



**PROVIDER REPORT
FOR
RIVERBROOK RESIDENCE
INC
P.O.BOX 478
Stockbridge, MA 01262**

June 18, 2024

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	RIVERBROOK RESIDENCE INC
Review Dates	5/15/2024 - 5/21/2024
Service Enhancement Meeting Date	6/4/2024
Survey Team	Eric Lunden Janina Millet (TL) Danielle Chiaravallotti
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	2 location(s) 4 audit (s)	Targeted Review	DDS 19/19 Provider 66 / 66 85 / 85 2 Year License 06/04/2024-06/04/2026		DDS 3 / 4 Provider 41 / 42 44 / 46 Certified 06/04/2024 - 06/04/2026
Residential Services	1 location(s) 3 audit (s)			DDS Targeted Review	19 / 20
Placement Services	1 location(s) 1 audit (s)			DDS Targeted Review	19 / 20
Planning and Quality Management (For all service groupings)				DDS Targeted 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	1 location(s) 12 audit (s)	Targeted Review	DDS 12/12 Provider 47 / 47 59 / 59 2 Year License 06/04/2024-06/04/2026		DDS 3 / 3 Provider 39 / 39 42 / 42 Certified 06/04/2024 - 06/04/2026
Community Based Day Services	0 location(s) 6 audit (s)			DDS Targeted Review	15 / 15
Employment Support Services	1 location(s) 6 audit (s)			DDS Targeted Review	21 / 21
Planning and Quality Management (For all service groupings)				DDS Targeted Review	6 / 6

EXECUTIVE SUMMARY :

Riverbrook Residential Inc. (Riverbrook) is a nonprofit agency in the Berkshire region of Western Massachusetts. The agency was established in 1957 and is headquartered in the Stockbridge area. The services subject to the current Department of Developmental Services (DDS) licensing and certification review included 24-hour residential, placement, employment and community-based day support (CBDS) services to individuals with intellectual and developmental disabilities.

The agency was eligible and received approval from the DDS Regional Office to conduct a self-assessment of its quality management systems for this current licensing and certification cycle. This process ran parallel to a targeted licensing review completed by the Office of Quality Enhancement (OQE). The OQE team evaluated all critical indicators, all licensing and certification indicators that were not met during the agency's previous licensure and certification survey, and all the new and revised indicators since the last survey. The final survey results were a combination of the agency's self-assessment ratings and the OQE's targeted review ratings with OQE ratings prevailing when indicators were rated by both entities.

Findings from the OQE targeted review of the licensing indicators were overall positive. The critical licensing indicators reviewed demonstrated required standards were in place. For example, the agency had an effective system to track environmental safety, ensuring required inspections were up to date, smoke and carbon monoxide detectors were operable and placed where required.

In the area of human rights, the agency implemented a thorough system which ensured annual training was provided to individuals on how to report abuse and neglect, and guardians were provided with informational related to human rights and mandated reporting.

Within residential services, the domain of healthcare, physician ordered medical treatment protocols were well developed and implemented by trained staff. Additionally, medication was administered as prescribed to individuals by MAP certified staff. Agency nursing interfaced regularly with residential staff to conduct trainings and oversight of medical and medication matters.

As a result of the review, Riverbrook Residence will receive a Two-Year License for its Residential Services, with a service group score of 100% of licensure indicators met. This service group is Certified with an overall score of 96% of certification indicators met.

The agency will receive a Two-Year License for the Employment and Day Supports service group, with a service group score of 100% of Licensure indicators met. This service group is Certified with an overall score of 100% of certification indicators met.

In preparation for this review, Riverbrook presented the following self-assessment report describing the organization's ongoing quality assurance systems and the agency's current evaluation of compliance with DDS licensing and certification standards.

Description of Self-Assessment Process:

Riverbrook used the DDS Licensure and Certification Tool to set criteria to be used in measuring each indicator. A Quality Management calendar aligns Riverbrook's strategic goals with internal program areas and specific Licensure/Certification indicators. The Senior Management Team, consisting of Executive Director, Clinical Program Director, ISP/Human Rights Manager, Day Program Director, Controller/Facilities Manager, Residential Manager and Weekend Supervisor, reviews it on a monthly basis to set goals and create timeline for completion. A complete evaluation of Riverbrook's current systems laid the groundwork for this self- assessment study., Riverbrook's Executive Director and Senior Management Team evaluated all licensing and certification indicators in Placement, Residential, Community Based Day and Employment Services. Sample size was 100% for all licensing and certification indicators reviewed.

Administrative Review:

The Human Rights/ ISP Manager is responsible for all staff training in abuse and neglect, and for ensuring that all individuals and staff members know how to report and make contact with the DPPC. Training for all staff occurs upon hire with monthly reviews. All residents are trained annually by the Human Rights Officer. All training events are noted in meeting minutes and all staff are required to sign off that they have received the training. Written safety plans in the residential program are monitored and updated by the Clinical Program Director and Day Program Director at the Riverbrook on Main space. All staff receive regular training in evacuation and policies and procedures are posted in the Standard Operating Procedure manual. The Day Program Director and Residential Manager coordinate daytime and night Fire Drills, held 4 times per year at the Riverbrook Residence, and in conjunction with a staff assigned the role of Fire Safety Champ. Daytime Fire Drills are conducted at the Riverbrook on Main location 2 times per year. A roster and stopwatch are used in each location to ensure that all individuals are out of the building within the required 2.5 minutes. Emergency Fact Sheets are monitored and regularly updated prior to each ISP meeting and when changes occur in an individual's profile.

The Controller holds a dual role as Facilities Manager and is responsible for all aspects of monitoring Environmental Safety. A Maintenance Associate and housekeeper work closely under the direction of the Controller/Facilities Manager and have developed a master checklist of tasks with timetable for completion to ensure that all indicators are met. An annual capital projects list is created by administration and approved by the Board of Directors to ensure that each residence is well maintained.

All residents have been assessed for communication needs. Riverbrook utilizes programs through the Massachusetts Commission for the blind including procurement of a smart braille for residents who are visually impaired. In addition, iPads are readily available for resident use. Several residents utilize an Alexa device to facilitate orientation to daily routines and schedules and for personal recreation.

Riverbrook employs two full-time Registered Nurses during day program hours and a part-time Registered Nurse during residential program. A senior medical team staff meeting takes place monthly with Clinical Program Director, RN, Residential RN, Residential Supervisor, and the Assistant Health Services Coordinator. During this meeting, training regarding MAP systems, updates regarding specific individual health issues and review of Riverbrook's internal health maintenance systems takes place.

In addition, Riverbrook uses a report system to increase communication between shifts. At the completion of day program, the Assistant Health Coordinator completes a "report sheet" that is given to the Residential Supervisor for follow up. At the end of the evening shift the Residential Supervisor places the report sheet on the Clinical Program Director/ Day Program Nurse's desk for review in the morning.

Riverbrook also utilizes a monthly MAP audit using the DDS OQE audit tool. The Residential Manager completes this. Results of the audit are brought to the monthly Senior Med Staff meeting or sooner if indicated.

At Riverbrook, each individual is paired with a Staff Advocate with whom the individual has developed a bond. Staff Advocates inform the ISP process of individual preferences, achievements, and challenges by submitting an "Advocate's Report" at the time of the ISP meeting. Many individuals have community volunteers who visit with them weekly. Individuals are supported to regularly spend time with individuals that they choose to pursue romantically. All individuals have Lifefacts Sexuality training. Individuals that choose to are encouraged to make new friends on accompanied Sprout trips.

Individuals, staff, and families are all trained in Human Rights. Riverbrook employs one Human Rights Coordinator and a Human Rights Officer. Riverbrook has one of the longest seated Human Rights Committee in the area, meeting quarterly at Riverbrook. Two residents are members of the HR committee, and another is on the Board of Directors of Riverbrook. Each resident and staff member receives human rights training twice a year. With staff assistance, individuals prepare their Individual Support Plan and whenever possible, run their own ISP meeting & choose goals. Individuals choose their programs, give input for meals, decorate their bedrooms, choose community events to attend, choose doctors, shop for clothing and personal supplies, attend church, vote, date, have paid jobs, are members of the Staff Hiring Committee, and manage their funds to the greatest extent possible.

Riverbrook's Human Rights/ISP Manager maintains a training database in which all staff trainings are recorded and tracked including all required certifications. Riverbrook's residential RN is also a MAP certified trainer. Riverbrook partners with the Austin Riggs Center and Tate Behavioral for specialized training in Trauma and Positive Behavioral Supports and individual case studies.

All staff receive annual evaluations. Wage increases are evaluated based on performance and years of employment at Riverbrook. All staff receive a 1% cost of living wage increase annually. The Board of Director's personnel committee reviews staff wages and benefits annually. All rate increases received from DDS go to wage increases for direct care staff members.

Riverbrook utilizes a secure online, web-based system called Therap. All of the staff records daily information about the residents and about progress on ISP goals.

ISP teams consist of the individual, staff advocate, direct care, health care, day program services and administrative staff.

Riverbrook's "core team" meets monthly to discuss each individual's ISP goals progress. Core team membership is structured to include day program, evening residential and weekend residential staff members. Core team reviews all ISP goals and progress data.

Community relationships are deeply cultivated at Riverbrook, and programs are built around the knowledge that a rich community life is an essential part of individual fulfillment. Riverbrook utilizes formal and informal methods of collecting feedback from residents and program participants. Residents are given the opportunity to participate in Riverbrook's hiring committee, complete staff evaluations annually and submit resident satisfaction surveys. Riverbrook's administration also implements an "open door policy" for residents that wish to give feedback in person.

Riverbrook utilizes formal satisfaction surveys to gain feedback from staff, families, and guardians in addition to email and phone communication.

Riverbrook staff are trained in assisting residents to make meaningful relationships in all areas of life. In both residential and day programs staff demonstrate that the individuals they work with are approachable, employable, and worthwhile members of society. Whenever possible, Riverbrook utilizes natural supports to enhance community experiences. Volunteer recruitment is taken very

seriously as a means of developing true friendships. Residents and program participants are supported to explore their personal spirituality through a variety of means such as church or temple services, participation in spiritual groups or through mindfulness practices such as meditation and yoga.

Riverbrook recognizes family connections as sacred relationships. Riverbrook encourages and helps to arrange visits at Riverbrook, in the community and at family homes.

Staff are trained to help residents make informed decisions while understanding that residents may choose something different from what staff recommend.

Residents are encouraged to shop for personal belongings, decorate their rooms and common areas, choose leisure activities and become as independent as possible with performing and scheduling residential routines such as doing laundry, personal care, medication administration, shopping and food choices.

Walks on Ice Glen Rd. are a daily occurrence during fine weather. Riverbrook residents know their neighbors and often stop to chat with them. Residents participate in Earth Day on Ice Glen rd. to clean up the neighborhood and promote neighborly connections. Residents and staff also encourage neighbors to stop in by creating a flower stand during the warmer months.

Riverbrook employs a master's level, Day Program Director with 20+ years of experience in job coaching and career development. In depth vocational assessments take place with each individual and an appropriate vocational experience is sought in the community. Riverbrook's employment base is largely comprised of small, local businesses that are aware of Riverbrook's presence in the community. All vocational placements in the community and at Riverbrook Residence pay at least minimum wage.

Independence is achieved by goal setting both in the ISP plan and at the place of employment through performance evaluations. Ongoing, regular communication between the employer and vocational support staff is crucial for job retention and achieving independence in the workplace. As independence is gained, supports are accordingly minimized.

In addition to the satisfaction of being employed is the feeling of being accepted into the culture of a workplace. Riverbrook encourages and facilitates participation in workplace events such as company picnics, holiday parties, get togethers and meals with co-workers.

Day program experiences at Riverbrook also include an assessment of each individual's interests outside of employment such as hobbies and interest in the arts. Riverbrook partners with Community Access to the Arts as well as other community resources to ensure that individuals are given the opportunity to create a well-rounded community experience each week. In addition, residents are encouraged to participate in their local Senior Center activities such as bingo and tai chi as well as join local volunteer groups such as the Kiwanis club.

Assistive technology is of great benefit to those that need support and wish to gain independence with communication and orientation to daily schedules. Riverbrook employs a staff member to provide IT support to staff and residents every week to ensure that devices are functioning properly, and all users are trained.

Residents are encouraged to shop for and keep a supply of personal snacks on hand. Some residents choose to eat a meal at their place of employment during their work shift. Individuals are encouraged to eat with the people they choose and make their meal schedule according to their wishes and schedule requirements.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	6/6	0/6	
Residential and Individual Home Supports	79/79	0/79	
Residential Services Placement Services			
Critical Indicators	8/8	0/8	
Total	85/85	0/85	100%
2 Year License			
# indicators for 60 Day Follow-up		0	

	Met / Rated	Not Met / Rated	% Met
Organizational	7/7	0/7	
Employment and Day Supports	52/52	0/52	
Community Based Day Services Employment Support Services			
Critical Indicators	6/6	0/6	
Total	59/59	0/59	100%
2 Year License			
# indicators for 60 Day Follow-up		0	

CERTIFICATION FINDINGS

	Reviewed By	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	DDS 0/0 Provider 6/6	6/6	0/6	
Residential and Individual Home Supports	DDS 3/4 Provider 35/36	38/40	2/40	
Placement Services	DDS 1/1 Provider 18/19	19/20	1/20	
Residential Services	DDS 2/3 Provider 17/17	19/20	1/20	
Total		44/46	2/46	96%
Certified				

	Reviewed By	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	DDS 0/0 Provider 6/6	6/6	0/6	
Employment and Day Supports	DDS 3/3 Provider 33/33	36/36	0/36	
Community Based Day Services	DDS 2/2 Provider 13/13	15/15	0/15	
Employment Support Services	DDS 1/1 Provider 20/20	21/21	0/21	
Total		42/42	0/42	100%
Certified				

Placement Services- Areas Needing Improvement on Standards not met From Provider review:

Indicator #	Indicator	Issues identified	Action planned to address
C49	The physical setting blends in with and is a natural part of the neighborhood and community.	Riverbrook is a large historic estate located in a neighborhood of large historic estates. Like many original Berkshire Cottages, Riverbrook is identified as such with a small sign at the front of the driveway that says "Riverbrook." There is no indication on the sign that Riverbrook is a residence for adult women with developmental disabilities. As residents are proud of their home's heritage. Riverbrook's administration along with residents have opted to keep the small sign on the property. Riverbrook has more visible vehicles on the property than other houses in the neighborhood. Riverbrook's residents have six vehicles used for day program and residential community access. Staff members also park their vehicles in Riverbrook's residential parking area.	As residents choose to keep the sign that identifies Riverbrook's history, the small sign will remain on Riverbrook's property. Riverbrook's strategic plan, will "Determine if an Alternative/Enhance Staff Workspace is Needed."

		While Riverbrook's neighbors also have a numerous vehicles parked at their home (one neighbor is a car collector), the vehicles are not visible from the road.	
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Residential Services- Areas Needing Improvement on Standards not met From DDS Review:

Indicator #	Indicator	Area Needing Improvement
C49	The physical setting blends in with and is a natural part of the neighborhood and community.	As indicated in previous certification reviews, the setting of the agency's primary residence does not reflect typical residential housing in its signage and parking areas with multiple vehicles for staff and agency employees.

MASTER SCORE SHEET LICENSURE

Organizational: RIVERBROOK RESIDENCE INC

Indicator #	Indicator	Reviewed by	Met/Rated	Rating(Met,Not Met,NotRated)
^P L2	Abuse/neglect reporting	DDS	1/1	Met
L48	HRC	Provider	-	Met
L74	Screen employees	Provider	-	Met
L75	Qualified staff	Provider	-	Met
L76	Track trainings	Provider	-	Met
L83	HR training	Provider	-	Met
L92 (07/21)	Licensed Sub-locations (e/d).	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 Placed	Total Met/Rate	Rating

L1	Abuse/neglect training	I	DDS	3/3		1/1				4/4	Met
L5	Safety Plan	L	Provider	-		-				-	Met
☞ L6	Evacuation	L	DDS	1/1		1/1				2/2	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
☞ L11	Required inspections	L	DDS	1/1		1/1				2/2	Met
☞ L12	Smoke detectors	L	DDS	1/1		1/1				2/2	Met
☞ L13	Clean location	L	DDS	1/1		1/1				2/2	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
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	DDS			1/1				1/1	Met
L25	Dangerous substances	L	Provider	-		-				-	Met
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
L43	Health Care Record	I	Provider	-		-				-	Met
L44	MAP registration	L	Provider	-		-				-	Met
L45	Medication storage	L	Provider	-		-				-	Met
Ⓜ L46	Med. Administration	I	DDS	3/3		1/1				4/4	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	DDS	3/3						3/3	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	DDS	2/2		1/1				3/3	Met
L61	Health protection in ISP	I	Provider	-		-				-	Met
L62	Health protection review	I	Provider	-		-				-	Met
L63	Med. treatment plan form	I	DDS	3/3		0/1				3/4	Met

L64	Med. treatment plan rev.	I	Provider	-	-	-	-	-	-	Met
L67	Money mgmt. plan	I	DDS	3/3	1/1				4/4	Met
L68	Funds expenditure	I	Provider	-	-				-	Met
L69	Expenditure tracking	I	DDS	3/3	1/1				4/4	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
L80	Symptoms of illness	L	Provider	-	-				-	Met
L81	Medical emergency	L	Provider	-	-				-	Met
^P L82	Medication admin.	L	DDS	1/1					1/1	Met
L84	Health protect. Training	I	Provider	-	-				-	Met
L85	Supervision	L	Provider	-	-				-	Met
L86	Required assessments	I	Provider	-	-				-	Met
L87	Support strategies	I	Provider	-	-				-	Met
L88	Strategies implemented	I	DDS	3/3	1/1				4/4	Met
L90	Personal space/ bedroom privacy	I	Provider	-	-				-	Met
L91	Incident management	L	Provider	-	-				-	Met
L93 (05/22)	Emergency back-up plans	I	DDS	3/3	1/1				4/4	Met
L94 (05/22)	Assistive technology	I	DDS	3/3	1/1				4/4	Met
L96 (05/22)	Staff training in devices and applications	I	DDS	3/3	1/1				4/4	Met
#Std. Met/# 79 Indicator									79/79	
Total Score									85/85	
									100%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	DDS	6/6		6/6	12/12	Met
L5	Safety Plan	L	Provider		-	-	-	Met
Ⓜ L6	Evacuation	L	DDS	1/1			1/1	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
Ⓜ L11	Required inspections	L	DDS	1/1			1/1	Met
Ⓜ L12	Smoke detectors	L	DDS	1/1			1/1	Met
Ⓜ L13	Clean location	L	DDS	1/1			1/1	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
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
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
L37	Prompt treatment	I	Provider		-	-	-	Met
Ⓜ L38	Physician's orders	I	DDS	2/2		1/1	3/3	Met
L39	Dietary requirements	I	Provider		-	-	-	Met
L44	MAP registration	L	Provider		-	-	-	Met
L49	Informed of human rights	I	Provider		-	-	-	Met
L50 (07/21)	Respectful Comm.	I	Provider		-	-	-	Met
L51	Possessions	I	DDS	6/6		6/6	12/12	Met
L52	Phone calls	I	Provider		-	-	-	Met
L54 (07/21)	Privacy	I	Provider		-	-	-	Met
L55	Informed consent	I	Provider		-	-	-	Met
L57	Written behavior plans	I	Provider		-	-	-	Met
L60	Data maintenance	I	Provider		-	-	-	Met
L61	Health protection in ISP	I	Provider		-	-	-	Met
L62	Health protection review	I	Provider		-	-	-	Met
L77	Unique needs training	I	Provider		-	-	-	Met
L80	Symptoms of illness	L	Provider		-	-	-	Met
L81	Medical emergency	L	Provider		-	-	-	Met
L84	Health protect. Training	I	Provider		-	-	-	Met
L85	Supervision	L	Provider		-	-	-	Met
L86	Required assessments	I	Provider		-	-	-	Met
L87	Support strategies	I	Provider		-	-	-	Met
L88	Strategies implemented	I	DDS	6/6		6/6	12/12	Met
L91	Incident management	L	Provider		-	-	-	Met
L93 (05/22)	Emergency back-up plans	I	DDS	6/6		6/6	12/12	Met
L94 (05/22)	Assistive technology	I	DDS	6/6		6/6	12/12	Met

L96 (05/22)	Staff training in devices and applications	I	DDS	6/6		6/6	12/12	Met
L99 (05/22)	Medical monitoring devices	I	Provider		-	-	-	Met
#Std. Met/# 52 Indicator							52/52	
Total Score							59/59	
							100%	

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	DDS	3/3	Met
C18	Purchase personal belongings	DDS	3/3	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	DDS	0/1	Not Met (0 %)
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
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	DDS	1/1	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	-	Not Met (0 %)
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	DDS	6/6	Met
C43	Maintain & enhance relationship	Provider	-	Met
C44	Job exploration	Provider	-	Met
C45	Revisit decisions	Provider	-	Met
C46	Use of generic resources	DDS	6/6	Met
C47	Transportation to/ from community	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met

Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
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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	DDS	5/6	Met (83.33 %)
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