PROVIDER REPORT
FOR

CARDINAL CUSHING
CENTERS
405 Washington St
Hanover, MA 02339

August 11, 2025

Version

Public Provider Report

Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT

SUMMARY OF OVERALL FINDINGS

Provider	CARDINAL CUSHING CENTERS
Review Dates	7/8/2025 - 7/14/2025
Service Enhancement Meeting Date	7/28/2025
Survey Team	Gina Ford
	Katherine Gregory
	William Muguro
	Tina Napolitan
	Scott Nolan (TL)
	Roberto Polanco-Santana
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	7 location(s) 9 audit (s)	Full Review	82/87 2 Year License 07/28/2025 - 07/28/2027		26 / 26 Certified 07/28/2025 - 07/28/2027
Residential Services	4 location(s) 6 audit (s)			Full Review	20 / 20
Placement Services	3 location(s) 3 audit (s)			Deemed	
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	4 location(s) 18 audit (s)	Full Review	63/65 2 Year License 07/28/2025 - 07/28/2027		20 / 27 Certified with Progress Report 07/28/2025 - 07/28/2027
Community Based Day Services	2 location(s) 9 audit (s)			Deemed	
Employment Support Services	2 location(s) 9 audit (s)			Full Review	14 / 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 to children and adults with autism spectrum disorder, and Intellectual/Developmental Disability throughout the South Shore. At the time of the review, CCC provided residential supports, including 24-hour residential services Placement services, and day supports, including Community-Based Day Services (CBDS), and Employment Supports at multiple program sites.

The Department of Developmental Services (DDS) Office of Quality Enhancement (OQE) conducted a full Licensing review of CCC's 24-Hour Residential Services, Placement Services, Employment Supports, and CBDS. As the agency is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), CCC elected to use its CARF results to meet Certification requirements for its Placement and CBDS services. OQE conducted a Certification review of the agency's 24-hour Residential services and Employment Services. A full licensure and certification review of the agency's organizational indicators was also completed.

Licensure findings reflected in the strength of the agency's Human Rights Committee, which regulatory expectations and demonstrated a structured approach to reviewing incident reports, investigations, and rights-related concerns. Individuals and committee members were noted to ask thoughtful questions, which were followed up in a timely manner, and provided feedback to the agency.

In the Residential service grouping, strengths were noted in the licensing indicators across multiple domains. Staff were observed interacting respectfully with individuals, and health supports were consistently implemented. Individuals were supported to attend medical appointments, follow up with specialists, and receive medication administered by MAP-certified staff in accordance with established protocols. In one example, the residential manager coordinated an appointment with a specialist with the guardian and family to address an individual's weight issue which had a positive outcome. Staff were trained and knowledgeable of individual protocols and medications were administered as ordered by MAP certified staff. In the domain of goal development and implementation, the agency demonstrated strong staff accountability for understanding and implementing individuals' Individual Service Plans (ISPs). Staff supported individuals in working toward their goals, consistently recorded data on goal implementation, and provided quarterly progress summaries.

Certification findings in Residential and Placement services highlighted person-centered practices. Staff supported individuals to exercise choice and control in all areas of their lives from choosing what they wanted to do when they arrived home from work or day program, scheduling visits with family and friends, or planning outings for the weekend. The agency developed a Community Mapping Tool which was used by staff to document the range of activities individuals participated in overtime and to identify opportunities to expand community experiences. . Individuals were supported to attend local community events with friends, attend religious services, and plan vacations with friends. At one home, individuals were known in the neighborhood for their garden and had set up a vegetable stand where neighbors could pick up fresh produce. Another, residents were recognized for their holiday light display, fostering connections with their neighborhood.

Positive findings were noted within the CBDS and Employment Grouping. In the domain of human rights, individuals were supported to have private conversations, and communication with and about individuals was respectful. Staff were trained and knowledgeable of individuals health care protocols. In the domain of goal development, staff were knowledgeable of individual's goals and actively supported their progress. For example, staff supported an individual to develop a personalized daily task sheet to stay organized and maintain her performance while working at a retail clothing store.

As part of the certification review for employment services, six individuals in the sample were found to be competitively employed in community settings, including retail stores, public works departments, and the agency café. These individuals expressed both satisfaction and pride with their employment opportunities.

Areas Needing Improvement were identified within Residential Services. The agency must ensure that Medication Treatment Plans receive all required reviews, that incident reports are submitted and finalized in a timely manner, and that support strategies are submitted as required. Additionally, the agency must obtain proper authorization for the use of medical monitoring devices.
Areas Needing Improvement were identified within Employment Services. The agency must ensure that individuals are assessed in their job skills, interests, and career goals, and that individualized employment plans are developed based on those assessments. Staff must support individuals in building the skills necessary for job attainment and success. The agency must also complete entitlement analyses to evaluate how earnings may impact benefits, actively develop relationships with local businesses to support job development, and ensure that individuals are supported to obtain employment that aligns with their skills and interests.

Within Residential and Placement Supports, Cardinal Cushing Centers received a rating of met in 94% of licensing indicators, including all critical indicators, and will be issued a Two-Year License for the Residential Service Grouping. The agency met 100% of the certification indicators reviewed for 24-hour residential services and is fully certified.

The Employment and Day Supports Grouping met 97% of all licensing indicators, including all critical indicators, and will be issued a Two-Year License for the Employment and Day Support Grouping. Follow-up on all licensing indicators that were not met during the survey will be completed by Cardinal Cushing and submitted to OQE within 60 day of the Service Enhancement Meeting. The agency met 74% of the certification indicators within Employment Support and is Certified with a Progress Report. The provider will submit a progress report to OQE within one year on the employment certification indicators that were not met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	**9/10**	**1/10**	
Residential and Individual Home Supports	**73/77**	**4/77**	
Residential Services Placement Services			
Critical Indicators	**8/8**	**0/8**	
Total	**82/87**	**5/87**	**94%**
2 Year License			
# indicators for 60 Day Follow-up		**5**	

	Met / Rated	Not Met / Rated	% Met
Organizational	**10/11**	**1/11**	
Employment and Day Supports	**53/54**	**1/54**	
Community Based Day Services Employment Support Services			
Critical Indicators	**8/8**	**0/8**	
Total	**63/65**	**2/65**	**97%**
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
L65	Restraint reports are submitted within required timelines.	For four locations, restraint reports were submitted and/or finalized late. The agency needs to ensure all reports are submitted and finalized within the required timelines.

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

Indicator #	Indicator	Area Needing Improvement
L64	Medication treatment plans are reviewed by the required groups.	For three individuals, medication treatment plans had not been reviewed by the required groups; the agency needs to ensure that medication treatment plans are reviewed as required.
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 individuals, support strategies necessary to assist them to meet their goals and objectives had not been submitted as part of their ISP withing required timelines, the agency needs to ensure that support strategies are submitted within required timelines for ISP.
L91	Incidents are reported and reviewed as mandated by regulation.	Two of seven locations had not submitted and/or finalized incident reports within the required timelines. At one home one incident report was not filed. The agency needs to ensure to submit and finalize incident reports within required timelines.
L99 (05/22)	Medical monitoring devices needed for health and safety are authorized, agreed to, used and data collected appropriately. (eg seizure watches; fall sensors).	For one of the two individuals who utilized a medical monitoring device, there was no authorization from a medical professional for the use of the device. The agency needs to ensure that medical authorizations are obtained for all medical monitoring devices.

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

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	Incident reports were submitted and/or finalized late at two of the four locations reviewed. The agency needs to ensure all incidents are submitted and finalized within the required timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	**6/6**	**0/6**	
Residential and Individual Home Supports	**20/20**	**0/20**	
Residential Services	20/20	0/20	
Total	**26/26**	**0/26**	**100%**
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	**6/6**	**0/6**	
Employment and Day Supports	**14/21**	**7/21**	
Employment Support Services	14/21	7/21	
Total	**20/27**	**7/27**	**74%**
Certified with Progress Report			

Employment Support Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	Three of nine individuals were not included in the agency's hiring process or had the opportunity to provide feedback on staff performance. The agency needs to ensure that individuals have an opportunity to provide feedback in the hiring process and feedback on staff performance
C23	Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment.	One in three individuals were not assessed in their job skills, interests, goals, and training. The agency needs to ensure the individuals are assessed in their interests and career goals.
C24	There is a plan developed to identify job goals and support needs.	Three individuals had not been supported with a plan designed based on the individuals' skill set. The agency needs to ensure that an individual is supported with an individualized plan that addresses the individuals' career goals and support needs.
C25	Staff assist individuals to work on skill development for job attainment and success.	Two in three individuals were not supported in developing the skills necessary to succeed in the labor market. The agency needs to ensure that staff are supporting the individuals in developing skills needed to secure a job and their future success.
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.	Six of nine individuals reviewed did not have a completed analysis on how current and future earnings may impact individual entitlements. The agency needs to ensure to complete an analysis on earnings and entitlements for each individual.
C28	Staff maintain and develop relationships with local businesses in order to facilitate job development opportunities.	For one location, there had not been an active development of relationships with local businesses that would support future employment for those individuals seeking work.
C29	Individuals are supported to obtain employment that matches their skills and interests.	Two in three individuals were not supported to obtain employment that matched their skills and interests, the agency needs to ensure that individuals are supported to obtain employment that matches their skills and interests.

MASTER SCORE SHEET LICENSURE

Organizational: CARDINAL CUSHING CENTERS

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	9/9	Met
L3	Immediate Action	14/14	Met
L4	Action taken	14/14	Met
L48	HRC	1/1	Met
L65	Restraint report submit	1/5	Not Met(20.0 %)
L66	HRC restraint review	5/5	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	4/4	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	Met
L92 (07/21)	Licensed Sub-locations (e/d).	5/5	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		3/3				**9/9**	**Met**
L5	Safety Plan	L	4/4		3/3				**7/7**	**Met**
L6	Evacuation	L	4/4		3/3				**7/7**	**Met**
L7	Fire Drills	L	4/4						**4/4**	**Met**
L8	Emergency Fact Sheets	I	6/6		3/3				**9/9**	**Met**
L9 (07/21)	Safe use of equipment	I	6/6						**6/6**	**Met**
L11	Required inspections	L	4/4		3/3				**7/7**	**Met**
L12	Smoke detectors	L	4/4		3/3				**7/7**	**Met**
L13	Clean location	L	3/4		3/3				**6/7**	**Met (85.71%)**
L14	Site in good repair	L	4/4		3/3				**7/7**	**Met**
L15	Hot water	L	4/4		3/3				**7/7**	**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		2/2				**4/4**	**Met**
L19	Bedroom location	L	3/3		1/1				**4/4**	**Met**

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
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	4/4		3/3				**7/7**	**Met**
L23	Egress door locks	L	1/1						**1/1**	**Met**
L24	Locked door access	L	4/4		3/3				**7/7**	**Met**
L25	Dangerous substances	L	4/4						**4/4**	**Met**
L26	Walkway safety	L	4/4		3/3				**7/7**	**Met**
L27	Pools, hot tubs, etc.	L	3/3		1/1				**4/4**	**Met**
L28	Flammables	L	4/4						**4/4**	**Met**
L29	Rubbish/combustibles	L	4/4		1/2				**5/6**	**Met (83.33 %)**
L30	Protective railings	L	3/4		3/3				**6/7**	**Met (85.71 %)**
L31	Communication method	I	6/6		3/3				**9/9**	**Met**
L32	Verbal & written	I	6/6		3/3				**9/9**	**Met**
L33	Physical exam	I	6/6		2/3				**8/9**	**Met (88.89 %)**

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L34	Dental exam	I	6/6		3/3				**9/9**	**Met**
L35	Preventive screenings	I	6/6		2/3				**8/9**	**Met (88.89 %)**
L36	Recommended tests	I	5/6		3/3				**8/9**	**Met (88.89 %)**
L37	Prompt treatment	I	6/6		3/3				**9/9**	**Met**
L38	Physician's orders	I	5/5		2/2				**7/7**	**Met**
L40	Nutritional food	L	4/4						**4/4**	**Met**
L41	Healthy diet	L	4/4		3/3				**7/7**	**Met**
L42	Physical activity	L	4/4		3/3				**7/7**	**Met**
L43	Health Care Record	I	6/6		3/3				**9/9**	**Met**
L44	MAP registration	L	4/4						**4/4**	**Met**
L45	Medication storage	L	4/4						**4/4**	**Met**
L46	Med. Administration	I	5/5		3/3				**8/8**	**Met**
L47	Self medication	I	5/5		1/1				**6/6**	**Met**
L49	Informed of human rights	I	6/6		3/3				**9/9**	**Met**
L50 (07/21)	Respectful Comm.	I	6/6		3/3				**9/9**	**Met**
L51	Possessions	I	6/6		3/3				**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
L52	Phone calls	I	6/6		3/3				**9/9**	**Met**
L53	Visitation	I	6/6		3/3				**9/9**	**Met**
L54 (07/21)	Privacy	I	6/6		3/3				**9/9**	**Met**
L55	Informed consent	I	3/3		2/2				**5/5**	**Met**
L57	Written behavior plans	I	1/1						**1/1**	**Met**
L60	Data maintenance	I	1/1						**1/1**	**Met**
L61	Health protection in ISP	I	2/2		1/1				**3/3**	**Met**
L62	Health protection review	I			1/1				**1/1**	**Met**
L63	Med. treatment plan form	I	4/5		2/2				**6/7**	**Met (85.71 %)**
L64	Med. treatment plan rev.	I	4/5		0/2				**4/7**	**Not Met (57.14 %)**
L67	Money mgmt. plan	I	6/6		2/2				**8/8**	**Met**
L68	Funds expenditure	I	6/6		2/2				**8/8**	**Met**
L69	Expenditure tracking	I	5/5		2/2				**7/7**	**Met**
L70	Charges for care calc.	I	6/6		3/3				**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
L71	Charges for care appeal	I	6/6		3/3				**9/9**	**Met**
L77	Unique needs training	I	6/6		3/3				**9/9**	**Met**
L78	Restrictive Int. Training	L	1/1						**1/1**	**Met**
L79	Restraint training	L	2/2						**2/2**	**Met**
L80	Symptoms of illness	L	4/4		3/3				**7/7**	**Met**
L81	Medical emergency	L	4/4		3/3				**7/7**	**Met**
L82	Medication admin.	L	4/4						**4/4**	**Met**
L84	Health protect. Training	I	1/1		2/2				**3/3**	**Met**
L85	Supervision	L	4/4		3/3				**7/7**	**Met**
L86	Required assessments	I	4/5		2/2				**6/7**	**Met (85.71%)**
L87	Support strategies	I	3/5		1/3				**4/8**	**Not Met (50.0%)**
L88	Strategies implemented	I	6/6		3/3				**9/9**	**Met**
L90	Personal space/ bedroom privacy	I	6/6		3/3				**9/9**	**Met**
L91	Incident management	L	2/4		3/3				**5/7**	**Not Met (71.43%)**

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L93 (05/22)	Emergency back-up plans	I	6/6		3/3				**9/9**	**Met**
L94 (05/22)	Assistive technology	I	6/6		3/3				**9/9**	**Met**
L96 (05/22)	Staff training in devices and applications	I	5/5		3/3				**8/8**	**Met**
L99 (05/22)	Medical monitoring devices	I	1/1		0/1				**1/2**	**Not Met (50.0 %)**
#Std. Met/# 77 Indicator									**73/77**	
Total Score									**82/87**	
									94.25%	

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	9/9		8/9	**17/18**	**Met (94.44 %)**
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	7/9		8/9	**15/18**	**Met (83.33 %)**

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L9 (07/21)	Safe use of equipment	I	9/9		9/9	**18/18**	**Met**
℞ L11	Required inspections	L			2/2	**2/2**	**Met**
℞ L12	Smoke detectors	L			2/2	**2/2**	**Met**
℞ L13	Clean location	L			2/2	**2/2**	**Met**
L14	Site in good repair	L			1/1	**1/1**	**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**
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**
L27	Pools, hot tubs, etc.	L			1/1	**1/1**	**Met**
L28	Flammables	L			2/2	**2/2**	**Met**
L29	Rubbish/combustibles	L			2/2	**2/2**	**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	3/3		9/9	**12/12**	**Met**
L39	Dietary requirements	I			2/2	**2/2**	**Met**

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L44	MAP registration	L	2/2		2/2	**4/4**	**Met**
L45	Medication storage	L	2/2		2/2	**4/4**	**Met**
⅊ L46	Med. Administration	I	2/2		5/5	**7/7**	**Met**
L49	Informed of human rights	I	9/9		8/9	**17/18**	**Met (94.44 %)**
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	8/8		9/9	**17/17**	**Met**
L54 (07/21)	Privacy	I	9/9		9/9	**18/18**	**Met**
L55	Informed consent	I	6/6		6/6	**12/12**	**Met**
L61	Health protection in ISP	I			2/2	**2/2**	**Met**
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		9/9	**18/18**	**Met**
L79	Restraint training	L			2/2	**2/2**	**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	**4/4**	**Met**
L84	Health protect. Training	I			2/2	**2/2**	**Met**
L85	Supervision	L	1/2		2/2	**3/4**	**Met**
L86	Required assessments	I	5/7		5/5	**10/12**	**Met (83.33 %)**
L87	Support strategies	I	5/7		5/5	**10/12**	**Met (83.33 %)**
L88	Strategies implemented	I	8/9		9/9	**17/18**	**Met (94.44 %)**

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L91	Incident management	L	2/2		0/2	**2/4**	**Not Met (50.0 %)**
L93 (05/22)	Emergency back-up plans	I	9/9		9/9	**18/18**	**Met**
L94 (05/22)	Assistive technology	I	8/9		8/9	**16/18**	**Met (88.89 %)**
L96 (05/22)	Staff training in devices and applications	I	3/3		7/7	**10/10**	**Met**
L99 (05/22)	Medical monitoring devices	I			1/1	**1/1**	**Met**
#Std. Met/# 54 Indicator						**53/54**	
Total Score						**63/65**	
						96.92%	

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**

Residential Services

Indicator #	Indicator	Met/Rated	Rating
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	5/6	**Met (83.33 %)**
C15	Personalize living space	4/4	**Met**
C16	Explore interests	6/6	**Met**
C17	Community activities	6/6	**Met**
C18	Purchase personal belongings	6/6	**Met**
C19	Knowledgeable decisions	6/6	**Met**
C46	Use of generic resources	6/6	**Met**
C47	Transportation to/ from community	6/6	**Met**
C48	Neighborhood connections	6/6	**Met**
C49	Physical setting is consistent	4/4	**Met**
C51	Ongoing satisfaction with services/ supports	6/6	**Met**
C52	Leisure activities and free-time choices /control	6/6	**Met**
C53	Food/ dining choices	6/6	**Met**

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/9	**Not Met (66.67 %)**
C8	Family/guardian communication	9/9	**Met**
C22	Explore job interests	3/3	**Met**
C23	Assess skills & training needs	2/3	**Not Met (66.67 %)**
C24	Job goals & support needs plan	0/3	**Not Met (0 %)**
C25	Skill development	1/3	**Not Met (33.33 %)**
C26	Benefits analysis	0/9	**Not Met (0 %)**
C27	Job benefit education	4/4	**Met**
C28	Relationships w/businesses	1/2	**Not Met (50.0 %)**
C29	Support to obtain employment	1/3	**Not Met (33.33 %)**
C30	Work in integrated settings	7/7	**Met**
C31	Job accommodations	3/3	**Met**

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C32	At least minimum wages earned	7/7	**Met**
C33	Employee benefits explained	7/7	**Met**
C34	Support to promote success	5/6	**Met (83.33 %)**
C35	Feedback on job performance	7/7	**Met**
C36	Supports to enhance retention	6/6	**Met**
C37	Interpersonal skills for work	9/9	**Met**
C47	Transportation to/ from community	9/9	**Met**
C50	Involvement/ part of the Workplace culture	7/7	**Met**
C51	Ongoing satisfaction with services/ supports	9/9	**Met**