



**PROVIDER REPORT
FOR
BERKSHIRE HILLS MUSIC
ACADEMY
48 Woodbridge St
South Hadley, MA 01075**

Version

Provider Web Report

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

SUMMARY OF OVERALL FINDINGS

Provider	BERKSHIRE HILLS MUSIC ACADEMY
Review Dates	4/14/2015 - 4/21/2015
Service Enhancement Meeting Date	5/4/2015
Survey Team	Ken Jones (TL) Martina Pocaterra Jill Walulak
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) 6 audit (s)	Full Review	63 / 73 2 Year License 05/04/2015 - 05/04/2017		
Residential Services	1 location(s) 3 audit (s)			Full Review	13 / 14 Certified
Individual Home Supports	2 location(s) 3 audit (s)			Full Review	14 / 15 Certified

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) 7 audit (s)	Full Review	50 / 58 2 Year License 05/04/2015 - 05/04/2017		
Community Based Day Services	1 location(s) 3 audit (s)			Full Review	11 / 12 Certified
Employment Support Services	1 location(s) 4 audit (s)			Full Review	16 / 18 Certified

Survey scope and findings for Planning and Quality Management

Service Group Type	Sample Size	Scope	Licensure Level	Certification Scope	Certification Level
Planning and Quality Management	N/A	N/A	N/A	Full Review	5/6 Certified

EXECUTIVE SUMMARY :

Founded in 1999, Berkshire Hills Music Academy (BHMA) is a post-secondary school that provides residential, day, and vocational services to individuals with a wide range of intellectual and developmental disabilities. The Academy is located on a residential estate in South Hadley where a renovated mansion provides accommodation for residency, classrooms, space for musical performances and recording, and administrative offices. BHMA also operates a 24 hour residence at a nearby, off-campus location. The agency currently provide these services to 41 individuals funded by several sources that includes the Massachusetts Department of Developmental Services, Department of Education, and through private pay arrangements. The current capacity represents an increase from 34 individuals served two years ago during the last review.

Since its inception, BHMA has expanded its program services to include a two-year certificate program, a third year program Music In Careers, Extended Learning Community that address the growing needs of students, and LIVE Program (Long-term Independent Vocational Experience) that focus on life skills, communication, vocational supports and music. The current licensing and certification review focused on a sample of services and supports offered to individuals who received residential, individual home supports, community based day, and employment services.

Supporting individuals to grow and maximize their potential has been a consistent finding and strength of BHMA. The agency has fostered an environment that, through a structured approach, incorporates musical programming with a well-developed, comprehensive curriculum. Individuals were supported to develop essential life skills, a strong sense of community, and musical proficiencies through a variety of venues. Survey findings showed that across all services students received effective supports in working on individualized goals. Review of progress notes in particular highlighted staffs attentive approach to monitoring progress as individuals worked on personal goals and objectives. Where needed, staff were also attentive to modifying strategies when barriers to success were observed.

A particular highlight of the review was the observation of individuals' use of assistive technology designed to assist them in acquiring the skills necessary to live more independently. An application for tablets and phones called Pictello was especially effective in promoting individuals independence in areas that included a variety of activities for daily living, banking, budgeting, shopping, and navigating in the community. Consequently, individuals were able to work on personal goals with less staff involvement, which promoted a discernible level of autonomy, self-confidence, and pride.

Another strength of the agency was its capacity to maintain a highly qualified, professional workforce. This was viewed by BHMA as a key component to the agency's ability to provide quality services to individuals. A review of files and discussions with staff and music instructors revealed that they possessed all required trainings and advanced degrees that enabled them to employ a variety of refined teaching strategies that promoted the capacity of individuals to learn on many levels. Additionally, the on-going collaboration among the agency's directors, life skills instructors, residential advisors, music instructors, and clinician ensured that all aspects of individuals areas of learning, personal well-being, and challenges were being adequately addressed. Individuals' dietary support needs were also addressed through nutritionally sound diets and effective measures taken to safeguard against food allergies. This also demonstrated staffs knowledge and training on each person's unique support needs and a commitment on the part of the agency to provide high quality services.

In addition to the many strengths identified in this review there were several areas that would benefit from further attention on the part of BHMA. Among these, the agency will need to improve compliance with all aspects of the Medication Administration Program, with a particular focus on the completion of outstanding medication occurrence reports. The agency will want to ensure the timely submission of safety plans and maintain hot water temperature at acceptable ranges for its residential and day services respectively. There is also a need to ensure that current dental examinations are present, emergency

fact sheets contain complete information, and self-medication assessments are completed for individuals. BHMA will also need to develop methods to ensure the presence of required documentation and reviews when there are restrictive practices in place that impact on others for whom the restriction is not intended, Level I behavior plans with restrictive interventions, and medication treatment plans. Individuals will also need to be engaged in a process that provides feedback on the performance of staff that supports them.

As a result of the current review Berkshire Hills Music Academy will receive a Two-Year license for its residential, day/employment services. Follow up will be conducted by the Office of Quality Enhancement within sixty days on all indicators that were rated not met.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Residential and Individual Home Supports	55/65	10/65	
Residential Services Individual Home Supports			
Critical Indicators	7/7	0/7	
Total	63/73	10/73	86%
2 Year License			
# indicators for 60 Day Follow-up		10	

	Met / Rate d	Not Met / Rate d	% Met
Organizational	8/8	0/8	
Employment and Day Supports	42/50	8/50	
Employment Support Services Community Based Day Services			
Critical Indicators	8/8	0/8	
Total	50/58	8/58	86%
2 Year License			
# indicators for 60 Day Follow-up		8	

Residential Commendations on Standards Met:

Indicator #	Indicator	Commendations
L41	Individuals are supported to follow a healthy diet.	BHMA is commended for its strong commitment to support individuals to make healthy food choices. A review of menus and the choices individuals were supported to make affirmed that the promotion of healthy food choices was occurring regularly. Through interview, staff demonstrated knowledge of what constitutes a nutritionally sound diet.

Residential Commendations on Standards Met:

Indicator #	Indicator	Commendations
L50	Written and oral communication about and with individuals is respectful.	BHMA is commended for its efforts to promote individuals as capable individuals who possess many unique gifts and talents. The agency has created an organizational culture that values and respects individuals. All efforts on the part of the agency to expose them to the broader community have also been viewed to very respectful and tasteful. People were treated with high regard. Discussions with staff as well as written information about individuals were viewed to be positive.

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

Indicator #	Indicator	Area Needing Improvement
L5	There is an approved safety plan in home and work locations.	The current safety plan for the individual home supports needs to be approved by the local DDS Area Office. The plan was not resubmitted for renewal within a timely manner. The agency needs to be knowledgeable of the conditions which require the safety plan to be revised and reapproved by DDS.
L8	Emergency fact sheets are current and accurate and available on site.	Emergency Fact Sheets need to include all required information, specifically all current medical and psychological diagnoses or conditions that could affect the immediate health or well-being of the individual in the event of an emergency, general nature of abilities, limitations, and preferences.
L15	Hot water temperature tests between 110 and 130 degrees.	There is a need for the agency to monitor the hot water temperature to ensure that it registers between 110-120 degrees Fahrenheit for residential faucets and no more than 112 degrees Fahrenheit for shower temperature.
L34	Individuals receive an annual dental exam.	The agency needs to ensure that all individual have documentation of current dental examinations, not to exceed 15 months.
L47	Individuals are supported to become self medicating when appropriate.	The agency needs to complete self-medication skills assessments for individuals who could benefit from training in this area.
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.	Where restrictive practices are in place intended for one individual that affects all individuals at that location, the agency needs to have a written rationale that receives timely and required reviews. The agency also needs to provide a written rationale for the need to limit access to the refrigerator in the student kitchen due to an individual's unique needs. Documentation of notice to the individuals and or guardians, and timely documented review by the human rights committee for the continued need for the restriction must also be in place.

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

Indicator #	Indicator	Area Needing Improvement
L59	Behavior plans have received all the required reviews.	The agency needs to ensure the human rights committee's annual review of individuals' Level I behavior plans that contains restrictive components.
L63	Medication treatment plans are in written format with required components.	The agency needs to ensure that medication treatment plans contain all required components for the use of behavior modifying medications. Specifically, the medication treatment plan format needs to be able to identify whether specific medications used by the individual requires procedures to minimize risks and clinical indication for the termination for the drug.
L70	Charges for care are calculated appropriately.	The agency will need to determine whether Charges for Care were properly assessed for the individual and provide any reimbursement as appropriate. The agency needs to reassess CFC dating back to March 2014.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	ISP assessments need to be submitted to the DDS Service Coordinator at least fifteen days prior to the individual's scheduled ISP meeting.

Employment/Day Commendations on Standards Met:

Indicator #	Indicator	Commendations
L50	Written and oral communication about and with individuals is respectful.	BHMA is commended for its efforts to promote individuals as capable individuals who possess many unique gifts and talents. The agency has created an organizational culture that values and respects individuals. All efforts on the part of the agency to expose them to the broader community have also been viewed to very respectful and tasteful. People were treated with high regard. Discussions with staff as well as written information about individuals were viewed to be positive.

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

Indicator #	Indicator	Area Needing Improvement
L1	Individuals and guardians are trained in how to report alleged abuse/ neglect.	The agency needs to ensure and provide documentation that individuals and guardians have been informed of how to file a complaint, including DPPC Hotline, and what constitutes reportable circumstances of abuse, neglect, or mistreatment.

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

Indicator #	Indicator	Area Needing Improvement
L5	There is an approved safety plan in home and work locations.	The current safety plan for the community based day service needs to be approved by the local DDS Area Office. The plan was not resubmitted for renewal within a timely manner. The agency needs to be knowledgeable of the conditions which require the safety plan to be revised and reapproved by DDS.
L8	Emergency fact sheets are current and accurate and available on site.	Emergency Fact Sheets need to include all required information, specifically all current medical and psychological diagnoses or conditions that could affect the immediate health or well-being of the individual in the event of an emergency, general nature of abilities, limitations, and preferences.
L15	Hot water temperature tests between 110 and 130 degrees.	There is a need for the agency to monitor the hot water temperature to ensure that it registers at 110 degrees Fahrenheit for day/employment faucets.
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.	The agency needs to ensure and provide documentation that individuals and guardians have been informed of individual's human rights and are aware of how to file a grievance and to whom they could direct any concerns.
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.	Where restrictive practices are in place intended for one individual that affects all individuals at that location, the agency needs to have a written rationale that receives timely and required reviews. The agency also needs to provide a written rationale for the need to limit access to the refrigerator in the student kitchen due to an individual's unique needs. Documentation of notice to the individuals and or guardians, and timely documented review by the human rights committee for the continued need for the restriction must also be in place.
L59	Behavior plans have received all the required reviews.	The agency needs to ensure the human rights committee's annual review of individuals' Level I behavior plans that contains restrictive components.
L63	Medication treatment plans are in written format with required components.	The agency needs to ensure that medication treatment plans contain all required components for the use of behavior modifying medications. Specifically, the medication treatment plan format needs to be able to identify whether specific medications used by the individual requires procedures to minimize risks and clinical indication for the termination for the drug.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated
Certification - Planning and Quality Management	5/6	1/6
Residential and Individual Home Supports		
Residential Services	13/14	1/14
Individual Home Supports	14/15	1/15

	Met / Rated	Not Met / Rated
Certification - Planning and Quality Management	5/6	1/6
Employment and Day Supports		
Employment Support Services	16/18	2/18
Community Based Day Services	11/12	1/12

Planning and Quality Management Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C1	The provider collects data regarding program quality including but not limited to incidents, investigations, restraints, and medication occurrences.	BHMA will need to develop an effective oversight system that ensures ongoing compliance with the Medication Administration Program. Through the review of numerous medication occurrence reports (MOR) dating back to March 2012 and consultation with the Central/West Regional MAP Coordinator the agency had not been successful in ensuring the completion of MOR's where the status of the report remained "opened". While the agency had experienced some turnover in key administrative positions that included oversight of medication administration, these reports remained largely unaddressed. BHMA will need to work with the Regional MAP Coordinator to ensure that all MOR's are adequately addressed.

Residential Services Commendations on Standards Met:

Indicator #	Indicator	Commendations
C13	Staff (Home Providers) provide support for individuals to develop skills to enable them to maximize independence and participation in typical activities and routines.	BHMA is commended for its focused and sustained approach supporting individuals in developing the necessary skills in a wide range of areas which promoted discernible levels of autonomy, self-confidence, and pride. The use of assistive technology through an application for tablets and cell phones called Pictello has been particularly effective in guiding individuals through the steps to complete a particular task or assignment. The range of activities individuals were engaged in included all activities daily living, cooking a meal and budgeting for the week to navigating the community.
C17	Community activities are provided and are based on the individual's preferences and interests.	BHMA is commended for supporting individuals in a variety of ways to access, utilize, and be a part of the community in which they live. Individuals are supported to access the community in groups or individually as determined by an individualized assessment. Accessing and utilizing the community as independently as possible has been a strong focus of BHMA.

Residential Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback on the performance of staff that supports them.	The agency needs to develop a process for obtaining feedback from individuals on the performance of the staff who supports them.

Individual Home Supports Commendations on Standards Met:

Indicator #	Indicator	Commendations
C13	Staff (Home Providers) provide support for individuals to develop skills to enable them to maximize independence and participation in typical activities and routines.	BHMA is commended for its focused and sustained approach supporting individuals in developing the necessary skills in a wide range of areas which promoted discernible levels of autonomy, self-confidence, and pride. The use of assistive technology through an application for tablets and cell phones called Pictello has been particularly effective in guiding individuals through the steps to complete a particular task or assignment. The range of activities individuals were engaged in included all activities daily living, cooking a meal and budgeting for the week to navigating the community.
C17	Community activities are provided and are based on the individual's preferences and interests.	BHMA is commended for supporting individuals in a variety of ways to access, utilize, and be a part of the community in which they live. Individuals are supported to access the community in groups or individually as determined by an individualized assessment. Accessing and utilizing the community as independently as possible has been a strong focus of BHMA.

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

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback on the performance of staff that supports them.	The agency needs to develop a process for obtaining feedback from individuals on the performance of the staff who supports them.

Community Based Day Services Commendations on Standards Met:

Indicator #	Indicator	Commendations
C13	Staff (Home Providers) provide support for individuals to develop skills to enable them to maximize independence and participation in typical activities and routines.	BHMA is commended for its focused and sustained approach supporting individuals in developing the necessary skills in a wide range of areas which promoted discernible levels of autonomy, self-confidence, and pride. The use of assistive technology through an application for tablets and cell phones called Pictello has been particularly effective in guiding individuals through the steps to complete a particular task or assignment. The range of activities individuals were engaged in included all activities daily living, cooking a meal and budgeting for the week to navigating the community.
C40	Individuals are supported to explore their personal interest and options for community involvement, personal interest and hobbies.	BHMA is commended for supporting the Performance Troupe in its many and varied performance opportunities where members are viewed as talented professional musicians. Additionally, individuals are also supported to display their talents through other programs such as Music In Careers and LIVE. Performances that focus on disability awareness have been particularly well received and remain a successful educational tool.

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

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback on the performance of staff that supports them.	The agency needs to develop a process for obtaining feedback from individuals on the performance of the staff who supports them.

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

Indicator #	Indicator	Area Needing Improvement
C7	Individuals have opportunities to provide feedback on the performance of staff that supports them.	The agency needs to develop a process for obtaining feedback from individuals on the performance of the staff who supports them.
C35	Individuals are given feedback on job performance by their employer.	The agency needs to develop a method to ensure that individuals receive feedback on their work performance from their employers in writing, at least annually. Individual performance evaluation must be provided whether the provider is the employer or the provider is not the employer.

MASTER SCORE SHEET LICENSURE

Organizational: BERKSHIRE HILLS MUSIC ACADEMY

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
℞ L2	Abuse/neglect reporting	2/2	Met
L3	Immediate Action	1/1	Met
L4	Action taken	1/1	Met
L48	HRC	1/1	Met
L74	Screen employees	2/2	Met
L75	Qualified staff	5/5	Met
L76	Track trainings	1/1	Met
L83	HR training	5/5	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	2/3	3/3					5/6	Met (83.33%)
L5	Safety Plan	L		0/2					0/2	Not Met (0%)
R L6	Evacuation	L	1/1	2/2					3/3	Met
L7	Fire Drills	L	1/1						1/1	Met
L8	Emergency Fact Sheets	I	2/3	1/3					3/6	Not Met (50.0%)
L9	Safe use of equipment	L	1/1	2/2					3/3	Met
L10	Reduce risk interventions	I	1/1						1/1	Met
R L11	Required inspections	L	1/1	2/2					3/3	Met
R L12	Smoke detectors	L	1/1	2/2					3/3	Met
R L13	Clean location	L	1/1	2/2					3/3	Met
L14	Site in good repair	L	1/1	2/2					3/3	Met
L15	Hot water	L	1/1	1/2					2/3	Not Met (66.67%)
L16	Accessibility	L	1/1	2/2					3/3	Met
L17	Egress at grade	L	1/1	2/2					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
L18	Above grade egress	L	1/1	2/2					3/3	Met
L20	Exit doors	L	1/1	2/2					3/3	Met
L21	Safe electrical equipment	L	1/1	2/2					3/3	Met
L22	Clean appliances	L	1/1	2/2					3/3	Met
L23	Egress door locks	L	1/1						1/1	Met
L24	Locked door access	L	1/1						1/1	Met
L25	Dangerous substances	L	1/1	2/2					3/3	Met
L26	Walkway safety	L	1/1	2/2					3/3	Met
L28	Flammables	L	1/1	2/2					3/3	Met
L29	Rubbish/combustibles	L	1/1	2/2					3/3	Met
L31	Communication method	I	3/3	3/3					6/6	Met
L32	Verbal & written	I	3/3	3/3					6/6	Met
L33	Physical exam	I	3/3	3/3					6/6	Met
L34	Dental exam	I	1/3	2/2					3/5	Not Met (60.0%)
L35	Preventive screenings	I	3/3	2/2					5/5	Met

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L36	Recommended tests	I	3/3	2/2					5/5	Met
L37	Prompt treatment	I	3/3	3/3					6/6	Met
L39	Dietary requirements	I		1/1					1/1	Met
L40	Nutritional food	L	1/1	2/2					3/3	Met
L41	Healthy diet	L	1/1	2/2					3/3	Met
L42	Physical activity	L	1/1	2/2					3/3	Met
L43	Health Care Record	I	2/3	3/3					5/6	Met (83.33 %)
L44	MAP registration	L	1/1	2/2					3/3	Met
L45	Medication storage	L	1/1	2/2					3/3	Met
R L46	Med. Administration	I	2/3	2/2					4/5	Met (80.0 %)
L47	Self medication	I	0/3	0/2					0/5	Not Met (0 %)
L49	Informed of human rights	I	2/3	3/3					5/6	Met (83.33 %)
L50	Respectful Comm.	L	1/1	2/2					3/3	Met
L51	Possessions	I	3/3	3/3					6/6	Met
L52	Phone calls	I	3/3	3/3					6/6	Met
L53	Visitation	I	3/3	3/3					6/6	Met
L54	Privacy	L	1/1	2/2					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
L55	Informed consent	I	3/3	3/3					6/6	Met
L56	Restrictive practices	I	0/3	1/1					1/4	Not Met (25.00 %)
L57	Written behavior plans	I	2/2						2/2	Met
L58	Behavior plan component	I	2/2						2/2	Met
L59	Behavior plan review	I	0/2						0/2	Not Met (0 %)
L60	Data maintenance	I	2/2						2/2	Met
L63	Med. treatment plan form	I	0/1	0/2					0/3	Not Met (0 %)
L64	Med. treatment plan rev.	I	1/1	2/2					3/3	Met
L70	Charges for care calc.	I		0/1					0/1	Not Met (0 %)
L71	Charges for care appeal	I		1/1					1/1	Met
L77	Unique needs training	I	3/3	3/3					6/6	Met
L78	Restrictive Int. Training	L	1/1						1/1	Met
L80	Symptoms of illness	L	1/1	2/2					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
L81	Medical emergency	L	1/1	2/2					3/3	Met
℞ L82	Medication admin.	L	1/1	2/2					3/3	Met
L85	Supervision	L	1/1	2/2					3/3	Met
L86	Required assessments	I	0/1	0/1					0/2	Not Met (0 %)
L87	Support strategies	I	1/1	1/1					2/2	Met
L88	Strategies implemented	I	3/3	3/3					6/6	Met
#Std. Met/# 65 Indicator									55/65	
Total Score									63/73	
									86.30%	

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	3/4		2/3	5/7	Not Met (71.43 %)
L5	Safety Plan	L			0/1	0/1	Not Met (0 %)
℞ L6	Evacuation	L	1/1		1/1	2/2	Met
L7	Fire Drills	L	1/1		1/1	2/2	Met
L8	Emergency Fact Sheets	I	1/4		1/3	2/7	Not Met (28.57 %)

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L9	Safe use of equipment	L	1/1		1/1	2/2	Met
R L11	Required inspections	L	1/1		1/1	2/2	Met
R L12	Smoke detectors	L	1/1		1/1	2/2	Met
R L13	Clean location	L	1/1		1/1	2/2	Met
L14	Site in good repair	L	1/1		1/1	2/2	Met
L15	Hot water	L	0/1		0/1	0/2	Not Met (0 %)
L16	Accessibility	L	1/1		1/1	2/2	Met
L17	Egress at grade	L	1/1		1/1	2/2	Met
L20	Exit doors	L	1/1		1/1	2/2	Met
L21	Safe electrical equipment	L	1/1		1/1	2/2	Met
L22	Clean appliances	L	1/1		1/1	2/2	Met
L25	Dangerous substances	L	1/1		1/1	2/2	Met
L26	Walkway safety	L	1/1		1/1	2/2	Met
L28	Flammables	L	1/1		1/1	2/2	Met
L29	Rubbish/combustibles	L	1/1		1/1	2/2	Met
L31	Communication method	I	4/4		3/3	7/7	Met
L32	Verbal & written	I	4/4		3/3	7/7	Met
L37	Prompt treatment	I	4/4		3/3	7/7	Met
R L38	Physician's orders	I			1/1	1/1	Met
L39	Dietary requirements	I			1/1	1/1	Met
L44	MAP registration	L	1/1		1/1	2/2	Met
L45	Medication storage	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
R L46	Med. Administration	I	2/2		2/2	4/4	Met
L49	Informed of human rights	I	3/4		2/3	5/7	Not Met (71.43 %)
L50	Respectful Comm.	L	1/1		1/1	2/2	Met
L51	Possessions	I	4/4		3/3	7/7	Met
L52	Phone calls	I	4/4		3/3	7/7	Met
L54	Privacy	L	1/1		1/1	2/2	Met
L55	Informed consent	I	4/4		3/3	7/7	Met
L56	Restrictive practices	I	0/3		0/1	0/4	Not Met (0 %)
L57	Written behavior plans	I	1/1		1/1	2/2	Met
L58	Behavior plan component	I	1/1		1/1	2/2	Met
L59	Behavior plan review	I	0/1		0/1	0/2	Not Met (0 %)
L60	Data maintenance	I	1/1		1/1	2/2	Met
L63	Med. treatment plan form	I	0/1		0/2	0/3	Not Met (0 %)
L64	Med. treatment plan rev.	I	2/2		1/1	3/3	Met
L77	Unique needs training	I	4/4		3/3	7/7	Met
L78	Restrictive Int. Training	L	1/1			1/1	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
R L82	Medication admin.	L	1/1		1/1	2/2	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	2/2		1/1	3/3	Met
L87	Support strategies	I	2/2		1/1	3/3	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L88	Strategies implemented	I	3/3		3/3	6/6	Met
#Std. Met/# 50 Indicator						42/50	
Total Score						50/58	
						86.21%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	0/1	Not Met (0 %)
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

Community Based Day Services Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff performance	2/3	Not Met (66.67 %)
C8	Family/guardian communication	3/3	Met
C13	Skills to maximize independence	3/3	Met
C37	Interpersonal skills for work	3/3	Met
C38	Habilitative & behavioral goals	3/3	Met
C39	Support needs for employment	3/3	Met
C40	Community involvement interest	3/3	Met
C41	Activities participation	3/3	Met
C42	Connection to others	3/3	Met
C43	Maintain & enhance relationship	3/3	Met
C44	Job exploration	3/3	Met

Community Based Day Services Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C45	Revisit decisions	3/3	Met

Employment Support Services Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff performance	0/4	Not Met (0 %)
C8	Family/guardian communication	4/4	Met
C22	Explore job interests	4/4	Met
C23	Assess skills & training needs	3/4	Met
C24	Job goals & support needs plan	3/4	Met
C25	Skill development	3/4	Met
C26	Benefits analysis	3/3	Met
C27	Job benefit education	4/4	Met
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	3/4	Met
C30	Work in integrated settings	3/4	Met
C31	Job accommodations	3/3	Met
C32	At least minimum wages earned	2/2	Met
C33	Employee benefits explained	3/3	Met
C34	Support to promote success	3/3	Met
C35	Feedback on job performance	1/3	Not Met (33.33 %)
C36	Supports to enhance retention	2/2	Met
C37	Interpersonal skills for work	4/4	Met

Individual Home Supports Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff performance	0/3	Not Met (0 %)
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	2/2	Met

Individual Home Supports Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
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
C20	Emergency back-up plans	2/2	Met
C21	Coordinate outreach	3/3	Met

Residential Services Reviewed By -DDS

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff performance	0/3	Not Met (0 %)
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	1/1	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
C20	Emergency back-up plans	1/1	Met