



**PROVIDER REPORT
FOR**

**T.I.L.L.
20 Eastbrook Rd.
Dedham, MA 02026**

October 04, 2024

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	T.I.L.L.
Review Dates	8/5/2024 - 8/9/2024
Service Enhancement Meeting Date	8/23/2024
Survey Team	Tina Napolitan Katherine Gregory Mark Boghoian David Bullard Melanie Cruz Cheryl Hampton Melanie Hutchison (TL) Lisa MacPhail Raymond Obeng Chloe Browning John Downing
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	23 location (s) 28 audit (s)	Full Review	83/91 2 Year License 08/23/2024 - 08/23/2026		86 / 87 Certified 08/23/2024 - 08/23/2026
Residential Services	14 location (s) 14 audit (s)			Full Review	20 / 20
ABI-MFP Residential Services	2 location(s) 6 audit (s)			Full Review	20 / 20
Placement Services	3 location(s) 3 audit (s)			Full Review	19 / 20
Respite Services	1 location(s) 2 audit (s)			No Review	No Review
Individual Home Supports	3 location(s) 3 audit (s)			Full Review	21 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	4 location(s) 13 audit (s)	Full Review	64/66 2 Year License 08/23/2024 - 08/23/2026		27 / 27 Certified 08/23/2024 - 08/23/2026
Community Based Day Services	3 location(s) 9 audit (s)			Deemed	
Employment Support Services	1 location(s) 4 audit (s)			Full Review	21 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Towards Independent Living and Learning (TILL) is a human service agency that operates throughout Eastern Massachusetts and Southern New Hampshire. The agency offers services to individuals of all ages with intellectual disabilities, learning differences, mental health disorders, autism spectrum disorder, physical disabilities, and acquired brain injuries. TILL offers a wide array of services including residential supports, placement services, ABI residential supports, individual home supports, respite, community based day supports (CBDS) and group supported employment supports.

For this 2024 survey, The Department of Developmental Services (DDS) Metro Office of Quality Enhancement conducted a licensure and certification review of TILL's organizational systems and supports offered in its DDS Licensed Residential, Employment and Day services. The agency's CBDS service was deemed for certification in lieu of its CARF accreditation.

As an organization, TILL had effective systems for ensuring that individuals were well supported and protected. Survey findings showed that the agency acted immediately in response to abuse and neglect complaints and successfully completed action plans when required by area offices. The agency's Human Rights Committee was fully constituted, met regularly, and consistently fulfilled its regulatory responsibilities. Additionally, TILL had a strategic plan that was focused on improving the quality of services for the people it supported in all service types. It also regularly used data analysis to identify trends and made adjustments when needed, in furtherance of its stated commitment to continuous quality improvement.

For both residential, employment and day supports, the results of this survey showed that TILL had well-developed oversight systems for ensuring environmental and personal safety. Locations visited were well maintained, clean and had current inspections. Each location had approved emergency evacuation safety plans, search plans, and plans to respond to both environmental and medical emergencies. TILL trained its staff and individuals on safety plans and emergency policies and procedures, sometimes at the synchronously. Fire drills were conducted as required and records reflected that individuals were supported to evacuate homes within 2.5 minutes, and in CBDS locations within a reasonable amount of time.

TILL's systems were effective across residential, employment, and day supports in other licensing domains, including communication, human rights, and skill development. Individuals and staff communicated regularly through day-to-day interactions, program meetings, and in some cases, text messages and phone calls. Individuals interviewed reported that staff were respectful, supported them to understand written and verbal communication when needed, and assured their privacy. All individuals sampled received training on human rights and DPPC. Findings also highlighted staff consistency in implementing ISP objectives to support individuals in the accomplishment of their goals.

In residential services, T.I.L.L.'s healthcare oversight system was for the most part effective. Individuals were supported to receive annual physical and dental examinations. For individuals with significant medical conditions, the health care protocols developed by TILL staff contained all required components and were reviewed by individuals' health care providers. For individuals who use health-related supports, written instructions on how to apply and remove the devices, monitor the devices for safety, and clean and maintain the devices were clear and comprehensive. Staff were routinely trained on healthcare protocols and health-related supports, and the protocols and the instructions for health-related supports were implemented consistently and correctly. Additionally, agency staff was found to be administering medication in accordance with MAP policy.

In employment and day supports, TILL's systems for promoting independence were effective. In addition to fostering skill development, all individuals sampled received an assistive technology assessment. For individuals whose assessments identified a need, the agency ensured that they had

access to assistive technologies that furthered their independence. TILL staff demonstrated knowledge of assistive technology being both low- and high-tech items and successfully supported individuals to use both types of devices when appropriate.

In the area of certification, residential locations blended in with other homes in their neighborhoods, and the interior common areas and bedrooms were decorated in accordance with individuals' personal tastes. Individuals were consistently supported to be active members of their neighborhoods and communities. They were encouraged to develop and maintain relationships with friends, family, and members of the community. The agency supported individuals to make informed choices in all aspects of their lives.

In employment supports, TILL supported individuals to engage in work of their choice. Agency staff regularly completed a variety of assessments to identify job interests and skill development areas. Individuals and staff collaborated to create goals to learn new skills or hone existing skills to further improve employment performance. Many individuals sampled were employed by T.I.L.L.; the agency ensured that they were aware of their employee benefits, and they received annual performance reviews.

Organizationally, and across both residential and day services, the survey identified a few areas where additional attention is needed from the agency to meet DDS standards. Restraint reporting was not timely; restraint reports must be submitted and finalized within the required reporting timelines. In residential services, the agency needs to strengthen its oversight system to ensure that individuals receive routine and preventative screenings; and are also supported to follow physician recommended specialty diets to manage medical conditions. Relative to financial management, the agency must ensure that individuals funds are used exclusively for their benefit and not directed towards paying for Rep Payee fees for which the provider has contractual responsibility. Relative to the ISP, assessments and provider support strategies must be submitted at least 15 days before the ISP meeting. In day services, the agency must ensure that individuals' safety assessments are completed in their entirety.

As a result of the review, TILL will receive a Two-Year License for its Residential service grouping, with a service group score of 91% of licensure indicators met. The residential service grouping is Certified with an overall score of 99% of certification indicators met. Follow-up will be conducted by the agency within 60 days of the SEM on the licensing indicators that received a rating of Not Met, and the result submitted to the DDS Metro Office of Quality Enhancement.

The agency will receive a Two-Year License for the Employment and Day service grouping, with a service group score of 97% of licensure indicators met. The day service group is Certified with an overall score of 100% of certification indicators met. Follow-up will be conducted by the agency within 60 days on the licensing indicators that received a rating of Not Met, and the result submitted to the DDS Metro Office of Quality Enhancement.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Residential and Individual Home Supports	74/81	7/81	
Residential Services Individual Home Supports Respite Services Placement Services ABI-MFP Residential Services			
Critical Indicators	8/8	0/8	
Total	83/91	8/91	91%
2 Year License			
# indicators for 60 Day Follow-up		8	

	Met / Rated	Not Met / Rated	% Met
Organizational	10/11	1/11	
Employment and Day Supports	54/55	1/55	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	64/66	2/66	97%
2 Year License			
# indicators for 60 Day Follow-up		2	

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.	Six of nine restraint reports were submitted outside the required timelines. The agency must submit and finalize restraint reports within the required timelines.

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

Indicator #	Indicator	Area Needing Improvement
L35	Individuals receive routine preventive screenings.	For eight individuals, routine and preventative screenings had not occurred. The agency needs to ensure that individuals receive preventative health screenings in accordance with their age and sex. If an individual or guardian declines or a physician defers a preventative screening, the agency needs to maintain documentation of why the preventative screening did not occur.
L39	Special dietary requirements are followed.	For two individuals who had medical conditions that required special dietary considerations, there were no special dietary recommendations, physician's orders or guidelines to address the individuals' unique dietary requirements. The agency needs must ensure that when medical conditions exist requiring special dietary considerations, that the physician is consulted, physician's orders or recommendations are obtained, and written guidelines are developed if special diets are required in managing individuals' medical conditions.
L68	Expenditures of individual's funds are made only for purposes that directly benefit the individual.	For nineteen individuals, the agency charged a monthly administrative fee for representative payee services for which it is contractually obligated to provide. The agency needs to ensure that individuals do not pay for items or services which are the responsibility of the agency.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For ten individuals, ISP assessments were not submitted to DDS within the required timeframe. The agency needs to ensure that ISP assessments are submitted to DDS fifteen days prior to the ISP meeting.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For nine individuals, provider support strategies were not submitted to DDS within the required timeframe. The agency needs to ensure that provider support strategies are submitted to DDS at least fifteen days prior to the ISP meeting.
L89	The provider has a complaint and resolution process that is effectively implemented at the local level.	At two ABI/MFP locations, the agency's complaint resolution process and resolution log were not present. Complaint resolution process and the logs must be present and accessible to individuals and staff at all ABI/MFP locations.
L91	Incidents are reported and reviewed as mandated by regulation.	At six of twenty-three sites, incidents were not submitted within the required timelines. The agency must ensure that incident reports are submitted within the required timelines in HCSIS.

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

Indicator #	Indicator	Area Needing Improvement
L9 (07/21)	Individuals are able to utilize equipment and machinery safely.	For four individuals, the DDS safety assessment was not completed in its entirety. The agency must evaluate individuals on all items on the DDS safety assessment using what it has observed and/or assistance rendered to the individual during using.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	80/81	1/81	
Placement Services	19/20	1/20	
Residential Services	20/20	0/20	
Individual Home Supports	21/21	0/21	
ABI-MFP Residential Services	20/20	0/20	
Total	86/87	1/87	99%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	21/21	0/21	
Employment Support Services	21/21	0/21	
Total	27/27	0/27	100%
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.	Two individuals receiving placement services did not have the opportunity to provide formal input into the hiring or ongoing performance evaluation of the staff and home care provider who support them. The agency needs to ensure that individuals receiving placement services are given the opportunity to provide input into the processes of hiring and evaluation of the staff and the home care provider who support them.

MASTER SCORE SHEET LICENSURE

Organizational: T.I.L.L.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓜ L2	Abuse/neglect reporting	26/26	Met
L3	Immediate Action	15/15	Met
L4	Action taken	15/15	Met
L48	HRC	1/1	Met
L65	Restraint report submit	3/9	Not Met(33.33 %)
L66	HRC restraint review	12/12	Met
L74	Screen employees	18/18	Met
L75	Qualified staff	4/4	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	Met
L92 (07/21)	Licensed Sub-locations (e/d).	1/1	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	3/3	3/3	2/2	6/6		28/28	Met
L5	Safety Plan	L	12/14	3/3	3/3	1/1	2/2		21/23	Met (91.30%)
℞ L6	Evacuation	L	14/14	3/3	3/3	1/1	2/2		23/23	Met
L7	Fire Drills	L	14/14				1/2		15/16	Met (93.75%)
L8	Emergency Fact Sheets	I	12/14	3/3	2/3	2/2	6/6		25/28	Met (89.29%)
L9 (07/21)	Safe use of equipment	I	13/14	2/3		2/2	6/6		23/25	Met (92.00%)
L10	Reduce risk interventions	I	2/2	1/1		2/2			5/5	Met
℞ L11	Required inspections	L	13/13	3/3	3/3	1/1	2/2		22/22	Met
℞ L12	Smoke detectors	L	14/14	2/3	3/3	1/1	2/2		22/23	Met (95.65%)
℞ L13	Clean location	L	14/14	3/3	3/3	1/1	2/2		23/23	Met
L14	Site in good repair	L	12/13	3/3	3/3	1/1	2/2		21/22	Met (95.45%)
L15	Hot water	L	11/14	3/3	3/3	0/1	2/2		19/23	Met (82.61%)
L16	Accessibility	L	14/14	3/3	3/3	1/1	2/2		23/23	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L17	Egress at grade	L	13/14	3/3	3/3	1/1	2/2		22/23	Met (95.65%)
L18	Above grade egress	L	9/9	2/2		1/1			12/12	Met
L19	Bedroom location	L	11/11	1/1		1/1	2/2		15/15	Met
L20	Exit doors	L	14/14	3/3		1/1	2/2		20/20	Met
L21	Safe electrical equipment	L	13/14	3/3	3/3	1/1	2/2		22/23	Met (95.65%)
L22	Well-maintained appliances	L	13/14	3/3	3/3	1/1	2/2		22/23	Met (95.65%)
L23	Egress door locks	L	9/9	2/2		1/1	2/2		14/14	Met
L24	Locked door access	L	13/13	3/3	2/2	1/1	1/1		20/20	Met
L25	Dangerous substances	L	14/14	3/3		1/1	2/2		20/20	Met
L26	Walkway safety	L	14/14	3/3	3/3	1/1	2/2		23/23	Met
L27	Pools, hot tubs, etc.	L			1/1	1/1			2/2	Met
L28	Flammables	L	14/14	3/3		1/1	2/2		20/20	Met
L29	Rubbish/combustibles	L	14/14	3/3	3/3	1/1	2/2		23/23	Met
L30	Protective railings	L	13/13	3/3	3/3	1/1	2/2		22/22	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L31	Communication method	I	14/14	3/3	3/3	2/2	6/6		28/28	Met
L32	Verbal & written	I	14/14	3/3	3/3	2/2	6/6		28/28	Met
L33	Physical exam	I	12/13	2/2	3/3		5/5		22/23	Met (95.65%)
L34	Dental exam	I	12/14	3/3	2/3		6/6		23/26	Met (88.46%)
L35	Preventive screenings	I	8/13	2/3	1/3		6/6		17/25	Not Met (68.00%)
L36	Recommended tests	I	12/14	3/3	2/3		6/6		23/26	Met (88.46%)
L37	Prompt treatment	I	14/14	3/3	3/3	2/2	6/6		28/28	Met
L38	Physician's orders	I	11/12		1/1	1/1	3/3		16/17	Met (94.12%)
L39	Dietary requirements	I	5/7				2/2		7/9	Not Met (77.78%)
L40	Nutritional food	L	14/14	3/3		1/1	2/2		20/20	Met
L41	Healthy diet	L	14/14	3/3	3/3	1/1	2/2		23/23	Met
L42	Physical activity	L	14/14	3/3	3/3		2/2		22/22	Met
L43	Health Care Record	I	11/14	2/3	2/3		6/6		21/26	Met (80.77%)
L44	MAP registration	L	14/14			1/1	2/2		17/17	Met
L45	Medication storage	L	14/14			1/1	2/2		17/17	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
Ⓡ L46	Med. Administration	I	14/14		2/2		6/6		22/22	Met
L47	Self medication	I	4/4	3/3	0/1				7/8	Met (87.50%)
L49	Informed of human rights	I	14/14	3/3	3/3	2/2	6/6		28/28	Met
L50 (07/21)	Respectful Comm.	I	14/14	3/3	3/3	2/2	6/6		28/28	Met
L51	Possessions	I	14/14	3/3	3/3	2/2	6/6		28/28	Met
L52	Phone calls	I	14/14	3/3	3/3	2/2	6/6		28/28	Met
L53	Visitation	I	14/14	3/3	3/3	2/2	6/6		28/28	Met
L54 (07/21)	Privacy	I	13/14	3/3	3/3	2/2	6/6		27/28	Met (96.43%)
L55	Informed consent	I	11/11	2/2	2/2	2/2			17/17	Met
L56	Restrictive practices	I	5/5			2/2			7/7	Met
L57	Written behavior plans	I	1/1						1/1	Met
L60	Data maintenance	I	1/1						1/1	Met
L61	Health protection in ISP	I	12/14		0/1		4/4		16/19	Met (84.21%)
L62	Health protection review	I	7/7				1/1		8/8	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L63	Med. treatment plan form	I	13/13		2/2		4/4		19/19	Met
L64	Med. treatment plan rev.	I	11/13		1/2		4/4		16/19	Met (84.21%)
L67	Money mgmt. plan	I	12/14	1/2	1/3		6/6		20/25	Met (80.0%)
L68	Funds expenditure	I	6/14	0/2	0/3	1/1	0/6		7/26	Not Met (26.92%)
L69	Expenditure tracking	I	13/13	2/2	1/3	1/1	6/6		23/25	Met (92.00%)
L70	Charges for care calc.	I	14/14	3/3	3/3		6/6		26/26	Met
L71	Charges for care appeal	I	14/14	3/3	3/3		6/6		26/26	Met
L77	Unique needs training	I	13/14	3/3	3/3	2/2	6/6		27/28	Met (96.43%)
L78	Restrictive Int. Training	L	4/4			1/1			5/5	Met
L79	Restraint training	L	1/1						1/1	Met
L80	Symptoms of illness	L	14/14	3/3	3/3	1/1	2/2		23/23	Met
L81	Medical emergency	L	14/14	3/3	3/3	1/1	2/2		23/23	Met
L82	Medication admin.	L	14/14			1/1	2/2		17/17	Met
L84	Health protect. Training	I	13/14		1/1		4/4		18/19	Met (94.74%)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L85	Supervision	L	14/14	2/3	1/3	1/1	2/2		20/23	Met (86.96%)
L86	Required assessments	I	4/7	1/1	0/3		2/6		7/17	Not Met (41.18%)
L87	Support strategies	I	4/7	2/2	0/3		3/6		9/18	Not Met (50.0%)
L88	Strategies implemented	I	14/14	3/3	3/3		6/6		26/26	Met
L89	Complaint and resolution process	L					0/2		0/2	Not Met (0%)
L90	Personal space/bedroom privacy	I	10/14	3/3	3/3		6/6		22/26	Met (84.62%)
L91	Incident management	L	9/14	3/3	3/3	1/1	1/2		17/23	Not Met (73.91%)
L93 (05/22)	Emergency back-up plans	I	14/14	3/3	3/3	2/2	6/6		28/28	Met
L94 (05/22)	Assistive technology	I	13/14	3/3	2/3	2/2	3/6		23/28	Met (82.14%)
L96 (05/22)	Staff training in devices and applications	I	12/12	2/2	2/2	2/2	3/3		21/21	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	4/4						4/4	Met
#Std. Met/# 81 Indicator									74/81	
Total Score									83/91	
									91.21%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	4/4		9/9	13/13	Met
L5	Safety Plan	L			3/3	3/3	Met
℞ L6	Evacuation	L	1/1		3/3	4/4	Met
L7	Fire Drills	L			3/3	3/3	Met
L8	Emergency Fact Sheets	I	4/4		9/9	13/13	Met
L9 (07/21)	Safe use of equipment	I	4/4		4/8	8/12	Not Met (66.67 %)
℞ L11	Required inspections	L			3/3	3/3	Met
℞ L12	Smoke detectors	L			3/3	3/3	Met
℞ L13	Clean location	L			3/3	3/3	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			3/3	3/3	Met
L16	Accessibility	L			3/3	3/3	Met
L17	Egress at grade	L			3/3	3/3	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L18	Above grade egress	L			1/1	1/1	Met
L20	Exit doors	L			3/3	3/3	Met
L21	Safe electrical equipment	L			3/3	3/3	Met
L22	Well-maintained appliances	L			3/3	3/3	Met
L25	Dangerous substances	L			3/3	3/3	Met
L26	Walkway safety	L			3/3	3/3	Met
L28	Flammables	L			3/3	3/3	Met
L29	Rubbish/combustibles	L			3/3	3/3	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	4/4		9/9	13/13	Met
L32	Verbal & written	I	4/4		9/9	13/13	Met
L37	Prompt treatment	I	2/2		8/8	10/10	Met
Ⓡ L38	Physician's orders	I	1/1		5/5	6/6	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			2/2	2/2	Met
Ⓡ L46	Med. Administration	I			5/5	5/5	Met
L49	Informed of human rights	I	4/4		9/9	13/13	Met
L50 (07/21)	Respectful Comm.	I	4/4		9/9	13/13	Met
L51	Possessions	I	4/4		9/9	13/13	Met
L52	Phone calls	I	4/4		9/9	13/13	Met
L54 (07/21)	Privacy	I	4/4		9/9	13/13	Met
L55	Informed consent	I	1/1		9/9	10/10	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L57	Written behavior plans	I			4/4	4/4	Met
L60	Data maintenance	I			4/4	4/4	Met
L61	Health protection in ISP	I			5/5	5/5	Met
L62	Health protection review	I			2/2	2/2	Met
L63	Med. treatment plan form	I			2/2	2/2	Met
L64	Med. treatment plan rev.	I			1/1	1/1	Met
L77	Unique needs training	I	4/4		9/9	13/13	Met
L79	Restraint training	L			1/1	1/1	Met
L80	Symptoms of illness	L	1/1		3/3	4/4	Met
L81	Medical emergency	L	1/1		3/3	4/4	Met
R L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I			4/5	4/5	Met (80.0 %)
L85	Supervision	L	1/1		3/3	4/4	Met
L86	Required assessments	I	4/4		4/5	8/9	Met (88.89 %)
L87	Support strategies	I	4/4		5/7	9/11	Met (81.82 %)
L88	Strategies implemented	I	4/4		9/9	13/13	Met
L91	Incident management	L	1/1		3/3	4/4	Met
L93 (05/22)	Emergency back-up plans	I	4/4		9/9	13/13	Met
L94 (05/22)	Assistive technology	I	4/4		9/9	13/13	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L96 (05/22)	Staff training in devices and applications	I	2/2		8/8	10/10	Met
#Std. Met/# 55 Indicator						54/55	
Total Score						64/66	
						96.97%	

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

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	14/14	Met
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	13/14	Met (92.86 %)
C13	Skills to maximize independence	14/14	Met
C14	Choices in routines & schedules	14/14	Met
C15	Personalize living space	14/14	Met
C16	Explore interests	14/14	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
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	14/14	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

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	6/6	Met
C8	Family/guardian communication	6/6	Met
C9	Personal relationships	6/6	Met
C10	Social skill development	6/6	Met
C11	Get together w/family & friends	6/6	Met
C12	Intimacy	6/6	Met
C13	Skills to maximize independence	6/6	Met
C14	Choices in routines & schedules	6/6	Met
C15	Personalize living space	2/2	Met
C16	Explore interests	6/6	Met
C17	Community activities	6/6	Met
C18	Purchase personal belongings	6/6	Met
C19	Knowledgeable decisions	6/6	Met
C46	Use of generic resources	6/6	Met
C47	Transportation to/ from community	6/6	Met
C48	Neighborhood connections	6/6	Met
C49	Physical setting is consistent	2/2	Met

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C51	Ongoing satisfaction with services/ supports	6/6	Met
C52	Leisure activities and free-time choices /control	6/6	Met
C53	Food/ dining choices	6/6	Met

Placement Services

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

Individual Home Supports

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

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C8	Family/guardian communication	3/3	Met
C9	Personal relationships	3/3	Met
C10	Social skill development	3/3	Met
C11	Get together w/family & friends	3/3	Met
C12	Intimacy	3/3	Met
C13	Skills to maximize independence	3/3	Met
C14	Choices in routines & schedules	3/3	Met
C15	Personalize living space	3/3	Met
C16	Explore interests	3/3	Met
C17	Community activities	3/3	Met
C18	Purchase personal belongings	3/3	Met
C19	Knowledgeable decisions	3/3	Met
C21	Coordinate outreach	3/3	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C48	Neighborhood connections	3/3	Met
C49	Physical setting is consistent	3/3	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	3/3	Met
C53	Food/ dining choices	3/3	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	4/4	Met
C22	Explore job interests	4/4	Met
C23	Assess skills & training needs	4/4	Met
C24	Job goals & support needs plan	4/4	Met
C25	Skill development	3/3	Met
C26	Benefits analysis	4/4	Met
C27	Job benefit education	3/3	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	4/4	Met
C30	Work in integrated settings	2/2	Met
C31	Job accommodations	4/4	Met
C32	At least minimum wages earned	4/4	Met
C33	Employee benefits explained	2/2	Met
C34	Support to promote success	4/4	Met
C35	Feedback on job performance	4/4	Met
C36	Supports to enhance retention	3/3	Met
C37	Interpersonal skills for work	4/4	Met
C47	Transportation to/ from community	4/4	Met
C50	Involvement/ part of the Workplace culture	4/4	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met