



**PROVIDER REPORT
FOR**

**Pathlight
220 Brookdale Drive
Springfield, MA 01104**

October 19, 2022

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Pathlight
Review Dates	9/15/2022 - 9/21/2022
Service Enhancement Meeting Date	10/5/2022
Survey Team	Carole Black Andrea Comeau Susan Dudley-Oxx Melanie Hutchison Eric Lunden Melanie McNamara Janina Millet Ken Jones (TL)
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	24 location (s) 24 audit (s)	Full Review	77/89 2 Year License 10/05/2022 - 10/05/2024		62 / 67 Certified 10/05/2022 - 10/05/2024
Residential Services	7 location(s) 7 audit (s)			Full Review	17 / 20
Placement Services	14 location (s) 14 audit (s)			Full Review	19 / 20
Individual Home Supports	3 location(s) 3 audit (s)			Full Review	21 / 21
Planning and Quality Management (For all service groupings)				Full Review	5 / 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	2 location(s) 10 audit (s)	Full Review	51/55 2 Year License 10/05/2022 - 10/05/2024		36 / 38 Certified 10/05/2022 - 10/05/2024
Community Based Day Services	1 location(s) 6 audit (s)			Full Review	12 / 12
Employment Support Services	1 location(s) 4 audit (s)			Full Review	19 / 20
Planning and Quality Management (For all service groupings)				Full Review	5 / 6

EXECUTIVE SUMMARY :

Pathlight is a nonprofit organization, headquartered in Springfield, that provides a wide range of services and supports to children, adolescents, and adults with intellectual and developmental disabilities, autism, and to their families throughout Western Massachusetts. Services provided include residential, day activity and employment options, advocacy, and other social services. The current survey was a full licensing and certification review that focused on a sample of services provided to adults in the following DDS service types: twenty-four-hour residential services, placement services, individual home supports (IHS), community-based day services (CBDS) and employment supports.

Licensure and certification resumed the conduct of in-person surveys in July 2021. This review used a hybrid model of surveying, where most tasks were conducted in-person while some were conducted through remote technologies. The administrative interview and related activity with Pathlight's administrative team occurred virtually through Microsoft Teams. Observations of interactions, interviews with individuals and staff, review of environmental safety, and review of relevant documentation occurred in person.

Pathlight demonstrated effective supports in several service domains subject to licensure. Within the health domain, survey finds showed that people were supported to obtain needed healthcare services and that supports to maintain wellness were largely present. Across all service types, individuals were encouraged to make healthy food choices as well as engage in some form of regular exercise. Staff and home providers were knowledgeable of individuals' health care support needs, including dietary requirements, and procedures to follow for prompt treatment for health conditions. Health-related protocols such as seizure protocols and blood pressure monitoring were being implemented as required. In many instances, health care assessments and safety guidelines, developed by agency nurses, further informed staff of how to best support individuals. It was also noted that there was a high level of compliance with medication administration requirements.

Coordinators assigned to placement services were observed to be knowledgeable of individuals' support needs and had systems in place to track health care information. During monthly meetings, placement coordinators reviewed the status of all health-related supports and medical appointments with home providers. Individuals who received placement services and IHS had received self-medication assessments and where appropriate demonstrated independence in taking their medications.

Licensure requirements for personal and environmental safety domains were met for the majority of residential, placement, and day service locations reviewed. DDS approved safety plans were in place, and staff were knowledgeable of individuals' evacuation support needs. In addition, emergency fact sheets contained current information about individuals for emergency purposes. Staff and home providers demonstrated knowledge of information pertinent to individuals' personal safety, including risk factors and supports necessary for individuals to remain safe while at home and in the community. The agency's internal maintenance system was shown to be available and responsive to needs for repair in homes and community-based day service. Safety of placement service locations was reviewed during monthly home visits, and the agency implemented an annual home inspection process that ensured people were living in safe environments.

Within the area of human rights, survey findings confirmed that individuals receiving residential, employment or day supports had been trained in human rights and reporting abuse to DPPC, while guardians were informed annually. Organizationally, the review found the agency's human rights committee was fulfilling its roles and responsibilities in safeguarding individuals' human rights. Human rights advocates were assigned for each service location, and generally individuals could identify someone to whom they could direct their questions or concerns. In addition, staff assured confidentiality and privacy of individuals' personal information, were observed to engage in respectful

communication, and obtained consent for release of individuals' photos for agency publications and websites.

Among areas reviewed for certification of residential, employment, and day services, it was found that individual choice and control was consistently supported. Individuals controlled their personal schedules and routines and exerted levels of personal autonomy. People were also supported to maintain connections with their family members and guardians. Individuals who received CBDS supports were engaged in meaningful in-house and community-based activities based upon their interests and preferences. Some Individuals were also engaged in activities in classroom settings with students from local colleges. For employment services, individuals were supported to receive individualized supports in the areas of career plan development and pursuit of meaningful employment.

In addition to the positive findings highlighted above, there were several licensing areas that would benefit from further attention on the part of Pathlight. Environmental restrictions within home settings must be mitigated for individuals who do not require them, and data related to behavior plan interventions must be consistently collected and tracked. Greater attention is needed to ensure that requirements for health-related supportive equipment and medical monitoring devices are addressed and that individualized assessments for benefits of assistive technology occur. Medication treatment plans must incorporate strategies to reduce or eliminate individuals' use of pre-medication for medical or dental treatment. In addition, these supports must be reviewed by the ISP team. Greater effort is needed in meeting timelines for reporting and reviewing incidents and physical restraints and in meeting timeline for submission of ISP assessments and submission of provider support strategies for employment services. Lastly, training in signs and symptoms of illness must be provided to employment support staff.

Survey findings also identified areas within certification domains that would benefit from further attention. Among these, the agency is encouraged to develop a process to identify and address measurable goals for service improvement across its system of service delivery. Within residential and placement services, proactive strategies are needed to assist individuals in the areas of human sexuality and intimacy. For residential services, strategies that promote individualized participation in integrated community activities must be developed. Additionally, for residential and employment support services, focus is needed to ensure that input from individuals is incorporated into the hiring and performance evaluation of their supporters.

As a result of this review, Pathlight will receive a Two-Year License for its Residential and Individual Home Supports service group with a service group score of 87%. This service group is Certified with an overall score of 93%. Follow-up will be conducted by OQE within 60 days on licensing indicators that received a rating of Not Met.

Pathlight's Employment and Day Support services group will receive a Two-Year License with a service group score of 93%. This service group is Certified with a service group score of 95%. Follow-up will be conducted by the agency on all licensing indicators that received a rating of Not Met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Residential and Individual Home Supports	68/79	11/79	
Residential Services Individual Home Supports Placement Services			
Critical Indicators	8/8	0/8	
Total	77/89	12/89	87%
2 Year License			
# indicators for 60 Day Follow-up		12	

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Employment and Day Supports	42/45	3/45	
Community Based Day Services Employment Support Services			
Critical Indicators	6/6	0/6	
Total	51/55	4/55	93%
2 Year License			
# indicators for 60 Day Follow-up		4	

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.	Restraint Reports were not reported or finalized within required timelines for twenty-three of twenty-nine reports reviewed. The agency needs to ensure that restraint reports are created in the HCSIS system and finalized within the required timeframes.

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

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.	Five individuals' health care records did not contain current, up-to-date health care/medical information such as hospitalizations, immunizations, and current health care providers. The agency needs to ensure that health care records receive updated health/medical information in a timely manner.
L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.	Environmental restrictions such as locked access to household supplies were necessary for individuals at four residential locations. For one person, the need for restriction was not included in the ISP, and at three locations, strategies to mitigate the impact of the restriction on housemates were not developed. Where restrictions within a home environment are necessary for one or more individuals, strategies must be developed to mitigate the impact of the restriction on those who do not require it. Additionally, all restrictive interventions must be reviewed by the human rights committee and incorporated into the individual's ISP.
L60	Data are consistently maintained and used to determine the efficacy of behavioral interventions.	For one of three individuals supported by a behavior plan, data collection on the earning and delivery of reinforcers was not occurring in a consistent and reliable manner. The agency needs to ensure that data related to behavior plans is consistently tracked and utilized to assess the efficacy of intervention strategies.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For four individuals who required the use of health-related supports and protective equipment, there was no information regarding the frequency and duration of use, and procedures for safety checks and maintenance. The agency needs to ensure that when an individual requires the use of a health-related supports and protective equipment, it needs to be authorized by a healthcare professional and must identify the need for the device, the indications for use, the frequency and duration of use, and procedures for safety checks and maintenance.
L63	Medication treatment plans are in written format with required components.	Four medication treatments plans that included a medication to calm and relax an individual prior to medical or dental treatment did not incorporate strategies to reduce or eliminate the need for the medication over time. The agency needs to ensure that written strategies are developed that support individuals to reduce or eliminate the need for sedative medication prior to medical or dental treatment.
L64	Medication treatment plans are reviewed by the required groups.	Six medications treatment plans were incorporated into individuals' ISPs. When medications are administered to control or modify behavior, the agency needs to ensure the plan has been submitted to the ISP team for review.

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

Indicator #	Indicator	Area Needing Improvement
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	For nine individuals, funds management plans did not outline information such as how the individual will be supported to access their funds, and procedures for safeguarding and securing their funds. The agency needs to ensure that funds management plans accurately describe the nature of assistance that the agency will provide, including amounts of money the person can manage independently as well as procedures for security and individual access to spending money.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For seven individuals, required ISP assessments were not submitted to DDS within 15 days prior to the ISP. The agency needs to ensure that required ISP assessments are submitted to DDS within 15 days prior to the ISP.
L91	Incidents are reported and reviewed as mandated by regulation.	Incident Reports were not reported or finalized within required timelines for eight locations in the survey sample. The agency needs to ensure incident reports are created in the HCSIS system and finalized within the required timeframes.
L94 (05/22)	Individuals have assistive technology to maximize independence.	For seven individuals, survey findings indicated that the benefits of assistive technology had not been considered in supporting to them to increase their independence. The agency needs to ensure that individuals are assessed to identify if any assistive technology or modifications might benefit the individual in maximizing their independence.
L99 (05/22)	Medical monitoring devices needed for health and safety are authorized, agreed to, used and data collected appropriately. (eg seizure watches; fall sensors).	For one individual who required the use of a CPAP machine, staff did not have instructions for cleaning and maintenance of the device. The agency needs to ensure that staff have instructions to assist the individual with regular cleaning and maintenance of the device.

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

Indicator #	Indicator	Area Needing Improvement
L80	Support staff are trained to recognize signs and symptoms of illness.	Employment support staff was not trained in signs and symptoms of illness. The agency needs to provide signs and symptoms of illness training to all staff.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For four individuals, required ISP assessments were not submitted to DDS within 15 days prior to the ISP. The agency needs to ensure that required ISP assessments are submitted to DDS within 15 days prior to the ISP.

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

Indicator #	Indicator	Area Needing Improvement
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For four individuals, provider support strategies were not submitted to DDS within 15 days prior to the ISP. The agency needs to ensure that provider support strategies are submitted to DDS within 15 days prior to the ISP.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	5/6	1/6	
Residential and Individual Home Supports	57/61	4/61	
Residential Services	17/20	3/20	
Placement Services	19/20	1/20	
Individual Home Supports	21/21	0/21	
Total	62/67	5/67	93%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	5/6	1/6	
Employment and Day Supports	31/32	1/32	
Community Based Day Services	12/12	0/12	
Employment Support Services	19/20	1/20	
Total	36/38	2/38	95%
Certified			

Planning and Quality Management Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C5	The provider has a process to measure progress towards achieving service improvement goals.	The agency had not developed a process to identify measurable service improvement goals. The agency needs to develop measurable goals for service improvement as well as establish benchmarks to monitor and measure service improvement.

Placement Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	For nearly half of the individuals in the survey sample, the agency had not taken steps to assess and provide support to individuals with respect to their knowledge, interest and needs for education and guidance in this area. The agency needs to take a proactive approach to supporting individuals to explore, define and express their needs and interest in intimacy and companionship, in accordance with each individual's learning style.
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 had not consistently implemented its process for soliciting feedback from individuals receiving twenty-four residential supports in the hiring and performance evaluation of staff. The agency needs to ensure that input from individuals is included in the hiring and performance evaluations of the staff that support them.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	For the majority of individuals in the survey sample, the agency had not taken steps to assess and provide support to individuals with respect to their knowledge, interest and needs for education and guidance in the areas of human sexuality and intimacy. The agency needs to take a proactive approach to supporting individuals to explore, define and express their needs and interest in intimacy and companionship, in accordance with each individual's learning style.
C17	Community activities are based on the individual's preferences and interests.	For three individuals, opportunities for community activities were infrequent and strategies to promote community involvement were not developed. The agency needs to ensure that individuals are supported to regularly participate in community activities that represent their interests and preferences. Individualized strategies to promote community involvement must be developed to address barriers and needs for support.

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

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	For employment supports, the agency had not taken steps to ensure that individuals were supported to have input into the evaluation of staff hired to support them. The agency needs to ensure that input from individuals is included in the performance evaluations of the staff that support them.

MASTER SCORE SHEET LICENSURE

Organizational: Pathlight

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	27/27	Met
L3	Immediate Action	15/15	Met
L4	Action taken	13/14	Met(92.86 %)
L48	HRC	1/1	Met
L65	Restraint report submit	6/29	Not Met(20.69 %)
L66	HRC restraint review	13/16	Met(81.25 %)
L74	Screen employees	5/5	Met
L75	Qualified staff	4/4	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	4/7	3/3	14/14				21/24	Met (87.50 %)
L5	Safety Plan	L	7/7	2/3	13/13				22/23	Met (95.65 %)
R L6	Evacuation	L	6/7	3/3	14/14				23/24	Met (95.83 %)
L7	Fire Drills	L	7/7						7/7	Met
L8	Emergency Fact Sheets	I	7/7	3/3	14/14				24/24	Met
L9 (07/21)	Safe use of equipment	I	7/7	3/3					10/10	Met
L10	Reduce risk interventions	I	2/2		2/2				4/4	Met
R L11	Required inspections	L	6/7		14/14				20/21	Met (95.24 %)
R L12	Smoke detectors	L	7/7		11/14				18/21	Met (85.71 %)
R L13	Clean location	L	7/7		14/14				21/21	Met
L14	Site in good repair	L	7/7		13/14				20/21	Met (95.24 %)
L15	Hot water	L	5/7		12/14				17/21	Met (80.95 %)
L16	Accessibility	L	7/7		14/14				21/21	Met
L17	Egress at grade	L	7/7		14/14				21/21	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L18	Above grade egress	L	1/1						1/1	Met
L19	Bedroom location	L	7/7		13/13				20/20	Met
L20	Exit doors	L	7/7						7/7	Met
L21	Safe electrical equipment	L	7/7		13/14				20/21	Met (95.24 %)
L22	Well-maintained appliances	L	7/7		14/14				21/21	Met
L23	Egress door locks	L	6/6						6/6	Met
L24	Locked door access	L	7/7		14/14				21/21	Met
L25	Dangerous substances	L	7/7						7/7	Met
L26	Walkway safety	L	7/7		14/14				21/21	Met
L27	Pools, hot tubs, etc.	L			3/3				3/3	Met
L28	Flammables	L	6/6						6/6	Met
L29	Rubbish/combustibles	L	7/7		13/14				20/21	Met (95.24 %)
L30	Protective railings	L	6/6	2/2	13/13				21/21	Met
L31	Communication method	I	7/7	3/3	14/14				24/24	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
L32	Verbal & written	I	7/7	3/3	14/14				24/24	Met
L33	Physical exam	I	7/7	3/3	14/14				24/24	Met
L34	Dental exam	I	6/7	3/3	13/14				22/24	Met (91.67 %)
L35	Preventi ve screenin gs	I	7/7	3/3	14/14				24/24	Met
L36	Recom mended tests	I	5/7	3/3	13/14				21/24	Met (87.50 %)
L37	Prompt treatme nt	I	7/7	3/3	14/14				24/24	Met
Ⓡ L38	Physicia n's orders	I	6/7		7/7				13/14	Met (92.86 %)
L39	Dietary require ments	I	3/3	1/1	3/3				7/7	Met
L40	Nutrition al food	L	7/7	2/2					9/9	Met
L41	Healthy diet	L	7/7	3/3	14/14				24/24	Met
L42	Physical activity	L	7/7	3/3	14/14				24/24	Met
L43	Health Care Record	I	5/7	3/3	11/14				19/24	Not Met (79.17 %)
L44	MAP registrat ion	L	7/7						7/7	Met
L45	Medicati on storage	L	7/7						7/7	Met
Ⓡ L46	Med. Adminis tration	I	7/7		9/11				16/18	Met (88.89 %)
L47	Self medicati on	I		3/3	8/9				11/12	Met (91.67 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L49	Informed of human rights	I	4/7	3/3	14/14				21/24	Met (87.50 %)
L50 (07/21)	Respectful Comm.	I	7/7	3/3	14/14				24/24	Met
L51	Possessions	I	7/7	3/3	14/14				24/24	Met
L52	Phone calls	I	7/7	3/3	14/14				24/24	Met
L53	Visitation	I	7/7	3/3	14/14				24/24	Met
L54 (07/21)	Privacy	I	7/7	3/3	14/14				24/24	Met
L55	Informed consent	I			9/9				9/9	Met
L56	Restrictive practices	I	0/3		1/1				1/4	Not Met (25.00 %)
L57	Written behavior plans	I	3/3						3/3	Met
L60	Data maintenance	I	2/3						2/3	Not Met (66.67 %)
L61	Health protection in ISP	I	4/5		3/6				7/11	Not Met (63.64 %)
L63	Med. treatment plan form	I	3/7	1/1	6/6				10/14	Not Met (71.43 %)
L64	Med. treatment plan rev.	I	5/7	1/1	2/6				8/14	Not Met (57.14 %)
L67	Money mgmt. plan	I	3/7	2/2	7/12				12/21	Not Met (57.14 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L68	Funds expenditure	I	7/7	2/2	12/12				21/21	Met
L69	Expenditure tracking	I	7/7	2/2	10/11				19/20	Met (95.00 %)
L70	Charges for care calc.	I	5/6	1/1	12/13				18/20	Met (90.0 %)
L71	Charges for care appeal	I	5/6	2/2	12/13				19/21	Met (90.48 %)
L77	Unique needs training	I	7/7	3/3	14/14				24/24	Met
L78	Restrictive Int. Training	L	3/3		1/1				4/4	Met
L79	Restraint training	L	1/1						1/1	Met
L80	Symptoms of illness	L	7/7	3/3	14/14				24/24	Met
L81	Medical emergency	L	7/7	3/3	14/14				24/24	Met
L82	Medication admin.	L	7/7						7/7	Met
L84	Health protect. Training	I	5/5		6/6				11/11	Met
L85	Supervision	L	7/7	3/3	14/14				24/24	Met
L86	Required assessments	I	5/7	0/3	9/11				14/21	Not Met (66.67 %)
L87	Support strategies	I	5/7	1/2	11/12				17/21	Met (80.95 %)

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	5/7	3/3	13/14				21/24	Met (87.50 %)
L90	Personal space/ bedroom privacy	I	7/7	3/3	13/14				23/24	Met (95.83 %)
L91	Incident management	L	0/7	3/3	13/14				16/24	Not Met (66.67 %)
L93 (05/22)	Emergency back-up plans	I	7/7	3/3	14/14				24/24	Met
L94 (05/22)	Assistive technology	I	5/7	1/3	12/14				18/24	Not Met (75.00 %)
L96 (05/22)	Staff training in devices and applications	I	5/5	1/1	11/11				17/17	Met
L99 (05/22)	Medical monitoring devices	I	0/1						0/1	Not Met (0 %)
#Std. Met/# 79 Indicator									68/79	
Total Score									77/89	
									86.52%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	4/4		6/6	10/10	Met
L5	Safety Plan	L			1/1	1/1	Met
℞ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	3/4		5/6	8/10	Met (80.0 %)
L9 (07/21)	Safe use of equipment	I	4/4		6/6	10/10	Met
℞ 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
L20	Exit doors	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
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/comb ustibles	L			1/1	1/1	Met
L31	Communicatio n method	I	4/4		6/6	10/10	Met
L32	Verbal & written	I	4/4		6/6	10/10	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L37	Prompt treatment	I	4/4		6/6	10/10	Met
L38	Physician's orders	I			1/1	1/1	Met
L39	Dietary requirements	I			1/1	1/1	Met
L49	Informed of human rights	I	4/4		6/6	10/10	Met
L50 (07/21)	Respectful Comm.	I	4/4		6/6	10/10	Met
L51	Possessions	I	4/4		6/6	10/10	Met
L52	Phone calls	I	4/4		6/6	10/10	Met
L54 (07/21)	Privacy	I	4/4		6/6	10/10	Met
L55	Informed consent	I	1/1		4/4	5/5	Met
L61	Health protection in ISP	I			2/2	2/2	Met
L77	Unique needs training	I	4/4		6/6	10/10	Met
L80	Symptoms of illness	L	0/1		1/1	1/2	Not Met (50.0 %)
L81	Medical emergency	L	1/1		1/1	2/2	Met
L84	Health protect. Training	I			2/2	2/2	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	0/2		3/5	3/7	Not Met (42.86 %)
L87	Support strategies	I	0/2		3/5	3/7	Not Met (42.86 %)
L88	Strategies implemented	I	4/4		6/6	10/10	Met
L91	Incident management	L	1/1		1/1	2/2	Met
L93 (05/22)	Emergency back-up plans	I	4/4		4/4	8/8	Met
L94 (05/22)	Assistive technology	I	4/4		4/4	8/8	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L96 (05/22)	Staff training in devices and applications	I	1/1		3/3	4/4	Met
#Std. Met/# 45 Indicator						42/45	
Total Score						51/55	
						92.73%	

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	0/1	Not Met (0 %)
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	6/7	Met (85.71 %)
C9	Personal relationships	7/7	Met
C10	Social skill development	7/7	Met
C11	Get together w/family & friends	7/7	Met
C12	Intimacy	2/7	Not Met (28.57 %)
C13	Skills to maximize independence	7/7	Met
C14	Choices in routines & schedules	7/7	Met
C15	Personalize living space	7/7	Met
C16	Explore interests	6/7	Met (85.71 %)

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C17	Community activities	4/7	Not Met (57.14 %)
C18	Purchase personal belongings	7/7	Met
C19	Knowledgeable decisions	7/7	Met
C46	Use of generic resources	6/7	Met (85.71 %)
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

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	14/14	Met
C8	Family/guardian communication	14/14	Met
C9	Personal relationships	14/14	Met
C10	Social skill development	14/14	Met
C11	Get together w/family & friends	14/14	Met
C12	Intimacy	6/14	Not Met (42.86 %)
C13	Skills to maximize independence	14/14	Met
C14	Choices in routines & schedules	14/14	Met
C15	Personalize living space	14/14	Met
C16	Explore interests	13/14	Met (92.86 %)
C17	Community activities	13/14	Met (92.86 %)
C18	Purchase personal belongings	13/14	Met (92.86 %)
C19	Knowledgeable decisions	14/14	Met
C46	Use of generic resources	13/14	Met (92.86 %)
C47	Transportation to/ from community	13/14	Met (92.86 %)
C48	Neighborhood connections	14/14	Met
C49	Physical setting is consistent	14/14	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C51	Ongoing satisfaction with services/ supports	14/14	Met
C52	Leisure activities and free-time choices /control	14/14	Met
C53	Food/ dining choices	14/14	Met

Individual Home Supports

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	3/3	Met
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	2/2	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
C21	Coordinate outreach	3/3	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	3/3	Met
C49	Physical setting is consistent	3/3	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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	6/6	Met
C13	Skills to maximize independence	6/6	Met
C37	Interpersonal skills for work	5/5	Met
C40	Community involvement interest	6/6	Met
C41	Activities participation	6/6	Met
C42	Connection to others	4/4	Met
C43	Maintain & enhance relationship	6/6	Met
C45	Revisit decisions	6/6	Met
C46	Use of generic resources	6/6	Met
C47	Transportation to/ from community	6/6	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/4	Not Met (0 %)
C8	Family/guardian communication	4/4	Met
C22	Explore job interests	3/3	Met
C23	Assess skills & training needs	3/3	Met
C24	Job goals & support needs plan	3/3	Met
C25	Skill development	3/3	Met
C26	Benefits analysis	3/3	Met
C27	Job benefit education	3/3	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	3/3	Met
C30	Work in integrated settings	4/4	Met
C31	Job accommodations	1/1	Met
C32	At least minimum wages earned	1/1	Met
C34	Support to promote success	1/1	Met
C35	Feedback on job performance	1/1	Met
C36	Supports to enhance retention	1/1	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C37	Interpersonal skills for work	3/3	Met
C47	Transportation to/ from community	4/4	Met
C50	Involvement/ part of the Workplace culture	1/1	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met