



**PROVIDER REPORT
FOR**

**JUSTICE RESOURCE
INSTITUTE
160 Gould St
Needham, MA 02494**

February 25, 2025

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider JUSTICE RESOURCE INSTITUTE

Review Dates 1/22/2025 - 1/28/2025

Service Enhancement Meeting Date 2/10/2025

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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	6 location(s) 6 audit (s)	Targeted Review	DDS 20/24 Provider 67 / 67 87 / 91 2 Year License 02/10/2025-02/10/2027		DDS 6 / 6 Provider 41 / 41 47 / 47 Certified 02/10/2025 - 02/10/2027
Residential Services	6 location(s) 6 audit (s)			DDS Targeted Review	20 / 20
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	7 location(s) 16 audit (s)	Full Review	62/69 2 Year License 02/10/2025-02/10/2027		34 / 42 Certified 02/10/2025 - 02/10/2027
Community Based Day Services	3 location(s) 9 audit (s)			Full Review	13 / 15
Employment Support Services	4 location(s) 7 audit (s)			Full Review	15 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Justice Resource Institute (JRI), based in Needham MA, is a human services agency that provides an array of services, including residential and day support offerings to individuals with Intellectual and Developmental Disabilities (ID/DD). JRI provides individuals receiving services through DDS with Twenty-Four Hour Residential Services, Community-Based Day Supports and Employment Supports. The services the agency provides in the Metro-West area of Massachusetts are through its Developing Abilities Division and in the Western part of the state services are provided through its Berkshire Meadows Division. The agency also operates Day Habilitation programs, and it provides Individual Home supports (IHS). Based on JRI's achievement from its previous DDS Licensing Review of 2022, the agency was eligible for and chose to conduct a self-assessment of its residential supports as part of this 2025 Review. DDS conducted a targeted review of the agency's residential supports and a full licensing and certification review of the agency's CBDS and Employment Supports Services. JRI's organizational systems were subject to a full licensing and certification review by DDS.

Organizationally, JRI utilized the input of its administrative team to review and analyze data from the HCSIS system to identify potential trends and to make inquiries at the program level to remedy situations that may arise. The agency had effective systems in place to take measures to protect individuals when allegations of potential abuse/neglect were reported, and it followed through on action plan recommendations upon the conclusion of inquiries. The agency ensured that its two Human Rights committees remained fully constituted with all mandated members and met regularly to discuss all matters under their purview. The agency had an effective system for tracking mandated staff training and it ensured that those staff requiring a license for their position, remained current with their credentials. Moving forward, the agency could benefit by focusing on ensuring that it reports and conducts management reviews of the submission of restraints in HCSIS within the established timelines. The organization would also benefit by revisiting the experience required listed in job descriptions, to ensure that the agency's hiring practices reflect those expectations.

JRI routinely conducted satisfaction surveys with stakeholders and had determined that communication with families was an area that could be improved upon. As such, agency staff ensured that they garnered information relative to the form and frequency with which people preferred to be contacted for non-emergency matters. In its agency-wide strategic plan, JRI identified the need to acquire and implement the use of an electronic healthcare record system, which it has done and is in initial process of rolling out.

Relative to the DDS targeted review of residential services, JRI homes were clean and well maintained, remained current with all required inspections and had properly functioning smoke detection systems. Emergency evacuation drills revealed that staff were able to support individuals to evacuate within the established time parameters and staff administered medication to individuals as prescribed by their practitioner(s). Staff were trained and implemented medical treatment protocols in accordance with the guidelines set forth in those protocols and staff were trained in recognizing the signs and symptoms of illness.

To increase compliance with DDS licensing indicators relative to residential supports, the agency could benefit by focusing on several areas. When restrictive practices are required at a location, the agency needs to ensure that it informs guardians in writing about the restriction and the mitigation practices established to not unduly restrict the rights of those not requiring the restriction. When Medication Treatment Plans are required, the agency needs to ensure that those plans contain all of the required components, including that data collection is congruent with the unique behaviors described in the plan.

Relative to licensing indicators with regard to JRI's CBDS and Employment Support Services, the agency maintained sanitary and safe locations that were accessible to individuals. All locations were compliant with obtaining required annual inspections, had current DDS authorized emergency evacuation safety plans and staff were able to support individuals to evacuate in a timely manner. The agency ensured that individuals' emergency fact sheets were updated and when required, medication was administered to individuals as prescribed. Staff were trained relative to people's specific dietary requirements and had received requisite training relative to identifying the signs and symptoms of

illness. Agency staff were supported to implement individual behavior plans and collect data as stipulated in the plan.

Moving forward, to increase compliance with DDS licensing indicators the agency would benefit by focusing on several areas. Relative to the ISP process, the agency needs to ensure that it submits requested assessments and provider support strategies within the established timelines. Similarly, JRI needs to ensure that when the agency is responsible for developing medication treatment plans for individuals receiving day supports, that it ensures that those plans receive the proper reviews through the ISP process.

With regard to certification relative to CBDS and Employment Supports, the agency provided people with ample choices for daily participation in activities both on-site and off-site in the community. Individuals were supported to connect with others through participation in volunteer activities in the local community and they were able to utilize generic resources on an ongoing basis with transportation provided by the agency. For those individuals receiving employment supports that had paid positions, they were supported to attend work via transportation provided by JRI and they were afforded the opportunity to provide feedback relative to the ongoing supports they received from the agency. Similarly, individuals were provided with ongoing feedback from their employers relative to their job performance. Individuals were also supported to work on interpersonal skills for the purpose of increasing their ability to interact appropriately with others at their workplaces.

To further comply with DDS certification requirements, the agency could benefit from focusing on several areas for those individuals receiving Employment Supports and/or CBDS supports on the pathway to employment. The agency is encouraged to develop broad methodology for assessment and exploration of people's interests, so that it fully supports people to identify and explore potential job interests. The agency also needs to develop documented plans to assist people to acquire the necessary skills relevant to the jobs identified, for the purpose of acquiring desired positions, while taking into consideration people's individualized support needs required for successful placement and ongoing success. The agency also needs to provide individuals and guardians with information and resources relative to analyzing their entitlements, so they can be managed in a way that allows them to work successfully in the community.

In summary, based on the outcomes of JRI's combined self-assessment and DDS targeted review of its residential supports, the agency will receive a Two-Year License for its Residential Supports Grouping having received a Met rating for 96% of licensing indicators and it is Certified having Met 100 % of certification indicators. JRI will also receive a two-Year License for its Day Supports Grouping having received a Met for 90% of licensing indicators and it is Certified with 81% of certification indicators having received a Met. The agency will conduct its own licensing follow-up within 60 days for both its residential and day support groupings and report its findings to the DDS Office of Quality Enhancement.

The provider's self-assessment process and ratings are outlined below.

Description of Self Assessment Process:

Founded in 1973, JRI currently operates widely recognized, diverse programs supporting thousands of individuals, including those involved with the Department of Developmental Disabilities (DDS). JRI has provided long term residential services for adults with intellectual disabilities since 1981 and presently serves adults in the Berkshires and Metro West communities through its Developing Abilities division. We also provide Employment & Day Supports in three sites serving over 170 people between the ages of 22-73 years old who have a wide range of developmental needs, physical and health conditions, behavioral and mental health challenges. Services include homes with 24-hour on-site nursing and clinical support for conditions such as Prader-Willi Syndrome, environmental supports and therapies, autism and treatment resistant seizure disorders. Programs utilize various methods, systems and equipment to specifically increase each person's capacity for independence, including transportation and travel, community engagement including work and volunteering, money management, medication management, speech, movement and emotional self-regulation.

In preparation for this self-survey of our residential programs, a total of 9 individual case records were audited against the DDS licensing tool by members of the administrative team. Information was also obtained from the annual family/guardian satisfaction surveys, annual employee surveys (through the Boston Globe), staff performance evaluations with client input, weekly risk management meetings, weekly facility meetings with FMX reports, Geo Tracker reports, Guard Trax reports, quarterly Performance Improvement/Safety meetings, annual strategic planning, monthly quality meetings, monthly management meetings, monthly rotation meetings, monthly program staff meetings, monthly program reports, monthly safety inspections, monthly contract and fiscal reviews and the corporate Con-AR meetings.

Physical Environment of Each Site

All sites are fully accessible to all people who live or work there
Each site has necessary lift equipment and adaptive devices needed to support the safety and wellbeing of the individuals who live in the home
All necessary inspections have been carried out within the timeframe mandated by DDS
Inspections are checked monthly and noted on the monthly safety inspection report
JRI maintenance is responsible for making repairs at the programs and repairs are documented on the FMX system
A rotating "on call" maintenance person addresses urgent or safety issues that occur on the evenings and weekends
Urgent and/or safety issues are resolved immediately
Vehicles are inspected monthly by program managers who complete a Vehicle Maintenance Checklist that documents annual inspection, oil changes, first aid kit, wheelchair tie downs & lifts, etc.
Directors complete a monthly safety inspection report at each of their sites

Emergency Safety Including Fire Safety, Emergency Medical Treatment and Abuse and Mistreatment

Policies & Procedures are in place to address safety protocols and emergency procedures
o These policies address practices, requirements and equipment to implement communication plans: safety in groups, community settings, public settings, person-specific safety related protocols, incident prevention, responding and reporting incidents
Residential fire drills are conducted on a quarterly basis and day services drills are conducted monthly in addition to intruder and disaster response drills
o Fire drills are reviewed by each director and tracked by the Director of Quality Assurance
o All day service fire drills are conducted monthly in addition to intruder and disaster response drills
o All fire drills are reviewed at the quarterly Performance Improvement Meeting
o If any problems are identified they are immediately corrected in real time by the direct care staff
o If a site safety plan needs to be revised, DDS is updated and an agreed documented timeline for the repeat of a fire drill and retraining of individual is completed
JRI has full-time nurses who provide nursing on-call (NOC) coverage and are available 24 hours a day, 365 days a year
o The NOC is available to answer questions regarding medication, signs of illness or injury, to provide guidance to staff as to when to seek emergency medical care and to respond to programs to triage

medical care

All staff and individuals are trained annually on how to recognize and report abuse and mistreatment
DPPC contact information is posted at each site and is visible to all staff and individuals
o The Human Rights Officer for each site is posted in a location visible to all individuals
o All individuals are trained in how and when to contact their Human Rights Officer should they have any questions or concerns

Staff Training

The Director of Training Supports tracks all trainings
o The Director of Training Supports provides each program with a monthly spreadsheet that tracks the expiration date of each training
o The Director of Training Supports creates monthly training calendars that allow program managers to see upcoming training dates in advance and coordinate registration
All staff participate in the New Staff Orientation at the time of hire which includes all mandated training.
Recertification is completed by an experienced and certified trainer
Training specific to the program/job description/needs of each individual is completed by the program's management team
Training is ongoing throughout all staff members careers at JRI
Members of the Developmental Abilities administrative and management teams have expanded their learning through a series of supervisory training or enrichment training in health, behavioral and inclusion topics.
Program Managers engage in Train the Trainer sessions for new topics and are recertified in training topics during managers and quality meetings
The Health Care Services Director and her team of LPN's and RN's train staff on required annual and individual needed trainings
All sites have a Fire Safety Officer trained by DDS and are responsible for training staff and individuals in fire safety
All sites have a Human Rights Officer trained by DDS and are responsible for training staff and individuals in human rights practices

Human Rights

The Human Rights Committee (HRC) meets on a quarterly basis
The committee has the appropriate amount of family members and credentialed members in accordance with the DDS regulations
All program sites have a Human Rights Officer
HRC members complete annual site visits
The Human Rights Coordinator has completed training with the Regional HR Specialist
The Human Rights Coordinator supplies the HRC members with the meeting agenda and the required documents to review prior to each quarterly meeting
The HRC reviews, discusses and makes recommendations regarding several rights-related activities: all restrictive practices, PBS plans, supportive & protective devices and check of a sleeping person which are updated on an annual basis or whenever there is a change
The HRC reviews and discusses restraints, significant incidents, all investigations, antipsychotic & behavior modifying medication changes, grievances and victim data
Training on relevant policy and procedures; DPPC reporting, restraint training and Human Rights are completed annually with all HRC members
The Human Rights Coordinator takes minutes at each meeting and forwards the minutes to the HRC members before the next meeting
The Human Rights Coordinator sends the minutes from each meeting to the Regional HR Specialist and DDS Area Director for their review

Health Care and Medication Management

All program sites that administer medication have a current MAP registration which is posted in the medication closet
All staff working at a site the administers medications are required to be MAP certified within 90 days of hire
The Health Care Services Director is the MAP Trainer and MAP consultant for the division
All MAP certified staff are trained in vital signs monitoring

All staff are trained annually or anytime there is a change in specific protocols pertaining to individuals care and well-being such a GERO protocols, seizure protocols and diabetic protocols
All MAP certified staff complete an approved Specialized Training Program prior to administering oxygen, epinephrine via Auto-Injector Device, medication administration via a gastrostomy (g tube) and high alert medications
All trainers who provide specialized training for certified staff are qualified trainers
The required specialized training documents are used for specialized training
Protocols are signed annually or any time there is a change by the health care provider
MAP audits are completed monthly by JRI nursing using the DDS MAP Technical Tool
Any discrepancies identified on MAP audits are addressed immediately
MOR's are reported when identified
Staff retraining for MOR's is completed in a timely manner

Financial

JRI is the representative payee for several people who live in JRI group homes, and these accounts are maintained by the office
Representative payee accounts are audited randomly by the business office or designee
JRI also helps some individuals manage cash on hand even though we are not the representative payee
Representative payee financial records and non-representative payee financial records are audited by residential directors on a routine basis
A financial log documenting money in and out of the program and receipts are maintained by the program manager for both representative payee and non-representative payee money
Copies of receipts are sent to representative payees not identified as JRI
All money is kept secure and locked at each program
A financial management plan is completed annually for everyone as part of the ISP
Skill Building, Support for Individuals & ISP Implementation
ISP objectives are written and discussed with the individual, guardian and JRI staff to ensure that the goals are specific to the individual
Objectives are worked on, and data is collected as noted in their ISP
Semi-annual progress summaries and annual summaries are submitted via HCSIS using the collected data

All staff working with the individuals are trained on person specific goals and how to document data when working with individuals on their ISP objectives
If an individual achieves their ISP objective before their next ISP an ISP modification will be made in conjunction with the individual's team
The specialty that JRI is known for is creating effective ways to serve people who present challenges. We evaluate individuals and identify their strengths and needs and create a service that works best for them. Thinking outside the box, harnessing creativity and resources, and being open-minded enables us to serve individuals with specialized needs including individuals with;

- Autism
- ABI
- Prader-Willi
- Seizure disorders,
- Dangerous behaviors
- Active mental illness
- Limited language skills
- Spanish-only skills
- Hearing impaired
- Vision impaired
- All gender and sexual orientations
- Environmental sensitivities
- Diet sensitivities
- Mobility issues

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/10	2/10	
Residential and Individual Home Supports	79/81	2/81	
Residential Services			
Critical Indicators	8/8	0/8	
Total	87/91	4/91	96%
2 Year License			
# indicators for 60 Day Follow-up		4	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/10	2/10	
Employment and Day Supports	54/59	5/59	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	62/69	7/69	90%
2 Year License			
# indicators for 60 Day Follow-up		7	

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

Indicator #	Indicator	Area Needing Improvement
L65	Restraint reports are submitted within required timelines.	Sixteen of eighteen restraint reports were not submitted/reviewed within the established timelines. The agency needs to ensure that restraint reports are submitted/reviewed within the established timelines.
L74	The agency screens prospective employees per requirements.	For five of eight employees hired, the agency did not screen prospective employees in accordance with the job requirements established by the agency. The agency needs to ensure that it screens prospective employees per the requirements it sets.

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

Indicator #	Indicator	Area Needing Improvement
L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.	At four of five locations where restrictive practices were utilized, the agency did not ensure that individual's guardians were provided written information relative to the restriction that includes provisions put in place, so as to not unduly restrict the rights of others not requiring the restriction. In addition, at one of the two locations the documentation regarding restrictions did not contain the rationale for the restrictions and did not have documented review from the agency's human rights committee, as required. The agency needs to ensure that restrictive practices intended for one individual that affect other individuals served at the location have a written rationale that is reviewed as required and has provisions so as to not unduly restrict the rights of others.
L91	Incidents are reported and reviewed as mandated by regulation.	At three of six locations, incidents were not submitted and/or finalized within the established timelines. The agency needs to ensure that all incidents are submitted and reviewed within the established timelines.

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

Indicator #	Indicator	Area Needing Improvement
L64	Medication treatment plans are reviewed by the required groups.	For three of four individuals that were administered behavior modifying medications, their medication treatment plans were not submitted for ISP team review. The agency needs to ensure that medication treatment plans are reviewed by each individual's ISP team.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For six of nine individuals, required assessments were not submitted in preparation for the ISP within the established timeframe. The agency needs to ensure that required ISP assessments are submitted within the established timeframe.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For five of ten individuals, ISP support strategies were not submitted as part of the ISP within the established timeframe. The agency needs to ensure that ISP support strategies are submitted within the established timeframe.

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

Indicator #	Indicator	Area Needing Improvement
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For four of sixteen individuals the services and support strategies identified and agreed upon for the ISP were not being implemented. The agency needs to ensure that ISP support strategies are implemented as designed, and that data collection relative to each measurable objective occurs in an ongoing and sustained manner.
L91	Incidents are reported and reviewed as mandated by regulation.	At three of five locations, incidents were not submitted and/or finalized within the established timelines. The agency needs to ensure that all incidents are submitted and finalized within the established timelines.

CERTIFICATION FINDINGS

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

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	28/36	8/36	
Community Based Day Services	13/15	2/15	
Employment Support Services	15/21	6/21	
Total	34/42	8/42	81%
Certified			

Community Based Day Services- Areas Needing Improvement on Standards not met From DDS Review:

Indicator #	Indicator	Area Needing Improvement
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	Three of seven individuals did not have a plan developed which identified job goals and support needs that may lead to movement into supported employment. The agency needs to ensure that individuals on the CBDS Pathway to Employment, have plans developed that identify job goals and support needs that may lead to movement into supported employment.
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	For two of eight individuals, the agency did not have effective methods to assist individuals to explore their job interests. The agency needs to ensure that it utilizes a variety of different methods to assess each person's individualized job interests and explore those interests at least annually.

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

Indicator #	Indicator	Area Needing Improvement
C22	Staff have effective methods to assist individuals to explore their job interests.	For two of six individuals, the agency did not have effective methods to assist individuals to explore their job interests. The agency needs to ensure that it utilizes wide ranging mechanisms to assess and explore each individual's employment interests.

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

Indicator #	Indicator	Area Needing Improvement
C23	Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment.	For three of six individuals, staff did not utilize a variety of methods to assess an individual's skills, interests, career goals and support needs for employment. The agency needs to ensure that staff have and use a variety of methods to assess an individual's skills, interests, career goals and support needs for employment.
C24	There is a plan developed to identify job goals and support needs.	For four of six individuals, the agency had not developed a plan that identified job goals and support needs. The agency needs to ensure that it develops plans that identifies people's job goals and support needs.
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.	For five individuals, the agency did not provide information regarding how earnings impact their entitlements. The agency needs to ensure that individuals and guardians are informed and or have information on how earnings impact entitlements at least annually, and when job changes occur.
C28	Staff maintain and develop relationships with local businesses in order to facilitate job development opportunities.	At two of three locations, the agency did not develop and maintain relationships with local businesses in order to facilitate job development opportunities. The agency needs to ensure that staff develop and maintain relationships with businesses in the community for the purpose of facilitating job development opportunities.

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

Indicator #	Indicator	Area Needing Improvement
C29	Individuals are supported to obtain employment that matches their skills and interests.	Five individuals were not being supported to obtain employment that matched their skills and abilities. The agency needs to support individuals to obtain employment that matches their skills and interests.

MASTER SCORE SHEET LICENSURE

Organizational: JUSTICE RESOURCE INSTITUTE

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	9/9	Met
L3	Immediate Action	15/15	Met
L4	Action taken	15/15	Met
L48	HRC	2/2	Met
L65	Restraint report submit	2/18	Not Met(11.11 %)
L66	HRC restraint review	17/18	Met(94.44 %)
L74	Screen employees	3/8	Not Met(37.50 %)
L75	Qualified staff	4/4	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Individ.	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	6/6						6/6	Met
L7	Fire Drills	L	Provider	-	-			-	-	-	Met
L8	Emergency Fact Sheets	I	Provider	-	-			-	-	-	Met
L9 (07/21)	Safe use of equipment	I	Provider	-	-			-	-	-	Met
L10	Reduce risk interventions	I	Provider	-	-			-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
☒ L11	Required inspections	L	DDS	6/6						6/6	Met
☒ L12	Smoke detectors	L	DDS	6/6						6/6	Met
☒ L13	Clean location	L	DDS	6/6						6/6	Met
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
L23	Egress door locks	L	Provider	-	-			-	-	-	Met
L24	Locked door access	L	Provider	-	-			-	-	-	Met
L25	Dangerous substances	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
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
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	6/6						6/6	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

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
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
L49	Informed of human rights	I	Provider	-	-			-	-	-	Met
L50 (07/21)	Respectful Comm.	I	Provider	-	-			-	-	-	Met
L51	Possessions	I	Provider	-	-			-	-	-	Met
L52	Phone calls	I	Provider	-	-			-	-	-	Met
L53	Visitation	I	Provider	-	-			-	-	-	Met
L54 (07/21)	Privacy	I	Provider	-	-			-	-	-	Met
L55	Informed consent	I	Provider	-	-			-	-	-	Met
L56	Restrictive practices	I	DDS	1/5						1/5	Not Met (20.0%)
L57	Written behavior plans	I	Provider	-	-			-	-	-	Met
L58	Behavior plan component	I	Provider	-	-			-	-	-	Met
L59	Behavior plan review	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
L60	Data maintenance	I	Provider	-	-			-	-	-	Met
L61	Health protection in ISP	I	Provider	-	-			-	-	-	Met
L62	Health protection review	I	Provider	-	-			-	-	-	Met
L63	Med. treatment plan form	I	DDS	5/6						5/6	Met (83.33%)
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	Provider	-	-			-	-	-	Met
L70	Charges for care calc.	I	Provider	-	-			-	-	-	Met
L71	Charges for care appeal	I	Provider	-	-			-	-	-	Met
L77	Unique needs training	I	Provider	-	-			-	-	-	Met
L78	Restrictive Int. Training	L	DDS	5/5						5/5	Met
L79	Restraint training	L	Provider	-	-			-	-	-	Met
L80	Symptoms of illness	L	DDS	6/6						6/6	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
L81	Medical emergency	L	Provider	-	-			-	-	-	Met
L82	Medication admin.	L	DDS	6/6						6/6	Met
L84	Health protect. Training	I	Provider	-	-			-	-	-	Met
L85	Supervision	L	Provider	-	-			-	-	-	Met
L86	Required assessments	I	DDS	4/5						4/5	Met (80.0%)
L87	Support strategies	I	DDS	4/5						4/5	Met (80.0%)
L88	Strategies implemented	I	Provider	-	-			-	-	-	Met
L90	Personal space/bedroom privacy	I	Provider	-	-			-	-	-	Met
L91	Incident management	L	DDS	3/6						3/6	Not Met (50.0%)
L93 (05/22)	Emergency back-up plans	I	Provider	-	-			-	-	-	Met
L94 (05/22)	Assistive technology	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
L96 (05/22)	Staff training in devices and applications	I	Provider	-	-			-	-	-	Met
#Std. Met/# 81 Indicator										79/81	
Total Score										87/91	
										95.60%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	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			3/3	3/3	Met
Ⓟ L6	Evacuation	L			3/3	3/3	Met
L7	Fire Drills	L			3/3	3/3	Met
L8	Emergency Fact Sheets	I	6/6		9/9	15/15	Met
L9 (07/21)	Safe use of equipment	I	6/6		9/9	15/15	Met
Ⓟ L11	Required inspections	L			3/3	3/3	Met
Ⓟ L12	Smoke detectors	L			3/3	3/3	Met
Ⓟ L13	Clean location	L			3/3	3/3	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			3/3	3/3	Met
L16	Accessibility	L			3/3	3/3	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L17	Egress at grade	L			3/3	3/3	Met
L20	Exit doors	L			3/3	3/3	Met
L21	Safe electrical equipment	L			3/3	3/3	Met
L22	Well-maintained appliances	L			3/3	3/3	Met
L25	Dangerous substances	L			3/3	3/3	Met
L26	Walkway safety	L			3/3	3/3	Met
L28	Flammables	L			3/3	3/3	Met
L29	Rubbish/com bustibles	L			3/3	3/3	Met
L30	Protective railings	L			2/2	2/2	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	2/2		6/6	8/8	Met
L39	Dietary requirements	I	1/1		5/5	6/6	Met
L44	MAP registration	L			3/3	3/3	Met
L45	Medication storage	L			3/3	3/3	Met
Ⓡ L46	Med. Administration	I			6/6	6/6	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

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L55	Informed consent	I	3/3		7/7	10/10	Met
L56	Restrictive practices	I			2/2	2/2	Met
L57	Written behavior plans	I	1/1		9/9	10/10	Met
L58	Behavior plan component	I			2/2	2/2	Met
L59	Behavior plan review	I			2/2	2/2	Met
L60	Data maintenance	I			8/9	8/9	Met (88.89 %)
L61	Health protection in ISP	I	1/2		2/2	3/4	Met
L62	Health protection review	I			2/2	2/2	Met
L63	Med. treatment plan form	I			4/5	4/5	Met (80.0 %)
L64	Med. treatment plan rev.	I			1/4	1/4	Not Met (25.00 %)
L77	Unique needs training	I	7/7		9/9	16/16	Met
L78	Restrictive Int. Training	L			1/1	1/1	Met
L79	Restraint training	L			3/3	3/3	Met
L80	Symptoms of illness	L	4/4		3/3	7/7	Met
L81	Medical emergency	L	4/4		3/3	7/7	Met
Ⓡ L82	Medication admin.	L			3/3	3/3	Met
L84	Health protect. Training	I	1/2		2/2	3/4	Met
L85	Supervision	L	4/4		3/3	7/7	Met
L86	Required assessments	I	1/3		2/6	3/9	Not Met (33.33 %)
L87	Support strategies	I	2/4		3/6	5/10	Not Met (50.0 %)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L88	Strategies implemented	I	4/7		8/9	12/16	Not Met (75.00 %)
L91	Incident management	L	4/4		0/3	4/7	Not Met (57.14 %)
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	4/4		5/5	9/9	Met
#Std. Met/# 59 Indicator						54/59	
Total Score						62/69	
						89.86%	

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	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C9	Personal relationships	Provider	-	Met
C10	Social skill development	Provider	-	Met

Residential Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C11	Get together w/family & friends	Provider	-	Met
C12	Intimacy	Provider	-	Met
C13	Skills to maximize independence	Provider	-	Met
C14	Choices in routines & schedules	Provider	-	Met
C15	Personalize living space	Provider	-	Met
C16	Explore interests	Provider	-	Met
C17	Community activities	Provider	-	Met
C18	Purchase personal belongings	Provider	-	Met
C19	Knowledgeable decisions	Provider	-	Met
C46	Use of generic resources	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C48	Neighborhood connections	Provider	-	Met
C49	Physical setting is consistent	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met
C52	Leisure activities and free-time choices /control	Provider	-	Met
C53	Food/ dining choices	Provider	-	Met

Individual Home Supports

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C9	Personal relationships	Provider	-	Met
C10	Social skill development	Provider	-	Met
C11	Get together w/family & friends	Provider	-	Met
C12	Intimacy	Provider	-	Met
C13	Skills to maximize independence	Provider	-	Met
C14	Choices in routines & schedules	Provider	-	Met
C15	Personalize living space	Provider	-	Met

Individual Home Supports

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C16	Explore interests	Provider	-	Met
C17	Community activities	Provider	-	Met
C18	Purchase personal belongings	Provider	-	Met
C19	Knowledgeable decisions	Provider	-	Met
C21	Coordinate outreach	Provider	-	Met
C46	Use of generic resources	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C48	Neighborhood connections	Provider	-	Met
C49	Physical setting is consistent	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met
C52	Leisure activities and free-time choices /control	Provider	-	Met
C53	Food/ dining choices	Provider	-	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	7/7	Met
C38 (07/21)	Habilitative & behavioral goals	7/7	Met
C39 (07/21)	Support needs for employment	4/7	Not Met (57.14 %)
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	6/8	Not Met (75.00 %)
C45	Revisit decisions	9/9	Met
C46	Use of generic resources	9/9	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
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	6/7	Met (85.71 %)
C8	Family/guardian communication	7/7	Met
C22	Explore job interests	4/6	Not Met (66.67 %)
C23	Assess skills & training needs	3/6	Not Met (50.0 %)
C24	Job goals & support needs plan	2/6	Not Met (33.33 %)
C25	Skill development	6/6	Met
C26	Benefits analysis	2/7	Not Met (28.57 %)
C27	Job benefit education	6/6	Met
C28	Relationships w/businesses	1/3	Not Met (33.33 %)
C29	Support to obtain employment	2/7	Not Met (28.57 %)
C30	Work in integrated settings	2/2	Met
C31	Job accommodations	2/2	Met
C32	At least minimum wages earned	3/3	Met
C33	Employee benefits explained	3/3	Met
C34	Support to promote success	2/2	Met
C35	Feedback on job performance	3/3	Met
C36	Supports to enhance retention	2/2	Met
C37	Interpersonal skills for work	6/6	Met
C47	Transportation to/ from community	7/7	Met
C50	Involvement/ part of the Workplace culture	4/4	Met

Employment Support Services

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