



PROVIDER REPORT FOR

**The ARC of the South Shore
20 Pond Park Rd #113
Hingham, MA 02403**

December 29, 2023

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	The ARC of the South Shore
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Review Dates	10/30/2023 - 11/3/2023
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Service Enhancement Meeting Date	11/17/2023
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Survey Team	Melanie Cruz Raymond Obeng Linda Griffith Mark Boghoian (TL) Cheryl Hampton Lisa MacPhail
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Citizen Volunteers	
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Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	5 location(s) 9 audit (s)	Full Review	78/83 2 Year License 11/17/2023 - 11/17/2025		67 / 67 Certified 11/17/2023 - 11/17/2025
Residential Services	3 location(s) 7 audit (s)			Full Review	20 / 20
Placement Services	1 location(s) 1 audit (s)			Full Review	20 / 20
Individual Home Supports	1 location(s) 1 audit (s)			Full Review	21 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	2 location(s) 13 audit (s)	Full Review	57/61 2 Year License 11/17/2023 - 11/17/2025		37 / 41 Certified 11/17/2023 - 11/17/2025
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	14 / 15
Employment Support Services	1 location(s) 6 audit (s)			Full Review	17 / 20
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

The ARC of the South Shore is a social services agency that provides services and supports to adults with Intellectual and Developmental Disabilities (ID/DD) primarily in the South-Eastern region of Massachusetts. The agency operates 24/7 Residential homes, Individual Home Supports (IHS), Placement Services (Shared-Living), Community-Based Day Services (CBDS), and Employment Supports. The ARC of the South Shore also offers services to people in the community at various stages of life: including early Intervention, adult Foster Care, and day habilitation.

For this 2023 Department of Developmental Services (DDS) licensure and certification survey, The Arc of the South Shore underwent a full licensure and certification evaluation conducted by the DDS Metro Office of Quality Enhancement. The review included an evaluation of the agency's organizational systems; supports offered in residential services (including 24/7 residential homes, individual home supports, and placement homes; and the agency's day services including community-based day and employment supports.

Survey findings showed that relative to organizational measures: The Arc of the South Shore had effective systems that promoted positive outcomes for the individuals it serves. The agency was effective in its screening and hiring of employees across all services, and credentialed staff licenses were found to be current. The ARC demonstrated an effective staff training/tracking system that ensured that new and old staff received all mandated trainings; employees had current certifications in all requisite training areas. In the area of human rights, the Human Rights Committee was fully constituted, and it met on a regular basis to deliberate on matters under its purview. Senior managers of the agency collected and reviewed data from HCSIS and its internal database for the purpose of analyzing trends and making course correction. An example was falls risk statistics which were analyzed by the nursing department and used in developing falls protocols for some individuals. This ARC collaborated with DDS in purchasing and developing new support homes; it also rehabilitated existing property stock as part of the implementation of its strategic plan. The plan included a proposal to increase residential supports in the areas of Autism and turning 22 supports.

Across residential services, systems were in place to ensure that individuals remained safe in their homes. All locations visited had current DDS authorized emergency evacuation safety plans, and staff/providers supported people to evacuate within the required timeframe in the event of an emergency. The presence of emergency back up plans were noted at all locations; this included emergency on-call information. The locations where site reviews occurred were determined to be clean/sanitary and had current annual inspections.

Relative to healthcare, in 24/7 residential, IHS, and Placement, staff supported people to attend routine and preventative medical appointments. When follow-up appointments or lab work was recommended, the appointments were made and attended. The reviews of medication administration showed that prescribed medications were administered in accordance with Physician orders and MAP policy; additionally, when assessed to have the ability, relevant individuals were supported to learn steps towards becoming self-medicating. Overall, support staff were observed to be familiar with people's unique needs. Residentially, in the areas of human rights: Individuals and guardians were provided requisite training and information regarding human rights and abuse and neglect reporting (DPPC). When restrictive practices were deemed clinically necessary, plans were developed and approved that supported the implementation of the restrictions while protecting the rights of others affected by the practice/s. In the area of the ISP, individuals were supported by staff to work towards accomplishing their identified ISP goals. Individuals were also assessed for assistive technologies that could increase their independence, and device use was supported as needs dictated.

Relative to residential certification, The ARC supported individuals to access the community where they pursued personal interests; purchased personal items; and socialized with family and friends. Staff were supportive of individuals when it came to setting their own schedules and making choices

regarding their leisure pursuits and meal planning. The agency also had a method for obtaining and using Individuals input in the hiring and ongoing evaluation processes of staff who support them.

In Day Services, the CBDS and employment program location was accessible and received all the required inspections. The site had a current DDS Authorized emergency evacuation safety plan and staff supported timely individual evacuation in the event of an emergency. As it relates to medical supports, the site had a current MAP registration and MAP trained staff administered medication as ordered. Day staff were trained and knowledgeable of people's unique needs. In the area of human rights, individuals and guardians received training and information relative to human rights and abuse and neglect reporting (DPPC). In the area of the ISP, staff supported individuals to work towards the accomplishment of their ISP goals; and individuals were assessed relative to assistive technologies that could increase their independence.

Relative to certification, across day services, individuals were supported to make weekly choices of preferred activities: these included educational offerings, community activities, and employment opportunities they elected to pursue. Individuals in CBDS were supported to visit community locations of their choosing, to engage in various activities. In employment supports, individuals were employed in integrated work settings, and staff supported them to be a part of their workplace cultures. People were trained, paid, and evaluated like others they worked with in the community. Individuals were also opportune to provide input towards the hiring and ongoing evaluation of staff who support them.

The survey highlighted many areas of effective supports for the ARC of the South Shore; it also however, revealed some that would benefit from additional attention from the agency. In residential services, individuals were not always afforded privacy when taking care of personal matters. In the area of healthcare, behavior medication treatment plans did not contain required components, including data which must be collected and shared with prescribing practitioners for the purpose of determining the efficacy of the treatment. In addition, when health-related equipment was in use, the agency did not have outlines in place for the devices that addressed: correct utilization and tracking, safety checks, maintenance, and the cleaning of devices. Staff were also not trained on all devices in use.

In ARC Day services, additional attention is also needed in several areas: In employment and CBDS, the agency must assess individual's vocational interests and skills, for the purpose of developing individualized plans that would lead towards competitive employment. People enrolled in employment supports (and those in CBDS on the track to employment) must receive supports based on their work preferences and interests. The agency must also bolster its supervision and oversight systems to ensure that: incidents are created, reviewed, submitted in HCSIS within the required timelines; and medication transcription for PRNs and storage are done in line with requirements.

Based on the findings of the review: The ARC of the South Shore Met 94% of licensing indicators in residential and will therefore, receive a Two-Year license for the residential service grouping. It Met 100% of certification indicators in residential and is Certified for the service grouping. The agency Met 93 % of licensing indicators in day and employment services and will therefore, receive a Two-Year License for the service grouping. It met 90% of certification indicators is Certified for the service grouping. The agency will conduct its own follow-up on licensing indicators that were not met in residential and day/employment within 60-days of the service enhancement meeting (SEM) and submit the results to the DDS Metro Office of Quality Enhancement.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Residential and Individual Home Supports	70/75	5/75	
Residential Services Individual Home Supports Placement Services			
Critical Indicators	8/8	0/8	
Total	78/83	5/83	94%
2 Year License			
# indicators for 60 Day Follow-up		5	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Employment and Day Supports	49/53	4/53	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	57/61	4/61	93%
2 Year License			
# indicators for 60 Day Follow-up		4	

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

Indicator #	Indicator	Area Needing Improvement
L54 (07/21)	Individuals have privacy when taking care of personal needs and discussing personal matters.	At four of nine locations, individuals were not afforded privacy when taking care of personal matters. The agency needs to ensure that individuals are afforded privacy when taking care of personal needs.

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

Indicator #	Indicator	Area Needing Improvement
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For four of seven individuals, supports and health-related protections were not outlined in a plan that included the continuing need for the device/s, tracking of use, cleaning and maintenance. The agency needs to ensure that health-related protections are fully outlined to include the continuing need for the device/s, tracking of use, cleaning and maintenance.
L63	Medication treatment plans are in written format with required components.	At four of eight locations, medication treatment plans were not written in a format that contained all the required components including descriptions of observable/measurable behaviors, data collection and criteria for potentially decreasing and/or eliminating the medication(s). Medication treatment plans must be written in a format that contains all the required components including descriptions of observable/measurable behaviors, data collection and criteria for potentially decreasing and/or eliminating the medication(s).
L68	Expenditures of individual's funds are made only for purposes that directly benefit the individual.	For three of eight individuals with whom the agency has shared/delegated money management responsibilities, expenditures were not made only for purposes that directly benefitted the individuals. The agency needs to ensure that individuals' funds are used only for purposes that directly benefit the individuals.
L84	Staff / care providers are trained in the correct utilization of health related protections per regulation.	At four of seven locations, staff/care providers were not trained on the correct utilization of health-related protections. The agency needs to ensure that staff/care providers are trained on the correct utilization of health-related protections and equipment.

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

Indicator #	Indicator	Area Needing Improvement
L21	Electrical equipment is safely maintained.	At the day program location, electrical equipment was not maintained in safe manner. The agency needs to ensure that electrical equipment is maintained in a safe manner.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For one of two individuals, supports and health-related protections were not outlined in a plan that included the continuing need for the device/s, tracking of use, cleaning and maintenance. The agency needs to ensure that health-related protections are fully outlined to include the continuing need for the device/s, tracking of use, cleaning and maintenance.

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

Indicator #	Indicator	Area Needing Improvement
L85	The agency provides ongoing supervision, oversight and staff development.	At one of two day-sites, ongoing supervision, oversight and staff development was not evident. The agency needs to ensure that it provides ongoing supervision, oversight and staff development.
L91	Incidents are reported and reviewed as mandated by regulation.	One incident report was not submitted into HCSIS within the required timelines. The agency needs to ensure that all incidents are submitted in HCSIS within the required timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	61/61	0/61	
Residential Services	20/20	0/20	
Placement Services	20/20	0/20	
Individual Home Supports	21/21	0/21	
Total	67/67	0/67	100%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	31/35	4/35	
Community Based Day Services	14/15	1/15	
Employment Support Services	17/20	3/20	
Total	37/41	4/41	90%
Certified			

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

Indicator #	Indicator	Area Needing Improvement
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For one of three individuals receiving CBDS services, there was no plan developed to identify job goals and support needs that would potentially lead to movement into supported employment. The agency needs to develop plans for individuals that identify job goals and support needs that would potentially lead to movement into supported employment.
C22	Staff have effective methods to assist individuals to explore their job interests.	For two of six individuals, the agency did not have an effective method for assisting individuals to explore their job interests. The agency needs to develop methods for assisting individuals to explore their personal job interests.
C23	Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment.	For three of six individuals, an assessment of skills, interests, career goals, and training/support needs relative to employment had not occurred. The agency needs to utilize creative methods to assess individual's skills, interests, career goals, and training needs relative to employment.
C24	There is a plan developed to identify job goals and support needs.	For four of five individuals, there were no plans developed for identifying job goals and support needs. The agency needs to develop plans that identify people's job goals and support needs.

MASTER SCORE SHEET LICENSURE

Organizational: The ARC of the South Shore

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	7/7	Met
L3	Immediate Action	7/7	Met
L4	Action taken	2/2	Met
L48	HRC	1/1	Met
L74	Screen employees	3/3	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	11/11	Met
L83	HR training	10/11	Met(90.91 %)

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	7/7	1/1	1/1				9/9	Met
L5	Safety Plan	L	3/3	1/1	1/1				5/5	Met
R L6	Evacuation	L	3/3	1/1	1/1				5/5	Met
L7	Fire Drills	L	3/3						3/3	Met
L8	Emergency Fact Sheets	I	7/7	1/1	1/1				9/9	Met
L9 (07/21)	Safe use of equipment	I	7/7	1/1					8/8	Met
L10	Reduce risk interventions	I	1/1						1/1	Met
R L11	Required inspections	L	3/3		1/1				4/4	Met
R L12	Smoke detectors	L	3/3		1/1				4/4	Met
R L13	Clean location	L	3/3		1/1				4/4	Met
L14	Site in good repair	L	3/3		1/1				4/4	Met
L15	Hot water	L	3/3		1/1				4/4	Met
L16	Accessibility	L	3/3		1/1				4/4	Met
L17	Egress at grade	L	3/3						3/3	Met
L18	Above grade egress	L	1/1						1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L19	Bedroom location	L	3/3		1/1				4/4	Met
L20	Exit doors	L	3/3						3/3	Met
L21	Safe electrical equipment	L	2/3		1/1				3/4	Met
L22	Well-maintained appliances	L	3/3		1/1				4/4	Met
L23	Egress door locks	L	2/2						2/2	Met
L24	Locked door access	L	3/3		1/1				4/4	Met
L25	Dangerous substances	L	3/3						3/3	Met
L26	Walkway safety	L	3/3		1/1				4/4	Met
L28	Flammables	L	3/3						3/3	Met
L29	Rubbish/combustibles	L	2/3		1/1				3/4	Met
L30	Protective railings	L	3/3	1/1	1/1				5/5	Met
L31	Communication method	I	7/7	1/1	1/1				9/9	Met
L32	Verbal & written	I	7/7	1/1	1/1				9/9	Met
L33	Physical exam	I	7/7	1/1	1/1				9/9	Met
L34	Dental exam	I	7/7	1/1	1/1				9/9	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L35	Preventive screenings	I	7/7	1/1	1/1				9/9	Met
L36	Recommended tests	I	7/7	1/1	0/1				8/9	Met (88.89 %)
L37	Prompt treatment	I	7/7	1/1	1/1				9/9	Met
℞ L38	Physician's orders	I	4/4						4/4	Met
L39	Dietary requirements	I	4/4						4/4	Met
L40	Nutritional food	L	3/3	1/1					4/4	Met
L41	Healthy diet	L	3/3	1/1	1/1				5/5	Met
L42	Physical activity	L	3/3	1/1	1/1				5/5	Met
L43	Health Care Record	I	7/7	1/1	1/1				9/9	Met
L44	MAP registration	L	3/3						3/3	Met
L45	Medication storage	L	3/3						3/3	Met
℞ L46	Med. Administration	I	7/7		1/1				8/8	Met
L47	Self medication	I	4/4	1/1	1/1				6/6	Met
L49	Informed of human rights	I	7/7	1/1	1/1				9/9	Met
L50 (07/21)	Respectful Comm.	I	7/7	1/1	1/1				9/9	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L51	Possessions	I	7/7	1/1	1/1				9/9	Met
L52	Phone calls	I	7/7	1/1	1/1				9/9	Met
L53	Visitation	I	7/7	1/1	1/1				9/9	Met
L54 (07/21)	Privacy	I	3/7	1/1	1/1				5/9	Not Met (55.56 %)
L55	Informed consent	I	2/2						2/2	Met
L56	Restrictive practices	I	2/2						2/2	Met
L61	Health protection in ISP	I	3/6		0/1				3/7	Not Met (42.86 %)
L63	Med. treatment plan form	I	3/7	1/1					4/8	Not Met (50.0 %)
L64	Med. treatment plan rev.	I	5/5	1/1					6/6	Met
L67	Money mgmt. plan	I	7/7		1/1				8/8	Met
L68	Funds expenditure	I	4/7		1/1				5/8	Not Met (62.50 %)
L69	Expenditure tracking	I	7/7		1/1				8/8	Met
L70	Charges for care calc.	I	7/7		1/1				8/8	Met
L71	Charges for care appeal	I	7/7		1/1				8/8	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L77	Unique needs training	I	7/7	1/1	0/1				8/9	Met (88.89 %)
L78	Restrictive Int. Training	L	1/1						1/1	Met
L80	Symptoms of illness	L	3/3	1/1	1/1				5/5	Met
L81	Medical emergency	L	3/3	1/1	1/1				5/5	Met
L82	Medication admin.	L	3/3						3/3	Met
L84	Health protect. Training	I	3/6		0/1				3/7	Not Met (42.86 %)
L85	Supervision	L	3/3	1/1	1/1				5/5	Met
L86	Required assessments	I	4/4	1/1					5/5	Met
L87	Support strategies	I	4/4	1/1					5/5	Met
L88	Strategies implemented	I	7/7	1/1	1/1				9/9	Met
L90	Personal space/ bedroom privacy	I	6/7	1/1	1/1				8/9	Met (88.89 %)
L91	Incident management	L	2/3	1/1	1/1				4/5	Met (80.0 %)
L93 (05/22)	Emergency back-up plans	I	7/7	1/1	1/1				9/9	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L94 (05/22)	Assistive technology	I	7/7	1/1	1/1				9/9	Met
L96 (05/22)	Staff training in devices and applications	I	7/7	1/1	1/1				9/9	Met
L99 (05/22)	Medical monitoring devices	I	2/2						2/2	Met
#Std. Met/# 75 Indicator									70/75	
Total Score									78/83	
									93.98%	

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	6/6		7/7	13/13	Met
L5	Safety Plan	L			1/1	1/1	Met
ℙ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	6/6		7/7	13/13	Met
L9 (07/21)	Safe use of equipment	I	6/6		7/7	13/13	Met
ℙ L11	Required inspections	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
☐ 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			0/1	0/1	Not Met (0 %)
L22	Well-maintained 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
L28	Flammables	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	6/6		7/7	13/13	Met
L32	Verbal & written	I	6/6		7/7	13/13	Met
L37	Prompt treatment	I	3/3		7/7	10/10	Met
☐ L38	Physician's orders	I			4/4	4/4	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
☐ L46	Med. Administration	I			5/5	5/5	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L49	Informed of human rights	I	6/6		7/7	13/13	Met
L50 (07/21)	Respectful Comm.	I	6/6		7/7	13/13	Met
L51	Possessions	I	6/6		7/7	13/13	Met
L52	Phone calls	I	6/6		7/7	13/13	Met
L54 (07/21)	Privacy	I	6/6		7/7	13/13	Met
L55	Informed consent	I	4/4		7/7	11/11	Met
L61	Health protection in ISP	I			1/2	1/2	Not Met (50.0 %)
L63	Med. treatment plan form	I			1/1	1/1	Met
L67	Money mgmt. plan	I			5/5	5/5	Met
L68	Funds expenditure	I			5/5	5/5	Met
L69	Expenditure tracking	I			5/5	5/5	Met
L77	Unique needs training	I	6/6		7/7	13/13	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I			2/2	2/2	Met
L85	Supervision	L	1/1		0/1	1/2	Not Met (50.0 %)
L86	Required assessments	I	2/2		5/5	7/7	Met
L87	Support strategies	I	2/2		5/5	7/7	Met
L88	Strategies implemented	I	4/6		7/7	11/13	Met (84.62 %)
L91	Incident management	L	1/1		0/1	1/2	Not Met (50.0 %)

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L93 (05/22)	Emergency back-up plans	I	6/6		7/7	13/13	Met
L94 (05/22)	Assistive technology	I	6/6		7/7	13/13	Met
L96 (05/22)	Staff training in devices and applications	I	4/4		7/7	11/11	Met
#Std. Met/# 53 Indicator						49/53	
Total Score						57/61	
						93.44%	

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

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	Met
C8	Family/guardian communication	7/7	Met
C9	Personal relationships	7/7	Met
C10	Social skill development	7/7	Met
C11	Get together w/family & friends	7/7	Met
C12	Intimacy	7/7	Met
C13	Skills to maximize independence	7/7	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C14	Choices in routines & schedules	7/7	Met
C15	Personalize living space	3/3	Met
C16	Explore interests	7/7	Met
C17	Community activities	7/7	Met
C18	Purchase personal belongings	7/7	Met
C19	Knowledgeable decisions	7/7	Met
C46	Use of generic resources	7/7	Met
C47	Transportation to/ from community	7/7	Met
C48	Neighborhood connections	7/7	Met
C49	Physical setting is consistent	3/3	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met
C52	Leisure activities and free-time choices /control	7/7	Met
C53	Food/ dining choices	7/7	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C9	Personal relationships	1/1	Met
C10	Social skill development	1/1	Met
C11	Get together w/family & friends	1/1	Met
C12	Intimacy	1/1	Met
C13	Skills to maximize independence	1/1	Met
C14	Choices in routines & schedules	1/1	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	1/1	Met
C17	Community activities	1/1	Met
C18	Purchase personal belongings	1/1	Met
C19	Knowledgeable decisions	1/1	Met
C46	Use of generic resources	1/1	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C47	Transportation to/ from community	1/1	Met
C48	Neighborhood connections	1/1	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C52	Leisure activities and free-time choices /control	1/1	Met
C53	Food/ dining choices	1/1	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C9	Personal relationships	1/1	Met
C10	Social skill development	1/1	Met
C11	Get together w/family & friends	1/1	Met
C12	Intimacy	1/1	Met
C13	Skills to maximize independence	1/1	Met
C14	Choices in routines & schedules	1/1	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	1/1	Met
C17	Community activities	1/1	Met
C18	Purchase personal belongings	1/1	Met
C19	Knowledgeable decisions	1/1	Met
C21	Coordinate outreach	1/1	Met
C46	Use of generic resources	1/1	Met
C47	Transportation to/ from community	1/1	Met
C48	Neighborhood connections	1/1	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C52	Leisure activities and free-time choices /control	1/1	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C53	Food/ dining choices	1/1	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	Met
C8	Family/guardian communication	7/7	Met
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	4/4	Met
C38 (07/21)	Habilitative & behavioral goals	3/3	Met
C39 (07/21)	Support needs for employment	2/3	Not Met (66.67 %)
C40	Community involvement interest	7/7	Met
C41	Activities participation	7/7	Met
C42	Connection to others	7/7	Met
C43	Maintain & enhance relationship	7/7	Met
C44	Job exploration	5/5	Met
C45	Revisit decisions	6/6	Met
C46	Use of generic resources	7/7	Met
C47	Transportation to/ from community	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	6/6	Met
C22	Explore job interests	4/6	Not Met (66.67 %)
C23	Assess skills & training needs	3/6	Not Met (50.0 %)
C24	Job goals & support needs plan	1/5	Not Met (20.0 %)
C25	Skill development	5/5	Met
C26	Benefits analysis	6/6	Met
C27	Job benefit education	6/6	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	5/5	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C30	Work in integrated settings	6/6	Met
C32	At least minimum wages earned	6/6	Met
C33	Employee benefits explained	2/2	Met
C34	Support to promote success	5/5	Met
C35	Feedback on job performance	6/6	Met
C36	Supports to enhance retention	3/3	Met
C37	Interpersonal skills for work	6/6	Met
C47	Transportation to/ from community	6/6	Met
C50	Involvement/ part of the Workplace culture	5/5	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met