



**PROVIDER REPORT  
FOR  
RIVERSIDE INDUSTRIES INC  
One Cottage St  
Easthampton, MA 01027**

**January 06, 2026**

**Version**

**Public Provider Report**

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

# SUMMARY OF OVERALL FINDINGS

**Provider** RIVERSIDE INDUSTRIES INC

**Review Dates** 12/3/2025 - 12/9/2025

**Service Enhancement Meeting Date** 12/23/2025

**Survey Team** Stephanie Baldwin  
Susan Dudley-Oxx (TL)  
Marisa Himes

**Citizen Volunteers**

**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) 16 audit (s)	Targeted Review	DDS 11/12 Provider 49 / 51  60 / 63 2 Year License 12/23/2025-12/23/2027		DDS 0 / 0 Provider 40 / 42  40 / 42 Certified 12/23/2025 - 12/23/2027
Community Based Day Services	1 location(s) 9 audit (s)			DDS Targeted Review	13 / 15
Employment Support Services	2 location(s) 7 audit (s)			DDS Targeted Review	21 / 21
Planning and Quality Management				DDS Targeted Review	6 / 6

## **EXECUTIVE SUMMARY :**

Riverside Industries Incorporated (RSI) is a large nonprofit agency located in a renovated mill complex in downtown Easthampton, MA. Incorporated in June of 1968, the agency provides community-based day services (CBDS), and employment support to individuals with Intellectual and Developmental Disabilities, and Autism residing in the Franklin, Hampshire, and Hampden counties of Western Massachusetts. The agency recently expanded the services it offers to include after-school support within the community-based programs for people aging out of the school systems.

For this 2025 licensing and certification survey cycle, the agency was eligible for and got approval from the Department of Developmental Services (DDS) to conduct a self-assessment of services it provides in its day and employment service grouping, and its quality management systems. This occurred in conjunction with a targeted licensing review completed by the DDS Office of Quality Enhancement (OQE). The targeted review focused on eight critical licensing indicators and two licensing indicators that were not met during the previous survey cycle. This survey report reflects a combination of ratings from the self-assessment process conducted by Riverside Industries and the targeted review conducted by OQE, with ratings by DDS prevailing where the same indicators were rated by both entities.

Findings from the targeted licensing review conducted by OQE were positive with all critical indicators met. The agency's oversight systems ensured that effective standards for individuals' personal and environmental safety were in place, with positive outcomes noted in relation to abuse and neglect reporting, and emergency evacuation strategies. A safe environment was maintained at the CBDS and employment sites, with the agency ensuring that required inspections were current; smoke and sprinkler systems were operable and located where required; and water temperature was properly maintained. The location was also found to be clean, and accessible to accommodate the needs of individuals with mobility needs and wheelchairs.

Additional results found positive outcomes were achieved for individuals by the agency in areas related to health care and supportive technology. Staff were familiar with and trained in individuals' health care protocols for seizure disorders and other health care needs, and medications were properly administered by licensed staff. Furthermore, all individuals reviewed were assessed and staff were familiar with their' needs for to assistive technology.

The survey team identified one licensing indicator in need of additional attention from the agency. The agency needs to ensure that incident reports are submitted and finalized within the required timelines.

As a result of this review, Riverside Industries will receive a Two-Year License for its Employment and Day Supports, with a service grouping score of 95% of licensure indicators met. This service grouping is also Certified with an overall score of 95% of certification indicators met. Follow-up will be conducted by Riverside Industries within 60 days of the service enhancement meeting on licensing indicators that received a rating of Not Met and the result submitted to DDS OQE.

## **Description of Self Assessment Process:**

Following multiple cycles of biennial licensing and certification reviews, Riverside is undertaking the OQE targeted review and self-assessment. This introduction summarizes the scope, team, methodology, and evidence base used to evaluate conformance with applicable standards.

Assessment team: Director of Community-Based Day Services (CBDS); Director of Services; IT & Project Assistant; CBDS & With Out Walls (WOW) Supervisor; HR Coordinator (at the time of review); Registered Nurse (RN), MAP site supervisor, and consultation with the agency's Board-Certified Behavior; Analyst (BCBA); Building Director (for environmental and life-safety components); Sampling and participants.

Sampling approach: A 20% random sample was generated for each service model using a random number generator operated by Riverside's receptionist. Sample size and distribution: 37 individuals total across service models: o Program 3181: n = 9 o Program 3163: n = 23 o Program 3168: n = 5. Methodology and evidence sources: Primary tool: Day/Employment Services Survey Worksheet to guide indicator ratings. Records review: Confidential client records from eHana and associated zone/site books for the 37 Each individual served was interviewed (with assistance as needed), and a separate interview was conducted with their DSP/Advisor. HR compliance: The HR Coordinator completed the OQE HRC worksheet. The HR Assistant provided documentation for four newly hired employees to verify hiring requirements, licensure, certifications, orientation, evaluations, and training. Medication and health: The Director of CBDS, in collaboration with the RN and MAP site supervisor, completed the Medication and Health Review; the team also met with the BCBA. Environmental and life safety: The Director of Services and the Building Director completed the Environmental Review, which included verification of: o Three fire drills, one tornado drill, and one bomb threat drill. o Occupancy permits and inspections for boiler, elevator, and fire/sprinkler systems.

HR and training verification: Personnel reviewed: Four DSPs randomly selected for file review.

Documentation verified: Hiring requirements met for four new employees o Active RN and BCBA licenses o HRO and Fire Safety certificates o Orientation checklists and performance evaluations o Relias training reports for the four DSPs

Confidentiality and integrity: All client records and interviews were handled in accordance with confidentiality requirements. Evidence was triangulated across documentation, interviews, and direct reviews to support accurate and consistent ratings of individual indicators.

This self-assessment provides an evidence-based view of current compliance, highlights strengths, and identifies targeted opportunities for improvement to inform ongoing quality and safety efforts.

Employment and Day Supports Indicators: Summary, Approach and Scope: Tool used: Day/Employment Services Survey Worksheet. Method: For each licensing subset, designated surveyors reviewed all relevant documentation and systems and conducted targeted interviews with individuals served and their DSP/Advisors.

Personal safety: Evidence reviewed: o Staff training logs and interviews o Individual interviews o Evacuation drill records o Emergency Fact Sheets (EFSs) and Emergency Back-Up Plans (EBPs) o HCSIS timeline reports for incident submission. Notable improvement: o Riverside has implemented systems to ensure thorough completion of EFSs and timely submission of incident reports--two indicators not met during the prior OQE survey. Environmental safety: Standard: Maintain a clean, accessible, and safe environment. Verification sources: o Building inspections and maintenance logs o Safety committee meeting records o Inspections for occupancy, boiler, and fire suppression/sprinkler systems.

Medication and health: Evidence reviewed: o Medication administration records (MARs), physician orders, and dining guidelines o Prioritized Sign-Off Sheets to confirm staff awareness and training on physician orders, protocols, and dining guidelines. Sampling: o The sample group was expanded, as needed, to ensure adequate representation for applicable indicators. Rights and dignity: Findings: o Interviews with staff and individuals demonstrated awareness of human rights. o Monthly Review of Rights (ROM) and practice of Emergency Back-Up Plans support ongoing safety and dignity. Workforce competence and information management: Findings: o The workforce is competent and knowledgeable about each individual's needs.

o Key resources (e.g., client zone/site books, Prioritized Sign-Off Sheets, and Client Information Sheets) ensure critical information is current, accessible, and shared. o Staff interviews further substantiated knowledge and consistency in practice. Assessments, planning, and progress monitoring: Evidence reviewed: o HCSIS reports confirmed timely submission of required assessments. o Staff and

individual interviews established knowledge of support strategies. o Systems are in place to regularly review progress and make data-informed modifications as needed. Assistive technology (AT): Status: o AT remains a growth area and a declared priority since the last OQE survey. o Progress is evidenced by departmental goals, internal management reports, and more comprehensive AT assessments. o In several cases, supportive/adaptive items were purchased or created despite limited designated. AT funding: Improvement focus: o Strengthen staff training and refreshers on AT applications, particularly during transitions (e.g., changes in an individual's program or a DSP's primary site/zone).

This section reflects a structured, evidence-based review demonstrating strong performance in environmental and personal safety, rights, and workforce competence, with continued emphasis on strengthening assistive technology adoption and training.

Organizational Indicators: Overall compliance  
Status: Met for Personal Safety, Human Rights, and Competent Workforce: Training and mandated reporting. Platform: Relias (online training portal). Content: Employees receive regular training on the Disabled Persons Protection Commission (DPPC). Mandated reporting: Staff are trained on how to file DPPC reports, understand their obligations as mandated reporters, and know they do not need permission to file a complaint.

Human Rights Committee (HRC) governance: Composition: Meets all membership requirements. Cadence: Convenes quarterly. Scope of review: o Plans, protocols, and guidelines o Behavior support program reviews. o Supportive and protective devices o Incident reports and complaint investigations o Individuals receiving Employment and CBDS services. Documentation: All reviews and decisions are recorded in detailed meeting minutes.

Restraints: Practice: No restraints were used during the review period. Rating: Restraint-related indicators were not applicable. Workforce screening and credentialing  
Pre-employment checks: CORI (Criminal Offender Record Information), SORI (Sex Offender Registry Information), DPPC, and fingerprint-based background checks completed for all applicants.  
Qualifications: Staff possess the required certifications and credentials for their roles.  
Tracking: HR and Administration maintain centralized records of required training, licensure, and certifications. Evidence sources: Relias training logs and completion records. HRC membership records, agendas, and minutes. Pre-employment screening files (CORI, SORI, DPPC, fingerprinting). Credential and licensure documentation maintained by HR/Admin.

Certification Indicators:  
Overall results: Status: Met 38 of 41 applicable Certification Indicators (93%). Planning and Quality Management: All indicators met. Planning and Quality Management: Strategic planning: Riverside maintains a Strategic Planning Framework and engages an external consultant to conduct interviews with stakeholders, program staff, DDS, and community partners. Voice of the individual and family: Ongoing input is gathered through consumer satisfaction surveys, annual Service Committee surveys, and additional feedback channels with individuals, families, and guardians. Data-driven improvement: Program data are routinely collected and reviewed (incidents, investigations, aggregate ISP objective data, and Department-specific goals). Insights are analyzed to identify patterns and trends, inform strategic decisions, and drive service improvements.

CBDS and Employment Support Services -- Performance Snapshot:  
Overall: The majority of indicators for Community-Based Day Services (CBDS) and Employment Support Services were met. Workforce competence: Staff across CBDS and Employment are well trained and demonstrate strong knowledge of individual needs and supports. They foster growth, participation, engagement, independence, and teach interpersonal, social, and job skills through trusted relationships.

Strengths: Employment outcomes: o Individuals explore job interests, build job skills, and complete job training. o The Job Developer cultivates employer relationships and supports job placement. o Job coaches and follow-along staff ensure successful onboarding, identify natural supports, and promote retention. o Employed individuals earn competitive wages; employer feedback is positive.  
Community engagement: o In CBDS, individuals are supported to explore interests, make choices about their day, and participate meaningfully in the community. Growth areas and findings.  
Family/guardian communication: Communication occurs consistently around the ISP process (planning, preparation, feedback collection) and when incidents occur. o Opportunity: Preferred communication methods and frequency for guardians/families are not consistently documented for all individuals

served.

CBDS employment planning: o While CBDS staff regularly explore work interests, discuss the benefits of employment, and teach hard/soft job skills, there are no detailed written employment plans documenting job goals and supports for each individual. Targeted improvement actions (recommended): Standardize guardian/family communication documentation: o Capture preferred methods, frequency, and key contacts within the ISP and service plans. o Monitor completion via periodic audits and incorporate reminders into case management workflows. Implement individual employment planning in CBDS: o Introduce a simple, person-centered employment planning template that documents job goals, required supports, milestones, and review cadence. o Align CBDS plans with Employment Support Services and the Job Developer to create a clear pathway to supported/competitive employment. Strengthen practice and monitoring: o Provide refresher training for CBDS staff on employment planning and documentation. o Track metrics such as: percentage of individuals with written employment plans, rate of documented guardian/family communication preferences, and transitions from CBDS exploration to employment services. Embed in Quality Management: o Include these improvement items in the quality plan, review progress in existing performance meetings, and share outcomes with stakeholders.

Conclusion:

Riverside conducted a comprehensive, evidence-based self-assessment as part of the targeted review, led by a multidisciplinary team and using a randomly selected sample of individuals served. The assessment covered Employment and Day Supports, Medication and Health, Environmental Safety, and Organizational Indicators. Methods included confidential record reviews, structured interviews, and examination of training logs, emergency plans, inspection reports, and related documentation.

Overall compliance results: Licensing Indicators: 96% met. Certification Indicators: 93% of applicable indicators met

Areas of strength: Strategic planning, quality management, workforce competency, and rights and safety

Compliance: Key strengths: Personal safety: Robust systems for incident reporting, emergency planning, and regular drills, supported by strong staff training and monitoring. Medication and health: Consistent adherence to physician orders, dining guidelines, and medication documentation, with verification of staff knowledge through sign-off processes. Environmental safety: Clean, accessible, and safe environments validated through inspections, maintenance logs, and safety committee oversight.

Competent workforce: Staff demonstrate strong knowledge of individual needs and supports, promoting dignity, engagement, and independence. Data-driven practice: Routine collection and analysis of incidents, investigations, ISP outcomes, and department goals to inform decisions and continuous improvement. Human rights: Ongoing protection of rights through policy, training, and committee review. Improvement priorities: Assistive technology (AT): Continue to expand AT use with greater emphasis on consistent staff training and integration, particularly during transitions between sites/zones or staff changes. Continuous improvement: Maintain focus on embedding improvements identified during this assessment into routine quality monitoring, training, and practice.

Closing statement: Riverside's results reflect a strong culture of safety, rights, and quality, supported by a capable workforce and effective governance. With sustained attention to assistive technology training and integration--and continued use of data to drive decisions--Riverside is well positioned to strengthen outcomes and maintain high performance across Licensing and Certification standards.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	8/8	0/8	
<b>Employment and Day Supports</b>	52/55	3/55	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	60/63	3/63	95%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		3	

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

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	Incidents were not submitted within the required timelines at one of three locations. The agency needs to ensure that incident reports are submitted and finalized within that required timelines in HCSIS.

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

Indicator #	Indicator	Issue identified	Action planned to address
L63	Medication treatment plans are in written format with required components.	Riverside's RN administers medication to eight individuals. All have signed physicians' orders, are stored, maintained, administered and recorded according to protocol. Three of those medications require Medication Treatment Plans. Riverside does not have any of them.	Riverside will implement a checklist for any time the RN is asked to administer medication. The checklist will ask for Med Treatment Plan if needed. Paperwork advisors update med lists quarterly. Riverside's Client File Coordinator will work with eHana to include a prompt for Med Treatment Plans. Current Med Treatment Plans will be acquired or developed. This will be done by Dec 31st.
L96 (05/22)	Staff is competent and knowledgeable in the use of the individual's technology devices and applications.	Riverside has assessed everyone for their AT needs. Medium and low-tech devices have been created or purchased. At the time of implementation, the DSP who was working with the individual received basic training on the item. Riverside does not have a system to follow up to see if the individual or staff have questions or need further training. There is also not a system in place to train new staff that start working with the person.	Riverside uses a system of individual client site or zone books. These books contain copies of the individuals' protocols, EFS, Safety Plans etc. Each of these documents must be signed off before a DSP works with an individual. Riverside's Assistive Technology Worksheet will be added to these books and sign off sheets. Follow-up meetings will be scheduled for one and five weeks after any item is introduced.

## CERTIFICATION FINDINGS

	Reviewed By	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>DDS 0/0 Provider 6/6</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>DDS 0/0 Provider 34/36</b>	<b>34/36</b>	<b>2/36</b>	
Community Based Day Services	DDS 0/0 Provider 13/15	13/15	2/15	
Employment Support Services	DDS 0/0 Provider 21/21	21/21	0/21	
<b>Total</b>		<b>40/42</b>	<b>2/42</b>	<b>95%</b>
<b>Certified</b>				

**Community Based Day Services- Areas Needing Improvement on Standards not met From Provider review:**

Indicator #	Indicator	Issues identified	Action planned to address
C8	There are opportunities for communication between guardians, family members, and staff on a regular and timely basis.	RSI communicates with Guardians as part of many systems, for example Consumer Satisfaction Surveys and Pre-ISP Quest where ISP goals are determined. Consistent and timely communication occurs when there are incidents. Given the importance of a guardian as "an integral part of a person's life", however, Riverside's efforts in maintaining this relationship are lacking. Riverside does not have a mechanism for determining family/guardian preference for frequency, method, or situations.	Riverside's Pre-ISP worksheet prompts advisors to ask guardians about their communication preferences at the ISP. The worksheet also has a post-ISP section. Documenting this information on each client's Individual Information Sheets will be added as a step in the process. Supervisors will also add this to their post ISP responsibilities. This will be completed by Jan 31st.
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	Riverside uses many processes to address work interests and goals for CBDS clients. Individuals and their teams are educated about the benefits of employment, and clients participate in community work exploration. Both hard and soft job skills are taught. ISP Employment Assessments are completed, but there are not specific "detailed written" Career Plans compiling this information.	Over the next three months CBDS supervisors and DSPs will gather and review the existing interest surveys, job training and community employment exploration data for everyone on a pathway to employment. The client file coordinator and CBDS manager will create a Carrer plan template. Moving forward, this document will be reviewed and updated during the Pre-ISP process when the Employment Assessments are completed.

## MASTER SCORE SHEET LICENSURE

Organizational: RIVERSIDE INDUSTRIES INC

Indicator #	Indicator	Reviewed by	Met/Rated	Rating(Met,Not Met,NotRated)
☞ L2	Abuse/neglect reporting	DDS	3/3	Met
L3	Immediate Action	Provider	-	Met
L4	Action taken	Provider	-	Met
L48	HRC	Provider	-	Met
L74	Screen employees	Provider	-	Met
L75	Qualified staff	Provider	-	Met
L76	Track trainings	Provider	-	Met
L83	HR training	Provider	-	Met

### Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	Provider		-	-	-	Met
L5	Safety Plan	L	Provider		-	-	-	Met
☞ L6	Evacuation	L	DDS	1/1		1/1	2/2	Met
L7	Fire Drills	L	Provider		-	-	-	Met
L8	Emergency Fact Sheets	I	DDS	7/7		6/9	13/16	Met (81.25 %)
L9 (07/21)	Safe use of equipment	I	Provider		-	-	-	Met
L10	Reduce risk interventions	I	Provider		-	-	-	Met
☞ L11	Required inspections	L	DDS	1/1		1/1	2/2	Met
☞ L12	Smoke detectors	L	DDS	1/1		1/1	2/2	Met
☞ L13	Clean location	L	DDS	1/1		1/1	2/2	Met
L14	Site in good repair	L	Provider		-	-	-	Met

<b>Ind. #</b>	<b>Ind.</b>	<b>Loc. or Individ.</b>	<b>Reviewed by</b>	<b>Emp. Sup.</b>	<b>Cent. Based Work</b>	<b>Com. Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
L15	Hot water	L	Provider		-	-	-	Met
L16	Accessibility	L	DDS	1/1		1/1	2/2	Met
L17	Egress at grade	L	Provider		-	-	-	Met
L20	Exit doors	L	Provider		-	-	-	Met
L21	Safe electrical equipment	L	Provider		-	-	-	Met
L22	Well-maintained appliances	L	Provider		-	-	-	Met
L25	Dangerous substances	L	Provider		-	-	-	Met
L26	Walkway safety	L	Provider		-	-	-	Met
L28	Flammables	L	Provider		-	-	-	Met
L29	Rubbish/com bustibles	L	Provider		-	-	-	Met
L31	Communication method	I	Provider		-	-	-	Met
L32	Verbal & written	I	Provider		-	-	-	Met
L37	Prompt treatment	I	Provider		-	-	-	Met
Ⓡ L38	Physician's orders	I	DDS	1/1		9/9	10/10	Met
L39	Dietary requirements	I	Provider		-	-	-	Met
L44	MAP registration	L	Provider		-	-	-	Met
L45	Medication storage	L	Provider		-	-	-	Met
Ⓡ L46	Med. Administration	I	DDS			9/9	9/9	Met
L49	Informed of human rights	I	Provider		-	-	-	Met
L50 (07/21)	Respectful Comm.	I	Provider		-	-	-	Met
L51	Possessions	I	Provider		-	-	-	Met
L52	Phone calls	I	Provider		-	-	-	Met
L54 (07/21)	Privacy	I	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L55	Informed consent	I	Provider		-	-	-	Met
L57	Written behavior plans	I	Provider		-	-	-	Met
L60	Data maintenance	I	Provider		-	-	-	Met
L61	Health protection in ISP	I	Provider		-	-	-	Met
L62	Health protection review	I	Provider		-	-	-	Met
L63	Med. treatment plan form	I	Provider		-	-	-	Not Met
L77	Unique needs training	I	Provider		-	-	-	Met
L78	Restrictive Int. Training	L	Provider		-	-	-	Met
L79	Restraint training	L	Provider		-	-	-	Met
L80	Symptoms of illness	L	Provider		-	-	-	Met
L81	Medical emergency	L	Provider		-	-	-	Met
Ⓡ L82	Medication admin.	L	DDS	1/1		1/1	2/2	Met
L84	Health protect. Training	I	Provider		-	-	-	Met
L85	Supervision	L	Provider		-	-	-	Met
L86	Required assessments	I	Provider		-	-	-	Met
L87	Support strategies	I	Provider		-	-	-	Met
L88	Strategies implemented	I	Provider		-	-	-	Met
L91	Incident management	L	DDS	2/2		0/1	2/3	Not Met (66.67 %)
L93 (05/22)	Emergency back-up plans	I	Provider		-	-	-	Met
L94 (05/22)	Assistive technology	I	DDS	7/7		9/9	16/16	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L96 (05/22)	Staff training in devices and applications	I	Provider		-	-	-	Not Met
<b>#Std. Met/# 55 Indicator</b>							<b>52/55</b>	
<b>Total Score</b>							<b>60/63</b>	
							<b>95.24%</b>	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C1	Provider data collection	Provider	-	Met
C2	Data analysis	Provider	-	Met
C3	Service satisfaction	Provider	-	Met
C4	Utilizes input from stakeholders	Provider	-	Met
C5	Measure progress	Provider	-	Met
C6	Future directions planning	Provider	-	Met

### Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Not Met (0 %)
C13	Skills to maximize independence	Provider	-	Met
C37	Interpersonal skills for work	Provider	-	Met
C38 (07/21)	Habilitative & behavioral goals	Provider	-	Met
C39 (07/21)	Support needs for employment	Provider	-	Not Met (0 %)
C40	Community involvement interest	Provider	-	Met
C41	Activities participation	Provider	-	Met

### Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C42	Connection to others	Provider	-	<b>Met</b>
C43	Maintain & enhance relationship	Provider	-	<b>Met</b>
C44	Job exploration	Provider	-	<b>Met</b>
C45	Revisit decisions	Provider	-	<b>Met</b>
C46	Use of generic resources	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>

### Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	<b>Met</b>
C8	Family/guardian communication	Provider	-	<b>Met</b>
C22	Explore job interests	Provider	-	<b>Met</b>
C23	Assess skills & training needs	Provider	-	<b>Met</b>
C24	Job goals & support needs plan	Provider	-	<b>Met</b>
C25	Skill development	Provider	-	<b>Met</b>
C26	Benefits analysis	Provider	-	<b>Met</b>
C27	Job benefit education	Provider	-	<b>Met</b>
C28	Relationships w/businesses	Provider	-	<b>Met</b>
C29	Support to obtain employment	Provider	-	<b>Met</b>
C30	Work in integrated settings	Provider	-	<b>Met</b>
C31	Job accommodations	Provider	-	<b>Met</b>
C32	At least minimum wages earned	Provider	-	<b>Met</b>
C33	Employee benefits explained	Provider	-	<b>Met</b>
C34	Support to promote success	Provider	-	<b>Met</b>
C35	Feedback on job performance	Provider	-	<b>Met</b>
C36	Supports to enhance retention	Provider	-	<b>Met</b>

### Employment Support Services

<b>Indicator #</b>	<b>Indicator</b>	<b>Reviewed By</b>	<b>Met/Rated</b>	<b>Rating</b>
C37	Interpersonal skills for work	Provider	-	<b>Met</b>
C47	Transportation to/ from community	Provider	-	<b>Met</b>
C50	Involvement/ part of the Workplace culture	Provider	-	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	Provider	-	<b>Met</b>