

OFFICIAL POLICY

DEPARTMENT OF DEVELOPMENTAL SERVICES



POLICY TITLE: Family/Citizen Monitoring
POLICY NUMBER: 2024-05 (replaces former Policy #1989-10)
DATE ISSUED: June 5, 2024
EFFECTIVE DATE: June 5, 2024
COMMISSIONER'S SIGNATURE: Jane F. Ryder, Commissioner
Jane F. Ryder

Family members, guardians, and involved citizens bring an important perspective to the monitoring process and a viewpoint unencumbered by established or minimal regulatory expectations. This perspective substantially enriches the existing DDS evaluation procedures by providing a heightened sensitivity to the needs of the individuals within the programs.

There are various quality management and improvement systems currently in place to monitor and evaluate community services. The safety and general condition of the physical sites, along with the adequacy of the services being provided, are regularly evaluated by professional, trained staff. A key element within this evaluation process is the role of family members, guardians, and involved citizens.

Family members and guardians have worked as effective advocates for quality services and understanding their viewpoints within our quality management systems provides a broader range of perspectives on how well services are being provided. The goal of family/citizen monitoring is to gain further understanding about quality and incorporate these views within DDS oversight of programs. Quality matters may include inclusion into the neighborhood, participation in community activities and staff interactions all from a family/guardian/citizen perspective.

Family/citizen monitoring is not meant to duplicate or evaluate existing DDS monitoring procedures. The purpose is to add to the current monitoring procedures by incorporating the viewpoints of family members and involved citizens. Information, including information obtained during monitoring visits, will be shared with area office staff and with regional quality enhancement staff. Family/citizen monitoring is meant to open communication channels with providers and serves to enhance programs by providing an important perspective on services.

Programs which will be visited are also homes; it is important to observe the residents' privacy and be respectful and sensitive to the rights of the individuals' receiving services as well as the rights of their family members. The family/citizen monitoring process is an important part of the program's overall quality management review. It will be incorporated into the established provider's internal review process and receive an appropriate response from the provider agency. Regional and area office staff, in conjunction with their respective Citizen Advisory Board, will be responsible for organizing and coordinating family/citizen monitoring efforts.

MEMORANDUM

DEPARTMENT OF DEVELOPMENTAL SERVICES



FROM: Jane F. Ryder, Commissioner

DATE: June 5, 2024

SUBJECT: Rescission of Policies

JFR

The following DDS Policy is hereby rescinded effective immediately:

1. Self-Determination Policy, DDS Policy #2009-1