



**PROVIDER REPORT
FOR**

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

September 25, 2023

Version

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

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	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
Employment and Day Supports	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 licensing: 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
Organizational	9/9	0/9	
Residential and Individual Home Supports	78/81	3/81	
Residential Services Individual Home Supports ABI-MFP Residential Services			
Critical Indicators	8/8	0/8	
Total	87/90	3/90	97%
2 Year License			
# indicators for 60 Day Follow-up		3	

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

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.	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:

Indicator #	Indicator	Area Needing Improvement
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

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

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

ABI-MFP Residential 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.	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:

Indicator #	Indicator	Area Needing Improvement
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.

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

Indicator #	Indicator	Area Needing Improvement
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.

Residential Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
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:

Indicator #	Indicator	Area Needing Improvement
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.

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

Indicator #	Indicator	Area Needing Improvement
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.

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

Indicator #	Indicator	Area Needing Improvement
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.
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.

Survey Detail Report**Back-up documentation****Licensure Organizational:**

Licensure Residential and Individual Home Supports

Positive Comments on Met Indicators

Indicator	Service Type	Location	Individual	Positive Comments
L94 (05/22) Individuals have assistive technology to maximize independence.	ABI-MFP Residential Services	270 Pleasant Street Apt A112 Watertown MA 02472	LD	LD was assessed for assistive technology that would promote independence, and evidence of the technologies in use both high and low tech were abundant. Staff took painstaking steps to create visual effects using translucent tapes, low vision aids, labels and a general location layout mapping for ease of navigation. There was also the use of assistive apps on an IPAD on a consistent basis.

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L1 Individuals have been trained and guardians are provided with information in how to report alleged abuse/neglect.	Residential Services	39 CASS AVE., APT #1 Dedham MA 02026	MW	MW was not trained on abuse and neglect reporting. The guardian was provided information on how to report alleged abuse/neglect.
L8 Emergency fact sheets are current and accurate and available on site.	ABI-MFP Residential Services	270 Pleasant Street # 111 Watertown MA 02472	JH	JH's emergency fact sheet did not include required components, including relevant capabilities, places frequently visited, and significant behavioral characteristics.

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L9 (07/21) Individuals are able to utilize equipment and machinery safely.	Residential Services	286 EDENFIELD AVE. Watertown MA 02472	JD	The ISP Safety Skills Assessment says "Does not Use" for shower, toilet and bath. Agency staff indicated AJ can transfer from wheelchair toilet and he does bathe with assistance.
Ⓡ L13 Location is clean and free of rodent and/or insect infestation.	Residential Services	286 EDENFIELD AVE. Watertown MA 02472		There were mouse droppings in a kitchen cabinet and behind dishes in the lazy Susan. The home is on a monthly pest control schedule and the last extermination visit was 7/26/23. Staff were advised to check for droppings periodically and cleanout the cabinets when rodent droppings are present.
L15 Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	ABI-MFP Residential Services	270 Pleasant Street # 111 Watertown MA 02472		The hot water temperature at the bathroom sink tested at 124.1 degrees Fahrenheit. (Notice of Action issued - Corrected)
L24 Locks on doors not providing egress can be opened by the individuals from the inside and staff carry a key to open in an emergency.	Residential Services	286 EDENFIELD AVE. Watertown MA 02472		House keys were not available above door thresholds or on staff. Staff stated that the keys were in the staff office and all residents' keys in office as well.

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L35 Individuals receive routine preventive screenings.	Residential Services	286 EDENFIELD AVE. Watertown MA 02472	JD	JD is 70 years old. There was no prostate screening on file for him. His guardian signed a consent for him not to receive a routine colonoscopy or hearing test. There was no information to support whether the PCP wants JD to have these screenings due to age or to revisit them periodically. There was no further follow-up with the Guardian.
L41 Individuals are supported to follow a healthy diet.	Individual Home Supports	100 CENTRE STREET APT. # 302 BROOKLINE MA 02446		There was a low-fat low-salt diet recommended at the annual physical exam as JD is obese weighing 281lbs. The agency did not provide JD with education on what this diet consists of so that he may make informed choices when selecting meals from the cafeteria/dining menu offered in the building where he resides.
L41 Individuals are supported to follow a healthy diet.	Individual Home Supports	209 KELTON ST. Allston MA 02134		JM is reportedly but unsuccessfully encouraged to make healthy food choices. She reportedly purchases unhealthy snacks both in the day program and in the community which is notable in her obesity.

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L42 Individuals are supported to engage in physical activity.	Individual Home Supports	209 KELTON ST. Allston MA 02134		JM is encouraged but highly resistant to engage in physical activity. She has a goal of engaging in outside activities to assist with losing weight but staff have not supported this consistently as observed in the progress summaries.
L43 The health care record is maintained and updated as required.	Residential Services	35 JOAN ROAD Hyde Park MA 02136	RK	Clotrimazole-betamethasone cream was listed on RK's Health Care Records though he was no longer on it.
L47* Individuals are supported to become self medicating when appropriate.	Individual Home Supports	100 CENTRE STREET APT. # 302 BROOKLINE MA 02446	GP	There was a period where staff weren't sure if GP was taking his medication as prescribed since staff discovered a few pills were in his drawer or on the floor. GP is blind and has a cardiac history, but he can read braille. VNA started dispensing the medications to correct this issue, but the PCP ordered it as time limited. GP was not reassessed regarding his ability to self-medicate and staff did not contact the PCP to reinstate VNA to administer his medications indefinitely if warranted.

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
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.	Residential Services	39 CASS AVE., APT #1 Dedham MA 02026	MW	MW was not trained on human rights. The guardian was provided information on this area.
L55 Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	Individual Home Supports	209 KELTON ST. Allston MA 02134	JM	A consent for media release was obtained on 4/13/23 using a form from 2015 that did not meet current DDS requirement.

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
<p>L56*</p> <p>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.</p>	Residential Services	173 DURNELL AVE. Roslindale MA 02131	JR	<p>There were restrictive practices of door chimes, window chimes and locked basement/attic doors in place at the site. There was no outline that included the name of the individual for whom the restrictions were in place and a plan to fade the practice. The information for the other individuals living in the home was a consent form stating that individuals and guardians for whom the restriction is not intended can revoke consent to the implementation of such practices which are put into place for safety. A full outline of the restrictive practice must be developed and the individuals and guardians of the individuals that are affected must be informed of the practice (rather than grant permission for the implementation).</p>

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
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.	ABI-MFP Residential Services	270 Pleasant Street Apt A112 Watertown MA 02472	EP	Environmental restrictions of locked sharps and door alarm that were recently instituted were not outlined in writing, identifying the rationale, and outlined as the least restrictive alternative. EP as an affected party was not informed in writing of the mitigations for the restriction.
L63 Medication treatment plans are in written format with required components.	ABI-MFP Residential Services	270 Pleasant Street # 111 Watertown MA 02472	JH	JH's medication treatment plan for Ativan, Celexa, Seroquel, Topamax, and Trazodone did not include required components, including defined target behaviors, defined treatment goals, information regarding how often JH attends appointments with his prescriber, or clinical criteria for discussing medication changes or discontinuance with JH's prescriber.
L64 Medication treatment plans are reviewed by the required groups.	Residential Services	173 DURNELL AVE. Roslindale MA 02131	KH	The Behavior Modifying Medication Treatment Plan was not submitted for review by the ISP team. (Corrected)
L64 Medication treatment plans are reviewed by the required groups.	Residential Services	286 EDENFIELD AVE. Watertown MA 02472	RG	The medication treatment plan for "Zyprexa," was not submitted to the area office.

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L69 Individual expenditures are documented and tracked.	Residential Services	286 EDENFIELD AVE. Watertown MA 02472	JD	JD had \$14,457.15 in his representative payee account which could jeopardize his current social security entitlements. There was no spend down plan. An action Required was issued.
L69 Individual expenditures are documented and tracked.	Individual Home Supports	100 CENTRE STREET APT. # 302 BROOKLINE MA 02446	GP	The representative payee account exceeded social security limits.GP had \$4,153 An Action Required was issued to develop a spend down plan.
L71 Individuals are notified of their appeal rights for their charges for care.	ABI-MFP Residential Services	270 Pleasant Street # 111 Watertown MA 02472	JH	JH's guardian did not receive a charges for care notification or rights to appeal. JH's charges for care letter did not explain how his charges for care were determined.

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L77 The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals.	Individual Home Supports	100 CENTRE STREET APT. # 302 BROOKLINE MA 02446	GP	There was an unresolved issue around the self-medicating status of GP. Staff discovered instances where he was not taking all his medication as prescribed, (i.e pills in drawer or thrown away? GP is blind. VNA services were brought in, but this was time limited based on how the physician ordered it. It's still unclear whether he is self-medicating without incident. Agency staff need to follow up with his PCP and VNA on this issue.
L84 Staff / care providers are trained in the correct utilization of health related protections per regulation.	Residential Services	286 EDENFIELD AVE. Watertown MA 02472	AJ	Safety checks for supports and health related protections were in place, but not cleaning of devices. The wheelchair and shower chair with seatbelt were listed.
L86 Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	ABI-MFP Residential Services	18 Fruit Street Hopkinton MA 01748	RG	The required ISP assessments were due on 06/08/2022. However, the agency submitted them on 11/08/2022. The request date was 05/04/2022 and the ISP meeting date was 09/26/2022.

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L87 Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	ABI-MFP Residential Services	18 Fruit Street Hopkinton MA 01748	RG	The required ISP objectives and support strategies were due on 06/08/2022. However, the agency submitted them on 11/08/2022. The request date was 05/04/2022 and the ISP meeting date was 09/26/2022.
L88 Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	Individual Home Supports	209 KELTON ST. Allston MA 02134	JM	JM had a goal of participating in physical activity. The monthly progress notes had repetitive information that did not reflect actualization and accurate data on her progress towards meeting her goals.
L91* Incidents are reported and reviewed as mandated by regulation.	Residential Services	35 JOAN ROAD Hyde Park MA 02136		Incident ID number 1526519 that occurred on 12/12/22 for the individual RK was reported and reviewed one day late.
L91* Incidents are reported and reviewed as mandated by regulation.	Residential Services	39 CASS AVE., APT #1 Dedham MA 02026		Incident number 1557459 from 05/05/23 was submitted eight days late in HCSIS. Incident number 1568602 from 07/20/23 was submitted one day late.

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L91* Incidents are reported and reviewed as mandated by regulation.	ABI-MFP Residential Services	18 Fruit Street Hopkinton MA 01748		The following incidents were not reported and reviewed on time in HCSIS: Event IDs: 1514310 (3 days late), 1281430 (3 days late), 1427631 (19 days late), 1502934 (1 day late), 1285850 (2 days late), 1380710 (1 day late), 1504335 (2 days late), and 1294030 (1 day late).

* Indicators subject to follow-up within 60 days

Licensure Employment and Day Supports

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
Ⓡ L38 Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).	Community Based Day Services	24 Denby Road Brighton MA 01844	ZM	ZM has a 2-hour void tracking protocol for an overactive bladder that was not being effectively tracked at the CBDS program.
L84* Staff / care providers are trained in the correct utilization of health related protections per regulation.	Community Based Day Services	24 Denby Road Brighton MA 01844	YG	YG lives at home and uses a manual wheelchair with seat belt and chest harness (only during transportation), and Gait Belt when using his Rifton Pacer. There was no written protocol/tracking in place for cleaning/care of the devices, and documentation of use/safety checks for the devices..

Licensure Employment and Day Supports

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L84* Staff / care providers are trained in the correct utilization of health related protections per regulation.	Community Based Day Services	24 Denby Road Brighton MA 01844	ZM	There was no written protocols and documentation for the cleaning, care and safety checks for ZM's health-related protective devices (Right Leg AFO, Gait Belt and Wrist Splint).
L88* Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	Community Based Day Services	24 Denby Road Brighton MA 01844	ZM	Staff did not support ZM to work on his ISP goal of participating in a volunteer opportunity twice a week.
L88* Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	Community Based Day Services	24 Denby Road Brighton MA 01844	GP	A review of GP's ISP Goals data/progress notes showed that staff were not supporting him to engage in paid on-site work opportunities. There was no data or notes pertaining to this ISP goal. In addition, staff did not support GP to participate in 2 community trips or volunteer opportunities per month.
L88* Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	Community Based Day Services	24 Denby Road Brighton MA 01844	RI	Staff did not support RI to meet his identified ISP goal, to attend Money Skills Group once per week to be able to correctly identify money.

Licensure Employment and Day Supports

Issues on Not Met Indicators

Indicator	Service Type	Location	Individual	Issue
L88* Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	Employment Support Services	24 DENBY RD. Brighton MA 02135	MC	There was no employment related goal that was being implemented and tracked by the agency for MC.
L91* Incidents are reported and reviewed as mandated by regulation.	Community Based Day Services	24 Denby Road Brighton MA 01844		Incident Report #1544274 occurred on 3/16/23 and was submitted on 3/20/23 and finalized on 3/20/23.

* Indicators subject to follow-up within 60 days

Planning and Quality Management

Certification Residential Services

Issues on Not Met Indicators

Indicator	Location	Individual	Issue
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.	39 CASS AVE., APT #1 Dedham MA 02026	RN	No staff hiring occurred, but the agency did not provide evidence of individual involvement in the evaluation process for support staff.
C12 Individuals are supported to explore, define, and express their need for intimacy and companionship.	286 EDENFIELD AVE. Watertown MA 02472	JD	Intimacy and companionship assessments were done but MAB did not have a curriculum to train staff. Staff were mostly unfamiliar with his preferences and no support was evident in these areas.
C12 Individuals are supported to explore, define, and express their need for intimacy and companionship.	39 CASS AVE., APT #1 Dedham MA 02026	MW	WM was not supported to explore, define and express his need for intimacy and companionship, and there was no evident support and education in this area.

Certification Residential Services

Issues on Not Met Indicators

Indicator	Location	Individual	Issue
C12 Individuals are supported to explore, define, and express their need for intimacy and companionship.	39 CASS AVE., APT #1 Dedham MA 02026	BG	BG was not supported to explore, define and express their need for intimacy and companionship, and there was no evident support and training in these areas.

Certification ABI-MFP Residential Services

Issues on Not Met Indicators

Indicator	Location	Individual	Issue
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.	32 Meadowbrook Rd Westwood MA 02090	MR	The agency could not show its process for involving MR and other folk in the ongoing evaluation of staff that support them.
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.	32 Meadowbrook Rd Westwood MA 02090	EM	The agency could not show its process for involving EM and other folk in the ongoing evaluation of staff that support them.
C12 Individuals are supported to explore, define, and express their need for intimacy and companionship.	270 Pleasant Street Apt A112 Watertown MA 02472	LD	It was inevident that LD was assessed, educated and provided supports in the areas of intimacy and companionship.
C12 Individuals are supported to explore, define, and express their need for intimacy and companionship.	18 Fruit Street Hopkinton MA 01748	RG	RG was not assessed, nor were training and supports evident in the areas of intimacy and companionship/
C12 Individuals are supported to explore, define, and express their need for intimacy and companionship.	32 Meadowbrook Rd Westwood MA 02090	WH	WH was not supported to explore, define and express his need for intimacy and companionship, and there was no education and support in this area.
C12 Individuals are supported to explore, define, and express their need for intimacy and companionship.	32 Meadowbrook Rd Westwood MA 02090	JF	JF was not supported to explore, define and express his need for intimacy and companionship, and there was no evident education and support in this area.

Certification ABI-MFP Residential Services

Issues on Not Met Indicators

Indicator	Location	Individual	Issue
C12 Individuals are supported to explore, define, and express their need for intimacy and companionship.	270 Pleasant Street # 111 Watertown MA 02472	JH	The agency could not show that JM had a sexuality assessment. Support staff in JM's home were not aware of his interests or support needs in this area.
C15 Staff (Home Providers) support individuals to personalize and decorate their rooms/homes and personalize common areas according to their tastes and preferences.	270 Pleasant Street Apt A112 Watertown MA 02472		The individuals' rooms were furnished, but outside of that had no self-defining features. There was nothing on the walls.

Certification Individual Home Supports

Issues on Not Met Indicators

Indicator	Location	Individual	Issue
C12 Individuals are supported to explore, define, and express their need for intimacy and companionship.	209 KELTON ST. Allston MA 02134	JM	JM was not assessed for her preferences for intimacy and companionship and there was no evidence of education and support in these areas.
C12 Individuals are supported to explore, define, and express their need for intimacy and companionship.	100 CENTRE STREET APT. # 302 BROOKLINE MA 02446	GP	GP was assessed not assessed for his preferences for intimacy and companionship. There was also no evident education and staff support in these areas.

Certification Community Based Day Services

Issues on Not Met Indicators

Indicator	Location	Individual	Issue
C39 (07/21) There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	24 Denby Road Brighton MA 01844	RI	There was no plan with identified job goals and support needs that would lead RI toward supported employment.

Certification Community Based Day Services

Issues on Not Met Indicators

Indicator	Location	Individual	Issue
C39 (07/21) There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	24 Denby Road Brighton MA 01844	MC	There was no plan that identified job goals and support needs that would lead MC toward supported employment.
C39 (07/21) There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	24 Denby Road Brighton MA 01844	MC	There was no plan in place to identify job goals and support needs that would lead MC onto the pathway towards supported employment.
C39 (07/21) There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	24 Denby Road Brighton MA 01844	GP	The agency had not developed a plan that identified job goals and support needs that would lead GP toward movement into supported employment.
C39 (07/21) There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	24 Denby Road Brighton MA 01844	EP	There was no plan that identified EPM's job goals and support needs that would lead toward supported employment.
C39 (07/21) There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	24 Denby Road Brighton MA 01844	ZM	There was no plan that identified job goals and support needs that would lead ZM toward supported employment.
C44 Staff have effective methods to assist individuals to explore their job interests if appropriate.	24 Denby Road Brighton MA 01844	MC	The agency did not support MC to explore job related interests.
C44 Staff have effective methods to assist individuals to explore their job interests if appropriate.	24 Denby Road Brighton MA 01844	MC	Although MC was supported to volunteer as part of vocational activities (Meals on Wheels/Cradles to Crayons), there was no visible mechanism for exploring his job interest.
C44 Staff have effective methods to assist individuals to explore their job interests if appropriate.	24 Denby Road Brighton MA 01844	GP	The agency had not supported GP to explore his job related interests.

Certification Community Based Day Services

Issues on Not Met Indicators

Indicator	Location	Individual	Issue
C44 Staff have effective methods to assist individuals to explore their job interests if appropriate.	24 Denby Road Brighton MA 01844	RI	There was no visible mechanism for exploring RI's job interest.
C44 Staff have effective methods to assist individuals to explore their job interests if appropriate.	24 Denby Road Brighton MA 01844	ZM	The agency did not support ZM to explore job related interests.
C44 Staff have effective methods to assist individuals to explore their job interests if appropriate.	24 Denby Road Brighton MA 01844	EP	The agency had not supported EPM to explore job related interests.

Certification Employment Support Services

Issues on Not Met Indicators

Indicator	Location	Individual	Issue
C22 Staff have effective methods to assist individuals to explore their job interests.	24 DENBY RD. Brighton MA 02135	MC	MC was not assessed as to his work interests and possible job goals which could potentially expand his range of knowledge regarding employment options in his areas of interest. Interests had not been explored utilizing a wide variety of techniques, which reflect his unique learning style, to discover potential job match opportunities and positions.
C22 Staff have effective methods to assist individuals to explore their job interests.	24 DENBY RD. Brighton MA 02135	BD	BD was not assessed as to her work interests and potential job goals which could potentially expand her range of knowledge regarding employment options in her areas of interest. Interests had not been explored utilizing a wide variety of techniques which reflect her unique learning style to discover potential job match opportunities.

Certification Employment Support Services

Issues on Not Met Indicators

Indicator	Location	Individual	Issue
C24 There is a plan developed to identify job goals and support needs.	24 DENBY RD. Brighton MA 02135	MC	Job goals and support needs for MC had not been specifically identified and detailed within a written plan which addresses these goals and needs.
C24 There is a plan developed to identify job goals and support needs.	24 DENBY RD. Brighton MA 02135	BD	Job goals and support needs were not specifically identified and documented within a detailed written plan which addresses these goals and 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.	24 DENBY RD. Brighton MA 02135	BD	The agency could not show how BD was educated regarding the ways in which employment could affect her entitlements, and how to manage the potential effects.
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.	24 DENBY RD. Brighton MA 02135	MC	MC was not informed of the ways in which employment could affect his entitlements, and how to manage the potential effects.
C28 Staff maintain and develop relationships with local businesses in order to facilitate job development opportunities.	24 DENBY RD. Brighton MA 02135		The agency could not show how it has been facilitating and developing relationships with local businesses in order to facilitate job opportunities for the individuals served.
C29 Individuals are supported to obtain employment that matches their skills and interests.	24 DENBY RD. Brighton MA 02135	BD	The agency could not demonstrate sustained and ongoing efforts to obtain employment which matched BD's interests or address specific barriers to her employment.
C29 Individuals are supported to obtain employment that matches their skills and interests.	24 DENBY RD. Brighton MA 02135	MC	There was no evidence of sustained and ongoing efforts to obtain employment which matched MC's interests< or address specific barriers to employment in the fields of his interests.

Certification Employment Support Services

Issues on Not Met Indicators

Indicator	Location	Individual	Issue
C30 Individuals are supported to work in integrated job settings.	24 DENBY RD. Brighton MA 02135	BD	BD was not receiving support to gain employment in a community integrated work setting.
C30 Individuals are supported to work in integrated job settings.	24 DENBY RD. Brighton MA 02135	MC	MC was not being supported to work in a community integrated work setting.
C33 Employee benefits and rights are clearly explained to the individual.	24 DENBY RD. Brighton MA 02135	MC	The agency did not evidence that it trained or provided info to MC regarding his benefits, rights, and responsibilities as an employee.
C33 Employee benefits and rights are clearly explained to the individual.	24 DENBY RD. Brighton MA 02135	BD	The agency did not show how it trained or provided info to BD regarding her benefits, rights, and responsibilities as an employee.
C34 The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	24 DENBY RD. Brighton MA 02135	MC	There was no specific plan in place regarding the levels of support MC may need to thrive in supported employment, nor was there a plan to minimize these supports as time goes on.
C34 The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	24 DENBY RD. Brighton MA 02135	BD	There was no specific plan in place regarding the levels of support BD may need to thrive in supported employment nor was there a plan to minimize these supports.
C35 Individuals are given feedback on job performance by their employer.	24 DENBY RD. Brighton MA 02135	BD	The agency did not evidence that it had given BD feedback on her job performance for on-site work done for MAB.
C35 Individuals are given feedback on job performance by their employer.	24 DENBY RD. Brighton MA 02135	MC	The agency did not evidence that it had given MC feedback on her job performance for on-site work done for MAB.

MASTER SCORE SHEET LICENSURE

Organizational: MAB COMMUNITY SERVICES

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
R 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:

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	5/6	2/2			6/6		13/14	Met (92.86 %)
L5	Safety Plan	L	4/4	2/2			4/4		10/10	Met
R 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 %)
R L11	Required inspections	L	4/4				2/2		6/6	Met
R L12	Smoke detectors	L	4/4				4/4		8/8	Met
R 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

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/R ated	Rating
L15	Hot water	L	4/4				3/4		7/8	Met (87.50 %)
L16	Accessibilit y	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
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	Flammable s	L	4/4				4/4		8/8	Met
L29	Rubbish/co mbustibles	L	4/4				4/4		8/8	Met
L30	Protective railings	L	4/4				4/4		8/8	Met
L31	Communic ation 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

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L34	Dental exam	I	6/6	2/2			6/6		14/14	Met
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 %)
L50 (07/21)	Respectful Comm.	I	6/6	2/2			6/6		14/14	Met
L51	Possessions	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/R ated	Rating
L52	Phone calls	I	6/6	2/2			6/6		14/14	Met
L53	Visitation	I	6/6	2/2			6/6		14/14	Met
L54 (07/21)	Privacy	I	6/6	2/2			6/6		14/14	Met
L55	Informed consent	I	1/1	0/1			2/2		3/4	Met
L56	Restrictive practices	I	2/3				0/1		2/4	Not Met (50.0 %)
L57	Written behavior plans	I	2/2				2/2		4/4	Met
L58	Behavior plan component	I	2/2				2/2		4/4	Met
L59	Behavior plan review	I	1/1				2/2		3/3	Met
L60	Data maintenan ce	I	1/1				2/2		3/3	Met
L61	Health protection in ISP	I	6/6	1/1			5/5		12/12	Met
L62	Health protection review	I	5/5				2/2		7/7	Met
L63	Med. treatment plan form	I	6/6				5/6		11/12	Met (91.67 %)
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 expenditur e	I	6/6				6/6		12/12	Met
L69	Expenditur e tracking	I	5/6	0/1			6/6		11/13	Met (84.62 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/R ated	Rating
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
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

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
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
L99 (05/22)	Medical monitoring devices	I		1/1			2/2		3/3	Met
#Std. Met/# 81 Indicator									78/81	
Total Score									87/90	
									96.67 %	

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		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

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
☑ 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
L18	Above grade egress	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
L31	Communication method	I	4/4		7/7	11/11	Met
L32	Verbal & written	I	4/4		7/7	11/11	Met
L37	Prompt treatment	I	4/4		7/7	11/11	Met
☑ L38	Physician's orders	I	1/1		6/7	7/8	Met (87.50 %)
L39	Dietary requirements	I			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓡ L46	Med. Administration	I	3/3		7/7	10/10	Met
L49	Informed of human rights	I	4/4		7/7	11/11	Met
L50 (07/21)	Respectful Comm.	I	4/4		7/7	11/11	Met
L51	Possessions	I	4/4		7/7	11/11	Met
L52	Phone calls	I	4/4		7/7	11/11	Met
L54 (07/21)	Privacy	I	4/4		7/7	11/11	Met
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
Ⓡ 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

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
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
#Std. Met/# 50 Indicator						47/50	
Total Score						56/59	
						94.92%	

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	5/6	Met (83.33 %)
C8	Family/guardian communication	6/6	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C9	Personal relationships	6/6	Met
C10	Social skill development	6/6	Met
C11	Get together w/family & friends	6/6	Met
C12	Intimacy	3/6	Not Met (50.0 %)
C13	Skills to maximize independence	6/6	Met
C14	Choices in routines & schedules	6/6	Met
C15	Personalize living space	4/4	Met
C16	Explore interests	6/6	Met
C17	Community activities	6/6	Met
C18	Purchase personal belongings	5/5	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	4/4	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

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/6	Not Met (66.67 %)
C8	Family/guardian communication	5/5	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	0/5	Not Met (0 %)

ABI-MFP 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	3/4	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	4/4	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

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	0/2	Not Met (0 %)
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C16	Explore interests	2/2	Met
C17	Community activities	2/2	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
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

ADDENDUM OF ISSUES BEYOND THE PROVIDER'S CONTROL:

Licensure:

<u>Residential and Individual Home Supports</u>				
Indicator	Service Type	Location	Individual	Issue
L11 All required annual inspections have been conducted.	ABI-MFP Residential Services	270 Pleasant Street Apt A112 Watertown MA 02472		Despite well documented efforts by the agency, the property management did not make the sprinkler inspection of the building's units available for review.
		270 Pleasant Street # 111 Watertown MA 02472		Despite well documented efforts by the agency, the property management did not make the sprinkler inspection of the building's units available for review.
L86 Required assessments concerning individual needs and abilities are completed in preparation for the ISP.		270 Pleasant Street Apt A112 Watertown MA 02472	LD	Required assessments for the ISP were requested on 2/17/23, due on 2/27/23 and submitted on 2/17/23. The agency did not get the 30-day notice for ISP submissions.

L86 Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	ABI-MFP Residential Services	32 Meadowbrook Rd Westwood MA 02090	WH	Required assessments were requested on 08/12/22, due on 09/01/22, and submitted on 09/06/22. The agency was not given 30 days to submit assessments.
	Residential Services	286 EDENFIELD AVE. Watertown MA 02472	JD	Assessments were requested on 4/14/23 but were due 4/11/23. Assessments were due 4/26/23 but were submitted 5/1/23. The agency did not receive 30 days or more notice to prepare for the ISP meeting.
		39 CASS AVE., APT #1 Dedham MA 02026	BG	Required assessments were requested on 02/27/23, due on 02/28/23, and submitted on 03/03/23. The agency was not given 30 days notice to submit the assessments.
	ABI-MFP Residential Services	18 Fruit Street Hopkinton MA 01748	JT	The required ISP assessments were due on 06/25/2023 and submitted on 07/05/2023. However, they were requested on 07/03/2023 for the ISP meeting on 7/30/23.

L87 Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	Residential Services	39 CASS AVE., APT #1 Dedham MA 02026	BG	Required support strategies were requested on 02/27/23, due on 02/28/23, and submitted on 03/03/23. The agency was not given 30 days notice to submit the support strategies.
	ABI-MFP Residential Services	32 Meadowbrook Rd Westwood MA 02090	WH	Required support strategies were requested on 08/12/22, due on 09/01/22, and submitted on 09/20/22. The agency was not given 30 days to submit support strategies.
			JF	Support strategies were requested on 08/12/22, due on 09/07/22, and submitted on 09/22/22. The agency was not given 30 days to submit support strategies.
	Residential Services	286 EDENFIELD AVE. Watertown MA 02472	JD	The required Support Strategies were due 4/26/23 and submitted 5/1/23. The agency did not receive 30 days notice or more to prepare for the 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.	ABI-MFP Residential Services	18 Fruit Street Hopkinton MA 01748	JT	The required ISP objectives and support strategies were due on 06/25/2023 and submitted on 07/05/2023. However, they were requested on 07/03/2023 for the ISP meeting on 7/30/23.
		270 Pleasant Street Apt A112 Watertown MA 02472	LD	Support Strategies for the ISP were requested on 2/17/23, due on 2/27/23 and submitted on 2/17/23. The agency did not get the 30-day notice for ISP submissions.
<u>Employment and Day Supports</u>				
Indicator	Service Type	Location	Individual	Issue
L86 Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Employment Support Services	24 DENBY RD. Brighton MA 02135	TG	The assessments were requested on 12/20/22, due on 12/30/22 and submitted on 1/3/23. The agency was not given the 30-notice for submission.
	Community Based Day Services	24 Denby Road Brighton MA 01844	BK	The ISP assessments were requested on 5/24/23 and were due on 4/13/23. The agency was not given 30 days to submit the assessments.

L87 Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	Community Based Day Services	24 Denby Road Brighton MA 01844	ZM	The provider support strategies were requested on 10/11/22 and were due on 10/19/22 for an ISP held on 11/3/22. The agency was not given 30 days to submit the provider support strategies.
			BK	The provider support strategies were requested on 5/24/23 and were due on 4/13/23. The agency was not given 30 days to submit the provider support strategies.
	Employment Support Services	24 DENBY RD. Brighton MA 02135	TG	The support strategies were requested on 12/20/22, due on 12/30/22 and submitted on 1/3/23. The agency was not given the 30-notice for submission.

Certification:

N/A

GUARDIAN/FAMILY MEMBER/CITIZEN FEEDBACK ADDENDUM: