



**PROVIDER REPORT  
FOR**

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

**Version**

**Public Provider Report**

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

# **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	LIFESTREAM INC
<b>Review Dates</b>	10/4/2023 - 10/11/2023
<b>Service Enhancement Meeting Date</b>	10/25/2023
<b>Survey Team</b>	Michelle Boyd Kayla Condon Katherine Gregory Linda Griffith Michael Marchese William Muguro Scott Nolan (TL)
<b>Citizen Volunteers</b>	

### **Survey scope and findings for Residential and Individual Home Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Residential and Individual Home Supports</b>	15 location(s) 18 audit (s)	Targeted Review	DDS 27/27 Provider 65 / 65  92 / 92 2 Year License 10/25/2023-10/25/2025		DDS 6 / 6 Provider 81 / 81  87 / 87 Certified 10/25/2023 - 10/25/2025
Residential Services	7 location(s) 7 audit (s)			DDS Targeted Review	20 / 20
ABI-MFP Residential Services	1 location(s) 3 audit (s)			DDS Targeted Review	20 / 20
Placement Services	5 location(s) 5 audit (s)			DDS Targeted Review	20 / 20
Individual Home Supports	2 location(s) 3 audit (s)			DDS Targeted 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**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Remote Supports and Monitoring Services</b>	1 workstation location(s) 2 audit (s)	Full Review	34/35 2 Year License 10/25/2023-10/25/2025		10 / 10 Certified 10/25/2023 - 10/25/2025
Remote Supports and Monitoring Services	1 workstation location(s) 2 audit (s)			Full Review	4 / 4
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

### **Survey scope and findings for Employment and Day Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Employment and Day Supports</b>	1 location(s) 11 audit (s)	Targeted Review	DDS 22/24 Provider 44 / 45  66 / 69 2 Year License 10/25/2023-10/25/2025		DDS 10 / 11 Provider 31 / 31  41 / 42 Certified 10/25/2023 - 10/25/2025
Community Based Day Services	1 location(s) 6 audit (s)			DDS Targeted Review	15 / 15

Employment Support Services	0 location(s) 5 audit (s)			DDS Targeted Review	20 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

## **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 physical disabilities. The agency provides a range of residential services, community-based day, and employment training for adults. It supports individuals with developmental disabilities and Acquired Brain Injury (ABI) in the greater New Bedford and Fall River areas. The agency supports a total of 237 adults receiving 24-hour residential, placement and Individual Home Supports (IHS) and a total of 36 people participating in Community Based Day (CBDS) and Employment Services at the agency's day location.

The survey includes the agency's first full review for licensure and certification of Remote Support Monitoring Services (RSMS) along with the review of organizational systems. Lifestream Inc. was eligible for and chose to conduct a self-assessment of licensure and certification indicators for its residential and ABI services including 24/7 group home, placement and IHS. As a result, the scope of this licensing review was limited to critical indicators, indicators receiving a rating of 'not met' during the previous survey, and any new or strengthened licensing indicators that came into effect since the last full review. The licensure score for residential is a combination of the agency's self-assessed ratings and those from the Office of Quality Enhancement (OQE). The licensing and certification scores for RSMS are a result of a full review by OQE. In the area of certification for residential, day and employment, only indicators receiving a rating of "not met" from the prior review were surveyed.

An organizational strength of the agency is its systems and practices to collect and analyze data, measure progress, and make systemic changes to enhance services to individuals. The agency had effective systems to track required training, ensure the protection of human rights by holding regular meetings and take action to resolving investigations in an effective manner.

The agency demonstrated a number of strengths in the targeted review for residential and community-based day services. In the environmental domain, all home settings and the day program were clean, well maintained and had all required inspections. Fire detection systems were operational in all homes.

In the health domain, the agency had developed health management protocols that defined, outlined, and met the needs of the individuals. Staff were knowledgeable and implemented the protocols as prescribed by the Health Care Practitioner. A review of medications administered at Medication Administration Program (MAP) registered sites for residential homes and community-based day services were dispensed by certified staff in accordance with applicable policies and procedures. The agency's nursing staff routinely visited homes and made unannounced visits to ensure medications were given as prescribed and properly documented.

Continuing with licensing, assistive technology was found to be a strength of the agency with a focus on supporting individuals on using devices and or mobile apps on an iPad or smartphone to foster their independence in their homes, day, and employment sites. Individuals used different devices in their homes such as virtual assistant technology to turn on lights in their room or operate the television. For example, one individual had a comprehensive support plan which staff were trained in so she could learn to turn off the lights in her closet and bedroom. In CBDS and employment individuals used a mobile app on an iPad to assist them to think and visually organize their routines, create reminder lists, and attend to one task at a time in preparation for an activity or work. For example, individuals in CBDS used the mobile app to choose and organize their daily schedule. while in employment, individuals used the mobile app to prepare for work which was checked off. Individuals expressed pride in being independent. RSMS demonstrated positive outcomes. Individuals and guardians were informed of their human rights, how to file a grievance and mandated reporting. All required components for the on-call system were in place with a comprehensive back up system to text devices to call Night Owl, the remote support agency. The agency routinely checked the remote monitoring system and established good communication with all stakeholders including the third-party provider and area offices to continue to enhance and support the new service.

Within certification, RSMS individuals were supported to maximize their independence by reducing the need for staff intervention or support. Individuals also reported increased service satisfaction due to

that independence

The agency needs to strengthen the following areas: the submission of assessments and support strategies to meet ISP timelines in CBDS and employment services. In RSMS, the content of the Signs and Symptoms training curriculum needs to include the main components of Health Observation Guidelines and Just Not Right for the third-party provider.

Lifestream Inc. has earned a Two-Year license in Residential and IHS services. The agency met 91 of 92 indicators earning a score of 100%. The agency has earned a Two-Year license in CBDS and Employment services. The agency met 66 of 69 indicators earning a score of 96%. The agency will conduct its own follow-up within 60 days. The RSMS program earned a two-year license with a score of 97%, having met 34 of 35 licensing indicators. The agency will submit a follow-up report days. The agency met Certification indicators across all services and is Certified for two years.

## **Description of Self Assessment Process:**

LifeStream has an extensive Quality Management System. Our quality management program was developed to provide an ongoing review of services, to highlight success and to identify need areas requiring correction in a timely manner. Expected outcomes of the program include: the identification of agency-wide trends, on-going review of services, evaluation of the impact of quality management strategies and initiating modifications as needed, recognition for areas that exceed expectations and most importantly, ensuring a higher quality of services for individuals supported by LifeStream.

LifeStream's ongoing program evaluation process was developed using current Department of Developmental Services regulations, LifeStream protocols and standards and survey and certification requirements. Programs are assessed monthly using a standardized performance objectives scorecard. This review process includes a comprehensive, documented review of individuals' medical records, confidential records, ISP compliance, incident management review, a site review and a medication administration audit. On-site reviews are completed of all programs once a year by a team consisting of clinical and nursing staff along with the Program Assistant Directors and the Program and Quality Assurance Directors. Action plans generated from the review are documented using a standardized form. Identified areas needing correction must be completed and documented within 30 business days.

LifeStream collects and analyzes data through the HCSIS program on a regular and ongoing basis. The Director of Quality Assurance develops reports for review at Life Stream's monthly Senior Directors Meetings. The Director of Quality Assurance and Vice President of Clinical Supports report on significant incidents, medication errors, restraints and DPPC findings and reviews year-to-date statistics and patterns or trends of concern annually to LifeStream's Program Review Committee. This committee is comprised of the Vice President of Operations and four members of the organization's Board of Directors. The committee meets on a quarterly basis and additionally reviews outcome measures of employee turnover and employee satisfaction, as well as individual satisfaction. The purpose of the committee is to develop a system that monitors the ongoing performance for important aspects of LifeStreamS programs and services and does so in a manner that allows LifeStream to look at progress with respect to meaningful comparison of these aspects from year to year, to evaluate changes and trends in organizational performance and to identify areas which require further investigation and to develop goals based upon this information in order to enhance service delivery. Findings and action plans are shared between departments within LifeStream as well as externally, when warranted. Findings and actions are also presented by the committee to the full Board of Directors four times a year.

LifeStream uses a multilayered approach to ensure that all stakeholders have input into the evaluation of programs and initiates changes to systems and practices that best reflect the person-centered, quality-based delivery of services that the individuals supported by LifeStream expect and deserve. In addition to our standardized Quality Assurance Reviews, LifeStream has several other quality assurance systems in place:

\* Health and Safety: Nursing staff review all medication administration documentation monthly at the program site. This review occurs at the end of the month to ensure accuracy of current medication administration and carry over to the next month. Nursing staff along with management also review all PRN medication and documentation during this review. RN Coordinators act as a liaison for all hospitalization admissions and discharges, write quarterly medical assessments and review all physician encounters to address any concerns or follow-up required. Assessing RNs are available to help with hospital discharges and to provide person-specific trainings for new equipment or doctor orders as needed. Lab work is also tracked by our nursing department. An RN Coordinator is on call 24/7.

\* Property and Vehicle Safety: LifeStream's Director of Facilities and Asset Management oversees our Facility Department. The Facilities Manager is on call 24/7. Structural systems such as HVAC, fire alarms, sprinklers, generators and lift systems are inspected annually by licensed technicians in the respective areas, Annual inspections are conducted and work orders generated based on inspection findings. Work orders are submitted electronically as needed for routine corrective and preventive

maintenance. Vehicles are inspected monthly to ensure safety.

\* Staff Development: LifeStream's Education and Training Division is certified by the Commonwealth as a private business school. Our Training Department maintains a training database that tracks all required training. This information is distributed to all managers on a monthly and/or as needed basis to ensure on-going training compliance. All employees attend an extensive orientation program that includes: Introduction to Developmental Services, Human Rights and Mandated Reporting, CPR, First Aid, Medication Administration, Vital Signs, Universal Precautions, Body Mechanics, PABC, Nutrition, Dysphasia and Meal Preparation, Positive Behavior Supports, Formal Fire Safety, Human Service Worker Safety 1 and 2 and agency Policies and Procedures. Sitespecific and consumer-specific training occurs at the program location. LifeStream is an approved testing site for the Medication Administration Program. Registered Nurses provide training in g-tube nutrition, flushes and medication administration. LifeStream maintains a Staff Training and Development Course Catalog with over 100 training topics offered on an as- needed basis. LifeStream has trainers on staff in the following areas: Medication Administration, Certified Nursing Aide, NVMAB, Positive Behavior Supports, CPR, First Aid, Human Rights, Abuse Prevention, Dysphagia, Human Service Worker Safety and Nutrition. LifeStream employs six registered nurses who are all trained MAP consultants. LifeStream actively participates on the New Bedford and regional training committees.

\* Interdisciplinary Team: LifeStream's Interdisciplinary Team (IDT) members include nursing, quality assurance, therapy services, psychology, management and direct care support. DDS personnel are invited to participate in LifeStream IDT meetings. This IDT team meets twice a month to review individuals at risk medically or behaviorally. LifeStream employs 2 master's level clinicians, 1 doctorate level clinician and 1 doctorate level consultant within our Psychology Department.

\* Human Rights: Human Rights Committee meets 6 times yearly and has the full complement of required membership. The Human Rights Committee reviews incidents, restraints, restrictive procedures, behavior plans, investigations, human rights complaints, and supportive and protective devices. In addition, the committee reviews Agency analytics throughout the year including significant incident trends, satisfaction surveys etc. The Human Rights Committee conducts annual site visits to a sample of residential homes, meets with individuals and staff and shares findings and recommendations with the Agency. LifeStream mails a Human Rights newsletter to individuals and family quarterly along with the LifeStream grievance policy and specific information on abuse and DPPC annually. The Vice President of Clinical Services meets with all human rights officers annually to provide on-going education. Individuals meet with their Human Rights Officer monthly to review information regarding their rights. LifeStream also has a Human Rights Complaint Form that can be completed and submitted to the Human Rights Committee. A telephone hotline is also in place to assist those who would like to submit a complaint privately. Only the Vice President of Clinical Services and Human Rights Chair have access to retrieve messages from the Human Rights hotline.

\*Standards Committee: LifeStream's Standards Committee includes representation across the agency with expertise in several disciplines. The committee meets monthly to develop standardized forms, procedures and to ensure implementation of systems throughout the agency. The Standards Committee keeps apprised of new initiatives and regulations and updates agency procedures as needed. This committee also audits programs to ensure consistent use and implementation of standardized procedures, protocols and forms.

\*Safety Committee: LifeStream's Safety Committee meets monthly to review all work-related injuries and safety concerns. The committee has initiated several programs to ensure safe practices throughout the agency. Protocols such as 'safe lifting' and transportation safety' have been developed and implemented by the Safety Committee. The committee conducts audits to ensure compliance with safe practices through unannounced van inspections and 1:1 observation of wheelchair securement procedures for transportation. The committee attends house meetings to discuss program- specific safety concerns as needed and provides education as it relates to safety procedures. Safety Concern forms are available at each location for individual and employee use. All completed forms are forwarded to the Safety Committee for review and recommendation.

Self-Assessment Process: LifeStream's President and Chief Executive Officer, Vice President of



Operation, Vice President of Clinical Services and Director of Quality Assurance, along with the leadership of each program, utilized the DDS Licensure Tool along with the Office of Quality Management, Office of Quality Enhancement guidelines to develop the sample size and conduct each individual survey. The surveys were conducted between August 17th and September 13th of 2023. The Director of Quality Assurance, Director of AT and Therapy Services, Vice President of Operation, Vice President of Clinical Services, Director of Nursing and Program Directors worked in teams to conduct each individual survey. This approach ensured expertise in psychology, nursing and program management for each survey conducted. All program locations audited were given a 7-day notice. However, individuals being surveyed were only identified on the day of the audit. LifeStream used 80% as the threshold to determine if an indicator was Met or Not Met. All audits included interviews with staff/care provider and individuals along with documentation reviews and visits to the home/work location:

\*LifeStream assembled programs into cohorts, then from these cohorts, a random selection was chosen, allowing for a sampling across several different management teams. This approach was taken to ensure agency systems are in place throughout the organization. In total, 8 residential homes were audited, including 10 individuals from Cluster A and 8 individuals from Cluster B.

\*3 Individual/Home Support service locations were audited. 5 Placement services locations were visited, and 5 individuals were selected. The audit included interviews with the caregiver and the individual served along with documentation reviews and visits to the home location. The individuals chosen represented a sample across management in the New Bedford and Fall River areas.

\*Five individuals from Supported Employment and six individuals from Community-Based Day Support were audited. A combination of individuals from Cluster A and Cluster B were audited.

\*Each audit team was responsible for reviewing all data and determining what indicators were met or not met for each individual audited.

\*This information was given to the Director of Quality Assurance for review and inclusion in the Provider Assessment Report.

All indicators at the Organizational level were reviewed by the Chief Executive Officer along with the Director of Quality Assurance.

\*All Organizational Licensing and Certification indicators were identified as MET.

\*There was one unmet licensing indicator in Residential and Home Supports:

L87 Support Strategies were submitted within timelines in 14 of 18 records reviewed.(77%)

\*There were three unmet licensing indicators in Employment and Day Supports:

L 86 Required Assessments were submitted within timelines in 7 of 11 records reviewed.(63%)

L 87 Support Strategies were submitted within timelines in 7 of 11 records reviewed.(63%)

L 91 (Incident Management) Initial reports were submitted within required timelines, but final reports were not submitted within required timelines.

## **LICENSURE FINDINGS**

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	10/10	0/10	
<b>Residential and Individual Home Supports</b>	82/82	0/82	
Residential Services Individual Home Supports Placement Services ABI-MFP Residential Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	92/92	0/92	100%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		0	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/9	0/9	
<b>Remote Supports and Monitoring Services</b>	25/26	1/26	
Remote Supports and Monitoring Services			
<b>Critical Indicators</b>	3/3	0/3	
<b>Total</b>	34/35	1/35	97%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		1	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	10/10	0/10	
<b>Employment and Day Supports</b>	56/59	3/59	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	7/7	0/7	
<b>Total</b>	66/69	3/69	96%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		3	

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

**From DDS review:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For one individual, a support strategy related to Remote Supports and Monitoring (RSM) was not created. The agency needs to ensure that all individuals receiving RSM have a support strategy related to this service included in the ISP and it is submitted within required timelines.

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

**From DDS review:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For six of nine individuals, ISP Assessments were not submitted within the required timelines. The agency needs to ensure that assessments are submitted prior to the ISP within the required timelines.
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 nine individuals, ISP Support Strategies were not submitted within the required timelines. The agency needs to ensure that assessments are submitted prior to the ISP within the required timelines.

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

**From Provider review:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Issue identified</b>	<b>Action planned to address</b>
L91	Incidents are reported and reviewed as mandated by regulation.	Initial reports were submitted within required timelines, but final reports were not submitted within the required timelines.	The Program Manager will monitor HCSIS alerts daily to ensure final reports are submitted within the required timelines.

**Employment/Day Commendations on Standards Met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Commendations</b>
L94 (05/22)	Individuals have assistive technology to maximize independence.	The agency secured a grant to offer individuals an opportunity to use a mobile app that helps to choose, organize, and plan activities throughout the day and/or follow job duties for their employer. Individuals utilized the mobile app to maximize their independence at the day program or work by using it to read or another individual lead a group playing BINGO by listing the preparation steps for the activity. For employment, individuals used the mobile app to create a list of tasks that needed to be completed to get ready for work such as reminding them to wear a uniform or listing the job duties to be completed for the day, choosing and doing these activities independently.

## **CERTIFICATION FINDINGS**

	Reviewed By	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>DDS</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>DDS 0/0 Provider 81/81</b>	<b>81/81</b>	<b>0/81</b>	
ABI-MFP Residential Services	DDS 0/0 Provider 20/20	20/20	0/20	
Individual Home Supports	DDS 0/0 Provider 21/21	21/21	0/21	
Placement Services	DDS 0/0 Provider 20/20	20/20	0/20	
Residential Services	DDS 0/0 Provider 20/20	20/20	0/20	
<b>Total</b>		<b>87/87</b>	<b>0/87</b>	<b>100%</b>
<b>Certified</b>				

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Remote Supports and Monitoring Services</b>	<b>4/4</b>	<b>0/4</b>	
Remote Supports and Monitoring Services	4/4	0/4	
<b>Total</b>	<b>10/10</b>	<b>0/10</b>	<b>100%</b>
<b>Certified</b>			

	Reviewed By	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>DDS</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>DDS 4/5 Provider 31/31</b>	<b>35/36</b>	<b>1/36</b>	
Community Based Day Services	DDS 1/1 Provider 14/14	15/15	0/15	
Employment Support Services	DDS 3/4 Provider 17/17	20/21	1/21	
<b>Total</b>		<b>41/42</b>	<b>1/42</b>	<b>98%</b>
<b>Certified</b>				

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
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.	Individuals were not offered information on how to manage their income to ensure their benefits were not impacted. The agency needs to provide individuals and guardians with information on how their earned income can impact their entitlements for their particular scenarios in order to allow them to maximize their full earning potential if they choose.

## MASTER SCORE SHEET LICENSURE

Organizational: LIFESTREAM INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	16/16	Met
L3	Immediate Action	15/15	Met
L4	Action taken	15/15	Met
L48	HRC	1/1	Met
L65	Restraint report submit	75/79	Met(94.94 % )
L66	HRC restraint review	70/70	Met
L74	Screen employees	5/5	Met
L75	Qualified staff	4/4	Met
L76	Track trainings	18/20	Met(90.0 % )
L83	HR training	20/20	Met
Ⓡ L95 (05/22)	RSMS requirements	1/1	Met

### Residential and Individual Home Supports:

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
L1	Abuse/neglect training	I	Provider	-	-	-		-	-	-	Met
L5	Safety Plan	L	Provider	-	-	-		-	-	-	Met
Ⓡ L6	Evacuation	L	DDS	7/7	1/1	5/5		1/1		14/14	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 Indiv.	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	7/7		5/5		1/1		13/13	Met
Ⓡ L12	Smoke detectors	L	DDS	7/7		4/5		1/1		12/13	Met (92.31 %)
Ⓡ L13	Clean location	L	DDS	7/7		5/5		1/1		13/13	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	DDS			4/4				4/4	Met
L20	Exit doors	L	Provider	-	-	-		-	-	-	Met
L21	Safe electrical equipment	L	Provider	-	-	-		-	-	-	Met
L22	Well-maintained appliances	L	Provider	-	-	-		-	-	-	Met
L24	Locked door access	L	DDS			4/4				4/4	Met
L25	Dangerous substances	L	Provider	-	-	-		-	-	-	Met
L26	Walkway safety	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
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	7/7	2/2	3/3		3/3		15/15	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
L43	Health Care Record	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
L44	MAP registration	L	Provider	-	-	-		-	-	-	Met
L45	Medication storage	L	Provider	-	-	-		-	-	-	Met
L46	Med. Administration	I	DDS	7/7		1/1		3/3		11/11	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	Provider	-	-	-		-	-	-	Met
L57	Written behavior plans	I	Provider	-	-	-		-	-	-	Met
L58	Behavior plan component	I	Provider	-	-	-		-	-	-	Met
L59	Behavior plan review	I	Provider	-	-	-		-	-	-	Met
L60	Data maintenance	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
L61	Health protection in ISP	I	Provider	-	-	-		-	-	-	Met
L62	Health protection review	I	Provider	-	-	-		-	-	-	Met
L63	Med. treatment plan form	I	Provider	-	-	-		-	-	-	Met
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	DDS	7/7		5/5		3/3		15/15	Met
L77	Unique needs training	I	Provider	-	-	-		-	-	-	Met
L78	Restrictive Int. Training	L	Provider	-	-	-		-	-	-	Met
L79	Restraint training	L	Provider	-	-	-		-	-	-	Met
L80	Symptoms of illness	L	Provider	-	-	-		-	-	-	Met
L81	Medical emergency	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
Ⓡ L82	Medication admin.	L	DDS	7/7				1/1		8/8	Met
L84	Health protect. Training	I	DDS	7/7		1/1		2/3		10/11	Met (90.91 %)
L85	Supervision	L	Provider	-	-	-		-	-	-	Met
L86	Required assessments	I	DDS	6/7	1/1	4/4		2/3		13/15	Met (86.67 %)
L87	Support strategies	I	DDS	6/7	1/1	5/5		1/3		13/16	Met (81.25 %)
L88	Strategies implemented	I	Provider	-	-	-		-	-	-	Met
L89	Complaint and resolution process	L	Provider	-	-	-		-	-	-	Met
L90	Personal space/bedroom privacy	I	Provider	-	-	-		-	-	-	Met
L91	Incident management	L	Provider	-	-	-		-	-	-	Met
L93 (05/22)	Emergency back-up plans	I	DDS	7/7	3/3	5/5		3/3		18/18	Met
L94 (05/22)	Assistive technology	I	DDS	7/7	3/3	5/5		3/3		18/18	Met
L96 (05/22)	Staff training in devices and applications	I	DDS	7/7	3/3	3/3		3/3		16/16	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
L99 (05/22)	Medical monitoring devices	I	DDS	6/6				1/1		7/7	Met
#Std. Met/#										82/82	
82 Indicator											
Total Score										92/92	
										100%	

#### Remote Supports and Monitoring Services:

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Remote	Total Met/Rated	Rating
L1	Abuse/neglect training	I	DDS	2/2	2/2	Met
L8	Emergency Fact Sheets	I	DDS	2/2	2/2	Met
L9 (07/21)	Safe use of equipment	I	DDS	2/2	2/2	Met
L10	Reduce risk interventions	I	DDS	1/1	1/1	Met
L31	Communication method	I	DDS	2/2	2/2	Met
L32	Verbal & written	I	DDS	2/2	2/2	Met
L37	Prompt treatment	I	DDS	2/2	2/2	Met
L49	Informed of human rights	I	DDS	2/2	2/2	Met
L50 (07/21)	Respectful Comm.	I	DDS	2/2	2/2	Met
L52	Phone calls	I	DDS	2/2	2/2	Met
L54 (07/21)	Privacy	I	DDS	2/2	2/2	Met
L55	Informed consent	I	DDS	1/1	1/1	Met
L77	Unique needs training	I	DDS	2/2	2/2	Met
L80	Symptoms of illness	L	DDS	1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Remote	Total Met/Rated	Rating
L81	Medical emergency	L	DDS	1/1	1/1	Met
L85	Supervision	L	DDS	1/1	1/1	Met
L87	Support strategies	I	DDS	0/1	0/1	Not Met (0 %)
L88	Strategies implemented	I	DDS	1/1	1/1	Met
L90	Personal space/ bedroom privacy	I	DDS	2/2	2/2	Met
L91	Incident management	L	DDS	1/1	1/1	Met
L93 (05/22)	Emergency back-up plans	I	DDS	2/2	2/2	Met
L94 (05/22)	Assistive technology	I	DDS	2/2	2/2	Met
L97 (05/22)	Remote supports plan	I	DDS	2/2	2/2	Met
L98 (05/22)	Monitoring staff training in plan	I	DDS	2/2	2/2	Met
L100 (05/22)	RSMS Assessment	I	DDS	2/2	2/2	Met
Ⓡ L101 (05/22)	Individual training and knowledge in RSMS	I	DDS	2/2	2/2	Met
<b>#Std. Met/# 26 Indicator</b>					<b>25/26</b>	
<b>Total Score</b>					<b>34/35</b>	
					<b>97.14%</b>	

#### Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	Provider		-	-	-	Met
L5	Safety Plan	L	Provider		-	-	-	Met
Ⓡ L6	Evacuation	L	DDS			1/1	1/1	Met
L7	Fire Drills	L	Provider		-	-	-	Met
L8	Emergency Fact Sheets	I	DDS	5/5		6/6	11/11	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L9 (07/21)	Safe use of equipment	I	Provider		-	-	-	Met
L10	Reduce risk interventions	I	Provider		-	-	-	Met
Ⓡ L11	Required inspections	L	DDS			1/1	1/1	Met
Ⓡ L12	Smoke detectors	L	DDS			1/1	1/1	Met
Ⓡ L13	Clean location	L	DDS			1/1	1/1	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
L20	Exit doors	L	Provider		-	-	-	Met
L21	Safe electrical equipment	L	Provider		-	-	-	Met
L22	Well- maintained appliances	L	Provider		-	-	-	Met
L25	Dangerous substances	L	Provider		-	-	-	Met
L26	Walkway safety	L	Provider		-	-	-	Met
L27	Pools, hot tubs, etc.	L	Provider		-	-	-	Met
L28	Flammables	L	Provider		-	-	-	Met
L29	Rubbish/com bustibles	L	DDS			1/1	1/1	Met
L30	Protective railings	L	Provider		-	-	-	Met
L31	Communicati on method	I	Provider		-	-	-	Met
L32	Verbal & written	I	Provider		-	-	-	Met
L37	Prompt treatment	I	Provider		-	-	-	Met
Ⓡ L38	Physician's orders	I	DDS	3/3		3/3	6/6	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L39	Dietary requirements	I	Provider		-	-	-	Met
L44	MAP registration	L	Provider		-	-	-	Met
L45	Medication storage	L	Provider		-	-	-	Met
FL L46	Med. Administration	I	DDS	2/2		4/4	6/6	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
L54 (07/21)	Privacy	I	Provider		-	-	-	Met
L55	Informed consent	I	Provider		-	-	-	Met
L56	Restrictive practices	I	Provider		-	-	-	Met
L57	Written behavior plans	I	Provider		-	-	-	Met
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	Provider		-	-	-	Met
L64	Med. treatment plan rev.	I	Provider		-	-	-	Met
L77	Unique needs training	I	Provider		-	-	-	Met
L78	Restrictive Int. Training	L	Provider		-	-	-	Met
L79	Restraint training	L	Provider		-	-	-	Met



Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L80	Symptoms of illness	L	Provider		-	-	-	Met
L81	Medical emergency	L	Provider		-	-	-	Met
L82	Medication admin.	L	Provider		-	-	-	Met
L84	Health protect. Training	I	DDS			1/1	1/1	Met
L85	Supervision	L	Provider		-	-	-	Met
L86	Required assessments	I	DDS	1/4		2/5	3/9	Not Met (33.33 %)
L87	Support strategies	I	DDS	1/4		3/5	4/9	Not Met (44.44 %)
L88	Strategies implemented	I	Provider		-	-	-	Met
L91	Incident management	L	Provider		-	-	-	Not Met
L93 (05/22)	Emergency back-up plans	I	DDS	5/5		6/6	11/11	Met
L94 (05/22)	Assistive technology	I	DDS	5/5		6/6	11/11	Met
L96 (05/22)	Staff training in devices and applications	I	DDS	3/3		6/6	9/9	Met
#Std. Met/# 59 Indicator							56/59	
Total Score							66/69	
							95.65%	

## 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	<b>Met</b>
	C6	Future directions planning		1/1	<b>Met</b>

### Residential Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>
C9	Personal relationships	Provider	-	<b>Met</b>
C10	Social skill development	Provider	-	<b>Met</b>
C11	Get together w/family & friends	Provider	-	<b>Met</b>
C12	Intimacy	Provider	-	<b>Met</b>
C13	Skills to maximize independence	Provider	-	<b>Met</b>
C14	Choices in routines & schedules	Provider	-	<b>Met</b>
C15	Personalize living space	Provider	-	<b>Met</b>
C16	Explore interests	Provider	-	<b>Met</b>
C17	Community activities	Provider	-	<b>Met</b>
C18	Purchase personal belongings	Provider	-	<b>Met</b>
C19	Knowledgeable decisions	Provider	-	<b>Met</b>
C46	Use of generic resources	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C48	Neighborhood connections	Provider	-	<b>Met</b>
C49	Physical setting is consistent	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>
C52	Leisure activities and free-time choices /control	Provider	-	<b>Met</b>
C53	Food/ dining choices	Provider	-	<b>Met</b>

### ABI-MFP Residential Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>

**ABI-MFP Residential Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Reviewed By</b>	<b>Met/Rated</b>	<b>Rating</b>
C9	Personal relationships	Provider	-	<b>Met</b>
C10	Social skill development	Provider	-	<b>Met</b>
C11	Get together w/family & friends	Provider	-	<b>Met</b>
C12	Intimacy	Provider	-	<b>Met</b>
C13	Skills to maximize independence	Provider	-	<b>Met</b>
C14	Choices in routines & schedules	Provider	-	<b>Met</b>
C15	Personalize living space	Provider	-	<b>Met</b>
C16	Explore interests	Provider	-	<b>Met</b>
C17	Community activities	Provider	-	<b>Met</b>
C18	Purchase personal belongings	Provider	-	<b>Met</b>
C19	Knowledgeable decisions	Provider	-	<b>Met</b>
C46	Use of generic resources	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C48	Neighborhood connections	Provider	-	<b>Met</b>
C49	Physical setting is consistent	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>
C52	Leisure activities and free-time choices /control	Provider	-	<b>Met</b>
C53	Food/ dining choices	Provider	-	<b>Met</b>

**Placement Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Reviewed By</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	Provider	-	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>
C9	Personal relationships	Provider	-	<b>Met</b>
C10	Social skill development	Provider	-	<b>Met</b>
C11	Get together w/family & friends	Provider	-	<b>Met</b>
C12	Intimacy	Provider	-	<b>Met</b>
C13	Skills to maximize independence	Provider	-	<b>Met</b>

### Placement Services

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

### Individual Home Supports

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>
C9	Personal relationships	Provider	-	<b>Met</b>
C10	Social skill development	Provider	-	<b>Met</b>
C11	Get together w/family & friends	Provider	-	<b>Met</b>
C12	Intimacy	Provider	-	<b>Met</b>
C13	Skills to maximize independence	Provider	-	<b>Met</b>
C14	Choices in routines & schedules	Provider	-	<b>Met</b>
C15	Personalize living space	Provider	-	<b>Met</b>
C16	Explore interests	Provider	-	<b>Met</b>
C17	Community activities	Provider	-	<b>Met</b>
C18	Purchase personal belongings	Provider	-	<b>Met</b>
C19	Knowledgeable decisions	Provider	-	<b>Met</b>

### Individual Home Supports

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

### Remote Supports and Monitoring Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	<b>Met</b>
C8	Family/guardian communication	2/2	<b>Met</b>
C13	Skills to maximize independence	2/2	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	2/2	<b>Met</b>

### Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>
C13	Skills to maximize independence	Provider	-	<b>Met</b>
C37	Interpersonal skills for work	Provider	-	<b>Met</b>
C38 (07/21)	Habilitative & behavioral goals	Provider	-	<b>Met</b>
C39 (07/21)	Support needs for employment	Provider	-	<b>Met</b>
C40	Community involvement interest	Provider	-	<b>Met</b>
C41	Activities participation	Provider	-	<b>Met</b>
C42	Connection to others	Provider	-	<b>Met</b>
C43	Maintain & enhance relationship	Provider	-	<b>Met</b>

### Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C44	Job exploration	DDS	5/5	<b>Met</b>
C45	Revisit decisions	Provider	-	<b>Met</b>
C46	Use of generic resources	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>

### Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>
C22	Explore job interests	DDS	5/5	<b>Met</b>
C23	Assess skills & training needs	Provider	-	<b>Met</b>
C24	Job goals & support needs plan	DDS	5/5	<b>Met</b>
C25	Skill development	Provider	-	<b>Met</b>
C26	Benefits analysis	DDS	0/5	<b>Not Met (0 %)</b>
C27	Job benefit education	Provider	-	<b>Met</b>
C28	Relationships w/businesses	Provider	-	<b>Met</b>
C29	Support to obtain employment	DDS	5/5	<b>Met</b>
C30	Work in integrated settings	Provider	-	<b>Met</b>
C31	Job accommodations	Provider	-	<b>Met</b>
C32	At least minimum wages earned	Provider	-	<b>Met</b>
C33	Employee benefits explained	Provider	-	<b>Met</b>
C34	Support to promote success	Provider	-	<b>Met</b>
C35	Feedback on job performance	Provider	-	<b>Met</b>
C36	Supports to enhance retention	Provider	-	<b>Met</b>
C37	Interpersonal skills for work	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>

**Employment Support Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Reviewed By</b>	<b>Met/Rated</b>	<b>Rating</b>
C50	Involvement/ part of the Workplace culture	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>