



**PROVIDER REPORT
FOR
BEHAVIORAL ASSOCIATES
OF MASS
20 TOWNSEND RD
6 ATTLEBORO, MA 02703**

January 05, 2026

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider BEHAVIORAL ASSOCIATES OF MASS

Review Dates 12/9/2025 - 12/15/2025

Service Enhancement Meeting Date 12/22/2025

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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	2 location(s) 6 audit (s)	Full Review	83/88 2 Year License 12/22/2025 - 12/22/2027		25 / 26 Certified 12/22/2025 - 12/22/2027
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	1 location(s) 7 audit (s)	Full Review	62/66 2 Year License 12/22/2025 - 12/22/2027		30 / 34 Certified 12/22/2025 - 12/22/2027
Community Based Day Services	1 location(s) 6 audit (s)			Full Review	14 / 15
Employment Support Services	0 location(s) 1 audit (s)			Full Review	10 / 13
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 services.

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).

The licensure review demonstrated several systems and positive practices in place at the organizational level. The agency had an effective system for tracking staff training across all service types which ensured that staff had been trained in all mandatory trainings such as human rights, DPPC, signs and symptoms, and other health related topics. New hires met all required qualifications. HRC Committee meetings, minutes and attendance were effective for follow through of incidents, investigations, restrictive measures and supportive and protective devices. The consistent attendance of committee members ensured the identifications of trends and patterns. Suggestions were also made to identify least restrictive measures

Within certification for the organizational indicators, the agency utilized a variety of methods for collecting and analyzing data. For example, feedback is collected from staff which is used to provide data to strengthen staff retention. Data is also used to support new initiatives and make course corrections.

In the Residential Service Grouping for licensing, one of the strengths of the agency was the mutual respect shared between individuals and staff. In one home, staff was observed to show patience and support of an individual using various means to communicate their needs . .

In 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. Medication Treatment Plans were written with all the required components and the agency's data tracking system was consistent and thorough. In one home, data was consistently tracked, shared with the HCP who provided support in their decision making regarding the one individual's plan.

Within the certification areas, positive outcomes were identified within 24-Hour Residential Supports. Individuals were provided opportunities to exercise choice and control across all services. Individuals would plan weekly menus and alternate meal options were available. All individuals went out into the community on a regular basis for shopping, to the movies and those who chose attended religious services. People accessed local libraries, hiking trails, shopping malls, barber shops, restaurants and parks. All activities were developed with direct input from the individuals.

In the service type Employment and Day Services for licensing, positive findings were observed in the mutual respectful interactions between staff and individuals during morning activities. Staff used respectful language when communicating with individuals and ensured that they had access to their personal belongings. Each individual had their own storage place for those personal items. A weekly meeting in human rights was also provided to ensure individuals had an opportunity to discuss their rights.

In the area of safety, CBDS staff were trained in emergency procedures and was tested when the agency responded to an emergency on 11/19/2025 due to a notification of a tornado warning. The

agency followed its emergency plan, supported the individuals to implement emergency procedures successfully and individuals returned to their normal routine when local authorities deemed it safe.

For individuals attending the CBDS program that have behavioral interventions, Staff were trained in and knowledgeable of individuals' intensive behavior support plans. Staff were observed providing support to assist an individual to have a successful community outing at a local coffee shop.

For one individual in Employment services, he had been supported to maintain his position for 3 years as a internal mail carrier. ISP goals were tracked related to increasing his employment time in paid work. Staff were aware of his unique needs. For example, they implemented relaxation techniques to help him manage stress which supported him in the workplace.

Within the certification areas for the CBDS program, individuals expressed satisfaction with community activities to the local library, shopping, and the weekly trip to a local restaurant for a social lunch. Individuals were also active in volunteering for Meals on Wheels, Feed RI and other local charity organizations.

For Employment in Certification, Staff supported an individual to take part in workplace social activities and interests such as family picnics at the Halcyon Center. He developed relationships across the agency in delivering mail to different offices in various buildings across the network in Providence.

There were areas needing continued improvement within the licensing of residential services. The agency should work on ensuring accurate and complete information on all emergency fact sheets and health care records be updated within required timelines as well as ensuring incidents are completed as required. The agency should also focus on ISP assessments and objectives that need to be submitted and finalized within the required timelines across both services.

Within CBDS, the agency needs develop a system to ensure that lending money to individuals to make purchases in the community does not occur.

In CBDS and Employment, the agency needs to place procedures in that will support gathering and reflecting feedback from individuals to use towards employee performance at the time of hire..

Within Residential and Individual Home Supports, Behavioral Associates received a rating of Met in 94% of licensing indicators, including all critical indicators, and will be issued a Two-Year License. The agency met 96% of certification indicators and is fully certified.

Within the Employment and Day Supports program, the agency received a rating of met 94% of licensing indicators, including all critical indicators, and will be issued a Two-Year License. The agency met 88% of certification indicators and is fully certified.

Follow-up on all licensing indicators that were not met during the survey will be completed by Behavioral Associates and submitted to OQE within 60 days of the Service Enhancement Meeting

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	10/10	0/10	
Residential and Individual Home Supports	73/78	5/78	
Residential Services			
Critical Indicators	8/8	0/8	
Total	83/88	5/88	94%
2 Year License			
# indicators for 60 Day Follow-up		5	

	Met / Rated	Not Met / Rated	% Met
Organizational	10/10	0/10	
Employment and Day Supports	52/56	4/56	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	62/66	4/66	94%
2 Year License			
# indicators for 60 Day Follow-up		4	

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

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	For two out of six individuals medical diagnoses were not included in the emergency fact sheets. The agency needs to ensure all emergency fact sheets include all diagnoses
L43	The health care record is maintained and updated as required.	For six out of six individuals most recent annual physical and dental appointments were not updated in the health care record. The agency needs to ensure that the health care record reflects the most recent annual appointments,

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

Indicator #	Indicator	Area Needing Improvement
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	Two of six individuals informed consent lacked the purpose for the use of the photo. The agency needs to ensure that the purpose for the use of the photo is clearly identified at the time of obtaining consent.
L64	Medication treatment plans are reviewed by the required groups.	Two of six medication treatment plans were not included within the ISP. The agency needs to ensure that medication treatment plans are included with the ISP.
L91	Incidents are reported and reviewed as mandated by regulation.	In one site, the agency had not created incident reports within the required timelines. The agency needs to ensure that incident reports are created within the required timelines.

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

Indicator #	Indicator	Area Needing Improvement
L68	Expenditures of individual's funds are made only for purposes that directly benefit the individual.	Two out of five individuals borrowed funds from the provider to pay for personal expenses for community activities. Individuals are not allowed to borrow money from the provider. The agency needs to ensure that individuals do not borrow money from the provider for personal expenses and incur negative debt.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Five out of seven individuals' assessments were not submitted within the required timelines for the ISP. The agency needs to ensure that required 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.	Four out of seven individuals' goals and objectives were not submitted within the required timelines for the ISP. The agency needs to ensure that required goals and objectives are submitted within required timelines.
L91	Incidents are reported and reviewed as mandated by regulation.	At one site, the agency had not finalized the incident report within the required timelines. The agency needs to ensure that incident reports are submitted within the required timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	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	24/28	4/28	
Community Based Day Services	14/15	1/15	
Employment Support Services	10/13	3/13	
Total	30/34	4/34	88%
Certified			

Residential 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.	The agency has not gathered and reflected feedback from individuals to use towards employee performance at the time of hire nor on an ongoing basis. The agency needs to ensure it has a system to collect this information and include it part of its hiring/evaluation process.

Community Based Day 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.	The agency has not gathered and reflected feedback from individuals to use towards employee performance at the time of hire nor on an ongoing basis. The agency needs to ensure it has a system to collect this information and include it part of its hiring/evaluation process.
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.	The agency has not gathered and reflected feedback from individuals to use towards employee performance at the time of hire nor on an ongoing basis. The agency needs to ensure it has a system to collect this information and include it part of its hiring/evaluation process.
C30	Individuals are supported to work in integrated job settings.	The agency has not supported the individual to work in an integrated job setting. The agency needs to have a plan for individuals to work in integrated community settings.
C35	Individuals are given feedback on job performance by their employer.	One individual was not given feedback on his job performance by his employer. The agency needs to ensure individuals are given feedback on job performance by their employer.

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	1/1	Met
L65	Restraint report submit	3/3	Met
L66	HRC restraint review	3/3	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	8/8	Met
L83	HR training	8/8	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Individ.	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
℞ L6	Evacuation	L	2/2						2/2	Met
L7	Fire Drills	L	2/2						2/2	Met
L8	Emergency Fact Sheets	I	4/6						4/6	Not Met (66.67%)
L9 (07/21)	Safe use of equipment	I	6/6						6/6	Met
L10	Reduce risk interventions	I	1/1						1/1	Met
℞ L11	Required inspections	L	2/2						2/2	Met
℞ L12	Smoke detectors	L	2/2						2/2	Met
℞ 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	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
L19	Bedroom location	L	2/2						2/2	Met
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	2/2						2/2	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	6/6						6/6	Met
L34	Dental exam	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/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	5/5						5/5	Met
L39	Dietary requirements	I	4/4						4/4	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	0/6						0/6	Not Met (0 %)
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
L47	Self medication	I	1/1						1/1	Met
L49	Informed of human rights	I	6/6						6/6	Met
L50 (07/21)	Respectful Comm.	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/Rated	Rating
L51	Possessions	I	6/6						6/6	Met
L52	Phone calls	I	6/6						6/6	Met
L53	Visitation	I	6/6						6/6	Met
L54 (07/21)	Privacy	I	6/6						6/6	Met
L55	Informed consent	I	4/6						4/6	Not Met (66.67%)
L56	Restrictive practices	I	4/4						4/4	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
L63	Med. treatment plan form	I	6/6						6/6	Met
L64	Med. treatment plan rev.	I	4/6						4/6	Not Met (66.67%)
L67	Money mgmt. plan	I	6/6						6/6	Met
L68	Funds expenditure	I	6/6						6/6	Met
L69	Expenditure tracking	I	6/6						6/6	Met
L70	Charges for care calc.	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/Rated	Rating
L71	Charges for care appeal	I	6/6						6/6	Met
L77	Unique needs training	I	6/6						6/6	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	2/2						2/2	Met
L81	Medical emergency	L	2/2						2/2	Met
L82	Medication admin.	L	2/2						2/2	Met
L84	Health protect. Training	I	1/1						1/1	Met
L85	Supervision	L	2/2						2/2	Met
L86	Required assessments	I	5/6						5/6	Met (83.33%)
L87	Support strategies	I	5/6						5/6	Met (83.33%)
L88	Strategies implemented	I	5/6						5/6	Met (83.33%)
L90	Personal space/bedroom privacy	I	6/6						6/6	Met
L91	Incident management	L	1/2						1/2	Not Met (50.0%)

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	6/6						6/6	Met
L99 (05/22)	Medical monitoring devices	I	1/1						1/1	Met
#Std. Met/# 78 Indicator									73/78	
Total Score									83/88	
									94.32%	

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	1/1		6/6	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	1/1		6/6	7/7	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L9 (07/21)	Safe use of equipment	I	1/1		4/4	5/5	Met
L10	Reduce risk interventions	I			2/2	2/2	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
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	1/1		6/6	7/7	Met
L32	Verbal & written	I	1/1		6/6	7/7	Met
L37	Prompt treatment	I	1/1		6/6	7/7	Met
℞ L38	Physician's orders	I			5/5	5/5	Met
L44	MAP registration	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L45	Medication storage	L			1/1	1/1	Met
Ⓜ L46	Med. Administration	I			6/6	6/6	Met
L49	Informed of human rights	I	1/1		6/6	7/7	Met
L50 (07/21)	Respectful Comm.	I	1/1		6/6	7/7	Met
L51	Possessions	I	1/1		6/6	7/7	Met
L52	Phone calls	I	1/1		6/6	7/7	Met
L54 (07/21)	Privacy	I	1/1		6/6	7/7	Met
L55	Informed consent	I			4/4	4/4	Met
L56	Restrictive practices	I			1/1	1/1	Met
L57	Written behavior plans	I	1/1		4/4	5/5	Met
L58	Behavior plan component	I			1/1	1/1	Met
L60	Data maintenance	I	1/1		5/5	6/6	Met
L67	Money mgmt. plan	I	1/1		4/4	5/5	Met
L68	Funds expenditure	I	1/1		2/4	3/5	Not Met (60.0 %)
L69	Expenditure tracking	I	1/1		4/4	5/5	Met
L77	Unique needs training	I	1/1		6/6	7/7	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	Met
L81	Medical emergency	L			1/1	1/1	Met
Ⓜ L82	Medication admin.	L			1/1	1/1	Met
L85	Supervision	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L86	Required assessments	I	0/1		2/6	2/7	Not Met (28.57 %)
L87	Support strategies	I	0/1		3/6	3/7	Not Met (42.86 %)
L88	Strategies implemented	I	1/1		6/6	7/7	Met
L91	Incident management	L			0/1	0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I	1/1		6/6	7/7	Met
L94 (05/22)	Assistive technology	I	1/1		5/6	6/7	Met (85.71 %)
L96 (05/22)	Staff training in devices and applications	I			1/1	1/1	Met
#Std. Met/# 56 Indicator						52/56	
Total Score						62/66	
						93.94%	

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	0/6	Not Met (0 %)
C8	Family/guardian communication	6/6	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C9	Personal relationships	6/6	Met
C10	Social skill development	6/6	Met
C11	Get together w/family & friends	6/6	Met
C12	Intimacy	6/6	Met
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
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	6/6	Met
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	0/4	Not Met (0 %)
C8	Family/guardian communication	6/6	Met
C13	Skills to maximize independence	6/6	Met
C37	Interpersonal skills for work	6/6	Met
C38 (07/21)	Habilitative & behavioral goals	3/4	Met
C39 (07/21)	Support needs for employment	4/4	Met
C40	Community involvement interest	6/6	Met
C41	Activities participation	6/6	Met
C42	Connection to others	6/6	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C43	Maintain & enhance relationship	6/6	Met
C44	Job exploration	3/3	Met
C45	Revisit decisions	6/6	Met
C46	Use of generic resources	6/6	Met
C47	Transportation to/ from community	6/6	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/1	Not Met (0 %)
C8	Family/guardian communication	1/1	Met
C26	Benefits analysis	1/1	Met
C30	Work in integrated settings	0/1	Not Met (0 %)
C31	Job accommodations	1/1	Met
C32	At least minimum wages earned	1/1	Met
C33	Employee benefits explained	1/1	Met
C34	Support to promote success	1/1	Met
C35	Feedback on job performance	0/1	Not Met (0 %)
C37	Interpersonal skills for work	1/1	Met
C47	Transportation to/ from community	1/1	Met
C50	Involvement/ part of the Workplace culture	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met