



**PROVIDER REPORT
FOR**

**BETTER COMMUNITY
LIVING INC
5 Ventura Drive
Dartmouth, MA 02747**

Version

FINAL PROVIDER REPORT

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

SUMMARY OF OVERALL FINDINGS

Provider BETTER COMMUNITY LIVING INC

Review Dates 8/2/2023 - 8/8/2023

Service Enhancement Meeting Date 8/22/2023

Survey Team Michael Marchese (TL)
Katherine Gregory
Tina Napolitan
Scott Nolan
Michelle Boyd
Linda Griffith

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	10 location (s) 11 audit (s)	Full Review	83/88 2 Year License 08/22/2023 - 08/22/2025		105 / 106 Certified 08/22/2023 - 08/22/2025
Residential Services	5 location(s) 5 audit (s)			Full Review	20 / 20
ABI-MFP Residential Services	1 location(s) 1 audit (s)			Full Review	20 / 20
Placement Services	2 location(s) 2 audit (s)			Full Review	20 / 20
ABI-MFP Placement Services	1 location(s) 2 audit (s)			Full Review	19 / 20
Individual Home Supports	1 location(s) 1 audit (s)			Full Review	20 / 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) 11 audit (s)	Full Review	52/56 2 Year License 08/22/2023 - 08/22/2025		41 / 41 Certified 08/22/2023 - 08/22/2025
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	15 / 15
Employment Support Services	0 location(s) 4 audit (s)			Full Review	20 / 20
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Better Community Living, Inc. (BCL), is a nonprofit organization founded in 1988 to provide supports and services for adults and children with developmental and intellectual disabilities, acquired brain injuries, and people on the autism spectrum living throughout the Greater New Bedford area. BCL offers a number of service models to support a diverse population of people with unique needs. This includes a variety of adult services, including 24-hour Residential and Placement services, ABI/MFP 24-hour Residential and Placement services, Individual Home Support (IHS), Community Based Day Support (CBDS) and Employment services.

The Department of Developmental Services' (DDS) Office of Quality Enhancement (OQE) conducted a full licensing and certification review of all Better Community Living's Residential services, including 24-hour Residential, ABI/MFP Residential, Placement, ABI/MFP Placement and HIS, as well as their CBDS and Employment Services.

Based on the results of this licensing and certification review, Better Community Living, Inc. achieved several positive outcomes organizationally. Within the area of competent and skilled workforce, the agency has an effective tracking and monitoring system to ensure all mandated trainings, including first aid and CPR, fire safety, positive behavioral supports, incident reporting, signs and symptoms of illness, and infectious disease prevention, were completed by staff. All professional staff were current with their licenses or certifications, and newly hired staff met the qualifications of their positions. In the area of personal safety, the agency ensured that staff were trained in human rights, and how to identify and report suspected abuse and mistreatment. DPPC investigations of abuse and/or neglect were consistently reviewed, and the agency ensured immediate actions were taken and that follow-up action steps were implemented to ensure the on-going safety of individuals.

Organizationally, the agency needs to ensure that the HRC has the required expertise in attendance at meetings when relevant review responsibilities are being conducted, and that restraint reports are being submitted and reviewed within required timelines.

Across all services, homes and other locations were accessible, clean, and well maintained, and sites, where medications were administered, were registered, with medications stored according to MAP requirements. The agency's focus on 'person-centered' care was best illustrated by the development and utilization of Individual Profiles for every individual supported. These comprehensive documents provide staff with a wholistic profile of everyone's background/ history, unique likes/ dislikes, interests, medical and behavioral support needs, and universal positive behavior supports. As a result, staff/ care providers across all services were found to be familiar with and trained to support the unique needs of individuals. Within the area of human rights, individuals were trained, and family/ guardians were provided information on human rights, and how to report alleged abuse/ neglect to DPPC. Within the area of supportive technology for independence, individuals' needs had been assessed, and follow-up steps had been initiated to explore assistive technology (AT) that could potentially increase their independence.

In residential services, individuals were supported and encouraged to engage in physical activities and were provided with overall healthy and well-balanced diets. Annual physical and dental exams occurred within expected timeframes, preventative screenings occurred when appropriate, and prompt treatment was received for episodic health care conditions. Medications were administered as written and healthcare provider (HCP) orders were present and up to date for all individuals reviewed. Individuals were afforded privacy in their homes, including locks on bathroom and bedroom doors. In the area of goal accomplishment, individuals' support strategies were meaningful and were being tracked and modified to meet individuals' changing interests/ needs.

Within the Certification domain, supports to individuals in Residential services to explore and participate were individually driven and based on their real time interests. Survey results also

recognized staffs' efforts to support individuals in the development and maintenance of meaningful relationships with family and friends, as well as explore connections with others in their neighborhood/ community.

Licensing areas needing additional attention in Residential services include ensuring that individuals are being trained and family/ guardians receive information regarding the agency's grievance policy and procedures, and that the grievance resolution process is effectively implemented in all ABI/MFP homes. In the Certification domain, the agency needs to ensure that individuals have opportunities to provide feedback at the time of hire and/or on an ongoing basis on the performance of staff that support them.

In Day/ Employment services, all required ISP assessments and support strategies were submitted within the required timelines. In the area of health and safety, individuals received prompt treatment for episodic healthcare conditions. Individuals had completed safety assessments that were inclusive of appliances and equipment being utilized in their CBDS activities, and emergency back- up plans to assist individuals to plan for emergencies and/or disasters were in place.

Within the certification domain, a number of strengths were identified in Day/ Employment services. Individuals were afforded flexibility with daily/ weekly schedules to accommodate individuals' interests and needs, resulting in their choice and control over activities and work experiences. All individuals employed in community-based jobs or employed by the agency were earning minimum (or more) wage.

Licensing areas needing additional attention in Day/ Employment services include ensuring that individuals are being trained and family/ guardians receive information regarding the agency's grievance policy and procedures, and that informed consent for the release of photos/ videos contains all required information, including the specific use of photos and purpose for the release.

In the Certification domain, the agency needs to ensure that for individuals being supported in the CBDS employment track presenting with social and/or emotional barriers, a goal to support individuals to develop coping strategies necessary to prepare them for work are identified, and that plans are developed to identify specific job goals and support needs, including strategies to enhance their skill sets, leading to movement into supported employment.

Based on the findings of this report, Better Community Living, Inc's Residential service grouping received a met rating in 94% of licensing indicators, including all critical indicators. The service also received a rating of met in 99% of the certification indicators reviewed. As a result, the agency will receive a Two-Year License and is Certified for its Residential Service Grouping. Within the Day and Employment Supports program, the agency met 93% of licensing indicators, including all critical indicators, and met 95% of the certification indicators reviewed. As a result, the agency will receive a Two-Year License, and is Certified for its Day and Employment Supports service grouping. The agency will conduct its own follow-up review within 60 days for both Residential and Day/ Employment Services.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/10	2/10	
Residential and Individual Home Supports	75/78	3/78	
Residential Services Individual Home Supports ABI-MFP Placement Services Placement Services ABI-MFP 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	8/10	2/10	
Employment and Day Supports	44/46	2/46	
Community Based Day Services Employment Support Services			
Critical Indicators	6/6	0/6	
Total	52/56	4/56	93%
2 Year License			
# indicators for 60 Day Follow-up		4	

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.	The agency's Human Rights Committee did not meet expertise attendance requirements, due to the lack of legal expertise presence at three of eight meetings. The agency needs to ensure that the required expertise is present at all meetings when relevant review responsibilities are being conducted.

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

Indicator #	Indicator	Area Needing Improvement
L65	Restraint reports are submitted within required timelines.	One of two reviewed restraint reports did not meet the required 5-day timeline for review. The agency needs to ensure that restraint reports are submitted within the required timelines.

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

Indicator #	Indicator	Area Needing Improvement
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	Three individuals and/or guardians had not been informed how to file a human right grievance or whom they should talk to if they had a concern. The agency needs to ensure individuals, and guardians know how to file a grievance.
L89	The provider has a complaint and resolution process that is effectively implemented at the local level.	At one of two ABI/MFP homes the agency's complaint and resolution process had not been effectively implemented, including the lack of complaint forms and a log for the documentation and tracking of complaints. The agency needs to ensure that all ABI/MFP homes/ locations have effectively implemented the agency's complaint/ resolution process, including all required components.
L91	Incidents are reported and reviewed as mandated by regulation.	At six of ten locations the agency did not meet required timelines for the creation and/or the finalization of incident reports. The agency needs to ensure that timelines for reporting and finalizing of incident reports are adhered to and met.

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

Indicator #	Indicator	Area Needing Improvement
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	Five individuals and/or guardians had not been informed how to file a human right grievance or whom they should talk to if they had a concern. The agency needs to ensure individuals, and guardians know how to file a grievance.

Employment/Day 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.	For three individuals the obtained informed consent for photo use lacked the identity of the specific use and purposes for the release. The agency needs to ensure that informed consents for the release of photos includes all required information, including the identifies the specific use of photos and purposes for release.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	99/100	1/100	
ABI-MFP Placement Services	19/20	1/20	
ABI-MFP Residential Services	20/20	0/20	
Residential Services	20/20	0/20	
Placement Services	20/20	0/20	
Individual Home Supports	20/20	0/20	
Total	105/106	1/106	99%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	35/35	0/35	
Community Based Day Services	15/15	0/15	
Employment Support Services	20/20	0/20	
Total	41/41	0/41	100%
Certified			

ABI-MFP Placement 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.	One of two individuals had not been afforded the opportunity to provide input at the time of a staff's hire or on the performance of staff supporting them. The agency needs to ensure that individuals have opportunities to provide feedback at the time of hire and/or on an ongoing basis on the performance of staff that support them.

Survey Detail Report

Back-up documentation

Licensure Organizational:

Issues on Not Met Indicators

Indicator	Source	Issue
L48* The agency has an effective Human Rights Committee.	Document	The legal expertise was not present at three of eight Human Rights Committee meetings (63% attendance).
	Staff	
L65* Restraint reports are submitted within required timelines.	Indi. Doc	Restraint #1507095 was not finalized within required five calendar days.
	HCSIS	

* Indicators subject to follow-up within 60 days

Licensure Residential and Individual Home Supports

Positive Comments on Met Indicators

Indicator	Service Type	Location	Individual	Positive Comments
L31 Staff understand and can communicate with individuals in their primary language and method of communicating.	Residential Services	288 Church Street New Bedford MA 02745	JB	Staff have created an individualized communication picture binder that includes an extensive compilation of photos of him using ASL and other personal gestures he uses to communicate with staff and others. The binder is used as a resource/ teaching tool for staff to understand and communicate with him in his primary language/ method of communicating.

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L5 There is an approved safety plan in home and work locations.	Residential Services	86 Hope Street New Bedford MA 02740		Two staff were not trained in the Safety Plan. One of these staff worked 6 shifts alone, and the other worked 1 shift alone during the period of 7/16/23-7/29/23.
L8 Emergency fact sheets are current and accurate and available on site.	Residential Services	22 Mason Avenue South Dartmouth MA 02748	CB	Emergency fact sheet does not list the diagnosis of tachycardia and her cholecystectomy completed on 6/20/23.
L8 Emergency fact sheets are current and accurate and available on site.	Individual Home Supports	231 Middle Street Apt 601 New Bedford MA 02740	CC	Emergency Fact Sheet dated 7/31/23 does not include CC's diagnoses of chronic kidney disease (stage 2/3), constipation, gall stones, bradycardia, and sensorineural hearing loss.
R L11 All required annual inspections have been conducted.	Placement Services	545 COTTAGE ST, 1ST FL New Bedford MA 02740		Gas water heater has not been inspected since its installation in 2018. (Corrected)
L14 Handrails, balusters, stairs, and stairways are in good repair.	Residential Services	86 Hope Street New Bedford MA 02740		The railing for the ramp at the rear of the home consists of very weathered wood with no recent finish applied and there is a risk of splinters.

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L15 Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	Placement Services	545 COTTAGE ST, 1ST FL New Bedford MA 02740		The water temperature was 145.2 degrees F in the kitchen and 144.3 degrees F in the bathroom. The landlord had raised the water temperatures that morning because he was cleaning an upstairs unit. (Corrected)
L33 Individuals receive an annual physical exam.	Individual Home Supports	231 Middle Street Apt 601 New Bedford MA 02740	CC	CC has not had an annual physical exam since 1/21/22.
L34 Individuals receive an annual dental exam.	Individual Home Supports	231 Middle Street Apt 601 New Bedford MA 02740	CC	CC is edentulous and has his oral cancer screenings completed by his Primary Care Physician at his annual physicals. CC has not had an oral exam since 1/21/22.
L35 Individuals receive routine preventive screenings.	ABI-MFP Residential Services	71 Fairhaven Road Mattapoisett MA 02739	DF	The individual is 73 years old male. He has not had a shingles vaccination recommended by his PCP at his 9/14/22 APE.
L36 Recommended tests and appointments with specialists are made and kept.	Residential Services	22 Mason Avenue South Dartmouth MA 02748	CB	At eye appointment completed 2/9/21 her physician requested for 2 year follow up. This has not occurred to date.

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L36 Recommended tests and appointments with specialists are made and kept.	ABI-MFP Residential Services	71 Fairhaven Road Mattapoisett MA 02739	DF	Available documentation indicates that the individual has not received his monthly Lupron injections consistent with his physician's medical treatment order.
℞ L38 Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).	Residential Services	86 Hope Street New Bedford MA 02740	ND	ND has a protocol for Diabetes in which her blood glucose levels are to be tested if she shows signs or symptoms of either high or low sugars. The MD is to be contacted if her levels are over 200 for three consecutive days. In May her levels were over 200 (and as high as 395) on 5/27-5/29/23 as recorded by staff. The MD was not notified as per the diabetic protocol for ND, and no assistance or advice from administration was sought. Immediate Jeopardy issued.
L43 The health care record is maintained and updated as required.	Residential Services	22 Mason Avenue South Dartmouth MA 02748	CB	Health care record does not list the diagnosis of tachycardia and her cholecystectomy completed on 6/20/23.

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L43 The health care record is maintained and updated as required.	Individual Home Supports	231 Middle Street Apt 601 New Bedford MA 02740	CC	Health Care Record dated 7/31/23 does not include CC's diagnoses of chronic kidney disease (stage 2/3), constipation, gall stones, bradycardia, and sensorineural hearing loss.
L49* Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	Residential Services	22 Mason Avenue South Dartmouth MA 02748	JS	JS has not been provided with information on how to file a grievance.
L49* Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	Residential Services	34 Castle Avenue Fairhaven MA 02719	WT	TW has not been provided with information regarding the agency grievance policy.
L49* Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	Residential Services	30 Bradford Street New Bedford MA 02745	TV	Tina was not provided information or guidance in how to file a grievance or whom to talk to if she had a concern.
L61 Supports and health related protections are included in ISP assessments and the continued need is outlined.	Individual Home Supports	231 Middle Street Apt 601 New Bedford MA 02740	CC	CC utilizes a rolling walker and shower chair. Use of these support and health-related protections have not been authorized by a medical professional and do not provide the criteria for use, frequency/duration of use, maintenance and cleaning instructions, frequency of safety checks, or conditions for discontinuance.

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L67 There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	Residential Services	22 Mason Avenue South Dartmouth MA 02748	CB	Money management plan does not include the \$5.00 she receives each week and is able to carry independently.
L69 Individual expenditures are documented and tracked.	ABI-MFP Residential Services	71 Fairhaven Road Mattapoisett MA 02739	DF	The individual's FTRs from 5/2023 through 8/2023 indicated inaccuracies with his cash-on-hand account balances, and his cash funds were not reconciled to account for accounting corrections. Additionally, staff were not able to identify the reason for the ongoing inaccuracies.
L77 The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals.	Residential Services	30 Bradford Street New Bedford MA 02745	ER	The PCP ordered ER to wear compression stocking for five days from 4/5 to 4/10/23. The order was not implemented as staff were not trained how to put on these stocking.
Ⓡ L82 Medications are administered by licensed professional staff or by MAP certified staff (or by PCAs) for individuals unable to administer their own medications.	Residential Services	86 Hope Street New Bedford MA 02740		Staff were conducting Blood Glucose monitoring that had not received the required Ancillary Blood Glucose Monitoring Training for an individual using a blood glucometer. Immediate Jeopardy issued. (Corrected)

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L84 Staff / care providers are trained in the correct utilization of health related protections per regulation.	Individual Home Supports	231 Middle Street Apt 601 New Bedford MA 02740	CC	Staff have not been trained in the correct utilization of CC's shower chair and rolling walker, due to the lack of medical authorization and guidelines for use/care of the equipment.
L86 Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Residential Services	34 Castle Avenue Fairhaven MA 02719	TR	ISP assessments due 8/30/22 were submitted 9/8/22, past the required timelines.
L86 Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Residential Services	288 Church Street New Bedford MA 02745	PB	The individual's three required ISP assessments (Financial, H&D and Safety) were submitted on 7/25/23, nine days after their due date of 7/16/23.
L87 Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	Residential Services	34 Castle Avenue Fairhaven MA 02719	TR	ISP support strategies due 8/30/22 were submitted 9/8/22, past the 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.	Residential Services	288 Church Street New Bedford MA 02745	PB	The individual's two support strategies were submitted on 7/21/23, 10 days prior to his 7/31/23 ISP meeting date.

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L89* The provider has a complaint and resolution process that is effectively implemented at the local level.	ABI-MFP Residential Services	71 Fairhaven Road Mattapoisett MA 02739		The agency's complaint/ grievance policy and procedures were not available to the individuals living in the home, including no blank complaint/ grievance forms and no log sheet for documenting a complaint/ grievance.
L91* Incidents are reported and reviewed as mandated by regulation.	Residential Services	22 Mason Avenue South Dartmouth MA 02748		Incidents#1564806,1528470 ,1564620, 1553757 were not submitted on time.
L91* Incidents are reported and reviewed as mandated by regulation.	Residential Services	34 Castle Avenue Fairhaven MA 02719		Incident report number 1561070 was not created within required timelines. Incident report numbers 1500306, 1514713, 1495842, 1494189, 1534654, 1532909 and 1528605 were not finalized within the required timelines.
L91* Incidents are reported and reviewed as mandated by regulation.	Residential Services	30 Bradford Street New Bedford MA 02745		1568525 -Report created on 7/26/23 is not finalized. 1560178-Event occurred on 4/28/23, report created on 6/4/23. 1525458-Event occurred on 4/24/23, report created/submitted on 2/3/23,

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L91* Incidents are reported and reviewed as mandated by regulation.	Residential Services	288 Church Street New Bedford MA 02745		One (#1505861) of two incident reports entered in HCSIS had not been submitted (19 days late) and finalized (18 days late) within the required timelines.
L91* Incidents are reported and reviewed as mandated by regulation.	Residential Services	86 Hope Street New Bedford MA 02740		Incident #1543334 was submitted 43 days past the allowed timeline and finalized 40 days past the timeline.
L91* Incidents are reported and reviewed as mandated by regulation.	ABI-MFP Residential Services	71 Fairhaven Road Mattapoisett MA 02739		Three incidents were reviewed in HCSIS. Two of the three incidents (#1561329 and #1534107) did not meet the submission deadline and all three (#1561329, #1534107 and #1542833) did not meet the finalization deadline.

* Indicators subject to follow-up within 60 days

Licensure Employment and Day Supports

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L8 Emergency fact sheets are current and accurate and available on site.	Employment Support Services	5 Ventura Drive North Dartmouth MA 02747	DD	DD's Emergency Fact Sheet was missing multiple conditions including Hyperglycemia, aspiration risk, Osteoarthritis and Gout.

Licensure Employment and Day Supports

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L8 Emergency fact sheets are current and accurate and available on site.	Employment Support Services	5 Ventura Drive North Dartmouth MA 02747	MB	MT's Emergency Fact Sheet was missing his designated Health Care Agent and two diagnosis, Tuberous sclerosis and right-sided weakness.
R L38 Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).	Employment Support Services	5 Ventura Drive North Dartmouth MA 02747	DD	DD had a swallow study performed on 7/17/23 and received recommendations from the speech language pathologist who documented that he is at risk for aspiration. All staff who had worked with DD had not been trained and there was a lack of knowledge regarding the protocol. Immediate Jeopardy issued. (Corrected)
L49* Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	Community Based Day Services	5 Ventura Drive North Dartmouth MA 02747	KS	KS has not been given information regarding the agency grievance procedure.
L49* Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	Community Based Day Services	5 Ventura Drive North Dartmouth MA 02747	AC	AC has not been provided with information on how to file a grievance.
L49* Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	Community Based Day Services	5 Ventura Drive North Dartmouth MA 02747	BF	BF has not been provided with information regarding the agency's grievance policy.

Licensure Employment and Day Supports

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L49* Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	Community Based Day Services	5 Ventura Drive North Dartmouth MA 02747	MA	MA has not been provided with information on how to file a grievance.
L49* Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	Employment Support Services	5 Ventura Drive North Dartmouth MA 02747	PR	A process for individuals to file a grievance was not in place.
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.	Community Based Day Services	5 Ventura Drive North Dartmouth MA 02747	EB	Photographs of EB have been used on the BCL Community Support Facebook page in 2023. EB's signed media consent does not identify the specific use and purposes for release of her photographs.
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.	Community Based Day Services	5 Ventura Drive North Dartmouth MA 02747	BF	A photograph of this individuals has been published on the agency Facebook page. The photo consent that is signed by a guardian lacks the identity of the specific use and purposes for release. The guardian also did not agree to posting to the internet or social media on the photo consent.

Licensure Employment and Day Supports

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
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.	Employment Support Services	5 Ventura Drive North Dartmouth MA 02747	DD	A photo of David was release on Facebook 7/2023. A consent signed by the guardian 5/8/23 did not specify which photo or the intended purpose for the use of the photograph being released.
L77 The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals.	Employment Support Services	5 Ventura Drive North Dartmouth MA 02747	DD	Staff had not been trained in DD's diagnosis of Diabetes Mellitis which was identified in his last annual physical exam.
L94 (05/22) Individuals have assistive technology to maximize independence.	Employment Support Services	5 Ventura Drive North Dartmouth MA 02747	DD	Various sections of DD's assistive technology assessment were left blank, including sections for sensory, motor skills, reading, and vision. He is not using of any assistive technology, and there is no plan to explore assistive tech that could help him to increase his independence.

* Indicators subject to follow-up within 60 days

Planning and Quality Management

Certification ABI-MFP Placement Services

Issues on Not Met Indicators

Indicator	Location	Individual	Issue
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.	819 Reed Road Dartmouth MA 02748	JA	The individual had not been offered opportunities to provide feedback at the time of staff hire or on an ongoing basis of staffs' performance. (Corrected)

MASTER SCORE SHEET LICENSURE

Organizational: BETTER COMMUNITY LIVING INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
R L2	Abuse/neglect reporting	12/12	Met
L3	Immediate Action	15/15	Met
L4	Action taken	15/15	Met
L48	HRC	0/1	Not Met(0 %)
L65	Restraint report submit	1/2	Not Met(50.0 %)
L66	HRC restraint review	2/2	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	18/18	Met
L83	HR training	18/18	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	1/1	2/2		1/1	2/2	11/11	Met
L5	Safety Plan	L	4/5	1/1	2/2		1/1	1/1	9/10	Met (90.0 %)
R L6	Evacuation	L	5/5		2/2		1/1	1/1	9/9	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L7	Fire Drills	L	5/5				1/1		6/6	Met
L8	Emergency Fact Sheets	I	4/5	0/1	2/2		1/1	2/2	9/11	Met (81.82 %)
L9 (07/21)	Safe use of equipment	I	5/5	1/1			1/1		7/7	Met
L10	Reduce risk interventions	I	3/3	1/1					4/4	Met
℞ L11	Required inspections	L	5/5		0/1		1/1	1/1	7/8	Met (87.50 %)
℞ L12	Smoke detectors	L	5/5	1/1	2/2		1/1	1/1	10/10	Met
℞ L13	Clean location	L	5/5		2/2		1/1	1/1	9/9	Met
L14	Site in good repair	L	4/5		2/2		1/1	1/1	8/9	Met (88.89 %)
L15	Hot water	L	5/5		1/2		1/1	1/1	8/9	Met (88.89 %)
L16	Accessibility	L	5/5		2/2		1/1	1/1	9/9	Met
L17	Egress at grade	L	5/5		1/1		1/1	1/1	8/8	Met
L19	Bedroom location	L	4/4				1/1		5/5	Met
L20	Exit doors	L	5/5				1/1		6/6	Met
L21	Safe electrical equipment	L	5/5		2/2		1/1	1/1	9/9	Met
L22	Well-maintained appliances	L	5/5		2/2		1/1	1/1	9/9	Met
L23	Egress door locks	L	2/2						2/2	Met
L24	Locked door access	L	5/5		2/2		1/1		8/8	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L25	Dangerous substances	L	5/5				1/1		6/6	Met
L26	Walkway safety	L	5/5		2/2		1/1	1/1	9/9	Met
L27	Pools, hot tubs, etc.	L						1/1	1/1	Met
L28	Flammables	L	5/5				1/1		6/6	Met
L29	Rubbish/combustibles	L	5/5		2/2		1/1	1/1	9/9	Met
L30	Protective railings	L	2/2	1/1	1/1		1/1	1/1	6/6	Met
L31	Communication method	I	5/5	1/1	2/2		1/1	2/2	11/11	Met
L32	Verbal & written	I	5/5	1/1	2/2		1/1	2/2	11/11	Met
L33	Physical exam	I	5/5	0/1	2/2		1/1	2/2	10/11	Met (90.91 %)
L34	Dental exam	I	5/5	0/1	2/2		1/1	2/2	10/11	Met (90.91 %)
L35	Preventive screenings	I	5/5	1/1	2/2		0/1	2/2	10/11	Met (90.91 %)
L36	Recommended tests	I	4/5	1/1	2/2		0/1	2/2	9/11	Met (81.82 %)
L37	Prompt treatment	I	5/5	1/1	2/2		1/1	2/2	11/11	Met
L38	Physician's orders	I	4/5	1/1			1/1	2/2	8/9	Met (88.89 %)
L39	Dietary requirements	I	1/1				1/1		2/2	Met
L40	Nutritional food	L	5/5	1/1			1/1		7/7	Met
L41	Healthy diet	L	5/5	1/1	2/2		1/1	1/1	10/10	Met
L42	Physical activity	L	5/5	1/1	2/2		1/1	1/1	10/10	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/R ated	Rating
L43	Health Care Record	I	4/5	0/1	2/2		1/1	2/2	9/11	Met (81.82 %)
L44	MAP registration	L	5/5	1/1			1/1		7/7	Met
L45	Medication storage	L	5/5	1/1			1/1		7/7	Met
L46	Med. Administrat ion	I	5/5	1/1			1/1	2/2	9/9	Met
L47	Self medication	I			1/1				1/1	Met
L49	Informed of human rights	I	2/5	1/1	2/2		1/1	2/2	8/11	Not Met (72.73 %)
L50 (07/21)	Respectful Comm.	I	5/5	1/1	2/2		1/1	2/2	11/11	Met
L51	Possessio ns	I	5/5	1/1	2/2		1/1	2/2	11/11	Met
L52	Phone calls	I	5/5	1/1	2/2		1/1	2/2	11/11	Met
L53	Visitation	I	5/5	1/1	2/2		1/1	2/2	11/11	Met
L54 (07/21)	Privacy	I	5/5	1/1	2/2		1/1	2/2	11/11	Met
L55	Informed consent	I						1/1	1/1	Met
L56	Restrictive practices	I	2/2						2/2	Met
L60	Data maintenan ce	I	1/1						1/1	Met
L61	Health protection in ISP	I	5/5	0/1				2/2	7/8	Met (87.50 %)
L62	Health protection review	I	3/3					1/1	4/4	Met
L63	Med. treatment plan form	I	5/5					1/1	6/6	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/R ated	Rating
L64	Med. treatment plan rev.	I	5/5					1/1	6/6	Met
L67	Money mgmt. plan	I	4/5				1/1	2/2	7/8	Met (87.50 %)
L68	Funds expenditur e	I	5/5				1/1		6/6	Met
L69	Expenditur e tracking	I	5/5				0/1		5/6	Met (83.33 %)
L70	Charges for care calc.	I	4/4		2/2			2/2	8/8	Met
L71	Charges for care appeal	I	5/5		2/2			2/2	9/9	Met
L77	Unique needs training	I	4/5	1/1	2/2		1/1	2/2	10/11	Met (90.91 %)
L78	Restrictive Int. Training	L	2/2						2/2	Met
L80	Symptoms of illness	L	5/5	1/1	2/2		1/1	1/1	10/10	Met
L81	Medical emergency	L	5/5	1/1	2/2		1/1	1/1	10/10	Met
R L82	Medication admin.	L	4/5	1/1			1/1		6/7	Met (85.71 %)
L84	Health protect. Training	I	5/5	0/1				2/2	7/8	Met (87.50 %)
L85	Supervisio n	L	5/5	1/1	2/2		1/1	1/1	10/10	Met
L86	Required assessmen ts	I	3/5	1/1	2/2			2/2	8/10	Met (80.0 %)
L87	Support strategies	I	3/5	1/1	2/2			2/2	8/10	Met (80.0 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L88	Strategies implemented	I	5/5	1/1	2/2		1/1	2/2	11/11	Met
L89	Complaint and resolution process	L					0/1	1/1	1/2	Not Met (50.0 %)
L90	Personal space/ bedroom privacy	I	5/5	1/1	2/2		1/1	2/2	11/11	Met
L91	Incident management	L	0/5	1/1	2/2		0/1	1/1	4/10	Not Met (40.0 %)
L93 (05/22)	Emergency back-up plans	I	5/5	1/1	2/2			2/2	10/10	Met
L94 (05/22)	Assistive technology	I	5/5	1/1	2/2		1/1	2/2	11/11	Met
L96 (05/22)	Staff training in devices and applications	I	3/3	1/1	1/1		1/1		6/6	Met
L99 (05/22)	Medical monitoring devices	I	2/2					1/1	3/3	Met
#Std. Met/# 78 Indicator									75/78	
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	4/4		7/7	11/11	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	2/4		7/7	9/11	Met (81.82 %)
L9 (07/21)	Safe use of equipment	I	4/4		7/7	11/11	Met
L10	Reduce risk interventions	I	1/1			1/1	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
L27	Pools, hot tubs, etc.	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L29	Rubbish/co mbustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communica tion method	I	4/4		7/7	11/11	Met
L32	Verbal & written	I	4/4		7/7	11/11	Met
L37	Prompt treatment	I	4/4		7/7	11/11	Met
L38	Physician's orders	I	1/2		4/4	5/6	Met (83.33 %)
L39	Dietary requirement s	I	1/1		1/1	2/2	Met
L44	MAP registration	L			1/1	1/1	Met
L49	Informed of human rights	I	3/4		3/7	6/11	Not Met (54.55 %)
L50 (07/21)	Respectful Comm.	I	4/4		7/7	11/11	Met
L51	Possession s	I	4/4		7/7	11/11	Met
L52	Phone calls	I	4/4		7/7	11/11	Met
L54 (07/21)	Privacy	I	4/4		7/7	11/11	Met
L55	Informed consent	I	1/2		5/7	6/9	Not Met (66.67 %)
L77	Unique needs training	I	3/4		7/7	10/11	Met (90.91 %)
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
L85	Supervision	L			1/1	1/1	Met
L86	Required assessment s	I	3/3		6/6	9/9	Met
L87	Support strategies	I	4/4		6/6	10/10	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L88	Strategies implemented	I	4/4		7/7	11/11	Met
L91	Incident management	L			1/1	1/1	Met
L93 (05/22)	Emergency back-up plans	I	4/4		7/7	11/11	Met
L94 (05/22)	Assistive technology	I	3/4		7/7	10/11	Met (90.91 %)
L96 (05/22)	Staff training in devices and applications	I	3/3		5/5	8/8	Met
#Std. Met/# 46 Indicator						44/46	
Total Score						52/56	
						92.86%	

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

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C9	Personal relationships	5/5	Met
C10	Social skill development	5/5	Met
C11	Get together w/family & friends	5/5	Met
C12	Intimacy	5/5	Met
C13	Skills to maximize independence	5/5	Met
C14	Choices in routines & schedules	5/5	Met
C15	Personalize living space	5/5	Met
C16	Explore interests	5/5	Met
C17	Community activities	5/5	Met
C18	Purchase personal belongings	5/5	Met
C19	Knowledgeable decisions	5/5	Met
C46	Use of generic resources	5/5	Met
C47	Transportation to/ from community	5/5	Met
C48	Neighborhood connections	5/5	Met
C49	Physical setting is consistent	5/5	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met
C52	Leisure activities and free-time choices /control	5/5	Met
C53	Food/ dining choices	5/5	Met

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C9	Personal relationships	1/1	Met
C10	Social skill development	1/1	Met
C11	Get together w/family & friends	1/1	Met
C12	Intimacy	1/1	Met

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C13	Skills to maximize independence	1/1	Met
C14	Choices in routines & schedules	1/1	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	1/1	Met
C17	Community activities	1/1	Met
C18	Purchase personal belongings	1/1	Met
C19	Knowledgeable decisions	1/1	Met
C46	Use of generic resources	1/1	Met
C47	Transportation to/ from community	1/1	Met
C48	Neighborhood connections	1/1	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C52	Leisure activities and free-time choices /control	1/1	Met
C53	Food/ dining choices	1/1	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C15	Personalize living space	2/2	Met
C16	Explore interests	2/2	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met

ABI-MFP Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/2	Not Met (50.0 %)
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	2/2	Met
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C46	Use of generic resources	2/2	Met

ABI-MFP Placement Services

Indicator #	Indicator	Met/Rated	Rating
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C9	Personal relationships	1/1	Met
C10	Social skill development	1/1	Met
C11	Get together w/family & friends	1/1	Met
C12	Intimacy	1/1	Met
C13	Skills to maximize independence	1/1	Met
C14	Choices in routines & schedules	1/1	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	1/1	Met
C17	Community activities	1/1	Met
C18	Purchase personal belongings	1/1	Met
C19	Knowledgeable decisions	1/1	Met
C21	Coordinate outreach	1/1	Met
C46	Use of generic resources	1/1	Met
C47	Transportation to/ from community	1/1	Met
C48	Neighborhood connections	1/1	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C52	Leisure activities and free-time choices /control	1/1	Met
C53	Food/ dining choices	1/1	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	Met
C8	Family/guardian communication	7/7	Met
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	7/7	Met
C38 (07/21)	Habilitative & behavioral goals	2/2	Met
C39 (07/21)	Support needs for employment	2/2	Met
C40	Community involvement interest	7/7	Met
C41	Activities participation	7/7	Met
C42	Connection to others	7/7	Met
C43	Maintain & enhance relationship	7/7	Met
C44	Job exploration	6/6	Met
C45	Revisit decisions	7/7	Met
C46	Use of generic resources	7/7	Met
C47	Transportation to/ from community	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	4/4	Met
C22	Explore job interests	3/3	Met
C23	Assess skills & training needs	3/3	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C24	Job goals & support needs plan	3/3	Met
C25	Skill development	3/3	Met
C26	Benefits analysis	4/4	Met
C27	Job benefit education	3/3	Met
C29	Support to obtain employment	3/3	Met
C30	Work in integrated settings	4/4	Met
C31	Job accommodations	4/4	Met
C32	At least minimum wages earned	4/4	Met
C33	Employee benefits explained	4/4	Met
C34	Support to promote success	4/4	Met
C35	Feedback on job performance	4/4	Met
C36	Supports to enhance retention	4/4	Met
C37	Interpersonal skills for work	3/3	Met
C47	Transportation to/ from community	4/4	Met
C50	Involvement/ part of the Workplace culture	4/4	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met

ADDENDUM OF ISSUES BEYOND THE PROVIDER'S CONTROL:

Licensure:

<u>Residential and Individual Home Supports</u>				
Indicator	Service Type	Location	Individual	Issue
L70 Charges for care are calculated appropriately.	Residential Services	288 Church Street New Bedford MA 02745	PB	It was not possible to determine if the individual's current 'charges for care' calculation is accurate. The agency has not received a copy of 2023 SSI benefit letter form guardian/Rep Payee, and as a result the calculation is based on the agency's best estimate of his 2023 SSI benefit.
	ABI-MFP Residential Services	71 Fairhaven Road Mattapoisett MA 02739	DF	The individual's 2023 'charges for care' calculation has not been completed due to the agency not receiving his 2023 SSI benefit information from his Rep. Payee.
L71 Individuals are notified of their appeal rights for their charges for care.		71 Fairhaven Road Mattapoisett MA 02739	DF	There was no 2023 'charges for care' calculation letter in place, due to the agency's inability to calculate his 2023 'charges for care' fee.

L86 Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	ABI-MFP Residential Services	71 Fairhaven Road Mattapoisett MA 02739	DF	The individual's three required assessments (Financial, H&D and Safety) were submitted on 10/4/22, 20 days after his 9/14/22 ISP meeting date. However, it was unable to determine if and when a request/ deadline date was provided.
L87 Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.		71 Fairhaven Road Mattapoisett MA 02739	DF	The individual's two support strategies were submitted on 10/11/22, 27 days after his 9/14/22 9/14/22 ISP meeting date. However, it was unable to be determine if and/or when a request/ deadline date was provided.
<u>Employment and Day Supports</u>				
Indicator	Service Type	Location	Individual	Issue
L86 Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Employment Support Services	5 Ventura Drive North Dartmouth MA 02747	MB	Assessments for MT were requested late on 12/28/23, due on 12/25/23 and submitted on 12/29/23.
	Community Based Day Services		KS	The agency did not receive a request for required assessments.

L87 Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	Community Based Day Services	5 Ventura Drive North Dartmouth MA 02747	KS	The agency did not receive a request for required support strategies.

Certification:

N/A

GUARDIAN/FAMILY MEMBER/CITIZEN FEEDBACK ADDENDUM: