



**PROVIDER REPORT  
FOR**

**M.O. Life, Inc.  
43 Daniel Street  
Fairhaven, MA 02719**

**April 15, 2019**

**Version**

**Provider Web Report**

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

# **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	M.O. Life, Inc.
<b>Review Dates</b>	1/29/2019 - 2/4/2019
<b>Service Enhancement Meeting Date</b>	2/19/2019
<b>Survey Team</b>	Michelle Boyd (TL) Jennifer Petersen
<b>Citizen Volunteers</b>	

**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) 6 audit (s)	Full Review	65 / 77 2 Year License 02/19/2019 - 02/19/2021		45 / 51 Certified 02/19/2019 - 02/19/2021
Residential Services	1 location(s) 2 audit (s)			Full Review	20 / 22
Individual Home Supports	4 location(s) 4 audit (s)			Full Review	21 / 23
Planning and Quality Management (For all service groupings)				Full Review	4 / 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) 5 audit (s)	Full Review	45 / 54 2 Year License 02/19/2019 - 02/19/2021		34 / 42 Certified 02/19/2019 - 02/19/2021
Community Based Day Services	1 location(s) 1 audit (s)			Full Review	12 / 14
Employment Support Services	1 location(s) 4 audit (s)			Full Review	18 / 22
Planning and Quality Management (For all service groupings)				Full Review	4 / 6

## **EXECUTIVE SUMMARY :**

Murphy and Others Living Interdependently for Future Endeavors (M.O. L.I.F.E.) is a non-profit human service agency founded in 1994 serving individuals with intellectual and developmental disabilities in the Greater New Bedford area. The main focus for the agency is to allow individuals with disabilities and their families to be treated with respect and be allowed the choice to decide their future endeavors.

The scope of this survey conducted by the Office of Quality Enhancement (OQE) included a full review of all licensing and certification indicators for 24 hour Residential Supports, Individual Home Supports (IHS), Community Based Day Service (CBDS) and Employment Supports. In addition to the services that comprised this review, the agency also offers medical transportation services, and pre-employment transition services. In 2000, the agency opened a food pantry that supports 300-500 people in need each month in the Greater New Bedford area.

A strength identified across the agency was how individuals were supported to have meaningful and quality lives through inclusion into their community, while assisting individuals to connect with others with similar social and recreational interests. Options for community involvement were based on people's preferences and in close proximity to where people lived. The agency also organized events such as a trip to Six Flags, cruise to the Caribbean and sporting events in Boston. Across all settings, staff were observed being respectful when interacting with and when discussing individuals.

In residential services, individuals who received assistance with health care coordination were provided assistance to receive routine and preventive health screenings. Individuals were supported to attend follow-up appointments and recommended tests. Staff were trained in identifying signs and symptoms of illness and were aware of what to do in a medical emergency.

Individuals were supported and encouraged to regularly visit with friends and family, which an area of strength in residential services. Supports were provided to assist people to make plans and get together with friends and family both at home and in the community. In one instance, an individual who struggled with anxiety was supported to visit with his friend and her dog, which helped him cope with some of his anxiety.

Within community based day supports, individuals were supported to access their community that matched their interest. The agency promoted a person centered approach, which was evident through staff supporting individuals to make frequent and ongoing changes to their daily schedules to allow for preferences regarding options of activities and the staff that supported them.

Individuals' receiving employment services were supported to successfully maintain jobs in integrated community settings that matched their interests. One individual emphasized the importance to find a job that would work around school vacations so she could spend time with her son. Staff regularly checked in with individuals to enhance retention and advancement in their jobs.

The review also identified areas which need strengthening. Within residential supports, the agency needs to strengthen its practices to support individuals that have dietary requirements. Practices need to be revised to ensure the individual is consuming the proper food and fluid intake. Efforts should be made to strengthen Medication Treatment Plans (MTP) to include all the required components and ensure they have received the required reviews. Within day supports, the agency needs to ensure they have agreement from guardians for their money management plans. Another area to focus efforts is ensuring support strategies and assessments are submitted according to required timelines.

Across all services, there are several areas requiring focus to enhance essential safeguards in place and the overall quality of services. The agency needs to ensure that all staff receive the mandated

reporter training. Monitoring and guidance needs to be enhanced to ensure staff are aware of what constitutes a reportable incident and the required timelines for reporting. Additionally, it was identified that the agency had a mechanism to inform individuals and their guardians of their human rights; however the agency needs to develop a process for which individuals and their guardians can file a grievance. Staff need additional training to better support individuals to assess, identify and utilize assistive technology to maximize their independence. Lastly, efforts should be made to support individuals to provide feedback on staff performance.

Within twenty-four residential services, the agency needs to provide education and training to staff to help support individuals to explore and define their needs for intimacy and companionship.

Based on the findings of this report, M.O. L.I.F.E. has earned a Two-Year License and Certified for both the Residential Supports and Employment and Day Supports group. Residential scores were 84% in licensing and 88% in certification; Employment/ Day Support scores were 83% in licensing and 81% in certification. The DDS will be conducting follow-up in 60 days on the licensure indicators not met in residential supports and day/employment supports.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>5/7</b>	<b>2/7</b>	
<b>Residential and Individual Home Supports</b>	<b>60/70</b>	<b>10/70</b>	
Residential Services Individual Home Supports			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>65/77</b>	<b>12/77</b>	<b>84%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>12</b>	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>5/7</b>	<b>2/7</b>	
<b>Employment and Day Supports</b>	<b>40/47</b>	<b>7/47</b>	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>45/54</b>	<b>9/54</b>	<b>83%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>9</b>	

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

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	The agency's Human Rights Committee met three times in the last year, which does not meet the requirement of meeting at least quarterly. The agency needs to ensure their Human Rights Committee meets the requirement of meeting at least quarterly.
L83	Support staff are trained in human rights.	Agency staff were not trained in the mandated reporting requirements that were required by April 1, 2018. A Notice of Action was issued. The agency needs to ensure that all staff are trained in the most current mandated reporting training requirements.

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

Indicator #	Indicator	Area Needing Improvement
L39	Special dietary requirements are followed.	One individual was prescribed a specialized diet. As the individual's support needs change, the agency needs to

		develop a mechanism to track information that can be shared with all staff for consistency with her specialized diet.
L47	Individuals are supported to become self medicating when appropriate.	Two of the six individuals, who participated in the survey had not been evaluated for their self-medicating skills. This is essential to ensure that individuals identify any potential changes in skills and to identify any supports that may be needed to maintain independence. The agency needs regularly reevaluate individuals self-medicating skills.
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.	In four instances, the agency obtained consent for photo use without identifying the image that would be used, the purpose or to whom the information would be released. The agency needs to ensure that when obtaining consent all required information is included.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For one of the two individuals supported with the use of supports and health related protections, all required information including a procedure for and frequency to ensure equipment is properly functioning was not in place. The agency needs to ensure that all required information is in place for proper utilization of supports.
L62	Supports and health related protections are reviewed by the required groups.	For one of two individuals, the information regarding the use of supportive and health related protections was not reviewed by all the required groups. The agency needs to ensure all supportive and health related protections are reviewed by all of the required groups.
L63	Medication treatment plans are in written format with required components.	Two medication treatment plans (MTP) did not include a description of the symptoms the medication is prescribed to address, all behavior modifying medication prescribed or method to track and convey information to prescribing clinicians in order to evaluate the effectiveness of the medication.
L64	Medication treatment plans are reviewed by the required groups.	Two medication treatment plans (MTP) did not include all of the required components such as all of the medications a person is prescribed, therefore could not be sufficiently reviewed by the required groups. The agency needs to ensure medication treatment plans with all the required components are reviewed by the required groups.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Assessments were not submitted within the required time frames for three of the individuals. The agency needs to ensure that assessments are submitted to the DDS area office at least 15 days prior to the scheduled 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.	Support strategies were not submitted within the required time frames for two of the individuals. The agency needs to ensure that support strategies are submitted to the DDS area office at least 15 days prior to the scheduled ISP meeting.

L91	Incidents are reported and reviewed as mandated by regulation.	In one location, there were two incidents that were not reported. The agency needs to ensure that all staff are knowledgeable of the criteria for reportable incidents and that they are reported within the timelines.
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**Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:**

Indicator #	Indicator	Area Needing Improvement
L16	The location is adapted and accessible to the needs of the individuals.	In one location, the kitchen area was not fully accessible or usable by all individuals who have limited mobility and use adaptive equipment. The agency needs to ensure the location is adapted and accessible to the needs of the individuals.
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.	Two of the five individuals and/ or their guardian interviewed, did not know how to file a grievance or know whom they should talk to if they have a concern. The agency needs to ensure that on an annual basis, individuals and guardians are informed of the procedures to file a grievance and to whom they should contact with concerns.
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.	In two instances, the agency obtained consent without identifying the image that would be used, the purpose of use or to whom the information would be released. The agency needs to ensure that when obtaining media related consents that all required information is included.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	For one person, for whom the agency has shared funds management responsibility, agreement of the money management support plan had not been obtained by the guardian. The agency needs to ensure that agreement to money management supports plans is obtained.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	Assessments were not submitted within the required time frames for four of the individuals. The agency needs to ensure that assessments are submitted to the DDS area office at least 15 days prior to the scheduled 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.	Support strategies were not submitted within the required time frames for four of the individuals. The agency needs to ensure that support strategies are submitted to the DDS area office at least 15 days prior to the scheduled ISP meeting.
L91	Incidents are reported and reviewed as mandated by regulation.	In one location, there were incidents that were not reported and/ or finalized within the required timelines. The agency needs to ensure that all staff are knowledgeable of the criteria for reportable incidents and that they are reported within the timelines.



## CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	4/6	2/6	
<b>Residential and Individual Home Supports</b>	41/45	4/45	
Individual Home Supports	21/23	2/23	
Residential Services	20/22	2/22	
<b>TOTAL</b>	<b>45/51</b>	<b>6/51</b>	<b>88%</b>
<b>Certified</b>			

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	4/6	2/6	
<b>Employment and Day Supports</b>	30/36	6/36	
Community Based Day Services	12/14	2/14	
Employment Support Services	18/22	4/22	
<b>TOTAL</b>	<b>34/42</b>	<b>8/42</b>	<b>81%</b>
<b>Certified</b>			

### **Planning and Quality Management Areas Needing Improvement on Standards not met:**

Indicator #	Indicator	Area Needing Improvement
C2	The provider analyzes information gathered from all sources and identifies patterns and trends.	The agency has not identified patterns and trends within each service which could be beneficial in developing appropriate actions and ongoing strategies to enhance service. The agency needs to utilize data/information gathered to systemically evaluate the quality of services and identify trends and patterns which could assist in identifying areas of additional oversight and monitoring.
C5	The provider has a process to measure progress towards achieving service improvement goals.	The agency's growth and development plan does not measure service improvement goals across service types. The agency needs to ensure that it measures progress on an ongoing basis to continually enhance service delivery.

### **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.	All individuals had not been offered opportunities to provide feedback on the performance of their staff. The agency needs to ensure that individuals have opportunities to provide feedback on the

		performance of their staff at the time of hire and on an ongoing basis.
C54	Individuals have the assistive technology and/or modifications to maximize independence.	Assessments had not been completed for all individuals regarding their need for assistive technology. Assessments and Plans need to be developed that could help people to use assistive technology in ways that could enhance their independence at work.

**Residential Services Commendations on Standards Met:**

Indicator #	Indicator	Commendations
C14	Staff (Home Providers) support individuals to make choices regarding daily household routines and schedules.	The agency is commended for supporting individuals to direct their daily routines and schedules. Staff listed to individuals and supported their choices.

**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.	Two individuals had not been offered opportunities to provide feedback on the performance of their staff. The agency needs to ensure that individuals have opportunities to provide feedback on the performance of their staff at the time of hire and on an ongoing basis.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	For one of two individuals, the agency needs to continue its efforts to assess, educate, and support the individual in the areas of intimacy and companionship. The agency needs to assess individuals and provide training to staff to support individuals to explore, define and express their need for intimacy and companionship.

**Community Based Day Services Commendations on Standards Met:**

Indicator #	Indicator	Commendations
C45	Individual's decisions of what to do during the day are revisited on a regular basis.	The agency is commended for supporting individuals to direct their daily routines and and revisit decisions. The agency dedicated resources for a designated staff to assist people with making changes in real time to their daily schedules and the staff that worked with them.

C51	Staff (Home Providers) are knowledgeable about individuals' satisfaction with services and supports and support individuals to make changes as desired.	The agency staff is commended for their demonstrated knowledge about individuals' satisfaction with services and supports and the variety of support individuals receive to makes changes as desired. Staff provide effective avenues for individuals and guardians to express dissatisfaction with services, and respond in a reasonable period of time.
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**Community Based Day 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.	One individual had not been offered the opportunity to provide feedback on the performance of their staff. The agency needs to ensure that individuals have opportunities to provide feedback on the performance of their staff at the time of hire and on an ongoing basis.
C54	Individuals have the assistive technology and/or modifications to maximize independence.	Assessments had not been completed for all individuals regarding their need for assistive technology. Assessments and Plans need to be developed that could help people to use assistive technology in ways that could enhance their independence.

**Employment Support Services Commendations on Standards Met:**

Indicator #	Indicator	Commendations
C29	Individuals are supported to obtain employment that matches their skills and interests.	The agency is commended for supporting individuals to obtain and sustain employment that is meaningful to them and matches their skills. Individuals were supported to learn new tasks within their places of employment and be a valued member of the workforce.

**Employment Support 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.	Three individuals had not been offered opportunities to provide feedback on the performance of their staff. The agency needs to ensure that individuals have opportunities to provide feedback on the performance of their staff at the time of hire and on an ongoing basis.

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.	For one individual, additional support was needed to assist the person with understanding how the effect future earnings may have on her entitlements. The agency needs to ensure all individuals are support to complete an analysis of how a person's entitlements can be managed in a way that allows them to work successfully in the community.
C33	Employee benefits and rights are clearly explained to the individual.	The agency needs to ensure that employee benefits and rights are clearly explained to individuals and that individuals are receiving the benefits to which they are entitled.
C54	Individuals have the assistive technology and/or modifications to maximize independence.	Assessments had not been completed for all individuals regarding their need for assistive technology. Assessments and plans need to be developed that could help people to use assistive technology in ways that could enhance their independence at work.

## MASTER SCORE SHEET LICENSURE

Organizational: M.O. Life, Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	7/7	Met
L3	Immediate Action	2/2	Met
L48	HRC	0/1	Not Met(0 % )
L74	Screen employees	6/6	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	6/6	Met
L83	HR training	0/6	Not Met(0 % )

**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	2/2	3/4					5/6	Met (83.33 %)
L5	Safety Plan	L	1/1	3/4					4/5	Met (80.0 %)
Ⓜ L6	Evacuation	L	1/1	3/4					4/5	Met (80.0 %)
L7	Fire Drills	L	1/1						1/1	Met
L8	Emergency Fact Sheets	I	1/2	4/4					5/6	Met (83.33 %)
L9	Safe use of equipment	L	1/1	4/4					5/5	Met
L10	Reduce risk interventions	I	2/2	2/2					4/4	Met
Ⓜ L11	Required inspections	L	1/1						1/1	Met
Ⓜ L12	Smoke detectors	L	1/1	2/2					3/3	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	2/2					3/3	Met
L17	Egress at grade	L	1/1	2/2					3/3	Met
L18	Above grade egress	L		1/1					1/1	Met
L19	Bedroom location	L	1/1	1/1					2/2	Met
L20	Exit doors	L	1/1	2/2					3/3	Met
L21	Safe electrical equipment	L	1/1						1/1	Met
L22	Well-maintained appliances	L	1/1						1/1	Met
L24	Locked door access	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	2/2	4/4					6/6	Met
L32	Verbal & written	I	2/2	4/4					6/6	Met
L33	Physical exam	I	2/2	3/3					5/5	Met
L34	Dental exam	I	2/2	3/3					5/5	Met
L35	Preventive screenings	I	2/2	3/3					5/5	Met
L36	Recommended tests	I	2/2	3/3					5/5	Met
L37	Prompt treatment	I	2/2	3/3					5/5	Met
Ⓟ L38	Physician's orders	I	2/2	1/1					3/3	Met
L39	Dietary requirements	I		0/1					0/1	Not Met (0 %)
L40	Nutritional food	L	1/1	3/3					4/4	Met
L41	Healthy diet	L	1/1	4/4					5/5	Met
L42	Physical activity	L	1/1	4/4					5/5	Met
L43	Health Care Record	I	2/2	3/3					5/5	Met
L44	MAP registration	L	1/1						1/1	Met
L45	Medication storage	L	1/1						1/1	Met
Ⓟ L46	Med. Administration	I	1/1						1/1	Met
L47	Self medication	I	2/2	2/4					4/6	Not Met (66.67 %)
L49	Informed of human rights	I	2/2	3/4					5/6	Met (83.33 %)
L50	Respectful Comm.	L	1/1	4/4					5/5	Met
L51	Possessions	I	2/2	4/4					6/6	Met
L52	Phone calls	I	2/2	4/4					6/6	Met
L53	Visitation	I	2/2	4/4					6/6	Met
L54	Privacy	L	0/1	4/4					4/5	Met (80.0 %)

L55	Informed consent	I	0/2	0/2					0/4	Not Met (0 %)
L61	Health protection in ISP	I	1/1	0/1					1/2	Not Met (50.0 %)
L62	Health protection review	I	1/1	0/1					1/2	Not Met (50.0 %)
L63	Med. treatment plan form	I	0/1	0/1					0/2	Not Met (0 %)
L64	Med. treatment plan rev.	I	0/1	0/1					0/2	Not Met (0 %)
L67	Money mgmt. plan	I	1/1	1/1					2/2	Met
L68	Funds expenditure	I		3/3					3/3	Met
L69	Expenditure tracking	I		3/3					3/3	Met
L70	Charges for care calc.	I	2/2						2/2	Met
L71	Charges for care appeal	I	2/2						2/2	Met
L77	Unique needs training	I	2/2	3/4					5/6	Met (83.33 %)
L78	Restrictive Int. Training	L		1/1					1/1	Met
L80	Symptoms of illness	L	1/1	4/4					5/5	Met
L81	Medical emergency	L	1/1	4/4					5/5	Met
Ⓜ L82	Medication admin.	L	1/1						1/1	Met
L84	Health protect. Training	I	1/1	1/1					2/2	Met
L85	Supervision	L	1/1	4/4					5/5	Met
L86	Required assessments	I	2/2	1/4					3/6	Not Met (50.0 %)
L87	Support strategies	I	2/2	2/4					4/6	Not Met (66.67 %)
L88	Strategies implemented	I	2/2	4/4					6/6	Met



L90	Personal space/ bedroom privacy	I	2/2	4/4					6/6	Met
L91	Incident management	L	1/1	1/2					2/3	Not Met (66.67 %)
<b>#Std. Met/# 70 Indicator</b>									60/70	
<b>Total Score</b>									65/77	
									84.42%	

### 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	3/4		1/1	4/5	Met (80.0 %)
L5	Safety Plan	L	1/1		1/1	2/2	Met
Ⓜ L6	Evacuation	L	1/1		1/1	2/2	Met
L7	Fire Drills	L	1/1		1/1	2/2	Met
L8	Emergency Fact Sheets	I	2/2		1/1	3/3	Met
L9	Safe use of equipment	L	1/1		1/1	2/2	Met
L10	Reduce risk interventions	I			1/1	1/1	Met
Ⓜ L11	Required inspections	L	1/1		1/1	2/2	Met
Ⓜ L12	Smoke detectors	L	1/1		1/1	2/2	Met
Ⓜ L13	Clean location	L	1/1		1/1	2/2	Met
L15	Hot water	L	1/1		1/1	2/2	Met
L16	Accessibility	L	1/1		0/1	1/2	Not Met (50.0 %)
L17	Egress at grade	L	1/1		1/1	2/2	Met
L20	Exit doors	L	1/1		1/1	2/2	Met
L21	Safe electrical equipment	L	1/1		1/1	2/2	Met
L22	Well-maintained	L	1/1		1/1	2/2	Met

	appliances						
L25	Dangerous substances	L	1/1		1/1	2/2	Met
L26	Walkway safety	L	1/1		1/1	2/2	Met
L28	Flammables	L	1/1		1/1	2/2	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	4/4		1/1	5/5	Met
L32	Verbal & written	I	4/4		1/1	5/5	Met
L37	Prompt treatment	I	3/3			3/3	Met
Ⓜ L38	Physician's orders	I			1/1	1/1	Met
L39	Dietary requirements	I			1/1	1/1	Met
L44	MAP registration	L	1/1		1/1	2/2	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓜ L46	Med. Administration	I			1/1	1/1	Met
L49	Informed of human rights	I	2/4		1/1	3/5	Not Met (60.0 %)
L50	Respectful Comm.	L	1/1		1/1	2/2	Met
L51	Possessions	I	4/4		1/1	5/5	Met
L52	Phone calls	I	4/4		1/1	5/5	Met
L54	Privacy	L	1/1		1/1	2/2	Met
L55	Informed consent	I	0/2			0/2	Not Met (0 %)
L67	Money mgmt. plan	I			0/1	0/1	Not Met (0 %)
L68	Funds expenditure	I			1/1	1/1	Met
L69	Expenditure tracking	I			1/1	1/1	Met
L77	Unique needs training	I	3/4		1/1	4/5	Met (80.0 %)
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
Ⓜ L82	Medication admin.	L			1/1	1/1	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	0/4		1/1	1/5	Not Met (20.0 %)

L87	Support strategies	I	0/4		1/1	1/5	Not Met (20.0 %)
L88	Strategies implemented	I	4/4		1/1	5/5	Met
L91	Incident management	L	1/1		0/1	1/2	Not Met (50.0 %)
<b>#Std. Met/# 47 Indicator</b>						40/47	
<b>Total Score</b>						45/54	
						83.33%	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	0/1	Not Met (0 %)
C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	0/1	Not Met (0 %)
C6	Future directions planning	1/1	Met

### Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/1	Not Met (0 %)
C8	Family/guardian communication	1/1	Met
C13	Skills to maximize independence	1/1	Met
C37	Interpersonal skills for work	1/1	Met
C40	Community involvement interest	1/1	Met
C41	Activities participation	1/1	Met
C42	Connection to others	1/1	Met
C43	Maintain & enhance relationship	1/1	Met
C44	Job exploration	1/1	Met

C45	Revisit decisions	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>
C51	Ongoing satisfaction with services/ supports	1/1	<b>Met</b>
C54	Assistive technology	0/1	<b>Not Met (0 %)</b>

### **Employment Support Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	1/4	<b>Not Met (25.00 %)</b>
C8	Family/guardian communication	4/4	<b>Met</b>
C22	Explore job interests	3/3	<b>Met</b>
C23	Assess skills & training needs	3/3	<b>Met</b>
C24	Job goals & support needs plan	3/3	<b>Met</b>
C25	Skill development	4/4	<b>Met</b>
C26	Benefits analysis	2/3	<b>Not Met (66.67 %)</b>
C27	Job benefit education	2/2	<b>Met</b>
C28	Relationships w/businesses	1/1	<b>Met</b>
C29	Support to obtain employment	4/4	<b>Met</b>
C30	Work in integrated settings	4/4	<b>Met</b>
C31	Job accommodations	4/4	<b>Met</b>
C32	At least minimum wages earned	2/2	<b>Met</b>
C33	Employee benefits explained	2/3	<b>Not Met (66.67 %)</b>
C34	Support to promote success	4/4	<b>Met</b>
C35	Feedback on job performance	3/4	<b>Met</b>
C36	Supports to enhance retention	4/4	<b>Met</b>
C37	Interpersonal skills for work	4/4	<b>Met</b>
C47	Transportation to/ from community	4/4	<b>Met</b>
C50	Involvement/ part of the Workplace culture	4/4	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	4/4	<b>Met</b>
C54	Assistive technology	0/4	<b>Not Met (0 %)</b>

### **Individual Home Supports**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	0/4	<b>Not Met (0 %)</b>
C8	Family/guardian communication	4/4	<b>Met</b>
C9	Personal relationships	4/4	<b>Met</b>
C10	Social skill development	4/4	<b>Met</b>
C11	Get together w/family & friends	4/4	<b>Met</b>
C12	Intimacy	4/4	<b>Met</b>
C13	Skills to maximize independence	4/4	<b>Met</b>
C14	Choices in routines & schedules	4/4	<b>Met</b>
C15	Personalize living space	4/4	<b>Met</b>
C16	Explore interests	4/4	<b>Met</b>
C17	Community activities	4/4	<b>Met</b>
C18	Purchase personal belongings	4/4	<b>Met</b>
C19	Knowledgeable decisions	4/4	<b>Met</b>
C20	Emergency back-up plans	4/4	<b>Met</b>
C21	Coordinate outreach	4/4	<b>Met</b>
C46	Use of generic resources	4/4	<b>Met</b>
C47	Transportation to/ from community	4/4	<b>Met</b>
C48	Neighborhood connections	4/4	<b>Met</b>
C49	Physical setting is consistent	2/2	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	4/4	<b>Met</b>
C52	Leisure activities and free-time choices /control	4/4	<b>Met</b>
C53	Food/ dining choices	4/4	<b>Met</b>
C54	Assistive technology	1/4	<b>Not Met (25.00 %)</b>

### **Residential Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
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	1/1	<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>
C20	Emergency back-up plans	1/1	<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	1/1	<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>
C54	Assistive technology	2/2	<b>Met</b>