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|  |  | |  | | --- | | **SUMMARY OF OVERALL FINDINGS** | |  |  |
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|  | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  |  |  |  |  |  | |  | |  | | --- | | **Provider** | |  | |  | | --- | | BEAVERBROOK STEP INC | |  |  | |  |  |  |  |  |  | |  | |  | | --- | | **Review Dates** | |  | |  | | --- | | 7/13/2021 - 7/19/2021 | |  |  | |  |  |  |  |  |  | |  | |  | | --- | | **Service Enhancement  Meeting Date** | |  | |  | | --- | | 8/2/2021 | |  |  | |  |  |  |  |  | |  |  |  |  |  |  | |  | |  | | --- | | **Survey Team** | |  | |  | | --- | | Mark Boghoian | | Leslie Hayes (TL) | | Margareth Larrieux | | Lisa MacPhail | | Raymond Edi-Osagie | | |  | |  |  |  |  | |  |  |  |  |  |  | |  | |  | | --- | | **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** | 9 location(s) 9 audit (s) | Full Review | 81/84 2 Year License 08/02/2021 - 08/02/2023 |  | 37 / 37 Certified 08/02/2021 - 08/02/2023 | | Residential Services | 6 location(s) 6 audit (s) |  |  | Full Review | 15 / 15 | | Individual Home Supports | 3 location(s) 3 audit (s) |  |  | Full Review | 16 / 16 | | 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** | 4 location(s) 15 audit (s) | Full Review | 58/59 2 Year License 08/02/2021 - 08/02/2023 |  | 35 / 35 Certified 08/02/2021 - 08/02/2023 | | Community Based Day Services | 3 location(s) 9 audit (s) |  |  | Full Review | 9 / 9 | | Employment Support Services | 1 location(s) 6 audit (s) |  |  | Full Review | 20 / 20 | | Planning and Quality Management (For all service groupings) |  |  |  | Full Review | 6 / 6 | |  | |

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|  | |  | | --- | | **EXECUTIVE SUMMARY :** | |  |  |
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|  | |  | | --- | | Founded in 1973, Beaverbrook Step Inc. is a human service agency that provides services to adults with Developmental, and Intellectual Disabilities, Autism, Brain Injuries, Alzheimer's disease, as well as people with physical, Mental, and Behavioral health challenges. The agency's array of services includes 24-hour Residential Services, Individual Home Supports, Employment, and Community-Based Day Supports. The agency also provides Corporate Guardianship Services and ABA (Applied Behavioral Analysis) specific to people's needs.   This 2021 Department of Developmental Services (DDS) full Licensing and Certification Review was conducted by the Office of Quality Enhancement. The scope of the review covered the agency's organizational systems, 24/7 residential homes, individual support, and placement homes, as well as its employment and day support services. It was performed utilizing a virtual platform as well as electronic document sharing. BSTEP is one of the first agencies to undergo a licensing and certification review since the return to QE surveying which was suspended due to the Covid-19 pandemic.   Organizationally, all critical indicators were met across the various services. Beaverbrook STEP demonstrated having good systems for ensuring that allegations of abuse and/or neglect were reported as mandated by regulation, as well as follow up to ensure that any required actions or issues were addressed promptly. The agency also had a robust Strategic Planning process and gathered information from stakeholders regarding satisfaction with services; it used this information to make program changes and other decisions aimed at ensuring quality outcomes for individuals. Despite the difficulties presented by the pandemic, BSTEP was able to offer continuity with its Human Rights Committee. The Committee was effective as it continued to meet regularly to review all required matters.  The licensing and certification review resulted in findings that showed the agency's effectiveness in many support areas. Regarding licensure, staff across all service types demonstrated a deep knowledge of the individuals they served and were able to discuss individual's needs, preferences, and circumstances in depth. Daily programming was tailored to individual's needs and interests, and goals and objectives were personalized, consistently implemented, and tracked. In the area of health care, Health Care Records and Medication Treatment Plans were well-maintained and accurate. Medication administration, medical follow-up; medical treatments; and treatment protocols were also well documented, implemented, and tracked with data.  In regard to certification, BSTEP continued to provide opportunities for people to be active and engaged despite the restrictions imposed during the COVID 19 pandemic. The tracking of individual's satisfaction with services was well evidenced across all service types, with information gathered regularly and used to shape service delivery. Individuals had consistent input in the hiring and evaluation of staff. The agency strongly supported the building and maintenance of personal relationships for individuals across settings, assisting them to learn and use technology to maintain contact with friends, family members, and day service programs. Within residential, staff supported each person as a unique individual, based on assessments of their needs, interest, and preferences. Assessments were meaningful "living documents" updated regularly to reflect changes and growth.   In Employment / Day services, assessments were comprehensive and person-centered. Technology was used as a tool for career exploration. Individuals in the CBDS program were assessed for work interest and supported to explore job interests and goals as well as to strengthen and maintain social skills. In Employment, individuals were supported to find and maintain jobs that were relevant to their interests and skills. The level of job coaching was tailored to individual needs and was faded as necessary.   The survey revealed a few licensure areas within the Residential / Individual Home service grouping where additional attention is needed. The agency needs to ensure that water temperature across all programs is maintained to be within the required range. As was also noted, the agency needs to ensure that Support Strategies for ISP meetings, as well as incidents are submitted within the required timeframes.   Beaverbrook STEP will receive a Two-Year License for its Residential/ Individual Home Supports service grouping with 96% of Licensure indicators being Met. The agency's Employment and Day Supports Service Grouping will also receive a Two-Year license with 98% of licensing indicators being Met. The agency is also Certified for its Residential/ Individual Home Supports and Employment and Day Supports with 100% indicators "Met" in each service grouping. As a result of these scores, Beaverbrook Step will perform its own follow-up for the licensing indicators that were "Not Met" and submit its findings to the DDS office of Quality Enhancement within 60 days of the Service Enhancement Meeting (SEM). | | |  |

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|  | |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | |  |  |  | | |  | | --- | | **LICENSURE FINDINGS** | | |  |  |  | |  | |  |  |  | | |  |  |  |  | | --- | --- | --- | --- | |  | **Met / Rated** | **Not Met / Rated** | **% Met** | | **Organizational** | **10/10** | **0/10** |  | | **Residential and Individual Home Supports** | **71/74** | **3/74** |  | | Residential Services  Individual Home Supports |  |  |  | | **Critical Indicators** | **8/8** | **0/8** |  | | **Total** | **81/84** | **3/84** | **96%** | | **2 Year License** |  |  |  | | **# indicators for 60 Day Follow-up** |  | **3** |  | |  | |  | |  |  |  |  | | --- | --- | --- | --- | |  | **Met / Rated** | **Not Met / Rated** | **% Met** | | **Organizational** | **10/10** | **0/10** |  | | **Employment and Day Supports** | **48/49** | **1/49** |  | | Community Based Day Services  Employment Support Services |  |  |  | | **Critical Indicators** | **8/8** | **0/8** |  | | **Total** | **58/59** | **1/59** | **98%** | | **2 Year License** |  |  |  | | **# indicators for 60 Day Follow-up** |  | **1** |  | | |  | |  |  |  | |  |
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|  | |  | | --- | |  | | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  |  |  | | |  | |  | **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 two out of seven locations, water temperature measured outside of the required range of 110 to 120 degrees (112 shower). The agency needs to ensure that water temperatures at all locations is maintained to be within the required range. | |  | L87 | | | Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP. | For two of nine individuals, Support Strategies for the ISP were not submitted at least 15 days prior to the ISP. The agency needs to ensure that Support Strategies are submitted to DDS at least 15 days before the scheduled ISP meeting. | |  | L91 | | | Incidents are reported and reviewed as mandated by regulation. | At four of nine sites, incidents were reported and/or finalized outside of the required timelines. The agency must adhere to the HCSIS timelines for incident reporting and finalization. | | |  | | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  |  |  | | |  | |  | **Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:** |  |  | | | |  | **Indicator #** | | | **Indicator** | **Area Needing Improvement** | |  | L87 | | | Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP. | For four of fifteen individuals, Support Strategies for the ISP were not submitted at least 15 days prior to the ISP. The agency needs to ensure that Support Strategies are submitted to DDS at least 15 days before scheduled ISP meetings. | | |  |

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|  | |  |  |  |  | | --- | --- | --- | --- | |  | **Met / Rated** | **Not Met / Rated** | **% Met** | | **Certification - Planning and Quality Management** | **6/6** | **0/6** |  | | **Residential and Individual Home Supports** | **31/31** | **0/31** |  | | Individual Home Supports | 16/16 | 0/16 |  | | Residential Services | 15/15 | 0/15 |  | | **TOTAL** | **37/37** | **0/37** | **100%** | | **Certified** |  |  |  | | | | |  | |  |  |  |  | | --- | --- | --- | --- | |  | **Met / Rated** | **Not Met / Rated** | **% Met** | | **Certification - Planning and Quality Management** | **6/6** | **0/6** |  | | **Employment and Day Supports** | **29/29** | **0/29** |  | | Community Based Day Services | 9/9 | 0/9 |  | | Employment Support Services | 20/20 | 0/20 |  | | **TOTAL** | **35/35** | **0/35** | **100%** | | **Certified** |  |  |  | |  |  |
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|  | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | **Residential Services Commendations on Standards Met:** |  |  | | | |  | **Indicator #** | | | **Indicator** | **Commendations** | |  | C51 | | | Staff (Home Providers) are knowledgeable about individuals' satisfaction with services and supports and support individuals to make changes as desired. | The CBDS program at Beaverbrook STEP worked collaboratively with one of their individuals on her move from living with her family to an IHS placement with less than 24 hours of support. The CBDS program went above and beyond to ensure that the individual was successful in moving to an apartment. They met regularly with the IHS team and the individual throughout her transition to the apartment and thereafter during the summer of 2020. The CBDS team continues to work collaboratively with the IHS supports team to ensure that the individual remains successful in her IHS placement and in the CBDS program. | |  |  | | |  |  | |  | **Employment Support Services Commendations on Standards Met:** |  |  | | | |  | **Indicator #** | | | **Indicator** | **Commendations** | |  | C23 | | | Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment. | Employment staff supported individuals to continue to obtain and maintain jobs during the thick of the pandemic, thus avoiding long layoffs for some. The new jobs people found truly suited their skills and work goals despite the prevailing challenges. | |  |  | | |  |  | |  |  |  | | | |  |

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|  | |  | | --- | | **Organizational: BEAVERBROOK STEP INC** | |  | | |  |  |
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|  | |  | | --- | | **Residential and Individual Home Supports:** | | | | |  |  |  |  |
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Sup.** | **ABI-MFP Place.** | **Total Met/Rated** | **Rating** | |  | L1 | Abuse/neglect training | I | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L5 | Safety Plan | L | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | | O | L6 | Evacuation | L | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L7 | Fire Drills | L | 6/6 |  |  |  |  |  | **6/6** | **Met** | |  | L8 | Emergency Fact Sheets | I | 5/6 | 3/3 |  |  |  |  | **8/9** | **Met (88.89 %)** | |  | L9 (07/21) | Safe use of equipment | I | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L10 | Reduce risk interventions | I | 1/1 |  |  |  |  |  | **1/1** | **Met** | | O | L11 | Required inspections | L | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | | O | L12 | Smoke detectors | L | 5/6 | 3/3 |  |  |  |  | **8/9** | **Met (88.89 %)** | | O | L13 | Clean location | L | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | |  | L14 | Site in good repair | L | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | |  | L15 | Hot water | L | 4/6 | 1/1 |  |  |  |  | **5/7** | **Not Met (71.43 %)** | |  | L16 | Accessibility | L | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | |  | L17 | Egress at grade | L | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | |  | L18 | Above grade egress | L | 5/5 |  |  |  |  |  | **5/5** | **Met** | |  | L19 | Bedroom location | L | 5/5 |  |  |  |  |  | **5/5** | **Met** | |  | L20 | Exit doors | L | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | |  | L21 | Safe electrical equipment | L | 5/6 | 1/1 |  |  |  |  | **6/7** | **Met (85.71 %)** | |  | L22 | Well-maintained appliances | L | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | |  | L23 | Egress door locks | L | 3/3 |  |  |  |  |  | **3/3** | **Met** | |  | L24 | Locked door access | L | 6/6 |  |  |  |  |  | **6/6** | **Met** | |  | L25 | Dangerous substances | L | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | |  | L26 | Walkway safety | L | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | |  | L27 | Pools, hot tubs, etc. | L | 2/2 |  |  |  |  |  | **2/2** | **Met** | |  | L28 | Flammables | L | 5/5 | 1/1 |  |  |  |  | **6/6** | **Met** | |  | L29 | Rubbish/combustibles | L | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | |  | L30 | Protective railings | L | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | |  | L31 | Communication method | I | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L32 | Verbal & written | I | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L33 | Physical exam | I | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L34 | Dental exam | I | 6/6 | 2/2 |  |  |  |  | **8/8** | **Met** | |  | L35 | Preventive screenings | I | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L36 | Recommended tests | I | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L37 | Prompt treatment | I | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | | O | L38 | Physician's orders | I | 4/4 | 2/2 |  |  |  |  | **6/6** | **Met** | |  | L39 | Dietary requirements | I | 2/2 | 1/1 |  |  |  |  | **3/3** | **Met** | |  | L40 | Nutritional food | L | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | |  | L41 | Healthy diet | L | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L42 | Physical activity | L | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L43 | Health Care Record | I | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L44 | MAP registration | L | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | |  | L45 | Medication storage | L | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | | O | L46 | Med. Administration | I | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | |  | L47 | Self medication | I | 2/2 | 3/3 |  |  |  |  | **5/5** | **Met** | |  | L49 | Informed of human rights | I | 5/5 | 3/3 |  |  |  |  | **8/8** | **Met** | |  | L50 (07/21) | Respectful Comm. | I | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L51 | Possessions | I | 5/6 | 3/3 |  |  |  |  | **8/9** | **Met (88.89 %)** | |  | L52 | Phone calls | I | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L53 | Visitation | I | 5/5 | 2/2 |  |  |  |  | **7/7** | **Met** | |  | L54 (07/21) | Privacy | I | 5/6 | 3/3 |  |  |  |  | **8/9** | **Met (88.89 %)** | |  | L55 | Informed consent | I | 1/1 |  |  |  |  |  | **1/1** | **Met** | |  | L56 | Restrictive practices | I | 4/4 |  |  |  |  |  | **4/4** | **Met** | |  | L61 | Health protection in ISP | I | 3/3 | 1/1 |  |  |  |  | **4/4** | **Met** | |  | L62 | Health protection review | I | 3/3 | 1/1 |  |  |  |  | **4/4** | **Met** | |  | L63 | Med. treatment plan form | I | 5/6 | 2/2 |  |  |  |  | **7/8** | **Met (87.50 %)** | |  | L64 | Med. treatment plan rev. | I | 5/6 | 2/2 |  |  |  |  | **7/8** | **Met (87.50 %)** | |  | L67 | Money mgmt. plan | I | 5/6 | 2/2 |  |  |  |  | **7/8** | **Met (87.50 %)** | |  | L68 | Funds expenditure | I | 6/6 | 2/2 |  |  |  |  | **8/8** | **Met** | |  | L69 | Expenditure tracking | I | 6/6 | 2/2 |  |  |  |  | **8/8** | **Met** | |  | L70 | Charges for care calc. | I | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | |  | L71 | Charges for care appeal | I | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | |  | L77 | Unique needs training | I | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L78 | Restrictive Int. Training | L | 3/3 |  |  |  |  |  | **3/3** | **Met** | |  | L79 | Restraint training | L | 3/3 | 1/1 |  |  |  |  | **4/4** | **Met** | |  | L80 | Symptoms of illness | L | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L81 | Medical emergency | L | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | | O | L82 | Medication admin. | L | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** | |  | L84 | Health protect. Training | I | 4/4 | 1/1 |  |  |  |  | **5/5** | **Met** | |  | L85 | Supervision | L | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L86 | Required assessments | I | 4/4 | 2/3 |  |  |  |  | **6/7** | **Met (85.71 %)** | |  | L87 | Support strategies | I | 5/6 | 2/3 |  |  |  |  | **7/9** | **Not Met (77.78 %)** | |  | L88 | Strategies implemented | I | 5/6 | 3/3 |  |  |  |  | **8/9** | **Met (88.89 %)** | |  | L90 | Personal space/ bedroom privacy | I | 6/6 | 3/3 |  |  |  |  | **9/9** | **Met** | |  | L91 | Incident management | L | 2/6 | 3/3 |  |  |  |  | **5/9** | **Not Met (55.56 %)** | |  | **#Std. Met/# 74 Indicator** |  |  |  |  |  |  |  |  | **71/74** |  | |  | **Total Score** |  |  |  |  |  |  |  |  | **81/84** |  | |  |  |  |  |  |  |  |  |  |  | **96.43%** |  | |  |  |  | | | |  |
|  |  | | | |  |  |  |  |
|  | |  | | --- | | **Employment and Day Supports:** | | | | |  |  |  |  |
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|  | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Ind. #** | **Ind.** | **Loc. or Indiv.** | **Emp. Sup.** | **Cent. Based Work** | **Com. Based Day** | **Total Met / Rated** | **Rating** | |  | L1 | Abuse/neglect training | I | 6/6 |  | 9/9 | **15/15** | **Met** | |  | L5 | Safety Plan | L |  |  | 3/3 | **3/3** | **Met** | | O | L6 | Evacuation | L |  |  | 3/3 | **3/3** | **Met** | |  | L7 | Fire Drills | L |  |  | 3/3 | **3/3** | **Met** | |  | L8 | Emergency Fact Sheets | I | 6/6 |  | 9/9 | **15/15** | **Met** | |  | L9 (07/21) | Safe use of equipment | I | 6/6 |  | 9/9 | **15/15** | **Met** | | O | L11 | Required inspections | L |  |  | 3/3 | **3/3** | **Met** | | O | L12 | Smoke detectors | L |  |  | 3/3 | **3/3** | **Met** | | O | L13 | Clean location | L |  |  | 3/3 | **3/3** | **Met** | |  | L14 | Site in good repair | L |  |  | 2/2 | **2/2** | **Met** | |  | L15 | Hot water | L |  |  | 3/3 | **3/3** | **Met** | |  | L16 | Accessibility | L |  |  | 3/3 | **3/3** | **Met** | |  | L17 | Egress at grade | L |  |  | 3/3 | **3/3** | **Met** | |  | L18 | Above grade egress | L |  |  | 1/1 | **1/1** | **Met** | |  | L20 | Exit doors | L |  |  | 3/3 | **3/3** | **Met** | |  | L21 | Safe electrical equipment | L |  |  | 3/3 | **3/3** | **Met** | |  | L22 | Well-maintained appliances | L |  |  | 3/3 | **3/3** | **Met** | |  | L25 | Dangerous substances | L |  |  | 3/3 | **3/3** | **Met** | |  | L26 | Walkway safety | L |  |  | 3/3 | **3/3** | **Met** | |  | L28 | Flammables | L |  |  | 2/2 | **2/2** | **Met** | |  | L29 | Rubbish/combustibles | L |  |  | 3/3 | **3/3** | **Met** | |  | L30 | Protective railings | L |  |  | 1/1 | **1/1** | **Met** | |  | L31 | Communication method | I | 6/6 |  | 9/9 | **15/15** | **Met** | |  | L32 | Verbal & written | I | 6/6 |  | 9/9 | **15/15** | **Met** | |  | L37 | Prompt treatment | I | 4/4 |  | 6/6 | **10/10** | **Met** | | O | L38 | Physician's orders | I | 1/1 |  | 2/2 | **3/3** | **Met** | |  | L39 | Dietary requirements | I |  |  | 1/1 | **1/1** | **Met** | |  | L44 | MAP registration | L |  |  | 3/3 | **3/3** | **Met** | |  | L45 | Medication storage | L |  |  | 2/2 | **2/2** | **Met** | | O | L46 | Med. Administration | I |  |  | 2/2 | **2/2** | **Met** | |  | L49 | Informed of human rights | I | 6/6 |  | 9/9 | **15/15** | **Met** | |  | L50 (07/21) | Respectful Comm. | I | 6/6 |  | 9/9 | **15/15** | **Met** | |  | L51 | Possessions | I | 6/6 |  | 9/9 | **15/15** | **Met** | |  | L52 | Phone calls | I | 6/6 |  | 9/9 | **15/15** | **Met** | |  | L54 (07/21) | Privacy | I | 6/6 |  | 9/9 | **15/15** | **Met** | |  | L55 | Informed consent | I |  |  | 1/1 | **1/1** | **Met** | |  | L61 | Health protection in ISP | I |  |  | 3/3 | **3/3** | **Met** | |  | L62 | Health protection review | I |  |  | 3/3 | **3/3** | **Met** | |  | L77 | Unique needs training | I | 6/6 |  | 9/9 | **15/15** | **Met** | |  | L79 | Restraint training | L |  |  | 1/1 | **1/1** | **Met** | |  | L80 | Symptoms of illness | L |  |  | 3/3 | **3/3** | **Met** | |  | L81 | Medical emergency | L |  |  | 3/3 | **3/3** | **Met** | | O | L82 | Medication admin. | L |  |  | 2/2 | **2/2** | **Met** | |  | L84 | Health protect. Training | I |  |  | 3/3 | **3/3** | **Met** | |  | L85 | Supervision | L |  |  | 3/3 | **3/3** | **Met** | |  | L86 | Required assessments | I | 4/6 |  | 8/9 | **12/15** | **Met (80.0 %)** | |  | L87 | Support strategies | I | 4/6 |  | 7/9 | **11/15** | **Not Met (73.33 %)** | |  | L88 | Strategies implemented | I | 6/6 |  | 8/8 | **14/14** | **Met** | |  | L91 | Incident management | L | 1/1 |  | 3/3 | **4/4** | **Met** | |  | **#Std. Met/# 49 Indicator** |  |  |  |  |  | **48/49** |  | |  | **Total Score** |  |  |  |  |  | **58/59** |  | |  |  |  |  |  |  |  | **98.31%** |  | |  |  |  | | | |  |
|  |  | | | |  |  |  |  |
|  | |  | | --- | | **MASTER SCORE SHEET CERTIFICATION** | |  | | | |  |  |  |
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|  | |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | |  | **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** | |  |  | | | |  |  |  | |  |  |  | | | |  |
|  |  | | | |  |  |  |  |
|  | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Community Based Day Services** |  |  |  | | | | | **Indicator #** | | | | **Indicator** | **Met/Rated** | **Rating** | | C7 | | | | Feedback on staff / care provider performance | 9/9 | **Met** | | C8 | | | | Family/guardian communication | 9/9 | **Met** | | C13 | | | | Skills to maximize independence | 9/9 | **Met** | | C20 (07/21) | | | | Emergency back-up plans | 9/9 | **Met** | | C37 | | | | Interpersonal skills for work | 8/8 | **Met** | | C38 (07/21) | | | | Habilitative & behavioral goals | 5/5 | **Met** | | C39 (07/21) | | | | Support needs for employment | 5/5 | **Met** | | C51 | | | | Ongoing satisfaction with services/ supports | 9/9 | **Met** | | C54 | | | | Assistive technology | 8/8 | **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** | | C20 (07/21) | | | | Emergency back-up plans | 6/6 | **Met** | | C22 | | | | Explore job interests | 6/6 | **Met** | | C23 | | | | Assess skills & training needs | 6/6 | **Met** | | C24 | | | | Job goals & support needs plan | 6/6 | **Met** | | C25 | | | | Skill development | 6/6 | **Met** | | C26 | | | | Benefits analysis | 6/6 | **Met** | | C27 | | | | Job benefit education | 6/6 | **Met** | | C29 | | | | Support to obtain employment | 6/6 | **Met** | | C30 | | | | Work in integrated settings | 6/6 | **Met** | | C31 | | | | Job accommodations | 3/3 | **Met** | | C32 | | | | At least minimum wages earned | 4/4 | **Met** | | C33 | | | | Employee benefits explained | 6/6 | **Met** | | C34 | | | | Support to promote success | 6/6 | **Met** | | C35 | | | | Feedback on job performance | 6/6 | **Met** | | C36 | | | | Supports to enhance retention | 6/6 | **Met** | | C37 | | | | Interpersonal skills for work | 6/6 | **Met** | | C51 | | | | Ongoing satisfaction with services/ supports | 6/6 | **Met** | | C54 | | | | Assistive technology | 6/6 | **Met** | | **Individual Home Supports** |  |  |  | | | | | **Indicator #** | | | | **Indicator** | **Met/Rated** | **Rating** | | C7 | | | | Feedback on staff / care provider performance | 3/3 | **Met** | | C8 | | | | Family/guardian communication | 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** | | C18 | | | | Purchase personal belongings | 3/3 | **Met** | | C19 | | | | Knowledgeable decisions | 3/3 | **Met** | | C20 (07/21) | | | | Emergency back-up plans | 3/3 | **Met** | | C21 | | | | Coordinate outreach | 1/1 | **Met** | | 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** | | C54 | | | | Assistive technology | 3/3 | **Met** | | **Residential Services** |  |  |  | | | | | **Indicator #** | | | | **Indicator** | **Met/Rated** | **Rating** | | C7 | | | | Feedback on staff / care provider performance | 6/6 | **Met** | | C8 | | | | Family/guardian communication | 6/6 | **Met** | | C10 | | | | Social skill development | 6/6 | **Met** | | C11 | | | | Get together w/family & friends | 5/5 | **Met** | | C12 | | | | Intimacy | 5/6 | **Met (83.33 %)** | | C13 | | | | Skills to maximize independence | 6/6 | **Met** | | C14 | | | | Choices in routines & schedules | 6/6 | **Met** | | C15 | | | | Personalize living space | 6/6 | **Met** | | C18 | | | | Purchase personal belongings | 6/6 | **Met** | | C19 | | | | Knowledgeable decisions | 6/6 | **Met** | | C20 (07/21) | | | | Emergency back-up plans | 6/6 | **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** | | C54 | | | | Assistive technology | 6/6 | **Met** | |  | | | |  |  |  | |  |  | | | |  |  |