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| **PROVIDER REPORT FOR** |

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| **REACH20 Middle Street Plymouth, MA 02360**  |

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| **Public Provider Report** |

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| **Prepared by the Department of Developmental ServicesOFFICE OF QUALITY ENHANCEMENT** |

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| **SUMMARY OF OVERALL FINDINGS** |

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| **Review Dates** |

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| 3/29/2022 - 4/4/2022 |

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| **Service Enhancement Meeting Date** |

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| 4/19/2022 |

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| **Survey Team** |

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| Katherine Gregory (TL) |
| Barbara Mazzella |
| Scott Nolan |
| Jamie Savage |

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| **Citizen Volunteers** |

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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** | 6 location(s) 10 audit (s)  | Full Review | 77/79 2 Year License 04/19/2022 - 04/19/2024 |  | 51 / 51 Certified 04/19/2022 - 04/19/2024 |
| Residential Services | 3 location(s) 6 audit (s)  |  |  | Full Review | 22 / 22 |
| Individual Home Supports | 3 location(s) 4 audit (s)  |  |  | Full Review | 23 / 23 |
| 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** | 2 location(s) 13 audit (s)  | Full Review | 57/62 2 Year License 04/19/2022 - 04/19/2024 |  | 45 / 46 Certified 04/19/2022 - 04/19/2024 |
| Community Based Day Services | 1 location(s) 7 audit (s)  |  |  | Full Review | 17 / 17 |
| Employment Support Services | 1 location(s) 6 audit (s)  |  |  | Full Review | 22 / 23 |
| Planning and Quality Management (For all service groupings) |   |  |  | Full Review | 6 / 6 |

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| **EXECUTIVE SUMMARY :** |

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| REACH, Inc. is a non-profit human service agency founded in 1987 serving the people living in the greater Plymouth area with intellectual disabilities. REACH provides residential services to approximately 33 people and day support services to another 33 individuals. Residential supports consist of both twenty-four hour supports in agency operated homes and less than twenty-four hours of support in individuals' homes. Day Programming consists of Community Based Day Supports (CBDS) and Employment Services. The scope of this survey conducted by the Department of Developmental Services (DDS) Office of Quality Enhancement consisted of a full review of licensing and certification indicators for both Residential and Day Program Services.Organizationally, the agency demonstrated strengths in several areas. New staff were screened to ensure they met all qualifications and staff had current required licenses when required by their job description. REACH has implemented a training platform which allows for virtual learning, accurate tracking for completed trainings, and staff notification for the prevention of lapses in training. Sampled staff had all required trainings and interviews revealed staff had knowledge of required information to support health and safety. Among certification indicators, organizational strengths were also revealed. Several Strategic Plan goals were driven by feedback from individuals such as the ongoing evaluation of their satisfaction with housemate relationships and proposed moves based on the results of these evaluations. Data was collected and analyzed for satisfaction of stakeholders for all services, incident reporting and investigations, Medication Occurrence Reports, clinical data and progress on strategic plan goals. While the agency demonstrated positive findings, an area needing the agency's increased attention is the Human Rights Committee. The agency would benefit from maintaining requisite membership, ensuring regular meetings occur and increasing empowerment of members in active review and discussion of agenda items. In addition, the agency needs to formalize their process for assessing, and immediately responding to any allegations or complaints of mistreatment, abuse or neglect.In residential services, areas of strength within the licensing indicators were found. Overall, homes were maintained in good condition, were similar to other homes in the community, and were decorated to reflect the personal taste of the individuals who lived there. Staff were trained in Executive Order 509, and healthy food choices and physical activity were offered regularly. At one home there was maximum participation in physical exercise by all, including Zumba, swimming, Nintendo Switch dance programs, vigorous hikes in state parks, and walks in the community and on the waterfront. Several individuals lost weight during the pandemic as they adopted healthier eating habits. Through the consistent use of the DDS Adult Screening Recommendations medical screenings were completed. Specialized appointments and follow-ups were maintained. Medications were administered according to doctors' orders, and individuals were supported to be able to self-medicate. All staff demonstrated knowledge of individuals health care protocols and were carrying them out correctly. The agency had developed a process of individualized clinical reviews which has led to a decrease in the number of restrictive practices, and the inclusion of PBS elements in ISP goals. In addition, the agency has made improvements in timely incident submission. Within the certification indicators, strengths were also found in residential services. Staff provided opportunities for individuals to develop and maintain personal relationships and to visit with their families and friends. For instance, several individuals had formed friendships with others around common interests and regularly met to engage in their interests such as BBQ restaurants, paint nights and vacation destinations. Choices in routines and schedules were revisited in House Meetings with individuals determining how to divide up chores equitably, negotiating the week's menu and determining recreational activities for the week. Assistive technology was in place that allowed individuals to independently prepare foods through the use of adaptive cutting boards, and kitchen appliances with panels and dials marked with recognizable symbols promoting greater independence in the kitchen. Positive outcomes within Community Based Day Supports and Employment Services in licensing indicators were present. Within Meaningful Day Services, the agency's CBDS program, a combination of skill based in-house classes, guest speakers, field trips and operation of an agency owned gallery, individuals were provided extensive opportunities for growth, job development and fun. Staff were aware of individual's unique health care concerns and were up to date with trainings. In Employment Services, individuals were all paid competitive wages, and staff checked in with employers only to the degree that it was necessary. Staff acknowledged that the COVID pandemic greatly affected on-site operations of the day service, however staff were able to utilize remote options such as Zoom to offer many classes to individuals to ensure that ongoing opportunities for continued growth, education and comradery were provided. Zoom classes were set up within one week of closure and on-sight opportunities were initiated as soon as permissible. Individuals knew to whom they could report a concern and had all received training in Human Rights and DPPC. Within certification, there were many notable findings. Individuals were afforded ample opportunities to try out a variety of group classes, skill training sessions, community trips and self-initiated group workshops. Several individuals in CBDS were excited to share that they were able to participate in a group video game experience to have fun and commented that staff were often seeking suggestions from individuals on new ideas to help broaden all participants areas of knowledge. Staff were flexible and engaged individuals to brainstorm new ideas for group learning. Individuals were also supported to learn social and other skills to be better workers in integrated settings in the community. Individuals who participated in the agency owned store, Oh My Gallery offered opportunities to make and sell products in the store and learn valuable retail skills. Individuals were supported to use social media sites such as Pinterest to research art projects they would like to make and sell in the store. Staff provided many learning opportunities and tailored projects so that all individuals could participate at their own pace. Individuals enjoyed interacting with the public as well as showcasing their many talents. Skills such as learning how to use a cash register, interacting with customers, explaining the merchandise and maintaining a clean store were reinforced through daily schedules of individual workers. The CBDS site offers participants the ability to interact with members of the community and utilize generic resources such as local coffee shops, and restaurants. Individuals engaged in the employment program participated in career classes and social skills classes during times when they were not working. Staff conducted mock interviews and prepared individuals to successfully develop resumes and complete employment applications. Within Day Supports, areas were identified that require additional focus. Employment Services could improve with the provision of information for families, guardians and individuals regarding education regarding the management of income and entitlements allowing them to continue to successfully work in the community. Based on the findings of this report, REACH Inc. has earned Two-Year Licenses and is Certified for both the Residential Supports group and the Employment and Day Supports group. Residential scores were 97% in licensing and 100% in certification; day support scores were 92% for licensing and 98% for certification. Within sixty days, the agency will conduct its own follow-up on any licensing indicators rated Not Met and submit the results to the DDS OQE. |

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| **LICENSURE FINDINGS** |

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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Organizational** | **6/8** | **2/8** |  |
| **Residential and Individual Home Supports** | **71/71** | **0/71** |  |
|  Residential Services Placement Services Individual Home Supports |  |  |  |
| **Critical Indicators** | **8/8** | **0/8** |  |
| **Total** | **77/79** | **2/79** | **97%** |
| **2 Year License** |  |  |  |
| **# indicators for 60 Day Follow-up** |  | **2** |  |
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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Organizational** | **7/9** | **2/9** |  |
| **Employment and Day Supports** | **50/53** | **3/53** |  |
|  Community Based Day Services Employment Support Services |  |  |  |
| **Critical Indicators** | **8/8** | **0/8** |  |
| **Total** | **57/62** | **5/62** | **92%** |
| **2 Year License** |  |  |  |
| **# indicators for 60 Day Follow-up** |  | **5** |  |
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|  | **Organizational Areas Needing Improvement on Standards not met/Follow-up to occur:** |  |  |
|  | **Indicator #** | **Indicator** | **Area Needing Improvement** |
|  |  L3 | Immediate action is taken to protect the health and safety of individuals when potential abuse/neglect is reported. | For three out of nine investigations, immediate action was either not taken or was insufficient. The agency needs to ensure that upon discovery of allegations of potential abuse and /or neglect, an assessment is made and immediate action steps developed and implemented as quickly as possible to protect the individual from potential harm, pending the results of a fuller investigation or administrative review. |
|  |  L48 | The agency has an effective Human Rights Committee. | The Human Rights Committee did not meet composition requirements (no legal representative ), nor did it meet on a quarterly basis. Meeting minutes did not contain details about agenda items. The agency needs to ensure the Human Rights Committee effectively fulfills mandated roles and membership meets requisite representation. |

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|  | **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.  | The safety plan did have not a current approved Provider Assurance Form signed by DDS. The agency needs to ensure that safety plans have Provider Assurance forms that are reviewed and/or revised by DDS every two years or when a change in composition or individuals ' ability to evacuate has occurred. |
|  |  L15 | Hot water temperature tests between 110 and 120 degrees (as of 1/2014). | The hot water in the kitchen sink registered above allowable temperatures. (117 degrees) The agency needs to ensure that hot water temperatures register within allowable temperatures. |
|  |  L55 | Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent. | Five out of twelve individuals and/or their guardians provided consent to use a particular photo in the agency newsletter or post on its website. A review of these consents revealed that the consents did not include identify or include a copy of the photo or specify how the material was to be used. The agency needs to ensure that consents include all required components. |

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| **CERTIFICATION FINDINGS** |

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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Certification - Planning and Quality Management** | **6/6** | **0/6** |  |
| **Residential and Individual Home Supports** | **45/45** | **0/45** |  |
| Residential Services | 22/22 | 0/22 |  |
| Placement Services | / | / |  |
| Individual Home Supports | 23/23 | 0/23 |  |
| **Total** | **51/51** | **0/51** | **100%** |
| **Certified** |  |  |  |
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|  | **Met / Rated** | **Not Met / Rated** | **% Met** |
| **Certification - Planning and Quality Management** | **6/6** | **0/6** |  |
| **Employment and Day Supports** | **39/40** | **1/40** |  |
| Community Based Day Services | 17/17 | 0/17 |  |
| Employment Support Services | 22/23 | 1/23 |  |
| **Total** | **45/46** | **1/46** | **98%** |
| **Certified** |  |  |  |
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|  | **Employment Support Services- Areas Needing Improvement on Standards not met:** |  |  |
|  | **Indicator #** | **Indicator** | **Area Needing Improvement** |
|  |  C26 | Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community. | Career planning for five individuals did not include an analysis of how current and future earnings will affect individual entitlements and had not been communicated to the individual and/or family. The agency needs to ensure information of how individual's entitlements can be managed in a way that allows them to work successfully in the community. |
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| **MASTER SCORE SHEET LICENSURE** |

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| **Organizational: REACH** |

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|  | **Indicator #** | **Indicator** | **Met/Rated** | **Rating(Met,Not Met,NotRated)** |
| O |  L2 | Abuse/neglect reporting | **10/10** | **Met** |
|  |  L3 | Immediate Action | **6/9** | **Not Met(66.67 % )** |
|  |  L4 | Action taken | **11/11** | **Met** |
|  |  L48 | HRC | **0/1** | **Not Met(0 % )** |
|  |  L74 | Screen employees | **3/3** | **Met** |
|  |  L75 | Qualified staff | **4/4** | **Met** |
|  |  L76 | Track trainings | **9/9** | **Met** |
|  |  L83 | HR training | **9/9** | **Met** |
|  |  L92 (07/21) | Licensed Sub-locations (e/d). | **1/1** | **Met** |

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| **Residential and Individual Home Supports:** |

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|  | **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 | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L5 | Safety Plan | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
| O |  L6 | Evacuation | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  |  L7 | Fire Drills | L | 3/3 |  |  |  |  |  | **3/3** | **Met** |
|  |  L8 | Emergency Fact Sheets | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L9 (07/21) | Safe use of equipment | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L10 | Reduce risk interventions | I | 1/1 | 1/1 |  |  |  |  | **2/2** | **Met** |
| O |  L11 | Required inspections | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
| O |  L12 | Smoke detectors | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
| O |  L13 | Clean location | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  |  L14 | Site in good repair | L | 2/3 | 3/3 |  |  |  |  | **5/6** | **Met(83.33 %)** |
|  |  L15 | Hot water | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  |  L16 | Accessibility | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  |  L17 | Egress at grade  | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  |  L18 | Above grade egress | L | 2/2 | 1/2 |  |  |  |  | **3/4** | **Met** |
|  |  L19 | Bedroom location | L | 1/1 | 1/1 |  |  |  |  | **2/2** | **Met** |
|  |  L20 | Exit doors | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  |  L21 | Safe electrical equipment | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  |  L22 | Well-maintained appliances | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  |  L23 | Egress door locks | L | 2/2 |  |  |  |  |  | **2/2** | **Met** |
|  |  L24 | Locked door access | L | 3/3 |  |  |  |  |  | **3/3** | **Met** |
|  |  L25 | Dangerous substances | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  |  L26 | Walkway safety | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  |  L27 | Pools, hot tubs, etc. | L |  | 1/1 |  |  |  |  | **1/1** | **Met** |
|  |  L28 | Flammables | L | 2/2 | 3/3 |  |  |  |  | **5/5** | **Met** |
|  |  L29 | Rubbish/combustibles | L | 2/3 | 3/3 |  |  |  |  | **5/6** | **Met(83.33 %)** |
|  |  L30 | Protective railings | L | 2/2 | 3/3 |  |  |  |  | **5/5** | **Met** |
|  |  L31 | Communication method | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L32 | Verbal & written | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L33 | Physical exam | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L34 | Dental exam | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L35 | Preventive screenings | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L36 | Recommended tests | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L37 | Prompt treatment | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
| O |  L38 | Physician's orders | I | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  |  L39 | Dietary requirements | I | 1/1 | 3/3 |  |  |  |  | **4/4** | **Met** |
|  |  L40 | Nutritional food | L | 3/3 | 2/2 |  |  |  |  | **5/5** | **Met** |
|  |  L41 | Healthy diet | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  |  L42 | Physical activity | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  |  L43 | Health Care Record | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L44 | MAP registration | L | 3/3 | 2/2 |  |  |  |  | **5/5** | **Met** |
|  |  L45 | Medication storage | L | 3/3 | 2/2 |  |  |  |  | **5/5** | **Met** |
| O |  L46 | Med. Administration | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L47 | Self medication | I | 2/2 | 4/4 |  |  |  |  | **6/6** | **Met** |
|  |  L49 | Informed of human rights | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L50 (07/21) | Respectful Comm. | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L51 | Possessions | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L52 | Phone calls | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L53 | Visitation | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L54 (07/21) | Privacy | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L55 | Informed consent | I | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  |  L61 | Health protection in ISP | I | 1/1 |  |  |  |  |  | **1/1** | **Met** |
|  |  L62 | Health protection review | I | 2/2 |  |  |  |  |  | **2/2** | **Met** |
|  |  L63 | Med. treatment plan form | I | 5/5 | 3/3 |  |  |  |  | **8/8** | **Met** |
|  |  L64 | Med. treatment plan rev. | I | 4/5 | 3/3 |  |  |  |  | **7/8** | **Met(87.50 %)** |
|  |  L67 | Money mgmt. plan | I | 5/6 | 2/2 |  |  |  |  | **7/8** | **Met(87.50 %)** |
|  |  L68 | Funds expenditure | I | 6/6 | 2/2 |  |  |  |  | **8/8** | **Met** |
|  |  L69 | Expenditure tracking | I | 6/6 | 2/2 |  |  |  |  | **8/8** | **Met** |
|  |  L70 | Charges for care calc. | I | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** |
|  |  L71 | Charges for care appeal | I | 6/6 | 1/1 |  |  |  |  | **7/7** | **Met** |
|  |  L77 | Unique needs training | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L80 | Symptoms of illness | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  |  L81 | Medical emergency | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
| O |  L82 | Medication admin. | L | 3/3 | 2/2 |  |  |  |  | **5/5** | **Met** |
|  |  L84 | Health protect. Training | I | 2/2 |  |  |  |  |  | **2/2** | **Met** |
|  |  L85 | Supervision  | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  |  L86 | Required assessments | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L87 | Support strategies | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L88 | Strategies implemented | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L90 | Personal space/ bedroom privacy | I | 6/6 | 4/4 |  |  |  |  | **10/10** | **Met** |
|  |  L91 | Incident management | L | 3/3 | 3/3 |  |  |  |  | **6/6** | **Met** |
|  | **#Std. Met/# 71 Indicator** |  |  |  |  |  |  |  |  | **71/71** |  |
|  | **Total Score** |  |  |  |  |  |  |  |  | **77/79** |  |
|  |  |  |  |  |  |  |  |  |  | **97.47%** |  |

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| **Employment and Day Supports:** |

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|  | **Ind. #** | **Ind.** | **Loc. or Indiv.** | **Emp. Sup.** | **Cent. Based Work** | **Com. Based Day** | **Total Met / Rated** | **Rating** |
|  |  L1 | Abuse/neglect training | I | 6/6 |  | 7/7 | **13/13** | **Met** |
|  |  L5 | Safety Plan | L |  |  | 0/1 | **0/1** | **Not Met(0 %)** |
| O |  L6 | Evacuation | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L7 | Fire Drills | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L8 | Emergency Fact Sheets | I | 4/4 |  | 7/7 | **11/11** | **Met** |
|  |  L9 (07/21) | Safe use of equipment | I | 5/5 |  | 7/7 | **12/12** | **Met** |
|  |  L10 | Reduce risk interventions | I |  |  | 2/2 | **2/2** | **Met** |
| O |  L11 | Required inspections | L |  |  | 1/1 | **1/1** | **Met** |
| O |  L12 | Smoke detectors | L |  |  | 1/1 | **1/1** | **Met** |
| O |  L13 | Clean location | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L14 | Site in good repair | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L15 | Hot water | L |  |  | 0/1 | **0/1** | **Not Met(0 %)** |
|  |  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/combustibles | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L30 | Protective railings | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L31 | Communication method | I | 6/6 |  | 7/7 | **13/13** | **Met** |
|  |  L32 | Verbal & written | I | 6/6 |  | 7/7 | **13/13** | **Met** |
|  |  L37 | Prompt treatment | I | 6/6 |  | 7/7 | **13/13** | **Met** |
| O |  L38 | Physician's orders | I | 3/3 |  | 6/6 | **9/9** | **Met** |
|  |  L44 | MAP registration | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L45 | Medication storage | L |  |  | 1/1 | **1/1** | **Met** |
| O |  L46 | Med. Administration | I |  |  | 2/2 | **2/2** | **Met** |
|  |  L49 | Informed of human rights | I | 5/6 |  | 7/7 | **12/13** | **Met(92.31 %)** |
|  |  L50 (07/21) | Respectful Comm. | I | 6/6 |  | 7/7 | **13/13** | **Met** |
|  |  L51 | Possessions | I | 6/6 |  | 7/7 | **13/13** | **Met** |
|  |  L52 | Phone calls | I | 6/6 |  | 7/7 | **13/13** | **Met** |
|  |  L54 (07/21) | Privacy | I | 6/6 |  | 7/7 | **13/13** | **Met** |
|  |  L55 | Informed consent | I | 5/6 |  | 2/6 | **7/12** | **Not Met(58.33 %)** |
|  |  L57 | Written behavior plans | I |  |  | 2/2 | **2/2** | **Met** |
|  |  L58 | Behavior plan component | I |  |  | 1/1 | **1/1** | **Met** |
|  |  L59 | Behavior plan review | I |  |  | 1/1 | **1/1** | **Met** |
|  |  L60 | Data maintenance | I |  |  | 2/2 | **2/2** | **Met** |
|  |  L63 | Med. treatment plan form | I | 2/2 |  |  | **2/2** | **Met** |
|  |  L64 | Med. treatment plan rev. | I | 1/1 |  |  | **1/1** | **Met** |
|  |  L72 | DOL requirements | I |  |  | 1/1 | **1/1** | **Met** |
|  |  L77 | Unique needs training | I | 5/5 |  | 4/5 | **9/10** | **Met(90.0 %)** |
|  |  L79 | Restraint training | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L80 | Symptoms of illness | L | 1/1 |  | 1/1 | **2/2** | **Met** |
|  |  L81 | Medical emergency | L | 1/1 |  | 1/1 | **2/2** | **Met** |
| O |  L82 | Medication admin. | L |  |  | 1/1 | **1/1** | **Met** |
|  |  L85 | Supervision  | L | 1/1 |  | 1/1 | **2/2** | **Met** |
|  |  L86 | Required assessments | I | 6/6 |  | 6/6 | **12/12** | **Met** |
|  |  L87 | Support strategies | I | 6/6 |  | 6/6 | **12/12** | **Met** |
|  |  L88 | Strategies implemented | I | 5/6 |  | 7/7 | **12/13** | **Met(92.31 %)** |
|  |  L91 | Incident management | L | 1/1 |  | 1/1 | **2/2** | **Met** |
|  | **#Std. Met/# 53 Indicator** |  |  |  |  |  | **50/53** |  |
|  | **Total Score** |  |  |  |  |  | **57/62** |  |
|  |  |  |  |  |  |  | **91.94%** |  |

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| **MASTER SCORE SHEET CERTIFICATION** |

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|  | **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** |
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| **Residential Services** |  |  |  |
| **Indicator #** | **Indicator** | **Met/Rated** | **Rating** |
|  C7 | Feedback on staff / care provider performance | 6/6 | **Met** |
|  C8 | Family/guardian communication | 5/5 | **Met** |
|  C9 | Personal relationships | 6/6 | **Met** |
|  C10 | Social skill development | 6/6 | **Met** |
|  C11 | Get together w/family & friends | 6/6 | **Met** |
|  C12 | Intimacy | 5/6 | **Met (83.33 %)** |
|  C13 | Skills to maximize independence  | 6/6 | **Met** |
|  C14 | Choices in routines & schedules | 6/6 | **Met** |
|  C15 | Personalize living space | 3/3 | **Met** |
|  C16 | Explore interests | 6/6 | **Met** |
|  C17 | Community activities | 6/6 | **Met** |
|  C18 | Purchase personal belongings | 6/6 | **Met** |
|  C19 | Knowledgeable decisions | 6/6 | **Met** |
|  C20 (07/21) | Emergency back-up plans | 6/6 | **Met** |
|  C46 | Use of generic resources | 6/6 | **Met** |
|  C47 | Transportation to/ from community | 6/6 | **Met** |
|  C48 | Neighborhood connections | 6/6 | **Met** |
|  C49 | Physical setting is consistent  | 3/3 | **Met** |
|  C51 | Ongoing satisfaction with services/ supports | 6/6 | **Met** |
|  C52 | Leisure activities and free-time choices /control | 6/6 | **Met** |
|  C53 | Food/ dining choices | 6/6 | **Met** |
|  C54 | Assistive technology | 6/6 | **Met** |
| **Individual Home Supports** |  |  |  |
| **Indicator #** | **Indicator** | **Met/Rated** | **Rating** |
|  C7 | Feedback on staff / care provider performance | 4/4 | **Met** |
|  C8 | Family/guardian communication | 4/4 | **Met** |
|  C9 | Personal relationships | 4/4 | **Met** |
|  C10 | Social skill development | 4/4 | **Met** |
|  C11 | Get together w/family & friends | 4/4 | **Met** |
|  C12 | Intimacy | 4/4 | **Met** |
|  C13 | Skills to maximize independence  | 4/4 | **Met** |
|  C14 | Choices in routines & schedules | 4/4 | **Met** |
|  C15 | Personalize living space | 3/3 | **Met** |
|  C16 | Explore interests | 3/4 | **Met** |
|  C17 | Community activities | 4/4 | **Met** |
|  C18 | Purchase personal belongings | 4/4 | **Met** |
|  C19 | Knowledgeable decisions | 4/4 | **Met** |
|  C20 (07/21) | Emergency back-up plans | 4/4 | **Met** |
|  C21 | Coordinate outreach | 4/4 | **Met** |
|  C46 | Use of generic resources | 4/4 | **Met** |
|  C47 | Transportation to/ from community | 4/4 | **Met** |
|  C48 | Neighborhood connections | 4/4 | **Met** |
|  C49 | Physical setting is consistent  | 3/3 | **Met** |
|  C51 | Ongoing satisfaction with services/ supports | 4/4 | **Met** |
|  C52 | Leisure activities and free-time choices /control | 4/4 | **Met** |
|  C53 | Food/ dining choices | 4/4 | **Met** |
|  C54 | Assistive technology | 4/4 | **Met** |
| **Community Based Day Services** |  |  |  |
| **Indicator #** | **Indicator** | **Met/Rated** | **Rating** |
|  C7 | Feedback on staff / care provider performance | 7/7 | **Met** |
|  C8 | Family/guardian communication | 7/7 | **Met** |
|  C13 | Skills to maximize independence  | 7/7 | **Met** |
|  C20 (07/21) | Emergency back-up plans | 7/7 | **Met** |
|  C37 | Interpersonal skills for work | 7/7 | **Met** |
|  C38 (07/21) | Habilitative & behavioral goals | 7/7 | **Met** |
|  C39 (07/21) | Support needs for employment | 7/7 | **Met** |
|  C40 | Community involvement interest | 7/7 | **Met** |
|  C41 | Activities participation | 7/7 | **Met** |
|  C42 | Connection to others | 7/7 | **Met** |
|  C43 | Maintain & enhance relationship | 7/7 | **Met** |
|  C44 | Job exploration | 7/7 | **Met** |
|  C45 | Revisit decisions | 7/7 | **Met** |
|  C46 | Use of generic resources | 7/7 | **Met** |
|  C47 | Transportation to/ from community | 7/7 | **Met** |
|  C51 | Ongoing satisfaction with services/ supports | 7/7 | **Met** |
|  C54 | Assistive technology | 6/7 | **Met (85.71 %)** |
| **Employment Support Services** |  |  |  |
| **Indicator #** | **Indicator** | **Met/Rated** | **Rating** |
|  C7 | Feedback on staff / care provider performance | 6/6 | **Met** |
|  C8 | Family/guardian communication | 6/6 | **Met** |
|  C20 (07/21) | Emergency back-up plans | 6/6 | **Met** |
|  C22 | Explore job interests | 4/4 | **Met** |
|  C23 | Assess skills & training needs | 4/4 | **Met** |
|  C24 | Job goals & support needs plan | 3/4 | **Met** |
|  C25 | Skill development | 4/4 | **Met** |
|  C26 | Benefits analysis | 0/5 | **Not Met (0 %)** |
|  C27 | Job benefit education | 6/6 | **Met** |
|  C28 | Relationships w/businesses | 1/1 | **Met** |
|  C29 | Support to obtain employment | 3/4 | **Met** |
|  C30 | Work in integrated settings | 5/6 | **Met (83.33 %)** |
|  C31 | Job accommodations | 6/6 | **Met** |
|  C32 | At least minimum wages earned | 4/4 | **Met** |
|  C33 | Employee benefits explained | 6/6 | **Met** |
|  C34 | Support to promote success | 5/5 | **Met** |
|  C35 | Feedback on job performance | 4/4 | **Met** |
|  C36 | Supports to enhance retention | 6/6 | **Met** |
|  C37 | Interpersonal skills for work | 6/6 | **Met** |
|  C47 | Transportation to/ from community | 6/6 | **Met** |
|  C50 | Involvement/ part of the Workplace culture | 6/6 | **Met** |
|  C51 | Ongoing satisfaction with services/ supports | 5/6 | **Met (83.33 %)** |
|  C54 | Assistive technology | 6/6 | **Met** |
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