



**PROVIDER REPORT  
FOR**

**GUIDEWIRE, Inc.  
551 E. Columbus Ave.  
Springfield, MA 01101**

**May 23, 2023**

**Version**

**Public Provider Report**

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

## **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	GUIDEWIRE, Inc.
<b>Review Dates</b>	4/19/2023 - 4/25/2023
<b>Service Enhancement Meeting Date</b>	5/9/2023
<b>Survey Team</b>	Andrea Comeau Susan Dudley-Oxx Janina Millet (TL) Elsa Adorno Melanie Hutchison
<b>Citizen Volunteers</b>	

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

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Residential and Individual Home Supports</b>	12 location (s) 14 audit (s)	Full Review	86/92 2 Year License 05/09/2023 - 05/09/2025		66 / 66 Certified 05/09/2023 - 05/09/2025
Residential Services	9 location(s) 9 audit (s)			Full Review	20 / 20
ABI-MFP Residential Services	1 location(s) 3 audit (s)			Full Review	20 / 20
Individual Home Supports	2 location(s) 2 audit (s)			Full Review	20 / 20
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

**Survey scope and findings for Employment and Day Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Employment and Day Supports</b>	1 location(s) 7 audit (s)	Full Review	60/64 2 Year License 05/09/2023 - 05/09/2025		21 / 21 Certified 05/09/2023 - 05/09/2025
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	15 / 15
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Guidewire, Incorporated is a non-profit organization headquartered in the Chicopee, Massachusetts, with a satellite office in Springfield, and the Pittsfield area. The agency's service area reaches throughout western Massachusetts. The organization was founded in 1982 and continues to provide support services to individuals with intellectual and developmental disabilities, autism spectrum disorder (ASD), acquired brain injury (ABI), and other mental health conditions.

The scope of this survey was a full licensure and certification review of Guidewire's 24-hour residential services, including residential supports to individuals with ABI, Individual Home Supports (IHS), and Community Based Day Services (CBDS). The current review used a hybrid model of surveying, where most tasks were conducted in-person while some were conducted through remote technologies. For this survey, interviews with key administrative and supervisory staff occurred virtually through Microsoft (MS) Teams. Staff training review, observations, interviews with individuals and staff, review of environmental safety, and review of relevant information occurred onsite.

As an overarching positive finding from service audits across the organization, Guidewire employed a robust internal data collection system to effectively address individuals' supports needs as well as direct broader goals for service improvement. Reliable data was collected across all service types including at the organizational level. Positive findings across licensing and certification domains support that the agency evaluated internal data to enhance its oversight systems and to improve service quality. Guidewire also demonstrated that it incorporated feedback from external sources, including findings from previous licensing and certification surveys, into its service improvement efforts.

Survey findings showed that the agency's provision of timely health care supports was an additional organizational strength. Guidewire employed an effective system of tracking individuals' health care needs. As evidenced in survey findings, individuals received annual physical and dental examinations, attended appointments with specialists and received episodic medical attention as needed. Individuals were supported to receive preventative health care screenings and to follow the recommendations. The agency completed self-medication assessments, and supports were in place to enable individuals to become self-medicating. Additionally, staff were found knowledgeable of individuals' unique needs, including individualized medical protocols.

In areas subject to certification, service delivery strengths were seen in Guidewire's promotion and support of personal choice and individual control as well as community access and involvement. Individuals were supported in making choices on menu planning, community outings, and how they wanted to spend their leisure time. Consistent with their preferences and interests, individuals were the final decision makers. Also, agency staff were familiar with the strengths and challenges pertaining to individuals' social skills and used teachable moments to promote growth in this area.

Findings generated from audits of the agency's Community Based Day Services (CBDS) indicated that safeguards were in place to address personal and environmental safety as well as factors related to risk management. Agency oversight focused on the accuracy of emergency fact sheets and health-related information as well as review of ISP goal implementation. For outcomes related to certification, the agency developed plans for individuals who are on the pathway to employment. These plans identified individuals' job goals and support needs. They were regularly revisited with individuals and updated as individuals acquired new skills, or their employment interests changed. Additionally, the agency supported individuals to make choices regarding their daily schedules, to participate in preferred community activities, and to provide feedback on staff performance.

In addition to the positive findings highlighted above, there were some licensing areas that need to be addressed. First, Guidewire will need to support its human rights committees to meet requirements

for quarterly meetings and ensure that a quorum of members is present. Improvement is needed in meeting timelines for incident report submission and review as well as submission of ISP assessments to DDS. When restrictive interventions are necessary to address risk to health or safety, the agency will need to ensure that strategies are developed to reduce or fade the intervention over time. Within funds management plans, the agency needs to include a full description of how personal funds are safeguarded and secured as well as provision for a training plan with teaching strategies that is directed at promoting greater independence for individuals. Finally, medication treatment plans must address all required components.

As a result of the current licensing and certification review, Guidewire will receive a Two-Year License for Residential Supports, with a service group score of 93% of licensing indicators met. Guidewire will also receive a Two-Year License for its Employment and Day Support services with a service group score of 94% of indicators met. Both service groups are Certified with 100% of certification indicators met. Follow up will be completed by Guidewire and reported to OQE within sixty days on those indicators that received ratings of Not Met for both residential and day service groups.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/10	1/10	
<b>Residential and Individual Home Supports</b>	77/82	5/82	
Residential Services Individual Home Supports ABI-MFP Residential Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	86/92	6/92	93%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		6	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/10	1/10	
<b>Employment and Day Supports</b>	51/54	3/54	
Community Based Day Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	60/64	4/64	94%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		4	

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

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	Guidewire supports two human rights committees that provide oversight of two geographical areas. The Pittsfield committee had not met quarterly as required. The Springfield committee had nine members. Minutes of meetings of the Springfield committee showed that a quorum of members was not present for five out of eight meetings. The agency needs to ensure that its human rights committees meet quarterly and that a quorum of members are present at each meeting in order to conduct official business.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L63	Medication treatment plans are in written format with required components.	The medication treatment plans in place for ten individuals did not address all required components. Specifically, plans did not include criteria to prompt discussions with prescribers on medication adjustment. The agency will need to ensure that medication treatment plans have all the required components.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	ISPs for five individuals indicated they would benefit from a training plan to promote skills in this area. However, funds management plans for these individuals did not include provision for training. In addition, it was noted that these plans did not outline how personal funds were safeguarded and secured. The agency needs to ensure that funds management plans fully describe how individuals' funds are managed, including how funds are safeguarded and secured on their behalf. Additionally, in accordance with ISP recommendations, training plans need to be developed to promote greater independence for individuals in managing their funds.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For three individuals, ISP assessments were not submitted to DDS within fifteen days prior to the ISP meeting. The agency needs to ensure that required ISP assessments are submitted to DDS within the required timeline.
L91	Incidents are reported and reviewed as mandated by regulation.	Incident reporting at four locations did not meet timeline requirements. The agency will need to ensure that incidents are reported, reviewed, and finalized within the required timelines as mandated by regulations.
L94 (05/22)	Individuals have assistive technology to maximize independence.	Three Individuals were not assessed to determine potential benefits of assistive technology. The agency needs to assess individuals to identify assistive technologies that may of benefit in maximizing their independence.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
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.	For three individuals, restrictions on access to certain implements was necessary for safety reasons, and there were no strategies in place to reduce or eliminate the restrictions over time. The agency needs to ensure that plans for restrictive interventions include strategies and criteria for eliminating the restrictions over time.
L63	Medication treatment plans are in written format with required components.	The medication treatment plans in place for two individuals supported through day services did not address all required components. Specifically, plans did not include criteria to prompt discussions with prescribers on medication adjustment. The agency will need to ensure that medication treatment plans have all the required components.
L91	Incidents are reported and reviewed as mandated by regulation.	Incident reporting at the CBDS location did not meet timeline requirements. The agency will need to ensure that incidents are reported, reviewed, and finalized within the required timelines as mandated by regulations.



## **CERTIFICATION FINDINGS**

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>60/60</b>	<b>0/60</b>	
Residential Services	20/20	0/20	
Individual Home Supports	20/20	0/20	
ABI-MFP Residential Services	20/20	0/20	
<b>Total</b>	<b>66/66</b>	<b>0/66</b>	<b>100%</b>
<b>Certified</b>			

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>15/15</b>	<b>0/15</b>	
Community Based Day Services	15/15	0/15	
<b>Total</b>	<b>21/21</b>	<b>0/21</b>	<b>100%</b>
<b>Certified</b>			

### **Planning and Quality Management Commendations on Standards Met:**

Indicator #	Indicator	Commendations
C4	The provider receives and utilizes input received from DDS and other stakeholders to inform service improvement efforts.	Guidewire demonstrated that it consistently incorporated feedback from external sources, including findings from previous licensing and certification surveys, into its service improvement efforts.
C5	The provider has a process to measure progress towards achieving service improvement goals.	Guidewire had a robust internal data collection system. Reliable data was collected across all service types including at the organizational level. Positive findings across licensing and certification domains support that the agency evaluated internal data to enhance oversight systems and to improve service quality.

## MASTER SCORE SHEET LICENSURE

Organizational: GUIDEWIRE, Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	1/1	Met
L3	Immediate Action	4/4	Met
L4	Action taken	5/5	Met
L48	HRC	1/2	Not Met(50.0 % )
L65	Restraint report submit	42/51	Met(82.35 % )
L66	HRC restraint review	48/50	Met(96.00 % )
L74	Screen employees	5/5	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	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	9/9	2/2			3/3		14/14	Met
L5	Safety Plan	L	9/9				1/1		10/10	Met
R L6	Evacuation	L	9/9	1/1			1/1		11/11	Met
L7	Fire Drills	L	9/9				1/1		10/10	Met
L8	Emergency Fact Sheets	I	7/9	2/2			3/3		12/14	Met (85.71 %)
L9 (07/21)	Safe use of equipment	I	9/9	2/2			3/3		14/14	Met
L10	Reduce risk interventions	I	6/7	2/2					8/9	Met (88.89 %)
R L11	Required inspections	L	9/9				1/1		10/10	Met
R L12	Smoke detectors	L	7/9				1/1		8/10	Met (80.0 %)
R L13	Clean location	L	9/9				1/1		10/10	Met
L14	Site in good repair	L	8/9				1/1		9/10	Met (90.0 %)
L15	Hot water	L	8/9				1/1		9/10	Met (90.0 %)
L16	Accessibility	L	9/9				1/1		10/10	Met
L17	Egress at grade	L	9/9				1/1		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
L18	Above grade egress	L	6/6						6/6	Met
L19	Bedroom location	L	9/9				1/1		10/10	Met
L20	Exit doors	L	9/9				1/1		10/10	Met
L21	Safe electrical equipment	L	9/9				1/1		10/10	Met
L22	Well-maintained appliances	L	8/9				1/1		9/10	Met (90.0 %)
L23	Egress door locks	L	9/9				1/1		10/10	Met
L24	Locked door access	L	9/9				1/1		10/10	Met
L25	Dangerous substances	L	9/9				1/1		10/10	Met
L26	Walkway safety	L	8/9				1/1		9/10	Met (90.0 %)
L28	Flammables	L	9/9				1/1		10/10	Met
L29	Rubbish/combustibles	L	9/9				1/1		10/10	Met
L30	Protective railings	L	7/8				1/1		8/9	Met (88.89 %)
L31	Communication method	I	9/9	2/2			3/3		14/14	Met
L32	Verbal & written	I	9/9	2/2			3/3		14/14	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	9/9	2/2			3/3		14/14	Met
L34	Dental exam	I	8/9	2/2			3/3		13/14	Met (92.86 %)
L35	Preventi ve screenin gs	I	9/9	2/2			3/3		14/14	Met
L36	Recom mended tests	I	9/9	2/2			3/3		14/14	Met
L37	Prompt treatme nt	I	9/9	2/2			3/3		14/14	Met
℞ L38	Physicia n's orders	I	4/4	1/1			3/3		8/8	Met
L39	Dietary require ments	I	6/6						6/6	Met
L40	Nutrition al food	L	9/9				1/1		10/10	Met
L41	Healthy diet	L	9/9	2/2			1/1		12/12	Met
L42	Physical activity	L	9/9	2/2			1/1		12/12	Met
L43	Health Care Record	I	8/9	2/2			3/3		13/14	Met (92.86 %)
L44	MAP registrat ion	L	9/9	2/2			1/1		12/12	Met
L45	Medicati on storage	L	9/9	2/2			1/1		12/12	Met
℞ L46	Med. Adminis tration	I	9/9	2/2			3/3		14/14	Met
L47	Self medicati on	I	3/3	1/1			3/3		7/7	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
L49	Informe d of human rights	I	9/9	2/2			1/3		12/14	Met (85.71 %)
L50 (07/21)	Respect ful Comm.	I	9/9	2/2			3/3		14/14	Met
L51	Possess ions	I	8/9	2/2			3/3		13/14	Met (92.86 %)
L52	Phone calls	I	9/9	2/2			3/3		14/14	Met
L53	Visitati on	I	9/9	2/2			3/3		14/14	Met
L54 (07/21)	Privacy	I	9/9	2/2			3/3		14/14	Met
L55	Informe d consent	I	2/2				1/1		3/3	Met
L56	Restricti ve practice s	I	6/6						6/6	Met
L57	Written behavio r plans	I	4/4				1/1		5/5	Met
L58	Behavio r plan compon ent	I	1/1						1/1	Met
L59	Behavio r plan review	I	1/1						1/1	Met
L60	Data mainten ance	I	4/4						4/4	Met
L61	Health protecti on in ISP	I	2/2				1/1		3/3	Met
L62	Health protecti on review	I	1/2				2/2		3/4	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L63	Med. treatment plan form	I	2/9	0/2			1/2		3/13	Not Met (23.08 %)
L64	Med. treatment plan rev.	I	9/9	2/2			2/2		13/13	Met
L67	Money mgmt. plan	I	5/9	1/2			3/3		9/14	Not Met (64.29 %)
L68	Funds expenditure	I	9/9	2/2			3/3		14/14	Met
L69	Expenditure tracking	I	7/8	2/2			3/3		12/13	Met (92.31 %)
L70	Charges for care calc.	I	9/9	1/1			3/3		13/13	Met
L71	Charges for care appeal	I	9/9	1/1			3/3		13/13	Met
L77	Unique needs training	I	9/9	2/2			3/3		14/14	Met
L78	Restrictive Int. Training	L	5/6						5/6	Met (83.33 %)
L79	Restraint training	L	2/2						2/2	Met
L80	Symptoms of illness	L	9/9	2/2			1/1		12/12	Met
L81	Medical emergency	L	9/9	2/2			1/1		12/12	Met
L82	Medication admin.	L	9/9	2/2			1/1		12/12	Met
L84	Health protect. Training	I	2/2				2/2		4/4	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L85	Supervision	L	9/9	2/2			1/1		12/12	Met
L86	Required assessments	I	9/9	0/1			1/3		10/13	Not Met (76.92 %)
L87	Support strategies	I	9/9	1/1			1/3		11/13	Met (84.62 %)
L88	Strategies implemented	I	9/9	2/2			3/3		14/14	Met
L89	Complaint and resolution process	L					1/1		1/1	Met
L90	Personal space/bedroom privacy	I	7/9	2/2			3/3		12/14	Met (85.71 %)
L91	Incident management	L	7/9	1/2			0/1		8/12	Not Met (66.67 %)
L93 (05/22)	Emergency back-up plans	I	9/9	0/2			3/3		12/14	Met (85.71 %)
L94 (05/22)	Assistive technology	I	9/9	2/2			0/3		11/14	Not Met (78.57 %)
L96 (05/22)	Staff training in devices and applications	I	7/7				1/1		8/8	Met



Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L99 (05/22)	Medical monitoring devices	I	1/1						1/1	Met
#Std. Met/# 82 Indicator									77/82	
Total Score									86/92	
									93.48%	

#### 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	Met
L5	Safety Plan	L			1/1	1/1	Met
℞ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I			6/7	6/7	Met (85.71 %)
L9 (07/21)	Safe use of equipment	I			7/7	7/7	Met
L10	Reduce risk interventions	I			4/4	4/4	Met
℞ L11	Required inspections	L			1/1	1/1	Met
℞ L12	Smoke detectors	L			1/1	1/1	Met
℞ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
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			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I			7/7	7/7	Met
L32	Verbal & written	I			7/7	7/7	Met
L37	Prompt treatment	I			7/7	7/7	Met
Ⓡ L38	Physician's orders	I			7/7	7/7	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓡ L46	Med. Administration	I			7/7	7/7	Met
L49	Informed of human rights	I			7/7	7/7	Met
L50 (07/21)	Respectful Comm.	I			7/7	7/7	Met
L51	Possessions	I			7/7	7/7	Met
L52	Phone calls	I			7/7	7/7	Met
L54 (07/21)	Privacy	I			7/7	7/7	Met
L56	Restrictive practices	I			4/7	4/7	Not Met (57.14 %)

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L57	Written behavior plans	I			7/7	7/7	Met
L60	Data maintenance	I			7/7	7/7	Met
L61	Health protection in ISP	I			1/1	1/1	Met
L63	Med. treatment plan form	I			0/2	0/2	Not Met (0 %)
L64	Med. treatment plan rev.	I			2/2	2/2	Met
L77	Unique needs training	I			7/7	7/7	Met
L78	Restrictive Int. Training	L			1/1	1/1	Met
L79	Restraint training	L			1/1	1/1	Met
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
℞ L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I			1/1	1/1	Met
L85	Supervision	L			1/1	1/1	Met
L86	Required assessments	I			7/7	7/7	Met
L87	Support strategies	I			7/7	7/7	Met
L88	Strategies implemented	I			7/7	7/7	Met
L91	Incident management	L			0/1	0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I			7/7	7/7	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L94 (05/22)	Assistive technology	I			7/7	7/7	Met
#Std. Met/# 54 Indicator						51/54	
Total Score						60/64	
						93.75%	

## 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	9/9	Met
C8	Family/guardian communication	9/9	Met
C9	Personal relationships	9/9	Met
C10	Social skill development	9/9	Met
C11	Get together w/family & friends	9/9	Met
C12	Intimacy	9/9	Met
C13	Skills to maximize independence	9/9	Met
C14	Choices in routines & schedules	9/9	Met
C15	Personalize living space	9/9	Met
C16	Explore interests	9/9	Met
C17	Community activities	9/9	Met

## Residential Services

Indicator #	Indicator	Met/Rated	Rating
C18	Purchase personal belongings	9/9	Met
C19	Knowledgeable decisions	9/9	Met
C46	Use of generic resources	9/9	Met
C47	Transportation to/ from community	9/9	Met
C48	Neighborhood connections	9/9	Met
C49	Physical setting is consistent	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met
C52	Leisure activities and free-time choices /control	9/9	Met
C53	Food/ dining choices	9/9	Met

## ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	3/3	Met
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	3/3	Met
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	3/3	Met
C17	Community activities	3/3	Met
C18	Purchase personal belongings	3/3	Met
C19	Knowledgeable decisions	3/3	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	3/3	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met

**ABI-MFP Residential Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C52	Leisure activities and free-time choices /control	3/3	<b>Met</b>
C53	Food/ dining choices	3/3	<b>Met</b>

**Individual Home Supports**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	2/2	<b>Met</b>
C8	Family/guardian communication	2/2	<b>Met</b>
C9	Personal relationships	2/2	<b>Met</b>
C10	Social skill development	2/2	<b>Met</b>
C11	Get together w/family & friends	2/2	<b>Met</b>
C12	Intimacy	2/2	<b>Met</b>
C13	Skills to maximize independence	2/2	<b>Met</b>
C14	Choices in routines & schedules	2/2	<b>Met</b>
C16	Explore interests	2/2	<b>Met</b>
C17	Community activities	2/2	<b>Met</b>
C18	Purchase personal belongings	2/2	<b>Met</b>
C19	Knowledgeable decisions	2/2	<b>Met</b>
C21	Coordinate outreach	2/2	<b>Met</b>
C46	Use of generic resources	2/2	<b>Met</b>
C47	Transportation to/ from community	2/2	<b>Met</b>
C48	Neighborhood connections	2/2	<b>Met</b>
C49	Physical setting is consistent	1/1	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	2/2	<b>Met</b>
C52	Leisure activities and free-time choices /control	2/2	<b>Met</b>
C53	Food/ dining choices	2/2	<b>Met</b>

**Community Based Day Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	7/7	<b>Met</b>
C8	Family/guardian communication	7/7	<b>Met</b>

### Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	7/7	Met
C38 (07/21)	Habilitative & behavioral goals	5/5	Met
C39 (07/21)	Support needs for employment	5/5	Met
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	5/5	Met
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