



of Western Massachusetts



PERFORMANCE AND QUALITY IMPROVEMENT (PQI) QUARTERLY *"Creative Compliance"* REPORT

FY26 Quarter 2 (October 1 – December 31, 2025) | Issued January 2026

VISION

Inspiring all to live a life without limits

MISSION

To empower all individuals with diverse abilities through advocacy, innovation, dignity and friendship.

Welcome

Welcome to UCP of Western Massachusetts' Quarter 2 Creative Compliance Report for Fiscal Year 2026. This report is intended for all stakeholders, including members, families, staff, community partners, board members, funders, and regulatory entities. It highlights the work of the PQI Committee and reflects UCP's continued commitment to transparency, collaboration, and continuous quality improvement.

FISCAL YEAR 2026 SCHEDULE OF REPORTS

QUARTERLY 1✓

July 1st-September 30th

*report comes out in October 2025

QUARTERLY 2

October 1st – December 31st

*report comes out in January 2026

QUARTERLY 3

January 1st-March 31st

*report comes out in April 2026

QUARTERLY 4

April 1st – June 30th

*report comes out in July 2026

Questions or ideas for next quarter's initiatives? Feedback on the report?

Email Justine Buckley, Director of Quality & Compliance, at jbuckley@ucpwma.org

QUARTER 2 UPDATES

Quarter 2 of FY26 focused on follow-through, accountability, and strengthening systems that were introduced earlier in the fiscal year. The role of Quality & Compliance at UCP continues to emphasize collaboration, creativity, and shared ownership/partner enforcement.

Compliance, when implemented thoughtfully, becomes a tool that supports safety, dignity, and meaningful outcomes. Throughout this quarter, programs demonstrated how regulatory requirements can coexist with innovation, advocacy, and person-centered practices.

To further support consistency and understanding across programs, this report includes a Compliance Frequently Asked Questions (FAQ) section. This section is designed to clarify common compliance topics, reinforce member rights, and strengthen a culture of learning and transparency across the agency.

UPDATE ON REGULATORY SURVEYS/ACCREDITATIONS

1. Department of Developmental Services (DDS) – Office of Quality Enhancement (OQE)

During Quarter 2, Shared Living received notification of a recommendation to delicense from OQE. While this recommendation reflects concerns identified during the review process, it also provides an opportunity for collaboration and system improvement. UCP is actively working with the DDS Area Office to review findings, address identified concerns and develop a comprehensive plan to maintain licensure.

Remote Supports & Monitoring and Community-Based Day Supports and Employment programs remained in good standing throughout Quarter 2 and continue to meet licensure and certification requirements.

2. Behavioral Health Center of Excellence (BHCOE)

UCP of Western Massachusetts is proud to announce that the Specialty Service Provider (ABA) Program achieved Full Accreditation by the Behavioral Health Center of Excellence (BHCOE), effective December 15, 2025 through December 15, 2027. BHCOE accreditation is recognized nationally as the gold standard for Applied Behavior Analysis services.





UCP earned perfect scores (100%) in Ethics, Integrity & Professionalism and General Requirements & Liability, and demonstrated strong performance in service delivery, clinical documentation, staff qualifications, supervision, training, collaboration with families, and protection of patient rights.

BHCOE also provided recommendations for continued growth, including staff feedback processes, crisis and safety training, caregiver engagement, DEI outreach, and treatment fidelity tracking. These recommendations are already being incorporated into ongoing quality improvement initiatives.

3. COA (Council On Accreditation)-UCP is accredited with COA through 2027 for the following programs: AFC (MA Health), Early Intervention, Family Support. We will be going through self-assessments and various steps in the coming months and updates will be provided within this report.

4. Other governing bodies that updates will be provided on in addition to DDS/OQE, BHCOE, and COA: DPH (Department of Public Health), MA Health, MassAbility



FY26 OUTPUTS & OUTCOMES – QUARTER 2 DETAIL

Building upon the logic model initiative launched in FY25 and expanded in Quarter 1 of FY26, program teams continued tracking Monthly PQI outputs and outcomes throughout Quarter 2. Revised file index tools were consistently utilized across programs and informed quarterly chart audits.

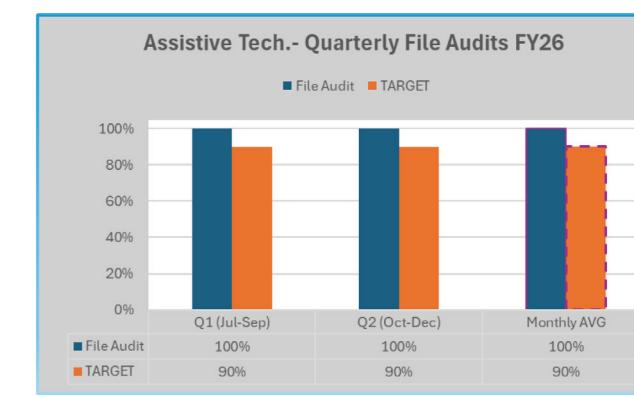
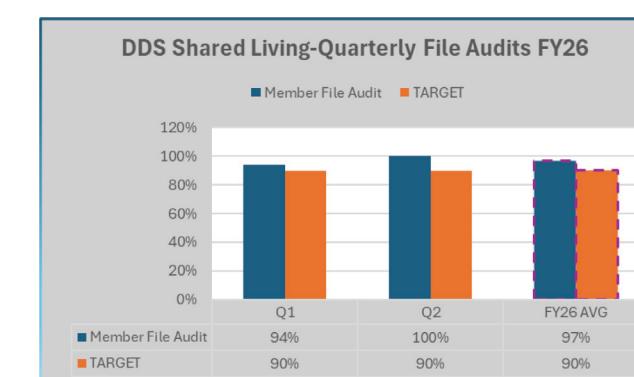
Service groupings included:

- Remote Supports
- Assistive Technology
- DDS Transitional & Supported Living
- DDS Shared Living
- Adult Family Care (Berkshire County & Pioneer Valley)
- MassAbility Programs
- DESE Programs
- Family Support (Outreach, CBDS, CIES, Agency With Choice)
- Early Intervention
- Specialty Service Provider ABA Services
- Human Resources / Administration
- Business
- Clinical / Positive Behavior Supports

Targeted FY26 outcomes include:

- Increasing access to needed services
- Minimizing risk associated with incomplete or inaccurate documentation
- Supporting members to remain in preferred living situations
- Maximizing independence and skill development
- Improving treatment fidelity and service consistency

Quarter 2 data indicates that programs remained on track to meet monthly targets. Quarterly chart audit scores continued to fall within or above established goal ranges, demonstrating strong documentation compliance and effective monitoring processes.



 **ON TRACK**

PROGRAM GROWTH & EXPANSION – AMHERST LOCATION

UCP of Western Massachusetts is preparing to open a new Amherst location at 44 Belchertown Road, which will serve as a dedicated home for Family Support DDS programming in the Pioneer Valley. The site will primarily support Community-Based Day Supports (CBDS) services.

A site feasibility assessment was recently completed in collaboration with the Office of Quality Enhancement (OQE). The assessment confirmed that the site is well positioned to meet all building and safety requirements. Prior to program opening, OQE will complete a pre-placement checklist and issue the site license authorizing operation of Community-Based Day Supports.



COMPLIANCE: FREQUENTLY ASKED QUESTIONS (FAQ)

What is the difference between an output and an outcome?

An output is a measurable number or deliverable that indicates implementation (e.g., number of case notes completed). An outcome reflects the impact of services on a member's life (e.g., increased independence in grocery shopping).

Can staff restrict an adult member's access to the community at their discretion?

No. Community restrictions must be documented in an Intensive Support Plan and approved by both the Human Rights Committee and the State Peer Review Committee.

What is incident reporting?

Incident reporting is a non-punitive process used to protect member safety, identify risk, and inform training and system improvements.

What is the difference between proactive and corrective improvement plans?

Proactive plans address opportunities for improvement before risk occurs, while corrective plans respond to identified issues, incidents, or audit findings.

What are chart audits?

Chart audits are routine reviews of documentation used to ensure compliance, reduce risk, and guide quality improvement.

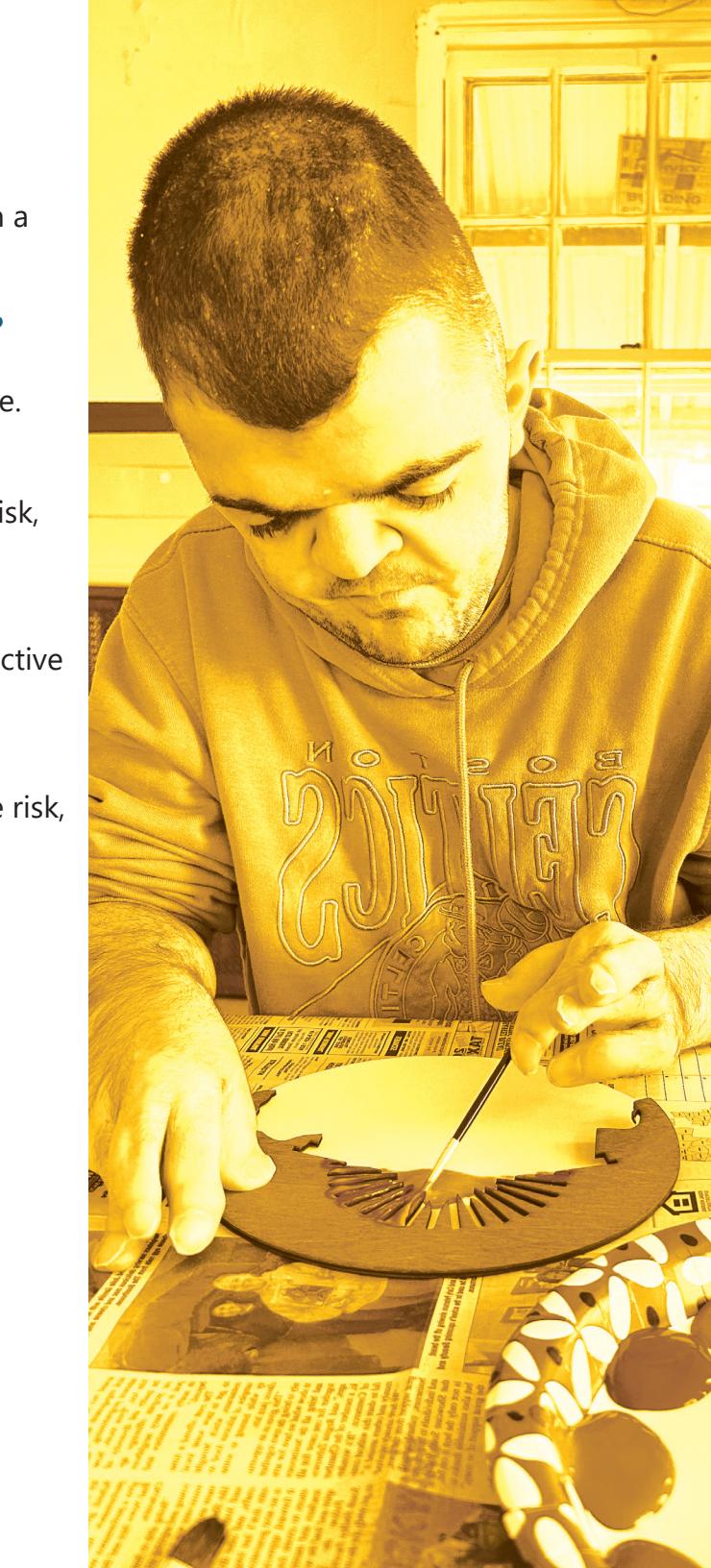
Myth VS. FACT

Myth: Compliance is about avoiding citations.

FACT: Compliance supports safety, quality, accountability, and meaningful outcomes.

Myth: Incident reporting gets staff in trouble.

FACT: Incident reporting is a learning and prevention tool.



HAVE A COMPLIANCE QUESTION?

Questions from staff, members, families, and stakeholders are welcome and may be featured in future reports. Email questions to Justine Buckley, Director of Quality & Compliance, at jbuckley@ucpwma.org.

QUALITY IMPROVEMENT INITIATIVES

- 1. Electronic Documentation Enhancement** — Improving workflow efficiency through a new Electronic Health Record System. Implementation of this initiative is currently delayed by 6 months in order to focus on other priorities.
- 2. Staff Development and Mentorship** — Our Leadership Development program continues to support our talented staff to develop their skills further. We have added training programs for staff development such as Positive Behavior Support (PBS) training, improved Safety training, in person CPR/first aid, and Cultural Competence Training. In quarter 3, DDS programs will begin training for Proactive Approaches to Behavioral Challenges (PABC) training. This is a de-escalation curriculum that focuses on prevention and also provides the skills to manage behavioral emergencies.
- 3. Environmental Safety Program** — UCP of Western Massachusetts is evaluating our safety processes and working with a consulting team to ensure we are implementing safety drills and procedures for all possible safety hazards. Work on this initiative continues within the estimated timelines.

Thank you for taking the time to join us for our “Creative Compliance” report.

WHAT DO I DO WITH THIS INFORMATION?

UCP of Western Massachusetts wants all our members, staff, stakeholders, and community members to know the status of the services UCP provides. Use this information to develop ideas, solutions, or critiques. Actively participate by sharing your thoughts with us.

