



**PROVIDER REPORT  
FOR**

**MINUTE MAN ARC FOR  
HUMAN SERVICES  
35 Forest Ridge Road  
Concord, MA 01742**

**Version**

**Public Provider Report**

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

# **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	MINUTE MAN ARC FOR HUMAN SERVICES
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<b>Review Dates</b>	9/6/2023 - 9/12/2023
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<b>Service Enhancement Meeting Date</b>	9/26/2023
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<b>Survey Team</b>	Anne Carey Raquel Rodriguez John Hazelton John Downing Jennifer Conley-Sevier Cheryl Dolan (TL)
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<b>Citizen Volunteers</b>	
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**Survey scope and findings for Residential and Individual Home Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Residential and Individual Home Supports</b>	5 location(s) 9 audit (s)	Full Review	74/81 2 Year License 09/26/2023 - 09/26/2025		61 / 67 Certified 09/26/2023 - 09/26/2025
Residential Services	2 location(s) 6 audit (s)			Full Review	17 / 20
Placement Services	2 location(s) 2 audit (s)			Full Review	18 / 20
Individual Home Supports	1 location(s) 1 audit (s)			Full Review	20 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

**Survey scope and findings for Employment and Day Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Employment and Day Supports</b>	2 location(s) 18 audit (s)	Full Review	51/59 2 Year License 09/26/2023 - 09/26/2025		31 / 42 Certified with Progress Report 09/26/2023 - 09/26/2025
Community Based Day Services	1 location(s) 9 audit (s)			Full Review	12 / 15
Employment Support Services	1 location(s) 9 audit (s)			Full Review	13 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Founded in 1958, Minute Man Arc is a human service agency that provides a wide array of services to children and adults with intellectual and developmental disabilities in Concord and the surrounding communities. Programs offered by Minute Man Arc include Residential Services, Community Based Day Supports (CBDS), and Employment Support. The agency also provides Early Intervention and Pediatric therapies, Adult Foster Care, Day Habilitation, Recreational programs, and Family Support services.

The Scope of the survey conducted by the Office of Quality Enhancement (OQE) was a full review of all Licensing and Certification indicators within Residential services, including 24-hour programs, Individual Home supports (IHS ), and Placement services, as well as its CBDS and Employment program.

Organizationally, one area of strength for the agency is its Strategic Planning and Quality improvement efforts. The agency solicits feedback from service recipients, employees, and stakeholders. It uses this, along with data analyzed from HCSIS reports and its internal audits to create a strong strategic plan with goals that lead to improved individual outcomes. Additionally, the agency uses this data to identify patterns and trends and makes improvements to its practices as needed.

In the area of Human Rights, the agency has several effective systems, all of which provide safeguards for the individuals they support. There is an active Human Rights Committee that is fully constituted, holds meetings as required, and thoughtfully reviews the required items. The agency was found to take immediate action to protect the health and safety of individuals when complaints occur, report incidents as required, and ensure all follow-up actions are completed. Additionally, all staff are trained in Human rights and Mandated reporting.

Within Residential, many positive practices were seen within the health and wellness domain. Individuals were supported to have annual physical and dental examinations and follow-up and episodic treatment as needed. Medical protocols were developed when indicated, and staff were trained to ensure they were correctly implemented. Medications are administered by Map-certified staff as directed by the prescriber. Where applicable, locations had current Map registrations, and medication storage areas were clean and secured. In addition, the agency supports individuals to understand and follow healthy diets and engage in regular exercise to enhance their well-being.

The agency demonstrated effective oversight and systems in several other licensing areas. In the area of human rights, individuals and guardians have received training in human rights and reporting abuse; individuals have privacy, access to their possessions, and can make phone calls and have visitors to their homes. In the realm of environmental safety, homes were found to be clean and in good repair. All required inspections had been completed, and fire systems were operational, and evacuation drills were completed as required.

Several areas of strength in licensing for both CBDS and Employment were identified. All staff have been trained in the unique needs of the individuals, and strategies to minimize risk, such as seating charts for transportation, have been developed when required. ISP goals are implemented in accordance with support strategies, and data on goal accomplishment is consistently tracked. Through record reviews and on-site observations, all communication about and with individuals being supported was found to be respectful.

Positive outcomes were identified within the certification indicators as well. In Residential, individuals were supported to exercise choice and control in their lives and daily routines and are working on skills to maximize independence. Individual interests have been identified, and the agency has recently implemented a new initiative to encourage individuals to expand their social networks and

leisure interests.

In CBDS, individuals are engaged, access the community frequently, and work on skills to prepare them for employment. In Employment, individuals are supported to explore job interests and work on skill development in identified areas.

In addition to the positive findings highlighted above, the review identified specific licensure outcomes needing further attention. On an organizational level, systems to ensure that time-sensitive documentation such as ISP-related materials and incident reports are submitted within required timelines need to be improved, as well as developing a system to ensure individuals have feedback into the hiring and ongoing evaluation of staff.

Across both service types, individuals need to be assessed to determine if Assistive Technology (AT) could be used to increase their independence. When there is an identified area of need, the agency should identify and implement the appropriate AT for that individual.

In Residential, Medication Treatment Plans (MTP) for those prescribed behavior-modifying medications should include all the required components, and data should be tracked and presented to the prescriber.

Within CBDs and Employment, fire drills must be run per the safety plan and Emergency Fact Sheets need to contain all the required information. Additionally, the agency needs to ensure all new hires receive the required trainings.

Certification indicators in need of additional attention were identified during the survey. Within Residential services, the agency needs to strengthen its process for assessing and supporting individuals to identify their needs and interests regarding intimate relationships and companionship. In addition, individuals should be supported to connect with their neighbors and local community.

While individuals supported in the CBDS program are active, activities are not based on individual preferences. Activities should include those identified by assessing individual interests and preferences. In Both CBDS and Employment, the agency needs to develop comprehensive, person-centered career plans that detail individuals' interests and job goals, identify existing skills and areas of need, and identify barriers to employment with strategies to address them. Plans should be updated regularly as people develop skills and interests and goals shift. Specific to Employment, these plans should also include a plan to fade support as needed. Additionally, the agency needs to ensure individuals and guardians are provided with information about entitlements and how they are impacted by employment annually or whenever there is a significant change in income develop systems for ensuring individuals receive feedback on their work performance and are informed of their rights and benefits as employees.

Based on this Licensing and Certification review findings, Minute Man Arc will receive a Two-Year License for their Residential programs with a score of 91% indicators rated Met. The agency achieved a Certification score of 90% indicators rated Met and is therefore Certified for its Residential Supports. The agency will complete its own follow-up for the Residential indicators rated as Not met and submit to OQE within 60 days of the SEM. Minute Man Arc will receive a Two-Year License for Employment / Day Services with a score of 86% of Licensing indicators rated Met. The agency is also Certified with a Progress Report with a score of 74% indicators rated Met. OQE will return within 60 days of the Service Enhancement meeting to conduct a follow-up on all Licensing indicators receiving a Not Met rating for Employment/ Day services. Minute Man Arc will submit a progress report on all Not Met certification indicators one year from the SEM.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/9	0/9	
<b>Residential and Individual Home Supports</b>	65/72	7/72	
Residential Services Individual Home Supports Placement Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	74/81	7/81	91%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		7	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/9	0/9	
<b>Employment and Day Supports</b>	42/50	8/50	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	51/59	8/59	86%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		8	

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

Indicator #	Indicator	Area Needing Improvement
L35	Individuals receive routine preventive screenings.	Two individuals had not received some of the recommended health screenings. The agency needs to ensure that its staff review recommendations outlined in the DDS Adult Screening Checklist with the individuals' healthcare providers to ensure that individuals are supported to receive these screenings.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L63	Medication treatment plans are in written format with required components.	For four of seven individuals prescribed behavior-modifying medications, medication treatment plans did not contain all the required components. Plans must describe the behavioral symptoms being treated with the medication, and ongoing data collection occurs on the identified behavioral symptoms. Plans must include treatment goals, baseline or historical data describing the occurrence of target behaviors before and after the administration of the medication, and a description of individualized clinical indications that might require suspension or termination of the drug therapy. Accurate data must be presented to the prescriber so the efficacy of the medication can be evaluated.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	For two individuals, training plans had not been developed despite agreement from the ISP that they would benefit from a training plan to assist them in becoming more independent in their finances. The agency needs to ensure that training plans are developed for individuals as required and address areas of need with strategies to develop and promote further independence.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For two individuals, the required assessments had not been submitted within ISP timelines. The agency needs to ensure that ISP assessments are submitted at least 15 days in advance of the ISP meeting.
L91	Incidents are reported and reviewed as mandated by regulation.	At three locations, incidents were not reported and reviewed (submitted and finalized) as mandated by DDS regulation. The agency needs to ensure that timelines are followed for both minor and major incidents and that all reportable events are entered into HCSIS and finalized.
L94 (05/22)	Individuals have assistive technology to maximize independence.	For four of nine individuals, assistive technology assessments had either not been thoroughly completed and /or recommendations from the assessments were not implemented. The agency needs to ensure that all individuals are assessed to determine if assistive could be used to allow the individual more autonomy and independence and ensure that the individual is supported to obtain and use any identified assistive technology.
L99 (05/22)	Medical monitoring devices needed for health and safety are authorized, agreed to, used and data collected appropriately. (eg seizure watches; fall sensors).	For one individual using a medical monitoring device, the agency did not have instructions for cleaning and maintaining the device. The agency needs to ensure that when medical monitoring devices are used, there are guidelines for cleaning and maintenance along with a system to ensure cleaning and safety checks are being performed in accordance with the manufacturer's recommendations.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L7	Fire drills are conducted as required.	At the Community Based Day (CBDS) location, the monthly fire drill total evacuation time did not match the evacuation time outlined in the approved safety plan. The agency fire drill documentation did not enable differentiation between CBDS participants and support staff. The agency needs to update the location Safety Plan to ensure that future fire drills are completed within the time parameters outlined within the Safety Plan. The agency needs to document fire drills in a manner that denotes the CBDS participants and support staff present to ensure that drills are conducted with a minimum staff ratio.
L8	Emergency fact sheets are current and accurate and available on site.	Five of eighteen Emergency Fact Sheets did not contain all required components, including a list of currently prescribed medication. The agency must ensure that all Emergency Fact Sheets contain current and complete information, including an attached medication list.
L80	Support staff are trained to recognize signs and symptoms of illness.	The agency practice at the Community Based Day Service location and for Employment Services for training staff in the Signs and Symptoms of Illness curriculum is annual training in January, with no additional mechanism for ensuring newly hired employees are trained during the new hire orientation process, site orientation, or at another time, prior to the next occurring month of January. Therefore, four employees hired within 2023 have not yet received this training. The agency needs to ensure that all staff members are trained and knowledgeable in a Signs and Symptoms of Illness curriculum, including the modules: "Health Observations Guidelines" and "Just Not Right."
L81	Support staff know what to do in a medical emergency.	The agency practice at the Community Based Day Service location for training staff in the policy, procedure, and protocol for how to respond in a medical emergency is annual training in January, with no additional mechanism for ensuring newly hired employees are trained during new hire orientation process, site orientation or at another time, prior to the next occurring month of January. Therefore, four employees hired within 2023 have not yet received this training. The agency needs to ensure that all staff members are trained and knowledgeable in all policies, procedures, and protocols that outline what constitutes a medical emergency and how to respond.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For four individuals, the required assessments had not been submitted within ISP timelines. The agency needs to ensure that ISP assessments are submitted at least 15 days in advance of the ISP meeting.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
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 individuals, ISP support strategies were not submitted within ISP timelines. The agency needs to ensure that support strategies are submitted at least 15 days in advance of the ISP meeting.
L91	Incidents are reported and reviewed as mandated by regulation.	At one location, incidents were not reported and reviewed (submitted and finalized) as mandated by DDS regulation. The agency needs to ensure that timelines are followed for both minor and major incidents and that all reportable events are entered into HCSIS and finalized.
L94 (05/22)	Individuals have assistive technology to maximize independence.	For thirteen of eighteen individuals, assistive technology assessments had either not been thoroughly completed and /or recommendations from the assessments were not implemented. The agency needs to ensure that all individuals are assessed to determine if assistive could be used to allow the individual more autonomy and independence and to be supported to obtain and use any identified assistive technology.

## **CERTIFICATION FINDINGS**

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>55/61</b>	<b>6/61</b>	
Residential Services	17/20	3/20	
Placement Services	18/20	2/20	
Individual Home Supports	20/21	1/21	
<b>Total</b>	<b>61/67</b>	<b>6/67</b>	<b>91%</b>
<b>Certified</b>			

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>25/36</b>	<b>11/36</b>	
Community Based Day Services	12/15	3/15	
Employment Support Services	13/21	8/21	
<b>Total</b>	<b>31/42</b>	<b>11/42</b>	<b>74%</b>
<b>Certified with Progress Report</b>			

**Planning and Quality Management Commendations on Standards Met:**

Indicator #	Indicator	Commendations
C6	The provider has mechanisms to plan for future directions in service delivery and implements strategies to actualize these plans.	The agency is commended for its work in the area of quality improvement and strategic planning. The agency demonstrated a robust system was in place for the planning and ongoing monitoring of its goals. The active self-advocate committee individually administers the satisfaction to all service recipients and brings any issues or concerns directly to the executive team, as well as having input in all new policy and system changes that affect individuals. The CEO has an open-door policy and maintains active communication with families and individuals, and hosts bi-weekly Zoom meetings where people can hear updated information and discuss ideas and concerns. As a result of stakeholder feedback, the agency is developing new and innovative residential options in response to the housing crisis young adults turning 22 face. Data from HCSIS and internal audits is analyzed, and procedure changes have occurred as a result; for example, the agency analyzed MOR and fall data and implemented new procedures and policies, resulting in reduced MOR and more thorough evaluation after a fall.

**Individual Home Supports- 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 one individual, the agency did not have a system in place to afford this person the opportunity to provide feedback on staff at either the time of hire or on an ongoing basis. The agency needs to develop a system to ensure that individual input is solicited, and this input is used to inform the hiring process and incorporated into performance evaluations of the staff who support each individual.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	For two individuals, the agency did not have a mechanism for incorporating individual feedback on the home provider into their annual assessment. The agency needs to conduct an annual assessment of the skills on home care providers and ensure individuals have input into their annual reviews.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	One of two individuals has yet to be formally or informally assessed to determine their needs regarding intimacy and companionship. The agency needs to ensure that all individuals are assessed to determine areas of need and develop plans to provide support and education appropriate for the learning style of that individual.
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 six individuals, the agency did not have a system in place that afforded each person the opportunity to provide feedback on staff at either the time of hire or on an ongoing basis. The agency needs to develop a system to ensure that individual input is solicited, and this input is used to inform the hiring process and incorporated into performance evaluations of support staff.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Two of six individuals have yet to be formally or informally assessed to determine their needs regarding intimacy and companionship. The agency needs to ensure that all individuals are assessed to determine areas of need and develop plans to provide support and education appropriate for the learning style of that individual.
C48	Individuals are a part of the neighborhood.	Three of six individuals have not had opportunities to connect with their neighbors or local community. The agency needs to ensure individuals engage in activities that would support developing relationships with their neighbors or local community.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	For nine individuals, the agency did not have a system in place that afforded each person the opportunity to provide feedback on staff at either the time of hire or on an ongoing basis. The agency needs to develop a system, including a mechanism for documentation, to ensure that individual input is solicited both at the time of hire for potential new employees and in an ongoing manner. The agency needs to ensure that individual feedback is incorporated into all support staff's performance evaluations.
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For six of nine individuals, plans were either not developed or, when in place, did not identify job goals or support needs. The agency needs to develop plans that identify the individuals' current interests and any barriers to them achieving employment as a goal. Plans should be revisited on a regular basis as skills develop and people's interests change.
C40	Individuals are supported to explore, discover and connect with their personal interest and options for community involvement, personal interest and hobbies.	Three of nine individuals had not been supported to explore their personal interests. The agency needs to support individuals in exploring what may be of interest to them through assessment and opportunities to explore new activities.
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 nine individuals, the agency did not have a system that allowed each person to provide feedback on staff at either the time of hire or on an ongoing basis. The agency needs to develop a system, including a mechanism for documentation, to ensure that individual input is solicited both at the time of hire for potential new employees and in an ongoing manner. The agency needs to ensure that individual feedback is incorporated into all support staff's performance evaluations.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C24	There is a plan developed to identify job goals and support needs.	For four of six individuals, the person-centered plans developed to assist individuals in working toward employment did not contain all the required components and/ or were not updated regularly. Plans were missing individual input regarding career aspirations, job goals, and strategies to enhance a person's skills to assist them in achieving goals, as well as barriers to employment and strategies to address them. The agency needs to ensure all required components are detailed within a written plan and create and implement strategies for skill development and addressing barriers to employment. Individual input should be at the center of the career planning process. Ongoing assessment should occur, and plans should be reviewed and updated frequently to reflect the individual's current skills and goals.
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.	The agency does not have a system for ensuring individuals and guardians receive information on how employment impacts entitlements when a change in earned income occurs or annually at the time of the ISP.
C33	Employee benefits and rights are clearly explained to the individual.	For eight of nine individuals, the agency did not ensure individuals were informed of their benefits and rights related to their paid positions. The agency needs to ensure that individuals in competitive employment receive this information from their employer. When the agency is the employer through group-supported employment, the agency needs to provide written information outlining rights and benefits to the individual.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	Seven of nine individuals did not have a plan for minimizing support needs as they become more proficient or independent in their positions. The agency needs to ensure that individuals have a plan for fading support and conduct regular assessments to determine when support can be faded.
C35	Individuals are given feedback on job performance by their employer.	Seven of nine individual have not received feedback on their performance. The agency needs to ensure all individuals receive documented feedback commensurate with other employees.
C36	Ongoing supports are provided to enhance job retention and advancement.	Two of eight individuals have not been provided ongoing job retention and advancement support. The agency needs to ensure there is a system for ensuring periodic check-ins with employers to discuss opportunities for advancement and meet at a minimum annually with the individual to assess their satisfaction and interest in career advancement.
C50	Individuals are supported to understand and become a part of the culture of the workplace (including workplace social activities and events).	Two of seven individuals have not been supported to understand and become part of the workplace culture. The agency needs to support people to understand the workplace culture and support individuals to develop workplace relationships with their coworkers.

## MASTER SCORE SHEET LICENSURE

### Organizational: MINUTE MAN ARC FOR HUMAN SERVICES

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	6/6	Met
L3	Immediate Action	11/11	Met
L4	Action taken	10/10	Met
L48	HRC	1/1	Met
L66	HRC restraint review	1/1	Met
L74	Screen employees	1/1	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	1/1	Met
L83	HR training	1/1	Met

## Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	6/6	1/1	2/2				9/9	Met
L5	Safety Plan	L	2/2	1/1	2/2				5/5	Met
R L6	Evacuation	L	2/2	1/1	2/2				5/5	Met
L7	Fire Drills	L	2/2						2/2	Met
L8	Emergency Fact Sheets	I	6/6	1/1	2/2				9/9	Met
L9 (07/21)	Safe use of equipment	I	6/6	1/1					7/7	Met
R L11	Required inspections	L	2/2		2/2				4/4	Met
R L12	Smoke detectors	L	2/2		2/2				4/4	Met
R L13	Clean location	L	2/2		2/2				4/4	Met
L14	Site in good repair	L	2/2		2/2				4/4	Met
L15	Hot water	L	2/2		1/2				3/4	Met
L16	Accessibility	L	2/2		2/2				4/4	Met
L17	Egress at grade	L	2/2	1/1	2/2				5/5	Met
L18	Above grade egress	L	2/2		2/2				4/4	Met
L19	Bedroom location	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/Rat ed	Rating
L20	Exit doors	L	2/2	1/1					3/3	Met
L21	Safe electrica l equipm ent	L	2/2		2/2				4/4	Met
L22	Well- maintai ned applianc es	L	2/2		2/2				4/4	Met
L23	Egress door locks	L	2/2						2/2	Met
L24	Locked door access	L	2/2		2/2				4/4	Met
L25	Danger ous substan ces	L	2/2						2/2	Met
L26	Walkwa y safety	L	2/2		2/2				4/4	Met
L27	Pools, hot tubs, etc.	L	1/1						1/1	Met
L28	Flamma bles	L	2/2						2/2	Met
L29	Rubbish /combu stibles	L	2/2		2/2				4/4	Met
L30	Protecti ve railings	L	2/2	1/1	2/2				5/5	Met
L31	Commu nication method	I	6/6	1/1	2/2				9/9	Met
L32	Verbal & written	I	6/6	1/1	2/2				9/9	Met
L33	Physical exam	I	6/6	1/1	2/2				9/9	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	1/1	2/2				9/9	Met
L35	Preventive screenings	I	4/6	1/1	2/2				7/9	Not Met (77.78 %)
L36	Recommended tests	I	6/6	1/1	2/2				9/9	Met
L37	Prompt treatment	I	6/6	1/1	2/2				9/9	Met
Ⓡ L38	Physician's orders	I	4/4	1/1	1/1				6/6	Met
L40	Nutritional food	L	2/2	1/1					3/3	Met
L41	Healthy diet	L	2/2	1/1	2/2				5/5	Met
L42	Physical activity	L	2/2	1/1	2/2				5/5	Met
L43	Health Care Record	I	6/6	1/1	1/2				8/9	Met (88.89 %)
L44	MAP registration	L	2/2						2/2	Met
L45	Medication storage	L	2/2						2/2	Met
Ⓡ L46	Med. Administration	I	6/6		2/2				8/8	Met
L47	Self medication	I		1/1					1/1	Met
L49	Informed of human rights	I	6/6	1/1	2/2				9/9	Met
L50 (07/21)	Respectful Comm.	I	6/6	1/1	2/2				9/9	Met
L51	Possessions	I	6/6	1/1	2/2				9/9	Met

Ind. #	Ind.	Loc. or Indiv .	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L52	Phone calls	I	6/6	1/1	2/2				9/9	Met
L53	Visitation	I	6/6	1/1	2/2				9/9	Met
L54 (07/21)	Privacy	I	6/6	1/1	2/2				9/9	Met
L55	Informed consent	I	3/3						3/3	Met
L61	Health protecti on in ISP	I	3/3						3/3	Met
L63	Med. treatme nt plan form	I	2/5	1/1	0/1				3/7	Not Met (42.86 %)
L64	Med. treatme nt plan rev.	I	5/5	1/1	1/1				7/7	Met
L67	Money mgmt. plan	I	4/5		0/1				4/6	Not Met (66.67 %)
L68	Funds expendi ture	I	5/5		1/1				6/6	Met
L69	Expendi ture tracking	I	5/5		1/1				6/6	Met
L70	Charges for care calc.	I	6/6		2/2				8/8	Met
L71	Charges for care appeal	I	6/6		2/2				8/8	Met
L77	Unique needs training	I	6/6	1/1	2/2				9/9	Met
L80	Sympto ms of illness	L	2/2	1/1	2/2				5/5	Met
L81	Medical emerg ncy	L	2/2	1/1	2/2				5/5	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L82	Medication admin.	L	2/2						2/2	Met
L84	Health protect. Training	I	3/3						3/3	Met
L85	Supervision	L	2/2	1/1	2/2				5/5	Met
L86	Required assessments	I	4/4		0/2				4/6	Not Met (66.67 %)
L87	Support strategies	I	4/4		2/2				6/6	Met
L88	Strategies implemented	I	6/6	1/1	2/2				9/9	Met
L90	Personal space/ bedroom privacy	I	6/6	1/1	2/2				9/9	Met
L91	Incident management	L	0/2	0/1	2/2				2/5	Not Met (40.0 %)
L93 (05/22)	Emergency back-up plans	I	6/6	1/1	2/2				9/9	Met
L94 (05/22)	Assistive technology	I	4/6	1/1	0/2				5/9	Not Met (55.56 %)
L96 (05/22)	Staff training in devices and applications	I	2/2	1/1	2/2				5/5	Met

Ind. #	Ind.	Loc. or Indiv.	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			0/1				0/1	Not Met (0 %)
#Std. Met/# 72 Indicator									65/72	
Total Score									74/81	
									91.36%	

#### 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	8/9		9/9	17/18	Met (94.44 %)
L5	Safety Plan	L			1/1	1/1	Met
℞ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			0/1	0/1	Not Met (0 %)
L8	Emergency Fact Sheets	I	8/9		5/9	13/18	Not Met (72.22 %)
L9 (07/21)	Safe use of equipment	I	9/9		9/9	18/18	Met
L10	Reduce risk interventions	I	2/2		5/5	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
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
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	9/9		9/9	18/18	Met
L32	Verbal & written	I	9/9		9/9	18/18	Met
L37	Prompt treatment	I	9/9		9/9	18/18	Met
℞ L38	Physician's orders	I	2/3		6/7	8/10	Met (80.0 %)
L39	Dietary requirements	I			2/2	2/2	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
℞ L46	Med. Administration	I			3/3	3/3	Met
L49	Informed of human rights	I	8/9		9/9	17/18	Met (94.44 %)
L50 (07/21)	Respectful Comm.	I	9/9		9/9	18/18	Met
L51	Possessions	I	9/9		9/9	18/18	Met
L52	Phone calls	I	9/9		9/9	18/18	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L54 (07/21)	Privacy	I	9/9		9/9	18/18	Met
L55	Informed consent	I			2/2	2/2	Met
L60	Data maintenance	I			1/1	1/1	Met
L77	Unique needs training	I	9/9		9/9	18/18	Met
L80	Symptoms of illness	L	0/1		0/1	0/2	Not Met (0 %)
L81	Medical emergency	L	1/1		0/1	1/2	Not Met (50.0 %)
L82	Medication admin.	L			1/1	1/1	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	0/1		0/2	0/3	Not Met (0 %)
L87	Support strategies	I			0/2	0/2	Not Met (0 %)
L88	Strategies implemented	I	9/9		9/9	18/18	Met
L91	Incident management	L	1/1		0/1	1/2	Not Met (50.0 %)
L93 (05/22)	Emergency back-up plans	I	9/9		9/9	18/18	Met
L94 (05/22)	Assistive technology	I	0/9		5/9	5/18	Not Met (27.78 %)
L96 (05/22)	Staff training in devices and applications	I	1/1			1/1	Met
#Std. Met/# 50 Indicator						42/50	
Total Score						51/59	
						86.44%	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

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

### Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/6	<b>Not Met (0 %)</b>
C8	Family/guardian communication	6/6	<b>Met</b>
C9	Personal relationships	6/6	<b>Met</b>
C10	Social skill development	6/6	<b>Met</b>
C11	Get together w/family & friends	5/6	<b>Met (83.33 %)</b>
C12	Intimacy	4/6	<b>Not Met (66.67 %)</b>
C13	Skills to maximize independence	6/6	<b>Met</b>
C14	Choices in routines & schedules	6/6	<b>Met</b>
C15	Personalize living space	2/2	<b>Met</b>
C16	Explore interests	6/6	<b>Met</b>
C17	Community activities	5/6	<b>Met (83.33 %)</b>
C18	Purchase personal belongings	6/6	<b>Met</b>
C19	Knowledgeable decisions	6/6	<b>Met</b>
C46	Use of generic resources	6/6	<b>Met</b>
C47	Transportation to/ from community	6/6	<b>Met</b>
C48	Neighborhood connections	3/6	<b>Not Met (50.0 %)</b>
C49	Physical setting is consistent	2/2	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	6/6	<b>Met</b>
C52	Leisure activities and free-time choices /control	6/6	<b>Met</b>
C53	Food/ dining choices	6/6	<b>Met</b>

## Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/2	<b>Not Met (0 %)</b>
C8	Family/guardian communication	2/2	<b>Met</b>
C9	Personal relationships	2/2	<b>Met</b>
C10	Social skill development	2/2	<b>Met</b>
C11	Get together w/family & friends	2/2	<b>Met</b>
C12	Intimacy	1/2	<b>Not Met (50.0 %)</b>
C13	Skills to maximize independence	2/2	<b>Met</b>
C14	Choices in routines & schedules	2/2	<b>Met</b>
C15	Personalize living space	2/2	<b>Met</b>
C16	Explore interests	2/2	<b>Met</b>
C17	Community activities	2/2	<b>Met</b>
C18	Purchase personal belongings	2/2	<b>Met</b>
C19	Knowledgeable decisions	2/2	<b>Met</b>
C46	Use of generic resources	2/2	<b>Met</b>
C47	Transportation to/ from community	2/2	<b>Met</b>
C48	Neighborhood connections	2/2	<b>Met</b>
C49	Physical setting is consistent	2/2	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	2/2	<b>Met</b>
C52	Leisure activities and free-time choices /control	2/2	<b>Met</b>
C53	Food/ dining choices	2/2	<b>Met</b>

## Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/1	<b>Not Met (0 %)</b>
C8	Family/guardian communication	1/1	<b>Met</b>
C9	Personal relationships	1/1	<b>Met</b>
C10	Social skill development	1/1	<b>Met</b>
C11	Get together w/family & friends	1/1	<b>Met</b>
C12	Intimacy	1/1	<b>Met</b>
C13	Skills to maximize independence	1/1	<b>Met</b>

### Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C14	Choices in routines & schedules	1/1	<b>Met</b>
C15	Personalize living space	1/1	<b>Met</b>
C16	Explore interests	1/1	<b>Met</b>
C17	Community activities	1/1	<b>Met</b>
C18	Purchase personal belongings	1/1	<b>Met</b>
C19	Knowledgeable decisions	1/1	<b>Met</b>
C21	Coordinate outreach	1/1	<b>Met</b>
C46	Use of generic resources	1/1	<b>Met</b>
C47	Transportation to/ from community	1/1	<b>Met</b>
C48	Neighborhood connections	1/1	<b>Met</b>
C49	Physical setting is consistent	1/1	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	1/1	<b>Met</b>
C52	Leisure activities and free-time choices /control	1/1	<b>Met</b>
C53	Food/ dining choices	1/1	<b>Met</b>

### Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/9	<b>Not Met (0 %)</b>
C8	Family/guardian communication	9/9	<b>Met</b>
C13	Skills to maximize independence	9/9	<b>Met</b>
C37	Interpersonal skills for work	9/9	<b>Met</b>
C38 (07/21)	Habilitative & behavioral goals	9/9	<b>Met</b>
C39 (07/21)	Support needs for employment	3/9	<b>Not Met (33.33 %)</b>
C40	Community involvement interest	6/9	<b>Not Met (66.67 %)</b>
C41	Activities participation	9/9	<b>Met</b>
C42	Connection to others	9/9	<b>Met</b>
C43	Maintain & enhance relationship	9/9	<b>Met</b>
C44	Job exploration	8/9	<b>Met (88.89 %)</b>
C45	Revisit decisions	9/9	<b>Met</b>
C46	Use of generic resources	9/9	<b>Met</b>

### Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C47	Transportation to/ from community	9/9	Met
C51	Ongoing satisfaction with services/ supports	8/9	Met (88.89 %)

### Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/9	Not Met (0 %)
C8	Family/guardian communication	9/9	Met
C22	Explore job interests	7/7	Met
C23	Assess skills & training needs	7/7	Met
C24	Job goals & support needs plan	1/6	Not Met (16.67 %)
C25	Skill development	7/7	Met
C26	Benefits analysis	0/9	Not Met (0 %)
C27	Job benefit education	7/7	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	6/7	Met (85.71 %)
C30	Work in integrated settings	8/8	Met
C31	Job accommodations	8/9	Met (88.89 %)
C32	At least minimum wages earned	9/9	Met
C33	Employee benefits explained	1/9	Not Met (11.11 %)
C34	Support to promote success	2/9	Not Met (22.22 %)
C35	Feedback on job performance	2/9	Not Met (22.22 %)
C36	Supports to enhance retention	6/8	Not Met (75.00 %)
C37	Interpersonal skills for work	9/9	Met
C47	Transportation to/ from community	9/9	Met
C50	Involvement/ part of the Workplace culture	5/7	Not Met (71.43 %)
C51	Ongoing satisfaction with services/ supports	9/9	Met