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| **PROVIDER REPORT FOR** |

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| **LIFESTREAM INCPO BOX 50487 New Bedford, MA 02745**  |

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| **Public Provider Report** |

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| **Prepared by the Department of Developmental ServicesOFFICE OF QUALITY ENHANCEMENT** |

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| **SUMMARY OF OVERALL FINDINGS** |

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| **Provider** |

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| LIFESTREAM INC |

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| **Review Dates** |

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| 9/28/2021 - 10/4/2021 |

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| **Service Enhancement Meeting Date** |

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| 10/18/2021 |

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| **Survey Team** |

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| Jamie Savage |
| Michael Marchese |
| Katherine Gregory |
| Tina Napolitan |
| Barbara Mazzella |
| Scott Nolan (TL) |
| Michelle Boyd |
| Kayla Condon |
| Jessica Reilly |

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| **Citizen Volunteers** |

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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** | 17 location(s) 20 audit (s)  | Full Review | 83/87 2 Year License 10/18/2021 - 10/18/2023 |  | 94 / 95 Certified 10/18/2021 - 10/18/2023 |
| Residential Services | 7 location(s) 7 audit (s)  |  |  | Full Review | 22 / 22 |
| ABI-MFP Residential Services | 1 location(s) 3 audit (s)  |  |  | Full Review | 21 / 22 |
| Placement Services | 6 location(s) 7 audit (s)  |  |  | Full Review | 22 / 22 |
| Individual Home Supports | 3 location(s) 3 audit (s)  |  |  | Full Review | 23 / 23 |
| 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) 12 audit (s)  | Full Review | 61/66 2 Year License 10/18/2021 - 10/18/2023 |  | 38 / 45 Certified 10/18/2021 - 10/18/2023 |
| Community Based Day Services | 1 location(s) 6 audit (s)  |  |  | Full Review | 15 / 17 |
| Employment Support Services | 0 location(s) 6 audit (s)  |  |  | Full Review | 17 / 22 |
| Planning and Quality Management (For all service groupings) |   |  |  | Full Review | 6 / 6 |

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| **EXECUTIVE SUMMARY :** |

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| LifeStream, Inc. is a non-profit human service agency founded in 1976 by a group of concerned parents seeking better care for their adult children with intellectual and physical disabilities. The agency provides a range of residential services, community-based day and employment training for adults and supports for individuals with Acquired Brain Injury in greater New Bedford and Fall River. The agency supports 218 adults receiving 24-hour residential, placement and Individual Home Supports (IHS) and 30 people participating in community-based day and employment services at the agency's day location.  The current review focused on services provided to adults which included the following: twenty-four-hour residential services, individual home, and shared living supports. Community based day and employment supports were reviewed at one location. A full licensure and certification review was conducted across all service types including a review of organizational systems.  The agency had effective systems to collect data, communicate and analyze information in a timely manner to address any changes needed in the provision of services. The positive impact of these systems was particularly evident in addressing environmental, individual, and staffing issues in a judicious manner.  The agency demonstrated an ongoing strength in the environmental, health and financial domains. In the environmental area, homes were well maintained, clean and in good repair. During the COVID-19 pandemic, the agency supplemented trainings in the areas of universal precautions and transmission prevention which included adequate PPE and cleaning supplies were available. Air ionization systems were in place in agency homes and the work location.A clear strength of the agency was its nursing oversight and supports to assist individuals to maintain optimal health. The team noted for individuals with complex medical issues the agency utilized consultant services in areas such as nutrition for individuals using j-tube feeding. Additionally, efforts were made to support individuals to enhance their overall well-being. For instance, one individual was supported to eliminate the need to use a g-tube for nutrition and is now able to enjoy a regular diet. Appointments with specialists and recommended follow-ups were completed as recommended across all residential settings. Individuals were found to be supported to have healthy diets and engage in physical activities and day program staff came to individuals' homes or individuals were supported to participate in virtual exercise programs. Another area of strength was the agency system for financial oversight which included an effective system for tracking and monitoring of individuals funds. Individuals were supported based on funds management plans that outlined individuals' abilities and support needs to manage their funds.  A review of the agency's Community Based Day Supports (CBDS) and employment services involved areas such as career planning and development, skill acquisition, meaningful and satisfying day activities, community access and integration. Individuals who participated in the CBDS program expressed satisfaction with the choice of activities, both in the community and at the location. The agency continues to offer virtual services in addition to in-person services. The virtual programs offered included bingo, yoga, karaoke, and trivia which involved people receiving services within Livestream and others in the community. Agency staff identified an increase in individual's social skills as a result of using their virtual venue. Within employment services, strengths included individuals received job performance evaluations, were paid at least minimum wage, and were supported to understand their benefits such as sick time.  In the certification areas the agency demonstrated positive outcomes in the area of planning and quality improvement, relationships, and satisfaction with services. In planning for the future, the agency was sought and was awarded funding and launched an assistive technology initiative called the LifeTech program in July 2021. This program is geared towards supporting individual to match individuals with tools/assistive technology to enhance their independence and achieve their personal goals. In the area of relationships, the team noted how individuals had grown from longstanding relationships with shared living providers or were supported to develop new relationships in the community. For example, individuals referred to their providers as a second family and another individual chose to live with a weekend staff person who supported him after his shared living provider relocated to another state. A clear commitment of the agency was its efforts to seek individuals' satisfaction with services and take action to address any concerns or changes they wanted in their lives. Individuals rated their satisfaction in areas such as staff, relationships and. A second satisfaction survey was given from a staff member's perspective of the individual perceived satisfaction with services which offered additional information to identify changes an individual may want in their life.  While the agency demonstrated many positive findings across all services, there are areas that could be strengthen, such as notification of appeals rights for charges for care, and staff training in the use of health-related supports and protections. In the area of employment, areas needing strengthening include assisting individuals to secure jobs in the community, assessing individuals job skills and preferences, and identifying assistive technology that would enhance independence in their jobs or community.  Based on the findings of this review, the agency has earned a Two-Year License for both its Residential/IHS supports and Employment and Day supports. The agency is Certified in Residential/IHS supports and in Employment and Day supports. |

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| **LICENSURE FINDINGS** |

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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Organizational** | **10/10** | **0/10** |  |
| **Residential and Individual Home Supports** | **73/77** | **4/77** |  |
|  Residential Services ABI-MFP Residential Services Placement Services Individual Home Supports |  |  |  |
| **Critical Indicators** | **8/8** | **0/8** |  |
| **Total** | **83/87** | **4/87** | **95%** |
| **2 Year License** |  |  |  |
| **# indicators for 60 Day Follow-up** |  | **4** |  |

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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Organizational** | **10/10** | **0/10** |  |
| **Employment and Day Supports** | **51/56** | **5/56** |  |
|  Community Based Day Services Employment Support Services |  |  |  |
| **Critical Indicators** | **8/8** | **0/8** |  |
| **Total** | **61/66** | **5/66** | **92%** |
| **2 Year License** |  |  |  |
| **# indicators for 60 Day Follow-up** |  | **5** |  |

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|  | **Residential Areas Needing Improvement on Standards not met/Follow-up to occur:** |
|  | **Indicator #** | **Indicator** | **Area Needing Improvement** |
|  |  L71 | Individuals are notified of their appeal rights for their charges for care. | The agency's charges for care notification letter does not indicate the right to appeal. The agency needs to ensure that the charges for care letter indicates a minimum 30-day appeal allowance. |
|  |  L84 | Staff / care providers are trained in the correct utilization of health related protections per regulation. | For two out of seven individuals, staff were not trained on all the individuals health related supports and protective equipment. The agency needs to ensure that all health-related protections are included in the trainings and that all staff have been trained. |
|  |  L86 | Required assessments concerning individual needs and abilities are completed in preparation for the ISP. | For six out of sixteen individuals, assessments were not submitted within the required timeline prior to the ISP. The agency needs to ensure timely submission of all required ISP assessments. |
|  |  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 out of seventeen individuals, support strategies were not submitted within the required timeline prior to the ISP. The agency needs to ensure Support Strategies are submitted within the required timelines. |

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|  | **Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:** |
|  | **Indicator #** | **Indicator** | **Area Needing Improvement** |
|  |  L8 | Emergency fact sheets are current and accurate and available on site. | For three out of twelve individuals, emergency fact sheets were not current and or accurate. The agency needs strengthen their systems to ensure emergency fact sheets are current and accurate. |
|  |  L29 | No rubbish or other combustibles are accumulated within the location including near heating equipment and exits.  | The agency needs to ensure that rubbish or other combustibles are not accumulated within the location including near heating equipment and exits. |
|  |  L84 | Staff / care providers are trained in the correct utilization of health related protections per regulation. | Staff were not trained in the use of a health-related protection for an individual. The agency needs to ensure staff are trained in the correct utilization of health-related protections. |
|  |  L86 | Required assessments concerning individual needs and abilities are completed in preparation for the ISP. | For seven out of twelve individuals, assessments were not submitted within the required timeline prior to the ISP. The agency needs to ensure timely submission of all required ISP assessments. |
|  |  L87 | Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP. | For eight out of twelve, support strategies were not submitted within the required timeline prior to the ISP. The agency needs to ensure support strategies are submitted within the required timelines. |

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| **CERTIFICATION FINDINGS** |

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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Certification - Planning and Quality Management** | **6/6** | **0/6** |  |
| **Residential and Individual Home Supports** | **88/89** | **1/89** |  |
| ABI-MFP Residential Services | 21/22 | 1/22 |  |
| Individual Home Supports | 23/23 | 0/23 |  |
| Residential Services | 22/22 | 0/22 |  |
| Placement Services | 22/22 | 0/22 |  |
| **TOTAL** | **94/95** | **1/95** | **99%** |
| **Certified** |  |  |  |

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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Certification - Planning and Quality Management** | **6/6** | **0/6** |  |
| **Employment and Day Supports** | **32/39** | **7/39** |  |
| Community Based Day Services | 15/17 | 2/17 |  |
| Employment Support Services | 17/22 | 5/22 |  |
| **TOTAL** | **38/45** | **7/45** | **84%** |
| **Certified** |  |  |  |

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|  | **ABI-MFP Residential Services Commendations on Standards Met:** |
|  | **Indicator #** | **Indicator** | **Commendations** |
|  |  C15 | Staff (Home Providers) support individuals to personalize and decorate their rooms/homes and personalize common areas according to their tastes and preferences. | The agency converted a sunroom into an art studio for an individual who expressed a desire to have a private space for meditation and his artistic pursuits after living on his own in the community. The agency is commended for supporting individuals to personalize their living space according to their preferences |
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|  | **ABI-MFP Residential Services- Areas Needing Improvement on Standards not met:** |
|  | **Indicator #** | **Indicator** | **Area Needing Improvement** |
|  |  C20 (07/21) | The provider has emergency back-up plans to assist individuals to plan for emergencies and/or disasters. | For one of three individuals, an emergency back-up plan had not been completed by the agency. The agency needs to ensure emergency back up plans to assist individuals to plan for emergencies and/or disasters are in place. |
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|  | **Placement Services Commendations on Standards Met:** |
|  | **Indicator #** | **Indicator** | **Commendations** |
|  |  C51 | Staff (Home Providers) are knowledgeable about individuals' satisfaction with services and supports and support individuals to make changes as desired. | Three Individuals expressed satisfaction in living with their shared living providers. Two of the individuals valued the personal relationship they developed with their provider and referred to them as a second family. The individuals also shared during the review this was their home. Another individual shared a trusting relationship with a staff who supported him for many years and asked him if they could share an apartment together after his shared living provider moved out of state. The agency is commended for supporting individuals to live in homes where they are happy and satisfied. |
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|  | **Residential Services Commendations on Standards Met:** |
|  | **Indicator #** | **Indicator** | **Commendations** |
|  |  C51 | Staff (Home Providers) are knowledgeable about individuals' satisfaction with services and supports and support individuals to make changes as desired. | The agency implemented a survey process to obtain individual's satisfaction with their services from the staff who supported them. The agency used this process to discuss result of the survey with individuals and respond to changes the individuals wanted in their supports. One individual did not like the setup of his room which was rearranged to his satisfaction, while another individual had shelves in his room so he could see his favorite items next to the television which was at eye level for him to watch all the Boston sport teams. The agency is commended for its process of soliciting feedback from individuals and supporting individuals to make changes as needed. |
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|  | **Community Based Day Services- Areas Needing Improvement on Standards not met:** |
|  | **Indicator #** | **Indicator** | **Area Needing Improvement** |
|  |  C44 | Staff have effective methods to assist individuals to explore their job interests if appropriate. | For two out of six individuals, their interests for integrated employment had not been assessed nor were they provided the opportunity to explore jobs of interest. The agency needs to have effective methods to assist individuals to explore their job interests. |
|  |  C54 | Individuals have the assistive technology and/or modifications to maximize independence.  | For one out of three, an assessment was completed with a goal to become more independent with the use of assistive technology; a plan to implement the objective such as identifying resources or strategies was not in place. The agency needs to ensure individuals have the assistive technology to maximize independence. |
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|  | **Employment Support Services- Areas Needing Improvement on Standards not met:** |
|  | **Indicator #** | **Indicator** | **Area Needing Improvement** |
|  |  C22 | Staff have effective methods to assist individuals to explore their job interests. | For three out of six individuals had not been assisted to explore their job interests such as using a job interest inventory or virtual job tours. The agency needs to support staff to have effective methods to assist individuals to explore job interests. |
|  |  C24 | There is a plan developed to identify job goals and support needs. | Four out of six individuals did not have a plan to identify job goals such as securing a job, increasing work hours or addressing support needs in the workplace. The agency needs to ensure a plan is developed to identify 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 six individuals, information and guidance had not been provided to understand how earned income may impacts entitlements and how it could be managed to allow them to work in the community. The agency needs to ensure individuals are supported with career planning that includes a review of their entitlements that enables them to work in the community. |
|  |  C29 | Individuals are supported to obtain employment that matches their skills and interests. | For three out of six individuals some expressed an interest in working in the health care field or childcare which reflected their skills and interests or other job options which had not been supported to obtain employment. The agency needs to ensure individuals are supported to obtain employment that matches their skills and interests |
|  |  C54 | Individuals have the assistive technology and/or modifications to maximize independence.  | For two out of six, assistive technology assessments were in place, however strategies were not in place based to address individual needs to maximize independence. The agency needs to ensure individuals have the assistive technology/ and or modification to maximize their independence. |
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| **MASTER SCORE SHEET LICENSURE** |

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| **Organizational: LIFESTREAM INC** |

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|  | **Indicator #** | **Indicator** | **Met/Rated** | **Rating(Met,Not Met,NotRated)** |
| O |  L2 | Abuse/neglect reporting | **19/20** | **Met(95.00 % )** |
|  |  L3 | Immediate Action | **15/15** | **Met** |
|  |  L4 | Action taken | **15/15** | **Met** |
|  |  L48 | HRC | **1/1** | **Met** |
|  |  L65 | Restraint report submit | **18/19** | **Met(94.74 % )** |
|  |  L66 | HRC restraint review | **19/19** | **Met** |
|  |  L74 | Screen employees | **20/20** | **Met** |
|  |  L75 | Qualified staff | **4/4** | **Met** |
|  |  L76 | Track trainings | **20/20** | **Met** |
|  |  L83 | HR training | **20/20** | **Met** |

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| **Residential and Individual Home Supports:** |

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|  | **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 | 7/7 | 3/3 | 7/7 |  | 3/3 |  | **20/20** | **Met** |
|  |  L5 | Safety Plan | L | 7/7 | 3/3 | 6/6 |  | 1/1 |  | **17/17** | **Met** |
| O |  L6 | Evacuation | L | 7/7 | 3/3 | 6/6 |  | 1/1 |  | **17/17** | **Met** |
|  |  L7 | Fire Drills | L | 7/7 |  |  |  | 1/1 |  | **8/8** | **Met** |
|  |  L8 | Emergency Fact Sheets | I | 6/7 | 3/3 | 6/7 |  | 3/3 |  | **18/20** | **Met(90.0 %)** |
|  |  L9 (07/21) | Safe use of equipment | I | 7/7 | 3/3 |  |  | 3/3 |  | **13/13** | **Met** |
|  |  L10 | Reduce risk interventions | I | 4/4 |  | 1/1 |  | 1/1 |  | **6/6** | **Met** |
| O |  L11 | Required inspections | L | 7/7 | 1/1 | 6/6 |  | 1/1 |  | **15/15** | **Met** |
| O |  L12 | Smoke detectors | L | 7/7 |  | 5/6 |  | 1/1 |  | **13/14** | **Met(92.86 %)** |
| O |  L13 | Clean location | L | 7/7 | 1/1 | 6/6 |  | 1/1 |  | **15/15** | **Met** |
|  |  L14 | Site in good repair | L | 7/7 | 0/1 | 6/6 |  | 1/1 |  | **14/15** | **Met(93.33 %)** |
|  |  L15 | Hot water | L | 7/7 | 1/1 | 6/6 |  | 1/1 |  | **15/15** | **Met** |
|  |  L16 | Accessibility | L | 6/7 | 3/3 | 6/6 |  | 1/1 |  | **16/17** | **Met(94.12 %)** |
|  |  L17 | Egress at grade  | L | 7/7 | 1/1 | 5/5 |  | 1/1 |  | **14/14** | **Met** |
|  |  L18 | Above grade egress | L | 4/4 | 1/1 | 3/3 |  |  |  | **8/8** | **Met** |
|  |  L19 | Bedroom location | L | 4/4 |  |  |  | 1/1 |  | **5/5** | **Met** |
|  |  L20 | Exit doors | L | 7/7 | 1/1 |  |  | 1/1 |  | **9/9** | **Met** |
|  |  L21 | Safe electrical equipment | L | 6/7 | 1/1 | 6/6 |  | 1/1 |  | **14/15** | **Met(93.33 %)** |
|  |  L22 | Well-maintained appliances | L | 7/7 | 0/1 | 5/5 |  | 1/1 |  | **13/14** | **Met(92.86 %)** |
|  |  L23 | Egress door locks | L | 2/2 |  |  |  | 1/1 |  | **3/3** | **Met** |
|  |  L24 | Locked door access | L | 6/7 |  |  |  | 1/1 |  | **7/8** | **Met(87.50 %)** |
|  |  L25 | Dangerous substances | L | 6/7 | 1/1 |  |  | 1/1 |  | **8/9** | **Met(88.89 %)** |
|  |  L26 | Walkway safety | L | 7/7 | 1/1 | 6/6 |  | 1/1 |  | **15/15** | **Met** |
|  |  L27 | Pools, hot tubs, etc. | L |  | 1/1 | 1/1 |  |  |  | **2/2** | **Met** |
|  |  L28 | Flammables | L | 7/7 | 1/1 |  |  | 1/1 |  | **9/9** | **Met** |
|  |  L29 | Rubbish/combustibles | L | 7/7 | 1/1 | 6/6 |  | 1/1 |  | **15/15** | **Met** |
|  |  L30 | Protective railings | L | 7/7 | 1/1 | 6/6 |  | 1/1 |  | **15/15** | **Met** |
|  |  L31 | Communication method | I | 7/7 | 3/3 | 7/7 |  | 3/3 |  | **20/20** | **Met** |
|  |  L32 | Verbal & written | I | 7/7 | 3/3 | 7/7 |  | 3/3 |  | **20/20** | **Met** |
|  |  L33 | Physical exam | I | 7/7 | 3/3 | 7/7 |  | 3/3 |  | **20/20** | **Met** |
|  |  L34 | Dental exam | I | 7/7 | 3/3 | 7/7 |  | 3/3 |  | **20/20** | **Met** |
|  |  L35 | Preventive screenings | I | 5/7 | 3/3 | 7/7 |  | 3/3 |  | **18/20** | **Met(90.0 %)** |
|  |  L36 | Recommended tests | I | 6/7 | 3/3 | 7/7 |  | 3/3 |  | **19/20** | **Met(95.00 %)** |
|  |  L37 | Prompt treatment | I | 7/7 | 3/3 | 6/6 |  | 3/3 |  | **19/19** | **Met** |
| O |  L38 | Physician's orders | I | 5/7 | 2/2 | 3/3 |  | 3/3 |  | **13/15** | **Met(86.67 %)** |
|  |  L39 | Dietary requirements | I | 4/4 | 1/1 | 2/2 |  | 3/3 |  | **10/10** | **Met** |
|  |  L40 | Nutritional food | L | 7/7 | 1/1 |  |  | 1/1 |  | **9/9** | **Met** |
|  |  L41 | Healthy diet | L | 7/7 | 3/3 | 6/6 |  | 1/1 |  | **17/17** | **Met** |
|  |  L42 | Physical activity | L | 7/7 | 3/3 | 6/6 |  | 1/1 |  | **17/17** | **Met** |
|  |  L43 | Health Care Record | I | 6/7 | 3/3 | 5/7 |  | 3/3 |  | **17/20** | **Met(85.00 %)** |
|  |  L44 | MAP registration | L | 7/7 |  |  |  | 1/1 |  | **8/8** | **Met** |
|  |  L45 | Medication storage | L | 7/7 | 1/1 |  |  | 1/1 |  | **9/9** | **Met** |
| O |  L46 | Med. Administration | I | 7/7 | 1/1 | 3/3 |  | 3/3 |  | **14/14** | **Met** |
|  |  L47 | Self medication | I | 2/2 | 3/3 | 5/5 |  |  |  | **10/10** | **Met** |
|  |  L49 | Informed of human rights | I | 7/7 | 3/3 | 7/7 |  | 3/3 |  | **20/20** | **Met** |
|  |  L50 (07/21) | Respectful Comm. | I | 7/7 | 3/3 | 7/7 |  | 3/3 |  | **20/20** | **Met** |
|  |  L51 | Possessions | I | 7/7 | 3/3 | 7/7 |  | 3/3 |  | **20/20** | **Met** |
|  |  L52 | Phone calls | I | 7/7 | 3/3 | 7/7 |  | 3/3 |  | **20/20** | **Met** |
|  |  L53 | Visitation | I | 7/7 | 3/3 | 7/7 |  | 3/3 |  | **20/20** | **Met** |
|  |  L54 (07/21) | Privacy | I | 7/7 | 3/3 | 7/7 |  | 3/3 |  | **20/20** | **Met** |
|  |  L55 | Informed consent | I | 2/2 | 2/2 | 2/2 |  |  |  | **6/6** | **Met** |
|  |  L56 | Restrictive practices | I | 5/6 |  |  |  | 1/1 |  | **6/7** | **Met(85.71 %)** |
|  |  L57 | Written behavior plans | I | 2/2 |  |  |  |  |  | **2/2** | **Met** |
|  |  L60 | Data maintenance | I | 2/2 |  |  |  | 1/1 |  | **3/3** | **Met** |
|  |  L61 | Health protection in ISP | I | 3/4 |  |  |  | 3/3 |  | **6/7** | **Met(85.71 %)** |
|  |  L62 | Health protection review | I | 4/4 |  |  |  | 3/3 |  | **7/7** | **Met** |
|  |  L63 | Med. treatment plan form | I | 7/7 | 1/1 | 2/3 |  | 3/3 |  | **13/14** | **Met(92.86 %)** |
|  |  L64 | Med. treatment plan rev. | I | 6/6 | 1/1 | 1/3 |  | 3/3 |  | **11/13** | **Met(84.62 %)** |
|  |  L67 | Money mgmt. plan | I | 6/6 |  | 3/3 |  | 1/1 |  | **10/10** | **Met** |
|  |  L68 | Funds expenditure | I | 6/6 |  | 3/3 |  | 1/1 |  | **10/10** | **Met** |
|  |  L69 | Expenditure tracking | I | 5/6 |  | 2/2 |  | 1/1 |  | **8/9** | **Met(88.89 %)** |
|  |  L70 | Charges for care calc. | I | 7/7 |  | 7/7 |  | 3/3 |  | **17/17** | **Met** |
|  |  L71 | Charges for care appeal | I | 0/7 |  | 0/7 |  | 0/3 |  | **0/17** | **Not Met(0 %)** |
|  |  L77 | Unique needs training | I | 7/7 | 3/3 | 7/7 |  | 3/3 |  | **20/20** | **Met** |
|  |  L78 | Restrictive Int. Training | L | 5/6 |  |  |  |  |  | **5/6** | **Met(83.33 %)** |
|  |  L79 | Restraint training | L | 3/3 | 1/1 |  |  |  |  | **4/4** | **Met** |
|  |  L80 | Symptoms of illness | L | 7/7 | 3/3 | 6/6 |  | 1/1 |  | **17/17** | **Met** |
|  |  L81 | Medical emergency | L | 7/7 | 3/3 | 6/6 |  | 1/1 |  | **17/17** | **Met** |
| O |  L82 | Medication admin. | L | 6/7 |  |  |  | 1/1 |  | **7/8** | **Met(87.50 %)** |
|  |  L84 | Health protect. Training | I | 4/4 |  |  |  | 1/3 |  | **5/7** | **Not Met(71.43 %)** |
|  |  L85 | Supervision  | L | 7/7 | 3/3 | 6/6 |  | 1/1 |  | **17/17** | **Met** |
|  |  L86 | Required assessments | I | 3/7 | 2/2 | 5/5 |  | 0/2 |  | **10/16** | **Not Met(62.50 %)** |
|  |  L87 | Support strategies | I | 6/7 | 2/2 | 2/6 |  | 2/2 |  | **12/17** | **Not Met(70.59 %)** |
|  |  L88 | Strategies implemented | I | 6/7 | 3/3 | 7/7 |  | 3/3 |  | **19/20** | **Met(95.00 %)** |
|  |  L89 | Complaint and resolution process | L |  |  |  |  | 1/1 |  | **1/1** | **Met** |
|  |  L90 | Personal space/ bedroom privacy | I | 7/7 | 3/3 | 7/7 |  | 3/3 |  | **20/20** | **Met** |
|  |  L91 | Incident management | L | 6/7 | 3/3 | 6/6 |  | 0/1 |  | **15/17** | **Met(88.24 %)** |
|  | **#Std. Met/# 77 Indicator** |  |  |  |  |  |  |  |  | **73/77** |  |
|  | **Total Score** |  |  |  |  |  |  |  |  | **83/87** |  |
|  |  |  |  |  |  |  |  |  |  | **95.40%** |  |

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| **Employment and Day Supports:** |

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|  | **Ind. #** | **Ind.** | **Loc. or Indiv.** | **Emp. Sup.** | **Cent. Based Work** | **Com. Based Day** | **Total Met / Rated** | **Rating** |
|  |  L1 | Abuse/neglect training | I | 6/6 |  | 6/6 | **12/12** | **Met** |
|  |  L5 | Safety Plan | L |  |  | 1/1 | **1/1** | **Met** |
| O |  L6 | Evacuation | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L7 | Fire Drills | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L8 | Emergency Fact Sheets | I | 5/6 |  | 4/6 | **9/12** | **Not Met(75.00 %)** |
|  |  L9 (07/21) | Safe use of equipment | I | 6/6 |  | 6/6 | **12/12** | **Met** |
|  |  L10 | Reduce risk interventions | I | 2/2 |  | 3/3 | **5/5** | **Met** |
| O |  L11 | Required inspections | L |  |  | 1/1 | **1/1** | **Met** |
| O |  L12 | Smoke detectors | L |  |  | 1/1 | **1/1** | **Met** |
| O |  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** |
|  |  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 |  |  | 0/1 | **0/1** | **Not Met(0 %)** |
|  |  L31 | Communication method | I | 6/6 |  | 6/6 | **12/12** | **Met** |
|  |  L32 | Verbal & written | I | 6/6 |  | 6/6 | **12/12** | **Met** |
|  |  L37 | Prompt treatment | I | 6/6 |  | 6/6 | **12/12** | **Met** |
| O |  L38 | Physician's orders | I | 2/2 |  | 5/5 | **7/7** | **Met** |
|  |  L44 | MAP registration | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L45 | Medication storage | L |  |  | 1/1 | **1/1** | **Met** |
| O |  L46 | Med. Administration | I |  |  | 4/4 | **4/4** | **Met** |
|  |  L49 | Informed of human rights | I | 6/6 |  | 6/6 | **12/12** | **Met** |
|  |  L50 (07/21) | Respectful Comm. | I | 6/6 |  | 6/6 | **12/12** | **Met** |
|  |  L51 | Possessions | I | 6/6 |  | 6/6 | **12/12** | **Met** |
|  |  L52 | Phone calls | I | 6/6 |  | 6/6 | **12/12** | **Met** |
|  |  L54 (07/21) | Privacy | I | 6/6 |  | 6/6 | **12/12** | **Met** |
|  |  L55 | Informed consent | I | 4/4 |  | 5/5 | **9/9** | **Met** |
|  |  L56 | Restrictive practices | I |  |  | 2/2 | **2/2** | **Met** |
|  |  L57 | Written behavior plans | I | 1/1 |  | 1/1 | **2/2** | **Met** |
|  |  L58 | Behavior plan component | I | 1/1 |  | 1/1 | **2/2** | **Met** |
|  |  L59 | Behavior plan review | I | 1/1 |  | 1/1 | **2/2** | **Met** |
|  |  L60 | Data maintenance | I | 1/1 |  | 1/1 | **2/2** | **Met** |
|  |  L61 | Health protection in ISP | I |  |  | 1/1 | **1/1** | **Met** |
|  |  L62 | Health protection review | I |  |  | 1/1 | **1/1** | **Met** |
|  |  L63 | Med. treatment plan form | I |  |  | 1/1 | **1/1** | **Met** |
|  |  L64 | Med. treatment plan rev. | I |  |  | 1/1 | **1/1** | **Met** |
|  |  L77 | Unique needs training | I | 5/6 |  | 5/6 | **10/12** | **Met(83.33 %)** |
|  |  L78 | Restrictive Int. Training | L |  |  | 1/1 | **1/1** | **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** |
| O |  L82 | Medication admin. | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L84 | Health protect. Training | I |  |  | 0/1 | **0/1** | **Not Met(0 %)** |
|  |  L85 | Supervision  | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L86 | Required assessments | I | 1/6 |  | 4/6 | **5/12** | **Not Met(41.67 %)** |
|  |  L87 | Support strategies | I | 1/6 |  | 3/6 | **4/12** | **Not Met(33.33 %)** |
|  |  L88 | Strategies implemented | I | 6/6 |  | 6/6 | **12/12** | **Met** |
|  |  L91 | Incident management | L |  |  | 1/1 | **1/1** | **Met** |
|  | **#Std. Met/# 56 Indicator** |  |  |  |  |  | **51/56** |  |
|  | **Total Score** |  |  |  |  |  | **61/66** |  |
|  |  |  |  |  |  |  | **92.42%** |  |

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| **MASTER SCORE SHEET CERTIFICATION** |

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|  | **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** |
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| **ABI-MFP Residential Services** |
| **Indicator #** | **Indicator** | **Met/Rated** | **Rating** |
|  C7 | Feedback on staff / care provider performance | 3/3 | **Met** |
|  C8 | Family/guardian communication | 3/3 | **Met** |
|  C9 | Personal relationships | 3/3 | **Met** |
|  C10 | Social skill development | 3/3 | **Met** |
|  C11 | Get together w/family & friends | 3/3 | **Met** |
|  C12 | Intimacy | 3/3 | **Met** |
|  C13 | Skills to maximize independence  | 3/3 | **Met** |
|  C14 | Choices in routines & schedules | 3/3 | **Met** |
|  C15 | Personalize living space | 1/1 | **Met** |
|  C16 | Explore interests | 3/3 | **Met** |
|  C17 | Community activities | 3/3 | **Met** |
|  C18 | Purchase personal belongings | 3/3 | **Met** |
|  C19 | Knowledgeable decisions | 3/3 | **Met** |
|  C20 (07/21) | Emergency back-up plans | 2/3 | **Not Met (66.67 %)** |
|  C46 | Use of generic resources | 3/3 | **Met** |
|  C47 | Transportation to/ from community | 3/3 | **Met** |
|  C48 | Neighborhood connections | 3/3 | **Met** |
|  C49 | Physical setting is consistent  | 1/1 | **Met** |
|  C51 | Ongoing satisfaction with services/ supports | 3/3 | **Met** |
|  C52 | Leisure activities and free-time choices /control | 3/3 | **Met** |
|  C53 | Food/ dining choices | 3/3 | **Met** |
|  C54 | Assistive technology | 3/3 | **Met** |
| **Community Based Day Services** |
| **Indicator #** | **Indicator** | **Met/Rated** | **Rating** |
|  C7 | Feedback on staff / care provider performance | 6/6 | **Met** |
|  C8 | Family/guardian communication | 6/6 | **Met** |
|  C13 | Skills to maximize independence  | 6/6 | **Met** |
|  C20 (07/21) | Emergency back-up plans | 6/6 | **Met** |
|  C37 | Interpersonal skills for work | 6/6 | **Met** |
|  C38 (07/21) | Habilitative & behavioral goals | 5/6 | **Met (83.33 %)** |
|  C39 (07/21) | Support needs for employment | 6/6 | **Met** |
|  C40 | Community involvement interest | 6/6 | **Met** |
|  C41 | Activities participation | 6/6 | **Met** |
|  C42 | Connection to others | 6/6 | **Met** |
|  C43 | Maintain & enhance relationship | 6/6 | **Met** |
|  C44 | Job exploration | 4/6 | **Not Met (66.67 %)** |
|  C45 | Revisit decisions | 6/6 | **Met** |
|  C46 | Use of generic resources | 6/6 | **Met** |
|  C47 | Transportation to/ from community | 6/6 | **Met** |
|  C51 | Ongoing satisfaction with services/ supports | 6/6 | **Met** |
|  C54 | Assistive technology | 2/3 | **Not Met (66.67 %)** |
| **Employment Support Services** |
| **Indicator #** | **Indicator** | **Met/Rated** | **Rating** |
|  C7 | Feedback on staff / care provider performance | 6/6 | **Met** |
|  C8 | Family/guardian communication | 6/6 | **Met** |
|  C20 (07/21) | Emergency back-up plans | 6/6 | **Met** |
|  C22 | Explore job interests | 3/6 | **Not Met (50.0 %)** |
|  C23 | Assess skills & training needs | 5/6 | **Met (83.33 %)** |
|  C24 | Job goals & support needs plan | 2/6 | **Not Met (33.33 %)** |
|  C25 | Skill development | 6/6 | **Met** |
|  C26 | Benefits analysis | 0/6 | **Not Met (0 %)** |
|  C27 | Job benefit education | 5/6 | **Met (83.33 %)** |
|  C29 | Support to obtain employment | 4/6 | **Not Met (66.67 %)** |
|  C30 | Work in integrated settings | 4/5 | **Met (80.0 %)** |
|  C31 | Job accommodations | 5/5 | **Met** |
|  C32 | At least minimum wages earned | 5/5 | **Met** |
|  C33 | Employee benefits explained | 5/5 | **Met** |
|  C34 | Support to promote success | 5/5 | **Met** |
|  C35 | Feedback on job performance | 5/5 | **Met** |
|  C36 | Supports to enhance retention | 5/5 | **Met** |
|  C37 | Interpersonal skills for work | 5/6 | **Met (83.33 %)** |
|  C47 | Transportation to/ from community | 6/6 | **Met** |
|  C50 | Involvement/ part of the Workplace culture | 5/5 | **Met** |
|  C51 | Ongoing satisfaction with services/ supports | 6/6 | **Met** |
|  C54 | Assistive technology | 2/4 | **Not Met (50.0 %)** |
| **Individual Home Supports** |
| **Indicator #** | **Indicator** | **Met/Rated** | **Rating** |
|  C7 | Feedback on staff / care provider performance | 3/3 | **Met** |
|  C8 | Family/guardian communication | 3/3 | **Met** |
|  C9 | Personal relationships | 3/3 | **Met** |
|  C10 | Social skill development | 3/3 | **Met** |
|  C11 | Get together w/family & friends | 3/3 | **Met** |
|  C12 | Intimacy | 3/3 | **Met** |
|  C13 | Skills to maximize independence  | 3/3 | **Met** |
|  C14 | Choices in routines & schedules | 3/3 | **Met** |
|  C15 | Personalize living space | 3/3 | **Met** |
|  C16 | Explore interests | 3/3 | **Met** |
|  C17 | Community activities | 3/3 | **Met** |
|  C18 | Purchase personal belongings | 3/3 | **Met** |
|  C19 | Knowledgeable decisions | 3/3 | **Met** |
|  C20 (07/21) | Emergency back-up plans | 3/3 | **Met** |
|  C21 | Coordinate outreach | 3/3 | **Met** |
|  C46 | Use of generic resources | 3/3 | **Met** |
|  C47 | Transportation to/ from community | 3/3 | **Met** |
|  C48 | Neighborhood connections | 3/3 | **Met** |
|  C49 | Physical setting is consistent  | 3/3 | **Met** |
|  C51 | Ongoing satisfaction with services/ supports | 3/3 | **Met** |
|  C52 | Leisure activities and free-time choices /control | 3/3 | **Met** |
|  C53 | Food/ dining choices | 3/3 | **Met** |
|  C54 | Assistive technology | 3/3 | **Met** |
| **Placement Services** |
| **Indicator #** | **Indicator** | **Met/Rated** | **Rating** |
|  C7 | Feedback on staff / care provider performance | 7/7 | **Met** |
|  C8 | Family/guardian communication | 7/7 | **Met** |
|  C9 | Personal relationships | 7/7 | **Met** |
|  C10 | Social skill development | 7/7 | **Met** |
|  C11 | Get together w/family & friends | 7/7 | **Met** |
|  C12 | Intimacy | 7/7 | **Met** |
|  C13 | Skills to maximize independence  | 7/7 | **Met** |
|  C14 | Choices in routines & schedules | 7/7 | **Met** |
|  C15 | Personalize living space | 6/6 | **Met** |
|  C16 | Explore interests | 7/7 | **Met** |
|  C17 | Community activities | 7/7 | **Met** |
|  C18 | Purchase personal belongings | 7/7 | **Met** |
|  C19 | Knowledgeable decisions | 7/7 | **Met** |
|  C20 (07/21) | Emergency back-up plans | 7/7 | **Met** |
|  C46 | Use of generic resources | 7/7 | **Met** |
|  C47 | Transportation to/ from community | 7/7 | **Met** |
|  C48 | Neighborhood connections | 7/7 | **Met** |
|  C49 | Physical setting is consistent  | 6/6 | **Met** |
|  C51 | Ongoing satisfaction with services/ supports | 7/7 | **Met** |
|  C52 | Leisure activities and free-time choices /control | 7/7 | **Met** |
|  C53 | Food/ dining choices | 7/7 | **Met** |
|  C54 | Assistive technology | 7/7 | **Met** |
| **Residential Services** |
| **Indicator #** | **Indicator** | **Met/Rated** | **Rating** |
|  C7 | Feedback on staff / care provider performance | 7/7 | **Met** |
|  C8 | Family/guardian communication | 7/7 | **Met** |
|  C9 | Personal relationships | 7/7 | **Met** |
|  C10 | Social skill development | 7/7 | **Met** |
|  C11 | Get together w/family & friends | 7/7 | **Met** |
|  C12 | Intimacy | 6/7 | **Met (85.71 %)** |
|  C13 | Skills to maximize independence  | 7/7 | **Met** |
|  C14 | Choices in routines & schedules | 7/7 | **Met** |
|  C15 | Personalize living space | 7/7 | **Met** |
|  C16 | Explore interests | 7/7 | **Met** |
|  C17 | Community activities | 7/7 | **Met** |
|  C18 | Purchase personal belongings | 7/7 | **Met** |
|  C19 | Knowledgeable decisions | 7/7 | **Met** |
|  C20 (07/21) | Emergency back-up plans | 7/7 | **Met** |
|  C46 | Use of generic resources | 7/7 | **Met** |
|  C47 | Transportation to/ from community | 7/7 | **Met** |
|  C48 | Neighborhood connections | 7/7 | **Met** |
|  C49 | Physical setting is consistent  | 7/7 | **Met** |
|  C51 | Ongoing satisfaction with services/ supports | 7/7 | **Met** |
|  C52 | Leisure activities and free-time choices /control | 7/7 | **Met** |
|  C53 | Food/ dining choices | 7/7 | **Met** |
|  C54 | Assistive technology | 6/7 | **Met (85.71 %)** |
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