



**PROVIDER REPORT  
FOR**

**CENTER OF HOPE  
FOUNDATION.  
POB 66  
Southbridge, MA 01550**

**October 16, 2024**

**Version**

**Public Provider Report**

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

# SUMMARY OF OVERALL FINDINGS

<b>Provider</b>	CENTER OF HOPE FOUNDATION.
<b>Review Dates</b>	9/11/2024 - 9/17/2024
<b>Service Enhancement Meeting Date</b>	10/1/2024
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<b>Citizen Volunteers</b>	

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

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
<b>Residential and Individual Home Supports</b>	3 location(s) 6 audit (s)	Full Review	73/83 Defer Licensure		64 / 66 Certified
Residential Services	1 location(s) 3 audit (s)			Full Review	19 / 20
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
<b>Employment and Day Supports</b>	2 location(s) 14 audit (s)	Full Review	54/56 2 Year License 10/01/2024 - 10/01/2026		36 / 42 Certified 10/01/2024 - 10/01/2026
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	14 / 15

Employment Support Services	1 location(s) 7 audit (s)			Full Review	16 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

**EXECUTIVE SUMMARY :**

The Center of Hope Foundation (COH), headquartered in Southbridge, MA, provides an array of services and supports to individuals with intellectual and developmental disabilities, autism, and to their families throughout Central Massachusetts. Services provided include residential and placement services, individual home supports, employment and community-based day supports (CBDS), day habilitation, and family supports.

The scope of this survey conducted by the Office of Quality Enhancement (OQE) was a full licensing and certification review of the agency Residential Services and its Employment and Day Supports.

At the organizational level, the agency demonstrated several areas of strength. The agency's Human Rights Committee (HRC) was found to be effective in fulfilling all requirements, including maintaining key membership roles, and meeting HRC responsibilities for reviewing required materials. The agency also demonstrated effective systems of oversight with relation to employee training and in the implementation of requirements with relation to reporting any allegations of abuse or mistreatment.

Within the Residential Service grouping, Licensure survey findings showed that people were supported to obtain needed healthcare services and that supports to maintain wellness were largely present. Individuals were encouraged to make healthy food choices as well as engage in some form of exercise during their day. Staff and home providers were knowledgeable of individuals' health care support needs, dietary requirements, and procedures to follow for prompt treatment for health conditions. Health-related protocols such as seizure protocols and blood pressure monitoring were being implemented as required. A high level of collaboration was observed between nursing and support staff further informed staff of how-to best support positive health care outcomes for individuals. It was also noted that there was a high level of compliance with medication administration requirements.

Within CBDS and Employment Supports, Licensure findings showed that environmental safeguards were in place including current building, heating, and sprinkler inspections Staff utilized a facility checklist monthly to identify needed repairs at the agency's Foster Street facility that houses several agency-operated businesses, CBDS base location among other community-based businesses.

In areas subject to Certification, for Residential Services, survey findings showed that individuals received consistent support to exercise choice and control over their daily routines. Individuals were supported to decide how and when they participated in household routines, daily menus and how they spent their personal time. Staff and home providers were also attuned to when people wanted to spend time alone, in their favorite section of the home or take a short walk within their neighborhoods. It was also found that individuals were supported to develop skills to maximize independence with their personal routines and preferred activities in the community. COH recognize the importance of maintaining connections with family and friends as individuals were supported to maintain and enhance relationships with family members, guardians, and friends on an ongoing basis.

Certification outcomes for individuals who received CBDS supports found they were fully engaged in meaningful in-house and community-based activities consistent with their choice and preference. There were a variety of trainings offered for members to choose that promoted skills for daily living,

workshop activities, and community volunteer opportunities. CBDS participants were also provided learning opportunities to prepare them for pathways to employment.

For individuals receiving employment supports, the agency focused on career planning, development, and job attainment and retention. While job development for community-based businesses was somewhat limited, the survey sample also included some individuals who had been successfully matched with local businesses. Center of Hope had assisted them to find integrated work opportunities in their local community and had supported them to maintain long-term employment. Those individuals were noted to earn at least minimum wage, and take pride in contributing to the culture of their respective workplace.

In addition to the positive findings highlighted above, there were several licensing areas that would benefit from further attention on the part of Center of Hope. For Residential Services, the agency needs to ensure that smoke detectors and carbon monoxide detectors are operational and placed where required and that emergency fact sheets contain all relevant and current information and diagnosis. Improved oversight and monitoring are necessary in addressing requirements for medication treatment plans and funds management plans that accurately reflect the agency's supports and contact information provided for individuals or guardians to appeal charges for care. There is also a need for individuals to have locks on their bedroom doors for privacy and improve staff knowledge of individuals' unique needs. Greater effort is needed in meeting timelines for reporting and reviewing incidents and timelines for submission of ISP assessments and provider support strategies.

Within Day and Employment services, greater efforts are needed to ensure staff are knowledgeable of all individuals' dietary support needs, and in meeting timelines for reporting and reviewing incidents.

Survey findings also identified areas within Certification domains that would benefit from further attention. Within Residential and Placement services, proactive strategies are needed to assist individuals in the exploring areas of human sexuality and intimacy.

For Day and Employment services, in the area of Certification, additional strategies are needed to ensure that input from individuals is incorporated into the hiring and performance evaluation of their supporters. Additionally, the agency is encouraged to strengthen efforts so that all individuals are being supported towards seeking and obtaining competitive community based employment aligned with their expressed interests in environments that are fully integrated.

As a result of the current review, the Residential and Individual Home Supports service group, operated by Center of Hope, received an overall score of 88% of licensure indicators met. The Residential Service group's license will be Deferred, pending follow-up conducted by OQE within sixty days of all Licensure Indicators that received a rating of Not Met, including one critical indicator. This service group is Certified with an overall score of 97% of certification indicators met.

Center of Hope's Employment and Day Support services group will receive a Two-Year License with a service group score of 96% of licensure indicators met. This service group is Certified with a service group score of 86% of certification indicators met. Follow-up will be conducted by the agency on all licensing indicators that received a rating of Not Met.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	8/8	0/8	
<b>Residential and Individual Home Supports</b>	65/75	10/75	
Residential Services Individual Home Supports Placement Services			
<b>Critical Indicators</b>	7/8	1/8	
<b>Total</b>	73/83	10/83	88%
<b>Defer Licensure</b>			
<b># indicators for 60 Day Follow-up</b>		10	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/9	0/9	
<b>Employment and Day Supports</b>	45/47	2/47	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	6/6	0/6	
<b>Total</b>	54/56	2/56	96%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		2	

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

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	Two emergency fact sheets did not contain all relevant information regarding the individuals' medical diagnosis. Also, information relevant to the person's ability to protect him/herself without assistance, significant behavioral characteristics, likely response to search efforts, places frequented, and relevant capabilities, limitations, and preferences needs to be fully addressed that would aid in

		a search for the person if determined to be missing. The agency needs to ensure that all required information is addressed on individuals' emergency fact sheets.
R <sub>2</sub> L12	Smoke detectors and carbon monoxide detectors, and other essential elements of the fire alarm system required for evacuation are located where required and are operational.	For one placement location a carbon monoxide detector was not present on the second floor of the home within ten feet of the bedroom. The agency needs to ensure that smoke and carbon monoxide detectors are located where required and are fully operational.
L35	Individuals receive routine preventive screenings.	Two individuals in placement services were not supported to pursue colon cancer screening per the recommendation of their PCP. The agency needs to ensure that individuals are supported to follow the recommendations of their PCP and complete cancer screening .
L63	Medication treatment plans are in written format with required components.	For two individuals with medication treatment plans, required components of the plans were not fully addressed. When medications are administered to control or modify behaviors, the agency needs to ensure that the medication treatment plan describes the behaviors targeted for treatment in observable and measurable terms; procedures to minimize the risks of taking the medication(s) are defined; and measurable criteria for reducing or discontinuing the medications are included. Data on behaviors targeted for treatment needs to be collected and tracked so it may be shared with the prescriber to evaluate medication effectiveness.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	For two individuals, funds management plans did not outline information such as how the agency supports the individual in managing and spending their funds. This includes how individuals will be supported to access their funds, procedures for safeguarding and securing their funds, amounts of money the person can manage independently. The agency needs to ensure that funds management plans are fully developed and contain required components and is agreed upon by the individual or guardian.
L71	Individuals are notified of their appeal rights for their charges for care.	For two individuals, the agency's notification for charges for care did not contain provisions to request an appeal to the charges for care and did not identify agency contact information to process an appeal. The agency needs to ensure that individuals and guardians are informed of their rights to appeal charges for care.
L77	The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals.	For two individuals, (one person in placement service and one in IHS) agency staff were not aware of diagnosis of dementia and dysphagia for each person. The agency needs to ensure that staff are knowledgeable about individuals' medical diagnosis and their unique support needs.

L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For two individuals, ISP assessments were not submitted to DDS at least 15 days prior to the ISP meeting. The agency needs to ensure that all ISP assessments have been submitted to DDS within required timeframes.
L90	Individuals are able to have privacy in their own personal space.	For two individuals in placement services, bedroom doors did not have locks for privacy, if desired. The agency needs to ensure that individuals are supported to have locks on their bedroom doors.
L91	Incidents are reported and reviewed as mandated by regulation.	For one residential location, four incidents were not finalized within the required timeline and one incident had not been filed in HCSIS as required. The agency needs to ensure incident reports are created in the HCSIS system and finalized within the required timeframes.

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

Indicator #	Indicator	Area Needing Improvement
L39	Special dietary requirements are followed.	One of the two individuals in CBDS had a physician-ordered diet that was not being followed correctly or fully explained in terms of instructions. The agency must ensure that all specialized diets are properly implemented, staff are fully trained and knowledgeable in providing the required support, and clear instructions are given regarding which foods to avoid.
L91	Incidents are reported and reviewed as mandated by regulation.	There were seven incident reports that had not been created and/or finalized within the required amount of time. The agency needs to ensure incident reports are created in the HCSIS system and finalized within the required timeframes.

**CERTIFICATION FINDINGS**

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>58/60</b>	<b>2/60</b>	
Residential Services	19/20	1/20	
Placement Services	19/20	1/20	
Individual Home Supports	20/20	0/20	
<b>Total</b>	<b>64/66</b>	<b>2/66</b>	<b>97%</b>
<b>Certified</b>			

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>30/36</b>	<b>6/36</b>	
Community Based Day Services	14/15	1/15	
Employment Support Services	16/21	5/21	
<b>Total</b>	<b>36/42</b>	<b>6/42</b>	<b>86%</b>
<b>Certified</b>			

**Placement Services- Areas Needing Improvement on Standards not met:**

Indicator #	Indicator	Area Needing Improvement
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	For two individuals, the agency had not taken steps to assess and provide support to individuals with respect to their knowledge, interest and needs for education and guidance in intimacy and companionship. The agency needs to take a proactive approach to supporting individuals to explore, define and express their needs and interest in intimacy and companionship, in accordance with each individual's learning style.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	For three individuals, the agency had not taken steps to assess and provide support to individuals with respect to their knowledge, interest and needs for education and guidance in intimacy and companionship. The agency needs to take a proactive approach to supporting individuals to explore, define and express their needs and interest in intimacy and companionship, in accordance with each individual's learning style.

**Community Based Day 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.	Two individuals in CBDS had not been supported to participated in both the hiring and annual performance evaluation process of staff that support them. The agency needs to develop

		and implement a system that includes individual input in both the hiring and performance evaluation of staff that supports them.
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	Three individuals who received employment services had not been supported to participate in annual performance evaluation process of staff that support them. The agency needs to develop and implement a system that includes individual input in both the hiring and performance evaluation of staff that supports them.
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.	For four individuals, the agency did not provide information regarding how earnings impact their entitlements. The agency needs to ensure that individuals and guardians are informed and or have information on how earnings impact entitlements.
C30	Individuals are supported to work in integrated job settings.	Two individuals did not work in integrated work settings. The needs to ensure that individuals are supported to pursue and obtain employment in integrated settings which afford the opportunity for regular contact and social interactions with co-workers of all abilities, in line with the same opportunities of others employed in a similar position. The agency is encouraged to employ effective, creative strategies that would guide individuals along pathways to fully integrated employment opportunities.
C33	Employee benefits and rights are clearly explained to the individual.	For two individuals, the agency did not have awareness of what benefits or rights the individuals had as part-time workers at community businesses. The agency needs to ensure that employee benefits and rights are explained to each individual.
C50	Individuals are supported to understand and become a part of the culture of the workplace (including workplace social activities and events).	Two individuals did not receive supports that would enable individuals to participate in and benefit from an integrated workplace culture that would include social activities and events with non-disabled co-workers. The agency needs to employ effective, creative strategies that will support individuals to participate in and be a part of an integrated work-place culture.

**MASTER SCORE SHEET LICENSURE**

**Organizational: CENTER OF HOPE FOUNDATION.**

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓟ L2	Abuse/neglect reporting	5/5	Met
L3	Immediate Action	3/3	Met
L4	Action taken	3/3	Met
L48	HRC	1/1	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	4/5	Met(80.0 % )
L83	HR training	5/5	Met
L92 (07/21)	Licensed Sub-locations (e/d).	6/6	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	3/3	1/1	2/2				6/6	Met
L5	Safety Plan	L	1/1		1/1				2/2	Met
Ⓟ L6	Evacuation	L	1/1	1/1	1/1				3/3	Met
L7	Fire Drills	L	1/1						1/1	Met
L8	Emergency Fact Sheets	I	2/3	0/1	2/2				4/6	Not Met (66.67 %)
L9 (07/21)	Safe use of equipment	I	3/3	1/1					4/4	Met
L10	Reduce risk interventions	I	2/2						2/2	Met
Ⓟ L11	Required inspections	L	1/1		1/1				2/2	Met
Ⓟ L12	Smoke detectors	L	1/1		0/1				1/2	Not Met

										(50.0 %)
Ⓜ L13	Clean location	L	1/1		1/1				2/2	Met
L14	Site in good repair	L	1/1		1/1				2/2	Met
L15	Hot water	L	1/1		1/1				2/2	Met
L16	Accessibility	L	1/1		1/1				2/2	Met
L17	Egress at grade	L	1/1		1/1				2/2	Met
L19	Bedroom location	L	1/1		1/1				2/2	Met
L20	Exit doors	L	1/1						1/1	Met
L21	Safe electrical equipment	L	1/1		1/1				2/2	Met
L22	Well-maintained appliances	L	1/1		1/1				2/2	Met
L23	Egress door locks	L	1/1						1/1	Met
L24	Locked door access	L	1/1		1/1				2/2	Met
L25	Dangerous substances	L	1/1						1/1	Met
L26	Walkway safety	L	1/1		1/1				2/2	Met
L28	Flammables	L	1/1						1/1	Met
L29	Rubbish/combustibles	L	1/1		1/1				2/2	Met
L30	Protective railings	L	1/1		1/1				2/2	Met
L31	Communication method	I	3/3	1/1	2/2				6/6	Met
L32	Verbal & written	I	3/3	1/1	2/2				6/6	Met
L33	Physical exam	I	2/2	1/1	2/2				5/5	Met
L34	Dental exam	I	3/3		1/2				4/5	Met (80.0 %)
L35	Preventive screenings	I	3/3		0/2				3/5	Not Met (60.0 %)
L36	Recommended tests	I	3/3	1/1	2/2				6/6	Met
L37	Prompt treatment	I	3/3	1/1	2/2				6/6	Met
Ⓜ L38	Physician's orders	I	3/3						3/3	Met
L39	Dietary requirements	I	1/1		2/2				3/3	Met
L40	Nutritional food	L	1/1						1/1	Met
L41	Healthy diet	L	1/1		1/1				2/2	Met

L42	Physical activity	L	1/1		1/1				<b>2/2</b>	<b>Met</b>
L43	Health Care Record	I	3/3		2/2				<b>5/5</b>	<b>Met</b>
L44	MAP registration	L	1/1						<b>1/1</b>	<b>Met</b>
L45	Medication storage	L	1/1						<b>1/1</b>	<b>Met</b>
PB L46	Med. Administration	I	3/3		2/2				<b>5/5</b>	<b>Met</b>
L47	Self medication	I		1/1					<b>1/1</b>	<b>Met</b>
L49	Informed of human rights	I	3/3	1/1	2/2				<b>6/6</b>	<b>Met</b>
L50 (07/21)	Respectful Comm.	I	3/3	1/1	2/2				<b>6/6</b>	<b>Met</b>
L51	Possessions	I	3/3	1/1	2/2				<b>6/6</b>	<b>Met</b>
L52	Phone calls	I	3/3	1/1	2/2				<b>6/6</b>	<b>Met</b>
L53	Visitation	I	3/3	1/1	2/2				<b>6/6</b>	<b>Met</b>
L54 (07/21)	Privacy	I	3/3	1/1	2/2				<b>6/6</b>	<b>Met</b>
L55	Informed consent	I	3/3	1/1	2/2				<b>6/6</b>	<b>Met</b>
L56	Restrictive practices	I	3/3						<b>3/3</b>	<b>Met</b>
L57	Written behavior plans	I	1/1						<b>1/1</b>	<b>Met</b>
L60	Data maintenance	I	1/1						<b>1/1</b>	<b>Met</b>
L61	Health protection in ISP	I	3/3	1/1	2/2				<b>6/6</b>	<b>Met</b>
L63	Med. treatment plan form	I	0/2	1/1	1/1				<b>2/4</b>	<b>Not Met (50.0%)</b>
L64	Med. treatment plan rev.	I	2/2		1/1				<b>3/3</b>	<b>Met</b>
L67	Money mgmt. plan	I	3/3	1/1	0/2				<b>4/6</b>	<b>Not Met (66.67%)</b>
L68	Funds expenditure	I	3/3	1/1	2/2				<b>6/6</b>	<b>Met</b>
L69	Expenditure tracking	I	3/3		2/2				<b>5/5</b>	<b>Met</b>
L70	Charges for care calc.	I	3/3		2/2				<b>5/5</b>	<b>Met</b>
L71	Charges for care appeal	I	3/3		0/2				<b>3/5</b>	<b>Not Met (60.0%)</b>
L77	Unique needs training	I	3/3	0/1	1/2				<b>4/6</b>	<b>Not Met</b>

										(66.67 %)
L78	Restrictive Int. Training	L	1/1						1/1	Met
L80	Symptoms of illness	L	1/1	1/1	1/1				3/3	Met
L81	Medical emergency	L	1/1	1/1	1/1				3/3	Met
Ⓜ L82	Medication admin.	L	1/1						1/1	Met
L84	Health protect. Training	I	3/3	1/1	2/2				6/6	Met
L85	Supervision	L	1/1	1/1	1/1				3/3	Met
L86	Required assessments	I	1/1		0/2				1/3	Not Met (33.33 %)
L87	Support strategies	I	3/3		0/1				3/4	Met
L88	Strategies implemented	I	3/3		2/2				5/5	Met
L90	Personal space/ bedroom privacy	I	3/3	1/1	0/2				4/6	Not Met (66.67 %)
L91	Incident management	L	0/1	1/1	1/1				2/3	Not Met (66.67 %)
L93 (05/22)	Emergency back-up plans	I	3/3	1/1	2/2				6/6	Met
L94 (05/22)	Assistive technology	I	3/3	1/1	2/2				6/6	Met
L96 (05/22)	Staff training in devices and applications	I	3/3						3/3	Met
<b>#Std. Met/# 75 Indicator</b>									<b>65/75</b>	
<b>Total Score</b>									<b>73/83</b>	
									<b>87.95%</b>	

## Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	6/7		7/7	13/14	Met (92.86 %)
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	7/7		7/7	14/14	Met
L9 (07/21)	Safe use of equipment	I	7/7		7/7	14/14	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
L18	Above grade egress	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
L29	Rubbish/combustibles	L			1/1	1/1	Met
L31	Communication method	I	7/7		7/7	14/14	Met
L32	Verbal & written	I	7/7		7/7	14/14	Met

L37	Prompt treatment	I	7/7		7/7	14/14	Met
<sup>Pa</sup> L38	Physician's orders	I			6/6	6/6	Met
L39	Dietary requirements	I			1/2	1/2	Not Met (50.0 %)
L49	Informed of human rights	I	6/7		7/7	13/14	Met (92.86 %)
L50 (07/21)	Respectful Comm.	I	7/7		7/7	14/14	Met
L51	Possessions	I	7/7		7/7	14/14	Met
L52	Phone calls	I	7/7		7/7	14/14	Met
L54 (07/21)	Privacy	I	7/7		7/7	14/14	Met
L55	Informed consent	I	4/4		5/5	9/9	Met
L61	Health protection in ISP	I	2/2		3/3	5/5	Met
L77	Unique needs training	I	7/7		7/7	14/14	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
L84	Health protect. Training	I	2/2		3/3	5/5	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	4/5		3/3	7/8	Met (87.50 %)
L87	Support strategies	I	4/6		4/4	8/10	Met (80.0 %)
L88	Strategies implemented	I	7/7		7/7	14/14	Met
L91	Incident management	L	0/1		0/1	0/2	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I	7/7		7/7	14/14	Met
L94 (05/22)	Assistive technology	I	7/7		7/7	14/14	Met
L96 (05/22)	Staff training in devices and applications	I	1/1		2/2	3/3	Met
<b>#Std. Met/# 47 Indicator</b>						45/47	
<b>Total Score</b>						54/56	
						96.43%	

## 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	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	0/3	Not Met (0 %)
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	1/1	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
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	<b>Met</b>
C53	Food/ dining choices	3/3	<b>Met</b>

### Placement Services

Indicator #	Indicator	Met/Rated	Rating
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	0/2	<b>Not Met (0 %)</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	1/1	<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	1/1	<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>

### Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	<b>Met</b>
C8	Family/guardian communication	1/1	<b>Met</b>
C9	Personal relationships	1/1	<b>Met</b>
C10	Social skill development	1/1	<b>Met</b>

C11	Get together w/family & friends	1/1	<b>Met</b>
C12	Intimacy	1/1	<b>Met</b>
C13	Skills to maximize independence	1/1	<b>Met</b>
C14	Choices in routines & schedules	1/1	<b>Met</b>
C15	Personalize living space	1/1	<b>Met</b>
C16	Explore interests	1/1	<b>Met</b>
C17	Community activities	1/1	<b>Met</b>
C18	Purchase personal belongings	1/1	<b>Met</b>
C19	Knowledgeable decisions	1/1	<b>Met</b>
C21	Coordinate outreach	1/1	<b>Met</b>
C46	Use of generic resources	1/1	<b>Met</b>
C47	Transportation to/ from community	1/1	<b>Met</b>
C48	Neighborhood connections	1/1	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	1/1	<b>Met</b>
C52	Leisure activities and free-time choices /control	1/1	<b>Met</b>
C53	Food/ dining choices	1/1	<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	5/7	<b>Not Met (71.43 %)</b>
C8	Family/guardian communication	7/7	<b>Met</b>
C13	Skills to maximize independence	7/7	<b>Met</b>
C37	Interpersonal skills for work	6/6	<b>Met</b>
C38 (07/21)	Habilitative & behavioral goals	6/6	<b>Met</b>
C39 (07/21)	Support needs for employment	6/6	<b>Met</b>
C40	Community involvement interest	7/7	<b>Met</b>
C41	Activities participation	7/7	<b>Met</b>
C42	Connection to others	7/7	<b>Met</b>
C43	Maintain & enhance relationship	7/7	<b>Met</b>
C44	Job exploration	7/7	<b>Met</b>
C45	Revisit decisions	7/7	<b>Met</b>

C46	Use of generic resources	7/7	<b>Met</b>
C47	Transportation to/ from community	7/7	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	7/7	<b>Met</b>

### **Employment Support Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	4/7	<b>Not Met (57.14 %)</b>
C8	Family/guardian communication	6/6	<b>Met</b>
C22	Explore job interests	4/4	<b>Met</b>
C23	Assess skills & training needs	4/4	<b>Met</b>
C24	Job goals & support needs plan	4/4	<b>Met</b>
C25	Skill development	4/4	<b>Met</b>
C26	Benefits analysis	3/7	<b>Not Met (42.86 %)</b>
C27	Job benefit education	4/4	<b>Met</b>
C28	Relationships w/businesses	1/1	<b>Met</b>
C29	Support to obtain employment	4/4	<b>Met</b>
C30	Work in integrated settings	5/7	<b>Not Met (71.43 %)</b>
C31	Job accommodations	7/7	<b>Met</b>
C32	At least minimum wages earned	7/7	<b>Met</b>
C33	Employee benefits explained	5/7	<b>Not Met (71.43 %)</b>
C34	Support to promote success	7/7	<b>Met</b>
C35	Feedback on job performance	7/7	<b>Met</b>
C36	Supports to enhance retention	7/7	<b>Met</b>
C37	Interpersonal skills for work	4/4	<b>Met</b>
C47	Transportation to/ from community	7/7	<b>Met</b>
C50	Involvement/ part of the Workplace culture	5/7	<b>Not Met (71.43 %)</b>
C51	Ongoing satisfaction with services/ supports	6/6	<b>Met</b>