



**PROVIDER REPORT  
FOR**

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

**July 10, 2025**

**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>	6/4/2025 - 6/10/2025
<b>Service Enhancement Meeting Date</b>	6/26/2025
<b>Survey Team</b>	Andrea Comeau Raymond Edi-Osagie Elsa Adorno Marisa Himes Danielle Chiaravallotti (TL)
<b>Citizen Volunteers</b>	

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

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
<b>Residential and Individual Home Supports</b>	12 location (s) 14 audit (s)	Full Review	88/92 2 Year License 06/26/2025 - 06/26/2027		66 / 66 Certified 06/26/2025 - 06/26/2027
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**

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
<b>Employment and Day Supports</b>	1 location(s) 7 audit (s)	Full Review	64/66 2 Year License 06/26/2025 - 06/26/2027		21 / 21 Certified 06/26/2025 - 06/26/2027
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 based in the Western Massachusetts region; the agency has been providing comprehensive services to adults with Intellectual and Developmental Disabilities and other mental health conditions since 1982. Guidewire offers 24-hour Residential supports, 24-hour Acquired Brain Injury (ABI) Residential supports, Individual Home Supports (IHS), and Community Based Day Supports (CBDS) in the Springfield, Chicopee, and Pittsfield areas.

For this 2025 Department of Developmental Services (DDS) survey, the DDS Office of Quality Enhancement (OQE) conducted a full licensing and certification review of Guidewire's Residential service Grouping (which includes IHS), and Day and Employment Service Grouping (which includes community-based day services (CBDS)). The scope of the review included audits in Guidewire's 24-Hour Residential homes, 24-Hour ABI/MFP Residential homes, IHS homes, and the CBDS day program. All applicable licensing and certification indicators were reviewed by DDS/OQE as part of this survey.

Relative to organizational licensure indicators: Guidewire demonstrated effective systems that contributed to the offering of quality support within its various programs. The methods for responding to allegations of abuse and neglect (DPPC) were effective and promoted a sense of safety for individuals. As part of this, immediate action was taken when reports were made, and the agency submitted the required action plans within the agreed timeframe. The agency developed a new learning management system that assured employee competency; the agency adequately tracked staff training to ensure that all mandated DDS training and any other required training were completed. The agency also ensured that potential new employees had the necessary qualifications for their respective positions, and that all licensed professionals had current licenses.

In the organizational certification areas, Guidewire exhibited a strong commitment to gathering and evaluating data on a continuous basis from all service sites across the agency. That data was then analyzed by the executive management team and feedback was disseminated to each site. This helped the agency determine any areas needing improvement as well as proactively addressing areas of concern within its programs. The agency began working on a goal of collecting weights of all individuals and was able to develop weight loss and nutrition plans for those individuals who needed to lose weight; and proactively made physician appointments for those individuals.

Within the Residential Services grouping, relative to licensing standards, the agency had several effective systems and practices that enabled positive individual outcomes, most notably within the healthcare domain. Staff across the service showed a commitment to promoting healthy lifestyles as demonstrated through staff's strong adherence to medical treatment protocols, and familiarity with everyone's specific and unique needs. This was supported by monthly nursing oversight and training which occurred in each home. Medication administration was consistently aligned with physician's orders and MAP policy and effected by MAP certified staff. Nurses also completed monthly MAP audits of all sites and were involved in tracking medical and follow-up appointments and Physician orders. Staff at all residential sites tracked everyone's weight to ensure that healthy weights were maintained. Many individuals were supported to obtain YMCA or other gym memberships to encourage physical exercise. The agency also provided bicycles, tricycles, treadmills and stationary bikes within the homes. An example is an individual received Individual Home Supports and was encouraged to keep only nutritional foods and meals in her home; this resulted in her losing weight and maintaining a healthy weight and lifestyle since implementing the changes.

In residential services, survey findings also showed the agency's strong commitment to person-centered care, and its consistent efforts to ensure the provision of individualized, responsive support across all settings. Staff exhibited an understanding of the unique support needs and preferences of individuals. There was a descriptive, individualized personal profile in place for each person with in-depth information such as unique communication style, family relationships, medical conditions, and

required level of support. Another strong suite of the agency's was the clinical support provided to individuals. Individuals who required behavior plans and medication treatment plans had comprehensive, person-centered, plans that were reviewed with all staff working with the individuals. Data was consistently tracked on everyone's behavior plan and medication treatment plan, and changes were made when necessary.

In the certification areas in residential services, the agency demonstrated effective supports relative to intimacy and companionship; the agency utilized sexuality trainers and clinicians to assist individuals in these areas. Individuals had Talk-SE assessments completed when necessary and the agency ensured that individuals had the appropriate education and/or support needed. At one home the agency assisted an individual and his partner to attend DDS sexuality training; at another home it provided assistive technology devices and physical support for two individuals who were interested in having an intimate relationship. The agency showed a strong commitment to ensuring that individuals were given the opportunity to provide feedback on new hires as well as on annual evaluation for all staff that worked with them. It had each prospective new hire do an observation at the program where they met the individuals. Individuals later met with the Program Manager to ask questions about the potential hire. Annually, Program Managers met with individuals to seek their feedback on the performance of staff that worked with them. Cluster Directors also met with individuals to ask for feedback on Program Managers.

Within day services, survey findings similarly reflected the agency's strong commitment to person-centered care and its consistent efforts to ensure the provision of individualized, responsive support within the CBDS program. CBDS staff exhibited an understanding of the unique support needs and preferences of individuals. The CBDS program also had descriptive, individualized personal profiles in place for each participant which had in-depth information such as unique communication style, family contacts, medical conditions and the required level of support. The clinical support provided to individuals was equally effective. Individuals who required behavior plans and medication treatment plans had comprehensive, person-centered, well-written plans that were reviewed by all staff working with the individual. Data was consistently tracked for everyone's behavior plan and medication treatment plan, and changes were made when necessary.

Certification emerged as an area of strong support within day services; outcomes highlighted the effectiveness of the agency's assessment processes, person-centered planning practices, and community partnerships in delivering high quality day services. Individuals in CBDS were fully assessed and supported to pursue meaningful community involvement. Choice was evident throughout the CBDS program, with many individuals actively engaged in their local communities by going to local coffee shops, gyms, libraries, parks and local restaurants regularly and fostering relationships with community members. The agency showed a strong commitment to ensuring that all individuals had the opportunity to provide feedback on new hires as well as on annual evaluation for all staff that work with them. Guidewire had each prospective new prospective hire do an observation at the program where they met with the individuals. Individuals met with the Program Manager after to ask questions about the potential hire. Annually, Program Directors met with individuals to seek feedback on the performance of staff that worked with them.

There were a few areas identified as requiring improvement during the survey. At the organizational level, the agency must ensure that all HRC members, especially the requisite ones, attend Human Rights Committee meetings on a more consistent basis. Within residential services, in the environmental domain, the maintenance of protective railings for decks, porches, and ramps must occur to ensure that they remain in good repair. In all ABI/MFP homes, the agency must ensure that a complaint and resolution process and log is present and trained to all individuals. Continued focus is also required to ensure that incident reports are submitted and finalized within required timelines for both Residential and Day services.

Within Residential and Individual Home Supports, Guidewire, Inc. received a rating of Met for 96% of licensing indicators, including all critical indicators, and will be issued a Two-Year License for the

Residential Service Grouping. The agency met 100% of certification indicators and is certified for the residential services grouping.

Within the Day Supports program, the agency met 97% of licensing indicators, including all critical indicators, and will be issued a Two-Year License for the Employment/Day services grouping. The agency met 100% of certification indicators in day services and is certified for the Employment/Day service grouping.

Follow-up on all licensing indicators that were not met during the survey will be completed by Guidewire, Inc. and the results will be submitted to OQE within 60 days of the Service Enhancement Meeting.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/10	1/10	
<b>Residential and Individual Home Supports</b>	79/82	3/82	
Residential Services Individual Home Supports ABI-MFP Residential Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	88/92	4/92	96%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		4	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/10	1/10	
<b>Employment and Day Supports</b>	55/56	1/56	
Community Based Day Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	64/66	2/66	97%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		2	

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

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	The agency had two human rights committees (HRC) to oversee the Springfield and Pittsfield areas. The Springfield HRC did not meet the attendance requirement due to the legal representative and the three individuals on the committee having 50% or less meeting attendance. The agency must ensure that all human rights committee members, especially the requisite ones, attend HRC meetings on a consistent basis.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L30	Every porch, balcony, deck or roof used as a porch or deck has a wall or protective railing in good repair.	At three of ten locations, protective railings were in disrepair and required repair or replacement. The agency must ensure that protective railings at all homes are in proper repair and replaced when necessary.
L89	The provider has a complaint and resolution process that is effectively implemented at the local level.	At one ABI location, there was no complaint resolution process and log in place. The agency must ensure that all ABI locations have the complaint and resolution process and log in place, and that individuals are trained in the process.
L91	Incidents are reported and reviewed as mandated by regulation.	At three locations incident reports were either not submitted or finalized within the required timelines. The agency must ensure that all incident reports are submitted and finalized within the required timelines in HCSIS.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L91	Incidents are reported and reviewed as mandated by regulation.	At the Community-based day services location, incident reports were either not submitted or finalized as within the required timelines. The agency must ensure that all incident reports are submitted and finalized within the required timelines in HCSIS.

## 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>			

## MASTER SCORE SHEET LICENSURE

Organizational: GUIDEWIRE, Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓜ L2	Abuse/neglect reporting	13/13	Met
L3	Immediate Action	15/15	Met
L4	Action taken	15/15	Met
L48	HRC	1/2	Not Met(50.0 % )
L65	Restraint report submit	41/41	Met
L66	HRC restraint review	36/38	Met(94.74 % )
L74	Screen employees	5/5	Met
L75	Qualified staff	9/9	Met
L76	Track trainings	20/20	Met

L83	HR training	20/20	Met
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**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	2/2			1/1		12/12	Met
℞ L6	Evacuation	L	9/9	2/2			1/1		12/12	Met
L7	Fire Drills	L	9/9				1/1		10/10	Met
L8	Emergency Fact Sheets	I	9/9	2/2			1/3		12/14	Met (85.71%)
L9 (07/21)	Safe use of equipment	I	8/8	2/2			3/3		13/13	Met
L10	Reduce risk interventions	I	3/3	1/1					4/4	Met
℞ L11	Required inspections	L	9/9				1/1		10/10	Met
℞ L12	Smoke detectors	L	8/9				1/1		9/10	Met (90.0%)
℞ L13	Clean location	L	8/9				1/1		9/10	Met (90.0%)
L14	Site in good repair	L	8/8				1/1		9/9	Met
L15	Hot water	L	7/9				1/1		8/10	Met (80.0%)
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 Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L18	Above grade egress	L	3/3						3/3	Met
L19	Bedroom location	L	5/5				1/1		6/6	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	9/9				1/1		10/10	Met
L28	Flammables	L	7/7						7/7	Met
L29	Rubbish/combustibles	L	9/9				1/1		10/10	Met
L30	Protective railings	L	6/9				1/1		7/10	Not Met (70.0%)
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/Rated	Rating
L33	Physical exam	I	9/9	2/2			3/3		14/14	Met
L34	Dental exam	I	9/9	2/2			3/3		14/14	Met
L35	Preventive screenings	I	9/9	2/2			3/3		14/14	Met
L36	Recommended tests	I	9/9	2/2			3/3		14/14	Met
L37	Prompt treatment	I	9/9	2/2			3/3		14/14	Met
Ⓡ L38	Physician's orders	I	9/9	1/1			3/3		13/13	Met
L39	Dietary requirements	I	6/6				2/2		8/8	Met
L40	Nutritional 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	9/9	2/2			1/3		12/14	Met (85.71%)
L44	MAP registration	L	9/9	2/2			1/1		12/12	Met
L45	Medication storage	L	9/9	2/2			1/1		12/12	Met
Ⓡ L46	Med. Administration	I	9/9	2/2			3/3		14/14	Met
L47	Self medication	I	2/2						2/2	Met
L49	Informed of human rights	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/Rated	Rating
L50 (07/21)	Respectful Comm.	I	9/9	2/2			3/3		14/14	Met
L51	Possessions	I	9/9	2/2			3/3		14/14	Met
L52	Phone calls	I	9/9	2/2			3/3		14/14	Met
L53	Visitation	I	9/9	2/2			3/3		14/14	Met
L54 (07/21)	Privacy	I	8/9	2/2			3/3		13/14	Met (92.86 %)
L55	Informed consent	I		2/2					2/2	Met
L56	Restrictive practices	I	4/5						4/5	Met (80.0 %)
L57	Written behavior plans	I	7/7						7/7	Met
L58	Behavior plan component	I	1/1						1/1	Met
L59	Behavior plan review	I	1/1						1/1	Met
L60	Data maintenance	I	7/7						7/7	Met
L61	Health protection in ISP	I	6/6				3/3		9/9	Met
L62	Health protection review	I	1/1						1/1	Met
L63	Med. treatment plan form	I	9/9	2/2			1/3		12/14	Met (85.71 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L64	Med. treatment plan rev.	I	9/9	2/2					11/11	Met
L67	Money mgmt. plan	I	7/8	2/2			3/3		12/13	Met (92.31%)
L68	Funds expenditure	I	5/7	2/2			3/3		10/12	Met (83.33%)
L69	Expenditure tracking	I	7/7	2/2			3/3		12/12	Met
L70	Charges for care calc.	I	9/9	2/2			3/3		14/14	Met
L71	Charges for care appeal	I	9/9	2/2			3/3		14/14	Met
L77	Unique needs training	I	9/9	2/2			3/3		14/14	Met
L78	Restrictive Int. Training	L	6/6						6/6	Met
L79	Restraining training	L	7/7						7/7	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	6/6				3/3		9/9	Met
L85	Supervision	L	8/9	2/2			1/1		11/12	Met (91.67%)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L86	Required assessments	I	9/9	2/2					11/11	Met
L87	Support strategies	I	9/9	2/2					11/11	Met
L88	Strategies implemented	I	9/9	2/2			3/3		14/14	Met
L89	Complaint and resolution process	L					0/1		0/1	Not Met (0%)
L90	Personal space/bedroom privacy	I	8/9	2/2			3/3		13/14	Met (92.86%)
L91	Incident management	L	7/9	2/2			0/1		9/12	Not Met (75.00%)
L93 (05/22)	Emergency back-up plans	I	9/9	2/2			3/3		14/14	Met
L94 (05/22)	Assistive technology	I	9/9	2/2			3/3		14/14	Met
L96 (05/22)	Staff training in devices and applications	I	7/7				3/3		10/10	Met

Ind. #	Ind.	Loc. or Individ.	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	4/4						4/4	Met
<b>#Std. Met/# 82 Indicator</b>									79/82	
<b>Total Score</b>									88/92	
									95.65%	

**Employment and Day Supports:**

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I			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			7/7	7/7	Met
L9 (07/21)	Safe use of equipment	I			7/7	7/7	Met
L10	Reduce risk interventions	I			3/3	3/3	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

<b>Ind. #</b>	<b>Ind.</b>	<b>Loc. or Individ.</b>	<b>Emp. Sup.</b>	<b>Cent. Based Work</b>	<b>Com. Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
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
L39	Dietary requirements	I			2/2	2/2	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

<b>Ind. #</b>	<b>Ind.</b>	<b>Loc. or Individ.</b>	<b>Emp. Sup.</b>	<b>Cent. Based Work</b>	<b>Com. Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
L56	Restrictive practices	I			7/7	7/7	Met
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			2/2	2/2	Met
L63	Med. treatment plan form	I			4/4	4/4	Met
L64	Med. treatment plan rev.	I			4/4	4/4	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
PL L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I			2/2	2/2	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
L94 (05/22)	Assistive technology	I			7/7	7/7	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L96 (05/22)	Staff training in devices and applications	I			7/7	7/7	Met
<b>#Std. Met/# 56 Indicator</b>						55/56	
<b>Total Score</b>						64/66	
						96.97%	

## 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	8/9	Met (88.89 %)
C10	Social skill development	9/9	Met
C11	Get together w/family & friends	9/9	Met
C12	Intimacy	8/9	Met (88.89 %)
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	8/9	Met (88.89 %)

### Residential Services

Indicator #	Indicator	Met/Rated	Rating
C17	Community activities	8/9	<b>Met (88.89 %)</b>
C18	Purchase personal belongings	9/9	<b>Met</b>
C19	Knowledgeable decisions	9/9	<b>Met</b>
C46	Use of generic resources	9/9	<b>Met</b>
C47	Transportation to/ from community	9/9	<b>Met</b>
C48	Neighborhood connections	9/9	<b>Met</b>
C49	Physical setting is consistent	9/9	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	9/9	<b>Met</b>
C52	Leisure activities and free-time choices /control	9/9	<b>Met</b>
C53	Food/ dining choices	9/9	<b>Met</b>

### ABI-MFP Residential Services

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

**ABI-MFP Residential Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C51	Ongoing satisfaction with services/ supports	3/3	<b>Met</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	2/2	<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>
C13	Skills to maximize independence	7/7	<b>Met</b>
C37	Interpersonal skills for work	7/7	<b>Met</b>
C38 (07/21)	Habilitative & behavioral goals	7/7	<b>Met</b>
C39 (07/21)	Support needs for employment	6/7	<b>Met (85.71 %)</b>
C40	Community involvement interest	7/7	<b>Met</b>
C41	Activities participation	6/7	<b>Met (85.71 %)</b>
C42	Connection to others	7/7	<b>Met</b>
C43	Maintain & enhance relationship	7/7	<b>Met</b>
C44	Job exploration	6/7	<b>Met (85.71 %)</b>
C45	Revisit decisions	7/7	<b>Met</b>
C46	Use of generic resources	7/7	<b>Met</b>
C47	Transportation to/ from community	7/7	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	7/7	<b>Met</b>