



**PROVIDER REPORT
FOR**

**Incompass Human Services,
Inc
4 Omni Way
Chelmsford, MA 01824**

October 08, 2024

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider Incompass Human Services, Inc

Review Dates 9/4/2024 - 9/10/2024

Service Enhancement Meeting Date 9/24/2024

Survey Team Chloe Browning
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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	15 location (s) 17 audit (s)	Full Review	81/91 2 Year License 09/24/2024 - 09/24/2026		59 / 66 Certified 09/24/2024 - 09/24/2026
Residential Services	5 location(s) 5 audit (s)			Full Review	19 / 20
ABI-MFP Residential Services	1 location(s) 3 audit (s)			Full Review	16 / 20
Placement Services	8 location(s) 8 audit (s)			Full Review	18 / 20
Respite Services	1 location(s) 1 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	3 location(s) 17 audit (s)	Full Review	59/65 2 Year License 09/24/2024 - 09/24/2026		35 / 42 Certified 09/24/2024 - 09/24/2026
Community Based Day Services	1 location(s) 11 audit (s)			Full Review	15 / 15
Employment Support Services	2 location(s) 6 audit (s)			Full Review	14 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Incompass Human services, based in Chelmsford, MA, was founded in 2020 when LifeLinks Inc and CLASS merged. Today, Incompass Human Services offers a wide array of supports to the community, including Residential and Day services for adults with developmental and intellectual disabilities, as well as supports for adults with Acquired Brain Injuries (ABI) and Huntington's Disease. The agency has also recently added a respite facility for individuals with complex medical needs.

The Scope of the survey conducted by the Office of Quality Enhancement (OQE) was a full review of all Licensing and Certification indicators within the service groups of Residential and Individual Home Supports as well as Employment and Day Supports.

Organizationally, one area of strength for the agency is their system of tracking staff trainings. Through Relias, the agency is able to monitor all required staff trainings and their expirations to ensure all staff have the required knowledge to perform their job duties. New hires have the qualifications required as defined by the agency, and licenses and certifications were in place for those staff for whom they are required to perform their job functions.

The agency demonstrated strength in both Residential and Day support in the domain of Environmental Safety. All locations were clean and in good repair, and required inspections had been conducted.

In Licensing, there were several areas within Residential Services where the agency's robust systems and oversight resulted in success for individuals. In the area of funds management, the agency has recently implemented True Link debit cards in place of traditional bank accounts. This allows individuals more independence in managing their funds, as well as more accurate and detailed tracking of purchases made. PBS plans have replaced intensive behavior plans, resulting in a marked reduction in restraints across the agency.

In Certification, homes were well appointed, reflected those in the surrounding neighborhood, and individuals were supported to personalize their rooms and shared spaces. People were supported to maintain relationships with their families and friends. At one home, staff ensured an individual could see family by driving to Boston on a monthly basis to facilitate visits.

There were several areas of strength in both CBDS and Employment identified. Through record reviews and on-site observations, all communication about and with individuals being supported was found to be respectful. The TREE program showed an increase in community activities, as well as group employment opportunities for individuals with forensic involvement. Individuals and guardians expressed satisfaction with the services they are receiving.

In addition to the many positive practices noted during the survey, some areas requiring further attention were identified. Within the Residential and Individual Home Supports service group, Medication Treatment Plans (MTP) for those prescribed behavior-modifying medications need to be in place and include all the required components. Also, all individuals need to receive the required preventative screenings and attend all follow up appointments with specialty providers. Additionally, the agency needs to enhance funds management plans to ensure that they fully and accurately describe the support being provided. Within the area of Certification, the agency needs to ensure it has a mechanism to assess and support individuals to identify their needs and interests regarding intimate relationships and companionship, as well as give input during the hiring and evaluation of support staff.

Within CBDS and Employment services, there are also some areas that require further attention. Emergency Fact Sheets need to have all required components, and medication treatment plans need to be in place when an individual is being administered a behavior modifying medication at the

program. Within the Certification realm, there needs to be increased emphasis on pre-employment exploration for those within the CBDS programs. Staff should have adequate options for exploring job interests, and individuals should be obtaining employment that matches those interests. Once a job is secured, the agency needs to ensure that each employed individual receives an analysis for how employment may affect their current benefits.

Some areas requiring improvement were identified during the survey on the organizational level. The agency needs to focus on increasing its Human Rights Committee membership attendance to meet quorum as written in its bylaws and promote more active participation from its diverse members.

Additionally, systems to ensure that time-sensitive documentation such as ISP-related materials, restraint reports, and incident reports are submitted within required timelines require further attention.

Based on this Licensing and Certification review findings, Incompass will receive a Two-Year License for their Residential and Individual Home Supports service group with a score of 89% indicators rated Met. The agency achieved a Certification score of 89% indicators rated Met and is therefore Certified. Incompass will receive a Two-Year License for Employment and Day Services with a score of 91% of Licensing indicators rated Met. The agency is also Certified with a score of 83% indicators rated Met. The OQE will conduct follow up on all licensing indicators not met within the Residential and Individual Home Supports service group; Incompass will conduct follow up on all licensing indicators not met within its Employment and Day Supports service group and report the results to OQE within 60 days.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/10	3/10	
Residential and Individual Home Supports	74/81	7/81	
Residential Services Respite Services Placement Services ABI-MFP Residential Services			
Critical Indicators	8/8	0/8	
Total	81/91	10/91	89%
2 Year License			
# indicators for 60 Day Follow-up		10	

	Met / Rated	Not Met / Rated	% Met
Organizational	7/10	3/10	
Employment and Day Supports	52/55	3/55	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	59/65	6/65	91%
2 Year License			
# indicators for 60 Day Follow-up		6	

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's Human Rights Committee did not meet the required membership as it did not have a member with medical expertise or a member with clinical expertise. The Human Rights Committee did not meet quarterly in 2023. The agency needs to ensure that the committee meets membership requirements and meets the frequency described in the Human Rights Committee Bylaws and at least quarterly per DDS Regulations.

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

Indicator #	Indicator	Area Needing Improvement
L65	Restraint reports are submitted within required timelines.	Six restraint reports were not submitted within three business days of the event.
L66	All restraints are reviewed by the Human Rights Committee.	Six restraint reports were not reviewed by the HRC. The agency needs to ensure that all restraint reports are reviewed by the HRC within 120 days of their occurrence.

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.	For 10 of 17 individuals, Emergency Fact Sheets were not fully completed or accurate. The agency needs to ensure that each EFS contains all the required components, including diagnoses, medications and identifying information. The EFS should be updated as needed when any information changes.
L35	Individuals receive routine preventive screenings.	Six individuals had not received routine preventative screenings as outlined in the DDS Annual Health Screening Recommendations. The agency needs to ensure routine preventative screenings for each individual are presented to the physician for discussion. If the screenings were not completed, the Health Care Provider (HCP) should provide rationale for why the screening was not deemed appropriate.
L36	Recommended tests and appointments with specialists are made and kept.	For four individuals, recommended tests or appointments with specialists were not completed. The agency needs to ensure that recommended appointments are scheduled and completed.
L63	Medication treatment plans are in written format with required components.	Eight individuals had medication treatment plans that did not contain the required components, or did not have a medication treatment plan in place. The agency needs to ensure that all individuals have a plan if needed, and that plans define behaviors addressed by medications in observable terms, and contain measurable criteria for when to approach the prescriber to consider medication termination/reduction. When individuals take sedating medications prior to medical appointments, there also must be a plan in place to teach coping skills to reduce the need for this medication.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	Four individuals had financial management plans that were not complete. The agency needs to ensure that plans include all of the shared or delegated management responsibilities.

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

Indicator #	Indicator	Area Needing Improvement
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For six individuals, ISP assessment were not submitted on time in preparation for the ISP meeting. The agency needs to ensure that ISP assessments are submitted at least 15 days before the upcoming ISP.
L91	Incidents are reported and reviewed as mandated by regulation.	At six locations, incident reports were not submitted and/or finalized within the required timelines. The agency needs to ensure that incident reports are submitted and finalized within the regulatory time frames of one business day for major incidents and three business days for minor and are finalized within seven calendar days of the incident.

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.	For 7 of 17 individuals, Emergency Fact Sheets were not fully completed or accurate. The agency needs to ensure that each EFS contains all the required components, including diagnoses and identifying information. The EFS should be updated as needed when any information changes.
L63	Medication treatment plans are in written format with required components.	One individual receives behavior-modifying medications at the CBDS location, but no Medication Treatment Plan (MTP) was developed. The agency needs to ensure that they develop MTPs as required when they are responsible for administering such medications; plans must define behaviors in observable terms, monitor for side/adverse effects, and the agency must have a mechanism to share data with those who bring the individual to their prescriber.
L91	Incidents are reported and reviewed as mandated by regulation.	At one location, incident reports were not submitted and/or finalized within the required timelines. The agency needs to ensure that incident reports are submitted and finalized within the regulatory time frames of one business day for major incidents and three business days for minor and are finalized within seven calendar days of the incident.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	53/60	7/60	
Placement Services	18/20	2/20	
ABI-MFP Residential Services	16/20	4/20	
Residential Services	19/20	1/20	
Total	59/66	7/66	89%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	29/36	7/36	
Community Based Day Services	15/15	0/15	
Employment Support Services	14/21	7/21	
Total	35/42	7/42	83%
Certified			

ABI-MFP Residential Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	Three individuals had not been given the opportunity to provide feedback on the performance evaluation of staff providing support to them. The agency needs to ensure that individuals are given the opportunity to provide feedback on staff prior to them being hired, as well as feedback on the performance of existing staff on a periodic and ongoing basis. This feedback needs to be shared with the staff for training and evaluation purposes.

ABI-MFP 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.	All three of the individuals have not been formally or informally assessed in the area of intimacy and companionship. The agency needs to ensure that each individual's needs are formally or informally assessed, that staff are knowledgeable about their needs/goals, and that support is being provided in these identified areas. The agency must also have resources to ensure staff have the skills and knowledge to provide needed support.
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 supported to explore interests in individualized activities that were consistent with their unique cultural, recreational, social, or spiritual interests. The agency needs to evaluate and assist individuals to explore new interests and broaden their awareness of available community activities
C17	Community activities are based on the individual's preferences and interests.	Three individuals were not presented with frequent opportunities to participate in community activities that reflected the person's interests and preferences. The agency needs to ensure that individualized strategies are in place to support all individuals' consistent and ongoing involvement in activities which align with their unique interests and preferences.
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	Three individuals did not have an opportunity to provide feedback on staff, either at the time of hire or on an ongoing basis. The agency needs to ensure that all individuals are given the chance to provide feedback on staff/care providers.

ABI-MFP 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.	Three out of eight individuals have not been formally or informally assessed in the area of intimacy and companionship. The agency needs to ensure that each individual's needs are formally or informally assessed, that staff are knowledgeable about their needs/goals, and that support is being provided in these identified areas. The agency must also have resources to ensure staff have the skills and knowledge to provide needed support.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Three out of five individuals have not been formally or informally assessed in the area of intimacy and companionship. The agency needs to ensure that each individual's needs are formally or informally assessed, that staff are knowledgeable about their needs/goals, and that support is being provided in these identified areas. The agency must also have resources to ensure staff have the skills and knowledge to provide needed support.

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.	All individuals audited had not yet been thoroughly assessed on their personalized job interests. The agency needs to ensure that individualized preferences are explored using a variety of methods, for example, job tours, volunteerism, interest inventories, informational interviews and vocational assessments.
C26	Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community.	The agency does not currently have personnel with expertise related to how employment could impact entitlement benefits. The agency needs to have personnel who can provide guidance and referrals to benefit counseling.

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

Indicator #	Indicator	Area Needing Improvement
C28	Staff maintain and develop relationships with local businesses in order to facilitate job development opportunities.	Across Employment Supports Services, the agency does not have a current strategy for networking with local businesses to develop new employment opportunities. The agency needs to cultivate business contacts to foster relationship-building and highlight the vocational skills and strengths of individuals supported, with a view to developing employment opportunities.
C29	Individuals are supported to obtain employment that matches their skills and interests.	Two of the four individuals working had not been fully supported towards obtaining employment that matches their skills and interests. The agency needs to identify the skills and interests of each person and then support developing placements that are in line with these, and/or modify support strategies to address obstacles.
C30	Individuals are supported to work in integrated job settings.	Two individuals were not employed at the time of the survey and therefore were not working in integrated settings. The agency needs to ensure that individuals have the opportunity to work in integrated community settings.
C33	Employee benefits and rights are clearly explained to the individual.	Two individuals in the Group Employment setting did not receive information regarding employee benefits and rights. The agency needs to ensure the benefits and rights associated with all employment positions are clearly explained to individuals.
C35	Individuals are given feedback on job performance by their employer.	Three individuals have not received any feedback on their job performance. The agency needs to ensure all individuals receive documented feedback commensurate with other employees.

MASTER SCORE SHEET LICENSURE

Organizational: Incompass Human Services, Inc

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	16/16	Met
L3	Immediate Action	15/15	Met
L4	Action taken	14/16	Met(87.50 %)
L48	HRC	0/1	Not Met(0 %)
L65	Restraint report submit	17/23	Not Met(73.91 %)
L66	HRC restraint review	17/23	Not Met(73.91 %)
L74	Screen employees	5/5	Met
L75	Qualified staff	10/10	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	4/5		6/8	1/1	3/3		14/17	Met (82.35%)
L3	Immediate Action	L				1/1			1/1	Met
L5	Safety Plan	L	4/5		8/8	1/1	1/1		14/15	Met (93.33%)
℞ L6	Evacuation	L	4/5		8/8	1/1	1/1		14/15	Met (93.33%)
L7	Fire Drills	L	5/5				1/1		6/6	Met
L8	Emergency Fact Sheets	I	5/5		1/8	1/1	0/3		7/17	Not Met (41.18%)
L9 (07/21)	Safe use of equipment	I	5/5			1/1	3/3		9/9	Met
L10	Reduce risk interventions	I	2/2		2/2				4/4	Met
℞ L11	Required inspections	L	5/5		7/7	1/1	1/1		14/14	Met
℞ L12	Smoke detectors	L	5/5		6/8	1/1	1/1		13/15	Met (86.67%)
℞ L13	Clean location	L	5/5		8/8	1/1	1/1		15/15	Met
L14	Site in good repair	L	5/5		8/8	1/1	1/1		15/15	Met
L15	Hot water	L	4/5		6/8	1/1	1/1		12/15	Met (80.0%)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L16	Accessibility	L	5/5		8/8	1/1	1/1		15/15	Met
L17	Egress at grade	L	5/5		4/4	1/1	1/1		11/11	Met
L18	Above grade egress	L	2/2		2/2		1/1		5/5	Met
L19	Bedroom location	L	4/4		1/1	1/1	1/1		7/7	Met
L20	Exit doors	L	5/5			1/1	1/1		7/7	Met
L21	Safe electrical equipment	L	5/5		8/8	1/1	1/1		15/15	Met
L22	Well-maintained appliances	L	4/5		7/8	1/1	1/1		13/15	Met (86.67%)
L23	Egress door locks	L	2/3			1/1	1/1		4/5	Met (80.0%)
L24	Locked door access	L	4/5		7/7	1/1	1/1		13/14	Met (92.86%)
L25	Dangerous substances	L	5/5			1/1	1/1		7/7	Met
L26	Walkway safety	L	5/5		8/8	1/1	1/1		15/15	Met
L27	Pools, hot tubs, etc.	L			2/2				2/2	Met
L28	Flammables	L	5/5			1/1	1/1		7/7	Met
L29	Rubbish/combustibles	L	5/5		8/8	1/1	1/1		15/15	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L30	Protective railings	L	5/5		7/7	1/1	1/1		14/14	Met
L31	Communication method	I	5/5		8/8	1/1	3/3		17/17	Met
L32	Verbal & written	I	5/5		8/8	1/1	3/3		17/17	Met
L33	Physical exam	I	4/4		8/8		3/3		15/15	Met
L34	Dental exam	I	3/4		8/8		3/3		14/15	Met (93.33%)
L35	Preventive screenings	I	3/5		4/7		2/3		9/15	Not Met (60.0%)
L36	Recommended tests	I	5/5		5/8		2/3		12/16	Not Met (75.00%)
L37	Prompt treatment	I	5/5		8/8	1/1	3/3		17/17	Met
L38	Physician's orders	I	5/5		3/4	1/1	1/2		10/12	Met (83.33%)
L39	Dietary requirements	I	3/3		3/4	1/1	1/1		8/9	Met (88.89%)
L40	Nutritional food	L	5/5			1/1	1/1		7/7	Met
L41	Healthy diet	L	5/5		8/8	1/1	1/1		15/15	Met
L42	Physical activity	L	5/5		8/8		1/1		14/14	Met
L43	Health Care Record	I	4/5		8/8		2/3		14/16	Met (87.50%)
L44	MAP registration	L	5/5			1/1	1/1		7/7	Met
L45	Medication storage	L	5/5			1/1	1/1		7/7	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
PL L46	Med. Administration	1	4/5		6/7		3/3		13/15	Met (86.67%)
L47	Self medication	1			1/1				1/1	Met
L49	Informed of human rights	1	4/5		6/8	1/1	3/3		14/17	Met (82.35%)
L50 (07/21)	Respectful Comm.	1	5/5		8/8	1/1	3/3		17/17	Met
L51	Possessions	1	5/5		8/8	1/1	3/3		17/17	Met
L52	Phone calls	1	5/5		8/8	1/1	3/3		17/17	Met
L53	Visitation	1	5/5		8/8	1/1	3/3		17/17	Met
L54 (07/21)	Privacy	1	5/5		8/8	1/1	3/3		17/17	Met
L56	Restrictive practices	1	2/2						2/2	Met
L57	Written behavior plans	1	2/2						2/2	Met
L60	Data maintenance	1	2/2						2/2	Met
L61	Health protection in ISP	1	2/3		2/2		3/3		7/8	Met (87.50%)
L62	Health protection review	1	2/2		2/2				4/4	Met
L63	Med. treatment plan form	1	2/5		3/5		0/3		5/13	Not Met (38.46%)

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	3/5		2/2		3/3		8/10	Met (80.0%)
L67	Money mgmt. plan	I	4/5		5/8		3/3		12/16	Not Met (75.00%)
L68	Funds expenditure	I	5/5		8/8		3/3		16/16	Met
L69	Expenditure tracking	I	5/5		8/8		3/3		16/16	Met
L70	Charges for care calc.	I	4/4		8/8		3/3		15/15	Met
L71	Charges for care appeal	I	5/5		8/8		3/3		16/16	Met
L77	Unique needs training	I	5/5		7/8	1/1	1/3		14/17	Met (82.35%)
L78	Restrictive Int. Training	L	2/2						2/2	Met
L79	Restraint training	L	1/1						1/1	Met
L80	Symptoms of illness	L	5/5		8/8	1/1	1/1		15/15	Met
L81	Medical emergency	L	4/5		8/8	1/1	1/1		14/15	Met (93.33%)
L82	Medication admin.	L	5/5			1/1	1/1		7/7	Met
L84	Health protect. Training	I	3/3		2/2		3/3		8/8	Met
L85	Supervision	L	4/5		6/8	1/1	1/1		12/15	Met (80.0%)

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L86	Required assessments	I	1/5		6/7		3/3		10/15	Not Met (66.67%)
L87	Support strategies	I	3/5		6/7		3/3		12/15	Met (80.0%)
L88	Strategies implemented	I	4/5		6/7		3/3		13/15	Met (86.67%)
L89	Complaint and resolution process	L					1/1		1/1	Met
L90	Personal space/bedroom privacy	I	5/5		8/8		3/3		16/16	Met
L91	Incident management	L	1/5		8/8	1/1	0/1		10/15	Not Met (66.67%)
L93 (05/22)	Emergency back-up plans	I	5/5		8/8	1/1	3/3		17/17	Met
L94 (05/22)	Assistive technology	I	5/5		7/8	1/1	2/3		15/17	Met (88.24%)
L96 (05/22)	Staff training in devices and applications	I	3/3		4/4	1/1	3/3		11/11	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	3/3		1/1		1/1		5/5	Met
#Std. Met/# 81 Indicator									74/81	
Total Score									81/91	
									89.01%	

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	6/6		10/11	16/17	Met (94.12 %)
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	4/6		6/11	10/17	Not Met (58.82 %)
L9 (07/21)	Safe use of equipment	I	6/6		11/11	17/17	Met
L10	Reduce risk interventions	I	1/1			1/1	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
L18	Above grade egress	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	6/6		11/11	17/17	Met
L32	Verbal & written	I	6/6		11/11	17/17	Met
L37	Prompt treatment	I	6/6		10/10	16/16	Met
℞ L38	Physician's orders	I	1/1		2/2	3/3	Met
L39	Dietary requirements	I			1/1	1/1	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
℞ L46	Med. Administration	I			2/2	2/2	Met
L49	Informed of human rights	I	6/6		10/11	16/17	Met (94.12 %)
L50 (07/21)	Respectful Comm.	I	6/6		11/11	17/17	Met
L51	Possessions	I	6/6		11/11	17/17	Met
L52	Phone calls	I	6/6		11/11	17/17	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L54 (07/21)	Privacy	I	6/6		11/11	17/17	Met
L55	Informed consent	I	1/1			1/1	Met
L61	Health protection in ISP	I	2/2		4/4	6/6	Met
L62	Health protection review	I	2/2		1/1	3/3	Met
L63	Med. treatment plan form	I			0/1	0/1	Not Met (0 %)
L64	Med. treatment plan rev.	I			1/1	1/1	Met
L72	DOL requirements	I			6/6	6/6	Met
L77	Unique needs training	I	6/6		11/11	17/17	Met
L80	Symptoms of illness	L	2/2		1/1	3/3	Met
L81	Medical emergency	L	2/2		1/1	3/3	Met
R L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I	2/2		4/4	6/6	Met
L85	Supervision	L	2/2		1/1	3/3	Met
L86	Required assessments	I	4/4		10/10	14/14	Met
L87	Support strategies	I	3/4		9/10	12/14	Met (85.71 %)
L88	Strategies implemented	I	5/6		10/10	15/16	Met (93.75 %)
L91	Incident management	L	2/2		0/1	2/3	Not Met (66.67 %)
L93 (05/22)	Emergency back-up plans	I	6/6		11/11	17/17	Met
L94 (05/22)	Assistive technology	I	5/6		11/11	16/17	Met (94.12 %)

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L96 (05/22)	Staff training in devices and applications	I	4/4		11/11	15/15	Met
#Std. Met/# 55 Indicator						52/55	
Total Score						59/65	
						90.77%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

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

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/5	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	2/5	Not Met (40.0 %)
C13	Skills to maximize independence	5/5	Met
C14	Choices in routines & schedules	5/5	Met
C15	Personalize living space	5/5	Met
C16	Explore interests	4/5	Met (80.0 %)

Residential Services

Indicator #	Indicator	Met/Rated	Rating
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	5/5	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	4/5	Met (80.0 %)

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/3	Not Met (0 %)
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	0/3	Not Met (0 %)
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	0/3	Not Met (0 %)
C17	Community activities	0/3	Not Met (0 %)
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

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	3/3	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/8	Not Met (75.00 %)
C8	Family/guardian communication	8/8	Met
C9	Personal relationships	8/8	Met
C10	Social skill development	7/8	Met (87.50 %)
C11	Get together w/family & friends	8/8	Met
C12	Intimacy	5/8	Not Met (62.50 %)
C13	Skills to maximize independence	8/8	Met
C14	Choices in routines & schedules	8/8	Met
C15	Personalize living space	8/8	Met
C16	Explore interests	8/8	Met
C17	Community activities	8/8	Met
C18	Purchase personal belongings	8/8	Met
C19	Knowledgeable decisions	8/8	Met
C46	Use of generic resources	8/8	Met
C47	Transportation to/ from community	8/8	Met
C48	Neighborhood connections	8/8	Met
C49	Physical setting is consistent	8/8	Met
C51	Ongoing satisfaction with services/ supports	8/8	Met
C52	Leisure activities and free-time choices /control	8/8	Met
C53	Food/ dining choices	8/8	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	9/11	Met (81.82 %)

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C8	Family/guardian communication	11/11	Met
C13	Skills to maximize independence	11/11	Met
C37	Interpersonal skills for work	8/8	Met
C38 (07/21)	Habilitative & behavioral goals	8/8	Met
C39 (07/21)	Support needs for employment	8/8	Met
C40	Community involvement interest	11/11	Met
C41	Activities participation	11/11	Met
C42	Connection to others	11/11	Met
C43	Maintain & enhance relationship	11/11	Met
C44	Job exploration	11/11	Met
C45	Revisit decisions	11/11	Met
C46	Use of generic resources	11/11	Met
C47	Transportation to/ from community	11/11	Met
C51	Ongoing satisfaction with services/ supports	11/11	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	6/6	Met
C22	Explore job interests	0/4	Not Met (0 %)
C23	Assess skills & training needs	4/4	Met
C24	Job goals & support needs plan	5/5	Met
C25	Skill development	3/4	Met
C26	Benefits analysis	0/5	Not Met (0 %)
C27	Job benefit education	4/4	Met
C28	Relationships w/businesses	0/2	Not Met (0 %)
C29	Support to obtain employment	2/4	Not Met (50.0 %)
C30	Work in integrated settings	4/6	Not Met (66.67 %)
C31	Job accommodations	4/4	Met
C32	At least minimum wages earned	4/4	Met
C33	Employee benefits explained	2/4	Not Met (50.0 %)

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C34	Support to promote success	4/4	Met
C35	Feedback on job performance	1/4	Not Met (25.00 %)
C36	Supports to enhance retention	4/4	Met
C37	Interpersonal skills for work	6/6	Met
C47	Transportation to/ from community	6/6	Met
C50	Involvement/ part of the Workplace culture	4/4	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met