



**PROVIDER REPORT
FOR
ELIOT COMMUNITY HUMAN
SERVICES
125 Hartwell Ave
Lexington, MA 02173**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	ELIOT COMMUNITY HUMAN SERVICES
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Review Dates	8/2/2023 - 8/8/2023
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Service Enhancement Meeting Date	8/22/2023
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Survey Team	Anne Carey (TL) Meagan Caccioppoli John Hazelton John Downing
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Citizen Volunteers	
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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) 13 audit (s)	Full Review	77/85 2 Year License 08/22/2023 - 08/22/2025		76 / 80 Certified 08/22/2023 - 08/22/2025
Residential Services	2 location(s) 6 audit (s)			Full Review	16 / 20
ABI-MFP Residential Services	2 location(s) 5 audit (s)			Full Review	20 / 20
Placement Services	1 location(s) 1 audit (s)			Full Review	20 / 20
Individual Home Supports	1 location(s) 1 audit (s)			Full Review	14 / 14
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	2 location(s) 10 audit (s)	Full Review	46/48 2 Year License 08/22/2023 - 08/22/2025		38 / 42 Certified 08/22/2023 - 08/22/2025
Community Based Day Services	1 location(s) 5 audit (s)			Full Review	15 / 15
Employment Support Services	1 location(s) 5 audit (s)			Full Review	17 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Eliot Community Human Services (ECHS) was originally founded in the 1958 as a child guidance institute. Over the following decades, ECHS expanded its scope of services through relationships with the Department of Youth Services (DYS) and the Department of Children and Families (DCF). The agency has continued to expand services provided to include residential and day services for individuals with mental health challenges as well as individuals with developmental disabilities. Since then, this non-profit organization has merged with several mental health organizations and continues to provide behavioral health and specialized services. In the Developmental Disability and Acquired Brain Injury division, the agency currently provides 24-hour Residential Supports, Individual Home Supports, Placement Supports, and Employment and Community Based Day Supports to adults with Developmental Disabilities or Acquired Brain Injury.

The scope of this survey conducted by the Office of Quality Enhancement (OQE) was a full licensing and certification review of ECHS's Residential Services Grouping and its CBDS and Employment Service Grouping.

At the organizational level, positive practices were noted in several areas. Within the Human Rights domain, the agency had an effective, fully constituted, and participatory Human Rights Committee. Individuals were trained in Human Rights and DPPC, and this information had been shared with guardians. The agency demonstrated a skilled and competent work force as evidenced by strong systems being in place for ensuring employees received and maintained all required trainings. The agency had in place a comprehensive strategic plan with measurable goals pertaining to the DD/ABI division which were being measured through ongoing data collection and analysis efforts and allowed for mid-course correction as appropriate.

Within the residential system, positive practices were also recognized. In the domain of health, supervisory systems, and health care, oversight within the homes was found to have positive impact, as evidenced by individuals found to be accurately receiving prescribed medications and support staff being trained and knowledgeable regarding medical protocols, for example, one individual required a complex tracking system for bowel movements due to previous bouts of constipation, which the agency revised and trained staff in the tracking system accordingly. Another individual who was relatively new to the agency, was being supported to work with their neurologist on appropriately decreasing pain management medications. Individuals were being supported to attend required medical appointments and receive health screenings and immunizations.

Several areas were identified within residential services for the agency to prioritize further attention. In the area of Licensure, the agency needs to ensure that documentation of fire drills ensures sufficient data is captured to reflect accurate adherence to safety plan minimum staffing ratios. The agency should also direct attention to the review and revision of individual medication treatment plans and money management plans, to ensure that they contain all required components.

In the area of Certification, the agency Residential services should focus upon strengthening staff knowledge on how to assess all individuals in the area of intimacy and companionship, including the development of knowledge of how to access curricula to train and educate both individuals and staff. The agency should further strengthen the development of community based activities on an individualized basis across all homes, which align with individual preferences and interests, and enable promotion of community resource access, integration, and involvement.

Within the Employment and Day Supports, positive practices were found to be in effect in many areas. In the area of Licensure, the day program location was found to be clean, in good repair and water temperatures within required range. Support staff were found to be very knowledgeable about the unique needs of the individuals they supported, and timelines for the submission and finalization of ISP assessments, support strategies and incident reports was occurring within required time

frames.

Within the realm of Certification, Employment and Day Supports was supporting individualized assessment of interest and preference for community activities through the utilization of a "Resource Inventory" assessment, from which community activities were planned, ensuring daily community access and resource exploration, for example, engagement with the Museum of Fine Arts, volunteerism with Meals on Wheels and Arlington Food Link, and visits to local malls and parks.

Areas identified for further focus within the Employment and Day Supports services include fire drills being conducted per the specifications of the location safety plan and the documentation of ISP objectives as outlined within individual support strategies. In regard to Certification, Employment supports services should direct attention to ensuring that for individuals working competitively, that career planning includes the sharing of information surrounding benefits analysis, that individuals understand their rights as employees, and that employment planning includes thoughtful plans for fading job coaching supports over time.

Within the Residential and Individual Home Supports service grouping, ECHS received a met rating in 91% of licensing indicators, inclusive of all critical indicators. The service also received a rating of met in 95% of certification indicators reviewed. As a result, the agency will receive a Two Year License, and is Certified for its Residential Services, Individual Home Supports and Placement Services.

Within the Employment and Day Supports program, the agency met 96% of all licensing indicators, including all critical indicators, and met 90% of the certification indicators reviewed. As a result, the agency will receive a Two Year License, and is Certified for its Employment and Day Supports programs.

Follow-up on the licensing indicators rated not met in the Residential service groups and in the Employment and Day supports groups will be conducted by the agency within 60 days of the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Residential and Individual Home Supports	69/77	8/77	
Residential Services Individual Home Supports Placement Services ABI-MFP Residential Services			
Critical Indicators	8/8	0/8	
Total	77/85	8/85	91%
2 Year License			
# indicators for 60 Day Follow-up		8	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Employment and Day Supports	38/40	2/40	
Community Based Day Services Employment Support Services			
Critical Indicators	6/6	0/6	
Total	46/48	2/48	96%
2 Year License			
# indicators for 60 Day Follow-up		2	

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

Indicator #	Indicator	Area Needing Improvement
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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 three locations, fire drill logs were not available. Electronic record data indicated that fire drills were not being conducted with the minimum number of staff noted in the safety plan. At one location, the agency had conducted only one asleep fire drill rather than the two required by regulation. The agency needs to ensure that fire drills are conducted not less than four per year (with two at night) with the minimum ratio of staff outlined in the safety plan, and that documentation of fire drills is complete.
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	At two locations the water temperatures were 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.
L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.	The agency has a Residential Service Agreement in place which applies an overarching policy for all individuals that includes the prohibition of alcohol. The agency needs to ensure that when restrictive practices are in place, they should be documented in written plans which include individualized rationale for each person. For those individuals who do not require such environmental restrictions but who are affected by them being in place in a home for others for whom they are determined necessary, individuals and their Guardian should be informed, and mitigation plans must be in place.
L63	Medication treatment plans are in written format with required components.	Four individuals had Medication Treatment Plans (MTPs) which were missing one or more required component. The agency needs to ensure that MTP's contain all required components, including ensuring that an individualized criteria for the reduction or elimination of medication is discussed with prescribing physicians and documented within the MTP. The agency needs to ensure that data collection is occurring on each target behavior outlined in the MTP and needs to ensure the presence of an effective mechanism for that data being communicated to prescribing physicians on a regular basis.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	For one individual, the agency did not have a financial training plan in place. For an additional three individuals, training plans did not reflect current practices and contained financial objectives which were inactive. The agency needs to ensure that individuals are supported to actively participate and develop skills in the management of money, and financial training plans utilized as effective tools to promote involvement and independence.

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

Indicator #	Indicator	Area Needing Improvement
L69	Individual expenditures are documented and tracked.	One individual had money in the form of a gift card that was not being documented and tracked. Another individual had excessive funds in the agency held Representative Payee account. The agency needs to ensure that when staff are responsible for holding an individual's money and providing support in the use of funds, all an individual's money, (which may include food stamps, gift cards and pay checks) is accurately documented and tracked. When the agency has shared or delegated responsibility of funds, the agency needs to ensure that individual's funds are maintained at a level so as not to exceed the allowable limits to maintain health insurance and/or Social Security.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For two 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.
L91	Incidents are reported and reviewed as mandated by regulation.	At three locations, incidents were not reported and reviewed (submitted and finalized) as mandated by DDS regulation. The agency needs to ensure that timelines are followed for both minor and major incidents and that all reportable events are entered into HCSIS and finalized.

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.	At this location the agency Safety Plan noted that four drills would be completed annually and only three had occurred in 2022. Fire drills were not being conducted with the minimum staffing ratio as outlined in the Safety Plan. The agency needs to ensure that fire drills are conducted not less than the number specified in the approved Safety Plan, with the minimum ratio of staff outlined in the safety plan, and that documentation of fire drills is complete.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For nine individuals, data collection was not occurring towards ISP objectives as outlined in written support strategies. The agency needs to ensure that ISP goals and objectives are being implemented as designed, and worked upon regularly in a manner that supports individuals towards the achievement of their goals. The agency needs to ensure that progress towards each objective is documented so that data can be reviewed and progress towards goal achievement accurately analyzed and communicated to the ISP team.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	70/74	4/74	
Placement Services	20/20	0/20	
ABI-MFP Residential Services	20/20	0/20	
Individual Home Supports	14/14	0/14	
Residential Services	16/20	4/20	
Total	76/80	4/80	95%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	32/36	4/36	
Community Based Day Services	15/15	0/15	
Employment Support Services	17/21	4/21	
Total	38/42	4/42	90%
Certified			

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.	One individual had not been assessed in this area of intimacy and companionship. Another individual had been assessed and indicated a desire for more information. The agency needs to ensure that assessment, education, and training in this area are geared towards the learning style and needs of each person. The agency needs to ensure that a curriculum or number of curriculums are available and can be utilized to train staff and individuals in identified need areas.

Residential Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C16	Staff (Home Providers) support individuals to explore, discover and connect with their interests for cultural, social, recreational and spiritual activities.	Three individuals had not been fully supported to explore, discover and participate in integrated cultural, social, recreational and spiritual activities. The agency needs to ensure that individuals are exposed to a variety of activities in which they may have interest. Once interest has been established, for example via an interest inventory, the agency needs to support each person to engage in exploratory trips to determine further what an individual enjoys, how frequently they'd like to go to which place and what environments are enjoyable or not for each person.
C17	Community activities are based on the individual's preferences and interests.	Three individuals had not been supported to participate in a variety of activities in the community, consistent with their expressed interests. The agency needs to ensure that supporters are familiar with local activities that are of interest to the individual, and that frequent and sustained opportunities for participation in these activities is offered based on a frequent and ongoing basis, for example, participation in adult education classes, social and recreational clubs, groups, or volunteering opportunities.
C46	Staff (Home Providers) support individuals to learn about and use generic community resources.	Three individuals were not being supported to learn about and use community resources on a regular basis. The agency needs to ensure that staff are familiar with places and events of interest to each person and that individuals are supported to maximize access to community resources, for example, going shopping, engaging in exercise at a local gym or swimming pool, taking out books from a local library, visiting places of worship, going to the movie theater, exploring new restaurants and coffee shops in the area and frequenting other local community businesses.

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.	For one individual, an accurate analysis of benefits had not been completed, either by the agency or an external resource. Information regarding the importance of benefits analysis had not been shared with the individual/family members. The agency needs to ensure that the Employment and Day Services team includes personnel who are knowledgeable about how to provide guidance and referral to benefits counseling to assist individuals in navigating their entitlements effectively. The agency needs to ensure that individuals and their families receive information on how their earnings impact their benefits, helping them understand the consequences of working or increasing earnings at least annually at ISP, or when a new job or raise may impact entitlements.
C27	Individuals and families are encouraged and supported to understand the benefits of integrated employment.	For one individual, paid employment was via internal work completed at the agency day service location and there were no current demonstrable efforts to support the individual towards community based employment. The agency needs to ensure that information regarding the benefits of supported employment is presented to individuals and family members using a variety of means, for example, conversation, written information, discussion with other individuals who are successfully working, and that efforts to share information about the benefits of integrated employment are revisited and reviewed in an ongoing and sustained manner.

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

Indicator #	Indicator	Area Needing Improvement
C33	Employee benefits and rights are clearly explained to the individual.	One individual was employed by a community employer for over ten years, was unaware of any employee benefits and rights he may have. The agency needs to ensure that information about employee rights and benefits are available, and such information is presented to each individual in a way to enhance their understanding, for example via conversational review and/or via presentation and review of written information such as an employee handbook and employer policies and procedures.
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	Two individuals worked competitively in the community and received job coaching supports with no plan in place as to how to effectively fade those supports over time. The agency needs to ensure that for each person, there is a well thought out plan for fading job supports to a minimum, using natural supports and routinely assessing an individual's performance with a view to fading supports over time.

MASTER SCORE SHEET LICENSURE

Organizational: ELIOT COMMUNITY HUMAN SERVICES

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	7/7	Met
L3	Immediate Action	10/10	Met
L4	Action taken	5/5	Met
L48	HRC	1/1	Met
L74	Screen employees	4/5	Met(80.0 %)
L75	Qualified staff	1/1	Met
L76	Track trainings	15/15	Met
L83	HR training	1/1	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	6/6	1/1	1/1		5/5		13/13	Met
L5	Safety Plan	L	1/2		1/1		2/2		4/5	Met (80.0 %)
R L6	Evacuation	L	2/2		1/1		2/2		5/5	Met
L7	Fire Drills	L	1/2				0/2		1/4	Not Met (25.00 %)
L8	Emergency Fact Sheets	I	5/6	1/1	1/1		5/5		12/13	Met (92.31 %)
L9 (07/21)	Safe use of equipment	I	6/6				5/5		11/11	Met
L10	Reduce risk interventions	I					2/2		2/2	Met
R L11	Required inspections	L	2/2		1/1		2/2		5/5	Met
R L12	Smoke detectors	L	2/2		1/1		2/2		5/5	Met
R L13	Clean location	L	2/2		1/1		2/2		5/5	Met
L14	Site in good repair	L	2/2		1/1		2/2		5/5	Met
L15	Hot water	L	2/2		1/1		0/2		3/5	Not Met (60.0 %)
L16	Accessibility	L	0/1		1/1		2/2		3/4	Met
L17	Egress at grade	L	2/2		1/1		2/2		5/5	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		1/1		2/2		5/5	Met
L19	Bedroom location	L	1/1		1/1		2/2		4/4	Met
L20	Exit doors	L	2/2				2/2		4/4	Met
L21	Safe electrical equipment	L	2/2		1/1		2/2		5/5	Met
L22	Well-maintained appliances	L	2/2		1/1		2/2		5/5	Met
L23	Egress door locks	L					2/2		2/2	Met
L24	Locked door access	L	2/2		1/1		1/2		4/5	Met (80.0 %)
L25	Dangerous substances	L	2/2				2/2		4/4	Met
L26	Walkway safety	L	2/2		1/1		2/2		5/5	Met
L27	Pools, hot tubs, etc.	L					1/1		1/1	Met
L28	Flammables	L	2/2				2/2		4/4	Met
L29	Rubbish/combustibles	L	2/2		1/1		2/2		5/5	Met
L30	Protective railings	L	2/2		1/1		2/2		5/5	Met
L31	Communication method	I	6/6	1/1	1/1		5/5		13/13	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L32	Verbal & written	I	6/6	1/1	1/1		5/5		13/13	Met
L33	Physical exam	I	5/5		1/1		4/4		10/10	Met
L34	Dental exam	I	6/6		1/1		4/4		11/11	Met
L35	Preventive screenings	I	5/5		1/1		5/5		11/11	Met
L36	Recommended tests	I	3/4				5/5		8/9	Met (88.89 %)
L37	Prompt treatment	I	4/4		1/1		5/5		10/10	Met
℞ L38	Physician's orders	I	3/3		1/1		5/5		9/9	Met
L39	Dietary requirements	I	3/3	1/1			3/3		7/7	Met
L40	Nutritional food	L	2/2				2/2		4/4	Met
L41	Healthy diet	L	2/2		1/1		2/2		5/5	Met
L42	Physical activity	L	2/2		1/1		2/2		5/5	Met
L43	Health Care Record	I	5/6	1/1	1/1		5/5		12/13	Met (92.31 %)
L44	MAP registration	L	2/2				2/2		4/4	Met
L45	Medication storage	L	2/2				2/2		4/4	Met
℞ L46	Med. Administration	I	6/6				5/5		11/11	Met
L47	Self medication	I	1/1						1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L49	Informed of human rights	I	6/6	1/1	1/1		5/5		13/13	Met
L50 (07/21)	Respectful Comm.	I	6/6	1/1	1/1		5/5		13/13	Met
L51	Possessions	I	6/6	1/1	1/1		5/5		13/13	Met
L52	Phone calls	I	5/6	1/1	1/1		5/5		12/13	Met (92.31 %)
L53	Visitation	I	6/6	1/1	1/1		5/5		13/13	Met
L54 (07/21)	Privacy	I	6/6	1/1	1/1		5/5		13/13	Met
L56	Restrictive practices	I	0/6				0/5		0/11	Not Met (0 %)
L61	Health protection in ISP	I	2/2				5/5		7/7	Met
L62	Health protection review	I	2/2				5/5		7/7	Met
L63	Med. treatment plan form	I	3/5		1/1		3/5		7/11	Not Met (63.64 %)
L64	Med. treatment plan rev.	I	4/4		1/1		5/5		10/10	Met
L67	Money mgmt. plan	I	2/5				3/4		5/9	Not Met (55.56 %)
L68	Funds expenditure	I	5/5				4/4		9/9	Met
L69	Expenditure tracking	I	4/5				3/4		7/9	Not Met (77.78 %)

Ind. #	Ind.	Loc. or Indiv .	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L70	Charges for care calc.	I	6/6				4/4		10/10	Met
L71	Charges for care appeal	I	6/6				4/4		10/10	Met
L77	Unique needs training	I	6/6	1/1	1/1		5/5		13/13	Met
L79	Restrain t training	L	1/1						1/1	Met
L80	Sympto ms of illness	L	2/2	1/1	1/1		2/2		6/6	Met
L81	Medical emerge ncy	L	2/2	1/1	1/1		2/2		6/6	Met
L82	Medicati on admin.	L	2/2				2/2		4/4	Met
L84	Health protect. Training	I	2/2				5/5		7/7	Met
L85	Supervi sion	L	2/2	1/1	1/1		2/2		6/6	Met
L86	Require d assess ments	I	1/3	1/1			3/3		5/7	Not Met (71.43 %)
L87	Support strategi es	I	2/3	1/1	1/1		4/5		8/10	Met (80.0 %)
L88	Strategi es implem ented	I	5/5	1/1	1/1		5/5		12/12	Met
L89	Complai nt and resoluti on process	L					2/2		2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L90	Personal space/bedroom privacy	I	6/6	1/1	1/1		5/5		13/13	Met
L91	Incident management	L	1/2	1/1	1/1		0/2		3/6	Not Met (50.0 %)
L93 (05/22)	Emergency back-up plans	I	6/6	1/1	1/1		5/5		13/13	Met
L94 (05/22)	Assistive technology	I	6/6	1/1	1/1		5/5		13/13	Met
L96 (05/22)	Staff training in devices and applications	I	5/5		1/1		5/5		11/11	Met
L99 (05/22)	Medical monitoring devices	I	1/1						1/1	Met
#Std. Met/# 77 Indicator									69/77	
Total Score									77/85	
									90.59%	

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	5/5		5/5	10/10	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
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	4/4		4/5	8/9	Met (88.89 %)
L9 (07/21)	Safe use of equipment	I	5/5		5/5	10/10	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
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
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
L29	Rubbish/comb ustibles	L			1/1	1/1	Met
L31	Communicatio n method	I	5/5		5/5	10/10	Met
L32	Verbal & written	I	5/5		5/5	10/10	Met
L37	Prompt treatment	I	3/3		2/2	5/5	Met
℞ L38	Physician's orders	I	1/1		2/2	3/3	Met
L39	Dietary requirements	I	1/1		3/3	4/4	Met
L49	Informed of human rights	I	5/5		5/5	10/10	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L50 (07/21)	Respectful Comm.	I	5/5		5/5	10/10	Met
L51	Possessions	I	5/5		5/5	10/10	Met
L52	Phone calls	I	5/5		5/5	10/10	Met
L54 (07/21)	Privacy	I	5/5		5/5	10/10	Met
L55	Informed consent	I			1/1	1/1	Met
L77	Unique needs training	I	5/5		5/5	10/10	Met
L79	Restraint training	L			1/1	1/1	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	1/1		3/4	4/5	Met (80.0 %)
L87	Support strategies	I	1/1		3/3	4/4	Met
L88	Strategies implemented	I	1/5		0/5	1/10	Not Met (10.0 %)
L91	Incident management	L			1/1	1/1	Met
L93 (05/22)	Emergency back-up plans	I	5/5		5/5	10/10	Met
L94 (05/22)	Assistive technology	I	5/5		5/5	10/10	Met
#Std. Met/# 40 Indicator						38/40	
Total Score						46/48	
						95.83%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

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

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	6/6	Met
C9	Personal relationships	6/6	Met
C10	Social skill development	6/6	Met
C11	Get together w/family & friends	6/6	Met
C12	Intimacy	4/6	Not Met (66.67 %)
C13	Skills to maximize independence	6/6	Met
C14	Choices in routines & schedules	6/6	Met
C15	Personalize living space	2/2	Met
C16	Explore interests	3/6	Not Met (50.0 %)
C17	Community activities	3/6	Not Met (50.0 %)
C18	Purchase personal belongings	6/6	Met
C19	Knowledgeable decisions	6/6	Met
C46	Use of generic resources	3/6	Not Met (50.0 %)
C47	Transportation to/ from community	6/6	Met
C48	Neighborhood connections	6/6	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	5/6	Met (83.33 %)
C52	Leisure activities and free-time choices /control	6/6	Met
C53	Food/ dining choices	6/6	Met

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/5	Met
C8	Family/guardian communication	5/5	Met
C9	Personal relationships	5/5	Met
C10	Social skill development	5/5	Met
C11	Get together w/family & friends	5/5	Met
C12	Intimacy	5/5	Met
C13	Skills to maximize independence	5/5	Met
C14	Choices in routines & schedules	5/5	Met
C15	Personalize living space	2/2	Met
C16	Explore interests	5/5	Met
C17	Community activities	5/5	Met
C18	Purchase personal belongings	5/5	Met
C19	Knowledgeable decisions	5/5	Met
C46	Use of generic resources	5/5	Met
C47	Transportation to/ from community	5/5	Met
C48	Neighborhood connections	5/5	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met
C52	Leisure activities and free-time choices /control	5/5	Met
C53	Food/ dining choices	5/5	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C9	Personal relationships	1/1	Met
C10	Social skill development	1/1	Met
C11	Get together w/family & friends	1/1	Met
C12	Intimacy	1/1	Met
C13	Skills to maximize independence	1/1	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C14	Choices in routines & schedules	1/1	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	1/1	Met
C17	Community activities	1/1	Met
C18	Purchase personal belongings	1/1	Met
C19	Knowledgeable decisions	1/1	Met
C46	Use of generic resources	1/1	Met
C47	Transportation to/ from community	1/1	Met
C48	Neighborhood connections	1/1	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C52	Leisure activities and free-time choices /control	1/1	Met
C53	Food/ dining choices	1/1	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C9	Personal relationships	1/1	Met
C10	Social skill development	1/1	Met
C12	Intimacy	1/1	Met
C13	Skills to maximize independence	1/1	Met
C16	Explore interests	1/1	Met
C17	Community activities	1/1	Met
C18	Purchase personal belongings	1/1	Met
C21	Coordinate outreach	1/1	Met
C46	Use of generic resources	1/1	Met
C47	Transportation to/ from community	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C52	Leisure activities and free-time choices /control	1/1	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/5	Met
C8	Family/guardian communication	5/5	Met
C13	Skills to maximize independence	5/5	Met
C37	Interpersonal skills for work	4/4	Met
C38 (07/21)	Habilitative & behavioral goals	3/4	Met
C39 (07/21)	Support needs for employment	3/3	Met
C40	Community involvement interest	5/5	Met
C41	Activities participation	5/5	Met
C42	Connection to others	5/5	Met
C43	Maintain & enhance relationship	5/5	Met
C44	Job exploration	4/4	Met
C45	Revisit decisions	5/5	Met
C46	Use of generic resources	5/5	Met
C47	Transportation to/ from community	5/5	Met
C51	Ongoing satisfaction with services/ supports	5/5	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	1/1	Met
C23	Assess skills & training needs	1/1	Met
C24	Job goals & support needs plan	1/1	Met
C25	Skill development	1/1	Met
C26	Benefits analysis	0/1	Not Met (0 %)
C27	Job benefit education	0/1	Not Met (0 %)
C28	Relationships w/businesses	1/1	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C29	Support to obtain employment	1/1	Met
C30	Work in integrated settings	4/5	Met (80.0 %)
C31	Job accommodations	4/4	Met
C32	At least minimum wages earned	5/5	Met
C33	Employee benefits explained	2/3	Not Met (66.67 %)
C34	Support to promote success	2/4	Not Met (50.0 %)
C35	Feedback on job performance	4/5	Met (80.0 %)
C36	Supports to enhance retention	4/4	Met
C37	Interpersonal skills for work	4/4	Met
C47	Transportation to/ from community	5/5	Met
C50	Involvement/ part of the Workplace culture	4/4	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met