Office of Quality Enhancement
Department of Developmental Services

Licensure Indicators by Service Group & Type

Applicability Reference Chart

Legend	Legend
X Applicable to that service type * Indicator may be Not Rated when it does not apply ⚐ **Critical** Flagged indicator	● Applies when the provider is responsible for oversight (Identified in Service Plan or Remote Support Plan) ◆ Applies when the individual is receiving 15 or more hours per week ★ Applies when the location is owned, rented, or leased by the provider ■ Applies when the individual has an ISP ⊗ Applies for Site Based CBDS Locations

DDS Service Types and Activity Codes

Service	Activity Code
24 hr	3153, 4153
ABI 24 Hr	3751
ILS: Independent Living Supports	3798, 4798
SCL: Supported Collaborative Living	3810
IHS: Individual Home Supports in a family home	3703
Shared Living	3150
ABI Shared Living	3752

Service	Activity Code
Respite: Site Based Planned Respite	3759, 4759
Respite: Emergency Stabilization	3182, 4182
CBDS: Community Based Day Supports, CBDS Without Walls	3163
Employ: Employment Supports	3168, 4168
Employ: Group Supported Employment	3181, 4181
RSM: Remote Supports and Monitoring	3786

Note: The Residential Services Applicability Chart appears first. The separate Day and Employment Services and Remote Supports and Monitoring Applicability Chart follows the Residential chart and should be used for Employment Supports, CBDS, and RSMS services.

Residential Services Applicability Chart

Indicator	Critical	Requirement	24 Hr	ABI 24 Hr	ILS (less than 7 hrs/ week)	ILS (7+ hrs/ week)	SCL	IHS 15+ Hrs/Wk (3703)	Shared Living	ABI Shared Living	Respite
L1		Individuals have been trained and guardians are provided with information in how to report alleged abuse/neglect	X	X		X	X	X	X	X	X
L2	⚐	Allegations of abuse/neglect are reported as mandated by regulation.	X	X	X	X	X	X	X	X	X

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Indicator	Critical	Requirement	24 Hr	ABI 24 Hr	ILS (less than 7 hrs/ week)	ILS (7+ hrs/ week)	SCL	IHS 15+ Hrs/Wk (3703)	Shared Living	ABI Shared Living	Respite
***L3**		Immediate action is taken to protect the health and safety of individuals when potential abuse/neglect is reported.	X	X	X	X	X	X	X	X	X
***L4**		Action is taken when an individual is subject to abuse or neglect.	X	X	X	X	X	X	X	X	X
L5		There is an approved safety plan in home and work locations.	X	X		◆	◆		X	X	X
L6	⚐	All individuals are able to evacuate homes in 2.5 minutes with or without assistance and workplaces within a reasonable amount of time.	X	X		◆	◆		X	X	X
L7		Fire drills are conducted as required.	X	X							
L8		Emergency fact sheets are current and accurate and available on site (and/or electronic and available to support staff.	X	X		X	X		X	X	X
***L9**		Individuals are able to utilize equipment and machinery safely.	X	X		●	●	●		X	X
***L10**		The provider implements interventions to reduce risk for individuals whose behaviors may pose a risk to themselves or others.	X	X		X	X	X	X	X	X
L11	⚐	All required annual inspections have been conducted.	X	X		★	★	★	X	X	X

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Indicator	Critical	Requirement	24 Hr	ABI 24 Hr	ILS (less than 7 hrs/ week)	ILS (7+ hrs/ week)	SCL	IHS 15+ Hrs/Wk (3703)	Shared Living	ABI Shared Living	Respite
L12	⚐	Smoke detectors and carbon monoxide detectors, and other essential elements of the fire alarm system required for evacuation are located where required and are operational.	X	X		★	★		X	X	X
L13	⚐	Location is clean and free of rodent and/or insect infestation.	X	X		★	★		X	X	X
***L14**		Handrails, balusters, stairs, and stairways are in good repair.	X	X		★	★		X	X	X
L15		Hot water temperature tests between 110 and 120 degrees	X	X		★	★		X	X	X
L16		The location is adapted and accessible to the needs of the individuals	X	X		★	★		X	X	X
L17		There are two means of egress from floor at grade level.	X	X		★	★		X	X	X
***L18**		All other floors above grade have one means of egress and one escape route on each floor leading to grade.	X	X		★	★		★	★	X
***L19**		Bedrooms for individuals requiring hands on physical assistance to evacuate or who have mobility impairments are on a floor at grade or with a horizontal exit.	X	X		★	★		X	X	X
L20		Exit doors are easily operable by hand from inside without the use of keys.	X	X		★	★				X
L21		Electrical equipment is safely maintained.	X	X		★	★		X	X	X

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***L22**		All appliances are properly maintained.	X	X		★	★				X
L23		There are no locks on bedroom doors that provide access to an egress.	X	X		★	★		★	★	X
L24		Locks on doors not providing egress can be opened by the individuals from the inside and staff carry a key to open in an emergency.	X	X		★	★		X	X	X
***L25**		Potentially dangerous substances are stored separately from food and are in containers that are accurately labeled.	X	X		★	★				X
L26		Walkways, driveways and ramps are in good repair and kept clear in all seasons.	X	X		★	★		X	X	X
***L27**		If applicable, swimming pools are safe and secure according to policy.	X	X		★	★		X	X	X
***L28**		Flammables are stored appropriately.	X	X		★	★		X		X
L29		No rubbish or other combustibles are accumulated within the location including near heating equipment and exits.	X	X		★	★		X	X	X
L30		The exterior of the home, including every porch, balcony, deck or roof used as a porch or deck has a wall or protective railing, is in good repair.	X	X		★	★		X	X	X
L31		Staff understand and can communicate with individuals in their primary language and method of communication.	X	X		X	X	X	X	X	X

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L32		Individuals receive support to understand verbal and written communication.	X	X		X	X	X	X	X	X
L33		Individuals receive an annual physical exam.	X	X		●	●		X	X	
L34		Individuals receive an annual dental exam.	X	X		●	●		X	X	
L35		Individuals receive routine preventive screenings.	X	X		●	●		X	X	
***L36**		Recommended tests and appointments with specialists are made and kept.	X	X		●	●		X	X	
L37		Individuals receive prompt treatment for episodic health care conditions.	X	X		X	X		X	X	X
***L38**	⚐	Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).	X	X		●	●	●	X	X	X
***L39**		Special dietary requirements are followed.	X	X		●	●	●	X	X	X
L40		There is an adequate supply of nutritional foods available at all times.	X	X		●	●				X
L41		Individuals are supported to follow a healthy diet.	X	X		●	●	●	X	X	X

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L42		Individuals are supported to engage in physical activity.	X	X		●	●	●	X	X	
L43		The health care record is maintained and updated as required.	X	X		●	●		X	X	
***L44**		The location where MAP certified staff is administering medication is registered by DPH.	X	X		●	●				X
***L45**		Medications are stored in a locked container or area in which nothing except such medications are stored.	X	X		●	●				X
***L46**	⚐	All prescription medications are administered according to the written order of a practitioner and are properly documented on a Medication Treatment Chart.	X	X		●	●		X	X	X
***L47**		Individuals are supported to become self-medicating when appropriate.	X	X		●	●		X	X	
L48		The agency has an effective Human Rights Committee.	X	X	X	X	X	X	X	X	X
L49		Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	X	X		X	X	X	X	X	X
L50		Written and oral communication with and about individuals is respectful.	X	X		X	X	X	X	X	X
L51		Individuals can access and keep their own possessions.	X	X		X	X	X	X	X	X

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L52		Individuals can make and receive phone calls and use other communication technology.	X	X		X	X	X	X	X	X
L53		Individuals can visit with family and friends.	X	X		X	X		X	X	X
L54		Individuals have privacy when taking care of personal needs and discussing personal matters.	X	X		X	X		X	X	X
***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.	X	X		X	X	X	X	X	X
***L56**		Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.	X	X		X	X		X	X	X
***L57**		All behavior plans are in a written plan.	X	X		●	●	●	X	X	X
***L58**		All behavior plans contain the required components.	X	X		●	●	●	X	X	X
***L59**		Behavior plans have received all the required reviews.	X	X		●	●	●	X	X	X
***L60**		Data are consistently maintained and used to determine the efficacy of behavioral interventions.	X	X		●	●	●	X	X	X
***L61**		Health Related Supports and protective equipment are included in ISP assessments; and the continued need is outlined.	X	X		●	●		X	X	X

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***L62**		Health Related Supports and protective equipment are reviewed by the required groups.	X	X		●	●		X	X	X
***L63**		Medication treatment plans are in written format with required components.	X	X		●	●		X	X	
***L64**		Medication treatment plans are reviewed by the required groups.	X	X		●	●		X	X	
***L65**		Restraint reports are submitted within required timelines.	X	X	X	X	X	X	X	X	X
***L66**		All restraints are reviewed by the Human Rights Committee.	X	X	X	X	X	X	X	X	X
***L67**		There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	X	X		●	●	●	X	X	
***L68**		Expenditures of individual's funds are made only for purposes that directly benefit the individual.	X	X		●	●	●	X	X	X
***L69**		Individual expenditures are documented and tracked.	X	X		●	●	●	X	X	X
L70		Charges for care are calculated appropriately.	X	X					X	X	
L71		Individuals are notified of their appeal rights for their charges for care.	X	X					X	X	

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L74		The agency screens prospective employees per requirements.	X	X	X	X	X	X	X	X	X
L75		The agency assures that staff have the necessary qualifications and certifications to do the job.	X	X	X	X	X	X	X	X	X
L76		The agency has and utilizes a system to track required trainings.	X	X	X	X	X	X	X	X	X
L77		The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals.	X	X		X	X	X	X	X	X
***L78**		Staff are trained to safely and consistently implement restrictive interventions.	X	X		X	X	X	X	X	X
***L79**		Staff are trained in safe and correct administration of restraint.	X	X		X	X	X	X	X	X
L80		Support staff are trained to recognize signs and symptoms of illness.	X	X		X	X	X	X	X	X
L81		Support staff know what to do in a medical emergency.	X	X		X	X	X	X	X	X
***L82**	⚐	Medications are administered by licensed professional staff or by MAP certified staff (or by PCAs) for individuals unable to administer their own medications.	X	X		●	●				X
L83		Support staff are trained in human rights.	X	X	X	X	X	X	X	X	X

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***L84**		Staff / care providers are trained in the correct utilization of health related supports and protective equipment per regulation.	X	X		●	●	●	X	X	X
L85		The agency provides on-going supervision, oversight and staff development.	X	X		X	X	X	X	X	X
L86		Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	X	X		■	■	■	X	X	
L87		Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	X	X		■	■	■	X	X	
L88		Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	X	X		■	■	■	X	X	
L89		The provider has a complaint and resolution process that is effectively implemented at the local level.		X						X	
L90		Individuals are able to have privacy in their own personal space.	X	X		★	★		X	X	
L91		Incidents are reported and reviewed as mandated by regulations.	X	X		X	X	X	X	X	X
L93		The provider has emergency back-up plans to assist the individual to plan for emergencies and/or disasters.	X	X		X	X	X	X	X	X
L94		Individuals have assistive technology to maximize independence.	X	X		●	●	●	X	X	

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L95	⚐	Remote Supports and Monitoring Technology system requirements have been met.									
***L96**		Staff is competent and knowledgeable in the use of the individual's technology devices and applications.	X	X		●	●	●	X	X	
L97		The agreed upon remote support and monitoring plan includes the required components and is implemented as developed.									
L98		Monitoring staff are trained and knowledgeable in the individual's remote supports and monitoring plan.									
***L99**		Medical monitoring devices needed for health and safety are authorized, agreed to, used and data collected appropriately. (eg, seizure watches; fall sensors).	X	X		●	●		X	X	
L100		An assessment for use of Remote supports and monitoring has been included within the ISP. On-going review for the continued need occurs.									
L101	⚐	The individual is trained on how to use the remote supports and monitoring system.									

Day and Employment Services and Remote Supports and Monitoring Applicability Chart

Indicator	Critical	Requirement	Employ	CBDS	RSM
L1		Individuals have been trained and guardians are provided with information in how to report alleged abuse/neglect	X	X	X

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Indicator	Critical	Requirement	Employ	CBDS	RSM
L2	⚐	Allegations of abuse/neglect are reported as mandated by regulation.	X	X	X
***L3**		Immediate action is taken to protect the health and safety of individuals when potential abuse/neglect is reported.	X	X	X
***L4**		Action is taken when an individual is subject to abuse or neglect.	X	X	X
L5		There is an approved safety plan in home and work locations.		⊗	
L6	⚐	All individuals are able to evacuate homes in 2.5 minutes with or without assistance and workplaces within a reasonable amount of time.		⊗	
L7		Fire drills are conducted as required.		⊗	
L8		Emergency fact sheets are current and accurate and available on site (and/or electronic and available to support staff.	X	X	X
***L9**		Individuals are able to utilize equipment and machinery safely.	X	X	X
***L10**		The provider implements interventions to reduce risk for individuals whose behaviors may pose a risk to themselves or others.	X	X	X
L11	⚐	All required annual inspections have been conducted.		X	
L12	⚐	Smoke detectors and carbon monoxide detectors, and other essential elements of the fire alarm system required for evacuation are located where required and are operational.		X	
L13	⚐	Location is clean and free of rodent and/or insect infestation.		X	
***L14**		Handrails, balusters, stairs, and stairways are in good repair.		X	
L15		Hot water temperature tests between 110 and 120 degrees		X	

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Indicator	Critical	Requirement	Employ	CBDS	RSM
L16		The location is adapted and accessible to the needs of the individuals		X	
L17		There are two means of egress from floor at grade level.		X	
***L18**		All other floors above grade have one means of egress and one escape route on each floor leading to grade.		X	
***L19**		Bedrooms for individuals requiring hands on physical assistance to evacuate or who have mobility impairments are on a floor at grade or with a horizontal exit.			
L20		Exit doors are easily operable by hand from inside without the use of keys.		X	
L21		Electrical equipment is safely maintained.		X	
***L22**		All appliances are properly maintained.		X	
L23		There are no locks on bedroom doors that provide access to an egress.			
L24		Locks on doors not providing egress can be opened by the individuals from the inside and staff carry a key to open in an emergency.			
***L25**		Potentially dangerous substances are stored separately from food and are in containers that are accurately labeled.		X	
L26		Walkways, driveways and ramps are in good repair and kept clear in all seasons.		X	
***L27**		If applicable, swimming pools are safe and secure according to policy.		X	
***L28**		Flammables are stored appropriately.		X	
L29		No rubbish or other combustibles are accumulated within the location including near heating equipment and exits.		X	

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Indicator	Critical	Requirement	Employ	CBDS	RSM
L30		The exterior of the home, including every porch, balcony, deck or roof used as a porch or deck has a wall or protective railing, is in good repair.		X	
L31		Staff understand and can communicate with individuals in their primary language and method of communication.	X	X	X
L32		Individuals receive support to understand verbal and written communication.	X	X	X
L33		Individuals receive an annual physical exam.			
L34		Individuals receive an annual dental exam.			
L35		Individuals receive routine preventive screenings.			
***L36**		Recommended tests and appointments with specialists are made and kept.			
L37		Individuals receive prompt treatment for episodic health care conditions.	X	X	X
***L38**	⚐	Physicians' orders and treatment protocols are followed (when agreement for treatment has been reached by the individual/guardian/team).	X	X	●
***L39**		Special dietary requirements are followed.	X	X	●
L40		There is an adequate supply of nutritional foods available at all times.			
L41		Individuals are supported to follow a healthy diet.			●
L42		Individuals are supported to engage in physical activity.			●
L43		The health care record is maintained and updated as required.			

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***L44**		The location where MAP certified staff is administering medication is registered by DPH.	X	X	
***L45**		Medications are stored in a locked container or area in which nothing except such medications are stored.	X	X	
***L46**	⚐	All prescription medications are administered according to the written order of a practitioner and are properly documented on a Medication Treatment Chart.	X	X	
***L47**		Individuals are supported to become self-medicating when appropriate.			●
L48		The agency has an effective Human Rights Committee.	X	X	X
L49		Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	X	X	X
L50		Written and oral communication with and about individuals is respectful.	X	X	X
L51		Individuals can access and keep their own possessions.	X	X	
L52		Individuals can make and receive phone calls and use other communication technology.	X	X	
L53		Individuals can visit with family and friends.			
L54		Individuals have privacy when taking care of personal needs and discussing personal matters.	X	X	X
***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.	X	X	X
***L56**		Restrictive practices intended for one individual that affect all individuals served at a location need to have a written rationale that is reviewed as required and have provisions so as not to unduly restrict the rights of others.	X	X	X

Legend	Legend
X Applicable to that service type ***** Indicator may be Not Rated when it does not apply ⚐ **Critical** Flagged indicator	● Applies when the provider is responsible for oversight (Identified in Service Plan or Remote Support Plan) ◆ Applies when the individual is receiving 15 or more hours per week ★ Applies when the location is owned, rented, or leased by the provider ■ Applies when the individual has an ISP ⊗ Applies for Site Based CBDS Locations

Indicator	Critical	Requirement	Employ	CBDS	RSM
***L57**		All behavior plans are in a written plan.	X	X	
***L58**		All behavior plans contain the required components.	X	X	
***L59**		Behavior plans have received all the required reviews.	X	X	
***L60**		Data are consistently maintained and used to determine the efficacy of behavioral interventions.	X	X	
***L61**		Health Related Supports and protective equipment are included in ISP assessments; and the continued need is outlined.	●	●	
***L62**		Health Related Supports and protective equipment are reviewed by the required groups.	●	●	
***L63**		Medication treatment plans are in written format with required components.	●	●	
***L64**		Medication treatment plans are reviewed by the required groups.			
***L65**		Restraint reports are submitted within required timelines.	X	X	
***L66**		All restraints are reviewed by the Human Rights Committee.	X	X	
***L67**		There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	X	X	
***L68**		Expenditures of individual's funds are made only for purposes that directly benefit the individual.	X	X	
***L69**		Individual expenditures are documented and tracked.	X	X	
L70		Charges for care are calculated appropriately.			

Legend	Legend
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Indicator	Critical	Requirement	Employ	CBDS	RSM
L71		Individuals are notified of their appeal rights for their charges for care.			
L72		Sub-minimum wages are earned in accordance with Department of Labor (DOL) requirements for compensation.			
L73		The provider has a current DOL certificate.			
L74		The agency screens prospective employees per requirements.	X	X	X
L75		The agency assures that staff have the necessary qualifications and certifications to do the job.	X	X	X
L76		The agency has and utilizes a system to track required trainings.	X	X	X
L77		The agency assures that staff / care providers are familiar with and trained to support the unique needs of individuals.	X	X	X
***L78**		Staff are trained to safely and consistently implement restrictive interventions.	X	X	X
***L79**		Staff are trained in safe and correct administration of restraint.	X	X	
L80		Support staff are trained to recognize signs and symptoms of illness.	X	X	X
L81		Support staff know what to do in a medical emergency.	X	X	X
***L82**	⚐	Medications are administered by licensed professional staff or by MAP certified staff (or by PCAs) for individuals unable to administer their own medications.	X	X	
L83		Support staff are trained in human rights.	X	X	X
***L84**		Staff / care providers are trained in the correct utilization of health-related supports and protective equipment per regulation.	●	●	

Legend	Legend
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Indicator	Critical	Requirement	Employ	CBDS	RSM
L85		The agency provides on-going supervision, oversight and staff development.	X	X	X
L86		Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	X	X	■
L87		Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	X	X	■
L88		Services and support strategies identified and agreed upon in the ISP for which the provider has designated responsibility are being implemented.	X	X	■
L89		The provider has a complaint and resolution process that is effectively implemented at the local level.			
L90		Individuals are able to have privacy in their own personal space.			
L91		Incidents are reported and reviewed as mandated by regulations.	X	X	X
L92		Employment/Day Sub Location Inspections	X	X	
L93		The provider has emergency back-up plans to assist the individual to plan for emergencies and/or disasters.	X	X	X
L94		Individuals have assistive technology to maximize independence.	X	X	X
L95	⚐	Remote Supports and Monitoring Technology system requirements have been met.			X
*** L96**		Staff is competent and knowledgeable in the use of the individual's technology devices and applications.	X	X	X
L97		The agreed upon remote support and monitoring plan includes the required components and is implemented as developed.			X
L98		Monitoring staff are trained and knowledgeable in the individual's remote supports and monitoring plan.			X

Legend	Legend
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Indicator	Critical	Requirement	Employ	CBDS	RSM
***L99**		Medical monitoring devices needed for health and safety are authorized, agreed to, used and data collected appropriately. (eg, seizure watches; fall sensors).	●	●	●
L100		An assessment for use of Remote supports and monitoring has been included within the ISP. On-going review for the continued need occurs.			X
L101	⚐	The individual is trained on how to use the remote supports and monitoring system.			X