



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

Department of Behavioral Healthcare, Developmental Disabilities and Hospitals

DIVISION OF QUALITY MANAGEMENT

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Cranston, RI 02920-3080

Person-Centeredness: (1.1) Services and supports are individualized, purposeful, meaningful, and person-centered.

(1.2) Services and supports are driven by a person-centered plan that accurately reflects an individual's preferences, choices, needs, desires, personal goals, and objectives.

(11.1) Individuals are involved in making informed employment-related decisions including the expected outcome for services (Employment)

- QM 1: Person-centered plan is current
- QM 2: Person-centered plan accurately reflects an individual's preferences, choices, needs, desires, personal goals, and objectives.
- QM 3: Provided supports take into account individual's needs, wishes, and preferences

(1.3) Each individual has the opportunity to access information about and explore resources within their communities of choice, which may include the process of community mapping.

(1.6) Individuals are supported in activities they choose to participate in outside of the provider.
(Day/Community)

(10.2) Individuals are aware of and they have access to information to become aware of activities occurring outside of the provider setting, in a form other than a provider- chosen schedule of activities or list of opportunities. (Day/Community)

- QM 1: Individuals have identified their communities of choice
- QM 2: Individuals have access to information about and the opportunity to explore different communities.
- QM 3: People regularly participate in everyday integrated activities in their communities
- QM 4: People have the opportunity to go to any settings or communities of their choosing in a form other than a provider-chosen schedule of activities or list of opportunities

Autonomy: Individuals have resources necessary and exercise informed choice in directing their life.

(2.1) Services optimize autonomy and independence in making life choices, including choices regarding services and supports and the individuals who provide them.

(1.4) Staff assignments and supports are based on the informed choice and needs of the individual receiving services and supports.

(11.2) Individuals served are informed about employment opportunities consistent with their desired outcomes. (Employment)

- QM 1: Individuals report being able to choose the services that are part of their service plan
- QM 2: Individuals report being aware they could request to change their staff
- QM 3: Individuals took part in their planning meeting including inviting who they want to attend and where the meeting takes place
- QM 4: Informed life choices are documented
- QM 5: Life decisions are made by the individual whenever possible

(2.2) Individuals are supported to identify, develop, and expand upon their skills, strengths, and interests.

(9.1) The DDO provides individually tailored supports that assist with the acquisition, retention or improvement of skills related to participants' continued residence in the community, including activities of daily living, fire safety and other basic safety skills. (Day/Community)

(11.4) Individuals have opportunities and are supported to develop valuable work skills that will promote career advancement. (Employment)

- QM 1: Individuals have opportunities they are interested in and that contribute to their personal enrichment
- QM 2: Measures are taken to maintain and teach new skills in different areas (e.g., cognitive, social, sensory, emotional, motor)

(2.3) Providers support and encourage individuals to access and utilize available adaptive equipment, assistive technology, and accommodations as needed.

- QM 1: Individuals' need for adaptive equipment, assistive technology, and accommodations are identified
- QM 2: Technical aids individuals need are obtained, individually adapted, and followed
- QM 3: The effect of technical aids in the functioning and behavior of the persons is assessed

(2.4) Individuals express that they feel able to effectively direct their own life to achieve their desired goals, and that services and supports are meeting their expectations.

(2.5) Individuals develop, or have input into, their own flexible and individual schedule focused on their needs and desires.

(10.1) Individuals receiving supports have the same opportunities as non-disabled individuals to engage in non-work activities at times and frequencies of the person's choosing. (Day/Community)

(11.3) Services are provided at times and in locations that meet the needs of the individuals served. (Employment)

- QM 1: People indicate they choose or have help choosing their daily schedule and activities

- QM 2: Individual's express that they feel able to affect their own life
- QM 3: Individuals express services and supports are meeting their expectations

(2.7) Individuals have privacy for communication.

- QM 2: Individuals have privacy for communication.

(2.8) Services support an enhanced capacity for and practice of self-determination and self- advocacy.

(11.5) Individuals are supported to optimize autonomy and independence in the workforce, and to have paid supports faded in a manner that effectively meets the needs of the individual. (Employment)

- QM 1: Individuals have attended a self-advocacy event or chosen not to
- QM 2: Individuals have resources to learn about self-advocacy and self-determination

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Risk: Obstacles are associated with the individual's choices, goals, health, or safety.

(3.1) Providers assess risk with the individual and others of the individual's choosing to develop, enhance, fade, or remove risk mitigation strategies as needed.

(14.1) Individuals receive an orientation and needed coaching regarding safety at any place of employment, including but not limited to the evacuation plan and meeting place outside, who to ask for help in an emergency, and any job-related safety needs or requirements. (Employment)

- QM 1: Risks are assessed as appropriate and when needed
- QM 2: Providers assess risk with the individual and others of the individual's choosing
- QM 3: Risk mitigation strategies are present
- QM 4: Strategies are relevant to the identified risks

(3.2) The assumption of risk is balanced with the individual's ability to assume responsibility for that risk, the promotion of health and safety, and is documented if the individual requires assistance in assuming a risk.

- QM 1: Individual takes responsibility for what they are able and want to
- QM 2: It is healthy and safe for the individual to take responsibility of the risk
- QM 3: Assistance needed to take responsibility for the risk is documented

Communication with Participants: Information is available for and given to individuals.

(4.1) Individuals are given information in a format accessible to them to assist them to make informed decisions.

(4.3) Information is presented in a clear, accurate, and consistent manner.

(4.4) Special communication needs of individuals are identified and addressed.

(12.1) The Provider offers a job seeker orientation for interested participants and families/support systems. (Employment)

- QM 1: The best ways to communicate information to individuals (i.e., visual, tactile, auditory, text-based) is identified
- QM 2: Individuals are given information to make informed decisions in the referenced style
- QM 3: Information is clear, accurate, and consistent

(4.2) Information is provided in language or alternatives that are understandable to the various stakeholders.

(5.4) Providers implement plans of communication for information that impacts the individual's supports across service areas/providers and other stakeholders supporting the individual to promote consistency and collaborative, holistic support.

- QM 1: Communication plans identify who to contact, when to contact them, and how to contact them
- QM 2: Communication plans are implemented
- QM 3: Language or other communication barriers are effectively addressed

Documentation of Services: Records document services and supports individuals receive.

(5.1) Case notes or other record of service are entered in each participant's record whenever a billable service is provided, including the date, time and brief summary of the support provided and signed by the recorder.

(5.2) Case notes and other documentation are reflective of each individual's plan and goals, showing an alignment of services and supports provided with the plan.

- QM 1: All individuals required documentation and assessments are in order
- QM 2: Case notes include date
- QM 3: Case notes include time
- QM 4: Case notes include summary of support provided
- QM 5: Case notes include signature or acknowledgement of recorder
- QM 6: Case notes reflect service plan and goals
- QM 7: Documentation is aligned with individuals services, supports, plans, and goals

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Satisfaction with Services: Mechanisms are used to determine individual happiness with services and supports.

(6.1) Providers survey individuals in their program annually to ensure satisfaction with program supports and services.

(5.3) Providers are accountable to individuals they serve, as shown by documentation of periodic checks with individuals, formally or informally, on at least a quarterly basis, to gauge if the services and supports being provided are meaningful to them, meet their needs and preferences, and if any changes are needed.

- QM 1: Surveys are conducted annually
- QM 2: Check-ins happen quarterly
- QM 3: Individuals report their services and supports are helping them live the life they want
- QM 4: Individuals report they want to continue their services and supports
- QM 5: Requested changes are documented

(6.2) Providers use survey results and other data to improve services.

- QM 1: Survey results are collected and compiled
- QM 2: Overall survey results are used to revise programming
- QM 3: Information gathered from an individual is used to revise the individual's services

Staff Development: Training staff receive is related to their job description and supported individuals.

(7.1) Staff are appropriately trained when hired and all staff receive ongoing annual training in areas relevant to their job descriptions and roles and the unique needs of the individuals they serve.

(13.1) Staff are trained and/or certified to understand concepts of supported employment. (Employment)

(13.2) Supervisors of employment staff are certified/trained in supported employment. (Employment)

(13.3) New hires or transfers are enrolled in a training program within nine months of hire. (Employment)

(13.5) Prior to completing training and/or certification, DDOs will ensure that new hires or transfers can appropriately demonstrate competencies in specific areas of supported employment before providing those services without direct supervision. (Employment)

- QM 1: Individuals report their staff have adequate training to meet their needs
- QM 2: Staff have the right training to meet individuals needs
- QM 3: Staff are trained when hired

(7.2) Staff assignments demonstrate respect for an individual's preferences, including but not limited to the individual's cultural preferences, demographics, and diversity.

(7.3) Staff promote and support access and opportunities for individuals to explore and engage their preferences and identities in ways that demonstrate an understanding of each individual's unique needs and goals.

- QM 1: Staff assignments take into account the individual's preferences
- QM 2: Staff regularly support opportunities for individuals to explore their preferences and identities
- QM 3: Staff understand the individual's unique needs and goals

Integration: Individuals have access to the community and relationships with others.

(8.1) Providers encourage individuals to take advantage of existing integrated community programs, settings, and resources in the same manner as people without disabilities.

- QM 1: Agencies provide opportunities for individuals to explore integrated community programs, settings, and resources
- QM 2: In the last month, individuals went out: shopping, errands, entertainment, eat, religious service, community group, vacation
- QM 3: The programs, settings, and resources are integrated within the community

(1.5) Individuals are supported to develop, maintain, and enhance relationships with others, and to develop natural supports, as demonstrated by the presence of personal relationships or potential for relationship building.

(2.6) Individuals have the opportunity to choose with whom to do activities, including with people not receiving any services or not receiving services from the same provider.

(8.2) Individuals with disabilities are supported to interact with individuals without disabilities to the greatest extent desired and practical for each individual.

(8.3) Staff identify, encourage, and support opportunities for individuals to use natural supports.

- QM 1: Individuals participate in activities with people of their choosing
- QM 2: Specific measures are taken to maintain and extend social networks
- QM 3: Staff identify, encourage, and support opportunities for individuals to use natural supports.