



**PROVIDER REPORT
FOR**

**Aspire Living and Learning
80 Erdman Way, Suite 103A
Leominster, MA 01453**

January 15, 2026

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider Aspire Living and Learning

Review Dates 11/12/2025 - 11/18/2025

Service Enhancement Meeting Date 12/1/2025

Survey Team Andrea Comeau
Stephanie Baldwin
Danielle Chiaravallotti (TL)
Marisa Himes
Ken Jones
Eric Lunden
Melanie McNamara

Citizen Volunteers

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	14 location (s) 18 audit (s)	Full Review	82/91 2 Year License 12/01/2025 - 12/01/2027		62 / 66 Certified 12/01/2025 - 12/01/2027
Residential Services	4 location(s) 6 audit (s)			Full Review	17 / 20
ABI-MFP Residential Services	1 location(s) 3 audit (s)			Full Review	20 / 20
Placement Services	9 location(s) 9 audit (s)			Full Review	19 / 20
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) 12 audit (s)	Full Review	61/66 2 Year License 12/01/2025 - 12/01/2027		34 / 42 Certified 12/01/2025 - 12/01/2027
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	12 / 15
Employment Support Services	1 location(s) 5 audit (s)			Full Review	16 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Aspire Living and Learning is a large, non-profit human service organization that provides a comprehensive array of services and support to adults with Intellectual and Developmental Disabilities and Acquired Brain Injury (ABI). Headquartered in Leominster, Massachusetts, the agency provides these supports in 24/7 residential and ABI homes, Placement (Shared-Living Homes), Community Based Day Services, and Employment Support Services throughout the Central West regions of Massachusetts, as well as New Hampshire, Vermont, Connecticut, and Maryland through a network of corporate affiliates. The agency also provides support to adults with a range of other healthcare support needs.

For this 2025 Department of Developmental Services (DDS) survey, the DDS Office of Quality Enhancement conducted a full licensure and certification survey of the agency's Residential service Grouping, Employment/Day service grouping, as well as Aspires' Planning and Quality Management Systems.

As an organization, Aspire Living and Learning's survey results reflected its commitment to delivering high-quality services to individuals, by its success in meeting licensure requirements around workforce competency. A review of the agency's systems found that the tracking system for staff training was effective in ensuring that training requirements were completed in most support areas. The system tracked all staff training, including mandated and newer training, including universal precautions, and procedures for preventing disease/virus transmission. Additionally, staff were trained and knowledgeable in the unique needs of individuals they supported. Mandated reporting responsibilities were completed as incidents that rose to the level were reported to DPPC as required; and the agency demonstrated effective systems for responding to allegations of abuse and neglect, as well as follow-up actions required by the respective DDS Area Office.

Across 24-hour residential services (including 24-hour ABI residential services and Placement services): systems were present and effective that enhanced the quality of support offered to individuals. These were observed in the areas of environmental safety where on-site reviews found the home environments to be clean, and the general conditions of the homes to be in good repair. The homes also met the accessibility needs of the men and women who resided in them. Relative to personal safety, individuals received annual training on the reporting of abuse and neglect, and emergency back up plans were in place in the event of emergencies. In the area of healthcare support, successes were noted around the support offered to people to maintain good health. Annual physical and dental examinations were well supported, and staff who were knowledgeable of medical emergency procedures sought prompt medical treatment for individuals when needed. Staff encouraged individuals around making healthy food choices and provided them with opportunities to engage in physical activity.

Successes were also noted around clinical support offered to individuals in residential services. Medication Treatment plans were well written, comprehensive for all individuals, and included baseline data as well as current data to inform prescribing professionals of medication efficacy. In addition, Positive Behavioral Support Plans were in place where required and were specific to the needs of the individual and level of support required.

Relative to certification indicators within residential services, effective supports were noted in the areas of Choice, Control, and Growth; agency staff were knowledgeable and supportive of individuals' personal preferences, and satisfaction with services. Across all sites, individuals were supported to express their level of satisfaction with services and support, and to make changes when desired. Individuals' bedrooms and common spaces were personalized and decorated in accordance with their tastes and preferences.

Within the Employment and Day supports, relative to licensing standards, the CBDS locations visited

were accessible to the needs of the individuals. The locations were clean and well-maintained; and individuals were supported to evacuate within a reasonable timeframe in emergency evacuation drills. Additionally, annual inspections were current, and all elements of the fire detection system were in place and fully operational. The agency had effective systems and practices that enabled positive individual outcomes, most notably around choice, communication, and control. Staff understood and communicated with individuals in their primary languages and methods of communication; and individuals received support to understand verbal and written communication. Written and oral communication with and about individuals was respectful, individuals could access and keep their own possessions, and privacy was provided when required.

An area of strength noted in employment services was the support individuals received to retain their employment in community businesses. Multiple individuals had been at their places of employment for multiple years, some as many as 20 years, and Aspire assisted them with maintaining their positions, advancing at their jobs, as well as supporting them with any issues that arose.

In addition to the positive findings noted above, the review identified licensing areas in need of further attention from the agency to meet compliance. As an organization, Aspire must support its human rights committees to meet composition requirements for members with the requisite expertise. The agency must also ensure that the required timelines are met for the submission of ISP assessments and support strategies across all service types.

Across residential services, improvements were warranted in the areas of health, where health care records must be updated and kept current; And environmental safety where hot water temperature needs to be maintained within the required range of 110-120 degrees Fahrenheit. In the domain of human rights, behavior plan data must be collected and maintained as required. Additionally, environmental restrictions must have written rationale with least restrictive options tried, and a fading plan. Any environmental restrictions that restrict the rights of others in the home also need to have mitigations, including deactivation when the individual with the restriction is not present in the home. When utilizing medical monitoring devices, authorization, and instructions for application, use, care, cleaning, and frequency of safety checks of the devices must be fully outlined. For individuals who need support and oversight with the management of funds, funds management plans must be in place that include the support needed, as well as written consent from the individual and/or guardian.

Regarding certification, the input of all individuals, regardless of communication methods, must be solicited, collected, and factored into the processes of hiring and the on-going performance evaluation of the staff who support them. Additionally, all individuals should be supported to explore their needs for intimacy and companionship. The agency should also ensure that individuals are supported to be active members of their neighborhood/communities.

Within Employment and Day Support services, a few areas were identified as needing improvement. In the domain of the ISP, agreed upon support strategies for goals must be implemented and that data on implementation is consistently collected. Lastly, Aspire must ensure that incident reports are submitted and finalized within the required timelines in HCSIS.

Regarding certification, in CBDS, individuals on the pathway to employment must be assessed, and need to have specific habilitative and behavioral goals identified to prepare them for work. A plan must then be developed to identify job goals and support needs that would lead them to competitive employment. Staff also need to be equipped with effective ways to help individuals explore job interests.

Regarding certification in employment services, the agency must provide individuals with opportunities to offer input into new staff hires specific to employment support. The employment service should also develop relationships with local businesses to ensure job creation opportunities in the community. In addition, individuals should have career planning that outlines how their entitlements could be impacted by work wages; and receive an explanation of employee rights and

benefits. Lastly, the agency needs to ensure that individuals who are employed receive annual evaluations from employers commensurate with other employees at their respective job sites.

Within Residential services (including ABI Residential and Placement), the agency met 90% of licensing indicators, including all critical indicators, and will be issued a Two-Year License for the Residential Service Grouping. The service grouping is also Certified with an overall score of 94% of certification indicators met.

Within the Employment and Day Support services, the agency met 92% of licensing indicators, including all critical indicators, and will be issued a Two-Year License for the Employment/Day Service grouping. The Employment and day support service grouping is also certified with an overall score of 81% of certification indicators met.

Follow-up on all licensing indicators that were not met during the survey will be conducted by Aspire Living and Learning within 60 days of the Service Enhancement Meeting and the results submitted to the DDS Office of Quality Enhancement.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Residential and Individual Home Supports	73/81	8/81	
Residential Services Placement Services ABI-MFP Residential Services			
Critical Indicators	8/8	0/8	
Total	82/91	9/91	90%
2 Year License			
# indicators for 60 Day Follow-up		9	

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Employment and Day Supports	52/56	4/56	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	61/66	5/66	92%
2 Year License			
# indicators for 60 Day Follow-up		5	

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

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	The agency's human rights committee did not have a legal representative. The agency must ensure that its committee includes all requisite specialty members and that they attend human rights committee meetings regularly.

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

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

Indicator #	Indicator	Area Needing Improvement
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	At three of fourteen locations, water temperatures tested outside the recommended range of 110-120°F. The agency should ensure that water temperature is maintained within the recommended range at all locations.
L43	The health care record is maintained and updated as required.	For five of seventeen individuals, health care records were not updated or completed as required. The agency must ensure that health care records are updated annually at the time of the ISP and within 30 days of all annual physical, dental, vaccinations, new diagnoses, and testing to include the most recent health information.
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.	For three of six individuals who lived in homes that had environmental restrictions in place to protect the health and safety of some residents, there were no written rationale for use of the restrictions, criteria for eliminating the restrictions, and/or the mitigation plan in place for those impacted by the restrictions were not being properly implemented. The agency must ensure that when restrictive interventions are in place, they are accompanied by written plans that outline written rationale for use of the restrictions, criteria for eliminating the restrictions, and mitigations for those impacted by the restrictions.
L60	Data are consistently maintained and used to determine the efficacy of behavioral interventions.	For three of eight individuals, data on specific behaviors identified in behavior plans was not being consistently collected and maintained. The agency must ensure that data is consistently collected regarding the targeted behaviors outlined in behavior plans to determine the efficacy of behavioral interventions.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For five of twelve individuals, required ISP assessments were not submitted at least 15 days prior to the ISP. The agency must ensure support strategies are submitted at least 15 days prior to the ISP Meeting.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For five of twelve individuals, ISP support strategies were not submitted within the required timelines. The agency must ensure support strategies are submitted at least 15 days prior to the ISP Meeting.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For five of seventeen individuals, ISP goals for which the agency has designated responsibility were either not being implemented, or data was not being collected to show implementation. The agency must ensure that agreed upon goals are being implemented; and that data showing progress towards meeting the goals are collected and maintained.

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

Indicator #	Indicator	Area Needing Improvement
L99 (05/22)	Medical monitoring devices needed for health and safety are authorized, agreed to, used and data collected appropriately. (eg seizure watches; fall sensors).	For two of four individuals with medical monitoring devices, there was no written outline for the use of the devices. The agency must ensure that when individuals have medical monitoring devices, there is a written plan that outlines the rationale for use, authorization from a medical professional, and guidelines for cleaning and maintenance.

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

Indicator #	Indicator	Area Needing Improvement
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For three of eleven individuals, required ISP assessments were not submitted at least 15 days prior to the ISP. The agency must ensure support strategies are submitted at least 15 days prior to the ISP.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For three of eleven individuals, required ISP support strategies were not submitted within the required timelines. The agency must ensure support strategies are submitted at least 15 days prior to the ISP.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For five of twelve individuals, ISP goals for which the agency has designated responsibility were either not being implemented or data was not being collected to show implementation. The agency must ensure that all agreed upon ISP goals are being implemented and that data showing progress towards meeting the goals are collected and maintained.
L91	Incidents are reported and reviewed as mandated by regulation.	At one day service location, incident reports were not submitted and/or finalized within the required timelines. The agency must ensure that all incident reports are submitted and finalized within the required timelines in HCSIS.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	56/60	4/60	
Placement Services	19/20	1/20	
ABI-MFP Residential Services	20/20	0/20	
Residential Services	17/20	3/20	
Total	62/66	4/66	94%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	28/36	8/36	
Community Based Day Services	12/15	3/15	
Employment Support Services	16/21	5/21	
Total	34/42	8/42	81%
Certified			

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 and companionship.	Two of nine individuals were not supported to explore their needs for intimacy and companionship. The agency needs to ensure that all individuals are assessed, and their needs for intimacy and companionship are explored, defined, expressed, and supported.

Placement Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	For three out of six individuals, there was no system in place for eliciting their input on new staff hiring, and on the ongoing performance evaluation of staff that supported them. The agency should ensure that all individuals are offered the opportunity to provide input on new staff hires and the ongoing performance evaluation of staff that support them.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Three of six individuals were not supported to explore their need for intimacy and companionship. The agency needs to ensure that all individuals are assessed, and their needs for intimacy and companionship are explored, defined, expressed and supported.
C48	Individuals are a part of the neighborhood.	Two of six individuals in one home were not supported to become a part of the neighborhood. The agency should ensure that all individuals are offered support to be active members of their neighborhoods and communities.

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

Indicator #	Indicator	Area Needing Improvement
C38 (07/21)	Specific habilitative and behavioral goals necessary to prepare individuals for work are identified.	For six of seven individuals in community-based day services, there were no specific goals identified to prepare them for work. The agency needs to ensure that all individuals receiving CBDS services are assessed and have specific habilitative and behavioral goals identified to prepare them to be on a pathway to employment.
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For all seven individuals reviewed, there was no plan developed to identify job goals and support needs to prepare them for work. The agency needs to ensure that all individuals on the pathway to employment have plans developed to identify job goals and support needs that would lead them to competitive employment.

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

Indicator #	Indicator	Area Needing Improvement
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	For all seven individuals reviewed, there was no effective method developed and used to assist them to explore job interests. The agency needs to develop and use effective methods to assist individuals to explore potential job interests.
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	For all four individuals reviewed in employment services, the opportunity to provide input at the time of hire for the new employment specialist was not offered. The agency must ensure that individuals are offered the opportunity to provide input on new staff hires, and on ongoing performance evaluations.
C26	Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community.	One of three individual had not received information on how employment wages may affect his entitlements. The agency should ensure that all individuals in employment services are given information on how any employment wages may affect their entitlements.
C28	Staff maintain and develop relationships with local businesses in order to facilitate job development opportunities.	The agency was only able to demonstrate limited community business connections or networking with local business groups. The agency should ensure that they are working to develop relationships with local businesses in the community to help facilitate job opportunities for individuals in employment services.
C33	Employee benefits and rights are clearly explained to the individual.	Three of four individuals did not have employee benefits and rights clearly explained to them. The agency should ensure that all individuals who are employed have all employee benefits and rights explained to them.
C35	Individuals are given feedback on job performance by their employer.	For all four individuals reviewed in employment services who are currently employed, there had not been performance evaluations completed and shared by their employer. The agency needs to ensure that all individuals who are employed are supported to receive the same performance evaluations as all other employees at their places of work.

MASTER SCORE SHEET LICENSURE

Organizational: Aspire Living and Learning

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	16/16	Met
L3	Immediate Action	15/15	Met
L4	Action taken	15/15	Met
L48	HRC	0/1	Not Met(0 %)
L65	Restraint report submit	38/40	Met(95.00 %)
L66	HRC restraint review	25/31	Met(80.65 %)
L74	Screen employees	6/6	Met
L75	Qualified staff	3/3	Met
L76	Track trainings	17/20	Met(85.00 %)
L83	HR training	19/19	Met

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	4/6		9/9		3/3		16/18	Met (88.89%)
L5	Safety Plan	L	4/4		9/9		1/1		14/14	Met
℞ L6	Evacuation	L	4/4		9/9		1/1		14/14	Met
L7	Fire Drills	L	3/4				1/1		4/5	Met (80.0%)
L8	Emergency Fact Sheets	I	5/6		9/9		3/3		17/18	Met (94.44%)
L9 (07/21)	Safe use of equipment	I	2/2				3/3		5/5	Met
L10	Reduce risk interventions	I	1/1		2/2				3/3	Met
℞ L11	Required inspections	L	4/4		7/8		1/1		12/13	Met (92.31%)
℞ L12	Smoke detectors	L	4/4		9/9		1/1		14/14	Met
℞ L13	Clean location	L	2/4		9/9		1/1		12/14	Met (85.71%)
L14	Site in good repair	L	4/4		9/9		1/1		14/14	Met
L15	Hot water	L	2/4		8/9		1/1		11/14	Not Met (78.57%)
L16	Accessibility	L	4/4		9/9		1/1		14/14	Met
L17	Egress at grade	L	4/4		9/9		1/1		14/14	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L18	Above grade egress	L	1/1		1/1				2/2	Met
L19	Bedroom location	L	3/3		6/6		1/1		10/10	Met
L20	Exit doors	L	4/4				1/1		5/5	Met
L21	Safe electrical equipment	L	4/4		9/9		1/1		14/14	Met
L22	Well-maintained appliances	L	3/4		2/2		1/1		6/7	Met (85.71%)
L23	Egress door locks	L	4/4				1/1		5/5	Met
L24	Locked door access	L	4/4		8/8		1/1		13/13	Met
L25	Dangerous substances	L	4/4				1/1		5/5	Met
L26	Walkway safety	L	4/4		9/9		1/1		14/14	Met
L27	Pools, hot tubs, etc.	L			1/1				1/1	Met
L28	Flammables	L	3/3				1/1		4/4	Met
L29	Rubbish/combustibles	L	4/4		9/9		1/1		14/14	Met
L30	Protective railings	L	3/4		9/9		1/1		13/14	Met (92.86%)
L31	Communication method	I	6/6		9/9		3/3		18/18	Met

Ind. #	Ind.	Loc. or Indiv	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L32	Verbal & written	I	6/6		9/9		3/3		18/18	Met
L33	Physical exam	I	6/6		9/9		3/3		18/18	Met
L34	Dental exam	I	6/6		8/9		3/3		17/18	Met (94.44 %)
L35	Preventive screenings	I	6/6		8/9		3/3		17/18	Met (94.44 %)
L36	Recommended tests	I	6/6		7/8		3/3		16/17	Met (94.12 %)
L37	Prompt treatment	I	6/6		9/9		3/3		18/18	Met
℞ L38	Physician's orders	I	6/6		7/7		3/3		16/16	Met
L39	Dietary requirements	I	2/2		2/2		1/1		5/5	Met
L40	Nutritional food	L	4/4				1/1		5/5	Met
L41	Healthy diet	L	4/4		9/9		1/1		14/14	Met
L42	Physical activity	L	4/4		9/9		1/1		14/14	Met
L43	Health Care Record	I	2/6		7/8		3/3		12/17	Not Met (70.59 %)
L44	MAP registration	L	4/4				1/1		5/5	Met
L45	Medication storage	L	4/4				1/1		5/5	Met
℞ L46	Med. Administration	I	6/6		7/8		3/3		16/17	Met (94.12 %)
L47	Self medication	I			1/1		1/1		2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L49	Informed of human rights	I	5/6		9/9		3/3		17/18	Met (94.44%)
L50 (07/21)	Respectful Comm.	I	6/6		9/9		3/3		18/18	Met
L51	Possessions	I	6/6		9/9		3/3		18/18	Met
L52	Phone calls	I	6/6		9/9		3/3		18/18	Met
L53	Visitation	I	6/6		9/9		3/3		18/18	Met
L54 (07/21)	Privacy	I	6/6		9/9		3/3		18/18	Met
L55	Informed consent	I	4/4		4/4				8/8	Met
L56	Restrictive practices	I	2/4		1/2				3/6	Not Met (50.0%)
L57	Written behavior plans	I	5/5		2/3				7/8	Met (87.50%)
L60	Data maintenance	I	3/5		2/3				5/8	Not Met (62.50%)
L61	Health protection in ISP	I	2/2				3/3		5/5	Met
L62	Health protection review	I	1/1						1/1	Met
L63	Med. treatment plan form	I	5/6		5/5		3/3		13/14	Met (92.86%)
L64	Med. treatment plan rev.	I	6/6		4/4		3/3		13/13	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L67	Money mgmt. plan	I	5/6		8/9		2/2		15/17	Met (88.24 %)
L68	Funds expenditure	I	6/6		8/9		3/3		17/18	Met (94.44 %)
L69	Expenditure tracking	I	6/6		9/9		2/2		17/17	Met
L70	Charges for care calc.	I	6/6		9/9		3/3		18/18	Met
L71	Charges for care appeal	I	6/6		9/9		3/3		18/18	Met
L77	Unique needs training	I	6/6		9/9		3/3		18/18	Met
L78	Restrictive Int. Training	L	4/4		1/1				5/5	Met
L79	Restraint training	L	3/3						3/3	Met
L80	Symptoms of illness	L	4/4		9/9		1/1		14/14	Met
L81	Medical emergency	L	4/4		9/9		1/1		14/14	Met
L82	Medication admin.	L	4/4				1/1		5/5	Met
L84	Health protect. Training	I	2/2				3/3		5/5	Met
L85	Supervision	L	4/4		8/9		1/1		13/14	Met (92.86 %)
L86	Required assessments	I	2/6		4/4		1/2		7/12	Not Met (58.33 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L87	Support strategies	I	2/6		4/4		1/2		7/12	Not Met (58.33%)
L88	Strategies implemented	I	4/6		5/8		3/3		12/17	Not Met (70.59%)
L89	Complaint and resolution process	L					1/1		1/1	Met
L90	Personal space/bedroom privacy	I	6/6		9/9		3/3		18/18	Met
L91	Incident management	L	4/4		8/8		0/1		12/13	Met (92.31%)
L93 (05/22)	Emergency back-up plans	I	6/6		9/9		3/3		18/18	Met
L94 (05/22)	Assistive technology	I	6/6		8/9		3/3		17/18	Met (94.44%)
L96 (05/22)	Staff training in devices and applications	I	4/4		5/5				9/9	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L99 (05/22)	Medical monitoring devices	I			1/3		1/1		2/4	Not Met (50.0%)
#Std. Met/#									73/81	
Indicator										
Total Score									82/91	
									90.11%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	3/5		7/7	10/12	Met (83.33%)
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	5/5		7/7	12/12	Met
L9 (07/21)	Safe use of equipment	I	1/1			1/1	Met
L10	Reduce risk interventions	I			5/5	5/5	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

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L17	Egress at grade	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	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
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	5/5		7/7	12/12	Met
L32	Verbal & written	I	5/5		7/7	12/12	Met
L37	Prompt treatment	I	5/5		7/7	12/12	Met
℞ L38	Physician's orders	I			7/7	7/7	Met
L39	Dietary requirements	I			1/1	1/1	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		6/6	7/7	Met
L49	Informed of human rights	I	3/5		7/7	10/12	Met (83.33 %)
L50 (07/21)	Respectful Comm.	I	5/5		7/7	12/12	Met
L51	Possessions	I	5/5		7/7	12/12	Met
L52	Phone calls	I	5/5		7/7	12/12	Met
L54 (07/21)	Privacy	I	5/5		7/7	12/12	Met
L55	Informed consent	I	2/2		3/3	5/5	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L57	Written behavior plans	I			6/6	6/6	Met
L60	Data maintenance	I			6/6	6/6	Met
L61	Health protection in ISP	I			3/3	3/3	Met
L62	Health protection review	I			1/1	1/1	Met
L63	Med. treatment plan form	I			6/7	6/7	Met (85.71 %)
L64	Med. treatment plan rev.	I			7/7	7/7	Met
L77	Unique needs training	I	5/5		7/7	12/12	Met
L78	Restrictive Int. Training	L			1/1	1/1	Met
L79	Restraint training	L			1/1	1/1	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			3/3	3/3	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	3/5		5/6	8/11	Not Met (72.73 %)
L87	Support strategies	I	3/5		5/6	8/11	Not Met (72.73 %)
L88	Strategies implemented	I	2/5		5/7	7/12	Not Met (58.33 %)
L91	Incident management	L	0/1		1/1	1/2	Not Met (50.0 %)
L93 (05/22)	Emergency back-up plans	I	5/5		7/7	12/12	Met
L94 (05/22)	Assistive technology	I	5/5		6/7	11/12	Met (91.67 %)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L96 (05/22)	Staff training in devices and applications	I			3/3	3/3	Met
#Std. Met/# 56 Indicator						52/56	
Total Score						61/66	
						92.42%	

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	3/6	Not Met (50.0 %)
C8	Family/guardian communication	6/6	Met
C9	Personal relationships	6/6	Met
C10	Social skill development	6/6	Met
C11	Get together w/family & friends	6/6	Met
C12	Intimacy	3/6	Not Met (50.0 %)
C13	Skills to maximize independence	6/6	Met
C14	Choices in routines & schedules	6/6	Met
C15	Personalize living space	4/4	Met
C16	Explore interests	6/6	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C17	Community activities	6/6	Met
C18	Purchase personal belongings	6/6	Met
C19	Knowledgeable decisions	6/6	Met
C46	Use of generic resources	6/6	Met
C47	Transportation to/ from community	6/6	Met
C48	Neighborhood connections	4/6	Not Met (66.67 %)
C49	Physical setting is consistent	4/4	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met
C52	Leisure activities and free-time choices /control	6/6	Met
C53	Food/ dining choices	6/6	Met

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider 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	Met
C12	Intimacy	3/3	Met
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	3/3	Met
C17	Community activities	3/3	Met
C18	Purchase personal belongings	3/3	Met
C19	Knowledgeable decisions	3/3	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	3/3	Met
C49	Physical setting is consistent	1/1	Met

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	3/3	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	9/9	Met
C9	Personal relationships	9/9	Met
C10	Social skill development	9/9	Met
C11	Get together w/family & friends	9/9	Met
C12	Intimacy	7/9	Not Met (77.78 %)
C13	Skills to maximize independence	9/9	Met
C14	Choices in routines & schedules	9/9	Met
C15	Personalize living space	9/9	Met
C16	Explore interests	9/9	Met
C17	Community activities	9/9	Met
C18	Purchase personal belongings	9/9	Met
C19	Knowledgeable decisions	9/9	Met
C46	Use of generic resources	9/9	Met
C47	Transportation to/ from community	9/9	Met
C48	Neighborhood connections	9/9	Met
C49	Physical setting is consistent	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met
C52	Leisure activities and free-time choices /control	9/9	Met
C53	Food/ dining choices	9/9	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C8	Family/guardian communication	7/7	Met
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	7/7	Met
C38 (07/21)	Habilitative & behavioral goals	1/7	Not Met (14.29 %)
C39 (07/21)	Support needs for employment	0/7	Not Met (0 %)
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	0/7	Not Met (0 %)
C45	Revisit decisions	7/7	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	0/4	Not Met (0 %)
C8	Family/guardian communication	5/5	Met
C22	Explore job interests	1/1	Met
C23	Assess skills & training needs	1/1	Met
C24	Job goals & support needs plan	1/1	Met
C25	Skill development	1/1	Met
C26	Benefits analysis	2/3	Not Met (66.67 %)
C27	Job benefit education	2/2	Met
C28	Relationships w/businesses	0/1	Not Met (0 %)
C29	Support to obtain employment	3/3	Met
C30	Work in integrated settings	4/5	Met (80.0 %)
C31	Job accommodations	4/4	Met
C32	At least minimum wages earned	4/4	Met
C33	Employee benefits explained	1/4	Not Met (25.00 %)

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C34	Support to promote success	3/4	Met
C35	Feedback on job performance	0/4	Not Met (0 %)
C36	Supports to enhance retention	3/4	Met
C37	Interpersonal skills for work	4/4	Met
C47	Transportation to/ from community	5/5	Met
C50	Involvement/ part of the Workplace culture	4/4	Met
C51	Ongoing satisfaction with services/ supports	4/5	Met (80.0 %)