



**PROVIDER REPORT
FOR**

**Opportunity Works, Inc.
10 Opportunity Way
Newburyport, MA 01950**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider Opportunity Works, Inc.

Review Dates 3/13/2024 - 3/19/2024

Service Enhancement Meeting Date 4/2/2024

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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	1 location(s) 1 audit (s)	Full Review	56/63 2 Year License 04/02/2024 - 04/02/2026		26 / 26 Certified 04/02/2024 - 04/02/2026
Placement Services	1 location(s) 1 audit (s)			Full Review	20 / 20
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	4 location(s) 18 audit (s)	Full Review	59/66 2 Year License 04/02/2024 - 04/02/2026		35 / 42 Certified 04/02/2024 - 04/02/2026
Community Based Day Services	2 location(s) 11 audit (s)			Full Review	10 / 15
Employment Support Services	2 location(s) 7 audit (s)			Full Review	19 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Opportunity Works, Inc. is a non-profit agency, established in 1974, serving individuals with developmental disabilities and acquired brain injuries from the Merrimack Valley and North Shore communities. Current day services include Employment Supports, Community Based Day Services (CBDS) and Day Habilitation support at both the Haverhill and Newburyport locations. As of 2023, the agency has expanded its supports to include Placement Services (Shared Living) with one current home in Methuen.

The scope of this survey conducted by the Office of Quality Enhancement (OQE) was a full licensing and certification review of its CBDS and Employment Support Services grouping, as well as Residential Services (Placement).

Within the agency's Placement Services, various positive practices were noted in several domains, including skill-building, health and safety and interpersonal relationship functioning. The individual and her provider have developed a bond during the past year, which was evident in their interactions and respectful communication during the visit. Also, the individual was supported to connect with her family members for beach excursions and celebratory events on the weekends, as well as independently explore the shops and sites of the local community by utilizing public transportation. The provider has encouraged the individual to successfully complete household tasks, such as laundry and food preparation, whilst simultaneously affording her choices on activities and respecting her space and free time. Also, the individual was supported to become independent with administering medications and managing her money. Although the individual is independent in managing her daily funds, her provider has offered feedback on budgeting for future trips and preferred purchases. The individual was also supported in the realm of intimacy and companionship and reported feeling comfortable discussing those needs with her provider and her case manager.

Within the domain of medical care, all annual physical and follow-up appointments, dental visits and recommended preventive screenings had occurred in a timely manner. In addition, the provider consistently assisted the individual with managing episodic health needs and ensuring that she attended all follow-up visits. With regard to safety, inspections were up to date, the fire safety system was fully operational, and the hot water temperature tested within required limits.

In the agency's Day Supports, effective systems were in place in several licensing domains, including safe use of equipment, disaster protocols and emergency back-up plans, and respectful communication. An identified strength of the agency was the comprehensive medical system in place, ensuring that individuals received all medication as prescribed according to physician orders. When required, medical protocols for various diagnoses, including allergies and seizure disorders, had been developed, and staff were trained in their implementation.

Staff were also found to be knowledgeable of each individual's unique needs. Every participant had an "All About Me" book outlining their preferences, needs, strengths and abilities, and staff from different rooms were cross-trained to ensure safety and knowledge of medical and dietary needs, such as gluten-free or chopped diets. Surveyors saw various examples of this knowledge and person-centered care in action, including the utilization of medical and behavioral interventions and tailoring daily schedules to comport with individuals' choices, including volunteering at the Senior Center, joining money skills classes or playing basketball at the YMCA. In one instance, an individual was relatively new to the program, having recently turned 22. As she was a person with communication challenges, staff had taken the time to assess her interests using various means and were able to engage her in preferred activities, such as shopping and cooking. She was enjoying baking scones with her peers and engaging in other social activities in which she had previously been reluctant to participate.

Another strength was in the assessment of specific and general job skills, and the development of

career plans for those enrolled in the Employment Supports program. Many of the participants were graduates of Project Search, at which time they were exposed to several job settings through internships and practical experience in the workplace culture, which led to competitive employment. For those individuals working in the community, the agency had a mechanism for supporting them during their first months on the job, as well as strategies for fading those supports to facilitate increased independence.

At the organizational level, Opportunity Works had an effective system to ensure employees had completed DDS mandatory trainings and individual-specific protocols, as well as ensuring that steps were taken to safeguard individuals' safety when the agency became aware of allegations of abuse and neglect, and that all resulting action plans had been completed in a timely manner. The agency also has a fully constituted Human Rights Committee that reviewed all restrictive practices, agency policies affecting human rights, and DPPC complaints and investigations. Committee members regularly attended and offered feedback during each meeting, frequently circling back to events from previous meetings to ensure timely discussion and resolution of concerns. Lastly, the agency has collected data from internal sources, as well as individuals, families and other stakeholders, and has created measurable quality improvement objectives based on the analysis of that data.

Several areas requiring further attention were identified during the survey. On an organizational level, in the area of restraint reporting, the agency needs to ensure that restraint reports are submitted and finalized within required timeframes. Within the agency's Placement program, the agency needs to ensure that the health care record and emergency fact sheet are current and updated as required and that the Charges for Care letter contains all regulatory components.

Within the agency's day services, increased focus is needed pertaining to Safety Plans and evacuation procedures, as one plan was expired, and staff had not been trained in the implementation of that plan. In addition, fire drills did not include the level of assistance provided to individuals. In both CBDS locations, the agency needs to ensure that hot water temperatures are monitored and test within the required range. While behavior modifying medication treatment plans had been developed, data was not being consistently disseminated to the appropriate collaterals. Also, the support strategies for several ISP objectives were not being implemented as agreed upon, and/or data was not consistently collected. Across all service types, the agency needs to ensure that staff are trained in the required DDS Signs and Symptoms curriculum and that individual feedback is incorporated into employee evaluations for training purposes.

Within Residential Services/Placement, Opportunity Works received a rating of met in 89% of licensing indicators, as well as all critical indicators. The agency will receive a Two-Year License for Residential Services/Placement. For Certification, the agency met 100% of all certification indicators and is fully certified in Placement services.

Within the Employment and Day Supports program, the agency met 89% 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 83% of all certification indicators and is fully certified in Employment and Day Supports. OQE will complete follow-up on licensing indicators not met during the survey for both service groups, to be completed 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	47/53	6/53	
Placement Services			
Critical Indicators	6/6	0/6	
Total	56/63	7/63	89%
2 Year License			
# indicators for 60 Day Follow-up		7	

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Employment and Day Supports	50/56	6/56	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	59/66	7/66	89%
2 Year License			
# indicators for 60 Day Follow-up		7	

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.	Two of nine restraint reports were not submitted to the DDS Area Office within the required timeframe. The agency needs to ensure that restraint reports are submitted within the required timeframe.

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

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	The emergency fact sheet was missing pertinent information, including current diagnoses. The agency needs to ensure emergency fact sheets are current, accurate, and available on site
L43	The health care record is maintained and updated as required.	The health care record was not maintained in HCSIS as required. The agency needs to ensure that the health care record is updated annually (in preparation for the ISP) and when significant changes occur throughout the year.
L47	Individuals are supported to become self medicating when appropriate.	The individual has been assessed as capable of self-medication. However, the Provider does not have a plan in place to regularly assess the individual's understanding and continued independence with self-medication. The agency needs to ensure that the individual is assessed on a regular and ongoing basis to determine whether changes to the medication support plan are needed.
L70	Charges for care are calculated appropriately.	The individual's charges for care did not outline how the charges were determined with the requisite calculations and formula as required by regulation. The agency needs to ensure that charges for care are calculated and documented annually and when changes, such as in recurrent income, occur.
L71	Individuals are notified of their appeal rights for their charges for care.	The charges for care notification failed to include information on the individual's appeal rights, as required. The agency needs to ensure individuals are made aware of their right to appeal their charges for care and to whom they should contact.
L80	Support staff are trained to recognize signs and symptoms of illness.	The Signs and Symptoms of Illness training utilized by the agency did not contain all required components. The agency needs to ensure all staff receive a Signs and Symptoms of Illness Training that includes "Health Observation Guidelines".

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

Indicator #	Indicator	Area Needing Improvement
L5	There is an approved safety plan in home and work locations.	At one location, the Area office had not approved the safety plan within the last two years, and staff there had not been trained on the specific safety plan. The agency needs to ensure that safety plans are approved by the Area Office at a minimum of every two years and revised and approved whenever significant changes occur. The agency needs to ensure all staff are trained in the specific safety plan for the site they are working in.

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

Indicator #	Indicator	Area Needing Improvement
L7	Fire drills are conducted as required.	At both locations, fire drills did not include a list of individuals participating in the drill and the level of assistance provided to them. The agency needs to ensure that each fire drill includes a list of those who participate, and the level of assistance provided to them.
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	At both locations, hot water temperatures were not within the acceptable range. The provider needs to ensure that hot water temperatures are ideally at 110 degrees but no greater than 120 degrees or below 100 degrees.
L63	Medication treatment plans are in written format with required components.	For three of seven individuals taking behavior-modifying medications, the agency did not have a mechanism for sharing collected data with those responsible for providing this information to prescribers on a regular basis. The agency needs to ensure that data is frequently shared so that the prescriber can effectively evaluate the individual's clinical course.
L80	Support staff are trained to recognize signs and symptoms of illness.	In all sites, the Signs and Symptoms of Illness training utilized by the agency did not contain all required components. The agency needs to ensure all staff receive a Signs and Symptoms of Illness Training that includes "Health Observation Guidelines".
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For four individuals, ISP objectives were either not being implemented as described by implementation strategies, or data was not being collected. The agency needs to ensure that goals are implemented as designed, and data collection occurs.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	20/20	0/20	
Placement Services	20/20	0/20	
Total	26/26	0/26	100%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	29/36	7/36	
Community Based Day Services	10/15	5/15	
Employment Support Services	19/21	2/21	
Total	35/42	7/42	83%
Certified			

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

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	The agency did not have a system to incorporate individuals' feedback into the employees' performance reviews. The agency needs to ensure that the feedback individuals have given on staff performance are shared with staff for training and evaluation purposes.
C38 (07/21)	Specific habilitative and behavioral goals necessary to prepare individuals for work are identified.	Two of nine individuals did not have specific goals developed to prepare them for future employment. The agency needs to utilize all information obtained to address potential barriers to work and formulate habilitative and behavioral goals. Support strategies must be developed to address habilitative goals, and goals must be implemented.

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

Indicator #	Indicator	Area Needing Improvement
C41	Individuals participate in activities, including those in the community, that reflect their interests and preferences.	Three individuals were not provided opportunities to engage in activities in line with their assessed interests. The agency needs to ensure that once individuals' preferences for activities are known, that they be offered frequent opportunities to participate in those activities, including those in the community.
C42	Individuals are involved in activities that connect them to other people in the community.	Four individuals were not given the opportunity to participate in activities that connect them to others in the community. The agency needs to ensure that individuals are provided frequent opportunities to engage in activities that expose them to community members.
C46	Staff (Home Providers) support individuals to learn about and use generic community resources.	Four individuals have not been supported in learning about or utilizing generic community resources. The agency needs to ensure that all individuals are supported in learning about and utilizing these resources and expanding its community activities to include access to generic community resources.
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	The agency did not have a system to incorporate individuals' feedback into the employees' performance reviews. The agency needs to ensure that the feedback individuals have given on staff performance are shared with staff for training and evaluation purposes.
C30	Individuals are supported to work in integrated job settings.	Two of nine individuals have not been supported to work in an integrated work setting on a regular basis as they do not have sustained employment. The agency needs to ensure opportunities for work in integrated settings are provided on a regular and frequent basis.

Employment Support Services Commendations on Standards Met:

Indicator #	Indicator	Commendations
C28	Staff maintain and develop relationships with local businesses in order to facilitate job development opportunities.	The agency is commended for its efforts to develop relationships with local business in order to facilitate job development opportunities. The agency's Job Developers belong to the Job Development Network and attend various community events; staff utilize these forums to network with local businesses, yielding several multi-job employment opportunities. As a result of these relationships with potential employers, several individuals have been hired at local companies in areas such as clothing retail, medical supplies quality assurance, and industrial product assembly.

MASTER SCORE SHEET LICENSURE

Organizational: Opportunity Works, Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	10/10	Met
L3	Immediate Action	7/7	Met
L4	Action taken	5/5	Met
L48	HRC	1/1	Met
L65	Restraint report submit	7/9	Not Met(77.78 %)
L66	HRC restraint review	9/9	Met
L74	Screen employees	2/2	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	9/9	Met
L83	HR training	9/9	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I			1/1				1/1	Met
L5	Safety Plan	L			1/1				1/1	Met
℞ L6	Evacuation	L			1/1				1/1	Met
L8	Emergency Fact Sheets	I			0/1				0/1	Not Met (0 %)
℞ L11	Required inspections	L			1/1				1/1	Met
℞ L12	Smoke detectors	L			1/1				1/1	Met
℞ L13	Clean location	L			1/1				1/1	Met
L14	Site in good repair	L			1/1				1/1	Met
L15	Hot water	L			1/1				1/1	Met
L16	Accessibility	L			1/1				1/1	Met
L17	Egress at grade	L			1/1				1/1	Met
L18	Above grade egress	L			1/1				1/1	Met
L21	Safe electrical equipment	L			1/1				1/1	Met
L22	Well-maintained appliances	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
L24	Locked door access	L			1/1				1/1	Met
L26	Walkway safety	L			1/1				1/1	Met
L27	Pools, hot tubs, etc.	L			1/1				1/1	Met
L29	Rubbish/combustibles	L			1/1				1/1	Met
L30	Protective railings	L			1/1				1/1	Met
L31	Communication method	I			1/1				1/1	Met
L32	Verbal & written	I			1/1				1/1	Met
L33	Physical exam	I			1/1				1/1	Met
L34	Dental exam	I			1/1				1/1	Met
L35	Preventive screenings	I			1/1				1/1	Met
L36	Recommended tests	I			1/1				1/1	Met
L37	Prompt treatment	I			1/1				1/1	Met
L41	Healthy diet	L			1/1				1/1	Met
L42	Physical activity	L			1/1				1/1	Met
L43	Health Care Record	I			0/1				0/1	Not Met (0 %)
L46	Med. Administration	I			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
L47	Self medication	I			0/1				0/1	Not Met (0 %)
L49	Informed of human rights	I			1/1				1/1	Met
L50 (07/21)	Respectful Comm.	I			1/1				1/1	Met
L51	Possessions	I			1/1				1/1	Met
L52	Phone calls	I			1/1				1/1	Met
L53	Visitation	I			1/1				1/1	Met
L54 (07/21)	Privacy	I			1/1				1/1	Met
L55	Informed consent	I			1/1				1/1	Met
L61	Health protection in ISP	I			1/1				1/1	Met
L62	Health protection review	I			1/1				1/1	Met
L70	Charges for care calc.	I			0/1				0/1	Not Met (0 %)
L71	Charges for care appeal	I			0/1				0/1	Not Met (0 %)
L77	Unique needs training	I			1/1				1/1	Met
L80	Symptoms of illness	L			0/1				0/1	Not Met (0 %)
L81	Medical emergency	L			1/1				1/1	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L85	Supervision	L			1/1				1/1	Met
L86	Required assessments	I			1/1				1/1	Met
L88	Strategies implemented	I			1/1				1/1	Met
L90	Personal space/bedroom privacy	I			1/1				1/1	Met
L91	Incident management	L			1/1				1/1	Met
L93 (05/22)	Emergency back-up plans	I			1/1				1/1	Met
L94 (05/22)	Assistive technology	I			1/1				1/1	Met
L96 (05/22)	Staff training in devices and applications	I			1/1				1/1	Met
#Std. Met/#53 Indicator									47/53	
Total Score									56/63	
									88.89%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	7/7		11/11	18/18	Met
L5	Safety Plan	L			1/2	1/2	Not Met (50.0 %)
℞ L6	Evacuation	L			2/2	2/2	Met
L7	Fire Drills	L			0/2	0/2	Not Met (0 %)
L8	Emergency Fact Sheets	I	6/7		11/11	17/18	Met (94.44 %)
L9 (07/21)	Safe use of equipment	I	7/7		11/11	18/18	Met
L10	Reduce risk interventions	I			1/1	1/1	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			0/2	0/2	Not Met (0 %)
L16	Accessibility	L			2/2	2/2	Met
L17	Egress at grade	L			2/2	2/2	Met
L18	Above grade egress	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

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	7/7		11/11	18/18	Met
L32	Verbal & written	I	7/7		11/11	18/18	Met
L37	Prompt treatment	I	5/5		8/8	13/13	Met
℞ L38	Physician's orders	I	2/2		6/6	8/8	Met
L39	Dietary requirements	I			7/7	7/7	Met
L44	MAP registration	L			2/2	2/2	Met
L45	Medication storage	L			2/2	2/2	Met
℞ L46	Med. Administration	I			7/7	7/7	Met
L49	Informed of human rights	I	7/7		11/11	18/18	Met
L50 (07/21)	Respectful Comm.	I	7/7		11/11	18/18	Met
L51	Possessions	I	7/7		11/11	18/18	Met
L52	Phone calls	I	7/7		11/11	18/18	Met
L54 (07/21)	Privacy	I	7/7		11/11	18/18	Met
L55	Informed consent	I	5/5		10/10	15/15	Met
L61	Health protection in ISP	I	1/1		3/3	4/4	Met
L62	Health protection review	I	1/1		3/3	4/4	Met
L63	Med. treatment plan form	I			4/7	4/7	Not Met (57.14 %)
L64	Med. treatment plan rev.	I			7/7	7/7	Met
L77	Unique needs training	I	7/7		11/11	18/18	Met
L79	Restraint training	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L80	Symptoms of illness	L	0/2		0/2	0/4	Not Met (0 %)
L81	Medical emergency	L	2/2		2/2	4/4	Met
L82	Medication admin.	L			2/2	2/2	Met
L84	Health protect. Training	I			3/3	3/3	Met
L85	Supervision	L	2/2		2/2	4/4	Met
L86	Required assessments	I	6/6		10/10	16/16	Met
L87	Support strategies	I	5/6		10/10	15/16	Met (93.75 %)
L88	Strategies implemented	I	6/7		7/10	13/17	Not Met (76.47 %)
L91	Incident management	L	2/2		1/2	3/4	Met
L93 (05/22)	Emergency back-up plans	I	7/7		11/11	18/18	Met
L94 (05/22)	Assistive technology	I	7/7		11/11	18/18	Met
L96 (05/22)	Staff training in devices and applications	I	3/3		4/4	7/7	Met
L99 (05/22)	Medical monitoring devices	I			2/2	2/2	Met
#Std. Met/# 56 Indicator						50/56	
Total Score						59/66	
						89.39%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met

C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C9	Personal relationships	1/1	Met
C10	Social skill development	1/1	Met
C11	Get together w/family & friends	1/1	Met
C12	Intimacy	1/1	Met
C13	Skills to maximize independence	1/1	Met
C14	Choices in routines & schedules	1/1	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	1/1	Met
C17	Community activities	1/1	Met
C18	Purchase personal belongings	1/1	Met
C19	Knowledgeable decisions	1/1	Met
C46	Use of generic resources	1/1	Met
C47	Transportation to/ from community	1/1	Met
C48	Neighborhood connections	1/1	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C52	Leisure activities and free-time choices /control	1/1	Met
C53	Food/ dining choices	1/1	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/10	Not Met (0 %)
C8	Family/guardian communication	11/11	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C13	Skills to maximize independence	11/11	Met
C37	Interpersonal skills for work	9/9	Met
C38 (07/21)	Habilitative & behavioral goals	7/9	Not Met (77.78 %)
C39 (07/21)	Support needs for employment	8/9	Met (88.89 %)
C40	Community involvement interest	11/11	Met
C41	Activities participation	8/11	Not Met (72.73 %)
C42	Connection to others	7/11	Not Met (63.64 %)
C43	Maintain & enhance relationship	9/11	Met (81.82 %)
C44	Job exploration	8/9	Met (88.89 %)
C45	Revisit decisions	9/11	Met (81.82 %)
C46	Use of generic resources	7/11	Not Met (63.64 %)
C47	Transportation to/ from community	11/11	Met
C51	Ongoing satisfaction with services/ supports	11/11	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/7	Not Met (0 %)
C8	Family/guardian communication	7/7	Met
C22	Explore job interests	4/4	Met
C23	Assess skills & training needs	4/4	Met
C24	Job goals & support needs plan	4/4	Met
C25	Skill development	4/4	Met
C26	Benefits analysis	7/7	Met
C27	Job benefit education	4/4	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	3/4	Met
C30	Work in integrated settings	5/7	Not Met (71.43 %)
C31	Job accommodations	6/6	Met
C32	At least minimum wages earned	5/5	Met
C33	Employee benefits explained	6/6	Met
C34	Support to promote success	6/6	Met

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Indicator #	Indicator	Met/Rated	Rating
C35	Feedback on job performance	6/6	Met
C36	Supports to enhance retention	6/6	Met
C37	Interpersonal skills for work	4/4	Met
C47	Transportation to/ from community	7/7	Met
C50	Involvement/ part of the Workplace culture	6/6	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met