

**CERTIFICATION**

**INDICATORS with applicability by SERVICE TYPE (Changes in Highlight)**

● - pertains when included in ISP and/or applies when Individual Home Supports is 15 hours or more

★ -when the location is owned, rented or leased by the provider

INDICATOR		24 Hour Res.	ABI/MF P 24 hr	Ind Home supt	Plmt	ABI/ MFP Plmt	Employ.	ComBa sed Day
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	<b>PLANNING AND QUALITY IMPROVEMENT</b>							
C1	The provider collects data regarding program quality including but not limited to incidents, investigations, restraints, and medication occurrences.	X	X	X	X	X	X	X
C2	The provider analyzes information gathered from all sources and identifies patterns and trends.	X	X	X	X	X	X	X
C3	The provider actively solicits and utilizes input from individuals and families regarding satisfaction with services.	X	X	X	X	X	X	X
C4 Strengthen guidelines	The provider receives and utilizes input received from DDS and other stakeholders to inform service improvement efforts.	X	X	X	X	X	X	X
C5	The provider has a process to measure progress towards achieving service improvement goals.	X	X	X	X	X	X	X
C6	The provider has mechanisms to plan for future directions in service delivery and implements strategies to actualize these plans.	X	X	X	X	X	X	X

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	<b>COMMUNICATION</b>							
C7 Revise indicator and strengthen guidelines	Individuals have opportunities to provide feedback at the time of hire and on an ongoing basis on the performance of staff that support them.	X	X	X	X	X	X	X
C8	There are opportunities for communication between guardians, family members, and staff on a regular and timely basis.	X	X	X	X	X	X	X
	<b>SUPPORTING AND ENHANCING RELATIONSHIPS</b>							
C9 Revise indicator and strengthen guidelines	Staff (Home Providers) act as bridge builders and provide opportunities to develop, sustain, and/or increase personal relationships and social contacts.	X	X	●	X	X		
C10	Staff (Home Providers) support individuals to develop appropriate social skills.	X	X	●	X	X		
C11 Revise indicator and	Staff (Home Providers) support individuals to get together with families and friends.	X	X	●	X	X		

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strengthen guidelines								
C12 Revise indicator and strengthen guidelines	Individuals are supported to explore, define, and express their need for intimacy and companionship.	X	X	●	X	X		
	<b>CHOICE, CONTROL AND GROWTH</b>							
C13 Strengthen guidelines	Staff ( <b>Home Providers</b> ) provide support for individuals to develop skills to enable them to maximize independence and participation in typical activities and routines.	X	X	●	X	X		X
C14 Strengthen guidelines	Staff ( <b>Home Providers</b> ) support individuals to make choices regarding daily household routines and schedules.	X	X	●	X	X		
C15 Revise indicator and strengthen guidelines	Staff ( <b>Home Providers</b> ) support individuals to personalize and decorate their rooms/homes and personalize common areas according to their tastes and preferences.	X	X	●	X	X		
(Access and Integration)	Staff (Home Providers) support individuals to explore, discover and connect with their interests for cultural,	X	X	●	X	X		

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C16 Revise indicator and strengthen guidelines	social, recreational and spiritual activities.							
<b>(Access and Integration)</b>  C17 Revise indicator and strengthen guidelines	Community activities are based on the individual's preferences and interests.	X	X	●	X	X		
C18 Strengthen guidelines	Staff ( <b>Home Providers</b> ) assist individual to purchase personal belongings.	X	X	●	X	X		
C19 Strengthen guidelines	The provider assists individuals to make knowledgeable decisions.	X	X	X	X	X		
C20	The provider has emergency back-up plans to assist individuals to plan for emergencies and/or disasters.	X	X	X	X	X		
C21	Staff helps to coordinate outreach efforts to other agencies, groups, community			X				

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	resources and natural supports when necessary to assist individuals to manage and maintain their independence.							
	<b>CAREER PLANNING, DEVELOPMENT, AND EMPLOYMENT</b>							
C22	Staff have effective methods to assist individuals to explore their job interests.						X	
C23	Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment.						X	
C24	There is a plan developed to identify job goals and support needs.						X	
C25	Staff assist individuals to work on skill development for job attainment and success.						X	
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.						X	
C27 Strengthen guidelines	Individuals and families are encouraged and supported to understand the benefits of integrated employment.						X	
C28 Strengthen	Staff maintain and develop relationships with local businesses in order to facilitate						X	

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<b>guidelines</b>	job development opportunities.							
C29	Individuals are supported to obtain employment that matches their skills and interests.						X	
<b>C30 Strengthen guidelines</b>	Individuals are supported to work in integrated job settings.						X	
C31	Accommodations and adjustments are made to enable an individual to perform his/her job functions.						X	
C32	Wages earned are in accordance with at least minimum wage or the prevailing wage rate.						X	
C33	Employee benefits and rights are clearly explained to the individual.						X	
<b>C34 Strengthen guidelines</b>	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.						X	
C35	Individuals are given feedback on job performance by their employer.						X	
C36	Ongoing supports are provided to enhance job retention and advancement.						X	
C37	There is support to develop appropriate work related interpersonal skills.						X	X
C38	Specific habilitative and behavioral goals necessary to prepare individuals for work							

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	are identified.							
C39	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.							
	<b>MEANINGFUL AND SATISFYING DAY ACTIVITIES</b>							
<b>(Access and Integration)</b>  C40 <b>Revise indicator and strengthen guidelines</b>	Individuals are supported to explore, <b>discover and connect with</b> their personal interest and options for community involvement, personal interest and hobbies.							X
<b>(Access and Integration)</b>  C41 <b>Revise indicator and strengthen guidelines</b>	Individuals participate in activities, <b>including those in the community</b> , that reflect their interests and <b>preferences</b> .							X
<b>(Access and Integration)</b>	Individuals are involved in activities that connect them to other people in the community.							X

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C42								
Strengthen guidelines								
C43	Staff act as bridge builders to support individuals to develop, sustain, and enhance relationships with others.							X
Revise indicator and strengthen guidelines								
C44	Staff have effective methods to assist individuals to explore their job interests if appropriate.							X
C45	Individual's decisions of what to do during the day are revisited on a regular basis.							X
Strengthen guidelines								
	<b>ACCESS AND INTEGRATION</b>							
C46 NEW	Staff (Home Providers) support individuals to learn about and use generic community resources.	X	X	X	X	X		X
C47 NEW	Individuals have full access to the community through transportation available and/or provided.	X	X	X	X	X	X	X
C48 NEW	Individuals are a part of the neighborhood.	X	X	●	X	X		
C49 NEW	The physical setting blends in with and is	X	X	●	X	X		

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	a natural part of the neighborhood and community.							
C50 NEW	Individuals are supported to understand and become a part of the culture of the workplace (including workplace social activities and events).						X	
(Choice, Control and Growth)	Staff (Home Providers) are knowledgeable about individuals' satisfaction with services and supports and support individuals to make changes as desired.	X	X	X	X	X	X	X
C51 NEW								
(Choice, Control and Growth)	Individuals have choice and control over their leisure and non-scheduled activities.	X	X	X	X	X		
C52 NEW								
(Choice, Control and Growth)	Individuals are supported to have choice and control over what, when, where and with whom they want to eat.	X	X	X	X	X		
C53 NEW								
(Choice, Control	Individuals have the assistive technology and/or modifications to maximize	X	X	X	X	X	X	X

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<b>and Growth)</b>	<b>independence.</b>							
<b>C54 NEW</b>								