

## SUMMARY OF OVERALL FINDINGS

**Provider:** REACH, Inc.

**Review Dates:** January 7 – 13, 2015

**Service Enhancement Meeting Date:** January 26, 2015

**Survey Team:** Barbara Mazzella (TL), Sally Hajjar, and Edward Sutka

<b>Survey Scope and Findings for Residential and Individual Home Supports</b>					
<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Residential and Individual Home Supports</b>	6 Locations 11 Audits	Full Review	75 / 85 Two-Year License 01/26/2015 - 01/26/2017		
Residential Services	3 Locations 7 Audits			Full Review	14 / 14 Certified
Individual Home Supports	3 Locations 4 Audits			Full Review	15 / 15 Certified
<b>Survey Scope and Findings for Employment and Day Supports</b>					
<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
<b>Employment and Day Supports</b>	1 Location 3 Audits	Full Review	44 / 49 Two-Year License 01/26/2015 - 01/26/2017		
Community-Based Day Services	1 Location 3 Audits			Full Review	12 / 12 Certified
<b>Survey Scope and Findings for Planning and Quality Management</b>					
<b>Service Group Type</b>	<b>Sample Size</b>	<b>Licensure Scope</b>	<b>Licensure Level</b>	<b>Certification Scope</b>	<b>Certification Level</b>
Planning and Quality Management	N/A	N/A	N/A	Full Review	6/6 Certified

## EXECUTIVE SUMMARY

REACH, Inc. provides residential and day supports to adults with developmental disabilities throughout the greater Plymouth area. The agency has been providing services since 1987 and is committed to ensuring that its mission 'to assist adults with developmental disabilities reach their full potential towards independence, self-determination, and happiness at home, at work, and in their community' serves as the cornerstone of its delivery system.

REACH, Inc. currently supports approximately sixty-eight individuals residentially in twenty-four hour staffed homes, provides a combination of direct support and case management services to individuals who receive less than twenty-four hours of support, and provides Community-Based Day Services to approximately twenty-eight individuals. A full Licensure and Certification survey was conducted which included examining essential safeguards in supporting adults with intellectual disabilities within the greater Plymouth area as well as reviewing the specific quality outcomes that fall under Certification areas for Residential, Individual Home Support, and Community-Based Day Support services. During this review, seven audits were conducted within twenty-four hour staffed homes, four audits were conducted within Individual Home Supports, and three audits were conducted within the Community-Based Day Services component.

Since the last Licensing and Certification review (December 2012), the agency has focused significant attention towards improving both organizational and programmatic initiatives. Survey visits revealed that staff has maintained long-term relationships with many individuals and are aware of their unique needs and challenges. Survey findings within the Individual Home Support component recognized staff's efforts to empower individuals to manage their own affairs, contributing towards meaningful and productive lives in their communities. The agency has also recognized the importance of upgrading technology and developing systems that will improve communication and centralize essential data such as healthcare coordination between administration and residential/day supports. This was demonstrated in improved timely medical follow-up by agency nursing staff in conjunction with direct support staff resulting in enhanced healthcare outcomes for individuals. Environmental accommodations were also prioritized since the last review resulting in improved accessibility at the agency's Middle Street office providing improved access to individuals utilizing wheelchairs and the opening of a program at a secondary location in Kingston for individuals who are ready to retire from employment. Homes visited during the survey reflected individuals' tastes and personal preferences and were clean and inviting.

A fundamental strength of the agency continues to be the longevity of staff; several Directors have worked in the agency for many years and had a good understanding of people's learning styles and preferences in how they wanted supports delivered. Individuals and guardians who participated in the audit process commented that they are happy regarding the services and supports being provided. Agency staff continue to be aware of the changing mental and physical needs of individuals as they age and have connected with appropriate specialists to ensure that services are modified to accommodate these adjustments. For example, agency staff have worked with professionals who specialize in Alzheimer's disease to develop appropriate environmental and programmatic changes to enable a woman to remain in her current home. The 'Oh My Gallery' store, which is attached to the day program, offers individuals an opportunity to learn about business, how to interact with the public, and provides concrete experiences that could lead to potential employment outside of the organization.

The agency continues to strive to ensure the provision of essential safeguards; however, the agency should review systems to ensure more comprehensive oversight and monitoring in several critical areas. Some of these areas include: ensuring that any restrictive components are developed on an individualized basis when necessary and the least restrictive intervention for particular individuals, and then are included in written Behavioral Plans, strategies are developed and implemented in instances where individuals are deemed 'at risk' due to medical or behavioral concerns, Medication Treatment Plans are developed when individuals are prescribed medications to modify behavior including all required components, and ensuring that staff are knowledgeable and implementing prescribed specialized diets.

Within the Organizational indicators, one area needed further attention. The Human Rights Committee (HRC) did not meet requirements regarding the attendance of committee members. In addition, although the committee reviewed agency policies, the HRC needs to follow up on policies and practices concerning issues impacting individuals' human rights. The provision of more detail in the committee's minutes would also provide a clearer idea of how the HRC is addressing items that come under its purview.

Certification indicators revealed that the agency was gathering information and data for analysis on medication errors and patterns and trends as well as preserving a focus on delivering supports and services that reflect individuals' preferences and unique needs. Findings illustrated staff's efforts to empower individuals to manage their own affairs, contributing towards meaningful and productive lives in their communities. Certification scores within both day, Individual Home Supports, and Residential supports were 100%.

Based on the findings of this review, the agency is congratulated for receiving Two-Year Licenses for its Residential and Individual Home Support services and for its Community-Based Day Service with overall scores of 88% for its Residential and Individual Support services and 90% for its Community-Based Day Service. The Office of Quality Enhancement will conduct follow-up within approximately 60 days for all Licensing indicators rated 'Not Met' within its Residential and Individual Home Support services. The agency will conduct its own follow-up for all Licensing indicators rated 'Not Met' within the Community-Based Day Service.

**LICENSURE FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>		<b>Met / Rated</b>	<b>Not Met / Rated</b>	<b>% Met</b>
<b>Organizational</b>	<b>9/10</b>	<b>1/10</b>		<b>Organizational</b>	<b>9/10</b>	<b>1/10</b>	
<b>Residential and Individual Home Supports</b>	<b>66/75</b>	<b>9/75</b>		<b>Employment and Day Supports</b>	<b>35/39</b>	<b>4/39</b>	
Residential Services Individual Home Supports				Community-Based Day Services			
<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>		<b>Critical Indicators</b>	<b>8/8</b>	<b>0/8</b>	
<b>Total</b>	<b>75/85</b>	<b>10/85</b>	<b>88%</b>	<b>Total</b>	<b>44/49</b>	<b>5/49</b>	<b>90%</b>
<b>Two-Year License</b>				<b>Two-Year License</b>			
<b># Indicators for 60 Day Follow-up</b>		<b>10</b>		<b># Indicators for 60 Day Follow-up</b>		<b>5</b>	

**Organizational Area Needing Improvement on Standard Not Met/Follow-up to Occur:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L48	The agency has an effective Human Rights Committee (HRC).	While the agency maintained an active Human Rights Committee (HRC), improvements were needed in the following areas: consistent attendance of HRC members, timely notification of Investigations to all HRC members, conducting at least an annual review of the agency's human rights policies, distributing meeting minutes to all required parties, ensuring that meeting minutes contain sufficient specificity regarding how the HRC conducted follow-up of relevant items.

**Residential Areas Needing Improvement on Standards Not Met/Follow-up to Occur:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L7	Fire drills are conducted as required.	The agency needs to ensure that fire drills are conducted per Safety Plans. In one home, overnight drills were not completed as outlined within the Safety Plan.

**Residential Areas Needing Improvement on Standards Not Met/Follow-up to Occur, cont.**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L10	The provider implements interventions to reduce risk for individuals whose behaviors may pose a risk to themselves or others.	Interventions were needed for two individuals who presented with challenging issues. The agency needs to ensure that strategies are developed, implemented, and monitored to reduce the risk for these individuals.
L39	Special dietary requirements are followed.	The agency needs to ensure that staff are knowledgeable and consistently implementing specialized diets.
L55	Informed consent is obtained from individuals or their guardians when required; Individuals or their guardians know that they have the right to withdraw consent.	The agency needs to ensure that consent for the use of photos is specific for each situation in which the individuals' picture/information is being shared. The agency also needs to ensure that consent forms are not pre-signed without identifying the purpose.
L57	All Behavior Plans are in a written plan.	The agency needs to ensure that if there are any restrictive practices and/or negative components that affect an individual it is developed as part of a written Behavioral Plan which outline the rationale for use as the least restrictive alternative.
L58	All Behavior Plans contain the required components.	The agency needs to ensure that written Behavioral Plans contain all required components.
L61	Supports and health-related protections are included in ISP assessments and the continued need is outlined.	The use of supportive and health-related protective devices need to include written procedures for, and frequency of, safety checks.
L63	Medication Treatment Plans are in written format with required components.	Ten individuals reviewed were prescribed medications to control or modify behavior and required Medication Treatment Plans. Of these plans, three did not include all required components including data on behaviors prior to medication forming basis from which a clinical course is evaluated and side effects, one plan was not developed for medication to improve sleep, and one plan did not include all prescribed behavior-modifying medications. The agency needs to ensure that Medication Treatment Plans contain all required components and are developed for all behavior-modifying medications.

**Residential Areas Needing Improvement on Standards Not Met/Follow-up to Occur, cont.**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L64	Medication Treatment Plans are reviewed by the required groups.	The agency needs to ensure that Medication Treatment Plans are reviewed by required groups.

**Employment/Day Areas Needing Improvement on Standards Not Met/Follow-up to Occur:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Area Needing Improvement</b>
L57	All Behavior Plans are in a written plan.	The agency needs to ensure that if there are any restrictive practices and/or negative components that affect an individual it is part of an individualized written Behavioral Plan which outlines the use as the least restrictive alternative.
L58	All Behavior Plans contain the required components.	The agency needs to ensure that written Behavioral Plans contain all required components.
L77	The agency assures that staff are familiar with and trained to support the unique needs of individuals.	The agency needs to ensure that staff are knowledgeable and trained about the unique needs of individuals they support.
L88	Services and Support Strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	The agency needs to ensure that Support Strategies are implemented as designed.

**CERTIFICATION FINDINGS**

	<b>Met / Rated</b>	<b>Not Met / Rated</b>		<b>Met / Rated</b>	<b>Not Met / Rated</b>
<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>	<b>Certification - Planning and Quality Management</b>	<b>6/6</b>	<b>0/6</b>
<b>Residential and Individual Home Supports</b>			<b>Employment and Day Supports</b>		
Residential Services	14/14	0/14	Community-Based Day Services	12/12	0/12
Individual Home Supports	15/15	0/15			

**MASTER SCORE SHEET LICENSURE****Organizational:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating (Met, Not Met, Not Rated)</b>
Ⓜ L2	Abuse/Neglect reporting	<b>2/2</b>	<b>Met</b>
L3	Immediate action	<b>2/2</b>	<b>Met</b>
L4	Action taken	<b>1/1</b>	<b>Met</b>
L48	Human Rights Committee	<b>0/1</b>	<b>Not Met (0%)</b>
L65	Restraint Report submit	<b>5/6</b>	<b>Met (83.33%)</b>
L66	HRC restraint review	<b>3/3</b>	<b>Met</b>
L74	Screen employees	<b>2/2</b>	<b>Met</b>
L75	Qualified staff	<b>1/1</b>	<b>Met</b>
L76	Track trainings	<b>20/20</b>	<b>Met</b>
L83	Human Rights training	<b>20/20</b>	<b>Met</b>

**Residential and Individual Home Supports:**

<b>Ind. #</b>	<b>Indicator</b>	<b>Location or Individual</b>	<b>Residential Supports</b>	<b>Ind. Home Supports</b>	<b>Placement</b>	<b>Respite</b>	<b>ABI-MFP Residential Supports</b>	<b>ABI-MFP Placement</b>	<b>Total Met/Rated</b>	<b>Rating</b>
L1	Abuse/Neglect training	I	7/7	4/4					11/11	Met
L5	Safety Plan	L	3/3	3/3					6/6	Met
Ⓜ L6	Evacuation	L	3/3	2/2					5/5	Met
L7	Fire Drills	L	2/3						2/3	Not Met (66.67%)
L8	Emergency Fact Sheets	I	6/7	4/4					10/11	Met (90.91%)
L9	Safe use of equipment	L	3/3	3/3					6/6	Met
L10	Reduce risk interventions	I	2/4	1/1					3/5	Not Met (60%)
Ⓜ L11	Required inspections	L	3/3	2/2					5/5	Met
Ⓜ L12	Smoke detectors	L	3/3	3/3					6/6	Met
Ⓜ L13	Clean location	L	3/3	2/2					5/5	Met
L14	Site in good repair	L	3/3						3/3	Met

**Residential and Individual Home Supports, cont.**

Ind. #	Indicator	Location or Individual	Residential Supports	Ind. Home Supports	Placement	Respite	ABI-MFP Residential Supports	ABI-MFP Placement	Total Met/ Rated	Rating
L15	Hot water	L	2/2	2/2					4/4	Met
L16	Accessibility	L	3/3	3/3					6/6	Met
L17	Egress at grade	L	3/3	3/3					6/6	Met
L18	Above grade egress	L	2/2	1/1					3/3	Met
L19	Bedroom location	L	2/2	1/1					3/3	Met
L20	Exit doors	L	3/3	3/3					6/6	Met
L21	Safe electrical equipment	L	3/3	2/2					5/5	Met
L22	Clean appliances	L	3/3	2/2					5/5	Met
L23	Egress door locks	L	1/1						1/1	Met
L24	Locked door access	L	3/3						3/3	Met
L25	Dangerous substances	L	3/3	2/2					5/5	Met
L26	Walkway safety	L	3/3	2/2					5/5	Met
L28	Flammables	L	3/3	1/1					4/4	Met
L29	Rubbish/Combustibles	L	3/3	2/2					5/5	Met
L30	Protective railings	L	3/3	1/1					4/4	Met
L31	Communication method	I	7/7	4/4					11/11	Met
L32	Verbal & written	I	7/7	4/4					11/11	Met
L33	Physical exam	I	6/6	4/4					10/10	Met
L34	Dental exam	I	7/7	4/4					11/11	Met
L35	Preventive screenings	I	7/7	4/4					11/11	Met
L36	Recommended tests	I	6/7	4/4					10/11	Met (90.91%)
L37	Prompt treatment	I	7/7	4/4					11/11	Met
Ⓜ L38	Physicians' orders	I	5/5	2/2					7/7	Met
L39	Dietary requirements	I	3/5	1/1					4/6	Not Met (66.67%)
L40	Nutritional food	L	3/3	3/3					6/6	Met

**Residential and Individual Home Supports, cont.**

Ind. #	Indicator	Location or Individual	Residential Supports	Ind. Home Supports	Placement	Respite	ABI-MFP Residential Supports	ABI-MFP Placement	Total Met/ Rated	Rating
L41	Healthy diet	L	3/3	3/3					6/6	Met
L42	Physical activity	L	3/3	3/3					6/6	Met
L43	Health Care Record	I	7/7	4/4					11/11	Met
L44	MAP registration	L	3/3	1/1					4/4	Met
L45	Medication storage	L	3/3	1/1					4/4	Met
L46	Medication administration	I	7/7	1/1					8/8	Met
L47	Self-medication	I	7/7	4/4					11/11	Met
L49	Informed of human rights	I	7/7	4/4					11/11	Met
L50	Respectful communication	L	3/3	3/3					6/6	Met
L51	Possessions	I	7/7	4/4					11/11	Met
L52	Phone calls	I	7/7	4/4					11/11	Met
L53	Visitation	I	7/7	4/4					11/11	Met
L54	Privacy	L	2/3	3/3					5/6	Met (83.33%)
L55	Informed consent	I	2/6	2/2					4/8	Not Met (50%)
L56	Restrictive practices	I	5/5						5/5	Met
L57	Written Behavior Plans	I	3/5						3/5	Not Met (60%)
L58	Behavior Plan component	I	3/5						3/5	Not Met (60%)
L59	Behavior Plan review	I	3/3						3/3	Met
L60	Data maintenance	I	3/3						3/3	Met
L61	Health protection in ISP	I	1/3	1/1					2/4	Not Met (50%)
L62	Health protection review	I	3/3	1/1					4/4	Met
L63	Medication Treatment Plan form	I	2/7	3/3					5/10	Not Met (50%)

**Residential and Individual Home Supports, cont.**

Ind. #	Indicator	Location or Individual	Residential Supports	Ind. Home Supports	Placement	Respite	ABI-MFP Residential Supports	ABI-MFP Placement	Total Met/ Rated	Rating
L64	Medication Treatment Plan review	I	3/6	3/3					6/9	Not Met (66.67%)
L67	Money Management Plan	I	6/6	4/4					10/10	Met
L68	Funds expenditure	I	5/7	4/4					9/11	Met (81.82%)
L69	Expenditure tracking	I	7/7	4/4					11/11	Met
L70	Charges for care calc.	I	7/7	1/1					8/8	Met
L71	Charges for care appeal	I	7/7	1/1					8/8	Met
L77	Unique needs training	I	7/7	4/4					11/11	Met
L78	Restrictive Intervention Training	L	1/1						1/1	Met
L79	Restraint training	L	1/1						1/1	Met
L80	Symptoms of illness	L	3/3	3/3					6/6	Met
L81	Medical emergency	L	3/3	3/3					6/6	Met
Ⓟ L82	Medication administration	L	3/3	1/1					4/4	Met
L84	Health Protection Training	I	3/3	1/1					4/4	Met
L85	Supervision	L	2/3	3/3					5/6	Met (83.33%)
L86	Required assessments	I	6/6	4/4					10/10	Met
L87	Support Strategies	I	6/6	4/4					10/10	Met
L88	Strategies implemented	I	6/6	3/4					9/10	Met (90%)
# Std. Met/ 75 Indicators									66/75	
Total Score									75/85	
									88.24%	

**Employment and Day Supports:**

Ind. #	Indicator	Location or Individual	Employment Supports	Center-Based Work	Community-Based Day	Total Met / Rated	Rating
L1	Abuse/Neglect training	I			3/3	3/3	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			3/3	3/3	Met
L9	Safe use of equipment	L			1/1	1/1	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
L15	Hot water	L			1/1	1/1	Met
L17	Egress at grade	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	Clean 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
L29	Rubbish/Combustibles	L			1/1	1/1	Met
L31	Communication method	I			3/3	3/3	Met
L32	Verbal & written	I			3/3	3/3	Met
Ⓟ L38	Physicians' orders	I			2/2	2/2	Met
L39	Dietary requirements	I			1/1	1/1	Met
L44	MAP registration	L			1/1	1/1	Met
L45	Medication storage	L			1/1	1/1	Met
Ⓟ L46	Medication administration	I			2/2	2/2	Met
L49	Informed of human rights	I			3/3	3/3	Met

**Employment and Day Supports, cont.**

<b>Ind. #</b>	<b>Indicator</b>	<b>Location or Individual</b>	<b>Employment Supports</b>	<b>Center-Based Work</b>	<b>Community-Based Day</b>	<b>Total Met / Rated</b>	<b>Rating</b>
L50	Respectful communication	L			1/1	1/1	Met
L51	Possessions	I			3/3	3/3	Met
L52	Phone calls	I			3/3	3/3	Met
L54	Privacy	L			1/1	1/1	Met
L57	Written Behavior Plans	I			0/1	0/1	Not Met (0%)
L58	Behavior Plan component	I			0/1	0/1	Not Met (0%)
L77	Unique needs training	I			2/3	2/3	Not Met (66.67%)
L80	Symptoms of illness	L			1/1	1/1	Met
L81	Medical emergency	L			1/1	1/1	Met
Ⓟ L82	Medication administration	L			1/1	1/1	Met
L85	Supervision	L			1/1	1/1	Met
L86	Required assessments	I			2/2	2/2	Met
L87	Support Strategies	I			3/3	3/3	Met
L88	Strategies implemented	I			2/3	2/3	Not Met (66.67%)
<b>#Std. Met/39 Indicator</b>						<b>35/39</b>	
<b>Total Score</b>						<b>44/49</b>	
						<b>89.80%</b>	

**MASTER SCORE SHEET CERTIFICATION****Certification - Planning and Quality Management:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C1	Provider data collection	1/1	<b>Met</b>
C2	Data analysis	1/1	<b>Met</b>
C3	Service satisfaction	1/1	<b>Met</b>
C4	Utilizes input from stakeholders	1/1	<b>Met</b>
C5	Measure progress	1/1	<b>Met</b>
C6	Future directions planning	1/1	<b>Met</b>

**Community-Based Day Services Reviewed By DDS:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff performance	3/3	<b>Met</b>
C8	Family/Guardian communication	3/3	<b>Met</b>
C13	Skills to maximize independence	3/3	<b>Met</b>
C37	Interpersonal skills for work	3/3	<b>Met</b>
C38	Habilitative & behavioral goals	2/2	<b>Met</b>
C39	Support needs for employment	2/2	<b>Met</b>
C40	Community involvement interest	3/3	<b>Met</b>
C41	Activities participation	3/3	<b>Met</b>
C42	Connection to others	3/3	<b>Met</b>
C43	Maintain & enhance relationship	3/3	<b>Met</b>
C44	Job exploration	3/3	<b>Met</b>
C45	Revisit decisions	3/3	<b>Met</b>

**Individual Home Supports Reviewed By DDS:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff performance	4/4	<b>Met</b>
C8	Family/Guardian communication	3/3	<b>Met</b>
C9	Personal relationships	4/4	<b>Met</b>
C10	Social skill development	4/4	<b>Met</b>
C11	Get together w/family & friends	4/4	<b>Met</b>
C12	Intimacy	4/4	<b>Met</b>

**Individual Home Supports Reviewed By DDS, cont.**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C13	Skills to maximize independence	4/4	<b>Met</b>
C14	Choices in routines & schedules	4/4	<b>Met</b>
C15	Personalize living space	3/3	<b>Met</b>
C16	Explore interests	4/4	<b>Met</b>
C17	Community activities	4/4	<b>Met</b>
C18	Purchase personal belongings	4/4	<b>Met</b>
C19	Knowledgeable decisions	4/4	<b>Met</b>
C20	Emergency back-up plans	3/3	<b>Met</b>
C21	Coordinate outreach	4/4	<b>Met</b>

**Residential Services Reviewed By DDS:**

<b>Indicator #</b>	<b>Indicator</b>	<b>Met/Rated</b>	<b>Rating</b>
C7	Feedback on staff performance	7/7	<b>Met</b>
C8	Family/Guardian communication	7/7	<b>Met</b>
C9	Personal relationships	7/7	<b>Met</b>
C10	Social skill development	7/7	<b>Met</b>
C11	Get together w/family & friends	7/7	<b>Met</b>
C12	Intimacy	7/7	<b>Met</b>
C13	Skills to maximize independence	7/7	<b>Met</b>
C14	Choices in routines & schedules	7/7	<b>Met</b>
C15	Personalize living space	3/3	<b>Met</b>
C16	Explore interests	7/7	<b>Met</b>
C17	Community activities	7/7	<b>Met</b>
C18	Purchase personal belongings	7/7	<b>Met</b>
C19	Knowledgeable decisions	7/7	<b>Met</b>
C20	Emergency back-up plans	3/3	<b>Met</b>