



**PROVIDER REPORT
FOR
BEHAVIORAL ASSOCIATES
OF MASS
20 Townsend Road, Unit 6
Attleboro, MA 02703**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	BEHAVIORAL ASSOCIATES OF MASS
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Review Dates	11/28/2023 - 12/4/2023
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Service Enhancement Meeting Date	12/18/2023
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Survey Team	Scott Nolan Kayla Condon William Muguro (TL)
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Citizen Volunteers	
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Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	2 location(s) 6 audit (s)	Full Review	77/85 2 Year License 12/18/2023 - 12/18/2025		25 / 26 Certified 12/18/2023 - 12/18/2025
Residential Services	2 location(s) 6 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) 7 audit (s)	Full Review	50/60 Defer Licensure		35 / 42 Certified
Community Based Day Services	1 location(s) 5 audit (s)			Full Review	14 / 15
Employment Support Services	1 location(s) 2 audit (s)			Full Review	15 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Behavioral Associates of Massachusetts, also known as the Halcyon Center, is a non-profit human service agency that has provided supports since 1986 to individuals in the greater Attleboro region. It is a part of The Groden Network, which is based in Rhode Island. Within Massachusetts the agency provides 24-hour residential services, community-based day services, employment services, and day habilitation service

The scope of this survey consisted of a full Licensure and Certification review of the Residential, Employment, and Community Based Day Services, completed by the DDS's Office of Quality Enhancement (OQE).

In the organizational domain, the agency demonstrated improvement in its monitoring systems in following up on allegations of abuse/neglect by taking immediate action and following up on action plans to ensure the health and safety of individuals. The agency had an effective staff training systems that ensured that their staff received all mandated trainings, and all licensed employee's credentials were appropriate and current.

Within licensing, the domain of personal and environmental safety, all required inspections for residential locations were current, smoke and carbon monoxide detectors were operational, and all locations were well maintained. For example, one home had a refurbished kitchen, all new flooring throughout the home and a cement walkway was installed to provide safe egress from the bedrooms in the finished basement. Fire drills were conducted as outlined in the Safety Plan and individuals' safely evacuated within required time limits.

In the health domain, individuals were supported to maintain good health by attending annual exams and seeing specialists such as neurologist, ophthalmologist, and dermatologist, to treat unique medical conditions. Staff were trained and knowledgeable of health treatment protocols. Medications were administered by MAP certified staff in accordance with doctor's orders.

In human rights, individuals were treated with respect and supported to learn about their human rights. Rights protections were in place for individuals requiring these for safety. Individuals were treated in a respectful manner. For example, individuals talked with family members in a private area such as their bedrooms.

For the certification indicators, Agency staff frequently communicated with guardians and families regarding regular updates and emerging issues, individuals were supported to develop skills that would allow for maximum independence during routines, some examples included encouraging individuals to pick up their own clothes, doing their own laundry, cleaning and organizing their bedrooms, other examples included supporting individuals to make themselves a cup of coffee on the microwave, one individual was supported to keep a calendar to track his medical appointments. Staff supported individuals to participate in choice making during their weekly house meetings and individuals are able to visit with their family and friends as they choose, community activities were offered to individuals which allowed them to connect with others in the community, such as local YWMCA, bowling, local parks, and zoos.

Within CBDS and Employment services licensing indicators, the location was clean, secure, and well maintained, the agency took action where deficiencies were identified, for example, deficiencies in the sprinkler system were rectified promptly. In the area of medical care, the agency followed MAP guidelines as required, and in the area of finances there were systems of recording and tracking of individual finances.

Specifically In CBDS services, individuals were provided with opportunities to provide feedback at the time of hire and on an ongoing basis on the performance of staff that supports them, there were opportunities for communication between guardians, family members, and staff on a regular basis. For both CBDS and Employment services, written and oral communication with, and about

individuals was respectful, individuals had privacy when taking care of personal needs and discussing personal matters. Individuals and guardians had been informed of their human rights and knew how to file a grievance or knew who to talk to if they had a concern.

While there were many areas of strength found during the survey, there were some licensure and certification areas that would benefit from additional attention.

Organizationally, the agency could benefit by ensuring that Human Rights Committee members are attending meetings regularly, and that no voting members have a financial conflict.

In the residential services for licensing, the agency should strengthen their process to make sure that required assessments and support strategies are submitted within required timelines. In the area of finances, the agency would do well to develop a tracking system to ensure that all individuals/guardians receive a Charges of Care Letter which includes who to contact for appeal. Money management plans also require attention to ensure that there is guardian agreement during the ISP process.

In CBDS and Employment, ensuring timeliness for assessments and goals need to be reviewed to insert a process that supports meeting timeline submissions as required. In CBDS the agency needs to improve upon and expand their current system to verify healthcare provider orders and treatment protocols for individuals that requires them are present, and that staff are aware and trained in such treatment protocols. Money management plans are also an area needing improvement by ensuring that guardians are providing consent at the time of the ISP.

In certification for CBDS, individuals could be supported more in learning and accessing the use of generic resources such as banks and other resources. In Employment Supportive Services, individuals need to be supported to obtain employment of their own interest and have a plan in place with goals along with supportive strategies.

Based on the findings of this report, Behavioral Associates of Massachusetts has earned a two-year license for its residential supports with 91% of all licensing indicators receiving a score of met, the agency will conduct their own review of all licensing indicators not met in their residential services and submit to the OQE in 60 days. The licensing for CBDS and Employment services are differed as a result of not achieving a met in one critical indicator, pending the results of a successful follow up review in 60 days, the agency will be granted a two year license with a mid-cycle review of CBDS and Employment services.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/10	3/10	
Residential and Individual Home Supports	70/75	5/75	
Residential Services			
Critical Indicators	8/8	0/8	
Total	77/85	8/85	91%
2 Year License			
# indicators for 60 Day Follow-up		8	

	Met / Rated	Not Met / Rated	% Met
Organizational	7/10	3/10	
Employment and Day Supports	43/50	7/50	
Community Based Day Services Employment Support Services			
Critical Indicators	7/8	1/8	
Total	50/60	10/60	83%
Defer Licensure			
# indicators for 60 Day Follow-up		10	


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.	One voting with specialized skills did not attend 4 of 8 meetings, and one member has a financial conflict, agency need to ensure that voting members attends meetings as required, and that members do not have a financial conflict.
L65	Restraint reports are submitted within required timelines.	The agency needs to ensure restraint reports are submitted within required timelines. Seven of nine were submitted and/or finalized late.
L66	All restraints are reviewed by the Human Rights Committee.	The agency needs to ensure all restraints are reviewed by the Human Rights Committee. Two of nine were not reviewed by the Human Rights Committee (HRC) within 120 days of occurring.

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

Indicator #	Indicator	Area Needing Improvement
L70	Charges for care are calculated appropriately.	in two homes, letters for charges of care for two in six individuals were not present at home, agency need to ensure that individuals and guardians are informed of how charges of care were calculated.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Required assessments for 5 individuals were submitted late for ISP, agency need to ensure that required assessments are submitted within timelines.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	Support strategies for 4 individuals were submitted late for ISP, agency need to ensure that support strategies for goals and objectives are submitted within timelines.
L90	Individuals are able to have privacy in their own personal space.	In one home, bedrooms for three individuals did not have locks, agency need to ensure that there are locks on bedrooms that do not lead to egress to provide individuals with privacy in their own space.
L91	Incidents are reported and reviewed as mandated by regulation.	Two incident reports were not reviewed on time, agency need to ensure that incident reports are reviewed as mandated by regulation.

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

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	For six of seven individuals the Emergency Fact Sheet (EFS), did not include all required components such as medications, diagnoses and relevant capabilities/limitations. The agency needs to strengthen their system to ensure the EFSs is fully complete.
 L38	Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).	Two of five individuals reviewed did not have health management protocols in place for significant medical conditions. The agency needs to ensure that those with significant medical conditions that may require staff interventions have protocols in place, that they are implemented as outlined, and staff are trained in these plans.

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

Indicator #	Indicator	Area Needing Improvement
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	For three of four individuals, the guardian had not consented to the money management plan as required. The agency needs to ensure that money management plans are consented/signed by the guardians.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For four individuals the ISP assessments were not submitted within the required timeframe. The agency needs to ensure all ISP assessments are submitted within required timelines.
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 individuals the ISP support strategies were not submitted within the required timeframe. The agency needs to ensure all ISP support strategies are submitted within required timelines.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	ISP support strategies were not being implemented and tracked for five of seven individuals. The agency needs to ensure Services and support strategies identified and agreed upon in the ISP are being implemented.
L91	Incidents are reported and reviewed as mandated by regulation.	Two significant incident were not reported. All incidents need to be reported in HCSIS within required timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	19/20	1/20	
Residential Services	19/20	1/20	
Total	25/26	1/26	96%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	29/36	7/36	
Community Based Day Services	14/15	1/15	
Employment Support Services	15/21	6/21	
Total	35/42	7/42	83%
Certified			

Residential 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.	In 2 of 6 individuals, individuals had not been supported to explore, define, and express their need for intimacy and companionship, agency need to ensure that all individuals are supported to explore, define, and express their -need for intimacy and companionship.

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

Indicator #	Indicator	Area Needing Improvement
C46	Staff (Home Providers) support individuals to learn about and use generic community resources.	Two individuals of five have not been supported to learn about and use generic community resources. The agency needs to ensure individuals are exposed to and taught about generic resources available to them.
C22	Staff have effective methods to assist individuals to explore their job interests.	One of two individuals was not supported to explore potential job interests. The agency needs to ensure individuals are supported to explore potential interest regarding employment.
C24	There is a plan developed to identify job goals and support needs.	Two individuals did not have a plan developed to identify job goals and support needs. The agency needs to ensure that plans are developed that focus on the individuals' goals and support needs to obtain their personal employment goals.
C28	Staff maintain and develop relationships with local businesses in order to facilitate job development opportunities.	The agency has not maintained or developed new relationships with local businesses in order to facilitate job development opportunities. The agency needs to increase efforts to meet this standard.
C29	Individuals are supported to obtain employment that matches their skills and interests.	Two individuals were not supported to obtain employment that matches their skills and interests. The agency needs to ensure that individuals are supported to obtain employment that matches their skills/interests.
C30	Individuals are supported to work in integrated job settings.	Two individuals had not been supported to obtain employment based within the community. The agency needs to ensure individuals are supported to work in integrated job settings.
C33	Employee benefits and rights are clearly explained to the individual.	One individual did not have their rights regarding sick time explained to them. The agency needs to ensure employee benefits and rights are clearly explained to the individual.

MASTER SCORE SHEET LICENSURE

Organizational: BEHAVIORAL ASSOCIATES OF MASS

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	3/3	Met
L3	Immediate Action	15/15	Met
L4	Action taken	15/15	Met
L48	HRC	0/1	Not Met(0 %)
L65	Restraint report submit	2/9	Not Met(22.22 %)
L66	HRC restraint review	7/9	Not Met(77.78 %)
L74	Screen employees	4/4	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	7/8	Met(87.50 %)
L83	HR training	7/8	Met(87.50 %)

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	6/6						6/6	Met
L5	Safety Plan	L	2/2						2/2	Met
R L6	Evacuation	L	2/2						2/2	Met
L7	Fire Drills	L	2/2						2/2	Met
L8	Emergency Fact Sheets	I	6/6						6/6	Met
L9 (07/21)	Safe use of equipment	I	6/6						6/6	Met
R L11	Required inspections	L	2/2						2/2	Met
R L12	Smoke detectors	L	2/2						2/2	Met
R L13	Clean location	L	2/2						2/2	Met
L14	Site in good repair	L	2/2						2/2	Met
L15	Hot water	L	2/2						2/2	Met
L16	Accessibility	L	2/2						2/2	Met
L17	Egress at grade	L	2/2						2/2	Met
L18	Above grade egress	L	1/1						1/1	Met
L19	Bedroom location	L	2/2						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
L20	Exit doors	L	2/2						2/2	Met
L21	Safe electrical equipment	L	2/2						2/2	Met
L22	Well-maintained appliances	L	2/2						2/2	Met
L23	Egress door locks	L	1/1						1/1	Met
L24	Locked door access	L	2/2						2/2	Met
L25	Dangerous substances	L	2/2						2/2	Met
L26	Walkway safety	L	2/2						2/2	Met
L28	Flammables	L	2/2						2/2	Met
L29	Rubbish/combustibles	L	2/2						2/2	Met
L30	Protective railings	L	2/2						2/2	Met
L31	Communication method	I	6/6						6/6	Met
L32	Verbal & written	I	6/6						6/6	Met
L33	Physical exam	I	5/5						5/5	Met
L34	Dental exam	I	5/6						5/6	Met (83.33 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L35	Preventive screenings	I	6/6						6/6	Met
L36	Recommended tests	I	6/6						6/6	Met
L37	Prompt treatment	I	6/6						6/6	Met
℞ L38	Physician's orders	I	3/3						3/3	Met
L39	Dietary requirements	I	2/2						2/2	Met
L40	Nutritional food	L	2/2						2/2	Met
L41	Healthy diet	L	2/2						2/2	Met
L42	Physical activity	L	2/2						2/2	Met
L43	Health Care Record	I	6/6						6/6	Met
L44	MAP registration	L	2/2						2/2	Met
L45	Medication storage	L	2/2						2/2	Met
℞ L46	Med. Administration	I	6/6						6/6	Met
L49	Informed of human rights	I	6/6						6/6	Met
L50 (07/21)	Respectful Comm.	I	6/6						6/6	Met
L51	Possessions	I	6/6						6/6	Met
L52	Phone calls	I	6/6						6/6	Met

Ind. #	Ind.	Loc. or Indiv .	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L53	Visitation	I	6/6						6/6	Met
L54 (07/21)	Privacy	I	6/6						6/6	Met
L56	Restrictive practices	I	3/4						3/4	Met
L57	Written behavior plans	I	5/5						5/5	Met
L60	Data maintenance	I	5/5						5/5	Met
L61	Health protection in ISP	I	1/1						1/1	Met
L62	Health protection review	I	1/1						1/1	Met
L63	Med. treatment plan form	I	5/5						5/5	Met
L64	Med. treatment plan rev.	I	4/5						4/5	Met (80.0 %)
L67	Money mgmt. plan	I	6/6						6/6	Met
L68	Funds expenditure	I	5/6						5/6	Met (83.33 %)
L69	Expenditure tracking	I	5/6						5/6	Met (83.33 %)
L70	Charges for care calc.	I	4/6						4/6	Not Met (66.67 %)
L71	Charges for care appeal	I	4/4						4/4	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L77	Unique needs training	I	6/6						6/6	Met
L78	Restricti ve Int. Training	L	1/1						1/1	Met
L79	Restrain t training	L	2/2						2/2	Met
L80	Sympto ms of illness	L	2/2						2/2	Met
L81	Medical emerge ncy	L	2/2						2/2	Met
L82	Medicati on admin.	L	2/2						2/2	Met
L84	Health protect. Training	I	1/1						1/1	Met
L85	Supervi sion	L	2/2						2/2	Met
L86	Require d assess ments	I	0/5						0/5	Not Met (0 %)
L87	Support strategi es	I	1/5						1/5	Not Met (20.0 %)
L88	Strategi es implem ented	I	6/6						6/6	Met
L90	Persona l space/ bedroo m privacy	I	3/6						3/6	Not Met (50.0 %)
L91	Incident manage ment	L	0/2						0/2	Not Met (0 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L93 (05/22)	Emergency back-up plans	I	6/6						6/6	Met
L94 (05/22)	Assistive technology	I	6/6						6/6	Met
L96 (05/22)	Staff training in devices and applications	I	2/2						2/2	Met
#Std. Met/# 75 Indicator									70/75	
Total Score									77/85	
									90.59%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	2/2		5/5	7/7	Met
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	1/2		0/5	1/7	Not Met (14.29 %)
L9 (07/21)	Safe use of equipment	I	2/2		4/4	6/6	Met
L10	Reduce risk interventions	I			2/2	2/2	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
℞ 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
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
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
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	2/2		4/5	6/7	Met (85.71 %)
L32	Verbal & written	I	2/2		5/5	7/7	Met
L37	Prompt treatment	I	2/2		5/5	7/7	Met
℞ L38	Physician's orders	I	1/1		2/4	3/5	Not Met (60.0 %)
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
℞ L46	Med. Administration	I			1/1	1/1	Met
L49	Informed of human rights	I	2/2		5/5	7/7	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L50 (07/21)	Respectful Comm.	I	2/2		5/5	7/7	Met
L51	Possessions	I	2/2		5/5	7/7	Met
L52	Phone calls	I	2/2		5/5	7/7	Met
L54 (07/21)	Privacy	I	2/2		5/5	7/7	Met
L57	Written behavior plans	I			1/1	1/1	Met
L60	Data maintenance	I			1/1	1/1	Met
L67	Money mgmt. plan	I			1/4	1/4	Not Met (25.00 %)
L68	Funds expenditure	I			4/4	4/4	Met
L69	Expenditure tracking	I			4/4	4/4	Met
L77	Unique needs training	I	2/2		5/5	7/7	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
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	0/2		0/2	0/4	Not Met (0 %)
L87	Support strategies	I	0/2		0/2	0/4	Not Met (0 %)
L88	Strategies implemented	I	1/2		1/5	2/7	Not Met (28.57 %)
L91	Incident management	L	1/1		0/1	1/2	Not Met (50.0 %)
L93 (05/22)	Emergency back-up plans	I	2/2		5/5	7/7	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L94 (05/22)	Assistive technology	I	1/2		5/5	6/7	Met (85.71 %)
#Std. Met/# 50 Indicator						43/50	
Total Score						50/60	
						83.33%	

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	6/6	Met
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	4/6	Not Met (66.67 %)
C13	Skills to maximize independence	6/6	Met
C14	Choices in routines & schedules	6/6	Met
C15	Personalize living space	2/2	Met
C16	Explore interests	6/6	Met
C17	Community activities	6/6	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C18	Purchase personal belongings	6/6	Met
C19	Knowledgeable decisions	6/6	Met
C46	Use of generic resources	5/6	Met (83.33 %)
C47	Transportation to/ from community	6/6	Met
C48	Neighborhood connections	5/6	Met (83.33 %)
C49	Physical setting is consistent	2/2	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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/5	Met (80.0 %)
C8	Family/guardian communication	5/5	Met
C13	Skills to maximize independence	5/5	Met
C37	Interpersonal skills for work	3/4	Met
C38 (07/21)	Habilitative & behavioral goals	5/5	Met
C39 (07/21)	Support needs for employment	4/4	Met
C40	Community involvement interest	4/5	Met (80.0 %)
C41	Activities participation	4/5	Met (80.0 %)
C42	Connection to others	4/5	Met (80.0 %)
C43	Maintain & enhance relationship	4/5	Met (80.0 %)
C44	Job exploration	4/4	Met
C45	Revisit decisions	5/5	Met
C46	Use of generic resources	3/5	Not Met (60.0 %)
C47	Transportation to/ from community	5/5	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C22	Explore job interests	1/2	Not Met (50.0 %)
C23	Assess skills & training needs	2/2	Met
C24	Job goals & support needs plan	0/2	Not Met (0 %)
C25	Skill development	2/2	Met
C26	Benefits analysis	2/2	Met
C27	Job benefit education	2/2	Met
C28	Relationships w/businesses	0/1	Not Met (0 %)
C29	Support to obtain employment	0/2	Not Met (0 %)
C30	Work in integrated settings	0/2	Not Met (0 %)
C31	Job accommodations	1/1	Met
C32	At least minimum wages earned	1/1	Met
C33	Employee benefits explained	0/1	Not Met (0 %)
C34	Support to promote success	1/1	Met
C35	Feedback on job performance	1/1	Met
C36	Supports to enhance retention	1/1	Met
C37	Interpersonal skills for work	2/2	Met
C47	Transportation to/ from community	2/2	Met
C50	Involvement/ part of the Workplace culture	1/1	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met