



**PROVIDER REPORT
FOR**

**WORK INC
25 Beach Street
Dorchester, MA 02122**

March 24, 2025

Version

Public Provider Report

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

SUMMARY OF OVERALL FINDINGS

Provider	WORK INC
Review Dates	2/18/2025 - 2/24/2025
Service Enhancement Meeting Date	3/10/2025
Survey Team	Mark Boghoian Cheryl Hampton Lisa MacPhail Melanie Hutchison (TL) Melanie Cruz Raymond Obeng David Bullard
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	13 location (s) 13 audit (s)	Full Review	78/85 2 Year License 03/10/2025 - 03/10/2027		65 / 66 Certified 03/10/2025 - 03/10/2027
Residential Services	6 location(s) 6 audit (s)			Full Review	20 / 20
Placement Services	4 location(s) 4 audit (s)			Full Review	20 / 20
Individual Home Supports	3 location(s) 3 audit (s)			Full Review	19 / 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	6 location(s) 22 audit (s)	Full Review	63/65 2 Year License 03/10/2025 - 03/10/2027		39 / 42 Certified 03/10/2025 - 03/10/2027
Community Based Day Services	1 location(s) 11 audit (s)			Full Review	14 / 15
Employment Support Services	5 location(s) 11 audit (s)			Full Review	19 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

Work Inc. is a human service agency that provides a wide array of services to adults with intellectual, developmental, and physical disabilities, acquired brain injury, and mental illness, and individuals who are deaf or hard of hearing. The agency offers many services which include twenty-four hour residential services, placement services, individual home supports, community-based day supports, employment supports, day habilitation, and family supports.

For this 2025 DDS Licensing and Certification Survey, the DDS Metro Office of Quality Enhancement (OQE) conducted a full licensing and certification review of the agency's residential and day services. The scope of this survey included six audits at six residential homes, four audits at four placement services homes, three individual supports audits, eleven community-based day supports audits at one location, and eleven employment supports audits.

At the organizational level, relative to Licensure, Work Inc demonstrated several effective systems. In the area of investigations, the agency acted immediately in response to potential abuse and neglect complaints and successfully completed action plans when required by DDS area offices. With relation to employee training, the agency verified that staff completed DDS mandatory trainings in addition to trainings at service locations to familiarize staff with individuals' unique needs.

At the organizational level, relative to Certification, Work Inc.'s strategic plan was focused on improving the quality of services for the people it supports, as evidenced by positive health care outcomes for individuals through the expansion of its nursing department. The agency recruited medical professionals and grew from one full time LPN and a contracted nurse consultant to a Director of Health Services, a full-time RN, and a full-time LPN. The agency also used a variety of methods and communication channels to collect data and receive feedback from stakeholders and regularly analyzed data and adjusted its strategies to achieve its goals when needed.

Regarding licensure, both the Residential and the Employment and Day Supports service groupings demonstrated well-developed oversight systems for ensuring environmental and personal safety. Locations were clean and well maintained. For each person supported, the agency developed an individualized emergency back-up plan of which both individuals and staff were familiar. The agency employed a positive practice of training staff and individuals at the same time on emergency evacuation safety plans, search plans, and a variety of emergency plans, including severe weather and loss of electricity or heating. Fire drills confirmed that individuals were supported to evacuate homes within two and a half minutes and CBDS locations within a reasonable amount of time.

Other consistent practices relating to licensure across both of Work Inc.'s service groupings were evident in the areas of communication, human rights, and medication administration. Staff communicated respectfully with people using their primary language and method of communication. This is apparent in the support offered to people who are deaf or hard of hearing. The agency employed staff who are fluent in American Sign Language (ASL), and ASL and deaf interpreters were built into supports. Individuals were aware of their human rights, DPPC, and the agency's grievance policy through annual trainings and the information provided to their family members and guardians. In all settings, people had free access to their belongings, to communicate with others, and to invite friends and family to visit their homes. In residential and day locations, staff administered medication consistent with Medication Administration Program (MAP) policies.

In residential services, relative to licensing, Work Inc.'s healthcare oversight system was largely effective. Individuals were supported to receive annual physical and dental examinations. Staff assisted individuals to receive recommended medical testing and to attend follow up appointments. Staff were trained and knowledgeable about how to respond to medical emergencies and how to obtain treatment for episodic medical conditions.

Regarding certification, residential staff supported individuals to maintain relationships with family members and friends through phone calls, video calls, and in-person visits. Staff assisted individuals to develop and maintain appropriate social skills which helped them to strengthen existing relationships and foster social contacts in their local communities. The survey findings also confirmed that individuals had control over their daily decisions, including leisure activities and home decoration, and gave input to staff on meal planning and preferred community activities.

In the agency's Employment and Day service grouping, relative to Licensure, Work Inc.'s systems for promoting skill development and independence were effective. The agency consistently implemented individuals' provider support strategies agreed upon at their ISP meetings. The agency also completed Assistive Technology assessments for individuals. For individuals whose assessments identified a need, the agency supported them to have access to assistive technology which furthered their independence.

Regarding Certification, individuals who received CBDS supports were supported to engage in meaningful activities in the program and the community. People had a variety of choices of activities throughout the program day and could adjust their schedules as they desired. For those on the pathway to employment, Work Inc. helped individuals identify potential job interests and developed and implemented individualized habilitative goals necessary for employment. Employed individuals were supported to retain and advance in their jobs and regularly gave feedback to the agency on their satisfaction with their jobs and employment support.

A few areas were identified for the agency to give its attention.

Organizationally, the agency should support its Human Rights Committee members, especially those with required expertise, to maintain regular attendance.

Within residential services, relative to licensure, the agency needs to ensure that household appliances are in working order. When individuals require a medication treatment plan and/or a funds management plan, the agency is encouraged to review these plans to verify they include all required components. The agency needs to fully assess individuals to identify assistive technology to maximize independence and provide these supports when a need is identified. Relative to certification, the agency is encouraged to evaluate and improve its system for soliciting and incorporating feedback on staff from individuals who receive individual home supports.

Within Day and Employment supports, the agency is encouraged to review and strengthen its system for submitting ISP assessments and support strategies within required timeframes. For individuals receiving CBDS, the agency is encouraged to develop detailed written plans which identify their employment goals and support needs. For those employed, the agency should develop systems to ensure that individuals receive information at least annually about how earnings may impact benefits and feedback about their performance consistent with other agency employees.

As a result of this licensing and certification survey, Work Inc.'s Residential service group received an overall score of 92% of licensure indicators met. The agency will receive a Two-Year License for Residential Services. This service group is Certified with an overall score of 98% of certification indicators met.

Work Inc.'s Employment and Day Supports service group will receive a Two-Year License with an overall score of 97% of licensure indicators met. This service group is Certified with an overall score of 93% of certification indicators met.

For both service groups, Work Inc. will complete follow-up on licensing indicators not met during the survey and will submit their results to OQE within 60 days following the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Residential and Individual Home Supports	69/75	6/75	
Residential Services Individual Home Supports Placement Services			
Critical Indicators	8/8	0/8	
Total	78/85	7/85	92%
2 Year License			
# indicators for 60 Day Follow-up		7	

	Met / Rated	Not Met / Rated	% Met
Organizational	9/10	1/10	
Employment and Day Supports	54/55	1/55	
Community Based Day Services Employment Support Services			
Critical Indicators	8/8	0/8	
Total	63/65	2/65	97%
2 Year License			
# indicators for 60 Day Follow-up		2	

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 Human Rights Committee member with clinical expertise did not attend at least 75% of the human rights committee meetings during the past two years. The agency needs to ensure that all required HRC members consistently attend meetings.

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
L22	All appliances and equipment are operational and properly maintained.	At one location, a kitchen appliance was not in working order. At another location, the grill with a propane tank was located within ten feet of the home. The agency needs to ensure that all household appliances are in working order and grills with propane tanks are located more than ten feet from the home.
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 one individual, the agency did not create a plan to mitigate the impact of an environmental restriction at the location. The agency needs to ensure that where restrictive practices are in place, individuals who do not require that environmental restriction must have a plan to mitigate its impact.
L60	Data are consistently maintained and used to determine the efficacy of behavioral interventions.	For one individual, data on targeted behaviors in the positive behavior support (PBS) plan was not collected. The agency needs to ensure that data aligned to all targeted behaviors identified in behavior plans are collected consistently in order to determine efficacy of behavioral interventions.
L63	Medication treatment plans are in written format with required components.	For one individual, the medication treatment plan did not contain all required components. For another individual who was prescribed a medication prior to medical/dental appointments, the agency did not have a plan in place to teach an individual how to manage anxiety associated with medical/dental appointments. The agency needs to ensure that plans for pre-sedation medication include a plan to teach and practice coping skills which could lead to a reduction or termination of this medication. Medication treatment plans must also include a definition of target behaviors described in observable terms.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	For two individuals, funds management plans either did not accurately reflect the procedures used in assisting the individual, did not include a training plan to promote the individual's independence, or the funds management plan did not have current, written agreement from the individual or guardian. The agency needs to develop funds-management plans that outline the roles and responsibilities of the agency in supporting individuals to manage and spend their personal funds. The agency needs to ensure that plans are individualized, and if supported by the individual's ISP, they need to include a training plan to reduce the need for assistance. Additionally, the agency needs to obtain annual written agreement from the individual or his/her guardian, on each funds management plan.

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

Indicator #	Indicator	Area Needing Improvement
L94 (05/22)	Individuals have assistive technology to maximize independence.	For four individuals, support needs and the potential benefits of assistive technology had not been fully assessed. The agency needs to ensure that all individuals are assessed to identify assistive technology to maximize independence and take steps to provide these supports when a need is identified.

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

Indicator #	Indicator	Area Needing Improvement
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 submitted to DDS fifteen days prior to the ISP. The agency needs to ensure that ISP assessments are submitted to DDS fifteen days prior to the ISP.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	59/60	1/60	
Residential Services	20/20	0/20	
Placement Services	20/20	0/20	
Individual Home Supports	19/20	1/20	
Total	65/66	1/66	98%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	33/36	3/36	
Community Based Day Services	14/15	1/15	
Employment Support Services	19/21	2/21	
Total	39/42	3/42	93%
Certified			

Individual Home Supports- 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.	One individual did not have the opportunity to provide input on the hiring or ongoing performance evaluation of the staff who support them. The agency needs to strengthen its system for soliciting and incorporating individuals' input into the process of hiring and evaluating the staff who support them.

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

Indicator #	Indicator	Area Needing Improvement
C39 (07/21)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.	For two individuals, there was no plan identifying employment goals and support needs. The agency needs to ensure that individuals' support needs are identified, and that a detailed written plan is developed that addresses each individual's employment goals and support needs.
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.	Three individuals did not receive annual information about how their employment may impact their benefits. The agency needs to ensure that individuals and their families receive information about the impact of earnings on their benefits at least annually.
C35	Individuals are given feedback on job performance by their employer.	Two individuals who are Work Inc. employees did not receive feedback on their job performance. The agency must provide feedback to individuals on job performance commensurate with other employees.

MASTER SCORE SHEET LICENSURE

Organizational: WORK INC

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
L2	Abuse/neglect reporting	16/16	Met
L3	Immediate Action	15/15	Met
L4	Action taken	15/15	Met
L48	HRC	0/1	Not Met(0 %)
L65	Restraint report submit	3/3	Met
L66	HRC restraint review	13/13	Met
L74	Screen employees	7/7	Met
L75	Qualified staff	3/3	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	6/6	3/3	4/4				13/13	Met
L5	Safety Plan	L	5/5	1/3	4/4				10/12	Met (83.33%)
℞ L6	Evacuation	L	5/5	3/3	4/4				12/12	Met
L7	Fire Drills	L	5/5						5/5	Met
L8	Emergency Fact Sheets	I	5/6	2/3	4/4				11/13	Met (84.62%)
L9 (07/21)	Safe use of equipment	I	6/6	3/3					9/9	Met
℞ L11	Required inspections	L	5/5	1/1	4/4				10/10	Met
℞ L12	Smoke detectors	L	5/5	1/1	3/4				9/10	Met (90.0%)
℞ L13	Clean location	L	5/5	1/1	4/4				10/10	Met
L14	Site in good repair	L	4/4	1/1	4/4				9/9	Met
L15	Hot water	L	5/5	1/1	3/4				9/10	Met (90.0%)
L16	Accessibility	L	5/5		4/4				9/9	Met
L17	Egress at grade	L	5/5	1/1	4/4				10/10	Met
L18	Above grade egress	L	4/4	1/1					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
L19	Bedroom location	L	1/1						1/1	Met
L20	Exit doors	L	5/5	1/1					6/6	Met
L21	Safe electrical equipment	L	5/5	1/1	4/4				10/10	Met
L22	Well-maintained appliances	L	3/5	1/1					4/6	Not Met (66.67%)
L23	Egress door locks	L	3/3	1/1					4/4	Met
L24	Locked door access	L	4/5		4/4				8/9	Met (88.89%)
L25	Dangerous substances	L	5/5	1/1					6/6	Met
L26	Walkway safety	L	4/5	1/1	4/4				9/10	Met (90.0%)
L28	Flammables	L	5/5	1/1					6/6	Met
L29	Rubbish/combustibles	L	5/5	1/1	4/4				10/10	Met
L30	Protective railings	L	5/5	1/1	4/4				10/10	Met
L31	Communication method	I	6/6	3/3	4/4				13/13	Met
L32	Verbal & written	I	5/5	3/3	4/4				12/12	Met
L33	Physical exam	I	5/5	3/3	4/4				12/12	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L34	Dental exam	I	5/5	3/3	4/4				12/12	Met
L35	Preventive screenings	I	6/6	1/2	4/4				11/12	Met (91.67%)
L36	Recommended tests	I	6/6	2/2	4/4				12/12	Met
L37	Prompt treatment	I	6/6	3/3	4/4				13/13	Met
Ⓡ L38	Physician's orders	I	4/5		1/1				5/6	Met (83.33%)
L39	Dietary requirements	I	3/3		1/1				4/4	Met
L40	Nutritional food	L	5/5	1/1					6/6	Met
L41	Healthy diet	L	5/5	2/2	4/4				11/11	Met
L42	Physical activity	L	5/5	2/2	4/4				11/11	Met
L43	Health Care Record	I	6/6	2/3	3/4				11/13	Met (84.62%)
L44	MAP registration	L	5/5						5/5	Met
L45	Medication storage	L	5/5						5/5	Met
Ⓡ L46	Med. Administration	I	6/6		1/1				7/7	Met
L47	Self medication	I		2/2	3/3				5/5	Met
L49	Informed of human rights	I	6/6	3/3	4/4				13/13	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L50 (07/21)	Respectful Comm.	I	6/6	3/3	4/4				13/13	Met
L51	Possessions	I	6/6	3/3	4/4				13/13	Met
L52	Phone calls	I	5/5	3/3	4/4				12/12	Met
L53	Visitation	I	6/6	3/3	4/4				13/13	Met
L54 (07/21)	Privacy	I	6/6	3/3	4/4				13/13	Met
L56	Restrictive practices	I		0/1					0/1	Not Met (0 %)
L57	Written behavior plans	I	1/1						1/1	Met
L60	Data maintenance	I	0/1						0/1	Not Met (0 %)
L61	Health protection in ISP	I	3/4	1/1	4/4				8/9	Met (88.89 %)
L63	Med. treatment plan form	I	4/6						4/6	Not Met (66.67 %)
L64	Med. treatment plan rev.	I	6/6						6/6	Met
L67	Money mgmt. plan	I	4/6		3/3				7/9	Not Met (77.78 %)
L68	Funds expenditure	I	5/6		3/3				8/9	Met (88.89 %)
L69	Expenditure tracking	I	6/6		3/3				9/9	Met
L70	Charges for care calc.	I	6/6		4/4				10/10	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L71	Charges for care appeal	I	6/6		4/4				10/10	Met
L77	Unique needs training	I	6/6	3/3	4/4				13/13	Met
L79	Restraint training	L	1/1						1/1	Met
L80	Symptoms of illness	L	5/5	3/3	4/4				12/12	Met
L81	Medical emergency	L	5/5	3/3	4/4				12/12	Met
L82	Medication admin.	L	5/5						5/5	Met
L84	Health protect. Training	I	3/4	1/1	4/4				8/9	Met (88.89%)
L85	Supervision	L	5/5	3/3	4/4				12/12	Met
L86	Required assessments	I	4/4	1/1	3/3				8/8	Met
L87	Support strategies	I	4/4	1/1	3/3				8/8	Met
L88	Strategies implemented	I	4/5	3/3	4/4				11/12	Met (91.67%)
L90	Personal space/bedroom privacy	I	6/6	3/3	4/4				13/13	Met
L91	Incident management	L	3/5	3/3	4/4				10/12	Met (83.33%)

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L93 (05/22)	Emergency back-up plans	I	6/6	3/3	4/4				13/13	Met
L94 (05/22)	Assistive technology	I	4/6	1/3	4/4				9/13	Not Met (69.23 %)
L96 (05/22)	Staff training in devices and applications	I	4/4		2/2				6/6	Met
L99 (05/22)	Medical monitoring devices	I	1/1		1/1				2/2	Met
#Std. Met/# 75 Indicator									69/75	
Total Score									78/85	
									91.76%	

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	11/11		11/11	22/22	Met
L5	Safety Plan	L			1/1	1/1	Met
L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met
L8	Emergency Fact Sheets	I	8/11		11/11	19/22	Met (86.36 %)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L9 (07/21)	Safe use of equipment	I	11/11		11/11	22/22	Met
L10	Reduce risk interventions	I			2/2	2/2	Met
℞ L11	Required inspections	L			1/1	1/1	Met
℞ L12	Smoke detectors	L			1/1	1/1	Met
℞ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
L18	Above grade egress	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Well-maintained appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L30	Protective railings	L			1/1	1/1	Met
L31	Communication method	I	11/11		11/11	22/22	Met
L32	Verbal & written	I	11/11		11/11	22/22	Met
L37	Prompt treatment	I	11/11		11/11	22/22	Met
℞ L38	Physician's orders	I			4/4	4/4	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L39	Dietary requirements	I			5/5	5/5	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
℞ L46	Med. Administration	I			1/1	1/1	Met
L49	Informed of human rights	I	11/11		11/11	22/22	Met
L50 (07/21)	Respectful Comm.	I	11/11		11/11	22/22	Met
L51	Possessions	I	11/11		11/11	22/22	Met
L52	Phone calls	I	11/11		11/11	22/22	Met
L54 (07/21)	Privacy	I	11/11		11/11	22/22	Met
L55	Informed consent	I	1/1		1/1	2/2	Met
L56	Restrictive practices	I			2/2	2/2	Met
L57	Written behavior plans	I			2/2	2/2	Met
L60	Data maintenance	I			2/2	2/2	Met
L61	Health protection in ISP	I			9/9	9/9	Met
L77	Unique needs training	I	11/11		11/11	22/22	Met
L78	Restrictive Int. Training	L			1/1	1/1	Met
L80	Symptoms of illness	L	4/5		1/1	5/6	Met (83.33 %)
L81	Medical emergency	L	5/5		1/1	6/6	Met
℞ L82	Medication admin.	L			1/1	1/1	Met
L84	Health protect. Training	I			9/9	9/9	Met
L85	Supervision	L	5/5		1/1	6/6	Met
L86	Required assessments	I	3/3		2/3	5/6	Met (83.33 %)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L87	Support strategies	I	3/3		2/4	5/7	Not Met (71.43 %)
L88	Strategies implemented	I	9/9		10/10	19/19	Met
L91	Incident management	L	4/4		0/1	4/5	Met (80.0 %)
L93 (05/22)	Emergency back-up plans	I	11/11		11/11	22/22	Met
L94 (05/22)	Assistive technology	I	11/11		11/11	22/22	Met
L96 (05/22)	Staff training in devices and applications	I	7/7		8/8	15/15	Met
#Std. Met/# 55 Indicator						54/55	
Total Score						63/65	
						96.92%	

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	5/6	Met (83.33 %)
C8	Family/guardian communication	6/6	Met
C9	Personal relationships	5/5	Met

Residential Services

Indicator #	Indicator	Met/Rated	Rating
C10	Social skill development	5/5	Met
C11	Get together w/family & friends	6/6	Met
C12	Intimacy	5/6	Met (83.33 %)
C13	Skills to maximize independence	5/5	Met
C14	Choices in routines & schedules	5/5	Met
C15	Personalize living space	5/5	Met
C16	Explore interests	5/5	Met
C17	Community activities	5/5	Met
C18	Purchase personal belongings	6/6	Met
C19	Knowledgeable decisions	6/6	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	5/5	Met
C51	Ongoing satisfaction with services/ supports	5/5	Met
C52	Leisure activities and free-time choices /control	6/6	Met
C53	Food/ dining choices	6/6	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	4/4	Met
C8	Family/guardian communication	4/4	Met
C9	Personal relationships	4/4	Met
C10	Social skill development	4/4	Met
C11	Get together w/family & friends	4/4	Met
C12	Intimacy	4/4	Met
C13	Skills to maximize independence	4/4	Met
C14	Choices in routines & schedules	4/4	Met
C15	Personalize living space	4/4	Met
C16	Explore interests	4/4	Met

Placement Services

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

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	2/3	Not Met (66.67 %)
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	2/2	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
C21	Coordinate outreach	2/2	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	2/2	Met
C48	Neighborhood connections	2/2	Met
C49	Physical setting is consistent	1/1	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C51	Ongoing satisfaction with services/ supports	3/3	Met
C52	Leisure activities and free-time choices /control	2/2	Met
C53	Food/ dining choices	2/2	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	11/11	Met
C8	Family/guardian communication	11/11	Met
C13	Skills to maximize independence	11/11	Met
C37	Interpersonal skills for work	8/8	Met
C38 (07/21)	Habilitative & behavioral goals	8/8	Met
C39 (07/21)	Support needs for employment	6/8	Not Met (75.00 %)
C40	Community involvement interest	11/11	Met
C41	Activities participation	11/11	Met
C42	Connection to others	11/11	Met
C43	Maintain & enhance relationship	11/11	Met
C44	Job exploration	11/11	Met
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	10/10	Met
C8	Family/guardian communication	11/11	Met
C22	Explore job interests	10/10	Met
C23	Assess skills & training needs	10/10	Met
C24	Job goals & support needs plan	9/10	Met (90.0 %)
C25	Skill development	10/10	Met
C26	Benefits analysis	8/11	Not Met (72.73 %)

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C27	Job benefit education	10/10	Met
C28	Relationships w/businesses	3/3	Met
C29	Support to obtain employment	9/10	Met (90.0 %)
C30	Work in integrated settings	10/10	Met
C31	Job accommodations	6/6	Met
C32	At least minimum wages earned	10/10	Met
C33	Employee benefits explained	10/10	Met
C34	Support to promote success	10/10	Met
C35	Feedback on job performance	6/8	Not Met (75.00 %)
C36	Supports to enhance retention	9/9	Met
C37	Interpersonal skills for work	9/9	Met
C47	Transportation to/ from community	11/11	Met
C50	Involvement/ part of the Workplace culture	9/9	Met
C51	Ongoing satisfaction with services/ supports	11/11	Met