



**PROVIDER REPORT  
FOR**

**T.I.L.L.  
20 Eastbrook Rd.  
Dedham, MA 02026**

**July 15, 2015**

**Version**

**Provider Web Report**

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

# **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	T.I.L.L.
<b>Review Dates</b>	6/15/2015 - 6/19/2015
<b>Service Enhancement Meeting Date</b>	6/30/2015
<b>Survey Team</b>	Mark Boghoian Raymond Edi-Osagie Cheryl Hampton Leslie Hayes Lisa MacPhail Danielle Vautour (TL) John Hazelton John Downing

**Survey scope and findings for Residential and Individual Home Supports**

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
<b>Residential and Individual Home Supports</b>	20 location(s) 23 audit (s)	Full Review	77 / 87 2 Year License 06/30/2015 - 06/30/2017		
Residential Services	13 location(s) 13 audit (s)			Full Review	14 / 14 Certified
ABI-MFP Residential Services	1 location(s) 3 audit (s)			Full Review	14 / 14 Certified
Placement Services	3 location(s) 3 audit (s)			Full Review	13 / 14 Certified
Respite Services	1 location(s) 2 audit (s)			No Review	No Review
Individual Home Supports	2 location(s) 2 audit (s)			Full Review	14 / 15 Certified

**Survey scope and findings for Employment and Day Supports**

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
<b>Employment and Day Supports</b>	2 location(s) 7 audit (s)	Full Review	49 / 50 2 Year License 06/30/2015 - 06/30/2017		
Community Based Day Services	1 location(s) 4 audit (s)			Full Review	12 / 12 Certified
Employment Support Services	1 location(s) 3 audit (s)			Full Review	18 / 18 Certified

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

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

## **EXECUTIVE SUMMARY:**

Toward Independent Living and Learning Inc. (T.I.L.L.) is currently celebrating its 35th year in operation, providing a multitude of services to individuals with intellectual disabilities and acquired brain injuries. TILL operates approximately 49 twenty-four hour residential programs serving 216 individuals, one ABI/MFP residence serving four individuals, as well as 31 individuals in Individual Home Supports, 26 individuals in its Placement Services, and approximately 42 individuals in Employment and CBDS Services. These services are provided across several regions of the state. For the purpose of this 2015 full licensure and certification review, the Residential, ABI/MFP, Respite, Placement, IHS, Employment, and CBDS services were surveyed.

Over the past 35 years, TILL has worked hard to develop and shape its culture and to put such concepts as communication, team, community, work and play, responsibility, and training into daily practice. TILL has placed a high expectation for communication throughout the agency and has developed systems to ensure good communication between all programs and families. The TILL team is trifold: employees, families and guardians, and individuals. To illustrate its commitment to the team, the agency developed a program called TILL Living Legacy. This training program is taught through the family's perspective in an effort to shape the staff's minds to think of and appreciate the individuals served as whole persons. The community part of TILL's culture is quite remarkable. The agency has placed an impressive focus on community access and volunteerism. An example of the dedication to community was shown through the residences commitment to actively participate in the yearly Walk for Hunger. Individuals from each home were represented in the walk. Furthermore, TILL prides itself on providing a culture of work and play for its employees. The agency has initiatives and incentives to make the work environment a fun place to be. An example of employee recognition is called "Over and Above" where a staff can be nominated by anyone in the agency who observes a staff member performing over and above their duties. Additionally, it is the responsibility of the current leaders to develop staff to be the future leaders of the organization. Regarding training, in addition to conducting all of the typical and/or mandated trainings, TILL's International Ambassador Program is noteworthy. While this is not a new program, it is an innovative one. Each year TILL travels abroad with staff to learn best practices used to serve individuals in other countries while training other countries on TILL's best practices.

Licensure and Certification review has shown that TILL has effective oversight systems to ensure optimal health, safety, and quality of life for individuals served. On an administrative level, TILL had an effective system to track required staff trainings, as well as closely examine qualifications and skills of employees to ensure staff have the necessary qualifications for employment. The agency has an effective and timely system to report alleged abuse/neglect, and takes prompt action to protect the health and safety of an individual if abuse/neglect is suspected. Since the last review, TILL has developed an effective system to track and follow-up with restraints in a timely manner. While TILL does have regular quarterly Human Rights Committee meetings, the necessary composition has not been consistently maintained. The results of the Certification review have shown that the agency collects data from various sources and identifies patterns and trends, gathers input from individuals and stakeholders to inform service improvement efforts, utilizes a strategic plan to identify and implement future directions, and measures progress toward service improvement goals.

The agency's commitment to quality was found in the CBDS and Employment location surveyed. This location operates a gift shop and food service company called Essence of Thyme Catering Cafe (ETC). ETC serves individuals in both the CBDS and employment service models. The catering portion of the program has an integrated workforce and makes and delivers 2000 meals daily to deliver to 12 schools. The gift shop is open daily and the individuals make many of the items for sale in the gift shop during the CBDS program. Within both services, staff was knowledgeable of the personal needs of the people served. Staff had conducted a variety of interest inventories to ensure the individuals' placements were appropriate based on individual interests, skills and needs. The individuals surveyed were very

content with the work they perform at ETC. The program is unique, community based, successful, and well organized to provide excellent quality of services to the individuals served.

Each of the fourteen residential homes surveyed were beautifully decorated and meticulously maintained. The individuals living in the homes were happy and satisfied with their living arrangements. The systems in the homes were well organized and very detailed. TILL developed distinctive methods to train its staff on the individuals served and ensured all staff was trained in the individual's unique needs. In the residential homes, the creativity of community access was unparalleled. The April Madness event is an example of TILL's creativity. The homes go to a kickoff event where they are given an envelope full of tasks and activities. Then the homes compete against each other to try and complete as many of the tasks and activities as they can. The event requires the home to show proof of each event and task. The individuals and staff spoke excitedly about the event and it was clear many fond memories were developed during April Madness. Medical oversight in most homes was very comprehensive. It was clear that individuals receive routine and preventive medical care, as well as episodic and follow up care in a timely fashion. Improvement areas in which Residential Services should focus are; submitting ISP assessments and support strategies within the required timelines as well as improving upon written information to demonstrate staff are implementing the support strategies. There also needs to be focus on completing all Medication Treatment Plans with the required information, as well as taking data on the target symptoms once they have been defined in the plan. Additional attention should be paid to developing a similar organized structure within the IHS and Placement service division that exists at the 24 hour homes. Lastly, since the ABI/MFP initial review in November the residential functions have made some significant improvement. For example, the individuals have better access to community, and there has been significant progress in the implementation of ISP goals. The area of medical oversight, specifically with regards to physician ordered protocols and medication administration still needs improvement to ensure the optimal health for the individuals served in that program.

In summary, over the past 35 years TILL has developed good quality systems within their culture which has led them to the innovative services it is currently providing. This Licensure and Certification survey resulted in 98% of licensing indicators being "Met" in its Employment and CBDS supports resulting in the agency receiving a Two-Year License. The Residential Services Survey resulted in 89% of Licensing indicators being 'Met' resulting in the agency receiving in a Two-Year License. The agency will conduct its own follow-up for Employment/Day supports and will receive DDS QE follow-up for Residential Supports within 60 days of the Service Enhancement Meeting.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>9/10</b>	<b>1/10</b>	
<b>Residential and Individual Home Supports</b>	<b>68/77</b>	<b>9/77</b>	
Residential Services ABI-MFP Residential Services Placement Services Respite Services Individual Home Supports			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>77/87</b>	<b>10/87</b>	<b>89%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>10</b>	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>9/10</b>	<b>1/10</b>	
<b>Employment and Day Supports</b>	<b>40/40</b>	<b>0/40</b>	
Community Based Day Services Employment Support Services Center Based Employment			
<b>Critical Indicators</b>	<b>7/7</b>	<b>0/7</b>	
<b>Total</b>	<b>49/50</b>	<b>1/50</b>	<b>98%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>1</b>	

### **Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L48	The agency has an effective Human Rights Committee.	The Human Right Committee met on a quarterly basis over the past two years. Of the eight meetings reviewed during the survey, the Attorney attended one meeting and a nurse was present for four meetings. The agency must ensure the necessary composition is consistently maintained; and, when a member is absent a plan must be in place to ensure the documents are reviewed.

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

Indicator #	Indicator	Area Needing Improvement
L24	Locks on doors not providing egress can be opened by the individuals from the inside and staff carry a key to open in an emergency.	In a few locations, the homes had locks on inside doors which the staff did not have the ability to open in case of an emergency. The homes must have the ability to enter a locked door in the case of an emergency.
L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.	In six instances, the agency failed to provide a complete rationale and/or a plan to fade restrictive practices. The agency must ensure a complete rationale is written for each restrictive practice along with a plan to fade the restriction.
L63	Medication treatment plans are in written format with required components.	While the medication treatment form itself does include all of the required components, in several instances the content within the form is lacking. In many instances, the way the behavior manifests itself was not defined. Also, in many cases, the required data is not being collected. The agency needs to review its medication treatment plans and complete all of the required components. The agency must then begin tracking all necessary behaviors.
L64	Medication treatment plans are reviewed by the required groups.	In some instances the medication treatment plan was not referenced in either the ISP or the ISP assessments. The agency must ensure the medication treatment plan is reviewed by the ISP team.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	On some occasions, the money management plan indicated that the individual was capable of learning some aspects of financial independence; however, a plan was not developed. If the plan and/or staff indicate that the individual is capable of some financial independence, the agency must put a training plan in place to assist this individual.
L69	Individual expenditures are documented and tracked.	In a few of the locations surveyed, the individual expenditures were not being tracked in real time. The agency must ensure the staff are logging money out and logging the change back in.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For four of the fourteen individuals surveyed, assessments were not submitted 15 days prior to the ISP meeting. The agency needs to ensure that this information is submitted into HCSIS within the regulatory timeframes.
L87	Support strategies necessary to assist an individual to meet their	For five of the fourteen individuals, support strategies were not submitted 15 days prior to the ISP meeting. The agency needs to ensure this information is submitted into

	goals and objectives are completed and submitted as part of the ISP.	HCSIS within the regulatory timeframes.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	The agency did not ensure that all services and support strategies identified and agreed upon in the ISP were being implemented. The agency needs to ensure that it fulfills its responsibilities relative to ISP implementation.

## **CERTIFICATION FINDINGS**

	Met / Rated	Not Met / Rated		Met / Rated	Not Met / Rated
<b>Certification - Planning and Quality Management</b>	6/6	0/6	<b>Certification - Planning and Quality Management</b>	6/6	0/6
<b>Residential and Individual Home Supports</b>			<b>Employment and Day Supports</b>		
Residential Services	14/14	0/14	Employment Support Services	18/18	0/18
Placement Services	13/14	1/14	Center Based Employment	/	/
ABI-MFP Residential Services	14/14	0/14	Community Based Day Services	12/12	0/12
Individual Home Supports	14/15	1/15			

### **Residential Services Commendations on Standards Met:**

Indicator #	Indicator	Commendations
C9	Staff (Home Providers) provide opportunities to develop and/or increase personal relationships and social contacts.	The agency is commended for providing social opportunities for individuals to develop personal relationships and social contacts through community activities and volunteerism. TILL has developed exciting and innovative ways to increase community activities. One example of this is the April Madness. An example of the dedication to community was shown through the residence's commitment to the yearly Walk for Hunger. This year, the team of 184 individuals raised over thirty thousand dollars to donate to the Walk for Hunger. Individuals from each home were represented in the walk.

C15	Staff (Home Providers) support individuals to personalize and decorate their rooms/homes according to their tastes and preferences.	The agency is commended for the value it places on individuals through providing them with home environments that are unparalleled.
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**Employment Support Services Commendations on Standards Met:**

Indicator #	Indicator	Commendations
C30	Individuals are supported to work in integrated job settings.	The agency is commended for the ETC program, which provides individuals opportunities to be integrated members of their communities through the work they perform.

**Placement Services- Areas Needing Improvement on Standards not met:**

Indicator #	Indicator	Area Needing Improvement
C12	Individuals are supported to explore, define, and express their need for intimacy.	In one instance an individual placement provider indicated that the young individual has not received an outlet to explore, define, or express their need for intimacy. The agency must support all individuals to explore, define, or express their need for intimacy.

**Individual Home Supports- Areas Needing Improvement on Standards not met:**

Indicator #	Indicator	Area Needing Improvement
C20	The provider has emergency back-up plans to assist individuals to plan for emergencies and/or disasters.	In one instance the agency did not have a safety plan in place, therefore the emergency backup plan was not in place to assist individuals to plan for emergencies and/or disasters. The agency must have a plan for each individual location served to assist individuals to plan for emergencies and/or disasters.

## MASTER SCORE SHEET LICENSURE

Organizational: T.I.L.L.

Indicator #	Indicator	Met/Rated	Rating (Met, Not Met, Not Rated)
Ⓟ L2	Abuse/neglect reporting	15/15	Met
L3	Immediate Action	5/5	Met
L4	Action taken	3/3	Met
L48	HRC	1/8	Not Met(12.50 %)
L65	Restraint report submit	20/21	Met(95.24 %)
L66	HRC restraint review	8/8	Met
L74	Screen employees	20/20	Met
L75	Qualified staff	9/9	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	Met

**Residential and Individual Home Supports:**

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	13/13	2/2	3/3	2/2	3/3		23/23	Met
L5	Safety Plan	L	13/13	1/2	3/3	1/1	1/1		19/20	Met (95.00 %)
Ⓜ L6	Evacuation	L	13/13	2/2	3/3	1/1	1/1		20/20	Met
L7	Fire Drills	L	13/13				1/1		14/14	Met
L8	Emergency Fact Sheets	I	12/13	2/2	3/3	2/2	2/3		21/23	Met (91.30 %)
L9	Safe use of equipment	L	13/13	2/2	3/3	1/1	1/1		20/20	Met
L10	Reduce risk interventions	I	6/6				3/3		9/9	Met
Ⓜ L11	Required inspections	L	13/13	2/2	3/3	1/1	1/1		20/20	Met
Ⓜ L12	Smoke detectors	L	12/13	2/2	3/3	1/1	1/1		19/20	Met (95.00 %)
Ⓜ L13	Clean location	L	12/13	2/2	3/3	1/1	1/1		19/20	Met (95.00 %)
L14	Site in good repair	L	12/12	2/2	3/3	1/1	1/1		19/19	Met
L15	Hot water	L	12/13	2/2	2/3	1/1	1/1		18/20	Met (90.0 %)
L16	Accessibility	L	13/13	2/2	2/2	1/1	1/1		19/19	Met
L17	Egress at grade	L	13/13	1/1	3/3	1/1	1/1		19/19	Met
L18	Above grade egress	L	8/8	1/1	3/3				12/12	Met
L19	Bedroom location	L	9/9			1/1	1/1		11/11	Met
L20	Exit doors	L	13/13			1/1	1/1		15/15	Met
L21	Safe electrical equipment	L	13/13	2/2	3/3	1/1	1/1		20/20	Met
L22	Clean appliances	L	13/13	2/2	3/3	1/1	1/1		20/20	Met
L23	Egress door locks	L	8/8			1/1			9/9	Met
L24	Locked door access	L	6/9			1/1	1/1		8/11	Not

										Met (72.73 %)
L25	Dangerous substances	L	13/13	2/2	3/3	1/1	1/1		20/20	Met
L26	Walkway safety	L	13/13	2/2	3/3	1/1	1/1		20/20	Met
L27	Pools, hot tubs, etc.	L			1/1				1/1	Met
L28	Flammables	L	11/11	2/2	3/3	1/1	1/1		18/18	Met
L29	Rubbish/combustibles	L	13/13	2/2	3/3	1/1	1/1		20/20	Met
L30	Protective railings	L	8/8	1/1	3/3	1/1	1/1		14/14	Met
L31	Communication method	I	13/13	2/2	3/3	2/2	3/3		23/23	Met
L32	Verbal & written	I	13/13	2/2	3/3	2/2	3/3		23/23	Met
L33	Physical exam	I	13/13	2/2	3/3		3/3		21/21	Met
L34	Dental exam	I	13/13	2/2	3/3		3/3		21/21	Met
L35	Preventive screenings	I	12/12	2/2	2/2		3/3		19/19	Met
L36	Recommended tests	I	13/13	2/2	2/2		3/3		20/20	Met
L37	Prompt treatment	I	12/12	2/2	2/2		3/3		19/19	Met
Ⓟ L38	Physician's orders	I	13/13			1/1	1/3		15/17	Met (88.24 %)
L39	Dietary requirements	I	7/7			1/1	2/3		10/11	Met (90.91 %)
L40	Nutritional food	L	13/13	2/2	3/3	1/1	1/1		20/20	Met
L41	Healthy diet	L	13/13	2/2	3/3	1/1	1/1		20/20	Met
L42	Physical activity	L	13/13	2/2	3/3		1/1		19/19	Met
L43	Health Care Record	I	13/13	2/2	3/3		2/3		20/21	Met (95.24 %)
L44	MAP registration	L	13/13			1/1	1/1		15/15	Met
L45	Medication storage	L	13/13			1/1	1/1		15/15	Met
Ⓟ L46	Med. Administration	I	13/13	1/1	2/2	2/2	1/3		19/21	Met (90.48 %)
L47	Self medication	I	10/11	1/1	2/2		2/3		15/17	Met (88.24 %)
L49	Informed of human	I	13/13	2/2	3/3	2/2	3/3		23/23	Met

	rights									
L50	Respectful Comm.	L	13/13	2/2	3/3	1/1	1/1		<b>20/20</b>	<b>Met</b>
L51	Possessions	I	13/13	2/2	3/3	2/2	3/3		<b>23/23</b>	<b>Met</b>
L52	Phone calls	I	13/13	2/2	3/3	2/2	3/3		<b>23/23</b>	<b>Met</b>
L53	Visitation	I	13/13	2/2	3/3	2/2	3/3		<b>23/23</b>	<b>Met</b>
L54	Privacy	L	13/13	2/2	3/3	1/1	1/1		<b>20/20</b>	<b>Met</b>
L55	Informed consent	I	4/5		1/1	1/1	2/2		<b>8/9</b>	<b>Met (88.89 %)</b>
L56	Restrictive practices	I	0/4			2/2	1/3		<b>3/9</b>	<b>Not Met (33.33 %)</b>
L57	Written behavior plans	I	2/2						<b>2/2</b>	<b>Met</b>
L58	Behavior plan component	I	2/2						<b>2/2</b>	<b>Met</b>
L59	Behavior plan review	I	2/2						<b>2/2</b>	<b>Met</b>
L60	Data maintenance	I	2/2						<b>2/2</b>	<b>Met</b>
L61	Health protection in ISP	I	7/7				3/3		<b>10/10</b>	<b>Met</b>
L62	Health protection review	I	8/8				3/3		<b>11/11</b>	<b>Met</b>
L63	Med. treatment plan form	I	5/12		1/3		0/3		<b>6/18</b>	<b>Not Met (33.33 %)</b>
L64	Med. treatment plan rev.	I	11/11		1/3		0/3		<b>12/17</b>	<b>Not Met (70.59 %)</b>
L67	Money mgmt. plan	I	10/13	2/2	0/3		2/3		<b>14/21</b>	<b>Not Met (66.67 %)</b>
L68	Funds expenditure	I	13/13	2/2	3/3		3/3		<b>21/21</b>	<b>Met</b>
L69	Expenditure tracking	I	11/13	1/2	1/3		3/3		<b>16/21</b>	<b>Not Met (76.19 %)</b>
L70	Charges for care calc.	I	13/13	2/2	2/3	1/1	2/3		<b>20/22</b>	<b>Met (90.91 %)</b>

L71	Charges for care appeal	I	13/13	2/2	3/3	1/1	3/3		22/22	Met
L77	Unique needs training	I	12/12	1/2	2/3	2/2	3/3		20/22	Met (90.91%)
L78	Restrictive Int. Training	L	7/7			1/1	1/1		9/9	Met
L79	Restraint training	L	6/6						6/6	Met
L80	Symptoms of illness	L	13/13	2/2	3/3	1/1	1/1		20/20	Met
L81	Medical emergency	L	13/13	2/2	3/3	1/1	1/1		20/20	Met
Ⓜ L82	Medication admin.	L	13/13			1/1	1/1		15/15	Met
L84	Health protect. Training	I	8/8				3/3		11/11	Met
L85	Supervision	L	13/13	2/2	3/3	1/1	0/1		19/20	Met (95.00%)
L86	Required assessments	I	9/10	1/1	0/3				10/14	Not Met (71.43%)
L87	Support strategies	I	8/10	1/1	0/3				9/14	Not Met (64.29%)
L88	Strategies implemented	I	9/13	1/2	1/3		3/3		14/21	Not Met (66.67%)
L89	Complaint and resolution process	L					1/1		1/1	Met
<b>#Std. Met/# 77 Indicator</b>									68/77	
<b>Total Score</b>									77/87	
									88.51%	

### Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect	I	3/3		4/4	7/7	Met

	training						
L5	Safety Plan	L			1/1	1/1	Met
Ⓜ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	3/3		4/4	7/7	Met
L9	Safe use of equipment	L	1/1		1/1	2/2	Met
Ⓜ L11	Required inspections	L			1/1	1/1	Met
Ⓜ L12	Smoke detectors	L			1/1	1/1	Met
Ⓜ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
L18	Above grade egress	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Clean appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	3/3		4/4	7/7	Met
L32	Verbal & written	I	3/3		4/4	7/7	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓜ L46	Med. Administration	I			1/1	1/1	Met
L49	Informed of human rights	I	3/3		4/4	7/7	Met
L50	Respectful Comm.	L			1/1	1/1	Met
L51	Possessions	I	3/3		4/4	7/7	Met
L52	Phone calls	I	3/3		4/4	7/7	Met

L54	Privacy	L	1/1		1/1	2/2	Met
L55	Informed consent	I	1/1		1/1	2/2	Met
L77	Unique needs training	I	1/1		4/4	5/5	Met
L80	Symptoms of illness	L	1/1			1/1	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
Pa L82	Medication admin.	L			1/1	1/1	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	2/2		1/2	3/4	Met
L87	Support strategies	I	2/2		1/2	3/4	Met
L88	Strategies implemented	I	3/3		3/4	6/7	Met (85.71 %)
<b>#Std. Met/# 40 Indicator</b>						40/40	
<b>Total Score</b>						49/50	
						98.00%	

## 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	Met
C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

### ABI-MFP Residential Services Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff performance	3/3	Met
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met

C11	Get together w/family & friends	3/3	<b>Met</b>
C12	Intimacy	3/3	<b>Met</b>
C13	Skills to maximize independence	3/3	<b>Met</b>
C14	Choices in routines & schedules	3/3	<b>Met</b>
C15	Personalize living space	1/1	<b>Met</b>
C16	Explore interests	3/3	<b>Met</b>
C17	Community activities	3/3	<b>Met</b>
C18	Purchase personal belongings	3/3	<b>Met</b>
C19	Knowledgeable decisions	3/3	<b>Met</b>
C20	Emergency back-up plans	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	4/4	<b>Met</b>
C8	Family/guardian communication	4/4	<b>Met</b>
C13	Skills to maximize independence	4/4	<b>Met</b>
C37	Interpersonal skills for work	4/4	<b>Met</b>
C38	Habilitative & behavioral goals	2/2	<b>Met</b>
C39	Support needs for employment	2/2	<b>Met</b>
C40	Community involvement interest	4/4	<b>Met</b>
C41	Activities participation	4/4	<b>Met</b>
C42	Connection to others	4/4	<b>Met</b>
C43	Maintain & enhance relationship	4/4	<b>Met</b>
C44	Job exploration	4/4	<b>Met</b>
C45	Revisit decisions	4/4	<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	3/3	<b>Met</b>
C8	Family/guardian communication	3/3	<b>Met</b>
C22	Explore job interests	3/3	<b>Met</b>
C23	Assess skills & training needs	3/3	<b>Met</b>
C24	Job goals & support needs plan	3/3	<b>Met</b>
C25	Skill development	3/3	<b>Met</b>
C26	Benefits analysis	3/3	<b>Met</b>

C27	Job benefit education	3/3	<b>Met</b>
C28	Relationships w/businesses	1/1	<b>Met</b>
C29	Support to obtain employment	3/3	<b>Met</b>
C30	Work in integrated settings	3/3	<b>Met</b>
C31	Job accommodations	3/3	<b>Met</b>
C32	At least minimum wages earned	2/2	<b>Met</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	3/3	<b>Met</b>
C36	Supports to enhance retention	3/3	<b>Met</b>
C37	Interpersonal skills for work	3/3	<b>Met</b>

#### **Individual Home Supports Reviewed By -DDS**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff performance	2/2	<b>Met</b>
C8	Family/guardian communication	1/1	<b>Met</b>
C9	Personal relationships	2/2	<b>Met</b>
C10	Social skill development	2/2	<b>Met</b>
C11	Get together w/family & friends	2/2	<b>Met</b>
C12	Intimacy	2/2	<b>Met</b>
C13	Skills to maximize independence	2/2	<b>Met</b>
C14	Choices in routines & schedules	1/1	<b>Met</b>
C15	Personalize living space	2/2	<b>Met</b>
C16	Explore interests	2/2	<b>Met</b>
C17	Community activities	2/2	<b>Met</b>
C18	Purchase personal belongings	2/2	<b>Met</b>
C19	Knowledgeable decisions	2/2	<b>Met</b>
C20	Emergency back-up plans	1/2	<b>Not Met (50.0 %)</b>
C21	Coordinate outreach	2/2	<b>Met</b>

#### **Placement Services Reviewed By -DDS**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff performance	3/3	<b>Met</b>
C8	Family/guardian communication	3/3	<b>Met</b>
C9	Personal relationships	3/3	<b>Met</b>

C10	Social skill development	3/3	<b>Met</b>
C11	Get together w/family & friends	3/3	<b>Met</b>
C12	Intimacy	2/3	<b>Not Met (66.67 %)</b>
C13	Skills to maximize independence	3/3	<b>Met</b>
C14	Choices in routines & schedules	3/3	<b>Met</b>
C15	Personalize living space	3/3	<b>Met</b>
C16	Explore interests	3/3	<b>Met</b>
C17	Community activities	3/3	<b>Met</b>
C18	Purchase personal belongings	3/3	<b>Met</b>
C19	Knowledgeable decisions	3/3	<b>Met</b>
C20	Emergency back-up plans	3/3	<b>Met</b>

**Residential Services Reviewed By -DDS**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff performance	13/13	<b>Met</b>
C8	Family/guardian communication	13/13	<b>Met</b>
C9	Personal relationships	13/13	<b>Met</b>
C10	Social skill development	13/13	<b>Met</b>
C11	Get together w/family & friends	13/13	<b>Met</b>
C12	Intimacy	11/11	<b>Met</b>
C13	Skills to maximize independence	13/13	<b>Met</b>
C14	Choices in routines & schedules	13/13	<b>Met</b>
C15	Personalize living space	13/13	<b>Met</b>
C16	Explore interests	13/13	<b>Met</b>
C17	Community activities	13/13	<b>Met</b>
C18	Purchase personal belongings	13/13	<b>Met</b>
C19	Knowledgeable decisions	13/13	<b>Met</b>
C20	Emergency back-up plans	13/13	<b>Met</b>