



**PROVIDER REPORT
FOR**

**LIFESTREAM INC
PO BOX 50487
New Bedford, MA 02745**

November 17, 2025

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	LIFESTREAM INC
Review Dates	10/16/2025 - 10/22/2025
Service Enhancement Meeting Date	11/3/2025
Survey Team	Michelle Boyd Kayla Condon Gina Ford Linda Griffith Tina Napolitan Scott Nolan (TL) Roberto Polanco-Santana Katherine Gregory

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	17 location(s) 20 audit (s)	Full Review	88/91 2 Year License 11/03/2025-11/03/2027		67 / 67 Certified 11/03/2025 - 11/03/2027
Residential Services	8 location(s) 8 audit (s)			Full Review	20 / 20
ABI-MFP Residential Services	1 location(s) 3 audit (s)			Full Review	20 / 20
Placement Services	6 location(s) 7 audit (s)			Deemed	
Individual Home Supports	2 location(s) 2 audit (s)			Full Review	21 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6
Survey scope and findings for Remote Supports and Monitoring Services					
Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Remote Supports and Monitoring Services	0 workstation location(s) 1 audit (s)	Targeted Review	DDS 10/11 Provider 21 / 22 31 / 33 2 Year License 11/03/2025-11/03/2027		DDS 6 / 6 Provider 4 / 4 10 / 10 Certified 11/03/2025 - 11/03/2027
Remote Supports and Monitoring Services	0 workstation location(s) 1 audit (s)			DDS Targeted Review	4 / 4
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	59/61 2 Year License 11/03/2025-11/03/2027		39 / 41 Certified 11/03/2025 - 11/03/2027
Community Based Day Services	1 location(s) 6 audit (s)			Full Review	15 / 15
Employment Support Services	0 location(s) 6 audit (s)			Full Review	18 / 20

Planning and Quality Management (For all service groupings)				Full Review	6 / 6
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EXECUTIVE SUMMARY :

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 developmental disabilities (I/DD). The agency provides a range of residential services, community-based day and employment training for adults with I/DD, autism and Acquired Brain Injury (ABI) in the greater New Bedford and Fall River areas.

The Department of Developmental Services (DDS) Office of Quality Enhancement (OQE) conducted a full review of Lifestream's 24-hour Residential and Individual Home Supports (IHS) and Employment and Day Groupings. This was inclusive of 24-Hour Residential Supports, 24-Hour ABI/MFP Residential Supports, Remote Monitoring and Support Services (RSMS), Individual Home Supports (IHS), Placement Supports, Employment Support and Community Based Day Services (CBDS). As the agency is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), Lifestream elected to use its CARF results to meet Certification requirement for its Placement services. OQE conducted a Certification review of the agency's 24-hour Residential services, ABI, CBDS, and Employment services. A full licensure and certification review of the agency's organizational indicators was also completed.

The licensure review demonstrated several systems and positive practices in place that enhanced the quality of its services at the organizational level. The agency had an effective system for tracking staff training across all service types. Staff completed all mandated training; new hires met all required qualifications and licensed staff were current. The agency had systems in place to track environmental, health and medication, investigations and Remote Support Monitoring System (RSMS) data to identify patterns and trends to resolve concerns effectively.

Within certification for the organizational indicators, the agency utilized a variety of methods for collecting and analyzing data. For example, feedback was collected from individuals on staff and from current employees which was used to provide data to strengthen diversity initiatives. This information was used in hiring staff who have interests and hobbies that reflect the needs of the individuals it supports. The agency's staff mentoring program has resulted in increased staff retention in its residential homes because of this initiative.

In the Residential, IHS, Placement, RSMS and ABI/MFP Service Grouping in licensing, a clear strength of the agency was the mutual respect shared between individuals and staff. Staff focused on the rights and dignity of everyone's unique lifestyle in their home. Staff practices supported the inherent value of each person across all services as valuable adults having conversations with family and friends. In one home, an individual was meeting with her mother and grandmother in the living room after having dental surgery. In the domain of human rights, individuals were knowledgeable of their rights and expressed them openly. All individuals and guardians received information on human rights, DPPC, and the agency's grievance procedures

In residential services, an ongoing strength of the agency was administration and oversight of medication by MAP certified staff. A review of Medication Treatment Plan noted it was written with all the required components and the agency's data tracking system was effective. In one home, data was consistently tracked, shared with the HCP and informed their decision making regarding the plan. The agency continues to enhance its system for staff implementation of Individual Service Plan's (ISPs). Staff record data daily, which is summarized monthly then written in quarterly progress notes. The agency tracks data quarterly to identify individual progress and look for trends across programs.

In Remote Monitoring Services and Support Services, the agency supported an individual to work with the monitoring station by assisting him to trouble shoot any concerns that might come up with his assistive technology. This support has enabled him to be independent in his own home and not require overnight staffing.

Within the certification areas, positive outcomes were identified within 24-Hour Residential Supports, ABI/MFP Residential Supports and IHS. Individuals were provided opportunities to exercise choice and

control across all services. Individuals would plan weekly menus and alternate meal options were available. In an accessible home, staff assisted an individual by making everything available to him at the counter so he could independently prepare his own meals and coffee. All individuals went out into the community on a regular basis for shopping, to the movies and those who chose attended religious services. People accessed local libraries, hiking trails, shopping malls and parks.

In the licensing areas of CBDS and Employment, positive findings were noted in the mutually respectful relationships shared between individuals and staff. For example, staff assisted an individual to start his day by setting him up with an IPAD to sing his favorite songs in morning group which he took pride in. An ongoing strength in both services was staff knowledge and implementation of ISP goals. For example, an individual facing an obstacle to employment was supported by staff to follow a progressive strategy of skills that enabled him to move steadily toward his employment goal of working for an increased period of time to complete the assigned job task,

Within certification, in CBDS individuals were given choice and control over what community activities they would choose from each day and the flexibility to change if they wanted to another activity. In Employment, the agency supported individuals exploring employment to employees who had been employed for more than seven years in the survey. Two long-term employees were able to flex their schedule to make up missed hours and were valued employees at a local gym.

There were areas needing continued improvement within the licensing indicators, in the area of human rights, the Human Rights Committee reviewed alleged complaints that were filed and investigated by DDS or DPPC, it did not review those that were dismissed or resolved by the local area office. These should be included in the Human Rights Committee review process. The agency should also focus on ISP assessments and incident reports that need to be submitted and finalized within the required timelines. Within CBDS and Employment, incident reports need to be submitted and finalized within the required timelines.

Within Residential and Individual Home Supports, Lifestream Inc., met 97% of licensing indicators, including all critical indicators and will be issued a Two-Year License. The agency met 100% of the certification indicators and is fully certified. The agency will submit follow-up documentation on all licensing indicators rated as Not Met within 60 days of the SEM.

Within CBDS and Employment Services, Lifestream Inc., met 97% of licensing indicators, including all critical indicators and will be issued a Two-Year License. The agency met 100% of the certification indicators and is fully certified. The agency will submit follow-up documentation on all licensing indicators rated as Not Met within 60 days of the SEM.

In RSMS, the agency met 95% of licensing indicators, including all critical indicators, and will receive a Two-Year License. The agency met 100% of the certification indicators and is fully certified. The agency will submit follow-up documentation on all licensing indicators rated as Not Met within 60 days of the SEM.

Description of Self Assessment Process:

OQE conducted a full review of indicators during the 2025 survey cycle after database could not be modified from Targeted to Full Review

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Residential and Individual Home Supports	79/81	2/81	
Residential Services Individual Home Supports Placement Services ABI-MFP Residential Services			
Critical Indicators	8/8	0/8	
Total	88/91	3/91	97%
2 Year License			
# indicators for 60 Day Follow-up		3	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/9	1/9	
Remote Supports and Monitoring Services	23/24	1/24	
Remote Supports and Monitoring Services			
Critical Indicators	3/3	0/3	
Total	31/33	2/33	94%
2 Year License			
# indicators for 60 Day Follow-up		2	

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Employment and Day Supports	50/51	1/51	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	59/61	2/61	97%
2 Year License			
# indicators for 60 Day Follow-up		2	

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

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	The agency's Human Rights Committee reviewed, discussed and responded to action plan to complaints that were investigated by the Disabled Persons Protection Commission (DPPC) or the Department of Developmental Services (DDS). The agency did not share complaints that were dismissed or resolved by the local area office. These complaints should also be shared with the committee to provide information on individuals in identifying trends or patterns across different site locations across the agency. The agency needs to ensure it has an informed and effective Human Rights Committee.

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

Indicator #	Indicator	Area Needing Improvement
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For seven individuals, required assessments were not submitted at least 15 days prior to the ISP. The agency needs to ensure that assessments are submitted in a timely manner.
L91	Incidents are reported and reviewed as mandated by regulation.	For eight out of seventeen locations, incidents were not submitted or finalized within the required timelines. The agency needs to ensure that incident reports are submitted and finalized in a timely manner.

**Remote Supports and Monitoring Services Areas Needing Improvement on Standards not met/Follow-up to occur:
From Provider review:**

Indicator #	Indicator	Issue identified	Action planned to address
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	The consent did not include the purpose/use of photos.	The agency will ensure the consent is modified to provide for purpose/use of photos.

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

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	Two incident reports were not submitted or finalized within the required timelines. The agency needs to ensure that incident reports are submitted and finalized in a timely manner..

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	61/61	0/61	
ABI-MFP Residential Services	20/20	0/20	
Individual Home Supports	21/21	0/21	
Placement Services	0/0	0/0	
Residential Services	20/20	0/20	
Total	67/67	0/67	100%
Certified			

	Reviewed By	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	DDS	6/6	0/6	
Remote Supports and Monitoring Services	DDS 0/0 Provider 4/4	4/4	0/4	
Remote Supports and Monitoring Services	DDS 0/0 Provider 4/4	4/4	0/4	
Total		10/10	0/10	100%
Certified				

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	33/35	2/35	
Community Based Day Services	15/15	0/15	
Employment Support Services	18/20	2/20	
Total	39/41	2/41	95%
Certified			

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

Indicator #	Indicator	Area Needing Improvement
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.	Three out of six individuals reviewed for career planning did not have a completed analysis on how current and future earnings may impact individual entitlements. The agency needs to ensure to complete an analysis on earnings and entitlements for each individual.
C33	Employee benefits and rights are clearly explained to the individual.	Two out of six individuals were not provided information and/or training that explained employee rights and benefits as a paid employee. The agency needs to ensure that individuals are explained their rights and benefits as an employee of the agency.

MASTER SCORE SHEET LICENSURE

Organizational: LIFESTREAM INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓜ L2	Abuse/neglect reporting	19/19	Met
L3	Immediate Action	15/15	Met
L4	Action taken	15/15	Met
L48	HRC	0/1	Not Met(0 %)
L65	Restraint report submit	54/56	Met(96.43 %)
L66	HRC restraint review	53/53	Met
L74	Screen employees	5/5	Met
L75	Qualified staff	4/4	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	Met
Ⓜ L95 (05/22)	RSMS requirements	1/1	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	2/2	7/7		3/3		20/20	Met
L5	Safety Plan	L	8/8	2/2	6/6		1/1		17/17	Met
Ⓜ L6	Evacuation	L	8/8	2/2	6/6		1/1		17/17	Met
L7	Fire Drills	L	8/8				1/1		9/9	Met
L8	Emergency Fact Sheets	I	8/8	2/2	6/7		3/3		19/20	Met (95.00 %)
L9 (07/21)	Safe use of equipment	I	8/8	2/2			3/3		13/13	Met
L10	Reduce risk interventions	I	4/4				2/2		6/6	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
☞ L11	Required inspections	L	8/8	0/1	6/6		1/1		15/16	Met (93.75%)
☞ L12	Smoke detectors	L	8/8	0/1	6/6		1/1		15/16	Met (93.75%)
☞ L13	Clean location	L	8/8	1/1	6/6		1/1		16/16	Met
L14	Site in good repair	L	6/6	1/1	6/6		1/1		14/14	Met
L15	Hot water	L	8/8	0/1	6/6		1/1		15/16	Met (93.75%)
L16	Accessibility	L	8/8	1/1	6/6		1/1		16/16	Met
L17	Egress at grade	L	8/8	1/1	6/6		1/1		16/16	Met
L18	Above grade egress	L	1/1		6/6				7/7	Met
L19	Bedroom location	L	8/8		6/6		1/1		15/15	Met
L20	Exit doors	L	8/8	1/1			1/1		10/10	Met
L21	Safe electrical equipment	L	8/8	1/1	6/6		1/1		16/16	Met
L22	Well-maintained appliances	L	8/8	1/1	6/6		1/1		16/16	Met
L23	Egress door locks	L					1/1		1/1	Met
L24	Locked door access	L	8/8		6/6		1/1		15/15	Met
L25	Dangerous substances	L	8/8	1/1			1/1		10/10	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L26	Walkway safety	L	8/8	1/1	6/6		1/1		16/16	Met
L27	Pools, hot tubs, etc.	L			1/1				1/1	Met
L28	Flammables	L	8/8	1/1			1/1		10/10	Met
L29	Rubbish/combustibles	L	8/8		5/6		1/1		14/15	Met (93.33%)
L30	Protective railings	L	8/8	1/1	5/6				14/15	Met (93.33%)
L31	Communication method	I	8/8	2/2	7/7		3/3		20/20	Met
L32	Verbal & written	I	8/8	2/2	7/7		3/3		20/20	Met
L33	Physical exam	I	7/7	2/2	7/7		3/3		19/19	Met
L34	Dental exam	I	8/8	2/2	7/7		2/3		19/20	Met (95.00%)
L35	Preventive screenings	I	7/8	2/2	7/7		2/3		18/20	Met (90.0%)
L36	Recommended tests	I	7/8	2/2	7/7		1/2		17/19	Met (89.47%)
L37	Prompt treatment	I	8/8	2/2	7/7		3/3		20/20	Met
L38	Physician's orders	I	8/8	1/1	4/4		1/3		14/16	Met (87.50%)
L39	Dietary requirements	I	7/7		3/3		2/3		12/13	Met (92.31%)
L40	Nutritional food	L	8/8	1/1			1/1		10/10	Met
L41	Healthy diet	L	8/8	1/1	6/6		1/1		16/16	Met
L42	Physical activity	L	8/8	1/1	6/6		1/1		16/16	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L43	Health Care Record	I	7/8	1/2	7/7		2/3		17/20	Met (85.00 %)
L44	MAP registration	L	8/8				1/1		9/9	Met
L45	Medication storage	L	8/8				1/1		9/9	Met
Ⓡ L46	Med. Administration	I	8/8		1/1		3/3		12/12	Met
L47	Self medication	I	1/1	2/2	4/4		1/1		8/8	Met
L49	Informed of human rights	I	8/8	2/2	7/7		3/3		20/20	Met
L50 (07/21)	Respectful Comm.	I	8/8	2/2	7/7		3/3		20/20	Met
L51	Possessions	I	8/8	2/2	7/7		3/3		20/20	Met
L52	Phone calls	I	8/8	2/2	7/7		3/3		20/20	Met
L53	Visitation	I	8/8	2/2	7/7		3/3		20/20	Met
L54 (07/21)	Privacy	I	8/8	2/2	7/7		3/3		20/20	Met
L55	Informed consent	I	8/8	1/2	6/6		2/2		17/18	Met (94.44 %)
L56	Restrictive practices	I	2/2						2/2	Met
L57	Written behavior plans	I	3/3						3/3	Met
L60	Data maintenance	I	3/3						3/3	Met
L61	Health protection in ISP	I	7/8	1/1	2/2		3/3		13/14	Met (92.86 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L62	Health protection review	I	1/1		2/2				3/3	Met
L63	Med. treatment plan form	I	8/8		5/5		2/3		15/16	Met (93.75%)
L64	Med. treatment plan rev.	I	8/8		4/4		3/3		15/15	Met
L67	Money mgmt. plan	I	6/6	0/1	1/1				7/8	Met (87.50%)
L68	Funds expenditure	I	7/7	1/1	1/1				9/9	Met
L69	Expenditure tracking	I	7/7	1/1	1/1				9/9	Met
L70	Charges for care calc.	I	8/8		6/6		3/3		17/17	Met
L71	Charges for care appeal	I	8/8		6/6		3/3		17/17	Met
L77	Unique needs training	I	8/8	2/2	7/7		3/3		20/20	Met
L78	Restrictive Int. Training	L	4/4						4/4	Met
L79	Restraint training	L	2/2						2/2	Met
L80	Symptoms of illness	L	8/8	1/1	6/6		1/1		16/16	Met
L81	Medical emergency	L	8/8	2/2	6/6		1/1		17/17	Met
L82	Medication admin.	L	8/8				1/1		9/9	Met
L84	Health protect. Training	I	8/8	1/1	2/2		3/3		14/14	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L85	Supervision	L	8/8	2/2	5/6		1/1		16/17	Met (94.12%)
L86	Required assessments	I	3/6	1/1	6/7		1/3		11/17	Not Met (64.71%)
L87	Support strategies	I	6/6	1/1	7/7		1/3		15/17	Met (88.24%)
L88	Strategies implemented	I	8/8	2/2	7/7		3/3		20/20	Met
L89	Complaint and resolution process	L					1/1		1/1	Met
L90	Personal space/bedroom privacy	I	8/8	2/2	7/7		3/3		20/20	Met
L91	Incident management	L	1/8	2/2	6/6		0/1		9/17	Not Met (52.94%)
L93 (05/22)	Emergency back-up plans	I	8/8	2/2	7/7		3/3		20/20	Met
L94 (05/22)	Assistive technology	I	8/8	2/2	7/7		3/3		20/20	Met
L96 (05/22)	Staff training in devices and applications	I	7/7	2/2	7/7		2/3		18/19	Met (94.74%)

Ind. #	Ind.	Loc. or Indiv.	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	5/5				1/1		6/6	Met
#Std. Met/# 81 Indicator									79/81	
Total Score									88/91	
									96.70%	

Remote Supports and Monitoring Services:

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Remote	Total Met/Rated	Rating
L1	Abuse/neglect training	I	Provider	-	-	Met
L8	Emergency Fact Sheets	I	Provider	-	-	Met
L9 (07/21)	Safe use of equipment	I	Provider	-	-	Met
L31	Communication method	I	Provider	-	-	Met
L32	Verbal & written	I	Provider	-	-	Met
L37	Prompt treatment	I	Provider	-	-	Met
L49	Informed of human rights	I	Provider	-	-	Met
L50 (07/21)	Respectful Comm.	I	Provider	-	-	Met
L52	Phone calls	I	Provider	-	-	Met
L54 (07/21)	Privacy	I	Provider	-	-	Met
L55	Informed consent	I	Provider	-	-	Not Met
L77	Unique needs training	I	Provider	-	-	Met
L80	Symptoms of illness	L	Provider	-	-	Met
L81	Medical emergency	L	Provider	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Remote	Total Met/Rated	Rating
L85	Supervision	L	Provider	-	-	Met
L87	Support strategies	I	DDS	1/1	1/1	Met
L88	Strategies implemented	I	Provider	-	-	Met
L91	Incident management	L	Provider	-	-	Met
L93 (05/22)	Emergency back-up plans	I	Provider	-	-	Met
L94 (05/22)	Assistive technology	I	Provider	-	-	Met
L97 (05/22)	Remote supports plan	I	Provider	-	-	Met
L98 (05/22)	Monitoring staff training in plan	I	Provider	-	-	Met
L99 (05/22)	Medical monitoring devices	I	Provider	-	-	Met
☒ L101 (05/22)	Individual training and knowledge in RSMS	I	DDS	1/1	1/1	Met
#Std. Met/# 24 Indicator					23/24	
Total Score					31/33	
					93.94%	

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	4/6		6/6	10/12	Met (83.33 %)
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	6/6		6/6	12/12	Met
L9 (07/21)	Safe use of equipment	I	6/6		6/6	12/12	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L10	Reduce risk interventions	I	1/1		1/1	2/2	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
L17	Egress at grade	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/com bustibles	L			1/1	1/1	Met
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
Ⓡ L38	Physician's orders	I	2/2		6/6	8/8	Met
L39	Dietary requirements	I			1/1	1/1	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
Ⓜ L46	Med. Administration	I	1/1		6/6	7/7	Met
L49	Informed of human rights	I	4/6		6/6	10/12	Met (83.33 %)
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		2/2	6/6	Met
L57	Written behavior plans	I	2/2			2/2	Met
L60	Data maintenance	I	2/2			2/2	Met
L72	DOL requirements	I			1/1	1/1	Met
L77	Unique needs training	I	6/6		6/6	12/12	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
L85	Supervision	L			1/1	1/1	Met
L86	Required assessments	I	5/6		5/6	10/12	Met (83.33 %)
L87	Support strategies	I	5/6		5/6	10/12	Met (83.33 %)
L88	Strategies implemented	I	6/6		6/6	12/12	Met
L91	Incident management	L			0/1	0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I	6/6		6/6	12/12	Met
L94 (05/22)	Assistive technology	I	6/6		6/6	12/12	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L96 (05/22)	Staff training in devices and applications	I	2/2		3/3	5/5	Met
#Std. Met/# 51 Indicator						50/51	
Total Score						59/61	
						96.72%	

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	8/8	Met
C8	Family/guardian communication	8/8	Met
C9	Personal relationships	8/8	Met
C10	Social skill development	8/8	Met
C11	Get together w/family & friends	7/8	Met (87.50 %)
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

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C16	Explore interests	8/8	Met
C17	Community activities	8/8	Met
C18	Purchase personal belongings	8/8	Met
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

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
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
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

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	2/2	Met
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C21	Coordinate outreach	2/2	Met
C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C53	Food/ dining choices	1/1	Met

Remote Supports and Monitoring Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C19	Knowledgeable decisions	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	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
C37	Interpersonal skills for work	4/4	Met
C38 (07/21)	Habilitative & behavioral goals	4/4	Met
C39 (07/21)	Support needs for employment	4/4	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	5/5	Met
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

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
C22	Explore job interests	1/1	Met
C23	Assess skills & training needs	1/1	Met
C24	Job goals & support needs plan	1/1	Met
C25	Skill development	1/1	Met
C26	Benefits analysis	3/6	Not Met (50.0 %)
C27	Job benefit education	1/1	Met
C29	Support to obtain employment	1/1	Met
C30	Work in integrated settings	6/6	Met
C31	Job accommodations	6/6	Met
C32	At least minimum wages earned	5/6	Met (83.33 %)
C33	Employee benefits explained	4/6	Not Met (66.67 %)
C34	Support to promote success	6/6	Met
C35	Feedback on job performance	6/6	Met
C36	Supports to enhance retention	4/4	Met
C37	Interpersonal skills for work	3/3	Met
C47	Transportation to/ from community	6/6	Met
C50	Involvement/ part of the Workplace culture	6/6	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met