**PROVIDER REPORT
FOR**

**LIVING INDEPENDENTLY
FOREVER
550 Lincoln Rd Ext
Hyannis, MA 02601**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	LIVING INDEPENDENTLY FOREVER
Review Dates	11/5/2019 - 11/12/2019
Service Enhancement Meeting Date	11/26/2019
Survey Team	Michael Marchese (TL)
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Citizen Volunteers	

Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	6 location(s) 8 audit (s)	Full Review	70 / 84 2 Year License 11/26/2019 - 11/26/2021		67 / 73 Certified 11/26/2019 - 11/26/2021
Residential Services	1 location(s) 3 audit (s)			Full Review	21 / 22
Placement Services	2 location(s) 2 audit (s)			Full Review	20 / 22
Individual Home Supports	3 location(s) 3 audit (s)			Full Review	20 / 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	2 location(s) 8 audit (s)	Full Review	48 / 53 2 Year License 11/26/2019 - 11/26/2021		36 / 42 Certified 11/26/2019 - 11/26/2021
Community Based Day Services	1 location(s) 4 audit (s)			Full Review	13 / 14
Employment Support Services	1 location(s) 4 audit (s)			Full Review	17 / 22
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Living Independently Forever (LIFE), Inc. is a private, not for profit human services agency that has been serving adults, with learning and intellectual challenges, living on Cape Cod since 1992. Services have more recently been expanded to the South Shore area. The agency currently provides Residential and Individual Home, and Community Based Day (CBDS) and Employment Supports to approximately 185 people. Since their last survey, the agency added another location at which CBDS services are provided, and now offers Placement Services for eight people.

The current review conducted by the Department of Developmental Services (DDS) Office of Quality Enhancement included a full review of all licensing and certification indicators applicable to Residential, Placement and Individual Home Supports, and Community Based Day and Employment Support services.

A number of positive practices were noted across all services. Staff was observed to be respectful when engaging and interacting with people supported. People supported were informed of their human rights and how to report suspected abuse or neglect. Also, in the human rights domain, informed consent was obtained when individuals' image and/or personal information was disclosed by the agency.
The following positive practices were observed in residential services. Homes were spacious, clean, and well maintained, and met the accessibility needs of the people living in them. Personal space and privacy in people's homes was respected, as noted by locks on bathroom and bedroom doors. A clear focus on promoting healthy and active lifestyles was observed across residential services. Health and nutritional education programs are offered, and individuals are supported to use the fitness facilities at each of the agency's three community locations, as well as at local YMCAs and gyms. Another example is the popularity and attendance at scheduled monthly community dinners that focus on nutrition, food preparation, and healthy eating. In the healthcare domain, individuals receiving residential services received routine and preventive exams and screenings, and prompt treatment and follow-up was provided for emergent medical events. Individuals' medical information was accurate and up to date, and when needed health management plans were in place and followed as written.
In Employment and Day Supports, individuals' emergency medical information was current and accurate, physicians' treatment orders were in place and followed as written, and individuals received prompt treatment for emergent medical events.

Within the certification domain, positive practices include the agency's commitment to a culture that includes the guardians and families of the people they support. Feedback from individual's and family members verified that communication occurs on a regular and ongoing basis and that staff are responsive to questions and concerns. Survey feedback from individuals and families has been incorporated in program development such as the decision to develop more single bedroom living options and the creation of the agency's Aging Committee to address the service needs of the older segment of their service population. Another example is demonstrated with the opportunities provided to individuals to have input into the evaluating of staff that supports them through participation in the Human Resources Committee. Individuals on the committee developed questions that are used as part of the hiring and ongoing performance evaluation of staff.
Within residential and placement services, there were a number of positive practices identified, including Choice and Control and Growth and Development. Individuals were afforded opportunities to explore preferred activities and frequently participated in those activities on a one to one basis. Individuals were knowledgeable of and frequented community resources and services such as banks, libraries, etc. The use of assistive technology was also noted in residential and home supports, including the use of smart phones to independently schedule events and appointments, coordinate transportation and research community events. Social skills development, human rights advocacy, and the promotion of independence were demonstrated through participation in a number of bridge building events and groups such as community dinners, Community Council meetings, and the Action Club.
The agency's employment and day services have demonstrated a commitment to supporting

individuals to work in integrated employment settings. The agency has placed individuals in volunteer, internship, and paid employment positions at more than 100 different employers, and participation in two innovative training/internship partnerships with CVS and Starbucks. Individuals who are employed are receiving at least minimum wage, and are being supported to learn new skills towards sustaining and enhancing their employment goals. The agency also offers transportation training and supports to individuals that reinforces independence through the choice of a variety of options, including a unique collaborative grant with Uber.

This review also identified licensing areas that need further strengthening, across all services. The agency needs to place additional focus on the timely submission of ISP assessments and support strategies, and in residential services, the timely submission and finalization of incident reports. In the area of human rights the agency needs to ensure that people supported are trained on the agency's grievance procedure and whom to go to lodge a complaint.
In residential services, it's recommended the agency pay increased attention to the following areas. All required components need to be included when medication treatment and/or behavior plans are utilized to support individuals, including the identification of measurable target behaviors. Also, when restrictive practices are utilized, provisions are included that mitigate their impact on those not requiring a need for the restriction. In the area of funds management, the agency needs to ensure that when money is held by staff , money management supported plans are in place, that these accurately describe the level of support provided, and that a process is in place that documents and tracks expenditures.

While the agency has made efforts to ensure that individualized choices and activities are incorporated into all aspects of individuals' supports, the review of individual home services revealed that greater efforts are needed to assist individuals to participate in activities that explore their personal interests and provide opportunities to develop or increase personal relationships. In individual home supports, additional efforts are also warranted to ensure that individuals are being supported to explore their interest in intimate and/or companion relationships. In employment and day services, additional attention should focus on the affirmation of people's rights, by ensuring that individuals have full access to personal possessions, and that individuals are afforded confidential space to discuss personal matters.
In employment and day services, while participants have been assessed, staff need to identify relevant areas were assistive technology might benefit the individual to increase independence when navigating their community and work environments. In employment services, the program needs to enhance efforts to ensure that individuals and their families are provided with career planning supports, including the management of benefits and entitlements in order to allow for successful employment.

Based on the results of the survey, the agency has achieved a two-year license for its Residential, Placement and Individual Home Supports with 83% of all licensing indicators receiving a rating of 'met', and is certified with 92% of all certification indicators receiving a rating of 'Met'. The DDS Office of Quality Enhancement will conduct a follow-up review of any residential licensing indicators receiving a rating of 'Not Met', within 60 days. The agency also achieved a two-year license for its Employment and Day Supports with 91% of all licensing indicators receiving a rating of 'Met', and is certified with 86% of all certification indicators receiving a rating of 'Met'. The agency will conduct its own follow-up review of any employment/day licensing indicators receiving a rating of 'Not Met'.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Residential and Individual Home Supports	62/76	14/76	
Residential Services Placement Services Individual Home Supports			
Critical Indicators	8/8	0/8	
Total	70/84	14/84	83%
2 Year License			
# indicators for 60 Day Follow-up		14	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Employment and Day Supports	40/45	5/45	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	48/53	5/53	91%
2 Year License			
# indicators for 60 Day Follow-up		5	

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

Indicator #	Indicator	Area Needing Improvement
L18	All other floors above grade have one means of egress and one escape route on each floor leading to grade.	In one location, a secondary escape route was impeded by a piece of furniture. The agency needs to ensure that all egresses are free of any obstructions to allow a usable path.
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	Six out of eight individuals were not informed of how to file a grievance. The agency needs to ensure that individuals are informed and trained regarding the agency's grievance procedure, or to whom they should talk to if they have a problem.

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

Indicator #	Indicator	Area Needing Improvement
L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.	A restrictive practice was in place for one individual. All required components such as a plan to fade, and process to mitigate the impact as to not unduly restrict the rights of others were not included. The agency needs to ensure that restrictive practices include all required components.
L58	All behavior plans contain the required components.	The agency had behavioral strategies in place for one individual that did not contain all the required components. The agency needs to ensure that behavioral plans contain all the required components (targeted behaviors to decrease, desired positive replacement behaviors, rationale based on a functional analysis of targeted behaviors antecedents and criteria for eliminating or revising the plan).
L60	Data are consistently maintained and used to determine the efficacy of behavioral interventions.	The agency was not collecting measurable data on behalf of one individual with behavioral strategies. The agency needs to ensure that data collected can be used to determine the efficacy of behavioral interventions.
L62	Supports and health related protections are reviewed by the required groups.	Authorizations by a qualified practitioner had not been obtained for one individual's supports and health protections. The agency needs to ensure that all supports and health related protections have been authorized by a qualified practitioner.
L63	Medication treatment plans are in written format with required components.	Three medication treatment plans reviewed did not contain all required components, including measurable target behaviors, baseline data prior to intervention and clinical criteria/indications for the re-evaluation of medication treatment. The agency needs to ensure that all medication treatment plans contain all required components.
L64	Medication treatment plans are reviewed by the required groups.	One of three medication treatment plans had not been reviewed by the ISP team. The agency needs to ensure that all medication treatment plans have been reviewed by individuals' ISP teams.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	Two individuals did not have a written money management support plan in place. For three others, their plans, either did not accurately describe the money management supports being provided, or lacked a training plan to eliminate or reduce the need for staff assistance. The agency needs to ensure that all a written plan is in place when the agency has shared or delegated money management responsibility.

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

Indicator #	Indicator	Area Needing Improvement
L69	Individual expenditures are documented and tracked.	For three individuals where the provider/staff hold their money, there was no process in place for documenting and tracking cash being held and all expenditures. The agency needs to ensure that when staff hold individual's money and provide support in the use of funds, a process for documenting and tracking all expenditures needs to be in place.
L85	The agency provides ongoing supervision, oversight and staff development.	At two of six locations, there was a lack of adequate program oversight, such as documentation of quality assurance reviews and regular supervision to identify areas that care providers need additional support. The agency needs to ensure that all providers/staff are supported through ongoing oversight and supervision.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Assessments were not submitted within required time frames for two individuals. The agency needs to ensure that assessments are submitted to the DDS Area Office at least 15 days prior to the scheduled ISP meeting.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	Support strategies were not submitted within required time frames for two individuals. The agency needs to ensure that support strategies are submitted to the DDS Area Office at least 15 days prior to the scheduled ISP meeting.
L91	Incidents are reported and reviewed as mandated by regulation.	At three out of six locations at which reportable incidents had occurred, there were instances in which incident reports had not been submitted and/or finalized within required timelines. The agency needs to ensure that reportable incidents are reported within required timelines.

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

Indicator #	Indicator	Area Needing Improvement
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	Six out of eight individuals were not informed of how to file a grievance. The agency needs to ensure that individuals are informed and trained regarding the agency's grievance procedure, or to whom they should talk to if they have a problem.
L54	Individuals have privacy when taking care of personal needs and discussing personal matters.	One community based day support location did not have space that would afford individuals the opportunity to privately discuss personal matters. The agency needs to ensure that individuals are afforded the opportunity to discuss personal matters privately.

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

Indicator #	Indicator	Area Needing Improvement
L63	Medication treatment plans are in written format with required components.	A Medication Treatment Plan for one individual did not contain all required components, including a lack of measurable target behaviors, baseline data prior to intervention, and clinical criteria/indications for reevaluation of the medication treatment. The agency needs to ensure that Medication Treatment Plans include all required components.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Assessments were not submitted within required time frames for three individuals. The agency needs to ensure that assessments are submitted to the DDS Area Office at least 15 days prior to the scheduled ISP meeting.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	Support strategies were not submitted within required time frames for four individuals. The agency needs to ensure that support strategies are submitted to the DDS Area Office at least 15 days prior to the scheduled ISP meeting.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	61/67	6/67	
Individual Home Supports	20/23	3/23	
Placement Services	20/22	2/22	
Residential Services	21/22	1/22	
TOTAL	67/73	6/73	92%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	30/36	6/36	
Community Based Day Services	13/14	1/14	
Employment Support Services	17/22	5/22	
TOTAL	36/42	6/42	86%
Certified			

Individual Home Supports- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C9	Staff (Home Providers) act as bridge builders and provide opportunities to develop, and/or increase personal relationships and social contacts.	One out of three individuals did not have staff support to develop opportunities which could increase social contacts and personal relationships. The agency needs to develop and implement strategies to increase opportunities for individuals to develop personal relationships.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	For both individuals, there was no evidence to demonstrate that education was provided to staff to help support individuals in the area of sexuality and intimacy. The agency needs to assess individuals and provide training to staff to support individuals to explore, define and express their needs for intimacy and companionship.
C16	Staff (Home Providers) support individuals to explore, discover and connect with their interests for cultural, social, recreational and spiritual activities.	One out of three individuals did not have staff support to help explore, discover and connect with their interests for social activities. The agency needs to develop opportunities to support individuals with exploration and discovery of activities that connect them to their social interests.

Placement Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	One out of two individuals had not been afforded with the opportunity to provide feedback on an ongoing basis on the performance of her care provider/staff. The agency needs to ensure that all individuals have opportunities to provide feedback at the time of hire/match and on an ongoing basis on the performance of care providers and staff that support them.
C54	Individuals have the assistive technology and/or modifications to maximize independence.	For one out of two individuals, staff had not completed an assessment to identify areas of benefit from assistive technology, or developed strategies to introduce assistive technology to assist in modifying her visual limitations. The agency needs to ensure that all individuals are assessed to identify if assistive technology may be of benefit to maximize their independence.

Residential Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C13	Staff (Home Providers) provide support for individuals to develop skills to enable them to maximize independence and participation in typical activities and routines.	One individual was assessed to be able to learn skills to self-administer her medications. The agency had not developed a support plan. The agency needs to ensure that individuals are encouraged to be independent in typical activities.

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

Indicator #	Indicator	Area Needing Improvement
C54	Individuals have the assistive technology and/or modifications to maximize independence.	Assessments had been completed to identify areas where individual could benefit from the use of assistive technology and/or modifications to maximize independence. However, for three of four individuals, the agency had not identified areas of need or had not implemented strategies which could increase the individual's independence with the use of assistive technology. The agency needs to ensure that areas of need are identified and recommendations are implemented.

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

Indicator #	Indicator	Area Needing Improvement
C24	There is a plan developed to identify job goals and support needs.	One out of three individuals did not have a plan which identifies what supports are necessary to address goals. The agency needs to ensure that a plan is in place which addresses 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.	A benefit analysis regarding how future earnings could potentially impact individual's entitlements was not done for two individuals. The agency needs to ensure that individuals and their families are provided with career planning which includes an analysis of benefits and entitlements in order to allow individuals to work successfully in the community.
C33	Employee benefits and rights are clearly explained to the individual.	One out of three individuals was not provided support to understand her benefits or compensation. The agency needs to ensure that individuals are supported to understand their pay and benefits that is in concert with their unique learning style.
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	One out of three individuals did not have a plan to fade employment supports. The agency needs to ensure that supports are provided which includes plans to fade job coaching over time without jeopardizing success.

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

Indicator #	Indicator	Area Needing Improvement
C35	Individuals are given feedback on job performance by their employer.	Feedback regarding job performance was not provided to two individuals. The agency needs to ensure that individuals are given feedback on job performance by their employers.

MASTER SCORE SHEET LICENSURE

Organizational: LIVING INDEPENDENTLY FOREVER

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	8/8	Met
L3	Immediate Action	4/4	Met
L4	Action taken	2/2	Met
L48	HRC	1/1	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	14/14	Met
L83	HR training	14/14	Met

Residential and Individual Home Supports:

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	3/3	3/3	2/2				**8/8**	**Met**
L5	Safety Plan	L	1/1	2/2	2/2				**5/5**	**Met**
L6	Evacuation	L	1/1	2/2	2/2				**5/5**	**Met**
L7	Fire Drills	L	1/1						**1/1**	**Met**
L8	Emergency Fact Sheets	I	3/3	3/3	2/2				**8/8**	**Met**
L9	Safe use of equipment	L	1/1	3/3					**4/4**	**Met**
L10	Reduce risk interventions	I	1/1	2/2	1/1				**4/4**	**Met**
L11	Required inspections	L	1/1	2/2	1/2				**4/5**	**Met (80.0%)**
L12	Smoke detectors	L	1/1	2/2	2/2				**5/5**	**Met**
L13	Clean location	L	1/1	2/2	2/2				**5/5**	**Met**
L14	Site in good repair	L	1/1	1/1	2/2				**4/4**	**Met**
L15	Hot water	L	1/1	2/2	1/2				**4/5**	**Met (80.0%)**
L16	Accessibility	L	1/1	2/2	1/1				**4/4**	**Met**
L17	Egress at grade	L	1/1	2/2					**3/3**	**Met**

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L18	Above grade egress	L	0/1	1/1					**1/2**	**Not Met (50.0%)**
L19	Bedroom location	L		1/1					**1/1**	**Met**
L20	Exit doors	L	1/1	2/2					**3/3**	**Met**
L21	Safe electrical equipment	L	1/1	2/2	2/2				**5/5**	**Met**
L22	Well-maintained appliances	L	0/1	2/2	2/2				**4/5**	**Met (80.0%)**
L23	Egress door locks	L	1/1						**1/1**	**Met**
L24	Locked door access	L	1/1						**1/1**	**Met**
L25	Dangerous substances	L	1/1	2/2					**3/3**	**Met**
L26	Walkway safety	L	1/1	2/2	2/2				**5/5**	**Met**
L28	Flammables	L	1/1	2/2					**3/3**	**Met**
L29	Rubbish /combustibles	L	1/1	2/2	2/2				**5/5**	**Met**
L30	Protective railings	L	1/1	1/1					**2/2**	**Met**
L31	Communication method	I	3/3	3/3	2/2				**8/8**	**Met**
L32	Verbal & written	I	3/3	3/3	2/2				**8/8**	**Met**

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L33	Physical exam	I	3/3	2/2	2/2				**7/7**	**Met**
L34	Dental exam	I	3/3	2/2	2/2				**7/7**	**Met**
L35	Preventive screenings	I	3/3	2/2	1/1				**6/6**	**Met**
L36	Recommended tests	I	1/1	2/2	1/1				**4/4**	**Met**
L37	Prompt treatment	I	1/1	2/2	1/1				**4/4**	**Met**
L38	Physician's orders	I	2/2	1/1					**3/3**	**Met**
L39	Dietary requirements	I			1/1				**1/1**	**Met**
L40	Nutritional food	L	1/1	2/2					**3/3**	**Met**
L41	Healthy diet	L	1/1	2/2	2/2				**5/5**	**Met**
L42	Physical activity	L	1/1	2/2	2/2				**5/5**	**Met**
L43	Health Care Record	I	3/3	3/3	2/2				**8/8**	**Met**
L44	MAP registration	L	1/1	1/1					**2/2**	**Met**
L45	Medication storage	L	1/1	1/1					**2/2**	**Met**
L46	Med. Administration	I	2/2	1/1	0/1				**3/4**	**Met**
L47	Self medication	I	2/3	2/2	1/1				**5/6**	**Met (83.33 %)**
L49	Informed of human rights	I	0/3	1/3	1/2				**2/8**	**Not Met (25.00 %)**

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L50	Respectful Comm.	L	1/1	3/3	2/2				**6/6**	**Met**
L51	Possessions	I	2/3	3/3	2/2				**7/8**	**Met (87.50 %)**
L52	Phone calls	I	3/3	3/3	2/2				**8/8**	**Met**
L53	Visitation	I	3/3	2/2	2/2				**7/7**	**Met**
L54	Privacy	L	1/1	2/2	2/2				**5/5**	**Met**
L55	Informed consent	I	3/3	1/1	1/1				**5/5**	**Met**
L56	Restrictive practices	I	0/1						**0/1**	**Not Met (0 %)**
L57	Written behavior plans	I	1/1	1/1					**2/2**	**Met**
L58	Behavior plan component	I	0/1	1/1					**1/2**	**Not Met (50.0 %)**
L59	Behavior plan review	I	1/1	1/1					**2/2**	**Met**
L60	Data maintenance	I	0/1	1/1					**1/2**	**Not Met (50.0 %)**
L61	Health protection in ISP	I			1/1				**1/1**	**Met**
L62	Health protection review	I			0/1				**0/1**	**Not Met (0 %)**
L63	Med. treatment plan form	I	0/1	0/1	0/1				**0/3**	**Not Met (0 %)**

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L64	Med. treatment plan rev.	I	0/1	1/1	1/1				**2/3**	**Not Met (66.67 %)**
L67	Money mgmt. plan	I	0/2	1/2	0/2				**1/6**	**Not Met (16.67 %)**
L68	Funds expenditure	I	2/2	2/2	1/1				**5/5**	**Met**
L69	Expenditure tracking	I	0/2	2/2	0/1				**2/5**	**Not Met (40.0 %)**
L70	Charges for care calc.	I	2/2		2/2				**4/4**	**Met**
L71	Charges for care appeal	I	2/2		2/2				**4/4**	**Met**
L77	Unique needs training	I	3/3	2/3	2/2				**7/8**	**Met (87.50 %)**
L78	Restrictive Int. Training	L	1/1	1/1					**2/2**	**Met**
L80	Symptoms of illness	L	1/1	3/3	2/2				**6/6**	**Met**
L81	Medical emergency	L	1/1	3/3	2/2				**6/6**	**Met**
L82	Medication admin.	L	1/1	1/1					**2/2**	**Met**
L84	Health protect. Training	I			1/1				**1/1**	**Met**
L85	Supervision	L	1/1	3/3	0/2				**4/6**	**Not Met (66.67 %)**
L86	Required assessments	I	2/2	1/2	0/1				**3/5**	**Not Met (60.0 %)**

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L87	Support strategies	I	2/2	1/2	0/1				3/5	Not Met (60.0 %)
L88	Strategies implemented	I	3/3	2/3	1/1				6/7	Met (85.71 %)
L90	Personal space/ bedroom privacy	I	3/3	2/2	2/2				7/7	Met
L91	Incident management	L	0/1	2/3	1/2				3/6	Not Met (50.0 %)
#Std. Met/# 76 Indicator									62/76	
Total Score									70/84	
									83.33%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	4/4		4/4	8/8	Met
L5	Safety Plan	L			1/1	1/1	Met
L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	4/4		4/4	8/8	Met
L9	Safe use of equipment	L	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

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
℞ 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/combustibles	L			1/1	**1/1**	**Met**
L30	Protective railings	L			1/1	**1/1**	**Met**
L31	Communication method	I	4/4		4/4	**8/8**	**Met**
L32	Verbal & written	I	4/4		4/4	**8/8**	**Met**
L37	Prompt treatment	I	2/2		2/2	**4/4**	**Met**
℞ L38	Physician's orders	I			4/4	**4/4**	**Met**
L44	MAP registration	L			1/1	**1/1**	**Met**
L45	Medication storage	L			1/1	**1/1**	**Met**
℞ L46	Med. Administration	I			3/3	**3/3**	**Met**
L49	Informed of human rights	I	0/4		2/4	**2/8**	**Not Met (25.00 %)**
L50	Respectful Comm.	L	1/1		1/1	**2/2**	**Met**

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L51	Possessions	I	4/4		3/4	**7/8**	**Met (87.50 %)**
L52	Phone calls	I	4/4		4/4	**8/8**	**Met**
L54	Privacy	L			0/1	**0/1**	**Not Met (0 %)**
L55	Informed consent	I	1/1		2/2	**3/3**	**Met**
L63	Med. treatment plan form	I			0/1	**0/1**	**Not Met (0 %)**
L64	Med. treatment plan rev.	I			1/1	**1/1**	**Met**
L77	Unique needs training	I	4/4		3/4	**7/8**	**Met (87.50 %)**
L80	Symptoms of illness	L	1/1		1/1	**2/2**	**Met**
L81	Medical emergency	L	1/1		1/1	**2/2**	**Met**
L82	Medication admin.	L			1/1	**1/1**	**Met**
L85	Supervision	L	1/1		1/1	**2/2**	**Met**
L86	Required assessments	I	1/3		1/2	**2/5**	**Not Met (40.0 %)**
L87	Support strategies	I	1/3		0/2	**1/5**	**Not Met (20.0 %)**
L88	Strategies implemented	I	4/4		3/4	**7/8**	**Met (87.50 %)**
L91	Incident management	L	1/1		1/1	**2/2**	**Met**
#Std. Met/# 45 Indicator						**40/45**	
Total Score						**48/53**	
						90.57%	

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**

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	**Met**
C8	Family/guardian communication	4/4	**Met**
C13	Skills to maximize independence	4/4	**Met**
C37	Interpersonal skills for work	4/4	**Met**
C40	Community involvement interest	3/4	**Met**
C41	Activities participation	3/4	**Met**
C42	Connection to others	4/4	**Met**
C43	Maintain & enhance relationship	4/4	**Met**
C44	Job exploration	4/4	**Met**
C45	Revisit decisions	4/4	**Met**
C46	Use of generic resources	4/4	**Met**
C47	Transportation to/ from community	4/4	**Met**
C51	Ongoing satisfaction with services/ supports	4/4	**Met**
C54	Assistive technology	1/4	**Not Met (25.00 %)**

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	**Met**
C8	Family/guardian communication	4/4	**Met**
C22	Explore job interests	3/3	**Met**
C23	Assess skills & training needs	3/3	**Met**

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C24	Job goals & support needs plan	2/3	**Not Met (66.67 %)**
C25	Skill development	3/3	**Met**
C26	Benefits analysis	0/2	**Not Met (0 %)**
C27	Job benefit education	3/3	**Met**
C28	Relationships w/businesses	1/1	**Met**
C29	Support to obtain employment	3/3	**Met**
C30	Work in integrated settings	3/3	**Met**
C31	Job accommodations	3/3	**Met**
C32	At least minimum wages earned	1/1	**Met**
C33	Employee benefits explained	2/3	**Not Met (66.67 %)**
C34	Support to promote success	2/3	**Not Met (66.67 %)**
C35	Feedback on job performance	1/3	**Not Met (33.33 %)**
C36	Supports to enhance retention	3/3	**Met**
C37	Interpersonal skills for work	4/4	**Met**
C47	Transportation to/ from community	4/4	**Met**
C50	Involvement/ part of the Workplace culture	3/3	**Met**
C51	Ongoing satisfaction with services/ supports	4/4	**Met**
C54	Assistive technology	3/4	**Met**

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	2/3	**Not Met (66.67 %)**
C10	Social skill development	3/3	**Met**
C11	Get together w/family & friends	2/2	**Met**
C12	Intimacy	0/2	**Not Met (0 %)**
C13	Skills to maximize independence	2/2	**Met**
C14	Choices in routines & schedules	2/2	**Met**
C15	Personalize living space	2/2	**Met**
C16	Explore interests	2/3	**Not Met (66.67 %)**

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C17	Community activities	3/3	**Met**
C18	Purchase personal belongings	3/3	**Met**
C19	Knowledgeable decisions	2/2	**Met**
C20	Emergency back-up plans	2/2	**Met**
C21	Coordinate outreach	2/2	**Met**
C46	Use of generic resources	3/3	**Met**
C47	Transportation to/ from community	3/3	**Met**
C48	Neighborhood connections	2/2	**Met**
C49	Physical setting is consistent	2/2	**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	2/2	**Met**
C54	Assistive technology	3/3	**Met**

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/2	**Not Met (50.0 %)**
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	2/2	**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**
C20	Emergency back-up plans	2/2	**Met**
C46	Use of generic resources	2/2	**Met**

Placement Services

Indicator #	Indicator	Met/Rated	Rating
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**
C53	Food/ dining choices	2/2	**Met**
C54	Assistive technology	1/2	**Not Met (50.0 %)**

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	2/3	**Not Met (66.67 %)**
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	Emergency back-up plans	1/1	**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	1/1	**Met**
C51	Ongoing satisfaction with services/ supports	3/3	**Met**

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C52	Leisure activities and free-time choices /control	3/3	**Met**
C53	Food/ dining choices	3/3	**Met**
C54	Assistive technology	3/3	**Met**