



**PROVIDER REPORT  
FOR**

**CARDINAL CUSHING  
CENTERS  
400 Washington St  
Hanover, MA 02339**

**August 14, 2023**

**Version**

**Public Provider Report**

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

## **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	CARDINAL CUSHING CENTERS
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<b>Review Dates</b>	7/13/2023 - 7/19/2023
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<b>Service Enhancement Meeting Date</b>	8/2/2023
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<b>Survey Team</b>	Michael Marchese Tina Napolitan Kayla Condon (TL) Linda Griffith William Muguro
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<b>Citizen Volunteers</b>	
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**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>	6 location(s) 8 audit (s)	Full Review	73/83 2 Year License 08/02/2023 - 08/02/2025		46 / 46 Certified 08/02/2023 - 08/02/2025
Residential Services	4 location(s) 6 audit (s)			Full Review	20 / 20
Placement Services	2 location(s) 2 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**

<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>	4 location(s) 18 audit (s)	Full Review	52/62 2 Year License 08/02/2023 - 08/02/2025		37 / 42 Certified 08/02/2023 - 08/02/2025
Community Based Day Services	2 location(s) 9 audit (s)			Full Review	14 / 15
Employment Support Services	2 location(s) 9 audit (s)			Full Review	17 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Cardinal Cushing Centers (CCC), a private not for profit agency founded in 1947, provides a range of educational, residential, employment training and day supports (CBDS) to children and adults with autism spectrum disorder, and developmental and intellectual disabilities throughout the South Shore. The agency supports 67 adults receiving residential services, and approximately 200 people participating in their Day Habilitation, CBDS, and/or Employment services at the agency's two-day locations. The Department of Developmental Services' (DDS) Office of Quality Enhancement (OQE) conducted a full licensing and certification review of all Cardinal Cushing Center's Residential services, which included 24-hour Residential and placement, and their CBDS and Employment Services.

The results of the review showed several positive practices organizationally. Within the domain of competent and skilled workforce the agency has a tracking and monitoring system to ensure all mandated trainings, such as human rights, mandated reporting, positive behavioral supports, signs and symptoms of illness, and incident reporting were completed by all staff. All licensed professionals were current with their licenses and certifications. Additionally, the agency has four social enterprises, a café, boutique, thrift shop, and woodworking shop, that had all licenses and inspections required by the city/state.

Within the residential services the agency showed positive outcomes within licensing. In the health domain, individuals were supported and encouraged to engage in physical exercise and were supported to have overall healthy and well-balanced meals. Food within the home was readily available and reflected a variety of healthy choices. All individuals had annual dental and physical exams occur. All medications were administered as written and healthcare provider (HCP) orders were present and up to date for all individuals reviewed. Locations that required MAP were registered and medication storage areas were clean and secured. Within the domain of human rights, individuals were afforded privacy to discuss personal matters and locks were present on bedroom doors.

Day services showed positive outcomes within the licensing areas of health and safety, as unique dietary needs were followed when ordered by a HCP. Across residential and day services positive practices were seen within the domain of human rights. All written and verbal communication was respectful towards and about the individuals. All individuals and guardians had received information regarding human rights, DPPC, and the Cardinal Cushing Centers' grievance procedure. Regarding environmental safety, all locations had the required inspections and locations were accessible to individuals' needs.

Strengths were also displayed within the certification indicators. Within residential services, community activities were based on each individual's personal interests and desires. Individuals were supported to get together with family and friends and were able to make phone calls as they desired. Individuals were supported to control their own schedules, decide what they do each day, and to maximize their ability to complete daily routines and tasks. The agency has implemented a system that ensures individuals are afforded the opportunity to provide feedback regarding staff that support them. Within CBDS and Employment services individuals were supported to learn soft skills, such as interpersonal skills, and hard skills, such as money and math skills, that could potentially lead towards employment. Activities offered supported individuals to maintain and enhance relationships and to build connections with others. Staff were aware of the individuals' satisfaction with services and supports.

Areas that need strengthening were also identified within the licensing indicators in residential services. Within the domain of health, when health related supportive and protective equipment is needed, staff must be trained in the proper utilization and cleaning/care of the devices. Medication treatment plans must be present, and data collected to determine the efficacy of the medications.

Within the domain of human rights, individuals need to have money management plans that have been agreed to by the guardian.

Within day services, areas that need strengthening were also identified within the licensing indicators. Fire drills need to be conducted at the frequency outlined in the safety plan. Individuals need to be assessed to determine their ability to safely use equipment in the CBDS location or at their place of employment. With the certification indicators, individuals need to be supported to obtain employment that is integrated within the community. They should be educated on what benefits/rights they have at their place of employment and should have a benefits analysis conducted to determine how working could impact things like social security or insurance.

Across residential and day services, within the area of supportive technology for independence, individuals need to be assessed and explored to determine if assistive technology (AT) could be potentially used to increase their independence. ISP assessments and support strategies, restraints, and incident reports need to be submitted within the required timelines.

Based on the findings of this report, the agency has earned a two-year license for Employment/ Day Services with a licensing score of 82% and for Residential Services with a score of 88%. DDS will conduct a follow-up for these services within 60 days. Residential Services are Certified receiving a met for 100% of the indicators and Employment/Day Services is certified with a score of 88%.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>8/10</b>	<b>2/10</b>	
<b>Residential and Individual Home Supports</b>	<b>65/73</b>	<b>8/73</b>	
Residential Services Placement Services			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>73/83</b>	<b>10/83</b>	<b>88%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>10</b>	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>9/11</b>	<b>2/11</b>	
<b>Employment and Day Supports</b>	<b>43/51</b>	<b>8/51</b>	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>52/62</b>	<b>10/62</b>	<b>84%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>10</b>	

### **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. There was no legal expertise present at three of eight meetings, and no medical expertise at four of eight meetings. The agency needs to ensure that required expertise is present at all meetings when relevant review responsibilities are being conducted.
L65	Restraint reports are submitted within required timelines.	One restraint of two reviewed was finalized late. All restraints need to be summited within required timelines.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L10	The provider implements interventions to reduce risk for individuals whose behaviors may pose a risk to themselves or others.	One individual presented with a high risk of falls. The agency had not conducted a fall risk assessment or procedures in what to do when the individual has an unwitnessed or witnessed fall. The agency needs to ensure that when an individual presents a risk, that an assessment to the level of risk and procedures in how to manage the risk are developed and followed.
L63	Medication treatment plans are in written format with required components.	For two medication treatment plans, the agency was not collecting data and for one treatment plan the medication treatment plan lacked a psychotropic medication. The agency needs to ensure that data is collected for identified behaviors in the medication treatment plan and that all psychotropic medication is included.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	One individual did not have a written money management support plan in place, and two other plans had not been approved by their guardians. The agency needs to ensure that a written money management support plan is in place, including guardian consent, when the agency has shared and/or delegated responsibility.
L84	Staff / care providers are trained in the correct utilization of health related protections per regulation.	Staff supporting two of three individuals had not all been trained on their respective health-related protections and supports. The agency needs to ensure that all staff/ care providers are trained in the correct use of individuals' health-related protections and supports.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	The agency missed the required timeline submission for ISP assessments in two of five instances. The agency needs to ensure that the ISP assessments are submitted within 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.	The agency missed the required timeline submission for ISP support strategies in two of five instances. The agency needs to ensure that the ISP support strategies are submitted within the required timelines.
L91	Incidents are reported and reviewed as mandated by regulation.	Incidents occurring at 4 of six homes were either not submitted and/or finalized within the required timelines. The agency needs to ensure that all incidents are reported and reviewed as mandated by regulation.
L94 (05/22)	Individuals have assistive technology to maximize independence.	Two of eight individuals were either not utilizing assistive technology, and/or identified areas where AT use might have increased their independence, had not been identified or explored. The agency needs to ensure that all individuals have assistive technology to maximize their independence.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L9 (07/21)	Individuals are able to utilize equipment and machinery safely.	For seven out of 18 individuals were not assessed to determine ability to use equipment safely within employment services. The Agency need to ensure that individuals have been assessed and have been adequately trained to use equipment safely.
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 two out of four individuals, media consents did not indicate the purpose for which the individual's photograph was going to be used. The agency needs to ensure that media consents provide details on the forums in which photographs will be used.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For one individual, the agency lacked a written plan for use of her rolling walker including the reason for use, when to use, cleaning/care of the device, and completion of safety checks. The agency needs to implement a written plan to include the use, cleaning/care, and safety checks for this health-related protective equipment.
L84	Staff / care providers are trained in the correct utilization of health related protections per regulation.	For one individual, staff had not been trained in the utilization of her rolling walker. Upon development/implementation of the written plan, staff need to be trained in the correct utilization of the equipment.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For five out of nine individuals, ISP assessments were not submitted within the required timelines. The agency needs to ensure that ISP assessments are submitted within 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.	For four out of ten individuals, ISP support strategies were not submitted within the required timelines. The agency needs to ensure that ISP support strategies are submitted within the required timelines.
L91	Incidents are reported and reviewed as mandated by regulation.	Two of four reported incidents were not reviewed within required timelines. The Agency need to ensure that reportable incidents are reported, reviewed, and finalized within timelines.
L94 (05/22)	Individuals have assistive technology to maximize independence.	In 4 out of 18 individuals, no Assistive Technology was provided to maximize independence was provided. The Agency need to ensure that individuals have been assessed to identify any assistive technology that might be of benefit, and that assistive technology to maximize independence are provided where needed.



## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>40/40</b>	<b>0/40</b>	
Residential Services	20/20	0/20	
Placement Services	20/20	0/20	
<b>Total</b>	<b>46/46</b>	<b>0/46</b>	<b>100%</b>
<b>Certified</b>			

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>31/36</b>	<b>5/36</b>	
Community Based Day Services	14/15	1/15	
Employment Support Services	17/21	4/21	
<b>Total</b>	<b>37/42</b>	<b>5/42</b>	<b>88%</b>
<b>Certified</b>			

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C40	Individuals are supported to explore, discover and connect with their personal interest and options for community involvement, personal interest and hobbies.	Of the nine individual review, three were not supported to explore, discover and connect with their personal interest and options for community involvement, personal interest and hobbies. The agency needs to ensure that individuals are afforded a variety of activities within the community that helps them to discover and connect with personal interests.
C26	Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community.	Of the nine individuals reviewed, four had not received analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community. Individuals need to receive an individualized analysis to ensure that current or potential employment does not negatively impact other entitlements.
C29	Individuals are supported to obtain employment that matches their skills and interests.	Three of eight individuals were not supported to make meaningful gain towards obtaining employment. The agency needs to ensure the individuals are supported to obtain employment that matches their skills and interests.
C30	Individuals are supported to work in integrated job settings.	Three of nine individuals were not supported to work in integrated settings. The agency needs to ensure that individuals are support to obtain employment that is integrated within the community.
C33	Employee benefits and rights are clearly explained to the individual.	Of the five individuals reviewed, two had not had their employee benefits/rights explained to them. The agency needs to ensure that individuals receive education regarding the rights and benefits specific to their place of employment.

## MASTER SCORE SHEET LICENSURE

Organizational: CARDINAL CUSHING CENTERS

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	10/10	Met
L3	Immediate Action	11/11	Met
L4	Action taken	6/6	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	3/3	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	15/15	Met
L83	HR training	15/15	Met
L92 (07/21)	Licensed Sub-locations (e/d).	4/4	Met

## Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	6/6		2/2				8/8	Met
L5	Safety Plan	L	4/4		2/2				6/6	Met
R L6	Evacuation	L	4/4		2/2				6/6	Met
L7	Fire Drills	L	4/4						4/4	Met
L8	Emergency Fact Sheets	I	5/6		2/2				7/8	Met (87.50 %)
L9 (07/21)	Safe use of equipment	I	6/6						6/6	Met
L10	Reduce risk interventions	I			0/1				0/1	Not Met (0 %)
R L11	Required inspections	L	4/4		2/2				6/6	Met
R L12	Smoke detectors	L	4/4		2/2				6/6	Met
R L13	Clean location	L	4/4		2/2				6/6	Met
L14	Site in good repair	L	2/2		2/2				4/4	Met
L15	Hot water	L	4/4		2/2				6/6	Met
L16	Accessibility	L	4/4		2/2				6/6	Met
L17	Egress at grade	L	4/4		2/2				6/6	Met
L18	Above grade egress	L	2/2		1/1				3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L19	Bedroom location	L	3/3		1/1				4/4	Met
L20	Exit doors	L	4/4						4/4	Met
L21	Safe electrical equipment	L	4/4		2/2				6/6	Met
L22	Well-maintained appliances	L	3/4		2/2				5/6	Met (83.33 %)
L23	Egress door locks	L	1/1						1/1	Met
L24	Locked door access	L	4/4		1/1				5/5	Met
L25	Dangerous substances	L	4/4						4/4	Met
L26	Walkway safety	L	4/4		2/2				6/6	Met
L27	Pools, hot tubs, etc.	L	2/2		2/2				4/4	Met
L28	Flammables	L	4/4						4/4	Met
L29	Rubbish/combustibles	L	3/3		2/2				5/5	Met
L30	Protective railings	L	3/4		2/2				5/6	Met (83.33 %)
L31	Communication method	I	6/6		2/2				8/8	Met
L32	Verbal & written	I	6/6		2/2				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
L33	Physical exam	I	6/6		2/2				8/8	Met
L34	Dental exam	I	6/6		2/2				8/8	Met
L35	Preventive screenings	I	4/5		2/2				6/7	Met (85.71 %)
L36	Recommended tests	I	6/6		2/2				8/8	Met
L37	Prompt treatment	I	6/6		2/2				8/8	Met
℞ L38	Physician's orders	I	5/6		1/1				6/7	Met (85.71 %)
L39	Dietary requirements	I	2/2						2/2	Met
L40	Nutritional food	L	4/4						4/4	Met
L41	Healthy diet	L	4/4		2/2				6/6	Met
L42	Physical activity	L	4/4		2/2				6/6	Met
L43	Health Care Record	I	5/6		2/2				7/8	Met (87.50 %)
L44	MAP registration	L	4/4						4/4	Met
L45	Medication storage	L	4/4						4/4	Met
℞ L46	Med. Administration	I	6/6		1/1				7/7	Met
L47	Self medication	I	2/3		2/2				4/5	Met (80.0 %)
L49	Informed of human rights	I	6/6		2/2				8/8	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L50 (07/21)	Respect ful Comm.	I	6/6		2/2				8/8	Met
L51	Possess ions	I	6/6		2/2				8/8	Met
L52	Phone calls	I	6/6		2/2				8/8	Met
L53	Visitation	I	5/6		2/2				7/8	Met (87.50 %)
L54 (07/21)	Privacy	I	6/6		2/2				8/8	Met
L61	Health protecti on in ISP	I	2/2		1/1				3/3	Met
L63	Med. treatme nt plan form	I	3/5		1/2				4/7	Not Met (57.14 %)
L64	Med. treatme nt plan rev.	I	5/5		1/2				6/7	Met (85.71 %)
L67	Money mgmt. plan	I	3/6						3/6	Not Met (50.0 %)
L68	Funds expendi ture	I	5/6						5/6	Met (83.33 %)
L69	Expendi ture tracking	I	5/6						5/6	Met (83.33 %)
L70	Charges for care calc.	I	6/6		2/2				8/8	Met
L71	Charges for care appeal	I	6/6		0/1				6/7	Met (85.71 %)
L77	Unique needs training	I	6/6		2/2				8/8	Met
L79	Restrain t training	L	2/2						2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L80	Symptoms of illness	L	4/4		2/2				6/6	Met
L81	Medical emergency	L	4/4		2/2				6/6	Met
L82	Medication admin.	L	4/4						4/4	Met
L84	Health protect. Training	I	0/2		1/1				1/3	Not Met (33.33 %)
L85	Supervision	L	3/4		2/2				5/6	Met (83.33 %)
L86	Required assessments	I	2/3		1/2				3/5	Not Met (60.0 %)
L87	Support strategies	I	2/3		1/2				3/5	Not Met (60.0 %)
L88	Strategies implemented	I	5/5		2/2				7/7	Met
L90	Personal space/ bedroom privacy	I	6/6		2/2				8/8	Met
L91	Incident management	L	1/4		1/2				2/6	Not Met (33.33 %)
L93 (05/22)	Emergency back-up plans	I	6/6		2/2				8/8	Met
L94 (05/22)	Assistive technology	I	4/6		2/2				6/8	Not Met (75.00 %)



Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L96 (05/22)	Staff training in devices and applications	I	4/4		2/2				6/6	Met
#Std. Met/# 73 Indicator									65/73	
Total Score									73/83	
									87.95%	

#### 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	9/9		9/9	18/18	Met
L5	Safety Plan	L			2/2	2/2	Met
Ⓡ L6	Evacuation	L			2/2	2/2	Met
L7	Fire Drills	L			2/2	2/2	Met
L8	Emergency Fact Sheets	I	8/9		7/9	15/18	Met (83.33 %)
L9 (07/21)	Safe use of equipment	I	6/9		5/9	11/18	Not Met (61.11 %)
Ⓡ L11	Required inspections	L			2/2	2/2	Met
Ⓡ L12	Smoke detectors	L			2/2	2/2	Met
Ⓡ L13	Clean location	L			2/2	2/2	Met
L15	Hot water	L			2/2	2/2	Met
L16	Accessibility	L			2/2	2/2	Met
L17	Egress at grade	L			2/2	2/2	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L20	Exit doors	L			2/2	2/2	Met
L21	Safe electrical equipment	L			2/2	2/2	Met
L22	Well-maintained appliances	L			2/2	2/2	Met
L25	Dangerous substances	L			2/2	2/2	Met
L26	Walkway safety	L			2/2	2/2	Met
L28	Flammables	L			2/2	2/2	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	9/9		9/9	18/18	Met
L32	Verbal & written	I	9/9		9/9	18/18	Met
L37	Prompt treatment	I	9/9		9/9	18/18	Met
Ⓡ L38	Physician's orders	I	2/2		9/9	11/11	Met
L39	Dietary requirements	I	1/1		5/5	6/6	Met
L44	MAP registration	L			2/2	2/2	Met
L45	Medication storage	L			2/2	2/2	Met
Ⓡ L46	Med. Administration	I			7/8	7/8	Met (87.50 %)
L49	Informed of human rights	I	9/9		9/9	18/18	Met
L50 (07/21)	Respectful Comm.	I	9/9		9/9	18/18	Met
L51	Possessions	I	9/9		9/9	18/18	Met
L52	Phone calls	I	9/9		9/9	18/18	Met
L54 (07/21)	Privacy	I	9/9		9/9	18/18	Met
L55	Informed consent	I	0/1		2/3	2/4	Not Met (50.0 %)

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L61	Health protection in ISP	I			0/1	0/1	Not Met (0 %)
L63	Med. treatment plan form	I			1/1	1/1	Met
L64	Med. treatment plan rev.	I			1/1	1/1	Met
L77	Unique needs training	I	9/9		8/9	17/18	Met (94.44 %)
L79	Restraint training	L			1/1	1/1	Met
L80	Symptoms of illness	L	2/2		2/2	4/4	Met
L81	Medical emergency	L	2/2		2/2	4/4	Met
L82	Medication admin.	L			2/2	2/2	Met
L84	Health protect. Training	I			0/1	0/1	Not Met (0 %)
L85	Supervision	L	2/2		2/2	4/4	Met
L86	Required assessments	I	3/6		1/3	4/9	Not Met (44.44 %)
L87	Support strategies	I	5/7		1/3	6/10	Not Met (60.0 %)
L88	Strategies implemented	I	7/8		9/9	16/17	Met (94.12 %)
L91	Incident management	L	2/2		0/2	2/4	Not Met (50.0 %)
L93 (05/22)	Emergency back-up plans	I	8/9		9/9	17/18	Met (94.44 %)
L94 (05/22)	Assistive technology	I	6/9		8/9	14/18	Not Met (77.78 %)
L96 (05/22)	Staff training in devices and applications	I	5/5		6/6	11/11	Met
#Std. Met/# 51 Indicator						43/51	
Total Score						52/62	
						83.87%	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met
C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

### Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	6/6	Met
C9	Personal relationships	6/6	Met
C10	Social skill development	6/6	Met
C11	Get together w/family & friends	6/6	Met
C12	Intimacy	5/6	Met (83.33 %)
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	6/6	Met
C18	Purchase personal belongings	5/6	Met (83.33 %)
C19	Knowledgeable decisions	6/6	Met
C46	Use of generic resources	6/6	Met
C47	Transportation to/ from community	6/6	Met
C48	Neighborhood connections	6/6	Met
C49	Physical setting is consistent	4/4	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met
C52	Leisure activities and free-time choices /control	6/6	Met

**Residential Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C53	Food/ dining choices	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	2/2	<b>Met</b>
C8	Family/guardian communication	2/2	<b>Met</b>
C9	Personal relationships	2/2	<b>Met</b>
C10	Social skill development	2/2	<b>Met</b>
C11	Get together w/family & friends	2/2	<b>Met</b>
C12	Intimacy	2/2	<b>Met</b>
C13	Skills to maximize independence	2/2	<b>Met</b>
C14	Choices in routines & schedules	2/2	<b>Met</b>
C15	Personalize living space	2/2	<b>Met</b>
C16	Explore interests	2/2	<b>Met</b>
C17	Community activities	2/2	<b>Met</b>
C18	Purchase personal belongings	2/2	<b>Met</b>
C19	Knowledgeable decisions	2/2	<b>Met</b>
C46	Use of generic resources	2/2	<b>Met</b>
C47	Transportation to/ from community	2/2	<b>Met</b>
C48	Neighborhood connections	2/2	<b>Met</b>
C49	Physical setting is consistent	2/2	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	2/2	<b>Met</b>
C52	Leisure activities and free-time choices /control	2/2	<b>Met</b>
C53	Food/ dining choices	2/2	<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	9/9	<b>Met</b>
C8	Family/guardian communication	9/9	<b>Met</b>
C13	Skills to maximize independence	9/9	<b>Met</b>
C37	Interpersonal skills for work	9/9	<b>Met</b>

### Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C38 (07/21)	Habilitative & behavioral goals	8/8	Met
C39 (07/21)	Support needs for employment	8/8	Met
C40	Community involvement interest	6/9	Not Met (66.67 %)
C41	Activities participation	8/9	Met (88.89 %)
C42	Connection to others	9/9	Met
C43	Maintain & enhance relationship	9/9	Met
C44	Job exploration	8/8	Met
C45	Revisit decisions	9/9	Met
C46	Use of generic resources	9/9	Met
C47	Transportation to/ from community	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met

### Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	9/9	Met
C8	Family/guardian communication	9/9	Met
C22	Explore job interests	7/7	Met
C23	Assess skills & training needs	7/7	Met
C24	Job goals & support needs plan	8/8	Met
C25	Skill development	8/8	Met
C26	Benefits analysis	5/9	Not Met (55.56 %)
C27	Job benefit education	8/8	Met
C28	Relationships w/businesses	2/2	Met
C29	Support to obtain employment	5/8	Not Met (62.50 %)
C30	Work in integrated settings	6/9	Not Met (66.67 %)
C31	Job accommodations	5/5	Met
C32	At least minimum wages earned	5/5	Met
C33	Employee benefits explained	3/5	Not Met (60.0 %)
C34	Support to promote success	5/5	Met
C35	Feedback on job performance	4/5	Met (80.0 %)
C36	Supports to enhance retention	5/5	Met
C37	Interpersonal skills for work	8/8	Met

**Employment Support Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C47	Transportation to/ from community	9/9	<b>Met</b>
C50	Involvement/ part of the Workplace culture	5/5	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	9/9	<b>Met</b>