



**PROVIDER REPORT
FOR
BROCKTON AREA MULTI-
SERVS INC
10 Christy Drive
Brockton, MA 02301**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	BROCKTON AREA MULTI-SERVS INC
Review Dates	9/23/2019 - 9/27/2019
Service Enhancement Meeting Date	10/11/2019
Survey Team	Michelle Boyd Kayla Condon Margareth Larrieux Michael Marchese Barbara Mazzella (TL) Tina Napolitan Scott Nolan
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	22 location (s) 25 audit (s)	Full Review	79 / 88 2 Year License 10/11/2019 - 10/11/2021		66 / 73 Certified 10/11/2019 - 10/11/2021
Residential Services	16 location (s) 16 audit (s)			Full Review	19 / 22
ABI-MFP Residential Services	4 location(s) 6 audit (s)			Full Review	18 / 22
Individual Home Supports	2 location(s) 3 audit (s)			Full Review	23 / 23
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	2 location(s) 4 audit (s)	Full Review	26 / 28 2 Year License 10/11/2019 - 10/11/2021		21 / 21 Certified 10/11/2019 - 10/11/2021
Employment Support Services	2 location(s) 4 audit (s)			Full Review	15 / 15
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Brockton Area Multi-Services, Inc. (BAMSI) is a private, non-profit human services organization providing an extensive array of services to adults and children with developmental disabilities, Acquired Brain Injury, mental illness, behavioral health, and public health needs. The agency's geographic areas of support have extended beyond the greater Brockton area and now encompass areas within eastern, central and northern Massachusetts. BAMSI provides residential services in approximately 67 locations for individuals with intellectual/developmental disabilities and acquired brain injury. The agency also provides supports to 38 individuals receiving Individualized Home Supports and 41 people in employment services.

The current review, conducted by the (DDS) office of Quality Enhancement included a full review of all licensing and certification indicators applicable to the 24 hour residential services, Individual Home Supports, and Employment.

The review demonstrated a number of positive practices across residential services. Homes were clean and well maintained. Individuals were supported to safely evacuate within a timely manner and the décor of many homes reflected personalized items and mementos that showcased the interests and hobbies of individuals. Staff was observed to interact with individuals in a respectful manner, while the agency ensured that bedroom doors may be locked for privacy. Individuals were informed of their human rights and were aware of who to contact if they have a concern.

Strategies were in place to promote staff knowledge of individuals' unique preferences and needs. Individually tailored profiles were developed for each person describing their unique talents, challenges and preferred methods of communication to support positive interactions among staff and community members. These profiles provided an effective tool for new staff to learn about the unique characteristics and learning styles of individuals and were reflected in discussions during reviews.

A focus on promoting healthy lifestyles was evident throughout the agency's network of residential services as nutritious meals were offered and individuals were supported to participate in ongoing exercise routines. Several individuals were offered opportunities to utilize treadmills or other exercise equipment on a regular basis as well as provided in-home therapies which were in accordance with practitioner's recommendations. Additionally, individuals were supported to receive routine and preventative screenings. All systems regarding the administration of medications were in compliance with requirements.

The agency's employment services demonstrated that individuals are supported to work in integrated settings and were happy with their current employment. Individuals who were employed were successfully supported to sustain their jobs, receive minimum wage and were supported to learn new skills in order to advance at their places of employment. Individuals were also supported to understand and become a part of the culture of the workplace. One individual was excited to share that he participated in a strike with other employees to obtain better workplace benefits.

Survey findings also revealed that systems regarding oversight and supervision within residential and employment services were in place. Ongoing and effective practices including regular reviews of expectations were being followed. This includes ongoing staff meetings to review individual's unique needs. In addition, the agency's quality assurance department conducted audits on a routine basis to ensure program compliance with agency policies.

Across the agency, strategies were in place to ensure individuals had avenues to provide input and feedback regarding their services. Two individuals who participated in the survey were excited to share that they participate in the agency's Advisory Board and felt that their contributions were meaningful and beneficial to service improvement. They provided input on several agency policies such as the interview form for soliciting feedback on staff so that questions reflected concerns that are paramount

to individuals. Survey findings revealed that many individuals had opportunities to provide feedback on the performance of staff at the time of hire and on an ongoing basis. The agency was also cognizant of the varying communication abilities of many individuals and provided alternate formats for providing feedback.

This review also identified several licensing areas within the agency's residential supports that need strengthening. Particular focus needs to be placed on ensuring that all components are in place when restrictive practices are utilized including practices to mitigate the impact of the restriction on others, plans to fade restrictions and securing required reviews. Efforts are needed to strengthen to meet timelines for reporting reportable incidents as well as timelines for submission of assessments and support strategies for the ISP. The agency also needs to strengthen its efforts to ensure that its two Human Rights Committees serve as effective safeguards for individuals. The Human Rights Committees need to ensure that investigations, restraints and policies that potentially impact the rights of individuals are reviewed in a timely manner and that membership and composition requirements are met.

Within the residential certification indicators, the agency initiated a plan to assist individuals to develop healthy relationships towards companionship with others. The agency has a Certified Socialization & Sexuality Educator who provides training to individuals and staff to further individual's personal growth in this area and is available for individual assistance when referred by agency personnel. While these efforts have assisted some individuals, further staff training to uniquely support all individuals to explore and express their needs for intimacy and companionship is needed for people who may not be able to verbally express this desire.

Within residential and ABI services, the agency has made efforts to ensure that person centered choices and activities are embedded in all aspects of individual's supports, however findings revealed that staff need to better assist people to participate in activities which expand their opportunities for community integration and activities that are reflective of individual's interests and preferences. Survey findings also revealed that although several individuals participated in the Pathways to Friendship initiative and were excited to share how they have expanded their circle of friends, further strengthening and expansion of these strategies needs to be replicated across residential services.

Based on the results of this survey, the agency achieved a Two-Year License for its Residential Supports with 90% of all licensing indicators receiving a rating of "Met" and is Certified with 90% of all certification indicators receiving a rating of "Met." The agency will conduct its own follow up within 60 days for any licensing indicators rated Not Met. The agency also achieved a Two-Year license for its Employment Supports with 93% of all indicators receiving a rating of "Met" and is Certified with 100% of all certification indicators receiving a rating of "Met."

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/10	2/10	
Residential and Individual Home Supports	71/78	7/78	
Residential Services ABI-MFP Residential Services Individual Home Supports			
Critical Indicators	8/8	0/8	
Total	79/88	9/88	90%
2 Year License			
# indicators for 60 Day Follow-up		9	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/10	2/10	
Employment and Day Supports	18/18	0/18	
Employment Support Services			
Critical Indicators	1/1	0/1	
Total	26/28	2/28	93%
2 Year License			
# indicators for 60 Day Follow- up		2	

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 has two Human Rights Committees. There were issues identified such as not reviewing all investigations, and meetings lacking quorum, mandated composition and attendance. The agency needs to ensure that its Human Rights Committee(s) serve as an effective safeguard for all individuals.
L66	All restraints are reviewed by the Human Rights Committee.	Seven out of twenty-three restraints were not reviewed by the Human Rights Committees within required timelines. The agency needs to ensure that restraints are reviewed by the Human Rights Committees within 120 days.

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

Indicator #	Indicator	Area Needing Improvement
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.	For nine out of fifteen individuals with restrictive practices, all required components such as a plan to fade and provisions to mitigate the restriction on others were not in place. The agency needs to ensure that all required components are in place when restrictive practices are being implemented.
L60	Data are consistently maintained and used to determine the efficacy of behavioral interventions.	For two out of six individuals with behavior plans, data was not being consistently maintained and used to determine the efficacy of behavioral interventions. The agency needs to ensure that data is being consistently maintained and used to determine the efficacy of behavioral interventions.
L62	Supports and health related protections are reviewed by the required groups.	Supportive and health related protections for six individuals were not reviewed by the human rights committee. The agency needs to ensure that supportive and health related protections are reviewed by required groups.
L64	Medication treatment plans are reviewed by the required groups.	Five out of twenty-one medication treatment plans were not reviewed by the ISP team. The agency needs to ensure that medication treatment plans are reviewed by the ISP team.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Assessments were not submitted within required timeframes for eight individuals. The agency needs to ensure that assessments are submitted to the DDS Area Office at least 15 days prior to the ISP.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	Support strategies were not submitted within required timeframes for seven individuals. The agency needs to ensure that support strategies are submitted to the DDS Area Office at least 15 days prior to the scheduled ISP meeting.
L91	Incidents are reported and reviewed as mandated by regulation.	In thirteen of the twenty-two locations where reportable incidents had occurred, there were instances in which reports had not been submitted and/or finalized within required timelines. The agency needs to ensure that incidents are reported within required timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	60/67	7/67	
ABI-MFP Residential Services	18/22	4/22	
Individual Home Supports	23/23	0/23	
Residential Services	19/22	3/22	
TOTAL	66/73	7/73	90%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	15/15	0/15	
Employment Support Services	15/15	0/15	
TOTAL	21/21	0/21	100%
Certified			

ABI-MFP Residential Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C9	Staff (Home Providers) act as bridge builders and provide opportunities to develop, and/or increase personal relationships and social contacts.	Two individuals needed additional supports to develop and/or increase personal relationships and social contacts. The agency needs to provide opportunities to develop and/or increase relationships and social contacts.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Two individuals needed additional supports in the area of companionship and intimacy. The agency needs to assess individuals' needs in this area and provide training and guidance to staff to assist individuals to explore, define and express their need for intimacy and companionship that is in keeping with their unique needs.
C17	Community activities are based on the individual's preferences and interests.	For three individuals, staff were not fully supporting them to participate in identified activities of interest. The agency needs to ensure that staff are providing regular opportunities for individuals to participate in community activities that are in line with their preferences and interests.

ABI-MFP Residential Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C48	Individuals are a part of the neighborhood.	For three individuals, staff were not fully supporting them to develop connections with their neighbors. The agency needs to ensure that staff are supporting individuals to explore opportunities to interact with their neighbors, and/or participate in local activities and/or events that connect them with their neighborhood or local community.

Residential Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C9	Staff (Home Providers) act as bridge builders and provide opportunities to develop, and/or increase personal relationships and social contacts.	Four out of sixteen individuals needed additional supports to develop and/or increase personal relationships and social contacts. The agency needs to provide opportunities to develop and/or increase relationships and social contacts.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Seven out of fifteen individuals needed additional supports in the area of companionship and intimacy. The agency needs to assess individuals' needs in this area and provide guidance and training to staff to assist individuals to explore, define and express their need for intimacy and companionship that is in concert with their unique needs.
C54	Individuals have the assistive technology and/or modifications to maximize independence.	Although assessments were conducted on individuals regarding their need for assistive technology, seven out of fourteen individuals did not have strategies identified or assistive technology in place which could maximize independence. The agency needs to ensure that individuals have assistive technology and/or modifications to maximize independence.

MASTER SCORE SHEET LICENSURE

Organizational: BROCKTON AREA MULTI-SERVS INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
℞ L2	Abuse/neglect reporting	24/24	Met
L3	Immediate Action	15/15	Met
L4	Action taken	15/15	Met
L48	HRC	0/2	Not Met(0 %)
L65	Restraint report submit	49/50	Met(98.00 %)
L66	HRC restraint review	16/23	Not Met(69.57 %)
L74	Screen employees	20/20	Met
L75	Qualified staff	20/20	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	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	16/16	3/3			6/6		25/25	Met
L5	Safety Plan	L	14/16	2/2			4/4		20/22	Met (90.91%)
R L6	Evacuation	L	16/16	2/2			4/4		22/22	Met
L7	Fire Drills	L	16/16				4/4		20/20	Met
L8	Emergency Fact Sheets	I	15/16	3/3			5/6		23/25	Met (92.00%)
L9	Safe use of equipment	L	16/16	2/2			4/4		22/22	Met
L10	Reduce risk interventions	I	14/15	1/1			4/4		19/20	Met (95.00%)
R L11	Required inspections	L	16/16	1/1			4/4		21/21	Met
R L12	Smoke detectors	L	15/16	1/1			4/4		20/21	Met (95.24%)
R L13	Clean location	L	16/16	0/1			4/4		20/21	Met (95.24%)
L14	Site in good repair	L	12/12				3/3		15/15	Met
L15	Hot water	L	13/16	0/1			4/4		17/21	Met (80.95%)
L16	Accessibility	L	16/16	1/1			4/4		21/21	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L17	Egress at grade	L	15/16	1/1			4/4		20/21	Met (95.24%)
L18	Above grade egress	L	7/7						7/7	Met
L19	Bedroom location	L	14/14				4/4		18/18	Met
L20	Exit doors	L	16/16	1/1			4/4		21/21	Met
L21	Safe electrical equipment	L	16/16	1/1			4/4		21/21	Met
L22	Well-maintained appliances	L	15/16	0/1			4/4		19/21	Met (90.48%)
L23	Egress door locks	L	7/7				3/3		10/10	Met
L24	Locked door access	L	14/15				4/4		18/19	Met (94.74%)
L25	Dangerous substances	L	16/16	1/1			4/4		21/21	Met
L26	Walkway safety	L	15/16	1/1			4/4		20/21	Met (95.24%)
L28	Flammables	L	14/15	1/1			4/4		19/20	Met (95.00%)
L29	Rubbish/combustibles	L	12/16	1/1			4/4		17/21	Met (80.95%)
L30	Protective railings	L	10/10				3/4		13/14	Met (92.86%)

Ind. #	Ind.	Loc. or Indiv	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L31	Communication method	I	16/16	3/3			6/6		25/25	Met
L32	Verbal & written	I	16/16	3/3			6/6		25/25	Met
L33	Physical exam	I	16/16	3/3			6/6		25/25	Met
L34	Dental exam	I	13/14	3/3			6/6		22/23	Met (95.65 %)
L35	Preventive screenings	I	15/15	3/3			6/6		24/24	Met
L36	Recommended tests	I	14/15	3/3			5/6		22/24	Met (91.67 %)
L37	Prompt treatment	I	16/16	3/3			6/6		25/25	Met
R L38	Physician's orders	I	16/16				5/6		21/22	Met (95.45 %)
L39	Dietary requirements	I	11/13				6/6		17/19	Met (89.47 %)
L40	Nutritional food	L	16/16	1/1			4/4		21/21	Met
L41	Healthy diet	L	16/16	2/2			4/4		22/22	Met
L42	Physical activity	L	16/16	2/2			4/4		22/22	Met
L43	Health Care Record	I	15/16	3/3			5/6		23/25	Met (92.00 %)
L44	MAP registration	L	16/16	1/1			4/4		21/21	Met
L45	Medication storage	L	16/16	1/1			4/4		21/21	Met
R L46	Med. Administration	I	14/14	1/1			6/6		21/21	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L47	Self medication	I	4/5	3/3			4/4		11/12	Met (91.67%)
L49	Informed of human rights	I	16/16	3/3			6/6		25/25	Met
L50	Respectful Comm.	L	16/16	2/2			4/4		22/22	Met
L51	Possessions	I	16/16	3/3			6/6		25/25	Met
L52	Phone calls	I	15/15	3/3			6/6		24/24	Met
L53	Visitation	I	16/16	3/3			6/6		25/25	Met
L54	Privacy	L	15/16	2/2			4/4		21/22	Met (95.45%)
L55	Informed consent	I	1/1	2/2			2/2		5/5	Met
L56	Restrictive practices	I	5/10				1/5		6/15	Not Met (40.0%)
L57	Written behavior plans	I	5/5				1/1		6/6	Met
L58	Behavior plan component	I					1/1		1/1	Met
L59	Behavior plan review	I					1/1		1/1	Met
L60	Data maintenance	I	3/5				1/1		4/6	Not Met (66.67%)
L61	Health protection in ISP	I	11/11				6/6		17/17	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L62	Health protection review	I	8/11				3/6		11/17	Not Met (64.71%)
L63	Med. treatment plan form	I	14/16				5/5		19/21	Met (90.48%)
L64	Med. treatment plan rev.	I	12/16				4/5		16/21	Not Met (76.19%)
L67	Money mgmt. plan	I	13/16				4/5		17/21	Met (80.95%)
L68	Funds expenditure	I	14/14				4/4		18/18	Met
L69	Expenditure tracking	I	14/14				2/4		16/18	Met (88.89%)
L70	Charges for care calc.	I	16/16	2/2			6/6		24/24	Met
L71	Charges for care appeal	I	16/16	2/2			6/6		24/24	Met
L77	Unique needs training	I	16/16	3/3			6/6		25/25	Met
L78	Restrictive Int. Training	L	9/10				3/3		12/13	Met (92.31%)
L79	Restraint training	L	7/8						7/8	Met (87.50%)
L80	Symptoms of illness	L	16/16	2/2			4/4		22/22	Met
L81	Medical emergency	L	16/16	2/2			4/4		22/22	Met
R L82	Medication admin.	L	16/16	1/1			4/4		21/21	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L84	Health protect. Training	I	11/11				6/6		17/17	Met
L85	Supervision	L	16/16	2/2			4/4		22/22	Met
L86	Required assessments	I	8/13	2/3			2/4		12/20	Not Met (60.0%)
L87	Support strategies	I	8/13	2/3			2/3		12/19	Not Met (63.16%)
L88	Strategies implemented	I	14/16	3/3			4/6		21/25	Met (84.00%)
L89	Complaint and resolution process	L					4/4		4/4	Met
L90	Personal space/bedroom privacy	I	16/16	1/1			6/6		23/23	Met
L91	Incident management	L	6/16	2/2			1/4		9/22	Not Met (40.91%)
#Std. Met/# 78 Indicator									71/78	
Total Score									79/88	
									89.77%	

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	4/4			4/4	Met
L8	Emergency Fact Sheets	I	4/4			4/4	Met
L9	Safe use of equipment	L	2/2			2/2	Met
L31	Communication method	I	4/4			4/4	Met
L32	Verbal & written	I	4/4			4/4	Met
L49	Informed of human rights	I	4/4			4/4	Met
L50	Respectful Comm.	L	2/2			2/2	Met
L51	Possessions	I	4/4			4/4	Met
L52	Phone calls	I	4/4			4/4	Met
L54	Privacy	L	2/2			2/2	Met
L77	Unique needs training	I	4/4			4/4	Met
L80	Symptoms of illness	L	2/2			2/2	Met
L81	Medical emergency	L	2/2			2/2	Met
L85	Supervision	L	2/2			2/2	Met
L86	Required assessments	I	4/4			4/4	Met
L87	Support strategies	I	4/4			4/4	Met
L88	Strategies implemented	I	4/4			4/4	Met
L91	Incident management	L	2/2			2/2	Met
#Std. Met/# 18 Indicator						18/18	
Total Score						26/28	
						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

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	6/6	Met
C9	Personal relationships	4/6	Not Met (66.67 %)
C10	Social skill development	6/6	Met
C11	Get together w/family & friends	6/6	Met
C12	Intimacy	4/6	Not Met (66.67 %)
C13	Skills to maximize independence	6/6	Met
C14	Choices in routines & schedules	6/6	Met
C15	Personalize living space	4/4	Met
C16	Explore interests	6/6	Met
C17	Community activities	3/6	Not Met (50.0 %)
C18	Purchase personal belongings	6/6	Met
C19	Knowledgeable decisions	6/6	Met
C20	Emergency back-up plans	4/4	Met
C46	Use of generic resources	6/6	Met
C47	Transportation to/ from community	6/6	Met
C48	Neighborhood connections	3/6	Not Met (50.0 %)
C49	Physical setting is consistent	3/4	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met
C52	Leisure activities and free-time choices /control	6/6	Met

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C53	Food/ dining choices	6/6	Met
C54	Assistive technology	6/6	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
C28	Relationships w/businesses	2/2	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	3/4	Met
C34	Support to promote success	3/4	Met
C35	Feedback on job performance	4/4	Met
C36	Supports to enhance retention	4/4	Met
C37	Interpersonal skills for work	4/4	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
C54	Assistive technology	4/4	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	3/3	Met
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	3/3	Met
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C15	Personalize living space	2/2	Met
C16	Explore interests	3/3	Met
C17	Community activities	3/3	Met
C18	Purchase personal belongings	3/3	Met
C19	Knowledgeable decisions	3/3	Met
C20	Emergency back-up plans	2/2	Met
C21	Coordinate outreach	3/3	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	3/3	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	3/3	Met
C54	Assistive technology	1/1	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	16/16	Met
C8	Family/guardian communication	16/16	Met
C9	Personal relationships	12/16	Not Met (75.00 %)
C10	Social skill development	16/16	Met
C11	Get together w/family & friends	16/16	Met
C12	Intimacy	8/15	Not Met (53.33 %)
C13	Skills to maximize independence	16/16	Met
C14	Choices in routines & schedules	15/16	Met (93.75 %)
C15	Personalize living space	16/16	Met
C16	Explore interests	13/16	Met (81.25 %)
C17	Community activities	14/16	Met (87.50 %)
C18	Purchase personal belongings	16/16	Met
C19	Knowledgeable decisions	16/16	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C20	Emergency back-up plans	16/16	Met
C46	Use of generic resources	15/16	Met (93.75 %)
C47	Transportation to/ from community	16/16	Met
C48	Neighborhood connections	14/16	Met (87.50 %)
C49	Physical setting is consistent	16/16	Met
C51	Ongoing satisfaction with services/ supports	16/16	Met
C52	Leisure activities and free-time choices /control	16/16	Met
C53	Food/ dining choices	16/16	Met
C54	Assistive technology	7/14	Not Met (50.0 %)