



**PROVIDER REPORT
FOR**

**The Judge Rotenberg
Educational Center, Inc
240 Turnpike Street
Canton, MA 02021**

April 08, 2025

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider The Judge Rotenberg Educational Center, Inc

Review Dates 3/7/2025 - 3/13/2025

Service Enhancement Meeting Date 3/25/2025

Survey Team Katherine Gregory
Scott Nolan (TL)
Kayla Condon
Linda Griffith
Roberto Polanco-Santana
Gina Ford

Citizen Volunteers

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	8 location(s) 8 audit (s)	Full Review	87/92 Defer Licensure		25 / 26 Certified
Residential Services	8 location(s) 8 audit (s)			Full Review	19 / 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
Employment and Day Supports	1 location(s) 14 audit (s)	Full Review	71/74 2 Year License 03/25/2025 - 03/25/2027		35 / 41 Certified 03/25/2025 - 03/25/2027
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	10 / 15
Employment Support Services	0 location(s) 7 audit (s)			Full Review	19 / 20
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

The Judge Rotenberg Educational Center, Inc (JRC) is a private not for profit organization that provides day and residential services to children and adults from Massachusetts and other states across the country.

This survey was a full licensing and certification review of the agency's residential services, community-based day and employment support services and review of organizational indicators

The Licensing review revealed positive practices across the agency. At the organizational level, the Human Rights Committee met composition requirements, conducted a review of behavior treatment plans, restrictive practices, incident reports, restraints and investigations. Potential employees were screened according to their job descriptions and staff had current licenses in positions for which they were required. Staff had all required trainings and the agency's tracking system was accurate and routinely updated.

Within the licensing area, positive practices were observed within the agency's residential services. Staff engaged in supportive and encouraging interactions, using positive language to facilitate smooth transitions for individuals returning to their residences. For example, in one home, staff used the word "down" while engaging in a unique handshake with an individual, helping him maintain positive behaviors during the transition from day programming to home life. Additionally, staff were well trained and knowledgeable of the individuals they supported in the homes, ensuring a high level of care and engagement.

In the area of human rights, individuals and their families demonstrated a clear understanding of their human rights, DPPC and the agency's grievance procedures. For example, one gentleman who shared his diverse interest in decorating his room had choice and control over its appearance. He was supported by staff who listened and respected his freedom of expression, ensuring his personal preferences were honored.

In addition to the positive practices observed in the agency's residential services, In the environmental domain, both the Community Based Day Services/employment location and residential homes had current inspections, were found to be safe and well-maintained. The agency also made infrastructure improvements, including updating the heating and cooling system in its CBDS location and completing projects in some homes such as a kitchen renovations and bathroom remodeling

Within the agency's residential, day and employment services, many positive licensing outcomes were also observed. The agency utilized a data-driven approach to develop, analyze, and revise behavioral plans in collaboration with individual treatment teams. These plans played a crucial role in helping individuals successfully transition from residential services to community-based employment and day programs, fostering skill development and personal growth. For example, one woman receiving residential supports was able to travel independently by bus to visit family on Cape Cod. Another gentleman had a plan that was specific to his needs that offered the support and independence to live and work independently in the community. For individuals requiring more intensive behavioral supports, plans were in place with the necessary reviews, staff training, and oversight to ensure appropriate implementation.

Within the certification area, strengths were noted in both residential and CBDS/employment services. Since the last review, the agency expanded opportunities for individuals in residential homes to participate in community outings. These included trips such as bowling, walks at state parks, and movies outings, as well as larger planned events such as sports events in Boston or visiting amusements parks. Additionally, individuals had the opportunity to go shopping or meet up with friends.

In CBDS, habilitative and behavioral goals to help prepare individuals for work were personalized and allowed for progressive skill building. One individual was receiving positive reinforcements for strengthening his ability to tolerate a structured environment, staying on task, and initiating communication when needing assistance. Another individual was learning assertiveness as she practiced specific job tasks in a group setting.

Additionally, another area of strength for the day program was its support for individuals in developing interpersonal skills. Participation in social groups and other structured strategies encouraged people to express themselves and engage with others. For example, one woman was included in a group with more outspoken peers to enhance her social interactions and to learn by example.

In employment, individuals work with the treatment team to apply for paid employment positions within the agency, which provides an opportunity for individuals to work with a job coach within a structured job routine to develop the skills and confidence for competitive employment. Individuals progress through an agency rating system by gaining increased independence in their work skills and behaviors towards outside employment when they meet behavioral and employment goals.

In addition to these strengths, the survey identified areas where the agency needs to focus to meet DDS licensing standards. One key area is the administration of medication, where inconsistencies were noted in the administration, documentation, and tracking of PRN medication affecting the continuity of care. A review of the findings and staff interviews revealed that staff lacked a clear understanding of PRN medication administration and proper documentation procedures. The agency should assess and improve staff competency in the administration of PRN medication. Other areas requiring attention include ensuring health care records contain up-to-date medical information and that all required health-related protections are properly documented and implemented.

Within certification, across both residential and day services, the agency did not have a process for soliciting input from individuals regarding the hiring of staff who work with them. The agency needs to implement a process to gather and incorporate individuals' input in this area to enhance services and supports

In the certification areas for residential services, the agency needs to focus on offering opportunities for individuals to participate in small group activities in the community with members who share similar interests and make personal purchases based personal.

In the certification areas for CBDS services, the agency needs to focus on offering individuals increase opportunities to participate in activities that reflect their personal interests and connecting them with people in the community who share those interests in developing relationships with others.

As a result of this review, the Judge Rotenberg Center achieved in an overall score of 95% in the licensing indicators for its residential services. However, one critical indicator was not met. As a result, the agency is in deferred status for its residential services grouping and will not receive its license until the one critical indicator is corrected. This status will remain in effect pending the outcome of a follow-up review, which will occur in 60 days. If the critical indicator is Met during the follow-up review, the agency will be granted a two-year license with a mid-cycle review. The agency is certified in residential supports with a certification score of 96%.

The agency achieved an overall score of 96% in Community Based Day Supports/employment and will receive a Two-Year license in this service grouping. The agency will conduct its own follow-up for a licensure indicator not met within 60 days. The CBDS/employment is certified with a certification score of 85%.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	10/10	0/10	
Residential and Individual Home Supports	77/82	5/82	
Residential Services			
Critical Indicators	7/8	1/8	
Total	87/92	5/92	95%
Defer Licensure			
# indicators for 60 Day Follow-up		5	

	Met / Rated	Not Met / Rated	% Met
Organizational	10/10	0/10	
Employment and Day Supports	61/64	3/64	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	71/74	3/74	96%
2 Year License			
# indicators for 60 Day Follow-up		3	

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

Indicator #	Indicator	Area Needing Improvement
L7	Fire drills are conducted as required.	For two out of eight locations, staff were not trained in the safety plan. The agency needs ensure that staff are trained in the safety plan.
L43	The health care record is maintained and updated as required.	Three Health Care Records did not list current health information such as diagnoses or vaccination information. The agency needs to ensure that health care records are maintained and updated as required.

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

Indicator #	Indicator	Area Needing Improvement
Ⓡ L46	All prescription medications are administered according to the written order of a practitioner and are properly documented on a Medication Treatment Chart.	For three out of eight individuals, PRN prescription medications were not administered according to HCP orders. The agency must ensure that PRN medications are administered as prescribed, with proper documentation. Additionally, tracking data should be implemented as required to determine when PRN medications may be needed.
L52	Individuals can make and receive phone calls and use other communication technology.	For two out of eight individuals, access to making and receiving phone calls and the use of other communication technology were restricted without due process. The agency must ensure that any such restrictions are properly justified, documented, and reviewed, including approval by the agency's Human Rights Committee as required.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For three of seven individuals prescribed supportive devices, assessments were missing required components, such as frequency of maintenance, cleaning, and safety checks or staff were not following the prescribed safety maintenance procedures. The agency needs to ensure that all components of supportive and health-related assessments are completed and that staff adhere to the maintenance schedule as prescribed.

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

Indicator #	Indicator	Area Needing Improvement
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For two out of six individuals, their health-related and protective devices had no specified process for cleaning or care and safety checks were not being completed. The agency needs to ensure proper instructions for cleaning and care are in place and safety checks are being completed by staff.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	For four out of ten individuals receiving financial support from the agency, there was no written plan or training plan in place despite shared money management responsibilities. The agency must ensure that a written teaching plan is developed and implemented for all individuals with shared money management responsibilities.

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

Indicator #	Indicator	Area Needing Improvement
L99 (05/22)	Medical monitoring devices needed for health and safety are authorized, agreed to, used and data collected appropriately. (eg seizure watches; fall sensors).	For one of three individuals there was no healthcare provider authorization that outlines the proper use, care, and maintenance of their medical monitoring device. The agency needs to ensure devices needed for health and safety are authorized, agreed to, used and data collected appropriately.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	19/20	1/20	
Residential Services	19/20	1/20	
Total	25/26	1/26	96%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	29/35	6/35	
Community Based Day Services	10/15	5/15	
Employment Support Services	19/20	1/20	
Total	35/41	6/41	85%
Certified			

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.	Five of eight individuals were not provided the opportunity to give feedback on the hiring of staff. The agency needs to ensure that individuals have opportunities to participate in the hiring process of staff provide that support them.

Community Based Day 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.	Two of seven individuals were not provided the opportunity to give feedback on the hiring of staff. The agency needs to ensure that individuals have opportunities to participate in the hiring process of staff provide that support them.
C40	Individuals are supported to explore, discover and connect with their personal interest and options for community involvement, personal interest and hobbies.	Two of seven individuals were not supported to explore, discover and connect with their personal interest and options for community involvement, personal interest and hobbies. The agency needs to ensure that individuals are provided with these opportunities in the community.
C41	Individuals participate in activities, including those in the community, that reflect their interests and preferences.	Two of seven individuals had limited opportunities to participate in community activities. The agency needs to ensure individuals participate in activities, including those in the community, that reflect their interests and preferences.
C42	Individuals are involved in activities that connect them to other people in the community.	Two of seven individuals opportunities to connect with others in the community were not provided. The agency needs to ensure that individuals are involved in activities that connect them to other people in the community.
C46	Staff (Home Providers) support individuals to learn about and use generic community resources.	Two of seven individuals were not given the opportunity to utilize local community resources. The agency needs to ensure individuals are supported to learn about and use generic community resources.
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.	Two of seven individuals were not provided the opportunity to give feedback on the hiring of staff. The agency needs to ensure that individuals have opportunities to participate in the hiring process of staff provide that support them

MASTER SCORE SHEET LICENSURE

Organizational: The Judge Rotenberg Educational Center, Inc

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	10/10	Met
L3	Immediate Action	15/15	Met
L4	Action taken	13/15	Met(86.67 %)
L48	HRC	1/1	Met
L65	Restraint report submit	346/371	Met(93.26 %)
L66	HRC restraint review	300/300	Met
L74	Screen employees	20/20	Met
L75	Qualified staff	20/20	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	8/8						8/8	Met
L5	Safety Plan	L	8/8						8/8	Met
℞ L6	Evacuation	L	8/8						8/8	Met
L7	Fire Drills	L	6/8						6/8	Not Met (75.00%)
L8	Emergency Fact Sheets	I	8/8						8/8	Met
L9 (07/21)	Safe use of equipment	I	8/8						8/8	Met
L10	Reduce risk interventions	I	8/8						8/8	Met
℞ L11	Required inspections	L	8/8						8/8	Met
℞ L12	Smoke detectors	L	8/8						8/8	Met
℞ L13	Clean location	L	8/8						8/8	Met
L14	Site in good repair	L	8/8						8/8	Met
L15	Hot water	L	8/8						8/8	Met
L16	Accessibility	L	8/8						8/8	Met
L17	Egress at grade	L	8/8						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
L18	Above grade egress	L	8/8						8/8	Met
L19	Bedroom location	L	2/2						2/2	Met
L20	Exit doors	L	8/8						8/8	Met
L21	Safe electrical equipment	L	8/8						8/8	Met
L22	Well-maintained appliances	L	8/8						8/8	Met
L23	Egress door locks	L	3/3						3/3	Met
L24	Locked door access	L	7/7						7/7	Met
L25	Dangerous substances	L	8/8						8/8	Met
L26	Walkway safety	L	8/8						8/8	Met
L27	Pools, hot tubs, etc.	L	1/1						1/1	Met
L28	Flammables	L	8/8						8/8	Met
L29	Rubbish/combustibles	L	7/7						7/7	Met
L30	Protective railings	L	7/7						7/7	Met
L31	Communication method	I	8/8						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
L32	Verbal & written	I	8/8						8/8	Met
L33	Physical exam	I	8/8						8/8	Met
L34	Dental exam	I	8/8						8/8	Met
L35	Preventive screenings	I	7/7						7/7	Met
L36	Recommended tests	I	7/8						7/8	Met (87.50%)
L37	Prompt treatment	I	7/8						7/8	Met (87.50%)
℞ L38	Physician's orders	I	3/4						3/4	Met
L39	Dietary requirements	I	5/5						5/5	Met
L40	Nutritional food	L	8/8						8/8	Met
L41	Healthy diet	L	8/8						8/8	Met
L42	Physical activity	L	8/8						8/8	Met
L43	Health Care Record	I	5/8						5/8	Not Met (62.50%)
L44	MAP registration	L	8/8						8/8	Met
L45	Medication storage	L	7/8						7/8	Met (87.50%)
℞ L46	Med. Administration	I	5/8						5/8	Not Met (62.50%)
L47	Self medication	I	2/2						2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L49	Informed of human rights	1	8/8						8/8	Met
L50 (07/21)	Respectful Comm.	1	8/8						8/8	Met
L51	Possessions	1	8/8						8/8	Met
L52	Phone calls	1	6/8						6/8	Not Met (75.00%)
L53	Visitation	1	8/8						8/8	Met
L54 (07/21)	Privacy	1	7/7						7/7	Met
L55	Informed consent	1	3/3						3/3	Met
L56	Restrictive practices	1	8/8						8/8	Met
L57	Written behavior plans	1	7/8						7/8	Met (87.50%)
L58	Behavior plan component	1	3/3						3/3	Met
L59	Behavior plan review	1	3/3						3/3	Met
L60	Data maintenance	1	8/8						8/8	Met
L61	Health protection in ISP	1	4/7						4/7	Not Met (57.14%)
L62	Health protection review	1	5/5						5/5	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L63	Med. treatment plan form	I	5/6						5/6	Met (83.33%)
L64	Med. treatment plan rev.	I	5/5						5/5	Met
L67	Money mgmt. plan	I	7/8						7/8	Met (87.50%)
L68	Funds expenditure	I	8/8						8/8	Met
L69	Expenditure tracking	I	7/8						7/8	Met (87.50%)
L70	Charges for care calc.	I	6/7						6/7	Met (85.71%)
L71	Charges for care appeal	I	7/7						7/7	Met
L77	Unique needs training	I	8/8						8/8	Met
L78	Restrictive Int. Training	L	8/8						8/8	Met
L79	Restraint training	L	8/8						8/8	Met
L80	Symptoms of illness	L	8/8						8/8	Met
L81	Medical emergency	L	8/8						8/8	Met
L82	Medication admin.	L	8/8						8/8	Met
L84	Health protect. Training	I	7/7						7/7	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L85	Supervision	L	8/8						8/8	Met
L86	Required assessments	I	7/7						7/7	Met
L87	Support strategies	I	6/7						6/7	Met (85.71%)
L88	Strategies implemented	I	7/8						7/8	Met (87.50%)
L90	Personal space/bedroom privacy	I	8/8						8/8	Met
L91	Incident management	L	7/8						7/8	Met (87.50%)
L93 (05/22)	Emergency back-up plans	I	8/8						8/8	Met
L94 (05/22)	Assistive technology	I	6/7						6/7	Met (85.71%)
L96 (05/22)	Staff training in devices and applications	I	4/4						4/4	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	1/1						1/1	Met
#Std. Met/# 82 Indicator									77/82	
Total Score									87/92	
									94.57%	

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	14/14	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		6/7	13/14	Met (92.86 %)
L9 (07/21)	Safe use of equipment	I	7/7		7/7	14/14	Met
L10	Reduce risk interventions	I	4/4		7/7	11/11	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	7/7		7/7	14/14	Met
L32	Verbal & written	I	7/7		7/7	14/14	Met
L37	Prompt treatment	I	7/7		7/7	14/14	Met
℞ L38	Physician's orders	I	1/2		5/5	6/7	Met (85.71 %)
L39	Dietary requirements	I	1/1		2/2	3/3	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
℞ L46	Med. Administration	I	5/5		6/7	11/12	Met (91.67 %)
L49	Informed of human rights	I	7/7		7/7	14/14	Met
L50 (07/21)	Respectful Comm.	I	7/7		7/7	14/14	Met
L51	Possessions	I	7/7		7/7	14/14	Met
L52	Phone calls	I	7/7		7/7	14/14	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L54 (07/21)	Privacy	I	7/7		7/7	14/14	Met
L55	Informed consent	I	2/2		3/3	5/5	Met
L56	Restrictive practices	I	1/1		5/5	6/6	Met
L57	Written behavior plans	I	5/5		3/3	8/8	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	6/6		5/5	11/11	Met
L61	Health protection in ISP	I	1/1		3/5	4/6	Not Met (66.67 %)
L62	Health protection review	I			4/4	4/4	Met
L63	Med. treatment plan form	I			4/4	4/4	Met
L64	Med. treatment plan rev.	I			4/4	4/4	Met
L67	Money mgmt. plan	I	3/4		3/6	6/10	Not Met (60.0 %)
L68	Funds expenditure	I	2/2		6/6	8/8	Met
L69	Expenditure tracking	I	2/2		6/6	8/8	Met
L77	Unique needs training	I	7/7		7/7	14/14	Met
L79	Restraint training	L			1/1	1/1	Met
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I	1/1		5/5	6/6	Met
L85	Supervision	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L86	Required assessments	I	4/4		6/6	10/10	Met
L87	Support strategies	I	6/6		6/6	12/12	Met
L88	Strategies implemented	I	7/7		7/7	14/14	Met
L91	Incident management	L			1/1	1/1	Met
L93 (05/22)	Emergency back-up plans	I	6/6		7/7	13/13	Met
L94 (05/22)	Assistive technology	I	7/7		6/7	13/14	Met (92.86 %)
L96 (05/22)	Staff training in devices and applications	I	4/4		4/4	8/8	Met
L99 (05/22)	Medical monitoring devices	I			2/3	2/3	Not Met (66.67 %)
#Std. Met/# 64 Indicator						61/64	
Total Score						71/74	
						95.95%	

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	3/8	Not Met (37.50 %)
C8	Family/guardian communication	8/8	Met
C9	Personal relationships	7/8	Met (87.50 %)
C10	Social skill development	8/8	Met
C11	Get together w/family & friends	8/8	Met
C12	Intimacy	8/8	Met
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	7/8	Met (87.50 %)
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	5/7	Not Met (71.43 %)
C8	Family/guardian communication	7/7	Met
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	7/7	Met
C38 (07/21)	Habilitative & behavioral goals	7/7	Met
C39 (07/21)	Support needs for employment	7/7	Met
C40	Community involvement interest	5/7	Not Met (71.43 %)

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C41	Activities participation	5/7	Not Met (71.43 %)
C42	Connection to others	5/7	Not Met (71.43 %)
C43	Maintain & enhance relationship	7/7	Met
C44	Job exploration	7/7	Met
C45	Revisit decisions	7/7	Met
C46	Use of generic resources	5/7	Not Met (71.43 %)
C47	Transportation to/ from community	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/7	Not Met (71.43 %)
C8	Family/guardian communication	7/7	Met
C22	Explore job interests	6/6	Met
C23	Assess skills & training needs	6/6	Met
C24	Job goals & support needs plan	6/6	Met
C25	Skill development	6/6	Met
C26	Benefits analysis	7/7	Met
C27	Job benefit education	6/6	Met
C29	Support to obtain employment	6/6	Met
C30	Work in integrated settings	3/3	Met
C31	Job accommodations	5/5	Met
C32	At least minimum wages earned	7/7	Met
C33	Employee benefits explained	6/6	Met
C34	Support to promote success	5/5	Met
C35	Feedback on job performance	6/6	Met
C36	Supports to enhance retention	5/5	Met
C37	Interpersonal skills for work	6/6	Met
C47	Transportation to/ from community	7/7	Met
C50	Involvement/ part of the Workplace culture	1/1	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C51	Ongoing satisfaction with services/ supports	7/7	Met