



**PROVIDER REPORT
FOR**

**Venture Community
Services
1 Picker Road - P.O. Box 38
Sturbridge, MA 01566**

February 15, 2023

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider Venture Community Services

Review Dates 1/11/2023 - 1/18/2023

**Service Enhancement
Meeting Date** 2/1/2023

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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	17 location (s) 17 audit (s)	Full Review	85/91 2 Year License 02/01/2023 - 02/01/2025		44 / 46 Certified 02/01/2023 - 02/01/2025
Residential Services	11 location (s) 11 audit (s)			Full Review	18 / 20
Placement Services	6 location(s) 6 audit (s)			Full Review	20 / 20
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	2 location(s) 9 audit (s)	Full Review	45/52 Defer Licensure		42 / 42 Certified
Community Based Day Services	1 location(s) 5 audit (s)			Full Review	15 / 15
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 :

Venture Community Services is a large nonprofit organization providing a variety of supports to individuals with intellectual and physical disabilities across three Department of Developmental Services regions. Services funded through DDS that were subject to this review included twenty-four-hour residential supports, placement services, employment supports, and community-based day services (CBDS).

The scope of this survey was a full licensure and certification review. Licensure and certification resumed the conduct of in-person surveys in March 2021. This licensing review was a hybrid model of surveying, where most tasks were conducted in-person while some were conducted using remote technology. 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.

Within the residential service group, the agency demonstrated positive supports in areas subject to licensure. The agency has several systems in place to monitor compliance with licensing requirements. The agency's quality assurance staff conducted semi-annual audits of each 24-hour residential and placement service location, using a tool based on DDS licensure indicator guidelines. Findings of these reviews are subject to follow-up by quality assurance staff. Oversight of medication administration is conducted by agency nurses who are certified as MAP trainers and who conduct annual MAP audits of each twenty-four residential site. In addition, the agency's safety committee conducts annual inspections of each 24-hour residential location to ensure environmental safety.

Case managers provide additional oversight of placement services. Monthly visits are conducted virtually or in person to each placement service home where medications, medical appointments, progress on ISP goals, and transaction logs for spending money are reviewed. The survey also found that the agency focused on maintaining a competent workforce. This was evidenced in the agency's coverage of relevant topics in a strengthened orientation for new employees, its staff training tracking system, and access provided to an on-line training.

In areas subject to certification of Venture's residential services, service delivery strengths were seen in domains related to supporting and enhancing relationships and personal choice, control, and growth. Individuals were supported to maintain their relationships with families and friends by assistance with telephone calls, email, arranging visits and addressing appropriate social skill development. Individuals were supported to have choice and control over their daily lives. Bedrooms were decorated based on individual's style preferences, and common spaces were decorated with input from individuals. Individuals were also supported to develop their own household routines as well as determine how to spend free time.

Venture provided effective supports to individuals who received employment and community-based day services across areas subject to certification. Individuals were either self-employed in long-term jobs or involved in volunteer or other activities based on their interests. These jobs and activities were integrated into the community. Job supports and accommodations were provided as needed, and individuals were receiving focused supports in areas of individualized need such as conducting appropriate interactions with customers and co-workers.

In addition to the positive findings highlighted above, the following licensing areas need to be addressed for the agency's residential services. Medication treatment plans must address all required elements. Supportive and protective devices must have guidelines regarding their proper use, care, and maintenance, and staff need to be trained in their correct utilization. Restrictive interventions implemented within a service location need to be reviewed by the human rights committee and plans to mitigate the impact on individuals who do not require them must be developed. Finally, ISP provider support strategies and incident reports need to be submitted to DDS within required

timelines.

For the licensing review of agency employment and day services, steps need to be taken to ensure that required inspections have been conducted for the site-based CBDS program. Written protocols must be developed for significant medical conditions that require staff actions, including administering medication or seeking emergency response. All employment support staff must be trained in sign and symptoms of illness. Individuals need to be trained annually in DPPC, human rights, and grievance procedures, and information on DPPC must be shared with guardians. In addition, a current safety plan, approved by DDS, must be in place for the CBDS program site, and the agency needs to assure that emergency fact sheets are current and accurate.

As a result of the current licensing and certification review, Venture Community Services will receive a Two-Year License for its Residential and Placement services, with a service group score of 93% licensure indicators met. This service group is Certified with an overall score of 96%. Follow-up will be conducted by Venture on all licensing indicators that received a rating of Not Met and submitted to OQE within sixty days.

The level of licensure for the agency's Employment and Day Service group is Deferred, pending results of follow-up conducted by OQE in sixty days on two critical indicators and five service indicators that received a rating of Not Met. This service group is Certified with an overall score of 100%.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	10/10	0/10	
Residential and Individual Home Supports	75/81	6/81	
Residential Services Placement Services			
Critical Indicators	8/8	0/8	
Total	85/91	6/91	93%
2 Year License			
# indicators for 60 Day Follow-up		6	

	Met / Rated	Not Met / Rated	% Met
Organizational	10/10	0/10	
Employment and Day Supports	35/42	7/42	
Community Based Day Services Employment Support Services			
Critical Indicators	4/6	2/6	
Total	45/52	7/52	87%
Defer Licensure			
# indicators for 60 Day Follow-up		7	

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

Residential 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.	Environmental restrictions such as locked access to household supplies were necessary for individuals at one residential location, and alarms on exit doors were installed at another residential location. These restrictive interventions were not reviewed by the agency's human rights committee. Further, plans to fade use of the interventions as well as mitigate the impact on housemates were not developed. Where restrictions within a home environment are necessary for one or more individuals, a written plan must be developed that includes teaching strategies aimed at eliminating need for the restriction. Strategies also need to be developed to mitigate the impact of the restriction on those who do not require it, and guardians need to be informed of these mitigation strategies. Additionally, all restrictive interventions must be reviewed by the human rights committee and incorporated into the individual's ISP.
L61	Supports and health related protections are included in ISP assessments and the continued need is outlined.	For two individuals who use of supportive or protective devices and equipment, there was no information regarding the frequency and duration of their use, as well as procedures for care, maintenance, and safety checks. The agency needs to ensure that when an individual requires the use of a health-related supportive or protective equipment, it needs to be authorized by a healthcare professional and must identify the need for the device, the indications for use, the frequency and duration of use, and procedures for safety checks and maintenance.
L63	Medication treatment plans are in written format with required components.	Review of fifteen medication treatment plans determined that twelve did not address all required components. There was absence of measurable criteria for determining success in relation to frequency of target behaviors and/or measurable criteria to prompt discussion with the prescriber about adjusting or discontinuing the medication. The agency needs to ensure medication treatment plans address all required elements.
L84	Staff / care providers are trained in the correct utilization of health related protections per regulation.	For two individuals, staff were not trained on utilization of AFO's and bedrails. The agency needs to assure that staff are trained in the correct utilization of supportive and health related protections.
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 fifteen individuals, provider support strategies were not submitted to DDS within the required timeline. The agency needs to ensure that provider support strategies are submitted fifteen days prior to the ISP meeting.

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

Indicator #	Indicator	Area Needing Improvement
L91	Incidents are reported and reviewed as mandated by regulation.	For four out of sixteen locations, incident reports were not submitted or reviewed within the required timelines. The agency needs to ensure incidents reports are submitted and reviewed within required timelines.

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

Indicator #	Indicator	Area Needing Improvement
L1	Individuals have been trained and guardians are provided with information in how to report alleged abuse/neglect.	Eight individuals had not received training in DPPC and how to report abuse/neglect, and information on DPPC reporting was not shared with guardians. The agency needs to provide to all individuals with an initial and subsequent annual training on DPPC and how to report abuse/neglect. In addition, information on DPPC reporting must be shared with guardians.
L5	There is an approved safety plan in home and work locations.	The Emergency Evacuation Safety Plan was not signed by the DDS Area Office or designee. The safety plan for the CBDS service must receive written approval from DDS.
L8	Emergency fact sheets are current and accurate and available on site.	Emergency Fact Sheets for seven individuals did not address all required information. The agency needs to assure that emergency fact sheets are current and accurate.
Ⓡ L11	All required annual inspections have been conducted.	An inspection of the building's heating system had not occurred within the past 15 months. Inspection of the site's heating system must be obtained for site-based community-based day support services.
Ⓡ L38	Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).	There was no health care protocol in place for one individual who required an epi-pen for a seafood allergy. The agency needs to develop protocols for significant medical conditions that require staff action to manage the condition, including administering medication and/or calling 911.
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	Eight individuals had not received training in human rights and on how to file a grievance. The agency must train individuals annually in their human rights, including training in the agency's grievance procedures.
L80	Support staff are trained to recognize signs and symptoms of illness.	Some employment support staff were not trained in signs and symptoms of illness. The agency needs to provide signs and symptoms of illness training to all staff.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	38/40	2/40	
Residential Services	18/20	2/20	
Placement Services	20/20	0/20	
Total	44/46	2/46	96%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	36/36	0/36	
Community Based Day Services	15/15	0/15	
Employment Support Services	21/21	0/21	
Total	42/42	0/42	100%
Certified			

Residential Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C9	Staff (Home Providers) act as bridge builders and provide opportunities to develop, and/or increase personal relationships and social contacts.	Some individuals were not supported to develop social contacts and relationships beyond staff and family members. The agency needs to provide consistent and ongoing supports for individuals to pursue and expand their social contact and friendships.
C17	Community activities are based on the individual's preferences and interests.	Three out of ten individuals were not supported to participate in community activities based on their preference or interests. The agency needs to create opportunities for individuals to explore community activities based on their interests and on a regular basis. These activities need to provide individuals with opportunities to connect with others in the community.

MASTER SCORE SHEET LICENSURE

Organizational: Venture Community Services

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	16/16	Met
L3	Immediate Action	10/10	Met
L4	Action taken	10/10	Met
L48	HRC	1/1	Met
L65	Restraint report submit	40/46	Met(86.96 %)
L66	HRC restraint review	43/46	Met(93.48 %)
L74	Screen employees	3/3	Met
L75	Qualified staff	4/4	Met
L76	Track trainings	20/20	Met
L83	HR training	20/20	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I	10/10		6/6				16/16	Met
L5	Safety Plan	L	10/10		6/6				16/16	Met
R L6	Evacuation	L	10/10		6/6				16/16	Met
L7	Fire Drills	L	10/10						10/10	Met
L8	Emergency Fact Sheets	I	10/10		6/6				16/16	Met
L9 (07/21)	Safe use of equipment	I	10/10						10/10	Met
L10	Reduce risk interventions	I	2/2						2/2	Met
R L11	Required inspections	L	10/10		3/5				13/15	Met (86.67 %)
R L12	Smoke detectors	L	9/10		6/6				15/16	Met (93.75 %)
R L13	Clean location	L	10/10		6/6				16/16	Met
L14	Site in good repair	L	10/10		6/6				16/16	Met
L15	Hot water	L	10/10		5/6				15/16	Met (93.75 %)
L16	Accessibility	L	10/10		6/6				16/16	Met
L17	Egress at grade	L	10/10		6/6				16/16	Met

Ind. #	Ind.	Loc. or Indiv.	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		3/3				4/4	Met
L19	Bedroom location	L	10/10		3/3				13/13	Met
L20	Exit doors	L	10/10						10/10	Met
L21	Safe electrical equipment	L	10/10		6/6				16/16	Met
L22	Well-maintained appliances	L	9/10		6/6				15/16	Met (93.75 %)
L23	Egress door locks	L	10/10						10/10	Met
L24	Locked door access	L	9/10		6/6				15/16	Met (93.75 %)
L25	Dangerous substances	L	10/10						10/10	Met
L26	Walkway safety	L	10/10		6/6				16/16	Met
L27	Pools, hot tubs, etc.	L			2/2				2/2	Met
L28	Flammables	L	10/10						10/10	Met
L29	Rubbish/combustibles	L	10/10		6/6				16/16	Met
L30	Protective railings	L	10/10		5/5				15/15	Met
L31	Communication method	I	10/10		6/6				16/16	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L32	Verbal & written	I	9/10		6/6				15/16	Met (93.75 %)
L33	Physical exam	I	10/10		4/5				14/15	Met (93.33 %)
L34	Dental exam	I	9/9		5/5				14/14	Met
L35	Preventive screenings	I	8/9		5/5				13/14	Met (92.86 %)
L36	Recommended tests	I	9/10		4/5				13/15	Met (86.67 %)
L37	Prompt treatment	I	10/10		6/6				16/16	Met
℞ L38	Physician's orders	I	7/8						7/8	Met (87.50 %)
L39	Dietary requirements	I	7/8		1/1				8/9	Met (88.89 %)
L40	Nutritional food	L	10/10						10/10	Met
L41	Healthy diet	L	9/10		6/6				15/16	Met (93.75 %)
L42	Physical activity	L	9/10		6/6				15/16	Met (93.75 %)
L43	Health Care Record	I	8/10		6/6				14/16	Met (87.50 %)
L44	MAP registration	L	10/10						10/10	Met
L45	Medication storage	L	10/10						10/10	Met
℞ L46	Med. Administration	I	10/10		3/4				13/14	Met (92.86 %)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L47	Self medication	I	1/1		3/3				4/4	Met
L49	Informed of human rights	I	10/10		6/6				16/16	Met
L50 (07/21)	Respectful Comm.	I	10/10		6/6				16/16	Met
L51	Possessions	I	10/10		6/6				16/16	Met
L52	Phone calls	I	10/10		6/6				16/16	Met
L53	Visitation	I	10/10		6/6				16/16	Met
L54 (07/21)	Privacy	I	10/10		6/6				16/16	Met
L55	Informed consent	I	2/2		5/5				7/7	Met
L56	Restrictive practices	I	2/4						2/4	Not Met (50.0 %)
L57	Written behavior plans	I	2/2						2/2	Met
L58	Behavior plan component	I	2/2						2/2	Met
L60	Data maintenance	I	2/2						2/2	Met
L61	Health protection in ISP	I	6/8						6/8	Not Met (75.00 %)
L62	Health protection review	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/Rat ed	Rating
L63	Med. treatme nt plan form	I	2/10		1/5				3/15	Not Met (20.0 %)
L64	Med. treatme nt plan rev.	I	8/10		5/5				13/15	Met (86.67 %)
L67	Money mgmt. plan	I	9/10		6/6				15/16	Met (93.75 %)
L68	Funds expendi ture	I	9/10		6/6				15/16	Met (93.75 %)
L69	Expendi ture tracking	I	8/9		6/6				14/15	Met (93.33 %)
L70	Charges for care calc.	I	10/10		6/6				16/16	Met
L71	Charges for care appeal	I	10/10		6/6				16/16	Met
L77	Unique needs training	I	10/10		6/6				16/16	Met
L78	Restricti ve Int. Training	L	6/6						6/6	Met
L79	Restrain t training	L	7/7						7/7	Met
L80	Sympto ms of illness	L	10/10		6/6				16/16	Met
L81	Medical emerge ncy	L	10/10		6/6				16/16	Met
L82	Medicati on admin.	L	10/10						10/10	Met
L84	Health protect. Training	I	5/7						5/7	Not Met (71.43 %)

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	9/10		6/6				15/16	Met (93.75 %)
L86	Required assessments	I	6/7		3/4				9/11	Met (81.82 %)
L87	Support strategies	I	7/9		3/4				10/13	Not Met (76.92 %)
L88	Strategies implemented	I	7/9		6/6				13/15	Met (86.67 %)
L90	Personal space/bedroom privacy	I	10/10		4/6				14/16	Met (87.50 %)
L91	Incident management	L	6/10		6/6				12/16	Not Met (75.00 %)
L93 (05/22)	Emergency back-up plans	I	10/10		6/6				16/16	Met
L94 (05/22)	Assistive technology	I	9/10		6/6				15/16	Met (93.75 %)
L96 (05/22)	Staff training in devices and applications	I	4/5		4/4				8/9	Met (88.89 %)

Ind. #	Ind.	Loc. or Indiv.	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	1/1		1/1				2/2	Met
#Std. Met/# 81 Indicator									75/81	
Total Score									85/91	
									93.41%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	0/4		1/5	1/9	Not Met (11.11 %)
L5	Safety Plan	L			0/1	0/1	Not Met (0 %)
Ⓡ L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	1/4		1/5	2/9	Not Met (22.22 %)
L9 (07/21)	Safe use of equipment	I	4/4		5/5	9/9	Met
Ⓡ L11	Required inspections	L			0/1	0/1	Not Met (0 %)
Ⓡ L12	Smoke detectors	L			1/1	1/1	Met
Ⓡ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
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/comb ustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communicatio n method	I	4/4		5/5	9/9	Met
L32	Verbal & written	I	4/4		5/5	9/9	Met
L37	Prompt treatment	I	4/4		5/5	9/9	Met
Ⓡ L38	Physician's orders	I	0/1			0/1	Not Met (0 %)
L49	Informed of human rights	I	0/4		1/5	1/9	Not Met (11.11 %)
L50 (07/21)	Respectful Comm.	I	4/4		5/5	9/9	Met
L51	Possessions	I	4/4		5/5	9/9	Met
L52	Phone calls	I	4/4		5/5	9/9	Met
L54 (07/21)	Privacy	I	4/4		5/5	9/9	Met
L55	Informed consent	I			1/1	1/1	Met
L77	Unique needs training	I	4/4		5/5	9/9	Met
L80	Symptoms of illness	L	0/1		1/1	1/2	Not Met (50.0 %)
L81	Medical emergency	L	1/1		1/1	2/2	Met
L85	Supervision	L	1/1		1/1	2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L86	Required assessments	I	3/3		3/3	6/6	Met
L87	Support strategies	I	2/3		3/3	5/6	Met (83.33 %)
L88	Strategies implemented	I	4/4		5/5	9/9	Met
L91	Incident management	L	1/1		1/1	2/2	Met
L93 (05/22)	Emergency back-up plans	I	4/4		5/5	9/9	Met
L94 (05/22)	Assistive technology	I	4/4		5/5	9/9	Met
L96 (05/22)	Staff training in devices and applications	I	4/4		5/5	9/9	Met
#Std. Met/# 42 Indicator						35/42	
Total Score						45/52	
						86.54%	

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	10/10	Met
C8	Family/guardian communication	10/10	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C9	Personal relationships	6/10	Not Met (60.0 %)
C10	Social skill development	10/10	Met
C11	Get together w/family & friends	10/10	Met
C12	Intimacy	9/10	Met (90.0 %)
C13	Skills to maximize independence	10/10	Met
C14	Choices in routines & schedules	10/10	Met
C15	Personalize living space	10/10	Met
C16	Explore interests	8/10	Met (80.0 %)
C17	Community activities	7/10	Not Met (70.0 %)
C18	Purchase personal belongings	10/10	Met
C19	Knowledgeable decisions	10/10	Met
C46	Use of generic resources	10/10	Met
C47	Transportation to/ from community	10/10	Met
C48	Neighborhood connections	9/10	Met (90.0 %)
C49	Physical setting is consistent	10/10	Met
C51	Ongoing satisfaction with services/ supports	10/10	Met
C52	Leisure activities and free-time choices /control	10/10	Met
C53	Food/ dining choices	10/10	Met

Placement 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	6/6	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
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	6/6	Met
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

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	5/5	Met
C8	Family/guardian communication	5/5	Met
C13	Skills to maximize independence	5/5	Met
C37	Interpersonal skills for work	5/5	Met
C38 (07/21)	Habilitative & behavioral goals	5/5	Met
C39 (07/21)	Support needs for employment	4/5	Met (80.0 %)
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	5/5	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	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	4/4	Met
C26	Benefits analysis	4/4	Met
C27	Job benefit education	4/4	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	4/4	Met
C30	Work in integrated settings	4/4	Met
C31	Job accommodations	4/4	Met
C32	At least minimum wages earned	4/4	Met
C33	Employee benefits explained	4/4	Met
C34	Support to promote success	4/4	Met
C35	Feedback on job performance	4/4	Met
C36	Supports to enhance retention	4/4	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