day Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Employment and Day Supports</b>	4 location(s) 7 audit (s)	Full Review	38 / 40 2 Year License 04/27/2015 - 04/27/2017		
Community Based Day Services	1 location(s) 3 audit (s)			Full Review	11 / 12 Certified
Employment Support Services	3 location(s) 4 audit (s)			Full Review	16 / 18 Certified

**Survey scope and findings for Planning and Quality Management**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
Planning and Quality Management	N/A	N/A	N/A	Full Review	6/6 Certified

## **EXECUTIVE SUMMARY :**

Community Options, Inc. is a nonprofit agency that provides employment and community-based day supports primarily to individuals in the Holyoke/Chicopee area who are funded through the Department of Developmental Services. Some individuals receive supported employment services, others community-based day supports, and the remainder a combination of both employment and community-based day supports. The current survey was a full licensing review and a full certification review of the Employment/Day service group. For purposes of this review, seven individual audits were conducted. Since the last survey, conducted in April 2013, Community Options has undertaken two positive initiatives, highlighting both agency and individual accomplishments related to the work and activities in which individuals are participating in the communities where they work, live and volunteer. First, Community Options has increased community and business visibility through the development of a website. Second, they have taken on the task of developing a newsletter that is reflective of the individualized activities and opportunities offered to individuals supported by the agency. Both vehicles also serve to promote individuals as capable and competent adults who are contributing members of the workforce and society in general.

An identified strength of Community Options was the presence of effective systems to ensure the safety of individuals. The agency completed site-specific safety plans and individual safety assessments to support emergency evacuation. In addition, based on job duties, individuals received specific training related to machine and product use. Additionally, annual environmental inspections were conducted to ensure program sites were monitored and well-maintained.

Agency staff supporting individuals across day and employment services were familiar and knowledgeable of the unique needs of individuals and what the local community had to offer. There was a core of long-term employees who knew people well and had established trusting relationships. The agency ensured that staff had received the training necessary to meet the needs of individuals served. In addition to DDS core competency trainings, staff were provided opportunities to participate in trainings related to healthcare needs, autism, and supported employment. Community Options continued its commitment to have a competent workforce that would ensure individuals' needs were addressed. Consistent with findings from past certification reviews, individuals who received employment supports were matched with jobs in integrated settings that reflected skills and interests. Only one of the twenty plus community employers working with individuals served by the agency has more than one individual working there. Through interviews and review of satisfactions surveys for individuals in the current survey, individuals expressed great satisfaction with services they were receiving from the agency and felt well suited for their jobs. Moreover, two of the employment audits revealed employment matches lasting more than five years for one and more than ten years for another.

Similarly, Community Options' commitment to offering meaningful daytime activities matching individual's skills and interests continued to be a principle strength that contributed to ensuring positive outcomes for individuals who received community-based day supports. This was evidenced by the variety of activities and jobs that individuals were participating in. Activities included adult education classes, volunteer work, both indoor and outdoor leisure pursuits, and personal wellness activities. Staff worked closely with individuals to learn their interests and skills and to find activities and/or employment to match. The agency also worked with the local chamber of commerce, local businesses, and the Western MA Employment Cooperative, a newly developed networking group for job developers, to build relationships and develop opportunities in the Belchertown and surrounding areas.

Findings also identified a few areas that would benefit from further attention. The agency needs to ensure that emergency fact sheets are current and complete. Community Options also needs to ensure that individuals and guardians receive annual training around reporting abuse and neglect and that their feedback is included in staff evaluation.

As a result of the current review, Community Options will receive a Two-year License for its Employment/Day Supports. Follow-up will be conducted by the agency within 60 days on any licensing indicator not met during the course of this review.



## LICENSURE FINDINGS

	Met / Rate d	Not Met / Rate d	% Met
<b>Organizational</b>	<b>5/5</b>	<b>0/5</b>	
<b>Employment and Day Supports</b>	<b>33/35</b>	<b>2/35</b>	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	<b>6/6</b>	<b>0/6</b>	
<b>Total</b>	<b>38/40</b>	<b>2/40</b>	<b>95%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>2</b>	

### **Employment/Day Commendations on Standards Met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Commendations</b>
L77	The agency assures that staff are familiar with and trained to support the unique needs of individuals.	Staff familiarity and their ability to support the unique needs of the individuals the agency is serving is an area in which Community Options is commended. The agency ensures that staff are equipped with training necessary to meet the needs of individuals served. In addition to core competency trainings required by the Department of Developmental Services, staff were provided opportunities to participate in trainings relating to health care issues such as gluten-free and diabetic diets, care of a pacemaker and classes related to activities individuals expressed interest in, such as jewelry making and cooking. Staff longevity has also aided in providing such quality services.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L1	Individuals and guardians are trained in how to report alleged abuse/ neglect.	The agency needs to ensure that individuals and guardians are trained in how to report alleged abuse and neglect annually.
L8	Emergency fact sheets are current and accurate and available on site.	The agency needs to ensure that emergency fact sheets are complete and accurate. The current survey revealed that some fact sheets were missing medical diagnoses and another was missing some basic demographic information.

## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>
<b>Employment and Day Supports</b>		
Employment Support Services	16/18	2/18
Community Based Day Services	11/12	1/12

### **Employment Support Services Commendations on Standards Met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Commendations</b>
C29	Individuals are supported to obtain employment that matches their skills and interests.	The agency is commended for supporting individuals to obtain employment that matched their skills and interests. The agency utilized a team-focused process that included staff, individuals, family/guardians, service coordinators and other service providers, as applicable, to come together to discuss strengths, interests and skills of each individual. This discussion also revealed information about any important considerations and supports that may be needed. Community Options staff would then develop an individualized plan regarding job possibilities and employment goals. Interviews and review of satisfactions surveys for individuals in the current survey showed great satisfaction with job placements. Moreover, two of the employment audits revealed employment matches lasting more than five years for one and more than ten years for another.

### **Employment Support Services- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C7	Individuals have opportunities to provide feedback on the performance of staff that supports them.	The agency needs to ensure that the feedback individuals provide on the performance of staff who support them is utilized during the staff evaluation process.



**Employment Support Services- Areas Needing Improvement on Standards not met:**

Indicator #	Indicator	Area Needing Improvement
C35	Individuals are given feedback on job performance by their employer.	The agency needs to ensure that individuals are given feedback on job performance by their employers both in the community and within the agency.

**Community Based Day Services Commendations on Standards Met:**

Indicator #	Indicator	Commendations
C41	Individuals participate in activities that reflect their interests.	Community Options is commended for its efforts in ensuring that community activities are provided and are based on the individual's preferences and interests. There was a wide variety of activities offered in both group and individualized settings. Activities ranged from work-related activities, such as job development classes, aimed at individuals heading into the workforce to leisure and volunteer activities such as fishing, bowling, and volunteering at a local soup kitchen or attending an elder center for individuals who were not on an employment track. While some activities were provided in group settings, such as cooking, yoga, book club, and jewelry making classes, others were individualized such as visiting the local library, gym or senior center.

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

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback on the performance of staff that supports them.	The agency needs to ensure that the feedback individuals provide on the performance of staff who support them is utilized during the staff evaluation process.

## MASTER SCORE SHEET LICENSURE

Organizational: COMMUNITY OPTIONS INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	4/4	Met
L48	HRC	1/1	Met
L74	Screen employees	2/2	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	Met

## Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	1/4		2/3	3/7	<b>Not Met (42.86 %)</b>
L5	Safety Plan	L			1/1	1/1	<b>Met</b>
R L6	Evacuation	L			1/1	1/1	<b>Met</b>
L7	Fire Drills	L			1/1	1/1	<b>Met</b>
L8	Emergency Fact Sheets	I	3/4		1/3	4/7	<b>Not Met (57.14 %)</b>
L9	Safe use of equipment	L	3/3		1/1	4/4	<b>Met</b>
R L11	Required inspections	L			1/1	1/1	<b>Met</b>
R L12	Smoke detectors	L			1/1	1/1	<b>Met</b>
R L13	Clean location	L			1/1	1/1	<b>Met</b>
L15	Hot water	L			1/1	1/1	<b>Met</b>
L17	Egress at grade	L			1/1	1/1	<b>Met</b>
L20	Exit doors	L			1/1	1/1	<b>Met</b>
L21	Safe electrical equipment	L			1/1	1/1	<b>Met</b>
L22	Clean appliances	L			1/1	1/1	<b>Met</b>
L25	Dangerous substances	L			1/1	1/1	<b>Met</b>
L26	Walkway safety	L			1/1	1/1	<b>Met</b>
L29	Rubbish/comb ustibles	L			1/1	1/1	<b>Met</b>
L31	Communicatio n method	I	4/4		3/3	7/7	<b>Met</b>
L32	Verbal & written	I	4/4		3/3	7/7	<b>Met</b>
L37	Prompt treatment	I	4/4		3/3	7/7	<b>Met</b>
R L38	Physician's orders	I			1/1	1/1	<b>Met</b>

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L39	Dietary requirements	I			3/3	3/3	Met
L49	Informed of human rights	I	3/4		3/3	6/7	Met (85.71 %)
L50	Respectful Comm.	L	3/3		1/1	4/4	Met
L51	Possessions	I	4/4		3/3	7/7	Met
L52	Phone calls	I	4/4		3/3	7/7	Met
L54	Privacy	L	3/3		1/1	4/4	Met
L55	Informed consent	I	2/2		2/2	4/4	Met
L77	Unique needs training	I	4/4		3/3	7/7	Met
L80	Symptoms of illness	L	3/3		1/1	4/4	Met
L81	Medical emergency	L	3/3		1/1	4/4	Met
L85	Supervision	L	3/3		1/1	4/4	Met
L86	Required assessments	I	3/3		3/3	6/6	Met
L87	Support strategies	I	3/3		3/3	6/6	Met
L88	Strategies implemented	I	3/4		2/2	5/6	Met (83.33 %)
<b>#Std. Met/# 35 Indicator</b>						33/35	
<b>Total Score</b>						38/40	
						95.00%	

## 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	<b>Met</b>
C5	Measure progress	1/1	<b>Met</b>
C6	Future directions planning	1/1	<b>Met</b>

#### **Community Based Day Services Reviewed By -DDS**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff performance	0/3	<b>Not Met (0 %)</b>
C8	Family/guardian communication	3/3	<b>Met</b>
C13	Skills to maximize independence	3/3	<b>Met</b>
C37	Interpersonal skills for work	1/1	<b>Met</b>
C38	Habilitative & behavioral goals	1/1	<b>Met</b>
C39	Support needs for employment	1/1	<b>Met</b>
C40	Community involvement interest	3/3	<b>Met</b>
C41	Activities participation	3/3	<b>Met</b>
C42	Connection to others	3/3	<b>Met</b>
C43	Maintain & enhance relationship	3/3	<b>Met</b>
C44	Job exploration	1/1	<b>Met</b>
C45	Revisit decisions	3/3	<b>Met</b>

#### **Employment Support Services Reviewed By -DDS**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff performance	0/4	<b>Not Met (0 %)</b>
C8	Family/guardian communication	4/4	<b>Met</b>
C22	Explore job interests	4/4	<b>Met</b>
C23	Assess skills & training needs	4/4	<b>Met</b>
C24	Job goals & support needs plan	4/4	<b>Met</b>
C25	Skill development	4/4	<b>Met</b>
C26	Benefits analysis	2/2	<b>Met</b>
C27	Job benefit education	4/4	<b>Met</b>
C28	Relationships w/businesses	3/3	<b>Met</b>
C29	Support to obtain employment	2/2	<b>Met</b>
C30	Work in integrated settings	4/4	<b>Met</b>
C31	Job accommodations	3/3	<b>Met</b>
C32	At least minimum wages earned	3/3	<b>Met</b>

**Employment Support Services Reviewed By -DDS**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C33	Employee benefits explained	3/3	<b>Met</b>
C34	Support to promote success	3/3	<b>Met</b>
C35	Feedback on job performance	2/3	<b>Not Met (66.67 %)</b>
C36	Supports to enhance retention	3/3	<b>Met</b>
C37	Interpersonal skills for work	4/4	<b>Met</b>