



**PROVIDER REPORT
FOR**

**Communitas, Inc
60-D Audubon Road
Wakefield, MA 01880**

May 06, 2019

Version

Provider Web Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Communitas, Inc
Review Dates	2/28/2019 - 3/6/2019
Service Enhancement Meeting Date	3/21/2019
Survey Team	Anne Carey John Downing John Hazelton (TL) Patty McCarthy
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	6 location(s) 11 audit (s)	Full Review	70 / 78 2 Year License 03/21/2019 - 03/21/2021		49 / 51 Certified 03/21/2019 - 03/21/2021
Residential Services	3 location(s) 7 audit (s)			Full Review	21 / 22
Individual Home Supports	3 location(s) 4 audit (s)			Full Review	23 / 23
Planning and Quality Management (For all service groupings)				Full Review	5 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	1 location(s) 9 audit (s)	Full Review	44 / 53 2 Year License 03/21/2019 - 03/21/2021		24 / 41 Certified with Progress Report 03/21/2019 - 03/21/2021
Community Based Day Services	1 location(s) 4 audit (s)			Full Review	7 / 14
Employment Support Services	0 location(s) 5 audit (s)			Full Review	12 / 21
Planning and Quality Management (For all service groupings)				Full Review	5 / 6

EXECUTIVE SUMMARY :

Communitas (formerly EMARC) is a non-profit organization founded in 1954, providing a range of services to children and adults with developmental disabilities in the Northeast region. Services include family support, recreation, day habilitation, residential, and day/work supports. A full DDS licensing and certification review of the agency was conducted inclusive of Communitas' 24-hour residential services, Individual Home Supports (IHS), Employment, and Center Based Day Services (CBDS).

Several positive practices were identified during the survey. On an organizational level, the agency demonstrated an effective strategic planning process, culminating in several significant accomplishments. Communitas worked with the local Housing and Urban Development office to renovate three residential homes, allowing for renovations to be completed at one time instead of over several years, thus limiting the stress and inconvenience of multiple disruptions to individuals' daily routines.

Within the agency's residential programs surveyed, staff were observed teaching individuals to develop a variety of skills, with an emphasis in such areas as grocery shopping, meal preparation, community safety, and money management. Also noteworthy was the practice of supporting individuals to explore their social and recreational interests; individuals were supported to explore previously untried activities, and a tracking system was utilized to record these activities, as well as the individuals' desires to pursue or discontinue similar activities in the future. For example, one individual expressed an interest in construction, and was brought to the construction site of his home during renovations; there he was able to indulge his interest in construction, as well as converse with workers, practicing social skills, and have the opportunity to develop relationships with community members.

A strong emphasis was also noted on relationship development and maintenance. Individuals were supported to have reciprocal relationships with family members through such activities as inviting families to homes for dinner, sending cards, and purchasing gifts on holidays and birthdays. The opportunity to develop new relationships was also provided, with such activities as baking cookies and bringing them to the local fire department, and bringing neighbors' trash barrels from the curb to their homes. One individual was supported to interact with his neighbors while supporting his interest in animals; the individual used pictures of dogs coupled with staff instruction regarding the etiquette of approaching leashed dogs and their owners.

Within the agency's day services, several positive practices were noted. The agency's day services recently relocated to a building allowing for increased accessibility, open spaces and a more professional environment; during the survey, individuals stated that they liked the new building and felt happy going there. Their input was also valued, being sought for the hiring and evaluation of staff. When working in community jobs, individuals were found to be integrated in these settings, and were part of the company culture; at one location, individuals freely visited with non-disabled peers, and were involved in holiday parties and other workplace celebrations.

Several areas requiring further attention were identified during the survey. On an organizational level, the agency would benefit from increased focus on ensuring the human rights committee meets regulatory standards, and the creation of agency wide service improvement goals. The agency needs to improve systems related to timeliness of certain programmatic functions, as ISP materials and incident reports were submitted late to the DDS area offices.

Within the residential service programs, the agency needs to insure inclusion of health related supports within the ISP. While a variety of relationships were noted to be supported, increased emphasis needs to be placed on supporting relationships pertaining to intimacy and companionship. Finally, when obtaining consent for the use of pictures, the agency needs to ensure that consents contain a clear description of the photograph to be used.

There were several areas requiring attention within the agency's day services. For example, supervision was not occurring according to agency policy, and fire drills were not occurring consistent with timelines described in the Safety Plan.

Within the CBDS program, the agency would benefit from broadening its offerings of individualized community based activities; although the agency has recently placed an increased emphasis on offering a variety of choices of community based activities, further development needs to occur so that individuals are frequently given opportunities to decide what types of varied and community based activities they would like to participate in. These choices should be revisited on a regular basis, and be consistent with each individual's interests and long range goals; while CBDS can be a pathway to employment for some, others may choose to spend the majority of their time engaged in community based social and recreational activities. The agency should also develop methods to ensure that community based activities offered are inclusive of generic resources such as libraries and grocery stores; regardless of the activity, staff must support individual's to develop relationships as individuals engage and connect with other community members.

Within the employment supports program, for individuals actively seeking new or increased employment opportunities, the agency needs to supplement its existing methods of exploration, skill assessment, career planning, and skill development. These steps should involve not a singular approach, but a variety of methods to make these determinations, and the methodology should be individualized to match the style and preferences of each individual. Career plans should be detailed to include areas of future exploration, supports needed for success, and the job skills, both general and career specific, needed for the individual to successfully obtain employment that matches their skills and interests. The agency would also benefit from developing ancillary processes, such as an evaluation of the impact of employment on benefits, and plans for minimizing supports as individuals become increasingly independent in job settings. The agency also needs to develop systems to facilitate communication between employers and their employees in an effort to ensure individuals both understand the employee benefits of their jobs, and receive feedback from their employers.

Based on the findings of this survey review, Communitas' Residential Services/Individual Home Supports service group met 90% of licensing indicators, including all critical indicators and will receive a Two Year License for Residential/Individual Home Supports. The agency is also certified within this service grouping, meeting 96% of certification indicators. The agency will conduct follow-up on those licensure indicators that received a not met rating within 60 days of the Service Enhancement Meeting (SEM). The agency will receive a Two Year License for Employment and Day Supports, meeting 83% of licensing indicators, including all critical indicators. The agency is also certified with a one year progress report for this service group, meeting 59% of the certification indicators. The agency will submit a progress report to OQE one year from the Service Enhancement meeting; the OQE will conduct follow-up on all licensing indicators not met during this survey, within 60 days of the SEM.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	6/8	2/8	
Residential and Individual Home Supports	64/70	6/70	
Individual Home Supports Residential Services			
Critical Indicators	8/8	0/8	
Total	70/78	8/78	90%
2 Year License			
# indicators for 60 Day Follow-up		8	

	Met / Rated	Not Met / Rated	% Met
Organizational	6/8	2/8	
Employment and Day Supports	38/45	7/45	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	44/53	9/53	83%
2 Year License			
# indicators for 60 Day Follow-up		9	

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 needs to ensure its human rights committee (HRC) members with expertise attend and/or participate in meetings and to ensure that input from absent members is documented. In addition, the agency's HRC needs to review the policies and procedures which pertain to human rights annually as required.
L74	The agency screens prospective employees per requirements.	For one of the three new employees surveyed, the agency had not screened this individual for employment per the agency's requirements or validated information provided. The agency needs to ensure all candidates for employment meet the agency's qualifications for the position.

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

Indicator	Indicator	Area Needing Improvement
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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 individuals, photo consents did not include the specific photograph to be used or a description of the photograph to be used which individuals were consenting permission to use. The agency needs to ensure that media/photo consents are specific to each image/photograph to be used.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For one individual, there was no written protocol for a half bed rail being utilized. The agency needs to ensure that for each supportive protective device there is a written protocol including the authorization and supervision of a qualified practitioner, rationale for use, criteria for discontinuance and outlining cleaning and care of the device.
L62	Supports and health related protections are reviewed by the required groups.	For one individual, the presence and use of a half bed rail was not included in the individual's ISP. The agency needs to ensure that for each supportive protective device, the continued need for the outlined is outlined within the ISP.
L84	Staff / care providers are trained in the correct utilization of health related protections per regulation.	For one individual, staff training for the use of a half bed rail had not occurred. The agency needs to ensure that all staff are trained and knowledgeable in the use of all supportive protective equipment, including when to use and how to clean and care for the device.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For three of the eight individuals surveyed, assessments were not submitted fifteen days prior to the ISP. The agency needs to ensure assessments are submitted fifteen days prior in preparation for the ISP 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 six of the eight individuals surveyed, Support Strategies were not submitted fifteen days prior to the ISP. The agency needs to ensure Support Strategies are submitted fifteen days prior in preparation for the ISP as required.

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

Indicator #	Indicator	Area Needing Improvement
L7	Fire drills are conducted as required.	For the one location surveyed, fire drills were not being conducted with the frequency outlined and agreed upon in the agency's approved safety plan. The agency needs to ensure it is conducting fire drills in accordance with their approved safety plan.
L39	Special dietary	For one of three individuals with specialized dietary

	requirements are followed.	requirements, an individualized dining protocol had not been created, and staff were not fully following dietary recommendations. The agency needs to ensure that when specialized dietary requirements are needed, individualized plans are developed and followed.
L85	The agency provides ongoing supervision, oversight and staff development.	Of the five staff reviewed at one location, two had not received supervision on a monthly basis, as outlined in the agency's supervision policy. The agency needs to ensure that supervision is effective, and occurs at the frequency outlined within agency policies.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For four of the seven individuals surveyed, assessments were not submitted fifteen days prior to the ISP. The agency needs to ensure assessments are submitted fifteen days prior in preparation for the ISP 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 three of the six individuals surveyed, Support Strategies were not submitted fifteen days prior to the ISP. The agency needs to ensure Support Strategies are submitted fifteen days prior in preparation for the ISP as required.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For five of the nine individuals surveyed, there was no documentation/data available to show that services and support strategies for which the provider has responsibility were being implemented. The agency needs to ensure that all services and support strategies identified and agreed upon in the ISP are being implemented through quality data collection.
L91	Incidents are reported and reviewed as mandated by regulation.	For one location, incident reports had not been submitted or finalized within DDS regulatory required timeframes. The agency needs to ensure that incidents are both reported and finalized within required timeframes.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	5/6	1/6	
Residential and Individual Home Supports	44/45	1/45	
Individual Home Supports	23/23	0/23	
Residential Services	21/22	1/22	
TOTAL	49/51	2/51	96%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	5/6	1/6	
Employment and Day Supports	19/35	16/35	
Community Based Day Services	7/14	7/14	
Employment Support Services	12/21	9/21	
TOTAL	24/41	17/41	59%
Certified with Progress Report			

Planning and Quality Management Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C5	The provider has a process to measure progress towards achieving service improvement goals.	Service improvement goals had not been formulated. The provider needs to establish quantifiable targets against which it can measure its progress in reaching its desired goals and develop a process for measuring and monitoring its progress.

Residential 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 three of the seven individuals, desires, wants and wishes had not been thoroughly assessed so they could be supported further in the area of intimacy and companionship. The agency needs to develop a systematic approach to support all individuals and establish some type of evaluative process should be used to assess the interests, abilities and support needs of individuals, as it relates to the various aspects of intimacy and companionship. The assessed needs and interests of the individual should serve as the basis for a course of action for

example, further education, training and support.

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

Indicator #	Indicator	Area Needing Improvement
C40	Individuals are supported to explore, discover and connect with their personal interest and options for community involvement, personal interest and hobbies.	None of the four individuals surveyed were supported to explore, discover and connect with their personal interests, hobbies, and options for community involvement on a frequent and ongoing basis. The agency needs to ensure that individuals are supported to explore, discover and connect with their interests, hobbies and community involvement on an individualized, frequent and ongoing basis.
C41	Individuals participate in activities, including those in the community, that reflect their interests and preferences.	For two of the four individuals surveyed, there was a lack of verification to confirm their participation in activities, including those in the community, were reflective of their individualized interests and preferences. The agency needs to ensure all individuals have the opportunity to participate in activities that are reflective of their personal interests and preferences.
C42	Individuals are involved in activities that connect them to other people in the community.	For two of the four individuals surveyed, there was a lack of opportunities to connect them to other people in the community. The agency needs to ensure all individuals have the opportunity to participate in activities that connect them to other people in the community.
C43	Staff act as bridge builders to support individuals to develop, sustain, and enhance relationships with others.	Three of the four individuals surveyed had not been supported by staff to develop, sustain, and enhance relationships with others. The agency needs to ensure there is support from staff to all individuals to develop, sustain, and enhance relationships with others.
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	For two of the four individuals surveyed the methods to used to assist them with exploring their job interests were limited. The agency needs to ensure there are effective and multiple methods to assist all individuals with the exploration of their

		job interests.
C45	Individual's decisions of what to do during the day are revisited on a regular basis.	With the exception of their ISP or interest inventory from 2017, there was no documentation to support the four individuals surveyed had their CBDS or pre-employment interests reviewed on a more frequent and regular basis. The agency needs to ensure staff awareness of changing interests through more frequent analyses and provide additional or new opportunities for activities based on an individual's change of interest.
C46	Staff (Home Providers) support individuals to learn about and use generic community resources.	For two of the four persons surveyed, the opportunities to learn about general community resources were absent or minimal. The agency needs to ensure all individuals are supported to learn about and use generic community resources on a frequent and routine basis.

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

Indicator #	Indicator	Area Needing Improvement
C22	Staff have effective methods to assist individuals to explore their job interests.	For one individual, the agency utilized a written assessment tool to solicit job interest. There was no evidence that a variety of assessments were utilized to explore job interests, especially in areas not previously known by the individual. Other mechanisms to assist individuals in identifying job and career interests include job tours, informational interviews, job shadowing, situational assessments or job try-outs; there was no evidence that these types of assessment had occurred. The agency needs to regularly utilize a broad variety of methods and techniques to assist individuals to explore and identify their job interests and career goals.
C23	Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment.	For one individual, the agency utilized a written method of assessing general job skills and abilities; this tool only provides general information regarding the individual's current abilities. The agency needs to utilize a variety of methods to assess the specific job skills of those

		served, focusing on individuals' strengths. Assessment should be focused on the generic skills needed for any job, the specific skills needed in the individuals' field of interest, and any individual training and support needs.
C24	There is a plan developed to identify job goals and support needs.	For three individuals surveyed, support plans did not focus on specific job goals and support needs. The agency needs to develop specific and individualized employment plans that take into account individuals' current interests, strengths, and needs. These plans need to be tailored to the skill set of the job or interests identified through the exploration assessment process, and include such things as skill development and support needs identified through the skills assessment process.
C25	Staff assist individuals to work on skill development for job attainment and success.	For two individuals surveyed, there were no written strategies in place to describe how, and what types of skill development would occur. The agency needs to utilize information gathered thru the skills assessment process, as well as the written career plans to determine what specific skills need to be acquired by individuals, and the strategies that will be utilized to promote skill development and career growth in the identified areas of interest. On-going training of specific skills required for these current and future jobs needs to occur.
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 three individuals, there was no individualized written analysis of how benefits would be affected by future employment. Benefits analysis should occur for each individual with the goal of employment, and it should occur at such a time as to inform individuals of the impact of future earnings on their current disability benefits. This type of analysis should be completed intermittently, such as when individuals are seeking new employment or an increase in hours or wages occurs.
C29	Individuals are supported to obtain employment that matches their skills and	For one individual, there were not sustained efforts to locate employment in

	interests.	the individual's area of interest. The agency needs to ensure that there are sustained and ongoing efforts to obtain employment within the individual's area of interest.
C33	Employee benefits and rights are clearly explained to the individual.	For four individuals, neither the agency nor the individual were aware of the individual's rights and benefits as an employee. The agency needs to ensure that employee rights and benefits are explained to the individual employee; this should be done by the employer of record.
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	For three individuals, a plan to fade supports was not in place. The agency needs to ensure that a well thought out plans for fading supports is in place; plans may include specific skills training, or encouragement to resolve issues at work with employers and co-workers directly.
C35	Individuals are given feedback on job performance by their employer.	Individuals had not received feedback on their job performance on a schedule and in a manner commensurate with other employees; the agency was not aware of the policies and procedures of the employers in this area. The agency needs to work with employers to determine what each employer utilizes as a standard practice for employee feedback, and ensure that individuals receive this level of feedback. The agency must also inform the individual that this information will be shared with the agency, and use this information to assist the individual to improve job performance.

MASTER SCORE SHEET LICENSURE

Organizational: **Communitas, Inc**

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓟ L2	Abuse/neglect reporting	8/8	Met
L3	Immediate Action	15/15	Met
L4	Action taken	15/15	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	2/3	Not Met(66.67 %)
L75	Qualified staff	1/1	Met
L76	Track trainings	12/12	Met
L83	HR training	12/12	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	7/7	4/4					11/11	Met
L5	Safety Plan	L	3/3	2/2					5/5	Met
Ⓜ L6	Evacuation	L	3/3	2/2					5/5	Met
L7	Fire Drills	L	3/3						3/3	Met
L8	Emergency Fact Sheets	I	7/7	4/4					11/11	Met
L9	Safe use of equipment	L	3/3	2/2					5/5	Met
L10	Reduce risk interventions	I	1/1						1/1	Met
Ⓜ L11	Required inspections	L	3/3	2/2					5/5	Met
Ⓜ L12	Smoke detectors	L	3/3	2/2					5/5	Met
Ⓜ L13	Clean location	L	3/3	2/2					5/5	Met
L14	Site in good repair	L	3/3	2/2					5/5	Met
L15	Hot water	L	2/3	2/2					4/5	Met (80.0 %)
L16	Accessibility	L	3/3	2/2					5/5	Met
L17	Egress at grade	L	3/3	2/2					5/5	Met
L18	Above grade egress	L	3/3	2/2					5/5	Met
L19	Bedroom location	L	2/2						2/2	Met
L20	Exit doors	L	3/3	2/2					5/5	Met
L21	Safe electrical equipment	L	3/3	2/2					5/5	Met
L22	Well-maintained appliances	L	3/3	2/2					5/5	Met
L23	Egress door locks	L	1/1						1/1	Met
L24	Locked door access	L	3/3						3/3	Met
L25	Dangerous substances	L	3/3	2/2					5/5	Met
L26	Walkway safety	L	3/3	2/2					5/5	Met

L28	Flammables	L	3/3	2/2					5/5	Met
L29	Rubbish/combustibles	L	3/3	2/2					5/5	Met
L30	Protective railings	L	3/3	2/2					5/5	Met
L31	Communication method	I	7/7	4/4					11/11	Met
L32	Verbal & written	I	7/7	4/4					11/11	Met
L33	Physical exam	I	6/6	4/4					10/10	Met
L34	Dental exam	I	7/7	4/4					11/11	Met
L35	Preventive screenings	I	5/5	3/3					8/8	Met
L36	Recommended tests	I	7/7	4/4					11/11	Met
L37	Prompt treatment	I	6/6	3/3					9/9	Met
Ⓟ L38	Physician's orders	I	6/6	1/1					7/7	Met
L39	Dietary requirements	I	4/4	2/2					6/6	Met
L40	Nutritional food	L	3/3	2/2					5/5	Met
L41	Healthy diet	L	3/3	2/2					5/5	Met
L42	Physical activity	L	3/3	2/2					5/5	Met
L43	Health Care Record	I	7/7	4/4					11/11	Met
L44	MAP registration	L	3/3						3/3	Met
L45	Medication storage	L	3/3						3/3	Met
Ⓟ L46	Med. Administration	I	7/7						7/7	Met
L47	Self medication	I	7/7	4/4					11/11	Met
L49	Informed of human rights	I	7/7	4/4					11/11	Met
L50	Respectful Comm.	L	3/3	2/2					5/5	Met
L51	Possessions	I	7/7	4/4					11/11	Met
L52	Phone calls	I	7/7	4/4					11/11	Met
L53	Visitation	I	7/7	4/4					11/11	Met
L54	Privacy	L	3/3	2/2					5/5	Met
L55	Informed consent	I	3/5						3/5	Not Met (60.0 %)
L61	Health protection in ISP	I	0/1						0/1	Not Met (0 %)
L62	Health protection	I	0/1						0/1	Not

	review									Met (0 %)
L63	Med. treatment plan form	I	5/5						5/5	Met
L64	Med. treatment plan rev.	I	4/5						4/5	Met (80.0 %)
L67	Money mgmt. plan	I	7/7						7/7	Met
L68	Funds expenditure	I	7/7						7/7	Met
L69	Expenditure tracking	I	7/7						7/7	Met
L70	Charges for care calc.	I	7/7	4/4					11/11	Met
L71	Charges for care appeal	I	7/7	4/4					11/11	Met
L77	Unique needs training	I	6/7	4/4					10/11	Met (90.91 %)
L80	Symptoms of illness	L	3/3	2/2					5/5	Met
L81	Medical emergency	L	3/3	2/2					5/5	Met
Ⓜ L82	Medication admin.	L	3/3						3/3	Met
L84	Health protect. Training	I	0/1						0/1	Not Met (0 %)
L85	Supervision	L	3/3	2/2					5/5	Met
L86	Required assessments	I	5/5	0/3					5/8	Not Met (62.50 %)
L87	Support strategies	I	2/5	0/3					2/8	Not Met (25.00 %)
L88	Strategies implemented	I	6/7	4/4					10/11	Met (90.91 %)
L90	Personal space/ bedroom privacy	I	7/7	4/4					11/11	Met
L91	Incident management	L	2/3	2/2					4/5	Met (80.0 %)
#Std. Met/# 70 Indicator									64/70	

Total Score									70/78	
									89.74%	

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	5/5		3/4	8/9	Met (88.89 %)
L5	Safety Plan	L			1/1	1/1	Met
Ⓟ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			0/1	0/1	Not Met (0 %)
L8	Emergency Fact Sheets	I	4/5		4/4	8/9	Met (88.89 %)
L9	Safe use of equipment	L			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
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met

L31	Communication method	I	5/5		4/4	9/9	Met
L32	Verbal & written	I	5/5		4/4	9/9	Met
L37	Prompt treatment	I	4/4		4/4	8/8	Met
Ⓜ L38	Physician's orders	I	1/1		1/1	2/2	Met
L39	Dietary requirements	I	0/1		2/2	2/3	Not Met (66.67 %)
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓜ L46	Med. Administration	I			1/1	1/1	Met
L49	Informed of human rights	I	5/5		3/4	8/9	Met (88.89 %)
L50	Respectful Comm.	L			1/1	1/1	Met
L51	Possessions	I	5/5		4/4	9/9	Met
L52	Phone calls	I	5/5		4/4	9/9	Met
L54	Privacy	L			1/1	1/1	Met
L55	Informed consent	I	5/5		2/2	7/7	Met
L77	Unique needs training	I	5/5		4/4	9/9	Met
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
Ⓜ L82	Medication admin.	L			1/1	1/1	Met
L85	Supervision	L			0/1	0/1	Not Met (0 %)
L86	Required assessments	I	2/4		1/3	3/7	Not Met (42.86 %)
L87	Support strategies	I	2/3		1/3	3/6	Not Met (50.0 %)
L88	Strategies implemented	I	4/5		1/4	5/9	Not Met (55.56 %)
L91	Incident management	L			0/1	0/1	Not Met (0 %)
#Std. Met/# 45 Indicator						38/45	
Total Score						44/53	
						83.02%	

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	0/1	Not Met (0 %)
C6	Future directions planning	1/1	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	4/4	Met
C13	Skills to maximize independence	4/4	Met
C37	Interpersonal skills for work	4/4	Met
C40	Community involvement interest	0/4	Not Met (0 %)
C41	Activities participation	2/4	Not Met (50.0 %)
C42	Connection to others	2/4	Not Met (50.0 %)
C43	Maintain & enhance relationship	1/4	Not Met (25.00 %)
C44	Job exploration	2/4	Not Met (50.0 %)
C45	Revisit decisions	0/4	Not Met (0 %)
C46	Use of generic resources	2/4	Not Met (50.0 %)
C47	Transportation to/ from community	4/4	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met
C54	Assistive technology	4/4	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/5	Met
C8	Family/guardian communication	5/5	Met
C22	Explore job interests	2/3	Not Met (66.67 %)

C23	Assess skills & training needs	1/3	Not Met (33.33 %)
C24	Job goals & support needs plan	0/3	Not Met (0 %)
C25	Skill development	1/3	Not Met (33.33 %)
C26	Benefits analysis	0/3	Not Met (0 %)
C27	Job benefit education	5/5	Met
C29	Support to obtain employment	2/3	Not Met (66.67 %)
C30	Work in integrated settings	5/5	Met
C31	Job accommodations	5/5	Met
C32	At least minimum wages earned	4/4	Met
C33	Employee benefits explained	1/5	Not Met (20.0 %)
C34	Support to promote success	2/5	Not Met (40.0 %)
C35	Feedback on job performance	1/5	Not Met (20.0 %)
C36	Supports to enhance retention	5/5	Met
C37	Interpersonal skills for work	5/5	Met
C47	Transportation to/ from community	5/5	Met
C50	Involvement/ part of the Workplace culture	5/5	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met
C54	Assistive technology	5/5	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	4/4	Met
C9	Personal relationships	4/4	Met
C10	Social skill development	4/4	Met
C11	Get together w/family & friends	4/4	Met
C12	Intimacy	4/4	Met
C13	Skills to maximize independence	4/4	Met
C14	Choices in routines & schedules	4/4	Met
C15	Personalize living space	2/2	Met
C16	Explore interests	4/4	Met

C17	Community activities	4/4	Met
C18	Purchase personal belongings	4/4	Met
C19	Knowledgeable decisions	4/4	Met
C20	Emergency back-up plans	2/2	Met
C21	Coordinate outreach	4/4	Met
C46	Use of generic resources	4/4	Met
C47	Transportation to/ from community	4/4	Met
C48	Neighborhood connections	4/4	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met
C52	Leisure activities and free-time choices /control	4/4	Met
C53	Food/ dining choices	4/4	Met
C54	Assistive technology	4/4	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	Met
C8	Family/guardian communication	7/7	Met
C9	Personal relationships	7/7	Met
C10	Social skill development	7/7	Met
C11	Get together w/family & friends	7/7	Met
C12	Intimacy	4/7	Not Met (57.14 %)
C13	Skills to maximize independence	7/7	Met
C14	Choices in routines & schedules	7/7	Met
C15	Personalize living space	3/3	Met
C16	Explore interests	6/7	Met (85.71 %)
C17	Community activities	7/7	Met
C18	Purchase personal belongings	7/7	Met
C19	Knowledgeable decisions	7/7	Met
C20	Emergency back-up plans	3/3	Met
C46	Use of generic resources	7/7	Met

C47	Transportation to/ from community	7/7	Met
C48	Neighborhood connections	7/7	Met
C49	Physical setting is consistent	3/3	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met
C52	Leisure activities and free-time choices /control	7/7	Met
C53	Food/ dining choices	7/7	Met
C54	Assistive technology	6/7	Met (85.71 %)