



**PROVIDER REPORT
FOR**

**Triangle, Inc.
420 Pearl St
Malden, MA 02148**

November 15, 2018

Version

Provider Web Report

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

SUMMARY OF OVERALL FINDINGS

Provider	Triangle, Inc.
Review Dates	9/11/2018 - 9/17/2018
Service Enhancement Meeting Date	10/3/2018
Survey Team	Anne Carey John Hazelton John Downing (TL) Patty McCarthy Jennifer Conley-Sevier
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	3 location(s) 7 audit (s)	Full Review	80 / 86 2 Year License 10/03/2018 - 10/03/2020		26 / 28 Certified 10/03/2018 - 10/03/2020
Residential Services	3 location(s) 7 audit (s)			Full Review	22 / 22
Planning and Quality Management (For all service groupings)				Full Review	4 / 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) 10 audit (s)	Full Review	52 / 56 2 Year License 10/03/2018 - 10/03/2020		35 / 42 Certified 10/03/2018 - 10/03/2020
Community Based Day Services	1 location(s) 4 audit (s)			Full Review	14 / 14
Employment Support Services	3 location(s) 6 audit (s)			Full Review	17 / 22
Planning and Quality Management (For all service groupings)				Full Review	4 / 6

EXECUTIVE SUMMARY :

Triangle, Inc. was founded in 1971 with the desire to provide supports to individuals with disabilities from the Malden, Medford, and Everett communities. This non-profit agency expanded into the North and South coastal towns of Massachusetts and provides individuals with disabilities with both residential and day/employment supports. The agency currently operates ten 24-hour residential homes and has two day/employment locations in Malden and Salem. The Malden site opened since the last survey, and provides numerous daily opportunities for individuals to work in and be connected to their community and local merchants. The agency also has School to Career programs located in Malden and Randolph, Ma.

The scope of this survey was a full review of all licensing and certification indicators for the agency's Residential Supports and Employment and Day Supports programs.

The agency's system to provide quality health care supports to individuals served through its residential services was an overall strength of the agency. Individuals received annual exams and routine preventative care and screenings. Staff demonstrated knowledge of individuals physical and emotional health histories and medical protocols. For example staff demonstrated awareness of seizure protocols and for one individual, a Coumadin protocol was in place. Staff was cognizant of the presence and implementation of behavior plans and behavioral guidelines for those who had them.

The agency ensured individuals and family members were informed of their human rights and the process to file a grievance, as well as reporting suspected mistreatment or abuse to the Disabled Persons Protection Commission. Triangle's IMPACT-ability program provides self-advocacy, self-defense, and protection from abuse training. Adults with disabilities work with highly trained staff to learn how to use their voices and bodies to establish safe boundaries, discourage potential threats, defend themselves, and report unsafe interactions albeit at home, work or in the community. These efforts provided an additional safeguard for individuals and empowered individuals to advocate for themselves.

Triangle is committed to supporting individuals' choices when it comes to participating in athletic, recreational and social opportunities. The agency, in addition to exploring and supporting individualized interests, created meaningful group opportunities for individuals to enrich their lives outside of home and work. One such example of this was the agency's development of a softball team whose members are individuals supported by the agency's residential and day services. Members of the team expressed with enthusiasm the fact they were part of the team, and the enjoyment the game has brought to their lives. In addition the agency utilized a personal relationship with Piers Park Sailing Center in Boston to create a unique opportunity for individuals to explore their interest in sailing, not just going for a sailboat ride but actually learning how to Skipper the boat. The six week program provides the training necessary to be able to sail independently. The agency also created a scholarship fund to assist those individuals with limited financial resources who are interested in learning to sail. At the time of the survey, 15 individuals had been enrolled in the program. Participants raved about the course and have added sailing to their list of likes.

The agency's CBDS and Employment Programs have partnered with a variety of organizations in order to provide opportunities to further support people to achieve their employment goals. Attending job fairs within the surrounding communities, utilizing the Internet to job search and apply, use of job coaches, attainment of skilled training certificates such as OSHA 10, as well as the agency's positive relationships with current and former organizations are examples of how Triangle has been successful with helping people achieve their employment goals.

There were some areas requiring further attention identified during the survey. In the area of licensure,

the agency needs to improve the systems related to financial tracking and goal implementation within its residential services. Within both the residential and day support service types the agency needs to develop and implement a system for monitoring and maintaining appropriate water temperature.

Within the agency's day and employment service type, there were some areas that were identified as needing improvement. As identified in previous surveys, the agency needs to insure that individuals are provided with the opportunity to provide feedback at the time of hire and on an ongoing basis of the staff that support them. Within Employment Supports, career plans for individuals lacked specificity and individualization. The agency should insure that each individual's career plan is based on the outcomes of each person's assessments and identified skills and training needs. These individualized career plans should include the individual's employment and career goals. The agency also needs to focus on fostering individualized employment options that support individuals to obtain employment in the careers of their choice. Although individuals were afforded opportunities to work, earn money and gain skills, many of these opportunities were not integrated and did not allow for individuals to work and interact with the greater work force.

At the organizational level, the agency actively seeks feedback from stakeholders and has systems to collect data. Although there are short term plans for capital improvement projects, the agency has not yet established long term service improvement goals, based on an analysis of collected data, with benchmarks to monitor progress towards achieving those goals. The agency also needs to focus attention on ensuring its Human Rights Committee is strengthened by adding the additional members required, and ensuring quarterly meetings are held.

As a result of this survey, Triangle's Residential Services received a rating of met in 93% of licensing indicators with all critical indicators rated as met, and received a rating of met in 93% of certification indicators reviewed. As a result, the agency will receive a Two Year License for Residential Services and is Certified. The agency's Employment and Day Supports program received a rating of met in 93% of licensing indicators with all critical indicators rated as met, and received a rating of met in 83% of certification indicators reviewed. As a result, Triangle will receive a Two Year License for its Employment and Day Supports Program and is Certified. Because of the agency's positive outcomes in both its residential and day services, Triangle will complete its own follow-up on the licensing indicators rated "not met" for both service types, within 60 day of the Service Enhancement Meeting. The agency is congratulated for its positive outcomes.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/10	2/10	
Residential and Individual Home Supports	72/76	4/76	
Residential Services			
Critical Indicators	8/8	0/8	
Total	80/86	6/86	93%
2 Year License			
# indicators for 60 Day Follow-up		6	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/10	2/10	
Employment and Day Supports	44/46	2/46	
Community Based Day Services Employment Support Services			
Critical Indicators	6/6	0/6	
Total	52/56	4/56	93%
2 Year License			
# indicators for 60 Day Follow- up		4	

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

Indicator #	Indicator	Area Needing Improvement
L48	The agency has an effective Human Rights Committee.	The agency needs to ensure its Human Rights Committee has the required membership and that the Committee holds quarterly meetings at a minimum.
L65	Restraint reports are submitted within required timelines.	Six out of the ten restraint reports filed were not reviewed and approved by the restraint manager within the required five day period. The agency needs to ensure it has an effective monitoring system to ensure all physical restraint reports are submitted within three days of the restraint, reviewed by the restraint manager within five days of the restraint and reviewed by the Human Rights Committee within 120 days of the restraint.

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

Indicator #	Indicator	Area Needing Improvement
L15	Hot water temperature	In one of three locations surveyed, hot water temperatures

	tests between 110 and 120 degrees (as of 1/2014).	were high and not in accordance with regulatory requirements. The agency needs to ensure water temperatures are within the ranges noted in DDS regulatory requirements and monitored to safeguard the individuals in the home.
L68	Expenditures of individual's funds are made only for purposes that directly benefit the individual.	For three out of six individuals surveyed from one home, individuals were charged parking fees for some community outings. The agency policy states that this is an allowable practice. The agency needs to ensure it revises its financial policy to exclude expenses which are the responsibility of the agency in accordance with regulatory requirements.
L69	Individual expenditures are documented and tracked.	During review of Financial Transaction Records (FTRs) for three out of six individuals surveyed, documentation did not include a cash in/cash out system and did not always include the initials of the staff who actually supported the individual with the purchase. The agency needs to ensure its FTRs include a cash in/cash out system, and when staff are responsible to assist an individual with a transaction/purchase, initials of the staff who provided support needs to be recorded in real time.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For two out of the seven individuals surveyed, the data collection was inconsistent and at times contradicted by one another as to whether or not the services and support strategies identified and agreed upon in the ISP were being implemented.

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

Indicator #	Indicator	Area Needing Improvement
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	At one CBDS location, water temperatures did not test within required ranges. The agency needs to ensure that water temperatures test at 110 degrees at CBDS locations.
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	For four out of seven individuals, media consent forms that were signed by the individual or Guardian lacked specificity with regard to the scope of the agency's social media accounts and marketing material. The agency needs to ensure that consent forms include specific details, for example, if a photograph is taken for intended use in a newsletter, which month/year? The agency needs to ensure clarity in specifying which social media account or marketing material an individuals' image or video will appear.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	4/6	2/6	
Residential and Individual Home Supports	22/22	0/22	
Residential Services	22/22	0/22	
TOTAL	26/28	2/28	93%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	4/6	2/6	
Employment and Day Supports	31/36	5/36	
Community Based Day Services	14/14	0/14	
Employment Support Services	17/22	5/22	
TOTAL	35/42	7/42	83%
Certified			

Planning and Quality Management Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C5	The provider has a process to measure progress towards achieving service improvement goals.	The provider needs to establish quantifiable targets against which it can measure its progress in reaching its desired goals and develop a process for measuring and monitoring its progress.
C6	The provider has mechanisms to plan for future directions in service delivery and implements strategies to actualize these plans.	The agency needs to identify mechanisms by which sufficient information is collected and strategies are developed that outline its vision for the future direction of the agency.

Community Based Day Services Commendations on Standards Met:

Indicator #	Indicator	Commendations
C46	Staff (Home Providers) support individuals to learn about and use generic community resources.	The agency is commended for its efforts in supporting individuals to learn about and use generic community resources in a consistent and sustained manner. The Main Street Community Based Day Services demonstrated through their daily activity schedules that a wide variety of independent living skill development themed groups occurred in community settings. For example, a health and hygiene class was held at local pharmacies and a money management

		<p>group was run at Capital One Bank, where banking staff led the group rather than support staff. Individuals were supported to search for jobs using computers at local public libraries, yoga group took place at a local park and "employment Jeopardy" was played out in the community. As part of their day services, many individuals received ongoing travel training supports from the CBDS site; walking, using the bus or taking the T to get to a destination and back. Individuals were routinely supported to buy their lunch at local community cafes and restaurants, participate in community walking club and to attend appropriate career fairs. Coffee Club Computer Skills Group and Book Club both were held in community cafes and libraries/book shops. As a result of agency efforts, individuals reported greater degrees of choice and control in their daily lives and demonstrated great familiarity with local resources and the wider community at large.</p>
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Employment Support 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.	Three of the six individuals were not given the opportunity to either provide feedback on the hiring or performance of support staff. The agency needs to ensure that individuals are given the opportunity to give feedback on the hiring of support staff, and to give feedback on the ongoing performance of staff; this performance feedback needs to be shared with staff for evaluation and training purposes.
C24	There is a plan developed to identify job goals and support needs.	For all five individuals, the career plans were neither detailed nor individualized to accurately convey the individuals' specific employment goals and support needs. The Assessment section of the plans identified generic strengths and barriers but did not outline the individuals' unique interests, skills, and needs. The agency needs to ensure that career plans specifically identify job goals and individualized support needs so that job placement is person-centered and

		tailored to the individuals' assessed job interests and skill sets.
C26	Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community.	For all five individuals, the agency had not completed an analysis of each individual's entitlements so that they can be managed in a way that allows them to work successfully in the community. The agency needs to ensure that benefits analysis is a part of each person's career planning process and that the potential impact of future earnings on their current disability benefits is communicated to the individual and their family members.
C29	Individuals are supported to obtain employment that matches their skills and interests.	For three out of five individuals, there is no evidence of ongoing and sustained efforts to support the individuals in obtaining competitive employment that aligns with individualized interests and talents. The agency needs to implement a system to identify the interests and skills of individuals and ensure that efforts are being made to support placement in community positions.
C30	Individuals are supported to work in integrated job settings.	For three of six individuals, group employment sites did not afford individuals the opportunity to be integrated into work settings. The agency needs to ensure that employment sites have the capacity for integration with non-disabled workers; the physical environment has to promote the use of the same facilities as others without disabilities. Integrated work settings should be absent of a congregation of workers with disabilities, and include regular contact with co-workers who are not disabled, including such activities as using the same work space, bathrooms, and break rooms.

MASTER SCORE SHEET LICENSURE

Organizational: Triangle, Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓜ L2	Abuse/neglect reporting	4/4	Met
L3	Immediate Action	13/13	Met
L4	Action taken	9/9	Met
L48	HRC	0/1	Not Met(0 %)
L65	Restraint report submit	4/10	Not Met(40.0 %)
L66	HRC restraint review	7/7	Met
L74	Screen employees	4/4	Met
L75	Qualified staff	1/1	Met
L76	Track trainings	1/1	Met
L83	HR training	19/19	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	7/7						7/7	Met
L5	Safety Plan	L	3/3						3/3	Met
Ⓜ L6	Evacuation	L	3/3						3/3	Met
L7	Fire Drills	L	3/3						3/3	Met
L8	Emergency Fact Sheets	I	7/7						7/7	Met
L9	Safe use of equipment	L	3/3						3/3	Met
L10	Reduce risk interventions	I	2/2						2/2	Met
Ⓜ 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	3/3						3/3	Met
L15	Hot water	L	2/3						2/3	Not Met (66.67 %)
L16	Accessibility	L	3/3						3/3	Met
L17	Egress at grade	L	3/3						3/3	Met
L18	Above grade egress	L	3/3						3/3	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
L23	Egress door locks	L	3/3						3/3	Met
L24	Locked door access	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	3/3						3/3	Met
L31	Communication method	I	7/7						7/7	Met
L32	Verbal & written	I	7/7						7/7	Met
L33	Physical exam	I	7/7						7/7	Met
L34	Dental exam	I	7/7						7/7	Met
L35	Preventive screenings	I	7/7						7/7	Met
L36	Recommended tests	I	6/7						6/7	Met (85.71 %)
L37	Prompt treatment	I	7/7						7/7	Met
Ⓜ L38	Physician's orders	I	4/4						4/4	Met
L39	Dietary requirements	I	4/4						4/4	Met
L40	Nutritional food	L	3/3						3/3	Met
L41	Healthy diet	L	3/3						3/3	Met
L42	Physical activity	L	3/3						3/3	Met
L43	Health Care Record	I	7/7						7/7	Met
L44	MAP registration	L	3/3						3/3	Met
L45	Medication storage	L	3/3						3/3	Met
Ⓜ L46	Med. Administration	I	7/7						7/7	Met
L47	Self medication	I	7/7						7/7	Met
L49	Informed of human rights	I	7/7						7/7	Met
L50	Respectful Comm.	L	3/3						3/3	Met
L51	Possessions	I	7/7						7/7	Met
L52	Phone calls	I	7/7						7/7	Met
L53	Visitation	I	7/7						7/7	Met
L54	Privacy	L	3/3						3/3	Met
L55	Informed consent	I	1/1						1/1	Met
L56	Restrictive practices	I	2/2						2/2	Met
L57	Written behavior plans	I	2/2						2/2	Met
L58	Behavior plan component	I	2/2						2/2	Met

L59	Behavior plan review	I	2/2						2/2	Met
L60	Data maintenance	I	2/2						2/2	Met
L61	Health protection in ISP	I	3/3						3/3	Met
L62	Health protection review	I	3/3						3/3	Met
L63	Med. treatment plan form	I	4/4						4/4	Met
L64	Med. treatment plan rev.	I	4/4						4/4	Met
L67	Money mgmt. plan	I	6/6						6/6	Met
L68	Funds expenditure	I	3/6						3/6	Not Met (50.0 %)
L69	Expenditure tracking	I	3/6						3/6	Not Met (50.0 %)
L70	Charges for care calc.	I	6/7						6/7	Met (85.71 %)
L71	Charges for care appeal	I	7/7						7/7	Met
L77	Unique needs training	I	6/6						6/6	Met
L78	Restrictive Int. Training	L	1/1						1/1	Met
L79	Restraint training	L	1/1						1/1	Met
L80	Symptoms of illness	L	3/3						3/3	Met
L81	Medical emergency	L	3/3						3/3	Met
Ⓟ L82	Medication admin.	L	3/3						3/3	Met
L84	Health protect. Training	I	3/3						3/3	Met
L85	Supervision	L	3/3						3/3	Met
L86	Required assessments	I	6/6						6/6	Met
L87	Support strategies	I	6/6						6/6	Met
L88	Strategies implemented	I	5/7						5/7	Not Met (71.43 %)
L90	Personal space/	I	7/7						7/7	Met

	bedroom privacy									
L91	Incident management	L	1/1						1/1	Met
#Std. Met/# 76 Indicator									72/76	
Total Score									80/86	
									93.02%	

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	6/6		3/4	9/10	Met (90.0 %)
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	6/6		4/4	10/10	Met
L9	Safe use of equipment	L	3/3		1/1	4/4	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			0/1	0/1	Not Met (0 %)
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
L18	Above grade egress	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
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	6/6		4/4	10/10	Met
L32	Verbal & written	I	6/6		4/4	10/10	Met
L37	Prompt treatment	I	5/5		4/4	9/9	Met
Pa L38	Physician's orders	I			4/4	4/4	Met
L39	Dietary requirements	I	1/1		3/3	4/4	Met
L49	Informed of human rights	I	6/6		3/4	9/10	Met (90.0 %)
L50	Respectful Comm.	L	3/3		1/1	4/4	Met
L51	Possessions	I	6/6		4/4	10/10	Met
L52	Phone calls	I	6/6		4/4	10/10	Met
L54	Privacy	L	3/3		1/1	4/4	Met
L55	Informed consent	I	1/4		2/3	3/7	Not Met (42.86 %)
L61	Health protection in ISP	I	1/1		2/2	3/3	Met
L62	Health protection review	I	1/1		2/2	3/3	Met
L77	Unique needs training	I	6/6		4/4	10/10	Met
L78	Restrictive Int. Training	L	2/2			2/2	Met
L79	Restraint training	L	2/2		1/1	3/3	Met
L80	Symptoms of illness	L	3/3		1/1	4/4	Met
L81	Medical emergency	L	3/3		1/1	4/4	Met
L84	Health protect. Training	I	1/1		4/4	5/5	Met
L85	Supervision	L	2/3		1/1	3/4	Met
L86	Required assessments	I	3/3		4/4	7/7	Met
L87	Support strategies	I	3/3		4/4	7/7	Met
L88	Strategies implemented	I	5/6		4/4	9/10	Met (90.0 %)
L91	Incident management	L			1/1	1/1	Met

#Std. Met/# 46 Indicator						44/46	
Total Score						52/56	
						92.86%	

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	0/1	Not Met (0 %)
C6	Future directions planning	0/1	Not Met (0 %)

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	4/4	Met
C13	Skills to maximize independence	4/4	Met
C37	Interpersonal skills for work	4/4	Met
C40	Community involvement interest	4/4	Met
C41	Activities participation	4/4	Met
C42	Connection to others	4/4	Met
C43	Maintain & enhance relationship	4/4	Met
C44	Job exploration	4/4	Met
C45	Revisit decisions	4/4	Met
C46	Use of generic resources	4/4	Met
C47	Transportation to/ from community	4/4	Met
C51	Ongoing satisfaction with services/ supports	4/4	Met

C54	Assistive technology	4/4	Met
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Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	3/6	Not Met (50.0 %)
C8	Family/guardian communication	6/6	Met
C22	Explore job interests	5/5	Met
C23	Assess skills & training needs	5/5	Met
C24	Job goals & support needs plan	0/5	Not Met (0 %)
C25	Skill development	5/5	Met
C26	Benefits analysis	0/5	Not Met (0 %)
C27	Job benefit education	5/5	Met
C28	Relationships w/businesses	3/3	Met
C29	Support to obtain employment	3/5	Not Met (60.0 %)
C30	Work in integrated settings	3/6	Not Met (50.0 %)
C31	Job accommodations	6/6	Met
C32	At least minimum wages earned	6/6	Met
C33	Employee benefits explained	6/6	Met
C34	Support to promote success	6/6	Met
C35	Feedback on job performance	5/6	Met (83.33 %)
C36	Supports to enhance retention	4/4	Met
C37	Interpersonal skills for work	4/4	Met
C47	Transportation to/ from community	6/6	Met
C50	Involvement/ part of the Workplace culture	3/4	Met
C51	Ongoing satisfaction with services/ supports	6/6	Met
C54	Assistive technology	6/6	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	7/7	Met
C8	Family/guardian communication	7/7	Met
C9	Personal relationships	7/7	Met

C10	Social skill development	7/7	Met
C11	Get together w/family & friends	7/7	Met
C12	Intimacy	7/7	Met
C13	Skills to maximize independence	7/7	Met
C14	Choices in routines & schedules	7/7	Met
C15	Personalize living space	3/3	Met
C16	Explore interests	7/7	Met
C17	Community activities	7/7	Met
C18	Purchase personal belongings	7/7	Met
C19	Knowledgeable decisions	7/7	Met
C20	Emergency back-up plans	3/3	Met
C46	Use of generic resources	7/7	Met
C47	Transportation to/ from community	7/7	Met
C48	Neighborhood connections	7/7	Met
C49	Physical setting is consistent	3/3	Met
C51	Ongoing satisfaction with services/ supports	7/7	Met
C52	Leisure activities and free-time choices /control	7/7	Met
C53	Food/ dining choices	7/7	Met
C54	Assistive technology	7/7	Met