



**PROVIDER REPORT  
FOR**

**My Choice Programs, Inc  
1158 Main St  
Worcester, MA 01603**

**September 17, 2024**

**Version**

**Public Provider Report**

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

# **SUMMARY OF OVERALL FINDINGS**

**Provider** My Choice Programs, Inc

**Review Dates** 8/14/2024 - 8/20/2024

**Service Enhancement Meeting Date** 9/3/2024

**Survey Team** Andrea Comeau (TL)  
Marisa Himes (TL)  
Ken Jones  
Susan Dudley-Oxx

**Citizen Volunteers**

**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>	7 location(s) 7 audit (s)	Full Review	52/70 Defer Licensure		66 / 67 Certified
Placement Services	4 location(s) 4 audit (s)			Full Review	19 / 20
ABI-MFP Placement Services	1 location(s) 1 audit (s)			Full Review	20 / 20
Individual Home Supports	2 location(s) 2 audit (s)			Full Review	21 / 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>	1 location(s) 7 audit (s)	Full Review	26/32 2 Year License 09/03/2024 - 09/03/2026		26 / 27 Certified 09/03/2024 - 09/03/2026
Employment Support Services	1 location(s) 7 audit (s)			Full Review	20 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

My Choice Programs, located in Central Massachusetts, is a nonprofit organization that provides services for adults with developmental and intellectual disabilities, acquired brain injury and individuals living with autism spectrum disorder. Services provided subject to the DDS licensure and certification include placement services, individual home supports and employment support services.

This survey represented a full licensing and full certification review of the agency's residential and employment services.

The survey identified positive findings in areas subject to both licensing and certification. With regards to placement services, individuals' homes were found to be clean and in good repair and blended naturally into their surrounding neighborhoods. Bedrooms were personalized and reflected the personal tastes and preferences of each individual. Homecare providers assisted with healthy meal planning and engagement in physical activity and were knowledgeable of individuals and their unique needs. Individuals were supported to maintain choice and control over routine matters, including leisure and household routines as well as decisions around involvement in community activities. Individuals were supported to maintain communication with friends and families and with coordinating visits either in their own homes or out at a local establishment. Within individual home supports, individuals were being supported to maintain their independence, successfully living in their own apartments, accessing generic resources, and being involved in their communities. Communication and interactions were also noted to be respectful across all service types.

Positive practices noted within employment services found My Choice Programs had implemented effective methods when assisting individuals with obtaining and retaining employment in various job settings. Support staff were knowledgeable of each individuals' unique needs and preferences and ensured support in seeking jobs that matched their skill set. Individuals were supported on the job to achieve autonomy and to become a valued member.

In addition to the positive findings discussed above, the review also identified licensure outcomes within the placement services in need of further attention. In the areas of personal and environmental safety, effective oversight of Emergency Fact Sheets is needed, along with strengthened oversight of hot water temperature, and the placement and operation of smoke and carbon monoxide detectors.

In the healthcare domain, strengthened oversight of individuals' healthcare is needed to ensure recommended appointments with healthcare providers are made and kept, medication orders are current and available to homecare providers, medications are being administered as prescribed, and medication treatment plans are reviewed as part of the ISP process. Additionally, the agency needs to ensure individuals' healthcare records are updated in HCSIS when required. Within employment services, authorization for use of health-related supports and protective equipment must be in place and include instructions for use and maintenance of the device, as well as documentation of staff training.

In the area of financial management, the agency must implement effective safeguards of money belonging to individuals and controlled by care providers. Funds management plans need an outline of the roles and responsibilities of the agency and care provider, and detail the procedures used to support the individual to access and secure their funds. Additionally, funds need to be monitored to ensure that there is no borrowing or lending of money.

Continuing within the level of licensure, individuals in placement services need to be assisted with the development of an emergency back-up plan in the event of an emergency and need to be assessed on the use and potential benefits of assistive technology, across service types. Other areas for focused attention include timely submission of ISP assessments and support strategies to DDS, timely submission of incident reports, and installation of locks on bedrooms doors to ensure individuals' privacy.

Furthermore, greater support to the agency's human rights committee is needed to ensure quarterly meetings are held and a quorum of voting members is achieved, and additional oversight provided to ensure the agency's system of documenting staff trainings is effective and efficient.

Finally, the agency needs to take proactive steps to strengthen its supervision and oversight of placement services in the areas of healthcare oversight, environmental safety, and the management of individuals' funds.

Within areas subject to certification of placement services, it was found that the agency should strengthen its focus on assisting individuals to explore, define and express their need for intimacy and companionship. Additionally, individuals within employment services should be provided with an opportunity to provide feedback on the hiring and on-going evaluation on the staff who support them.

As a result of this review, the agency's Residential and Individual Home Support service group received an overall licensure score of 74%. This service group is Certified with an overall score of 99% of certification indicators met. The service group's level of licensure will be Deferred, pending follow-up conducted by OQE within sixty days on all licensing indicators, including two critical indicators, that received a rating of Not Met.

The agency's Employment and Day Supports service group will receive a Two-Year License, with a service group score of 81% of licensure indicators met. This service group is Certified with an overall score of 96% of certification indicators met. Follow-up will be conducted by OQE within sixty days on all licensing indicators that received a rating of Not Met.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	4/7	3/7	
<b>Residential and Individual Home Supports</b>	48/63	15/63	
Placement Services Individual Home Supports ABI-MFP Placement Services			
<b>Critical Indicators</b>	5/7	2/7	
<b>Total</b>	52/70	18/70	74%
<b>Defer Licensure</b>			
<b># indicators for 60 Day Follow-up</b>		18	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	4/7	3/7	
<b>Employment and Day Supports</b>	22/25	3/25	
Employment Support Services			
<b>Critical Indicators</b>	2/2	0/2	
<b>Total</b>	26/32	6/32	81%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		6	

### **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 the requirements for quarterly meetings nor for achieving a quorum of voting members. The agency needs to support its human rights committee to maintain required membership and attendance, and to fulfill its regulatory responsibilities to hold quarterly meetings.
L76	The agency has and utilizes a system to track required trainings.	For four employees/care providers, DDS mandated training documentation was not available. The agency needs to ensure that staff and care providers are current in all mandated trainings and certifications.

L83	Support staff are trained in human rights.	For three employees/care providers, human rights training and/or DPPC documentation was not available. Additionally, the current DDS DPPC training was not being utilized. The agency needs to ensure that staff and care providers have been trained in human rights and DPPC. The agency also needs to ensure the curricula for DDS mandated trainings is current or approval has been obtained for use of substitute curricula.
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**Residential Areas Needing Improvement on Standards not met/Follow-up to occur:**

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	For two individuals, the Emergency Fact Sheet did not address all relevant information, including current diagnoses and current medications, among others. The agency needs to ensure that each Emergency Fact Sheet reflects all required information.
Ⓟ L12	Smoke detectors and carbon monoxide detectors, and other essential elements of the fire alarm system required for evacuation are located where required and are operational.	At two placement service locations, smoke detectors did not sound when triggered and in one of those homes, a smoke and/or carbon monoxide detector was not present where required. The agency needs to ensure that smoke detectors and carbon monoxide detectors are located where required and are fully operational.
L36	Recommended tests and appointments with specialists are made and kept.	For two individuals, recommended appointments did not occur, and follow-up was not conducted. The agency needs to ensure that recommended tests and appointments with individuals' healthcare providers, are scheduled and occur in a timely way.
L43	The health care record is maintained and updated as required.	For five individuals reviewed, Health Care Records were not updated within the HCSIS system when significant medical information changed, including hospitalizations, new diagnoses, or required vaccinations. The agency needs to ensure that Health Care Records are updated in HCSIS within 30 days of a hospitalization, a new diagnosis, administration of a vaccination and at the time of the individuals ISP.
Ⓟ L46	All prescription medications are administered according to the written order of a practitioner and are properly documented on a Medication Treatment Chart.	For one individual in placement services, there was not a current list of medications nor signed orders in the home. For a second individual, daily medication administration had not been documented for the current month, and two OTC medications being administered daily, did not match the doctor's order.  The agency needs to ensure that current, signed medication orders are obtained, and that care providers are supported to administer medications consistent with physicians' orders The agency needs to establish a

		system in each home where care providers can document the administration of medications on a daily basis.
L64	Medication treatment plans are reviewed by the required groups.	For two individuals, medication treatment plans shared with the ISP team for review. The agency needs to ensure that each medication treatment plan is shared with the DDS Service Coordinator for review by the ISP team and for incorporation into the individual's ISP.
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, funds management plans did not fully describe the supports provided to the individual in managing his/her money, including how the individual's bank account or cash was safeguarded. Additionally, one of the individuals did not have a financial training plan as was indicated in his ISP. When individuals require supports to manage their money, the agency needs to develop funds management plans that describe how the individual will be assisted to manage and spend their funds, how the money is secured, how the individual is supported to make purchases, responsibilities for cashing checks and paying bills, identifying the amount of money the individual can handle independently, and inclusion of training plans to promote independence. These funds management plans need to be implemented in accordance with signed agreements from individuals or their guardians.
L68	Expenditures of individual's funds are made only for purposes that directly benefit the individual.	In one placement home, the individual's funds were comingled with the care provider and in a second home, a household purchase was made utilizing the individuals personal spending money. The agency needs to ensure that there is no borrowing or lending of the person's funds by the provider and that individuals' funds are used only to directly benefit the individual.
L85	The agency provides ongoing supervision, oversight and staff development.	For three individuals, oversight of supports was ineffective in several areas, including environmental safety, healthcare supports, funds management and human rights. The agency needs to strengthen its oversight and supervision of services and ensure that supports address all requirements related to healthcare, environmental safety, funds management, and individual human rights.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For three individuals, ISP assessments were not submitted to DDS within 15 days prior to the ISP. The agency needs to ensure that ISP assessments are submitted to DDS within 15 days prior to the ISP.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For three individuals, ISP support strategies were not submitted to DDS within 15 days prior to the ISP. The agency needs to ensure that ISP support strategies are submitted to DDS within 15 days prior to the ISP.

L90	Individuals are able to have privacy in their own personal space.	Two individuals within placement services did not have a lock on their bedroom door. The agency needs to ensure individuals have privacy in their own personal space, including the ability to lock their bedroom door.
L91	Incidents are reported and reviewed as mandated by regulation.	At four locations, incident reports were not submitted and reviewed within required timelines. Additionally, there were four instances within three locations where an incident had occurred, and a report had not been submitted. The agency needs to ensure that incidents are submitted and reviewed within the required timelines.
L93 (05/22)	The provider has emergency back up plans to assist individuals to plan for emergencies and/or disasters.	For two individuals, emergency backup plans were not in place. The provider needs to ensure there is an emergency back-up plan in place to assist the individual to plan for emergencies and/or disasters
L94 (05/22)	Individuals have assistive technology to maximize independence.	For four individuals, the benefits of assistive technology and/or modifications to maximize independence had not been assessed. The agency needs ensure that the use and potential benefits of assistive technology is assessed for all individuals and that action is taken to support individuals in obtaining and using the technology and/or modifications identified.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For one individual, several prescribed supports were not authorized by a licensed medical professional. When individuals require health-related equipment or devices, the use of these devices must be authorized by a medical professional. This authorization must include instructions for applying and using the device, along with instructions for the care and cleaning of the device as well as frequency of safety checks.
L84	Staff / care providers are trained in the correct utilization of health related protections per regulation.	For one individual requiring the use of health-related equipment, staff had not been trained on the use and care of the equipment. The agency needs to ensure staff are trained, knowledgeable and capable of safely implementing any health-related protections utilized by the individuals.
L94 (05/22)	Individuals have assistive technology to maximize independence.	For four individuals, the benefits of assistive technology and/or modifications to maximize independence had not been assessed. The agency needs ensure that the use and potential benefits of assistive technology is assessed for all individuals and that action is taken to support individuals in obtaining and using the technology and/or modifications identified.

## 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>60/61</b>	<b>1/61</b>	
Placement Services	19/20	1/20	
Individual Home Supports	21/21	0/21	
ABI-MFP Placement Services	20/20	0/20	
<b>Total</b>	<b>66/67</b>	<b>1/67</b>	<b>99%</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>20/21</b>	<b>1/21</b>	
Employment Support Services	20/21	1/21	
<b>Total</b>	<b>26/27</b>	<b>1/27</b>	<b>96%</b>
<b>Certified</b>			

### **Placement Services- Areas Needing Improvement on Standards not met:**

Indicator #	Indicator	Area Needing Improvement
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	For four individuals, there was no assessment of need for education or support in the areas of human sexuality and intimate relationships. The agency needs to ensure that individuals are supported to explore, define, and express their need for intimacy and companionship, including education and training in this area.

### **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	Five individuals did not have the opportunity to provide formal input on the hiring or ongoing performance

	performance/actions of staff / care providers that support them.	evaluation of the staff who support them. The agency needs to develop mechanisms for incorporating individuals' input into the process of hiring and evaluating the staff who support them.
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## MASTER SCORE SHEET LICENSURE

### Organizational: My Choice Programs, Inc

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓟ L2	Abuse/neglect reporting	2/2	Met
L3	Immediate Action	2/2	Met
L48	HRC	0/1	Not Met(0 % )
L74	Screen employees	4/4	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	6/10	Not Met(60.0 % )
L83	HR training	6/9	Not Met(66.67 % )

### 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	4/4			1/1	7/7	Met
L5	Safety Plan	L		1/1	4/4			1/1	6/6	Met
Ⓟ L6	Evacuation	L		2/2	4/4			1/1	7/7	Met
L8	Emergency Fact Sheets	I		1/2	4/4			0/1	5/7	Not Met (71.43 %)
L9 (07/21)	Safe use of equipment	I		2/2					2/2	Met
L10	Reduce risk interventions	I						1/1	1/1	Met

Ⓟ L11	Required inspections	L			4/4			1/1	5/5	Met
Ⓟ L12	Smoke detectors	L			2/4			1/1	3/5	Not Met (60.0%)
Ⓟ L13	Clean location	L			4/4			1/1	5/5	Met
L14	Site in good repair	L			4/4			1/1	5/5	Met
L15	Hot water	L			3/4			1/1	4/5	Met (80.0%)
L16	Accessibility	L			4/4			1/1	5/5	Met
L17	Egress at grade	L			4/4			1/1	5/5	Met
L19	Bedroom location	L			4/4				4/4	Met
L21	Safe electrical equipment	L			4/4			1/1	5/5	Met
L22	Well-maintained appliances	L			4/4			1/1	5/5	Met
L24	Locked door access	L			4/4				4/4	Met
L26	Walkway safety	L			4/4			1/1	5/5	Met
L29	Rubbish/combustibles	L			4/4			1/1	5/5	Met
L30	Protective railings	L			4/4			1/1	5/5	Met
L31	Communication method	I		2/2	4/4			1/1	7/7	Met
L32	Verbal & written	I		2/2	4/4			1/1	7/7	Met
L33	Physical exam	I		1/1	4/4			1/1	6/6	Met
L34	Dental exam	I		1/1	4/4			1/1	6/6	Met
L35	Preventive screenings	I		1/1	4/4			1/1	6/6	Met
L36	Recommended tests	I		1/1	2/4			1/1	4/6	Not Met (66.67%)
L37	Prompt treatment	I		1/1	3/4			1/1	5/6	Met (83.33%)
Ⓟ L38	Physician's orders	I		1/1	2/3				3/4	Met
L39	Dietary requirements	I			1/1				1/1	Met
L41	Healthy diet	L		2/2	4/4			1/1	7/7	Met
L42	Physical activity	L		2/2	4/4			1/1	7/7	Met

L43	Health Care Record	I			0/4			0/1	<b>0/5</b>	<b>Not Met (0 %)</b>
<sup>PH</sup> L46	Med. Administration	I		1/1	2/4			1/1	<b>4/6</b>	<b>Not Met (66.67 %)</b>
L47	Self medication	I		1/1	1/1				<b>2/2</b>	<b>Met</b>
L49	Informed of human rights	I		2/2	4/4			1/1	<b>7/7</b>	<b>Met</b>
L50 (07/21)	Respectful Comm.	I		2/2	4/4			1/1	<b>7/7</b>	<b>Met</b>
L51	Possessions	I		2/2	3/4			1/1	<b>6/7</b>	<b>Met (85.71 %)</b>
L52	Phone calls	I		2/2	4/4			1/1	<b>7/7</b>	<b>Met</b>
L53	Visitation	I		2/2	4/4			1/1	<b>7/7</b>	<b>Met</b>
L54 (07/21)	Privacy	I		2/2	4/4			1/1	<b>7/7</b>	<b>Met</b>
L55	Informed consent	I			3/3			1/1	<b>4/4</b>	<b>Met</b>
L61	Health protection in ISP	I		1/1	3/4				<b>4/5</b>	<b>Met (80.0 %)</b>
L63	Med. treatment plan form	I			3/3			1/1	<b>4/4</b>	<b>Met</b>
L64	Med. treatment plan rev.	I			1/3			1/1	<b>2/4</b>	<b>Not Met (50.0 %)</b>
L67	Money mgmt. plan	I			2/4				<b>2/4</b>	<b>Not Met (50.0 %)</b>
L68	Funds expenditure	I			2/4				<b>2/4</b>	<b>Not Met (50.0 %)</b>
L69	Expenditure tracking	I			2/2				<b>2/2</b>	<b>Met</b>
L70	Charges for care calc.	I			4/4			1/1	<b>5/5</b>	<b>Met</b>
L71	Charges for care appeal	I			4/4			1/1	<b>5/5</b>	<b>Met</b>
L77	Unique needs training	I		2/2	4/4			1/1	<b>7/7</b>	<b>Met</b>
L80	Symptoms of illness	L		2/2	4/4			1/1	<b>7/7</b>	<b>Met</b>
L81	Medical emergency	L		2/2	4/4			1/1	<b>7/7</b>	<b>Met</b>

L84	Health protect. Training	I		1/1	4/4				<b>5/5</b>	<b>Met</b>
L85	Supervision	L		2/2	1/4			1/1	<b>4/7</b>	<b>Not Met (57.14 %)</b>
L86	Required assessments	I			0/3				<b>0/3</b>	<b>Not Met (0 %)</b>
L87	Support strategies	I		1/1	0/3				<b>1/4</b>	<b>Not Met (25.00 %)</b>
L88	Strategies implemented	I		2/2	3/4			1/1	<b>6/7</b>	<b>Met (85.71 %)</b>
L89	Complaint and resolution process	L						1/1	<b>1/1</b>	<b>Met</b>
L90	Personal space/ bedroom privacy	I		2/2	2/4			1/1	<b>5/7</b>	<b>Not Met (71.43 %)</b>
L91	Incident management	L		2/2	1/4			0/1	<b>3/7</b>	<b>Not Met (42.86 %)</b>
L93 (05/22)	Emergency back-up plans	I		2/2	2/4			1/1	<b>5/7</b>	<b>Not Met (71.43 %)</b>
L94 (05/22)	Assistive technology	I		2/2	0/4			1/1	<b>3/7</b>	<b>Not Met (42.86 %)</b>
L96 (05/22)	Staff training in devices and applications	I		2/2	2/2			1/1	<b>5/5</b>	<b>Met</b>
<b>#Std. Met/# 63 Indicator</b>									<b>48/63</b>	
<b>Total Score</b>									<b>52/70</b>	
									<b>74.29%</b>	

### Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	7/7			7/7	Met
L8	Emergency Fact Sheets	I	6/7			6/7	Met (85.71 %)
L9 (07/21)	Safe use of equipment	I	6/6			6/6	Met
L31	Communication method	I	7/7			7/7	Met
L32	Verbal & written	I	7/7			7/7	Met
L37	Prompt treatment	I	7/7			7/7	Met
L38	Physician's orders	I	1/1			1/1	Met
L49	Informed of human rights	I	7/7			7/7	Met
L50 (07/21)	Respectful Comm.	I	7/7			7/7	Met
L51	Possessions	I	7/7			7/7	Met
L52	Phone calls	I	7/7			7/7	Met
L54 (07/21)	Privacy	I	7/7			7/7	Met
L61	Health protection in ISP	I	0/1			0/1	Not Met (0 %)
L77	Unique needs training	I	7/7			7/7	Met
L80	Symptoms of illness	L	1/1			1/1	Met
L81	Medical emergency	L	1/1			1/1	Met
L84	Health protect. Training	I	0/1			0/1	Not Met (0 %)
L85	Supervision	L	1/1			1/1	Met
L86	Required assessments	I	2/2			2/2	Met

L87	Support strategies	I	2/2			2/2	Met
L88	Strategies implemented	I	6/6			6/6	Met
L91	Incident management	L	1/1			1/1	Met
L93 (05/22)	Emergency back-up plans	I	7/7			7/7	Met
L94 (05/22)	Assistive technology	I	3/7			3/7	Not Met (42.86 %)
L96 (05/22)	Staff training in devices and applications	I	4/4			4/4	Met
<b>#Std. Met/# 25 Indicator</b>						<b>22/25</b>	
<b>Total Score</b>						<b>26/32</b>	
						<b>81.25%</b>	

## 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

### Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	4/4	Met
C9	Personal relationships	4/4	Met
C10	Social skill development	4/4	Met

C11	Get together w/family & friends	4/4	<b>Met</b>
C12	Intimacy	0/4	<b>Not Met (0 %)</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>
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	4/4	<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>

#### **ABI-MFP Placement Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	1/1	<b>Met</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>
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>
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>

### **Individual Home Supports**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	2/2	<b>Met</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	2/2	<b>Met</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>
C21	Coordinate outreach	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>

### **Employment Support Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	2/7	<b>Not Met (28.57 %)</b>
C8	Family/guardian communication	7/7	<b>Met</b>
C22	Explore job interests	5/5	<b>Met</b>
C23	Assess skills & training needs	5/5	<b>Met</b>
C24	Job goals & support needs plan	5/5	<b>Met</b>
C25	Skill development	5/5	<b>Met</b>
C26	Benefits analysis	5/5	<b>Met</b>
C27	Job benefit education	5/5	<b>Met</b>
C28	Relationships w/businesses	1/1	<b>Met</b>
C29	Support to obtain employment	5/5	<b>Met</b>
C30	Work in integrated settings	6/6	<b>Met</b>
C31	Job accommodations	4/4	<b>Met</b>
C32	At least minimum wages earned	4/4	<b>Met</b>
C33	Employee benefits explained	4/4	<b>Met</b>
C34	Support to promote success	4/4	<b>Met</b>
C35	Feedback on job performance	4/4	<b>Met</b>
C36	Supports to enhance retention	4/4	<b>Met</b>
C37	Interpersonal skills for work	6/6	<b>Met</b>
C47	Transportation to/ from community	7/7	<b>Met</b>
C50	Involvement/ part of the Workplace culture	7/7	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	7/7	<b>Met</b>