

W I N T E R

NEEDS

NEWSLETTER

**Update from the President**

**Page 2**

**Our Team**

**Page 3**

**National Core Indicators**

**Pages 4-5**

**Residential and Day Services and Supports**

**Pages 6-7**

**Exciting Adventures**

**Pages 8-9**

**Stakeholder Meeting**

**Page 10**

**State of the Art in Behavioral Safety**

**Page 11**

**Core Principles of Safety Care**

**Page 12**

**In Closing**

**Page 13**



## **Update from the President**

Hello all. In this NEEDS Center newsletter you will find program updates and news from around the NEEDS Center. We appreciate your patience with the publication of this newsletter. Quarterly updates can be expected going forward as we are excited to share our news and happenings.

In the past year several positive events have occurred, including:

- Addition of Day Habilitation Services in our new building at 1390 Main St. Tewksbury, MA
- Moving our Administrative headquarters to the same building in Tewksbury
- Opening of 2 new residences
- Vacation to Florida for several of the individuals we support.
- Positive QUEST Review (2 year certification)

There is a great deal going on in the NEEDS Center, and we plan to publish a newsletter each quarter going forward to insure that our stakeholders are well informed, and able to provide input into current and future directions that the company will take.

Jim Sperry, President and CEO

The NEEDS Center

[jsperry@needsctr.org](mailto:jsperry@needsctr.org)

978-216-0315



## Our Story

***“Coming together is a beginning.***

The NEEDS Center was founded in 2012 and began operation on April 1, 2014. The agency is a 501-c-3 non-profit organization and was founded by professionals in the field of Developmental Disabilities services and supports. The NEEDS Center’s mission is to provide education, training and support to individuals with developmental disabilities to assist them to live as independently as possible. The leadership team of the NEEDS Center all have extensive histories of working with people with developmental disabilities and have specialized in working with people who present with challenging behavior. The NEEDS Center has grown over the past 4 years to 11 group residences, and 2 Day Support Programs. In addition, we provide behavioral and other support to children with autism and other developmental disabilities in school and home settings.

***Keeping together is a process.***

## Our Team

***Working together is Success.”***

A quick snapshot of members of our Administrative/ Operations team, and their respective titles:

Jim Sperry, MS, BCBA, LABA – President

Paula McCullough, MBA, SPHR – Chief Financial Officer

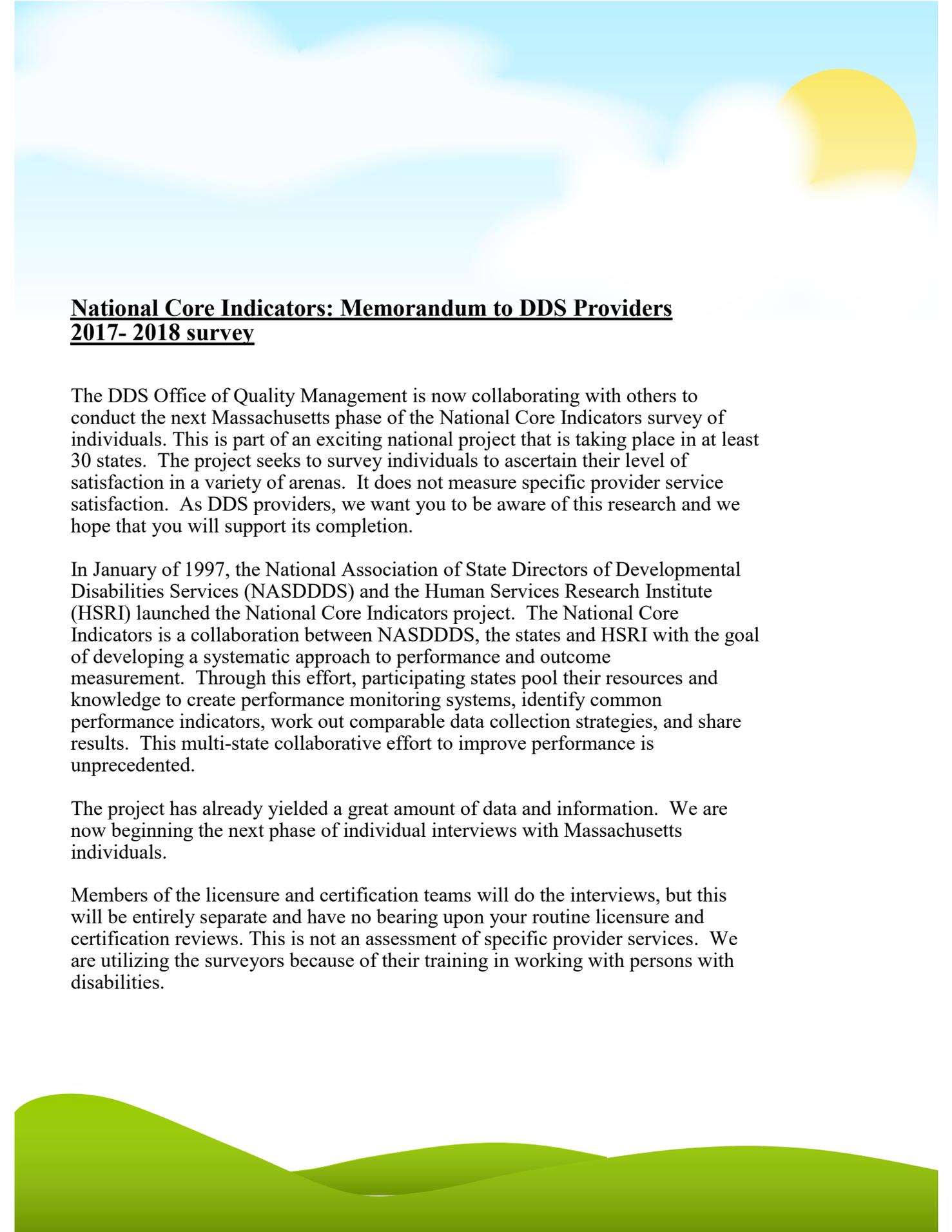
***- Henry Ford***

Christine Draper MS, BCBA, LABA– Vice President of Clinical Services

Tim Sobezenski – Director of Adult Services

Michael Corey, MA- Director of Residential Services

Jamy Whitcomb, RN– Director of Health Care Services



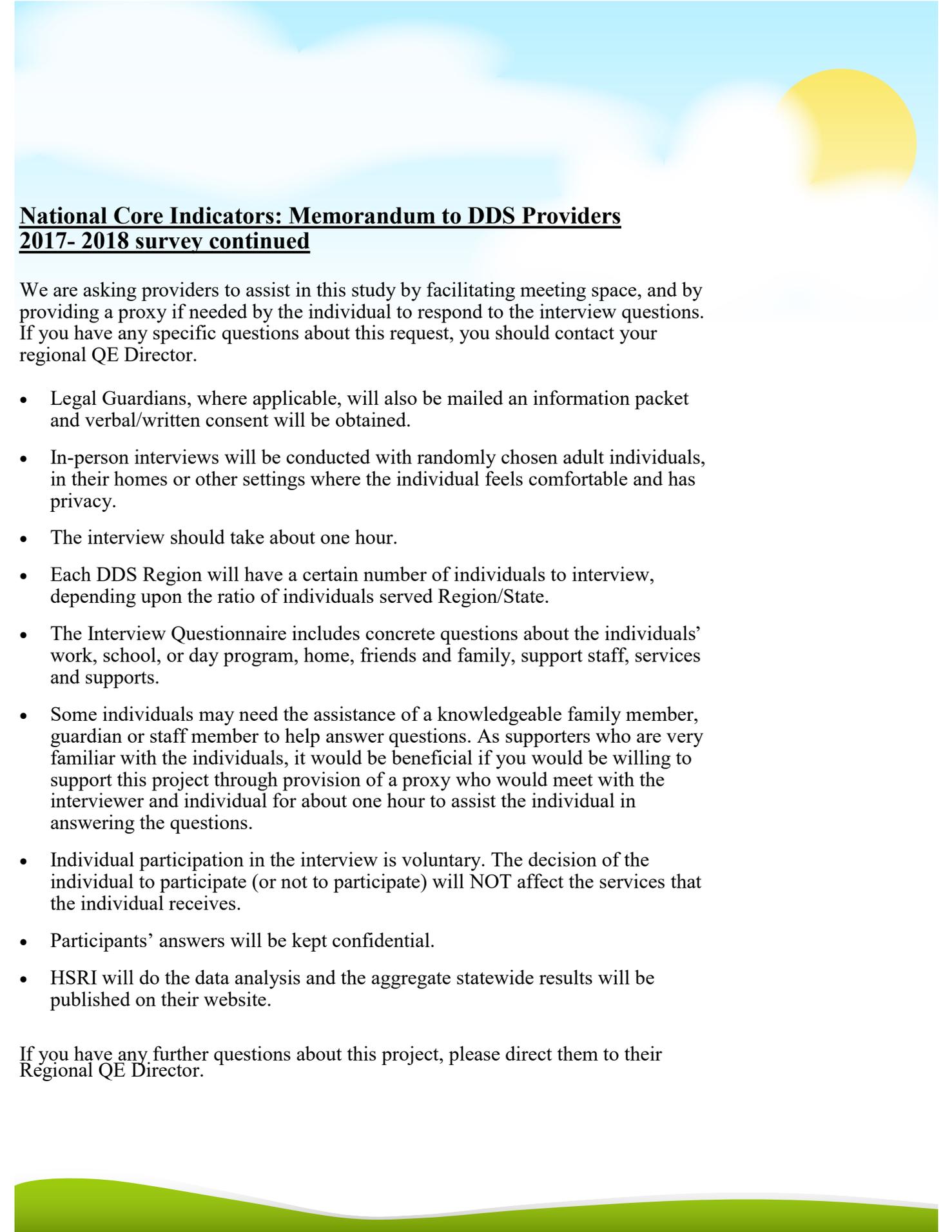
## **National Core Indicators: Memorandum to DDS Providers** **2017- 2018 survey**

The DDS Office of Quality Management is now collaborating with others to conduct the next Massachusetts phase of the National Core Indicators survey of individuals. This is part of an exciting national project that is taking place in at least 30 states. The project seeks to survey individuals to ascertain their level of satisfaction in a variety of arenas. It does not measure specific provider service satisfaction. As DDS providers, we want you to be aware of this research and we hope that you will support its completion.

In January of 1997, the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI) launched the National Core Indicators project. The National Core Indicators is a collaboration between NASDDDS, the states and HSRI with the goal of developing a systematic approach to performance and outcome measurement. Through this effort, participating states pool their resources and knowledge to create performance monitoring systems, identify common performance indicators, work out comparable data collection strategies, and share results. This multi-state collaborative effort to improve performance is unprecedented.

The project has already yielded a great amount of data and information. We are now beginning the next phase of individual interviews with Massachusetts individuals.

Members of the licensure and certification teams will do the interviews, but this will be entirely separate and have no bearing upon your routine licensure and certification reviews. This is not an assessment of specific provider services. We are utilizing the surveyors because of their training in working with persons with disabilities.



## **National Core Indicators: Memorandum to DDS Providers** **2017- 2018 survey continued**

We are asking providers to assist in this study by facilitating meeting space, and by providing a proxy if needed by the individual to respond to the interview questions. If you have any specific questions about this request, you should contact your regional QE Director.

- Legal Guardians, where applicable, will also be mailed an information packet and verbal/written consent will be obtained.
- In-person interviews will be conducted with randomly chosen adult individuals, in their homes or other settings where the individual feels comfortable and has privacy.
- The interview should take about one hour.
- Each DDS Region will have a certain number of individuals to interview, depending upon the ratio of individuals served Region/State.
- The Interview Questionnaire includes concrete questions about the individuals' work, school, or day program, home, friends and family, support staff, services and supports.
- Some individuals may need the assistance of a knowledgeable family member, guardian or staff member to help answer questions. As supporters who are very familiar with the individuals, it would be beneficial if you would be willing to support this project through provision of a proxy who would meet with the interviewer and individual for about one hour to assist the individual in answering the questions.
- Individual participation in the interview is voluntary. The decision of the individual to participate (or not to participate) will NOT affect the services that the individual receives.
- Participants' answers will be kept confidential.
- HSRI will do the data analysis and the aggregate statewide results will be published on their website.

If you have any further questions about this project, please direct them to their Regional QE Director.



## Residential Services and Supports

The NEEDS Center's Residential Services and Supports Division provides these services to adults with developmental disabilities in 9 group residences. Each residence is home to 2-5 adults, and each has 24 hour staffing in place. We are also in the process of opening 2 more group residences. These homes will open early in 2018.

Each of the homes has a dedicated Program Coordinator, (PC) who is the primary contact for each of the homes. The list of PC's is as follows:

Methuen 1	Anthony Washington
Methuen 2	Kirsten Brady
Tewksbury	Ethan Walsh
Revere	Patcheco Vincent
Methuen 3	Jason Adams
Haverhill	Alphonse Njuguna
Billerica	Eric Daniels
Boxford 1	TBA
Topsfield 1	Ashley Pagliarini
Boxford 2	John Mbugua

We are fortunate to have such a strong group of PC's, each of whom has several years of experience working with adults with developmental disabilities, and managing staff members.

Our individuals have had a busy year, with more activities to come. At each of the residences, we have been taking advantage of a variety of community activities including: visits to New England Aquarium, Canobie Lake, Water Country, music concerts, Southwick Zoo, WWE Wrestling matches and a trip to Orlando Florida.





## **Day Services and Supports**

The NEEDS Center's now has 2 Day Services and Supports Programs. Our first program is located in Methuen, MA and provides Community Based Day Supports (CBDS) to 26 individuals.

Our new Day Support Program officially opened in August of 2017, and offers both Day Habilitation and Community Based Day Support Services. We currently provide services and supports to 12 individuals in the Tewksbury location, with an anticipated census of 50.

The Day Programs offer supportive programs to adults with Developmental and Intellectual Disabilities which assists individuals to develop, maintain and enhance their ability and confidence in personal, social and community activities. Skill development activities occur in the areas of communication, self-care, socialization, relationship-building, healthy living, self-advocacy and community involvement. A major focus is to become involved in and contribute to the local neighborhood and community, spending time with other people with similar interests. The program supports the person who may have employment as a goal but who needs more support and instruction in order to be ready to obtain a desired job. Volunteer job opportunities are offered where the individuals can try out different types of work and see if it is a good match for them.

Some examples of current volunteer sites are Nevins Farm MSPCA, Meals on Wheels, and Christ Jubilee Church.

The NEEDS Center has also joined Anton's Cleaners and Jordan's Furniture in their effort to provide gently used winter coats to Massachusetts families in need. We are honored to collect coats for this worthy cause.

In regards to community activities, we have had outings to local parks, the YMCA, Winnekenni Castle, Wamesit Lanes, apple picking, Jay Gees, Topsfield Fair, Newburyport Touch and Feel Aquarium, and various other local community sites



## *All about palm trees and 80 degrees*

This past May the Needs Center staff and eight individuals embarked on a new and exciting adventure! Despite the various challenges the individuals we support face everyday, a weeklong action packed vacation to Florida took place. The accommodations were two side-by-side fully equipped houses each with their own pool. The individuals enjoyed many group adventures as well as 1:1 or small group excursions. They enjoyed SeaWorld, the Magic Kingdom, Universal Studios, and the Medieval Manner. When they were not at one of the parks, the individuals enjoyed swimming and relaxing by the pool, shopping at the outlet stores, and meals at various area establishments.



This was a first time experience for many of both the staff and individuals. They enjoyed the many theme park rides and participated in the live animal actor show where we were able to pet parrots, dogs, and various other animals after they had performed many tricks.



## "Let me win, but if I cannot win, let me be brave in the attempt."

The NEEDs Center takes pride in encouraging their highly motivated individuals to participate in many different events throughout the year. Ranging from Special Olympics to out of state week long vacations. As a whole, these events are very meaningful and interactive which give everyone lots of memories to remember. During the Spring Season of Special Olympics this year, we participated in the Track and Field Events which include 100M Dash, 200 M Dash, 100 M Walk, Softball throw, Tennis ball throw, and Turbo Jav. With 10 active participants we came home with **12 Gold 6 Silver and 2 Bronze Medals** which was a very exciting accomplishment for all of the athletes and the spectators. The spectators included parents of the athletes, other individuals from various homes of the NEEDs Center, and the supportive staff and coaches. The next season being the Summer Events will include Bocce- beginning in July will be the assessment rounds and August will be the Season Ending Tournament. We look forward to achieving gold after all of the hard work, training and dedication our individuals have put towards succeeding in the Special Olympics Games.



This fall, we also held our Annual NEEDs Center BBQ which incorporates all the homes and invites parents/guardians to enjoy as well. The NEEDs Center plans on organizing and pursuing several other vacations including our Annual vacation to Bryant Pond Maine and a cruise to Bermuda next year. What makes the NEEDs Center different from any other vendor is the staffs dedication in including the individuals in several new life-changing experiences as typically, they would not get the opportunity to be a part of such adventures.



## **Stakeholder Meeting**

We recently (11/15/2017) held our latest stakeholder meeting in our new building at 1390 Main St in Tewksbury. We had several family members in attendance who gave us invaluable feedback on our services as well as sharing ideas for enrichment of services. A couple of areas that were discussed as needing enhancement included communication with parents/guardians and menu planning for the individuals.

In an effort to supplement ongoing communication with parents and guardians, Program Coordinators for Day and Residential Services, will send a weekly email to parents/guardians to provide them with specific information regarding the day to day activities of their loved ones.

In regards to Menu Planning, a Nutritionist will be consulting with the homes to create healthy meal plans for each of our individuals.

Our next stakeholder meeting is scheduled for **Thursday, March 29th at 6 PM** in our new building, located at **1390 Main St in Tewksbury!**

## **Safety Care**

All of our staff are trained in physical intervention to be used in very specific cases where an individual's safety may be at risk. The protective holding protocol that we follow is called SAFETY CARE, and information regarding the process is listed below, and more information can be found at their website:

[https://www.qbscompanies.com/new\\_site\\_folder/Safety-Care](https://www.qbscompanies.com/new_site_folder/Safety-Care)

Additional information can also be provided by Christine Draper at [cdraper@needsctr.org](mailto:cdraper@needsctr.org) or 978-216-0300.





## **The State of the Art in Behavioral Safety**

Safety-Care Behavioral Safety Training program provides the skills and competencies necessary to effectively prevent, minimize, and manage behavioral challenges with dignity, safety, and the possibility of change. Using the newest and most effective technologies from Applied Behavior Analysis (ABA) and Positive Behavior Interventions & Supports (PBIS), this Safety-Care program will provide your staff with strategies for not only preventing and managing behavioral challenges, but also to effectively teaching replacement behaviors. Appropriate for individuals experiencing developmental, neurologic, psychiatric and other impairments, Safety-Care will result in a more positive reinforcement based approach, the development of new skills, and fewer protective holds.

Safety-Care provides the tools you need to be safe when working with behaviorally challenging individuals.

We can help you to:

- Understand how and why crisis events happen, and ways in which we might inadvertently contribute to them.
  - Prevent crises using a variety of supportive interaction strategies.
  - Apply simple, evidence-based de-escalation strategies that are effective for any population.
  - Respond appropriately and safely to challenging behavior.
  - Prevent the need for protective holds.
  - Intervene after a crisis to reduce the chance that it will happen again.
- 



## Core Principles of Safety-Care

- Respectful, humane, non-coercive interventions.
  - Emphasis on prevention over management.
  - Evidence-based procedures are the basis of intervention. While the course material avoids jargon and is designed to be taught and used in a variety of contexts, the protocols in Safety-Care are based on procedures that have been validated in many studies as broadly effective. These include basic applications of functional assessment, differential reinforcement, antecedent management, functional communication training, and behavioral momentum.
  - Positive reinforcement is embedded throughout the course.
  - Effective staff training requires an evidence-based approach incorporating errorless teaching strategies whenever possible.
  - A least restrictive approach requires a range of options. Staff learn a series of interventions that can be flexibly adapted to the specific circumstances they find themselves in. Whenever an agitated individual demonstrates a decrease in agitation, staff learn to shape and reinforce that decrease by moving to a less restrictive intervention.
  - Physical procedures are designed to be simple, effective, and safe.
  - Protective holds must be used only when there are no other safe options and must end as quickly as possible.
  - Consistent standards that reduce risk.
- 



## **Summary**

The NEEDS Center has grown rapidly over the past year as we demonstrate our commitment to providing services for families and their loved ones.

We look forward to providing future newsletters to share in our continued growth, activities and agency news.

## **Donation Options**

The NEEDS Center is a 501-c-3 charitable organization and we welcome donations of any size. We have established an annual fund that we hope you will consider donating to, and are planning additional fundraising opportunities in the coming year. For more information on becoming a donor, please contact Paula McCullough at either:

978-216-0300 or [pmccullough@needsctr.org](mailto:pmccullough@needsctr.org)

