



**PROVIDER REPORT
FOR**

**UCP of Western
Massachusetts, Inc.
208 West Street
Pittsfield, MA 01201**

August 25, 2023

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider UCP of Western Massachusetts, Inc.

Review Dates 7/25/2023 - 7/31/2023

Service Enhancement Meeting Date 8/11/2023

Survey Team Andrea Comeau
Ken Jones
Eric Lunden
Danielle Chiaravallotti (TL)

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) 3 audit (s)	Full Review	67/72 Defer Licensure		25 / 26 Certified
Placement Services	3 location(s) 3 audit (s)			Full Review	20 / 20
Planning and Quality Management (For all service groupings)				Full Review	5 / 6

Survey scope and findings for Remote Supports and Monitoring Services

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Remote Supports and Monitoring Services	0 workstation location(s) 6 audit (s)	Full Review	26/28 Defer Licensure		10 / 11 Certified
Remote Supports and Monitoring Services	0 workstation location(s) 6 audit (s)			Full Review	5 / 5
Planning and Quality Management (For all service groupings)				Full Review	5 / 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	3 location(s) 7 audit (s)	Full Review	51/56 2 Year License 08/11/2023 - 08/11/2025		38 / 41 Certified 08/11/2023 - 08/11/2025
Community Based Day Services	2 location(s) 5 audit (s)			Full Review	15 / 15
Employment Support Services	1 location(s) 2 audit (s)			Full Review	18 / 20
Planning and Quality Management (For all service groupings)				Full Review	5 / 6

EXECUTIVE SUMMARY :

UCP of Western Massachusetts, an affiliate of the United Cerebral Palsy Association, is a nonprofit agency that provides a range of supports to adults, children, and families in communities throughout Berkshire, Franklin, Hampshire and Hampden counties. The agency is headquartered in Pittsfield and has a second office in North Adams. Service groups subject to this licensing review included placement services, remote support and monitoring services, employment supports, and community-based day support services.

The scope of this survey was a full licensure and certification review. This review was a hybrid model of surveying, where most tasks were conducted in-person while some were conducted through remote technologies. For this survey, interviews with key administrative and supervisory staff occurred virtually through Microsoft (MS) Teams. Observations, interviews with individuals and staff, review of environmental safety, and review of relevant documentation occurred on-site.

The agency demonstrated positive outcomes in several areas subject to licensure across day and employment, remote supports, and residential service groups. Survey findings verified that individuals received training in their human rights, DPPC reporting, and grievance procedures. The agency demonstrated that all staff were trained in individuals' unique needs and preferences and included "All About Me" summaries as well as "Member Profiles" that were created with the assistance of the individuals themselves. In addition, staff were trained and knowledgeable in all DDS required trainings as well as individual-specific health-related protocols, such as for seizure disorders and diabetes.

For oversight of its placement services, the agency conducted and documented monthly visits to individuals and their care providers and where individuals' healthcare needs, medications, and tracking of financial transactions were reviewed. For individuals with remote supports in place, comprehensive assistive technology assessments and remote support plans were completed. Additionally, staff who provided day and employment supports were notably in tune and engaged with individuals, and consistently used respectful communication.

In review of areas subject to certification, a number of agency practices were noted to have been effective across service groups in promoting independence at home, involvement in the community, as well as opportunities for communication with family and guardians. Individuals exercised choice and control at home and in the community, determining their daily routines, and areas in the community individuals wanted to visit. Employment supports also had a community-based focus, using a person-centered approach to developing job goals and career plans.

In addition to the positive findings discussed above, the review also identified licensure outcomes within each service group in need of further attention. Within the placement and day and employment services, environmental restrictions placed on individuals must be based on a written rationale that is reviewed by the agency's human rights committee and includes criteria for fading the restriction. For placement service locations, the agency needs to ensure that carbon monoxide detectors are installed and operational where required. In addition, UCP needs to ensure that individuals who are not capable of self-administration and are receiving behavior modifying medication have a medication treatment plan in place.

For remote support and monitoring services, the agency needs to ensure that remote support plans are incorporated into individuals' ISPs and that individuals are fully trained on who to contact within UCP regarding technical issues with their remote support devices. Within the employment and day services, timelines must improve for submitting incident reports as well as ISP assessments and provider support strategies to DDS. Additionally, progress made on ISP objectives must be consistently tracked.

Within standards for certification of employment services, UCP needs to ensure that career plans include employment goals that reflect current work or volunteer positions and include ways to minimize and fade supports once an individual obtains employment. Organizationally, UCP would benefit from developing service improvement goals for its array of services based on data and information on service quality gathered from internal and external sources.

As a result of the current review, Placement Services, operated by UCP of Western MA, received an overall score of 92% of licensure indicators met. The service group's level of licensure will be Deferred, pending follow-up conducted by OQE within sixty days on six service indicators, including one critical indicator, that received a rating of Not Met. This service group is Certified with an overall score of 96% of certification indicators met.

The agency's Remote Support and Monitoring service group received an overall licensure score of 93% of licensure indicators met. This service group's level of licensure will be Deferred, pending follow-up conducted by OQE within sixty days on two service indicators, including one critical indicator, that received a rating of Not Met. This service group is Certified with an overall score of 91% of certification indicators met.

The agency's Employment and Day Supports service group will receive a Two-Year License with a service group score of 91% of licensure indicators met. This service group is Certified with an overall score of 93% of certification indicators met. Follow-up will be conducted by the agency and reported to OQE within 60 days on all licensing indicators that received a rating of Not Met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	7/7	0/7	
Residential and Individual Home Supports	60/65	5/65	
Placement Services			
Critical Indicators	6/7	1/7	
Total	67/72	5/72	93%
Defer Licensure			
# indicators for 60 Day Follow-up		5	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Remote Supports and Monitoring Services	18/20	2/20	
Remote Supports and Monitoring Services			
Critical Indicators	3/4	1/4	
Total	26/28	2/28	93%
Defer Licensure			
# indicators for 60 Day Follow-up		2	

	Met / Rated	Not Met / Rated	% Met
Organizational	7/7	0/7	
Employment and Day Supports	44/49	5/49	
Community Based Day Services Employment Support Services			
Critical Indicators	6/6	0/6	
Total	51/56	5/56	91%
2 Year License			
# indicators for 60 Day Follow-up		5	

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

Indicator #	Indicator	Area Needing Improvement
L12	Smoke detectors and carbon monoxide detectors, and other essential elements of the fire alarm system required for evacuation are located where required and are operational.	At one placement service home, there were no carbon monoxide detectors located within 10 feet of the bedrooms. The agency needs to ensure that all placement service locations have carbon monoxide detectors located within 10 feet of all bedrooms.
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 placement service home, there was a restrictive practice of locking access to sharp household utensils without a written rationale for the restriction or review by the agency's human rights committee (HRC). When an environmental restriction is necessary to protect an individual's health or safety, the agency needs to develop a written plan that includes a rationale, less restrictive alternatives that have been considered, and clinical criteria for fading the restriction. In addition, the plan needs to be reviewed by the agency's HRC and incorporated into the individual's ISP.
L63	Medication treatment plans are in written format with required components.	For one individual who was under guardianship and not capable of self-medication, a medication treatment plan was not developed for prescribed behavior modifying medications. The agency needs to ensure that a medication treatment plan is developed and includes all required components for any individual who is prescribed behavior modifying medication and who is under guardianship and not capable of self-administering medications.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For two of the three individuals in placement services, required ISP assessments were not submitted to DDS within required timelines. The agency needs to ensure that required ISP assessments are submitted to DDS within 15 days prior to the individual's scheduled 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 one of the three individuals in placement services, provider supports strategies were not submitted within the required timelines. The agency needs to ensure that provider support strategies are submitted to DDS within 15 days prior to the individual's scheduled ISP meeting.

Remote Supports and Monitoring Services Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L100 (05/22)	An assessment for use of Remote supports and monitoring has been included within the ISP. On-going review for the continued need occurs.	For three of the six individuals sampled for RSM services, the remote support plan was not included within the ISP. The agency needs to ensure that remote support plans are shared with DDS for inclusion in individuals' ISPs.
¶ L101 (05/22)	The individual is trained on how to use the remote supports and monitoring system.	For three of the six individuals sampled for RSM services, the individuals were not adequately trained on who to contact at the agency in the event the technology did not work correctly. The agency needs to ensure that all individuals receiving RSM services are trained in who to contact at the agency for any technical issues with their remote support technology and devices.

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

Indicator #	Indicator	Area Needing Improvement
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 both CBDS locations, locks were placed on the break room refrigerator and cabinets. There was no written rationale for this restriction pertaining to the health or safety of those attending CBDS or review by the agency's human rights committee. When an environmental restriction is necessary to protect an individual's health or safety, the agency need to develop a written plan that includes a rationale, less restrictive alternatives that have been considered, and clinical criteria for fading the restriction. In addition, the plan needs to be reviewed by the agency's HRC and incorporated into the individual's ISP. Additionally, plans to mitigate the impact of the restriction need to be developed for those individuals for whom the restriction is not necessary.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	For one individual, required ISP assessments were not submitted to DDS within required timelines. The agency needs to ensure that required ISP assessments are submitted to DDS within 15 days prior to the individual's scheduled 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 two individuals, provider support strategies were not completed and/or not submitted within the required timelines. The agency needs to ensure that provider support strategies are submitted to DDS within 15 days prior to the individual's scheduled ISP meeting.

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

Indicator #	Indicator	Area Needing Improvement
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For four individuals, the agency was not documenting progress on ISP goals. The agency needs to ensure that progress on ISP goals for which the agency is responsible is being documented consistently for all individuals.
L91	Incidents are reported and reviewed as mandated by regulation.	One incident report was not completed within the required timelines. The agency needs to ensure that all incident reports are completed and reviewed within the required timelines.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	5/6	1/6	
Residential and Individual Home Supports	20/20	0/20	
Placement Services	20/20	0/20	
Total	25/26	1/26	96%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	5/6	1/6	
Remote Supports and Monitoring Services	5/5	0/5	
Remote Supports and Monitoring Services	5/5	0/5	
Total	10/11	1/11	91%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	5/6	1/6	
Employment and Day Supports	33/35	2/35	
Community Based Day Services	15/15	0/15	
Employment Support Services	18/20	2/20	
Total	38/41	3/41	93%
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 agency had not implemented a process for developing service improvement goals based on collection and analysis of data on service quality. The agency needs to develop goals for service improvement based on collection and analysis of data collected on service quality from a range of sources, including data from HCSIS reporting on incidents, risk management, physical restraints and investigations, input from individuals, guardians, and staff as well as external stakeholders. The agency needs to set benchmarks for service improvements and mid-course corrections when necessary.

Employment Support Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C24	There is a plan developed to identify job goals and support needs.	For one individual, there was not an updated career plan in place to reflect recent changes. In addition, there was no specific employment goal. The agency needs to ensure that career plans are up to date to reflect recent changes and that for any individuals receiving employment services there is a specific employment-related goal.
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	For one individual, there was not a plan in place in which to minimize supports once employment is obtained. The agency needs to ensure that all individuals receiving employment services have career plans that outline how the agency will minimize supports once employment has been obtained.

MASTER SCORE SHEET LICENSURE

Organizational: UCP of Western Massachusetts, Inc.

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
☐ L2	Abuse/neglect reporting	1/1	Met
L3	Immediate Action	1/1	Met
L48	HRC	7/8	Met(87.50 %)
L74	Screen employees	4/4	Met
L75	Qualified staff	3/3	Met
L76	Track trainings	4/4	Met
L83	HR training	4/4	Met
☐ L95 (05/22)	RSMS requirements	6/6	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			3/3				3/3	Met
L5	Safety Plan	L			3/3				3/3	Met
℞ L6	Evacuation	L			3/3				3/3	Met
L8	Emergency Fact Sheets	I			3/3				3/3	Met
L10	Reduce risk interventions	I			1/1				1/1	Met
℞ L11	Required inspections	L			3/3				3/3	Met
℞ L12	Smoke detectors	L			2/3				2/3	Not Met (66.67%)
℞ L13	Clean location	L			3/3				3/3	Met
L14	Site in good repair	L			3/3				3/3	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
L18	Above grade egress	L			2/2				2/2	Met
L19	Bedroom location	L			3/3				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
L21	Safe electrical equipment	L			3/3				3/3	Met
L22	Well-maintained appliances	L			3/3				3/3	Met
L24	Locked door access	L			3/3				3/3	Met
L26	Walkway safety	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			3/3				3/3	Met
L32	Verbal & written	I			3/3				3/3	Met
L33	Physical exam	I			3/3				3/3	Met
L34	Dental exam	I			3/3				3/3	Met
L35	Preventive screenings	I			3/3				3/3	Met
L36	Recommended tests	I			3/3				3/3	Met
L37	Prompt treatment	I			3/3				3/3	Met
L38	Physician's orders	I			3/3				3/3	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L39	Dietary requirements	I			1/1				1/1	Met
L41	Healthy diet	L			3/3				3/3	Met
L42	Physical activity	L			3/3				3/3	Met
L43	Health Care Record	I			3/3				3/3	Met
L46	Med. Administration	I			3/3				3/3	Met
L49	Informed of human rights	I			3/3				3/3	Met
L50 (07/21)	Respectful Comm.	I			3/3				3/3	Met
L51	Possessions	I			3/3				3/3	Met
L52	Phone calls	I			3/3				3/3	Met
L53	Visitation	I			3/3				3/3	Met
L54 (07/21)	Privacy	I			3/3				3/3	Met
L55	Informed consent	I			2/2				2/2	Met
L56	Restrictive practices	I			0/1				0/1	Not Met (0 %)
L60	Data maintenance	I			1/1				1/1	Met
L61	Health protection in ISP	I			2/2				2/2	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			0/1				0/1	Not Met (0 %)
L64	Med. treatment plan rev.	I			1/1				1/1	Met
L67	Money mgmt. plan	I			2/2				2/2	Met
L68	Funds expenditure	I			2/2				2/2	Met
L69	Expenditure tracking	I			2/2				2/2	Met
L70	Charges for care calc.	I			3/3				3/3	Met
L71	Charges for care appeal	I			3/3				3/3	Met
L77	Unique needs training	I			3/3				3/3	Met
L78	Restrictive Int. 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
L84	Health protect. Training	I			2/2				2/2	Met
L85	Supervision	L			3/3				3/3	Met
L86	Required assessments	I			0/2				0/2	Not Met (0 %)

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L87	Support strategies	I			1/2				1/2	Not Met (50.0%)
L88	Strategies implemented	I			3/3				3/3	Met
L90	Personal space/bedroom privacy	I			3/3				3/3	Met
L91	Incident management	L			3/3				3/3	Met
L93 (05/22)	Emergency back-up plans	I			3/3				3/3	Met
L94 (05/22)	Assistive technology	I			3/3				3/3	Met
L96 (05/22)	Staff training in devices and applications	I			2/2				2/2	Met
L99 (05/22)	Medical monitoring devices	I			3/3				3/3	Met
#Std. Met/#65 Indicator									60/65	
Total Score									67/72	
									93.06%	

Remote Supports and Monitoring Services:

Ind. #	Ind.	Loc. or Individ.	Remote	Total Met/Rated	Rating
L1	Abuse/neglect training	I	6/6	6/6	Met
L8	Emergency Fact Sheets	I	6/6	6/6	Met
L9 (07/21)	Safe use of equipment	I	5/5	5/5	Met
L31	Communication method	I	6/6	6/6	Met
L37	Prompt treatment	I	2/2	2/2	Met
L38	Physician's orders	I	1/1	1/1	Met
L49	Informed of human rights	I	6/6	6/6	Met
L50 (07/21)	Respectful Comm.	I	6/6	6/6	Met
L52	Phone calls	I	6/6	6/6	Met
L54 (07/21)	Privacy	I	6/6	6/6	Met
L77	Unique needs training	I	6/6	6/6	Met
L90	Personal space/ bedroom privacy	I	6/6	6/6	Met
L93 (05/22)	Emergency back-up plans	I	6/6	6/6	Met
L94 (05/22)	Assistive technology	I	6/6	6/6	Met
L96 (05/22)	Staff training in devices and applications	I	6/6	6/6	Met
L97 (05/22)	Remote supports plan	I	5/6	5/6	Met (83.33 %)
L98 (05/22)	Monitoring staff training in plan	I	6/6	6/6	Met
L99 (05/22)	Medical monitoring devices	I	1/1	1/1	Met
L100 (05/22)	RSMS Assessment	I	3/6	3/6	Not Met (50.0 %)

Ind. #	Ind.	Loc. or Individ.	Remote	Total Met/Rated	Rating
℞ L101 (05/22)	Individual training and knowledge in RSMS	I	3/6	3/6	Not Met (50.0 %)
#Std. Met/# 20 Indicator				18/20	
Total Score				26/28	
				92.86%	

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	2/2		5/5	7/7	Met
L5	Safety Plan	L			2/2	2/2	Met
℞ L6	Evacuation	L			2/2	2/2	Met
L7	Fire Drills	L			2/2	2/2	Met
L8	Emergency Fact Sheets	I	2/2		4/5	6/7	Met (85.71 %)
L9 (07/21)	Safe use of equipment	I	2/2		5/5	7/7	Met
L10	Reduce risk interventions	I			1/1	1/1	Met
℞ L11	Required inspections	L			2/2	2/2	Met
℞ L12	Smoke detectors	L			2/2	2/2	Met
℞ L13	Clean location	L			2/2	2/2	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			2/2	2/2	Met
L16	Accessibility	L			2/2	2/2	Met
L17	Egress at grade	L			2/2	2/2	Met
L20	Exit doors	L			2/2	2/2	Met
L21	Safe electrical equipment	L			2/2	2/2	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L22	Well-maintained appliances	L			2/2	2/2	Met
L25	Dangerous substances	L			2/2	2/2	Met
L26	Walkway safety	L			2/2	2/2	Met
L28	Flammables	L			2/2	2/2	Met
L29	Rubbish/combustibles	L			2/2	2/2	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	2/2		5/5	7/7	Met
L32	Verbal & written	I	2/2		5/5	7/7	Met
L37	Prompt treatment	I	2/2		5/5	7/7	Met
L38	Physician's orders	I	1/1		5/5	6/6	Met
L39	Dietary requirements	I			1/1	1/1	Met
L49	Informed of human rights	I	2/2		5/5	7/7	Met
L50 (07/21)	Respectful Comm.	I	2/2		5/5	7/7	Met
L51	Possessions	I	2/2		5/5	7/7	Met
L52	Phone calls	I	2/2		5/5	7/7	Met
L54 (07/21)	Privacy	I	2/2		5/5	7/7	Met
L56	Restrictive practices	I	0/2		0/5	0/7	Not Met (0 %)
L60	Data maintenance	I			1/1	1/1	Met
L61	Health protection in ISP	I			1/1	1/1	Met
L77	Unique needs training	I	2/2		5/5	7/7	Met
L78	Restrictive Int. Training	L	1/1		1/1	2/2	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L80	Symptoms of illness	L	1/1		2/2	3/3	Met
L81	Medical emergency	L	1/1		2/2	3/3	Met
L84	Health protect. Training	I			1/1	1/1	Met
L85	Supervision	L	1/1		2/2	3/3	Met
L86	Required assessments	I	1/1		1/2	2/3	Not Met (66.67 %)
L87	Support strategies	I	1/2		2/3	3/5	Not Met (60.0 %)
L88	Strategies implemented	I	0/1		3/5	3/6	Not Met (50.0 %)
L91	Incident management	L	1/1		1/2	2/3	Not Met (66.67 %)
L93 (05/22)	Emergency back-up plans	I	2/2		5/5	7/7	Met
L94 (05/22)	Assistive technology	I	2/2		5/5	7/7	Met
L96 (05/22)	Staff training in devices and applications	I	2/2		2/2	4/4	Met
L99 (05/22)	Medical monitoring devices	I			2/2	2/2	Met
#Std. Met/# 49 Indicator						44/49	
Total Score						51/56	
						91.07%	

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	1/1	Met

Placement Services

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

Remote Supports and Monitoring Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	5/6	Met (83.33 %)

Remote Supports and Monitoring Services

Indicator #	Indicator	Met/Rated	Rating
C13	Skills to maximize independence	6/6	Met
C19	Knowledgeable decisions	1/1	Met
C51	Ongoing satisfaction with services/ supports	5/6	Met (83.33 %)

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	5/5	Met
C13	Skills to maximize independence	5/5	Met
C37	Interpersonal skills for work	1/1	Met
C38 (07/21)	Habilitative & behavioral goals	1/1	Met
C39 (07/21)	Support needs for employment	1/1	Met
C40	Community involvement interest	5/5	Met
C41	Activities participation	5/5	Met
C42	Connection to others	5/5	Met
C43	Maintain & enhance relationship	5/5	Met
C44	Job exploration	1/1	Met
C45	Revisit decisions	5/5	Met
C46	Use of generic resources	5/5	Met
C47	Transportation to/ from community	5/5	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C22	Explore job interests	2/2	Met
C23	Assess skills & training needs	2/2	Met
C24	Job goals & support needs plan	1/2	Not Met (50.0 %)
C25	Skill development	2/2	Met
C26	Benefits analysis	1/1	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C27	Job benefit education	2/2	Met
C29	Support to obtain employment	2/2	Met
C30	Work in integrated settings	2/2	Met
C31	Job accommodations	2/2	Met
C32	At least minimum wages earned	1/1	Met
C33	Employee benefits explained	1/1	Met
C34	Support to promote success	1/2	Not Met (50.0 %)
C35	Feedback on job performance	2/2	Met
C36	Supports to enhance retention	2/2	Met
C37	Interpersonal skills for work	2/2	Met
C47	Transportation to/ from community	2/2	Met
C50	Involvement/ part of the Workplace culture	1/1	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met