



**PROVIDER REPORT  
FOR**

**MAB COMMUNITY  
SERVICES  
200 Ivy St  
Brookline, MA 02446**

**October 11, 2023**

**Version**

**Public Provider Report**

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

# SUMMARY OF OVERALL FINDINGS

**Provider** MAB COMMUNITY SERVICES

**Review Dates** 8/7/2023 - 8/11/2023

**Service Enhancement Meeting Date** 8/25/2023

**Survey Team** Melanie Hutchison  
Melanie Cruz  
Mark Boghoian (TL)  
David Bullard  
Raymond Edi-Osagie  
Cheryl Hampton  
Lisa MacPhail  
Raymond Obeng

**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
<b>Residential and Individual Home Supports</b>	10 location (s) 14 audit (s)	Full Review	87/90 2 Year License 08/25/2023 - 08/25/2025		62 / 66 Certified 08/25/2023 - 08/25/2025
Residential Services	4 location(s) 6 audit (s)			Full Review	19 / 20
ABI-MFP Residential Services	4 location(s) 6 audit (s)			Full Review	18 / 20
Individual Home Supports	2 location(s) 2 audit (s)			Full Review	19 / 20
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
<b>Employment and Day Supports</b>	2 location(s) 11 audit (s)	Full Review	56/59 2 Year License 08/25/2023 - 08/25/2025		31 / 42 Certified with Progress Report 08/25/2023 - 08/25/2025
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	13 / 15
Employment Support Services	1 location(s) 4 audit (s)			Full Review	12 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

MAB Community Services is a social service agency that provides supports to adults with Intellectual and Developmental Disabilities (ID/DD), Acquired Brain Injuries (ABI-MFP), as well as those living with compromised vision and mobility in the Greater Boston Area of MA. MAB operates twenty-four-hour residential homes, Individual Home Supports (IHS) services. MAB also operates Community Based Day Services (CBDS) and Employment Supports. In addition to its DDS Services, MAB operates the Ivy Street School which is a residential school for children with acquired brain injury, autism spectrum disorder, and/or behavioral challenges.

For this 2023 Department of Developmental Services review, MAB underwent a full licensure and certification evaluation conducted by the DDS Metro Office of Quality Enhancement. This review comprised an evaluation of the agency's organizational systems, twenty-four-hour residential supports (including ABI), individual home supports (IHS), community-based day support services, and employment supports.

The survey findings showed that MAB has effective policies, procedures and practices that promoted good outcomes for the people they support. Relative to licensure: potential new staff were screened for positions prior to hire, and once hired, received comprehensive trainings including those mandated by DDS. There were established procedures for the handling of complaints and investigations; this included the taking of immediate action to assure the safety of individuals. The agency had a fully constituted Human Rights Committee that met on a regular basis to deliberate on topics under its purview. MAB collected and analyzed data from various sources including HCSIS to make programmatic improvements; this helped the agency monitor and attend to issues such as medication occurrences and staffing concerns. MAB conducted satisfaction surveys with its stakeholders and used the feedback to create strategic growth initiatives that led to positive outcomes for individuals. This was evident in the commitment to acquiring leased properties from a previous owner and expanding on maintenance oversight. The agency also increased nursing and quality assurance roles leading to an improvement in the quality of services provided at its sites.

Within MAB's residential service delivery locations many positive outcomes were noted for individuals: In the area of safety, emergency evacuation safety plans were current and authorized by DDS. The locations visited were clean and in good repair, and people were supported to evacuate within the required timeframes in emergency drills. The agency had an effective emergency on-call system, that made provisions for when people lived alone. In the area of medical, medication was administered in accordance with Physician Orders and MAP guidelines, and MAB nurses saw to training and oversight including the use of routine medication audits. Staff supported individuals to obtain routine and preventative medical care; and when recommended, it supported people to attend follow-up medical appointments and have lab work completed. Similarly, when supportive and protective equipment were in use, the devices were authorized by qualified medical professionals and staff were trained to support individuals to utilize the equipment appropriately.

In the area of human rights, individuals were trained on human rights and abuse and neglect reporting, and guardians were provided information on the same topics. When needed, behavior plans were developed to contain the required components and received the requisite (HRC) reviews. To increase people's independence, individuals were evaluated relative to their need for assistive technology and supports were provided for the use of identified technologies. As it relates to the ISP, residential staff supported individuals to work towards the accomplishment of their ISP goals.

Relative to certification indicators within residential services, people were supported to explore their personal interests and to access the community for such activities as dining out, visiting local stores, and taking care of personal needs. People were also supported to get-together with family and friends. Regarding choice, preferred meals were available and people were free to pursue leisure activities at their own pace.

Within MAB's day and employment services, the building that houses the programs was clean, accessible, and had all required inspections completed. The site had a DDS approved emergency evacuation safety plan and staff supported the evacuation of individuals in mock drills. The site was compliant with Physician Orders and MAP regulations for the administration of medication and staff were trained/ familiar with people's unique needs. As in residential services, individuals were trained on human rights and abuse and neglect reporting, and guardians were provided with the same information. Individuals were also assessed for assistive technologies that would promote independence; staff were also familiar with the various technologies used by individuals. Relative to certification, MAB day staff supported individual participation in the hiring and evaluation of staff. The agency also offered individuals ongoing opportunities to make choices regarding educational and recreational activities.

The survey identified areas that would benefit from additional attention by MAB staff. Restrictive practices at a home were one such area: when in place, MAB needs to have clear outlines of the continuing need for the practice. This must include the rationale for the practice, least restrictive alternative tried, mitigation for others affected, and a plan to fade or eliminate the practice. Relative to certification, at ABI and IHS locations, agency staff need to be familiar with people's preferences for intimacy and companionship and offer any needed supports in these areas. Additionally, individuals must be supported to participate in the hiring and evaluation of their support staff.

In day and employment services, incidents must be reported into HCSIS within the required timelines. ISP supports strategies must be reported into HCSIS as well, and people must be encouraged to work toward the accomplishment of their ISP goals and objectives. Several certification areas were under-supported within CBDS and employment services. The agency needs to support people in CBDS to explore job interests. Written plans must be developed that identify people's job goals and the support needed to acquire and maintain a job they desire. For people in employment programs, the agency needs to support them to work in integrated community work settings, provide feedback on job their performance, and help them understand their entitlements and benefits.

MAB will receive a Two-Year License for its residential services grouping having met 97% of residential licensing indicators; it is Certified having met 94% of residential certification indicators. The agency will also receive a Two-Year License for its day and employment supports grouping having met 95% of day and employment licensing indicators; it is Certified having received met 74% of day and employment certification indicators. The agency will complete a follow-up on all not-met licensure indicators in residential and day/employment services and submit the result to the DDS Metro office of Quality Enhancement within 60 days of the SEM.

Due to the agency's certification score (less than 80%) for day and employment services, MAB will be required to complete and submit a Progress Report on all certification indicators that received a Not Met rating to the DDS Metro Office of Quality Enhancement within one year of the SEM.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/9	0/9	
<b>Residential and Individual Home Supports</b>	78/81	3/81	
Residential Services Individual Home Supports ABI-MFP Residential Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	87/90	3/90	97%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		3	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/9	0/9	
<b>Employment and Day Supports</b>	47/50	3/50	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	56/59	3/59	95%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		3	

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

Indicator #	Indicator	Area Needing Improvement
L47	Individuals are supported to become self medicating when appropriate.	One of two individuals was not re-assessed relative to self-medication after requiring external support in this area over a period of time. The agency needs to ensure that all individuals are assessed relative to self-medication.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
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.	At two of four locations where restrictive practices were in place there was no outline developed with provisions so as not to unduly restrict the rights of others. The agency needs to ensure that when restrictive practices are required, a written outline is developed to include all DDS requirements.
L91	Incidents are reported and reviewed as mandated by regulation.	At three of ten locations, incidents were not reported and/or finalized within the required timelines. The agency needs to ensure that incidents are reported and finalized within the required timelines.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L84	Staff / care providers are trained in the correct utilization of health related protections per regulation.	For two of three individuals who use of health-related equipment, staff were not trained relative to the cleaning and safety checks of the supports. The agency needs to ensure that staff are trained on the correct utilization of people's health-related supports including cleaning, care and safety checks.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For four of eleven individuals, the agency was not supporting the implementation of goals using strategies identified and agreed upon in people's ISP's. The agency needs to provide support for the actualization of goals using strategies identified and agreed upon in people's ISP's.
L91	Incidents are reported and reviewed as mandated by regulation.	One incident report at the location was not submitted within the required timelines. The agency needs to ensure that all incident reports are submitted and finalized within the required timelines.

## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>56/60</b>	<b>4/60</b>	
Individual Home Supports	19/20	1/20	
ABI-MFP Residential Services	18/20	2/20	
Residential Services	19/20	1/20	
<b>Total</b>	<b>62/66</b>	<b>4/66</b>	<b>94%</b>
<b>Certified</b>			

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>25/36</b>	<b>11/36</b>	
Community Based Day Services	13/15	2/15	
Employment Support Services	12/21	9/21	
<b>Total</b>	<b>31/42</b>	<b>11/42</b>	<b>74%</b>
<b>Certified with Progress Report</b>			

### **ABI-MFP Residential Services- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
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.	For two of six individuals, individual input in the performance evaluation of staff was not evident. The agency needs to ensure that individual input is sought during the process of staff hiring and evaluation.

**ABI-MFP Residential Services- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	None of the five individuals were supported to explore, define and express their need for intimacy and companionship. The agency needs to ensure that it supports people to explore, define and express their needs for intimacy and companionship by conducting person specific evaluations and educating staff relative to these topics.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	None of two individuals were supported to explore, define and express their need for intimacy and companionship. The agency needs to ensure that it supports people to explore, define and express their needs for intimacy and companionship, by conducting person specific evaluations and educating staff relative to these topics.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Three of six individuals were not supported to explore, define, and express their need for intimacy and companionship. The agency needs to support individuals to explore, define, and express their need for intimacy and companionship and provide any needed support in these areas.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	None of six individuals had a plan developed to identify job goals and support needs that could potentially lead to supported employment. For people in CBDS of working age, the agency needs to develop a plan that identifies job goals and support needs that could potentially lead to supported employment.
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	None of six individuals were supported by the agency to explore their job interests. The agency needs to support people to explore their job interests.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C22	Staff have effective methods to assist individuals to explore their job interests.	None of two individuals were supported by the agency to explore their job interests. The agency needs to support people to explore their job interests.
C24	There is a plan developed to identify job goals and support needs.	None of two individuals had a plan developed to identify job goals and support needs. The agency needs to develop plans that identify job goals and support needs.
C26	Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community.	None of two individuals had career planning that included an analysis of how entitlements could be managed. The agency needs to support individuals/guardians to understand how entitlements can be managed.
C28	Staff maintain and develop relationships with local businesses in order to facilitate job development opportunities.	It was not evident how the agency maintains and develops relationships with local businesses in order to facilitate job development. The agency needs to ensure that it maintains and develops relationships with local businesses for the purpose of facilitating job development opportunities for individuals served by the agency.
C29	Individuals are supported to obtain employment that matches their skills and interests.	None of two individuals were supported by the agency to explore their job interests. The agency needs to support people to explore their job interests.
C30	Individuals are supported to work in integrated job settings.	Two of four individuals were not supported to work in integrated job settings. The agency needs to support individuals to work in integrated job settings.
C33	Employee benefits and rights are clearly explained to the individual.	Two of the individuals did not have their employee rights and benefits provided and explained to them. The agency needs to ensure that all individuals have their employee rights and benefits explained to them.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	For two of four individuals, the agency did not show how it provides the optimal level of support, while reducing and minimizing the supports provided to the individual. The agency needs to have a process for providing the optimal level of support and reducing/ minimizing the supports provided to the individual as needed.
C35	Individuals are given feedback on job performance by their employer.	Two of four individuals were not given feedback relative to their job performance by their employer. The agency needs to have a mechanism for ensuring that employers provide feedback to individuals relative to their job performance.

## MASTER SCORE SHEET LICENSURE

### Organizational: MAB COMMUNITY SERVICES

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	11/11	Met
L3	Immediate Action	15/15	Met
L4	Action taken	15/15	Met
L48	HRC	1/1	Met
L66	HRC restraint review	1/1	Met
L74	Screen employees	30/30	Met
L75	Qualified staff	30/30	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	Met

**Residential and Individual Home Supports:**

<b>Ind. #</b>	<b>Ind.</b>	<b>Loc. or Indiv.</b>	<b>Res. Sup.</b>	<b>Ind. Home Sup.</b>	<b>Place.</b>	<b>Resp.</b>	<b>ABI-MFP Res. Sup.</b>	<b>ABI-MFP Place.</b>	<b>Total Met/Rated</b>	<b>Rating</b>
L1	Abuse/neglect training	I	5/6	2/2			6/6		13/14	Met (92.86%)
L5	Safety Plan	L	4/4	2/2			4/4		10/10	Met
℞ L6	Evacuation	L	4/4	2/2			4/4		10/10	Met
L7	Fire Drills	L	4/4				4/4		8/8	Met
L8	Emergency Fact Sheets	I	6/6	2/2			5/6		13/14	Met (92.86%)
L9 (07/21)	Safe use of equipment	I	5/6	2/2			6/6		13/14	Met (92.86%)
℞ L11	Required inspections	L	4/4				2/2		6/6	Met
℞ L12	Smoke detectors	L	4/4				4/4		8/8	Met
℞ L13	Clean location	L	3/4				4/4		7/8	Met (87.50%)
L14	Site in good repair	L	4/4				4/4		8/8	Met
L15	Hot water	L	4/4				3/4		7/8	Met (87.50%)
L16	Accessibility	L	4/4				4/4		8/8	Met
L17	Egress at grade	L	4/4				4/4		8/8	Met
L18	Above grade egress	L	2/2				4/4		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
L19	Bedroom location	L	4/4				3/3		7/7	Met
L20	Exit doors	L	4/4				4/4		8/8	Met
L21	Safe electrical equipment	L	4/4				4/4		8/8	Met
L22	Well-maintained appliances	L	4/4				3/3		7/7	Met
L23	Egress door locks	L	3/3				4/4		7/7	Met
L24	Locked door access	L	3/4				4/4		7/8	Met (87.50%)
L25	Dangerous substances	L	4/4				4/4		8/8	Met
L26	Walkway safety	L	4/4				4/4		8/8	Met
L28	Flammables	L	4/4				4/4		8/8	Met
L29	Rubbish/combustibles	L	4/4				4/4		8/8	Met
L30	Protective railings	L	4/4				4/4		8/8	Met
L31	Communication method	I	6/6	2/2			6/6		14/14	Met
L32	Verbal & written	I	6/6	2/2			6/6		14/14	Met
L33	Physical exam	I	6/6	2/2			6/6		14/14	Met
L34	Dental exam	I	6/6	2/2			6/6		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
L35	Preventive screenings	I	5/6	2/2			6/6		13/14	Met (92.86%)
L36	Recommended tests	I	6/6	2/2			6/6		14/14	Met
L37	Prompt treatment	I	5/5	2/2			6/6		13/13	Met
℞ L38	Physician's orders	I	5/5	1/1			5/5		11/11	Met
L39	Dietary requirements	I	3/3				2/2		5/5	Met
L40	Nutritional food	L	4/4				4/4		8/8	Met
L41	Healthy diet	L	4/4	0/2			4/4		8/10	Met (80.0%)
L42	Physical activity	L	4/4	1/2			4/4		9/10	Met (90.0%)
L43	Health Care Record	I	5/6	2/2			6/6		13/14	Met (92.86%)
L44	MAP registration	L	4/4				4/4		8/8	Met
L45	Medication storage	L	4/4				4/4		8/8	Met
℞ L46	Med. Administration	I	6/6				6/6		12/12	Met
L47	Self medication	I		1/2					1/2	Not Met (50.0%)
L49	Informed of human rights	I	5/6	2/2			6/6		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.	1	6/6	2/2			6/6		14/14	Met
L51	Possessions	1	6/6	2/2			6/6		14/14	Met
L52	Phone calls	1	6/6	2/2			6/6		14/14	Met
L53	Visitation	1	6/6	2/2			6/6		14/14	Met
L54 (07/21)	Privacy	1	6/6	2/2			6/6		14/14	Met
L55	Informed consent	1	1/1	0/1			2/2		3/4	Met
L56	Restrictive practices	1	2/3				0/1		2/4	Not Met (50.0%)
L57	Written behavior plans	1	2/2				2/2		4/4	Met
L58	Behavior plan component	1	2/2				2/2		4/4	Met
L59	Behavior plan review	1	1/1				2/2		3/3	Met
L60	Data maintenance	1	1/1				2/2		3/3	Met
L61	Health protection in ISP	1	6/6	1/1			5/5		12/12	Met
L62	Health protection review	1	5/5				2/2		7/7	Met
L63	Med. treatment plan form	1	6/6				5/6		11/12	Met (91.67%)

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	4/6				6/6		10/12	Met (83.33%)
L67	Money mgmt. plan	I	5/5				6/6		11/11	Met
L68	Funds expenditure	I	6/6				6/6		12/12	Met
L69	Expenditure tracking	I	5/6	0/1			6/6		11/13	Met (84.62%)
L70	Charges for care calc.	I	6/6				5/5		11/11	Met
L71	Charges for care appeal	I	6/6				4/5		10/11	Met (90.91%)
L77	Unique needs training	I	6/6	1/2			6/6		13/14	Met (92.86%)
L78	Restrictive Int. Training	L	2/2				1/1		3/3	Met
L79	Restraint training	L	1/1						1/1	Met
L80	Symptoms of illness	L	4/4	2/2			4/4		10/10	Met
L81	Medical emergency	L	4/4	1/1			4/4		9/9	Met
L82	Medication admin.	L	4/4				4/4		8/8	Met
L84	Health protect. Training	I	5/6	1/1			5/5		11/12	Met (91.67%)
L85	Supervision	L	4/4	2/2			4/4		10/10	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L86	Required assessments	I	2/2	1/1			2/3		5/6	Met (83.33%)
L87	Support strategies	I	2/2	1/1			1/2		4/5	Met (80.0%)
L88	Strategies implemented	I	6/6	1/2			6/6		13/14	Met (92.86%)
L89	Complaint and resolution process	L					4/4		4/4	Met
L90	Personal space/bedroom privacy	I	6/6	1/1			6/6		13/13	Met
L91	Incident management	L	2/4	2/2			3/4		7/10	Not Met (70.0%)
L93 (05/22)	Emergency back-up plans	I	6/6	2/2			6/6		14/14	Met
L94 (05/22)	Assistive technology	I	6/6	2/2			6/6		14/14	Met
L96 (05/22)	Staff training in devices and applications	I	5/5	2/2			6/6		13/13	Met

Ind. #	Ind.	Loc. or Individ.	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		1/1			2/2		3/3	Met
<b>#Std. Met/#</b>									<b>78/81</b>	
<b>Total Score</b>									<b>87/90</b>	
									<b>96.67%</b>	

**Employment and Day Supports:**

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	4/4		7/7	11/11	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		7/7	11/11	Met
L9 (07/21)	Safe use of equipment	I	4/4		7/7	11/11	Met
℞ L11	Required inspections	L			1/1	1/1	Met
℞ L12	Smoke detectors	L			1/1	1/1	Met
℞ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met

<b>Ind. #</b>	<b>Ind.</b>	<b>Loc. or Individ.</b>	<b>Emp. Sup.</b>	<b>Cent. Based Work</b>	<b>Com. Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
L18	Above grade egress	L			1/1	1/1	<b>Met</b>
L20	Exit doors	L			1/1	1/1	<b>Met</b>
L21	Safe electrical equipment	L			1/1	1/1	<b>Met</b>
L22	Well-maintained appliances	L			1/1	1/1	<b>Met</b>
L25	Dangerous substances	L			1/1	1/1	<b>Met</b>
L26	Walkway safety	L			1/1	1/1	<b>Met</b>
L28	Flammables	L			1/1	1/1	<b>Met</b>
L29	Rubbish/combustibles	L			1/1	1/1	<b>Met</b>
L31	Communication method	I	4/4		7/7	11/11	<b>Met</b>
L32	Verbal & written	I	4/4		7/7	11/11	<b>Met</b>
L37	Prompt treatment	I	4/4		7/7	11/11	<b>Met</b>
Ⓡ L38	Physician's orders	I	1/1		6/7	7/8	<b>Met (87.50 %)</b>
L39	Dietary requirements	I			1/1	1/1	<b>Met</b>
L44	MAP registration	L			1/1	1/1	<b>Met</b>
L45	Medication storage	L			1/1	1/1	<b>Met</b>
Ⓡ L46	Med. Administration	I	3/3		7/7	10/10	<b>Met</b>
L49	Informed of human rights	I	4/4		7/7	11/11	<b>Met</b>
L50 (07/21)	Respectful Comm.	I	4/4		7/7	11/11	<b>Met</b>
L51	Possessions	I	4/4		7/7	11/11	<b>Met</b>
L52	Phone calls	I	4/4		7/7	11/11	<b>Met</b>
L54 (07/21)	Privacy	I	4/4		7/7	11/11	<b>Met</b>

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L61	Health protection in ISP	I			2/2	2/2	Met
L62	Health protection review	I			2/2	2/2	Met
L77	Unique needs training	I	4/4		7/7	11/11	Met
L79	Restraint training	L			1/1	1/1	Met
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
PL L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I			1/3	1/3	Not Met (33.33 %)
L85	Supervision	L			1/1	1/1	Met
L86	Required assessments	I	1/1		5/5	6/6	Met
L87	Support strategies	I			4/4	4/4	Met
L88	Strategies implemented	I	3/4		4/7	7/11	Not Met (63.64 %)
L91	Incident management	L			0/1	0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I	4/4		7/7	11/11	Met
L94 (05/22)	Assistive technology	I	4/4		7/7	11/11	Met
L96 (05/22)	Staff training in devices and applications	I	1/1		7/7	8/8	Met
<b>#Std. Met/# 50 Indicator</b>						<b>47/50</b>	
<b>Total Score</b>						<b>56/59</b>	
						<b>94.92%</b>	

**MASTER SCORE SHEET CERTIFICATION**

### Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	<b>Met</b>
C2	Data analysis	1/1	<b>Met</b>
C3	Service satisfaction	1/1	<b>Met</b>
C4	Utilizes input from stakeholders	1/1	<b>Met</b>
C5	Measure progress	1/1	<b>Met</b>
C6	Future directions planning	1/1	<b>Met</b>

### Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/6	<b>Met (83.33 %)</b>
C8	Family/guardian communication	6/6	<b>Met</b>
C9	Personal relationships	6/6	<b>Met</b>
C10	Social skill development	6/6	<b>Met</b>
C11	Get together w/family & friends	6/6	<b>Met</b>
C12	Intimacy	3/6	<b>Not Met (50.0 %)</b>
C13	Skills to maximize independence	6/6	<b>Met</b>
C14	Choices in routines & schedules	6/6	<b>Met</b>
C15	Personalize living space	4/4	<b>Met</b>
C16	Explore interests	6/6	<b>Met</b>
C17	Community activities	6/6	<b>Met</b>
C18	Purchase personal belongings	5/5	<b>Met</b>
C19	Knowledgeable decisions	6/6	<b>Met</b>
C46	Use of generic resources	6/6	<b>Met</b>
C47	Transportation to/ from community	6/6	<b>Met</b>
C48	Neighborhood connections	6/6	<b>Met</b>
C49	Physical setting is consistent	4/4	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	6/6	<b>Met</b>
C52	Leisure activities and free-time choices /control	6/6	<b>Met</b>
C53	Food/ dining choices	6/6	<b>Met</b>

### ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/6	<b>Not Met (66.67 %)</b>
C8	Family/guardian communication	5/5	<b>Met</b>
C9	Personal relationships	6/6	<b>Met</b>
C10	Social skill development	6/6	<b>Met</b>
C11	Get together w/family & friends	6/6	<b>Met</b>
C12	Intimacy	0/5	<b>Not Met (0 %)</b>
C13	Skills to maximize independence	6/6	<b>Met</b>
C14	Choices in routines & schedules	6/6	<b>Met</b>
C15	Personalize living space	3/4	<b>Met</b>
C16	Explore interests	6/6	<b>Met</b>
C17	Community activities	6/6	<b>Met</b>
C18	Purchase personal belongings	6/6	<b>Met</b>
C19	Knowledgeable decisions	6/6	<b>Met</b>
C46	Use of generic resources	6/6	<b>Met</b>
C47	Transportation to/ from community	6/6	<b>Met</b>
C48	Neighborhood connections	6/6	<b>Met</b>
C49	Physical setting is consistent	4/4	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	6/6	<b>Met</b>
C52	Leisure activities and free-time choices /control	6/6	<b>Met</b>
C53	Food/ dining choices	6/6	<b>Met</b>

### Individual Home Supports

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>
C9	Personal relationships	2/2	<b>Met</b>
C10	Social skill development	2/2	<b>Met</b>
C11	Get together w/family & friends	2/2	<b>Met</b>
C12	Intimacy	0/2	<b>Not Met (0 %)</b>
C13	Skills to maximize independence	2/2	<b>Met</b>

### Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C14	Choices in routines & schedules	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
C21	Coordinate outreach	2/2	Met
C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met

### Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	7/7	Met
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	7/7	Met
C38 (07/21)	Habilitative & behavioral goals	6/6	Met
C39 (07/21)	Support needs for employment	0/6	Not Met (0 %)
C40	Community involvement interest	7/7	Met
C41	Activities participation	7/7	Met
C42	Connection to others	7/7	Met
C43	Maintain & enhance relationship	7/7	Met
C44	Job exploration	0/6	Not Met (0 %)
C45	Revisit decisions	7/7	Met
C46	Use of generic resources	7/7	Met
C47	Transportation to/ from community	7/7	Met

### Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C51	Ongoing satisfaction with services/ supports	7/7	Met

### 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	0/2	Not Met (0 %)
C23	Assess skills & training needs	2/2	Met
C24	Job goals & support needs plan	0/2	Not Met (0 %)
C25	Skill development	2/2	Met
C26	Benefits analysis	0/2	Not Met (0 %)
C27	Job benefit education	2/2	Met
C28	Relationships w/businesses	0/1	Not Met (0 %)
C29	Support to obtain employment	0/2	Not Met (0 %)
C30	Work in integrated settings	2/4	Not Met (50.0 %)
C31	Job accommodations	4/4	Met
C32	At least minimum wages earned	4/4	Met
C33	Employee benefits explained	2/4	Not Met (50.0 %)
C34	Support to promote success	2/4	Not Met (50.0 %)
C35	Feedback on job performance	2/4	Not Met (50.0 %)
C36	Supports to enhance retention	2/2	Met
C37	Interpersonal skills for work	2/2	Met
C47	Transportation to/ from community	4/4	Met
C50	Involvement/ part of the Workplace culture	2/2	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met