



**PROVIDER REPORT
FOR**

**THE ARC OF THE SOUTH
SHORE, INC.
20 Pond Park Rd #113
Hingham, MA 02043**

January 07, 2026

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider THE ARC OF THE SOUTH SHORE, INC.

Review Dates 12/8/2025 - 12/12/2025

Service Enhancement Meeting Date 12/22/2025

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Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	4 location(s) 9 audit (s)	Targeted Review	DDS 13/13 Provider 71 / 71 84 / 84 2 Year License 12/22/2025-12/22/2027		DDS 0 / 0 Provider 67 / 67 67 / 67 Certified 12/22/2025 - 12/22/2027
Residential Services	3 location(s) 7 audit (s)			DDS Targeted Review	20 / 20
Placement Services	1 location(s) 1 audit (s)			DDS Targeted Review	20 / 20
Individual Home Supports	0 location(s) 1 audit (s)			DDS Targeted Review	21 / 21
Planning and Quality Management (For all service groupings)				DDS Targeted Review	6 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	2 location(s) 13 audit (s)	Targeted Review	DDS 12/12 Provider 53 / 53 65 / 65 2 Year License 12/22/2025-12/22/2027		DDS 4 / 4 Provider 37 / 37 41 / 41 Certified 12/22/2025 - 12/22/2027
Community Based Day Services	1 location(s) 7 audit (s)			DDS Targeted Review	15 / 15
Employment Support Services	1 location(s) 6 audit (s)			DDS Targeted Review	20 / 20
Planning and Quality Management (For all service groupings)				DDS Targeted Review	6 / 6

EXECUTIVE SUMMARY :

The Arc of the South Shore is a social services agency that provides services and support to adults with Intellectual and Developmental Disabilities (ID/DD) primarily in the Southeast region of Massachusetts. The agency provides residential support in 24/7 group homes, Placement Services through shared living, and community living support through Individual Home Supports (IHS). They also provide both vocational support and day programming services in Community Based Day Services (CBDS) and Employment Supports. In addition to DDS-funded services, The Arc of the South Shore serves the community at various stages of life including First Early Intervention, Adult Foster Care, Autism Supports, Personal Care Management, and Day Habilitation.

The agency was eligible for and received approval from the DDS Regional Office to conduct a self-assessment of its quality management processes for the current Licensing and Certification review of its Residential and Individual Home Supports, and Employment and Day Supports. This occurred in conjunction with a targeted Licensing and Certification review completed by the DDS Office of Quality Enhancement (OQE). The final survey results reflect a combination of ratings from the self-assessment process conducted by The Arc of the South Shore and the targeted review conducted by DDS, with ratings from DDS prevailing where indicators were rated by both entities.

The survey findings revealed that The Arc of the South Shore had effective systems in place that promoted positive outcomes for the individuals it serves. Regarding residential services, survey findings revealed many positive outcomes related to licensing indicators. Environmentally, all locations were clean and had current required inspections, fire safety systems were operational, and individuals were supported to evacuate within the required timeframes in emergency drills. In the area of medical support, Physician Orders and treatment protocols were followed, medication was administered by MAP certified staff in accordance with Physician Orders and Medication Administration Program (MAP) guidelines, and medication treatment plans contained the required components. The agency ensured guidance was in place for health-related equipment including correct utilization, tracking, safety checks, maintenance, and cleaning, and ensured that staff were trained in the correct use of these devices. Staff ensured individuals were afforded privacy when taking care of personal matters and tracking of individual's finances showed that their funds were used appropriately and specifically for the benefit of the individual.

Within the agency's employment and day support services, a review of licensing indicators revealed that all locations were clean and had current required inspections, fire safety systems were operational, and individuals were supported to evacuate within the required timeframes in emergency drills. Electrical equipment at the location was safely maintained and incidents were reported within the required timelines. In the area of medical support, Physician Orders and treatment protocols were followed, medication was administered by MAP certified staff in accordance with Physician Orders and MAP guidelines, and the agency ensured guidance was in place for health-related equipment including correct utilization, tracking, safety checks, maintenance, and cleaning. There was clear evidence that staff were provided with on-going supervision and staff development.

Outcomes related to certification indicators for employment and day support services showed that individuals were supported to assess skills needed for employment, to explore job interests, and develop a plan which identified job goals and support needs to gain or maintain employment.

As a result of this review, The Arc of the South Shore will receive a Two-Year License for its residential services grouping having achieved a Licensing score of 100%; it is Certified having met 100% of residential certification indicators. The agency will also receive a Two-Year License for its day and employment supports grouping having met 100% of licensing indicators; it is Certified with 100% of the certification indicators having received an overall rating of Met.

The following is a description of the agency's self-assessment process.

Description of Self Assessment Process:

Part 1: General Standards

Overview

The Arc of the South Shore uses a structured, multi-layered quality assurance system to evaluate its performance across Residential Services, Placement Services, Individual Home Supports, CBDS, and Employment Supports. Leadership teams, including the Vice President of Residential Services, Residential Director, RN, Vice President of Day Services, and Employment Coordinator, conduct audits using a 50% sample size of individual records. These reviews include DDS licensing survey sheets, MAP medical tools, health logs, Emergency Fact Sheets, HCSIS documentation, training records, incident reports, fire drill logs, and ISP progress notes. A consistent threshold of 80% is applied to determine whether indicators are met. These audits are supplemented by routine oversight mechanisms such as monthly Program Manager checklists, quarterly quality reports, and ongoing monitoring of staff training compliance, health appointments, and goal advancement.

In addition to record reviews, The Arc utilizes several operational systems to ensure standards are continuously met. The Facilities Department completes monthly site inspections of all group homes and day program locations, and nursing oversight occurs through monthly and quarterly reviews of medical documentation, appointment follow-up, medication changes, and updates to Health Care Records. These systems allow for both ongoing monitoring and real-time "spot checks," ensuring that indicators such as water temperature, fire safety, medication management, and human rights practices are consistently upheld. Program managers also review data from monthly maintenance checklists Safety Committee meetings, incident trends, training records, and goal progress reports. The Arc's broader quality management system integrates multiple oversight structures to verify that Licensing and Certification standards are reliably met. Together, these mechanisms ensure that the agency not only evaluates each indicator accurately but maintains a proactive, transparent, and person-centered approach to ongoing quality improvement.

Human Rights

The Arc ensures that all individuals are treated with dignity, respect, and fairness, and human rights protections are embedded in all agency services. The Human Rights Committee is led by the agency's Human Rights Coordinator and meets quarterly. The coordinator attends DDS HR Networking meetings and shares information with the committee. Individuals served receive training annually, and human rights discussions are included in weekly meetings in both the Residential and CBDS programs. Each program also has a trained Human Rights Officer who drives education and training to individuals on a more frequent basis.

Communication

All agency departments are committed to providing accessible, individualized communication supports to individuals. Staff are trained in how to use communication devices, picture books, gestures, and simple sign language. Staff recently had training on the TouchChat and Tobii Dynavox devices.

Competent Workforce

The Arc maintains a highly trained and properly vetted workforce through CORI/SORI checks, fingerprinting, DPPC abuse registry checks, driver history, OIG verification, and credential checks for all staff, interns, and volunteers. All staff received mandatory annual training in safety, health, communication, PBS training & quick inventory of competency (QUIC), human rights, and individualized supports. Additional training includes sessions on abuse and neglect, report and prevention, grievance policy, safety/emergency plans, fire safety, incident reporting, universal precautions, signs/symptoms of illness, Fatal Five events, deescalation, driver rules, restraint, transferring/safe lifting, job development, and self-determination. Staff are also MAP and First Aid/CPR certified.

Goal Development & Implementation

Across the agency, individuals served are supported in identifying person-centered goals that are tied to their strengths, interests, and support needs. Goals are developed collaboratively during the ISP process and reviewed with the agency's clinical teams. They are written to be specific, measurable, and achievable. Goals are monitored through daily logs, monthly or quarterly progress notes, and HCSIS

submissions. They are discussed at the ISP, and 6-month progress notes are submitted to HCSIS. They can be adjusted as needed when progress is limited, ensuring ongoing responsiveness and effectiveness.

Assistive & Supportive Technology

The Arc utilizes assistive and supportive technology to promote independence and quality of life for all individuals. We offer access to both high-tech devices such as communication devices, smartphones, and tablets as well as low tech supports such as magnifiers, adaptive utensils, adaptive keyboards, and picture schedules. Staff engage in formal AT assessments for individuals, with biennial reassessments or more frequent reviews as needed. The team integrates technology into all safety, learning, and community engagement activities to support individuals to participate more fully in life.

Part 2: Residential Services, Placement Services, and Individual Home Supports

Overview

The Vice President of Residential Services, Residential Director, and RN conducted a self-assessment of 50% of the agency's 10 residential group homes, reviewing all related records for 23 individuals. The team also audited the agency's one Placement Services participant and one Individual Home Supports participant receiving more than 20 service hours. Assessment tools included the DDS licensing survey sheet, MAP medical review tools, health logs, HCSIS records, Emergency Fact Sheets, staff training records, incident reports, fire drill logs, and ISP documentation. A threshold of 80% was used to determine if an indicator was met.

Environmental Safety

A Quality Control Administrator conducts monthly onsite inspections of all group homes, reviewing physical conditions, vehicles, and water temperatures. Any concerns are immediately sent to the Facilities Director. Monthly meetings with the Vice President of Residential Services ensure ongoing follow-up and maintenance planning. Program Managers and Case Managers also complete monthly vehicle checklists, reporting any issues promptly.

Health

All individuals receive annual physicals and biannual dental exams, with specialist appointments scheduled as recommended. A quarterly health checklist and centralized documentation system ensure ongoing oversight. Appointments that involve medication changes or new diagnoses require notes from Program Managers, and these notes are reviewed by an RN and cross-referenced to HCP orders to ensure accuracy. The RN also updates Health Care Records and provides staff training on new diagnoses or treatment needs.

The Arc continues to demonstrate strong health advocacy. After years on a transplant waitlist, one individual received a kidney transplant with staff support and recovered in a customized apartment-style space within an Arc group home. The unit, featuring a bedroom, den, kitchenette, accessible bathroom, and stairlift, was designed to meet her medical needs. She has since thrived in this environment and expressed high satisfaction with the individualized care provided.

Community Integration

The Residential Department is committed to supporting individuals in pursuing meaningful community activities of their choice. These opportunities promote independence, build relationships, and strengthen community belonging. Examples include: Weekly therapeutic horseback riding. Support for virtual attendance at religious services that are not handicapped accessible. Facilitation of long-term romantic relationships. Travel experiences such as Disney California, Ireland, Mexico, Alaska, and Aruba. Concerts/musicals, community dances, bowling leagues, church, dinner out, and social gatherings. Staff facilitate transportation to activities, including The Ride, and provide support so individuals can maintain their relationships with friends in the local community.

Assessment and Quality Assurance Processes

The Residential Department has established a structured process to ensure consistency and compliance. Program Managers complete a monthly checklist covering key DDS protocols, ensuring consistency across all homes; this includes reviewing staff certifications, ensuring annual health appointments, and updating training books. They submit quarterly reports to leadership which address six core components: Personal Safety, Environmental Safety, Communication, Human Rights, and

Goal Development. Routine guardian communication reports are also provided monthly. Weekly and monthly progress notes document goal achievement, with strategies adjusted if progress is limited. Finally, the VP of Residential, Residential Director, and RN conduct quarterly audits, with corrective actions required where needed. This layered review system promotes early identification of issues and continuous improvement.

Part 3: Community Based Day Services and Employment Support Services

Overview

The Vice President of Day Services and the Employment Coordinator reviewed a 50% sample size (20 of 39 total records) of the individuals across the CBDS and Employment Supports Departments. A threshold of 80% was used to determine whether an indicator was "Met". In addition to the information obtained from the individual confidential record audit, the VP of Day Services looked at data derived from the agency's quality management systems to ensure that Licensing and Certification standards are consistently met.

Environmental Safety

The Facilities Director conducts regular safety inspections, including monthly walkthroughs and scheduled annual or semi-annual checks of roofs, parking lots, windows and doors, emergency lighting, plumbing, HVAC systems, boilers, fire alarms, security systems, and ADA accessibility. All findings are documented. Each building maintains Safety Data Sheets outlining chemical handling and storage requirements, and safety is further supported through 24-hour surveillance, secured key-card access, and an accessible, open-layout CBDS space. The agency's Safety Committee meets quarterly, and newly leased vans are equipped with GPS to monitor driver behavior and ensure vehicle safety.

Health

All CBDS and Employment staff hold First Aid/CPR certification and training in illness recognition, infection prevention, seizure protocols, bowel and diet plans, and individualized health needs. Individual's annual physical, dental, and medication lists are maintained on file, and Day Hab nurses are available for consultation.

Community Integration

Staff support individuals in accessing libraries, museums, volunteer opportunities, recreational facilities, and civic events. Recent volunteer sites include the South Shore Natural Science Center, Holly Hill Farm, and the New England Wildlife Center. Individuals attended legislative receptions at the State House, and they visited the Weymouth Police Station and Norfolk Sheriff's Department. Individuals participate in advocacy events, safety trainings, YMCA programs, ASD Fit, and community drives such as Toys for Tots.

The Arc also offers group supported employment at Russelectric, Burke Distributing Corp, Knollwood Memorial Park, and the Hull Lifesaving Museum. Individuals have also done job shadows and tours at a variety of local businesses such Granite Links, Mia Ragazza, Sea Street Pizza, Hancock Park Rehab, and McLaren Boston Auto. The Arc supports people regardless of barriers to fully access their community.

Choice, Control and Growth- Meaningful and Satisfying Day Activities

CBDS offers daily choice through morning meetings, group planning, and individualized scheduling. Activities include community outings, onsite programming, volunteer work, employment exploration, and advocacy activities. An annual interest inventory helps staff to tailor services toward individualized desires. Personal lockers support autonomy and security.

Career Planning, Development, and Employment

Employment Services uses a person-centered planning process for job development and placement for all individuals who have expressed a desire to work or for those of working age in the exploration phase. The Employment Coordinator, trained through ICI/UMASS, leads monthly focus groups on job search, soft skills, work etiquette, employment expectations, job training, resume building, and other related topics. A vocational skills group provides hands-on training in clerical work, automotive tasks, food services, landscaping, retail, and other fields. The coordinator is in regular contact with community employers to discuss progress and provide job coaching when needed.

Part 4: Conclusion

This year's self-assessment reaffirms that our programs are stable, well-monitored, and deeply person-centered. More importantly, it highlights the extraordinary outcomes made possible when dedicated staff, engaged families, and committed leadership work together. As we look ahead, The Arc will continue to expand its individualized supports, strengthen inclusive community pathways, and elevate the voices of the people we serve- ensuring that every individual is not only safe and supported, but truly thriving.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	10/10	0/10	
Residential and Individual Home Supports	74/74	0/74	
Residential Services Individual Home Supports Placement Services			
Critical Indicators	8/8	0/8	
Total	84/84	0/84	100%
2 Year License			
# indicators for 60 Day Follow-up		0	

	Met / Rated	Not Met / Rated	% Met
Organizational	10/10	0/10	
Employment and Day Supports	55/55	0/55	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	65/65	0/65	100%
2 Year License			
# indicators for 60 Day Follow-up		0	

CERTIFICATION FINDINGS

	Reviewed By	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	DDS 0/0 Provider 6/6	6/6	0/6	
Residential and Individual Home Supports	DDS 0/0 Provider 61/61	61/61	0/61	
Individual Home Supports	DDS 0/0 Provider 21/21	21/21	0/21	
Placement Services	DDS 0/0 Provider 20/20	20/20	0/20	
Residential Services	DDS 0/0 Provider 20/20	20/20	0/20	
Total		67/67	0/67	100%
Certified				

	Reviewed By	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	DDS 0/0 Provider 6/6	6/6	0/6	
Employment and Day Supports	DDS 4/4 Provider 31/31	35/35	0/35	
Community Based Day Services	DDS 1/1 Provider 14/14	15/15	0/15	
Employment Support Services	DDS 3/3 Provider 17/17	20/20	0/20	
Total		41/41	0/41	100%
Certified				

MASTER SCORE SHEET LICENSURE

Organizational: THE ARC OF THE SOUTH SHORE, INC.

Indicator #	Indicator	Reviewed by	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓡ L2	Abuse/neglect reporting	DDS	1/1	Met
L3	Immediate Action	Provider	-	Met
L4	Action taken	Provider	-	Met
L48	HRC	Provider	-	Met
L65	Restraint report submit	Provider	-	Met
L66	HRC restraint review	Provider	-	Met
L74	Screen employees	Provider	-	Met
L75	Qualified staff	Provider	-	Met
L76	Track trainings	Provider	-	Met
L83	HR training	Provider	-	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	Provider	-	-	-		-	-	-	Met
L5	Safety Plan	L	Provider	-	-	-		-	-	-	Met
Ⓡ L6	Evacuation	L	DDS	3/3		1/1				4/4	Met
L7	Fire Drills	L	Provider	-	-	-		-	-	-	Met
L8	Emergency Fact Sheets	I	Provider	-	-	-		-	-	-	Met
L9 (07/21)	Safe use of equipment	I	Provider	-	-	-		-	-	-	Met
L10	Reduce risk interventions	I	Provider	-	-	-		-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
☒ L11	Required inspections	L	DDS	3/3		1/1				4/4	Met
☒ L12	Smoke detectors	L	DDS	3/3		1/1				4/4	Met
☒ L13	Clean location	L	DDS	3/3		1/1				4/4	Met
L14	Site in good repair	L	Provider	-	-	-		-	-	-	Met
L15	Hot water	L	Provider	-	-	-		-	-	-	Met
L16	Accessibility	L	Provider	-	-	-		-	-	-	Met
L17	Egress at grade	L	Provider	-	-	-		-	-	-	Met
L18	Above grade egress	L	Provider	-	-	-		-	-	-	Met
L19	Bedroom location	L	Provider	-	-	-		-	-	-	Met
L20	Exit doors	L	Provider	-	-	-		-	-	-	Met
L21	Safe electrical equipment	L	Provider	-	-	-		-	-	-	Met
L22	Well-maintained appliances	L	Provider	-	-	-		-	-	-	Met
L23	Egress door locks	L	Provider	-	-	-		-	-	-	Met
L24	Locked door access	L	Provider	-	-	-		-	-	-	Met
L25	Dangerous substances	L	Provider	-	-	-		-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L26	Walkway safety	L	Provider	-	-	-		-	-	-	Met
L28	Flammables	L	Provider	-	-	-		-	-	-	Met
L29	Rubbish/combustibles	L	Provider	-	-	-		-	-	-	Met
L30	Protective railings	L	Provider	-	-	-		-	-	-	Met
L31	Communication method	I	Provider	-	-	-		-	-	-	Met
L32	Verbal & written	I	Provider	-	-	-		-	-	-	Met
L33	Physical exam	I	Provider	-	-	-		-	-	-	Met
L34	Dental exam	I	Provider	-	-	-		-	-	-	Met
L35	Preventive screenings	I	Provider	-	-	-		-	-	-	Met
L36	Recommended tests	I	Provider	-	-	-		-	-	-	Met
L37	Prompt treatment	I	Provider	-	-	-		-	-	-	Met
Ⓡ L38	Physician's orders	I	DDS	7/7		1/1				8/8	Met
L39	Dietary requirements	I	Provider	-	-	-		-	-	-	Met
L40	Nutritional food	L	Provider	-	-	-		-	-	-	Met
L41	Healthy diet	L	Provider	-	-	-		-	-	-	Met
L42	Physical activity	L	Provider	-	-	-		-	-	-	Met
L43	Health Care Record	I	Provider	-	-	-		-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L44	MAP registration	L	Provider	-	-	-		-	-	-	Met
L45	Medication storage	L	Provider	-	-	-		-	-	-	Met
L46	Med. Administration	I	DDS	6/6						6/6	Met
L47	Self medication	I	Provider	-	-	-		-	-	-	Met
L49	Informed of human rights	I	Provider	-	-	-		-	-	-	Met
L50 (07/21)	Respectful Comm.	I	Provider	-	-	-		-	-	-	Met
L51	Possessions	I	Provider	-	-	-		-	-	-	Met
L52	Phone calls	I	Provider	-	-	-		-	-	-	Met
L53	Visitation	I	Provider	-	-	-		-	-	-	Met
L54 (07/21)	Privacy	I	DDS	7/7	1/1	1/1				9/9	Met
L55	Informed consent	I	Provider	-	-	-		-	-	-	Met
L61	Health protection in ISP	I	DDS	4/4		1/1				5/5	Met
L63	Med. treatment plan form	I	DDS	5/5	1/1					6/6	Met
L64	Med. treatment plan rev.	I	Provider	-	-	-		-	-	-	Met
L67	Money mgmt. plan	I	Provider	-	-	-		-	-	-	Met

Ind. #	Ind.	Loc. or Indiv.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L68	Funds expenditure	I	DDS	7/7		1/1				8/8	Met
L69	Expenditure tracking	I	Provider	-	-	-		-	-	-	Met
L70	Charges for care calc.	I	Provider	-	-	-		-	-	-	Met
L71	Charges for care appeal	I	Provider	-	-	-		-	-	-	Met
L77	Unique needs training	I	Provider	-	-	-		-	-	-	Met
L79	Restraint training	L	Provider	-	-	-		-	-	-	Met
L80	Symptoms of illness	L	Provider	-	-	-		-	-	-	Met
L81	Medical emergency	L	Provider	-	-	-		-	-	-	Met
L82	Medication admin.	L	DDS	3/3						3/3	Met
L84	Health protect. Training	I	DDS	4/4		1/1				5/5	Met
L85	Supervision	L	Provider	-	-	-		-	-	-	Met
L86	Required assessments	I	Provider	-	-	-		-	-	-	Met
L87	Support strategies	I	Provider	-	-	-		-	-	-	Met
L88	Strategies implemented	I	Provider	-	-	-		-	-	-	Met
L90	Personal space/bedroom privacy	I	Provider	-	-	-		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L91	Incident management	L	Provider	-	-	-		-	-	-	Met
L93 (05/22)	Emergency back-up plans	I	Provider	-	-	-		-	-	-	Met
L94 (05/22)	Assistive technology	I	Provider	-	-	-		-	-	-	Met
L96 (05/22)	Staff training in devices and applications	I	Provider	-	-	-		-	-	-	Met
L99 (05/22)	Medical monitoring devices	I	Provider	-	-	-		-	-	-	Met
#Std. Met/# 74 Indicator										74/74	
Total Score										84/84	
										100%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	Provider		-	-	-	Met
L5	Safety Plan	L	Provider		-	-	-	Met
L6	Evacuation	L	DDS			1/1	1/1	Met
L7	Fire Drills	L	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L8	Emergency Fact Sheets	I	Provider		-	-	-	Met
L9 (07/21)	Safe use of equipment	I	Provider		-	-	-	Met
☞ L11	Required inspections	L	DDS			1/1	1/1	Met
☞ L12	Smoke detectors	L	DDS			1/1	1/1	Met
☞ L13	Clean location	L	DDS			1/1	1/1	Met
L14	Site in good repair	L	Provider		-	-	-	Met
L15	Hot water	L	Provider		-	-	-	Met
L16	Accessibility	L	Provider		-	-	-	Met
L17	Egress at grade	L	Provider		-	-	-	Met
L18	Above grade egress	L	Provider		-	-	-	Met
L20	Exit doors	L	Provider		-	-	-	Met
L21	Safe electrical equipment	L	DDS			1/1	1/1	Met
L22	Well-maintained appliances	L	Provider		-	-	-	Met
L25	Dangerous substances	L	Provider		-	-	-	Met
L26	Walkway safety	L	Provider		-	-	-	Met
L28	Flammables	L	Provider		-	-	-	Met
L29	Rubbish/com bustibles	L	Provider		-	-	-	Met
L30	Protective railings	L	Provider		-	-	-	Met
L31	Communication method	I	Provider		-	-	-	Met
L32	Verbal & written	I	Provider		-	-	-	Met
L37	Prompt treatment	I	Provider		-	-	-	Met
☞ L38	Physician's orders	I	DDS	4/4		7/7	11/11	Met
L39	Dietary requirements	I	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L44	MAP registration	L	Provider		-	-	-	Met
L45	Medication storage	L	Provider		-	-	-	Met
Ⓡ L46	Med. Administration	I	DDS			5/5	5/5	Met
L49	Informed of human rights	I	Provider		-	-	-	Met
L50 (07/21)	Respectful Comm.	I	Provider		-	-	-	Met
L51	Possessions	I	Provider		-	-	-	Met
L52	Phone calls	I	Provider		-	-	-	Met
L54 (07/21)	Privacy	I	Provider		-	-	-	Met
L55	Informed consent	I	Provider		-	-	-	Met
L61	Health protection in ISP	I	DDS	1/1		3/3	4/4	Met
L63	Med. treatment plan form	I	Provider		-	-	-	Met
L67	Money mgmt. plan	I	Provider		-	-	-	Met
L68	Funds expenditure	I	Provider		-	-	-	Met
L69	Expenditure tracking	I	Provider		-	-	-	Met
L77	Unique needs training	I	Provider		-	-	-	Met
L79	Restraint training	L	Provider		-	-	-	Met
L80	Symptoms of illness	L	Provider		-	-	-	Met
L81	Medical emergency	L	Provider		-	-	-	Met
Ⓡ L82	Medication admin.	L	DDS			1/1	1/1	Met
L84	Health protect. Training	I	Provider		-	-	-	Met
L85	Supervision	L	DDS	1/1		1/1	2/2	Met
L86	Required assessments	I	Provider		-	-	-	Met

Ind. #	Ind.	Loc. or Individ.	Reviewed by	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L87	Support strategies	I	Provider		-	-	-	Met
L88	Strategies implemented	I	Provider		-	-	-	Met
L91	Incident management	L	DDS	1/1		1/1	2/2	Met
L93 (05/22)	Emergency back-up plans	I	Provider		-	-	-	Met
L94 (05/22)	Assistive technology	I	Provider		-	-	-	Met
L96 (05/22)	Staff training in devices and applications	I	Provider		-	-	-	Met
#Std. Met/# 55 Indicator							55/55	
Total Score							65/65	
							100%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

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

Residential Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C9	Personal relationships	Provider	-	Met

Residential Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C10	Social skill development	Provider	-	Met
C11	Get together w/family & friends	Provider	-	Met
C12	Intimacy	Provider	-	Met
C13	Skills to maximize independence	Provider	-	Met
C14	Choices in routines & schedules	Provider	-	Met
C15	Personalize living space	Provider	-	Met
C16	Explore interests	Provider	-	Met
C17	Community activities	Provider	-	Met
C18	Purchase personal belongings	Provider	-	Met
C19	Knowledgeable decisions	Provider	-	Met
C46	Use of generic resources	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C48	Neighborhood connections	Provider	-	Met
C49	Physical setting is consistent	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met
C52	Leisure activities and free-time choices /control	Provider	-	Met
C53	Food/ dining choices	Provider	-	Met

Placement Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C9	Personal relationships	Provider	-	Met
C10	Social skill development	Provider	-	Met
C11	Get together w/family & friends	Provider	-	Met
C12	Intimacy	Provider	-	Met
C13	Skills to maximize independence	Provider	-	Met
C14	Choices in routines & schedules	Provider	-	Met

Placement Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C15	Personalize living space	Provider	-	Met
C16	Explore interests	Provider	-	Met
C17	Community activities	Provider	-	Met
C18	Purchase personal belongings	Provider	-	Met
C19	Knowledgeable decisions	Provider	-	Met
C46	Use of generic resources	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C48	Neighborhood connections	Provider	-	Met
C49	Physical setting is consistent	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met
C52	Leisure activities and free-time choices /control	Provider	-	Met
C53	Food/ dining choices	Provider	-	Met

Individual Home Supports

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C9	Personal relationships	Provider	-	Met
C10	Social skill development	Provider	-	Met
C11	Get together w/family & friends	Provider	-	Met
C12	Intimacy	Provider	-	Met
C13	Skills to maximize independence	Provider	-	Met
C14	Choices in routines & schedules	Provider	-	Met
C15	Personalize living space	Provider	-	Met
C16	Explore interests	Provider	-	Met
C17	Community activities	Provider	-	Met
C18	Purchase personal belongings	Provider	-	Met
C19	Knowledgeable decisions	Provider	-	Met
C21	Coordinate outreach	Provider	-	Met

Individual Home Supports

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C46	Use of generic resources	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C48	Neighborhood connections	Provider	-	Met
C49	Physical setting is consistent	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met
C52	Leisure activities and free-time choices /control	Provider	-	Met
C53	Food/ dining choices	Provider	-	Met

Community Based Day Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C13	Skills to maximize independence	Provider	-	Met
C37	Interpersonal skills for work	Provider	-	Met
C38 (07/21)	Habilitative & behavioral goals	Provider	-	Met
C39 (07/21)	Support needs for employment	DDS	4/4	Met
C40	Community involvement interest	Provider	-	Met
C41	Activities participation	Provider	-	Met
C42	Connection to others	Provider	-	Met
C43	Maintain & enhance relationship	Provider	-	Met
C44	Job exploration	Provider	-	Met
C45	Revisit decisions	Provider	-	Met
C46	Use of generic resources	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met

Employment Support Services

Indicator #	Indicator	Reviewed By	Met/Rated	Rating
C7	Feedback on staff / care provider performance	Provider	-	Met
C8	Family/guardian communication	Provider	-	Met
C22	Explore job interests	DDS	6/6	Met
C23	Assess skills & training needs	DDS	6/6	Met
C24	Job goals & support needs plan	DDS	6/6	Met
C25	Skill development	Provider	-	Met
C26	Benefits analysis	Provider	-	Met
C27	Job benefit education	Provider	-	Met
C28	Relationships w/businesses	Provider	-	Met
C29	Support to obtain employment	Provider	-	Met
C30	Work in integrated settings	Provider	-	Met
C32	At least minimum wages earned	Provider	-	Met
C33	Employee benefits explained	Provider	-	Met
C34	Support to promote success	Provider	-	Met
C35	Feedback on job performance	Provider	-	Met
C36	Supports to enhance retention	Provider	-	Met
C37	Interpersonal skills for work	Provider	-	Met
C47	Transportation to/ from community	Provider	-	Met
C50	Involvement/ part of the Workplace culture	Provider	-	Met
C51	Ongoing satisfaction with services/ supports	Provider	-	Met