



**PROVIDER REPORT  
FOR**

**THE ARC OF OPPORTUNITY  
IN NORTH CENTRAL  
MASSACHUSETTS, INC  
564 MAIN ST  
FITCHBURG, MA 01420**

**October 04, 2024**

**Version**

**Public Provider Report**

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

# **SUMMARY OF OVERALL FINDINGS**

**Provider** THE ARC OF OPPORTUNITY IN NORTH  
CENTRAL MASSACHUSETTS, INC

**Review Dates** 9/4/2024 - 9/10/2024

**Service Enhancement  
Meeting Date** 9/20/2024

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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>	7 location(s) 15 audit (s)	Full Review	81/89 2 Year License 09/20/2024 - 09/20/2026		61 / 66 Certified 09/20/2024 - 09/20/2026
Residential Services	2 location(s) 6 audit (s)			Full Review	19 / 20
ABI-MFP Residential Services	2 location(s) 6 audit (s)			Full Review	16 / 20
Placement Services	3 location(s) 3 audit (s)			Full Review	20 / 20
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>	3 location(s) 16 audit (s)	Full Review	68/69 2 Year License 09/20/2024 - 09/20/2026		42 / 42 Certified 09/20/2024 - 09/20/2026
Community Based Day Services	1 location(s) 9 audit (s)			Full Review	15 / 15
Employment Support Services	2 location(s) 7 audit (s)			Full Review	21 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

The Arc of Opportunity in North Central Massachusetts is a nonprofit organization, headquartered in Fitchburg, that provides a broad range of services to adults, children, and families living in the north central and central areas of Massachusetts. The services included in this review, which are subject to DDS licensure and certification, consist of 24-hour residential supports for individuals with intellectual disabilities and acquired brain injury (ABI), placement services, employment supports, and community-based day services (CBDS). The scope of the review was a comprehensive licensing and certification evaluation for all of these services.

Licensing findings within the residential service grouping revealed the agency employed effective oversight systems for several licensing domains. In the areas of personal and environmental safety overall standards were effectively addressed. Safety plans were in place, fire drills conducted to ensure safe evacuation of homes, and smoke and carbon monoxide detectors were present and operable as required. Further, the homes were found to be clean and well maintained with safe electrical equipment, operational appliances, water temperatures within acceptable limits and locations accessible to meet individuals' mobility needs. In addition, standards were in place in the domains related to communication, human rights and ISP goal development. Reviews found staff were familiar with individuals' communication style and provided support as needed to assist individuals including the use of assistive technology and communication boards. Individuals and guardians were trained in human rights as well as how to report abuse and neglect. A review of individuals' records found documentation and proper implementation related to supports and health related protections, positive behavioral support strategies and medication treatment plans. ISP assessments and support strategies were submitted to the area office within the required timelines. In the domain related to a competent workforce, results found staff were trained in individuals' unique needs, signs and symptoms of illness, how to handle medical emergencies and other mandated trainings.

In areas subject to certification for the agency's residential services, strengths were found related to human rights, personal choice, control and growth. Individuals were supported to maintain their relationships with families and friends by assisting with cell phone calls, facetime or accessing Zoom. Staff assisted with arranging visits with family and friends and addressing appropriate social skill development. Individuals were supported to have choice and control over their daily lives and input into the hiring and performance evaluations of staff. Bedrooms were decorated based on individual's style preferences and individuals were also supported to develop their own household routines as well as determine how to spend free time.

Findings for the agency's employment and community- based day supports were positive across all licensing and certification domains. Individuals in the community-based day services were supported to participate in community- based activities that included volunteer opportunities with Meals on Wheels and Growing Places, as well as visits to the library, YMCA, local parks, farmer markets, museums, malls and downtown events. Individuals involved in the employment program worked in integrated job settings such as Ocean State Job Lot, Market Basket and a local office furniture company. The agency provided support to ensure individuals were earning competitive wages, followed Department of Labor standards and provided information on the impact of employment on benefits utilizing the Work Without Limits program. Finally, emergency back-up plans were individualized and assistive technology assessments completed with devices such as cell phones and tablets in place.

In addition to the positive findings noted above, the survey identified licensing standards that require the agency's further attention. Organizationally, restraint reports need to be submitted and reviewed within the required timelines. For residential services, the agency will need to enhance oversight of healthcare supports to ensure recommended tests and appointments with specialists are made and

kept, health care protocols are clearly defined when medical recommendations are made so that staff can be properly trained to implement, and individual health care records are updated as required. In addition, the agency needs to ensure emergency fact sheets are complete and accurate, ISP goals are implemented as developed, and incident reports are reported and reviewed as mandated.

The following residential certification indicators would benefit from the agency's attention. The agency will need to ensure individuals are supported to explore, define, and express their need for intimacy and companionship. Individuals in ABI supports need to be supported to explore and discover and connect with their interests for cultural, social recreational and spiritual activities, and then be supported to participate in activities of their interest. Individuals need to have access to transportation and support to be active members of their community.

As a result of the current review, the Residential and Individual Home Supports service group, operated by The Arc of Opportunity in North Central Massachusetts, Inc. received a score of 91%. This group is Certified with an overall score of 92% of certification indicators met. The agency will receive a Two-Year License. Follow-up will be conducted by the agency within 60 days on those licensing indicators that received a rating of Not Met.

The agency's Employment and Day Supports will receive a Two-Year License, with a service group score of 99% of licensure indicators met. This service group is Certified with an overall score of score of 100%. Follow-up on the one organizational indicator which received a rating of Not Met will be conducted by DDS within 60 days.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/10	1/10	
<b>Residential and Individual Home Supports</b>	72/79	7/79	
Residential Services Placement Services ABI-MFP Residential Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	81/89	8/89	91%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		8	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/10	1/10	
<b>Employment and Day Supports</b>	59/59	0/59	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	68/69	1/69	99%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		1	

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

Indicator #	Indicator	Area Needing Improvement
L65	Restraint reports are submitted within required timelines.	Review of the agency's restraint report found that two of the four reports were not submitted or reviewed within the required timelines. The agency needs to ensure restraint reports meet the timelines for submission, manager and human rights committee review.

### **Residential 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.	For six of the fifteen individuals reviewed, the emergency fact sheets had not been updated or include all the required information. The agency needs to ensure emergency fact sheets are updated to include all diagnoses, medications, and information related to likely response to search efforts, capabilities and preferences.
L36	Recommended tests and appointments with specialists are made and kept.	Four out of the fifteen individuals reviewed had recommended tests or follow-up appointments with specialists or primary care doctors that were either not scheduled or missed. The agency must ensure that all recommended tests, treatments (such as vaccinations), and appointments with medical professionals are scheduled and completed.
L43	The health care record is maintained and updated as required.	For ten of the fifteen individuals in the review, health care records were not updated to include recent vaccines and medical appointments or were missing pertinent information such as medical diagnoses, current medications and vaccinations received. The agency needs to ensure health care records are maintained and updated as required.
L85	The agency provides ongoing supervision, oversight and staff development.	At two homes, oversight systems were not fully effective in monitoring the healthcare oversight of the individuals. For example, ensuring that medical appointment recommendations were followed in relation to follow up appointments being scheduled and kept, timely clarification of health care protocols to ensure appropriate staff training occurs, and medications being available for administration as prescribed. The agency needs to ensure that staff are receiving the necessary oversight, support and training in this area.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For four individuals, ISP support strategies were not consistently implemented as designed. The agency needs to ensure that identified goals are implemented and data collection occurring in an ongoing manner.
L89	The provider has a complaint and resolution process that is effectively implemented at the local level.	At one ABI/MFP residential location, the complaint resolution process had not been effectively implemented. The agency needs to ensure individuals are trained in the complaint resolution process, that it is utilized, and that concerns are documented and resolved.
L91	Incidents are reported and reviewed as mandated by regulation.	At four of the locations reviewed incident reports were not reported or finalized within the required timelines. The agency needs to ensure all incidents are submitted within the required timelines.

## CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>55/60</b>	<b>5/60</b>	
Placement Services	20/20	0/20	
ABI-MFP Residential Services	16/20	4/20	
Residential Services	19/20	1/20	
<b>Total</b>	<b>61/66</b>	<b>5/66</b>	<b>92%</b>
<b>Certified</b>			

	Met / Rated	Not Met / Rated	% Met
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>36/36</b>	<b>0/36</b>	
Community Based Day Services	15/15	0/15	
Employment Support Services	21/21	0/21	
<b>Total</b>	<b>42/42</b>	<b>0/42</b>	<b>100%</b>
<b>Certified</b>			

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

Indicator #	Indicator	Area Needing Improvement
C16	Staff (Home Providers) support individuals to explore, discover and connect with their interests for cultural, social, recreational and spiritual activities.	For four individuals receiving ABI-MFP residential services opportunities to explore and participate in community based integrated activities were limited. The agency needs to ensure staff support individuals to explore and participate in integrated community-based activities.
C17	Community activities are based on the individual's preferences and interests.	For four individuals receiving ABI-MFP residential services, community- based activities were not consistently offered and individuals had limited opportunities to attend or participate in events outside their home. The agency needs to ensure staff are knowledgeable about individuals'

		interest as well as local events and support individuals to access community-based activities that are in line with their expressed interest and preferences.
C47	Individuals have full access to the community through transportation available and/or provided.	For of the two of the six individuals receiving ABI-MFP residential supports, transportation to community-based activities and generic resources was limited. The agency needs to ensure transportation is available and provided on a regular basis.
C48	Individuals are a part of the neighborhood.	Two individuals were not supported to develop connections with their neighbors or their town community. The agency needs to ensure individuals have opportunities to develop connections with their neighbors or local community.
C12	Individuals are supported to explore, define, and express their need for intimacy and companionship.	For two of the six individuals reviewed, their needs or desires in sexuality, intimacy and companionship were not assessed. The agency needs to ensure individuals have been assessed for their support needs in sexuality, intimacy and companionship and that support, education and training are provided to address any identified need.

**MASTER SCORE SHEET LICENSURE**

**Organizational: THE ARC OF OPPORTUNITY IN NORTH CENTRAL MASSACHUSETTS, INC**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating(Met,Not Met,NotRated)</b>
Ⓜ L2	Abuse/neglect reporting	<b>10/10</b>	<b>Met</b>
L3	Immediate Action	<b>15/15</b>	<b>Met</b>
L4	Action taken	<b>13/13</b>	<b>Met</b>
L48	HRC	<b>1/1</b>	<b>Met</b>
L65	Restraint report submit	<b>2/4</b>	<b>Not Met(50.0 % )</b>
L66	HRC restraint review	<b>4/4</b>	<b>Met</b>
L74	Screen employees	<b>5/5</b>	<b>Met</b>
L75	Qualified staff	<b>4/4</b>	<b>Met</b>
L76	Track trainings	<b>20/20</b>	<b>Met</b>
L83	HR training	<b>20/20</b>	<b>Met</b>

**Residential and Individual Home Supports:**

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	6/6		3/3		6/6		15/15	Met
L5	Safety Plan	L	2/2		2/3		2/2		6/7	Met (85.71 %)
Ⓟ L6	Evacuation	L	2/2		3/3		2/2		7/7	Met
L7	Fire Drills	L	2/2				2/2		4/4	Met
L8	Emergency Fact Sheets	I	4/6		2/3		3/6		9/15	Not Met (60.0 %)
L9 (07/21)	Safe use of equipment	I	6/6				6/6		12/12	Met
L10	Reduce risk interventions	I	2/2				1/1		3/3	Met
Ⓟ L11	Required inspections	L	2/2		3/3		2/2		7/7	Met
Ⓟ L12	Smoke detectors	L	2/2		3/3		2/2		7/7	Met
Ⓟ L13	Clean location	L	2/2		3/3		2/2		7/7	Met
L14	Site in good repair	L	2/2		3/3		2/2		7/7	Met
L15	Hot water	L	2/2		2/3		2/2		6/7	Met (85.71 %)
L16	Accessibility	L	2/2		3/3		2/2		7/7	Met
L17	Egress at grade	L	2/2				2/2		4/4	Met
L19	Bedroom location	L	2/2		1/1		2/2		5/5	Met
L20	Exit doors	L	2/2				2/2		4/4	Met
L21	Safe electrical equipment	L	2/2		3/3		2/2		7/7	Met
L22	Well-maintained appliances	L	2/2		3/3		2/2		7/7	Met
L23	Egress door locks	L					2/2		2/2	Met
L24	Locked door access	L	2/2		3/3		2/2		7/7	Met
L25	Dangerous substances	L	2/2				2/2		4/4	Met

L26	Walkway safety	L	2/2		3/3		2/2		7/7	Met
L27	Pools, hot tubs, etc.	L			1/1				1/1	Met
L28	Flammables	L	2/2				2/2		4/4	Met
L29	Rubbish/combustibles	L	2/2		3/3		2/2		7/7	Met
L30	Protective railings	L	2/2		3/3		2/2		7/7	Met
L31	Communication method	I	6/6		3/3		6/6		15/15	Met
L32	Verbal & written	I	6/6		3/3		6/6		15/15	Met
L33	Physical exam	I	5/5		3/3		4/6		12/14	Met (85.71%)
L34	Dental exam	I	5/6		3/3		6/6		14/15	Met (93.33%)
L35	Preventive screenings	I	6/6		3/3		5/5		14/14	Met
L36	Recommended tests	I	5/6		1/3		5/6		11/15	Not Met (73.33%)
L37	Prompt treatment	I	6/6		3/3		6/6		15/15	Met
Ⓟ L38	Physician's orders	I	3/5		1/1		5/5		9/11	Met (81.82%)
L39	Dietary requirements	I	4/5						4/5	Met (80.0%)
L40	Nutritional food	L	2/2				2/2		4/4	Met
L41	Healthy diet	L	2/2		3/3		2/2		7/7	Met
L42	Physical activity	L	2/2		3/3		2/2		7/7	Met
L43	Health Care Record	I	1/6		1/3		3/6		5/15	Not Met (33.33%)
L44	MAP registration	L	2/2				2/2		4/4	Met
L45	Medication storage	L	2/2				2/2		4/4	Met
Ⓟ L46	Med. Administration	I	6/6		2/2		4/6		12/14	Met (85.71%)
L47	Self medication	I			2/2		3/3		5/5	Met
L49	Informed of human rights	I	6/6		3/3		6/6		15/15	Met

L50 (07/21)	Respectful Comm.	I	6/6		3/3		6/6		<b>15/15</b>	<b>Met</b>
L51	Possessions	I	6/6		3/3		6/6		<b>15/15</b>	<b>Met</b>
L52	Phone calls	I	6/6		3/3		6/6		<b>15/15</b>	<b>Met</b>
L53	Visitation	I	6/6		3/3		6/6		<b>15/15</b>	<b>Met</b>
L54 (07/21)	Privacy	I	6/6		3/3		6/6		<b>15/15</b>	<b>Met</b>
L55	Informed consent	I	6/6		3/3		3/3		<b>12/12</b>	<b>Met</b>
L56	Restrictive practices	I	3/3						<b>3/3</b>	<b>Met</b>
L57	Written behavior plans	I	3/3				1/1		<b>4/4</b>	<b>Met</b>
L60	Data maintenance	I	3/3				1/1		<b>4/4</b>	<b>Met</b>
L61	Health protection in ISP	I	4/5		2/2		6/6		<b>12/13</b>	<b>Met (92.31%)</b>
L62	Health protection review	I					1/1		<b>1/1</b>	<b>Met</b>
L63	Med. treatment plan form	I	6/6		2/2		6/6		<b>14/14</b>	<b>Met</b>
L64	Med. treatment plan rev.	I	6/6		2/2		6/6		<b>14/14</b>	<b>Met</b>
L67	Money mgmt. plan	I	6/6		3/3		5/5		<b>14/14</b>	<b>Met</b>
L68	Funds expenditure	I	6/6		2/3		5/5		<b>13/14</b>	<b>Met (92.86%)</b>
L69	Expenditure tracking	I	6/6				4/4		<b>10/10</b>	<b>Met</b>
L70	Charges for care calc.	I	6/6		3/3		6/6		<b>15/15</b>	<b>Met</b>
L71	Charges for care appeal	I	6/6		3/3		6/6		<b>15/15</b>	<b>Met</b>
L77	Unique needs training	I	6/6		3/3		6/6		<b>15/15</b>	<b>Met</b>
L78	Restrictive Int. Training	L	1/1						<b>1/1</b>	<b>Met</b>
L80	Symptoms of illness	L	2/2		3/3		2/2		<b>7/7</b>	<b>Met</b>
L81	Medical emergency	L	2/2		3/3		2/2		<b>7/7</b>	<b>Met</b>
Ⓜ L82	Medication admin.	L	2/2				2/2		<b>4/4</b>	<b>Met</b>
L84	Health protect. Training	I	4/5		2/2		5/5		<b>11/12</b>	<b>Met (91.67%)</b>
L85	Supervision	L	1/2		3/3		1/2		<b>5/7</b>	<b>Not Met</b>

										(71.43 %)
L86	Required assessments	I	5/5		1/3		3/3		9/11	Met (81.82 %)
L87	Support strategies	I	6/6		1/3		3/3		10/12	Met (83.33 %)
L88	Strategies implemented	I	3/6		2/3		6/6		11/15	Not Met (73.33 %)
L89	Complaint and resolution process	L					1/2		1/2	Not Met (50.0 %)
L90	Personal space/ bedroom privacy	I	6/6		2/3		6/6		14/15	Met (93.33 %)
L91	Incident management	L	0/2		3/3		0/2		3/7	Not Met (42.86 %)
L93 (05/22)	Emergency back-up plans	I	6/6		3/3		6/6		15/15	Met
L94 (05/22)	Assistive technology	I	6/6		3/3		6/6		15/15	Met
L96 (05/22)	Staff training in devices and applications	I	5/5		3/3		5/5		13/13	Met
L99 (05/22)	Medical monitoring devices	I	1/1				1/1		2/2	Met
<b>#Std. Met/# 79 Indicator</b>									<b>72/79</b>	
<b>Total Score</b>									<b>81/89</b>	
									<b>91.01%</b>	

**Employment and Day Supports:**

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
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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	6/7		9/9	<b>15/16</b>	<b>Met (93.75 %)</b>
L9 (07/21)	Safe use of equipment	I	7/7		9/9	<b>16/16</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>
L18	Above grade egress	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>
L31	Communication method	I	7/7		9/9	<b>16/16</b>	<b>Met</b>
L32	Verbal & written	I	7/7		9/9	<b>16/16</b>	<b>Met</b>
L37	Prompt treatment	I	7/7		9/9	<b>16/16</b>	<b>Met</b>
Ⓟ L38	Physician's orders	I	1/1		9/9	<b>10/10</b>	<b>Met</b>
L39	Dietary requirements	I			4/4	<b>4/4</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>
Ⓟ L46	Med. Administration	I			4/4	<b>4/4</b>	<b>Met</b>

L49	Informed of human rights	I	7/7		9/9	<b>16/16</b>	<b>Met</b>
L50 (07/21)	Respectful Comm.	I	7/7		9/9	<b>16/16</b>	<b>Met</b>
L51	Possessions	I	7/7		9/9	<b>16/16</b>	<b>Met</b>
L52	Phone calls	I	7/7		9/9	<b>16/16</b>	<b>Met</b>
L54 (07/21)	Privacy	I	7/7		9/9	<b>16/16</b>	<b>Met</b>
L55	Informed consent	I	6/6		2/2	<b>8/8</b>	<b>Met</b>
L57	Written behavior plans	I			5/5	<b>5/5</b>	<b>Met</b>
L58	Behavior plan component	I			1/1	<b>1/1</b>	<b>Met</b>
L59	Behavior plan review	I			1/1	<b>1/1</b>	<b>Met</b>
L60	Data maintenance	I			5/5	<b>5/5</b>	<b>Met</b>
L61	Health protection in ISP	I	4/4		5/5	<b>9/9</b>	<b>Met</b>
L62	Health protection review	I			1/1	<b>1/1</b>	<b>Met</b>
L63	Med. treatment plan form	I			1/1	<b>1/1</b>	<b>Met</b>
L64	Med. treatment plan rev.	I			1/1	<b>1/1</b>	<b>Met</b>
L72	DOL requirements	I	1/1		5/5	<b>6/6</b>	<b>Met</b>
L73	DOL certificate	L	1/1		1/1	<b>2/2</b>	<b>Met</b>
L77	Unique needs training	I	7/7		9/9	<b>16/16</b>	<b>Met</b>
L80	Symptoms of illness	L	2/2		1/1	<b>3/3</b>	<b>Met</b>
L81	Medical emergency	L	2/2		1/1	<b>3/3</b>	<b>Met</b>
Ⓟ L82	Medication admin.	L			1/1	<b>1/1</b>	<b>Met</b>
L84	Health protect. Training	I	4/4		5/5	<b>9/9</b>	<b>Met</b>
L85	Supervision	L	2/2		1/1	<b>3/3</b>	<b>Met</b>
L86	Required assessments	I	6/6		9/9	<b>15/15</b>	<b>Met</b>
L87	Support strategies	I	6/6		9/9	<b>15/15</b>	<b>Met</b>
L88	Strategies implemented	I	7/7		9/9	<b>16/16</b>	<b>Met</b>
L91	Incident management	L	2/2		1/1	<b>3/3</b>	<b>Met</b>
L93 (05/22)	Emergency back-up plans	I	7/7		9/9	<b>16/16</b>	<b>Met</b>

L94 (05/22)	Assistive technology	I	7/7		9/9	<b>16/16</b>	<b>Met</b>
L96 (05/22)	Staff training in devices and applications	I	3/3		7/7	<b>10/10</b>	<b>Met</b>
<b>#Std. Met/# 59 Indicator</b>						<b>59/59</b>	
<b>Total Score</b>						<b>68/69</b>	
						<b>98.55%</b>	

## MASTER SCORE SHEET CERTIFICATION

### Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	<b>Met</b>
C2	Data analysis	1/1	<b>Met</b>
C3	Service satisfaction	1/1	<b>Met</b>
C4	Utilizes input from stakeholders	1/1	<b>Met</b>
C5	Measure progress	1/1	<b>Met</b>
C6	Future directions planning	1/1	<b>Met</b>

### Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	<b>Met</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	4/6	<b>Not Met (66.67 %)</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>
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>

### **ABI-MFP Residential Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	6/6	<b>Met</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	6/6	<b>Met</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	2/6	<b>Not Met (33.33 %)</b>
C17	Community activities	2/6	<b>Not Met (33.33 %)</b>
C18	Purchase personal belongings	6/6	<b>Met</b>
C19	Knowledgeable decisions	6/6	<b>Met</b>
C46	Use of generic resources	5/6	<b>Met (83.33 %)</b>
C47	Transportation to/ from community	4/6	<b>Not Met (66.67 %)</b>
C48	Neighborhood connections	4/6	<b>Not Met (66.67 %)</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>

**Placement Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	3/3	<b>Met</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	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>
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>

**Community Based Day Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	9/9	<b>Met</b>
C8	Family/guardian communication	9/9	<b>Met</b>
C13	Skills to maximize independence	9/9	<b>Met</b>

C37	Interpersonal skills for work	6/6	<b>Met</b>
C38 (07/21)	Habilitative & behavioral goals	1/1	<b>Met</b>
C39 (07/21)	Support needs for employment	2/2	<b>Met</b>
C40	Community involvement interest	9/9	<b>Met</b>
C41	Activities participation	9/9	<b>Met</b>
C42	Connection to others	9/9	<b>Met</b>
C43	Maintain & enhance relationship	9/9	<b>Met</b>
C44	Job exploration	4/4	<b>Met</b>
C45	Revisit decisions	9/9	<b>Met</b>
C46	Use of generic resources	9/9	<b>Met</b>
C47	Transportation to/ from community	9/9	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	9/9	<b>Met</b>

### **Employment Support Services**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff / care provider performance	7/7	<b>Met</b>
C8	Family/guardian communication	7/7	<b>Met</b>
C22	Explore job interests	6/6	<b>Met</b>
C23	Assess skills & training needs	6/6	<b>Met</b>
C24	Job goals & support needs plan	6/6	<b>Met</b>
C25	Skill development	6/6	<b>Met</b>
C26	Benefits analysis	7/7	<b>Met</b>
C27	Job benefit education	6/6	<b>Met</b>
C28	Relationships w/businesses	2/2	<b>Met</b>
C29	Support to obtain employment	6/6	<b>Met</b>
C30	Work in integrated settings	7/7	<b>Met</b>
C31	Job accommodations	6/6	<b>Met</b>
C32	At least minimum wages earned	7/7	<b>Met</b>
C33	Employee benefits explained	7/7	<b>Met</b>
C34	Support to promote success	7/7	<b>Met</b>
C35	Feedback on job performance	7/7	<b>Met</b>
C36	Supports to enhance retention	7/7	<b>Met</b>
C37	Interpersonal skills for work	6/6	<b>Met</b>

C47	Transportation to/ from community	7/7	<b>Met</b>
C50	Involvement/ part of the Workplace culture	7/7	<b>Met</b>
C51	Ongoing satisfaction with services/ supports	7/7	<b>Met</b>