



**PROVIDER REPORT  
FOR**

**Southeastern Massachusetts  
Educational Collaborative  
25 Russells Mills Rd.  
Dartmouth, MA 02748**

**July 15, 2024**

**Version**

**Public Provider Report**

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

# **SUMMARY OF OVERALL FINDINGS**

**Provider** Southeastern Massachusetts Educational Collaborative

**Review Dates** 6/20/2024 - 6/27/2024

**Service Enhancement Meeting Date** 7/10/2024

**Survey Team** Kayla Condon (TL)  
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**Citizen Volunteers**

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

| <b>Service Group Type</b>                                   | <b>Sample Size</b>           | <b>Licensure Scope</b> | <b>Licensure Level</b>                          | <b>Certification Scope</b> | <b>Certification Level</b>                      |
|---|------------------------------|------------------------|---|----------------------------|---|
| <b>Residential and Individual Home Supports</b>             | 3 location(s)<br>3 audit (s) | Full Review            | 44/44 2 Year License<br>07/10/2024 - 07/10/2026 |                            | 27 / 27<br>Certified<br>07/10/2024 - 07/10/2026 |
| Individual Home Supports                                    | 3 location(s)<br>3 audit (s) |                        |   | Full Review                | 21 / 21   |
| Planning and Quality Management (For all service groupings) |                              |                        |   | Full Review                | 6 / 6   |

**Survey scope and findings for Employment and Day Supports**

| <b>Service Group Type</b>                                   | <b>Sample Size</b>            | <b>Licensure Scope</b> | <b>Licensure Level</b>                          | <b>Certification Scope</b> | <b>Certification Level</b>                      |
|---|-------------------------------|------------------------|---|----------------------------|---|
| <b>Employment and Day Supports</b>                          | 2 location(s)<br>16 audit (s) | Full Review            | 53/55 2 Year License<br>07/10/2024 - 07/10/2026 |                            | 38 / 38<br>Certified<br>07/10/2024 - 07/10/2026 |
| Community Based Day Services                                | 1 location(s)<br>9 audit (s)  |                        |   | Full Review                | 13 / 13   |
| Employment Support Services                                 | 1 location(s)<br>7 audit (s)  |                        |   | Full Review                | 19 / 19   |
| Planning and Quality Management (For all service groupings) |                               |                        |   | Full Review                | 6 / 6   |

## **EXECUTIVE SUMMARY :**

The Southeastern Massachusetts Educational Collaborative (SMEC) is a public education collaborative established in 1975. The agency offers a variety of services for students and adults with intellectual and developmental disabilities. SMEC offers services for adults including Community Based Day Services (CBDS), Employment Services, and Individual Home Supports (IHS), and adult day health through their Supporting Adults with Inclusive Living (SAIL) program. The scope of this survey conducted by the Department of Developmental Services (DDS) Office of Quality Enhancement (OQE) was a full review of all licensing and certification indicators within SMEC's Employment and Day Supports and Individual Home Supports for individuals received at least 15 hours of services.

Organizationally, positive practices were seen regarding the agency's Human Rights Committee (HRC). The HRC reviewed the required documents, met quarterly, and had members from all the mandated specialties. The agency also ensured all staff completed mandated training including human rights, mandated reporting, fire safety, and universal precautions. All new hires met the minimum qualification requirements implemented by the agency. Across all service models the agency showed a commitment to ensuring the assessments and support strategies were submitted on time and that the goals were meaningful and person-centered. Individuals' goals were being tracked and they were supported to meet these goals. Within the domain of communication, the agency had a system to ensure that individuals were able to provide feedback on the staff that support them.

There were several strengths within licensing that were noted within their IHS program. Within the domain of health, individuals were supported to maintain a healthy diet and engage in exercise. Individuals were supported with grocery shopping and meal planning. Individuals were educated on healthy alternatives, while allowing the autonomy to make their own choices related to foods. All individuals had completed their annual physical and dental exams. They had completed all preventative screenings and were supported to attend all recommended follow-up medical appointments. The agency exemplified having a competent and skilled workforce by ensuring all staff were knowledgeable in each person's unique needs and how to best support them.

Within certification strengths were also observed. Within the domain of choice, control, and growth individuals were supported to be active and valued members of their community. They attended an array of activities that were based on their interest. Individuals were in control of how their supports were utilized and how they were best supported by staff. In the domain of supporting and enhancing relationships, individuals maintained valuable relationships with friends and families. Phone calls and visits with family regularly occurred both in the community and within their home.

Employment and Day Supports demonstrated additional strengths within licensing. In the area of personal safety, all individuals had been assessed to determine their skills with common appliances. The agency implemented their own assessment that focused on the specific appliances within the CBDS and included visuals to appeal to a variety of learning styles. Emergency back-up plans were in place and individualized based on each person's capabilities and limitations and if they carried a personal cell phone on them.

Within certification strengths were also present in Employment and CBDS services. Individuals had meaningful and satisfying day activities available to them. Individuals were able to offer ideas for on-site and community-based activities. Individuals expressed that while they did not always have their activity selected at that particular time, they understood they need for a majority choice and that they could advocate for their desires again. Individuals had the ability to change what they were doing throughout the week. In the domain of Career Planning, Development and Employment, individuals express satisfaction with their jobs and the amount of supports provided to them. Individuals were employed in integrated settings and expressed that they felt like members of their workplace culture.

The Southeastern Massachusetts Educational Collaborative has met 100% of licensing indicators within the Individual Home Supports and 96% of licensing indicator in Employment and Day Services. Follow-up on all not met licensing indicators for Employment and Day Supports will be conducted by the agency within 60 days of the service enhancement meeting (SEM). The agency has received a two-year certification with a score of 100% in all service types.

## LICENSURE FINDINGS

|   | Met / Rated | Not Met / Rated | % Met |
|---|-------------|-----------------|-------|
| <b>Organizational</b>                           | 5/5         | 0/5             |       |
| <b>Residential and Individual Home Supports</b> | 39/39       | 0/39            |       |
| Individual Home Supports                        |             |                 |       |
| <b>Critical Indicators</b>                      | 3/3         | 0/3             |       |
| <b>Total</b>                                    | 44/44       | 0/44            | 100%  |
| <b>2 Year License</b>                           |             |                 |       |
| <b># indicators for 60 Day Follow-up</b>        |             | 0               |       |

|   | Met / Rated | Not Met / Rated | % Met |
|---|-------------|-----------------|-------|
| <b>Organizational</b>                                       | 5/5         | 0/5             |       |
| <b>Employment and Day Supports</b>                          | 48/50       | 2/50            |       |
| Community Based Day Services<br>Employment Support Services |             |                 |       |
| <b>Critical Indicators</b>                                  | 8/8         | 0/8             |       |
| <b>Total</b>  | 53/55       | 2/55            | 96%   |
| <b>2 Year License</b>                                       |             |                 |       |
| <b># indicators for 60 Day Follow-up</b>                    |             | 2               |       |

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

| Indicator # | Indicator  | Area Needing Improvement   |
|-------------|--|--|
| L63         | Medication treatment plans are in written format with required components. | For two individuals that receive medication during day service hours, the medication treatment plan was not present or did not include observable and measurable signs of the diagnosis. |
| L64         | Medication treatment plans are reviewed by the required groups.            | For one person, the medication treatment plan was not reviewed by the required groups. The agency needs to ensure that medication treatment plans are reviewed by the required groups.   |



## **CERTIFICATION FINDINGS**

|  | <b>Met / Rated</b> | <b>Not Met / Rated</b> | <b>% Met</b> |
|--|--------------------|------------------------|--------------|
| <b>Certification - Planning and Quality Management</b> | <b>6/6</b>         | <b>0/6</b>             |              |
| <b>Residential and Individual Home Supports</b>        | <b>21/21</b>       | <b>0/21</b>            |              |
| Individual Home Supports                               | 21/21              | 0/21                   |              |
| <b>Total</b>   | <b>27/27</b>       | <b>0/27</b>            | <b>100%</b>  |
| <b>Certified</b>                                       |                    |                        |              |

|  | <b>Met / Rated</b> | <b>Not Met / Rated</b> | <b>% Met</b> |
|--|--------------------|------------------------|--------------|
| <b>Certification - Planning and Quality Management</b> | <b>6/6</b>         | <b>0/6</b>             |              |
| <b>Employment and Day Supports</b>                     | <b>32/32</b>       | <b>0/32</b>            |              |
| Community Based Day Services                           | 13/13              | 0/13                   |              |
| Employment Support Services                            | 19/19              | 0/19                   |              |
| <b>Total</b>   | <b>38/38</b>       | <b>0/38</b>            | <b>100%</b>  |
| <b>Certified</b>                                       |                    |                        |              |

## **MASTER SCORE SHEET LICENSURE**

### **Organizational: Southeastern Massachusetts Educational Collaborative**

| <b>Indicator #</b> | <b>Indicator</b>        | <b>Met/Rated</b> | <b>Rating(Met,Not Met,NotRated)</b> |
|--------------------|-------------------------|------------------|-------------------------------------|
| Ⓜ L2               | Abuse/neglect reporting | <b>5/5</b>       | <b>Met</b>                          |
| L48                | HRC                     | <b>1/1</b>       | <b>Met</b>                          |
| L74                | Screen employees        | <b>2/2</b>       | <b>Met</b>                          |
| L76                | Track trainings         | <b>4/4</b>       | <b>Met</b>                          |
| L83                | HR training             | <b>4/4</b>       | <b>Met</b>                          |

**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                |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L5         | Safety Plan               | L                |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| ℞ L6       | Evacuation                | L                |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L8         | Emergency Fact Sheets     | I                |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L9 (07/21) | Safe use of equipment     | I                |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L10        | Reduce risk interventions | I                |           | 1/1            |        |       |                   |                | 1/1             | Met    |
| L31        | Communication method      | I                |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L32        | Verbal & written          | I                |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L33        | Physical exam             | I                |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L34        | Dental exam               | I                |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L35        | Preventive screenings     | I                |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L36        | Recommended tests         | I                |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L37        | Prompt treatment          | I                |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| ℞ L38      | Physician's orders        | I                |           | 2/2            |        |       |                   |                | 2/2             | Met    |

| Ind. #      | Ind.                     | Loc. or Indiv. | Res. Sup. | Ind. Home Sup. | Place. | Resp. | ABI-MFP Res. Sup. | ABI-MFP Place. | Total Met/Rated | Rating |
|-------------|--------------------------|----------------|-----------|----------------|--------|-------|-------------------|----------------|-----------------|--------|
| L41         | Healthy diet             | L              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L42         | Physical activity        | L              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L43         | Health Care Record       | I              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L47         | Self medication          | I              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L49         | Informed of human rights | I              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L50 (07/21) | Respectful Comm.         | I              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L51         | Possessions              | I              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L52         | Phone calls              | I              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L53         | Visitation               | I              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L54 (07/21) | Privacy                  | I              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L67         | Money mgmt. plan         | I              |           | 1/1            |        |       |                   |                | 1/1             | Met    |
| L68         | Funds expenditure        | I              |           | 1/1            |        |       |                   |                | 1/1             | Met    |
| L69         | Expenditure tracking     | I              |           | 1/1            |        |       |                   |                | 1/1             | Met    |
| L77         | Unique needs training    | I              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L80         | Symptoms of illness      | L              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L81         | Medical emergency        | L              |           | 3/3            |        |       |                   |                | 3/3             | Met    |

| Ind. #                          | Ind.                                       | Loc. or Indiv. | Res. Sup. | Ind. Home Sup. | Place. | Resp. | ABI-MFP Res. Sup. | ABI-MFP Place. | Total Met/Rated | Rating |
|---------------------------------|--|----------------|-----------|----------------|--------|-------|-------------------|----------------|-----------------|--------|
| L85                             | Supervision                                | L              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L86                             | Required assessments                       | I              |           | 2/2            |        |       |                   |                | 2/2             | Met    |
| L87                             | Support strategies                         | I              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L88                             | Strategies implemented                     | I              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L90                             | Personal space/bedroom privacy             | I              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L91                             | Incident management                        | L              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L93 (05/22)                     | Emergency back-up plans                    | I              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L94 (05/22)                     | Assistive technology                       | I              |           | 3/3            |        |       |                   |                | 3/3             | Met    |
| L96 (05/22)                     | Staff training in devices and applications | I              |           | 1/1            |        |       |                   |                | 1/1             | Met    |
| <b>#Std. Met/# 39 Indicator</b> |  |                |           |                |        |       |                   |                | <b>39/39</b>    |        |
| <b>Total Score</b>              |  |                |           |                |        |       |                   |                | <b>44/44</b>    |        |
|                                 |  |                |           |                |        |       |                   |                | <b>100%</b>     |        |

**Employment and Day Supports:**

| <b>Ind. #</b> | <b>Ind.</b>                | <b>Loc. or Individ.</b> | <b>Emp. Sup.</b> | <b>Cent. Based Work</b> | <b>Com. Based Day</b> | <b>Total Met / Rated</b> | <b>Rating</b> |
|---------------|----------------------------|-------------------------|------------------|-------------------------|-----------------------|--------------------------|---------------|
| L1            | Abuse/neglect training     | I                       | 7/7              |                         | 9/9                   | <b>16/16</b>             | <b>Met</b>    |
| L5            | Safety Plan                | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| ℞ L6          | Evacuation                 | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| L7            | Fire Drills                | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| L8            | Emergency Fact Sheets      | I                       | 7/7              |                         | 9/9                   | <b>16/16</b>             | <b>Met</b>    |
| L9 (07/21)    | Safe use of equipment      | I                       | 7/7              |                         | 9/9                   | <b>16/16</b>             | <b>Met</b>    |
| L10           | Reduce risk interventions  | I                       | 1/1              |                         | 2/2                   | <b>3/3</b>               | <b>Met</b>    |
| ℞ L11         | Required inspections       | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| ℞ L12         | Smoke detectors            | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| ℞ L13         | Clean location             | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| L14           | Site in good repair        | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| L15           | Hot water                  | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| L16           | Accessibility              | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| L17           | Egress at grade            | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| L20           | Exit doors                 | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| L21           | Safe electrical equipment  | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| L22           | Well-maintained appliances | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| L25           | Dangerous substances       | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| L26           | Walkway safety             | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| L28           | Flammables                 | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| L29           | Rubbish/combustibles       | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |
| L30           | Protective railings        | L                       |                  |                         | 1/1                   | <b>1/1</b>               | <b>Met</b>    |

| Ind. #      | Ind.                     | Loc. or Individ. | Emp. Sup. | Cent. Based Work | Com. Based Day | Total Met / Rated | Rating        |
|-------------|--------------------------|------------------|-----------|------------------|----------------|-------------------|---------------|
| L31         | Communication method     | I                | 7/7       |                  | 9/9            | 16/16             | Met           |
| L32         | Verbal & written         | I                | 7/7       |                  | 9/9            | 16/16             | Met           |
| L37         | Prompt treatment         | I                | 7/7       |                  | 9/9            | 16/16             | Met           |
| Ⓡ L38       | Physician's orders       | I                | 5/5       |                  | 8/9            | 13/14             | Met (92.86 %) |
| L39         | Dietary requirements     | I                |           |                  | 1/1            | 1/1               | Met           |
| L44         | MAP registration         | L                |           |                  | 1/1            | 1/1               | Met           |
| L45         | Medication storage       | L                |           |                  | 1/1            | 1/1               | Met           |
| Ⓡ L46       | Med. Administration      | I                |           |                  | 3/4            | 3/4               | Met           |
| L49         | Informed of human rights | I                | 7/7       |                  | 9/9            | 16/16             | Met           |
| L50 (07/21) | Respectful Comm.         | I                | 7/7       |                  | 9/9            | 16/16             | Met           |
| L51         | Possessions              | I                | 7/7       |                  | 9/9            | 16/16             | Met           |
| L52         | Phone calls              | I                | 7/7       |                  | 9/9            | 16/16             | Met           |
| L54 (07/21) | Privacy                  | I                | 7/7       |                  | 9/9            | 16/16             | Met           |
| L61         | Health protection in ISP | I                |           |                  | 3/3            | 3/3               | Met           |
| L63         | Med. treatment plan form | I                |           |                  | 0/2            | 0/2               | Not Met (0 %) |
| L64         | Med. treatment plan rev. | I                |           |                  | 0/1            | 0/1               | Not Met (0 %) |
| L77         | Unique needs training    | I                | 7/7       |                  | 9/9            | 16/16             | 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                |           |                  | 3/3            | 3/3               | Met           |
| L85         | Supervision              | L                | 1/1       |                  | 1/1            | 2/2               | Met           |

| Ind. #                          | Ind.                    | Loc. or Individ. | Emp. Sup. | Cent. Based Work | Com. Based Day | Total Met / Rated | Rating        |
|---------------------------------|-------------------------|------------------|-----------|------------------|----------------|-------------------|---------------|
| L86                             | Required assessments    | I                | 5/6       |                  | 7/7            | 12/13             | Met (92.31 %) |
| L87                             | Support strategies      | I                | 6/6       |                  | 7/7            | 13/13             | Met           |
| L88                             | Strategies implemented  | I                | 7/7       |                  | 9/9            | 16/16             | Met           |
| L91                             | Incident management     | L                | 1/1       |                  | 1/1            | 2/2               | Met           |
| L93 (05/22)                     | Emergency back-up plans | I                | 7/7       |                  | 9/9            | 16/16             | Met           |
| L94 (05/22)                     | Assistive technology    | I                | 7/7       |                  | 8/9            | 15/16             | Met (93.75 %) |
| <b>#Std. Met/# 50 Indicator</b> |                         |                  |           |                  |                | 48/50             |               |
| <b>Total Score</b>              |                         |                  |           |                  |                | 53/55             |               |
|                                 |                         |                  |           |                  |                | 96.36%            |               |

## 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    |

### Individual Home Supports

| 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    |

### Individual Home Supports

| Indicator # | Indicator   | Met/Rated | Rating |
|-------------|---|-----------|--------|
| 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                          | 3/3       | Met    |
| C16         | Explore interests                                 | 3/3       | Met    |
| C17         | Community activities                              | 3/3       | Met    |
| C18         | Purchase personal belongings                      | 3/3       | Met    |
| C19         | Knowledgeable decisions                           | 3/3       | Met    |
| C21         | Coordinate outreach                               | 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                    | 3/3       | Met    |
| C51         | Ongoing satisfaction with services/ supports      | 3/3       | Met    |
| C52         | Leisure activities and free-time choices /control | 3/3       | Met    |
| C53         | Food/ dining choices                              | 3/3       | Met    |

### Community Based Day Services

| Indicator # | Indicator                                     | Met/Rated | Rating |
|-------------|---|-----------|--------|
| C7          | Feedback on staff / care provider performance | 9/9       | Met    |
| C8          | Family/guardian communication                 | 9/9       | Met    |
| C13         | Skills to maximize independence               | 9/9       | Met    |
| C37         | Interpersonal skills for work                 | 9/9       | Met    |
| C40         | Community involvement interest                | 9/9       | Met    |
| C41         | Activities participation                      | 9/9       | Met    |
| C42         | Connection to others                          | 9/9       | Met    |
| C43         | Maintain & enhance relationship               | 9/9       | Met    |
| C44         | Job exploration                               | 9/9       | Met    |
| C45         | Revisit decisions                             | 9/9       | Met    |

### Community Based Day Services

| Indicator # | Indicator                                    | Met/Rated | Rating |
|-------------|--|-----------|--------|
| C46         | Use of generic resources                     | 9/9       | Met    |
| C47         | Transportation to/ from community            | 9/9       | Met    |
| C51         | Ongoing satisfaction with services/ supports | 9/9       | Met    |

### Employment Support Services

| Indicator # | Indicator                                     | Met/Rated | Rating |
|-------------|---|-----------|--------|
| C7          | Feedback on staff / care provider performance | 7/7       | Met    |
| C8          | Family/guardian communication                 | 7/7       | Met    |
| C24         | Job goals & support needs plan                | 7/7       | Met    |
| C25         | Skill development                             | 7/7       | Met    |
| C26         | Benefits analysis                             | 7/7       | Met    |
| C27         | Job benefit education                         | 7/7       | Met    |
| C28         | Relationships w/businesses                    | 1/1       | Met    |
| C29         | Support to obtain employment                  | 7/7       | Met    |
| C30         | Work in integrated settings                   | 7/7       | Met    |
| C31         | Job accommodations                            | 7/7       | Met    |
| C32         | At least minimum wages earned                 | 7/7       | Met    |
| C33         | Employee benefits explained                   | 7/7       | Met    |
| C34         | Support to promote success                    | 7/7       | Met    |
| C35         | Feedback on job performance                   | 4/4       | Met    |
| C36         | Supports to enhance retention                 | 7/7       | Met    |
| C37         | Interpersonal skills for work                 | 7/7       | Met    |
| C47         | Transportation to/ from community             | 7/7       | Met    |
| C50         | Involvement/ part of the Workplace culture    | 7/7       | Met    |
| C51         | Ongoing satisfaction with services/ supports  | 7/7       | Met    |