



**PROVIDER REPORT
FOR**

**REACH
20 Middle Street
Plymouth, MA 02360**

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	REACH
Review Dates	5/15/2024 - 5/21/2024
Service Enhancement Meeting Date	6/3/2024
Survey Team	Michael Marchese William Muguro Tina Napolitan (TL) Scott Nolan Gina Ford
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	5 location(s) 9 audit (s)	Full Review	84/88 2 Year License 06/03/2024 - 06/03/2026		44 / 47 Certified 06/03/2024 - 06/03/2026
Residential Services	3 location(s) 7 audit (s)			Full Review	19 / 20
Individual Home Supports	2 location(s) 2 audit (s)			Full Review	19 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Remote Supports and Monitoring Services

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Remote Supports and Monitoring Services	1 workstation location(s) 2 audit (s)	Full Review	39/40 2 Year License 06/03/2024 - 06/03/2026		11 / 11 Certified 06/03/2024 - 06/03/2026
Remote Supports and Monitoring Services	1 workstation location(s) 2 audit (s)			Full Review	5 / 5
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	63/66 2 Year License 06/03/2024 - 06/03/2026		42 / 42 Certified 06/03/2024 - 06/03/2026
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	15 / 15
Employment Support Services	1 location(s) 6 audit (s)			Full Review	21 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

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 35 people and day support services to another 35 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 (IHS). The agency also provides Remote Support and Monitoring Services (RSMS) to two individuals. 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 (OQE) consisted of a full review of licensing and certification indicators for Residential, RSMS and Day Services.

Organizationally, the agency demonstrated strengths in several areas towards licensing. New staff were screened to ensure they met all qualifications and staff had current required licenses when required by their job description. Sampled staff had all required trainings and interviews revealed staff had knowledge of required information to support health and safety. Staff were trained in human rights and mandated reporting on an annual basis. The RSMS devices were HIPPA compliant, working and had effective backup systems in place.

Organizational strengths were also revealed among certification indicators. 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.

Within residential, IHS and RSMS, areas of strength within the licensing indicators were found. Overall, homes were maintained in good condition and were similar to other homes in the community. Fire protection systems were in working order. Medical care was thorough, prompt and follow through appointments were completed as recommended. One woman had been without teeth for years and as such required a diet texture of pureed foods. The agency worked with medical providers and this woman now has dentures, opening up a wider variety of food textures and experiences for her. This woman also now has hearing aids as a result of agency advocating on her behalf. Health management protocols were in place when necessary and staff were both trained and knowledgeable. Medications were administered according to doctors' orders, and individuals were supported to be able to self-medicate. Within all services there was a system to support the self-administration of medication. Within RSMS, medication dispensers for people had changed to a smaller, portable dispenser allowing for improved reliability. Individuals' privacy was respected, and communication was very respectful. Supportive and health related devices were utilized and cared for as prescribed. Behavioral plans were implemented as designed with data collection occurring. Through the use of comprehensive and individualized behavior plans, people with significant behavioral concerns were demonstrating significant independence and making improved choices through increased skills and encouragement.

Within the certification indicators, strengths were also found in residential and IHS. Individuals were provided opportunities to develop and maintain personal relationships and to visit with their families and friends. One individual is supported by the agency to maintain a long-term relationship with her boyfriend. Staff help her plan and cook for date nights. Individuals demonstrated much choice and control over their daily routines. People are supported to be active and out and about within the community. One individual has retired from day services and is very active throughout the day with activities of his choosing. Within IHS, a person volunteers at a local cat shelter. People were observed to be cooking, making choices about household chores and community participation. Choices were discussed in house meetings with individuals determining how to divide up chores equitably, negotiating the week's menu and determining recreational activities for the week. People are supported to make knowledgeable decisions and to retain the right to. For example, one

individual obtained a guardian for one specific purpose and retained competency in all other areas. Within RSMS, both individuals focused on cleaning and organizing their apartments with daily check in from the monitoring agency.

Positive outcomes within Community Based Day Supports (CBDS) and Employment Services in licensing indicators were present. Medication was administered by MAP certified staff. Medical care sought out when necessary. Individuals were aware of their human rights. The environment offered space for privacy when necessary. Behavioral plans were implemented as designed with data collection occurring. Within CBDS, there was a combination of skill-based classes, guest speakers and community activities. 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. Individuals expressed they were pleased with their jobs and wanted to continue in current job.

Within certification, there were many notable positive findings. Individuals were afforded ample opportunities to try out a variety of group classes, skill training sessions, community trips and self-initiated group workshops. Community interest surveys were comprehensive and elaborate, and they matched the expressed interests of individuals during this process. Individuals were observed to participate in a variety of classes, including cooking. Exercise equipment is available for use. Staff 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. 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.

While the agency demonstrated many positive findings, there are areas needing that would benefit from increased attention. The agency's Human Rights Committee (HRC) would benefit from maintaining requisite membership and ensuring regular meetings occur. Within residential services, the agency needs to focus on making sure fire drills are conducted as written in safety plans. With regards to financial management and oversight, increased attention to collecting receipts for qualified purchases and ensuring asset amounts are maintained at a level that protects the individuals' entitlements. Within day services, increased focus on staff knowledge of special dietary requirements and that communication with residential services about dietary requirements is occurring. Additionally, the agency would benefit from developing a system to protect the environment by ensuring that no combustible items are stored near heating equipment.

Based on the findings of this report, REACH Inc. has earned Two-Year Licenses and is Certified for the Residential Supports, RSMS and the Employment and Day Supports groupings. Residential scores were 95% in licensing and 94% in certification; RSMS scores were 98% in licensing and 100% in certification, and day service scores were 95% for licensing and 100% for certification. Within sixty days, the agency will conduct its own follow-up on any licensing indicators for all services rated Not Met and submit the results to the DDS OQE.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Residential and Individual Home Supports	77/80	3/80	
Residential Services Individual Home Supports			
Critical Indicators	8/8	0/8	
Total	84/88	4/88	95%
2 Year License			
# indicators for 60 Day Follow-up		4	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/9	1/9	
Remote Supports and Monitoring Services	31/31	0/31	
Remote Supports and Monitoring Services			
Critical Indicators	3/3	0/3	
Total	39/40	1/40	98%
2 Year License			
# indicators for 60 Day Follow-up		1	

	Met / Rated	Not Met / Rated	% Met
Organizational	7/8	1/8	
Employment and Day Supports	56/58	2/58	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	63/66	3/66	95%
2 Year License			
# indicators for 60 Day Follow-up		3	

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

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	The agency Human Rights Committee (HRC) had not convened quarterly, having resumed to meeting and held two meetings in 2024. The requirement of members with expertise was not met at either of the two meetings. The agency needs to hold HRC meetings with accordance to their bylaws and ensure that member with expertise are in attendance.

Residential Commendations on Standards Met:

Indicator #	Indicator	Commendations
L77	The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals.	The agency has developed comprehensive individualized profiles that outline each person's unique needs in a positive person-centered approach. This document includes significant diagnoses but more importantly supports staff in how to interact with each individual in a manner to set them up for success.

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

Indicator #	Indicator	Area Needing Improvement
L7	Fire drills are conducted as required.	In one of three locations, fire drills were not conducted in accordance with the safety plan. The agency needs to ensure that fire drills occur as stated within the safety plan.
L69	Individual expenditures are documented and tracked.	Two individuals account balances were over the allowable asset limit. For two individuals the agency had not been collecting receipts for purchases made. The agency needs to ensure that receipts are collected and recorded and that account balances remain with the allowable asset range of below \$2,000 so as not to negatively impact entitlements.
L94 (05/22)	Individuals have assistive technology to maximize independence.	For two people, assistive technology was identified in November of 2023, however the agency had not implemented or trialed the assistive technology due to functionality issues with the AT device. The agency needs to ensure that individuals are supported to increase their independence through the use of identified assistive technology devices.

Remote Supports and Monitoring Services Commendations on Standards Met:

Indicator #	Indicator	Commendations
L77	The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals.	The agency has developed comprehensive individualized profiles that outline each person's unique needs in a positive person-centered approach. This document includes significant diagnoses but more importantly supports staff in how to interact with each individual in a manner to set them up for success.

Employment/Day Commendations on Standards Met:

Indicator #	Indicator	Commendations
L77	The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals.	The agency has developed comprehensive individualized profiles that outline each person's unique needs in a positive person-centered approach. This document includes significant diagnoses but more importantly supports staff in how to interact with each individual in a manner to set them up for success.

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

Indicator #	Indicator	Area Needing Improvement
L29	No rubbish or other combustibles are accumulated within the location including near heating equipment and exits.	Within the day service location, the agency had combustible materials stored within three feet of the heating system. The agency needs to ensure that no combustible materials are within three feet of heating system.
L39	Special dietary requirements are followed.	For one individual, all staff were not knowledgeable regarding a special dietary requirement of lactose intolerance and for another individual dietary restrictions were not recorded. The agency needs to ensure that staff are trained and knowledgeable regarding food restrictions and when necessary, information is communicated to residential supports.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	38/41	3/41	
Residential Services	19/20	1/20	
Individual Home Supports	19/21	2/21	
Total	44/47	3/47	94%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Remote Supports and Monitoring Services	5/5	0/5	
Remote Supports and Monitoring Services	5/5	0/5	
Total	11/11	0/11	100%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	36/36	0/36	
Community Based Day Services	15/15	0/15	
Employment Support Services	21/21	0/21	
Total	42/42	0/42	100%
Certified			

Individual Home Supports- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C15	Staff (Home Providers) support individuals to personalize and decorate their rooms/homes and personalize common areas according to their tastes and preferences.	One individual had not been supported to personalize and decorate their room. The agency needs to ensure that individuals are supported to personalize and decorate their room according to their tastes and preferences.
C16	Staff (Home Providers) support individuals to explore, discover and connect with their interests for cultural, social, recreational and spiritual activities.	One individual had an interest in his ethnic heritage and shared he socialized with people who had similar interests. The agency needs to ensure individuals are supported to explore, discover and connect with their interests for cultural, social and recreational activities.
C48	Individuals are a part of the neighborhood.	Five individuals had not been provided opportunities to connect with their neighborhoods. The agency needs to ensure that all individuals are supported to develop connections with neighbors through regular opportunities.

MASTER SCORE SHEET LICENSURE

Organizational: REACH

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
☞ L2	Abuse/neglect reporting	8/8	Met
L3	Immediate Action	14/14	Met
L4	Action taken	10/10	Met
L48	HRC	0/1	Not Met(0 %)
L74	Screen employees	4/4	Met
L75	Qualified staff	3/3	Met
L76	Track trainings	16/16	Met
L83	HR training	16/16	Met
☞ L95 (05/22)	RSMS requirements	1/1	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	7/7	2/2					9/9	Met
L5	Safety Plan	L	3/3	2/2					5/5	Met
R L6	Evacuation	L	3/3	2/2					5/5	Met
L7	Fire Drills	L	2/3						2/3	Not Met (66.67 %)
L8	Emergency Fact Sheets	I	7/7	2/2					9/9	Met
L9 (07/21)	Safe use of equipment	I	7/7	2/2					9/9	Met
L10	Reduce risk interventions	I	4/4						4/4	Met
R L11	Required inspections	L	3/3	2/2					5/5	Met
R L12	Smoke detectors	L	3/3	2/2					5/5	Met
R L13	Clean location	L	3/3	2/2					5/5	Met
L14	Site in good repair	L	3/3	2/2					5/5	Met
L15	Hot water	L	3/3	2/2					5/5	Met
L16	Accessibility	L	3/3	2/2					5/5	Met
L17	Egress at grade	L	3/3	2/2					5/5	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	3/3	2/2					5/5	Met
L19	Bedroom location	L	1/1						1/1	Met
L20	Exit doors	L	3/3	2/2					5/5	Met
L21	Safe electrical equipment	L	3/3	2/2					5/5	Met
L22	Well-maintained appliances	L	2/3	2/2					4/5	Met (80.0 %)
L23	Egress door locks	L	2/2	2/2					4/4	Met
L24	Locked door access	L	3/3	2/2					5/5	Met
L25	Dangerous substances	L	3/3	2/2					5/5	Met
L26	Walkway safety	L	3/3	2/2					5/5	Met
L27	Pools, hot tubs, etc.	L	1/1	1/1					2/2	Met
L28	Flammables	L	3/3	2/2					5/5	Met
L29	Rubbish/combustibles	L	2/3	2/2					4/5	Met (80.0 %)
L30	Protective railings	L	3/3	2/2					5/5	Met
L31	Communication method	I	7/7	2/2					9/9	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L32	Verbal & written	I	7/7	2/2					9/9	Met
L33	Physical exam	I	7/7	2/2					9/9	Met
L34	Dental exam	I	7/7	2/2					9/9	Met
L35	Preventive screenings	I	4/4	2/2					6/6	Met
L36	Recommended tests	I	7/7	2/2					9/9	Met
L37	Prompt treatment	I	7/7	2/2					9/9	Met
℞ L38	Physician's orders	I	5/5	1/1					6/6	Met
L39	Dietary requirements	I	3/3	1/1					4/4	Met
L40	Nutritional food	L	3/3	2/2					5/5	Met
L41	Healthy diet	L	3/3	2/2					5/5	Met
L42	Physical activity	L	3/3	2/2					5/5	Met
L43	Health Care Record	I	7/7	2/2					9/9	Met
L44	MAP registration	L	3/3	2/2					5/5	Met
L45	Medication storage	L	3/3	2/2					5/5	Met
℞ L46	Med. Administration	I	7/7	2/2					9/9	Met
L47	Self medication	I	2/2	2/2					4/4	Met

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	7/7	2/2					9/9	Met
L50 (07/21)	Respectful Comm.	I	7/7	2/2					9/9	Met
L51	Possessions	I	7/7	2/2					9/9	Met
L52	Phone calls	I	7/7	2/2					9/9	Met
L53	Visitation	I	7/7	2/2					9/9	Met
L54 (07/21)	Privacy	I	7/7	2/2					9/9	Met
L55	Informed consent	I	2/2						2/2	Met
L56	Restrictive practices	I	3/3						3/3	Met
L57	Written behavior plans	I	2/2						2/2	Met
L60	Data maintenance	I	2/2						2/2	Met
L61	Health protection in ISP	I	2/2						2/2	Met
L62	Health protection review	I	1/1						1/1	Met
L63	Med. treatment plan form	I	7/7	2/2					9/9	Met
L64	Med. treatment plan rev.	I	6/7	2/2					8/9	Met (88.89 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L67	Money mgmt. plan	I	6/7	2/2					8/9	Met (88.89 %)
L68	Funds expenditure	I	6/7	2/2					8/9	Met (88.89 %)
L69	Expenditure tracking	I	4/7	2/2					6/9	Not Met (66.67 %)
L70	Charges for care calc.	I	6/7						6/7	Met (85.71 %)
L71	Charges for care appeal	I	6/7						6/7	Met (85.71 %)
L77	Unique needs training	I	7/7	2/2					9/9	Met
L78	Restrictive Int. Training	L	2/2						2/2	Met
L79	Restrictive training	L	1/1						1/1	Met
L80	Symptoms of illness	L	3/3	2/2					5/5	Met
L81	Medical emergency	L	3/3	2/2					5/5	Met
L82	Medication admin.	L	3/3	2/2					5/5	Met
L84	Health protect. Training	I	3/3						3/3	Met
L85	Supervision	L	3/3	2/2					5/5	Met
L86	Required assessments	I	5/6	2/2					7/8	Met (87.50 %)
L87	Support strategies	I	5/6	2/2					7/8	Met (87.50 %)

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	7/7	2/2					9/9	Met
L90	Personal space/ bedroom privacy	I	7/7	2/2					9/9	Met
L91	Incident management	L	2/3	2/2					4/5	Met (80.0 %)
L93 (05/22)	Emergency back-up plans	I	7/7	2/2					9/9	Met
L94 (05/22)	Assistive technology	I	5/7	2/2					7/9	Not Met (77.78 %)
L96 (05/22)	Staff training in devices and applications	I	3/3						3/3	Met
L99 (05/22)	Medical monitoring devices	I	3/3						3/3	Met
#Std. Met/# 80 Indicator									77/80	
Total Score									84/88	
									95.45%	

Remote Supports and Monitoring Services:

Ind. #	Ind.	Loc. or Indiv.	Remote	Total Met/Rated	Rating
L1	Abuse/neglect training	I	2/2	2/2	Met
L8	Emergency Fact Sheets	I	2/2	2/2	Met
L9 (07/21)	Safe use of equipment	I	2/2	2/2	Met
L31	Communication method	I	2/2	2/2	Met
L32	Verbal & written	I	2/2	2/2	Met
L37	Prompt treatment	I	2/2	2/2	Met
L41	Healthy diet	L	1/1	1/1	Met
L42	Physical activity	L	1/1	1/1	Met
L47	Self medication	I	2/2	2/2	Met
L49	Informed of human rights	I	2/2	2/2	Met
L50 (07/21)	Respectful Comm.	I	2/2	2/2	Met
L52	Phone calls	I	2/2	2/2	Met
L54 (07/21)	Privacy	I	2/2	2/2	Met
L55	Informed consent	I	2/2	2/2	Met
L77	Unique needs training	I	2/2	2/2	Met
L80	Symptoms of illness	L	1/1	1/1	Met
L81	Medical emergency	L	1/1	1/1	Met
L85	Supervision	L	1/1	1/1	Met
L86	Required assessments	I	2/2	2/2	Met
L87	Support strategies	I	2/2	2/2	Met
L88	Strategies implemented	I	2/2	2/2	Met

Ind. #	Ind.	Loc. or Individ.	Remote	Total Met/Rated	Rating
L90	Personal space/ bedroom privacy	I	2/2	2/2	Met
L91	Incident management	L	1/1	1/1	Met
L93 (05/22)	Emergency back-up plans	I	2/2	2/2	Met
L94 (05/22)	Assistive technology	I	2/2	2/2	Met
L96 (05/22)	Staff training in devices and applications	I	2/2	2/2	Met
L97 (05/22)	Remote supports plan	I	2/2	2/2	Met
L98 (05/22)	Monitoring staff training in plan	I	2/2	2/2	Met
L99 (05/22)	Medical monitoring devices	I	2/2	2/2	Met
L100 (05/22)	RSMS Assessment	I	2/2	2/2	Met
℞ L101 (05/22)	Individual training and knowledge in RSMS	I	2/2	2/2	Met
#Std. Met/# 31 Indicator				31/31	
Total Score				39/40	
				97.50%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	6/6		7/7	13/13	Met
L5	Safety Plan	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
Ⓡ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	5/6		7/7	12/13	Met (92.31 %)
L9 (07/21)	Safe use of equipment	I	6/6		7/7	13/13	Met
L10	Reduce risk interventions	I			3/3	3/3	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
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			0/1	0/1	Not Met (0 %)
L30	Protective railings	L			1/1	1/1	Met
L31	Communicatio n 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

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
Ⓡ L38	Physician's orders	I	3/4		7/7	10/11	Met (90.91 %)
L39	Dietary requirements	I			1/3	1/3	Not Met (33.33 %)
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓡ L46	Med. Administration	I	1/1		2/2	3/3	Met
L49	Informed of human rights	I	6/6		7/7	13/13	Met
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	4/4		2/3	6/7	Met (85.71 %)
L56	Restrictive practices	I			1/1	1/1	Met
L57	Written behavior plans	I			2/2	2/2	Met
L60	Data maintenance	I			2/2	2/2	Met
L61	Health protection in ISP	I			1/1	1/1	Met
L62	Health protection review	I			1/1	1/1	Met
L63	Med. treatment plan form	I			1/1	1/1	Met
L64	Med. treatment plan rev.	I			1/1	1/1	Met
L68	Funds expenditure	I			1/1	1/1	Met
L69	Expenditure tracking	I			1/1	1/1	Met
L77	Unique needs training	I	6/6		6/6	12/12	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I			4/4	4/4	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	6/6		6/6	12/12	Met
L91	Incident management	L	1/1		1/1	2/2	Met
L93 (05/22)	Emergency back-up plans	I	6/6		7/7	13/13	Met
L94 (05/22)	Assistive technology	I	6/6		7/7	13/13	Met
L96 (05/22)	Staff training in devices and applications	I			2/2	2/2	Met
#Std. Met/# 58 Indicator						56/58	
Total Score						63/66	
						95.45%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met
C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met

C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	Met
C8	Family/guardian communication	7/7	Met
C9	Personal relationships	7/7	Met
C10	Social skill development	7/7	Met
C11	Get together w/family & friends	7/7	Met
C12	Intimacy	6/7	Met (85.71 %)
C13	Skills to maximize independence	7/7	Met
C14	Choices in routines & schedules	7/7	Met
C15	Personalize living space	3/3	Met
C16	Explore interests	7/7	Met
C17	Community activities	7/7	Met
C18	Purchase personal belongings	7/7	Met
C19	Knowledgeable decisions	7/7	Met
C46	Use of generic resources	7/7	Met
C47	Transportation to/ from community	7/7	Met
C48	Neighborhood connections	2/7	Not Met (28.57 %)
C49	Physical setting is consistent	3/3	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

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C15	Personalize living space	1/2	Not Met (50.0 %)
C16	Explore interests	1/2	Not Met (50.0 %)
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C21	Coordinate outreach	2/2	Met
C46	Use of generic resources	2/2	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met

Remote Supports and Monitoring Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C13	Skills to maximize independence	2/2	Met
C21	Coordinate outreach	2/2	Met
C51	Ongoing satisfaction with services/ supports	2/2	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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	6/6	Met
C38 (07/21)	Habilitative & behavioral goals	3/3	Met
C39 (07/21)	Support needs for employment	3/3	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	6/6	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

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
C22	Explore job interests	6/6	Met
C23	Assess skills & training needs	6/6	Met
C24	Job goals & support needs plan	6/6	Met
C25	Skill development	6/6	Met
C26	Benefits analysis	6/6	Met
C27	Job benefit education	6/6	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	6/6	Met
C30	Work in integrated settings	6/6	Met
C31	Job accommodations	6/6	Met
C32	At least minimum wages earned	6/6	Met
C33	Employee benefits explained	6/6	Met
C34	Support to promote success	5/5	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C35	Feedback on job performance	5/5	Met
C36	Supports to enhance retention	5/5	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	6/6	Met