

CERTIFICATION INDICATORS

with applicability by SERVICE TYPE

Applicability Definitions/Key

X Applicable to that service

If one of the following symbols follows a service type, then the indicator only applies in the indicated circumstances:

- Applies when Provider is responsible for oversight (e.g., ISP/Remote Support Plan)
- ★ Applies when location is owned, rented or leased by the provider
- ◆ Applies if NOT on retirement track
- * Indicator could be “not rated”, when the indicator does not apply

INDICATOR		24 Hour Res.	ABI/ MFP 24 hr	IHS (>15 hr/wk)	Plmt	ABI/ MFP Plmt	Employ 3181/ 3168 A	Employ 3168 B	CBDS	RSM
C1 (Org)	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	X	X
C2 (Org)	The provider analyzes information gathered from all sources and identifies patterns and trends.	X	X	X	X	X	X	X	X	X
C3 (Org)	The provider actively solicits and utilizes input from individuals and families regarding satisfaction with services.	X	X	X	X	X	X	X	X	X
C4 (Org)	The provider receives and utilizes input received from DDS and other stakeholders to inform service improvement efforts.	X	X	X	X	X	X	X	X	X
C5 (Org)	The provider has a process to measure progress towards achieving service improvement goals.	X	X	X	X	X	X	X	X	X
C6 (Org)	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	X	X
COMMUNICATION										
C7 (I)	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.	X	X	X	X	X	X	X	X	
C8 (I)	There are opportunities for communication between guardians, family members, and staff on a regular and timely basis.	X	X	X	X	X	X	X	X	X
SUPPORTING AND ENHANCING RELATIONSHIPS										
C9 (I)	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				●

CERTIFICATION INDICATORS

with applicability by SERVICE TYPE

Applicability Definitions/Key

X Applicable to that service

If one of the following symbols follows a service type, then the indicator only applies in the indicated circumstances:

- Applies when Provider is responsible for oversight (e.g., ISP/Remote Support Plan)
- ★ Applies when location is owned, rented or leased by the provider
- ◆ Applies if NOT on retirement track
- * Indicator could be “not rated”, when the indicator does not apply

INDICATOR		24 Hour Res.	ABI/ MFP 24 hr	IHS (>15 hr/wk)	Plmt	ABI/ MFP Plmt	Employ 3181/ 3168 A	Employ 3168 B	CBDS	RSM
C10 (I)	Staff (Home Providers) support individuals to develop appropriate social skills.	X	X	●	X	X				●
C11 (I)	Staff (Home Providers) support individuals to get together with families and friends.	X	X	●	X	X				●
C12 (I)	Individuals are supported to explore, define, and express their need for intimacy and companionship.	X	X	●	X	X				●
CHOICE, CONTROL AND GROWTH										
C13 (I)	Staff (Home Providers) 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			X	X
C14 (I)	Staff (Home Providers) support individuals to make choices regarding daily household routines and schedules.	X	X	●	X	X				
C15 (L)	Staff (Home Providers) support individuals to personalize and decorate their rooms/homes and personalize common areas according to their tastes and preferences.	X	X	★	X	X				
C16 (I)	Staff (Home Providers) support individuals to explore, discover and connect with their interests for cultural, social, recreational and spiritual activities.	X	X	●	X	X				●
ACCESS AND INTERGRATION										
C17 (I)	Community activities are based on the individual's preferences and interests.	X	X	●	X	X				
C18 (I)	Staff (Home Providers) assist individual to purchase personal belongings.	X	X	●	X	X				●
C19 (I)	The provider assists individuals to make knowledgeable decisions.	X	X	X	X	X				X
C21 (I)	Staff helps to coordinate outreach efforts to other agencies, groups, community resources and natural supports when			●						●

CERTIFICATION INDICATORS

with applicability by SERVICE TYPE

Applicability Definitions/Key

X Applicable to that service

If one of the following symbols follows a service type, then the indicator only applies in the indicated circumstances:

- Applies when Provider is responsible for oversight (e.g., ISP/Remote Support Plan)
- ★ Applies when location is owned, rented or leased by the provider
- ◆ Applies if NOT on retirement track
- * Indicator could be “not rated”, when the indicator does not apply

INDICATOR		24 Hour Res.	ABI/ MFP 24 hr	IHS (>15 hr/wk)	Plmt	ABI/ MFP Plmt	Employ 3181/ 3168 A	Employ 3168 B	CBDS	RSM
	necessary to assist individuals to manage and maintain their independence.									
CAREER PLANNING, DEVELOPMENT, AND EMPLOYMENT										
C22 (I)	Staff have effective methods to assist individuals to explore their job interests.						X			
C23 (I)	Staff utilize a variety of methods to assess an individual's skills, interests, career goals and training and support needs in employment.						X			
C24 (I)	There is a plan developed to identify job goals and support needs.						X			
C25 (I)	Staff assist individuals to work on skill development for job attainment and success.						X			
C26 (I)	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	X		
C27 (I)	Individuals and families are encouraged and supported to understand the benefits of integrated employment.						X			
C28 (I)	Staff maintain and develop relationships with local businesses in order to facilitate job development opportunities.						X			
C29 (I)	Individuals are supported to obtain employment that matches their skills and interests.						X			
*C30 (I)	Individuals are supported to work in integrated job settings.						X	X		
*C31 (I)	Accommodations and adjustments are made to enable an individual to perform his/her job functions.						X	X		
*C32 (I)	Wages earned are in accordance with at least minimum wage or the prevailing wage rate.						X	X		

CERTIFICATION INDICATORS

with applicability by SERVICE TYPE

Applicability Definitions/Key

X Applicable to that service

If one of the following symbols follows a service type, then the indicator only applies in the indicated circumstances:

- Applies when Provider is responsible for oversight (e.g., ISP/Remote Support Plan)
- ★ Applies when location is owned, rented or leased by the provider
- ◆ Applies if NOT on retirement track
- * Indicator could be “not rated”, when the indicator does not apply

INDICATOR		24 Hour Res.	ABI/ MFP 24 hr	IHS (>15 hr/wk)	Plmt	ABI/ MFP Plmt	Employ 3181/ 3168 A	Employ 3168 B	CBDS	RSM
*C33 (I)	Employee benefits and rights are clearly explained to the individual.						X	X		
*C34 (I)	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.						X	X		
*C35 (I)	Individuals are given feedback on job performance by their employer.						X	X		
*C36 (I)	Ongoing supports are provided to enhance job retention and advancement.						X	X		
C37 (I)	There is support to develop appropriate work-related interpersonal skills.						X	X	◆	
C38 (I)	Specific habilitative and behavioral goals necessary to prepare individuals for work are identified.								◆	
C39 (I)	There is a plan developed to identify job goals and support needs that would lead to movement into supported employment.								◆	
MEANINGFUL AND SATISFYING DAY ACTIVITIES										
C40 (I)	Individuals are supported to explore, discover and connect with their personal interest and options for community involvement, personal interest and hobbies.								X	
C41 (I)	Individuals participate in activities, including those in the community, that reflect their interests and preferences.								X	
C42 (I)	Individuals are involved in activities that connect them to other people in the community.								X	
C43 (I)	Staff act as bridge builders to support individuals to develop, sustain, and enhance relationships with others.								X	
*C44 (I)	Staff have effective methods to assist individuals to explore their job interests if appropriate.								X	

CERTIFICATION INDICATORS with applicability by SERVICE TYPE

Applicability Definitions/Key

X Applicable to that service

If one of the following symbols follows a service type, then the indicator only applies in the indicated circumstances:

- Applies when Provider is responsible for oversight (e.g., ISP/Remote Support Plan)
- ★ Applies when location is owned, rented or leased by the provider
- ◆ Applies if NOT on retirement track
- * Indicator could be “not rated”, when the indicator does not apply

INDICATOR		24 Hour Res.	ABI/ MFP 24 hr	IHS (>15 hr/wk)	Plmt	ABI/ MFP Plmt	Employ 3181/ 3168 A	Employ 3168 B	CBDS	RSM
C45 (I)	Individual’s decisions of what to do during the day are revisited on a regular basis.								X	
ACCESS AND INTEGRATION										
C46 (I)	Staff (Home Providers) support individuals to learn about and use generic community resources.	X	X	●	X	X			X	●
C47 (I)	Individuals have full access to the community through transportation available and/or provided.	X	X	●	X	X	X	X	X	●
C48 (I)	Individuals are a part of the neighborhood.	X	X	●	X	X				
C49 (L)	The physical setting blends in with and is a natural part of the neighborhood and community.	X	X	★	X	X				
C50 (I)	Individuals are supported to understand and become a part of the culture of the workplace (including workplace social activities and events).						X	X		
C51 (I)	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	X	X
C52 (I)	Individuals have choice and control over their leisure and non-scheduled activities.	X	X	●	X	X				
C53 (I)	Individuals are supported to have choice and control over what, when, where and with whom they want to eat.	X	X	●	X	X				