



**PROVIDER REPORT  
FOR**

**BERKSHIRE FAMILY AND  
IND RESOURCES  
771 South Church St  
North Adams, MA 01247**

**February 16, 2022**

**Version**

**Public Provider Report**

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

# SUMMARY OF OVERALL FINDINGS

**Provider** BERKSHIRE FAMILY AND IND RESOURCES

**Review Dates** 1/12/2022 - 1/19/2022

**Service Enhancement Meeting Date** 2/2/2022

**Survey Team** Elsa Adorno  
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**Citizen Volunteers**

**Survey scope and findings for Residential and Individual Home Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Residential and Individual Home Supports</b>	8 location(s) 15 audit (s)	Full Review	79/85 2 Year License 02/02/2022 - 02/02/2024		69 / 72 Certified 02/02/2022 - 02/02/2024
Residential Services	2 location(s) 5 audit (s)			Full Review	20 / 22
ABI-MFP Residential Services	2 location(s) 6 audit (s)			Full Review	21 / 22
Placement Services	4 location(s) 4 audit (s)			Full Review	22 / 22
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

**Survey scope and findings for Employment and Day Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Employment and Day Supports</b>	3 location(s) 13 audit (s)	Full Review	53/53 2 Year License 02/02/2022 - 02/02/2024		46 / 46 Certified 02/02/2022 - 02/02/2024
Community Based Day Services	1 location(s) 6 audit (s)			Full Review	17 / 17
Employment Support Services	2 location(s) 7 audit (s)			Full Review	23 / 23
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Berkshire Family and Individual Resources (BFAIR) is a nonprofit agency in the Berkshire region of Western Massachusetts, providing an array of residential and day and employment support programs to individuals with intellectual disabilities, autism, and acquired brain injury (ABI). Founded in 1994 and headquartered in North Adams, MA, services subject to the current Department of Developmental Services (DDS) licensing and certification review included 24-hour residential, placement services, residential services for individuals with acquired brain injury (ABI), community-based day supports, and employment support services.

Licensure and certification resumed the conduct of in-person surveys in July 2021. This licensing review was a hybrid model of surveying, where most tasks were conducted in-person while some were conducted through remote technologies. For this survey, interviews with key administrative and supervisory staff occurred virtually through Microsoft (MS) Teams. Observations, interviews with individuals and staff, review of environmental safety, and review of relevant documentation occurred on-site.

BFAIR demonstrated effective oversight systems in the areas of residential environmental safety, healthcare, promotion of human rights, and workforce competency. Onsite review of homes found that environments were clean and well maintained. Inspections of heating systems were current, and fire-alarm systems were operational when tested. Additionally, staff followed agency COVID procedures related to cleaning and disinfection of high-touch surfaces.

In the area of healthcare, it was found that individuals received healthcare services, including specialties and preventative healthcare screenings, in accordance with their ongoing health conditions and health histories. Oversight of scheduled appointments and treatment recommendations occurred through the agency's electronic record-keeping system. Staff were knowledgeable of sound nutrition and healthy eating for menu planning, and individuals were supported to regularly engage in some form of physical exercise. In addition, medication was administered in compliance with Medication Administration Program (MAP) policies. To ensure consistency, MAP procedures were regularly audited by agency supervisors and nursing personnel.

BFAIR effectively managed the competency of its workforce through its employee orientation process, oversight of mandated trainings, and ongoing supervision and staff development. Staff accessed online training modules through internal and external resources, including eAcademy, an online resource for required training as well as staff development topics. The status of staff training was reviewed for a sample of staff assigned to residential and day services. It was found training requirements were met, including re-certifications in first aid, CPR, and Medication Administration Procedures (MAP). Onsite reviews found that regular staff and most relief staff were trained in location- and individual-specific supports, including safety plans, healthcare protocols, and supportive equipment and devices.

The Human Rights Committee was found effective in promoting the rights of individuals. The committee met membership requirements and continued monthly meetings for reviewing incident reports, investigations, human rights training and policies, and any proposed restrictions for individuals. Survey findings showed that individuals received annual training in human rights in keeping with their learning style. Individuals were also trained in filing grievances with the agency as well as reporting complaints to the Disabled Persons Protection Commission (DPPC).

Review of the agency's CBDS and employment services resulted in positive findings for licensing indicators across service domains. Standards for personal and environmental safety were met and site accessibility was properly addressed. Staff were knowledgeable about individuals' primary health conditions as well as steps to take in the event of an emergency. Individuals were trained about their

rights as employees. Also, state, and federal Department of Labor certificates were in place for individuals who were paid less than minimum wage.

Among the various certification domains reviewed for the agency's residential services, the team found that individual choice and control was consistently supported. Individuals were making their own decisions about what they wanted to do, including choices in household chores, menu planning, community outings, and how to spend free time. Individuals were encouraged to complete daily activities and personal routines as independently as possible, with particular focus on using assistive devices and technology to further independence. It was also noted that BFAIR utilized feedback from individuals as well as feedback from OQE to develop goals for service improvement. For example, feedback from various stakeholders influenced the agency's long-term planning, including goals for supporting community connections for individuals were incorporated into BFAIR's strategic plan.

Within employment and day services, certification findings showed agency commitment to developing community connections for individuals through employment with the local community and access to local resources on a regular basis. Despite an ongoing pandemic, BFAIR made sustained efforts to support individuals to engage in community activities while applying strategies that promoted personal safety. Individuals with community-based day supports were provided choice of routines and activities, including options geared toward learning and skill development needed for future employment. Individuals with employment services were actively engaged in career planning, even when successful and satisfied with their current jobs. Agency staff were active in job development and supported working individuals to understand and plan for the impact of earnings on their benefits and entitlements.

In addition to the effective licensure findings discussed above, the review also identified licensure outcomes in need of further attention. Within the context of environmental safety and healthcare supports, strengthened oversight of placement services is needed to ensure hot water temperatures are maintained within the required range. Also, individuals' supportive equipment and devices must be authorized by a healthcare professional. Pertaining to human rights, the agency's oversight of restrictive practices should be reviewed to ensure that restrictions are followed as intended, and that strategies are implemented to mitigate the impact of the restriction on others. The agency also needs to improve its system for ensuring assessments and provider support strategies are completed and submitted on time for the ISP.

For residential indicators subject to certification, the agency needs to ensure that individuals are actively supported to connect with community activities that reflect their personal interests and free-time choices. In its ABI residential services, the agency needs to ensure that input from individuals is incorporated into the hiring and performance review processes for the staff who regularly support them.

As a result of the review, Berkshire Family and Individual Resources, Inc. will receive a Two-Year License for its Residential and Individual Home Supports service group, with a service group score of 93% of licensure indicators met. This service group is Certified with an overall score of 96% of certification indicators met. Follow-up will be conducted by the agency within 60 days on those licensing indicators that received a rating of Not Met.

The agency will receive a Two-Year License for the Employment and Day Supports service group, with a service group score of 100% of licensure indicators met. This service group is Certified with an overall score of 100% of certification indicators met. Follow-up will not be required for this service group.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>10/10</b>	<b>0/10</b>	
<b>Residential and Individual Home Supports</b>	<b>69/75</b>	<b>6/75</b>	
Residential Services Placement Services ABI-MFP Residential Services			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>79/85</b>	<b>6/85</b>	<b>93%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>6</b>	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>11/11</b>	<b>0/11</b>	
<b>Employment and Day Supports</b>	<b>42/42</b>	<b>0/42</b>	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	<b>6/6</b>	<b>0/6</b>	
<b>Total</b>	<b>53/53</b>	<b>0/53</b>	<b>100%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>0</b>	

### **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).	Hot water temperature at two placement service locations exceeded 110 degrees F. when tested. The agency needs to ensure that hot water temperature at bathroom sinks, bathtubs, and showers is maintained within 110 and 120 degrees F. It is recommended that the hot water temperature at bathtubs and showers measure between 110 and 112 degrees F.

L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.	Six individuals were impacted by environmental restrictions to protect health or safety that were not implemented as intended or were not part of a written plan to reduce the restriction over time. In many instances, written plans did not incorporate strategies to mitigate the impact of restrictions on individuals who did not require them.  The agency needs to ensure that when environmental restrictions are necessary to protect the health or safety of individuals, the intervention is part of a written plan incorporated into the ISP that includes criteria for reducing or eliminating the restriction over time. Along with guardian notification, individualized strategies need to be developed to mitigate the impact of these restrictions on individuals who do not require them.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	Supports and health-related protective equipment used by four individuals did not have the required authorization. The agency needs to ensure that all supports and health-related protective equipment are authorized by a healthcare professional.
L85	The agency provides ongoing supervision, oversight and staff development.	At two residential locations, mechanisms for supervision and oversight were not effective in addressing healthcare screenings for individuals, authorization of supportive devices and equipment, or staff training in individuals' unique needs and supports. The agency needs to ensure that its methods of supervision and oversight are effective in ensuring that individuals' healthcare needs are met, and that staff are properly trained and knowledgeable of individuals' unique support requirements.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For five individuals, ISP assessments were not submitted to DDS within fifteen days prior to the ISP meeting. The agency needs to ensure that required ISP assessments are submitted to DDS within the required timeline.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For five individuals, provider support strategies were not submitted to DDS within fifteen days prior to the ISP meeting. The agency needs to ensure that provider support strategies are submitted to DDS within the required timeline.

## CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>63/66</b>	<b>3/66</b>	
Placement Services	22/22	0/22	
ABI-MFP Residential Services	21/22	1/22	
Residential Services	20/22	2/22	
<b>Total</b>	<b>69/72</b>	<b>3/72</b>	<b>96%</b>
<b>Certified</b>			

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>40/40</b>	<b>0/40</b>	
Community Based Day Services	17/17	0/17	
Employment Support Services	23/23	0/23	
<b>Total</b>	<b>46/46</b>	<b>0/46</b>	<b>100%</b>
<b>Certified</b>			

### **ABI-MFP 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.	Three individuals who received ABI residential services were not provided opportunities to give feedback on the performance evaluations of staff that support them as well as input into the hiring of their staff. The agency needs to ensure individuals are given the opportunity to provide feedback on staff performance evaluations as well input on the hiring of staff who support them.
C16	Staff (Home Providers) support individuals to explore, discover and connect with their interests for cultural, social, recreational and spiritual activities.	Two individuals had not been supported to explore or develop interests in integrated community-based activities that were consistent with their cultural, recreational, social,

		and spiritual interests. The agency needs to support the individual to explore their interests in these areas and participate in community-based activities related to these interests on a consistent and sustained basis.
C17	Community activities are based on the individual's preferences and interests.	Two individuals were not supported to participate in integrated community activities that reflected their personal interests. The agency needs to ensure that there are strategies to identify individual's interests in community-related activities and ensure that individuals are provided regular opportunities to participate in integrated community activities that promote community involvement.

## MASTER SCORE SHEET LICENSURE

### Organizational: BERKSHIRE FAMILY AND IND RESOURCES

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Pa L2	Abuse/neglect reporting	13/13	Met
L3	Immediate Action	11/11	Met
L4	Action taken	7/7	Met
L48	HRC	1/1	Met
L65	Restraint report submit	27/31	Met(87.10 % )
L66	HRC restraint review	28/28	Met
L74	Screen employees	5/5	Met
L75	Qualified staff	5/5	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	Met
L92 (07/21)	Licensed Sub-locations (e/d).	1/1	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	5/5		4/4		6/6		15/15	Met
L5	Safety Plan	L	1/2		4/4		2/2		7/8	Met (87.50 %)
Ⓟ L6	Evacuation	L	2/2		4/4		2/2		8/8	Met
L7	Fire Drills	L	2/2				2/2		4/4	Met
L8	Emergency Fact Sheets	I	5/5		4/4		6/6		15/15	Met
L9 (07/21)	Safe use of equipment	I	5/5				6/6		11/11	Met
L10	Reduce risk interventions	I					1/1		1/1	Met
Ⓟ L11	Required inspections	L	2/2		4/4		2/2		8/8	Met
Ⓟ L12	Smoke detectors	L	2/2		4/4		2/2		8/8	Met
Ⓟ L13	Clean location	L	2/2		4/4		2/2		8/8	Met
L14	Site in good repair	L	2/2		4/4		2/2		8/8	Met
L15	Hot water	L	2/2		2/4		2/2		6/8	Not Met (75.00 %)
L16	Accessibility	L	2/2		4/4		2/2		8/8	Met
L17	Egress at grade	L	2/2		2/2		2/2		6/6	Met
L18	Above grade egress	L	1/1		2/2				3/3	Met
L19	Bedroom location	L	2/2				2/2		4/4	Met
L20	Exit doors	L	2/2				2/2		4/4	Met
L21	Safe electrical equipment	L	2/2		4/4		2/2		8/8	Met
L22	Well-maintained appliances	L	2/2		4/4		2/2		8/8	Met
L23	Egress door locks	L	2/2				2/2		4/4	Met
L24	Locked door access	L	2/2				2/2		4/4	Met
L25	Dangerous substances	L	2/2				2/2		4/4	Met

L26	Walkway safety	L	2/2		4/4		2/2		<b>8/8</b>	<b>Met</b>
L28	Flammables	L	2/2				2/2		<b>4/4</b>	<b>Met</b>
L29	Rubbish/combustibles	L	2/2		4/4		2/2		<b>8/8</b>	<b>Met</b>
L30	Protective railings	L	2/2		3/3		1/1		<b>6/6</b>	<b>Met</b>
L31	Communication method	I	5/5		4/4		6/6		<b>15/15</b>	<b>Met</b>
L32	Verbal & written	I	5/5		4/4		6/6		<b>15/15</b>	<b>Met</b>
L33	Physical exam	I	5/5		4/4		6/6		<b>15/15</b>	<b>Met</b>
L34	Dental exam	I	5/5		4/4		4/4		<b>13/13</b>	<b>Met</b>
L35	Preventive screenings	I	3/5		4/4		4/4		<b>11/13</b>	<b>Met (84.62 %)</b>
L36	Recommended tests	I	2/5		4/4		6/6		<b>12/15</b>	<b>Met (80.0 %)</b>
L37	Prompt treatment	I	5/5		4/4		6/6		<b>15/15</b>	<b>Met</b>
L38	Physician's orders	I	4/4				1/2		<b>5/6</b>	<b>Met (83.33 %)</b>
L39	Dietary requirements	I	2/2				1/1		<b>3/3</b>	<b>Met</b>
L40	Nutritional food	L	2/2				2/2		<b>4/4</b>	<b>Met</b>
L41	Healthy diet	L	2/2		4/4		2/2		<b>8/8</b>	<b>Met</b>
L42	Physical activity	L	2/2		4/4		2/2		<b>8/8</b>	<b>Met</b>
L43	Health Care Record	I	5/5		4/4		5/6		<b>14/15</b>	<b>Met (93.33 %)</b>
L44	MAP registration	L	2/2				2/2		<b>4/4</b>	<b>Met</b>
L45	Medication storage	L	1/2				2/2		<b>3/4</b>	<b>Met</b>
L46	Med. Administration	I	5/5		3/3		6/6		<b>14/14</b>	<b>Met</b>
L47	Self medication	I			1/1		2/2		<b>3/3</b>	<b>Met</b>
L49	Informed of human rights	I	5/5		4/4		6/6		<b>15/15</b>	<b>Met</b>
L50 (07/21)	Respectful Comm.	I	5/5		4/4		6/6		<b>15/15</b>	<b>Met</b>
L51	Possessions	I	3/5		4/4		6/6		<b>13/15</b>	<b>Met (86.67 %)</b>
L52	Phone calls	I	5/5		4/4		6/6		<b>15/15</b>	<b>Met</b>
L53	Visitation	I	5/5		4/4		6/6		<b>15/15</b>	<b>Met</b>

L54 (07/21)	Privacy	I	5/5		4/4		6/6		<b>15/15</b>	<b>Met</b>
L55	Informed consent	I	3/3		2/2				<b>5/5</b>	<b>Met</b>
L56	Restrictive practices	I	1/4				0/3		<b>1/7</b>	<b>Not Met (14.29%)</b>
L57	Written behavior plans	I	1/1						<b>1/1</b>	<b>Met</b>
L60	Data maintenance	I	1/1						<b>1/1</b>	<b>Met</b>
L61	Health protection in ISP	I	2/4		1/1		3/5		<b>6/10</b>	<b>Not Met (60.0%)</b>
L62	Health protection review	I	3/3		1/1		1/1		<b>5/5</b>	<b>Met</b>
L63	Med. treatment plan form	I	4/5		4/4		5/6		<b>13/15</b>	<b>Met (86.67%)</b>
L64	Med. treatment plan rev.	I	5/5		3/4		6/6		<b>14/15</b>	<b>Met (93.33%)</b>
L67	Money mgmt. plan	I	4/5		4/4		3/3		<b>11/12</b>	<b>Met (91.67%)</b>
L68	Funds expenditure	I	3/5		4/4		3/3		<b>10/12</b>	<b>Met (83.33%)</b>
L69	Expenditure tracking	I	5/5		4/4		3/3		<b>12/12</b>	<b>Met</b>
L70	Charges for care calc.	I	5/5		4/4		6/6		<b>15/15</b>	<b>Met</b>
L71	Charges for care appeal	I	2/5		4/4		6/6		<b>12/15</b>	<b>Met (80.0%)</b>
L77	Unique needs training	I	3/5		4/4		6/6		<b>13/15</b>	<b>Met (86.67%)</b>
L78	Restrictive Int. Training	L	1/2				2/2		<b>3/4</b>	<b>Met</b>
L80	Symptoms of illness	L	2/2		4/4		2/2		<b>8/8</b>	<b>Met</b>
L81	Medical emergency	L	2/2		4/4		2/2		<b>8/8</b>	<b>Met</b>
Ⓜ L82	Medication admin.	L	2/2				2/2		<b>4/4</b>	<b>Met</b>
L84	Health protect. Training	I	2/4		1/1		5/5		<b>8/10</b>	<b>Met (80.0%)</b>

L85	Supervision	L	0/2		4/4		2/2		<b>6/8</b>	<b>Not Met (75.00 %)</b>
L86	Required assessments	I	4/5		2/4		1/3		<b>7/12</b>	<b>Not Met (58.33 %)</b>
L87	Support strategies	I	4/5		2/4		2/4		<b>8/13</b>	<b>Not Met (61.54 %)</b>
L88	Strategies implemented	I	5/5		3/4		5/6		<b>13/15</b>	<b>Met (86.67 %)</b>
L89	Complaint and resolution process	L					2/2		<b>2/2</b>	<b>Met</b>
L90	Personal space/ bedroom privacy	I	5/5		1/4		6/6		<b>12/15</b>	<b>Met (80.0 %)</b>
L91	Incident management	L	2/2		4/4		1/2		<b>7/8</b>	<b>Met (87.50 %)</b>
<b>#Std. Met/# 75 Indicator</b>									<b>69/75</b>	
<b>Total Score</b>									<b>79/85</b>	
									<b>92.94%</b>	

### Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	6/7		6/6	<b>12/13</b>	<b>Met (92.31 %)</b>
L5	Safety Plan	L			1/1	<b>1/1</b>	<b>Met</b>
L6	Evacuation	L			1/1	<b>1/1</b>	<b>Met</b>
L7	Fire Drills	L			1/1	<b>1/1</b>	<b>Met</b>
L8	Emergency Fact Sheets	I	6/7		6/6	<b>12/13</b>	<b>Met (92.31 %)</b>

L9 (07/21)	Safe use of equipment	I	7/7		6/6	13/13	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
L31	Communication method	I	7/7		6/6	13/13	Met
L32	Verbal & written	I	7/7		6/6	13/13	Met
L37	Prompt treatment	I	7/7		6/6	13/13	Met
Ⓜ L38	Physician's orders	I			1/1	1/1	Met
L39	Dietary requirements	I			1/1	1/1	Met
L49	Informed of human rights	I	6/7		6/6	12/13	Met (92.31 %)
L50 (07/21)	Respectful Comm.	I	7/7		6/6	13/13	Met
L51	Possessions	I	7/7		6/6	13/13	Met
L52	Phone calls	I	7/7		6/6	13/13	Met
L54 (07/21)	Privacy	I	7/7		6/6	13/13	Met
L55	Informed consent	I	3/3		5/5	8/8	Met
L72	DOL requirements	I	5/5			5/5	Met
L73	DOL certificate	L	1/1			1/1	Met
L77	Unique needs training	I	7/7		5/6	12/13	Met (92.31 %)

L79	Restraint training	L			1/1	1/1	Met
L80	Symptoms of illness	L	2/2		1/1	3/3	Met
L81	Medical emergency	L	2/2		1/1	3/3	Met
L85	Supervision	L	2/2		1/1	3/3	Met
L86	Required assessments	I	5/5		5/5	10/10	Met
L87	Support strategies	I	4/5		4/5	8/10	Met (80.0 %)
L88	Strategies implemented	I	7/7		6/6	13/13	Met
L91	Incident management	L	2/2		1/1	3/3	Met
<b>#Std. Met/# 42 Indicator</b>						42/42	
<b>Total Score</b>						53/53	
						100%	

## 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	5/5	Met
C8	Family/guardian communication	5/5	Met
C9	Personal relationships	4/5	Met (80.0 %)
C10	Social skill development	5/5	Met
C11	Get together w/family & friends	4/5	Met (80.0 %)

C12	Intimacy	5/5	<b>Met</b>
C13	Skills to maximize independence	4/5	<b>Met (80.0 %)</b>
C14	Choices in routines & schedules	5/5	<b>Met</b>
C15	Personalize living space	2/2	<b>Met</b>
C16	Explore interests	3/5	<b>Not Met (60.0 %)</b>
C17	Community activities	3/5	<b>Not Met (60.0 %)</b>
C18	Purchase personal belongings	5/5	<b>Met</b>
C19	Knowledgeable decisions	5/5	<b>Met</b>
C20 (07/21)	Emergency back-up plans	5/5	<b>Met</b>
C46	Use of generic resources	5/5	<b>Met</b>
C47	Transportation to/ from community	5/5	<b>Met</b>
C48	Neighborhood connections	5/5	<b>Met</b>
C49	Physical setting is consistent	2/2	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	5/5	<b>Met</b>
C52	Leisure activities and free-time choices /control	5/5	<b>Met</b>
C53	Food/ dining choices	5/5	<b>Met</b>
C54	Assistive technology	5/5	<b>Met</b>

#### **ABI-MFP Residential Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	2/5	<b>Not Met (40.0 %)</b>
C8	Family/guardian communication	6/6	<b>Met</b>
C9	Personal relationships	6/6	<b>Met</b>
C10	Social skill development	6/6	<b>Met</b>
C11	Get together w/family & friends	6/6	<b>Met</b>
C12	Intimacy	6/6	<b>Met</b>
C13	Skills to maximize independence	6/6	<b>Met</b>
C14	Choices in routines & schedules	6/6	<b>Met</b>
C15	Personalize living space	2/2	<b>Met</b>
C16	Explore interests	6/6	<b>Met</b>
C17	Community activities	6/6	<b>Met</b>

C18	Purchase personal belongings	6/6	<b>Met</b>
C19	Knowledgeable decisions	6/6	<b>Met</b>
C20 (07/21)	Emergency back-up plans	6/6	<b>Met</b>
C46	Use of generic resources	6/6	<b>Met</b>
C47	Transportation to/ from community	6/6	<b>Met</b>
C48	Neighborhood connections	6/6	<b>Met</b>
C49	Physical setting is consistent	2/2	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	6/6	<b>Met</b>
C52	Leisure activities and free-time choices /control	6/6	<b>Met</b>
C53	Food/ dining choices	6/6	<b>Met</b>
C54	Assistive technology	6/6	<b>Met</b>

### **Placement Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	4/4	<b>Met</b>
C8	Family/guardian communication	4/4	<b>Met</b>
C9	Personal relationships	4/4	<b>Met</b>
C10	Social skill development	4/4	<b>Met</b>
C11	Get together w/family & friends	4/4	<b>Met</b>
C12	Intimacy	4/4	<b>Met</b>
C13	Skills to maximize independence	4/4	<b>Met</b>
C14	Choices in routines & schedules	4/4	<b>Met</b>
C15	Personalize living space	4/4	<b>Met</b>
C16	Explore interests	4/4	<b>Met</b>
C17	Community activities	4/4	<b>Met</b>
C18	Purchase personal belongings	4/4	<b>Met</b>
C19	Knowledgeable decisions	4/4	<b>Met</b>
C20 (07/21)	Emergency back-up plans	4/4	<b>Met</b>
C46	Use of generic resources	4/4	<b>Met</b>
C47	Transportation to/ from community	4/4	<b>Met</b>
C48	Neighborhood connections	4/4	<b>Met</b>

C49	Physical setting is consistent	4/4	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	4/4	<b>Met</b>
C52	Leisure activities and free-time choices /control	4/4	<b>Met</b>
C53	Food/ dining choices	4/4	<b>Met</b>
C54	Assistive technology	4/4	<b>Met</b>

### **Community Based Day Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	6/6	<b>Met</b>
C8	Family/guardian communication	6/6	<b>Met</b>
C13	Skills to maximize independence	6/6	<b>Met</b>
C20 (07/21)	Emergency back-up plans	6/6	<b>Met</b>
C37	Interpersonal skills for work	5/5	<b>Met</b>
C38 (07/21)	Habilitative & behavioral goals	5/5	<b>Met</b>
C39 (07/21)	Support needs for employment	5/5	<b>Met</b>
C40	Community involvement interest	6/6	<b>Met</b>
C41	Activities participation	6/6	<b>Met</b>
C42	Connection to others	6/6	<b>Met</b>
C43	Maintain & enhance relationship	6/6	<b>Met</b>
C44	Job exploration	4/4	<b>Met</b>
C45	Revisit decisions	6/6	<b>Met</b>
C46	Use of generic resources	6/6	<b>Met</b>
C47	Transportation to/ from community	6/6	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	6/6	<b>Met</b>
C54	Assistive technology	6/6	<b>Met</b>

### **Employment Support Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	6/6	<b>Met</b>
C8	Family/guardian communication	6/6	<b>Met</b>
C20 (07/21)	Emergency back-up plans	7/7	<b>Met</b>
C22	Explore job interests	5/5	<b>Met</b>

C23	Assess skills & training needs	5/5	<b>Met</b>
C24	Job goals & support needs plan	5/5	<b>Met</b>
C25	Skill development	5/5	<b>Met</b>
C26	Benefits analysis	6/7	<b>Met (85.71 %)</b>
C27	Job benefit education	7/7	<b>Met</b>
C28	Relationships w/businesses	2/2	<b>Met</b>
C29	Support to obtain employment	5/5	<b>Met</b>
C30	Work in integrated settings	7/7	<b>Met</b>
C31	Job accommodations	7/7	<b>Met</b>
C32	At least minimum wages earned	6/6	<b>Met</b>
C33	Employee benefits explained	7/7	<b>Met</b>
C34	Support to promote success	7/7	<b>Met</b>
C35	Feedback on job performance	7/7	<b>Met</b>
C36	Supports to enhance retention	7/7	<b>Met</b>
C37	Interpersonal skills for work	6/6	<b>Met</b>
C47	Transportation to/ from community	7/7	<b>Met</b>
C50	Involvement/ part of the Workplace culture	7/7	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	7/7	<b>Met</b>
C54	Assistive technology	7/7	<b>Met</b>