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|  |  | |  | | --- | | **SUMMARY OF OVERALL FINDINGS** | |  |  |
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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** | 1 location(s)  2 audit (s) | Full Review | 54/56 2 Year License 05/24/2022 - 05/24/2024 |  | No Review Conducted | | Respite Services | 1 location(s)  2 audit (s) |  |  | No Review | No Review | | 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)  14 audit (s) | Full Review | 44/49 2 Year License 05/24/2022 - 05/24/2024 |  | 39 / 42 Certified 05/24/2022 - 05/24/2024 | | Community Based Day Services | 1 location(s)  7 audit (s) |  |  | Full Review | 15 / 15 | | Employment Support Services | 1 location(s)  7 audit (s) |  |  | Full Review | 18 / 21 | | Planning and Quality Management (For all service groupings) |  |  |  | Full Review | 6 / 6 | |  | |

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|  | |  | | --- | | **EXECUTIVE SUMMARY :** | |  |  |
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|  | |  | | --- | | Friendship Home, Inc. was founded in 1999 to create a recreational/social club (Friendship Club) to ensure social and recreational opportunities for family members as well as opportunities for individuals with developmental disabilities to share similar interests. The agency has expanded its network of services for adults with intellectual and developmental disabilities to include its Bridges to Work program, which consists of both Community Based Day Services (CBDS) and Employment Supports, and a Respite program offering weeklong respite opportunities for individuals as well as weekend overnight respite care. The agency has also been designated as an Agency with Choice since 2010. The Bridges to Work and CBDS program supports 54 individuals, and the respite program can accommodate up to 5 individuals in each side of the home for a total capacity of 10  The scope of this survey conducted by the Department of Developmental Services (DDS) Office of Quality Enhancement consisted of a full review of licensing and certification indicators for CBDS and Employment Services. Respite services was reviewed for licensing indicators only.  Organizationally, the agency demonstrated strengths in several areas. New staff were screened to ensure they met all qualifications and ensured there was accurate tracking for completed trainings. Friendship Home Inc. had systems in place that collect data on incidents, satisfaction, program participation, and a process to communicate and analyze information in a timely manner for addressing any changes needed in the provision of services. In the area of Human Rights, the agency's Human Rights Committee reviewed issues that potentially impacted the rights of individuals and ensured that composition requirements were maintained at quarterly meetings. The agency provided staff support and strategies to ensure that one of the individuals supported on the committee is now serving successfully as Vice Chair.  The survey also revealed a number of positive findings in the agency's respite services. The respite home was in good repair. Major appliances were upgraded to afford individuals opportunities to utilize equipment that was safe and "state of the art." All inspections were current. The renovated and updated foyer provided a welcoming respite entrance. The agency obtained Individualized protocols from healthcare providers for respite guests who had specialized needs and conducted staff trainings to ensure that staff are knowledgeable. The agency ensured that guest's privacy was paramount during their respite stay as guests received a unique code to lock and unlock their door. Guests were also allowed to have friends and family visit them and for some, birthdays parties were held at the location involving those friends and family members.   Survey findings also revealed several strengths in the licensure indictors within the CBDS and Employment programs. The location was clean, well maintained, and accessible. In the domain of Human Rights, Choice, and Control, Individuals are able to have personal items such as phones and tablets. The agency ensured that staff were trained in the correct utilization of health-related protections. In the area of supportive technology, individuals were assessed regarding their need for assistive technology and staff were knowledgeable about the devices and/or supports needed to enhance individual's independence during CBDS.    In Certification within the domain of skill acquisition, the agency's CBDS program included a combination of skill based in-house classes such as hands-on culinary skills and learning other living skills such as making a bed which focuses on strengthening independent living skills. Within choice and control Individuals are also provided with a variety of options to choose from including in house physical fitness, going to a local library or going to a local Gym. Guests from the community also conducted activities such as Zoomba. Individuals in CBDS were supported to review their schedules on a daily basis and were provided options if they requested an alternative activity.      In Employment Services, under the financial domain individuals obtained employment where competitive wages were paid. In goal accomplishment, the agency also ensured that regular reviews of benefits and entitlements took place so that employment wages did not negatively impact entitlements or employment options. In the domain of human rights, Individuals knew to whom they could report a concern and had all received training in Human Rights and DPPC. Individuals were also supported to obtain employment that matched their interests. One individual loved animals and was able to secure and maintain employment at a veterinary clinic and another individual commented positively on her success in working at a day care site with young children.  This review also identified areas in licensing that need additional strengthening. Emergency fact sheets need to be updated and include required components such as the individual's diagnosis. Staff need to be trained in signs and symptoms from a curriculum that includes Just Not Right and the Health Observation Guidelines.  Within areas subject to certification, focus should be placed on providing individuals with greater options for exploring job interests and on identifying employment goals and support needs that correspond with identified interests.   Based on the findings of this report, Friendship Home, Inc. received two Two-Year Licenses for Residential (respite) and Employment/Day Supports, and is Certified for its CBDS and Employment services. Friendship Home Inc. scores resulted in a 96% for licensing within Residential Services (respite) and 90% for Employment/Day Supports and 93% for certification. Follow-up will be conducted by the agency and reported to OQE within 60 days on all licensing indicators that received ratings of Not Met. | | |  |

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|  | |  |  | | --- | --- | |  |  | | |  | | --- | | **LICENSURE FINDINGS** | |  | |  |  | | |  |  |  |  | | --- | --- | --- | --- | |  | **Met / Rated** | **Not Met / Rated** | **% Met** | | **Organizational** | **4/4** | **0/4** |  | | **Residential and Individual Home Supports** | **50/52** | **2/52** |  | | Respite Services |  |  |  | | **Critical Indicators** | **6/6** | **0/6** |  | | **Total** | **54/56** | **2/56** | **96%** | | **2 Year License** |  |  |  | | **# indicators for 60 Day Follow-up** |  | **2** |  | |  |  |  |  | |  | **Met / Rated** | **Not Met / Rated** | **% Met** | | **Organizational** | **4/4** | **0/4** |  | | **Employment and Day Supports** | **40/45** | **5/45** |  | | Community Based Day Services  Employment Support Services |  |  |  | | **Critical Indicators** | **5/5** | **0/5** |  | | **Total** | **44/49** | **5/49** | **90%** | | **2 Year License** |  |  |  | | **# indicators for 60 Day Follow-up** |  | **5** |  | |  |  |  |  | | | |  |  | |  |  |
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|  | |  | | --- | |  | | |  |  |  |  | | --- | --- | --- | --- | |  |  | |  | |  | **Residential Areas Needing Improvement on Standards not met/Follow-up to occur:** | | | |  | **Indicator #** | **Indicator** | **Area Needing Improvement** | |  | L8 | Emergency fact sheets are current and accurate and available on site. | The Emergency Fact Sheets reviewed for two individuals did not contain all required components. The agency needs to ensure that Emergency Fact Sheets contain all required components. | |  | L80 | Support staff are trained to recognize signs and symptoms of illness. | The curriculum for signs and symptoms of illness did not contain all the components included in Just Not Right and the Health Observation Guidelines. The agency needs to ensure that the curriculum utilized for signs and symptoms of illness includes all required components. | | |  | | |  |  |  |  | | --- | --- | --- | --- | |  |  | |  | |  | **Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:** | | | |  | **Indicator #** | **Indicator** | **Area Needing Improvement** | |  | L8 | Emergency fact sheets are current and accurate and available on site. | Eleven out of fourteen individuals' Emergency Fact Sheets did not include all required components. The agency needs to ensure that Emergency Fact Sheets include all required components. | |  | L29 | No rubbish or other combustibles are accumulated within the location including near heating equipment and exits. | Paper products were stored against the heating system. The agency needs to ensure that items stored near heating equipment is minimally three feet from all heating equipment. | |  | 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. | Four of the individuals' photo consents were missing required components. The agency needs to ensure that photo consents include all required components. | |  | L61 | Supports and health related protections are included in ISP assessments and the continued need is outlined. | For one individual, the use of health related supports and protective equipment has not been authorized by a qualified health professional. The agency needs to ensure that all health related supports and protective equipment are authorized by a qualified health professional. | |  | L80 | Support staff are trained to recognize signs and symptoms of illness. | The curriculum for signs and symptoms of illness did not contain all the components included in Just Not Right and the Health Observation Guidelines. The agency needs to ensure that the curriculum utilized for signs and symptoms of illness includes all required components. | | | |  |

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|  | |  |  |  |  | | --- | --- | --- | --- | |  | **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. | Two of three individuals have not been supported to explore their job interests. They agency needs to ensure that individuals are supported to explore a variety of job interests through various methodologies. | |  | C24 | There is a plan developed to identify job goals and support needs. | Three of the seven individuals reviewed did not have a plan that identifies their job goals and support needs. The agency needs to ensure that plans are created and implemented that outline job goals and support needs that will help an individual move towards obtaining employment. | |  | C29 | Individuals are supported to obtain employment that matches their skills and interests. | Two individuals of the seven reviewed were not supported to obtain employment and one individual was not supported to find employment in an area that matches her interests. The agency needs to ensure that individuals are afforded the opportunity to apply for and obtain employment that matches their skills and interests. | |  |  |  |  | | | |  |

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|  | |  | | --- | | **Residential and Individual Home Supports:** | |  |  |  |  |
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|  | |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **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 |  |  |  | 2/2 |  |  | **2/2** | **Met** | |  | L3 | Immediate Action | L |  |  |  | 1/1 |  |  | **1/1** | **Met** | |  | L5 | Safety Plan | L |  |  |  | 1/1 |  |  | **1/1** | **Met** | | O | L6 | Evacuation | L |  |  |  | 1/1 |  |  | **1/1** | **Met** | |  | L8 | Emergency Fact Sheets | I |  |  |  | 0/2 |  |  | **0/2** | **Not Met (0 %)** | |  | L9 (07/21) | Safe use of equipment | I |  |  |  | 2/2 |  |  | **2/2** | **Met** | | O | L11 | Required inspections | L |  |  |  | 1/1 |  |  | **1/1** | **Met** | | O | L12 | Smoke detectors | L |  |  |  | 1/1 |  |  | **1/1** | **Met** | | O | 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** | |  | L19 | Bedroom location | 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** | |  | L24 | Locked door access | 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 |  |  |  | 2/2 |  |  | **2/2** | **Met** | |  | L32 | Verbal & written | I |  |  |  | 2/2 |  |  | **2/2** | **Met** | |  | L37 | Prompt treatment | I |  |  |  | 2/2 |  |  | **2/2** | **Met** | | O | L38 | Physician's orders | I |  |  |  | 2/2 |  |  | **2/2** | **Met** | |  | L39 | Dietary requirements | I |  |  |  | 2/2 |  |  | **2/2** | **Met** | |  | L40 | Nutritional food | L |  |  |  | 1/1 |  |  | **1/1** | **Met** | |  | L41 | Healthy diet | L |  |  |  | 1/1 |  |  | **1/1** | **Met** | |  | L44 | MAP registration | L |  |  |  | 1/1 |  |  | **1/1** | **Met** | |  | L45 | Medication storage | L |  |  |  | 1/1 |  |  | **1/1** | **Met** | |  | L49 | Informed of human rights | I |  |  |  | 2/2 |  |  | **2/2** | **Met** | |  | L50 (07/21) | Respectful Comm. | I |  |  |  | 2/2 |  |  | **2/2** | **Met** | |  | L51 | Possessions | I |  |  |  | 2/2 |  |  | **2/2** | **Met** | |  | L52 | Phone calls | I |  |  |  | 2/2 |  |  | **2/2** | **Met** | |  | L53 | Visitation | I |  |  |  | 2/2 |  |  | **2/2** | **Met** | |  | L54 (07/21) | Privacy | I |  |  |  | 2/2 |  |  | **2/2** | **Met** | |  | L55 | Informed consent | I |  |  |  | 1/1 |  |  | **1/1** | **Met** | |  | L61 | Health protection in ISP | I |  |  |  | 1/1 |  |  | **1/1** | **Met** | |  | L62 | Health protection review | I |  |  |  | 1/1 |  |  | **1/1** | **Met** | |  | L77 | Unique needs training | I |  |  |  | 2/2 |  |  | **2/2** | **Met** | |  | L80 | Symptoms of illness | L |  |  |  | 0/1 |  |  | **0/1** | **Not Met (0 %)** | |  | L81 | Medical emergency | L |  |  |  | 1/1 |  |  | **1/1** | **Met** | | O | L82 | Medication admin. | L |  |  |  | 1/1 |  |  | **1/1** | **Met** | |  | L84 | Health protect. Training | I |  |  |  | 1/1 |  |  | **1/1** | **Met** | |  | L85 | Supervision | L |  |  |  | 1/1 |  |  | **1/1** | **Met** | |  | L91 | Incident management | L |  |  |  | 1/1 |  |  | **1/1** | **Met** | |  | L93 (05/22) | Emergency back-up plans | I |  |  |  | 2/2 |  |  | **2/2** | **Met** | |  | L94 (05/22) | Assistive technology | I |  |  |  | 2/2 |  |  | **2/2** | **Met** | |  | L96 (05/22) | Staff training in devices and applications | I |  |  |  | 2/2 |  |  | **2/2** | **Met** | |  | **#Std. Met/# 52 Indicator** |  |  |  |  |  |  |  |  | **50/52** |  | |  | **Total Score** |  |  |  |  |  |  |  |  | **54/56** |  | |  |  |  |  |  |  |  |  |  |  | **96.43%** |  | | | | |  |
|  |  |  |  |  |  |
|  | |  | | --- | | **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 | 7/7 |  | 7/7 | **14/14** | **Met** | |  | L5 | Safety Plan | L | 1/1 |  | 1/1 | **2/2** | **Met** | | O | L6 | Evacuation | L | 1/1 |  | 1/1 | **2/2** | **Met** | |  | L7 | Fire Drills | L | 1/1 |  | 1/1 | **2/2** | **Met** | |  | L8 | Emergency Fact Sheets | I | 1/7 |  | 2/7 | **3/14** | **Not Met (21.43 %)** | |  | L9 (07/21) | Safe use of equipment | I | 4/4 |  | 7/7 | **11/11** | **Met** | | O | L11 | Required inspections | L |  |  | 1/1 | **1/1** | **Met** | | O | L12 | Smoke detectors | L |  |  | 1/1 | **1/1** | **Met** | | O | 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** | |  | 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 |  |  | 0/1 | **0/1** | **Not Met (0 %)** | |  | L30 | Protective railings | L |  |  | 1/1 | **1/1** | **Met** | |  | L31 | Communication method | I | 7/7 |  | 6/7 | **13/14** | **Met (92.86 %)** | |  | L32 | Verbal & written | I | 6/7 |  | 7/7 | **13/14** | **Met (92.86 %)** | |  | L37 | Prompt treatment | I | 7/7 |  | 7/7 | **14/14** | **Met** | | O | L38 | Physician's orders | I | 0/1 |  | 5/5 | **5/6** | **Met (83.33 %)** | |  | L39 | Dietary requirements | I | 3/3 |  | 3/4 | **6/7** | **Met (85.71 %)** | |  | L49 | Informed of human rights | I | 7/7 |  | 7/7 | **14/14** | **Met** | |  | L50 (07/21) | Respectful Comm. | I | 7/7 |  | 7/7 | **14/14** | **Met** | |  | L51 | Possessions | I | 7/7 |  | 7/7 | **14/14** | **Met** | |  | L52 | Phone calls | I | 7/7 |  | 7/7 | **14/14** | **Met** | |  | L54 (07/21) | Privacy | I | 7/7 |  | 7/7 | **14/14** | **Met** | |  | L55 | Informed consent | I | 6/6 |  | 3/6 | **9/12** | **Not Met (75.00 %)** | |  | L61 | Health protection in ISP | I |  |  | 0/1 | **0/1** | **Not Met (0 %)** | |  | L77 | Unique needs training | I | 5/7 |  | 7/7 | **12/14** | **Met (85.71 %)** | |  | L80 | Symptoms of illness | L | 0/1 |  | 0/1 | **0/2** | **Not Met (0 %)** | |  | L81 | Medical emergency | L | 1/1 |  | 1/1 | **2/2** | **Met** | |  | L84 | Health protect. Training | I |  |  | 1/1 | **1/1** | **Met** | |  | L85 | Supervision | L | 1/1 |  | 1/1 | **2/2** | **Met** | |  | L86 | Required assessments | I | 6/7 |  | 6/6 | **12/13** | **Met (92.31 %)** | |  | L87 | Support strategies | I | 5/6 |  | 5/6 | **10/12** | **Met (83.33 %)** | |  | L88 | Strategies implemented | I | 5/7 |  | 6/6 | **11/13** | **Met (84.62 %)** | |  | L91 | Incident management | L | 1/1 |  | 1/1 | **2/2** | **Met** | |  | L93 (05/22) | Emergency back-up plans | I | 7/7 |  | 7/7 | **14/14** | **Met** | |  | L94 (05/22) | Assistive technology | I | 7/7 |  | 7/7 | **14/14** | **Met** | |  | L96 (05/22) | Staff training in devices and applications | I | 4/4 |  | 7/7 | **11/11** | **Met** | |  | **#Std. Met/# 45 Indicator** |  |  |  |  |  | **40/45** |  | |  | **Total Score** |  |  |  |  |  | **44/49** |  | |  |  |  |  |  |  |  | **89.80%** |  | | | | |  |
|  |  |  |  |  |  |
|  | |  | | --- | | **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** | |  |  |  |  |  | | | | |  |
|  |  |  |  |  |  |
|  | |  |  |  |  | | --- | --- | --- | --- | | **Community Based Day Services** | | | | | **Indicator #** | **Indicator** | **Met/Rated** | **Rating** | | C7 | Feedback on staff / care provider performance | 7/7 | **Met** | | C8 | Family/guardian communication | 7/7 | **Met** | | C13 | Skills to maximize independence | 7/7 | **Met** | | C37 | Interpersonal skills for work | 7/7 | **Met** | | C38 (07/21) | Habilitative & behavioral goals | 7/7 | **Met** | | C39 (07/21) | Support needs for employment | 6/7 | **Met (85.71 %)** | | C40 | Community involvement interest | 7/7 | **Met** | | C41 | Activities participation | 7/7 | **Met** | | C42 | Connection to others | 7/7 | **Met** | | C43 | Maintain & enhance relationship | 7/7 | **Met** | | C44 | Job exploration | 6/7 | **Met (85.71 %)** | | C45 | Revisit decisions | 7/7 | **Met** | | C46 | Use of generic resources | 7/7 | **Met** | | C47 | Transportation to/ from community | 7/7 | **Met** | | C51 | Ongoing satisfaction with services/ supports | 7/7 | **Met** | | **Employment Support Services** | | | | | **Indicator #** | **Indicator** | **Met/Rated** | **Rating** | | C7 | Feedback on staff / care provider performance | 7/7 | **Met** | | C8 | Family/guardian communication | 7/7 | **Met** | | C22 | Explore job interests | 1/3 | **Not Met (33.33 %)** | | C23 | Assess skills & training needs | 3/3 | **Met** | | C24 | Job goals & support needs plan | 4/7 | **Not Met (57.14 %)** | | C25 | Skill development | 6/7 | **Met (85.71 %)** | | C26 | Benefits analysis | 7/7 | **Met** | | C27 | Job benefit education | 7/7 | **Met** | | C28 | Relationships w/businesses | 1/1 | **Met** | | C29 | Support to obtain employment | 4/7 | **Not Met (57.14 %)** | | C30 | Work in integrated settings | 4/5 | **Met (80.0 %)** | | C31 | Job accommodations | 5/5 | **Met** | | C32 | At least minimum wages earned | 4/5 | **Met (80.0 %)** | | C33 | Employee benefits explained | 5/5 | **Met** | | C34 | Support to promote success | 5/5 | **Met** | | C35 | Feedback on job performance | 4/4 | **Met** | | C36 | Supports to enhance retention | 5/5 | **Met** | | C37 | Interpersonal skills for work | 6/7 | **Met (85.71 %)** | | C47 | Transportation to/ from community | 7/7 | **Met** | | C50 | Involvement/ part of the Workplace culture | 5/5 | **Met** | | C51 | Ongoing satisfaction with services/ supports | 7/7 | **Met** | |  |  |  |  | | | |  |  |