



**PROVIDER REPORT  
FOR**

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

**November 18, 2025**

**Version**

**Public Provider Report**

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

# **SUMMARY OF OVERALL FINDINGS**

<b>Provider</b>	Triangle, Inc.
<b>Review Dates</b>	10/16/2025 - 10/22/2025
<b>Service Enhancement Meeting Date</b>	11/4/2025
<b>Survey Team</b>	Michael Marchese Makayla Gallant Chloe Browning Cheryl Dolan John Downing Meagan Caccioppoli (TL) Jennifer Conley-Sevier
<b>Citizen Volunteers</b>	

**Survey scope and findings for Residential and Individual Home Supports**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Residential and Individual Home Supports</b>	4 location(s) 8 audit (s)	Full Review	84/88 2 Year License 11/04/2025 - 11/04/2027		46 / 47 Certified 11/04/2025 - 11/04/2027
Residential Services	3 location(s) 7 audit (s)			Full Review	19 / 20
Individual Home Supports	1 location(s) 1 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**

<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Employment and Day Supports</b>	8 location(s) 22 audit (s)	Full Review	52/59 2 Year License 11/04/2025 - 11/04/2027		31 / 42 Certified with Progress Report 11/04/2025 - 11/04/2027
Community Based Day Services	3 location(s) 11 audit (s)			Full Review	12 / 15
Employment Support Services	5 location(s) 11 audit (s)			Full Review	13 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

## **EXECUTIVE SUMMARY :**

Triangle Inc. was founded in 1971 in an effort to provide employment opportunities to individuals with disabilities in Malden, Everett, and Medford. Since then, Triangle has expanded to provide residential services across ten group homes in Northeastern Massachusetts, as well as CBDS and Employment Supports in Malden, Randolph, and Salem. The agency recently began providing Individual Home Supports to two individuals in Malden.

The scope of this survey conducted by the Office of Quality Enhancement (OQE) was a full licensing and certification review of Triangle's Residential and Individual Home Supports grouping and its Employment and Day Services grouping.

At the organizational level, the agency had a reliable system to track staff trainings and ensure all staff had the requisite qualifications to perform their jobs. Restraint reports were submitted as mandated by regulation, and allegations of abuse and neglect were reported as required.

Within the agency's residential programs, several positive practices were identified across various domains. With regard to safety, homes were clean and well maintained, and individuals were being evacuated within required timeframes. Within the domain of medical care, staff were knowledgeable about the implementation of individualized medical protocols. Medications were administered as prescribed, and many individuals were supported to become self-medicating when appropriate. In most instances, physical exams, annual dental visits and treatment for episodic health conditions occurred in a timely manner. Individuals were supported to engage in exercise and eat healthy meals, which led to one resident losing over thirty pounds. Across the Residential Service Grouping, agency staff exhibited a high level of understanding of the individuals' unique support needs and preferences. Staff were well trained and supervision was occurring as outlined in the agency policy.

In the certification realm, staff provided support for individuals to develop skills to help them maximize independence in typical activities and routines. At one home, this involved making a referral to Easter Seals and obtaining an Ipad so the individual could log into virtual therapy appointments independently. Communication with guardians and family members was another strength observed during the survey. Community activities were tailored to individual interests, and individuals were supported to learn about and use generic community resources.

Within the agency's Employment and Day Support programs, various positive practices were noted. Site locations were clean and safe, and individuals were being evacuated within required timeframes. Physician's orders and treatment protocols were followed and all staff were trained in their implementation. Supervision was found to be effective and occurred as outlined in the agency policy.

In the certification realm, Day and Employment staff supported individuals to develop skills to increase their independence in typical routines. This support included utilizing mock interviews to prepare for job searches, travel training, and financial literacy courses through a local community bank. Staff also maintained and developed relationships with local businesses to facilitate job development opportunities. This included national chains on a macro level, as well as individual specific jobs such as positions at local day care centers.

Some areas of need were identified during the survey process. Organizationally, the agency needs to ensure that the Human Rights Committee includes members with the requisite expertise.

Within the Residential programs, the agency needs to ensure that fire drills are conducted as outlined in the safety plan, both with the correct staff ratio and the identified frequency. Increased focus is needed in meeting submission requirements as ISP and Incident Report timelines were also an area of need. In the Certification realm, the agency needs to ensure that individuals are afforded the opportunity to provide feedback on staff that support them both at the time of hire and on an ongoing

basis.

Within Employment and Day Supports Services, areas for the agency to further strengthen include ensuring that fire drills are conducted with the minimum staff ratio identified in the safety plan, and training is provided to all individuals in the areas of Human Rights and DPPC reporting. The agency also needs to ensure that hot water at day program sites is within the range of 110-120 degrees. ISP and Incident Report timelines were also an area of need. Within Certification, the agency needs to ensure that individuals' vocational interests and skills are assessed and utilized to inform individualized career plans. The agency also needs to ensure that benefits analysis occurs and/or resources are provided to individuals interested in or currently working, and that all employed individuals are supported to become a part of the workplace culture. Furthermore, the agency needs to ensure that individuals are given the opportunity to provide feedback on staff that support them, both at the time of hire and on an ongoing basis.

Within the Residential and Individual Home Supports service group, the agency met 95% of all licensing indicators, including all critical indicators, and met 98% of certification indicators. As a result, the agency will receive a Two-Year License and is Certified for its Residential and Individual Home Supports service group. Follow-up on all licensing indicators rated as Not Met during the survey will be completed by Triangle and submitted to OQE within 60 days of the Service Enhancement Meeting (SEM).

Within the Employment and Day Supports service group, the agency met 88% of all licensing indicators, including all critical indicators, and met 74% of certification indicators. As a result, the agency will receive a Two-Year License and is Certified with an annual progress summary for its Employment and Day Supports service group. Follow-up on the licensing indicators rated not met in the Employment and Day Supports service group will be conducted by OQE within 60 days of the SEM.

## LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/10	1/10	
<b>Residential and Individual Home Supports</b>	75/78	3/78	
Residential Services Individual Home Supports			
<b>Critical Indicators</b>	8/8	0/8	
<b>Total</b>	84/88	4/88	95%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		4	

	Met / Rated	Not Met / Rated	% Met
<b>Organizational</b>	9/10	1/10	
<b>Employment and Day Supports</b>	43/49	6/49	
Community Based Day Services Employment Support Services			
<b>Critical Indicators</b>	6/6	0/6	
<b>Total</b>	52/59	7/59	88%
<b>2 Year License</b>			
<b># indicators for 60 Day Follow-up</b>		7	

### **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's Human Rights Committee did not maintain the required membership as it did not include a member with medical expertise since January 2025; meetings held since then did not include a member with this required expertise.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L7	Fire drills are conducted as required.	At one location fire drills were not conducted quarterly. The agency needs to ensure fire drills are conducted quarterly or more frequently as identified in the Safety Plan.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For two out of seven individuals, ISP assessments were not submitted at least 15 days prior to the ISP meeting. The agency needs to ensure that all required assessments are completed and submitted within the mandated timelines.
L91	Incidents are reported and reviewed as mandated by regulation.	At two of four locations, incident reports were not submitted or finalized within the required timeframes. The agency needs to ensure all incidents are reported and reports are submitted and finalized within the required timelines, based on incident classification.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L7	Fire drills are conducted as required.	At one location fire drills were not conducted as required. The agency needs to ensure the frequency of fire drills is conducted and documented according to regulation, while utilizing the minimum ratio of staff as outlined in the safety plan.
L15	Hot water temperature tests between 110 and 120 degrees (as of 1/2014).	At one of three locations the water temperatures were not within the required 110 and 120 degrees Fahrenheit range. The agency needs to ensure for every site hot water is delivered between 110 and 120 degrees.
L56	Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.	At one location, door alarms were in place to monitor movement of individuals coming in and out of the program; there was no individualized rationale, mitigation plan, or Human Rights Committee Review for this restrictive practice for the five individuals reviewed. The agency must ensure that all restrictive practices are in a written plan that identifies a rationale for the restriction for those individuals for whom the restriction is in place, and mitigation strategies so as to not unduly restrict the rights of those individuals for whom the restriction is not necessary. Human Rights Committee review is required for restrictions and mitigation plans.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For three out of nine individuals, ISP assessments were not submitted at least 15 days prior to the ISP meeting. The agency needs to ensure that all required assessments are completed and submitted within the mandated timelines.

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	For three out of ten individuals, ISP support strategies were not submitted at least 15 days prior to the ISP. The agency needs to ensure that all required goals and objectives are submitted within required timelines.
L91	Incidents are reported and reviewed as mandated by regulation.	At four of five locations, incident reports were not submitted or finalized within the required timeframes. The agency needs to ensure all incidents are reported and reports are submitted and finalized within the required timelines, based on incident classification.

## **CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Residential and Individual Home Supports</b>	<b>40/41</b>	<b>1/41</b>	
Residential Services	19/20	1/20	
Individual Home Supports	21/21	0/21	
<b>Total</b>	<b>46/47</b>	<b>1/47</b>	<b>98%</b>
<b>Certified</b>			

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	
<b>Employment and Day Supports</b>	<b>25/36</b>	<b>11/36</b>	
Community Based Day Services	12/15	3/15	
Employment Support Services	13/21	8/21	
<b>Total</b>	<b>31/42</b>	<b>11/42</b>	<b>74%</b>
<b>Certified with Progress Report</b>			

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

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
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 seven individuals did not have the opportunity to provide feedback during the hiring process or on an ongoing basis regarding the performance of the staff who support them. The agency must ensure that individuals have the opportunity to contribute input on both the hiring and ongoing performance of the staff that supports them.

**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.	Seven of eleven individuals did not have the opportunity to provide feedback on staff at either the time of hire or on an ongoing basis. The agency needs to ensure that individual input is solicited, and this input is used to inform the hiring process and incorporated into performance evaluations of support staff.
C38 (07/21)	Specific habilitative and behavioral goals necessary to prepare individuals for work are identified.	For four of ten individuals, assessments had not been completed to identify specific habilitative and behavioral support needs; goals necessary to prepare them for work were not identified, or strategies to address identified obstacles were not developed and implemented. The agency needs to utilize an assessment process to identify habilitative and behavioral barriers to employment, as well as general goals, and strategies to meet them.
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For four individuals, job goals or support needs were not identified in a written plan. The agency needs to develop written plans that identify job goals and corresponding supports that would lead to movement into supported employment.
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.	Four of nine individuals did not have the opportunity to provide feedback on staff at either the time of hire or on an ongoing basis. The agency needs to ensure that individual input is solicited, and this input is used to inform the hiring process and incorporated into performance evaluations of support staff.

**Community Based Day Services- Areas Needing Improvement on Standards not met:**

Indicator #	Indicator	Area Needing Improvement
C22	Staff have effective methods to assist individuals to explore their job interests.	Five of nine individuals had not been supported in exploring job interests, and thorough assessments of interests had not been completed. The agency needs to ensure staff utilize a variety of means to explore job interests including interest inventories, job tours, informational interviews, job shadows, etc. Career interest assessments and exploration activities should be analyzed and summarized to reflect key findings, consistent themes, and potential directions for employment planning.
C23	Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment.	For six of nine individuals, assessment of skills in identified areas of job or career interests had not occurred. The agency needs to ensure that the individual's current functional, social, and vocational skills are assessed, and that assessments pertain to skills utilized within the individual's identified areas of job/career interest. This process should identify existing skills as well as skills needing to be developed for the individual to be successful in obtaining and maintain employment in identified jobs/careers of interest.
C24	There is a plan developed to identify job goals and support needs.	For six of nine individuals, career plans were either not in place or did not identify job goals and support needs. The agency needs to ensure job goals and support needs have been identified based on the individual's current interests, strengths and needs and that the plan identifies the individual's goals and support needs in detail.
C25	Staff assist individuals to work on skill development for job attainment and success.	For six of nine individuals, skill development was not being worked on as outlined in career plans and in line with individual career/vocational areas of interest. The agency needs to ensure that staff assist individuals to develop skills to obtain employment and succeed in their jobs.

**Community Based Day Services- Areas Needing Improvement on Standards not met:**

Indicator #	Indicator	Area Needing Improvement
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 five of nine individuals, career planning did not include an analysis of how earnings may impact, entitlements, or referral information identifying benefits counseling resources. The agency needs to ensure career planning for all individuals includes an analysis of how their entitlements can be managed, or referral information for benefits counseling resources.
C29	Individuals are supported to obtain employment that matches their skills and interests.	For four of eight individuals, their current employment did not match their assessed areas of job/career interests. The agency needs to ensure all individuals are supported to obtain employment that aligns with their identified job/career areas of interest.
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	Three individuals receiving employment supports did not have a plan in place to fade the levels of support provided as greater independence was realized. The agency needs to ensure that once employment begins, plans are developed that outline how supports will be minimized or faded over time.

## MASTER SCORE SHEET LICENSURE

Organizational: Triangle, Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	20/20	Met
L3	Immediate Action	15/15	Met
L4	Action taken	10/10	Met
L48	HRC	0/1	Not Met(0 % )
L65	Restraint report submit	2/2	Met
L66	HRC restraint review	2/2	Met
L74	Screen employees	5/5	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	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	1/1					8/8	Met
L5	Safety Plan	L	3/3	1/1					4/4	Met
℞ L6	Evacuation	L	3/3	1/1					4/4	Met
L7	Fire Drills	L	2/3						2/3	Not Met (66.67%)
L8	Emergency Fact Sheets	I	5/5	1/1					6/6	Met
L9 (07/21)	Safe use of equipment	I	7/7	1/1					8/8	Met
L10	Reduce risk interventions	I	3/3						3/3	Met
℞ L11	Required inspections	L	3/3	1/1					4/4	Met
℞ L12	Smoke detectors	L	3/3	1/1					4/4	Met
℞ L13	Clean location	L	3/3	1/1					4/4	Met
L14	Site in good repair	L	3/3	1/1					4/4	Met
L15	Hot water	L	3/3	1/1					4/4	Met
L16	Accessibility	L	3/3	1/1					4/4	Met
L17	Egress at grade	L	3/3	1/1					4/4	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L18	Above grade egress	L	1/1	1/1					2/2	Met
L19	Bedroom location	L	3/3						3/3	Met
L20	Exit doors	L	3/3	1/1					4/4	Met
L21	Safe electrical equipment	L	3/3	1/1					4/4	Met
L22	Well-maintained appliances	L	3/3	1/1					4/4	Met
L23	Egress door locks	L	2/2	1/1					3/3	Met
L24	Locked door access	L	3/3	1/1					4/4	Met
L25	Dangerous substances	L	3/3	1/1					4/4	Met
L26	Walkway safety	L	3/3	1/1					4/4	Met
L28	Flammables	L	3/3	1/1					4/4	Met
L29	Rubbish/combustibles	L	3/3	1/1					4/4	Met
L30	Protective railings	L	3/3	1/1					4/4	Met
L31	Communication method	I	7/7	1/1					8/8	Met
L32	Verbal & written	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
L33	Physical exam	I	6/7	1/1					7/8	Met (87.50%)
L34	Dental exam	I	7/7	1/1					8/8	Met
L35	Preventive screenings	I	7/7						7/7	Met
L36	Recommended tests	I	7/7	1/1					8/8	Met
L37	Prompt treatment	I	7/7	1/1					8/8	Met
℞ L38	Physician's orders	I	5/5						5/5	Met
L39	Dietary requirements	I	3/3						3/3	Met
L40	Nutritional food	L	3/3	1/1					4/4	Met
L41	Healthy diet	L	3/3	1/1					4/4	Met
L42	Physical activity	L	3/3	1/1					4/4	Met
L43	Health Care Record	I	6/7	1/1					7/8	Met (87.50%)
L44	MAP registration	L	3/3	1/1					4/4	Met
L45	Medication storage	L	3/3	1/1					4/4	Met
℞ L46	Med. Administration	I	7/7						7/7	Met
L47	Self medication	I	2/2	1/1					3/3	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L49	Informed of human rights	1	7/7	1/1					8/8	Met
L50 (07/21)	Respectful Comm.	1	7/7	1/1					8/8	Met
L51	Possessions	1	7/7	1/1					8/8	Met
L52	Phone calls	1	7/7	1/1					8/8	Met
L53	Visitation	1	7/7	1/1					8/8	Met
L54 (07/21)	Privacy	1	7/7	1/1					8/8	Met
L55	Informed consent	1	1/1	1/1					2/2	Met
L56	Restrictive practices	1	2/2						2/2	Met
L57	Written behavior plans	1	1/1						1/1	Met
L60	Data maintenance	1	1/1						1/1	Met
L61	Health protection in ISP	1	4/4						4/4	Met
L62	Health protection review	1	4/4						4/4	Met
L63	Med. treatment plan form	1	5/5						5/5	Met
L64	Med. treatment plan rev.	1	5/5						5/5	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L67	Money mgmt. plan	I	7/7						7/7	Met
L68	Funds expenditure	I	7/7						7/7	Met
L69	Expenditure tracking	I	7/7						7/7	Met
L70	Charges for care calc.	I	7/7						7/7	Met
L71	Charges for care appeal	I	7/7						7/7	Met
L77	Unique needs training	I	7/7	1/1					8/8	Met
L78	Restrictive Int. Training	L	2/2						2/2	Met
L79	Restraint training	L	1/1						1/1	Met
L80	Symptoms of illness	L	3/3	1/1					4/4	Met
L81	Medical emergency	L	3/3	1/1					4/4	Met
L82	Medication admin.	L	3/3	1/1					4/4	Met
L84	Health protect. Training	I	4/4						4/4	Met
L85	Supervision	L	3/3	1/1					4/4	Met
L86	Required assessments	I	5/7						5/7	Not Met (71.43%)
L87	Support strategies	I	6/7						6/7	Met (85.71%)

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L88	Strategies implemented	I	7/7	1/1					8/8	Met
L90	Personal space/bedroom privacy	I	7/7	1/1					8/8	Met
L91	Incident management	L	2/3	0/1					2/4	Not Met (50.0%)
L93 (05/22)	Emergency back-up plans	I	7/7	1/1					8/8	Met
L94 (05/22)	Assistive technology	I	7/7	1/1					8/8	Met
L96 (05/22)	Staff training in devices and applications	I	5/5						5/5	Met
<b>#Std. Met/# 78 Indicator</b>									75/78	
<b>Total Score</b>									84/88	
									95.45%	

**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	8/10		9/11	17/21	Met (80.95%)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L5	Safety Plan	L			3/3	3/3	Met
☒ L6	Evacuation	L			3/3	3/3	Met
L7	Fire Drills	L			2/3	2/3	Not Met (66.67 %)
L8	Emergency Fact Sheets	I	10/10		11/11	21/21	Met
L9 (07/21)	Safe use of equipment	I	11/11		11/11	22/22	Met
L10	Reduce risk interventions	I			1/1	1/1	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
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			2/2	2/2	Met
L30	Protective railings	L			3/3	3/3	Met
L31	Communication method	I	10/11		11/11	21/22	Met (95.45 %)
L32	Verbal & written	I	11/11		11/11	22/22	Met

<b>Ind. #</b>	<b>Ind.</b>	<b>Loc. or Individ.</b>	<b>Emp. Sup.</b>	<b>Cent. Based Work</b>	<b>Com. Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
L37	Prompt treatment	I	11/11		11/11	<b>22/22</b>	<b>Met</b>
L38	Physician's orders	I	1/1		4/4	<b>5/5</b>	<b>Met</b>
L39	Dietary requirements	I	1/1		7/7	<b>8/8</b>	<b>Met</b>
L49	Informed of human rights	I	8/10		9/11	<b>17/21</b>	<b>Met (80.95 %)</b>
L50 (07/21)	Respectful Comm.	I	11/11		11/11	<b>22/22</b>	<b>Met</b>
L51	Possessions	I	11/11		11/11	<b>22/22</b>	<b>Met</b>
L52	Phone calls	I	11/11		11/11	<b>22/22</b>	<b>Met</b>
L54 (07/21)	Privacy	I	11/11		11/11	<b>22/22</b>	<b>Met</b>
L55	Informed consent	I	4/4		1/1	<b>5/5</b>	<b>Met</b>
L56	Restrictive practices	I	0/1		0/4	<b>0/5</b>	<b>Not Met (0 %)</b>
L61	Health protection in ISP	I			6/6	<b>6/6</b>	<b>Met</b>
L77	Unique needs training	I	11/11		11/11	<b>22/22</b>	<b>Met</b>
L78	Restrictive Int. Training	L	1/1		1/1	<b>2/2</b>	<b>Met</b>
L79	Restraint training	L			1/1	<b>1/1</b>	<b>Met</b>
L80	Symptoms of illness	L	5/5		3/3	<b>8/8</b>	<b>Met</b>
L81	Medical emergency	L	5/5		3/3	<b>8/8</b>	<b>Met</b>
L84	Health protect. Training	I			6/6	<b>6/6</b>	<b>Met</b>
L85	Supervision	L	5/5		3/3	<b>8/8</b>	<b>Met</b>
L86	Required assessments	I	2/4		4/5	<b>6/9</b>	<b>Not Met (66.67 %)</b>
L87	Support strategies	I	2/4		5/6	<b>7/10</b>	<b>Not Met (70.0 %)</b>
L88	Strategies implemented	I	7/7		7/7	<b>14/14</b>	<b>Met</b>
L91	Incident management	L	1/2		0/3	<b>1/5</b>	<b>Not Met (20.0 %)</b>

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L93 (05/22)	Emergency back-up plans	I	11/11		11/11	22/22	Met
L94 (05/22)	Assistive technology	I	6/10		11/11	17/21	Met (80.95 %)
L96 (05/22)	Staff training in devices and applications	I	4/4		6/6	10/10	Met
<b>#Std. Met/# 49 Indicator</b>						<b>43/49</b>	
<b>Total Score</b>						<b>52/59</b>	
						<b>88.14%</b>	

## 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	4/7	Not Met (57.14 %)
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

### Residential Services

Indicator #	Indicator	Met/Rated	Rating
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
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

### Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C9	Personal relationships	1/1	Met
C10	Social skill development	1/1	Met
C11	Get together w/family & friends	1/1	Met
C12	Intimacy	1/1	Met
C13	Skills to maximize independence	1/1	Met
C14	Choices in routines & schedules	1/1	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	1/1	Met
C17	Community activities	1/1	Met
C18	Purchase personal belongings	1/1	Met
C19	Knowledgeable decisions	1/1	Met
C21	Coordinate outreach	1/1	Met
C46	Use of generic resources	1/1	Met

### Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C47	Transportation to/ from community	1/1	Met
C48	Neighborhood connections	1/1	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C52	Leisure activities and free-time choices /control	1/1	Met
C53	Food/ dining choices	1/1	Met

### Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/11	Not Met (36.36 %)
C8	Family/guardian communication	11/11	Met
C13	Skills to maximize independence	9/10	Met (90.0 %)
C37	Interpersonal skills for work	10/11	Met (90.91 %)
C38 (07/21)	Habilitative & behavioral goals	6/10	Not Met (60.0 %)
C39 (07/21)	Support needs for employment	6/10	Not Met (60.0 %)
C40	Community involvement interest	9/10	Met (90.0 %)
C41	Activities participation	9/10	Met (90.0 %)
C42	Connection to others	11/11	Met
C43	Maintain & enhance relationship	9/10	Met (90.0 %)
C44	Job exploration	8/10	Met (80.0 %)
C45	Revisit decisions	11/11	Met
C46	Use of generic resources	11/11	Met
C47	Transportation to/ from community	11/11	Met
C51	Ongoing satisfaction with services/ supports	11/11	Met

### Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/9	Not Met (55.56 %)
C8	Family/guardian communication	11/11	Met
C22	Explore job interests	4/9	Not Met (44.44 %)

## Employment Support Services

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C23	Assess skills & training needs	3/9	<b>Not Met (33.33 %)</b>
C24	Job goals & support needs plan	3/9	<b>Not Met (33.33 %)</b>
C25	Skill development	3/9	<b>Not Met (33.33 %)</b>
C26	Benefits analysis	4/9	<b>Not Met (44.44 %)</b>
C27	Job benefit education	8/9	<b>Met (88.89 %)</b>
C28	Relationships w/businesses	5/5	<b>Met</b>
C29	Support to obtain employment	3/7	<b>Not Met (42.86 %)</b>
C30	Work in integrated settings	5/6	<b>Met (83.33 %)</b>
C31	Job accommodations	6/6	<b>Met</b>
C32	At least minimum wages earned	6/6	<b>Met</b>
C33	Employee benefits explained	6/6	<b>Met</b>
C34	Support to promote success	1/4	<b>Not Met (25.00 %)</b>
C35	Feedback on job performance	4/5	<b>Met (80.0 %)</b>
C36	Supports to enhance retention	4/5	<b>Met (80.0 %)</b>
C37	Interpersonal skills for work	9/9	<b>Met</b>
C47	Transportation to/ from community	11/11	<b>Met</b>
C50	Involvement/ part of the Workplace culture	4/5	<b>Met (80.0 %)</b>
C51	Ongoing satisfaction with services/ supports	11/11	<b>Met</b>