



**PROVIDER REPORT  
FOR**

**NEW ENGLAND VILLAGE  
664 School St  
Pembroke, MA 02359**

**October 11, 2024**

**Version**

**Public Provider Report**

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

## **SUMMARY OF OVERALL FINDINGS**

**Provider** NEW ENGLAND VILLAGE

**Review Dates** 9/6/2024 - 9/12/2024

**Service Enhancement  
Meeting Date** 9/27/2024

**Survey Team** Kayla Condon  
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**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>	6 location(s) 8 audit (s)	Full Review	74/87 2 Year License 09/27/2024 - 09/27/2026		44 / 47 Certified 09/27/2024 - 09/27/2026
Residential Services	4 location(s) 6 audit (s)			Full Review	18 / 20
Individual Home Supports	2 location(s) 2 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) 13 audit (s)	Full Review	55/62 2 Year License 09/27/2024 - 09/27/2026		40 / 41 Certified 09/27/2024 - 09/27/2026
Community Based Day Services	2 location(s) 7 audit (s)			Full Review	14 / 15
Employment Support Services	0 location(s) 6 audit (s)			Full Review	20 / 20
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

New England Village, Inc. (NEV) is a non-profit agency that provides a variety of services to individuals with intellectual and developmental disabilities in southeastern Massachusetts. These services include residential supports, consisting of 24-hour residential supports and individual home supports (IHS) for those needing less than 24 hours of support a day. NEV also provides day supports, including community-based day services (CBDS) and employment supports for those people who want to obtain a competitive job.

The Department of Developmental Services (DDS) Office of Quality Enhancement (OQE) conducted a full licensing and certification review of NEV's Residential services including In Home Supports, CBDS and Employment Services.

The results of the review showed several positives practices across the agency. Within the domain of competent and skilled workforce the agency utilized a system to track required trainings that ensured that staff were current in all required trainings. New staff were hired in accordance with requirements for their positions, and licensed professionals were all current on their licenses and certifications. In the area of Human Rights, the agency had an effective human rights committee.

Across all services, environmental controls were in place to ensure that all locations were clean, well maintained, required inspections were occurring, and all fire safety systems were functioning.

Within the residential services the agency showed positive outcomes regarding several licensing areas, Safety Plans were current and had been approved by the DDS Area offices as required, all staff had been trained on safety plan and fire drills were occurring as required, individuals were able to evacuate within 2 minutes and 30 seconds. Within the domain of health, annual physical and dental examinations occurred for all individuals, all prescription medications were being administered according to the written orders of practitioners and were properly documented on medication treatment charts, several individuals were supported to become self-medicating when appropriate. Locations had nutritional food available and specialized diets were followed as recommended by the healthcare provider (HCP). Individuals were encouraged to engage in physical activities, exercise equipment were present in some homes and some individuals were members of the walk group in the campus, one individual supported and encouraged by staff to try swimming, the individual is now a regular participant in swimming classes and chair yoga.

Individuals had been assessed for assistive technology to maximize independence and where assistive technology supports needs had been identified, individuals had been supported to acquire assistive technology devices to maximize independence, Staff were competent and knowledgeable in the use of individual's assistive technology devices and applications for example, one individual who was challenges using shampoo and soap dispensers was supported to purchase dispensers that attached to the shower wall and discharged a handful in a single application, this individual was supported by staff and is now independent in applying personal hygiene products during shower, another individual who has visual acuity challenges was supported to modify contacts on his phone to include pictures of the family members and friends that he called regularly, this individual is now independent in calling family members and friends.

Across residential and day services, the agency showed improvements with supporting individuals that require supports with managing significant medical conditions. Staff were observed to be respectful when supporting individuals served, they used a respective tone of voice and listened keenly when individuals were communicating their support needs, staff addressed individuals in their preferred names.

Strengths were displayed within the certification indicators as well. Within the residential supports, individuals were supported to make choices regarding their daily household routines and schedules. Individuals were supported to decide what they ate where, and with whom. They had control over

their daily schedules and determined how they filled their leisure time at home. Within the area of communication, all individuals were provided the opportunity to give feedback regarding the staff that support them. Communication with guardians/family was open and frequent. Individuals were supported to personalize and decorate their rooms and common areas according to their tastes and preferences. Individuals were also supported to discover and connect with their interests for cultural, social, recreational, and spiritual activities, they participated in several activities in the community including local bowling league, horseback riding, and church memberships, one individual was a member of the Knights of Columbus and was supported to attend meetings and other activities of the fraternity.

Within Day services in certification, individuals were encouraged and supported to understand the benefits of integrated employment, they were supported to obtain employment that matched their skills and interest in integrated settings. Individuals had full access to the community through transportation provided by the agency, individuals decision of what to do during the day was revisited regularly.

There are also areas identified within licensing that need to be strengthened. Within the area of healthcare, additional oversight is needed to ensure that recommended tests and appointments with specialist occur and that individuals received routine preventative screenings. In the area of goal accomplishment, skills acquisition, and personal safety, the agency needs to ensure that required assessments concerning individuals needs and abilities, support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted for ISP within required timelines.

Additional support needs were identified within areas subject to certification. In residential services individuals could benefit from support to explore and define their need for intimacy and companionship. NEV is located on a campus, an emphasis should be placed on exploring, building, and increasing natural connections within the greater community off campus. Within Day and Employment services, additional support is needed to ensure that there is a plan developed to identify job goals and support needs that would lead to movement into supported employment.

The agency will receive a two-year License for its Residential Services with 85% of indicators being met and for Employment and Day Services with 89% of the indicators. Residential Services receiving a 94% and Employment and Day receiving a 98% in Certification. DDS will conduct follow up within 60 days for any licensing indicators rated Not Met within Residential and Day services. The agency will conduct their own review of all certification indicators not met in both Residential and Day services within 60 days and submit a report to the office of OQE.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>10/10</b>	<b>0/10</b>	
<b>Residential and Individual Home Supports</b>	<b>64/77</b>	<b>13/77</b>	
Residential Services Individual Home Supports			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>74/87</b>	<b>13/87</b>	<b>85%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>13</b>	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>10/10</b>	<b>0/10</b>	
<b>Employment and Day Supports</b>	<b>45/52</b>	<b>7/52</b>	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>55/62</b>	<b>7/62</b>	<b>89%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>7</b>	

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

Indicator #	Indicator	Area Needing Improvement
L23	There are no locks on bedroom doors that provide access to an egress.	One bedroom that provided access to an egress had a lock on it, the agency needs to ensure that there are no locks on bedrooms that provide access to an egress.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L35	Individuals receive routine preventive screenings.	For two individuals' routine preventative health care screenings were not completed such as a PAP test, glaucoma and cholesterol screenings. The agency needs to ensure that all recommended screenings are occurring according to the DDS Adult Screening Recommendations, and that if there is a question regarding the need for a screening that a consultation with the PCP occurs with the agency advocating for alternative screening or monitoring recommendations with the PCP.
L36	Recommended tests and appointments with specialists are made and kept.	For two individuals, recommended follow up with dental specialists had not occurred, agency needs to ensure that recommended appointments with specialists are made and kept as requested.
L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.	For one individual a restriction was being implemented without a rationale. For another individual, the guardian had not received notification that a restriction was being implemented within the home for another individual. The agency needs to ensure that there is a rationale for all restrictions, and that guardians are notified when there is a restrictive practice that effects all individuals within the home.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For one individual, safety and cleaning checks were not occurring, agency needs to ensure that safety and cleaning checks are occurring and documented as required.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	The money management plans for three of the seven individuals did not have individual specific information such as how much money the individual can manage, how funds are secured by the agency, and how funds are accessed. The agency needs to ensure that money management plans are individualized and reflect each person unique needs and circumstances.
L69	Individual expenditures are documented and tracked.	For two individuals, their total assets exceeded the allowable limits for social security and MassHealth. For one individual, the agency did not obtain monthly bank statements to ensure they can track and monitor all funds within that account. The agency needs to ensure that all individuals assets do not exceed the allowable limits, safeguarding those benefits. They need to ensure they obtain bank statements for community bank accounts to have a tracking and monitoring system for those accounts.
L78	Staff are trained to safely and consistently implement restrictive interventions.	At two locations staff were not trained in the implementation of restrictive practices. The agency needs to ensure that staff are trained and knowledgeable regarding restrictive practices.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For 5 of six individuals, required assessments were not submitted to DDS prior to the ISP within the given timelines. The agency needs to ensure that all assessments are submitted within the required DDS timelines.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For 5 of six individuals, support strategies were not submitted to DDS prior to the ISP within the given timelines. The agency needs to ensure that all support strategies are submitted within the required DDS timelines.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	Two individuals were not receiving support to address their ISP objectives as agreed in the ISP. The agency needs to ensure that individuals receive the support they need to work on and obtain their goals.
L90	Individuals are able to have privacy in their own personal space.	Two individuals were not able to have privacy in their bedrooms as both their locks were not functioning. In addition, the combination locks for individuals in this home all had the same code and therefore, anyone could access another's bedroom. The agency needs to ensure that bedroom door locks are functional at all times and that in the instance there are multiple combination locks in one home, they have different codes for each to prevent access by others.
L91	Incidents are reported and reviewed as mandated by regulation.	For 2 locations incidents were both submitted and finalized late and for another location an incident was submitted late. The agency needs to ensure all incidents are both submitted and finalized within the required DDS timelines.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L8	Emergency fact sheets are current and accurate and available on site.	Three emergency fact sheets did not contain all the necessary components. The agency needs to ensure all emergency facts sheets are updated with the required components.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	There was not authorization for health-related protective equipment for four individuals. The agency needs to ensure that when health related protective equipment is required that it is authorized by a licensed provider.



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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L84	Staff / care providers are trained in the correct utilization of health related protections per regulation.	Staff were not trained in the correct utilization of individuals health-related protective equipment. The agency needs to ensure staff are trained in the correct utilization of all health-related protections.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For seven of twelve individuals, ISP assessments had not been submitted within the required timelines prior to ISP. The agency needs to ensure that required timelines are met for the submission of ISP 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 nine out of twelve individuals, support strategies had not been submitted within the required timelines prior to ISP. The agency needs to ensure that required timelines are met for the submission of ISP support strategies.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For three individuals, ISP support strategies are not being implemented. The agency needs to ensure ISP support strategies are implemented.
L91	Incidents are reported and reviewed as mandated by regulation.	Incidents at one location were not submitted and/or finalized within required timelines. The agency needs to ensure all incidents are submitted and finalized within the required timelines.

## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>38/41</b>	<b>3/41</b>	
Residential Services	18/20	2/20	
Individual Home Supports	20/21	1/21	
<b>Total</b>	<b>44/47</b>	<b>3/47</b>	<b>94%</b>
<b>Certified</b>			

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>34/35</b>	<b>1/35</b>	
Community Based Day Services	14/15	1/15	
Employment Support Services	20/20	0/20	
<b>Total</b>	<b>40/41</b>	<b>1/41</b>	<b>98%</b>
<b>Certified</b>			

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C49	The physical setting blends in with and is a natural part of the neighborhood and community.	The two locations reviewed are located on a campus setting and are not a natural part of the community. The agency is encouraged to explore and identify actions to be taken that will align with this indicator.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Two individuals had not been supported to explore, define, and express their need for intimacy and companionship, agency needs to ensure that individuals are supported to explore, define, and express their needs for intimacy and companionship.
C49	The physical setting blends in with and is a natural part of the neighborhood and community.	The four locations reviewed are located on a campus setting and are not a natural part of the community. The agency is encouraged to explore and identify actions to be taken that will align with this indicator.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For one individual there was no documentation to show any new assessments or progress notes that demonstrated the provider was assisting the individual in gaining new employment since they lost their job in March 2024. The agency needs to ensure that individuals have job goals and that those job goals are being supported by staff to help individuals move into supportive employment

## MASTER SCORE SHEET LICENSURE

Organizational: NEW ENGLAND VILLAGE

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	9/9	Met
L3	Immediate Action	15/15	Met
L4	Action taken	15/15	Met
L48	HRC	1/1	Met
L65	Restraint report submit	5/5	Met
L66	HRC restraint review	5/5	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	5/5	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	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	2/2					8/8	Met
L5	Safety Plan	L	4/4	2/2					6/6	Met
℞ L6	Evacuation	L	4/4	2/2					6/6	Met
L7	Fire Drills	L	3/4						3/4	Met
L8	Emergency Fact Sheets	I	6/6	2/2					8/8	Met
L9 (07/21)	Safe use of equipment	I	6/6	2/2					8/8	Met
L10	Reduce risk interventions	I	3/3						3/3	Met
℞ L11	Required inspections	L	4/4	2/2					6/6	Met
℞ L12	Smoke detectors	L	3/4	2/2					5/6	Met (83.33 %)
℞ L13	Clean location	L	4/4	2/2					6/6	Met
L14	Site in good repair	L	2/3	1/1					3/4	Met
L15	Hot water	L	4/4	2/2					6/6	Met
L16	Accessibility	L	4/4	1/1					5/5	Met
L17	Egress at grade	L	4/4	2/2					6/6	Met
L18	Above grade egress	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
L19	Bedroom location	L	2/2						2/2	Met
L20	Exit doors	L	3/4	2/2					5/6	Met (83.33 %)
L21	Safe electrical equipment	L	4/4	2/2					6/6	Met
L22	Well-maintained appliances	L	3/4	2/2					5/6	Met (83.33 %)
L23	Egress door locks	L	0/1						0/1	Not Met (0 %)
L24	Locked door access	L	3/4	2/2					5/6	Met (83.33 %)
L25	Dangerous substances	L	4/4	2/2					6/6	Met
L26	Walkway safety	L	4/4	2/2					6/6	Met
L27	Pools, hot tubs, etc.	L	4/4	2/2					6/6	Met
L28	Flammables	L	4/4	2/2					6/6	Met
L29	Rubbish/combustibles	L	4/4	2/2					6/6	Met
L30	Protective railings	L	4/4	1/1					5/5	Met
L31	Communication method	I	6/6	2/2					8/8	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L32	Verbal & written	I	6/6	2/2					8/8	Met
L33	Physical exam	I	6/6	2/2					8/8	Met
L34	Dental exam	I	6/6	2/2					8/8	Met
L35	Preventive screenings	I	4/6	2/2					6/8	Not Met (75.00 %)
L36	Recommended tests	I	5/6	1/2					6/8	Not Met (75.00 %)
L37	Prompt treatment	I	6/6	2/2					8/8	Met
℞ L38	Physician's orders	I	4/5						4/5	Met (80.0 %)
L39	Dietary requirements	I	3/3						3/3	Met
L40	Nutritional food	L	4/4	2/2					6/6	Met
L41	Healthy diet	L	4/4	2/2					6/6	Met
L42	Physical activity	L	4/4	2/2					6/6	Met
L43	Health Care Record	I	6/6	2/2					8/8	Met
L44	MAP registration	L	4/4						4/4	Met
L45	Medication storage	L	4/4						4/4	Met
℞ L46	Med. Administration	I	5/6						5/6	Met (83.33 %)
L47	Self medication	I	1/1	2/2					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
L49	Informed of human rights	I	6/6	2/2					8/8	Met
L50 (07/21)	Respectful Comm.	I	6/6	2/2					8/8	Met
L51	Possessions	I	6/6	2/2					8/8	Met
L52	Phone calls	I	6/6	2/2					8/8	Met
L53	Visitation	I	6/6	2/2					8/8	Met
L54 (07/21)	Privacy	I	6/6	2/2					8/8	Met
L55	Informed consent	I	6/6	2/2					8/8	Met
L56	Restrictive practices	I	0/2						0/2	Not Met (0 %)
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	0/1						0/1	Not Met (0 %)
L63	Med. treatment plan form	I	4/5	1/1					5/6	Met (83.33 %)
L64	Med. treatment plan rev.	I	5/5	1/1					6/6	Met
L67	Money mgmt. plan	I	3/6	1/1					4/7	Not Met (57.14 %)



Ind. #	Ind.	Loc. or Indiv .	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L68	Funds expendi ture	I	6/6	1/1					7/7	Met
L69	Expendi ture tracking	I	3/6	1/1					4/7	Not Met (57.14 %)
L70	Charges for care calc.	I	5/6	2/2					7/8	Met (87.50 %)
L71	Charges for care appeal	I	6/6	2/2					8/8	Met
L77	Unique needs training	I	6/6	2/2					8/8	Met
L78	Restricti ve Int. Training	L	0/2						0/2	Not Met (0 %)
L80	Sympto ms of illness	L	4/4	2/2					6/6	Met
L81	Medical emerge ncy	L	4/4	2/2					6/6	Met
L82	Medicati on admin.	L	4/4						4/4	Met
L85	Supervi sion	L	4/4	2/2					6/6	Met
L86	Require d assess ments	I	0/4	1/2					1/6	Not Met (16.67 %)
L87	Support strategi es	I	0/4	1/2					1/6	Not Met (16.67 %)
L88	Strategi es implem ented	I	4/6	2/2					6/8	Not Met (75.00 %)
L90	Persona l space/ bedroo m privacy	I	4/6	2/2					6/8	Not Met (75.00 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L91	Incident management	L	2/4	1/2					3/6	Not Met (50.0 %)
L93 (05/22)	Emergency back-up plans	I	6/6	2/2					8/8	Met
L94 (05/22)	Assistive technology	I	5/6	2/2					7/8	Met (87.50 %)
L96 (05/22)	Staff training in devices and applications	I	4/4	1/1					5/5	Met
L99 (05/22)	Medical monitoring devices	I	2/2						2/2	Met
#Std. Met/# 77 Indicator									64/77	
Total Score									74/87	
									85.06%	

#### 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	6/6		7/7	13/13	Met
L5	Safety Plan	L			2/2	2/2	Met
L6	Evacuation	L			2/2	2/2	Met
L7	Fire Drills	L			2/2	2/2	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L8	Emergency Fact Sheets	I	5/6		5/7	10/13	Not Met (76.92 %)
L9 (07/21)	Safe use of equipment	I	6/6		7/7	13/13	Met
L10	Reduce risk interventions	I			3/3	3/3	Met
☐ L11	Required inspections	L			2/2	2/2	Met
☐ L12	Smoke detectors	L			2/2	2/2	Met
☐ L13	Clean location	L			2/2	2/2	Met
L14	Site in good repair	L			2/2	2/2	Met
L15	Hot water	L			2/2	2/2	Met
L16	Accessibility	L			2/2	2/2	Met
L17	Egress at grade	L			2/2	2/2	Met
L20	Exit doors	L			2/2	2/2	Met
L21	Safe electrical equipment	L			2/2	2/2	Met
L22	Well-maintained appliances	L			2/2	2/2	Met
L25	Dangerous substances	L			2/2	2/2	Met
L26	Walkway safety	L			2/2	2/2	Met
L28	Flammables	L			2/2	2/2	Met
L29	Rubbish/combustibles	L			2/2	2/2	Met
L30	Protective railings	L			2/2	2/2	Met
L31	Communication method	I	6/6		7/7	13/13	Met
L32	Verbal & written	I	6/6		7/7	13/13	Met
L37	Prompt treatment	I	6/6		7/7	13/13	Met
☐ L38	Physician's orders	I			3/3	3/3	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L39	Dietary requirements	I			1/1	1/1	Met
L44	MAP registration	L			2/2	2/2	Met
L45	Medication storage	L			2/2	2/2	Met
Ⓡ L46	Med. Administration	I			5/5	5/5	Met
L49	Informed of human rights	I	6/6		7/7	13/13	Met
L50 (07/21)	Respectful Comm.	I	6/6		7/7	13/13	Met
L51	Possessions	I	6/6		7/7	13/13	Met
L52	Phone calls	I	6/6		7/7	13/13	Met
L54 (07/21)	Privacy	I	6/6		7/7	13/13	Met
L55	Informed consent	I	4/5		6/6	10/11	Met (90.91 %)
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			2/6	2/6	Not Met (33.33 %)
L77	Unique needs training	I	6/6		5/7	11/13	Met (84.62 %)
L80	Symptoms of illness	L			2/2	2/2	Met
L81	Medical emergency	L			2/2	2/2	Met
Ⓡ L82	Medication admin.	L			2/2	2/2	Met
L84	Health protect. Training	I			3/6	3/6	Not Met (50.0 %)
L85	Supervision	L			2/2	2/2	Met
L86	Required assessments	I	2/5		3/7	5/12	Not Met (41.67 %)
L87	Support strategies	I	1/5		2/7	3/12	Not Met (25.00 %)
L88	Strategies implemented	I	6/6		4/7	10/13	Not Met (76.92 %)

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L91	Incident management	L			1/2	1/2	Not Met (50.0 %)
L93 (05/22)	Emergency back-up plans	I	6/6		7/7	13/13	Met
L94 (05/22)	Assistive technology	I	6/6		7/7	13/13	Met
L96 (05/22)	Staff training in devices and applications	I	6/6		5/5	11/11	Met
#Std. Met/# 52 Indicator						45/52	
Total Score						55/62	
						88.71%	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

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

### Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	6/6	Met
C9	Personal relationships	6/6	Met
C10	Social skill development	6/6	Met
C11	Get together w/family & friends	6/6	Met
C12	Intimacy	4/6	Not Met (66.67 %)

## Residential Services

Indicator #	Indicator	Met/Rated	Rating
C13	Skills to maximize independence	6/6	Met
C14	Choices in routines & schedules	6/6	Met
C15	Personalize living space	4/4	Met
C16	Explore interests	6/6	Met
C17	Community activities	6/6	Met
C18	Purchase personal belongings	6/6	Met
C19	Knowledgeable decisions	6/6	Met
C46	Use of generic resources	6/6	Met
C47	Transportation to/ from community	6/6	Met
C48	Neighborhood connections	5/6	Met (83.33 %)
C49	Physical setting is consistent	0/4	Not Met (0 %)
C51	Ongoing satisfaction with services/ supports	6/6	Met
C52	Leisure activities and free-time choices /control	6/6	Met
C53	Food/ dining choices	6/6	Met

## Individual Home Supports

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	2/2	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

### Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C21	Coordinate outreach	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	0/2	Not Met (0 %)
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

### Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	Met
C8	Family/guardian communication	7/7	Met
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	7/7	Met
C38 (07/21)	Habilitative & behavioral goals	1/1	Met
C39 (07/21)	Support needs for employment	0/1	Not Met (0 %)
C40	Community involvement interest	7/7	Met
C41	Activities participation	7/7	Met
C42	Connection to others	7/7	Met
C43	Maintain & enhance relationship	7/7	Met
C44	Job exploration	1/1	Met
C45	Revisit decisions	7/7	Met
C46	Use of generic resources	7/7	Met
C47	Transportation to/ from community	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met

## Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	<b>Met</b>
C8	Family/guardian communication	6/6	<b>Met</b>
C22	Explore job interests	4/4	<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	4/4	<b>Met</b>
C26	Benefits analysis	6/6	<b>Met</b>
C27	Job benefit education	6/6	<b>Met</b>
C29	Support to obtain employment	6/6	<b>Met</b>
C30	Work in integrated settings	6/6	<b>Met</b>
C31	Job accommodations	6/6	<b>Met</b>
C32	At least minimum wages earned	6/6	<b>Met</b>
C33	Employee benefits explained	6/6	<b>Met</b>
C34	Support to promote success	6/6	<b>Met</b>
C35	Feedback on job performance	6/6	<b>Met</b>
C36	Supports to enhance retention	5/5	<b>Met</b>
C37	Interpersonal skills for work	6/6	<b>Met</b>
C47	Transportation to/ from community	6/6	<b>Met</b>
C50	Involvement/ part of the Workplace culture	6/6	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	6/6	<b>Met</b>