



**PROVIDER REPORT
FOR**

**NUPATH
147 New Boston Street
Woburn, MA 01801**

January 09, 2026

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	NUPATH
Review Dates	1/12/2026 - 1/16/2026
Service Enhancement Meeting Date	2/4/2026
Survey Team	Makayla Gallant John Downing Chloe Browning Meagan Caccioppoli Raquel Rodriguez (TL) Cheryl Dolan Dumitru Condratchi
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	6 location(s) 6 audit (s)	Targeted Review	DDS 10/12 Provider 78 / 79 88 / 91 2 Year License 02/04/2026-02/04/2028		DDS 0 / 0 Provider 67 / 67 67 / 67 Certified 02/04/2026 - 02/04/2028
Residential Services	5 location(s) 5 audit (s)			Deemed	20/20(Provider)
Placement Services	1 location(s) 1 audit (s)			DDS Targeted Review	20 / 20
Planning and Quality Management (For all service groupings)				Deemed	6/6(Provider)

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)	Targeted Review	DDS 10/13 Provider 59 / 59 69 / 72 2 Year License 02/04/2026-02/04/2028		42/42 Certified 02/04/2026 - 02/04/2028
Community Based Day Services	3 location(s) 11 audit (s)			Deemed	15/15(Provider)
Employment Support Services	3 location(s) 7 audit (s)			Deemed	21/21(Provider)
Planning and Quality Management (For all service groupings)				Deemed	6/6(Provider)

EXECUTIVE SUMMARY :

NuPath is a not-for-profit human service organization based in Woburn, Massachusetts. For more than 50 years the agency has been providing supports to individuals with varied clinical, intellectual, physical and developmental disabilities. The agency provides both residential and day supports. Individuals reside in the agency's 24-hour residential programs, Shared Living/Placement Supports and Individual Home Supports programs. The agency's day service includes Employment Supports, Community-Based Day Supports (CBDS) and Day Habilitation.

As part of this licensing review, audits were conducted across multiple service areas within both the Residential and Individual Home Supports grouping and the Employment and Day Services grouping. Based on the results of its previous survey, NuPath was eligible for and elected to complete a self-assessment for the current licensing cycle. The DDS Office of Quality Enhancement (OQE) conducted a targeted review focused on the eight critical licensing indicators, as well as any indicators previously rated as Not Met within both service groupings.

This survey report reflects a combination of findings from the agency's self-assessment and the targeted review conducted by OQE, with DDS ratings prevailing in cases where both entities assessed the same indicator. NuPath is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and is deemed certified in lieu of DDS certification for its Residential and Day Services groupings. As an accredited provider, the agency opted to use the results of its CARF review to fulfill DDS certification requirements for these services.

Within both Residential and Day supports the agency demonstrated strong practices within the healthcare domain. Staff demonstrated strong adherence to medical protocols, supported by ongoing training and familiarity with each individual's specific needs. The agency had integrated a new medication packing system to reduce medication errors. Medication administration was consistently aligned with physician's orders and medications were administered by licensed professional staff or by MAP certified staff.

All locations were clean, well appointed, and organized. All required inspections had occurred as required, fire/carbon alarm systems were operational, and all individuals were able to evacuate in less than 2.5 minutes within residential programs, and within a reasonable amount of time at day programs.

There were a few areas identified as requiring further attention during the survey. On an organizational level, the agency needs to ensure that its systems for restraint reporting meet the mandated timelines. In day services, the agency must strengthen compliance in submitting and finalizing incident reports within mandated timeframes and capturing required content when documenting the results of fire drills as required. In residential supports the agency must ensure medication treatment plans contain the required components.

Within the Residential and Individual Home Supports service group, NuPath received a rating of Met in 97% of licensing indicators, including all critical indicators, and will be issued a Two-Year License.

Within the Employment and Day Supports service group, the agency met 96% of licensing indicators, including all critical indicators, and will be issued a Two-Year License.

Follow-up on all licensing indicators that were not met during the survey will be completed by NuPath and submitted to OQE within 60 days of the Service Enhancement Meeting.

Description of Self Assessment Process:

In preparation for this licensing review, NuPath presented the following description of the organization's Self-Assessment process and outcomes:

For the purposes of the Targeted Review to ensure the practices described above as well as the many other NuPath systems and procedures effectively meet the licensing standards of DDS, NuPath's Sr. Vice President of Quality has completed a cross walk of licensing standards with internal practices to ensure the results reviewed reflect the current reality. As described above, the Scorecard Audit system is the standard bearer. The licensing tool utilizes a 20% sample size for review purposes, NuPath exceeds the review sample size in all cases. While the practices generally call for action steps and continuous improvement steps, the review of results in this case took the most recent results and applied the 80% threshold for compliance.

Ongoing systems to ensure compliance:

Quality Scorecard Audits

The Quality Scorecard Audit is designed to be a comprehensive internal review process that evaluates all residential programs with 100% sample sizes at least twice per year and all employment sites utilizing a representative sample of 100% of day sites auditing 25% of participants annually.

The Scorecard Audit provides a comparative analysis of agency programs as well as a historical trending report towards continuous quality improvement for individual sites. Included in the Audit are: Cleanliness, Safety, Community Involvement, Case Management, Medical Case Management, Medication and Systems. Tools utilized in the Audit which have been cross walked with the DDS Licensing Indicators to ensure a comprehensive review include a 120 point Cleanliness and Safety Checklist, NuPath's Quarterly Safety Inspection Review Form, Case Record Review Audit Tool, Safety Plan Review, Logs/Minute Review and Systems Reviews. The Scorecard also provides a 30% sample size in the area of Financial Transactions and Money Management to complement annual reviews conducted by the NuPath Business Office.

The Scorecard Audit is the standard bearer for not only regulatory and procedure compliance but also NuPath's own internal excellence standards. The Scorecard Audit exceeds prescribed Auditing methodologies and sample sizes to provide the most comprehensive review possible of our quality, safety, effectiveness and compliance.

Wellness and Medical Oversight

NuPath has dedicated a senior management position in the form of the Vice President of Health Care to oversee medical trends, ensure medication administration practices are adhered to and conduct agency training in the areas of wellness, nutrition and health promotion. The VP of Health Care conducts routine audits throughout all programs in the areas of MAP administration and medication safety as well as health audits ensuring annual physicals, dentals and screening occur as scheduled and follow-up occurs. The VP of Health Care also coordinates a system of dispatching agency nurses to all residences to conduct health reviews and consult with program managers in regular intervals.

Safety

NuPath has an active Safety Committee with representatives from all levels of the organization that meets quarterly to review results from drills, safety inspections and quality reviews. This Committee also works closely with our insurance agencies on facility safety and best training practices. Every site is inspected utilizing NuPath's Safety Inspection Checklist at least quarterly. Through this process, seasonal safety areas are inspected as well as facility safety, water temperature, cleanliness and proper food storage. Within this process, all sites are inspected annually using the ADA accessibility checklist and twice annually utilizing a 4 page cleanliness and safety checklist.

Monthly System Monitoring

NuPath has developed and implements an agency wide system for ensuring systems including required inspections, first aid kit inspection, asleep and awake fire drills occur as prescribed, individual training occurs annually and the monthly MAP tool is submitted. Overseen directly by the Sr. Vice President of Quality, all programs submit completed systems and backup documentation on a monthly basis with logging into an oversight database to provide a live dashboard for system compliance.

Human Rights

NuPath has an active Human Rights Committee coordinated by the VP of Clinical Services. The Committee annually reviews its bylaws to ensure the required makeup is maintained as well as make recommendations for new members whose expertise may benefit the work of the Committee. All meeting occurred as scheduled and the required makeup is maintained. The Committee reviews restrictive plans, restraints, critical incidents, behavior plans, investigations and conducts site visits. Human Rights concerns are reviewed and recommendations forwarded to senior management for follow-up.

The Sr. Vice President of Quality oversees the mailing of an annual letter to families, guardians and individuals on Reporting Abuse and Neglect, Human Rights and NuPath's Grievance Procedure.

Through the Quality

Scorecard Audit, annual human rights training for staff and individuals is ensured.

Investigation Review

All instances of potential Abuse and Neglect are first reported to DPPC and then referred to the Sr. Vice President of Quality for logging, internal investigation and follow-up. In this process a full report is prepared with action steps and follow-up monitored. A representative sampling of incident reports are reviewed to ensure those requiring a report to DPPC are processed correctly and reporting responsibilities are implemented.

Human Resources and Training

NuPath screens all employees through a pre-employment CORI check completed by Human Resources. Through this process, NuPath utilizes an authorization for hire process that requires Human Resource final approval to ensure all qualifications and certifications are met prior to hire. NuPath utilizes Relias Learning for training training in conjunction with ADP. Both systems provide usable reporting to track training completion and renewal needs. Annually, the Sr. Vice President of Quality completes a full audit of all training completion in January. NuPath utilizes an Orientation System required prior to any new employee starting on the job that includes a comprehensive live orientation including training to the specific needs of individuals supported as well as Human Rights, Signs and Symptoms of Illness, Emergency Response, Safety Orientation, Introduction to Developmental Disabilities, Positive Behavioral Supports, Documentation and Bloodborne Pathogens. All new staff are trained on specific Health and Supportive Plans as well as full staff training at the program level with new plans or annual renewals. NuPath implements an ongoing process for supervision and staff development that includes monthly Supervision and Annual Performance Appraisals tracked by Human Resources for completion. At the core of the Supervision and Performance Appraisals is the development of professional development goals and monthly review of progress towards those goals.

CARF Crosswalk

NuPath is CARF Accredited in the areas of Community Integrations, Employment Services and Community Living. CARF provides a crosswalk to their standards and the Massachusetts indicators. We utilize this crosswalk to ensure compliance and implementation in those areas verified through the crosswalk. We value the feedback, recommendations and consultation received through the Accreditation

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Residential and Individual Home Supports	79/81	2/81	
Residential Services Placement Services			
Critical Indicators	8/8	0/8	
Total	88/91	3/91	97%
2 Year License			
# indicators for 60 Day Follow-up		3	

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Employment and Day Supports	60/62	2/62	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	69/72	3/72	96%
2 Year License			
# indicators for 60 Day Follow-up		3	

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

Indicator #	Indicator	Area Needing Improvement
L65	Restraint reports are submitted within required timelines.	Eighteen of fifty-seven restraint reports were not submitted and/or finalized within the required time frames. The agency must ensure that restraint reports are submitted within three days and finalized within five days of each restraint.

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

Indicator #	Indicator	Area Needing Improvement
L63	Medication treatment plans are in written format with required components.	Two of six medication treatment plans did not contain the required components. The agency needs to ensure medication treatment plans identify target behaviors in observable terms.

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

Indicator #	Indicator	Issue identified	Action planned to address
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	While all strategies submitted, missed by short number of days. In some cases due to management turnover.	Train management on utilizing Process Management and routine schedule for checking alerts. Note this was not a sample draw but rather full roster audit. A significant number of cases omitted from audit due to Service Coordinator missing "Request On" deadline.

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

Indicator #	Indicator	Area Needing Improvement
L7	Fire drills are conducted as required.	At one of three locations fire drills were not conducted as required. The agency must ensure fire drills are conducted in accordance with the safety plan and fire drills forms capture the following information: The staff and individuals participating in the drill, what supports were needed by an individual to evacuate, evacuation time, date and time of the drill.
L91	Incidents are reported and reviewed as mandated by regulation.	At two of six locations, Incident Reports were either not submitted or finalized within the required timeframes. The agency needs to ensure that Incident Reports are submitted and finalized within the required timeframes.

CERTIFICATION FINDINGS

	Reviewed By	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	Provider (also Deemed)	6/6	0/6	
Residential and Individual Home Supports	DDS 0/0 Provider 40/40	40/40	0/40	
Placement Services	DDS 0/0 Provider 20/20	20/20	0/20	
Residential Services	Provider (also Deemed)	20/20	0/20	
Total		67/67	0/67	100%
Certified				

	Reviewed By	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	Provider (also Deemed)	6/6	0/6	
Employment and Day Supports	Provider	36/36	0/36	
Community Based Day Services	Provider (also Deemed)	15/15	0/15	
Employment Support Services	Provider (also Deemed)	21/21	0/21	
Total		42/42	0/42	100%
Certified				

MASTER SCORE SHEET LICENSURE

Organizational: NUPATH

Indicator #	Indicator	Reviewed by	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	DDS	8/8	Met
L3	Immediate Action	Provider	-	Met
L4	Action taken	Provider	-	Met
L48	HRC	Provider	-	Met
L65	Restraint report submit	DDS	39/57	Not Met(68.42 %)
L66	HRC restraint review	Provider	-	Met
L74	Screen employees	Provider	-	Met
L75	Qualified staff	Provider	-	Met
L76	Track trainings	Provider	-	Met
L83	HR training	Provider	-	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	Provider	-	-	-		-	-	-	Met
L5	Safety Plan	L	Provider	-	-	-		-	-	-	Met
Ⓡ L6	Evacuation	L	DDS	5/5		1/1				6/6	Met
L7	Fire Drills	L	Provider	-	-	-		-	-	-	Met
L8	Emergency Fact Sheets	I	Provider	-	-	-		-	-	-	Met
L9 (07/21)	Safe use of equipment	I	Provider	-	-	-		-	-	-	Met
L10	Reduce risk interventions	I	Provider	-	-	-		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
☒ L11	Required inspections	L	DDS	5/5		1/1				6/6	Met
☒ L12	Smoke detectors	L	DDS	5/5		1/1				6/6	Met
☒ L13	Clean location	L	DDS	5/5		1/1				6/6	Met
L14	Site in good repair	L	Provider	-	-	-		-	-	-	Met
L15	Hot water	L	Provider	-	-	-		-	-	-	Met
L16	Accessibility	L	Provider	-	-	-		-	-	-	Met
L17	Egress at grade	L	Provider	-	-	-		-	-	-	Met
L18	Above grade egress	L	Provider	-	-	-		-	-	-	Met
L19	Bedroom location	L	Provider	-	-	-		-	-	-	Met
L20	Exit doors	L	Provider	-	-	-		-	-	-	Met
L21	Safe electrical equipment	L	Provider	-	-	-		-	-	-	Met
L22	Well-maintained appliances	L	Provider	-	-	-		-	-	-	Met
L23	Egress door locks	L	Provider	-	-	-		-	-	-	Met
L24	Locked door access	L	Provider	-	-	-		-	-	-	Met
L25	Dangerous substances	L	Provider	-	-	-		-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L26	Walkway safety	L	Provider	-	-	-		-	-	-	Met
L27	Pools, hot tubs, etc.	L	Provider	-	-	-		-	-	-	Met
L28	Flammables	L	Provider	-	-	-		-	-	-	Met
L29	Rubbish/combustibles	L	Provider	-	-	-		-	-	-	Met
L30	Protective railings	L	Provider	-	-	-		-	-	-	Met
L31	Communication method	I	Provider	-	-	-		-	-	-	Met
L32	Verbal & written	I	Provider	-	-	-		-	-	-	Met
L33	Physical exam	I	Provider	-	-	-		-	-	-	Met
L34	Dental exam	I	Provider	-	-	-		-	-	-	Met
L35	Preventive screenings	I	Provider	-	-	-		-	-	-	Met
L36	Recommended tests	I	Provider	-	-	-		-	-	-	Met
L37	Prompt treatment	I	Provider	-	-	-		-	-	-	Met
Ⓡ L38	Physician's orders	I	DDS	3/3						3/3	Met
L39	Dietary requirements	I	Provider	-	-	-		-	-	-	Met
L40	Nutritional food	L	Provider	-	-	-		-	-	-	Met
L41	Healthy diet	L	Provider	-	-	-		-	-	-	Met
L42	Physical activity	L	Provider	-	-	-		-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L43	Health Care Record	I	Provider	-	-	-		-	-	-	Met
L44	MAP registration	L	Provider	-	-	-		-	-	-	Met
L45	Medication storage	L	Provider	-	-	-		-	-	-	Met
Ⓡ L46	Med. Administration	I	DDS	5/5		1/1				6/6	Met
L47	Self medication	I	Provider	-	-	-		-	-	-	Met
L49	Informed of human rights	I	Provider	-	-	-		-	-	-	Met
L50 (07/21)	Respectful Comm.	I	Provider	-	-	-		-	-	-	Met
L51	Possessions	I	Provider	-	-	-		-	-	-	Met
L52	Phone calls	I	Provider	-	-	-		-	-	-	Met
L53	Visitation	I	Provider	-	-	-		-	-	-	Met
L54 (07/21)	Privacy	I	Provider	-	-	-		-	-	-	Met
L55	Informed consent	I	Provider	-	-	-		-	-	-	Met
L56	Restrictive practices	I	Provider	-	-	-		-	-	-	Met
L57	Written behavior plans	I	Provider	-	-	-		-	-	-	Met
L58	Behavior plan component	I	Provider	-	-	-		-	-	-	Met
L59	Behavior plan review	I	Provider	-	-	-		-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L60	Data maintenance	I	Provider	-	-	-		-	-	-	Met
L61	Health protection in ISP	I	Provider	-	-	-		-	-	-	Met
L62	Health protection review	I	Provider	-	-	-		-	-	-	Met
L63	Med. treatment plan form	I	DDS	3/5		1/1				4/6	Not Met (66.67%)
L64	Med. treatment plan rev.	I	Provider	-	-	-		-	-	-	Met
L67	Money mgmt. plan	I	Provider	-	-	-		-	-	-	Met
L68	Funds expenditure	I	Provider	-	-	-		-	-	-	Met
L69	Expenditure tracking	I	Provider	-	-	-		-	-	-	Met
L70	Charges for care calc.	I	Provider	-	-	-		-	-	-	Met
L71	Charges for care appeal	I	Provider	-	-	-		-	-	-	Met
L77	Unique needs training	I	Provider	-	-	-		-	-	-	Met
L78	Restrictive Int. Training	L	Provider	-	-	-		-	-	-	Met
L79	Restraint training	L	Provider	-	-	-		-	-	-	Met
L80	Symptoms of illness	L	Provider	-	-	-		-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L81	Medical emergency	L	Provider	-	-	-		-	-	-	Met
L82	Medication admin.	L	DDS	5/5						5/5	Met
L84	Health protect. Training	I	Provider	-	-	-		-	-	-	Met
L85	Supervision	L	Provider	-	-	-		-	-	-	Met
L86	Required assessments	I	Provider	-	-	-		-	-	-	Met
L87	Support strategies	I	Provider	-	-	-		-	-	-	Not Met
L88	Strategies implemented	I	Provider	-	-	-		-	-	-	Met
L90	Personal space/bedroom privacy	I	Provider	-	-	-		-	-	-	Met
L91	Incident management	L	DDS	4/5		1/1				5/6	Met (83.33%)
L93 (05/22)	Emergency back-up plans	I	Provider	-	-	-		-	-	-	Met
L94 (05/22)	Assistive technology	I	DDS	5/5		1/1				6/6	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L96 (05/22)	Staff training in devices and applications	I	Provider	-	-	-		-	-	-	Met
#Std. Met/# 81 Indicator										79/81	
Total Score										88/91	
										96.70%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	Provider		-	-	-	Met
L5	Safety Plan	L	Provider		-	-	-	Met
Ⓟ L6	Evacuation	L	DDS			3/3	3/3	Met
L7	Fire Drills	L	DDS			2/3	2/3	Not Met (66.67 %)
L8	Emergency Fact Sheets	I	DDS	7/7		11/11	18/18	Met
L9 (07/21)	Safe use of equipment	I	Provider		-	-	-	Met
L10	Reduce risk interventions	I	Provider		-	-	-	Met
Ⓟ L11	Required inspections	L	DDS			3/3	3/3	Met
Ⓟ L12	Smoke detectors	L	DDS			3/3	3/3	Met
Ⓟ L13	Clean location	L	DDS			3/3	3/3	Met
L14	Site in good repair	L	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L15	Hot water	L	Provider		-	-	-	Met
L16	Accessibility	L	Provider		-	-	-	Met
L17	Egress at grade	L	Provider		-	-	-	Met
L18	Above grade egress	L	Provider		-	-	-	Met
L20	Exit doors	L	Provider		-	-	-	Met
L21	Safe electrical equipment	L	Provider		-	-	-	Met
L22	Well-maintained appliances	L	Provider		-	-	-	Met
L25	Dangerous substances	L	Provider		-	-	-	Met
L26	Walkway safety	L	Provider		-	-	-	Met
L28	Flammables	L	Provider		-	-	-	Met
L29	Rubbish/com bustibles	L	Provider		-	-	-	Met
L30	Protective railings	L	Provider		-	-	-	Met
L31	Communication method	I	Provider		-	-	-	Met
L32	Verbal & written	I	Provider		-	-	-	Met
L37	Prompt treatment	I	Provider		-	-	-	Met
Ⓡ L38	Physician's orders	I	DDS	1/1		11/11	12/12	Met
L39	Dietary requirements	I	Provider		-	-	-	Met
L44	MAP registration	L	Provider		-	-	-	Met
L45	Medication storage	L	Provider		-	-	-	Met
Ⓡ L46	Med. Administration	I	DDS			11/11	11/11	Met
L49	Informed of human rights	I	Provider		-	-	-	Met
L50 (07/21)	Respectful Comm.	I	Provider		-	-	-	Met
L51	Possessions	I	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L52	Phone calls	I	Provider		-	-	-	Met
L54 (07/21)	Privacy	I	Provider		-	-	-	Met
L55	Informed consent	I	Provider		-	-	-	Met
L56	Restrictive practices	I	Provider		-	-	-	Met
L57	Written behavior plans	I	Provider		-	-	-	Met
L58	Behavior plan component	I	Provider		-	-	-	Met
L59	Behavior plan review	I	Provider		-	-	-	Met
L60	Data maintenance	I	Provider		-	-	-	Met
L61	Health protection in ISP	I	Provider		-	-	-	Met
L62	Health protection review	I	Provider		-	-	-	Met
L63	Med. treatment plan form	I	Provider		-	-	-	Met
L64	Med. treatment plan rev.	I	Provider		-	-	-	Met
L77	Unique needs training	I	Provider		-	-	-	Met
L78	Restrictive Int. Training	L	Provider		-	-	-	Met
L79	Restraint training	L	Provider		-	-	-	Met
L80	Symptoms of illness	L	Provider		-	-	-	Met
L81	Medical emergency	L	Provider		-	-	-	Met
Ⓡ L82	Medication admin.	L	DDS	1/1		3/3	4/4	Met
L84	Health protect. Training	I	Provider		-	-	-	Met
L85	Supervision	L	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L86	Required assessments	I	Provider		-	-	-	Met
L87	Support strategies	I	Provider		-	-	-	Met
L88	Strategies implemented	I	Provider		-	-	-	Met
L91	Incident management	L	DDS	3/3		1/3	4/6	Not Met (66.67 %)
L93 (05/22)	Emergency back-up plans	I	Provider		-	-	-	Met
L94 (05/22)	Assistive technology	I	DDS	7/7		11/11	18/18	Met
L96 (05/22)	Staff training in devices and applications	I	Provider		-	-	-	Met
L99 (05/22)	Medical monitoring devices	I	Provider		-	-	-	Met
#Std. Met/# 62 Indicator							60/62	
Total Score							69/72	
							95.83%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

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

Residential Services

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

Placement Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C9	Personal relationships	Provider	-	Met
C10	Social skill development	Provider	-	Met
C11	Get together w/family & friends	Provider	-	Met

Placement Services

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

Individual Home Supports

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C9	Personal relationships	Provider	-	Met
C10	Social skill development	Provider	-	Met
C11	Get together w/family & friends	Provider	-	Met
C12	Intimacy	Provider	-	Met
C13	Skills to maximize independence	Provider	-	Met
C14	Choices in routines & schedules	Provider	-	Met
C15	Personalize living space	Provider	-	Met
C16	Explore interests	Provider	-	Met
C17	Community activities	Provider	-	Met

Individual Home Supports

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C18	Purchase personal belongings	Provider	-	Met
C19	Knowledgeable decisions	Provider	-	Met
C21	Coordinate outreach	Provider	-	Met
C46	Use of generic resources	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C48	Neighborhood connections	Provider	-	Met
C49	Physical setting is consistent	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met
C52	Leisure activities and free-time choices /control	Provider	-	Met
C53	Food/ dining choices	Provider	-	Met

Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C13	Skills to maximize independence	Provider	-	Met
C37	Interpersonal skills for work	Provider	-	Met
C38 (07/21)	Habilitative & behavioral goals	Provider	-	Met
C39 (07/21)	Support needs for employment	Provider	-	Met
C40	Community involvement interest	Provider	-	Met
C41	Activities participation	Provider	-	Met
C42	Connection to others	Provider	-	Met
C43	Maintain & enhance relationship	Provider	-	Met
C44	Job exploration	Provider	-	Met
C45	Revisit decisions	Provider	-	Met
C46	Use of generic resources	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met

Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C51	Ongoing satisfaction with services/ supports	Provider	-	Met

Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C22	Explore job interests	Provider	-	Met
C23	Assess skills & training needs	Provider	-	Met
C24	Job goals & support needs plan	Provider	-	Met
C25	Skill development	Provider	-	Met
C26	Benefits analysis	Provider	-	Met
C27	Job benefit education	Provider	-	Met
C28	Relationships w/businesses	Provider	-	Met
C29	Support to obtain employment	Provider	-	Met
C30	Work in integrated settings	Provider	-	Met
C31	Job accommodations	Provider	-	Met
C32	At least minimum wages earned	Provider	-	Met
C33	Employee benefits explained	Provider	-	Met
C34	Support to promote success	Provider	-	Met
C35	Feedback on job performance	Provider	-	Met
C36	Supports to enhance retention	Provider	-	Met
C37	Interpersonal skills for work	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C50	Involvement/ part of the Workplace culture	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met