



**PROVIDER REPORT  
FOR**

**JEWISH FAMILY AND  
CHILDREN  
1430 Main Street  
Waltham, MA 02451**

**October 10, 2022**

**Version**

**Public Provider Report**

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

## **SUMMARY OF OVERALL FINDINGS**

**Provider** JEWISH FAMILY AND CHILDREN

**Review Dates** 8/8/2022 - 8/12/2022

**Service Enhancement  
Meeting Date** 8/25/2022

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**Citizen Volunteers**

### **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>	4 location(s) 8 audit (s)	Targeted Review	DDS 18/18 Provider 60 / 60  78 / 78 2 Year License 08/25/2022-08/25/2024		DDS 0 / 0 Provider 47 / 47  47 / 47 Certified 08/25/2022 - 08/25/2024
Residential Services	2 location(s) 6 audit (s)			DDS Targeted Review	20 / 20
Individual Home Supports	2 location(s) 2 audit (s)			DDS Targeted Review	21 / 21
Planning and Quality Management (For all service groupings)				DDS Targeted 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>	3 location(s) 16 audit (s)	Targeted Review	DDS 15/16 Provider 44 / 44  59 / 60 2 Year License 08/25/2022-08/25/2024		DDS 2 / 2 Provider 40 / 40  42 / 42 Certified 08/25/2022 - 08/25/2024
Community Based Day Services	2 location(s) 9 audit (s)			DDS Targeted Review	15 / 15
Employment Support Services	1 location(s) 7 audit (s)			DDS Targeted Review	21 / 21
Planning and Quality Management (For all service groupings)				DDS Targeted Review	6 / 6

## **EXECUTIVE SUMMARY :**

Jewish Family and Children's Services (JF&CS) is a non-profit human services agency founded over 150 years ago. The agency provides a wide array of social services that focus on meeting the needs of individuals with intellectual and developmental disabilities, and family caregivers. The agency also assists people experiencing poverty, hunger, domestic abuse, at risk families, the elderly, and people with other mental health disorders. JF&CS provides its services within the agency's Developmental Services Division known as "CHAI" (Community, Housing, Access, and Independence), operating Twenty-Four Hour Residential homes, Individual Housing Support homes, Community Based Day programs, and Employment Supports programs. The agency also operates rehabilitation and adoption services.

For this 2022 Department of Developmental Services (DDS) Licensing and Certification Survey, JF&CS was offered and elected to perform a self-assessment of licensing and certification indicators in its residential and day/employment support groupings. A targeted review was performed by the DDS Metro Office of Quality Enhancement, which comprised an evaluation of all critical licensing indicators and the licensing and certification indicators that were determined to be not met from the agency's previous survey. In addition, several new and revised indicators that were established by DDS since the previous survey were also evaluated. This survey report details the cumulative findings of both the agency's self-assessment process and the DDS targeted review.

Across residential and day services, a review of incidents, investigations and site level documentation revealed that the organization's staff understood when and how to report suspected abuse and mistreatment. In residential services incident reporting occurred according to requirements.

Survey results showed JF&CS commitment to maintaining quality services for its people. Within residential services, the locations visited were clean, well maintained and received all required annual inspections. Smoke detection and suppression systems were in proper working order, and staff supported individuals to evacuate within the established time parameters during drills. In the area of medical, medication was administered as prescribed and in accordance with MAP regulations; when physician's orders and medical protocols were in place to support individuals, the protocols were correctly and consistently implemented. Individuals were evaluated and supported to use assistive technology to increase independence, and staff were knowledgeable and supported people to utilize the technologies. Staff were respectful in their interactions and communication with/about individuals, and staff also ensured that people's privacy was maintained when taking care of personal needs or having personal discussions. The agency also had established emergency back-up plans at each location and ensured that staff and individuals were aware of emergency on-call procedures. The agency demonstrated effective supports within its residential services; however, it is recommended that it reviews its policies and practices relative to joint funds management and expense responsibilities, especially regarding the amount of individual funds maintained in the home and Rep Payee accounts so as not to affect benefits.

The agency's CBDS and Employment Support programs were reviewed at two separate locations. Both locations were clean, well maintained and received all required annual inspections. Smoke detection and fire suppression systems were in proper working order and staff supported individuals to evacuate in accordance with the evacuation procedures in the Safety Plans. In the area of medical, medical treatment protocols were implemented in a consistent manner, and medication was administered in accordance with physician's orders and MAP regulations. In addition, staff were knowledgeable regarding the use and oversight of medical monitoring devices.

Surveyors found JF&CS CBDS and employment staff to be professional in the dispensation of their duties. Support staff were respectful in their interactions with and about individuals. Individuals at both sites had emergency back-up plans in case of an emergency, and individuals working at employment sites specifically had emergency contact information available to them, as did their employers. Survey results showed that the agency assessed individuals relative to assistive technology needs, and it identified resources for individuals to use based on the evaluations. The technologies in use included timers, written and picture-oriented task lists, and the use of floor plans/diagrams of work locations. For

individuals receiving CBDS supports that are on the employment track, the agency identified habilitative and behavioral goals for individuals to work towards that could eventually lead into supported employment. Moving forward, to ensure greater compliance with regulatory requirements, the agency's Day/Employment Supports division needs to ensure that incident reports are submitted within established timelines in HCSIS.

In summary JF&CS will receive a Two-Year License for its Residential Services Grouping with 100% of Licensing indicators receiving a rating of a "Met." The agency will also receive a Two-Year License for its Employment/Day Supports Services Grouping with 98% of Licensing indicators receiving a "Met." The agency is Certified for both its Residential and Day/Employment Support Service Groupings. JF&CS will perform its own follow-up of licensing indicators that were not met for the Employment/Day Services Grouping and submit the results to the DDS Metro Office of Quality Enhancement within 60 days of the Service Enhancement Meeting.

## **Description of Self Assessment Process:**

To complete the Self-Assessment, we pulled a random sample of residential homes, individuals served in their own homes, day and employment participants, and staff members to create the random sample. Replicating the Office of Quality Enhancement (OQE) sampling procedure.

JF&CS sampled:

- 25% of 24-hr locations (2 locations, of a total of 6 sites, including 6 full audits across 7 individuals)
- 2 full audits in Individual Home Supports program
- 9 full audits in CBDS across both locations, and 1 location for environmental indicators
- 7 full audits in Individual Supported Employment services
- 10% staff sample

A team of 6, comprised of Director of Operations & Compliance for CHAI Services, Associate Division Director of Day and Employment, Directors of Day Programs and DDS Residential (were on the list as substitutes if needed), and Operations & Compliance associates for Day and Employment and DDS Residential jointly completed the audits using the OQE Licensure and Certification tool for administrative and respective program reviews from July 25th to July 29th. The Survey and Certification Guidelines for Review of Medications was also used. Teams were divided into 2 and 2, with 2 substitutes that could fill in if there was a scheduling issue, but substitutes did not end up directly assisting with the self-study. A schedule for the week was made and sent out to the team, and the teams of 2 and 2 consulted through the process as needed to decide if certain indicators were met or not met. Division Director of CHAI Services was available to assist/give input throughout the process. At the completion of the audits and staff/administrative systems review, Director of Operations & Compliance for CHAI Services, and Associate Division Director of Day and Employment tallied the individual, site, and administrative indicators to determine how many licensure and certification indicators were met overall, and the report was completed and sent to the Office of Quality Enhancement (OQE).

CHAI Residential and CHAI Works programs have many internal methods to ensure licensure standards are met throughout service delivery. The CHAI Residential compliance team conducted audits for each residential site on a rotating basis. These audits ensured compliance with money management, service delivery - including ISP progress and support, health care coordination - including routine and specialty appointments, medication management, and other general administrative needs that ensure resident quality of care and program safety. The audit system ensured that financials and medications are reviewed monthly for all individuals in all programs. Audits and monthly checks completed by the compliance team were sent to the Director, Assistant Director, and Manager of each program. The manager was responsible for completing necessary feedback and edits by the end of the month, and had weekly task lists to complete that tied into the feedback and edits needed. The Associate Division of Residential was responsible for assigning maintenance checks to the property and facilities managers at Brighton and Newton locations, as well as completing informal walk-throughs periodically. Based on maintenance checks and walkthroughs, the Associate Division director would coordinate any repairs or furnishing needs. Any requests from individuals for updates to their apartments or rooms would also be coordinated and completed as needed. Due to COVID-19, a multitude of different tracking systems and procedures were put in place which included but are not limited to positive cases, vaccinations, cleaning, and testing.

In Day Programs and Employment Services, participant programming, goals, and support needs were continually reviewed through observation, staff supervision, and staff team meetings, as well as frequent communication throughout the teams via email. The Compliance Associate provided ongoing oversight to Day Programs and Employment Services and updated Directors/Assistant Directors. This ongoing oversight included systems ensuring: HCSIS deadlines were met; staff certification and training were audited monthly and maintained; medication audits were performed monthly; goals were being implemented and documented accurately on a monthly basis; and individual records were reviewed throughout the year with all records reviewed for compliance standards at ISP time. Additionally new systems were put in place since COVID-19 for participants returning to in-person program, which included vaccinations, positive cases, and on-site testing consents.

## **LICENSURE FINDINGS**

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>8/8</b>	<b>0/8</b>	
<b>Residential and Individual Home Supports</b>	<b>70/70</b>	<b>0/70</b>	
Residential Services Individual Home Supports			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>78/78</b>	<b>0/78</b>	<b>100%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>0</b>	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>8/8</b>	<b>0/8</b>	
<b>Employment and Day Supports</b>	<b>51/52</b>	<b>1/52</b>	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>59/60</b>	<b>1/60</b>	<b>98%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>1</b>	

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

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	At one of two locations, incidents were not submitted and finalized within the required timelines. The agency needs to ensure that all incidents are submitted and finalized within the required timelines on HCSIS.

## **CERTIFICATION FINDINGS**

	<b>Reviewed By</b>	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>DDS 0/0 Provider 6/6</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>DDS 0/0 Provider 41/41</b>	<b>41/41</b>	<b>0/41</b>	
Individual Home Supports	DDS 0/0 Provider 21/21	21/21	0/21	
Residential Services	DDS 0/0 Provider 20/20	20/20	0/20	
<b>Total</b>		<b>47/47</b>	<b>0/47</b>	<b>100%</b>
<b>Certified</b>				

	<b>Reviewed By</b>	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>DDS 0/0 Provider 6/6</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>DDS 2/2 Provider 34/34</b>	<b>36/36</b>	<b>0/36</b>	
Community Based Day Services	DDS 2/2 Provider 13/13	15/15	0/15	
Employment Support Services	DDS 0/0 Provider 21/21	21/21	0/21	
<b>Total</b>		<b>42/42</b>	<b>0/42</b>	<b>100%</b>
<b>Certified</b>				



## MASTER SCORE SHEET LICENSURE

Organizational: JEWISH FAMILY AND CHILDREN

Indicator #	Indicator	Reviewed by	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	DDS	6/6	Met
L3	Immediate Action	Provider	-	Met
L4	Action taken	Provider	-	Met
L48	HRC	Provider	-	Met
L74	Screen employees	Provider	-	Met
L75	Qualified staff	Provider	-	Met
L76	Track trainings	Provider	-	Met
L83	HR training	Provider	-	Met

### Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	Provider	-	-			-	-	-	Met
L5	Safety Plan	L	Provider	-	-			-	-	-	Met
Ⓡ L6	Evacuation	L	DDS	2/2	2/2					4/4	Met
L7	Fire Drills	L	Provider	-	-			-	-	-	Met
L8	Emergency Fact Sheets	I	DDS	6/6	2/2					8/8	Met
L9 (07/21)	Safe use of equipment	I	DDS	6/6	2/2					8/8	Met
Ⓡ L11	Required inspections	L	DDS	2/2	2/2					4/4	Met
Ⓡ L12	Smoke detectors	L	DDS	2/2	2/2					4/4	Met
Ⓡ L13	Clean location	L	DDS	2/2	2/2					4/4	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L14	Site in good repair	L	Provider	-	-			-	-	-	Met
L15	Hot water	L	Provider	-	-			-	-	-	Met
L16	Accessibility	L	Provider	-	-			-	-	-	Met
L17	Egress at grade	L	Provider	-	-			-	-	-	Met
L18	Above grade egress	L	Provider	-	-			-	-	-	Met
L19	Bedroom location	L	Provider	-	-			-	-	-	Met
L20	Exit doors	L	Provider	-	-			-	-	-	Met
L21	Safe electrical equipment	L	Provider	-	-			-	-	-	Met
L22	Well-maintained appliances	L	Provider	-	-			-	-	-	Met
L25	Dangerous substances	L	Provider	-	-			-	-	-	Met
L26	Walkway safety	L	Provider	-	-			-	-	-	Met
L27	Pools, hot tubs, etc.	L	Provider	-	-			-	-	-	Met
L28	Flammables	L	Provider	-	-			-	-	-	Met
L29	Rubbish/combustibles	L	Provider	-	-			-	-	-	Met
L30	Protective railings	L	Provider	-	-			-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L31	Communication method	I	Provider	-	-			-	-	-	Met
L32	Verbal & written	I	Provider	-	-			-	-	-	Met
L33	Physical exam	I	Provider	-	-			-	-	-	Met
L34	Dental exam	I	Provider	-	-			-	-	-	Met
L35	Preventive screenings	I	Provider	-	-			-	-	-	Met
L36	Recommended tests	I	Provider	-	-			-	-	-	Met
L37	Prompt treatment	I	Provider	-	-			-	-	-	Met
Ⓡ L38	Physician's orders	I	DDS	5/5						5/5	Met
L39	Dietary requirements	I	Provider	-	-			-	-	-	Met
L40	Nutritional food	L	Provider	-	-			-	-	-	Met
L41	Healthy diet	L	Provider	-	-			-	-	-	Met
L42	Physical activity	L	Provider	-	-			-	-	-	Met
L43	Health Care Record	I	Provider	-	-			-	-	-	Met
L44	MAP registration	L	Provider	-	-			-	-	-	Met
L45	Medication storage	L	Provider	-	-			-	-	-	Met
Ⓡ L46	Med. Administration	I	DDS	6/6						6/6	Met
L47	Self medication	I	Provider	-	-			-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L49	Informed of human rights	I	Provider	-	-			-	-	-	Met
L50 (07/21)	Respectful Comm.	I	DDS	6/6	2/2					8/8	Met
L51	Possessions	I	Provider	-	-			-	-	-	Met
L52	Phone calls	I	Provider	-	-			-	-	-	Met
L53	Visitation	I	Provider	-	-			-	-	-	Met
L54 (07/21)	Privacy	I	DDS	6/6	2/2					8/8	Met
L61	Health protection in ISP	I	Provider	-	-			-	-	-	Met
L62	Health protection review	I	Provider	-	-			-	-	-	Met
L63	Med. treatment plan form	I	Provider	-	-			-	-	-	Met
L64	Med. treatment plan rev.	I	Provider	-	-			-	-	-	Met
L67	Money mgmt. plan	I	Provider	-	-			-	-	-	Met
L68	Funds expenditure	I	Provider	-	-			-	-	-	Met
L69	Expenditure tracking	I	DDS	6/6						6/6	Met
L70	Charges for care calc.	I	DDS	5/6	2/2					7/8	Met (87.50 %)
L71	Charges for care appeal	I	Provider	-	-			-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L77	Unique needs training	I	Provider	-	-			-	-	-	Met
L80	Symptoms of illness	L	Provider	-	-			-	-	-	Met
L81	Medical emergency	L	Provider	-	-			-	-	-	Met
Ⓡ L82	Medication admin.	L	DDS	2/2						2/2	Met
L84	Health protect. Training	I	Provider	-	-			-	-	-	Met
L85	Supervision	L	Provider	-	-			-	-	-	Met
L86	Required assessments	I	Provider	-	-			-	-	-	Met
L87	Support strategies	I	Provider	-	-			-	-	-	Met
L88	Strategies implemented	I	Provider	-	-			-	-	-	Met
L90	Personal space/ bedroom privacy	I	Provider	-	-			-	-	-	Met
L91	Incident management	L	DDS	2/2	2/2					4/4	Met
L93 (05/22)	Emergency back-up plans	I	DDS	6/6	2/2					8/8	Met
L94 (05/22)	Assistive technology	I	DDS	6/6	2/2					8/8	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L96 (05/22)	Staff training in devices and applications	I	DDS	6/6	2/2					8/8	Met
#Std. Met/# 70 Indicator										70/70	
Total Score										78/78	
										100%	

#### Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	Provider		-	-	-	Met
L5	Safety Plan	L	Provider		-	-	-	Met
☞ L6	Evacuation	L	DDS			2/2	2/2	Met
L7	Fire Drills	L	Provider		-	-	-	Met
L8	Emergency Fact Sheets	I	Provider		-	-	-	Met
L9 (07/21)	Safe use of equipment	I	DDS	7/7		9/9	16/16	Met
L10	Reduce risk interventions	I	Provider		-	-	-	Met
☞ L11	Required inspections	L	DDS			2/2	2/2	Met
☞ L12	Smoke detectors	L	DDS			2/2	2/2	Met
☞ L13	Clean location	L	DDS			2/2	2/2	Met
L14	Site in good repair	L	Provider		-	-	-	Met
L15	Hot water	L	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L16	Accessibility	L	Provider		-	-	-	Met
L17	Egress at grade	L	Provider		-	-	-	Met
L18	Above grade egress	L	Provider		-	-	-	Met
L20	Exit doors	L	Provider		-	-	-	Met
L21	Safe electrical equipment	L	Provider		-	-	-	Met
L22	Well-maintained appliances	L	Provider		-	-	-	Met
L25	Dangerous substances	L	Provider		-	-	-	Met
L26	Walkway safety	L	Provider		-	-	-	Met
L28	Flammables	L	Provider		-	-	-	Met
L29	Rubbish/com bustibles	L	Provider		-	-	-	Met
L30	Protective railings	L	Provider		-	-	-	Met
L31	Communication method	I	Provider		-	-	-	Met
L32	Verbal & written	I	Provider		-	-	-	Met
L37	Prompt treatment	I	Provider		-	-	-	Met
Ⓡ L38	Physician's orders	I	DDS			7/7	7/7	Met
L39	Dietary requirements	I	Provider		-	-	-	Met
L44	MAP registration	L	Provider		-	-	-	Met
L45	Medication storage	L	Provider		-	-	-	Met
Ⓡ L46	Med. Administration	I	DDS			3/3	3/3	Met
L49	Informed of human rights	I	Provider		-	-	-	Met
L50 (07/21)	Respectful Comm.	I	DDS	7/7		9/9	16/16	Met
L51	Possessions	I	Provider		-	-	-	Met
L52	Phone calls	I	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L54 (07/21)	Privacy	I	DDS	7/7		9/9	16/16	Met
L61	Health protection in ISP	I	Provider		-	-	-	Met
L62	Health protection review	I	Provider		-	-	-	Met
L77	Unique needs training	I	Provider		-	-	-	Met
L80	Symptoms of illness	L	Provider		-	-	-	Met
L81	Medical emergency	L	Provider		-	-	-	Met
Ⓡ L82	Medication admin.	L	DDS			2/2	2/2	Met
L84	Health protect. Training	I	Provider		-	-	-	Met
L85	Supervision	L	Provider		-	-	-	Met
L86	Required assessments	I	Provider		-	-	-	Met
L87	Support strategies	I	Provider		-	-	-	Met
L88	Strategies implemented	I	Provider		-	-	-	Met
L91	Incident management	L	DDS			1/2	1/2	Not Met (50.0 %)
L93 (05/22)	Emergency back-up plans	I	DDS	7/7		9/9	16/16	Met
L94 (05/22)	Assistive technology	I	DDS	7/7		9/9	16/16	Met
L96 (05/22)	Staff training in devices and applications	I	DDS	7/7		6/6	13/13	Met
L99 (05/22)	Medical monitoring devices	I	DDS			1/1	1/1	Met
<b>#Std. Met/# 52 Indicator</b>							51/52	
<b>Total Score</b>							59/60	
							98.33%	



## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

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

### Residential Services

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

## Residential Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>
C52	Leisure activities and free-time choices /control	Provider	-	<b>Met</b>
C53	Food/ dining choices	Provider	-	<b>Met</b>

## Individual Home Supports

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>
C9	Personal relationships	Provider	-	<b>Met</b>
C10	Social skill development	Provider	-	<b>Met</b>
C11	Get together w/family & friends	Provider	-	<b>Met</b>
C12	Intimacy	Provider	-	<b>Met</b>
C13	Skills to maximize independence	Provider	-	<b>Met</b>
C14	Choices in routines & schedules	Provider	-	<b>Met</b>
C15	Personalize living space	Provider	-	<b>Met</b>
C16	Explore interests	Provider	-	<b>Met</b>
C17	Community activities	Provider	-	<b>Met</b>
C18	Purchase personal belongings	Provider	-	<b>Met</b>
C19	Knowledgeable decisions	Provider	-	<b>Met</b>
C21	Coordinate outreach	Provider	-	<b>Met</b>
C46	Use of generic resources	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C48	Neighborhood connections	Provider	-	<b>Met</b>
C49	Physical setting is consistent	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>
C52	Leisure activities and free-time choices /control	Provider	-	<b>Met</b>
C53	Food/ dining choices	Provider	-	<b>Met</b>

### Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>
C13	Skills to maximize independence	Provider	-	<b>Met</b>
C37	Interpersonal skills for work	Provider	-	<b>Met</b>
C38 (07/21)	Habilitative & behavioral goals	DDS	8/8	<b>Met</b>
C39 (07/21)	Support needs for employment	DDS	7/8	<b>Met (87.50 %)</b>
C40	Community involvement interest	Provider	-	<b>Met</b>
C41	Activities participation	Provider	-	<b>Met</b>
C42	Connection to others	Provider	-	<b>Met</b>
C43	Maintain & enhance relationship	Provider	-	<b>Met</b>
C44	Job exploration	Provider	-	<b>Met</b>
C45	Revisit decisions	Provider	-	<b>Met</b>
C46	Use of generic resources	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>

### Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>
C22	Explore job interests	Provider	-	<b>Met</b>
C23	Assess skills & training needs	Provider	-	<b>Met</b>
C24	Job goals & support needs plan	Provider	-	<b>Met</b>
C25	Skill development	Provider	-	<b>Met</b>
C26	Benefits analysis	Provider	-	<b>Met</b>
C27	Job benefit education	Provider	-	<b>Met</b>
C28	Relationships w/businesses	Provider	-	<b>Met</b>

### Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C29	Support to obtain employment	Provider	-	<b>Met</b>
C30	Work in integrated settings	Provider	-	<b>Met</b>
C31	Job accommodations	Provider	-	<b>Met</b>
C32	At least minimum wages earned	Provider	-	<b>Met</b>
C33	Employee benefits explained	Provider	-	<b>Met</b>
C34	Support to promote success	Provider	-	<b>Met</b>
C35	Feedback on job performance	Provider	-	<b>Met</b>
C36	Supports to enhance retention	Provider	-	<b>Met</b>
C37	Interpersonal skills for work	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C50	Involvement/ part of the Workplace culture	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>