

Cooperative for Human Services, Inc

A PASSION FOR WHAT'S POSSIBLE

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Cooperative for Human Services Achieves 100% Score on State Certification: Commended for 'Best Practices' in Human Services

On March 24, 2014, CHS was awarded a Two-Year License by the MA Department of Developmental Services, Quality Enhancement Team, extending an extraordinary record of earning the highest level of certification for well over a decade. CHS met 100% of the quality indicators reviewed by the certification team—an outstanding score and measure of its sustained commitment to quality services.

A DDS Quality Enhancement Team, led by Steve Goldberg, conducted the week-long survey, visiting a sampling of CHS homes, with both 24 hour supports and less than 24 hour supports. The surveyors also interviewed individuals who receive individual home supports from CHS. All critical licensing indicators reviewed were completely met.

As part of the survey process, CHS was required to prepare and present to the Survey Team a comprehensive Self Assessment Report. This report not only described the organization's mission, strategic planning process, clinical, management and workforce systems, but also explained their inter-connectivity, design and outcomes that have made CHS an outstanding provider of quality service, with excellent practices, high satisfaction rates from individuals served and a well qualified and dedicated workforce.

Of particular note, the Survey Report commended CHS for having best practices in the field of human services using technology to enable effective staff communications, match staff skills with each individual's specific needs and to efficiently and accurately manage staff schedules. The report praises CHS systems as benefiting all staff and individuals served:

“Significant time and resources went into the development of management systems specifically geared to meet the agency’s needs, while mirroring practices and expectation reflective of DDS Office of Quality Enhancement standards. Currently, staff at all locations have access to this system, allowing them to complete shift notes, receive email and information on training, agency policies and procedures, and even access ISP related documents and forms. Managers can access information remotely from any location on everything from restrictive practices, to fire drill information, safety protocols, and behavior plans, and can access a computer grid providing information on staff training in 21 different areas, including mandated training as well as individual specific protocols from dietary plans to the use of supportive devices.”

Executive Director, Kevin J. Leahy commended all individuals, staff, managers and volunteers for their hard work, active participation and dedicated service that led to this 100% positive outcome. [Click here to read the complete CHS Survey Summary and CHS Self-Assessment Report.](#)