



**PROVIDER REPORT  
FOR**

**ATTLEBORO ENTERPRISES  
INC  
284 John Dietsch Blvd  
North Attleboro, MA 02763**

**Version**

**Public Provider Report**

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

# **SUMMARY OF OVERALL FINDINGS**

**Provider** ATTLEBORO ENTERPRISES INC

**Review Dates** 12/3/2019 - 12/6/2019

**Service Enhancement Meeting Date** 12/20/2019

**Survey Team** Kayla Condon (TL)  
Scott Nolan

**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
<b>Residential and Individual Home Supports</b>	2 location(s) 5 audit (s)	Targeted Review	DDS 11 / 11 Provider 69 / 69  80 / 80 2 Year License 12/20/2019-12/20/2021		DDS 3 / 3 Provider 47 / 47  50 / 50 Certified 12/20/2019 - 12/20/2021
Residential Services	1 location(s) 3 audit (s)			DDS Targeted Review	22 / 22
Individual Home Supports	1 location(s) 2 audit (s)			DDS Targeted Review	22 / 22
Planning and Quality Management (For all service groupings)				Deemed	6/6(Provider)

**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) 6 audit (s)	Targeted Review	DDS 10 / 10 Provider 48 / 48  58 / 58 2 Year License 12/20/2019-12/20/2021		DDS 1 / 1 Provider 41 / 41  42 / 42 Certified 12/20/2019 - 12/20/2021
Community Based Day Services	1 location(s) 3 audit (s)			Deemed	14/14(Provider)
Employment Support Services	1 location(s) 3 audit (s)			DDS Targeted Review	22 / 22
Planning and Quality Management (For all service groupings)				Deemed	6/6(Provider)

## **EXECUTIVE SUMMARY :**

Attleboro Enterprises Inc. (AEI) is a non-profit agency that provides residential, employment, community based day supports (CBDS), Pre-ETS, placement services, and day habilitation supports to adults with intellectual/developmental disabilities. AEI was founded by a group of parents in coordination with local businesses in 1978. AEI currently supports approximately 50 individuals through its CBDS program, 7 individuals in employment supports, 16 individuals through its 24 hour residential services, and 4 individuals through its Individual Home Support (IHS) program. Services are provided throughout the great Attleboro area.

The review completed by the Department of Developmental Service's (DDS) Office of Quality Enhancement (OQE) was a Targeted Review. In 2017 the agency received a two year license for its residential and day supports. Due to this, the agency was eligible for and elected to complete a self-assessment. The focus of the survey was on AEI's 24 hour Residential services, CBDS, Employment supports, and IHS for individuals receiving greater than 15 hours of support. This review looked at the eight critical indicators across all services as well as any indicator that was "not met" during the previous survey. The agency used a deemed process (CARF) to evaluate and report on the quality outcomes covered under the certification indicators for its CBDS and 24 hour Residential services, as well as the organizational indicators. The scores of the agency's self-assessment and the indicators reviewed by DDS were combined and are reflected in the final outcomes in this report.

Since the last survey, enhancements were made within the residential services in response to recommendations. The agency updated the charges for care letter to include the right to appeal at any point and one individual was supported with appealing the charges. The agency enhanced their process for soliciting individual's feedback regarding new staff at the time of hire and for current staff supporting them on an on-going basis. Individuals in the IHS program stated they felt their opinions regarding staff were heard and valued.

The employment and CBDS program also showed positive outcomes in regards to meeting mandated timelines for submission of information. For instance, the required ISP assessments and objectives were submitted within the required time frames and all incidents were reported when applicable.

Across all service types the locations were clean, well maintained, and had all the required inspections in place. The fire alarm systems were functioning and all individuals were able to evacuate within a timely manner. In addition, all medications were administered by MAP certified staff.

Based on the findings of this report, the agency has earned a Two Year License for Residential and IHS Services and a Two Year License for CBDS and Employment Services with all services receiving a score of 100% with the combined DDS and provider scores. They also received a Two Year Certification for IHS and Employment Services with a score of 100% each. The 24 hour residential and CBDS programs are certified through CARF. The agency's description of its self-assessment process is noted below.

## **Description of Self Assessment Process:**

Attleboro Enterprises, Incorporated (AEI) is a private non-profit organization offering an array of services to high school students and adults with developmental/intellectual disabilities, mental health needs, and who are on the Autism Spectrum. The organization's roots are centered in the Greater Attleboro Area. AEI has residential contracts with the DDS Fall River and Taunton/Attleboro Offices supporting sixteen (16) individuals, and an Individual/Home Supports contract with the Fall River Office supporting four (4) individuals. The DDS Attleboro/Taunton Office also contracts with AEI for Community Based Day Supports and Employment services. In addition to DDS funding, AEI contracts with the Massachusetts Rehabilitation Commission (MRC) for Pre-Employment Training Services, Community Individual Employment Supports, and the Department of Mental Health ACCS job placement collaboration with MRC titled ACCS. AEI also operates two Day Habilitation Programs located in North Attleboro and Mansfield. AEI has a three year CARF Accreditation which expires in January, 2021.

AEI's self-assessment for Community Based Day Services was conducted by the CEO, Director of Day Habilitation, and Director of CBDS. Ten individuals were selected at random with five surveyed in the A Cluster and five in the B Cluster of indicators. AEI's CEO, Director of Employment, and Employment Specialists surveyed all eight individuals currently on the DDS Employment contract. All eight individuals work in fully integrated private sector jobs where supports are provided naturally by the employer. AEI's CEO, Director of Family Services, and House Supervisors surveyed all individuals in the Individual Supports and Twenty-Four Hour Residential Supports contracts.

AEI's Quality Management system garners data from a variety of sources. These sources include but are not limited to: Human Rights Meetings, program participant surveys, family/guardian surveys, previous CARF Accreditation Reports, and previous DDS Licensing and Certification Reports.

AEI's Human Rights Committee is composed of an attorney, physician, two AEI clinicians, two program participants, and a parent of one of the individuals served. Program management and Human Rights Officers function as resources for the Committee, but do not take part in Committee votes. At quarterly meetings, the Committee reviews all DPPC Complaints and ensuing investigative decisions; all HCSIS reports; all behavior plans; any plans or protocols that may place limitations or restrictions on one's rights; responses to restraints; and Medication Treatment Plans.

AEI has outsourced facility maintenance to two contractors, one for residential locations and another for day program facilities. The contractors use an Accreditation Now facility checklist in providing regularly scheduled maintenance to the facilities. The contractors also offer quick response to any required maintenance and repairs issues that arise during program operations. These contractors also complete major renovations to AEI facilities as needed. Some examples of these major renovations are the construction of a targeted support classroom and sensory room in North Attleboro to facilitate the provision of Positive Behavioral Supports; a CBDS classroom offering structured space for developmental and life skills training; and finishing the basement of a home in Swansea to create additional common space for the residents in the home. AEI's Administrative Assistant maintains a Health and Safety Manual that tracks all fire/safety drills; external inspection reports; and all staff trainings and staff status regarding required trainings.

AEI employs three Registered Nurses who are Medication Administration Program trainers, ensuring that staff who administer medications are MAP certified. These RN's also offer retraining to staff if and when medication errors occur. AEI's Residential RN also conducts medical and clinical chart reviews at each residential location. The RN also monitors records to ensure program participants receive annual physical and dental exams; eye exams as needed; any required screenings; and follow up visits to specialists. AEI's Residential clinician is also conducting modified sexuality assessments with each resident in an effort to promote relationships with partners of choice that are mutually consensual.

AEI's Positive Behavioral Supports Leadership Team is headed by AEI's Day Program clinician. The Team

monitors staff training in PBS, created a staff reward system, and is establishing a system to monitor restraint data, universal outcomes, and staff observation data to determine the effectiveness of environmental and behavioral interventions. AEI's Day Program clinician is also a former national trainer in Safety Care, which is required training for staff and emphasizes the use of Positive Behavioral Supports in lieu of restraint.

AEI's Accessibility Committee reviews all AEI facilities to identify accessibility issues, and undertakes advocacy efforts to improve community access and disability awareness in the communities program participants live in. Also to promote accessibility, program participants complete assistive technology assessments in order to identify any adaptive equipment that promotes independence at work, in the community, or at home.

Other sources of information used in the Self-Assessment were feedback from ISP's, comments from program participants and their families/guardians on satisfaction surveys, feedback from house meetings with residents, feedback from community meetings in the CBDS program, the previous CARF Accreditation Report, and the previous DDS Licensing and Certification Report.

AEI's Management Team meets regularly and addresses organization budget and financial issues; progress on completion of AEI's strategic plan; reviews all HCSIS and internal incident reports; feedback from satisfaction surveys; monitors program outcomes in terms of effectiveness and efficiency; monitors access to services for individuals referred to the organization's programs; monitors progress on the Risk Management Plan; and progress on the Technology Plan.

In conducting the Employment and CBDS Survey, indicators L86 and L87 were graded Not Met as only 78% of Progress Summaries had been filed on time in the Virtual Gateway data base. All other indicators were graded Met or Not Rated.

Initial surveys at Residential and Individual Supports had several areas that would have been graded Not Met due to fire extinguishers not having an annual inspection, and Safety Plans not being returned from the Area Office. Both issues were corrected in early November prior to the formal survey, and all indicators were rated Met or Not Rated.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/9	0/9	
<b>Residential and Individual Home Supports</b>	71/71	0/71	
Residential Services Individual Home Supports			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	80/80	0/80	100%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		0	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/9	0/9	
<b>Employment and Day Supports</b>	49/49	0/49	
Community Based Day Services Employment Support Services Center Based Employment			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	58/58	0/58	100%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		0	

## CERTIFICATION FINDINGS

	Reviewed by	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	Provider (also Deemed)	6/6	0/6	
<b>Residential and Individual Home Supports</b>	DDS 3/3 Provider 41/41	44/44	0/44	
Individual Home Supports	DDS 1/1 Provider 21/21	22/22	0/22	
Residential Services	DDS 2/2 Provider 20/20	22/22	0/22	
<b>Total</b>		<b>50/50</b>	<b>0/50</b>	<b>100%</b>
<b>Certified</b>				

	Reviewed By	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	Provider (also Deemed)	6/6	0/6	
<b>Employment and Day Supports</b>	DDS 1/1 Provider 35/35	36/36	0/36	
Community Based Day Services	Provider (also Deemed)	14 /14	0 /14	
Employment Support Services	DDS 1/1 Provider 21/21	22/22	0/22	
<b>Total</b>		<b>42/42</b>	<b>0/42</b>	<b>100%</b>
<b>Certified</b>				



**MASTER SCORE SHEET LICENSURE**

**Organizational: ATTLEBORO ENTERPRISES INC**

Indicator #	Indicator	Reviewed by	Met/Rated	Rating(Met,Not Met,NotRated)
L3	Immediate Action	Provider	-	Met
L4	Action taken	Provider	-	Met
L48	HRC	Provider	-	Met
L65	Restraint report submit	Provider	-	Met
L66	HRC restraint review	Provider	-	Met
L74	Screen employees	Provider	-	Met
L75	Qualified staff	Provider	-	Met
L76	Track trainings	Provider	-	Met
L83	HR training	Provider	-	Met

**Residential and Individual Home Supports:**

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	Provider	-	-			-	-	-	Met
L5	Safety Plan	L	Provider	-	-			-	-	-	Met
R L6	Evacuation	L	DDS	1/1	1/1					2/2	Met
L7	Fire Drills	L	Provider	-	-			-	-	-	Met
L8	Emergency Fact Sheets	I	Provider	-	-			-	-	-	Met
L9	Safe use of equipment	L	Provider	-	-			-	-	-	Met
L10	Reduce risk interventions	I	Provider	-	-			-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
R L11	Required inspections	L	DDS	1/1	1/1					2/2	Met
R L12	Smoke detectors	L	DDS	1/1	1/1					2/2	Met
R L13	Clean location	L	DDS	1/1	1/1					2/2	Met
L14	Site in good repair	L	Provider	-	-			-	-	-	Met
L15	Hot water	L	DDS	1/1	1/1					2/2	Met
L16	Accessibility	L	Provider	-	-			-	-	-	Met
L17	Egress at grade	L	Provider	-	-			-	-	-	Met
L18	Above grade egress	L	Provider	-	-			-	-	-	Met
L20	Exit doors	L	Provider	-	-			-	-	-	Met
L21	Safe electrical equipment	L	Provider	-	-			-	-	-	Met
L22	Well-maintained appliances	L	Provider	-	-			-	-	-	Met
L23	Egress door locks	L	Provider	-	-			-	-	-	Met
L24	Locked door access	L	Provider	-	-			-	-	-	Met
L25	Dangerous substances	L	Provider	-	-			-	-	-	Met
L26	Walkway safety	L	Provider	-	-			-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L28	Flammables	L	Provider	-	-			-	-	-	Met
L29	Rubbish/combustibles	L	Provider	-	-			-	-	-	Met
L30	Protective railings	L	Provider	-	-			-	-	-	Met
L31	Communication method	I	Provider	-	-			-	-	-	Met
L32	Verbal & written	I	Provider	-	-			-	-	-	Met
L33	Physical exam	I	Provider	-	-			-	-	-	Met
L34	Dental exam	I	Provider	-	-			-	-	-	Met
L35	Preventive screenings	I	Provider	-	-			-	-	-	Met
L36	Recommended tests	I	Provider	-	-			-	-	-	Met
L37	Prompt treatment	I	Provider	-	-			-	-	-	Met
R L38	Physician's orders	I	DDS	3/3	1/1					4/4	Met
L39	Dietary requirements	I	Provider	-	-			-	-	-	Met
L40	Nutritional food	L	Provider	-	-			-	-	-	Met
L41	Healthy diet	L	Provider	-	-			-	-	-	Met
L42	Physical activity	L	Provider	-	-			-	-	-	Met
L43	Health Care Record	I	Provider	-	-			-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L44	MAP registration	L	Provider	-	-			-	-	-	Met
L45	Medication storage	L	Provider	-	-			-	-	-	Met
R L46	Med. Administration	I	DDS	3/3	2/2					5/5	Met
L47	Self medication	I	Provider	-	-			-	-	-	Met
L49	Informed of human rights	I	Provider	-	-			-	-	-	Met
L50	Respectful Comm.	L	Provider	-	-			-	-	-	Met
L51	Possessions	I	Provider	-	-			-	-	-	Met
L52	Phone calls	I	Provider	-	-			-	-	-	Met
L53	Visitation	I	Provider	-	-			-	-	-	Met
L54	Privacy	L	Provider	-	-			-	-	-	Met
L55	Informed consent	I	Provider	-	-			-	-	-	Met
L57	Written behavior plans	I	Provider	-	-			-	-	-	Met
L58	Behavior plan component	I	Provider	-	-			-	-	-	Met
L59	Behavior plan review	I	Provider	-	-			-	-	-	Met
L60	Data maintenance	I	Provider	-	-			-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L63	Med. treatment plan form	I	Provider	-	-			-	-	-	Met
L64	Med. treatment plan rev.	I	Provider	-	-			-	-	-	Met
L67	Money mgmt. plan	I	DDS	3/3	2/2					5/5	Met
L68	Funds expenditure	I	Provider	-	-			-	-	-	Met
L70	Charges for care calc.	I	Provider	-	-			-	-	-	Met
L71	Charges for care appeal	I	DDS	3/3	2/2					5/5	Met
L77	Unique needs training	I	Provider	-	-			-	-	-	Met
L78	Restrictive Int. Training	L	Provider	-	-			-	-	-	Met
L79	Restraint training	L	Provider	-	-			-	-	-	Met
L80	Symptoms of illness	L	Provider	-	-			-	-	-	Met
L81	Medical emergency	L	Provider	-	-			-	-	-	Met
L82	Medication admin.	L	DDS	1/1	1/1					2/2	Met
L85	Supervision	L	Provider	-	-			-	-	-	Met
L86	Required assessments	I	Provider	-	-			-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L87	Support strategies	I	Provider	-	-			-	-	-	Met
L88	Strategies implemented	I	Provider	-	-			-	-	-	Met
L90	Personal space/bedroom privacy	I	Provider	-	-			-	-	-	Met
L91	Incident management	L	DDS	1/1	1/1					2/2	Met
<b>#Std. Met/# 71 Indicator</b>										71/71	
<b>Total Score</b>										81/81	
										100%	

**Employment and Day Supports:**

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	Provider	-	-	-	-	Met
L5	Safety Plan	L	Provider	-	-	-	-	Met
<sup>Ⓡ</sup> L6	Evacuation	L	DDS			1/1	1/1	Met
L7	Fire Drills	L	Provider	-	-	-	-	Met
L8	Emergency Fact Sheets	I	Provider	-	-	-	-	Met
L9	Safe use of equipment	L	Provider	-	-	-	-	Met
L10	Reduce risk interventions	I	Provider	-	-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
☞ L11	Required inspections	L	DDS			1/1	1/1	Met
☞ L12	Smoke detectors	L	DDS			1/1	1/1	Met
☞ L13	Clean location	L	DDS			1/1	1/1	Met
L14	Site in good repair	L	Provider	-	-	-	-	Met
L15	Hot water	L	Provider	-	-	-	-	Met
L16	Accessibility	L	Provider	-	-	-	-	Met
L17	Egress at grade	L	Provider	-	-	-	-	Met
L20	Exit doors	L	Provider	-	-	-	-	Met
L21	Safe electrical equipment	L	Provider	-	-	-	-	Met
L22	Well-maintained appliances	L	Provider	-	-	-	-	Met
L25	Dangerous substances	L	Provider	-	-	-	-	Met
L26	Walkway safety	L	Provider	-	-	-	-	Met
L27	Pools, hot tubs, etc.	L	Provider	-	-	-	-	Met
L28	Flammables	L	Provider	-	-	-	-	Met
L29	Rubbish/com bustibles	L	Provider	-	-	-	-	Met
L30	Protective railings	L	Provider	-	-	-	-	Met
L31	Communication method	I	Provider	-	-	-	-	Met
L32	Verbal & written	I	Provider	-	-	-	-	Met
L37	Prompt treatment	I	Provider	-	-	-	-	Met
☞ L38	Physician's orders	I	DDS			3/3	3/3	Met
L39	Dietary requirements	I	Provider	-	-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L44	MAP registration	L	Provider	-	-	-	-	Met
L45	Medication storage	L	Provider	-	-	-	-	Met
Ⓡ L46	Med. Administration	I	DDS			1/1	1/1	Met
L49	Informed of human rights	I	Provider	-	-	-	-	Met
L50	Respectful Comm.	L	Provider	-	-	-	-	Met
L51	Possessions	I	Provider	-	-	-	-	Met
L52	Phone calls	I	Provider	-	-	-	-	Met
L54	Privacy	L	Provider	-	-	-	-	Met
L55	Informed consent	I	Provider	-	-	-	-	Met
L56	Restrictive practices	I	Provider	-	-	-	-	Met
L77	Unique needs training	I	Provider	-	-	-	-	Met
L78	Restrictive Int. Training	L	Provider	-	-	-	-	Met
L79	Restraint training	L	Provider	-	-	-	-	Met
L80	Symptoms of illness	L	Provider	-	-	-	-	Met
L81	Medical emergency	L	Provider	-	-	-	-	Met
Ⓡ L82	Medication admin.	L	DDS			1/1	1/1	Met
L85	Supervision	L	Provider	-	-	-	-	Met
L86	Required assessments	I	DDS	2/3		3/3	5/6	Met (83.33 %)
L87	Support strategies	I	DDS	2/3		3/3	5/6	Met (83.33 %)
L88	Strategies implemented	I	Provider	-	-	-	-	Met



Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L91	Incident management	L	DDS	1/1		1/1	2/2	Met
<b>#Std. Met/# 49 Indicator</b>							<b>49/49</b>	
<b>Total Score</b>							<b>59/59</b>	
							<b>100%</b>	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C1	Provider data collection	Provider	-	Met
C2	Data analysis	Provider	-	Met
C3	Service satisfaction	Provider	-	Met
C4	Utilizes input from stakeholders	Provider	-	Met
C5	Measure progress	Provider	-	Met
C6	Future directions planning	Provider	-	Met

### Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C13	Skills to maximize independence	Provider	-	Met
C37	Interpersonal skills for work	Provider	-	Met
C40	Community involvement interest	Provider	-	Met
C41	Activities participation	Provider	-	Met
C42	Connection to others	Provider	-	Met
C43	Maintain & enhance relationship	Provider	-	Met

### Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C44	Job exploration	Provider	-	<b>Met</b>
C45	Revisit decisions	Provider	-	<b>Met</b>
C46	Use of generic resources	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>
C54	Assistive technology	Provider	-	<b>Met</b>

### Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>
C22	Explore job interests	Provider	-	<b>Met</b>
C23	Assess skills & training needs	Provider	-	<b>Met</b>
C24	Job goals & support needs plan	Provider	-	<b>Met</b>
C25	Skill development	Provider	-	<b>Met</b>
C26	Benefits analysis	Provider	-	<b>Met</b>
C27	Job benefit education	Provider	-	<b>Met</b>
C28	Relationships w/businesses	Provider	-	<b>Met</b>
C29	Support to obtain employment	Provider	-	<b>Met</b>
C30	Work in integrated settings	Provider	-	<b>Met</b>
C31	Job accommodations	Provider	-	<b>Met</b>
C32	At least minimum wages earned	Provider	-	<b>Met</b>
C33	Employee benefits explained	Provider	-	<b>Met</b>
C34	Support to promote success	Provider	-	<b>Met</b>
C35	Feedback on job performance	Provider	-	<b>Met</b>
C36	Supports to enhance retention	Provider	-	<b>Met</b>

## Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C37	Interpersonal skills for work	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C50	Involvement/ part of the Workplace culture	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>
C54	Assistive technology	DDS	1/1	<b>Met</b>

## Individual Home Supports

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	DDS	2/2	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>
C9	Personal relationships	Provider	-	<b>Met</b>
C10	Social skill development	Provider	-	<b>Met</b>
C11	Get together w/family & friends	Provider	-	<b>Met</b>
C12	Intimacy	Provider	-	<b>Met</b>
C13	Skills to maximize independence	Provider	-	<b>Met</b>
C14	Choices in routines & schedules	Provider	-	<b>Met</b>
C15	Personalize living space	Provider	-	<b>Met</b>
C16	Explore interests	Provider	-	<b>Met</b>
C17	Community activities	Provider	-	<b>Met</b>
C18	Purchase personal belongings	Provider	-	<b>Met</b>
C19	Knowledgeable decisions	Provider	-	<b>Met</b>
C20	Emergency back-up plans	Provider	-	<b>Met</b>
C21	Coordinate outreach	Provider	-	<b>Met</b>
C46	Use of generic resources	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C48	Neighborhood connections	Provider	-	<b>Met</b>
C49	Physical setting is consistent	Provider	-	<b>Met</b>

### Individual Home Supports

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>
C52	Leisure activities and free-time choices /control	Provider	-	<b>Met</b>
C53	Food/ dining choices	Provider	-	<b>Met</b>
C54	Assistive technology	Provider	-	<b>Met</b>

### Residential Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	DDS	3/3	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>
C9	Personal relationships	Provider	-	<b>Met</b>
C10	Social skill development	Provider	-	<b>Met</b>
C11	Get together w/family & friends	Provider	-	<b>Met</b>
C12	Intimacy	Provider	-	<b>Met</b>
C13	Skills to maximize independence	Provider	-	<b>Met</b>
C14	Choices in routines & schedules	Provider	-	<b>Met</b>
C15	Personalize living space	Provider	-	<b>Met</b>
C16	Explore interests	Provider	-	<b>Met</b>
C17	Community activities	Provider	-	<b>Met</b>
C18	Purchase personal belongings	Provider	-	<b>Met</b>
C19	Knowledgeable decisions	Provider	-	<b>Met</b>
C20	Emergency back-up plans	Provider	-	<b>Met</b>
C46	Use of generic resources	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C48	Neighborhood connections	Provider	-	<b>Met</b>
C49	Physical setting is consistent	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>
C52	Leisure activities and free-time choices /control	Provider	-	<b>Met</b>

## Residential Services

<b>Indicator #</b>	<b>Indicator</b>	<b>Reviewed By</b>	<b>Met/Rated</b>	<b>Rating</b>
C53	Food/ dining choices	Provider	-	<b>Met</b>
C54	Assistive technology	DDS	2/2	<b>Met</b>