



**PROVIDER REPORT  
FOR**

**RFK Community Alliance  
971 Main St  
Lancaster, MA 01523**

**March 08, 2023**

**Version**

**Public Provider Report**

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

# SUMMARY OF OVERALL FINDINGS

<b>Provider</b>	RFK Community Alliance
<b>Review Dates</b>	2/2/2023 - 2/8/2023
<b>Service Enhancement Meeting Date</b>	2/22/2023
<b>Survey Team</b>	Susan Dudley-Oxx (TL) Melanie McNamara Carole Black
<b>Citizen Volunteers</b>	

## Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
<b>Residential and Individual Home Supports</b>	2 location(s) 5 audit (s)	Full Review	70/76 2 Year License 02/22/2023 - 02/22/2025		45 / 47 Certified 02/22/2023 - 02/22/2025
Residential Services	1 location(s) 3 audit (s)			Full Review	19 / 20
Individual Home Supports	1 location(s) 2 audit (s)			Full Review	20 / 21
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
<b>Employment and Day Supports</b>	3 location(s) 12 audit (s)	Full Review	48/54 2 Year License 02/22/2023 - 02/22/2025		32 / 39 Certified 02/22/2023 - 02/22/2025
Community Based Day Services	1 location(s) 5 audit (s)			Full Review	9 / 12
Employment Support Services	2 location(s) 7 audit (s)			Full Review	17 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

RFK Community Alliance located in Lancaster, MA, is a large human service organization that provides a comprehensive array of services to children, adolescents, and adults with developmental disabilities and mental health needs. Their services span the state supporting individuals and families in Eastern, Central and Western Massachusetts.

In March of 2021, licensure and certification resumed the conduct of in-person surveys. This licensing review was a hybrid model of surveying, where most tasks were conducted in-person while some were conducted using remote technology. For this survey, interviews with key administrative and supervisory staff occurred virtually through Microsoft (MS) Teams. Observations, interviews with individuals and staff, review of environmental safety, and review of relevant documentation occurred on-site. For this survey, Department of Developmental Services (DDS) subject licensure and certification review included a sample of twenty-four-hour residential services, individual home supports, employment supports, and community-based day services.

In areas subject to licensing, RFK Community Alliance demonstrated positive outcomes in many domains for both day and residential service groups. This includes areas related to personal and environmental safety, communication, and health care supports. Oversight provided by the agency's safety committee ensured safety plans were in place, fire drills conducted as required, and that all individuals and staff were trained in evacuation strategies. Further oversight ensured all environmental requirements were successfully addressed as locations were found to be safe, clean and in good condition, with all necessary inspections in place. In addition, procedures for Covid-related transmission prevention and sanitation of locations were observed as the agency's work crew implemented daily cleaning of shared program spaces.

Findings showed positive outcomes related to individuals' communication styles. Staff were familiar with best ways to assist individuals' in expressing as well as understanding their needs. For health care supports, oversight provided by an agency nurse and residential director ensured individuals received timely physical exams, dental care, preventative screenings, and prompt medical attention for illnesses and injuries. Individuals were supported to maintain a healthy lifestyle with nutritious meal planning, exercise, and guidance offered for those trying to quit smoking. Reviews of individuals in both service types found that required standards for medication administration were in place. Medications were properly stored and administered by certified staff.

In areas subject to certification for residential services, the agency demonstrated strength in supporting individuals to have choice and control over daily decisions and community access. Individuals were supported to explore a variety of community activities with opportunities offered to attend local sporting, spiritual, and seasonal events such as the Worcester Woo Socks baseball games, apple picking and craft fairs. Individuals' living spaces reflected their interests with personalized photo collages and wall decorations, and their location facilitated access to local restaurants, banks, pharmacy, and shops. This enhanced opportunities for individuals to make connections to businesses and other people within their community.

The agency demonstrated positive outcomes in areas subject to certification of employment and community-based day services. The agency's employment supports offered individuals the opportunity to work within the organization on cleaning and maintenance crews or laundry services. Individuals employed by the agency earned minimum wage. RFK Community Alliance had developed relationships with local businesses and worked with individuals to secure and maintain employment. Individuals involved in the community-based day service primarily focused on pursuing activities of their interest. The program offered a variety of activities to engage individuals such as social skill building, daily exercise, crafts, and opportunities to go on outings to local events, parks, movies, and stores.

In addition to the positive findings outlined above, the following licensing areas need to be addressed. The human rights committee members with required clinical expertise must be present at meetings, and policies such as the agency's vocational guidelines which limit individuals' use of electronic devices require human rights committee review. The agency needs to ensure staff are trained in all mandated trainings as well as ensure timely submission of restraints, ISP assessments and support strategies to DDS. Further, emergency fact sheets need to be accurate and include all the required information. For individuals receiving residential supports, staff-assisted transactions need to be monitored prevent borrowing from the agency for purchases of items.

For certification areas requiring additional attention for day and employment supports, effective methods of utilizing input from individuals in the hiring and the evaluation of their staff need to be developed. Within community-based day supports, the agency needs to provide individuals with activities that promote social contacts with other people in the community. Individuals with employment supports need to be provided with information about the impact of wages on disability benefits. Finally, individuals need to be supported to secure employment that matches their interest and skill set as well as opportunities to work in integrated work environments.

As a result of the current licensing and certification review, RFK Community Alliance will receive a Two-Year License for its Residential and Individual Home supports with a service group score of 92%. This service group is Certified with an overall score of 96%. Follow-up will be conducted by the agency on all licensing indicators that received a rating of Not Met and submitted to OQE within sixty days.

The agency's Employment and Day Service group will receive a Two-Year License with a score of 89%. Follow-up will be conducted OQE within sixty days on all licensing indicators that received a rating of Not Met. This service group is Certified with an overall score of 82%.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	7/10	3/10	
<b>Residential and Individual Home Supports</b>	63/66	3/66	
Residential Services Individual Home Supports			
<b>Critical Indicators</b>	7/7	0/7	
<b>Total</b>	70/76	6/76	92%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		6	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	<b>7/10</b>	<b>3/10</b>	
<b>Employment and Day Supports</b>	<b>41/44</b>	<b>3/44</b>	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	<b>7/7</b>	<b>0/7</b>	
<b>Total</b>	<b>48/54</b>	<b>6/54</b>	<b>89%</b>
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		<b>6</b>	

**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.	For three of the past four quarterly human rights committee meetings, the clinician was absent. In addition, the agency's Adult Services Vocational Employee Guidelines includes a policy that prohibits individual from bringing cell phones and other electronic devices to work. The agency needs to support its human rights committee to have required expertise present at meetings and ensure that mandated areas are addressed such an annual review of agency policies and procedures which impact individuals' human rights.
L65	Restraint reports are submitted within required timelines.	A review of physical restraints found that the agency's one restraint report did not meet the required timelines. The agency needs to ensure that reports of physical restraint are created within three days and reviewed by the restraint manager within five days of the event.
L76	The agency has and utilizes a system to track required trainings.	All five staff sampled for review of training were missing one or more required trainings. The agency needs to ensure that staff meet all training and certification requirements.

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

Indicator #	Indicator	Area Needing Improvement
L8	Emergency fact sheets are current and accurate and available on site.	For two individuals, the emergency fact sheets were not accurate and missing pertinent information such as medical or mental health diagnoses, current medications, and information documenting the relevant capabilities, limitations and preferences. The agency needs to ensure

		emergency fact sheets are complete, current, accurate and include all the required information.
L69	Individual expenditures are documented and tracked.	For one individual who required funds management supports, findings indicated the agency was not monitoring or tracking the individual's funds and the individual was borrowing money each month to cover daily expenses. The agency needs to ensure all that staff-assisted transactions are tracked and monitored to prevent borrowing of funds from the agency.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	ISP assessments for one of four individuals were not submitted within the required timeline. The agency needs to ensure all assessments are submitted fifteen days prior to ISP meeting date.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L8	Emergency fact sheets are current and accurate and available on site.	For eleven individuals reviewed for employment and community-based day supports, emergency fact sheets were not accurate and missing pertinent information such as medical or mental health diagnoses, allergies, current medications, and information documenting the relevant capabilities, limitations, and preferences. The agency needs to ensure emergency fact sheets are complete, current, accurate and include all the required information.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	ISP assessments for three of the eight individuals were not submitted within the required timeline. The agency needs to ensure all assessments are submitted fifteen days prior to ISP meeting date.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	Provider support strategies for eight individuals were not submitted within the require timeline. The agency needs to ensure provider support strategies are submitted within fifteen days of the ISP meeting.

## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>39/41</b>	<b>2/41</b>	
Residential Services	19/20	1/20	
Individual Home Supports	20/21	1/21	
<b>Total</b>	<b>45/47</b>	<b>2/47</b>	<b>96%</b>
<b>Certified</b>			

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>26/33</b>	<b>7/33</b>	
Community Based Day Services	9/12	3/12	
Employment Support Services	17/21	4/21	
<b>Total</b>	<b>32/39</b>	<b>7/39</b>	<b>82%</b>
<b>Certified</b>			

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C49	The physical setting blends in with and is a natural part of the neighborhood and community.	The location of the apartment for individuals receiving individual home supports is not typical of others in the community. This apartment, located in an agency-owned building, was on a floor that included other agency residential locations as well as offices for agency staff. The agency needs to continue to work toward provision of individual home support settings that are typical of others in the community.
C49	The physical setting blends in with and is a natural part of the neighborhood and community.	The location of the 24-hour residential support service is not typical of others in the community. The apartment, located in an agency-owned building, was on a floor that included other agency residential locations as well as

		offices for agency staff. The agency needs to continue to work toward provision of residential settings that are typical of others in the community.
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**Community Based Day Services- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	Four individuals participating in the agency's CBDS program were not afforded opportunity to provide input into the hiring or performance evaluations of their staff. The agency needs to ensure individuals are given the opportunity to provide input into the hiring and performance evaluations of staff who support them.
C42	Individuals are involved in activities that connect them to other people in the community.	Four individuals receiving CBDS services had limited opportunities to engage in community-based integrated activities that could connect them to people outside their program.
C43	Staff act as bridge builders to support individuals to develop, sustain, and enhance relationships with others.	Four individuals receiving CBDS services had limited opportunities to develop social contacts with individuals within and outside the program location. The agency needs to foster relationships that individuals might have developed with individuals in the program as well as provide opportunities for individuals to develop social contacts within the local community.
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	Five individuals receiving employment supports were not afforded the opportunity to provide input into the hiring or performance evaluations of their staff. The agency needs to ensure individuals are given the opportunity to provide input into the hiring and performance evaluations of staff who support them.
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.	Six individuals receiving employment supports did not receive information on how earnings or wages may impact their Social Security benefits. The agency needs to provide individuals with information regarding the impact it may have on an individual's benefits.
C29	Individuals are supported to obtain employment that matches their skills and	Three of the seven individuals reviewed had identified areas of

	interests.	interest for employment outside of their current job. A fourth individual was not employed, and minimal efforts were made to support this individual to secure work. The agency needs to assist individuals to secure employment opportunities that match individuals' skills and interests.
C30	Individuals are supported to work in integrated job settings.	Five of six individuals in the survey sample were employed by the agency and worked at agency-owned program sites and residential locations that did not represent integrated work settings. The agency needs to ensure there are opportunities for individuals to work in integrated community-based settings.

## MASTER SCORE SHEET LICENSURE

### Organizational: RFK Community Alliance

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓟ L2	Abuse/neglect reporting	4/4	Met
L3	Immediate Action	6/6	Met
L4	Action taken	7/7	Met
L48	HRC	0/1	Not Met(0 % )
L65	Restraint report submit	0/1	Not Met(0 % )
L66	HRC restraint review	1/1	Met
L74	Screen employees	3/3	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	0/5	Not Met(0 % )
L83	HR training	5/5	Met

**Residential and Individual Home Supports:**

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	2/2	2/2					4/4	Met
L5	Safety Plan	L	1/1	1/1					2/2	Met
Ⓟ L6	Evacuation	L	1/1	1/1					2/2	Met
L7	Fire Drills	L	1/1						1/1	Met
L8	Emergency Fact Sheets	I	1/2	1/2					2/4	Not Met (50.0 %)
L9 (07/21)	Safe use of equipment	I	2/2	2/2					4/4	Met
Ⓟ L11	Required inspections	L	1/1	1/1					2/2	Met
Ⓟ L12	Smoke detectors	L	1/1	1/1					2/2	Met
Ⓟ L13	Clean location	L	1/1	1/1					2/2	Met
L14	Site in good repair	L	1/1	1/1					2/2	Met
L15	Hot water	L	1/1	1/1					2/2	Met
L16	Accessibility	L	1/1	1/1					2/2	Met
L17	Egress at grade	L	1/1	1/1					2/2	Met
L18	Above grade egress	L	1/1	1/1					2/2	Met
L19	Bedroom location	L	1/1						1/1	Met
L20	Exit doors	L	1/1	1/1					2/2	Met
L21	Safe electrical equipment	L	1/1	1/1					2/2	Met
L22	Well-maintained appliances	L	1/1	1/1					2/2	Met
L23	Egress door locks	L	1/1	1/1					2/2	Met
L24	Locked door access	L	1/1	1/1					2/2	Met
L25	Dangerous substances	L	1/1	1/1					2/2	Met
L26	Walkway safety	L	1/1	1/1					2/2	Met
L28	Flammables	L	1/1	1/1					2/2	Met
L29	Rubbish/combustibles	L	1/1	1/1					2/2	Met

L31	Communication method	I	2/2	2/2					4/4	Met
L32	Verbal & written	I	2/2	2/2					4/4	Met
L33	Physical exam	I	2/2	2/2					4/4	Met
L34	Dental exam	I	2/2	2/2					4/4	Met
L35	Preventive screenings	I	2/2	2/2					4/4	Met
L36	Recommended tests	I	1/2	2/2					3/4	Met
L37	Prompt treatment	I	2/2	2/2					4/4	Met
L40	Nutritional food	L	1/1	1/1					2/2	Met
L41	Healthy diet	L	1/1	1/1					2/2	Met
L42	Physical activity	L	1/1	1/1					2/2	Met
L43	Health Care Record	I	2/2	2/2					4/4	Met
L44	MAP registration	L	1/1						1/1	Met
L45	Medication storage	L	1/1						1/1	Met
L46	Med. Administration	I	2/2						2/2	Met
L47	Self medication	I		2/2					2/2	Met
L49	Informed of human rights	I	2/2	2/2					4/4	Met
L50 (07/21)	Respectful Comm.	I	2/2	2/2					4/4	Met
L51	Possessions	I	1/2	2/2					3/4	Met
L52	Phone calls	I	2/2	2/2					4/4	Met
L53	Visitation	I	2/2	2/2					4/4	Met
L54 (07/21)	Privacy	I	2/2	2/2					4/4	Met
L63	Med. treatment plan form	I	2/2						2/2	Met
L64	Med. treatment plan rev.	I	2/2						2/2	Met
L67	Money mgmt. plan	I	2/2	1/1					3/3	Met
L68	Funds expenditure	I	2/2	1/1					3/3	Met
L69	Expenditure tracking	I	2/2	0/1					2/3	Not Met (66.67 %)
L70	Charges for care calc.	I	2/2	1/1					3/3	Met
L71	Charges for care appeal	I	2/2	1/1					3/3	Met

L77	Unique needs training	I	2/2	2/2					4/4	Met
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
Ⓟ L82	Medication admin.	L	1/1						1/1	Met
L85	Supervision	L	1/1	1/1					2/2	Met
L86	Required assessments	I	1/2	1/1					2/3	Not Met (66.67%)
L87	Support strategies	I	2/2	1/1					3/3	Met
L88	Strategies implemented	I	2/2	2/2					4/4	Met
L90	Personal space/ bedroom privacy	I	2/2	2/2					4/4	Met
L91	Incident management	L	1/1	1/1					2/2	Met
L93 (05/22)	Emergency back-up plans	I	2/2	1/1					3/3	Met
L94 (05/22)	Assistive technology	I	2/2	2/2					4/4	Met
L96 (05/22)	Staff training in devices and applications	I		2/2					2/2	Met
<b>#Std. Met/# 66 Indicator</b>									<b>63/66</b>	
<b>Total Score</b>									<b>70/76</b>	
									<b>92.11%</b>	

**Employment and Day Supports:**

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	7/7		5/5	12/12	Met
L5	Safety Plan	L			1/1	1/1	Met
Ⓟ L6	Evacuation	L			1/1	1/1	Met

L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	1/7		0/5	1/12	Not Met (8.33 %)
L9 (07/21)	Safe use of equipment	I	7/7		5/5	12/12	Met
Ⓟ L11	Required inspections	L			1/1	1/1	Met
Ⓟ L12	Smoke detectors	L			1/1	1/1	Met
Ⓟ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
L18	Above grade egress	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Well-maintained appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L31	Communication method	I	7/7		5/5	12/12	Met
L32	Verbal & written	I	7/7		5/5	12/12	Met
L37	Prompt treatment	I	6/6		5/5	11/11	Met
L44	MAP registration	L	1/1		1/1	2/2	Met
L45	Medication storage	L	1/1		1/1	2/2	Met
Ⓟ L46	Med. Administration	I			1/1	1/1	Met
L49	Informed of human rights	I	7/7		5/5	12/12	Met
L50 (07/21)	Respectful Comm.	I	7/7		5/5	12/12	Met
L51	Possessions	I	6/6		5/5	11/11	Met
L52	Phone calls	I	6/6		5/5	11/11	Met
L54 (07/21)	Privacy	I	6/6		5/5	11/11	Met

L55	Informed consent	I	2/2		1/1	3/3	Met
L77	Unique needs training	I	5/7		5/5	10/12	Met (83.33 %)
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
Pa L82	Medication admin.	L	1/1		1/1	2/2	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	4/5		1/3	5/8	Not Met (62.50 %)
L87	Support strategies	I	1/5		0/3	1/8	Not Met (12.50 %)
L88	Strategies implemented	I	5/7		5/5	10/12	Met (83.33 %)
L91	Incident management	L	1/1		1/1	2/2	Met
L93 (05/22)	Emergency back-up plans	I	7/7		5/5	12/12	Met
L94 (05/22)	Assistive technology	I	6/7		5/5	11/12	Met (91.67 %)
<b>#Std. Met/# 44 Indicator</b>						41/44	
<b>Total Score</b>						48/54	
						88.89%	

## 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
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C7	Feedback on staff / care provider performance	2/2	<b>Met</b>
C8	Family/guardian communication	2/2	<b>Met</b>
C9	Personal relationships	2/2	<b>Met</b>
C10	Social skill development	2/2	<b>Met</b>
C11	Get together w/family & friends	2/2	<b>Met</b>
C12	Intimacy	2/2	<b>Met</b>
C13	Skills to maximize independence	2/2	<b>Met</b>
C14	Choices in routines & schedules	2/2	<b>Met</b>
C15	Personalize living space	1/1	<b>Met</b>
C16	Explore interests	2/2	<b>Met</b>
C17	Community activities	2/2	<b>Met</b>
C18	Purchase personal belongings	2/2	<b>Met</b>
C19	Knowledgeable decisions	2/2	<b>Met</b>
C46	Use of generic resources	2/2	<b>Met</b>
C47	Transportation to/ from community	2/2	<b>Met</b>
C48	Neighborhood connections	2/2	<b>Met</b>
C49	Physical setting is consistent	0/1	<b>Not Met (0 %)</b>
C51	Ongoing satisfaction with services/ supports	2/2	<b>Met</b>
C52	Leisure activities and free-time choices /control	2/2	<b>Met</b>
C53	Food/ dining choices	2/2	<b>Met</b>

### Individual Home Supports

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	2/2	<b>Met</b>
C8	Family/guardian communication	2/2	<b>Met</b>
C9	Personal relationships	2/2	<b>Met</b>
C10	Social skill development	2/2	<b>Met</b>
C11	Get together w/family & friends	2/2	<b>Met</b>
C12	Intimacy	2/2	<b>Met</b>
C13	Skills to maximize independence	2/2	<b>Met</b>
C14	Choices in routines & schedules	2/2	<b>Met</b>

C15	Personalize living space	1/1	<b>Met</b>
C16	Explore interests	2/2	<b>Met</b>
C17	Community activities	2/2	<b>Met</b>
C18	Purchase personal belongings	2/2	<b>Met</b>
C19	Knowledgeable decisions	2/2	<b>Met</b>
C21	Coordinate outreach	1/1	<b>Met</b>
C46	Use of generic resources	2/2	<b>Met</b>
C47	Transportation to/ from community	2/2	<b>Met</b>
C48	Neighborhood connections	2/2	<b>Met</b>
C49	Physical setting is consistent	0/1	<b>Not Met (0 %)</b>
C51	Ongoing satisfaction with services/ supports	2/2	<b>Met</b>
C52	Leisure activities and free-time choices /control	2/2	<b>Met</b>
C53	Food/ dining choices	2/2	<b>Met</b>

#### **Community Based Day Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	0/5	<b>Not Met (0 %)</b>
C8	Family/guardian communication	5/5	<b>Met</b>
C13	Skills to maximize independence	5/5	<b>Met</b>
C40	Community involvement interest	5/5	<b>Met</b>
C41	Activities participation	5/5	<b>Met</b>
C42	Connection to others	1/5	<b>Not Met (20.0 %)</b>
C43	Maintain & enhance relationship	1/5	<b>Not Met (20.0 %)</b>
C44	Job exploration	5/5	<b>Met</b>
C45	Revisit decisions	5/5	<b>Met</b>
C46	Use of generic resources	5/5	<b>Met</b>
C47	Transportation to/ from community	5/5	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	5/5	<b>Met</b>

#### **Employment Support Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care	3/6	<b>Not Met (50.0 %)</b>

	provider performance		
C8	Family/guardian communication	7/7	<b>Met</b>
C22	Explore job interests	7/7	<b>Met</b>
C23	Assess skills & training needs	7/7	<b>Met</b>
C24	Job goals & support needs plan	6/6	<b>Met</b>
C25	Skill development	7/7	<b>Met</b>
C26	Benefits analysis	1/7	<b>Not Met (14.29 %)</b>
C27	Job benefit education	6/6	<b>Met</b>
C28	Relationships w/businesses	1/1	<b>Met</b>
C29	Support to obtain employment	3/7	<b>Not Met (42.86 %)</b>
C30	Work in integrated settings	1/6	<b>Not Met (16.67 %)</b>
C31	Job accommodations	5/5	<b>Met</b>
C32	At least minimum wages earned	5/5	<b>Met</b>
C33	Employee benefits explained	4/5	<b>Met (80.0 %)</b>
C34	Support to promote success	5/5	<b>Met</b>
C35	Feedback on job performance	5/5	<b>Met</b>
C36	Supports to enhance retention	5/5	<b>Met</b>
C37	Interpersonal skills for work	6/6	<b>Met</b>
C47	Transportation to/ from community	7/7	<b>Met</b>
C50	Involvement/ part of the Workplace culture	5/5	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	6/6	<b>Met</b>