



**PROVIDER REPORT
FOR**

**VINFEN
950 Cambridge Street
Cambridge, MA 02141**

April 26, 2024

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	VINFEN
Review Dates	2/20/2024 - 2/26/2024
Service Enhancement Meeting Date	3/11/2024
Survey Team	David Bullard Melanie Cruz Raymond Edi-Osagie Cheryl Hampton Melanie Hutchison Margareth Larrieux (TL) Lisa MacPhail Raymond Obeng (TL) Andrea Comeau Anne Carey Linda Griffith Melanie McNamara

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	29 location (s) 30 audit (s)	Full Review	87/93 2 Year License 03/11/2024 - 03/11/2026		84 / 87 Certified 03/11/2024 - 03/11/2026
Residential Services	19 location (s) 19 audit (s)			Full Review	18 / 20
ABI-MFP Residential Services	5 location(s) 5 audit (s)			Full Review	20 / 20
Placement Services	2 location(s) 2 audit (s)			Full Review	20 / 20
Respite Services	1 location(s) 2 audit (s)			No Review	No Review
Individual Home Supports	2 location(s) 2 audit (s)			Full Review	20 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	5 location(s) 18 audit (s)	Full Review	72/72 2 Year License 03/11/2024 - 03/11/2026		27 / 27 Certified 03/11/2024 - 03/11/2026
Community Based Day Services	3 location(s) 9 audit (s)			Deemed	
Employment Support Services	2 location(s) 9 audit (s)			Full Review	21 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

VINFEN, founded in 1977, is a large, private, multi-faceted human service agency located in Cambridge Massachusetts. The agency offers 24/7 Residential, Individual Home Support Services (IHS), Placement Services (Shared Living), Respite Services, Community Based Day Supports (CBDS) and Employment Services, to individuals diagnosed with Developmental and Intellectual Disabilities, Autism Spectrum Disorder (ASD), and Acquired/ Traumatic Brain Injuries (ABI/ TBI). VINFEN also provides services to people with behavioral and mental health disorders, homelessness, and substance use disorders across the states of Massachusetts and Connecticut.

For this 2024 survey cycle, the Department of Developmental Services (DDS) Metro Office of Quality Enhancement conducted a full licensing and certification review of Vinfen's organizational systems, and supports offered in 24-hour residential services, individual home supports (IHS), placement services (shared living), and employment supports. The CBDS service underwent a licensure review only and was deemed for certification in lieu of its 3-year Commission on Accreditation (CARF) accreditation. The agency's respite Services received a full licensing review.

Survey results showed that organizationally, VINFEN had effective policies and systems for ensuring the welfare of the people it supports. In the area of human rights, effective systems were evident for the reporting of allegations of abuse and neglect. When complaints were filed, immediate action was taken to protect people, and action plans developed in response to investigations were well implemented. The agency's human rights committee met all mandates; it was comprised of members with requisite expertise who attended meetings regularly and discussed all matters under its purview. Relative to staff competency, the screening of potential employees occurred prior to hire; staff was trained on all DDS mandated topics including human rights and abuse and neglect reporting; and credentialed staff licenses were current. Relative to certification, VINFEN demonstrated a system for collecting and analyzing data with a view to establishing patterns and trends for programmatic improvements. It also had effective forums for seeking input from both internal and external stakeholders; it utilized the input to inform service improvement and strategic goals that effected positive individual outcomes.

Within residential services, in licensing, effective systems that promoted positive outcomes for individuals were noted. All critical indicators were met for the service. In the area of safety, signed safety evacuation plans were present, and individuals were supported to evacuate within the required timeline in drills. Homes that were visited were clean, and mostly in good repair. Functional smoke and carbon monoxide detectors, as well as current inspections were in place. Emergency back-up plans to support individuals in the event of an emergency were also present. Regarding human rights, individuals were trained, and guardians were informed of human rights and abuse and neglect reporting. Staff communication with and about individuals was respectful, and people had privacy in their homes. It was also gleaned through interviews and observation that staff had a working knowledge of individual's overall needs.

In the area of healthcare, individuals were supported to attend annual physical and dental appointments, and MAP registration/ staff medication administration certificates were current where required. Record reviews and staff interviews showed that individuals' medical conditions were well known to staff, and medical treatment protocols were well implemented, and medication regimens were administered in accordance with Physician orders and MAP policy. Relative to the ISP, assessments and objectives support strategies were developed and submitted in a timely manner. Incident reporting policies were known to staff and incidents were reported in HCSIS within the required timelines.

A review of certification indicators, across all residential settings, revealed that people were assisted to maintain connections with family and friends through weekend visits and phone calls. Regarding choice, individuals' rooms were decorated to reflect their personal interests and tastes. Staff

supported each person as a unique individual, based on assessments of their needs, interests, and preferences. Regarding staff hiring and performance feedback, the agency showed evidence of efforts it made to solicit input from individuals regarding staff who support them.

In employment and day supports, many areas of strength were noted for the agency. The day locations were clean and well-maintained, and all required annual inspections were current. Fire detection systems were fully operational, and individuals were supported to evacuate within a reasonable timeframe during drills. In the area of healthcare, medical treatment protocols were properly implemented, and medication was administered in accordance with physician orders and MAP protocols. As it relates to the ISP, required assessments and support strategies for ISPs were completed and submitted within the required timelines.

Individuals in CBDS were supported to have privacy, and communication with and about individuals was observed to be respectful. Relative to rights, human rights and DPPC topics were discussed at community meeting forums. Restrictive practices outlines were present, and interventions aimed at reducing risk were properly implemented. Staff were familiar with individuals' unique needs and preferences and supported them effectively. Relative to oversight, monthly staff supervision meetings were occurring consistently.

Several certification outcomes were evident for individuals in employment. The agency was active in developing connections with local businesses for job development. Day staff networked with job developers, attending chambers of commerce and employment collaborative events as part of job development efforts. Individuals in employment were supported to explore job interests, and staff used a variety of methods to assess skills and interests for employment. People were supported to obtain jobs that matched their skills and interests, and to understand the benefits of integrated employment.

A few areas requiring additional attention were noted in residential services. In the area of medical, the need to assist individuals to make and keep recommended test and follow-up appointments was identified. Individuals' health care records were also not consistently maintained to be current and accurate. Relative to medication treatment plans, they need to be developed to include all required components including data collection. Restrictive interventions that affect everyone at a location also need to be clearly outlined with mitigations for others affected by the restrictive practices. Relative to money management, for individuals for whom the agency acts as Rep Payee, funds must always be well tracked and used solely for individuals benefit.

Relative to certification in residential, there was an identified need for individuals to be better supported with exploration and pursuit of community interests and activities that match their preferences. Additionally, in IHS, a forum was not evident for ascertaining individual's satisfaction with the services on an ongoing basis.

VINFEN met 94% of licensing indicators in the residential service grouping and will thus receive a Two-Year License for the grouping. The agency also met 100% of licensing indicators in its Day/ Employment Services grouping and will receive a Two-Year License for that grouping as well. The agency will conduct its own follow-up on licensing indicators that were not met in residential and submit the results to the DDS Metro Office of Quality Enhancement within 60-days of the Service Enhancement Meeting. The agency is Certified for the Residential and Day/ Employment service groupings.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	10/10	0/10	
Residential and Individual Home Supports	77/83	6/83	
Residential Services Individual Home Supports Respite Services Placement Services ABI-MFP Residential Services			
Critical Indicators	8/8	0/8	
Total	87/93	6/93	94%
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	62/62	0/62	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	72/72	0/72	100%
2 Year License			
# indicators for 60 Day Follow-up		0	

Residential Commendations on Standards Met:

Indicator #	Indicator	Commendations
L94 (05/22)	Individuals have assistive technology to maximize independence.	All the individuals reviewed were assessed for assistive technologies that would promote independence; and, when identified, support was widely evident for the use of various identified assistive technologies.

Residential Commendations on Standards Met:

Indicator #	Indicator	Commendations
L96 (05/22)	Staff is competent and knowledgeable in the use of the individual's technology devices and applications.	Staff was widely knowledgeable regarding assistive technologies that would promote independence; and, when identified, support was evident for the use and troubleshooting of various assistive technologies that were in use.

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

Indicator #	Indicator	Area Needing Improvement
L36	Recommended tests and appointments with specialists are made and kept.	For six of twenty-seven individuals recommended tests and appointments with specialists were not made and kept. The agency needs to ensure that medical follow up and recommended specialty referrals are made, and appointments are kept.
L43	The health care record is maintained and updated as required.	For eight of twenty-eight individuals, health care records were not updated and accurate. The agency needs to ensure that health care records are maintained and updated as required.
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.	For four of twelve individuals, restrictive practices that affected everyone at a location were not properly outlined with mitigations for others for whom the restrictions were not intended. The agency needs to ensure that restrictive intervention outlines include provisions aimed at not unduly restricting the rights of others and have the required reviews.
L63	Medication treatment plans are in written format with required components.	For six of twenty-seven individuals', medication treatment plans were missing some required components including data collection. The agency needs to ensure that medication treatment plan when needed are developed to contain all required components including data that is tracked and shared with prescribing physicians.
L68	Expenditures of individual's funds are made only for purposes that directly benefit the individual.	For eighteen of twenty-seven individuals, expenditures were not incurred solely for purposes that directly benefit the individual, and in some cases not properly tracked. The agency needs to ensure that expenditures of individual's funds are made only for purposes that directly benefit the individual and are properly tracked.
L88	Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	For six of twenty-eight individuals, ISP objectives were not being implemented and documented as agreed upon. The agency needs to ensure that individuals are supported to work on their ISP objectives and progress towards goal accomplishment tracked.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	78/81	3/81	
Placement Services	20/20	0/20	
Residential Services	18/20	2/20	
Individual Home Supports	20/21	1/21	
ABI-MFP Residential Services	20/20	0/20	
Total	84/87	3/87	97%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	21/21	0/21	
Employment Support Services	21/21	0/21	
Total	27/27	0/27	100%
Certified			

Individual Home Supports- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C51	Staff (Home Providers) are knowledgeable about individuals' satisfaction with services and supports and support individuals to make changes as desired.	For two individuals, there was no evident mechanism for Staff (Home Providers) to gather information about satisfaction with services and supports and to make changes as desired. The agency needs to equip staff with a mechanism for gathering information about individuals' satisfaction with services and supports and to make changes as desired.
C16	Staff (Home Providers) support individuals to explore, discover and connect with their interests for cultural, social, recreational and spiritual activities.	Six of nineteen individuals were not supported to explore, discover, and connect with their interests for cultural, social, recreational, and spiritual activities. The agency needs to ensure that all individuals are consistently supported to explore, discover, and connect with their interests for cultural, social, recreational, and spiritual activities.
C17	Community activities are based on the individual's preferences and interests.	Five of nineteen individuals were not supported to engage in community activities that match their interests and preferences. The agency needs to ensure that all individuals are supported to engage in community activities that match their interests and preferences.

MASTER SCORE SHEET LICENSURE

Organizational: VINFEN

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	35/35	Met
L3	Immediate Action	15/15	Met
L4	Action taken	15/15	Met
L48	HRC	3/3	Met
L65	Restraint report submit	38/43	Met(88.37 %)
L66	HRC restraint review	3/3	Met
L74	Screen employees	20/20	Met
L75	Qualified staff	16/16	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	17/19	2/2	2/2	2/2	5/5		28/30	Met (93.33%)
L3	Immediate Action	L				1/1			1/1	Met
L5	Safety Plan	L	19/19	2/2	2/2	1/1	5/5		29/29	Met
℞ L6	Evacuation	L	19/19	2/2	2/2	1/1	5/5		29/29	Met
L7	Fire Drills	L	18/19				5/5		23/24	Met (95.83%)
L8	Emergency Fact Sheets	I	17/19	2/2	2/2	2/2	4/5		27/30	Met (90.0%)
L9 (07/21)	Safe use of equipment	I	17/18	2/2		2/2	5/5		26/27	Met (96.30%)
L10	Reduce risk interventions	I	10/10			2/2	2/2		14/14	Met
℞ L11	Required inspections	L	19/19	2/2	2/2	1/1	5/5		29/29	Met
℞ L12	Smoke detectors	L	17/19	1/2	2/2	1/1	5/5		26/29	Met (89.66%)
℞ L13	Clean location	L	16/17	2/2	2/2	1/1	5/5		26/27	Met (96.30%)
L14	Site in good repair	L	16/17	2/2	2/2	1/1	5/5		26/27	Met (96.30%)
L15	Hot water	L	14/18	2/2	2/2	1/1	4/5		23/28	Met (82.14%)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L16	Accessibility	L	19/19		2/2	1/1	5/5		27/27	Met
L17	Egress at grade	L	19/19		2/2	0/1	5/5		26/27	Met (96.30%)
L18	Above grade egress	L	14/14	1/1	2/2	1/1	2/2		20/20	Met
L19	Bedroom location	L	8/8			1/1	4/4		13/13	Met
L20	Exit doors	L	18/18	1/1		1/1	5/5		25/25	Met
L21	Safe electrical equipment	L	18/19	1/2	2/2	1/1	5/5		27/29	Met (93.10%)
L22	Well-maintained appliances	L	16/19	2/2	2/2	1/1	5/5		26/29	Met (89.66%)
L23	Egress door locks	L	13/13			1/1	4/5		18/19	Met (94.74%)
L24	Locked door access	L	17/17		2/2	1/1	4/4		24/24	Met
L25	Dangerous substances	L	18/18	2/2		1/1	5/5		26/26	Met
L26	Walkway safety	L	15/19	2/2	2/2	1/1	5/5		25/29	Met (86.21%)
L28	Flammables	L	18/18	2/2		1/1	5/5		26/26	Met
L29	Rubbish/combustibles	L	18/19	2/2	2/2	1/1	5/5		28/29	Met (96.55%)
L30	Protective railings	L	17/19	2/2	2/2	1/1	5/5		27/29	Met (93.10%)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L31	Communication method	I	19/19	2/2	2/2	2/2	5/5		30/30	Met
L32	Verbal & written	I	19/19	2/2	2/2	2/2	5/5		30/30	Met
L33	Physical exam	I	19/19	2/2	2/2		5/5		28/28	Met
L34	Dental exam	I	18/19	2/2	2/2		3/4		25/27	Met (92.59%)
L35	Preventive screenings	I	17/17	2/2	2/2		3/5		24/26	Met (92.31%)
L36	Recommended tests	I	15/18	2/2	1/2		3/5		21/27	Not Met (77.78%)
L37	Prompt treatment	I	19/19	2/2	2/2	2/2	5/5		30/30	Met
PL L38	Physician's orders	I	13/15	1/1		1/1	5/5		20/22	Met (90.91%)
L39	Dietary requirements	I	8/9	1/1			3/3		12/13	Met (92.31%)
L40	Nutritional food	L	19/19	2/2		1/1	5/5		27/27	Met
L41	Healthy diet	L	19/19	2/2	2/2	1/1	5/5		29/29	Met
L42	Physical activity	L	19/19	2/2	2/2		5/5		28/28	Met
L43	Health Care Record	I	13/19	2/2	1/2		4/5		20/28	Not Met (71.43%)
L44	MAP registration	L	18/18	2/2		1/1	5/5		26/26	Met
L45	Medication storage	L	19/19	2/2		1/1	5/5		27/27	Met
PL L46	Med. Administration	I	18/19	2/2	2/2	2/2	5/5		29/30	Met (96.67%)

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	1/1					2/2	Met
L49	Informed of human rights	I	18/19	2/2	2/2	2/2	5/5		29/30	Met (96.67%)
L50 (07/21)	Respectful Comm.	I	19/19	2/2	2/2	2/2	5/5		30/30	Met
L51	Possessions	I	19/19	2/2	2/2	2/2	5/5		30/30	Met
L52	Phone calls	I	18/18	2/2	2/2	2/2	5/5		29/29	Met
L53	Visitation	I	19/19	2/2	2/2	2/2	5/5		30/30	Met
L54 (07/21)	Privacy	I	19/19	2/2	2/2	2/2	5/5		30/30	Met
L55	Informed consent	I	2/2	1/1			1/1		4/4	Met
L56	Restrictive practices	I	7/9			0/2	1/1		8/12	Not Met (66.67%)
L57	Written behavior plans	I	15/15			2/2	2/2		19/19	Met
L58	Behavior plan component	I	3/3						3/3	Met
L59	Behavior plan review	I	6/6						6/6	Met
L60	Data maintenance	I	15/15			2/2	1/2		18/19	Met (94.74%)
L61	Health protection in ISP	I	6/7			2/2	5/5		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
L62	Health protection review	I	5/5			2/2	4/4		11/11	Met
L63	Med. treatment plan form	I	15/19	0/1	2/2		4/5		21/27	Not Met (77.78%)
L64	Med. treatment plan rev.	I	16/18	1/1	2/2		5/5		24/26	Met (92.31%)
L67	Money mgmt. plan	I	16/18	2/2	1/1		4/5		23/26	Met (88.46%)
L68	Funds expenditure	I	6/18	0/2	1/1	2/2	0/4		9/27	Not Met (33.33%)
L69	Expenditure tracking	I	16/18	2/2	1/1	2/2	4/4		25/27	Met (92.59%)
L70	Charges for care calc.	I	18/18	2/2	2/2	1/1	5/5		28/28	Met
L71	Charges for care appeal	I	18/18	2/2	2/2	1/1	5/5		28/28	Met
L77	Unique needs training	I	18/18	2/2	2/2	2/2	4/5		28/29	Met (96.55%)
L78	Restrictive Int. Training	L	11/12			1/1	1/1		13/14	Met (92.86%)
L79	Restraint training	L	8/9			1/1			9/10	Met (90.0%)
L80	Symptoms of illness	L	18/19	2/2	2/2	0/1	4/5		26/29	Met (89.66%)
L81	Medical emergency	L	19/19	2/2	2/2	1/1	5/5		29/29	Met
L82	Medication admin.	L	19/19	1/1		1/1	5/5		26/26	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L84	Health protect. Training	I	6/7			2/2	5/5		13/14	Met (92.86%)
L85	Supervision	L	19/19	2/2	2/2	1/1	5/5		29/29	Met
L86	Required assessments	I	9/10	1/1			4/4		14/15	Met (93.33%)
L87	Support strategies	I	9/10	1/1			5/5		15/16	Met (93.75%)
L88	Strategies implemented	I	15/19	2/2	2/2		3/5		22/28	Not Met (78.57%)
L89	Complaint and resolution process	L					5/5		5/5	Met
L90	Personal space/bedroom privacy	I	17/18	2/2	2/2		5/5		26/27	Met (96.30%)
L91	Incident management	L	16/19	2/2	2/2	0/1	4/5		24/29	Met (82.76%)
L93 (05/22)	Emergency back-up plans	I	18/18	2/2	2/2	2/2	5/5		29/29	Met
L94 (05/22)	Assistive technology	I	19/19	2/2	2/2	2/2	5/5		30/30	Met
L96 (05/22)	Staff training in devices and applications	I	16/16	2/2	2/2	2/2	2/2		24/24	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L99 (05/22)	Medical monitoring devices	I	1/1	1/1			1/1		3/3	Met
#Std. Met/# 83 Indicator									77/83	
Total Score									87/93	
									93.55%	

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	9/9		8/9	17/18	Met (94.44 %)
L5	Safety Plan	L	1/1		3/3	4/4	Met
℞ L6	Evacuation	L	1/1		3/3	4/4	Met
L7	Fire Drills	L	1/1		3/3	4/4	Met
L8	Emergency Fact Sheets	I	9/9		7/9	16/18	Met (88.89 %)
L9 (07/21)	Safe use of equipment	I	9/9		9/9	18/18	Met
L10	Reduce risk interventions	I	1/1		4/4	5/5	Met
℞ L11	Required inspections	L	1/1		3/3	4/4	Met
℞ L12	Smoke detectors	L	1/1		3/3	4/4	Met
℞ L13	Clean location	L	1/1		3/3	4/4	Met
L14	Site in good repair	L	1/1		2/2	3/3	Met
L15	Hot water	L	1/1		3/3	4/4	Met
L16	Accessibility	L	1/1		3/3	4/4	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L17	Egress at grade	L	1/1		3/3	4/4	Met
L18	Above grade egress	L	1/1		2/2	3/3	Met
L20	Exit doors	L	1/1		3/3	4/4	Met
L21	Safe electrical equipment	L	1/1		3/3	4/4	Met
L22	Well-maintained appliances	L	1/1		3/3	4/4	Met
L25	Dangerous substances	L	1/1		3/3	4/4	Met
L26	Walkway safety	L	1/1		3/3	4/4	Met
L28	Flammables	L	1/1		3/3	4/4	Met
L29	Rubbish/combustibles	L	1/1		3/3	4/4	Met
L30	Protective railings	L			3/3	3/3	Met
L31	Communication method	I	9/9		9/9	18/18	Met
L32	Verbal & written	I	9/9		9/9	18/18	Met
L37	Prompt treatment	I	9/9		9/9	18/18	Met
℞ L38	Physician's orders	I			4/5	4/5	Met (80.0 %)
L39	Dietary requirements	I			2/2	2/2	Met
L44	MAP registration	L	1/1		3/3	4/4	Met
L45	Medication storage	L	1/1		3/3	4/4	Met
℞ L46	Med. Administration	I			9/9	9/9	Met
L49	Informed of human rights	I	9/9		8/9	17/18	Met (94.44 %)
L50 (07/21)	Respectful Comm.	I	9/9		9/9	18/18	Met
L51	Possessions	I	9/9		9/9	18/18	Met
L52	Phone calls	I	9/9		9/9	18/18	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L54 (07/21)	Privacy	I	9/9		9/9	18/18	Met
L55	Informed consent	I	7/7		1/1	8/8	Met
L56	Restrictive practices	I			2/2	2/2	Met
L57	Written behavior plans	I	1/1		4/4	5/5	Met
L58	Behavior plan component	I			1/1	1/1	Met
L59	Behavior plan review	I	1/1		2/2	3/3	Met
L60	Data maintenance	I	1/1		4/4	5/5	Met
L61	Health protection in ISP	I	1/1		3/3	4/4	Met
L62	Health protection review	I			1/1	1/1	Met
L63	Med. treatment plan form	I			7/7	7/7	Met
L64	Med. treatment plan rev.	I			6/7	6/7	Met (85.71 %)
L77	Unique needs training	I	9/9		8/9	17/18	Met (94.44 %)
L78	Restrictive Int. Training	L	1/1		3/3	4/4	Met
L79	Restraint training	L	1/1		3/3	4/4	Met
L80	Symptoms of illness	L	2/2		3/3	5/5	Met
L81	Medical emergency	L	2/2		3/3	5/5	Met
PE L82	Medication admin.	L	1/1		3/3	4/4	Met
L84	Health protect. Training	I	1/1		3/3	4/4	Met
L85	Supervision	L	2/2		3/3	5/5	Met
L86	Required assessments	I	4/4		5/5	9/9	Met
L87	Support strategies	I	4/4		6/6	10/10	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L88	Strategies implemented	I	9/9		9/9	18/18	Met
L91	Incident management	L	1/1		2/3	3/4	Met
L93 (05/22)	Emergency back-up plans	I	9/9		9/9	18/18	Met
L94 (05/22)	Assistive technology	I	9/9		9/9	18/18	Met
L96 (05/22)	Staff training in devices and applications	I	9/9		9/9	18/18	Met
L99 (05/22)	Medical monitoring devices	I			1/1	1/1	Met
#Std. Met/# 62 Indicator						62/62	
Total Score						72/72	
						100%	

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	17/19	Met (89.47 %)
C8	Family/guardian communication	19/19	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C9	Personal relationships	18/19	Met (94.74 %)
C10	Social skill development	19/19	Met
C11	Get together w/family & friends	18/19	Met (94.74 %)
C12	Intimacy	17/19	Met (89.47 %)
C13	Skills to maximize independence	19/19	Met
C14	Choices in routines & schedules	18/18	Met
C15	Personalize living space	19/19	Met
C16	Explore interests	13/19	Not Met (68.42 %)
C17	Community activities	14/19	Not Met (73.68 %)
C18	Purchase personal belongings	17/17	Met
C19	Knowledgeable decisions	19/19	Met
C46	Use of generic resources	18/19	Met (94.74 %)
C47	Transportation to/ from community	18/18	Met
C48	Neighborhood connections	19/19	Met
C49	Physical setting is consistent	17/18	Met (94.44 %)
C51	Ongoing satisfaction with services/ supports	19/19	Met
C52	Leisure activities and free-time choices /control	19/19	Met
C53	Food/ dining choices	19/19	Met

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/5	Met (80.0 %)
C8	Family/guardian communication	5/5	Met
C9	Personal relationships	5/5	Met
C10	Social skill development	5/5	Met
C11	Get together w/family & friends	5/5	Met
C12	Intimacy	5/5	Met
C13	Skills to maximize independence	5/5	Met
C14	Choices in routines & schedules	5/5	Met
C15	Personalize living space	5/5	Met

ABI-MFP Residential Services

Indicator #	Indicator	Met/Rated	Rating
C16	Explore interests	5/5	Met
C17	Community activities	4/5	Met (80.0 %)
C18	Purchase personal belongings	5/5	Met
C19	Knowledgeable decisions	5/5	Met
C46	Use of generic resources	5/5	Met
C47	Transportation to/ from community	5/5	Met
C48	Neighborhood connections	5/5	Met
C49	Physical setting is consistent	4/5	Met (80.0 %)
C51	Ongoing satisfaction with services/ supports	5/5	Met
C52	Leisure activities and free-time choices /control	5/5	Met
C53	Food/ dining choices	5/5	Met

Placement Services

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

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	2/2	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/2	Met
C8	Family/guardian communication	2/2	Met
C9	Personal relationships	2/2	Met
C10	Social skill development	2/2	Met
C11	Get together w/family & friends	2/2	Met
C12	Intimacy	2/2	Met
C13	Skills to maximize independence	2/2	Met
C14	Choices in routines & schedules	2/2	Met
C15	Personalize living space	2/2	Met
C16	Explore interests	2/2	Met
C17	Community activities	2/2	Met
C18	Purchase personal belongings	2/2	Met
C19	Knowledgeable decisions	2/2	Met
C21	Coordinate outreach	2/2	Met
C46	Use of generic resources	1/1	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	2/2	Met
C51	Ongoing satisfaction with services/ supports	0/2	Not Met (0 %)
C52	Leisure activities and free-time choices /control	1/1	Met
C53	Food/ dining choices	2/2	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	9/9	Met
C8	Family/guardian communication	9/9	Met
C22	Explore job interests	9/9	Met
C23	Assess skills & training needs	9/9	Met
C24	Job goals & support needs plan	9/9	Met
C25	Skill development	9/9	Met
C26	Benefits analysis	9/9	Met
C27	Job benefit education	9/9	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	9/9	Met
C30	Work in integrated settings	9/9	Met
C31	Job accommodations	9/9	Met
C32	At least minimum wages earned	9/9	Met
C33	Employee benefits explained	9/9	Met
C34	Support to promote success	9/9	Met
C35	Feedback on job performance	9/9	Met
C36	Supports to enhance retention	9/9	Met
C37	Interpersonal skills for work	9/9	Met
C47	Transportation to/ from community	9/9	Met
C50	Involvement/ part of the Workplace culture	9/9	Met
C51	Ongoing satisfaction with services/ supports	9/9	Met