



**PROVIDER REPORT  
FOR**

**SOUTH SHORE SUPPORT  
SERVICES, INC.  
317 Libbey Industrial Pkwy.  
B300  
Weymouth, MA 02189**

**Version**

**Public Provider Report**

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

# **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	SOUTH SHORE SUPPORT SERVICES, INC.
<b>Review Dates</b>	10/16/2019 - 10/22/2019
<b>Service Enhancement Meeting Date</b>	11/4/2019
<b>Survey Team</b>	Katherine Gregory (TL) Scott Nolan Michelle Boyd Kayla Condon
<b>Citizen Volunteers</b>	

**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>	7 location(s) 12 audit (s)	Full Review	71 / 80 Defer Licensure		66 / 73 Certified
Residential Services	2 location(s) 6 audit (s)			Full Review	19 / 22
Placement Services	3 location(s) 3 audit (s)			Full Review	19 / 22
Individual Home Supports	2 location(s) 3 audit (s)			Full Review	22 / 23
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) 8 audit (s)	Full Review	53 / 54 2 Year License 11/04/2019 - 11/04/2021		40 / 42 Certified 11/04/2019 - 11/04/2021
Community Based Day Services	1 location(s) 4 audit (s)			Full Review	12 / 14
Employment Support Services	1 location(s) 4 audit (s)			Full Review	22 / 22
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

South Shore Support Services is a non-profit agency providing supports to individuals with disabilities and their families in the South Shore area. Services provided include family support, adult family care, residential supports serving 21 people in 24 hour care, In Home Supports (less than 24 /7 services), and Placement Services which includes people living with families in the community. South Shore Support Services offers two day supports programs; Launch I and Launch II, based respectively in Cohasset and Hingham. Both programs offer Community Based Day Services and Employment Services.

This licensing and certification review conducted by the Department of Developmental Disabilities (DDS) Office of Quality Enhancement (OQE) included a sampling of services provided for individuals receiving 24 hour residential supports and less than 24 hours as well as Shared Living (Placement) Services. The survey also included a review of two of day supports models; Community Based Day Supports (CBDS) and Employment Services. The full review included all licensing and certification indicators.

The agency's core philosophy is to provide individualized services to one person at a time with a focus on skills as opposed to deficits. A number of positive practices in residential and day programs reflected this area of focus. Activities in the community were meaningful, individualized and integrated, asserting the role of individuals as valued members of their community. In residential services, activities were tailored to the individuals' personal preferences including such examples as guitar lessons, art classes, going to plays, drum therapy and trips to a casino. Individuals participating in the Launch I program provided services to people in a local elder and veteran's housing program that improved the lives of those who received these services by increasing their opportunities for socialization, and providing organizing, cleaning and pet services that allowed people to maintain their homes. The individuals took responsibility and ownership for this service, and understood their impact on these members of the community. Individuals participating in day services were also provided training in navigating the community by foot, public transportation and use of Uber and Lyft for improved independent community access.

In both Residential and Day services, staff were well-trained in the unique needs of the individuals and were observed adapting their interactions and approaches to the needs of the individuals while helping them to build skills. In two cases staff assisted individuals to prepare in advance for anticipated meals and snacks in order to maintain or enhance their independence with diet and home alone time. Within residential services, a review of healthcare coordination revealed positive practices. Individuals received routine and preventative health care and screenings, met with their specialists regularly and as needed, and follow up appointments when indicated were kept.

While there were many areas of strength found during the survey, there were some areas that would benefit from additional attention.

In residential services the agency needs to increase monitoring and oversight systems that support effective fire prevention, safety alerts, and safe evacuation to consistently ensure effective outcomes for individuals. The agency needs to ensure that Medication Treatment Plans contain all the required components and are receiving the required reviews, such as inclusion in the ISP, Financial charges to the individuals would benefit from a thoughtful oversight review by the agency for how the individuals' money is spent should be implemented to ensure that their funds are applied to items that are necessary, support choice, and directly benefit them, would allow those individuals to have increased spending money. The agency will need to solicit feedback from individuals on potential staff prior to hiring, and for the ongoing evaluation of the performance of their staff, and ensure this feedback is shared with staff. Within residential services, the agency needs to ensure individuals are receiving support to explore and define their preferences for intimacy and companionship. Increased staff training for staff to better support individuals in this area is also needed.

Based on the findings of this report, South Shore Support Services has earned a Two Year License for its Employment and Day Supports group and a deferred license for its Residential and Individual Home Supports group. Both of these service groupings have received a Two-Year Certification. The residential license is deferred due to a rating of Not Met in one critical indicator. The DDS survey team will return in 60 to review this indicator, as well as any other licensing indicators that were rated Not Met, and based on success in the critical indicator a final level of licensure will be determined at that time. The agency will conduct its own follow-up for its day supports for any licensing indicators rated Not Met and submit the results to the DDS Office of Quality Enhancement within 60 days.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	8/8	0/8	
<b>Residential and Individual Home Supports</b>	63/72	9/72	
Residential Services Placement Services Individual Home Supports			
<b>Critical Indicators</b>	7/8	1/8	
<b>Total</b>	71/80	9/80	89%
<b>Defer Licensure</b>			
<b># indicators for 60 Day Follow-up</b>		9	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	8/8	0/8	
<b>Employment and Day Supports</b>	45/46	1/46	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	7/7	0/7	
<b>Total</b>	53/54	1/54	98%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow- up</b>		1	

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

Indicator #	Indicator	Area Needing Improvement
L7	Fire drills are conducted as required.	At one of two residential locations, the fire drills were not conducted as outlined in the safety plan. The agency needs to ensure that fire drills are conducted as required.
R L12	Smoke detectors and carbon monoxide detectors, and other essential elements of the fire alarm system required for evacuation are located where required and are operational.	In three of seven locations, the smoke detectors and/or carbon monoxide detectors did not meet the required regulations. The agency needs to ensure that carbon monoxide detectors are located where required and that smoke detectors are fully operational within their residential homes.
L22	All appliances and equipment are operational and properly maintained.	At one location a stove top was not fully operational and at another the gas grill was located directly next to the home. The agency needs to ensure that all appliances are fully operational and do not present a safety hazard.
L23	There are no locks on bedroom doors that provide access to an egress.	At one of the two residential locations, locks were present on bedrooms doors that provide a means of egress. The agency needs to ensure that all bedrooms that provide a means of egress are free of locks on their doors.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L24	Locks on doors not providing egress can be opened by the individuals from the inside and staff carry a key to open in an emergency.	In one of the two homes the keys for the bedroom doors could not be located. The agency needs to ensure that keys for bedroom doors are available and easily accessible to staff at all times.
L26	Walkways, driveways and ramps are in good repair and kept clear in all seasons.	In three locations the walkways and/or egresses were not clear and could not be easily utilized. The agency needs to ensure that all walkways and egresses are kept clear.
L29	No rubbish or other combustibles are accumulated within the location including near heating equipment and exits.	At two locations combustibles were located near heating equipment. Both of these locations have corrected this issue. The agency needs to ensure that combustibles are not located near heat equipment.
L39	Special dietary requirements are followed.	For two of six individuals, special dietary requirements were not being following as recommended by their physician. The agency needs to ensure that staff are knowledgeable and fully implementing all special dietary requirements.
L64	Medication treatment plans are reviewed by the required groups.	For four of eight individuals, the medication treatment plans had not been included in the individuals' ISPs. The agency needs to ensure that medication treatment plans are reviewed as required.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L50	Written and oral communication with and about individuals is respectful.	At one location, oral communication was not respectful as the individuals were referred to as "kids". The agency needs to ensure that all communication is respectful.

## CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	6/6	0/6	
<b>Residential and Individual Home Supports</b>	60/67	7/67	
Individual Home Supports	22/23	1/23	
Placement Services	19/22	3/22	
Residential Services	19/22	3/22	
<b>TOTAL</b>	<b>66/73</b>	<b>7/73</b>	<b>90%</b>
<b>Certified</b>			

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	6/6	0/6	
<b>Employment and Day Supports</b>	34/36	2/36	
Community Based Day Services	12/14	2/14	
Employment Support Services	22/22	0/22	
<b>TOTAL</b>	<b>40/42</b>	<b>2/42</b>	<b>95%</b>
<b>Certified</b>			

### **Individual Home Supports- 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.	Two of three individuals reviewed were not afforded the opportunity to provide feedback regarding staff on an ongoing basis. The agency needs to ensure that individuals are able to provide ongoing feedback regarding the staff that support them.

### **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.	There was no evidence that one individual had the opportunity to participate in the hiring of staff and / or their feedback was sought regarding the ongoing performance of the staff who support them. The agency needs to ensure that individuals have opportunities to provide feedback on staff performance and that feedback is shared with staff for evaluation and training purposes.



**Placement Services- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	One of the three individuals was not supported to develop personal relationships that could lead to potential companionships. The agency needs to ensure that staff are provided with further training to support individuals to explore their desire for companionship.
C54	Individuals have the assistive technology and/or modifications to maximize independence.	For two individuals, there was no plan to obtain or implement assistive technology identified through assessment that could be beneficial to them. The agency needs to assist individuals to attain assistive technology that would maximize their independence.

**Residential Services- Areas Needing Improvement on Standards not met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
C7	Individuals have opportunities to provide feedback at the time of hire / time of the match and on an ongoing basis on the performance/actions of staff / care providers that support them.	For six individuals, none were afforded to opportunity to provide feedback regarding staff on an ongoing basis. The agency needs to ensure that individuals are able to provide ongoing feedback regarding the staff that support them.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	Three of the six individuals were not supported to explore, define, and express their need for intimacy and companionship. In two instances the individuals had not been evaluated to see what their potential desires could be. In another instance the individual did not receive education to help to support their current relationship. The agency needs to ensure they are aware of the wants/needs for each individual and that the individuals are receiving support to achieve their personal goals.
C54	Individuals have the assistive technology and/or modifications to maximize independence.	Four individuals were not supported to utilize assistive technology and/or modification to maximize their independence. The agency needs to ensure that individuals who have an identified need for assistive technology or modifications receive these supports.

**Community Based Day Services Commendations on Standards Met:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Commendations</b>

C42	Individuals are involved in activities that connect them to other people in the community.	Staff support and ongoing frequent opportunities to connect with others in the community enabled individuals to be perceived as valued community members who give back to their community. These actions are commendable.
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**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.	For four individuals whose supports were reviewed, there was no evidence that these individuals had the opportunity to participate in the hiring of staff and / or their feedback was not sought regarding the ongoing performance of the staff who support them. The agency needs to ensure that individuals have opportunities to provide feedback on staff performance and that feedback is shared with staff for evaluation and training purposes.
C54	Individuals have the assistive technology and/or modifications to maximize independence.	For two individuals, assistive technology was either not identified or was identified as beneficial but not provided. The agency needs to assist individuals to identify and attain assistive technology that would maximize their independence.

**Employment Support Services Commendations on Standards Met:**

Indicator #	Indicator	Commendations
C30	Individuals are supported to work in integrated job settings.	The agency is commended for their ongoing supports to individuals to obtain and maintain integrated jobs and fully interact with other employees and the community. All current positions were integrated with individuals employed in valued roles , having regular opportunities for interaction with other workers and the public, and there were ongoing efforts to expand employment opportunities for individuals to obtain integrated jobs.

**MASTER SCORE SHEET LICENSURE**

**Organizational: SOUTH SHORE SUPPORT SERVICES, INC.**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating(Met,Not Met,NotRated)</b>
℞ L2	Abuse/neglect reporting	<b>8/10</b>	<b>Met(80.0 % )</b>
L3	Immediate Action	<b>5/5</b>	<b>Met</b>
L4	Action taken	<b>3/3</b>	<b>Met</b>
L48	HRC	<b>1/1</b>	<b>Met</b>
L74	Screen employees	<b>4/4</b>	<b>Met</b>
L75	Qualified staff	<b>4/4</b>	<b>Met</b>
L76	Track trainings	<b>9/10</b>	<b>Met(90.0 % )</b>
L83	HR training	<b>10/10</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	6/6	3/3	3/3				12/12	Met
L5	Safety Plan	L	2/2	2/2	3/3				7/7	Met
R L6	Evacuation	L	2/2	2/2	3/3				7/7	Met
L7	Fire Drills	L	1/2						1/2	Not Met (50.0%)
L8	Emergency Fact Sheets	I	5/6	2/3	3/3				10/12	Met (83.33%)
L9	Safe use of equipment	L	2/2	2/2					4/4	Met
L10	Reduce risk interventions	I	2/2	1/1					3/3	Met
R L11	Required inspections	L	2/2	2/2	3/3				7/7	Met
R L12	Smoke detectors	L	0/2	2/2	2/3				4/7	Not Met (57.14%)
R L13	Clean location	L	2/2	2/2	2/3				6/7	Met (85.71%)
L14	Site in good repair	L	2/2	2/2	3/3				7/7	Met
L15	Hot water	L	2/2	2/2	3/3				7/7	Met
L16	Accessibility	L	2/2	2/2	2/2				6/6	Met
L17	Egress at grade	L	2/2	2/2	3/3				7/7	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L18	Above grade egress	L		1/1	3/3				4/4	Met
L19	Bedroom location	L	2/2	1/1					3/3	Met
L20	Exit doors	L	2/2	2/2					4/4	Met
L21	Safe electrical equipment	L	2/2	2/2	2/3				6/7	Met (85.71 %)
L22	Well-maintained appliances	L	1/2	2/2	2/3				5/7	Not Met (71.43 %)
L23	Egress door locks	L	0/1						0/1	Not Met (0 %)
L24	Locked door access	L	1/2						1/2	Not Met (50.0 %)
L25	Dangerous substances	L	2/2	2/2					4/4	Met
L26	Walkway safety	L	1/2	1/2	2/3				4/7	Not Met (57.14 %)
L28	Flammables	L	1/2	2/2					3/4	Met
L29	Rubbish/combustibles	L	1/2	2/2	2/3				5/7	Not Met (71.43 %)
L30	Protective railings	L	1/1	2/2	3/3				6/6	Met
L31	Communication method	I	6/6	3/3	3/3				12/12	Met
L32	Verbal & written	I	6/6	3/3	3/3				12/12	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L33	Physical exam	I	6/6	3/3	3/3				12/12	Met
L34	Dental exam	I	6/6	3/3	3/3				12/12	Met
L35	Preventive screenings	I	6/6	3/3	3/3				12/12	Met
L36	Recommended tests	I	6/6	3/3	3/3				12/12	Met
L37	Prompt treatment	I	6/6	3/3	3/3				12/12	Met
R L38	Physician's orders	I	5/5	1/1	2/2				8/8	Met
L39	Dietary requirements	I	3/4	0/1	1/1				4/6	Not Met (66.67%)
L40	Nutritional food	L	2/2	2/2					4/4	Met
L41	Healthy diet	L	2/2	2/2	3/3				7/7	Met
L42	Physical activity	L	2/2	2/2	3/3				7/7	Met
L43	Health Care Record	I	5/6	3/3	3/3				11/12	Met (91.67%)
L44	MAP registration	L	2/2	2/2					4/4	Met
L45	Medication storage	L	1/2	2/2					3/4	Met
R L46	Med. Administration	I	4/6	3/3	2/2				9/11	Met (81.82%)
L47	Self medication	I		3/3	3/3				6/6	Met
L49	Informed of human rights	I	6/6	3/3	3/3				12/12	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L50	Respectful Comm.	L	2/2	2/2	3/3				7/7	Met
L51	Possessions	I	6/6	3/3	3/3				12/12	Met
L52	Phone calls	I	6/6	3/3	3/3				12/12	Met
L53	Visitation	I	6/6	3/3	3/3				12/12	Met
L54	Privacy	L	1/2	2/2	3/3				6/7	Met (85.71%)
L57	Written behavior plans	I	1/1		1/1				2/2	Met
L60	Data maintenance	I	1/1		1/1				2/2	Met
L61	Health protection in ISP	I	4/4						4/4	Met
L62	Health protection review	I	4/4						4/4	Met
L63	Med. treatment plan form	I	6/6		1/2				7/8	Met (87.50%)
L64	Med. treatment plan rev.	I	4/6		0/2				4/8	Not Met (50.0%)
L67	Money mgmt. plan	I	6/6	1/1	3/3				10/10	Met
L68	Funds expenditure	I	4/6	1/1	3/3				8/10	Met (80.0%)
L69	Expenditure tracking	I	6/6	1/1	2/3				9/10	Met (90.0%)

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L70	Charges for care calc.	I	6/6	3/3	3/3				12/12	Met
L71	Charges for care appeal	I	6/6	3/3	3/3				12/12	Met
L77	Unique needs training	I	4/6	3/3	3/3				10/12	Met (83.33 %)
L78	Restrictive Int. Training	L	2/2						2/2	Met
L80	Symptoms of illness	L	2/2	2/2	3/3				7/7	Met
L81	Medical emergency	L	2/2	2/2	3/3				7/7	Met
R L82	Medication admin.	L	2/2	2/2					4/4	Met
L84	Health protect. Training	I	4/4						4/4	Met
L85	Supervision	L	2/2	2/2	2/3				6/7	Met (85.71 %)
L86	Required assessments	I	4/5	2/2	2/3				8/10	Met (80.0 %)
L87	Support strategies	I	4/5	2/2	3/3				9/10	Met (90.0 %)
L88	Strategies implemented	I	4/6	3/3	3/3				10/12	Met (83.33 %)
L90	Personal space/bedroom privacy	I	6/6	3/3	3/3				12/12	Met



Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L91	Incident management	L	1/2	2/2	2/2				5/6	Met (83.33%)
<b>#Std. Met/#72 Indicator</b>									63/72	
<b>Total Score</b>									71/80	
									88.75%	

### 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	4/4		4/4	8/8	Met
L5	Safety Plan	L	1/1		1/1	2/2	Met
☞ L6	Evacuation	L	1/1		1/1	2/2	Met
L7	Fire Drills	L	1/1		1/1	2/2	Met
L8	Emergency Fact Sheets	I	4/4		4/4	8/8	Met
L9	Safe use of equipment	L	1/1		1/1	2/2	Met
L10	Reduce risk interventions	I			2/2	2/2	Met
☞ L11	Required inspections	L	1/1		1/1	2/2	Met
☞ L12	Smoke detectors	L	1/1		1/1	2/2	Met
☞ L13	Clean location	L	1/1		1/1	2/2	Met
L14	Site in good repair	L	1/1		1/1	2/2	Met
L15	Hot water	L	1/1		1/1	2/2	Met
L16	Accessibility	L	1/1		1/1	2/2	Met
L17	Egress at grade	L	1/1		1/1	2/2	Met

<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>
L20	Exit doors	L	1/1		1/1	<b>2/2</b>	<b>Met</b>
L21	Safe electrical equipment	L	1/1		1/1	<b>2/2</b>	<b>Met</b>
L22	Well-maintained appliances	L	1/1		1/1	<b>2/2</b>	<b>Met</b>
L25	Dangerous substances	L	1/1		1/1	<b>2/2</b>	<b>Met</b>
L26	Walkway safety	L	1/1		1/1	<b>2/2</b>	<b>Met</b>
L28	Flammables	L	1/1		1/1	<b>2/2</b>	<b>Met</b>
L29	Rubbish/combustibles	L	1/1		1/1	<b>2/2</b>	<b>Met</b>
L30	Protective railings	L			1/1	<b>1/1</b>	<b>Met</b>
L31	Communication method	I	4/4		4/4	<b>8/8</b>	<b>Met</b>
L32	Verbal & written	I	4/4		4/4	<b>8/8</b>	<b>Met</b>
L37	Prompt treatment	I	4/4		3/3	<b>7/7</b>	<b>Met</b>
<sup>R</sup> L38	Physician's orders	I	2/2		2/2	<b>4/4</b>	<b>Met</b>
L39	Dietary requirements	I			1/1	<b>1/1</b>	<b>Met</b>
L44	MAP registration	L			1/1	<b>1/1</b>	<b>Met</b>
L45	Medication storage	L			1/1	<b>1/1</b>	<b>Met</b>
L49	Informed of human rights	I	4/4		4/4	<b>8/8</b>	<b>Met</b>
L50	Respectful Comm.	L	1/1		0/1	<b>1/2</b>	<b>Not Met (50.0 %)</b>
L51	Possessions	I	4/4		4/4	<b>8/8</b>	<b>Met</b>
L52	Phone calls	I	4/4		4/4	<b>8/8</b>	<b>Met</b>
L54	Privacy	L	1/1		1/1	<b>2/2</b>	<b>Met</b>
L55	Informed consent	I	1/1			<b>1/1</b>	<b>Met</b>
L77	Unique needs training	I	4/4		4/4	<b>8/8</b>	<b>Met</b>

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L78	Restrictive Int. Training	L			1/1	1/1	Met
L79	Restraint training	L			1/1	1/1	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
R L82	Medication admin.	L			1/1	1/1	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	4/4		3/4	7/8	Met (87.50 %)
L87	Support strategies	I	4/4		3/4	7/8	Met (87.50 %)
L88	Strategies implemented	I	4/4		4/4	8/8	Met
L91	Incident management	L	1/1		1/1	2/2	Met
<b>#Std. Met/# 46 Indicator</b>						<b>45/46</b>	
<b>Total Score</b>						<b>53/54</b>	
						<b>98.15%</b>	

## 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

### Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/4	<b>Not Met (0 %)</b>
C8	Family/guardian communication	4/4	<b>Met</b>
C13	Skills to maximize independence	4/4	<b>Met</b>
C37	Interpersonal skills for work	4/4	<b>Met</b>
C40	Community involvement interest	4/4	<b>Met</b>
C41	Activities participation	4/4	<b>Met</b>
C42	Connection to others	4/4	<b>Met</b>
C43	Maintain & enhance relationship	4/4	<b>Met</b>
C44	Job exploration	4/4	<b>Met</b>
C45	Revisit decisions	4/4	<b>Met</b>
C46	Use of generic resources	4/4	<b>Met</b>
C47	Transportation to/ from community	4/4	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	4/4	<b>Met</b>
C54	Assistive technology	1/3	<b>Not Met (33.33 %)</b>

### Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	<b>Met</b>
C8	Family/guardian communication	4/4	<b>Met</b>
C22	Explore job interests	3/3	<b>Met</b>
C23	Assess skills & training needs	3/3	<b>Met</b>
C24	Job goals & support needs plan	3/3	<b>Met</b>
C25	Skill development	3/3	<b>Met</b>
C26	Benefits analysis	3/3	<b>Met</b>
C27	Job benefit education	3/3	<b>Met</b>
C28	Relationships w/businesses	1/1	<b>Met</b>
C29	Support to obtain employment	3/3	<b>Met</b>
C30	Work in integrated settings	4/4	<b>Met</b>
C31	Job accommodations	4/4	<b>Met</b>
C32	At least minimum wages earned	4/4	<b>Met</b>
C33	Employee benefits explained	4/4	<b>Met</b>

## Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C34	Support to promote success	4/4	<b>Met</b>
C35	Feedback on job performance	4/4	<b>Met</b>
C36	Supports to enhance retention	4/4	<b>Met</b>
C37	Interpersonal skills for work	4/4	<b>Met</b>
C47	Transportation to/ from community	4/4	<b>Met</b>
C50	Involvement/ part of the Workplace culture	4/4	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	4/4	<b>Met</b>
C54	Assistive technology	2/2	<b>Met</b>

## Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/3	<b>Not Met (33.33 %)</b>
C8	Family/guardian communication	3/3	<b>Met</b>
C9	Personal relationships	3/3	<b>Met</b>
C10	Social skill development	3/3	<b>Met</b>
C11	Get together w/family & friends	3/3	<b>Met</b>
C12	Intimacy	3/3	<b>Met</b>
C13	Skills to maximize independence	3/3	<b>Met</b>
C14	Choices in routines & schedules	3/3	<b>Met</b>
C15	Personalize living space	2/2	<b>Met</b>
C16	Explore interests	3/3	<b>Met</b>
C17	Community activities	3/3	<b>Met</b>
C18	Purchase personal belongings	3/3	<b>Met</b>
C19	Knowledgeable decisions	3/3	<b>Met</b>
C20	Emergency back-up plans	2/2	<b>Met</b>
C21	Coordinate outreach	3/3	<b>Met</b>
C46	Use of generic resources	3/3	<b>Met</b>
C47	Transportation to/ from community	3/3	<b>Met</b>
C48	Neighborhood connections	3/3	<b>Met</b>
C49	Physical setting is consistent	2/2	<b>Met</b>

### Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C51	Ongoing satisfaction with services/ supports	3/3	<b>Met</b>
C52	Leisure activities and free-time choices /control	3/3	<b>Met</b>
C53	Food/ dining choices	3/3	<b>Met</b>
C54	Assistive technology	3/3	<b>Met</b>

### Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/3	<b>Not Met (66.67 %)</b>
C8	Family/guardian communication	2/2	<b>Met</b>
C9	Personal relationships	3/3	<b>Met</b>
C10	Social skill development	3/3	<b>Met</b>
C11	Get together w/family & friends	3/3	<b>Met</b>
C12	Intimacy	2/3	<b>Not Met (66.67 %)</b>
C13	Skills to maximize independence	3/3	<b>Met</b>
C14	Choices in routines & schedules	3/3	<b>Met</b>
C15	Personalize living space	3/3	<b>Met</b>
C16	Explore interests	3/3	<b>Met</b>
C17	Community activities	3/3	<b>Met</b>
C18	Purchase personal belongings	3/3	<b>Met</b>
C19	Knowledgeable decisions	3/3	<b>Met</b>
C20	Emergency back-up plans	3/3	<b>Met</b>
C46	Use of generic resources	3/3	<b>Met</b>
C47	Transportation to/ from community	3/3	<b>Met</b>
C48	Neighborhood connections	3/3	<b>Met</b>
C49	Physical setting is consistent	3/3	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	3/3	<b>Met</b>
C52	Leisure activities and free-time choices /control	3/3	<b>Met</b>
C53	Food/ dining choices	3/3	<b>Met</b>
C54	Assistive technology	1/3	<b>Not Met (33.33 %)</b>

## Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	0/6	<b>Not Met (0 %)</b>
C8	Family/guardian communication	6/6	<b>Met</b>
C9	Personal relationships	6/6	<b>Met</b>
C10	Social skill development	6/6	<b>Met</b>
C11	Get together w/family & friends	6/6	<b>Met</b>
C12	Intimacy	3/6	<b>Not Met (50.0 %)</b>
C13	Skills to maximize independence	6/6	<b>Met</b>
C14	Choices in routines & schedules	6/6	<b>Met</b>
C15	Personalize living space	2/2	<b>Met</b>
C16	Explore interests	6/6	<b>Met</b>
C17	Community activities	6/6	<b>Met</b>
C18	Purchase personal belongings	6/6	<b>Met</b>
C19	Knowledgeable decisions	6/6	<b>Met</b>
C20	Emergency back-up plans	2/2	<b>Met</b>
C46	Use of generic resources	6/6	<b>Met</b>
C47	Transportation to/ from community	6/6	<b>Met</b>
C48	Neighborhood connections	6/6	<b>Met</b>
C49	Physical setting is consistent	2/2	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	6/6	<b>Met</b>
C52	Leisure activities and free-time choices /control	6/6	<b>Met</b>
C53	Food/ dining choices	6/6	<b>Met</b>
C54	Assistive technology	0/4	<b>Not Met (0 %)</b>