



**PROVIDER REPORT
FOR**

**Melmark New England
461 River Rd.
Andover, MA 01810**

October 15, 2025

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider Melmark New England

Review Dates 9/9/2025 - 9/15/2025

Service Enhancement Meeting Date 10/1/2025

Survey Team John Downing
Cheryl Dolan
Dumitru Condratchi (TL)
Chloe Browning

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	2 location(s) 6 audit (s)	Full Review	81/83 2 Year License 10/01/2025 - 10/01/2027		26 / 26 Certified 10/01/2025 - 10/01/2027
Residential Services	2 location(s) 6 audit (s)			Full Review	20 / 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	1 location(s) 7 audit (s)	Full Review	62/67 2 Year License 10/01/2025 - 10/01/2027		19 / 21 Certified 10/01/2025 - 10/01/2027
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	13 / 15
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Melmark is a multi-state provider of special education, clinical services, vocational training, and adult day and residential programs. Established in 1998 as a division of Melmark, Melmark New England (the agency) is a nonprofit organization serving children, adolescents, and adults with complex developmental disabilities. The agency offers 24-hour Residential Supports across several homes and operates a Community-Based Day Supports (CBDS) program at a single site for adults served by the Massachusetts Department of Developmental Services (DDS).

For this 2025 DDS Licensing and Certification Survey, the agency underwent a review conducted by the DDS Northeast Region Office of Quality Enhancement (OQE). The scope of the survey included a full licensing and certification review of 24-hour Residential Supports and CBDS programs.

Organizationally, Melmark New England had systems in place to ensure staff completed all mandatory trainings. The agency maintained a thorough process for screening and hiring qualified employees, including licensed staff. It also had a fully constituted Human Rights Committee that fulfilled its responsibilities by reviewing restrictive practices, agency policies affecting human rights, and DPPC complaints and investigations. When concerns of abuse or neglect arose, the agency acted promptly to ensure individuals' safety and implemented corrective measures based on investigation findings. In addition, the agency had an internal data collection system and a robust process to measure progress toward quality improvement goals, as well as a strategic plan to guide future goals and the overall direction of the agency.

Across both service groups, multiple positive practices were noted. Homes and facilities were clean, well-maintained, and in good repair. Appliances and equipment were functional, and safety systems - including fire safety and emergency evacuation plans - were up to date and operational. The agency assessed individuals' safety at both home and CBDS site, including their ability to use equipment, and ensured staff were trained to provide appropriate support. For example, at CBDS, individuals used sports equipment such as treadmills, with safety assessments completed for those who utilized it.

Within the Health Domain, positive practices were observed in both service groups. Medical protocols for specific diagnoses - including dysphagia, severe allergies, and seizure disorders - were in place, and staff were trained in their implementation. Medications were administered in accordance with physician orders. In the 24-hour Residential Supports, physical exams, dental visits, and preventive screenings were generally completed in a timely manner.

Individuals had privacy in their homes and at the CBDS site when needed, maintained their personal possessions, and were supported in using different assistive technologies. For example, surveyors observed individuals effectively using different visual aids to select activities of interest, promoting choice-making and engagement in personally meaningful experiences.

Across all service types, the agency maintained a strong, well-structured supervision system, with staff performance regularly evaluated through team meetings, shift observations, and feedback from individuals. Staff demonstrated a comprehensive understanding of each individual's unique needs and personal preferences. They were knowledgeable in the use of assistive technology and medical devices and communicated with individuals according to their unique communication methods. For example, surveyors observed individuals using different communication devices and noted that staff interacted effectively, supporting individuals to provide clear and appropriate responses when asked questions.

Throughout all service types, the agency also effectively identified and managed risks for individuals with behaviors or conditions that could pose safety concerns. Staff were trained in individualized strategies, including behavior plans, and implemented fading strategies when appropriate. For

example, at the 24-hour Residential Supports, individuals were assessed for water-related needs, and personalized support was provided to help them safely enjoy activities such as swimming, going to the beach, and using hot tubs.

Within both service types, communication with guardians was consistent, with staff providing regular, timely updates and maintaining open lines of communication. During the survey, one guardian expressed a high level of satisfaction with the agency, noting that staff "go above and beyond" to keep them informed and are always readily available.

Within the certification domain at the 24-hour Residential Supports, staff actively encouraged individuals to explore a wide variety of cultural, recreational, and spiritual activities, creating meaningful and enjoyable community connections tailored to their interests. For example, some activities included trips to beaches, parks, farms, and fairs, with outings tracked on monthly calendars. Individuals also created a scrapbook with photos and stickers, allowing them to share and revisit their experiences, reflecting the agency's commitment to choice, growth, and community access.

Within CBDS, in the certification domain, individuals were supported to participate in barbeques a couple of times per year, fostering opportunities to build and sustain personal relationships by reconnecting with former peers and former school teachers.

Some areas requiring further attention were identified during the survey. Across all service types, the agency must ensure that restraint reports and incident reports are submitted within required timelines.

Within the CBDS program, Emergency Fact Sheets must contain all required information, and ISP assessments and ISP support strategies must be submitted on time.

In the certification realm at the CBDS program, the agency needs to ensure that individuals are supported in exploring job interests through varied strategies and that a plan with identified job goals and support needs is developed.

Within the Residential and Individual Home Supports service group, the agency met 98% of licensing indicators, including all critical indicators, and will receive a Two-Year License. For Certification, the agency met 100% of all certification indicators and is fully certified.

Within the Employment and Day Supports service group, the agency met 93% of all licensing indicators, including all critical indicators, and will receive a Two-Year License. For Certification, the agency met 90% of all certification indicators and is fully certified.

The agency will complete follow-up on licensing indicators not met during the survey for both service groups, to be submitted to OQE within 60 days of the Service Enhancement Meeting (SEM).

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Residential and Individual Home Supports	72/73	1/73	
Residential Services			
Critical Indicators	8/8	0/8	
Total	81/83	2/83	98%
2 Year License			
# indicators for 60 Day Follow-up		2	

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Employment and Day Supports	53/57	4/57	
Community Based Day Services			
Critical Indicators	8/8	0/8	
Total	62/67	5/67	93%
2 Year License			
# indicators for 60 Day Follow-up		5	

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

Indicator #	Indicator	Area Needing Improvement
L65	Restraint reports are submitted within required timelines.	Twelve of the 52 restraint reports from the past 12 months were not submitted or reviewed within the required timelines. The agency must ensure that all restraint reports are submitted and reviewed in accordance with mandated requirements.

Residential Commendations on Standards Met:

Indicator #	Indicator	Commendations
L10	The provider implements interventions to reduce risk for individuals whose behaviors may pose a risk to themselves or others.	<p>The agency is commended for its effective implementation of interventions aimed at reducing risks for the individuals it supports. Melmark provides care for individuals with complex behavioral needs, and through a combination of thorough assessments, family input, and collaboration with team members, the agency has developed clear, individualized strategies to minimize risks while promoting full participation in activities and community engagement.</p> <p>For instance, individuals were assessed for their skills, potential risks, and specific support needs in water-related environments. As a result, personalized supports were developed that enabled individuals to safely enjoy activities they wanted to engage in, such as swimming, going to the beach, and using hot tubs.</p> <p>Staff were consistently found to be highly knowledgeable about the individuals' potential for risky behaviors. Observations found staff successfully executing individualized plans and mitigating risks, ensuring the safety and well-being of those they support.</p>
L77	The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals.	<p>The agency is commended for ensuring that staff were knowledgeable about the unique needs and preferences of the individuals they supported. Through comprehensive training, assessments, interviews, and observations, it was noted that staff demonstrated a thorough understanding of each person's ISP, as well as their physical, emotional, behavioral, and medical needs.</p> <p>During the survey, staff effectively applied this knowledge, providing support that included skilled use of de-escalation strategies when individuals exhibited heightened emotions or challenging behavior, and effectively communicating with individuals using assistive devices and according to their unique communication methods. Surveyors observed individuals using different communication devices, noting that staff interacted effectively and were able to elicit clear and appropriate responses. This reflects the agency's strong commitment to person-centered care.</p>

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

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	At one out of two locations, incident reports were not submitted and/or finalized within the required regulatory timeframes. The agency must ensure that all incidents are submitted and finalized according to regulatory timelines.

Employment/Day Commendations on Standards Met:

Indicator #	Indicator	Commendations
L10	The provider implements interventions to reduce risk for individuals whose behaviors may pose a risk to themselves or others.	<p>The agency is commended for its effective implementation of interventions aimed at reducing risks for the individuals it supports. Melmark provides care for individuals with complex behavioral needs, and through a combination of thorough assessments, family input, and collaboration with team members, the agency has developed clear, individualized strategies to minimize risks while promoting full participation in activities and community engagement.</p> <p>During the survey, staff were observed providing support using skilled de-escalation strategies and the least restrictive interventions when individuals exhibited heightened emotions or challenging behaviors.</p> <p>Staff consistently demonstrated strong knowledge of each individual's potential for risky behaviors. Observations confirmed that staff successfully implemented individualized plans, mitigating risks and ensuring the safety and well-being of those they support.</p>
L77	The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals.	<p>The agency is commended for ensuring that staff were knowledgeable about the unique needs and preferences of the individuals they supported. Through comprehensive training, assessments, interviews, and observations, it was noted that staff demonstrated a thorough understanding of each person's ISP, as well as their physical, emotional, behavioral, and medical needs.</p> <p>During the survey, staff effectively applied this knowledge, providing support that included skilled use of de-escalation strategies when individuals exhibited heightened emotions or challenging behavior, and effectively communicating with individuals using assistive devices and according to their unique communication methods. Surveyors observed individuals using different communication devices, noting that staff interacted effectively and were able to elicit clear and appropriate responses. This reflects the agency's strong commitment to person-centered care.</p>

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

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	Three of seven emergency fact sheets were missing required information such as medical diagnoses and complete lists of prescribed medications. The agency needs to ensure that all emergency fact sheets contain all of the required information.

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

Indicator #	Indicator	Area Needing Improvement
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For two out of seven individuals, ISP assessments were not submitted at least 15 days prior to the ISP meeting. The agency must ensure that all required assessments are completed and submitted within the mandated timelines.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For two out of seven individuals, ISP support strategies were not submitted at least 15 days prior to the ISP. The agency must ensure that all required goals and objectives are submitted within required timelines.
L91	Incidents are reported and reviewed as mandated by regulation.	At one location, one incident report was not submitted and/or finalized within the required regulatory timeframes. The agency must ensure that all incidents are submitted and finalized according to regulatory timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	20/20	0/20	
Residential Services	20/20	0/20	
Total	26/26	0/26	100%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	13/15	2/15	
Community Based Day Services	13/15	2/15	
Total	19/21	2/21	90%
Certified			

Residential Services Commendations on Standards Met:

Indicator #	Indicator	Commendations
C17	Community activities are based on the individual's preferences and interests.	<p>The agency is commended for the manner in which staff supported individuals to experience community activities based on individual preferences and interests. Through exploration and interest inventories the agency compiled a list of meaningful and enjoyable activities that were both recreational and educational. Some of these activities included day trips to beaches, rail trails, water parks, amusement parks, farms, fairs, athletic events and historical locations. Monthly activity calendars were used to track scheduled outings in which individuals participated. Individuals were also supported to create a group scrapbook using self selected stickers to secure photographs of their experiences to the pages. The scrapbook provided an opportunity for the individuals to relive the activity, and proudly share their experiences with family, staff and visitors. The agency's work in this area is demonstrative of the commitment to individual choice, growth and development, as well as community access.</p>

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.	<p>For six individuals, a detailed written plan was not in place to address their job goals and support needs. The agency must ensure that employment is offered as an option, except for those of retirement age, that each individual's current interests, strengths, and needs are identified, and that a comprehensive written plan is developed to address the individual's goals and support needs.</p>

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

Indicator #	Indicator	Area Needing Improvement
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	For six individuals, varied and effective methods were not utilized to support the exploration of potential job interests. The agency must ensure that individuals are supported in exploring job interests through varied strategies and that these efforts are documented.

MASTER SCORE SHEET LICENSURE

Organizational: Melmark New England

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	1/1	Met
L3	Immediate Action	7/7	Met
L4	Action taken	1/1	Met
L48	HRC	1/1	Met
L65	Restraint report submit	40/52	Not Met(76.92 %)
L66	HRC restraint review	52/52	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	3/3	Met
L76	Track trainings	10/10	Met
L83	HR training	10/10	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	6/6						6/6	Met
L5	Safety Plan	L	2/2						2/2	Met
℞ L6	Evacuation	L	2/2						2/2	Met
L7	Fire Drills	L	2/2						2/2	Met
L8	Emergency Fact Sheets	I	6/6						6/6	Met
L9 (07/21)	Safe use of equipment	I	6/6						6/6	Met
L10	Reduce risk interventions	I	4/4						4/4	Met
℞ L11	Required inspections	L	2/2						2/2	Met
℞ L12	Smoke detectors	L	2/2						2/2	Met
℞ L13	Clean location	L	2/2						2/2	Met
L14	Site in good repair	L	2/2						2/2	Met
L15	Hot water	L	2/2						2/2	Met
L16	Accessibility	L	2/2						2/2	Met
L17	Egress at grade	L	2/2						2/2	Met
L18	Above grade egress	L	2/2						2/2	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L19	Bedroom location	L	1/1						1/1	Met
L20	Exit doors	L	2/2						2/2	Met
L21	Safe electrical equipment	L	2/2						2/2	Met
L22	Well-maintained appliances	L	2/2						2/2	Met
L23	Egress door locks	L	2/2						2/2	Met
L24	Locked door access	L	2/2						2/2	Met
L25	Dangerous substances	L	2/2						2/2	Met
L26	Walkway safety	L	2/2						2/2	Met
L28	Flammables	L	2/2						2/2	Met
L29	Rubbish/combustibles	L	2/2						2/2	Met
L30	Protective railings	L	2/2						2/2	Met
L31	Communication method	I	6/6						6/6	Met
L32	Verbal & written	I	6/6						6/6	Met
L33	Physical exam	I	5/6						5/6	Met (83.33%)

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	5/5						5/5	Met
L35	Preventive screenings	I	6/6						6/6	Met
L36	Recommended tests	I	6/6						6/6	Met
L37	Prompt treatment	I	6/6						6/6	Met
Ⓡ L38	Physician's orders	I	6/6						6/6	Met
L39	Dietary requirements	I	4/4						4/4	Met
L40	Nutritional food	L	2/2						2/2	Met
L41	Healthy diet	L	2/2						2/2	Met
L42	Physical activity	L	2/2						2/2	Met
L43	Health Care Record	I	5/6						5/6	Met (83.33%)
L44	MAP registration	L	2/2						2/2	Met
L45	Medication storage	L	2/2						2/2	Met
Ⓡ L46	Med. Administration	I	6/6						6/6	Met
L49	Informed of human rights	I	6/6						6/6	Met
L50 (07/21)	Respectful Comm.	I	6/6						6/6	Met
L51	Possessions	I	6/6						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
L52	Phone calls	I	6/6						6/6	Met
L53	Visitation	I	6/6						6/6	Met
L54 (07/21)	Privacy	I	6/6						6/6	Met
L55	Informed consent	I	5/5						5/5	Met
L56	Restrictive practices	I	1/1						1/1	Met
L63	Med. treatment plan form	I	4/4						4/4	Met
L64	Med. treatment plan rev.	I	4/4						4/4	Met
L67	Money mgmt. plan	I	6/6						6/6	Met
L68	Funds expenditure	I	6/6						6/6	Met
L69	Expenditure tracking	I	6/6						6/6	Met
L70	Charges for care calc.	I	6/6						6/6	Met
L71	Charges for care appeal	I	6/6						6/6	Met
L77	Unique needs training	I	6/6						6/6	Met
L78	Restrictive Int. Training	L	1/1						1/1	Met
L79	Restraint training	L	2/2						2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L80	Symptoms of illness	L	2/2						2/2	Met
L81	Medical emergency	L	2/2						2/2	Met
L82	Medication admin.	L	2/2						2/2	Met
L85	Supervision	L	2/2						2/2	Met
L86	Required assessments	I	6/6						6/6	Met
L87	Support strategies	I	6/6						6/6	Met
L88	Strategies implemented	I	6/6						6/6	Met
L90	Personal space/bedroom privacy	I	6/6						6/6	Met
L91	Incident management	L	1/2						1/2	Not Met (50.0%)
L93 (05/22)	Emergency back-up plans	I	6/6						6/6	Met
L94 (05/22)	Assistive technology	I	6/6						6/6	Met
L96 (05/22)	Staff training in devices and applications	I	6/6						6/6	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L99 (05/22)	Medical monitoring devices	I	1/1						1/1	Met
#Std. Met/# 73 Indicator									72/73	
Total Score									81/83	
									97.59%	

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			7/7	7/7	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			4/7	4/7	Not Met (57.14 %)
L9 (07/21)	Safe use of equipment	I			7/7	7/7	Met
L10	Reduce risk interventions	I			7/7	7/7	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

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L17	Egress at grade	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Well-maintained appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I			7/7	7/7	Met
L32	Verbal & written	I			7/7	7/7	Met
L37	Prompt treatment	I			7/7	7/7	Met
℞ L38	Physician's orders	I			6/6	6/6	Met
L39	Dietary requirements	I			3/3	3/3	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
℞ L46	Med. Administration	I			7/7	7/7	Met
L49	Informed of human rights	I			7/7	7/7	Met
L50 (07/21)	Respectful Comm.	I			7/7	7/7	Met
L51	Possessions	I			7/7	7/7	Met
L52	Phone calls	I			7/7	7/7	Met
L54 (07/21)	Privacy	I			7/7	7/7	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L55	Informed consent	I			6/6	6/6	Met
L61	Health protection in ISP	I			5/5	5/5	Met
L62	Health protection review	I			5/5	5/5	Met
L63	Med. treatment plan form	I			6/7	6/7	Met (85.71 %)
L67	Money mgmt. plan	I			6/6	6/6	Met
L68	Funds expenditure	I			7/7	7/7	Met
L69	Expenditure tracking	I			7/7	7/7	Met
L77	Unique needs training	I			7/7	7/7	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			5/5	5/5	Met
L85	Supervision	L			1/1	1/1	Met
L86	Required assessments	I			5/7	5/7	Not Met (71.43 %)
L87	Support strategies	I			5/7	5/7	Not Met (71.43 %)
L88	Strategies implemented	I			7/7	7/7	Met
L91	Incident management	L			0/1	0/1	Not Met (0 %)
L93 (05/22)	Emergency back-up plans	I			7/7	7/7	Met
L94 (05/22)	Assistive technology	I			7/7	7/7	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L96 (05/22)	Staff training in devices and applications	I			7/7	7/7	Met
L99 (05/22)	Medical monitoring devices	I			1/1	1/1	Met
#Std. Met/# 57 Indicator						53/57	
Total Score						62/67	
						92.54%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

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

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	6/6	Met
C9	Personal relationships	6/6	Met
C10	Social skill development	6/6	Met
C11	Get together w/family & friends	6/6	Met
C12	Intimacy	6/6	Met
C13	Skills to maximize independence	6/6	Met
C14	Choices in routines & schedules	6/6	Met

Residential Services

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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	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	7/7	Met
C39 (07/21)	Support needs for employment	1/7	Not Met (14.29 %)
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	1/7	Not Met (14.29 %)
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