



**PROVIDER REPORT
FOR**

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

June 01, 2026

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	M.O Life, Inc.
Review Dates	4/28/2026 - 5/4/2026
Service Enhancement Meeting Date	5/18/2026
Survey Team	Katherine Gregory Roberto Polanco-Santana (TL) Michelle Boyd
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) 3 audit (s)	Full Review	68/76 2 Year License 05/18/2026 - 05/18/2028		35 / 35 Certified 05/18/2026 - 05/18/2028
Residential Services	1 location(s) 2 audit (s)			Full Review	20 / 20
Individual Home Supports	1 location(s) 1 audit (s)			Full Review	9 / 9
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	4 location(s) 15 audit (s)	Full Review	65/69 Defer Licensure		31 / 36 Certified
Community Based Day Services	3 location(s) 9 audit (s)			Full Review	13 / 15
Employment Support Services	1 location(s) 6 audit (s)			Full Review	12 / 15
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Murphy and Others Living Interdependently for Future Endeavors (M.O. L.I.F.E.) provides services to individuals with developmental disabilities, brain injuries, and autism in the greater New Bedford area and surrounding communities since 1994. As of March 2025, the agency supported over 200 individuals through employment, independent living, counseling, and community inclusion. Within the last two years, M.O.L.I.F.E. expanded its services to include Community-Based Day Supports (CBDS) in the towns of Mansfield and Middleboro.

The DDS Office of Quality Enhancement (OQE) conducted a full licensing and certification review of the agency's Residential and Individual Home Supports (IHS) and Employment and Day Service Groupings. The review included 24-Hour Residential Supports, Individual Home Supports (IHS), Employment Supports, and CBDS. All applicable licensing, certification, and organizational indicators were reviewed by DDS/OQE as part of the current survey cycle.

Within the organization domain, the agency demonstrated several areas of strength. In the domain of personal safety, the records reviewed reflected that the agency had a system for identifying and managing reported allegations of abuse and neglect. Additionally, the agency maintained an effective system that ensured that staff had the required qualifications and ensured that staff have received all mandated trainings such as fire safety, human rights, and mandated reporting.

Within the Residential Services Grouping, the review identified positive outcomes in several licensing areas. Staff demonstrated familiarity with the individuals' medical needs and medical protocols. For example, sleep apnea protocols were included in the individuals' medical profiles and required CPAP or BIPAP equipment was available for use. Staff also demonstrated knowledge of individual support needs and preferences including the purpose of prescribed glasses, each individual's comfort with wearing them, and the steps needed to obtain timely replacements when needed.

The review found that the agency maintained several important environmental safety practices. The agency ensured the proper functioning of smoke detectors, the maintenance of electrical equipment, and well-maintained home appliances. In addition, when one of the current homes was listed for sale and open houses were scheduled, staff ensured that the individuals' privacy was protected by removing identifiably personal information before visitors entered the home.

Within certification for residential services, the review found that the individuals were supported to make choices about daily routines, including meals, bedtime, leisure activities and contact with family members. Individuals were also supported to personalize their bedrooms and living spaces in ways that reflected their preferences. Additionally, staff provided meaningful support to help individuals build social skills and develop community connections aligned with their personal interests and goals. For example, an activity calendar outlining the different activities and outings that had been planned was posted for the individuals' convenience. Such outings included, but were not limited to, movie theater and restaurant visits.

Within Employment and CBDS service grouping, the review identified positive outcomes in several licensing areas. In the health domain, medications were administered as prescribed by a health care provider and staff responsible for medication administration were appropriately licensed or MAP-certified. For one individual with epilepsy, a seizure protocol was in place, and staff had been trained on the protocol. For individuals with dietary needs, staff followed recommendations made by health care providers.

Further review of licensing indicators within Employment and CBDS services reflected appropriate financial management practices where the agency managed individuals' funds including consistently accurate ledger entries. Within the environmental domain, agency maintained clean facilities that were in good repair. Staff also had a clear understanding of individuals' unique support needs, and

both oral and written communication reflected respect for individuals' dignity.

Within Employment and CBDS services, review of certification indicators identified positive practices related to choice, community participation and relationships. Individuals participated in satisfying activities, with a variety of community-based options available based on their interests and preferences. Community activities were varied, ranging from going to sport games to cruises and festivals, and supported individuals in building connections with others. Individuals were also supported to maintain and enhance interpersonal relationships by going to out eat with family and friends or by engaging in the practice of sports such as bowling. In addition, the agency continued to strengthen its relationships with local businesses such as Bocca, Taco Bell, and Saint Luke's Hospital.

This survey identified an area for improvement at the organizational level; the agency needs to strengthen Human Rights Committee oversight to ensure quorum requirements are consistently met. One of the four meetings held during the review period did not meet quorum.

Several areas for improvement were identified within the licensing indicators for Residential Services grouping. In the health domain, the agency must ensure that routine, preventive health screenings are carried out in a timely fashion, the preventative healthcare check list is completed, and that physician's recommendations are followed. Additionally, for individuals who are supported with a Medication Treatment Plan, the agency must ensure the collection of data to track the effectiveness of the medications. The agency must ensure that the water temperature remain between 110 and 120 degrees and that media and photo consents clearly identify expiration dates.

Within Employment and CBDS services, the agency must ensure that approved safety plans are in place, required inspections are current, and water temperatures remain between 110°F and 120°F

Certification indicators needing improvement within Employment and CBDS services included affording individuals the opportunity to provide feedback on staff, the development of plans for those in CBDS to identify job goals and support needs that would lead to movement into supported employment, and ensuring individuals receive education about employment rights and benefits.

The overall findings revealed that within the agency's residential services, M.O. L.I.F.E., Inc. received a rating of Met in 89% of licensing indicators and will receive a two- year license. Follow-up on all licensing indicators that were Not Met during the survey will be conducted by D.D.S. This service grouping is certified with 100% of certification indicators met.

Within Employment and Day Supports service grouping, the agency met 93% of licensing indicators, with one critical indicator not met (L11). The license for this service group is deferred until the agency can demonstrate successful correction of the critical indicator during the follow-up review, and sanctions restricting acceptance of new DDS-funded business are currently in place. Upon successful correction of the critical indicator, the service group will be eligible for a Two-Year license with a mid-cycle review, and sanctions will be lifted. The OQE will conduct a follow-up review within 60 days of the Service Enhancement Meeting for all licensing indicators rated as Not Met, including one critical indicator.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/9	1/9	
Residential and Individual Home Supports	60/67	7/67	
Residential Services Individual Home Supports			
Critical Indicators	8/8	0/8	
Total	68/76	8/76	89%
2 Year License			
# indicators for 60 Day Follow-up		8	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/9	1/9	
Employment and Day Supports	57/60	3/60	
Community Based Day Services Employment Support Services			
Critical Indicators	7/8	1/8	
Total	65/69	4/69	94%
Defer Licensure			
# indicators for 60 Day Follow-up		4	

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 did not meet quorum at one of four meetings in the past year. At the past year's meetings, there had been no lawyer, parent or individual representatives in attendance. The agency needs to ensure quorum is met at all meetings and that attendance of requisite members occurs the majority of the time to maintain mandated composition.

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

Indicator #	Indicator	Area Needing Improvement
L5	There is an approved safety plan in home and work locations.	One out of two locations did not have an approved safety plan. The agency needs to ensure all locations have an approved safety plan.
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	In one location, the hot water tested at the bathroom sink and kitchen sink was 135 and 144 degrees, respectively. The agency needs to ensure that water temperature across all sites is within the required temperature range.
L35	Individuals receive routine preventive screenings.	One individual did not receive all of their routine preventive screenings. The agency needs to ensure all individuals receive their routine preventive screenings.
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.	For three individuals, media and photo consent forms did not include a defined expiration date or event. Consent for the release of photographs must expire at the conclusion of the identified event or use and no later than one year from the date signed. The agency must ensure all media and photo consent forms clearly identify the specific use and the date or event when the consent expires.
L63	Medication treatment plans are in written format with required components.	For one individual, data needed for ongoing monitoring of the individual's clinical course may be evaluated had not been documented or collected. The agency needs to ensure that Medication Treatment Plans have all required components including data tracking necessary for ongoing monitoring.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For one individual, required assessments were not submitted at least 15 days prior to the ISP. The agency must ensure timely submission of all assessments.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For one individual, support strategies were not submitted within required timelines. The agency must ensure all strategies are submitted at least 15 days prior to the ISP.

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

Indicator #	Indicator	Area Needing Improvement
Ⓡ L11	All required annual inspections have been conducted.	In one location, annual inspection of the furnace had not been conducted as required. The agency needs to ensure all annual inspections are completed as required.

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

Indicator #	Indicator	Area Needing Improvement
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	At 2 locations, hot water temperatures exceeded the allowable range of 110-120 degrees Fahrenheit at faucets. The agency needs to ensure that the water at all faucets be regulated at no more than 110 at all CBDS location faucets to prevent injury.
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.	The agency's photo consent did not include an expiration date. The agency must ensure media releases clearly include an expiration date or event that does not exceed one year from the date signed.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	29/29	0/29	
Residential Services	20/20	0/20	
Individual Home Supports	9/9	0/9	
Total	35/35	0/35	100%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	25/30	5/30	
Community Based Day Services	13/15	2/15	
Employment Support Services	12/15	3/15	
Total	31/36	5/36	86%
Certified			

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.	The agency did not seek feedback from individuals on employees at the time of hire for 5 individuals and on staff's performance for 3 of those individuals. The agency needs to ensure there is a system that includes all individuals input into the hiring and evaluation of staff who work with them.
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For 2 individuals who were on a path to employment, the agency had not identified job goals and support needs that would lead to movement into supported employment. Two of the individuals had not been presented with employment as an option. The agency needs to ensure that all individuals on a pathway to employment are presented with employment as an option. The agency needs to assess individuals' interests, strengths and areas of need for employment, and develop a written plan that outlines their goals, and support needs.
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.	The agency did not seek feedback from individuals on employees at the time of hire for 2 individuals and on staff's performance for 1 of those individuals. The agency needs to ensure there is a system that includes all individuals input into the hiring and evaluation of staff who work with them.
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 had not completed a benefits analysis outline how current and future earned income would affect benefits for 2 individuals. In addition, the agency did not offer guidance and options for those individuals or their guardians on how to manage their income while preserving their benefits.
C33	Employee benefits and rights are clearly explained to the individual.	For four individuals, benefits were not explained by the employer with support from the agency as appropriate and necessary. The agency needs to ensure that general rights of employees and processes are explained by the agency, while the specifics should be explained by the employer of record.

MASTER SCORE SHEET LICENSURE

Organizational: M.O Life, Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	5/5	Met
L3	Immediate Action	1/1	Met
L4	Action taken	1/1	Met
L48	HRC	0/1	Not Met(0 %)
L66	HRC restraint review	1/1	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	8/8	Met
L83	HR training	8/8	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	2/2	1/1					3/3	Met
L5	Safety Plan	L	1/1	0/1					1/2	Not Met (50.0 %)
R L6	Evacuation	L	1/1	1/1					2/2	Met
L7	Fire Drills	L	1/1						1/1	Met
L8	Emergency Fact Sheets	I	2/2	1/1					3/3	Met
L9 (07/21)	Safe use of equipment	I	2/2	1/1					3/3	Met
R L11	Required inspections	L	1/1						1/1	Met
R L12	Smoke detectors	L	1/1						1/1	Met
R L13	Clean location	L	1/1						1/1	Met
L14	Site in good repair	L	1/1						1/1	Met
L15	Hot water	L	0/1						0/1	Not Met (0 %)
L16	Accessibility	L	1/1						1/1	Met
L17	Egress at grade	L	1/1						1/1	Met
L18	Above grade egress	L	1/1						1/1	Met
L20	Exit doors	L	1/1						1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
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	1/1					3/3	Met
L32	Verbal & written	I	2/2	1/1					3/3	Met
L33	Physical exam	I	2/2	1/1					3/3	Met
L34	Dental exam	I	2/2	1/1					3/3	Met
L35	Preventive screenings	I	2/2	0/1					2/3	Not Met (66.67 %)
L36	Recommended tests	I	2/2	1/1					3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L37	Prompt treatment	I	2/2	1/1					3/3	Met
L38	Physician's orders	I	2/2						2/2	Met
L40	Nutritional food	L	1/1						1/1	Met
L41	Healthy diet	L	1/1	1/1					2/2	Met
L42	Physical activity	L	1/1	1/1					2/2	Met
L43	Health Care Record	I	2/2	1/1					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	2/2						2/2	Met
L47	Self medication	I		1/1					1/1	Met
L49	Informed of human rights	I	2/2	1/1					3/3	Met
L50 (07/21)	Respectful Comm.	I	2/2	1/1					3/3	Met
L51	Possessions	I	2/2	1/1					3/3	Met
L52	Phone calls	I	2/2	1/1					3/3	Met
L53	Visitation	I	2/2	1/1					3/3	Met
L54 (07/21)	Privacy	I	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
L55	Informed consent	I	0/2	0/1					0/3	Not Met (0 %)
L63	Med. treatment plan form	I	1/2	1/1					2/3	Not Met (66.67 %)
L64	Med. treatment plan rev.	I	2/2	1/1					3/3	Met
L67	Money mgmt. plan	I	1/1						1/1	Met
L68	Funds expenditure	I	1/1						1/1	Met
L69	Expenditure tracking	I	1/1						1/1	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	1/1					3/3	Met
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
L84	Health protect. Training	I	1/1						1/1	Met
L85	Supervision	L	1/1	1/1					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
L86	Required assessments	I	1/1	0/1					1/2	Not Met (50.0 %)
L87	Support strategies	I	1/1	0/1					1/2	Not Met (50.0 %)
L88	Strategies implemented	I	2/2	1/1					3/3	Met
L90	Personal space/ bedroom privacy	I	2/2						2/2	Met
L91	Incident management	L	1/1	1/1					2/2	Met
L93 (05/22)	Emergency back-up plans	I	2/2	1/1					3/3	Met
L94 (05/22)	Assistive technology	I	2/2	1/1					3/3	Met
L99 (05/22)	Medical monitoring devices	I	2/2						2/2	Met
#Std. Met/# 67 Indicator									60/67	
Total Score									68/76	
									89.47%	

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	6/6		9/9	15/15	Met
L5	Safety Plan	L			3/3	3/3	Met
Ⓡ L6	Evacuation	L			3/3	3/3	Met
L7	Fire Drills	L			3/3	3/3	Met
L8	Emergency Fact Sheets	I	6/6		8/9	14/15	Met (93.33 %)
L9 (07/21)	Safe use of equipment	I	6/6		9/9	15/15	Met
L10	Reduce risk interventions	I			1/1	1/1	Met
Ⓡ L11	Required inspections	L			2/3	2/3	Not Met (66.67 %)
Ⓡ L12	Smoke detectors	L			3/3	3/3	Met
Ⓡ L13	Clean location	L			3/3	3/3	Met
L14	Site in good repair	L			2/2	2/2	Met
L15	Hot water	L			1/3	1/3	Not Met (33.33 %)
L16	Accessibility	L			3/3	3/3	Met
L17	Egress at grade	L			3/3	3/3	Met
L18	Above grade egress	L			1/1	1/1	Met
L20	Exit doors	L			3/3	3/3	Met
L21	Safe electrical equipment	L			3/3	3/3	Met
L22	Well-maintained appliances	L			3/3	3/3	Met
L25	Dangerous substances	L			3/3	3/3	Met
L26	Walkway safety	L			3/3	3/3	Met
L28	Flammables	L			3/3	3/3	Met
L29	Rubbish/combustibles	L			3/3	3/3	Met
L31	Communication method	I	6/6		9/9	15/15	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L32	Verbal & written	I	6/6		9/9	15/15	Met
L37	Prompt treatment	I	5/5		9/9	14/14	Met
℞ L38	Physician's orders	I	2/2		5/5	7/7	Met
L39	Dietary requirements	I	1/1		3/3	4/4	Met
L44	MAP registration	L			3/3	3/3	Met
L45	Medication storage	L			2/2	2/2	Met
℞ L46	Med. Administration	I			3/3	3/3	Met
L49	Informed of human rights	I	6/6		9/9	15/15	Met
L50 (07/21)	Respectful Comm.	I	6/6		9/9	15/15	Met
L51	Possessions	I	6/6		9/9	15/15	Met
L52	Phone calls	I	6/6		9/9	15/15	Met
L54 (07/21)	Privacy	I	6/6		9/9	15/15	Met
L55	Informed consent	I	0/6		0/9	0/15	Not Met (0 %)
L56	Restrictive practices	I			1/1	1/1	Met
L57	Written behavior plans	I			1/1	1/1	Met
L60	Data maintenance	I			1/1	1/1	Met
L61	Health protection in ISP	I			2/2	2/2	Met
L62	Health protection review	I			2/2	2/2	Met
L63	Med. treatment plan form	I			1/1	1/1	Met
L64	Med. treatment plan rev.	I			1/1	1/1	Met
L67	Money mgmt. plan	I	1/1		1/1	2/2	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L68	Funds expenditure	I	1/1		1/1	2/2	Met
L69	Expenditure tracking	I	1/1		1/1	2/2	Met
L77	Unique needs training	I	6/6		9/9	15/15	Met
L78	Restrictive Int. Training	L			1/1	1/1	Met
L79	Restraint training	L			1/1	1/1	Met
L80	Symptoms of illness	L	1/1		3/3	4/4	Met
L81	Medical emergency	L	1/1		3/3	4/4	Met
R L82	Medication admin.	L			2/2	2/2	Met
L84	Health protect. Training	I			2/2	2/2	Met
L85	Supervision	L	1/1		3/3	4/4	Met
L86	Required assessments	I	2/2		6/8	8/10	Met (80.0 %)
L87	Support strategies	I	2/2		6/8	8/10	Met (80.0 %)
L88	Strategies implemented	I	6/6		9/9	15/15	Met
L91	Incident management	L	1/1		3/3	4/4	Met
L93 (05/22)	Emergency back-up plans	I	6/6		9/9	15/15	Met
L94 (05/22)	Assistive technology	I	6/6		6/9	12/15	Met (80.0 %)
#Std. Met/# 60 Indicator						57/60	
Total Score						65/69	
						94.20%	

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	2/2	Met
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	2/2	Met
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C11	Get together w/family & friends	1/1	Met
C18	Purchase personal belongings	1/1	Met
C19	Knowledgeable decisions	1/1	Met
C46	Use of generic resources	1/1	Met
C47	Transportation to/ from community	1/1	Met
C48	Neighborhood connections	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/9	Not Met (44.44 %)
C8	Family/guardian communication	9/9	Met
C13	Skills to maximize independence	9/9	Met
C37	Interpersonal skills for work	9/9	Met
C38 (07/21)	Habilitative & behavioral goals	4/5	Met (80.0 %)
C39 (07/21)	Support needs for employment	3/5	Not Met (60.0 %)
C40	Community involvement interest	9/9	Met
C41	Activities participation	9/9	Met
C42	Connection to others	9/9	Met
C43	Maintain & enhance relationship	9/9	Met
C44	Job exploration	6/6	Met
C45	Revisit decisions	9/9	Met
C46	Use of generic resources	9/9	Met
C47	Transportation to/ from community	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/6	Not Met (66.67 %)
C8	Family/guardian communication	6/6	Met
C26	Benefits analysis	0/2	Not Met (0 %)
C28	Relationships w/businesses	1/1	Met
C30	Work in integrated settings	6/6	Met
C31	Job accommodations	4/4	Met
C32	At least minimum wages earned	6/6	Met
C33	Employee benefits explained	2/6	Not Met (33.33 %)
C34	Support to promote success	6/6	Met
C35	Feedback on job performance	6/6	Met
C36	Supports to enhance retention	6/6	Met
C37	Interpersonal skills for work	6/6	Met
C47	Transportation to/ from community	6/6	Met
C50	Involvement/ part of the Workplace culture	6/6	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met