



**PROVIDER REPORT
FOR**

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

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Communitas, Inc
Review Dates	4/3/2024 - 4/9/2024
Service Enhancement Meeting Date	4/24/2024
Survey Team	Chloe Browning Anne Carey-Stone (TL) Jennifer Conley-Sevier John Downing John Hazelton Raquel Rodriguez
Citizen Volunteers	

<u>Survey scope and findings for Residential and Individual Home Supports</u>						
Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level	
Residential and Individual Home Supports	6 location(s) 10 audit (s)	Full Review	79/85 2 Year License 04/24/2024 - 04/24/2026			45 / 47 Certified 04/24/2024 - 04/24/2026
Residential Services	3 location(s) 7 audit (s)			Full Review	19 / 20	
Individual Home Supports	3 location(s) 3 audit (s)			Full Review	20 / 21	
Planning and Quality Management (For all service groupings)				Full Review	6 / 6	
<u>Survey scope and findings for Employment and Day Supports</u>						
Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level	
Employment and Day Supports	5 location(s) 18 audit (s)	Full Review	58/62 2 Year License 04/24/2024 - 04/24/2026			15 / 27 Certified with Progress Report 04/24/2024 - 04/24/2026
Community Based Day Services	2 location(s) 9 audit (s)			Deemed		
Employment Support Services	3 location(s) 9 audit (s)			Full Review	9 / 21	
Planning and Quality Management (For all service groupings)				Full Review	6 / 6	

EXECUTIVE SUMMARY :

Communitas is a non-profit organization, formerly known as EMARC, founded in 1954, providing a range of services to children and adults with Developmental Disabilities in the Northeast region. Services include Family Support Services, Recreational Programming, Day Habilitation, Residential Services, Community Based Day Services (CBDS) and Employment Supports.

The scope of this survey conducted by the Office of Quality Enhancement (OQE) was a full licensing and certification review of Communitas' Residential Services grouping and its Employment Supports. As the agency is also accredited by CARF, Communitas chose to utilize the results of that previous review for the certification indicators as applicable to Community Based Day Services.

At the organizational level, the agency demonstrated many areas of strength. Across the domain of Human Rights, the agency Human Rights Committee met regularly and met requirements for membership composition and material reviewed.

The agency demonstrated effective internal quality management and improvement systems, as evidenced by strong ongoing data collection and review in many areas, including incident reporting. The agency exhibited a high level of stakeholder engagement initiatives, including quarterly meetings with DDS Area Offices, and extensive efforts into gathering and analyzing feedback in stakeholder satisfaction surveys. The agency strategic planning process proved to be impactful. The agency self-improvement process and resulting document was found to have enabled ongoing organizational goal adjustment, course correction and service delivery re-evaluation based on data collected and analyzed.

The survey identified a number of accomplishments on the part of the agency which resulted in positive individual outcomes within Residential Services. In the domain of Health, individuals were supported to develop and maintain nutritionally sound eating habits, engage in regular physical activity, and were supported to take all medications as prescribed. Staff supported individuals to receive age/gender appropriate preventative health screenings, were knowledgeable regarding medical protocols, specialized dietary requirements, and health related equipment. Staff had all been trained in required curricula including signs and symptoms and illness, and were knowledgeable of each individual's unique needs.

Positive outcomes were also identified within in several certification domains, including relationships and community integration. Individuals were very well supported to maintain relationships with loved ones including family members, friends, and significant others. Community activities were occurring on a frequent and sustained basis, were aligned with individuals' expressed interests, planned via individual driven house meetings, and were well documented on activity calendars and in daily shift notes. Individuals were regularly accessing local community resources that included local gyms, farmers markets, libraries, museums, local coffee shops and restaurants. In addition to attending a wide variety of community activities on a regular basis, individuals also attended numerous agency facilitated events and activities such as dances, Senior Sports, and Best Buddies.

Within Day and Employment Supports, communication between individuals' family members and Guardians was an area of strength. Guardians were found to have been regularly informed regarding the topics of Human Rights, DPPC and how to file a grievance, and had been well supported to understand the benefits of community based employment. An agency Day and Employment newsletter was regularly shared with families and Guardians, providing information regarding program activities and areas of success, for example, celebrating 30 years of community partnership with a local Boys & Girls club.

Several areas requiring further attention were identified during the survey. Within Residential Services, the agency should thoroughly review medication treatment plans, shared and delegated

money management plans, and self-medication plans, to ensure they include all required components.

The agency is encouraged to strengthen its practices across all services regarding the timely submission of ISP required assessments and support strategies.

Within CBDS and Employment Services, the agency should continue assessing all individuals for their Assistive Technology needs. Once assessed, the agency should ensure that any recommendations made are implemented.

Within Employment Services, the agency should focus on individualized career exploration and planning. This includes enhancing vocational assessment tools and developing creating other means to fully assess individual interests, developing detailed written career plans for each person served, and facilitating person-centered, integrated job development opportunities through agency-led networking and community-based relationship building.

Within the Residential and Individual Home Support Services programs Communitas received a rating of met in 93% of licensing indicators; all critical indicators were met. The agency will receive a Two-Year License for Residential and Individual Home Supports Services. The agency also received a rating of met in 96% of certification indicators reviewed and is certified.

Within Day and Employment Support services the agency received a rating of met in 94% of licensing indicators; all critical indicators were met. As a result, the agency will receive a Two-Year License for its Employment and Day Supports Services. The agency received a rating of met in 56% of certification indicators reviewed for Employment Supports, and therefore is Certified with a Progress Report for this service type.

Follow-up on all not met licensing indicators will be conducted by Communitas within 60 days. The agency will complete a progress report on their success in meeting the Employment Supports certification indicators in one year's time and submit the report to DDS OQE.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Residential and Individual Home Supports	71/77	6/77	
Residential Services Individual Home Supports			
Critical Indicators	8/8	0/8	
Total	79/85	6/85	93%
2 Year License			
# indicators for 60 Day Follow-up		6	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Employment and Day Supports	50/54	4/54	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	58/62	4/62	94%
2 Year License			
# indicators for 60 Day Follow-up		4	

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

Indicator #	Indicator	Area Needing Improvement
L7	Fire drills are conducted as required.	At one location, a fire drill had been conducted using more than the minimum staffing ratio identified in the location safety plan. The agency needs to ensure that all fire drills are conducted using the lowest level of potential staffing as identified in each approved location safety plan.

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

Indicator #	Indicator	Area Needing Improvement
L47	Individuals are supported to become self medicating when appropriate.	For two individuals who were being supported to self medicate, corresponding support plans with details of ongoing assessment were not in place. The agency needs to ensure that when individuals are self-medicating, support needs identified in the self medication assessment are provided and documented through a corresponding medication support plan. The agency also needs to ensure that each individual who is self-medicating, is assessed regularly to determine whether any changes are needed to the medication support plan.
L63	Medication treatment plans are in written format with required components.	For six individuals, Medication Treatment Plans did not contain all the required components. The agency needs to ensure that when required, Medication Treatment Plans are developed and have all the required components, including criteria for re-evaluating or adjusting the medication based on treatment data.
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, shared/delegated management of funds plans did not include all required components. The agency needs to ensure that money management plans include all required components, including but not limited to identifying the general mechanisms for the individual to access their money, identifying the amount of money that the team agrees the individual is capable of managing independently, and detailing the mechanisms in place for operating any bank accounts held, depositing checks/earnings, and detailing the specifics around managing the cash at the location where individual funds are secured.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For seven individuals, required assessments had not been submitted within ISP timelines. The agency needs to ensure that ISP assessments are submitted at least 15 days in advance of the ISP meeting.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For five individuals, support strategies had not been submitted within ISP timelines. The agency needs to ensure that ISP support strategies are submitted at least 15 days in advance of the ISP meeting.

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

Indicator #	Indicator	Area Needing Improvement
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	At one location, the hot water being delivered was not within the required 110 and 120 degrees Fahrenheit range. The agency needs to ensure every site and source of hot water is delivered between 110 and 120 degrees F.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For eight individuals, required assessments had not been submitted within ISP timelines. The agency needs to ensure that ISP assessments are submitted at least 15 days in advance of the ISP meeting.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For eleven individuals, support strategies had not been submitted within ISP timelines. The agency needs to ensure that ISP support strategies are submitted at least 15 days in advance of the ISP meeting.
L94 (05/22)	Individuals have assistive technology to maximize independence.	Nine individuals had not yet been assessed in the area of Assistive Technology (AT), to determine if they would benefit from the addition of AT to increase their level of independence. The agency needs to ensure all individuals are assessed in the area of Assistive Technology. The agency also needs to ensure that when an assessment identifies areas of need, each individual is then supported to obtain and use Assistive Technology as identified within the assessment within a timely manner.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	39/41	2/41	
Residential Services	19/20	1/20	
Individual Home Supports	20/21	1/21	
Total	45/47	2/47	96%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	9/21	12/21	
Employment Support Services	9/21	12/21	
Total	15/27	12/27	56%
Certified with Progress Report			

Individual Home Supports- 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 individuals had not been provided the opportunity to give input during the time of hire and/or give feedback about the staff that support them to be incorporated into ongoing professional development for staff. The agency needs to ensure that all individuals have both the opportunity to participate in the hiring process of new support staff and the opportunity to give feedback on staff who support them so that feedback can be utilized to inform performance evaluation and training.

Individual Home Supports- 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 had not been provided the opportunity to give input during the time of hire and/or give feedback about the staff that support them to be incorporated into ongoing professional development for staff. The agency needs to ensure that all individuals have both the opportunity to participate in the hiring process of new support staff and the opportunity to give feedback on staff who support them so that feedback can be utilized to inform performance evaluation and training.

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.	Five individuals had not been provided the opportunity to give input during the time of hire and/or give feedback about the staff that support them to be incorporated into ongoing professional development for staff. The agency needs to ensure that all individuals have both the opportunity to participate in the hiring process of new support staff and the opportunity to give feedback on staff who support them so that feedback can be utilized to inform performance evaluation and training.
C22	Staff have effective methods to assist individuals to explore their job interests.	Six individuals had not yet been thoroughly assessed on their personalized job interests. Choices for these individuals were limited to participation in pre-established group employment options developed by the agency. The agency needs to ensure that individualized preferences are explored using a variety of methods, for example, job tours, volunteerism, interest inventories and a variety of vocational assessments.

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

Indicator #	Indicator	Area Needing Improvement
C23	Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment.	Individuals had not been assessed utilizing a variety of methods to ascertain individuals' current skills, areas of interest, career goals, and training and support needs. The agency needs to ensure that each individual's employment skills and training needs have been fully assessed. Assessment should be focused both on the generic skills needed for any job, as well as the specific skills needed in each individual's field of interest.
C24	There is a plan developed to identify job goals and support needs.	Individuals did not have career plans in place. The agency needs to use information gathered from thorough and individualized vocational assessment processes to develop a detailed and person-centered career plan which identifies each individual's work skills as well as identifies settings that the individual is more competent in, support needs necessary for success and settings that could be a good fit for each person.
C25	Staff assist individuals to work on skill development for job attainment and success.	For five individuals, there was not clear alignment between the activities they were participating in on a daily basis and their identified interests, skills and vocational aspirations. The agency needs to ensure that once each individual has been thoroughly assessed with regard to areas of employment interest, skills and support level required, that ongoing daily activities reflect the pursuit towards further skill acquisition so that individuals are being educated to learn, practice, improve or refine skills related to job attainment and success.

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

Indicator #	Indicator	Area Needing Improvement
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.	The agency does not currently have knowledgeable personnel who can provide guidance and referrals to benefits counseling to assist individuals in navigating their entitlements effectively. The agency needs to ensure that they can refer individuals to external resources (such as Work Without Limit) so that individuals and families may receive information on how their earnings impact their benefits. The agency needs to ensure that such information is shared annually at ISP or when a new job or raise may impact entitlements so that individuals can be supported to understand the consequences of working or earnings increasing.
C28	Staff maintain and develop relationships with local businesses in order to facilitate job development opportunities.	Across Employment Supports Services, the agency does not have a current strategy for networking with local businesses in a routine manner with a view to developing new employment opportunities. The agency needs to focus sustained effort to cultivate business contacts in the local community to foster relationship-building and highlight the vocational skills and strengths of individuals supported with a view to developing employment opportunities.

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

Indicator #	Indicator	Area Needing Improvement
C29	Individuals are supported to obtain employment that matches their skills and interests.	Five individuals had not been fully supported towards obtaining employment which reflects their personally unique skills and expressed interests. The agency needs to ensure that agency employees are well versed in each person's interests and skill set, and that frequent and ongoing efforts are being made towards supporting each person towards obtaining employment in their desired area of interest. Job exploration efforts should focus on external networking and community employment facilitation, for example, supporting individuals to browse job vacancies, send resumes and complete job applications, attend career workshops and participate in job interviews.
C30	Individuals are supported to work in integrated job settings.	One of nine individuals was not currently employed in any capacity. An additional two individual's employment was solely on site at the agency day program location. The agency needs to ensure that individuals are provided regular opportunities for work in settings which are fully integrated.
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	Seven individuals receiving employment supports did not have a plan in place to fade the levels of support needed as greater independence was realized. The agency needs to ensure that once employment begins, plans are developed that outline how supports will be minimized or faded over time.

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

Indicator #	Indicator	Area Needing Improvement
C35	Individuals are given feedback on job performance by their employer.	For two individuals who were hired by external community employers, feedback on job performance was not delivered to them in line with other employees. The agency needs to ensure that individuals are supported to receive feedback directly from the employer in accordance with that company's policies. The agency needs to ensure that individuals are given feedback on their job performance on a schedule and a manner commensurate with other employees and where the provider agency is not the employer, there should be evidence of an evaluation by that employer or evidence of advocacy on the part of the agency that a job performance evaluation be conducted on the same timeline as for other employees of that employer.
C36	Ongoing supports are provided to enhance job retention and advancement.	For six individuals who were predominantly employed in long term group enclaves, the agency had not fully determined each person's need for ongoing supports with a view to career advancement. The agency needs to ensure that for all individuals who are employed in any capacity (individual or group employment), there exists a mechanism for routine discussions with the individual as to whether the job is still of interest, the number of hours of employment meets the individual's needs, the work schedule is satisfactory, and whether the individual wants to work in a different type of job at the company or with another company, should the opportunity arise.

MASTER SCORE SHEET LICENSURE

Organizational: Communitas, Inc

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,Not Rated)
R L2	Abuse/neglect reporting	17/17	Met
L3	Immediate Action	8/8	Met
L4	Action taken	8/8	Met
L48	HRC	1/1	Met
L74	Screen employees	3/3	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	13/13	Met
L83	HR training	13/13	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/Rat ed	Rating
L1	Abuse/n eglect training	I	7/7	3/3					10/10	Met
L5	Safety Plan	L	2/3	3/3					5/6	Met (83.33 %)
R L6	Evacuation	L	3/3	2/3					5/6	Met (83.33 %)
L7	Fire Drills	L	2/3						2/3	Not Met (66.67 %)
L8	Emergency Fact Sheets	I	7/7	3/3					10/10	Met
L9 (07/21)	Safe use of equipment	I	7/7	3/3					10/10	Met
L10	Reduce risk interventions	I		1/1					1/1	Met
R L11	Required inspections	L	3/3	2/2					5/5	Met
R L12	Smoke detectors	L	3/3	2/2					5/5	Met
R 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	3/3	2/2					5/5	Met
L16	Accessibility	L	3/3						3/3	Met
L17	Egress at grade	L	3/3						3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L18	Above grade egress	L	2/2						2/2	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						3/3	Met
L26	Walkway safety	L	3/3	2/2					5/5	Met
L28	Flammables	L	2/2	2/2					4/4	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	3/3					10/10	Met
L32	Verbal & written	I	7/7	3/3					10/10	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rat ed	Rating
L33	Physical exam	I	7/7	1/1					8/8	Met
L34	Dental exam	I	7/7	1/1					8/8	Met
L35	Preventive screenings	I	5/5	1/1					6/6	Met
L36	Recommended tests	I	6/7	1/1					7/8	Met (87.50 %)
L37	Prompt treatment	I	7/7	2/2					9/9	Met
R L38	Physician's orders	I	5/5	1/1					6/6	Met
L39	Dietary requirements	I	2/2						2/2	Met
L40	Nutritional food	L	3/3	2/2					5/5	Met
L41	Healthy diet	L	3/3	3/3					6/6	Met
L42	Physical activity	L	3/3	3/3					6/6	Met
L43	Health Care Record	I	7/7	3/3					10/10	Met
L44	MAP registration	L	3/3						3/3	Met
L45	Medication storage	L	3/3						3/3	Met
R L46	Med. Administration	I	7/7						7/7	Met
L47	Self medication	I	1/2	1/2					2/4	Not Met (50.0 %)
L49	Informed of human rights	I	7/7	3/3					10/10	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L50 (07/21)	Respectful Comm.	I	7/7	3/3					10/10	Met
L51	Possessions	I	7/7	3/3					10/10	Met
L52	Phone calls	I	7/7	3/3					10/10	Met
L53	Visitation	I	7/7	3/3					10/10	Met
L54 (07/21)	Privacy	I	7/7	3/3					10/10	Met
L55	Inform ed consent	I	7/7						7/7	Met
L56	Restricti ve practices	I	2/2						2/2	Met
L60	Data maintenance	I	1/1						1/1	Met
L61	Health protection in ISP	I	7/7						7/7	Met
L62	Health protection review	I	7/7	1/1					8/8	Met
L63	Med. treatment plan form	I	0/6						0/6	Not Met (0 %)
L64	Med. treatment plan rev.	I	5/5						5/5	Met
L67	Money mgmt. plan	I	4/6						4/6	Not Met (66.67 %)
L68	Funds expenditure	I	6/6						6/6	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rat ed	Rating
L69	Expenditure tracking	I	6/6						6/6	Met
L70	Charges for care calc.	I	7/7						7/7	Met
L71	Charges for care appeal	I	7/7						7/7	Met
L77	Unique needs training	I	7/7	3/3					10/10	Met
L78	Restrictive Int. Training	L	1/1						1/1	Met
L80	Symptoms of illness	L	3/3	3/3					6/6	Met
L81	Medical emergency	L	3/3	3/3					6/6	Met
R L82	Medication admin.	L	3/3						3/3	Met
L84	Health protect. Training	I	5/5						5/5	Met
L85	Supervision	L	3/3	3/3					6/6	Met
L86	Required assessments	I	2/7	0/2					2/9	Not Met (22.22 %)
L87	Support strategies	I	4/7	0/2					4/9	Not Met (44.44 %)
L88	Strategies implemented	I	7/7	3/3					10/10	Met
L90	Personal space/bedroom privacy	I	7/7	3/3					10/10	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L91	Incident management	L	3/3	3/3					6/6	Met
L93 (05/22)	Emergency back-up plans	I	7/7	3/3					10/10	Met
L94 (05/22)	Assistive technology	I	7/7	3/3					10/10	Met
L96 (05/22)	Staff training in devices and applications	I	6/6	2/2					8/8	Met
L99 (05/22)	Medical monitoring devices	I		1/1					1/1	Met
#Std. Met/# 77 Indicator									71/77	
Total Score									79/85	
									92.94%	

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		7/7	16/16	Met
L5	Safety Plan	L			2/2	2/2	Met
L6	Evacuation	L			2/2	2/2	Met
L7	Fire Drills	L			2/2	2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L8	Emergency Fact Sheets	I	9/9		6/7	15/16	Met (93.75 %)
L9 (07/21)	Safe use of equipment	I	9/9		7/7	16/16	Met
L10	Reduce risk interventions	I			2/2	2/2	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			1/2	1/2	Not Met (50.0 %)
L16	Accessibility	L			2/2	2/2	Met
L17	Egress at grade	L			2/2	2/2	Met
L18	Above grade egress	L			1/1	1/1	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			2/2	2/2	Met
L31	Communication method	I	9/9		7/7	16/16	Met
L32	Verbal & written	I	9/9		7/7	16/16	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L37	Prompt treatment	I	8/8		6/6	14/14	Met
P L38	Physician's orders	I	1/1		3/3	4/4	Met
L39	Dietary requirements	I	1/1		2/2	3/3	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
P L46	Med. Administration	I			2/2	2/2	Met
L49	Informed of human rights	I	9/9		7/7	16/16	Met
L50 (07/21)	Respectful Comm.	I	9/9		7/7	16/16	Met
L51	Possessions	I	9/9		7/7	16/16	Met
L52	Phone calls	I	9/9		7/7	16/16	Met
L54 (07/21)	Privacy	I	9/9		7/7	16/16	Met
L55	Informed consent	I	3/3		4/4	7/7	Met
L61	Health protection in ISP	I			1/1	1/1	Met
L62	Health protection review	I			1/1	1/1	Met
L63	Med. treatment plan form	I			1/1	1/1	Met
L77	Unique needs training	I	9/9		7/7	16/16	Met
L80	Symptoms of illness	L	2/2		2/2	4/4	Met
L81	Medical emergency	L	2/2		2/2	4/4	Met
P L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I			1/1	1/1	Met
L85	Supervision	L	2/2		2/2	4/4	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L86	Required assessments	I	2/8		1/3	3/11	Not Met (27.27 %)
L87	Support strategies	I	0/7		0/4	0/11	Not Met (0 %)
L88	Strategies implemented	I	8/9		6/8	14/17	Met (82.35 %)
L91	Incident management	L	2/2		1/2	3/4	Met
L93 (05/22)	Emergency back-up plans	I	9/9		7/7	16/16	Met
L94 (05/22)	Assistive technology	I	2/8		6/8	8/16	Not Met (50.0 %)
L96 (05/22)	Staff training in devices and applications	I			1/1	1/1	Met
#Std. Met/# 54 Indicator						50/54	
Total Score						58/62	
						93.55%	

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	5/7	Not Met (71.43 %)
C8	Family/guardian communication	7/7	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C9	Personal relationships	7/7	Met
C10	Social skill development	7/7	Met
C11	Get together w/family & friends	7/7	Met
C12	Intimacy	7/7	Met
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	7/7	Met
C17	Community activities	7/7	Met
C18	Purchase personal belongings	7/7	Met
C19	Knowledgeable decisions	7/7	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

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/3	Not Met (0 %)
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	3/3	Met
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	2/2	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
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
C21	Coordinate outreach	3/3	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	3/3	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/9	Not Met (44.44 %)
C8	Family/guardian communication	9/9	Met
C22	Explore job interests	2/8	Not Met (25.00 %)
C23	Assess skills & training needs	0/8	Not Met (0 %)
C24	Job goals & support needs plan	0/8	Not Met (0 %)
C25	Skill development	3/8	Not Met (37.50 %)
C26	Benefits analysis	0/9	Not Met (0 %)
C27	Job benefit education	8/8	Met
C28	Relationships w/businesses	0/2	Not Met (0 %)
C29	Support to obtain employment	3/8	Not Met (37.50 %)
C30	Work in integrated settings	6/9	Not Met (66.67 %)
C31	Job accommodations	8/8	Met
C32	At least minimum wages earned	8/8	Met
C33	Employee benefits explained	8/8	Met
C34	Support to promote success	1/8	Not Met (12.50 %)
C35	Feedback on job performance	6/8	Not Met (75.00 %)

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C36	Supports to enhance retention	2/8	Not Met (25.00 %)
C37	Interpersonal skills for work	9/9	Met
C47	Transportation to/ from community	9/9	Met
C50	Involvement/ part of the Workplace culture	8/8	Met
C51	Ongoing satisfaction with services/ supports	8/9	Met (88.89 %)