



**PROVIDER REPORT
FOR**

**THE SHARED LIVING
COLLABORATIVE
43 Highland Road
Merrimac, MA 01860**

June 11, 2025

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider THE SHARED LIVING COLLABORATIVE

Review Dates 5/8/2025 - 5/14/2025

Service Enhancement Meeting Date 5/30/2025

Survey Team Danielle Chiaravallotti
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Citizen Volunteers

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	13 location (s) 14 audit (s)	Full Review	70/75 2 Year License 05/30/2025 - 05/30/2027		25 / 26 Certified 05/30/2025 - 05/30/2027
Placement Services	13 location (s) 14 audit (s)			Full Review	19 / 20
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	1 location(s) 12 audit (s)	Full Review	55/60 2 Year License 05/30/2025 - 05/30/2027		38 / 41 Certified 05/30/2025 - 05/30/2027
Community Based Day Services	1 location(s) 7 audit (s)			Full Review	14 / 15
Employment Support Services	0 location(s) 5 audit (s)			Full Review	18 / 20
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

The Shared Living Collaborative was established in 2007 and has grown significantly in terms of the agency's size and the range of services it provides. Based in the Merrimac Valley area, the agency offers Residential supports to adults with developmental disabilities throughout the Northeast and Central West regions, providing Individual Home Supports and Shared Living/Placement services. Many of the individuals served by the agency have a history of trauma and complex clinical needs, and in 2019, in response to difficulty finding CBDS and Employment services for the individuals it supported residentially, the agency began providing Community-Based Day Services (CBDS) and Employment supports through a variety of innovative programming.

The DDS Office of Quality Enhancement (OQE) conducted a full licensing and certification review of the agency's Residential and Individual Home Supports, as well as their Employment and Day Supports service groups. DDS/OQE reviewed all applicable licensing and certification indicators as part of the survey.

Several areas of strength were identified across the organizational functions of the agency. All employees and new hires, including Nurses, life coaches, and horsemanship trainers, had the qualifications and credentials needed for their positions. In addition, the agency had an effective system to ensure all staff received the DDS-mandated trainings.

In the area of Human Rights, the agency has a fully functioning Human Rights Committee that meets as needed to fulfill its obligations. This includes reviewing restrictive practices, investigating incidents reported to DPPC, addressing complaints, and evaluating the agency's policies and procedures related to Human Rights. The agency has been found to report incidents that meet the threshold for reporting to the DPPC and has taken immediate action to ensure the safety of individuals when complaints arise, as well as completing any necessary follow-up.

The organization demonstrated responsiveness to feedback from individuals, guardian staff, and stakeholders. When developing the new farm location, they held town hall meetings that were open to everyone in the community. This allowed them to gather input on support for the investment, the design, and the programming for the site. In direct response to feedback obtained from satisfaction surveys, the agency created a monthly newsletter and conducts monthly calls to enhance communication. Additionally, they have increased the number of workshops offered and purchased more rideable horses.

Many positive practices were noted across both service groups. The agency prides itself on having a competent and dedicated workforce that is knowledgeable about each individual's unique needs and individualized protocols. Low staff turnover and a vacancy rate of 6% have positive outcomes for the individuals they support, due to the stability and familiarity that staff longevity brings. The agency features a flat organizational structure rather than a hierarchical one, with the CEO actively working alongside staff on the farms and providing direct support. This modeling by agency personnel of a collaborative ethos, where everyone "pitches in," was evident during the survey, and evidence of individuals learning and adopting this work style was observed as individuals were regularly supporting each other with tasks throughout the workday; for example, some individuals were observed feeding and interacting with the donkeys to get them to come away from the gate, whilst another stood by ready to open the gate so equipment could be safely brought into the field. Notably, all this teamwork occurred without any direction from agency staff, highlighting the importance of collaboration and the development of work skills that yield increased and independent job performance.

Also noted across both service groups was the holistic approach to person-centered planning and support, focusing on self-determination and empowerment, as well as physical and mental well-being,

and the importance of connection to nature. Utilizing a Positive Behavior Support (PBS) framework and a trauma-informed approach, the agency seeks to understand behavior and facilitate healing from trauma. Individuals are assessed, and when necessary, support guidelines and therapeutic goals are developed. This approach has been credited with reducing disruptive behaviors among those they support, allowing the agency to eliminate the need for restraints. One example of the effectiveness of this approach was seen during the survey with an individual who struggled when others around them celebrated birthdays and could become aggressive and destructive. By understanding their trauma history, the agency was able to identify the root of their difficulties and implement strategies to help manage those feelings. They taught the individual to recognize triggers, resulting in fewer aggressive outbursts. In anticipation of a roommate's upcoming birthday, the individual proactively requested assistance from the provider to make plans to be away from home for the day.

The agency promotes both physical and mental health through various initiatives. These include funding individual gym memberships and offering access to a dating and friendship app. Additionally, the agency provides organic food from its farms and cafes to individuals and service providers in both service groups.

Evident across all service types was how well-versed staff and providers were with the unique needs of each individual. Through various assessments and person-centered planning, the agency developed "Taking Care of Me" profiles and "Quality of Life" visions and goals. This approach allows individuals to receive effective support both in their day-to-day activities and in achieving their long-term goals. Furthermore, all individuals, staff, and guardians have received training in Human Rights and Mandated Reporting throughout the agency. Communication was observed to be respectful in all settings and verified during interviews. Individuals have reported feeling comfortable speaking with home providers and staff from all areas of the agency.

Specific to residential services, the agency demonstrated effective systems and oversight in several areas. Case managers conducted visits to individuals' homes at least once a month to ensure that all safety measures were in place, and required inspections were up to date; homes were found to be clean and in good repair and water temperatures were within the permitted range, and individuals were supported to evacuate within the required time frames, assessed through fire drills.

Additionally, the agency met all indicators related to healthcare. Overall, Individuals received annual physical and dental examinations, prompt treatment when a medical need emerged, and follow-up appointments were conducted as necessary. Most individuals also received the recommended annual screenings based on their age and gender. Individualized protocols were developed when required, and staff and providers were trained to implement them. All medications were being administered as prescribed by the Health Care Professionals, and additional training for high alert medications such as Clozaril was completed when needed. A significant number of individuals were either self-medicating or actively working towards becoming independent in managing their medications. The agency conducted comprehensive assessments and created support plans to help these individuals develop the skills necessary for self-administration of their medications.

Within Certification, individuals were supported to explore and develop relationships through assessment and training. The agency offers everyone the opportunity to sign up for an app designed to safely introduce new friends and potential partners at no cost to the individual, to support them in expanding their social circle. Individuals were supported to maintain contact with family and friends and develop community connections based on preferences, such as playing in a soccer league or going to the local gym. Additionally, the agency organized varied and creative events, including vacations to California and anime conventions, which were more diverse than those typically offered and based on individuals' interests.

Within the Employment and CBDS Programs, there were many positive practices leading to improved individual outcomes. On a site level, all required inspections had been completed, the site was clean

and in good repair, and water temperatures were within the permitted range. Individuals were supported to evacuate within the required time frames, assessed through fire drills. The agency offers opportunities for work through CBDS and Employment to all individuals who attend their programming, where individuals can work on the farm, taking care of the animals and growing food, in the café preparing meals, or in the wood shop, and all individuals attending SLC programs choose to work during some portion of their week.

One area within licensing where the agency excelled in both CBDS and Employment was in its safety assessments. Individuals were assessed on all equipment they used and job tasks they performed, and if needed, additional safety measures, assistive technology, or modifications were employed to allow the individual to participate in all assigned duties.

In Certification, the agency conducts various assessments to evaluate individuals' interests and skills and uses this to develop personalized career plans. These plans include accommodations such as side straps for walking horses for individuals who use wheelchairs. The agency has created a work handbook that informs employees of their rights, including completing a formal annual evaluation, and includes two professional development days each year dedicated to training and team-building activities. Individuals participating in the program are actively engaged in their work, trained for their specific roles, proud of their accomplishments, and recognized as valuable members of the team.

The survey process identified several areas needing improvement within the Licensing domain. For both service groups, further focus is needed on systems to ensure that time-sensitive documentation, such as ISP-related materials and incident reports are submitted within required timelines. Additionally, the agency needs to develop a system for ensuring individuals have the opportunity to participate in the hiring and ongoing evaluation of the staff supporting them, as well as ensuring that the feedback is incorporated into the evaluation of staff.

Residentially, one area identified as needing improvement was the agency's process for financial management and oversight. The agency needs to ensure that money management plans are accurate and reflect the actual support practices being utilized, and obtain written agreement to the plans from the individual or guardian, as these components were not present for several plans. Additionally, it is essential that all financial transactions are accurately tracked and that there is no commingling or borrowing of funds.

In CBDS and Employment Services, areas for the agency to further strengthen include ensuring that staff are fully implementing agreed-upon ISP support strategies to assist individuals in accomplishing ISP objectives.

Within the Residential Services/Individual Home Supports service group, the Shared Living Collaborative received a rating of met in 93% of licensing indicators, and all critical indicators were met. The agency will receive a Two-Year License for Residential Services/Individual Home Supports. For Certification, the agency met 96% of all certification indicators and is fully certified.

Within the Employment and Day Supports service group, the agency met 92% of all licensing indicators, including all critical indicators. As a result, the agency will receive a Two-Year License for its Employment and Day Supports program. For Certification, the agency met 93% of all certification indicators and is fully certified in Employment and Day Supports.

The agency will complete follow-up on licensing indicators not met during the survey for all service groups, to be completed and submitted to OQE within 60 days of the Service Enhancement Meeting

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Residential and Individual Home Supports	62/67	5/67	
Placement Services			
Critical Indicators	7/7	0/7	
Total	70/75	5/75	93%
2 Year License			
# indicators for 60 Day Follow-up		5	

	Met / Rated	Not Met / Rated	% Met
Organizational	9/9	0/9	
Employment and Day Supports	46/51	5/51	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	55/60	5/60	92%
2 Year License			
# indicators for 60 Day Follow-up		5	

Residential Commendations on Standards Met:

Indicator #	Indicator	Commendations
L77	The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals.	The agency is commended for ensuring that all staff at all levels within the agency, including executive leadership, were knowledgeable about the unique needs of the individuals they supported. Through the design and implementation of the agency's "Taking Care of Me" biography the agency captured both the unique needs and preferences of every individual. Together with the various staff trainings, SLC staff demonstrated a clear and thorough understanding of each person's ISP, as well as their physical, emotional and behavioral needs. Assessments had been completed to identify and address these needs, such as trauma screenings. Staff were able to clearly demonstrate how the results informed their support strategies. This reflected a strong commitment to person-centered care.

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

Indicator #	Indicator	Area Needing Improvement
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	For five of twelve individuals, fund management plans did not accurately reflect the current practices or were missing agreement from individuals and/or guardian approval for the plan. The agency also needs to ensure that funds management plans are accurate and that practices are consistent with those outlined in the money management plan. The agency needs to obtain written agreement to these plans from the individuals or guardians.
L69	Individual expenditures are documented and tracked.	For three out of ten individuals, providers were making purchases on their behalf and then receiving direct reimbursement from them. For one individual, transactions were not being accurately tracked. The agency needs to ensure that there is no comingling of funds between the individual and the provider. Furthermore, the agency must accurately document transactions when it is responsible for doing so.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For ten of thirteen individuals, required assessments were not submitted at least 15 days prior to the ISP. The agency must ensure the timely submission of all assessments.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For eight individuals, support strategies were not submitted within the required timelines. The agency must ensure that all support strategies are submitted at least 15 days prior to the ISP.

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

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	At five locations, incidents were not reported and reviewed (submitted and finalized) as mandated by DDS regulation. The agency needs to ensure that timelines are followed for both minor and major incidents and that all reportable events are entered into HCSIS and finalized.

Employment/Day Commendations on Standards Met:

Indicator #	Indicator	Commendations
L77	The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals.	The agency is commended for ensuring that all staff at all levels within the agency, including executive leadership, were knowledgeable about the unique needs of the individuals they supported. Through the design and implementation of the agency's "Taking Care of Me" biography the agency captured both the unique needs and preferences of every individual. Together with the various staff trainings, SLC staff demonstrated a clear and thorough understanding of each person's ISP, as well as their physical, emotional and behavioral needs. Assessments had been completed to identify and address these needs, such as trauma screenings. Staff were able to clearly demonstrate how the results informed their support strategies. This reflected a strong commitment to person-centered care.

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

Indicator #	Indicator	Area Needing Improvement
L39	Special dietary requirements are followed.	A specialized diet was being followed for one individual without a written plan or authorization from the healthcare provider (HCP). The agency must ensure that whenever there is a need to support an individual with a specialized diet, a written plan is created, and authorization from the HCP is obtained.
L45	Medications are stored in a locked container or area in which nothing except such medications are stored.	At one location, medications were not stored in a locked container within a designated area solely for storing medications as required by MAP. The agency needs to ensure that medications are stored in compliance with MAP regulations.

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

Indicator #	Indicator	Area Needing Improvement
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For one Individual, a health-related support was being used for which the agency did not have written authorization. The agency needs to ensure that all health-related supports are utilized under the written authorization of a qualified clinician and, at a minimum health related supports documentation includes reason/rationale for use, details frequency and duration of use, frequency of safety checks, maintenance and cleaning instructions, and conditions for modification and discontinuance.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For four of nine individuals, required assessments were not submitted at least 15 days prior to the ISP. The agency must ensure the timely submission of all assessments.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For four individuals, support strategies were not submitted within the required timelines. The agency must ensure that all support strategies are submitted at least 15 days prior to the ISP.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	19/20	1/20	
Placement Services	19/20	1/20	
Total	25/26	1/26	96%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	32/35	3/35	
Community Based Day Services	14/15	1/15	
Employment Support Services	18/20	2/20	
Total	38/41	3/41	93%
Certified			

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.	For eight of fourteen individuals, the agency did not have a mechanism for obtaining and incorporating individual feedback on the performance of the home provider into their annual assessment. The agency needs to develop a system to ensure that individual input is solicited and that this input is incorporated into their annual reviews.

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 two individuals, the agency did not have a mechanism for obtaining and incorporating individual feedback on the home provider's job performance into their annual performance review. The agency needs to develop a system to ensure that individual input is solicited and that this input is incorporated into annual reviews.
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 five individuals did not have the opportunity to provide feedback on staff performance, either at the time of hire or on an ongoing basis. The agency needs to develop a system to ensure that individual input is solicited and that this input is used to inform the hiring process and is incorporated into performance evaluations of support staff.
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	For two of five individuals, career plans did not detail the optimal level of support needed, with a plan to minimize support for the individuals as they become more independent in their job performance. The agency needs to develop plans based on assessments and skill training that include strategies for minimizing supports as appropriate.

Employment Support Services Commendations on Standards Met:

Indicator #	Indicator	Commendations
C23	Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment.	<p>The agency is commended for its commitment to person-centered planning and the concept of "dignity of risk." Many of the employment opportunities provided by the agency inherently involve risk due to the nature of the work, such as handling farm animals, operating machinery, using kitchen equipment, and working with woodworking tools. The agency has effective systems for identifying risks and measures in place to minimize them. These include safety protocols, environmental precautions, thorough assessments, and training plans. The agency embraces the idea that self-determination and the right to take reasonable risks are essential for personal growth, self-esteem, and enabling individuals to lead fulfilling lives. Individuals were observed at various locations working with animals, using machinery, and taking on real responsibilities in their roles. Interviews with participants in the program revealed a common theme where individuals expressed pride in their work and the contributions they make. They demonstrated an understanding of their responsibilities, including caring for the animals, as well as the steps they need to take to reduce risk.</p>

MASTER SCORE SHEET LICENSURE

Organizational: THE SHARED LIVING COLLABORATIVE

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	15/15	Met
L3	Immediate Action	14/14	Met
L4	Action taken	12/12	Met
L48	HRC	1/1	Met
L74	Screen employees	2/2	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	11/12	Met(91.67 %)
L83	HR training	12/12	Met
L92 (07/21)	Licensed Sub-locations (e/d).	5/5	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I			14/14				14/14	Met
L5	Safety Plan	L			12/13				12/13	Met (92.31%)
℞ L6	Evacuation	L			13/13				13/13	Met
L8	Emergency Fact Sheets	I			13/14				13/14	Met (92.86%)
L10	Reduce risk interventions	I			8/8				8/8	Met
℞ L11	Required inspections	L			13/13				13/13	Met
℞ L12	Smoke detectors	L			13/13				13/13	Met
℞ L13	Clean location	L			13/13				13/13	Met
L14	Site in good repair	L			13/13				13/13	Met
L15	Hot water	L			13/13				13/13	Met
L16	Accessibility	L			13/13				13/13	Met
L17	Egress at grade	L			13/13				13/13	Met
L18	Above grade egress	L			8/8				8/8	Met
L19	Bedroom location	L			5/5				5/5	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L21	Safe electrical equipment	L			13/13				13/13	Met
L22	Well-maintained appliances	L			12/12				12/12	Met
L24	Locked door access	L			12/12				12/12	Met
L26	Walkway safety	L			13/13				13/13	Met
L27	Pools, hot tubs, etc.	L			3/3				3/3	Met
L29	Rubbish/combustibles	L			13/13				13/13	Met
L30	Protective railings	L			13/13				13/13	Met
L31	Communication method	I			14/14				14/14	Met
L32	Verbal & written	I			14/14				14/14	Met
L33	Physical exam	I			13/14				13/14	Met (92.86%)
L34	Dental exam	I			13/14				13/14	Met (92.86%)
L35	Preventive screenings	I			13/14				13/14	Met (92.86%)
L36	Recommended tests	I			14/14				14/14	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L37	Prompt treatment	I			14/14				14/14	Met
℞ L38	Physician's orders	I			8/8				8/8	Met
L39	Dietary requirements	I			4/4				4/4	Met
L41	Healthy diet	L			13/13				13/13	Met
L42	Physical activity	L			13/13				13/13	Met
L43	Health Care Record	I			13/14				13/14	Met (92.86%)
℞ L46	Med. Administration	I			13/13				13/13	Met
L47	Self medication	I			2/2				2/2	Met
L49	Informed of human rights	I			14/14				14/14	Met
L50 (07/21)	Respectful Comm.	I			14/14				14/14	Met
L51	Possessions	I			14/14				14/14	Met
L52	Phone calls	I			14/14				14/14	Met
L53	Visitation	I			14/14				14/14	Met
L54 (07/21)	Privacy	I			14/14				14/14	Met
L55	Informed consent	I			1/1				1/1	Met
L57	Written behavior plans	I			1/1				1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L61	Health protection in ISP	I			3/4				3/4	Met
L62	Health protection review	I			3/3				3/3	Met
L63	Med. treatment plan form	I			10/11				10/11	Met (90.91%)
L64	Med. treatment plan rev.	I			10/11				10/11	Met (90.91%)
L67	Money mgmt. plan	I			7/12				7/12	Not Met (58.33%)
L68	Funds expenditure	I			10/10				10/10	Met
L69	Expenditure tracking	I			7/10				7/10	Not Met (70.0%)
L70	Charges for care calc.	I			12/13				12/13	Met (92.31%)
L71	Charges for care appeal	I			13/13				13/13	Met
L77	Unique needs training	I			14/14				14/14	Met
L78	Restrictive Int. Training	L			1/1				1/1	Met
L80	Symptoms of illness	L			13/13				13/13	Met
L81	Medical emergency	L			13/13				13/13	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L84	Health protect. Training	I			3/3				3/3	Met
L85	Supervision	L			13/13				13/13	Met
L86	Required assessments	I			3/13				3/13	Not Met (23.08%)
L87	Support strategies	I			5/13				5/13	Not Met (38.46%)
L88	Strategies implemented	I			14/14				14/14	Met
L90	Personal space/bedroom privacy	I			14/14				14/14	Met
L91	Incident management	L			8/13				8/13	Not Met (61.54%)
L93 (05/22)	Emergency back-up plans	I			14/14				14/14	Met
L94 (05/22)	Assistive technology	I			14/14				14/14	Met
L96 (05/22)	Staff training in devices and applications	I			14/14				14/14	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L99 (05/22)	Medical monitoring devices	I			3/3				3/3	Met
#Std. Met/#									62/67	
Indicator										
Total Score									70/75	
									93.33%	

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	5/5		7/7	12/12	Met
L5	Safety Plan	L			1/1	1/1	Met
℞ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	4/4		7/7	11/11	Met
L9 (07/21)	Safe use of equipment	I	5/5		7/7	12/12	Met
L10	Reduce risk interventions	I	3/3		3/3	6/6	Met
℞ L11	Required inspections	L			1/1	1/1	Met
℞ L12	Smoke detectors	L			1/1	1/1	Met
℞ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L17	Egress at grade	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Well-maintained appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L31	Communication method	I	5/5		7/7	12/12	Met
L32	Verbal & written	I	5/5		7/7	12/12	Met
L37	Prompt treatment	I	5/5		7/7	12/12	Met
Ⓡ L38	Physician's orders	I			6/6	6/6	Met
L39	Dietary requirements	I			1/2	1/2	Not Met (50.0 %)
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			0/1	0/1	Not Met (0 %)
Ⓡ L46	Med. Administration	I	1/1		3/4	4/5	Met (80.0 %)
L49	Informed of human rights	I	5/5		7/7	12/12	Met
L50 (07/21)	Respectful Comm.	I	5/5		7/7	12/12	Met
L51	Possessions	I	5/5		7/7	12/12	Met
L52	Phone calls	I	5/5		7/7	12/12	Met
L54 (07/21)	Privacy	I	5/5		7/7	12/12	Met
L55	Informed consent	I	1/1			1/1	Met
L57	Written behavior plans	I	1/1			1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L61	Health protection in ISP	I			1/2	1/2	Not Met (50.0 %)
L72	DOL requirements	I			1/1	1/1	Met
L77	Unique needs training	I	4/4		7/7	11/11	Met
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I			2/2	2/2	Met
L85	Supervision	L			1/1	1/1	Met
L86	Required assessments	I	2/3		3/6	5/9	Not Met (55.56 %)
L87	Support strategies	I	2/3		3/6	5/9	Not Met (55.56 %)
L88	Strategies implemented	I	4/5		6/7	10/12	Met (83.33 %)
L91	Incident management	L			1/1	1/1	Met
L93 (05/22)	Emergency back-up plans	I	5/5		7/7	12/12	Met
L94 (05/22)	Assistive technology	I	5/5		7/7	12/12	Met
L96 (05/22)	Staff training in devices and applications	I	2/2		1/1	3/3	Met
L99 (05/22)	Medical monitoring devices	I			1/1	1/1	Met
#Std. Met/# 51 Indicator						46/51	
Total Score						55/60	
						91.67%	

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

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/14	Not Met (35.71 %)
C8	Family/guardian communication	14/14	Met
C9	Personal relationships	14/14	Met
C10	Social skill development	14/14	Met
C11	Get together w/family & friends	14/14	Met
C12	Intimacy	14/14	Met
C13	Skills to maximize independence	14/14	Met
C14	Choices in routines & schedules	14/14	Met
C15	Personalize living space	13/13	Met
C16	Explore interests	14/14	Met
C17	Community activities	14/14	Met
C18	Purchase personal belongings	14/14	Met
C19	Knowledgeable decisions	14/14	Met
C46	Use of generic resources	14/14	Met
C47	Transportation to/ from community	14/14	Met
C48	Neighborhood connections	14/14	Met
C49	Physical setting is consistent	13/13	Met
C51	Ongoing satisfaction with services/ supports	14/14	Met
C52	Leisure activities and free-time choices /control	14/14	Met
C53	Food/ dining choices	14/14	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/7	Not Met (14.29 %)
C8	Family/guardian communication	7/7	Met
C13	Skills to maximize independence	7/7	Met
C37	Interpersonal skills for work	7/7	Met
C38 (07/21)	Habilitative & behavioral goals	7/7	Met
C39 (07/21)	Support needs for employment	6/6	Met
C40	Community involvement interest	7/7	Met
C41	Activities participation	7/7	Met
C42	Connection to others	6/6	Met
C43	Maintain & enhance relationship	7/7	Met
C44	Job exploration	7/7	Met
C45	Revisit decisions	7/7	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	7/7	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	3/5	Not Met (60.0 %)
C8	Family/guardian communication	5/5	Met
C22	Explore job interests	5/5	Met
C23	Assess skills & training needs	5/5	Met
C24	Job goals & support needs plan	5/5	Met
C25	Skill development	5/5	Met
C26	Benefits analysis	5/5	Met
C27	Job benefit education	5/5	Met
C29	Support to obtain employment	5/5	Met
C30	Work in integrated settings	5/5	Met
C31	Job accommodations	3/3	Met
C32	At least minimum wages earned	5/5	Met
C33	Employee benefits explained	5/5	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C34	Support to promote success	3/5	Not Met (60.0 %)
C35	Feedback on job performance	5/5	Met
C36	Supports to enhance retention	3/3	Met
C37	Interpersonal skills for work	5/5	Met
C47	Transportation to/ from community	5/5	Met
C50	Involvement/ part of the Workplace culture	5/5	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met