



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

June 06, 2022

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	RIVERBROOK RESIDENCE INC
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Review Dates	5/3/2022 - 5/9/2022
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Service Enhancement Meeting Date	5/20/2022
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Survey Team	Carole Black Susan Dudley-Oxx Eric Lunden (TL)
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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	2 location(s) 4 audit (s)	Full Review	71/78 2 Year License 05/20/2022 - 05/20/2024		46 / 50 Certified 05/20/2022 - 05/20/2024
Residential Services	1 location(s) 3 audit (s)			Full Review	19 / 22
Placement Services	1 location(s) 1 audit (s)			Full Review	21 / 22
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) 12 audit (s)	Full Review	31/34 2 Year License 05/20/2022 - 05/20/2024		43 / 46 Certified 05/20/2022 - 05/20/2024
Community Based Day Services	1 location(s) 6 audit (s)			Full Review	15 / 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

EXECUTIVE SUMMARY :

Riverbrook Residence is a nonprofit agency in the Berkshire region of Western Massachusetts that provides residential and employment and day and support services to women with intellectual disabilities, autism, and acquired brain injury (ABI). Founded in 1957 and headquartered in Stockbridge, MA, services subject to the current Department of Developmental Services (DDS) licensing and certification review included 24-hour residential, placement services, community-based day supports, and employment support services.

Licensure and certification resumed the conduct of in-person surveys in July 2021. This licensing review was a hybrid model of surveying, where most tasks were conducted in-person while some were conducted through remote technologies. 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.

Riverbrook Residence demonstrated effective oversight systems in the areas of environmental safety, healthcare, workforce competency, and assistive technology. Onsite review of homes found that environments were clean and well maintained. Inspections of heating systems, sprinkler system, and an elevator were current. Fire-alarm systems were operational when tested. Additionally, staff followed agency COVID procedures related to screening, cleaning, and disinfection of high-touch surfaces.

In the area of healthcare, it was found that individuals received healthcare services, including specialties and preventative healthcare screenings, in accordance with ongoing health conditions and health histories. Scheduled appointments and treatment recommendations occurred as ordered by healthcare practitioners. Individuals were supported to follow healthy diets and regularly engaged in some form of physical exercise. In addition, medication was administered in compliance with Medication Administration Program (MAP) policies and waivers. To ensure consistency, MAP procedures were regularly audited by agency supervisors and nursing personnel.

Riverbrook Residence effectively managed the competency of its workforce through its employee orientation process, oversight of mandated trainings, and ongoing supervision and staff development. Staff training requirements were met, including re-certifications in first aid, CPR, and Medication Administration Procedures (MAP). Onsite reviews found that regular staff and most relief staff were trained in location and individual-specific supports, including safety plans, healthcare protocols, and supportive equipment and devices. Staff demonstrated through interview and observation that they were knowledgeable of the unique support needs of individuals. The agency was also effective in supporting individuals to use assistive technology that promoted personal development and greater independence. Most individuals owned cell phones or iPads, which were used to maintain connections with friends and family as well as personal enrichment. Virtual assistive technology, such as Alexa devices, were present in the home and were regularly used by residents. Staff communicated with some individuals through American Sign Language while providing communication support to others as needed. One individual used a braille machine to translate documents such as menus for local restaurants.

Within areas subject to certification, the team found that individuals exercised choice and control within the context of their personal and household routines and were supported to complete daily activities as independently as possible. In addition, individuals had opportunity to provide feedback at the time of hiring new staff as well as ongoing feedback on the performance reviews of their supporters. Individuals were generally in charge of their free-time at home. Community-based activities were limited to outdoor activities such as hiking, and access to local resources for shopping or involvement in integrated social, recreation or spiritual activities had ceased since the onset of the pandemic.

Review of the agency's CBDS and employment services resulted in outcomes for individuals across licensing and select certification domains. Staff were knowledgeable about health conditions that could impact individuals at work or during day activities as well as steps to take in the event of an emergency. Some individuals with employment supports were engaged in paid work such as producing coasters for sale at local stores and gift shops, while volunteer work had not resumed. Day supports were comprised of in-house activities such as yoga as well as some virtual workshops through Community Access to the Arts (CATA), a local organization offering experiences in the creative arts to individuals with disabilities. These activities occurred in space located at the Stockbridge Town Hall.

In addition to the findings discussed above, the review identified licensing areas that require further attention for both residential and day and employment services. Pertaining to promotion of human rights, training in reporting abuse/neglect must occur annually to individuals across service types. In addition, the agency's use of restrictive interventions directed at protecting the health or safety of individuals must be modified. Environmental restrictions must be based on active risk factors and represent the least restrictive alternative. This includes restrictions on access to personal cell phones during work or day support activities.

Greater oversight of funds management plans, medication treatment planning, and data collection is also needed. Specifically, funds management plans must clearly articulate the agency's role in disbursing funds, tracking expenditures, and collecting receipts as well as promoting opportunities for skill development. Medication treatment plans must address all required elements, with focus on including criteria for reevaluating and adjusting the medication. Lastly, the agency is encouraged to strengthen its methods of data collection for behavior plans and ISP goal accomplishment.

Review of outcomes for individuals within areas subject to certification found that strategies to promote community access and integration are needed. Access to local resources and community-based activities was halted during the pandemic and had not resumed. The agency needs to take steps to support community engagement for individuals, while applying strategies and safeguards that promote personal safety. Strategies that promote safe access to generic resources and community outlets must also be developed for individuals with day services. Finally, the agency must support individuals to work in integrated work environments that match their skills and interests.

As a result of the review, Riverbrook Residence will receive a Two-Year License for its Residential and Individual Home Support service group, with a service group score of 91% of licensure indicators met. This service group is Certified with an overall score of 90% of certification indicators met. Follow-up will be conducted by the agency within 60 days on those licensing indicators that received a rating of Not Met.

The agency will receive a Two-Year License for the Employment and Day Supports service group, with a service group score of 91% of licensure indicators met. This service group is Certified with an overall score of 93% of certification indicators met. Follow-up will be conducted by the agency within 60 days on those licensing indicators that received a rating of Not Met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	6/6	0/6	
Residential and Individual Home Supports	65/72	7/72	
Residential Services Placement Services			
Critical Indicators	8/8	0/8	
Total	71/78	7/78	91%
2 Year License			
# indicators for 60 Day Follow-up		7	

	Met / Rated	Not Met / Rated	% Met
Organizational	7/7	0/7	
Employment and Day Supports	24/27	3/27	
Community Based Day Services Employment Support Services			
Critical Indicators	2/2	0/2	
Total	31/34	3/34	91%
2 Year License			
# indicators for 60 Day Follow-up		3	

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

Indicator #	Indicator	Area Needing Improvement
L1	Individuals have been trained and guardians are provided with information in how to report alleged abuse/neglect.	Three individuals had not received annual training in reporting abuse, neglect, and mistreatment. The agency needs to ensure that individuals receive annual information and training on how to report allegations of abuse, neglect, and mistreatment, including how to report allegations to DPPC.

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

Indicator #	Indicator	Area Needing Improvement
L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.	Individuals living at one location were restricted from using the elevator in their home without staff supervision. There was no written rationale that supported this restriction and it had not been reviewed by the agency's human rights committee. The agency needs to ensure that environmental restrictions are supported by a written rationale that addresses an active health or safety risk. The intervention must represent the least restrictive alternative and be subject to human rights committee review.
L60	Data are consistently maintained and used to determine the efficacy of behavioral interventions.	The method of collecting data for one individual's behavior plan did not fully address the target behavior. The agency needs to ensure that methods for collecting behavioral include well-defined target behaviors that are expressed in observable, measurable terms.
L63	Medication treatment plans are in written format with required components.	Medication treatment plans for three individuals lacked definition of the behaviors targeted for treatment with medication or measurable criteria for reevaluating and adjusting the medication. The agency needs to ensure that medication treatment plans address all required components, including definitions of target behaviors in observable, measurable terms and clinical indications that should be considered in adjusting or discontinuing a medication.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	Funds management plans developed for four individuals did not address all required elements such as use of debit cards, transfer of spending money from paychecks or representative payees, payment of recurring bills, and development of training plans. Funds management plans must outline the agency's role in controlling and distributing funds, including how funds are transferred to individuals for personal spending as well as the focus of training in promoting greater independence for individuals.
L69	Individual expenditures are documented and tracked.	For two individuals who received support in funds management, the disbursement of their funds was not consistently or accurately tracked, or receipts were not collected for purchases over \$25. When the agency is involved in managing an individual's funds, the receipt or disbursement of funds must be consistently and accurately tracked, and receipts for purchases over \$25 must be maintained.

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

Indicator #	Indicator	Area Needing Improvement
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For three individuals, information on progress toward accomplishing ISP goals was not based on measurable data that was recorded when goal implementation occurred or collected when summaries of progress were developed and shared with DDS. When providing supports, the agency needs to develop mechanisms for collecting measurable data on individuals' progress toward accomplishing their ISP goals.

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

Indicator #	Indicator	Area Needing Improvement
L1	Individuals have been trained and guardians are provided with information in how to report alleged abuse/neglect.	Twelve individuals with employment or day supports had not received annual training in reporting abuse, neglect and mistreatment. The agency needs to ensure that individuals receive annual information and training on how to report allegations of abuse, neglect, and mistreatment, including how to report allegations to DPPC.
L51	Individuals can access and keep their own possessions.	Eight individuals were not allowed to keep their electronic devices during day/employment support hours, and they were not engaged in paid work or day activities that necessitated this constraint. There was no written rationale to support this restriction, and it had not been reviewed by the agency's human rights committee. Restriction on access to personal possessions during day or employment support hours must be outlined in a written plan that provides rationale for the individual, represents the least restrictive alternative, and includes criteria for fading or eliminating the restriction. Additionally, the written plan must be reviewed by the agency's human rights committee.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For eight individuals, information on progress toward accomplishing ISP goals was not based on measurable data that was recorded when goal implementation occurred or collected when summaries of progress were developed and shared with DDS. When providing supports, the agency needs to develop mechanisms for collecting measurable data on individuals' progress toward accomplishing their ISP goals.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	40/44	4/44	
Residential Services	19/22	3/22	
Placement Services	21/22	1/22	
Total	46/50	4/50	92%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	37/40	3/40	
Community Based Day Services	15/17	2/17	
Employment Support Services	22/23	1/23	
Total	43/46	3/46	93%
Certified			

Placement Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C18	Staff (Home Providers) assist individual to purchase personal belongings.	The individual receiving placement services had not been supported to use local resources for personal shopping. The agency needs to support individuals to use local resources for personal errands and shopping, while following guidance on Covid-19 issued by state and local authorities and applying safeguards developed by the agency to promote personal safety.

Placement Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C17	Community activities are based on the individual's preferences and interests.	Three individuals were not regularly engaged in integrated community activities that reflected their personal interests. The agency needs to provide opportunities for individuals to participate in integrated community activities that reflect personal interests, while applying strategies that promote personal safety during periods when Covid-19 poses risk to the community at large.
C18	Staff (Home Providers) assist individual to purchase personal belongings.	Three individuals had not been supported to use local resources for personal shopping. The agency needs to support individuals to use local resources for personal errands and shopping, while following guidance on Covid-19 issued by state and local authorities and applying safeguards developed by the agency to promote personal safety.
C49	The physical setting blends in with and is a natural part of the neighborhood and community.	As indicated in previous certification reviews, the setting of the agency's primary residence does not reflect typical residential housing in its signage and parking areas with multiple vehicles for staff and agency employees.

Community Based Day Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C42	Individuals are involved in activities that connect them to other people in the community.	Individuals receiving day services had not been supported to participate in activities in the local community that promoted natural interactions with others. The agency needs to provide opportunities for individuals to participate in activities that bring them into contact with other community members, while applying strategies that promote personal safety during periods when Covid-19 poses risk to the community at large.

Community Based Day Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C46	Staff (Home Providers) support individuals to learn about and use generic community resources.	Individuals receiving day services had not been supported to use community resources. The agency needs to develop strategies for individuals to access local resources, while following guidance on Covid-19 issued by state and local authorities and applying safeguards developed by the agency to promote personal safety.
C30	Individuals are supported to work in integrated job settings.	Individuals were not employed in integrated work settings. The agency needs to support individuals to obtain employment in integrated work environments.

MASTER SCORE SHEET LICENSURE

Organizational: RIVERBROOK RESIDENCE INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	2/2	Met
L48	HRC	1/1	Met
L74	Screen employees	2/2	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	Met
L92 (07/21)	Licensed Sub-locations (e/d).	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	0/3		1/1				1/4	Not Met (25.00 %)
L5	Safety Plan	L	1/1		1/1				2/2	Met
R L6	Evacuation	L	1/1		1/1				2/2	Met
L7	Fire Drills	L	1/1						1/1	Met
L8	Emergency Fact Sheets	I	3/3		1/1				4/4	Met
L9 (07/21)	Safe use of equipment	I	3/3						3/3	Met
R L11	Required inspections	L	1/1		1/1				2/2	Met
R L12	Smoke detectors	L	1/1		1/1				2/2	Met
R 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

Ind. #	Ind.	Loc. or Indiv .	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI- MFP Res. Sup.	ABI- MFP Place.	Total Met/Rat ed	Rating
L20	Exit doors	L	1/1						1/1	Met
L21	Safe electrica l equipm ent	L	1/1		1/1				2/2	Met
L22	Well- maintai ned applianc es	L	1/1		1/1				2/2	Met
L23	Egress door locks	L	1/1						1/1	Met
L24	Locked door access	L	1/1						1/1	Met
L25	Danger ous substan ces	L	1/1						1/1	Met
L26	Walkwa y safety	L	1/1		1/1				2/2	Met
L27	Pools, hot tubs, etc.	L	1/1						1/1	Met
L28	Flamma bles	L	1/1						1/1	Met
L29	Rubbish /combu stibles	L	1/1		1/1				2/2	Met
L30	Protecti ve railings	L	1/1		1/1				2/2	Met
L31	Commu nication method	I	3/3		1/1				4/4	Met
L32	Verbal & written	I	3/3		1/1				4/4	Met
L33	Physical exam	I	3/3		1/1				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
L34	Dental exam	I	3/3		1/1				4/4	Met
L35	Preventive screenings	I	2/3		1/1				3/4	Met
L36	Recommended tests	I	3/3		1/1				4/4	Met
L37	Prompt treatment	I	3/3		1/1				4/4	Met
Ⓡ L38	Physician's orders	I	3/3		1/1				4/4	Met
L39	Dietary requirements	I	3/3		1/1				4/4	Met
L40	Nutritional food	L	1/1						1/1	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	2/3		1/1				3/4	Met
L44	MAP registration	L	1/1						1/1	Met
L45	Medication storage	L	1/1						1/1	Met
Ⓡ L46	Med. Administration	I	3/3		1/1				4/4	Met
L49	Informed of human rights	I	3/3		1/1				4/4	Met
L50 (07/21)	Respectful Comm.	I	3/3		1/1				4/4	Met
L51	Possessions	I	3/3		1/1				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
L52	Phone calls	I	3/3		1/1				4/4	Met
L53	Visitation	I	3/3		1/1				4/4	Met
L54 (07/21)	Privacy	I	2/3		1/1				3/4	Met
L55	Informed consent	I	2/3		1/1				3/4	Met
L56	Restrictive practices	I	0/3						0/3	Not Met (0 %)
L57	Written behavior plans	I	1/1						1/1	Met
L60	Data maintenance	I	0/1						0/1	Not Met (0 %)
L61	Health protection in ISP	I	2/2		1/1				3/3	Met
L63	Med. treatment plan form	I	1/3		0/1				1/4	Not Met (25.00 %)
L64	Med. treatment plan rev.	I	3/3		1/1				4/4	Met
L67	Money mgmt. plan	I	0/3		0/1				0/4	Not Met (0 %)
L68	Funds expenditure	I	3/3		1/1				4/4	Met
L69	Expenditure tracking	I	1/3		1/1				2/4	Not Met (50.0 %)
L70	Charges for care calc.	I	3/3		1/1				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
L71	Charges for care appeal	I	3/3		1/1				4/4	Met
L77	Unique needs training	I	3/3		1/1				4/4	Met
L78	Restrictive Int. 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
L84	Health protect. Training	I	2/2		1/1				3/3	Met
L85	Supervision	L	1/1		1/1				2/2	Met
L86	Required assessments	I	3/3						3/3	Met
L87	Support strategies	I	3/3						3/3	Met
L88	Strategies implemented	I	0/3		1/1				1/4	Not Met (25.00 %)
L90	Personal space/bedroom privacy	I	3/3		1/1				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
L91	Incident management	L	1/1		1/1				2/2	Met
#Std. Met/# 72 Indicator									65/72	
Total Score									71/78	
									91.03%	

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	0/6		0/6	0/12	Not Met (0 %)
L8	Emergency Fact Sheets	I	6/6		6/6	12/12	Met
L9 (07/21)	Safe use of equipment	I	6/6		5/5	11/11	Met
L31	Communication method	I	6/6		6/6	12/12	Met
L32	Verbal & written	I	6/6		6/6	12/12	Met
L37	Prompt treatment	I	6/6		6/6	12/12	Met
L38	Physician's orders	I	2/2		3/3	5/5	Met
L39	Dietary requirements	I	3/3		3/3	6/6	Met
L49	Informed of human rights	I	6/6		6/6	12/12	Met
L50 (07/21)	Respectful Comm.	I	6/6		6/6	12/12	Met
L51	Possessions	I	2/6		2/6	4/12	Not Met (33.33 %)
L52	Phone calls	I	6/6		6/6	12/12	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L54 (07/21)	Privacy	I	6/6		6/6	12/12	Met
L55	Informed consent	I	6/6		6/6	12/12	Met
L57	Written behavior plans	I	2/2		1/1	3/3	Met
L60	Data maintenance	I	2/2		1/1	3/3	Met
L61	Health protection in ISP	I	3/3		5/5	8/8	Met
L62	Health protection review	I	1/1		1/1	2/2	Met
L77	Unique needs training	I	6/6		6/6	12/12	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
L84	Health protect. Training	I	3/3		5/5	8/8	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	5/5		3/3	8/8	Met
L87	Support strategies	I	5/5		3/3	8/8	Met
L88	Strategies implemented	I	2/6		2/6	4/12	Not Met (33.33 %)
L91	Incident management	L	1/1		1/1	2/2	Met
#Std. Met/# 27 Indicator						24/27	
Total Score						31/34	
						91.18%	

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	3/3	Met
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	3/3	Met
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	3/3	Met
C17	Community activities	0/3	Not Met (0 %)
C18	Purchase personal belongings	0/3	Not Met (0 %)
C19	Knowledgeable decisions	3/3	Met
C20 (07/21)	Emergency back-up plans	3/3	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	3/3	Met
C49	Physical setting is consistent	0/1	Not Met (0 %)
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	3/3	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C53	Food/ dining choices	3/3	Met
C54	Assistive technology	3/3	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C9	Personal relationships	1/1	Met
C10	Social skill development	1/1	Met
C11	Get together w/family & friends	1/1	Met
C12	Intimacy	1/1	Met
C13	Skills to maximize independence	1/1	Met
C14	Choices in routines & schedules	1/1	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	1/1	Met
C17	Community activities	1/1	Met
C18	Purchase personal belongings	0/1	Not Met (0 %)
C19	Knowledgeable decisions	1/1	Met
C20 (07/21)	Emergency back-up plans	1/1	Met
C46	Use of generic resources	1/1	Met
C47	Transportation to/ from community	1/1	Met
C48	Neighborhood connections	1/1	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C52	Leisure activities and free-time choices /control	1/1	Met
C53	Food/ dining choices	1/1	Met
C54	Assistive technology	1/1	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C8	Family/guardian communication	6/6	Met
C13	Skills to maximize independence	6/6	Met
C20 (07/21)	Emergency back-up plans	6/6	Met
C37	Interpersonal skills for work	6/6	Met
C38 (07/21)	Habilitative & behavioral goals	4/4	Met
C39 (07/21)	Support needs for employment	4/4	Met
C40	Community involvement interest	6/6	Met
C41	Activities participation	6/6	Met
C42	Connection to others	0/6	Not Met (0 %)
C43	Maintain & enhance relationship	6/6	Met
C44	Job exploration	4/4	Met
C45	Revisit decisions	6/6	Met
C46	Use of generic resources	0/6	Not Met (0 %)
C47	Transportation to/ from community	6/6	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met
C54	Assistive technology	6/6	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
C20 (07/21)	Emergency back-up plans	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	0/6	Not Met (0 %)

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
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	6/6	Met
C35	Feedback on job performance	6/6	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	6/6	Met
C54	Assistive technology	6/6	Met