



**PROVIDER REPORT
FOR**

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

November 08, 2024

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 9/3/2024 - 9/9/2024

Service Enhancement Meeting Date 9/24/2024

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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	4 location(s) 8 audit (s)	Full Review	85/88 2 Year License 09/24/2024 - 09/24/2026		47 / 47 Certified 09/24/2024 - 09/24/2026
Residential Services	2 location(s) 6 audit (s)			Full Review	20 / 20
Individual Home Supports	2 location(s) 2 audit (s)			Full Review	21 / 21
Planning and Quality Management (For all service groupings)				No 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) 16 audit (s)	Full Review	60/62 2 Year License 09/24/2024 - 09/24/2026		42 / 42 Certified 09/24/2024 - 09/24/2026
Community Based Day Services	2 location(s) 9 audit (s)			Full Review	15 / 15
Employment Support Services	1 location(s) 7 audit (s)			Full Review	21 / 21
Planning and Quality Management (For all service groupings)				No Review	6 / 6

EXECUTIVE SUMMARY :

Jewish Family and Children's Service (JF&CS) is a non-profit human service agency that provides services to individuals with Intellectual and Developmental and Disabilities in Massachusetts. The agency operates 24-hour Residential and Individual Housing Support homes within their "CHAI," (Community, Housing, Access, and Independence) division. The agency also operates Community Based Day, and Employment Supports within their ChaiWorks division. In addition to disabilities supports, JFC&S also provides services to people with assorted mental health challenges, the elderly, at -risk families, and adoption and rehabilitation services.

For this 2024 survey, a full Licensing and certification review was conducted by the Department of Developmental Services (DDS) Metro Office of Quality Enhancement (OQE) on supports provided in the agency's residential, CBDS, and employment services.

Organizationally, and across all services, JFCS met all critical licensing indicators. JFCS had effective systems for ensuring that allegations of abuse and neglect are reported as mandated; immediate action is taken to protect people when reports are made; and that follow-up on corrective action plans occur as required. Relative to staff competency, recruitment, and training: JFC&S hired staff that met the qualifications for the jobs, and licensed staff maintained current licenses. The agency also had an effective training tracking system that ensured that staff completed all DDS mandated, and site-specific trainings. The agency was in the final stages of developing a five-year strategic plan that is pending board approval. Stakeholder input regarding satisfaction with agency services was prioritized by JFC&S; the agency obtained feedback from stakeholders, and members of the strategic plan committee convened on a regular basis to evaluate the process and results, and to establish future goals/objectives for the agency.

Survey results showed that JFC&S had effective service delivery systems in both residential and day services. Safeguards were noted to be in place for the safety and well-being of individuals at all residential and day service sites. The locations visited, were current for inspections, and fire evacuation drills were conducted in accordance with DDS approved safety plan guidelines. In the area of medical, in residential services, people were supported to have annual physical and dental evaluations; routine and preventative care, follow-up and recommended tests were also well supported. Medication was administered as prescribed by Physicians, and in line with MAP policy. Staff who administered medication had current MAP certificates and were trained/knowledgeable of individual's medical treatment protocols which were equally properly implemented. Additionally, the use of supports and health-related, and medical monitoring devices were satisfactorily supported.

Across residential and day services, oversight and ongoing supervision of staff was effective as gleaned from records, observations and interviews. This was well reflected in monthly residential staff meetings; 1:1 supervision meeting, and weekly staff meetings that occurred routinely and consistently in both residential and day settings. Ongoing satisfaction input from individuals served was routinely solicited thru residential house meetings, and the morning meetings held daily at the day/Employment locations. Individuals' input was also solicited in all services as part of the hiring and evaluation processes of support staff.

Relative to certification, in residential services, individuals were integral contributors to the communities in which they live. People were assessed and supported to participate in community activities driven by personal interests and preferences. People were also supported to practice their religious faiths and observe associated holidays; this included attending church or temple services and weekly shabbat meals for some. Individuals were encouraged to explore their natural talents through for example, participation in Jewish Recreation Center offerings or partaking in voice lessons; this resulted in someone joining a singing group/band. Staff also supported people to expand on relationships and maintain relationships with family members and friends.

Relative to certification in day and employment services, assessments were person-centered and included tools like: "ChaiWorks Vocational Skills Assessments"; "Job Skills Development Plan"; and the "ChaiWorks Vocational Exploration Assessment" focused on identifying skills and support needs for employment. For people who were not work-ready, opportunities to address habilitative needs were identified as goals and proactively addressed, such as, learning to respect staff and peers or learning coping strategies to manage frustrations. Peoples' rights were continually affirmed, and they were offered choices of daily in-house group and community activities. Most individuals that were interviewed, validated the array of choices JFCS offered and confirmed being solicited for ideas for new activities. Many individuals had paid jobs in the community and were earning above minimum wage.

There were some licensing areas organizationally, and in 24-hour residential services where additional attention is needed from the agency. The human rights committee did not meet some mandates, including meeting attendance by required members, and the review of the agency's human rights training materials and policies on an annual basis. In residential services, medication treatment plans did not address how the criteria for the reduction/discontinuance of behavior-modifying medication are broached with prescribers in the absence of targeted symptoms of behaviors.

JFCS had an overall score of 97% met for licensing indicators in Residential Services and an overall score of 97% met for licensing indicators in Day/employment services. JFC&S has earned a Two-Year License for the Residential service grouping, and a Two-Year license for the Day/Employment service grouping. The agency is also Certified for both service groupings. JFC&S will conduct its own follow-up on licensing indicators that received a "not-met" rating within 60-days of the SEM and submit the result to the DDS Metro Office of Quality Enhancement.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/10	2/10	
Residential and Individual Home Supports	77/78	1/78	
Residential Services Individual Home Supports			
Critical Indicators	8/8	0/8	
Total	85/88	3/88	97%
2 Year License			
# indicators for 60 Day Follow-up		3	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/10	2/10	
Employment and Day Supports	52/52	0/52	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	60/62	2/62	97%
2 Year License			
# indicators for 60 Day Follow-up		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 medical professional representative on the agency's human rights committee missed 6 out of 8 HRC meetings in a two-year period. Additionally, the HRC did not review human rights policies/training materials on an annual basis. The human rights committee must meet all mandates including regular attendance of meetings by requisite members, and the review of agency human rights policies and training materials on an annual basis.

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.	One restraint report was submitted within the required time frame but not finalized within the required time frame. The agency must ensure that the creation and finalization of restraint reports in HCSIS is consistent with restraint submission requirements.

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

Indicator #	Indicator	Area Needing Improvement
L63	Medication treatment plans are in written format with required components.	Medication Treatment plans for five individuals were missing required information including baseline data; frequency of psych appts; and measurable criteria for the reduction/ discontinuance of medications in the absence of target behaviors. Medication treatment plans must address all required components, including how data collected is communicated to prescribers and used to advocate for review of medications.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Residential and Individual Home Supports	41/41	0/41	
Residential Services	20/20	0/20	
Individual Home Supports	21/21	0/21	
Total	47/47	0/47	100%
Certified			

	Met / Rated	Not Met / Rated	% Met
Employment and Day Supports	36/36	0/36	
Community Based Day Services	15/15	0/15	
Employment Support Services	21/21	0/21	
Total	42/42	0/42	100%
Certified			

Community Based Day Services Commendations on Standards Met:

Indicator #	Indicator	Commendations
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	The agency conducted an initial vocational skills assessment for individuals who receive CBDS and reviewed it with individuals annually. Individuals and CBDS staff collaborated to develop vocational goals which directly link to skills needed for competitive employment. Agency staff then developed teaching and data collection strategies to create ISP objectives based on the identified employment goals.
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.	Prior to starting employment, the agency provides individuals with information about how wages can impact their entitlements. Despite the standard requiring that this information is provided one time, agency staff review this information yearly at the time of individuals' ISPs. The agency requires that its employment staff take The Nuts & Bolts of SSI and SSDI, Public Health Insurance and Other Public Benefits training. Additionally, some of its employment staff have received additional training to allow the agency to access the Social Security Administration Ticket to Work program for individuals who are eligible.

MASTER SCORE SHEET LICENSURE

Organizational: JEWISH FAMILY AND CHILDREN

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	6/6	Met
L3	Immediate Action	15/15	Met
L4	Action taken	9/9	Met
L48	HRC	0/1	Not Met(0 %)
L65	Restraint report submit	0/1	Not Met(0 %)
L66	HRC restraint review	1/1	Met
L74	Screen employees	3/3	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	9/9	Met
L83	HR training	9/9	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	6/6	2/2					8/8	Met
L5	Safety Plan	L	2/2	2/2					4/4	Met
℞ L6	Evacuation	L	2/2	2/2					4/4	Met
L7	Fire Drills	L	2/2						2/2	Met
L8	Emergency Fact Sheets	I	6/6	2/2					8/8	Met
L9 (07/21)	Safe use of equipment	I	6/6	2/2					8/8	Met
L10	Reduce risk interventions	I	2/2						2/2	Met
℞ L11	Required inspections	L	2/2	2/2					4/4	Met
℞ L12	Smoke detectors	L	2/2	2/2					4/4	Met
℞ L13	Clean location	L	2/2	2/2					4/4	Met
L14	Site in good repair	L	2/2	2/2					4/4	Met
L15	Hot water	L	2/2	2/2					4/4	Met
L16	Accessibility	L	2/2	2/2					4/4	Met
L17	Egress at grade	L	2/2	2/2					4/4	Met
L18	Above grade egress	L	1/1	2/2					3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L19	Bedroom location	L	2/2						2/2	Met
L20	Exit doors	L	2/2	2/2					4/4	Met
L21	Safe electrical equipment	L	2/2	2/2					4/4	Met
L22	Well-maintained appliances	L	2/2	2/2					4/4	Met
L23	Egress door locks	L	1/1						1/1	Met
L24	Locked door access	L	2/2						2/2	Met
L25	Dangerous substances	L	1/1	2/2					3/3	Met
L26	Walkway safety	L	2/2	2/2					4/4	Met
L27	Pools, hot tubs, etc.	L	1/1						1/1	Met
L28	Flammables	L	2/2	2/2					4/4	Met
L29	Rubbish/combustibles	L	2/2	2/2					4/4	Met
L30	Protective railings	L	2/2	2/2					4/4	Met
L31	Communication method	I	6/6	2/2					8/8	Met
L32	Verbal & written	I	6/6	2/2					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
L33	Physical exam	I	6/6	2/2					8/8	Met
L34	Dental exam	I	6/6	2/2					8/8	Met
L35	Preventive screenings	I	5/5	2/2					7/7	Met
L36	Recommended tests	I	6/6	2/2					8/8	Met
L37	Prompt treatment	I	6/6	2/2					8/8	Met
℞ L38	Physician's orders	I	5/5	1/1					6/6	Met
L39	Dietary requirements	I	3/3						3/3	Met
L40	Nutritional food	L	2/2	2/2					4/4	Met
L41	Healthy diet	L	2/2	2/2					4/4	Met
L42	Physical activity	L	2/2	2/2					4/4	Met
L43	Health Care Record	I	6/6	2/2					8/8	Met
L44	MAP registration	L	2/2						2/2	Met
L45	Medication storage	L	2/2						2/2	Met
℞ L46	Med. Administration	I	6/6						6/6	Met
L47	Self medication	I		2/2					2/2	Met
L49	Informed of human rights	I	6/6	2/2					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
L50 (07/21)	Respectful Comm.	I	6/6	2/2					8/8	Met
L51	Possessions	I	6/6	2/2					8/8	Met
L52	Phone calls	I	6/6	2/2					8/8	Met
L53	Visitation	I	6/6	2/2					8/8	Met
L54 (07/21)	Privacy	I	6/6	2/2					8/8	Met
L56	Restrictive practices	I	3/3						3/3	Met
L57	Written behavior plans	I	1/1						1/1	Met
L60	Data maintenance	I	1/1						1/1	Met
L61	Health protection in ISP	I	3/3						3/3	Met
L62	Health protection review	I	1/1						1/1	Met
L63	Med. treatment plan form	I	0/5						0/5	Not Met (0 %)
L64	Med. treatment plan rev.	I	5/5						5/5	Met
L67	Money mgmt. plan	I	5/6						5/6	Met (83.33 %)
L68	Funds expenditure	I	6/6						6/6	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L69	Expenditure tracking	I	6/6						6/6	Met
L70	Charges for care calc.	I	5/5						5/5	Met
L71	Charges for care appeal	I	5/5						5/5	Met
L77	Unique needs training	I	6/6	2/2					8/8	Met
L78	Restrictive Int. Training	L	1/1						1/1	Met
L80	Symptoms of illness	L	2/2	2/2					4/4	Met
L81	Medical emergency	L	2/2	2/2					4/4	Met
L82	Medication admin.	L	2/2						2/2	Met
L84	Health protect. Training	I	3/3						3/3	Met
L85	Supervision	L	2/2	2/2					4/4	Met
L86	Required assessments	I	4/4	2/2					6/6	Met
L87	Support strategies	I	4/4	2/2					6/6	Met
L88	Strategies implemented	I	5/6	2/2					7/8	Met (87.50%)
L90	Personal space/bedroom privacy	I	6/6	2/2					8/8	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L91	Incident management	L	1/2	2/2					3/4	Met
L93 (05/22)	Emergency back-up plans	I	6/6	2/2					8/8	Met
L94 (05/22)	Assistive technology	I	6/6	2/2					8/8	Met
L96 (05/22)	Staff training in devices and applications	I	6/6	2/2					8/8	Met
L99 (05/22)	Medical monitoring devices	I	1/1						1/1	Met
#Std. Met/# 78 Indicator									77/78	
Total Score									85/88	
									96.59%	

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		9/9	16/16	Met
L5	Safety Plan	L			2/2	2/2	Met
L6	Evacuation	L			2/2	2/2	Met
L7	Fire Drills	L			2/2	2/2	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L8	Emergency Fact Sheets	I	6/6		9/9	15/15	Met
L9 (07/21)	Safe use of equipment	I	7/7		9/9	16/16	Met
℞ L11	Required inspections	L			2/2	2/2	Met
℞ L12	Smoke detectors	L			2/2	2/2	Met
℞ L13	Clean location	L			2/2	2/2	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			2/2	2/2	Met
L16	Accessibility	L			2/2	2/2	Met
L17	Egress at grade	L			2/2	2/2	Met
L18	Above grade egress	L			1/1	1/1	Met
L20	Exit doors	L			2/2	2/2	Met
L21	Safe electrical equipment	L			2/2	2/2	Met
L22	Well-maintained appliances	L			2/2	2/2	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			2/2	2/2	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			2/2	2/2	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	7/7		9/9	16/16	Met
L32	Verbal & written	I	7/7		9/9	16/16	Met
L37	Prompt treatment	I	7/7		9/9	16/16	Met
℞ L38	Physician's orders	I			7/7	7/7	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L39	Dietary requirements	I			2/2	2/2	Met
L44	MAP registration	L			2/2	2/2	Met
L45	Medication storage	L			2/2	2/2	Met
Ⓡ L46	Med. Administration	I			3/3	3/3	Met
L49	Informed of human rights	I	7/7		9/9	16/16	Met
L50 (07/21)	Respectful Comm.	I	7/7		9/9	16/16	Met
L51	Possessions	I	7/7		9/9	16/16	Met
L52	Phone calls	I	7/7		9/9	16/16	Met
L54 (07/21)	Privacy	I	7/7		9/9	16/16	Met
L55	Informed consent	I	2/2			2/2	Met
L61	Health protection in ISP	I			2/2	2/2	Met
L63	Med. treatment plan form	I			1/1	1/1	Met
L77	Unique needs training	I	7/7		9/9	16/16	Met
L80	Symptoms of illness	L	1/1		2/2	3/3	Met
L81	Medical emergency	L	1/1		2/2	3/3	Met
Ⓡ L82	Medication admin.	L			2/2	2/2	Met
L84	Health protect. Training	I			2/2	2/2	Met
L85	Supervision	L	1/1		2/2	3/3	Met
L86	Required assessments	I	4/4		6/6	10/10	Met
L87	Support strategies	I	5/5		6/6	11/11	Met
L88	Strategies implemented	I	7/7		9/9	16/16	Met
L91	Incident management	L	1/1		2/2	3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L93 (05/22)	Emergency back-up plans	I	7/7		9/9	16/16	Met
L94 (05/22)	Assistive technology	I	7/7		9/9	16/16	Met
L96 (05/22)	Staff training in devices and applications	I	7/7		6/6	13/13	Met
L99 (05/22)	Medical monitoring devices	I			2/2	2/2	Met
#Std. Met/# 52 Indicator						52/52	
Total Score						60/62	
						96.77%	

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	6/6	Met
C8	Family/guardian communication	6/6	Met
C9	Personal relationships	6/6	Met
C10	Social skill development	6/6	Met
C11	Get together w/family & friends	6/6	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C12	Intimacy	6/6	Met
C13	Skills to maximize independence	6/6	Met
C14	Choices in routines & schedules	6/6	Met
C15	Personalize living space	2/2	Met
C16	Explore interests	6/6	Met
C17	Community activities	6/6	Met
C18	Purchase personal belongings	6/6	Met
C19	Knowledgeable decisions	5/5	Met
C46	Use of generic resources	6/6	Met
C47	Transportation to/ from community	6/6	Met
C48	Neighborhood connections	6/6	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met
C52	Leisure activities and free-time choices /control	6/6	Met
C53	Food/ dining choices	6/6	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C15	Personalize living space	2/2	Met
C16	Explore interests	2/2	Met
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C19	Knowledgeable decisions	2/2	Met
C21	Coordinate outreach	2/2	Met
C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	9/9	Met
C8	Family/guardian communication	9/9	Met
C13	Skills to maximize independence	9/9	Met
C37	Interpersonal skills for work	8/8	Met
C38 (07/21)	Habilitative & behavioral goals	9/9	Met
C39 (07/21)	Support needs for employment	9/9	Met
C40	Community involvement interest	9/9	Met
C41	Activities participation	9/9	Met
C42	Connection to others	9/9	Met
C43	Maintain & enhance relationship	9/9	Met
C44	Job exploration	9/9	Met
C45	Revisit decisions	9/9	Met
C46	Use of generic resources	8/8	Met
C47	Transportation to/ from community	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	Met
C8	Family/guardian communication	7/7	Met
C22	Explore job interests	4/4	Met
C23	Assess skills & training needs	4/4	Met
C24	Job goals & support needs plan	4/4	Met
C25	Skill development	4/4	Met
C26	Benefits analysis	7/7	Met
C27	Job benefit education	4/4	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	4/4	Met
C30	Work in integrated settings	7/7	Met
C31	Job accommodations	7/7	Met
C32	At least minimum wages earned	7/7	Met
C33	Employee benefits explained	7/7	Met
C34	Support to promote success	7/7	Met
C35	Feedback on job performance	7/7	Met
C36	Supports to enhance retention	7/7	Met
C37	Interpersonal skills for work	4/4	Met
C47	Transportation to/ from community	7/7	Met
C50	Involvement/ part of the Workplace culture	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met