



**PROVIDER REPORT
FOR**

**Northeast ARC
1 Southside Road
Danvers, MA 01923**

December 18, 2024

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Northeast ARC
Review Dates	11/13/2024 - 11/19/2024
Service Enhancement Meeting Date	12/4/2024
Survey Team	Raquel Rodriguez Meagan Caccioppoli John Hazelton John Downing Lisa MacPhail Jennifer Conley-Sevier (TL) Melanie Hutchison Cheryl Dolan Melanie Cruz
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	17 location (s) 19 audit (s)	Full Review	87/90 2 Year License 12/04/2024 - 12/04/2026		85 / 87 Certified 12/04/2024 - 12/04/2026
Residential Services	7 location(s) 7 audit (s)			Full Review	19 / 20
ABI-MFP Residential Services	1 location(s) 3 audit (s)			Full Review	19 / 20
Placement Services	5 location(s) 5 audit (s)			Full Review	20 / 20
Individual Home Supports	4 location(s) 4 audit (s)			Full Review	21 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Remote Supports and Monitoring Services

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Remote Supports and Monitoring Services	1 workstation location(s) 4 audit (s)	Full Review	35/36 2 Year License 12/04/2024 - 12/04/2026		10 / 11 Certified 12/04/2024 - 12/04/2026
Remote Supports and Monitoring Services	1 workstation location(s) 4 audit (s)			Full Review	4 / 5
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	6 location(s) 18 audit (s)	Full Review	62/64 2 Year License 12/04/2024 - 12/04/2026		41 / 42 Certified 12/04/2024 - 12/04/2026
Community Based Day Services	4 location(s) 9 audit (s)			Full Review	15 / 15
Employment Support Services	2 location(s) 9 audit (s)			Full Review	20 / 21

Planning and Quality Management (For all service groupings)				Full Review	6 / 6
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EXECUTIVE SUMMARY :

The Northeast Arc is a large agency based in the North Shore which has provided comprehensive services to adults and children with intellectual and developmental disabilities since 1954. Services include 24-hour Residential Supports; 24-hour ABI/MFP Residential Supports; Individual Home Supports (IHS); Shared Living/Placement; Employment Supports; Community-Based Day Supports (CBDS), and services to individuals who are deaf/heard of hearing within the IHS and CBDS programs. The agency now offers an innovative format for buttressing existing supports via Remote Supports and Monitoring Services (RSMS), which was also reviewed during this survey cycle.

The scope of this survey conducted by the Office of Quality Enhancement (OQE) was a full licensing and certification review of 24-hour residential supports, 24-hour ABI/MFP residential supports, IHS, Shared Living/Placement, RSMS, Employment Supports and CBDS.

At the organizational level, the Northeast Arc had a fully constituted Human Rights Committee that reviewed all restrictive practices, agency policies affecting human rights, and DPPC complaints and investigations. The survey also revealed a robust system of quality management initiatives informed by data collection and analysis of systemic patterns and trends. The agency demonstrated an adherence to a continuous review of strategic planning benchmarks aimed at improving service delivery to individuals served and their families, as well as the cultivation of dedicated staff with diverse skill sets and life experiences. For example, a recent staff satisfaction survey revealed the need to improve communication and strengthen engagement and collaboration. In response, the agency implemented a quarterly schedule of town hall meetings, Executive Team open office hours, and recognition celebrations designed to increase staff retention rates and continuity of service delivery to individuals.

Within the agency's residential programs, various positive practices were noted in several domains. With regard to safety, individuals were being evacuated within the requisite timeframe, inspections were up-to-date, and homes were clean and well maintained. Within the domain of medical care, medication was consistently being administered according to physician orders and staff were knowledgeable about the implementation of individualized medical protocols. In most instances, physical exams, dental visits and recommended preventive screenings were occurring in a timely manner. Surveyors noted that support staff were consistently liaising with the medical department to ensure that each individual had an updated Health Plan with pertinent diagnoses, medication changes and data-driven behavioral notations. For example, in one home, an individual's interaction with his peers and staff had rapidly deteriorated, and he began experiencing seizures. Medical and support staff had meticulously documented these changes from his baseline and vigorously advocated with his medical providers to investigate the root cause. As a result, it was discovered that the individual needed a shunt revision, which has vastly improved the individual's daily functioning at home and in his community.

Across the Residential Service Grouping, agency staff exhibited a high level of understanding of unique support needs and preferences. Support staff knew individuals well, including how to use their assistive technology and medical devices. There was a descriptive and individualized "Life Plan" in place for each participant with in-depth information such as unique communication style, supporting family relationships, medical conditions and required level of support.

In the certification realm, staff provided support and guidance to expand on social skills and develop community connections according to individualized preferences. Interest inventories completed with individuals served as the basis for ISP support strategies focusing on community activities and skill building. Many of the assessments in residential homes focused on fostering individual growth and choice. For example, one individual had experienced a challenging year after an accident had altered his daily routine. He had expressed an interest in regaining connections with his peers, including an exploration of dating and intimate relationships. Staff have been assisting him to explore those

interests by utilizing a strength-based approach with respect for his autonomy and choices.

Several positive practices were noted within the agency's Employment and Day Supports program. Surveyors saw various examples of person-centered support in action, including tailoring daily schedules to align with individuals' choices. Within the CBDS program, individuals' interests in community based social and pre-vocation activities were assessed, and activities in line with these interests were offered. Individuals enrolled in CBDS were afforded the opportunity to participate in various classes focusing on life skills, including kitchen safety, money management and online safety. For the latter, the agency offered a comprehensive 6-week curriculum focusing on the safe use of the internet and online communication. This course was offered to all CBDS participants but was targeted to individuals with existing social media accounts or Smartphones. This class was facilitated by the Director of the Assistive Technology division, who encouraged open dialogue amongst the participants to share their experiences with each other and offer insightful feedback.

The Employment Supports services utilized several tools to identify skills, preferences and interests related to success in achieving individuals' career goals. The agency's career planning process was found to be comprehensive and dynamic, with current support needs clearly defined and continually updated as individuals achieved stated goals.

Some areas of need were identified during the survey process. On an organizational level, the agency needs to ensure that restraint reports are created and finalized within required timelines. Within the Residential programs, the agency needs to place increased focus on updating the health care records in HCSIS with pertinent information in a timely manner. In the ABI program, additional attention is needed on training individuals, guardians and staff on the complaint resolution policy and procedure. In the Certification realm for the ABI program, the agency also needs to focus on assessing the needs for intimacy and companionship and ensure that supporters offer support and education that is geared to each individual's learning style. Lastly, the agency needs to ensure that individuals are afforded the opportunity to provide feedback on staff that support them at both the time of hire and on an ongoing basis.

Within CBDS and Employment Services, areas for the agency to further strengthen include ensuring that staff are fully implementing agreed upon ISP support strategies to assist the individual in accomplishing ISP objectives. Within the agency's Employment Services, increased focus is needed to ensure implementation of a clear plan for fading supports.

For RSMS, the agency needs to ensure that the individuals' ISP outlines an assessed need for Remote Supports with a plan for ongoing monitoring. In addition, individuals should have the opportunity to evaluate staff who support them during the hiring process and at regular intervals.

Within Residential Services/Individual Home Supports, the Northeast Arc received a rating of met in 97% of licensing indicators and all critical indicators were met. The agency will receive a Two-Year License for Residential Services/Individual Home Supports. For Certification, the agency met 98% of all certification indicators and is fully certified.

For Remote Supports and Monitoring Services, the Northeast Arc received a rating of met in 97% of all licensing indicators, including all critical indicators. As a result, the agency will receive a Two-Year License for its Remote Supports and Monitoring Services program. For Certification, the agency met 91% of all certification indicators and is fully certified in Remote Supports and Monitoring Services.

Within the Employment and Day Supports program, the agency met 97% of all licensing indicators, including all critical indicators. As a result, the agency will receive a Two-Year License for its Employment and Day Supports program. For Certification, the agency met 98% of all certification indicators and is fully certified in Employment and Day Supports. The agency will complete follow-up on licensing indicators not met during the survey for all service groups, to be completed and submitted to OQE within 60 days of the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Residential and Individual Home Supports	78/80	2/80	
Residential Services Individual Home Supports Placement Services ABI-MFP Residential Services			
Critical Indicators	8/8	0/8	
Total	87/90	3/90	97%
2 Year License			
# indicators for 60 Day Follow-up		3	

	Met / Rated	Not Met / Rated	% Met
Organizational	9/9	0/9	
Remote Supports and Monitoring Services	26/27	1/27	
Remote Supports and Monitoring Services			
Critical Indicators	3/3	0/3	
Total	35/36	1/36	97%
2 Year License			
# indicators for 60 Day Follow-up		1	

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Employment and Day Supports	53/54	1/54	
Community Based Day Services Employment Support Services			
Critical Indicators	7/7	0/7	
Total	62/64	2/64	97%
2 Year License			

# indicators for 60 Day Follow-up		2	
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Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L65	Restraint reports are submitted within required timelines.	One of two restraint reports was not finalized in HCSIS within the required timeframe. The agency needs to ensure that restraint reports are finalized by the restraint manager within five days.

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

Indicator #	Indicator	Area Needing Improvement
L43	The health care record is maintained and updated as required.	Four of nineteen health care records were not maintained in HCSIS as required. The agency needs to ensure that health care records are updated annually (in preparation for the ISP) and when significant changes occur throughout the year.
L89	The provider has a complaint and resolution process that is effectively implemented at the local level.	The complaint resolution policy used in the agency's ABI program did not include the required training. The agency needs to ensure that all staff, participants and guardians are aware of and have been trained on the complaint resolution policy and procedures.

Remote Supports and Monitoring Services Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L100 (05/22)	An assessment for use of Remote supports and monitoring has been included within the ISP. On-going review for the continued need occurs.	For one individual, the AT assessment and Remote Support plan were not included in the ISP. The agency must ensure that AT assessments and Remote Support plans are completed and shared with DDS as part of the ISP.

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

Indicator #	Indicator	Area Needing Improvement
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For ten of fifteen individuals, the agency could not demonstrate service and support strategies identified and agreed upon in the ISP were being implemented. The agency needs to ensure that services and support strategies for which the provider has designated responsibility are being implemented.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	79/81	2/81	
ABI-MFP Residential Services	19/20	1/20	
Individual Home Supports	21/21	0/21	
Residential Services	19/20	1/20	
Placement Services	20/20	0/20	
Total	85/87	2/87	98%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Remote Supports and Monitoring Services	4/5	1/5	
Remote Supports and Monitoring Services	4/5	1/5	
Total	10/11	1/11	91%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	35/36	1/36	
Community Based Day Services	15/15	0/15	
Employment Support Services	20/21	1/21	
Total	41/42	1/42	98%
Certified			

ABI-MFP Residential 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.	One individual had not been fully assessed on the need for intimacy and companionship. The agency needs to ensure all individuals are supported to explore, define and express their need for intimacy and companionship. The agency also needs to ensure education is provided in a manner consistent with the individual's ability to learn and understand.
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 provided the opportunity to give input during the time of hire and/or give feedback about the staff that support them to be incorporated into ongoing professional development for staff. The agency needs to ensure that all individuals have both the opportunity to participate in the hiring process of new support staff and the opportunity to give feedback on staff who support them that can be utilized to inform performance evaluation and training.

Employment Support Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	Four of eight individuals did not have a specific plan for minimizing supports. The agency needs to ensure for all individuals receiving employment supports that there is a specific plan for minimizing the level of supports needed to be successful in their jobs.

Remote Supports and Monitoring 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.	None of the individuals audited had the opportunity to provide feedback on the staff that supports them. The agency needs to ensure that every individual is afforded the opportunity to provide feedback at the time of hire and on an ongoing basis; performance feedback must also be used for training and evaluation purposes.

MASTER SCORE SHEET LICENSURE

Organizational: Northeast ARC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
☐ L2	Abuse/neglect reporting	31/31	Met
L3	Immediate Action	14/14	Met
L4	Action taken	14/14	Met
L48	HRC	1/1	Met
L65	Restraint report submit	1/2	Not Met(50.0 %)
L66	HRC restraint review	2/2	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	4/4	Met
L76	Track trainings	17/20	Met(85.00 %)
L83	HR training	18/20	Met(90.0 %)
☐ L95 (05/22)	RSMS requirements	1/1	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	7/7	4/4	5/5		3/3		19/19	Met
L5	Safety Plan	L	7/7	4/4	5/5		1/1		17/17	Met
R L6	Evacuation	L	7/7	4/4	5/5		1/1		17/17	Met
L7	Fire Drills	L	7/7				1/1		8/8	Met
L8	Emergency Fact Sheets	I	7/7	4/4	5/5		3/3		19/19	Met
L9 (07/21)	Safe use of equipment	I	7/7	4/4			3/3		14/14	Met
L10	Reduce risk interventions	I	3/3						3/3	Met
R L11	Required inspections	L	7/7	1/1	5/5		1/1		14/14	Met
R L12	Smoke detectors	L	7/7	1/1	5/5		1/1		14/14	Met
R L13	Clean location	L	7/7	1/1	5/5		1/1		14/14	Met
L14	Site in good repair	L	6/6	1/1	5/5		1/1		13/13	Met
L15	Hot water	L	6/7	1/1	5/5		1/1		13/14	Met (92.86 %)
L16	Accessibility	L	7/7		5/5		1/1		13/13	Met
L17	Egress at grade	L	7/7		5/5		1/1		13/13	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L18	Above grade egress	L	3/3		3/3		1/1		7/7	Met
L19	Bedroom location	L	6/6		2/2		1/1		9/9	Met
L20	Exit doors	L	7/7				1/1		8/8	Met
L21	Safe electrical equipment	L	7/7	1/1	5/5		1/1		14/14	Met
L22	Well- maintained appliances	L	7/7	1/1	5/5		1/1		14/14	Met
L23	Egress door locks	L	3/3				1/1		4/4	Met
L24	Locked door access	L	7/7		5/5		1/1		13/13	Met
L25	Dangerous substances	L	7/7	1/1			1/1		9/9	Met
L26	Walkway safety	L	7/7	1/1	5/5		1/1		14/14	Met
L28	Flammables	L	7/7	1/1			1/1		9/9	Met
L29	Rubbish /combustibles	L	7/7	1/1	5/5		1/1		14/14	Met
L30	Protective railings	L	5/6	2/2	5/5		1/1		13/14	Met (92.86%)
L31	Communication method	I	7/7	4/4	5/5		3/3		19/19	Met
L32	Verbal & written	I	7/7	4/4	5/5		3/3		19/19	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L33	Physical exam	I	7/7	4/4	5/5		3/3		19/19	Met
L34	Dental exam	I	5/5	4/4	5/5		2/2		16/16	Met
L35	Preventive screenings	I	7/7	4/4	5/5		3/3		19/19	Met
L36	Recommended tests	I	7/7	3/4	5/5		3/3		18/19	Met (94.74 %)
L37	Prompt treatment	I	7/7	4/4	5/5		3/3		19/19	Met
℞ L38	Physician's orders	I	6/6	2/2	2/2		3/3		13/13	Met
L39	Dietary requirements	I	7/7		2/2		2/2		11/11	Met
L40	Nutritional food	L	7/7	2/2			1/1		10/10	Met
L41	Healthy diet	L	7/7	4/4	5/5		1/1		17/17	Met
L42	Physical activity	L	7/7	3/3	5/5		1/1		16/16	Met
L43	Health Care Record	I	6/7	1/4	5/5		3/3		15/19	Not Met (78.95 %)
L44	MAP registration	L	7/7	1/1			1/1		9/9	Met
L45	Medication storage	L	7/7	1/1			1/1		9/9	Met
℞ L46	Med. Administration	I	7/7	1/1	5/5		3/3		16/16	Met
L47	Self medication	I	1/2	4/4					5/6	Met (83.33 %)
L49	Informed of human rights	I	7/7	4/4	5/5		3/3		19/19	Met

Ind. #	Ind.	Loc. or Indiv .	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L50 (07/21)	Respect ful Comm.	I	7/7	4/4	5/5		3/3		19/19	Met
L51	Possess ions	I	7/7	4/4	5/5		3/3		19/19	Met
L52	Phone calls	I	7/7	4/4	5/5		3/3		19/19	Met
L53	Visitation	I	7/7	4/4	5/5		3/3		19/19	Met
L54 (07/21)	Privacy	I	7/7	4/4	5/5		3/3		19/19	Met
L55	Informed consent	I	1/1	1/1	2/2		3/3		7/7	Met
L56	Restrictive practices	I	3/4						3/4	Met
L57	Written behavior plans	I	3/3						3/3	Met
L59	Behavior plan review	I	1/1						1/1	Met
L60	Data maintenance	I	3/3						3/3	Met
L61	Health protection in ISP	I	7/7		2/2		2/2		11/11	Met
L62	Health protection review	I	6/6		1/1		3/3		10/10	Met
L63	Med. treatment plan form	I	7/7	1/1	3/3		2/2		13/13	Met
L64	Med. treatment plan rev.	I	7/7	1/1	3/3		2/2		13/13	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L67	Money mgmt. plan	I	6/6	3/3	5/5		2/3		16/17	Met (94.12 %)
L68	Funds expenditure	I	6/6	3/3	5/5		3/3		17/17	Met
L69	Expenditure tracking	I	6/6	3/3	5/5		3/3		17/17	Met
L70	Charges for care calc.	I	6/7		5/5		2/3		13/15	Met (86.67 %)
L71	Charges for care appeal	I	7/7		5/5		3/3		15/15	Met
L77	Unique needs training	I	7/7	4/4	5/5		3/3		19/19	Met
L78	Restrictive Int. Training	L	3/3						3/3	Met
L80	Symptoms of illness	L	7/7	4/4	5/5		1/1		17/17	Met
L81	Medical emergency	L	7/7	4/4	5/5		1/1		17/17	Met
L82	Medication admin.	L	7/7	1/1			1/1		9/9	Met
L84	Health protect. Training	I	7/7		2/2		3/3		12/12	Met
L85	Supervision	L	7/7	4/4	5/5		1/1		17/17	Met
L86	Required assessments	I	4/6	4/4	5/5		2/3		15/18	Met (83.33 %)
L87	Support strategies	I	6/7	2/4	5/5		3/3		16/19	Met (84.21 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L88	Strategies implemented	I	6/7	4/4	5/5		1/3		16/19	Met (84.21 %)
L89	Complaint and resolution process	L					0/1		0/1	Not Met (0 %)
L90	Personal space/bedroom privacy	I	7/7	4/4	5/5		3/3		19/19	Met
L91	Incident management	L	5/7	4/4	5/5		1/1		15/17	Met (88.24 %)
L93 (05/22)	Emergency back-up plans	I	7/7	4/4	5/5		3/3		19/19	Met
L94 (05/22)	Assistive technology	I	7/7	4/4	5/5		3/3		19/19	Met
L96 (05/22)	Staff training in devices and applications	I	7/7	4/4	4/4		3/3		18/18	Met
L99 (05/22)	Medical monitoring devices	I	2/2		1/1		1/1		4/4	Met
#Std. Met/# 80 Indicator									78/80	
Total Score									87/90	
									96.67%	

Remote Supports and Monitoring Services:

Ind. #	Ind.	Loc. or Indiv.	Remote	Total Met/Rated	Rating
L1	Abuse/neglect training	I	4/4	4/4	Met
L8	Emergency Fact Sheets	I	4/4	4/4	Met
L9 (07/21)	Safe use of equipment	I	4/4	4/4	Met
L31	Communication method	I	4/4	4/4	Met
L32	Verbal & written	I	4/4	4/4	Met
L37	Prompt treatment	I	4/4	4/4	Met
L49	Informed of human rights	I	4/4	4/4	Met
L50 (07/21)	Respectful Comm.	I	4/4	4/4	Met
L52	Phone calls	I	4/4	4/4	Met
L54 (07/21)	Privacy	I	4/4	4/4	Met
L55	Informed consent	I	2/2	2/2	Met
L77	Unique needs training	I	4/4	4/4	Met
L80	Symptoms of illness	L	1/1	1/1	Met
L81	Medical emergency	L	1/1	1/1	Met
L85	Supervision	L	1/1	1/1	Met
L86	Required assessments	I	1/1	1/1	Met
L87	Support strategies	I	3/3	3/3	Met
L88	Strategies implemented	I	3/3	3/3	Met
L90	Personal space/ bedroom privacy	I	4/4	4/4	Met
L91	Incident management	L	1/1	1/1	Met
L93 (05/22)	Emergency back-up plans	I	4/4	4/4	Met

Ind. #	Ind.	Loc. or Individ.	Remote	Total Met/Rated	Rating
L94 (05/22)	Assistive technology	I	4/4	4/4	Met
L96 (05/22)	Staff training in devices and applications	I	4/4	4/4	Met
L97 (05/22)	Remote supports plan	I	4/4	4/4	Met
L98 (05/22)	Monitoring staff training in plan	I	4/4	4/4	Met
L100 (05/22)	RSMS Assessment	I	2/3	2/3	Not Met (66.67 %)
℞ L101 (05/22)	Individual training and knowledge in RSMS	I	4/4	4/4	Met
#Std. Met/# 27 Indicator				26/27	
Total Score				35/36	
				97.22%	

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	9/9		9/9	18/18	Met
L5	Safety Plan	L	1/1		4/4	5/5	Met
℞ L6	Evacuation	L	1/1		4/4	5/5	Met
L7	Fire Drills	L	1/1		4/4	5/5	Met
L8	Emergency Fact Sheets	I	8/9		9/9	17/18	Met (94.44 %)
L9 (07/21)	Safe use of equipment	I	7/8		9/9	16/17	Met (94.12 %)
L10	Reduce risk interventions	I			1/1	1/1	Met
℞ L11	Required inspections	L	1/1		4/4	5/5	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
℞ L12	Smoke detectors	L	1/1		4/4	5/5	Met
℞ L13	Clean location	L	1/1		4/4	5/5	Met
L14	Site in good repair	L	1/1		2/2	3/3	Met
L15	Hot water	L	1/1		4/4	5/5	Met
L16	Accessibility	L	1/1		4/4	5/5	Met
L17	Egress at grade	L	1/1		4/4	5/5	Met
L18	Above grade egress	L			1/1	1/1	Met
L20	Exit doors	L	1/1		4/4	5/5	Met
L21	Safe electrical equipment	L	1/1		4/4	5/5	Met
L22	Well-maintained appliances	L	1/1		4/4	5/5	Met
L25	Dangerous substances	L	1/1		4/4	5/5	Met
L26	Walkway safety	L	1/1		4/4	5/5	Met
L28	Flammables	L	1/1		3/3	4/4	Met
L29	Rubbish/combustibles	L	1/1		4/4	5/5	Met
L30	Protective railings	L	1/1		1/1	2/2	Met
L31	Communication method	I	9/9		9/9	18/18	Met
L32	Verbal & written	I	9/9		9/9	18/18	Met
L37	Prompt treatment	I	9/9		9/9	18/18	Met
℞ L38	Physician's orders	I	1/1		8/8	9/9	Met
L39	Dietary requirements	I	1/1		8/8	9/9	Met
℞ L46	Med. Administration	I			4/4	4/4	Met
L49	Informed of human rights	I	9/9		9/9	18/18	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L50 (07/21)	Respectful Comm.	I	9/9		9/9	18/18	Met
L51	Possessions	I	9/9		9/9	18/18	Met
L52	Phone calls	I	9/9		9/9	18/18	Met
L54 (07/21)	Privacy	I	9/9		9/9	18/18	Met
L55	Informed consent	I	9/9		8/8	17/17	Met
L57	Written behavior plans	I			3/3	3/3	Met
L58	Behavior plan component	I			1/1	1/1	Met
L60	Data maintenance	I			2/2	2/2	Met
L61	Health protection in ISP	I			3/3	3/3	Met
L63	Med. treatment plan form	I			3/4	3/4	Met
L64	Med. treatment plan rev.	I			4/4	4/4	Met
L72	DOL requirements	I			1/1	1/1	Met
L77	Unique needs training	I	8/8		9/9	17/17	Met
L80	Symptoms of illness	L	2/2		4/4	6/6	Met
L81	Medical emergency	L	2/2		4/4	6/6	Met
L84	Health protect. Training	I			3/3	3/3	Met
L85	Supervision	L	2/2		4/4	6/6	Met
L86	Required assessments	I	6/7		6/7	12/14	Met (85.71 %)
L87	Support strategies	I	6/7		6/7	12/14	Met (85.71 %)
L88	Strategies implemented	I	2/7		8/8	10/15	Not Met (66.67 %)
L91	Incident management	L	2/2		4/4	6/6	Met
L93 (05/22)	Emergency back-up plans	I	9/9		9/9	18/18	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L94 (05/22)	Assistive technology	I	8/9		9/9	17/18	Met (94.44 %)
L96 (05/22)	Staff training in devices and applications	I	3/3		4/4	7/7	Met
#Std. Met/# 54 Indicator						53/54	
Total Score						62/64	
						96.88%	

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	5/7	Not Met (71.43 %)
C8	Family/guardian communication	7/7	Met
C9	Personal relationships	7/7	Met
C10	Social skill development	7/7	Met
C11	Get together w/family & friends	7/7	Met
C12	Intimacy	6/7	Met (85.71 %)
C13	Skills to maximize independence	7/7	Met
C14	Choices in routines & schedules	7/7	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C15	Personalize living space	7/7	Met
C16	Explore interests	7/7	Met
C17	Community activities	7/7	Met
C18	Purchase personal belongings	7/7	Met
C19	Knowledgeable decisions	7/7	Met
C46	Use of generic resources	7/7	Met
C47	Transportation to/ from community	7/7	Met
C48	Neighborhood connections	7/7	Met
C49	Physical setting is consistent	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met
C52	Leisure activities and free-time choices /control	7/7	Met
C53	Food/ dining choices	7/7	Met

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	3/3	Met
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	2/3	Not Met (66.67 %)
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	3/3	Met
C17	Community activities	3/3	Met
C18	Purchase personal belongings	3/3	Met
C19	Knowledgeable decisions	3/3	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C48	Neighborhood connections	3/3	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	3/3	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/5	Met
C8	Family/guardian communication	5/5	Met
C9	Personal relationships	5/5	Met
C10	Social skill development	5/5	Met
C11	Get together w/family & friends	5/5	Met
C12	Intimacy	4/5	Met (80.0 %)
C13	Skills to maximize independence	5/5	Met
C14	Choices in routines & schedules	5/5	Met
C15	Personalize living space	5/5	Met
C16	Explore interests	5/5	Met
C17	Community activities	5/5	Met
C18	Purchase personal belongings	5/5	Met
C19	Knowledgeable decisions	5/5	Met
C46	Use of generic resources	5/5	Met
C47	Transportation to/ from community	5/5	Met
C48	Neighborhood connections	5/5	Met
C49	Physical setting is consistent	5/5	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met
C52	Leisure activities and free-time choices /control	5/5	Met
C53	Food/ dining choices	5/5	Met

Individual Home Supports

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	Met
C12	Intimacy	4/4	Met
C13	Skills to maximize independence	4/4	Met
C14	Choices in routines & schedules	4/4	Met
C15	Personalize living space	2/2	Met
C16	Explore interests	4/4	Met
C17	Community activities	4/4	Met
C18	Purchase personal belongings	4/4	Met
C19	Knowledgeable decisions	4/4	Met
C21	Coordinate outreach	4/4	Met
C46	Use of generic resources	4/4	Met
C47	Transportation to/ from community	4/4	Met
C48	Neighborhood connections	4/4	Met
C49	Physical setting is consistent	4/4	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	4/4	Met

Remote Supports and Monitoring Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/3	Not Met (0 %)
C8	Family/guardian communication	4/4	Met
C13	Skills to maximize independence	4/4	Met
C19	Knowledgeable decisions	1/1	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	9/9	Met
C8	Family/guardian communication	9/9	Met
C13	Skills to maximize independence	9/9	Met
C37	Interpersonal skills for work	8/8	Met
C38 (07/21)	Habilitative & behavioral goals	8/8	Met
C39 (07/21)	Support needs for employment	7/8	Met (87.50 %)
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	8/8	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	6/6	Met
C8	Family/guardian communication	9/9	Met
C22	Explore job interests	9/9	Met
C23	Assess skills & training needs	9/9	Met
C24	Job goals & support needs plan	8/9	Met (88.89 %)
C25	Skill development	9/9	Met
C26	Benefits analysis	8/9	Met (88.89 %)
C27	Job benefit education	9/9	Met
C28	Relationships w/businesses	2/2	Met
C29	Support to obtain employment	8/8	Met
C30	Work in integrated settings	8/8	Met
C31	Job accommodations	6/6	Met
C32	At least minimum wages earned	8/8	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C33	Employee benefits explained	8/8	Met
C34	Support to promote success	4/8	Not Met (50.0 %)
C35	Feedback on job performance	7/7	Met
C36	Supports to enhance retention	8/8	Met
C37	Interpersonal skills for work	9/9	Met
C47	Transportation to/ from community	9/9	Met
C50	Involvement/ part of the Workplace culture	8/8	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met