



**PROVIDER REPORT
FOR**

**SERVICENET INC
21 Olander Dr
Northampton, MA 01060**

July 04, 2025

Version

Public Provider Report

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

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	45 location (s) 46 audit (s)	Full Review	80/92 2 Year License 05/22/2025 - 05/22/2027		96 / 107 Certified 05/22/2025 - 05/22/2027
Residential Services	16 location (s) 16 audit (s)			Full Review	17 / 20
ABI-MFP Residential Services	6 location(s) 6 audit (s)			Full Review	17 / 20
Placement Services	18 location (s) 18 audit (s)			Full Review	17 / 20
ABI-MFP Placement Services	1 location(s) 1 audit (s)			Full Review	19 / 20
Respite Services	1 location(s) 2 audit (s)			No Review	No Review
Individual Home Supports	3 location(s) 3 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
Employment and Day Supports	5 location(s) 17 audit (s)	Full Review	49/59 2 Year License 05/22/2025 - 05/22/2027		36 / 42 Certified 05/22/2025 - 05/22/2027
Community Based Day Services	4 location(s) 8 audit (s)			Full Review	11 / 15
Employment Support Services	1 location(s) 9 audit (s)			Full Review	19 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

ServiceNet is a large nonprofit organization headquartered in Northampton & Springfield, Massachusetts. The agency provides employment, day, and residential services to individuals diagnosed with a range of Intellectual and Developmental disabilities, and other physical and psychiatric conditions. The agency's program sites are located throughout Western Massachusetts. In February 2025, Servicenet merged with Pathlight creating one larger agency.

The scope of this 2025 survey conducted by the DDS Central West Office of Quality Enhancement was a full licensure and certification review of services offered in the agency's Residential Service Grouping and Employment/Day Service Grouping which includes: twenty-four hour residential, placement supports, twenty-four hour ABI, ABI placement services, individual home supports, employment supports, and community-based day services (CBDS).

As an organization, ServiceNet demonstrated success in meeting licensure requirements in the areas of workforce competency. The review of the agency's systems showed that: the tracking system for staff training was effective in ensuring that most training requirements were completed. The system tracked all staff training, including newer mandated training in universal precautions and procedures for preventing virus transmission.

Additionally, staff were trained and knowledgeable of the unique needs of each of the individuals supported at most sites. In the area of environmental safety, onsite review within 24-hr residential and CBDS locations, showed that the environments were clean, well-maintained, and met the accessibility needs of most of the men and women supported. Current inspections were in place as required.

Within the healthcare domain, positive findings were noted relative to the support given to individuals to maintain overall wellbeing. Staff encouraged individuals to make healthy food choices and provided them with opportunities to engage in physical activity. Annual physical and dental examinations were supported; and staff were knowledgeable on how to respond in the event of medical emergency, seeking prompt medical treatment when needed.

Successes were also noted around assistive technology as many individuals across all service types were assessed for technology needs, that could be utilized to increase their independence. Staff were trained and knowledgeable in the technologies in place and supported individuals to thrive in this area based on individualized needs.

Relative to certification indicators, positive findings were noted within the domain of Choice, Control, and Growth; agency staff were knowledgeable and supportive of most individuals' needs and satisfaction with services. Across all service types, individuals were supported to express their level of satisfaction with services and supported to make changes when desired.

Within residential services, individuals' bedrooms and common spaces were also personalized and decorated in accordance with their tastes and preferences.

In addition to the positive findings discussed above, the review identified licensing areas in need of further attention. Organizationally, the agency needs to ensure that the human rights committee is fully constituted and meets attendance and review requirements.

Across all service types, the agency must ensure that submission and finalization timelines are met for restraint reports, incident reports, ISP assessments and ISP support strategies. Additionally, follow-up actions required by the DDS area offices on investigations filed with DPPC must be submitted within the timeframe determined by the area offices.

Within residential services, the agency needs to ensure fire drills are completed as required,

healthcare records are updated annually and within thirty days of when significant changes occur throughout the year and preventative screenings are occurring as needed. When an individual is prescribed behavior modifying medications, medication treatment plans must include all current behavior modifying medications, the procedures to minimize risk, and data tracking on identified behaviors.

In the area of human rights, restrictive practice outlines must include steps to fade the restriction, and they must be reviewed by the human rights committee. For individuals impacted by the restriction, a mitigation plan must be developed, and guardians informed of the practice. In the context of personal and environmental safety, the agency must ensure that individual's emergency fact sheets are current and include all required information.

Within employment and day services, for individuals who use health-related supportive equipment, authorization of the device by a licensed medical professional must be in place and include instructions for applying and using the device, along with instructions for staff on the care and cleaning of the device, as well as frequency of safety checks. Furthermore, ServiceNet needs to ensure that emergency fact sheets are complete and accurate.

Across all service types, within the realm of certification, the agency needs to enhance its system for supporting individuals to provide feedback on staff at the time of hire, as well as performance evaluation of staff on an on-going basis. In the area of sexuality and intimacy, individuals need to be supported to receive education, training, and support when people's preferences have been identified.

As a result of this review, ServiceNet will receive a Two-Year License for the residential service grouping (including IHS), with a service grouping score of 87% of licensing indicators met. ServiceNet is also Certified for residential (including IHS) with a score of 90% of certification indicators met.

The agency will also receive a two-year license for the employment/day service grouping with a service grouping score of 83% of licensure indicators met. ServiceNet is also Certified for the employment/day service grouping with a score of 86% of certification indicators met.

Follow-up will be conducted by OQE for Residential and Day services within sixty days of the SEM on all licensing indicators that received a rating of Not Met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/10	3/10	
Residential and Individual Home Supports	73/82	9/82	
Residential Services Individual Home Supports Respite Services ABI-MFP Placement Services Placement Services ABI-MFP Residential Services			
Critical Indicators	8/8	0/8	
Total	80/92	12/92	87%
2 Year License			
# indicators for 60 Day Follow-up		12	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/11	3/11	
Employment and Day Supports	41/48	7/48	
Community Based Day Services Employment Support Services			
Critical Indicators	6/6	0/6	
Total	49/59	10/59	83%
2 Year License			
# indicators for 60 Day Follow-up		10	

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

Indicator #	Indicator	Area Needing Improvement
L4	Action is taken when an individual is subject to abuse or neglect.	Thirteen investigations were reviewed to determine if action plans were completed; of these, eleven were not completed by the due date given by the area office. Servicenet needs to ensure that timely response / follow up occurs when action plans are issued.

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 Servicenet human rights committee was not fully constituted with the requisite members. Whether Servicenet retains two separate committees or consolidates to one committee, they need to ensure that the committee(s) are fully constituted.
L65	Restraint reports are submitted within required timelines.	Fifty-four restraints were not reviewed and submitted within the required timeframes. Servicenet needs to ensure that restraints are submitted within three calendar days and finalized within five calendar days.

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

Indicator #	Indicator	Area Needing Improvement
L35	Individuals receive routine preventive screenings.	Seven of thirty-three individuals were not supported to receive routine preventative screenings. The agency must ensure that all individuals are supported to receive routine preventative screenings. The topic must be brought up discussed with physicians during medical appointments.
L43	The health care record is maintained and updated as required.	Health care records for twelve individuals did not have up to date information. HCR's need to contain the information requested in all of the sections and any medication or diagnosis changes, hospitalizations and immunizations that occur need to be updated within thirty days of these significant events and other updates annually.
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.	Restrictive practices for eight individuals either did not outline a written rationale or least restrictive alternative, nor criteria or fading or eliminating or agreement. When rated for the individual's affected by, provisions to not unduly restrict them and / or guardian's informed of restriction did not occur. Servicenet needs to ensure that both requirements and the individual components for each plan are completed for each restrictive practice.
L63	Medication treatment plans are in written format with required components.	Seven medication treatment plans did not include all of the required components. When an individual is prescribed behavior modifying medications, medication treatment plans must include all current behavior modifying medications, the procedures to minimize risk, and data tracking on identified behaviors.

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

Indicator #	Indicator	Area Needing Improvement
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 did not accurately reflect how the agency was safeguarding ten individual's funds. Some were missing how much the individual could hold independently while others were inaccurate. The agency needs to ensure funds management plans include how an individual can access their money and how much they can independently spend.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For ten individuals, ISP assessments were not submitted in a timely manner. Assessments need to be submitted fifteen days prior to the individual's ISP.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For eight individuals, ISP support strategies were not submitted in a timely manner. Support strategies need to be submitted fifteen days prior to the individual's ISP.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	Nine of forty-two individuals were not supported to work on objectives related to their ISP goals. The agency must ensure that all individuals are supported to work on their ISP objectives. It must also ensure that progress towards goal accomplishment is fully documented.
L91	Incidents are reported and reviewed as mandated by regulation.	At thirteen of the locations in the survey, incident reports were either not submitted or finalized within the required timelines. The agency needs to ensure that incident reports are submitted within one day of a major, and three days of the occurrence of a minor, and finalized within seven days.

Employment/Day 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.	Emergency fact sheets (EFS) for eight individuals were either missing pertinent information or had inaccurate information. The agency needs to ensure that individuals' EFS's are accurate and complete.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	Supportive and protective devices were reviewed for three individuals; one individual utilized a wheelchair for long trips, yet there was no written authorization for its use or information regarding its care. Servicenet needs to ensure that all devices are authorized and contain all required components regarding care and use.

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

Indicator #	Indicator	Area Needing Improvement
L84	Staff / care providers are trained in the correct utilization of health related protections per regulation.	Training had not been provided for an individual's wheelchair that is utilized for long trips relative to how to care for and when to use it. The agency needs to ensure that staff training occurs for all health -elated supportive devices.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For three individuals, ISP assessments were not submitted in a timely manner. Support strategies need to be submitted fifteen days prior to the individual's ISP.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For four individuals, ISP support strategies were not submitted in a timely manner. Support strategies need to be submitted fifteen days prior to the individual's ISP.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	Three of fourteen individuals were not supported to work on objectives related to their ISP goals. The agency must ensure that all individuals are supported to work on their ISP objectives. It must also ensure that progress towards goal accomplishment is fully documented.
L91	Incidents are reported and reviewed as mandated by regulation.	At two of the three locations included in this survey, incident reports were not submitted and/or finalized within the required timelines. The agency needs to ensure incidents are submitted within one day for major, and three days for minor of the occurrence and finalized within seven days.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	90/101	11/101	
Residential Services	17/20	3/20	
ABI-MFP Placement Services	19/20	1/20	
Individual Home Supports	20/21	1/21	
ABI-MFP Residential Services	17/20	3/20	
Placement Services	17/20	3/20	
Total	96/107	11/107	90%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	30/36	6/36	
Community Based Day Services	11/15	4/15	
Employment Support Services	19/21	2/21	
Total	36/42	6/42	86%
Certified			

ABI-MFP Placement Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
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.	The one individual was not provided opportunities to participate in the hiring or staff; nor were they supported to provide input into staff evaluations. The agency needs to develop a system for ensuring that everyone they serve is afforded the opportunities to participate in the hiring of the staff that work with them. In addition, individuals need to be able to provide input about whether staff working with them are supporting their needs in a way that the individual wishes.
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 of five individuals were not provided opportunities to participate in the hiring or staff; nor were they supported to provide input into staff evaluations. The agency needs to develop a system for ensuring that everyone they serve is afforded the opportunities to participate in the hiring of the staff that work with them. In addition, individuals need to be able to provide input about whether staff working with them are supporting their needs in a way that the individual wishes.
C16	Staff (Home Providers) support individuals to explore, discover and connect with their interests for cultural, social, recreational and spiritual activities.	Two individuals in ABI residential services were not supported to explore community activities that may connect them with their interests and preferences. Servicenet needs to ensure that all individuals have opportunities to discover social, recreational, cultural and spiritual activities, events and the like to help them discover and connect with areas of interest. Some activities they may not even know they are interested in unless exposed.
C17	Community activities are based on the individual's preferences and interests.	Two individuals were not participating in activities related to areas of interest or based on their preferences. The agency needs to ensure every individual's preferences and interests are taken into account when planning and participating in activities.

ABI-MFP Placement Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
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.	Both individuals were not provided opportunities to participate in the hiring or staff; nor were they supported to provide input into staff evaluations. The agency needs to develop a system for ensuring that everyone they serve is afforded the opportunities to participate in the hiring of the staff that work with them. In addition, individuals need to be able to provide input about whether staff working with them are supporting their needs in a way that the individual wishes.
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 of thirteen individuals were not offered the opportunity to give input into the hiring and ongoing evaluation of staff or home care providers who support them. The agency must ensure that individuals are offered the opportunity to offer input into the hiring and ongoing evaluation of staff and home care providers.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Seven individuals had not been supported to explore, define and / or express their needs for intimacy. The agency needs to assess and understand what individuals need in the area of intimacy and companionship, beyond just those in need of full clinical assessment; this includes helping them understand boundaries, consent, sex and everything in between.
C16	Staff (Home Providers) support individuals to explore, discover and connect with their interests for cultural, social, recreational and spiritual activities.	Four individuals in Placement services were not supported to explore community activities that may connect them with their interests and preferences. Servicenet needs to ensure that all individuals have opportunities to discover social, recreational, cultural and spiritual activities, events and the like to help them discover and connect with areas of interest. Some activities they may not even know they are interested in unless exposed.

ABI-MFP Placement Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
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.	Eleven of the individuals were not provided opportunities to participate in hiring of staff; nor were they supported to provide input for staff evaluations. The agency needs to develop a system for ensuring that everyone they serve is afforded the opportunities to participate in the hiring of the staff that work with them. In addition, individuals need to be able to provide input about whether they feel that the staff working with them are supporting their needs in a way that the individual wishes.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Six individuals had not been supported to explore, define and / or express their needs for intimacy. The agency needs to assess and understand what individuals need in the area of intimacy and companionship, beyond just those in need of full clinical assessment; this includes helping them understand boundaries, consent, sex and everything in between.
C16	Staff (Home Providers) support individuals to explore, discover and connect with their interests for cultural, social, recreational and spiritual activities.	Four individuals in residential services were not supported to explore community activities that may connect them with their interests and preferences. Servicenet needs to ensure that all individuals are offered opportunities to discover social, recreational, cultural and spiritual activities, events and the like to help them discover and connect with areas of interest. Some activities they may not even know they are interested in unless exposed.

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

Indicator #	Indicator	Area Needing Improvement
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.	All five individuals were not provided opportunities to participate in the hiring or staff; nor were they supported to provide input into staff evaluations. The agency needs to develop a system for ensuring that everyone they serve is afforded the opportunities to participate in the hiring of the staff that work with them. In addition, individuals need to be able to provide input about whether staff working with them are supporting their needs in a way that the individual wishes.
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For four individuals, there was no evidence of career plans that would help identify their job goals and support needs that could lead into movement to supported employment. The agency must support individuals to have career plans that would support movement into gainful employment.
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.	For four individuals, effective methods for helping them explore job interests were not evident. The agency must develop mechanisms for ensuring that individuals are supported to explore job interests.
C45	Individual's decisions of what to do during the day are revisited on a regular basis.	Two of the individuals were not supported to actively participate in decision making about how to spend their day. All individuals should be supported to determine how their day is spent in line with their interests to make it meaningful for them. This also includes the ability to revisit should they not feel up to what is planned for a particular day.

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

Indicator #	Indicator	Area Needing Improvement
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.	All eight individuals were not provided opportunities to participate in the hiring or staff; nor were they supported to provide input into staff evaluations. The agency needs to develop a system for ensuring that everyone they serve is afforded the opportunities to participate in the hiring of the staff that work with them. In addition, individuals need to be able to provide input about whether staff working with them are supporting their needs in a way that the individual wishes.
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.	For seven of the individuals, entitlements were only reviewed when they began employment. Entitlements and the effect employment as one employment need to be reviewed when an individual seeks employment and revisited when circumstances change, such as an increase or decrease in hours or pay.

MASTER SCORE SHEET LICENSURE

Organizational: SERVICENET INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓜ L2	Abuse/neglect reporting	49/49	Met
L3	Immediate Action	11/13	Met(84.62 %)
L4	Action taken	2/13	Not Met(15.38 %)
L48	HRC	0/1	Not Met(0 %)
L65	Restraint report submit	52/106	Not Met(49.06 %)
L66	HRC restraint review	88/96	Met(91.67 %)
L74	Screen employees	20/20	Met
L75	Qualified staff	9/9	Met
L76	Track trainings	1/1	Met
L83	HR training	4/4	Met
L92 (07/21)	Licensed Sub-locations (e/d).	3/3	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	15/16	2/2	15/17	2/2	6/6	1/1	41/44	Met (93.18%)
L5	Safety Plan	L	13/16	3/3	18/18	1/1	6/6	1/1	42/45	Met (93.33%)
℞ L6	Evacuation	L	15/15	2/2	12/12	1/1	6/6	1/1	37/37	Met
L7	Fire Drills	L	10/14				6/6		16/20	Met (80.0%)
L8	Emergency Fact Sheets	I	10/16	2/2	16/17	2/2	5/6	1/1	36/44	Met (81.82%)
L9 (07/21)	Safe use of equipment	I	10/11	2/2		2/2	6/6		20/21	Met (95.24%)
L10	Reduce risk interventions	I	7/7			2/2	1/1	1/1	11/11	Met
℞ L11	Required inspections	L	13/15	1/1	13/13		6/6	1/1	34/36	Met (94.44%)
℞ L12	Smoke detectors	L	15/16	1/1	15/18	1/1	6/6	1/1	39/43	Met (90.70%)
℞ L13	Clean location	L	16/16	1/1	18/18	1/1	6/6	1/1	43/43	Met
L14	Site in good repair	L	16/16	1/1	18/18	1/1	6/6	1/1	43/43	Met
L15	Hot water	L	14/16	1/1	15/18	1/1	6/6	1/1	38/43	Met (88.37%)
L16	Accessibility	L	16/16	1/1	17/18	1/1	6/6	1/1	42/43	Met (97.67%)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L17	Egress at grade	L	16/16	1/1	18/18	1/1	6/6	1/1	43/43	Met
L18	Above grade egress	L	7/7		5/5	1/1	5/5	1/1	19/19	Met
L19	Bedroom location	L	15/15	1/1	10/10	1/1	6/6		33/33	Met
L20	Exit doors	L	15/16	1/1		1/1	6/6		23/24	Met (95.83 %)
L21	Safe electrical equipment	L	16/16	1/1	18/18	1/1	6/6	1/1	43/43	Met
L22	Well-maintained appliances	L	13/16	0/1	1/1	1/1	5/6		20/25	Met (80.0 %)
L23	Egress door locks	L	12/13			1/1	6/6		19/20	Met (95.00 %)
L24	Locked door access	L	13/16	1/1	14/15	1/1	5/6		34/39	Met (87.18 %)
L25	Dangerous substances	L	16/16	1/1		1/1	6/6		24/24	Met
L26	Walkway safety	L	14/16	1/1	17/18	1/1	6/6	1/1	40/43	Met (93.02 %)
L27	Pools, hot tubs, etc.	L			4/4		1/1		5/5	Met
L28	Flammables	L	15/16	1/1		1/1	6/6		23/24	Met (95.83 %)
L29	Rubbish/combustibles	L	14/16	1/1	15/15	1/1	6/6	1/1	38/40	Met (95.00 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L30	Protective railings	L	13/14	1/1	17/18	1/1	4/5	1/1	37/40	Met (92.50 %)
L31	Communication method	I	16/16	2/2	18/18	2/2	6/6	1/1	45/45	Met
L32	Verbal & written	I	16/16	2/2	18/18	2/2	6/6	1/1	45/45	Met
L33	Physical exam	I	15/15	2/2	10/11		6/6	1/1	34/35	Met (97.14 %)
L34	Dental exam	I	15/15	2/2	10/11		6/6	1/1	34/35	Met (97.14 %)
L35	Preventive screenings	I	10/15	2/2	7/9		6/6	1/1	26/33	Not Met (78.79 %)
L36	Recommended tests	I	11/15	2/2	7/8		6/6	1/1	27/32	Met (84.38 %)
L37	Prompt treatment	I	14/15	2/2	13/13	2/2	6/6	1/1	38/39	Met (97.44 %)
L38	Physician's orders	I	9/15		7/7	2/2	6/6	1/1	25/31	Met (80.65 %)
L39	Dietary requirements	I	5/7		3/4	1/1	4/4		13/16	Met (81.25 %)
L40	Nutritional food	L	16/16	1/1		1/1	6/6		24/24	Met
L41	Healthy diet	L	16/16	3/3	18/18	1/1	6/6	1/1	45/45	Met
L42	Physical activity	L	16/16	3/3	18/18		6/6	1/1	44/44	Met
L43	Health Care Record	I	11/15	1/2	13/15		2/6	0/1	27/39	Not Met (69.23 %)
L44	MAP registration	L	16/16	2/2		1/1	6/6		25/25	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L45	Medication storage	L	16/16	2/2		1/1	6/6		25/25	Met
L46	Med. Administration	I	16/16	3/3	12/13	2/2	6/6	1/1	40/41	Met (97.56%)
L47	Self medication	I	4/4		4/4		2/2	1/1	11/11	Met
L49	Informed of human rights	I	13/16	2/2	15/17	2/2	6/6	1/1	39/44	Met (88.64%)
L50 (07/21)	Respectful Comm.	I	16/16	2/2	18/18	2/2	6/6	1/1	45/45	Met
L51	Possessions	I	16/16	2/2	18/18	2/2	5/6	1/1	44/45	Met (97.78%)
L52	Phone calls	I	16/16	2/2	18/18	2/2	6/6	1/1	45/45	Met
L53	Visitation	I	16/16	2/2	18/18	2/2	6/6	1/1	45/45	Met
L54 (07/21)	Privacy	I	15/16	2/2	17/18	2/2	6/6	1/1	43/45	Met (95.56%)
L55	Informed consent	I	1/1		8/8		1/1	0/1	10/11	Met (90.91%)
L56	Restrictive practices	I	3/11		1/1	2/2	2/2		8/16	Not Met (50.0%)
L57	Written behavior plans	I	8/8			2/2	4/4		14/14	Met
L58	Behavior plan component	I	1/1						1/1	Met
L60	Data maintenance	I	6/7			2/2	4/4		12/13	Met (92.31%)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L61	Health protection in ISP	I	6/8	1/1	9/10		5/5	1/1	22/25	Met (88.00%)
L62	Health protection review	I	1/2		2/2		1/1		4/5	Met (80.0%)
L63	Med. treatment plan form	I	10/14	1/1	10/12		5/6	1/1	27/34	Not Met (79.41%)
L64	Med. treatment plan rev.	I	13/13	1/1	5/5		6/6	1/1	26/26	Met
L67	Money mgmt. plan	I	7/14	1/1	14/15		4/6	1/1	27/37	Not Met (72.97%)
L68	Funds expenditure	I	14/15	1/1	8/10	1/1	6/6		30/33	Met (90.91%)
L69	Expenditure tracking	I	12/14	1/1	11/14		5/6		29/35	Met (82.86%)
L70	Charges for care calc.	I	13/14		7/9	1/1	5/6	1/1	27/31	Met (87.10%)
L71	Charges for care appeal	I	14/14		7/9	1/1	6/6	1/1	29/31	Met (93.55%)
L77	Unique needs training	I	15/16	2/2	17/18	2/2	5/6	1/1	42/45	Met (93.33%)
L78	Restrictive Int. Training	L	7/9		1/1	1/1	3/3		12/14	Met (85.71%)
L79	Restraint training	L	5/5						5/5	Met
L80	Symptoms of illness	L	15/15	2/2	14/14	1/1	6/6	1/1	39/39	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L81	Medical emergency	L	15/15	2/2	14/14	1/1	6/6	1/1	39/39	Met
L82	Medication admin.	L	15/16	2/2		1/1	6/6		24/25	Met (96.00%)
L84	Health protect. Training	I	8/10	1/1	10/10		5/5	1/1	25/27	Met (92.59%)
L85	Supervision	L	11/15	2/2	13/14	1/1	6/6	1/1	34/39	Met (87.18%)
L86	Required assessments	I	7/12	1/2	7/9		2/4	1/1	18/28	Not Met (64.29%)
L87	Support strategies	I	7/11	2/3	6/8		2/3		17/25	Not Met (68.00%)
L88	Strategies implemented	I	9/16	1/2	17/17		5/6	1/1	33/42	Not Met (78.57%)
L89	Complaint and resolution process	L					5/6	1/1	6/7	Met (85.71%)
L90	Personal space/bedroom privacy	I	14/16	2/2	18/18		6/6	1/1	41/43	Met (95.35%)
L91	Incident management	L	6/14	2/2	12/12	0/1	2/6	1/1	23/36	Not Met (63.89%)
L93 (05/22)	Emergency back-up plans	I	16/16	2/2	17/17	2/2	6/6	1/1	44/44	Met
L94 (05/22)	Assistive technology	I	14/16	2/2	17/17	2/2	6/6	1/1	42/44	Met (95.45%)

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L96 (05/22)	Staff training in devices and applications	I	10/10	1/1	11/11	2/2	5/5	1/1	30/30	Met
L99 (05/22)	Medical monitoring devices	I	1/1		2/2		1/1		4/4	Met
#Std. Met/#									73/82	
Total Score									80/92	
									86.96%	

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	9/9		8/8	17/17	Met
L5	Safety Plan	L			4/4	4/4	Met
Ⓡ L6	Evacuation	L			3/3	3/3	Met
L7	Fire Drills	L			4/4	4/4	Met
L8	Emergency Fact Sheets	I	2/9		7/8	9/17	Not Met (52.94 %)
L9 (07/21)	Safe use of equipment	I	9/9		7/7	16/16	Met
L10	Reduce risk interventions	I			2/2	2/2	Met
Ⓡ L11	Required inspections	L			3/3	3/3	Met
Ⓡ L12	Smoke detectors	L			4/4	4/4	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
℞ L13	Clean location	L			4/4	4/4	Met
L14	Site in good repair	L			3/3	3/3	Met
L15	Hot water	L			4/4	4/4	Met
L16	Accessibility	L			4/4	4/4	Met
L17	Egress at grade	L			4/4	4/4	Met
L18	Above grade egress	L			2/2	2/2	Met
L20	Exit doors	L			4/4	4/4	Met
L21	Safe electrical equipment	L			4/4	4/4	Met
L22	Well-maintained appliances	L			4/4	4/4	Met
L25	Dangerous substances	L			4/4	4/4	Met
L26	Walkway safety	L			4/4	4/4	Met
L28	Flammables	L			4/4	4/4	Met
L29	Rubbish/combustibles	L			3/3	3/3	Met
L30	Protective railings	L			3/3	3/3	Met
L31	Communication method	I	9/9		8/8	17/17	Met
L32	Verbal & written	I	9/9		8/8	17/17	Met
L37	Prompt treatment	I	9/9		8/8	17/17	Met
℞ L38	Physician's orders	I			3/3	3/3	Met
L39	Dietary requirements	I	3/3		2/2	5/5	Met
L49	Informed of human rights	I	9/9		8/8	17/17	Met
L50 (07/21)	Respectful Comm.	I	9/9		8/8	17/17	Met
L51	Possessions	I	9/9		8/8	17/17	Met
L52	Phone calls	I	9/9		8/8	17/17	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L54 (07/21)	Privacy	I	9/9		8/8	17/17	Met
L55	Informed consent	I	4/4		5/5	9/9	Met
L61	Health protection in ISP	I	1/1		1/2	2/3	Not Met (66.67 %)
L77	Unique needs training	I	9/9		8/8	17/17	Met
L79	Restraint training	L	1/1			1/1	Met
L80	Symptoms of illness	L	1/1		3/3	4/4	Met
L81	Medical emergency	L	1/1		3/3	4/4	Met
L84	Health protect. Training	I	1/1		1/2	2/3	Not Met (66.67 %)
L85	Supervision	L	1/1		3/3	4/4	Met
L86	Required assessments	I	5/7		4/5	9/12	Not Met (75.00 %)
L87	Support strategies	I	4/7		4/5	8/12	Not Met (66.67 %)
L88	Strategies implemented	I	6/6		5/8	11/14	Not Met (78.57 %)
L91	Incident management	L			1/3	1/3	Not Met (33.33 %)
L93 (05/22)	Emergency back-up plans	I	9/9		5/8	14/17	Met (82.35 %)
L94 (05/22)	Assistive technology	I	9/9		8/8	17/17	Met
L96 (05/22)	Staff training in devices and applications	I	3/3		7/7	10/10	Met
#Std. Met/# 48 Indicator						41/48	
Total Score						49/59	
						83.05%	

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	1/15	Not Met (6.67 %)
C8	Family/guardian communication	16/16	Met
C9	Personal relationships	15/16	Met (93.75 %)
C10	Social skill development	16/16	Met
C11	Get together w/family & friends	16/16	Met
C12	Intimacy	8/15	Not Met (53.33 %)
C13	Skills to maximize independence	16/16	Met
C14	Choices in routines & schedules	16/16	Met
C15	Personalize living space	16/16	Met
C16	Explore interests	12/16	Not Met (75.00 %)
C17	Community activities	13/16	Met (81.25 %)
C18	Purchase personal belongings	16/16	Met
C19	Knowledgeable decisions	16/16	Met
C46	Use of generic resources	16/16	Met
C47	Transportation to/ from community	16/16	Met
C48	Neighborhood connections	15/16	Met (93.75 %)
C49	Physical setting is consistent	15/16	Met (93.75 %)
C51	Ongoing satisfaction with services/ supports	16/16	Met
C52	Leisure activities and free-time choices /control	16/16	Met
C53	Food/ dining choices	16/16	Met

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/6	Not Met (16.67 %)
C8	Family/guardian communication	6/6	Met
C9	Personal relationships	6/6	Met
C10	Social skill development	6/6	Met
C11	Get together w/family & friends	6/6	Met
C12	Intimacy	5/6	Met (83.33 %)
C13	Skills to maximize independence	6/6	Met
C14	Choices in routines & schedules	6/6	Met
C15	Personalize living space	6/6	Met
C16	Explore interests	4/6	Not Met (66.67 %)
C17	Community activities	4/6	Not Met (66.67 %)
C18	Purchase personal belongings	6/6	Met
C19	Knowledgeable decisions	6/6	Met
C46	Use of generic resources	6/6	Met
C47	Transportation to/ from community	6/6	Met
C48	Neighborhood connections	6/6	Met
C49	Physical setting is consistent	6/6	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met
C52	Leisure activities and free-time choices /control	6/6	Met
C53	Food/ dining choices	6/6	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	9/13	Not Met (69.23 %)
C8	Family/guardian communication	18/18	Met
C9	Personal relationships	16/18	Met (88.89 %)
C10	Social skill development	18/18	Met
C11	Get together w/family & friends	17/17	Met
C12	Intimacy	8/18	Not Met (44.44 %)
C13	Skills to maximize independence	18/18	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C14	Choices in routines & schedules	18/18	Met
C15	Personalize living space	18/18	Met
C16	Explore interests	14/18	Not Met (77.78 %)
C17	Community activities	15/18	Met (83.33 %)
C18	Purchase personal belongings	18/18	Met
C19	Knowledgeable decisions	18/18	Met
C46	Use of generic resources	18/18	Met
C47	Transportation to/ from community	17/18	Met (94.44 %)
C48	Neighborhood connections	14/17	Met (82.35 %)
C49	Physical setting is consistent	18/18	Met
C51	Ongoing satisfaction with services/ supports	18/18	Met
C52	Leisure activities and free-time choices /control	18/18	Met
C53	Food/ dining choices	18/18	Met

ABI-MFP Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/1	Not Met (0 %)
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	1/1	Met
C19	Knowledgeable decisions	1/1	Met
C46	Use of generic resources	1/1	Met

ABI-MFP Placement Services

Indicator #	Indicator	Met/Rated	Rating
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

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/2	Not Met (0 %)
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
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	1/1	Met
C16	Explore interests	1/1	Met
C17	Community activities	1/1	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	3/3	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C53	Food/ dining choices	2/2	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/8	Not Met (0 %)
C8	Family/guardian communication	8/8	Met
C13	Skills to maximize independence	8/8	Met
C37	Interpersonal skills for work	7/7	Met
C38 (07/21)	Habilitative & behavioral goals	7/7	Met
C39 (07/21)	Support needs for employment	3/7	Not Met (42.86 %)
C40	Community involvement interest	8/8	Met
C41	Activities participation	8/8	Met
C42	Connection to others	8/8	Met
C43	Maintain & enhance relationship	8/8	Met
C44	Job exploration	4/7	Not Met (57.14 %)
C45	Revisit decisions	6/8	Not Met (75.00 %)
C46	Use of generic resources	8/8	Met
C47	Transportation to/ from community	8/8	Met
C51	Ongoing satisfaction with services/ supports	8/8	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/8	Not Met (0 %)
C8	Family/guardian communication	9/9	Met
C22	Explore job interests	9/9	Met
C23	Assess skills & training needs	9/9	Met
C24	Job goals & support needs plan	8/9	Met (88.89 %)
C25	Skill development	8/9	Met (88.89 %)
C26	Benefits analysis	1/8	Not Met (12.50 %)
C27	Job benefit education	9/9	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	9/9	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C30	Work in integrated settings	9/9	Met
C31	Job accommodations	9/9	Met
C32	At least minimum wages earned	9/9	Met
C33	Employee benefits explained	9/9	Met
C34	Support to promote success	9/9	Met
C35	Feedback on job performance	7/8	Met (87.50 %)
C36	Supports to enhance retention	9/9	Met
C37	Interpersonal skills for work	9/9	Met
C47	Transportation to/ from community	9/9	Met
C50	Involvement/ part of the Workplace culture	9/9	Met
C51	Ongoing satisfaction with services/ supports	8/8	Met