



**PROVIDER REPORT
FOR**

**LIVING INDEPENDENTLY
FOREVER**

**550 Lincoln Rd Ext
Hyannis, MA 02601**

February 11, 2025

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 1/6/2025 - 1/10/2025

Service Enhancement Meeting Date 1/28/2025

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Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	10 location (s) 14 audit (s)	Full Review	81/86 2 Year License 01/28/2025 - 01/28/2027		67 / 67 Certified 01/28/2025 - 01/28/2027
Residential Services	2 location(s) 6 audit (s)			Full Review	20 / 20
Placement Services	4 location(s) 4 audit (s)			Full Review	20 / 20
Individual Home Supports	4 location(s) 4 audit (s)			Full Review	21 / 21
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	3 location(s) 18 audit (s)	Full Review	57/62 2 Year License 01/28/2025 - 01/28/2027		36 / 36 Certified 01/28/2025 - 01/28/2027
Community Based Day Services	2 location(s) 9 audit (s)			Full Review	15 / 15
Employment Support Services	1 location(s) 9 audit (s)			Full Review	15 / 15
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 founded in 1992 that provides an array of community-based supports and services to adults with developmental/intellectual challenges, autism spectrum and behavioral health needs. The agency currently provides Residential, Placement and Individual Home support services, the agency also provides Community Based Day and Employment Supports anchored by their three residential communities located in Hyannis, Mashpee, and Plymouth, along with CBDS/Employment service sites in Sandwich and Plymouth.

The Department of Developmental Services (DDS) Office of Quality Enhancement (OQE) conducted a full licensing and certification review of Residential services, In Home Supports, Placement, CBDS and Employment Services.

The results of the review showed many positives practices across the agency. Within the domain of a competent and skilled workforce the agency utilized a system to track the required trainings that ensured that staff were current in all required trainings. New staff were hired in accordance with requirements for their positions, and licensed professionals were all current on their licenses and certifications. In the area of Human Rights, the agency had an effective human rights committee, the agency also had an effective system for reporting allegations of abuse/neglect consistent with DDS/DPPC regulations. The provider actively solicits and utilizes input from the individuals and families regarding satisfaction with services.

For Licensing within residential services, environmental controls were in place to ensure that all locations were clean and well maintained, one home was updated recently to add an accessible bathroom to meet individuals' accessibility needs, required inspections were occurring, and all fire safety systems were functioning, individuals who were visited as part of this review were clearly excited to showcase their homes. The review also identified positive practices occurring in homes that provide twenty-four-hour support, including strategies to ensure timely evacuation of individuals in an emergency. In the domain of health, medications were being administered by certified staff according to physicians' orders and MAP regulations. Individuals' health related treatment protocols were in place and staff had been trained; staff were well versed with individuals' unique support needs. In the area of supportive technology for autonomy and independence, assistive technology needs had been assessed, and staff were knowledgeable and supporting their use.

For Certification within residential services, in the domain of relationships, individuals were supported to explore, define, and express their need for intimacy and companionship, in one of the homes, one individual was supported to get together with her boyfriend at least once a week, another individual was supported to get together with a long-time friend for lunch, movies and leisure walks. In the domain of access and integration, staff supported individuals to explore, discover and connect with their interests for cultural, social, recreational, and spiritual activities, one individual who likes arts, music, and history was assisted to get a library card that allows her to use the library to access books and other helpful materials, she was also supported to visit a local art center, she was also supported to visit Boston museum of science.

For licensing within CBDS/Employment services, in the domain of health, health related treatment protocols were in place, staff were trained and knowledgeable of the treatment protocols, staff were also trained and knowledgeable of health unique needs of individuals they supported. In the domain of choice, communication and control, individuals had been trained and guardians provided with information in how to report alleged abuse and/ or neglect, individuals and guardians had also been informed of their human rights and knew how to file a grievance or to whom they would talk to if they had a concern.

For Certification, in the domain of career planning, development and employment, individuals were gainfully employed in careers of their liking in the community, and staff actively supported individuals and their employers to ensure adequate supports were in place to promote positive outcomes and

progress in their jobs. For example, several individuals had achieved remarkable success at their jobs and recently received promotions, another individual was celebrated for achieving a 5-year milestone at their current job. Within CBDS, in the domain of meaningful and satisfying day activities, individuals participated in many meaning activities, for example, in June 2024, individuals organized a very successful CBDS yard sale which brought together all individuals, their families, and members of the community, they participated in the CBDS transportation training at the Hyannis Area Trolley, many CBDS participants participated in cooking sessions experimenting with different recipes, they have put together a cookbook . In the area of supportive technology, individuals were being supported in the use of assistive technology where needs had been assessed and identified, for example, one individual had a cochlear implant and was using assistive technology to aid with her communication during this review, another individual was being supported to use apps to develop a personal podcast to advocate for self and other individuals with disabilities.

The review identified areas in licensing that need to be strengthened, within Residential services, the agency need to ensure that individuals receive routine preventive screenings, the health care record is maintained and updated as required, and that restrictive practices intended for one individual that affect all individuals served at a location have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.

In CBDS/Employment services, the review identified the following licensing areas as needing strengthening, hot water temperature requires to test between 110 and 120 degrees, medications are stored in a locked container or area in which nothing except such medications are stored, at one location, medications were stored in a drawer that non-MAP staff could have access to. In the domain of goals accomplishment, skill acquisition and personal safety, the agency need to ensure that required assessments concerning individual needs and abilities are completed within required timelines in preparation for the ISP, and that incidents are reported and reviewed as mandated by regulation.

Based on the outcomes of this review, Living Independently Forever will receive a two-year license for their residential services having achieved a score of 94 %, they will also a two-year license for their Day and Employment services having achieved a score of 92%. They will be certified for 2 years in both Day and Residential services, having achieved a score of 100% in both services. The agency will conduct their own review of licensing indicators scored not met within 60 days and will submit a report to the office of OQE.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	10/10	0/10	
Residential and Individual Home Supports	71/76	5/76	
Residential Services Individual Home Supports Placement Services			
Critical Indicators	8/8	0/8	
Total	81/86	5/86	94%
2 Year License			
# indicators for 60 Day Follow-up		5	

	Met / Rated	Not Met / Rated	% Met
Organizational	10/10	0/10	
Employment and Day Supports	47/52	5/52	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	57/62	5/62	92%
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
L35	Individuals receive routine preventive screenings.	Three of 14 individuals had not received all routine screenings in accordance with DDS' adult screening recommendations, including cervical cancer screening and eye and vision screenings. The agency needs to ensure that all individuals are supported to receive routine screenings in accordance with the 'DDS Adult Screen Recommendations' developed by DDS as part of the Department's Health Promotion and Coordination Initiative.
L43	The health care record is maintained and updated as required.	A review of three out of fourteen healthcare records did not include current diagnoses, medications and in one instance a current specialist. The agency needs to ensure that health care records are maintained and updated as required.
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 plan with a written rationale, a criteria to fade or eliminate and proper reviews was not in place for one out of two individuals. The agency needs to ensure that when restrictive practices are in place for one or more individuals served at a location, a written rationale includes all required components, reviews and staff are trained to implement it.
L84	Staff / care providers are trained in the correct utilization of health related protections per regulation.	Staff were not knowledgeable and skilled for one out of three individuals in the correct use of a health related protection. The agency needs to ensure staff are trained in the correct utilization of health related protections per regulation.
L99 (05/22)	Medical monitoring devices needed for health and safety are authorized, agreed to, used and data collected appropriately. (eg seizure watches; fall sensors).	At one home, staff were using their personal cell phones to video the seizures of an individual which was then sent directly to the neurologist. When an agency supports an individual by using video monitoring, the agency need to ensure that the use of technology guidelines for video monitoring are being followed.

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

Indicator #	Indicator	Area Needing Improvement
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	Water temperatures at one location tested below the required minimum temperature requirements. The agency needs to ensure that water temperatures at all locations test between 110 and 120 degrees.

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

Indicator #	Indicator	Area Needing Improvement
L45	Medications are stored in a locked container or area in which nothing except such medications are stored.	At one location, non-MAP certified staff had access to secured medications. The agency needs to ensure that each MAP certified program site has a secured location dedicated to the storage of all prescribed medications, have procedures that limit access to this location to only staff certified to administer medications, limit possession of the key to the secured medication location to the authorized staff on that shift, and the key is stored in a locked area within the site accessible to only authorized staff.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For three individuals, required assessments concerning individual needs and abilities were not submitted within required timelines in preparation for the ISP, the agency needs to ensure that required assessments are submitted within 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 three individuals, support strategies necessary to assist an individual to meet their goals and objectives were not submitted within required timelines as part of the ISP, agency needs to ensure that support strategies are submitted within required timelines.
L91	Incidents are reported and reviewed as mandated by regulation.	For one out of three locations, one incident report was finalized outside of required timelines. The agency needs to ensure that incident reports are submitted within required timelines.

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	
Residential Services	20/20	0/20	
Placement Services	20/20	0/20	
Individual Home Supports	21/21	0/21	
Total	67/67	0/67	100%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	30/30	0/30	
Community Based Day Services	15/15	0/15	
Employment Support Services	15/15	0/15	
Total	36/36	0/36	100%
Certified			

MASTER SCORE SHEET LICENSURE

Organizational: LIVING INDEPENDENTLY FOREVER

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓜ L2	Abuse/neglect reporting	14/14	Met
L3	Immediate Action	11/11	Met
L4	Action taken	11/11	Met
L48	HRC	1/1	Met
L65	Restraint report submit	3/3	Met
L66	HRC restraint review	3/3	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	3/3	Met

L76	Track trainings	18/18	Met
L83	HR training	18/18	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	6/6	4/4	4/4				14/14	Met
L5	Safety Plan	L	1/2	4/4	4/4				9/10	Met (90.0%)
R L6	Evacuation	L	2/2	4/4	4/4				10/10	Met
L7	Fire Drills	L	2/2						2/2	Met
L8	Emergency Fact Sheets	I	6/6	3/4	3/4				12/14	Met (85.71%)
L9 (07/21)	Safe use of equipment	I	6/6	4/4					10/10	Met
L10	Reduce risk interventions	I	1/1						1/1	Met
R L11	Required inspections	L	2/2	1/1	4/4				7/7	Met
R L12	Smoke detectors	L	2/2	1/1	4/4				7/7	Met
R L13	Clean location	L	2/2	1/1	4/4				7/7	Met
L14	Site in good repair	L	2/2	1/1	4/4				7/7	Met
L15	Hot water	L	2/2	1/1	4/4				7/7	Met
L16	Accessibility	L	2/2	1/1	3/4				6/7	Met (85.71%)
L17	Egress at grade	L	2/2	1/1	3/3				6/6	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L18	Above grade egress	L	1/1		1/1				2/2	Met
L19	Bedroom location	L	1/1		1/1				2/2	Met
L20	Exit doors	L	2/2	1/1					3/3	Met
L21	Safe electrical equipment	L	2/2	1/1	4/4				7/7	Met
L22	Well-maintained appliances	L	2/2	0/1	4/4				6/7	Met (85.71%)
L23	Egress door locks	L	2/2						2/2	Met
L24	Locked door access	L	2/2		1/1				3/3	Met
L25	Dangerous substances	L	2/2	1/1					3/3	Met
L26	Walkway safety	L	2/2	1/1	3/3				6/6	Met
L28	Flammables	L	2/2	1/1					3/3	Met
L29	Rubbish/combustibles	L	2/2		3/3				5/5	Met
L30	Protective railings	L	2/2	1/1	4/4				7/7	Met
L31	Communication method	I	6/6	4/4	4/4				14/14	Met
L32	Verbal & written	I	6/6	4/4	4/4				14/14	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	5/5	4/4	4/4				13/13	Met
L34	Dental exam	I	6/6	4/4	4/4				14/14	Met
L35	Preventive screenings	I	6/6	3/4	2/4				11/14	Not Met (78.57%)
L36	Recommended tests	I	6/6	4/4	3/4				13/14	Met (92.86%)
L37	Prompt treatment	I	6/6	3/3	4/4				13/13	Met
℞ L38	Physician's orders	I	5/5	1/1	3/3				9/9	Met
L39	Dietary requirements	I	5/5	1/1					6/6	Met
L40	Nutritional food	L	2/2	1/1					3/3	Met
L41	Healthy diet	L	2/2	4/4	4/4				10/10	Met
L42	Physical activity	L	2/2	4/4	4/4				10/10	Met
L43	Health Care Record	I	5/6	2/4	4/4				11/14	Not Met (78.57%)
L44	MAP registration	L	2/2	2/2					4/4	Met
L45	Medication storage	L	2/2						2/2	Met
℞ L46	Med. Administration	I	6/6		2/2				8/8	Met
L47	Self medication	I		3/4	2/2				5/6	Met (83.33%)
L49	Informed of human rights	I	6/6	3/4	4/4				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
L50 (07/21)	Respectful Comm.	I	6/6	4/4	4/4				14/14	Met
L51	Possessions	I	6/6	4/4	4/4				14/14	Met
L52	Phone calls	I	6/6	4/4	4/4				14/14	Met
L53	Visitation	I	6/6	4/4	4/4				14/14	Met
L54 (07/21)	Privacy	I	6/6	4/4	4/4				14/14	Met
L55	Informed consent	I	6/6	4/4	1/1				11/11	Met
L56	Restrictive practices	I	0/1		1/1				1/2	Not Met (50.0%)
L61	Health protection in ISP	I	2/2		1/1				3/3	Met
L62	Health protection review	I	1/1						1/1	Met
L63	Med. treatment plan form	I	6/6	3/3	2/2				11/11	Met
L64	Med. treatment plan rev.	I	5/6	2/3	2/2				9/11	Met (81.82%)
L67	Money mgmt. plan	I	3/3	1/1	2/3				6/7	Met (85.71%)
L68	Funds expenditure	I	3/3	1/1	2/2				6/6	Met
L69	Expenditure tracking	I	3/3	1/1	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
L70	Charges for care calc.	I	6/6		4/4				10/10	Met
L71	Charges for care appeal	I	6/6		4/4				10/10	Met
L77	Unique needs training	I	5/6	4/4	4/4				13/14	Met (92.86 %)
L78	Restrictive Int. Training	L			1/1				1/1	Met
L80	Symptoms of illness	L	2/2	4/4	4/4				10/10	Met
L81	Medical emergency	L	2/2	4/4	4/4				10/10	Met
L82	Medication admin.	L	2/2						2/2	Met
L84	Health protect. Training	I	1/2		1/1				2/3	Not Met (66.67 %)
L85	Supervision	L	2/2	4/4	4/4				10/10	Met
L86	Required assessments	I	6/6	3/4	3/3				12/13	Met (92.31 %)
L87	Support strategies	I	6/6	3/4	3/3				12/13	Met (92.31 %)
L88	Strategies implemented	I	6/6	4/4	4/4				14/14	Met
L90	Personal space/bedroom privacy	I	6/6	4/4	3/4				13/14	Met (92.86 %)
L91	Incident management	L	2/2	3/3	3/3				8/8	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L93 (05/22)	Emergency back-up plans	I	6/6	4/4	4/4				14/14	Met
L94 (05/22)	Assistive technology	I	6/6	4/4	3/4				13/14	Met (92.86 %)
L96 (05/22)	Staff training in devices and applications	I	1/1	3/3	3/3				7/7	Met
L99 (05/22)	Medical monitoring devices	I	0/1		2/2				2/3	Not Met (66.67 %)
#Std. Met/# 76 Indicator									71/76	
Total Score									81/86	
									94.19%	

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	9/9		9/9	18/18	Met
L5	Safety Plan	L			2/2	2/2	Met
L6	Evacuation	L			2/2	2/2	Met
L7	Fire Drills	L			2/2	2/2	Met
L8	Emergency Fact Sheets	I	6/9		9/9	15/18	Met (83.33 %)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L9 (07/21)	Safe use of equipment	I	9/9		8/9	17/18	Met (94.44 %)
L10	Reduce risk interventions	I			1/1	1/1	Met
℞ L11	Required inspections	L			2/2	2/2	Met
℞ L12	Smoke detectors	L			2/2	2/2	Met
℞ L13	Clean location	L			2/2	2/2	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/2	1/2	Not Met (50.0 %)
L16	Accessibility	L			2/2	2/2	Met
L17	Egress at grade	L			2/2	2/2	Met
L20	Exit doors	L			2/2	2/2	Met
L21	Safe electrical equipment	L			2/2	2/2	Met
L22	Well-maintained appliances	L			2/2	2/2	Met
L25	Dangerous substances	L			2/2	2/2	Met
L26	Walkway safety	L			2/2	2/2	Met
L28	Flammables	L			2/2	2/2	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	9/9		9/9	18/18	Met
L32	Verbal & written	I	9/9		9/9	18/18	Met
L37	Prompt treatment	I	9/9		9/9	18/18	Met
℞ L38	Physician's orders	I	2/2		8/8	10/10	Met
L39	Dietary requirements	I			2/2	2/2	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L44	MAP registration	L			2/2	2/2	Met
L45	Medication storage	L			1/2	1/2	Not Met (50.0 %)
℞ L46	Med. Administration	I			3/4	3/4	Met
L49	Informed of human rights	I	9/9		9/9	18/18	Met
L50 (07/21)	Respectful Comm.	I	9/9		9/9	18/18	Met
L51	Possessions	I	9/9		9/9	18/18	Met
L52	Phone calls	I	9/9		9/9	18/18	Met
L54 (07/21)	Privacy	I	9/9		9/9	18/18	Met
L55	Informed consent	I	5/5		9/9	14/14	Met
L63	Med. treatment plan form	I			2/2	2/2	Met
L64	Med. treatment plan rev.	I			2/2	2/2	Met
L73	DOL certificate	L			1/1	1/1	Met
L77	Unique needs training	I	9/9		8/8	17/17	Met
L80	Symptoms of illness	L	1/1		2/2	3/3	Met
L81	Medical emergency	L	1/1		2/2	3/3	Met
℞ L82	Medication admin.	L			2/2	2/2	Met
L85	Supervision	L	1/1		2/2	3/3	Met
L86	Required assessments	I	6/7		4/6	10/13	Not Met (76.92 %)
L87	Support strategies	I	6/7		4/6	10/13	Not Met (76.92 %)
L88	Strategies implemented	I	8/8		9/9	17/17	Met
L91	Incident management	L	1/1		1/2	2/3	Not Met (66.67 %)
L93 (05/22)	Emergency back-up plans	I	9/9		9/9	18/18	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L94 (05/22)	Assistive technology	I	9/9		9/9	18/18	Met
L96 (05/22)	Staff training in devices and applications	I	4/4			4/4	Met
L99 (05/22)	Medical monitoring devices	I			2/2	2/2	Met
#Std. Met/# 52 Indicator						47/52	
Total Score						57/62	
						91.94%	

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	6/6	Met
C8	Family/guardian communication	6/6	Met
C9	Personal relationships	6/6	Met
C10	Social skill development	6/6	Met
C11	Get together w/family & friends	6/6	Met
C12	Intimacy	6/6	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C13	Skills to maximize independence	6/6	Met
C14	Choices in routines & schedules	6/6	Met
C15	Personalize living space	2/2	Met
C16	Explore interests	6/6	Met
C17	Community activities	6/6	Met
C18	Purchase personal belongings	6/6	Met
C19	Knowledgeable decisions	6/6	Met
C46	Use of generic resources	6/6	Met
C47	Transportation to/ from community	6/6	Met
C48	Neighborhood connections	6/6	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met
C52	Leisure activities and free-time choices /control	6/6	Met
C53	Food/ dining choices	6/6	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	4/4	Met
C9	Personal relationships	4/4	Met
C10	Social skill development	4/4	Met
C11	Get together w/family & friends	4/4	Met
C12	Intimacy	3/4	Met
C13	Skills to maximize independence	4/4	Met
C14	Choices in routines & schedules	4/4	Met
C15	Personalize living space	4/4	Met
C16	Explore interests	4/4	Met
C17	Community activities	4/4	Met
C18	Purchase personal belongings	4/4	Met
C19	Knowledgeable decisions	4/4	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C46	Use of generic resources	4/4	Met
C47	Transportation to/ from community	4/4	Met
C48	Neighborhood connections	4/4	Met
C49	Physical setting is consistent	4/4	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met
C52	Leisure activities and free-time choices /control	4/4	Met
C53	Food/ dining choices	4/4	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	4/4	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	4/4	Met
C11	Get together w/family & friends	4/4	Met
C12	Intimacy	4/4	Met
C13	Skills to maximize independence	4/4	Met
C14	Choices in routines & schedules	4/4	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	4/4	Met
C17	Community activities	4/4	Met
C18	Purchase personal belongings	4/4	Met
C19	Knowledgeable decisions	4/4	Met
C21	Coordinate outreach	4/4	Met
C46	Use of generic resources	4/4	Met
C47	Transportation to/ from community	4/4	Met
C48	Neighborhood connections	4/4	Met
C49	Physical setting is consistent	4/4	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C52	Leisure activities and free-time choices /control	4/4	Met
C53	Food/ dining choices	4/4	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	9/9	Met
C8	Family/guardian communication	9/9	Met
C13	Skills to maximize independence	9/9	Met
C37	Interpersonal skills for work	7/7	Met
C38 (07/21)	Habilitative & behavioral goals	3/3	Met
C39 (07/21)	Support needs for employment	2/2	Met
C40	Community involvement interest	9/9	Met
C41	Activities participation	9/9	Met
C42	Connection to others	9/9	Met
C43	Maintain & enhance relationship	9/9	Met
C44	Job exploration	2/2	Met
C45	Revisit decisions	9/9	Met
C46	Use of generic resources	9/9	Met
C47	Transportation to/ from community	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	9/9	Met
C8	Family/guardian communication	9/9	Met
C26	Benefits analysis	9/9	Met
C27	Job benefit education	1/1	Met
C30	Work in integrated settings	9/9	Met
C31	Job accommodations	8/8	Met
C32	At least minimum wages earned	9/9	Met
C33	Employee benefits explained	9/9	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C34	Support to promote success	9/9	Met
C35	Feedback on job performance	9/9	Met
C36	Supports to enhance retention	9/9	Met
C37	Interpersonal skills for work	9/9	Met
C47	Transportation to/ from community	9/9	Met
C50	Involvement/ part of the Workplace culture	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met