

# DMR QUALITY SERVICE REVIEW

*Background and Tools*

## QUALITY SERVICE REVIEW: Focus Areas, Personal Outcomes, Support Expectations and Indicators

Published by:  
**THE STATE OF CONNECTICUT**  
**DEPARTMENT OF MENTAL RETARDATION**  
460 Capitol Avenue, Hartford, Connecticut 06106

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December 2006



# QUALITY SERVICE REVIEW TOOLS

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# Quality Service Review Overview

## *Background Information*

The Department of Mental Retardation is implementing the Quality Service Review (QSR) to certify public and private vendors of service using a new set of measures. The QSR is envisioned to be a service review to determine the quality of service delivered by Qualified Vendors and a personal outcome review to assess individual consumers satisfaction with services and supports. The department's new quality system is based on quality of life outcomes, emphasizes continuous quality improvement, and incorporates all requirements and expectations of the Centers for Medicare and Medicaid Services and the department's existing legislative and regulatory requirements. Individuals and families have been involved in the design, review and oversight of the new QSR and will continue to have active roles as the system evolves.

The QSR uses year-round regional and state quality review activities to collect data on a wide variety of measures such as personal outcomes, environmental safety, rights and responsibilities, health and safety risks and safeguards, and satisfaction. It consolidates quality management activities for the variety of services offered to individuals into one review system. All vendors will have services reviewed by drawing from using a universal array of personal outcome measures, performance indicators and methods. Each service type is assessed on a sub-set of applicable measures and each vendor will be certified to deliver distinct services. The QSR also engages vendors in self-assessment activities to evaluate the effectiveness of their own service and quality management systems. These combined activities result in comprehensive data collection and analysis that includes quality improvement and cultural competence planning and implementation at vendor agency, regional and state system levels.

The QSR measures both individuals' experiences with services and supports, and the vendor and the DMR system's effectiveness in supporting individuals to achieve positive personal outcomes. The QSR uses several approaches to review and improve quality. Information is collected by consumer interview, support person interview, observation, document or record review and observation. Case managers serve an important role in assisting individuals and their families to plan and review the quality of their supports and services. Quality monitors and resource managers look at service patterns and trends and evaluate vendor performance at the regional level through quality review visits with individuals in their home or day setting. Central office quality management staff conduct periodic state-level vendor service reviews with a random sample of individuals by their service (e.g., Supported Living, Day Services, Supported Employment, Community Living Arrangements and Respite). State and regional review activities are based on the uniform set of measures and data collection methods. This integrated quality management approach will allow for better communication, coordination, analysis and reliability.

## *The QSR Focus Areas and Principles*

The QSR is designed around eight general focus areas. The focus areas were selected based on the department's mission, principles of self-determination, and discussions with individuals, family members and support persons about what is important in their lives and what quality means to them. A broad principle statement defines each of the eight focus areas. The focus areas are:

- ❖ Planning and Personal Achievement
- ❖ Relationships and Community Inclusion
- ❖ Choice and Control
- ❖ Rights, Respect, and Dignity
- ❖ Safety
- ❖ Health and Wellness
- ❖ Satisfaction
- ❖ Administration

## ***QSR Personal Outcomes and Support Expectations***

Each of the focus areas has a set of **personal outcomes** and support expectations that serve as a basis for quality review ratings. The personal outcomes and support expectations are used to capture information about the individual's experience relative to achieving the outcome and how well the vendor assists the individual to achieve the outcome.

### ***Data Collection Methods***

Several methods are used to collect data in order to determine if the QSR personal outcomes, support expectations and quality indicators are achieved. These methods of data collection are used at both the regional and state levels at various times throughout the year. Reviewers use quality indicator data collection tools to conduct the review process. The quality indicators identify required items for verification and provide guidance for quality reviewers. The data collection methods are:

- ⇒ **Interviews** with the individual receiving services and his or her preferred support person
- ⇒ **Observation** of the individual where his or her supports are provided
- ⇒ **Documentation Review** of the individual's Individual Plan and other records
- ⇒ **Safety Checklist** review of the individual's environment and emergency planning

### ***Vendor Feedback on QSR***

**Vendors** receive ongoing feedback on findings associated with regional review activities such as regional quality review visits and case manager reviews. This information is incorporated with the regional performance review and analyzed by the central office quality management team in advance of the state-level vendor review. Providers will receive immediate and specific feedback following each state-level vendor review. Findings and recommendations are discussed in a feedback meeting with the vendor. Areas of excellence, areas needing improvement, and areas that may require immediate attention are identified and recommendations for improvement planning discussed. The vendor agency and the regional quality improvement and resource management divisions receive a formal written report following the review.

### ***Vendor Quality Improvement Process***

Based on the findings and recommendations, the vendor develops and submits an improvement plan using the MY QSR application. As needed, the plan will address immediate activities and longer-term strategies. The plan will be reviewed in central office and the region for approval. Once approved, the improvement plan will guide the vendor's continuous quality improvement efforts. The vendor's performance and progress with the improvement plan is monitored through ongoing regional review activities and by the central office quality management division as needed.

### ***Vendor Certification***

The state-level QSR results in vendor certification/licensure. Certification and licensure (as applicable) allow the vendor to continue to deliver specific services such as **Community Living Arrangements**, **Day Services**, **Supported Living**, and **Individual Supports**. Vendor service performance can be compared, and the results used by individuals and their families to choose from the array of service vendors throughout the state.

# Full QSR Tool

## Including all Indicators Regardless of Service

### Full QSR Evaluation Instrument

DMR  
ONA? Responsible?

#### I Planning and Personal Achievement

We all define our personal goals and dreams for the future. Talking about these dreams is the first step toward realizing them. Developing a plan helps to capture a person's hopes and dreams for the future and translate them into action. The plan will establish the direction a person wants to go, determine the supports needed to get there, and identify who will support the person to reach their dreams. Planning can help us listen to, and take direction from, the person or people who know the person best. It also helps us focus on the person's preferences, strengths, and talents.

A good planning process helps to organize and use natural supports like family, friends, and acquaintances, and formal community supports and services to help the person achieve what is important to them. The plan may focus on developing personal competencies and skills. Experiences that help people learn how to live on their own, find the right job, make friends, take the bus around town, or pursue a hobby or leisure interest create opportunities to participate in a wider range of chosen activities.

When people have a variety of experiences and opportunities to try new things, their choices increase and their goals and hopes for the future are enriched. People pursue personal goals and dreams throughout their life. Most people find this pursuit a rewarding and valued activity. We all need to feel we are making progress toward our personal goals. Recognizing and celebrating our accomplishments give us the strength and determination to take risks and pursue new challenges.

#### Personal Outcome

1.	I.O.1	<b>Planning Process Direction</b> <b>The individual directs his or her planning process.</b>					
	1.	CI 17	Consumer Interview	Does your case manager ask you what you want?	-	Always	
		2.	CI 18	Consumer Interview	If you ask for something, does your case manager help you get what you need?	-	Always
		3.	D 1	Documentation	The individual's plan indicates he or she directed or participated in the planning process to the extent that he or she chose to participate.	-	Always

#### Personal Outcome

2.	I.O.2	<b>Preferences and Goals</b> <b>The individual expresses preferences and personal goals for inclusion in the planning process.</b>					
		4.	CI 40	Consumer Interview	Are the things you are doing now the things you want to do?	-	Always
		5.	CI 38	Consumer Interview	Do you go to meetings to talk about your individual plan?	-	Always
		6.	CI 39	Consumer Interview	At your planning meeting, did people ask you what you like to do?	-	Always
		7.	D 4	Documentation	The individual's preferences and personal goals are identified in his or her plan.	<b>ONA</b>	Always

Personal Outcome

**3. I.O.3 Service and Provider Choice**

**The individual chooses services, the degree of self-direction and providers to the extent he or she wishes.**

8.	CI 80	Consumer Interview	Did you choose the agency/vendor that is supporting you or providing you this residential or day/vocational service/program?	-	<b>Always</b>
9.	CI 21	Consumer Interview	If you want to change your service, how do you make the change?	-	<b>Always</b>
10.	CI 79	Consumer Interview	Did your case manager explain to you that you could hire your friend or neighbor if you want to?	-	<b>Always</b>
11.	D 16	Documentation	The individual's choice of service options and support providers are reflected in his or her individual plan.	-	<b>Always</b>
				-	<b>Always</b>

Personal Outcome

**4. I.O.4 Plan Change**

**The individual influences/directs changes to the individual plan based on changes to his/her life goals or circumstances.**

12.	CI 56	Consumer Interview	Are you happy with the people who provide help and assistance to you at home or at your job?	-	<b>No</b>
13.	CI 41	Consumer Interview	Are you working on things that you identified at your planning meeting? What things are you working on now?	-	<b>No</b>
14.	D 33	Documentation	The Individual Plan or Periodic Review documents responsiveness to the individual's requests to make changes in supports and services or providers, if applicable.	<b>ONA</b>	<b>Always</b>

Personal Outcome

**5. I.O.5 Plan Outcomes**

**The individual is developing or has personal competencies and is realizing personal goals.**

15.	CI 48	Consumer Interview	Are you happy with progress you made to meet your goals?	-	<b>Conditional</b>
16.	D 18	Documentation	Periodic Reviews of the Individual Plan reflect progress on personal outcomes identified in the individual's plan.	-	<b>Always</b>

**Support Expectation**

<b>6.</b>	<b>I.S.1</b>	<b>Comprehensive Assessment</b>				
		<b>Comprehensive information concerning the individual's preferences, personal goals, needs and abilities, health status and other available information is gathered in preparation for developing a personalized Individual Plan.</b>				
17.	D 11a	Documentation	Demographic and personal information is maintained in the individual's record.	-	No	
18.	D 5a	Documentation	The individual's record contains necessary and current health assessments, screenings, evaluations, reports and/or profiles.	-	No	
19.	D 5b	Documentation	The individual's record contains necessary and current safety assessments, screenings, evaluations, reports and/or profiles.	<b>ONA</b>	<b>Conditional</b>	
20.	D 5c	Documentation	The individual's record contains necessary and current programmatic assessments, screenings, evaluations, reports and/or profiles.	-	<b>Conditional</b>	
21.	D 48	Documentation	For HCBS Waiver recipients, the individual record shows that the HCBS Waiver Level of Care evaluation has been completed and is current.	-	<b>Conditional</b>	
22.	SPI 1	Support Person Interview	How is the individual helped to prepare for and participate in his or her planning process?	-	<b>Always</b>	
				-	<b>No</b>	

**Support Expectation**

<b>7.</b>	<b>I.S.2</b>	<b>Needs Addressed in Plan</b>				
		<b>The individual plan comprehensively addresses the individual's need for HCBS, health care and other services in accordance with his/her expressed personal preferences and goals.</b>				
23.	D 57	Documentation	The individual's plan is on file at the service location, available for support staff to implement.	-	<b>Conditional</b>	
24.	D 2	Documentation	The individual's annual plan is developed on a timely basis.	-	<b>Always</b>	
25.	D 3	Documentation	Each HCBS Waiver service relates to an identified need in the Individual Plan.	-	<b>Always</b>	
26.	D 13	Documentation	The individual's plan indicates he or she is working on chosen goals.	-	<b>Always</b>	
27.	D 9	Documentation	The individual's plan identifies behavioral issues and strategies, as applicable.	-	<b>Always</b>	
28.	D 10	Documentation	The individual's plan identifies any supports coordinated across settings.	-	<b>Always</b>	
29.	D 44	Documentation	The individual's plan identifies health and safety issues and strategies.	-	<b>Always</b>	
30.	D 23	Documentation	The individual's record contains necessary consent forms.	<b>ONA</b>	<b>Always</b>	
				-	<b>Conditional</b>	

Support Expectation

<b>8.</b>	<b>I.S.3</b>	<b>Support for Service Choice</b>			
		<b>The individual is provided with information and support to choose his/her service options, support providers and degree of self-direction and management as desired.</b>			
31.	D 19	Documentation	The individual's record indicates the case manager shared information with the person and his or her representatives and was supported to choose his/her service options, providers and degree of self-direction and management, as desired.	-	<b>Always</b>
32.	SPI 32	Support Person Interview	How is the individual supported to make a change in his or her services if desired?	-	<b>No</b>

Support Expectation

<b>9.</b>	<b>I.S.4</b>	<b>Timely Plan Modification</b>			
		<b>The individual's plan is reviewed and modified as needed in a timely manner and based on changes in personal circumstances.</b>			
33.	D 20	Documentation	Periodic Reviews of the Individual Plan reflect modifications to the plan based on changes in the individual's life goals or circumstances and preferences.	<b>ONA</b>	<b>Always</b>
34.	SPI 3	Support Person Interview	Is the individual's plan reviewed and updated based on changes in his or her life and personal choice?	-	<b>No</b>
35.	SPI 4	Support Person Interview	How do you provide input on the individual's behalf for plan modification, regarding changes in his or her life and personal choice?	-	<b>No</b>
36.	SPI 5	Support Person Interview	How have any changes to the individual's plan been communicated to you?	-	<b>No</b>

Support Expectation

10.	I.S.5	Plan Implemented as Written				
<b>The person's Individual Plan is implemented as written.</b>						
37.	D 43a	Documentation	The plan is implemented on a timely basis.	-	No	
38.	D 43	Documentation	Direct service providers maintain documentation of supports and services provided and progress made.	<b>ONA</b>	No	
39.	D 15	Documentation	Periodic reviews of the Individual's Plan identify that needed services and supports are received.	<b>ONA</b>	Conditional	
40.	D 35	Documentation	Support person training regarding the individual's health, safety, and plan is documented.	-	No	
41.	O 14	Observation	Support persons recognize and use naturally occurring opportunities when teaching.	-	No	
42.	O 7	Observation	Sufficient support persons are available to meet the individual's support and service needs identified in his or her Plan.	<b>ONA</b>	No	
43.	O 8	Observation	Support persons are able to demonstrate the skills needed to assist the individual to achieve his or her goals.	-	No	
44.	SPI 2	Support Person Interview	What are the specific strategies in place to help the individual achieve his or her goals?	-	No	
45.	SPI 11	Support Person Interview	What are the behavioral interventions used to support the individual?	-	No	

Support Expectation

11.	I.S.6	Support Individualized and Effective				
<b>The individual is understood by staff and supported through effective communication that reflects his or her likes, dislikes, preferences and abilities.</b>						
46.	O 10	Observation	Support persons communicate in effective ways the individual can understand and takes the time to listen to the individual and are responsive when the individual communicates.	<b>ONA</b>	No	
47.	O 16	Observation	Support persons give assistance to the individual only when necessary.	-	No	
48.	SPI 7	Support Person Interview	Describe how the individual communicates.	-	No	

## II Relationships & Community Inclusion

The relationships we have with others are often the most important things in life. They can bring us happiness and excitement. They can also give us comfort, guidance, companionship, and support. People have all types of relationships – acquaintances, close friends, family, and people with whom they share their most intimate feelings, fears, and dreams. For some people, their relationships with support providers may also be very important. They often involve mutual caring and emotional support. However people should have the opportunity to develop other relationships in addition to paid support providers. People may need help to meet others. They may also to learn what they should do to make and keep acquaintances and friends.

Most people like to be with and feel connected to others. Being in the community to join with others with common interests helps people to develop interests and preferences. The community offers many places to go, things to do, and people to meet. Stores, restaurants, theaters, banks, ball fields, and beaches are all places in the community. They are for people's use and enjoyment.

People may need support to learn about and access the community. Going places in the community gives people the opportunity to meet new people, try new experiences, and learn new things. This could include clubs, sports leagues, churches, civic and political groups, or volunteer work. Being active in the community gives people the chance to have different social roles. It also allows others to learn about the person, their many qualities and their value to the community.

### Personal Outcome

#### 12. II.O.1 Relationship Choice

**The individual has relationships he or she chooses.**

49.	CI 13	Consumer Interview	Do you have friends that you like to talk to or do things with?	-	No
50.	CI 14	Consumer Interview	Do you have a best friend or someone you are really close to?	-	No
51.	CI 15	Consumer Interview	Can you see and contact your friends when you want to?	-	No
52.	CI 16	Consumer Interview	Can you see your family when you want to?	-	No
53.	O 1	Observation	The individual likes others he or she spends time with.	-	No

### Personal Outcome

#### 13. II.O.2 Participation and Choice of Activities

**The individual participates in experiences and activities in community, home, work, leisure and other settings as he or she chooses.**

54.	CI 23	Consumer Interview	Can you do activities that are different from the ones that others do if you want to?	-	No
55.	CI 20	Consumer Interview	When you want to go somewhere, do you have a way to get there?	-	No
56.	CI 25	Consumer Interview	Do you exercise or play sports as much as you want to?	-	No
57.	SPI 26	Support Person Interview	Does the individual participate in the activities that he or she chooses? Describe the activities the individual chooses to participate in.	-	No

### Support Expectation

#### 14. II.S.1 Relationship Support

**The individual is supported to maintain existing relationships, and experiences opportunities to develop new relationships as desired.**

58.	SPI 14	Support Person Interview	How do you support the individual to develop new and healthy relationships?	-	No
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Support Expectation

<b>15.</b>	<b>II.S.2</b>	<b>Support for Connections</b>			
		<b>The individual is supported to participate in experiences and activities of his or her choice in community, home, work, leisure and other settings that reflect personal interests and preferences.</b>			
59.	D 17	Documentation	The record indicates the individual is engaging in activities that reflect personal preferences.	<b>ONA</b>	<b>No</b>
60.	SPI 29	Support Person Interview	How do you help the individual to choose and participate in experiences and activities that he or she wants? Give some recent examples.	-	<b>No</b>
61.	SPI 24	Support Person Interview	How do you support the individual to learn what is available in the community and to participate in his or her community?	-	<b>No</b>

**III Choice & Control**

Choice is the opportunity to choose from a variety of options. People make choices every day. Some are basic choices like what to eat, when to go to bed, or what to do for fun. Others are major life choices such as where and with whom to live, where to work and how to express one’s faith. All of these choices are important and belong to the person. People’s choices often change over time. The choices and decisions we make about our lives are shaped by opportunities, experiences, and personal priorities.

Control means having power over the course of one’s life. It is directing the many choices that shape one’s life. It means deciding one’s own goals and guiding the planning process. These goals become the focus of supports. It also means choosing one’s own supports and services. This could include choice of service provider, the people who provide direct support at home or at work, doctors, pharmacists, bankers, and other services available in the community.

Support providers must take the time to really listen to people. Not everyone can easily express their choices in words. Some people communicate in other ways, such as gestures, expressions, or through their actions. Support providers may need to help people understand their options and the consequences of their choices and decisions. Some people are reluctant to make choices and look to their friends, family, and support providers to decide. They may need support and experience to feel more comfortable making their own choices.

Personal Outcome

<b>16.</b>	<b>III.O.1</b>	<b>Residential Choice</b>			
			<b>The individual chooses where he or she lives and with whom.</b>		
	62.	CI 26	Consumer Interview	Who chose the place where you live?	- No
	63.	CI 78	Consumer Interview	Would you rather have an opportunity to live somewhere else?	- No
	64.	CI 27	Consumer Interview	Did you choose the people you live with or did you choose to live by yourself?	- No
					<b>ONA</b> No

Personal Outcome

<b>17.</b>	<b>III.O.2</b>	<b>Work or Day Activity Choice</b>			
			<b>The individual chooses what he or she does for work, retirement, or other day options.</b>		
	65.	CI 57	Consumer Interview	If you want to change what you are doing during the day, how do you go about it?	- Conditional
	66.	CI 31	Consumer Interview	Who chose your job or day activity program?	- No

Personal Outcome

<b>18.</b>	<b>III.O.3</b>	<b>Daily Living Choice</b>			
		<b>The individual chooses how to live his or her life, personal activities and routines based on his or her preferences and interests.</b>			
67.	CI 29	Consumer Interview	Who decides your daily schedule like when to get up, when to eat, when to go to sleep?	-	No
68.	CI 30	Consumer Interview	Who decides how you spend your free time?	-	No
69.	CI 4	Consumer Interview	Can you be alone if you want to?	-	No
70.	CI 35	Consumer Interview	Are you allowed to use the phone when you want to?	-	No
71.	CI 22	Consumer Interview	Do you choose the activities that you participate in?	-	No
72.	CI 24	Consumer Interview	Do you go to religious services, if you want to?	-	No
73.	CI 58	Consumer Interview	Do you have ways to express your ethnicity, cultural heritage, and religious preference if you want?	-	No
74.	CI 51	Consumer Interview	Has anyone explained to you what you can do during your respite visit?	-	No
75.	CI 32	Consumer Interview	Do you get to choose what you buy with your spending money?	-	No
76.	O 12	Observation	The individual has personal belongings and his or her environment has a personalized decor.	<b>ONA</b>	No
77.	O 20	Observation	The individual has preferred belongings that identify his or her ethnicity, cultural heritage and/or religious preferences, as desired.	-	No

Personal Outcome

<b>19.</b>	<b>III.O.4</b>	<b>Chooses Support Staff</b>			
		<b>The individual chooses his or her support staff.</b>			
78.	CI 28	Consumer Interview	Do you choose the support staff who help you?	<b>ONA</b>	No
79.	O 19	Observation	The individual chooses the support staff who assist him or her at home.	-	No
80.	SPI 41	Support Person Interview	How is the individual involved in staff hiring?	-	No

Support Expectation

**20. III.S.1 Support for Service Choices**  
**The individual is informed about and supported to select where he or she lives, with whom and what to do for work, retirement or other day options.**

81.	SPI 42	Support Person Interview	Was the individual supported to choose where to live and to explore other options? Describe how that occurred.	-	No
82.	SPI 43	Support Person Interview	Did the individual choose the people that he or she lives with? Describe how the individual was informed of any available options.	-	No
83.	SPI 44	Support Person Interview	Was the individual supported to choose his or her day activity and to explore other options?	-	No

Support Expectation

**21. III.S.2 Lifestyle Support**  
**The individual is supported to follow the lifestyle, personal activities, and routines of his or her choice based on personal preferences and interests.**

84.	O 4	Observation	The individual is supported to make choices in all areas observed.	<b>ONA</b>	No
85.	SPI 25	Support Person Interview	Is the individual satisfied with his or her routine? How do you know this? Give some recent examples.	-	No
86.	SPI 30	Support Person Interview	If the individual chooses, what would you do to support the individual to change his or her lifestyle, personal activities and/or routines?	-	No
87.	SPI 12	Support Person Interview	Does the individual have contact with his or her family or friends as often as he or she wishes?	-	No

Support Expectation

**22. III.S.3 Cultural Preferences are Supported**  
**The individual is supported in following the lifestyle, personal activities, and routines that reflect his or her cultural preference.**

88.	SPI 39	Support Person Interview	How do you support the individual to express their ethnicity, cultural heritage, and religious preference if he or she wants?	-	No
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**IV Rights, Respect & Dignity**

People in the United States have legal rights. Some of them are freedom of speech, freedom of religion, and the right to privacy. People also have basic liberties. People can move about freely, have private time and space, and keep their own personal possessions. People can choose when and with whom they share personal information. Sometimes people need support to enjoy their freedom and exercise their rights.

All people should be free from abuse and neglect. People who have experienced abuse or neglect may feel the effects of physical and emotional harm for a long time.

All people are equal members of their community. We all deserve to be treated with respect and dignity. Every person matters and should be valued. Being treated with respect feels good. One way to show respect is by really listening to people. "Really listening," means being sensitive to people's words, actions, and feelings. Another way of showing respect is by speaking to people politely. Physical help should be gentle and respectful. Respect also includes recognizing and valuing individual differences.

Having economic security is important to everyone. This means enough money for food, clothes, and a place to live. People should also have some spending money. Medical insurance is needed to stay healthy and get health care when sick. People need a way to replace possessions if they are stolen or destroyed.

Having economic security allows people to look forward to, and plan for, their future.

People may need assistance to keep their money and other resources safe. People may need a support to budget their money and use money to make purchases or pay for things they need or enjoy. Supports should help people be in charge of their money. Support providers should only provide the assistance that the person wants and needs to manage their resources.

Personal Outcome

<b>23.</b>	<b>IV.O.1</b>	<b>Value and Respect Experience</b>			
		<b>The individual feels valued and respected.</b>			
	89.	CI 3	Consumer Interview	Are your support staff nice and polite to you?	-
					<b>No</b>
	90.	CI 9	Consumer Interview	How do people let you know they are there before coming into your home?	-
					<b>No</b>
	91.	CI 10	Consumer Interview	How do support staff ask you if it's okay to come into your bedroom?	-
					<b>No</b>
	92.	CI 37	Consumer Interview	Do people ask for your opinions and input? When? How often?	-
					<b>No</b>
	93.	O 3	Observation	The individual has privacy when he or she wants or needs it.	-
					<b>ONA</b>
					<b>No</b>

Personal Outcome

<b>24.</b>	<b>IV.O.2</b>	<b>Mistreatment and Harm</b>			
		<b>The individual has not experienced abuse and neglect, and is free from physical and emotional harm.</b>			
	94.	CI 5	Consumer Interview	Are you ever afraid or scared when you are at home? If so, why are you scared?	-
					<b>No</b>
	95.	CI 6	Consumer Interview	Are you ever afraid or scared when you are out in your neighborhood? If so, why are you scared?	-
					<b>No</b>
	96.	CI 59	Consumer Interview	Do you know what abuse, neglect are?	-
					<b>No</b>
	97.	CI 53	Consumer Interview	Who can you tell if you feel you have not been treated like you want to?	-
					<b>No</b>
	98.	CI 60	Consumer Interview	Do you know how to ask for help if somebody is hurting you or someone else?	-
					<b>No</b>
	99.	D 54	Documentation	The individual has not experienced abuse or neglect.	-
					<b>ONA</b>
					<b>No</b>

<b>Personal Outcome</b>					
<b>25.</b>	<b>IV.O.3</b>	<b>Basic Rights</b>	<b>The individual understands and exercises his or her basic rights.</b>		
100.	CI 34	Consumer Interview	Do people read your mail without asking you first?	-	No
101.	CI 42	Consumer Interview	Has anyone discussed your rights with you as a citizen in the last year?	-	Conditional
102.	CI 19	Consumer Interview	Do you know who your advocate or guardian is?	-	No
103.	O 5	Observation	The individual exercises rights as he or she chooses.	<b>ONA</b>	No
<b>Personal Outcome</b>					
<b>26.</b>	<b>IV.O.4</b>	<b>Concern and Grievance Expression</b>	<b>The individual is knowledgeable about ways to express his or her concerns and grievances.</b>		
104.	CI 36	Consumer Interview	Have you ever participated in a self-advocacy group meeting, conference or event?	-	No
105.	CI 49	Consumer Interview	If you have a problem and/or complaint, do you have someone to talk to? Are you able to speak privately with someone about personal matters, if you want?	-	No
106.	SPI 31	Support Person Interview	Does the individual participate in self-advocacy groups or activities as desired?	-	No
<b>Personal Outcome</b>					
<b>27.</b>	<b>IV.O.5</b>	<b>Economic Resources</b>	<b>The individual has sufficient economic resources.</b>		
107.	CI 74	Consumer Interview	Do you want a new job or one with more hours?	-	Conditional
108.	CI 73	Consumer Interview	Do you have enough money to buy necessary personal items and to participate in community activities?	-	Conditional
109.	D 31	Documentation	The individual has money to buy necessary personal items and participate in community activities.	<b>ONA</b>	Conditional
110.	SPI 21	Support Person Interview	Does the person have money to purchase personal items and to participate in community activities?	-	Conditional
<b>Personal Outcome</b>					
<b>28.</b>	<b>IV.O.6</b>	<b>Money Management Competency</b>	<b>The individual demonstrates money management skills.</b>		
111.	CI 75	Consumer Interview	Do you know how to budget your money to do the things you need to?	-	No
112.	CI 70	Consumer Interview	Do you get the support that you need to manage your money?	-	Conditional
113.	D 14	Documentation	There is evidence that the individual effectively manages economic resources to meet living expenses for shelter, food, clothing and health care to the extent of his or her ability.	<b>ONA</b>	Conditional

**Support Expectation**

**29. IV.S.1 Value and Respect Afforded**

**The individual is treated as a valued and respected person.**

114.	D 55	Documentation	The support person has documented training regarding individual rights.	<b>ONA</b>	<b>No</b>
115.	O 2	Observation	The individual is treated by staff in a respectful and dignified manner.	<b>ONA</b>	<b>No</b>

**Support Expectation**

**30. IV.S.2 Harm Prevention**

**The individual is supported to be free from physical and emotional harm.**

116.	D 39	Documentation	The individual's record contains documentation on DMR Form 255's for incidents of injury, restraint, unusual incidents and medication errors.	-	<b>No</b>
117.	D 40	Documentation	Individual's incidents and accidents are reported, investigated and followed-up as appropriate.	-	<b>No</b>
118.	D 45	Documentation	The individual's record shows Abuse and Neglect policy and procedures were followed.	-	<b>No</b>
119.	D 46	Documentation	The individual's record shows follow-up to Abuse and Neglect concerns regarding the individual, including notification to families.	-	<b>Conditional</b>
120.	D 56	Documentation	The support person has documented training regarding abuse and neglect reporting and prevention.	<b>ONA</b>	<b>No</b>
121.	O 17	Observation	Support persons respond to the individual's needs for assistance.	-	<b>No</b>
122.	SPI 40	Support Person Interview	How do you help the individual to learn to avoid potentially abusive and neglectful situations?	-	<b>No</b>
123.	SPI 9	Support Person Interview	What would you do if you witness abuse or neglect occurring?	-	<b>No</b>
124.	SPI 37	Support Person Interview	What are your agency's accident and incident reporting policies and procedures?	<b>ONA</b>	<b>No</b>
				-	<b>No</b>

**Support Expectation**

**31. IV.S.3 Support for Exercising Rights**

**The individual is supported to exercise his/her rights responsibly.**

125.	D 22	Documentation	There is evidence that the individual has the support of a guardian or advocate as needed.	-	<b>Always</b>
126.	D 25	Documentation	There is evidence that the individual is informed of all constitutional, federal and state statutory rights.	-	<b>Always</b>
127.	O 9	Observation	Support persons follow policies and procedures, as applicable, that effect restrictions of the individual's rights.	<b>ONA</b>	<b>No</b>
128.	SPI 10	Support Person Interview	How do you help the individual exercise his or her rights?	-	<b>No</b>

<b><u>Support Expectation</u></b>			
<b>32.</b>	<b>IV.S.4</b>	<b>Rights Protected</b>	
		<b>Individual rights are protected.</b>	
129.	D 26	Documentation	The individual's record contains necessary Human Rights Committee (HRC), Program Review Committee (PRC), and guardianship documents, as applicable.
			- Conditional
130.	D 27	Documentation	The individual's record identifies that required procedures were followed if his or her rights were restricted.
			<b>ONA</b> Conditional
131.	D 27d	Documentation	Approved behavioral techniques are used when an emergency restraint occurs.
			<b>ONA</b> No
132.	D 27c	Documentation	Behavior modifying medications are managed consistent with the physician's treatment plan.
			- No
133.	SPI 11a	Support Person Interview	Have you ever had to physically restrain the individual? If so, when and how?
			- No
<b><u>Support Expectation</u></b>			
<b>33.</b>	<b>IV.S.5</b>	<b>Concern and Grievance Response</b>	
		<b>Concerns and grievances by the individual are sought and responded to.</b>	
134.	D 58	Documentation	The individual has been informed of the complaint procedure to follow if he or she is not satisfied with his or her services and supports.
			- No
135.	SPI 45	Support Person Interview	How would you support the individual to make a complaint if he or she wants to?
			- No
<b><u>Support Expectation</u></b>			
<b>34.</b>	<b>IV.S.6</b>	<b>Support for Financial Interests</b>	
		<b>The individual is supported to understand, obtain, and maintain insurances, entitlement benefits, and income.</b>	
136.	D 28	Documentation	The individual's record documents the support provided him or her to understand, obtain and maintain entitlements, benefits, and insurances.
			- Conditional
137.	D 42	Documentation	The individual's record documents that applications/redeterminations for Medicaid Title 19 and other entitlements and benefits have been processed.
			<b>ONA</b> Conditional
138.	SPI 23	Support Person Interview	How is the individual supported to understand, obtain, and maintain insurances, entitlement benefits, and income?
			- No
<b><u>Support Expectation</u></b>			
<b>35.</b>	<b>IV.S.7</b>	<b>Personal Fund Accountability</b>	
		<b>Personal funds are individually maintained and protected by a financial accountability system.</b>	
139.	D 29	Documentation	The individual's personal finances are protected through systematic record keeping.
			<b>ONA</b> No
140.	D 30	Documentation	The individual's personal finances are protected through periodic financial record audits.
			- No
141.	D 41	Documentation	The individual's personal finances, including assets, and personal property are being managed and monitored responsibly.
			- No
142.	SPI 20	Support Person Interview	What is the accounting and tracking system for the individual's finances?
			- No
<b><u>Support Expectation</u></b>			
<b>36.</b>	<b>IV.S.8</b>	<b>Support for Money Management</b>	
		<b>The individual is supported to use money management skills.</b>	
143.	D 12	Documentation	There is evidence that, if necessary, the individual is supported to obtain a legal representative to manage his or her finances.
			- Always
144.	D 24	Documentation	The Individual Plan identifies the supports the individual needs to manage his or her finances.
			- Always
145.	SPI 22	Support Person Interview	How do you support the individual to learn money management skills?



**V Safety**

Everyone wants to feel safe. People want live, work, and recreate in places that feel safe and are free from danger. This means the physical environment is healthy, clean, and safe. It also means that one is not hurt by other people in these places. Society has many laws and rules to keep homes and workplaces safe. People want to feel safe when they spend time in their neighborhood and community. People should be safe from crime and exploitation. People’s feelings of safety are based on their experiences in life. Most people feel more secure when they spend time in familiar places with familiar people. If a person has been assaulted or hurt in an accident they may feel differently about their personal safety. They may need extra support or reassurance. People may feel physically safe, but feel harmed or threatened in certain situations. This can be as harmful as physical injury.

Life cannot be totally safe for anyone. Accidents can happen. Safety concerns must be balanced with other values such as dignity of risk. People are entitled to take risks. They should not be protected or isolated. Connections with family, friends, and neighbors can provide important safeguards. People’s feelings about safety must be understood and respected. Support providers must recognize and address unsafe situations. They may also have to modify the environment to make it safer. People may need support to identify and understand safety issues. They may need help to learn and act in ways that are safe. People may need help to know how to handle an emergency. Support providers should never act or talk in a way that makes people feel unsafe.

Personal Outcome

**37. V.O.1 Safety in Environments**

**The individual feels safe in his or her home, neighborhood and community.**

146.	CI 7	Consumer Interview	Are you safe when you are at home?	-	<b>No</b>
147.	CI 8	Consumer Interview	Are you safe when you are in your neighborhood?	-	<b>No</b>
148.	CI 45	Consumer Interview	Are you safe at work, having the personal safety equipment you need?	-	<b>No</b>
149.	CI 52	Consumer Interview	Do you feel safe while you are visiting here?	-	<b>No</b>

Personal Outcome

**38. V.O.2 Safety Awareness and Response in Emergencies**

**The individual recognizes unsafe situations and safely responds in an emergency.**

150.	CI 43	Consumer Interview	Do you know what to do in an emergency such as a fire, a blizzard or if you get sick?	-	<b>No</b>
151.	CI 44	Consumer Interview	How would you respond to unsafe conditions? (show or explain)	-	<b>No</b>
152.	SPI 19	Support Person Interview	Does the individual know how to respond in emergency situations?	-	<b>No</b>

**Support Expectation**

39.	V.S.1	Safety Support Implementation				
<b>The individual's safety is addressed by the implementation of needed supports.</b>						
153.	D 47	Documentation	There is evidence that emergency plans as required by policy and procedures are in place.	-	No	
154.	O 18	Observation	Support persons protect the individual's safety.			
				<b>ONA</b>	<b>No</b>	
155.	SC 1	Safety Checklist	An Emergency Relocation Plan, a part of the DMR Special Operations Plan for Emergency Relocation, is maintained in a special notebook, the "Red Book", easily accessible to the staff.	-	No	
156.	SC 2	Safety Checklist	The emergency response plan accommodates the support needs of the individual, each person's role during an emergency, and the availability of necessary medical information when the individual is away from his or her service location.			
				<b>ONA</b>	<b>No</b>	
157.	SC 3	Safety Checklist	There is an accessible working telephone with emergency numbers readily available.			
				<b>ONA</b>	<b>No</b>	
158.	SC 4	Safety Checklist	There are practiced and documented monthly fire evacuation drills. There is documentation that one drill, quarterly, is conducted when the individual is routinely asleep.	-	No	
159.	SC 5	Safety Checklist	There are practiced and documented fire evacuation drills that occur six times a year on a bi-monthly basis. There is documentation that two drills are conducted at night when the individual is routinely asleep.	-	No	
160.	SC 6	Safety Checklist	There are practiced and documented quarterly fire evacuation drills. There is documentation that at least one fire drill annually is conducted when the individual is routinely asleep.	-	No	
161.	SC 7	Safety Checklist	At the individual's Day Service, fire exit drills should be conducted quarterly.	-	No	
162.	SC 8	Safety Checklist	A written plan of corrective action is documented and implemented for problems identified during a fire evacuation drill.	-	No	
163.	SC 9	Safety Checklist	There are fully charged fire extinguishers available in the kitchen and furnace area.	-	No	
164.	SC 10	Safety Checklist	There are working smoke detectors on each level of the location that meet the individual's needs.			
				<b>ONA</b>	<b>No</b>	
165.	SC 11	Safety Checklist	The individual's home does not have an unvented combustion-heating unit.			
				<b>ONA</b>	<b>No</b>	
166.	SC 18	Safety Checklist	Basic first aid supplies are readily available at the individual's service location.	-	No	
167.	SC 19	Safety Checklist	Basic first aid supplies are readily available in vehicles used to transport the individual.	-	No	
168.	SC 20	Safety Checklist	Personal protection equipment (PPE) is readily available at the individual's service location.	-	No	
169.	SC 21	Safety Checklist	Personal protection equipment (PPE) is readily available in vehicles used to transport the individual.	-	No	
170.	SC 34	Safety Checklist	Hot water temperature is maintained between 100 and 120 degrees Fahrenheit at water sources accessible to the individual.	-	No	
171.	SC 49	Safety Checklist	There is documentation that the safe condition and designed use of adaptive equipment and safety devices is monitored.	-	No	

172.	SC 48	Safety Checklist	Adaptive equipment and safety devices are in good condition and used as designed.	-	No
173.	SC 46	Safety Checklist	Vehicle adaptive equipment and vehicle safety devices are in good condition and used as designed.	<b>ONA</b>	No
174.	SC 47	Safety Checklist	There is documentation that the safe condition and designed use of adaptive vehicle safety devices is monitored.	-	No
175.	SPI 15	Support Person Interview	How are any safety concerns for the individual addressed?	-	No
176.	SPI 18	Support Person Interview	Does the individual know what the emergency and fire evacuation plans require him or her to do?	-	No
177.	SPI 17	Support Person Interview	What are the individual's needs during an evacuation?	<b>ONA</b>	No
178.	SPI 16	Support Person Interview	How is the individual taught to recognize and report unsafe situations to others?	-	No
179.	SPI 38	Support Person Interview	What would you do should a vehicle break down when traveling?	-	No

**Support Expectation**

40.	V.S.2	Support for Environmental Safety				
<b>Environments that the individual lives, works, and recreates in are safe, maintained and accessible.</b>						
180.	AP 2	Application Packet	There is documentation of annual sprinkler/fire alarm system servicing for a building that has a sprinkler and/or a fire alarm system.			
				<b>ONA</b>		<b>No</b>
181.	AP 3	Application Packet	There is an annual fire marshal's certificate.			
				<b>ONA</b>		<b>No</b>
182.	AP 4	Application Packet	There is documentation that a local fire or building official has approved the installation of a wood stove.			
				<b>ONA</b>		<b>No</b>
183.	AP 5	Application Packet	There is documentation of annual chimney cleaning when a fireplace or woodstove is used.			
				<b>ONA</b>		<b>No</b>
184.	AP 6	Application Packet	There is documentation of annual furnace servicing performed at the individual's residence, as applicable.			
				<b>ONA</b>		<b>No</b>
185.	AP 7	Application Packet	There is documentation from a public health official or certified septic contractor stating the septic system is functioning properly.			
				-		<b>No</b>
186.	AP 8	Application Packet	There is documentation of a certificate of occupancy for new construction, as required by state or local codes.			
				-		<b>No</b>
187.	AP 9	Application Packet	The individual's bedroom has a minimum required size based on the number of occupants.			
				-		<b>No</b>
188.	AP 10	Application Packet	There is documentation that well water is tested for potability every five years and found to be safe.			
				-		<b>No</b>
189.	O 6	Observation	The environment supports the individual's needs, abilities, and interests.			
				-		<b>Conditional</b>
190.	SC 24	Safety Checklist	The individual's bedroom has smoke-tight door(s) if the residence does not have a sprinkler system.			
				<b>ONA</b>		<b>No</b>
191.	SC 12	Safety Checklist	Designated means of escape are unobstructed.			
				<b>ONA</b>		<b>No</b>
192.	SC 13	Safety Checklist	Exterior doors open from the inside without the use of tools or keys.			
				<b>ONA</b>		<b>No</b>
193.	SC 14	Safety Checklist	Escape windows open without the use of tools.			
				<b>ONA</b>		<b>No</b>
194.	SC 15	Safety Checklist	Rooms and closets open from the inside.			
				<b>ONA</b>		<b>No</b>
195.	SC 16	Safety Checklist	Rooms that lock have tools which open them readily available.			
				<b>ONA</b>		<b>No</b>
196.	SC 22	Safety Checklist	There are no bedrooms in basements that are 100% below grade for homes licensed or certified after 5/1/96.			
				-		<b>No</b>
197.	SC 23	Safety Checklist	There are no bedrooms that can be reached only by ladder, folding stairs or trap door.			
				-		<b>No</b>
198.	SC 17	Safety Checklist	Medications are to be kept locked, refrigerated as needed and access shall be limited to those authorized to administer medications except for individuals who self medicate and live independently.			
				<b>ONA</b>		<b>No</b>

				<u>DMR</u> <u>ONA?</u>	<u>Responsible?</u>
199.	SC 38	Safety Checklist	The individual's environment is free from potential hazards.	-	No
200.	SC 28	Safety Checklist	The exterior and grounds of the individual's environment are safe.	-	No
201.	SC 27a	Safety Checklist	The individual's environment is clean.	-	No
202.	SC 27b	Safety Checklist	The individual's environment is structurally well-maintained.	-	No
203.	SC 50	Safety Checklist	There are no physical environmental conditions that require funding or a contracting process for remediation.	-	Conditional
204.	SC 27c	Safety Checklist	The individual's environment is adequately lighted, has a comfortable temperature and is free from unpleasant odors.	-	No
205.	SC 35	Safety Checklist	Furniture and furnishings are safe and in good repair.	-	No
206.	SC 30	Safety Checklist	The location has sufficient toileting and/or bathing facilities and supplies to meet the individual's needs.	ONA	No
207.	SC 25	Safety Checklist	There is sufficient storage space for clothes and personal belongings.	-	No
208.	SC 31	Safety Checklist	Personal hygiene supplies in the individual's environment are stored separately from others and in a sanitary manner.	-	No
209.	SC 32	Safety Checklist	Bathrooms, common areas, and personal living spaces afford privacy.	-	No
210.	SC 33	Safety Checklist	The individual's bedroom has a window or door that opens directly to the outside for ventilation.	-	No
211.	SC 26	Safety Checklist	Kitchen and dining areas have appropriate equipment for the sanitary storage, preparation, and serving of food and an adequate supply of food.	ONA	No
212.	SC 36	Safety Checklist	Any electrical outlet within six feet of an open water source is protected by a ground fault circuit interrupter (GFCI).	-	No
213.	SC 37	Safety Checklist	Electrical sockets and extension cords are not overloaded.	ONA	No
214.	SC 39	Safety Checklist	Electrical cords are not run under rugs.	ONA	No
215.	SC 40	Safety Checklist	Electrical outlets and junction boxes have cover plates and no exposed wires.	-	No
216.	SC 41	Safety Checklist	A means to wash and dry clothes is available.	-	No
217.	SC 42	Safety Checklist	Clothes dryers are properly vented to the outside or to an appropriate inside filter unit.	ONA	No
218.	SC 44	Safety Checklist	Poisonous substances are correctly labeled and safely stored according to the needs of the individual.	ONA	No
219.	SC 45	Safety Checklist	Combustible and flammable substances are used and stored appropriately.	ONA	No
220.	SC 43	Safety Checklist	Basements are free of standing water.	-	No
221.	SC 29	Safety Checklist	The individual's environment is accessible, as needed, and promotes individual independence.	-	No

**VI Health & Wellness**

Health and wellness is important to everyone. Being healthy means something different to each person. For some it may mean taking good care of one’s self to avoid illness. For others, it may be taking care of a medical condition such as high blood pressure or diabetes. For some people, it might be improving one’s overall lifestyle or paying attention to physical and emotional wellness.

People need access to quality health care. People need to see doctors and other health professionals when they are ill. Medical care is also necessary when people are healthy. People need routine check-ups, medical screenings, and immunizations to stay in good health.

People make many decisions that affect their health. Some decisions are about how to live – what to eat and how much – to exercise regularly – to smoke or not – to use alcohol in excess – to practice safe sex? Some decisions carry significant risks. These are all decisions each person must make for himself or herself. Other decisions are about the type of medical treatment. People must decide what medications to take or when to have surgery. People should make informed decisions on these matters. They should know the risks and potential benefits of each decision.

Support providers must help people gather the facts necessary to make informed decisions. People may help to schedule and get to appointments. Support providers must know and understand people’s medical issues. They must be sensitive to each individual’s expression of symptoms. People may need support to take their medicine. They also may need help to follow other prescribed treatments. Support providers must help people learn about their own health issues and how to stay healthy. Support providers need to promote healthy lifestyles while still respecting choice.

Personal Outcome

<b>41.</b>	<b>VI.O.1</b>	<b>Informed Health Care Decisions</b>		
			<b>The individual makes informed health and wellness-promoting decisions, including those for needed medical and other health care services.</b>	
222.	CI 81	Consumer Interview	Do you know who to contact if you have a health concern or do not feel well?	- <b>Conditional</b>
223.	CI 62	Consumer Interview	Do you make the healthcare appointments that you need?	- <b>Conditional</b>
224.	CI 46	Consumer Interview	Do you know what to do to stay healthy?	- <b>Conditional</b>
225.	CI 64	Consumer Interview	Does anyone talk to you about your health?	- <b>Conditional</b>

**Personal Outcome**

42.	VI.O.2	Needed Health Care				
		<b>The individual has needed medical and health care.</b>				
226.	D 7	Documentation	All required medical assessments and appointments are current.	-	Conditional	
227.	D 7a	Documentation	The individual receives necessary oral and dental care including assessment, treatment and follow-up.	ONA	Conditional	
228.	D 7b	Documentation	Support providers carry out all health related orders as determined by health care professionals.	ONA	No	
229.	D 8	Documentation	There is evidence the individual experiences prompt treatment, management and follow-up services for his or her health issues upon identification.	ONA	Conditional	
230.	D 32	Documentation	The individual's record documents monitoring of medications and side effects.	-	Conditional	
231.	O 15	Observation	Adaptive equipment and assistive technology, if needed, is used by the individual to increase his or her independent participation in daily activities.	-	No	
232.	O 21	Observation	The individual's health needs are addressed during daily activities.	ONA	No	
233.	O 25	Observation	Support providers follow applicable DMR Health Regulations, policies, and procedures, advisories and directives.	-	No	

**Support Expectation**

43.	VI.S.1	Health Care Support Decisions				
		<b>The individual is supported to make informed health and wellness-promoting decisions.</b>				
234.	D 6	Documentation	There is evidence that the individual has needed support to manage his or her medication.	-	No	
235.	SPI 33	Support Person Interview	How do you support the individual to discuss his or her health concerns?	-	No	
236.	SPI 34	Support Person Interview	How is the individual supported to learn about and live a healthy lifestyle?	-	No	
237.	SPI 36	Support Person Interview	How do you support the individual to learn about and take his or her medication?	-	No	
238.	SPI 8	Support Person Interview	How is the individual supported to acquire, use and maintain equipment needed to sustain his or her health, wellness and independence?	-	No	

**Support Expectation**

44.	VI.S.2	Support Staff Training In Healthcare Needs				
		<b>Support staff are trained to meet the healthcare needs of the individual.</b>				
239.	D 36	Documentation	The Individual Plan identifies additional qualifications and training required for staff to adequately support the person, if needed.	ONA	Always	
240.	D 37	Documentation	There is documentation that at least one support staff on duty per shift is currently trained in cardiopulmonary resuscitation (CPR).	ONA	No	
241.	D 38	Documentation	There is documentation that only licensed personnel or certified unlicensed personnel administer medications to the individual.	ONA	No	
242.	SPI 35	Support Person Interview	What are the individual's medical needs and how are these addressed?	-	No	

**VII Satisfaction**

For many of us the question that means the most in terms of quality of life is: Are we satisfied with our lives? One’s satisfaction with his or her life reflects a general sense of well-being or contentment involving a range of life experiences and conditions. Individual satisfaction is a key to quality and the most important perspective on quality is an individual’s experience and point of view; the personal perceptions of one’s quality of life.

Satisfaction with the course of our lives may involve having basic needs met, the extent of present choice and decision-making, life goals for the future and the pursuit and achievement of those goals. It may involve the quality of relationships, valued community involvement, health and wellness, safety, cultural heritage expression, home, work and leisure.

The conditions of life and one’s values and interests differ from one individual to another and over time as well. Support providers may assist individuals in achieving satisfaction with the course of their lives by asking individuals or family members, as appropriate, about quality of life circumstances, what they believe is working well and what could make things better. Support providers work with individuals to have unique opportunities to make progress and to increase satisfaction in their lives.

Support and service quality begins with a good individual planning process that emphasizes an individual’s strengths and capabilities. Support providers arrange the support and service an individual receives to match his or her needs, preferences and expectations. The individual’s perception of his or her supports and services guides the development and revision of plans that should lead to positive outcomes and personal satisfaction. In other words the individual would lead a full, satisfying and safe life. As necessary, the individual is assisted to find and pursue other realistic support options if he or she expresses dissatisfaction with expected outcomes or the means of achieving them.

In instances where it may be difficult to understand what an individual is communicating about his or her satisfaction, opinion and insight may be sought from family members or others, as appropriate.

Individuals who are satisfied with their lives, supports and services, typically:  
 express their satisfaction when asked;  
 express a positive outlook on life;  
 show their satisfaction in other ways when they cannot communicate it;  
 have a personal advocate who expresses satisfaction if they cannot express or show it;  
 seek to maintain what they have, and;  
 want to continue with their current services and supports and/or their service coordinator.

Personal Outcome

**45. VII.O.1 Life Satisfaction**

**The individual is satisfied with the course of his or her life.**

243.	CI 1	Consumer Interview	Are you happy with where you live?	-	No
244.	CI 2	Consumer Interview	Do you like working at your job or going to your day program?	-	No
245.	CI 67	Consumer Interview	Are you happy with the relationships you have?	-	No
246.	CI 66	Consumer Interview	Do you get to control your money as much as you want to?	-	No
247.	CI 33	Consumer Interview	Are you happy with the money you make on your job?	-	No
248.	O 26	Observation	The individual shows satisfaction with things that he or she chooses to do.	-	No

**Personal Outcome**

**46. VII.O.2 Support Satisfaction**

**The individual is satisfied with the support he or she receives.**

249.	CI 76	Consumer Interview	What benefits do you get at your job?	-	No
250.	CI 71	Consumer Interview	Do your staff listen to you? Do staff do what you want them to do – be on time, be flexible, change schedule when you need them to?	-	No
251.	CI 12	Consumer Interview	Do you have access to the Internet, or computer technology if you want it?	-	No
252.	CI 11	Consumer Interview	Do you have a guardian? If you have a guardian, do you like how your guardian helps you?	-	Conditional
253.	CI 69	Consumer Interview	Are you happy with your Case Manager?	-	Always
254.	CI 68	Consumer Interview	Are you getting the supports you want?	-	Conditional
255.	CI 72	Consumer Interview	Do you get enough hours of support?	-	Conditional
256.	CI 77	Consumer Interview	Are you happy with the doctors you see? The care you receive from them?	-	Conditional

**Support Expectation**

**47. VII.S.1 Life Satisfaction Support**

**The individual is supported to have a satisfying life.**

257.	SPI 47	Support Person Interview	Is the individual happy with his or her life right now? If not what changes would make things better?	-	No
258.	SPI 46	Support Person Interview	How do you support the individual to have a satisfying life?	-	No

**Support Expectation**

**48. VII.S.2 Life Satisfaction Expression**

**The individual is supported to express satisfaction with his or her life.**

259.	SPI 48	Support Person Interview	How do you know if the individual is satisfied with the quality of his or her life?	-	No
260.	SPI 49	Support Person Interview	How do you help the individual express his or her satisfaction with his or her life?	-	No

**Support Expectation**

**49. VII.S.3 Support Satisfaction Assistance**

**The individual is assisted through the Individual Plan process to have supports that he or she is satisfied with.**

261.	D 21	Documentation	Periodic Reviews of the Individual Plan document the individual's satisfaction with supports and services.	-	Always
262.	O 13	Observation	The individual is supported to accomplish outcomes as identified in his or her plan.	-	No
263.	SPI 51	Support Person Interview	How do you know the individual is satisfied with supports identified in his or her plan?	-	No

<u>Support Expectation</u>				
50.	VII.S.4	<b>Support Satisfaction Expression</b> <b>The individual is assisted to express his or her opinion about satisfaction with supports received.</b>		
	264.	SPI 52	Support Person Interview	In what ways do you assist the individual to express his or her satisfaction with supports and services?
				-
				No
	265.	SPI 50	Support Person Interview	What steps are taken to respond to the individual's concerns about his or her supports?
				-
				No

<u>Support Expectation</u>				
51.	VII.S.5	<b>Support Person's Satisfaction with Individual's Supports</b> <b>Persons who support the individual are satisfied with the support the individual receives.</b>		
	266.	SPI 53	Support Person Interview	What aspects of the support that the individual receives are you satisfied with? Not satisfied with?
				-
				No
	267.	SPI 54	Support Person Interview	If you have a concern about the individual's supports and services, are your concerns addressed?
				-
				No

**VIII Administration**

<u>Support Expectation</u>				
52.	VIII.S.1	<b>Application Packet Timely</b> <b>The application packet is received on time.</b>		
	268.	ADM 1	Administration	There are no Administration Support Expectation Indicators.
				-
				No

<u>Support Expectation</u>				
53.	VIII.S.2	<b>Policies Support Sound Practice &amp; Philosophy</b> <b>A policy supports sound residential practices, normalization principles and department philosophy.</b>		
	269.	ADM 1	Administration	There are no Administration Support Expectation Indicators.
				-
				No

<u>Support Expectation</u>				
54.	VIII.S.3	<b>Restraint &amp; Aversive Policies and Procedures</b> <b>Support providers have behavioral policies and procedures that address restraint and/or use of aversive methods, if applicable.</b>		
	270.	ADM 1	Administration	There are no Administration Support Expectation Indicators.
				-
				No

<u>Support Expectation</u>				
55.	VIII.S.4	<b>Health &amp; Safety Support Person Training</b> <b>Support person training for general health and safety is documented.</b>		
	271.	ADM 1	Administration	There are no Administration Support Expectation Indicators.
				-
				No

# Services received in CLA and Residential Center Tool

DMR  
ONA? Responsible?

## I Planning and Personal Achievement

We all define our personal goals and dreams for the future. Talking about these dreams is the first step toward realizing them. Developing a plan helps to capture a person's hopes and dreams for the future and translate them into action. The plan will establish the direction a person wants to go, determine the supports needed to get there, and identify who will support the person to reach their dreams. Planning can help us listen to, and take direction from, the person or people who know the person best. It also helps us focus on the person's preferences, strengths, and talents.

A good planning process helps to organize and use natural supports like family, friends, and acquaintances, and formal community supports and services to help the person achieve what is important to them. The plan may focus on developing personal competencies and skills. Experiences that help people learn how to live on their own, find the right job, make friends, take the bus around town, or pursue a hobby or leisure interest create opportunities to participate in a wider range of chosen activities.

When people have a variety of experiences and opportunities to try new things, their choices increase and their goals and hopes for the future are enriched. People pursue personal goals and dreams throughout their life. Most people find this pursuit a rewarding and valued activity. We all need to feel we are making progress toward our personal goals. Recognizing and celebrating our accomplishments give us the strength and determination to take risks and pursue new challenges.

### Personal Outcome

#### 1. I.O.1 Planning Process Direction

**The individual directs his or her planning process.**

1.	CI 17	Consumer Interview	Does your case manager ask you what you want?	-	Always
2.	CI 18	Consumer Interview	If you ask for something, does your case manager help you get what you need?	-	Always
3.	D 1	Documentation	The individual's plan indicates he or she directed or participated in the planning process to the extent that he or she chose to participate.	-	Always

### Personal Outcome

#### 2. I.O.2 Preferences and Goals

**The individual expresses preferences and personal goals for inclusion in the planning process.**

4.	CI 40	Consumer Interview	Are the things you are doing now the things you want to do?	-	Always
5.	CI 38	Consumer Interview	Do you go to meetings to talk about your individual plan?	-	Always
6.	CI 39	Consumer Interview	At your planning meeting, did people ask you what you like to do?	-	Always
7.	D 4	Documentation	The individual's preferences and personal goals are identified in his or her plan.	<b>ONA</b>	Always

### Personal Outcome

#### 3. I.O.3 Service and Provider Choice

**The individual chooses services, the degree of self-direction and providers to the extent he or she wishes.**

8.	CI 80	Consumer Interview	Did you choose the agency/vendor that is supporting you or providing you this residential or day/vocational service/program?	-	Always
9.	CI 79	Consumer Interview	Did your case manager explain to you that you could hire your friend or neighbor if you want to?	-	Always
10.	D 16	Documentation	The individual's choice of service options and support providers are reflected in his or her individual plan.	-	Always

**Personal Outcome**

<b>4.</b>	<b>I.O.4</b>	<b>Plan Change</b>	<b>The individual influences/directs changes to the individual plan based on changes to his/her life goals or circumstances.</b>	
11.	CI 56	Consumer Interview	Are you happy with the people who provide help and assistance to you at home or at your job?	- No
12.	CI 41	Consumer Interview	Are you working on things that you identified at your planning meeting? What things are you working on now?	- No
13.	D 33	Documentation	The Individual Plan or Periodic Review documents responsiveness to the individual's requests to make changes in supports and services or providers, if applicable.	<b>ONA</b> Always

**Personal Outcome**

<b>5.</b>	<b>I.O.5</b>	<b>Plan Outcomes</b>	<b>The individual is developing or has personal competencies and is realizing personal goals.</b>	
14.	CI 48	Consumer Interview	Are you happy with progress you made to meet your goals?	- Conditional
15.	D 18	Documentation	Periodic Reviews of the Individual Plan reflect progress on personal outcomes identified in the individual's plan.	- Always

**Support Expectation**

<b>6.</b>	<b>I.S.1</b>	<b>Comprehensive Assessment</b>	<b>Comprehensive information concerning the individual's preferences, personal goals, needs and abilities, health status and other available information is gathered in preparation for developing a personalized Individual Plan.</b>	
16.	D 11a	Documentation	Demographic and personal information is maintained in the individual's record.	- No
17.	D 5a	Documentation	The individual's record contains necessary and current health assessments, screenings, evaluations, reports and/or profiles.	<b>ONA</b> Conditional
18.	D 5b	Documentation	The individual's record contains necessary and current safety assessments, screenings, evaluations, reports and/or profiles.	- Conditional
19.	D 5c	Documentation	The individual's record contains necessary and current programmatic assessments, screenings, evaluations, reports and/or profiles.	- Conditional
20.	D 48	Documentation	For HCBS Waiver recipients, the individual record shows that the HCBS Waiver Level of Care evaluation has been completed and is current.	- Always
21.	SPI 1	Support Person Interview	How is the individual helped to prepare for and participate in his or her planning process?	- No

Support Expectation

<b>7.</b>	<b>I.S.2</b>	<b>Needs Addressed in Plan</b>				
		<b>The individual plan comprehensively addresses the individual's need for HCBS, health care and other services in accordance with his/her expressed personal preferences and goals.</b>				
22.	D 57	Documentation	The individual's plan is on file at the service location, available for support staff to implement.	-	Conditional	
23.	D 2	Documentation	The individual's annual plan is developed on a timely basis.	-	Always	
24.	D 3	Documentation	Each HCBS Waiver service relates to an identified need in the Individual Plan.	-	Always	
25.	D 13	Documentation	The individual's plan indicates he or she is working on chosen goals.	-	Always	
26.	D 9	Documentation	The individual's plan identifies behavioral issues and strategies, as applicable.	-	Always	
27.	D 10	Documentation	The individual's plan identifies any supports coordinated across settings.	-	Always	
28.	D 44	Documentation	The individual's plan identifies health and safety issues and strategies.	-	Always	
29.	D 23	Documentation	The individual's record contains necessary consent forms.	<b>ONA</b>	Always	
				-	Conditional	

Support Expectation

<b>8.</b>	<b>I.S.3</b>	<b>Support for Service Choice</b>				
		<b>The individual is provided with information and support to choose his/her service options, support providers and degree of self-direction and management as desired.</b>				
30.	D 19	Documentation	The individual's record indicates the case manager shared information with the person and his or her representatives and was supported to choose his/her service options, providers and degree of self-direction and management, as desired.	-	Always	
31.	SPI 32	Support Person Interview	How is the individual supported to make a change in his or her services if desired?	-	No	

Support Expectation

<b>9.</b>	<b>I.S.4</b>	<b>Timely Plan Modification</b>				
		<b>The individual's plan is reviewed and modified as needed in a timely manner and based on changes in personal circumstances.</b>				
32.	D 20	Documentation	Periodic Reviews of the Individual Plan reflect modifications to the plan based on changes in the individual's life goals or circumstances and preferences.	<b>ONA</b>	Always	
33.	SPI 3	Support Person Interview	Is the individual's plan reviewed and updated based on changes in his or her life and personal choice?	-	No	
34.	SPI 4	Support Person Interview	How do you provide input on the individual's behalf for plan modification, regarding changes in his or her life and personal choice?	-	No	
35.	SPI 5	Support Person Interview	How have any changes to the individual's plan been communicated to you?	-	No	

**Support Expectation**

10.	I.S.5	Plan Implemented as Written				
<b>The person's Individual Plan is implemented as written.</b>						
36.	D 43a	Documentation	The plan is implemented on a timely basis.	-	No	
37.	D 43	Documentation	Direct service providers maintain documentation of supports and services provided and progress made.	<b>ONA</b>	No	
38.	D 15	Documentation	Periodic reviews of the Individual's Plan identify that needed services and supports are received.	<b>ONA</b>	Conditional	
39.	D 35	Documentation	Support person training regarding the individual's health, safety, and plan is documented.	-	No	
40.	O 14	Observation	Support persons recognize and use naturally occurring opportunities when teaching.	-	No	
41.	O 7	Observation	Sufficient support persons are available to meet the individual's support and service needs identified in his or her Plan.	<b>ONA</b>	No	
42.	O 8	Observation	Support persons are able to demonstrate the skills needed to assist the individual to achieve his or her goals.	-	No	
43.	SPI 2	Support Person Interview	What are the specific strategies in place to help the individual achieve his or her goals?	-	No	
44.	SPI 11	Support Person Interview	What are the behavioral interventions used to support the individual?	-	No	

**Support Expectation**

11.	I.S.6	Support Individualized and Effective				
<b>The individual is understood by staff and supported through effective communication that reflects his or her likes, dislikes, preferences and abilities.</b>						
45.	O 10	Observation	Support persons communicate in effective ways the individual can understand and takes the time to listen to the individual and are responsive when the individual communicates.	<b>ONA</b>	No	
46.	O 16	Observation	Support persons give assistance to the individual only when necessary.	-	No	
47.	SPI 7	Support Person Interview	Describe how the individual communicates.	-	No	

## II Relationships & Community Inclusion

The relationships we have with others are often the most important things in life. They can bring us happiness and excitement. They can also give us comfort, guidance, companionship, and support. People have all types of relationships – acquaintances, close friends, family, and people with whom they share their most intimate feelings, fears, and dreams. For some people, their relationships with support providers may also be very important. They often involve mutual caring and emotional support. However people should have the opportunity to develop other relationships in addition to paid support providers. People may need help to meet others. They may also to learn what they should do to make and keep acquaintances and friends.

Most people like to be with and feel connected to others. Being in the community to join with others with common interests helps people to develop interests and preferences. The community offers many places to go, things to do, and people to meet. Stores, restaurants, theaters, banks, ball fields, and beaches are all places in the community. They are for people’s use and enjoyment.

People may need support to learn about and access the community. Going places in the community gives people the opportunity to meet new people, try new experiences, and learn new things. This could include clubs, sports leagues, churches, civic and political groups, or volunteer work. Being active in the community gives people the chance to have different social roles. It also allows others to learn about the person, their many qualities and their value to the community.

### Personal Outcome

#### 12. II.O.1 Relationship Choice

**The individual has relationships he or she chooses.**

48.	CI 13	Consumer Interview	Do you have friends that you like to talk to or do things with?	-	No
49.	CI 14	Consumer Interview	Do you have a best friend or someone you are really close to?	-	No
50.	CI 15	Consumer Interview	Can you see and contact your friends when you want to?	-	No
51.	CI 16	Consumer Interview	Can you see your family when you want to?	-	No
52.	O 1	Observation	The individual likes others he or she spends time with.	-	No

### Personal Outcome

#### 13. II.O.2 Participation and Choice of Activities

**The individual participates in experiences and activities in community, home, work, leisure and other settings as he or she chooses.**

53.	CI 23	Consumer Interview	Can you do activities that are different from the ones that others do if you want to?	-	No
54.	CI 20	Consumer Interview	When you want to go somewhere, do you have a way to get there?	-	No
55.	CI 25	Consumer Interview	Do you exercise or play sports as much as you want to?	-	No
56.	SPI 26	Support Person Interview	Does the individual participate in the activities that he or she chooses? Describe the activities the individual chooses to participate in.	-	No

### Support Expectation

#### 14. II.S.1 Relationship Support

**The individual is supported to maintain existing relationships, and experiences opportunities to develop new relationships as desired.**

57.	SPI 14	Support Person Interview	How do you support the individual to develop new and healthy relationships?	-	No
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Support Expectation

15.	II.S.2	<b>Support for Connections</b>	
		<b>The individual is supported to participate in experiences and activities of his or her choice in community, home, work, leisure and other settings that reflect personal interests and preferences.</b>	
58.	D 17	Documentation	The record indicates the individual is engaging in activities that reflect personal preferences.
			<b>ONA</b> <b>No</b>
59.	SPI 29	Support Person Interview	How do you help the individual to choose and participate in experiences and activities that he or she wants? Give some recent examples.
			- <b>No</b>
60.	SPI 24	Support Person Interview	How do you support the individual to learn what is available in the community and to participate in his or her community?
			- <b>No</b>

**III Choice & Control**

Choice is the opportunity to choose from a variety of options. People make choices every day. Some are basic choices like what to eat, when to go to bed, or what to do for fun. Others are major life choices such as where and with whom to live, where to work and how to express one's faith. All of these choices are important and belong to the person. People's choices often change over time. The choices and decisions we make about our lives are shaped by opportunities, experiences, and personal priorities.

Control means having power over the course of one's life. It is directing the many choices that shape one's life. It means deciding one's own goals and guiding the planning process. These goals become the focus of supports. It also means choosing one's own supports and services. This could include choice of service provider, the people who provide direct support at home or at work, doctors, pharmacists, bankers, and other services available in the community.

Support providers must take the time to really listen to people. Not everyone can easily express their choices in words. Some people communicate in other ways, such as gestures, expressions, or through their actions. Support providers may need to help people understand their options and the consequences of their choices and decisions. Some people are reluctant to make choices and look to their friends, family, and support providers to decide. They may need support and experience to feel more comfortable making their own choices.

Personal Outcome

<b>16.</b>	<b>III.O.1</b>	<b>Residential Choice</b>			
			<b>The individual chooses where he or she lives and with whom.</b>		
	61.	CI 26	Consumer Interview	Who chose the place where you live?	- No
	62.	CI 78	Consumer Interview	Would you rather have an opportunity to live somewhere else?	- No
	63.	CI 27	Consumer Interview	Did you choose the people you live with or did you choose to live by yourself?	- No
					<b>ONA</b> No

Personal Outcome

<b>17.</b>	<b>III.O.3</b>	<b>Daily Living Choice</b>			
			<b>The individual chooses how to live his or her life, personal activities and routines based on his or her preferences and interests.</b>		
	64.	CI 29	Consumer Interview	Who decides your daily schedule like when to get up, when to eat, when to go to sleep?	- No
	65.	CI 30	Consumer Interview	Who decides how you spend your free time?	- No
	66.	CI 4	Consumer Interview	Can you be alone if you want to?	- No
	67.	CI 35	Consumer Interview	Are you allowed to use the phone when you want to?	- No
	68.	CI 22	Consumer Interview	Do you choose the activities that you participate in?	- No
	69.	CI 24	Consumer Interview	Do you go to religious services, if you want to?	- No
	70.	CI 58	Consumer Interview	Do you have ways to express your ethnicity, cultural heritage, and religious preference if you want?	- No
	71.	CI 32	Consumer Interview	Do you get to choose what you buy with your spending money?	- No
	72.	O 12	Observation	The individual has personal belongings and his or her environment has a personalized decor.	- No
	73.	O 20	Observation	The individual has preferred belongings that identify his or her ethnicity, cultural heritage and/or religious preferences, as desired.	<b>ONA</b> No
					- No

**Personal Outcome**

<b>18.</b>	<b>III.O.4</b>	<b>Chooses Support Staff</b> <b>The individual chooses his or her support staff.</b>				
	74.	CI 28	Consumer Interview	Do you choose the support staff who help you?	<b>ONA</b>	<b>No</b>
	75.	O 19	Observation	The individual chooses the support staff who assist him or her at home.	-	<b>No</b>
	76.	SPI 41	Support Person Interview	How is the individual involved in staff hiring?	-	<b>No</b>

**Support Expectation**

<b>19.</b>	<b>III.S.1</b>	<b>Support for Service Choices</b> <b>The individual is informed about and supported to select where he or she lives, with whom and what to do for work, retirement or other day options.</b>				
	77.	SPI 42	Support Person Interview	Was the individual supported to choose where to live and to explore other options? Describe how that occurred.	-	<b>No</b>
	78.	SPI 43	Support Person Interview	Did the individual choose the people that he or she lives with? Describe how the individual was informed of any available options.	-	<b>No</b>

**Support Expectation**

<b>20.</b>	<b>III.S.2</b>	<b>Lifestyle Support</b> <b>The individual is supported to follow the lifestyle, personal activities, and routines of his or her choice based on personal preferences and interests.</b>				
	79.	O 4	Observation	The individual is supported to make choices in all areas observed.	<b>ONA</b>	<b>No</b>
	80.	SPI 25	Support Person Interview	Is the individual satisfied with his or her routine? How do you know this? Give some recent examples.	-	<b>No</b>
	81.	SPI 30	Support Person Interview	If the individual chooses, what would you do to support the individual to change his or her lifestyle, personal activities and/or routines?	-	<b>No</b>
	82.	SPI 12	Support Person Interview	Does the individual have contact with his or her family or friends as often as he or she wishes?	-	<b>No</b>

**Support Expectation**

<b>21.</b>	<b>III.S.3</b>	<b>Cultural Preferences are Supported</b> <b>The individual is supported in following the lifestyle, personal activities, and routines that reflect his or her cultural preference.</b>				
	83.	SPI 39	Support Person Interview	How do you support the individual to express their ethnicity, cultural heritage, and religious preference if he or she wants?	-	<b>No</b>

**IV Rights, Respect & Dignity**

People in the United States have legal rights. Some of them are freedom of speech, freedom of religion, and the right to privacy. People also have basic liberties. People can move about freely, have private time and space, and keep their own personal possessions. People can choose when and with whom they share personal information. Sometimes people need support to enjoy their freedom and exercise their rights.

All people should be free from abuse and neglect. People who have experienced abuse or neglect may feel the effects of physical and emotional harm for a long time.

All people are equal members of their community. We all deserve to be treated with respect and dignity. Every person matters and should be valued. Being treated with respect feels good. One way to show respect is by really listening to people. "Really listening," means being sensitive to people's words, actions, and feelings. Another way of showing respect is by speaking to people politely. Physical help should be gentle and respectful. Respect also includes recognizing and valuing individual differences.

Having economic security is important to everyone. This means enough money for food, clothes, and a place to live. People should also have some spending money. Medical insurance is needed to stay healthy and get health care when sick. People need a way to replace possessions if they are stolen or destroyed.

Having economic security allows people to look forward to, and plan for, their future.

People may need assistance to keep their money and other resources safe. People may need a support to budget their money and use money to make purchases or pay for things they need or enjoy. Supports should help people be in charge of their money. Support providers should only provide the assistance that the person wants and needs to manage their resources.

Personal Outcome

<b>22.</b>	<b>IV.O.1</b>	<b>Value and Respect Experience</b>				
		<b>The individual feels valued and respected.</b>				
	84.	CI 3	Consumer Interview	Are your support staff nice and polite to you?	-	No
	85.	CI 10	Consumer Interview	How do support staff ask you if it's okay to come into your bedroom?	-	No
	86.	CI 37	Consumer Interview	Do people ask for your opinions and input? When? How often?	-	No
	87.	O 3	Observation	The individual has privacy when he or she wants or needs it.	-	No
					<b>ONA</b>	<b>No</b>

Personal Outcome

<b>23.</b>	<b>IV.O.2</b>	<b>Mistreatment and Harm</b>				
		<b>The individual has not experienced abuse and neglect, and is free from physical and emotional harm.</b>				
	88.	CI 5	Consumer Interview	Are you ever afraid or scared when you are at home? If so, why are you scared?	-	No
	89.	CI 59	Consumer Interview	Do you know what abuse, neglect are?	-	No
	90.	CI 53	Consumer Interview	Who can you tell if you feel you have not been treated like you want to?	-	No
	91.	CI 60	Consumer Interview	Do you know how to ask for help if somebody is hurting you or someone else?	-	No
	92.	D 54	Documentation	The individual has not experienced abuse or neglect.	-	No
					<b>ONA</b>	<b>No</b>

**Personal Outcome**

<b>24.</b>	<b>IV.O.3</b>	<b>Basic Rights</b>	<b>The individual understands and exercises his or her basic rights.</b>				
93.	CI 34	Consumer Interview	Do people read your mail without asking you first?	-	No		
94.	CI 42	Consumer Interview	Has anyone discussed your rights with you as a citizen in the last year?	-	Conditional		
95.	CI 19	Consumer Interview	Do you know who your advocate or guardian is?	-	No		
96.	O 5	Observation	The individual exercises rights as he or she chooses.	<b>ONA</b>	No		

**Personal Outcome**

<b>25.</b>	<b>IV.O.4</b>	<b>Concern and Grievance Expression</b>	<b>The individual is knowledgeable about ways to express his or her concerns and grievances.</b>				
97.	CI 36	Consumer Interview	Have you ever participated in a self-advocacy group meeting, conference or event?	-	No		
98.	CI 49	Consumer Interview	If you have a problem and/or complaint, do you have someone to talk to? Are you able to speak privately with someone about personal matters, if you want?	-	No		
99.	SPI 31	Support Person Interview	Does the individual participate in self-advocacy groups or activities as desired?	-	No		

**Personal Outcome**

<b>26.</b>	<b>IV.O.5</b>	<b>Economic Resources</b>	<b>The individual has sufficient economic resources.</b>				
100.	CI 74	Consumer Interview	Do you want a new job or one with more hours?	-	Conditional		
101.	CI 73	Consumer Interview	Do you have enough money to buy necessary personal items and to participate in community activities?	-	Conditional		
102.	D 31	Documentation	The individual has money to buy necessary personal items and participate in community activities.	<b>ONA</b>	Conditional		
103.	SPI 21	Support Person Interview	Does the person have money to purchase personal items and to participate in community activities?	-	Conditional		

**Personal Outcome**

<b>27.</b>	<b>IV.O.6</b>	<b>Money Management Competency</b>	<b>The individual demonstrates money management skills.</b>				
104.	CI 75	Consumer Interview	Do you know how to budget your money to do the things you need to?	-	No		
105.	CI 70	Consumer Interview	Do you get the support that you need to manage your money?	-	Conditional		

**Support Expectation**

**28. IV.S.1 Value and Respect Afforded**

**The individual is treated as a valued and respected person.**

106.	D 55	Documentation	The support person has documented training regarding individual rights.	<b>ONA</b>	No
107.	O 2	Observation	The individual is treated by staff in a respectful and dignified manner.	<b>ONA</b>	No

**Support Expectation**

**29. IV.S.2 Harm Prevention**

**The individual is supported to be free from physical and emotional harm.**

108.	D 39	Documentation	The individual's record contains documentation on DMR Form 255's for incidents of injury, restraint, unusual incidents and medication errors.	-	No
109.	D 40	Documentation	Individual's incidents and accidents are reported, investigated and followed-up as appropriate.	-	No
110.	D 45	Documentation	The individual's record shows Abuse and Neglect policy and procedures were followed.	-	No
111.	D 46	Documentation	The individual's record shows follow-up to Abuse and Neglect concerns regarding the individual, including notification to families.	-	Conditional
112.	D 56	Documentation	The support person has documented training regarding abuse and neglect reporting and prevention.	<b>ONA</b>	No
113.	O 17	Observation	Support persons respond to the individual's needs for assistance.	-	No
114.	SPI 40	Support Person Interview	How do you help the individual to learn to avoid potentially abusive and neglectful situations?	-	No
115.	SPI 9	Support Person Interview	What would you do if you witness abuse or neglect occurring?	-	No
116.	SPI 37	Support Person Interview	What are your agency's accident and incident reporting policies and procedures?	<b>ONA</b>	No
				-	No

**Support Expectation**

**30. IV.S.3 Support for Exercising Rights**

**The individual is supported to exercise his/her rights responsibly.**

117.	D 22	Documentation	There is evidence that the individual has the support of a guardian or advocate as needed.	-	Always
118.	D 25	Documentation	There is evidence that the individual is informed of all constitutional, federal and state statutory rights.	-	Always
119.	O 9	Observation	Support persons follow policies and procedures, as applicable, that effect restrictions of the individual's rights.	<b>ONA</b>	No
120.	SPI 10	Support Person Interview	How do you help the individual exercise his or her rights?	-	No

<u>Support Expectation</u>				
<b>31.</b>	<b>IV.S.4</b>	<b>Rights Protected</b>		
		<b>Individual rights are protected.</b>		
121.	D 26	Documentation	The individual's record contains necessary Human Rights Committee (HRC), Program Review Committee (PRC), and guardianship documents, as applicable.	- Conditional
122.	D 27	Documentation	The individual's record identifies that required procedures were followed if his or her rights were restricted.	<b>ONA</b> Conditional
123.	D 27d	Documentation	Approved behavioral techniques are used when an emergency restraint occurs.	<b>ONA</b> No
124.	D 27c	Documentation	Behavior modifying medications are managed consistent with the physician's treatment plan.	- No
125.	SPI 11a	Support Person Interview	Have you ever had to physically restrain the individual? If so, when and how?	- No
				- No
<u>Support Expectation</u>				
<b>32.</b>	<b>IV.S.5</b>	<b>Concern and Grievance Response</b>		
		<b>Concerns and grievances by the individual are sought and responded to.</b>		
126.	D 58	Documentation	The individual has been informed of the complaint procedure to follow if he or she is not satisfied with his or her services and supports.	- No
127.	SPI 45	Support Person Interview	How would you support the individual to make a complaint if he or she wants to?	- No
				- No
<u>Support Expectation</u>				
<b>33.</b>	<b>IV.S.6</b>	<b>Support for Financial Interests</b>		
		<b>The individual is supported to understand, obtain, and maintain insurances, entitlement benefits, and income.</b>		
128.	D 28	Documentation	The individual's record documents the support provided him or her to understand, obtain and maintain entitlements, benefits, and insurances.	- Conditional
129.	D 42	Documentation	The individual's record documents that applications/redeterminations for Medicaid Title 19 and other entitlements and benefits have been processed.	<b>ONA</b> Conditional
130.	SPI 23	Support Person Interview	How is the individual supported to understand, obtain, and maintain insurances, entitlement benefits, and income?	- No
				- No
<u>Support Expectation</u>				
<b>34.</b>	<b>IV.S.7</b>	<b>Personal Fund Accountability</b>		
		<b>Personal funds are individually maintained and protected by a financial accountability system.</b>		
131.	D 29	Documentation	The individual's personal finances are protected through systematic record keeping.	<b>ONA</b> No
132.	D 30	Documentation	The individual's personal finances are protected through periodic financial record audits.	- No
133.	D 41	Documentation	The individual's personal finances, including assets, and personal property are being managed and monitored responsibly.	- No
134.	SPI 20	Support Person Interview	What is the accounting and tracking system for the individual's finances?	- No
				- No

Support Expectation

<b>35.</b>	<b>IV.S.8</b>	<b>Support for Money Management</b>			
		<b>The individual is supported to use money management skills.</b>			
135.	D 12	Documentation	There is evidence that, if necessary, the individual is supported to obtain a legal representative to manage his or her finances.	-	<b>Always</b>
136.	D 24	Documentation	The Individual Plan identifies the supports the individual needs to manage his or her finances.	-	<b>Always</b>
137.	SPI 22	Support Person Interview	How do you support the individual to learn money management skills?	-	<b>No</b>

**V Safety**

Everyone wants to feel safe. People want live, work, and recreate in places that feel safe and are free from danger. This means the physical environment is healthy, clean, and safe. It also means that one is not hurt by other people in these places. Society has many laws and rules to keep homes and workplaces safe. People want to feel safe when they spend time in their neighborhood and community. People should be safe from crime and exploitation. People’s feelings of safety are based on their experiences in life. Most people feel more secure when they spend time in familiar places with familiar people. If a person has been assaulted or hurt in an accident they may feel differently about their personal safety. They may need extra support or reassurance. People may feel physically safe, but feel harmed or threatened in certain situations. This can be as harmful as physical injury.

Life cannot be totally safe for anyone. Accidents can happen. Safety concerns must be balanced with other values such as dignity of risk. People are entitled to take risks. They should not be protected or isolated. Connections with family, friends, and neighbors can provide important safeguards. People’s feelings about safety must be understood and respected. Support providers must recognize and address unsafe situations. They may also have to modify the environment to make it safer. People may need support to identify and understand safety issues. They may need help to learn and act in ways that are safe. People may need help to know how to handle an emergency. Support providers should never act or talk in a way that makes people feel unsafe.

Personal Outcome

**36. V.O.1 Safety in Environments**

**The individual feels safe in his or her home, neighborhood and community.**

138.	CI 7	Consumer Interview	Are you safe when you are at home?	-	<b>No</b>
139.	CI 8	Consumer Interview	Are you safe when you are in your neighborhood?	-	<b>No</b>

Personal Outcome

**37. V.O.2 Safety Awareness and Response in Emergencies**

**The individual recognizes unsafe situations and safely responds in an emergency.**

140.	CI 43	Consumer Interview	Do you know what to do in an emergency such as a fire, a blizzard or if you get sick?	-	<b>No</b>
141.	SPI 19	Support Person Interview	Does the individual know how to respond in emergency situations?	-	<b>No</b>

Support Expectation

38.	V.S.1	Safety Support Implementation				
<b>The individual's safety is addressed by the implementation of needed supports.</b>						
142.	D 47	Documentation	There is evidence that emergency plans as required by policy and procedures are in place.	-	No	
143.	O 18	Observation	Support persons protect the individual's safety.	<b>ONA</b>	No	
144.	SC 1	Safety Checklist	An Emergency Relocation Plan, a part of the DMR Special Operations Plan for Emergency Relocation, is maintained in a special notebook, the "Red Book", easily accessible to the staff.	-	No	
145.	SC 2	Safety Checklist	The emergency response plan accommodates the support needs of the individual, each person's role during an emergency, and the availability of necessary medical information when the individual is away from his or her service location.	<b>ONA</b>	No	
146.	SC 3	Safety Checklist	There is an accessible working telephone with emergency numbers readily available.	<b>ONA</b>	No	
147.	SC 4	Safety Checklist	There are practiced and documented monthly fire evacuation drills. There is documentation that one drill, quarterly, is conducted when the individual is routinely asleep.	-	No	
148.	SC 5	Safety Checklist	There are practiced and documented fire evacuation drills that occur six times a year on a bi-monthly basis. There is documentation that two drills are conducted at night when the individual is routinely asleep.	-	No	
149.	SC 8	Safety Checklist	A written plan of corrective action is documented and implemented for problems identified during a fire evacuation drill.	-	No	
150.	SC 9	Safety Checklist	There are fully charged fire extinguishers available in the kitchen and furnace area.	-	No	
151.	SC 10	Safety Checklist	There are working smoke detectors on each level of the location that meet the individual's needs.	<b>ONA</b>	No	
152.	SC 11	Safety Checklist	The individual's home does not have an unvented combustion-heating unit.	<b>ONA</b>	No	
153.	SC 18	Safety Checklist	Basic first aid supplies are readily available at the individual's service location.	-	No	
154.	SC 19	Safety Checklist	Basic first aid supplies are readily available in vehicles used to transport the individual.	-	No	
155.	SC 20	Safety Checklist	Personal protection equipment (PPE) is readily available at the individual's service location.	-	No	
156.	SC 21	Safety Checklist	Personal protection equipment (PPE) is readily available in vehicles used to transport the individual.	-	No	
157.	SC 34	Safety Checklist	Hot water temperature is maintained between 100 and 120 degrees Fahrenheit at water sources accessible to the individual.	-	No	
158.	SC 49	Safety Checklist	There is documentation that the safe condition and designed use of adaptive equipment and safety devices is monitored.	-	No	
159.	SC 48	Safety Checklist	Adaptive equipment and safety devices are in good condition and used as designed.	-	No	
160.	SC 46	Safety Checklist	Vehicle adaptive equipment and vehicle safety devices are in good condition and used as designed.	<b>ONA</b>	No	

				<u>DMR</u> <u>ONA? Responsible?</u>	
161.	SC 47	Safety Checklist	There is documentation that the safe condition and designed use of adaptive vehicle safety devices is monitored.	-	No
162.	SPI 15	Support Person Interview	How are any safety concerns for the individual addressed?	-	No
163.	SPI 18	Support Person Interview	Does the individual know what the emergency and fire evacuation plans require him or her to do?	-	No
164.	SPI 17	Support Person Interview	What are the individual's needs during an evacuation?	-	No
165.	SPI 16	Support Person Interview	How is the individual taught to recognize and report unsafe situations to others?	<b>ONA</b>	No
166.	SPI 38	Support Person Interview	What would you do should a vehicle break down when traveling?	-	No
				-	No

**Support Expectation**

39.	V.S.2	Support for Environmental Safety				
<b>Environments that the individual lives, works, and recreates in are safe, maintained and accessible.</b>						
167.	AP 2	Application Packet	There is documentation of annual sprinkler/fire alarm system servicing for a building that has a sprinkler and/or a fire alarm system.			
				<b>ONA</b>		<b>No</b>
168.	AP 3	Application Packet	There is an annual fire marshal's certificate.			
				<b>ONA</b>		<b>No</b>
169.	AP 4	Application Packet	There is documentation that a local fire or building official has approved the installation of a wood stove.			
				<b>ONA</b>		<b>No</b>
170.	AP 5	Application Packet	There is documentation of annual chimney cleaning when a fireplace or woodstove is used.			
				<b>ONA</b>		<b>No</b>
171.	AP 6	Application Packet	There is documentation of annual furnace servicing performed at the individual's residence, as applicable.			
				<b>ONA</b>		<b>No</b>
172.	AP 7	Application Packet	There is documentation from a public health official or certified septic contractor stating the septic system is functioning properly.			
				-		<b>No</b>
173.	AP 8	Application Packet	There is documentation of a certificate of occupancy for new construction, as required by state or local codes.			
				-		<b>No</b>
174.	AP 9	Application Packet	The individual's bedroom has a minimum required size based on the number of occupants.			
				-		<b>No</b>
175.	AP 10	Application Packet	There is documentation that well water is tested for potability every five years and found to be safe.			
				-		<b>No</b>
176.	O 6	Observation	The environment supports the individual's needs, abilities, and interests.			
				-		<b>Conditional</b>
177.	SC 24	Safety Checklist	The individual's bedroom has smoke-tight door(s) if the residence does not have a sprinkler system.			
				<b>ONA</b>		<b>No</b>
178.	SC 12	Safety Checklist	Designated means of escape are unobstructed.			
				<b>ONA</b>		<b>No</b>
179.	SC 13	Safety Checklist	Exterior doors open from the inside without the use of tools or keys.			
				<b>ONA</b>		<b>No</b>
180.	SC 14	Safety Checklist	Escape windows open without the use of tools.			
				<b>ONA</b>		<b>No</b>
181.	SC 15	Safety Checklist	Rooms and closets open from the inside.			
				<b>ONA</b>		<b>No</b>
182.	SC 16	Safety Checklist	Rooms that lock have tools which open them readily available.			
				<b>ONA</b>		<b>No</b>
183.	SC 22	Safety Checklist	There are no bedrooms in basements that are 100% below grade for homes licensed or certified after 5/1/96.			
				-		<b>No</b>
184.	SC 23	Safety Checklist	There are no bedrooms that can be reached only by ladder, folding stairs or trap door.			
				-		<b>No</b>
185.	SC 17	Safety Checklist	Medications are to be kept locked, refrigerated as needed and access shall be limited to those authorized to administer medications except for individuals who self medicate and live independently.			
				<b>ONA</b>		<b>No</b>

				<u>ONA?</u>	<u>DMR Responsible?</u>
186.	SC 28	Safety Checklist	The exterior and grounds of the individual's environment are safe.	-	No
187.	SC 27a	Safety Checklist	The individual's environment is clean.	-	No
188.	SC 27b	Safety Checklist	The individual's environment is structurally well-maintained.	-	No
189.	SC 50	Safety Checklist	There are no physical environmental conditions that require funding or a contracting process for remediation.	-	Conditional
190.	SC 27c	Safety Checklist	The individual's environment is adequately lighted, has a comfortable temperature and is free from unpleasant odors.	-	No
191.	SC 35	Safety Checklist	Furniture and furnishings are safe and in good repair.	-	No
192.	SC 30	Safety Checklist	The location has sufficient toileting and/or bathing facilities and supplies to meet the individual's needs.	<b>ONA</b>	No
193.	SC 25	Safety Checklist	There is sufficient storage space for clothes and personal belongings.	-	No
194.	SC 31	Safety Checklist	Personal hygiene supplies in the individual's environment are stored separately from others and in a sanitary manner.	-	No
195.	SC 32	Safety Checklist	Bathrooms, common areas, and personal living spaces afford privacy.	-	No
196.	SC 33	Safety Checklist	The individual's bedroom has a window or door that opens directly to the outside for ventilation.	-	No
197.	SC 26	Safety Checklist	Kitchen and dining areas have appropriate equipment for the sanitary storage, preparation, and serving of food and an adequate supply of food.	<b>ONA</b>	No
198.	SC 36	Safety Checklist	Any electrical outlet within six feet of an open water source is protected by a ground fault circuit interrupter (GFCI).	-	No
199.	SC 37	Safety Checklist	Electrical sockets and extension cords are not overloaded.	<b>ONA</b>	No
200.	SC 39	Safety Checklist	Electrical cords are not run under rugs.	<b>ONA</b>	No
201.	SC 40	Safety Checklist	Electrical outlets and junction boxes have cover plates and no exposed wires.	-	No
202.	SC 41	Safety Checklist	A means to wash and dry clothes is available.	-	No
203.	SC 42	Safety Checklist	Clothes dryers are properly vented to the outside or to an appropriate inside filter unit.	<b>ONA</b>	No
204.	SC 44	Safety Checklist	Poisonous substances are correctly labeled and safely stored according to the needs of the individual.	<b>ONA</b>	No
205.	SC 45	Safety Checklist	Combustible and flammable substances are used and stored appropriately.	<b>ONA</b>	No
206.	SC 43	Safety Checklist	Basements are free of standing water.	-	No
207.	SC 29	Safety Checklist	The individual's environment is accessible, as needed, and promotes individual independence.	-	No

**VI Health & Wellness**

Health and wellness is important to everyone. Being healthy means something different to each person. For some it may mean taking good care of one’s self to avoid illness. For others, it may be taking care of a medical condition such as high blood pressure or diabetes. For some people, it might be improving one’s overall lifestyle or paying attention to physical and emotional wellness.

People need access to quality health care. People need to see doctors and other health professionals when they are ill. Medical care is also necessary when people are healthy. People need routine check-ups, medical screenings, and immunizations to stay in good health.

People make many decisions that affect their health. Some decisions are about how to live – what to eat and how much – to exercise regularly – to smoke or not – to use alcohol in excess – to practice safe sex? Some decisions carry significant risks. These are all decisions each person must make for himself or herself. Other decisions are about the type of medical treatment. People must decide what medications to take or when to have surgery. People should make informed decisions on these matters. They should know the risks and potential benefits of each decision.

Support providers must help people gather the facts necessary to make informed decisions. People may help to schedule and get to appointments. Support providers must know and understand people’s medical issues. They must be sensitive to each individual’s expression of symptoms. People may need support to take their medicine. They also may need help to follow other prescribed treatments. Support providers must help people learn about their own health issues and how to stay healthy. Support providers need to promote healthy lifestyles while still respecting choice.

Personal Outcome

<b>40.</b>	<b>VI.O.1</b>	<b>Informed Health Care Decisions</b>		
			<b>The individual makes informed health and wellness-promoting decisions, including those for needed medical and other health care services.</b>	
208.	CI 81	Consumer Interview	Do you know who to contact if you have a health concern or do not feel well?	- <b>Conditional</b>
209.	CI 62	Consumer Interview	Do you make the healthcare appointments that you need?	- <b>Conditional</b>
210.	CI 46	Consumer Interview	Do you know what to do to stay healthy?	- <b>Conditional</b>
211.	CI 64	Consumer Interview	Does anyone talk to you about your health?	- <b>Conditional</b>

**Personal Outcome**

41.	VI.O.2	Needed Health Care				
<b>The individual has needed medical and health care.</b>						
212.	D 7	Documentation	All required medical assessments and appointments are current.	-	Conditional	
213.	D 7a	Documentation	The individual receives necessary oral and dental care including assessment, treatment and follow-up.	ONA	Conditional	
214.	D 7b	Documentation	Support providers carry out all health related orders as determined by health care professionals.	ONA	No	
215.	D 8	Documentation	There is evidence the individual experiences prompt treatment, management and follow-up services for his or her health issues upon identification.	ONA	Conditional	
216.	D 32	Documentation	The individual's record documents monitoring of medications and side effects.	-	Conditional	
217.	O 15	Observation	Adaptive equipment and assistive technology, if needed, is used by the individual to increase his or her independent participation in daily activities.	-	No	
218.	O 21	Observation	The individual's health needs are addressed during daily activities.	ONA	No	
219.	O 25	Observation	Support providers follow applicable DMR Health Regulations, policies, and procedures, advisories and directives.	-	No	

**Support Expectation**

42.	VI.S.1	Health Care Support Decisions				
<b>The individual is supported to make informed health and wellness-promoting decisions.</b>						
220.	D 6	Documentation	There is evidence that the individual has needed support to manage his or her medication.	-	No	
221.	SPI 33	Support Person Interview	How do you support the individual to discuss his or her health concerns?	-	No	
222.	SPI 34	Support Person Interview	How is the individual supported to learn about and live a healthy lifestyle?	-	No	
223.	SPI 36	Support Person Interview	How do you support the individual to learn about and take his or her medication?	-	No	
224.	SPI 8	Support Person Interview	How is the individual supported to acquire, use and maintain equipment needed to sustain his or her health, wellness and independence?	-	No	

**Support Expectation**

43.	VI.S.2	Support Staff Training In Healthcare Needs				
<b>Support staff are trained to meet the healthcare needs of the individual.</b>						
225.	D 36	Documentation	The Individual Plan identifies additional qualifications and training required for staff to adequately support the person, if needed.	ONA	Always	
226.	D 37	Documentation	There is documentation that at least one support staff on duty per shift is currently trained in cardiopulmonary resuscitation (CPR).	ONA	No	
227.	D 38	Documentation	There is documentation that only licensed personnel or certified unlicensed personnel administer medications to the individual.	ONA	No	
228.	SPI 35	Support Person Interview	What are the individual's medical needs and how are these addressed?	-	No	

**VII Satisfaction**

For many of us the question that means the most in terms of quality of life is: Are we satisfied with our lives? One’s satisfaction with his or her life reflects a general sense of well-being or contentment involving a range of life experiences and conditions. Individual satisfaction is a key to quality and the most important perspective on quality is an individual’s experience and point of view; the personal perceptions of one’s quality of life.

Satisfaction with the course of our lives may involve having basic needs met, the extent of present choice and decision-making, life goals for the future and the pursuit and achievement of those goals. It may involve the quality of relationships, valued community involvement, health and wellness, safety, cultural heritage expression, home, work and leisure.

The conditions of life and one’s values and interests differ from one individual to another and over time as well. Support providers may assist individuals in achieving satisfaction with the course of their lives by asking individuals or family members, as appropriate, about quality of life circumstances, what they believe is working well and what could make things better. Support providers work with individuals to have unique opportunities to make progress and to increase satisfaction in their lives.

Support and service quality begins with a good individual planning process that emphasizes an individual’s strengths and capabilities. Support providers arrange the support and service an individual receives to match his or her needs, preferences and expectations. The individual’s perception of his or her supports and services guides the development and revision of plans that should lead to positive outcomes and personal satisfaction. In other words the individual would lead a full, satisfying and safe life. As necessary, the individual is assisted to find and pursue other realistic support options if he or she expresses dissatisfaction with expected outcomes or the means of achieving them.

In instances where it may be difficult to understand what an individual is communicating about his or her satisfaction, opinion and insight may be sought from family members or others, as appropriate.

Individuals who are satisfied with their lives, supports and services, typically:  
 express their satisfaction when asked;  
 express a positive outlook on life;  
 show their satisfaction in other ways when they cannot communicate it;  
 have a personal advocate who expresses satisfaction if they cannot express or show it;  
 seek to maintain what they have, and;  
 want to continue with their current services and supports and/or their service coordinator.

Personal Outcome

**44. VII.O.1 Life Satisfaction**

**The individual is satisfied with the course of his or her life.**

229.	CI 1	Consumer Interview	Are you happy with where you live?	-	No
230.	CI 67	Consumer Interview	Are you happy with the relationships you have?	-	No
231.	CI 66	Consumer Interview	Do you get to control your money as much as you want to?	-	No
232.	O 26	Observation	The individual shows satisfaction with things that he or she chooses to do.	-	No

Personal Outcome

**45. VII.O.2 Support Satisfaction**

**The individual is satisfied with the support he or she receives.**

233.	CI 71	Consumer Interview	Do your staff listen to you? Do staff do what you want them to do – be on time, be flexible, change schedule when you need them to?	-	No
234.	CI 12	Consumer Interview	Do you have access to the Internet, or computer technology if you want it?	-	No
235.	CI 11	Consumer Interview	Do you have a guardian? If you have a guardian, do you like how your guardian helps you?	-	Conditional
236.	CI 69	Consumer Interview	Are you happy with your Case Manager?	-	Always
237.	CI 68	Consumer Interview	Are you getting the supports you want?	-	Conditional
238.	CI 77	Consumer Interview	Are you happy with the doctors you see? The care you receive from them?	-	Conditional

Support Expectation

**46. VII.S.1 Life Satisfaction Support**

**The individual is supported to have a satisfying life.**

239.	SPI 47	Support Person Interview	Is the individual happy with his or her life right now? If not what changes would make things better?	-	No
240.	SPI 46	Support Person Interview	How do you support the individual to have a satisfying life?	-	No

Support Expectation

**47. VII.S.2 Life Satisfaction Expression**

**The individual is supported to express satisfaction with his or her life.**

241.	SPI 48	Support Person Interview	How do you know if the individual is satisfied with the quality of his or her life?	-	No
242.	SPI 49	Support Person Interview	How do you help the individual express his or her satisfaction with his or her life?	-	No

Support Expectation

**48. VII.S.3 Support Satisfaction Assistance**

**The individual is assisted through the Individual Plan process to have supports that he or she is satisfied with.**

243.	D 21	Documentation	Periodic Reviews of the Individual Plan document the individual's satisfaction with supports and services.	-	Always
244.	O 13	Observation	The individual is supported to accomplish outcomes as identified in his or her plan.	-	No
245.	SPI 51	Support Person Interview	How do you know the individual is satisfied with supports identified in his or her plan?	-	No

Support Expectation

**49. VII.S.4 Support Satisfaction Expression**

**The individual is assisted to express his or her opinion about satisfaction with supports received.**

246.	SPI 52	Support Person Interview	In what ways do you assist the individual to express his or her satisfaction with supports and services?	-	<b>No</b>
247.	SPI 50	Support Person Interview	What steps are taken to respond to the individual's concerns about his or her supports?	-	<b>No</b>

Support Expectation

**50. VII.S.5 Support Person's Satisfaction with Individual's Supports**

**Persons who support the individual are satisfied with the support the individual receives.**

248.	SPI 53	Support Person Interview	What aspects of the support that the individual receives are you satisfied with? Not satisfied with?	-	<b>No</b>
249.	SPI 54	Support Person Interview	If you have a concern about the individual's supports and services, are your concerns addressed?	-	<b>No</b>

# Services received in Own Home or Supported Living Tool

DMR  
ONA? Responsible?

## I Planning and Personal Achievement

We all define our personal goals and dreams for the future. Talking about these dreams is the first step toward realizing them. Developing a plan helps to capture a person's hopes and dreams for the future and translate them into action. The plan will establish the direction a person wants to go, determine the supports needed to get there, and identify who will support the person to reach their dreams. Planning can help us listen to, and take direction from, the person or people who know the person best. It also helps us focus on the person's preferences, strengths, and talents.

A good planning process helps to organize and use natural supports like family, friends, and acquaintances, and formal community supports and services to help the person achieve what is important to them. The plan may focus on developing personal competencies and skills. Experiences that help people learn how to live on their own, find the right job, make friends, take the bus around town, or pursue a hobby or leisure interest create opportunities to participate in a wider range of chosen activities.

When people have a variety of experiences and opportunities to try new things, their choices increase and their goals and hopes for the future are enriched. People pursue personal goals and dreams throughout their life. Most people find this pursuit a rewarding and valued activity. We all need to feel we are making progress toward our personal goals. Recognizing and celebrating our accomplishments give us the strength and determination to take risks and pursue new challenges.

### Personal Outcome

#### 1. I.O.1 Planning Process Direction

**The individual directs his or her planning process.**

1.	CI 17	Consumer Interview	Does your case manager ask you what you want?		
				-	<b>Always</b>
2.	CI 18	Consumer Interview	If you ask for something, does your case manager help you get what you need?		
				-	<b>Always</b>
3.	D 1	Documentation	The individual's plan indicates he or she directed or participated in the planning process to the extent that he or she chose to participate.		
				-	<b>Always</b>

### Personal Outcome

#### 2. I.O.2 Preferences and Goals

**The individual expresses preferences and personal goals for inclusion in the planning process.**

4.	CI 40	Consumer Interview	Are the things you are doing now the things you want to do?		
				-	<b>Always</b>
5.	CI 38	Consumer Interview	Do you go to meetings to talk about your individual plan?		
				-	<b>Always</b>
6.	CI 39	Consumer Interview	At your planning meeting, did people ask you what you like to do?		
				-	<b>Always</b>
7.	D 4	Documentation	The individual's preferences and personal goals are identified in his or her plan.		
				<b>ONA</b>	<b>Always</b>

**Personal Outcome**

**3. I.O.3 Service and Provider Choice**

**The individual chooses services, the degree of self-direction and providers to the extent he or she wishes.**

8.	CI 80	Consumer Interview	Did you choose the agency/vendor that is supporting you or providing you this residential or day/vocational service/program?	-	<b>Always</b>
9.	CI 21	Consumer Interview	If you want to change your service, how do you make the change?	-	<b>Always</b>
10.	CI 79	Consumer Interview	Did your case manager explain to you that you could hire your friend or neighbor if you want to?	-	<b>Always</b>
11.	D 16	Documentation	The individual's choice of service options and support providers are reflected in his or her individual plan.	-	<b>Always</b>
				-	<b>Always</b>

**Personal Outcome**

**4. I.O.4 Plan Change**

**The individual influences/directs changes to the individual plan based on changes to his/her life goals or circumstances.**

12.	CI 56	Consumer Interview	Are you happy with the people who provide help and assistance to you at home or at your job?	-	<b>No</b>
13.	CI 41	Consumer Interview	Are you working on things that you identified at your planning meeting? What things are you working on now?	-	<b>No</b>
14.	D 33	Documentation	The Individual Plan or Periodic Review documents responsiveness to the individual's requests to make changes in supports and services or providers, if applicable.	<b>ONA</b>	<b>Always</b>

**Personal Outcome**

**5. I.O.5 Plan Outcomes**

**The individual is developing or has personal competencies and is realizing personal goals.**

15.	CI 48	Consumer Interview	Are you happy with progress you made to meet your goals?	-	<b>Conditional</b>
16.	D 18	Documentation	Periodic Reviews of the Individual Plan reflect progress on personal outcomes identified in the individual's plan.	-	<b>Always</b>

Support Expectation

<b>6.</b>	<b>I.S.1</b>	<b>Comprehensive Assessment</b>				
		<b>Comprehensive information concerning the individual's preferences, personal goals, needs and abilities, health status and other available information is gathered in preparation for developing a personalized Individual Plan.</b>				
17.	D 11a	Documentation	Demographic and personal information is maintained in the individual's record.	-	No	
18.	D 5a	Documentation	The individual's record contains necessary and current health assessments, screenings, evaluations, reports and/or profiles.			<b>ONA</b>
19.	D 5b	Documentation	The individual's record contains necessary and current safety assessments, screenings, evaluations, reports and/or profiles.			<b>Conditional</b>
20.	D 5c	Documentation	The individual's record contains necessary and current programmatic assessments, screenings, evaluations, reports and/or profiles.	-	Conditional	
21.	D 48	Documentation	For HCBS Waiver recipients, the individual record shows that the HCBS Waiver Level of Care evaluation has been completed and is current.	-	Conditional	
22.	SPI 1	Support Person Interview	How is the individual helped to prepare for and participate in his or her planning process?	-	Always	
				-	No	

Support Expectation

<b>7.</b>	<b>I.S.2</b>	<b>Needs Addressed in Plan</b>				
		<b>The individual plan comprehensively addresses the individual's need for HCBS, health care and other services in accordance with his/her expressed personal preferences and goals.</b>				
23.	D 57	Documentation	The individual's plan is on file at the service location, available for support staff to implement.	-	Conditional	
24.	D 2	Documentation	The individual's annual plan is developed on a timely basis.	-	Always	
25.	D 3	Documentation	Each HCBS Waiver service relates to an identified need in the Individual Plan.	-	Always	
26.	D 13	Documentation	The individual's plan indicates he or she is working on chosen goals.	-	Always	
27.	D 9	Documentation	The individual's plan identifies behavioral issues and strategies, as applicable.	-	Always	
28.	D 10	Documentation	The individual's plan identifies any supports coordinated across settings.	-	Always	
29.	D 44	Documentation	The individual's plan identifies health and safety issues and strategies.			<b>ONA</b>
30.	D 23	Documentation	The individual's record contains necessary consent forms.	-	Always	
				-	Conditional	

**Support Expectation**

**8. I.S.3 Support for Service Choice**

**The individual is provided with information and support to choose his/her service options, support providers and degree of self-direction and management as desired.**

31.	D 19	Documentation	The individual's record indicates the case manager shared information with the person and his or her representatives and was supported to choose his/her service options, providers and degree of self-direction and management, as desired.	-	
					<b>Always</b>
32.	SPI 32	Support Person Interview	How is the individual supported to make a change in his or her services if desired?	-	
					<b>No</b>

**Support Expectation**

**9. I.S.4 Timely Plan Modification**

**The individual's plan is reviewed and modified as needed in a timely manner and based on changes in personal circumstances.**

33.	D 20	Documentation	Periodic Reviews of the Individual Plan reflect modifications to the plan based on changes in the individual's life goals or circumstances and preferences.		
				<b>ONA</b>	<b>Always</b>
34.	SPI 3	Support Person Interview	Is the individual's plan reviewed and updated based on changes in his or her life and personal choice?	-	
					<b>No</b>
35.	SPI 4	Support Person Interview	How do you provide input on the individual's behalf for plan modification, regarding changes in his or her life and personal choice?	-	
					<b>No</b>
36.	SPI 5	Support Person Interview	How have any changes to the individual's plan been communicated to you?	-	
					<b>No</b>

Support Expectation

<b>10.</b>	<b>I.S.5</b>	<b>Plan Implemented as Written</b>				
		<b>The person's Individual Plan is implemented as written.</b>				
37.	D 43a	Documentation	The plan is implemented on a timely basis.	-		No
38.	D 43	Documentation	Direct service providers maintain documentation of supports and services provided and progress made.	<b>ONA</b>		No
39.	D 15	Documentation	Periodic reviews of the Individual's Plan identify that needed services and supports are received.	<b>ONA</b>		Conditional
40.	D 35	Documentation	Support person training regarding the individual's health, safety, and plan is documented.	-		No
41.	O 14	Observation	Support persons recognize and use naturally occurring opportunities when teaching.	-		No
42.	O 7	Observation	Sufficient support persons are available to meet the individual's support and service needs identified in his or her Plan.	<b>ONA</b>		No
43.	O 8	Observation	Support persons are able to demonstrate the skills needed to assist the individual to achieve his or her goals.	-		No
44.	SPI 2	Support Person Interview	What are the specific strategies in place to help the individual achieve his or her goals?	-		No
45.	SPI 11	Support Person Interview	What are the behavioral interventions used to support the individual?	-		No

Support Expectation

<b>11.</b>	<b>I.S.6</b>	<b>Support Individualized and Effective</b>				
		<b>The individual is understood by staff and supported through effective communication that reflects his or her likes, dislikes, preferences and abilities.</b>				
46.	O 10	Observation	Support persons communicate in effective ways the individual can understand and takes the time to listen to the individual and are responsive when the individual communicates.	<b>ONA</b>		No
47.	O 16	Observation	Support persons give assistance to the individual only when necessary.	-		No
48.	SPI 7	Support Person Interview	Describe how the individual communicates.	-		No

**II Relationships & Community Inclusion**

The relationships we have with others are often the most important things in life. They can bring us happiness and excitement. They can also give us comfort, guidance, companionship, and support. People have all types of relationships – acquaintances, close friends, family, and people with whom they share their most intimate feelings, fears, and dreams. For some people, their relationships with support providers may also be very important. They often involve mutual caring and emotional support. However people should have the opportunity to develop other relationships in addition to paid support providers. People may need help to meet others. They may also to learn what they should do to make and keep acquaintances and friends.

Most people like to be with and feel connected to others. Being in the community to join with others with common interests helps people to develop interests and preferences. The community offers many places to go, things to do, and people to meet. Stores, restaurants, theaters, banks, ball fields, and beaches are all places in the community. They are for people’s use and enjoyment.

People may need support to learn about and access the community. Going places in the community gives people the opportunity to meet new people, try new experiences, and learn new things. This could include clubs, sports leagues, churches, civic and political groups, or volunteer work. Being active in the community gives people the chance to have different social roles. It also allows others to learn about the person, their many qualities and their value to the community.

Personal Outcome

**12. II.O.1 Relationship Choice**

**The individual has relationships he or she chooses.**

49.	CI 13	Consumer Interview	Do you have friends that you like to talk to or do things with?		
				-	No
50.	CI 14	Consumer Interview	Do you have a best friend or someone you are really close to?		
				-	No
51.	CI 15	Consumer Interview	Can you see and contact your friends when you want to?		
				-	No
52.	CI 16	Consumer Interview	Can you see your family when you want to?		
				-	No
53.	O 1	Observation	The individual likes others he or she spends time with.		
				-	No

Personal Outcome

**13. II.O.2 Participation and Choice of Activities**

**The individual participates in experiences and activities in community, home, work, leisure and other settings as he or she chooses.**

54.	CI 20	Consumer Interview	When you want to go somewhere, do you have a way to get there?		
				-	No
55.	CI 25	Consumer Interview	Do you exercise or play sports as much as you want to?		
				-	No
56.	SPI 26	Support Person Interview	Does the individual participate in the activities that he or she chooses? Describe the activities the individual chooses to participate in.		
				-	No

Support Expectation

**14. II.S.1 Relationship Support**

**The individual is supported to maintain existing relationships, and experiences opportunities to develop new relationships as desired.**

57.	SPI 14	Support Person Interview	How do you support the individual to develop new and healthy relationships?		
				-	No

Support Expectation

<b>15.</b>	<b>II.S.2</b>	<b>Support for Connections</b>			
		<b>The individual is supported to participate in experiences and activities of his or her choice in community, home, work, leisure and other settings that reflect personal interests and preferences.</b>			
58.	D 17	Documentation	The record indicates the individual is engaging in activities that reflect personal preferences.	<b>ONA</b>	<b>No</b>
59.	SPI 29	Support Person Interview	How do you help the individual to choose and participate in experiences and activities that he or she wants? Give some recent examples.	-	<b>No</b>
60.	SPI 24	Support Person Interview	How do you support the individual to learn what is available in the community and to participate in his or her community?	-	<b>No</b>

### III Choice & Control

Choice is the opportunity to choose from a variety of options. People make choices every day. Some are basic choices like what to eat, when to go to bed, or what to do for fun. Others are major life choices such as where and with whom to live, where to work and how to express one's faith. All of these choices are important and belong to the person. People's choices often change over time. The choices and decisions we make about our lives are shaped by opportunities, experiences, and personal priorities.

Control means having power over the course of one's life. It is directing the many choices that shape one's life. It means deciding one's own goals and guiding the planning process. These goals become the focus of supports. It also means choosing one's own supports and services. This could include choice of service provider, the people who provide direct support at home or at work, doctors, pharmacists, bankers, and other services available in the community.

Support providers must take the time to really listen to people. Not everyone can easily express their choices in words. Some people communicate in other ways, such as gestures, expressions, or through their actions. Support providers may need to help people understand their options and the consequences of their choices and decisions. Some people are reluctant to make choices and look to their friends, family, and support providers to decide. They may need support and experience to feel more comfortable making their own choices.

#### Personal Outcome

16.	III.O.1	<b>Residential Choice</b> <b>The individual chooses where he or she lives and with whom.</b>			
	61.	CI 26	Consumer Interview	Who chose the place where you live?	- No
	62.	CI 78	Consumer Interview	Would you rather have an opportunity to live somewhere else?	- No
	63.	CI 27	Consumer Interview	Did you choose the people you live with or did you choose to live by yourself?	- No
					<b>ONA</b> No

#### Personal Outcome

17.	III.O.3	<b>Daily Living Choice</b> <b>The individual chooses how to live his or her life, personal activities and routines based on his or her preferences and interests.</b>			
	64.	CI 30	Consumer Interview	Who decides how you spend your free time?	- No
	65.	CI 4	Consumer Interview	Can you be alone if you want to?	- No
	66.	CI 22	Consumer Interview	Do you choose the activities that you participate in?	- No
	67.	CI 24	Consumer Interview	Do you go to religious services, if you want to?	- No
	68.	CI 58	Consumer Interview	Do you have ways to express your ethnicity, cultural heritage, and religious preference if you want?	- No
	69.	CI 32	Consumer Interview	Do you get to choose what you buy with your spending money?	- No
	70.	O 12	Observation	The individual has personal belongings and his or her environment has a personalized decor.	<b>ONA</b> No
	71.	O 20	Observation	The individual has preferred belongings that identify his or her ethnicity, cultural heritage and/or religious preferences, as desired.	- No

Personal Outcome

**18. III.O.4 Chooses Support Staff**  
**The individual chooses his or her support staff.**

72.	CI 28	Consumer Interview	Do you choose the support staff who help you?		
				<b>ONA</b>	<b>No</b>
73.	SPI 41	Support Person Interview	How is the individual involved in staff hiring?		
				-	<b>No</b>

Support Expectation

**19. III.S.1 Support for Service Choices**  
**The individual is informed about and supported to select where he or she lives, with whom and what to do for work, retirement or other day options.**

74.	SPI 42	Support Person Interview	Was the individual supported to choose where to live and to explore other options? Describe how that occurred.		
				-	<b>No</b>
75.	SPI 43	Support Person Interview	Did the individual choose the people that he or she lives with? Describe how the individual was informed of any available options.		
				-	<b>No</b>

Support Expectation

**20. III.S.2 Lifestyle Support**  
**The individual is supported to follow the lifestyle, personal activities, and routines of his or her choice based on personal preferences and interests.**

76.	O 4	Observation	The individual is supported to make choices in all areas observed.		
				<b>ONA</b>	<b>No</b>
77.	SPI 25	Support Person Interview	Is the individual satisfied with his or her routine? How do you know this? Give some recent examples.		
				-	<b>No</b>
78.	SPI 30	Support Person Interview	If the individual chooses, what would you do to support the individual to change his or her lifestyle, personal activities and/or routines?		
				-	<b>No</b>
79.	SPI 12	Support Person Interview	Does the individual have contact with his or her family or friends as often as he or she wishes?		
				-	<b>No</b>

Support Expectation

**21. III.S.3 Cultural Preferences are Supported**  
**The individual is supported in following the lifestyle, personal activities, and routines that reflect his or her cultural preference.**

80.	SPI 39	Support Person Interview	How do you support the individual to express their ethnicity, cultural heritage, and religious preference if he or she wants?		
				-	<b>No</b>

**IV Rights, Respect & Dignity**

People in the United States have legal rights. Some of them are freedom of speech, freedom of religion, and the right to privacy. People also have basic liberties. People can move about freely, have private time and space, and keep their own personal possessions. People can choose when and with whom they share personal information. Sometimes people need support to enjoy their freedom and exercise their rights.

All people should be free from abuse and neglect. People who have experienced abuse or neglect may feel the effects of physical and emotional harm for a long time.

All people are equal members of their community. We all deserve to be treated with respect and dignity. Every person matters and should be valued. Being treated with respect feels good. One way to show respect is by really listening to people. "Really listening," means being sensitive to people's words, actions, and feelings. Another way of showing respect is by speaking to people politely. Physical help should be gentle and respectful. Respect also includes recognizing and valuing individual differences.

Having economic security is important to everyone. This means enough money for food, clothes, and a place to live. People should also have some spending money. Medical insurance is needed to stay healthy and get health care when sick. People need a way to replace possessions if they are stolen or destroyed.

Having economic security allows people to look forward to, and plan for, their future.

People may need assistance to keep their money and other resources safe. People may need a support to budget their money and use money to make purchases or pay for things they need or enjoy. Supports should help people be in charge of their money. Support providers should only provide the assistance that the person wants and needs to manage their resources.

Personal Outcome

**22. IV.O.1 Value and Respect Experience**

**The individual feels valued and respected.**

81.	CI 3	Consumer Interview	Are your support staff nice and polite to you?	-	No
82.	CI 9	Consumer Interview	How do people let you know they are there before coming into your home?	-	No
83.	CI 10	Consumer Interview	How do support staff ask you if it's okay to come into your bedroom?	-	No
84.	CI 37	Consumer Interview	Do people ask for your opinions and input? When? How often?	-	No
85.	O 3	Observation	The individual has privacy when he or she wants or needs it.	-	No
				<b>ONA</b>	<b>No</b>

Personal Outcome

**23. IV.O.2 Mistreatment and Harm**

**The individual has not experienced abuse and neglect, and is free from physical and emotional harm.**

86.	CI 5	Consumer Interview	Are you ever afraid or scared when you are at home? If so, why are you scared?	-	No
87.	CI 6	Consumer Interview	Are you ever afraid or scared when you are out in your neighborhood? If so, why are you scared?	-	No
88.	CI 59	Consumer Interview	Do you know what abuse, neglect are?	-	No
89.	CI 53	Consumer Interview	Who can you tell if you feel you have not been treated like you want to?	-	No
90.	CI 60	Consumer Interview	Do you know how to ask for help if somebody is hurting you or someone else?	-	No
91.	D 54	Documentation	The individual has not experienced abuse or neglect.	-	No
				<b>ONA</b>	<b>No</b>

**Personal Outcome**

<b>24.</b>	<b>IV.O.3</b>	<b>Basic Rights</b>	<b>The individual understands and exercises his or her basic rights.</b>				
	92.	CI 34	Consumer Interview	Do people read your mail without asking you first?	-	No	
	93.	CI 42	Consumer Interview	Has anyone discussed your rights with you as a citizen in the last year?	-	Conditional	
	94.	CI 19	Consumer Interview	Do you know who your advocate or guardian is?	-	No	
	95.	O 5	Observation	The individual exercises rights as he or she chooses.			
					<b>ONA</b>	<b>No</b>	

**Personal Outcome**

<b>25.</b>	<b>IV.O.4</b>	<b>Concern and Grievance Expression</b>	<b>The individual is knowledgeable about ways to express his or her concerns and grievances.</b>				
	96.	CI 36	Consumer Interview	Have you ever participated in a self-advocacy group meeting, conference or event?	-	No	
	97.	CI 49	Consumer Interview	If you have a problem and/or complaint, do you have someone to talk to? Are you able to speak privately with someone about personal matters, if you want?	-	No	
	98.	SPI 31	Support Person Interview	Does the individual participate in self-advocacy groups or activities as desired?	-	No	

**Personal Outcome**

<b>26.</b>	<b>IV.O.5</b>	<b>Economic Resources</b>	<b>The individual has sufficient economic resources.</b>				
	99.	CI 74	Consumer Interview	Do you want a new job or one with more hours?	-	Conditional	
	100.	CI 73	Consumer Interview	Do you have enough money to buy necessary personal items and to participate in community activities?	-	Conditional	
	101.	D 31	Documentation	The individual has money to buy necessary personal items and participate in community activities.			
					<b>ONA</b>	<b>Conditional</b>	
	102.	SPI 21	Support Person Interview	Does the person have money to purchase personal items and to participate in community activities?	-	Conditional	

**Personal Outcome**

<b>27.</b>	<b>IV.O.6</b>	<b>Money Management Competency</b>	<b>The individual demonstrates money management skills.</b>				
	103.	CI 75	Consumer Interview	Do you know how to budget your money to do the things you need to?	-	No	
	104.	CI 70	Consumer Interview	Do you get the support that you need to manage your money?	-	Conditional	
	105.	D 14	Documentation	There is evidence that the individual effectively manages economic resources to meet living expenses for shelter, food, clothing and health care to the extent of his or her ability.			
					<b>ONA</b>	<b>Conditional</b>	

**Support Expectation**

**28. IV.S.1 Value and Respect Afforded**

**The individual is treated as a valued and respected person.**

106.	D 55	Documentation	The support person has documented training regarding individual rights.	<b>ONA</b>	No
107.	O 2	Observation	The individual is treated by staff in a respectful and dignified manner.	<b>ONA</b>	No

**Support Expectation**

**29. IV.S.2 Harm Prevention**

**The individual is supported to be free from physical and emotional harm.**

108.	D 39	Documentation	The individual's record contains documentation on DMR Form 255's for incidents of injury, restraint, unusual incidents and medication errors.	-	No
109.	D 40	Documentation	Individual's incidents and accidents are reported, investigated and followed-up as appropriate.	-	No
110.	D 45	Documentation	The individual's record shows Abuse and Neglect policy and procedures were followed.	-	No
111.	D 46	Documentation	The individual's record shows follow-up to Abuse and Neglect concerns regarding the individual, including notification to families.	-	Conditional
112.	D 56	Documentation	The support person has documented training regarding abuse and neglect reporting and prevention.	<b>ONA</b>	No
113.	O 17	Observation	Support persons respond to the individual's needs for assistance.	-	No
114.	SPI 40	Support Person Interview	How do you help the individual to learn to avoid potentially abusive and neglectful situations?	-	No
115.	SPI 9	Support Person Interview	What would you do if you witness abuse or neglect occurring?	-	No
116.	SPI 37	Support Person Interview	What are your agency's accident and incident reporting policies and procedures?	<b>ONA</b>	No
				-	No

**Support Expectation**

**30. IV.S.3 Support for Exercising Rights**

**The individual is supported to exercise his/her rights responsibly.**

117.	D 22	Documentation	There is evidence that the individual has the support of a guardian or advocate as needed.	-	Always
118.	D 25	Documentation	There is evidence that the individual is informed of all constitutional, federal and state statutory rights.	-	Always
119.	O 9	Observation	Support persons follow policies and procedures, as applicable, that effect restrictions of the individual's rights.	<b>ONA</b>	No
120.	SPI 10	Support Person Interview	How do you help the individual exercise his or her rights?	-	No

Support Expectation

<b>31.</b>	<b>IV.S.4</b>	<b>Rights Protected</b>			
		<b>Individual rights are protected.</b>			
121.	D 26	Documentation	The individual's record contains necessary Human Rights Committee (HRC), Program Review Committee (PRC), and guardianship documents, as applicable.	-	Conditional
122.	D 27	Documentation	The individual's record identifies that required procedures were followed if his or her rights were restricted.	<b>ONA</b>	Conditional
123.	D 27d	Documentation	Approved behavioral techniques are used when an emergency restraint occurs.	<b>ONA</b>	No
124.	D 27c	Documentation	Behavior modifying medications are managed consistent with the physician's treatment plan.	-	No
125.	SPI 11a	Support Person Interview	Have you ever had to physically restrain the individual? If so, when and how?	-	No

Support Expectation

<b>32.</b>	<b>IV.S.5</b>	<b>Concern and Grievance Response</b>			
		<b>Concerns and grievances by the individual are sought and responded to.</b>			
126.	D 58	Documentation	The individual has been informed of the complaint procedure to follow if he or she is not satisfied with his or her services and supports.	-	No
127.	SPI 45	Support Person Interview	How would you support the individual to make a complaint if he or she wants to?	-	No

Support Expectation

<b>33.</b>	<b>IV.S.6</b>	<b>Support for Financial Interests</b>			
		<b>The individual is supported to understand, obtain, and maintain insurances, entitlement benefits, and income.</b>			
128.	D 28	Documentation	The individual's record documents the support provided him or her to understand, obtain and maintain entitlements, benefits, and insurances.	-	Conditional
129.	D 42	Documentation	The individual's record documents that applications/redeterminations for Medicaid Title 19 and other entitlements and benefits have been processed.	<b>ONA</b>	Conditional
130.	SPI 23	Support Person Interview	How is the individual supported to understand, obtain, and maintain insurances, entitlement benefits, and income?	-	No

Support Expectation

<b>34.</b>	<b>IV.S.7</b>	<b>Personal Fund Accountability</b>			
		<b>Personal funds are individually maintained and protected by a financial accountability system.</b>			
131.	D 29	Documentation	The individual's personal finances are protected through systematic record keeping.	<b>ONA</b>	No
132.	D 30	Documentation	The individual's personal finances are protected through periodic financial record audits.	-	No
133.	D 41	Documentation	The individual's personal finances, including assets, and personal property are being managed and monitored responsibly.	-	No
134.	SPI 20	Support Person Interview	What is the accounting and tracking system for the individual's finances?	-	No

Support Expectation

<b>35.</b>	<b>IV.S.8</b>	<b>Support for Money Management</b>			
		<b>The individual is supported to use money management skills.</b>			
135.	D 12	Documentation	There is evidence that, if necessary, the individual is supported to obtain a legal representative to manage his or her finances.	-	Always
136.	D 24	Documentation	The Individual Plan identifies the supports the individual needs to manage his or her finances.	-	Always
137.	SPI 22	Support Person Interview	How do you support the individual to learn money management skills?	-	No

**V Safety**

Everyone wants to feel safe. People want live, work, and recreate in places that feel safe and are free from danger. This means the physical environment is healthy, clean, and safe. It also means that one is not hurt by other people in these places. Society has many laws and rules to keep homes and workplaces safe. People want to feel safe when they spend time in their neighborhood and community. People should be safe from crime and exploitation. People’s feelings of safety are based on their experiences in life. Most people feel more secure when they spend time in familiar places with familiar people. If a person has been assaulted or hurt in an accident they may feel differently about their personal safety. They may need extra support or reassurance. People may feel physically safe, but feel harmed or threatened in certain situations. This can be as harmful as physical injury.

Life cannot be totally safe for anyone. Accidents can happen. Safety concerns must be balanced with other values such as dignity of risk. People are entitled to take risks. They should not be protected or isolated. Connections with family, friends, and neighbors can provide important safeguards. People’s feelings about safety must be understood and respected. Support providers must recognize and address unsafe situations. They may also have to modify the environment to make it safer. People may need support to identify and understand safety issues. They may need help to learn and act in ways that are safe. People may need help to know how to handle an emergency. Support providers should never act or talk in a way that makes people feel unsafe.

Personal Outcome

**36. V.O.1 Safety in Environments**

**The individual feels safe in his or her home, neighborhood and community.**

138.	CI 7	Consumer Interview	Are you safe when you are at home?	-	No
139.	CI 8	Consumer Interview	Are you safe when you are in your neighborhood?	-	No

Personal Outcome

**37. V.O.2 Safety Awareness and Response in Emergencies**

**The individual recognizes unsafe situations and safely responds in an emergency.**

140.	CI 43	Consumer Interview	Do you know what to do in an emergency such as a fire, a blizzard or if you get sick?	-	No
141.	CI 44	Consumer Interview	How would you respond to unsafe conditions? (show or explain)	-	No
142.	SPI 19	Support Person Interview	Does the individual know how to respond in emergency situations?	-	No

**Support Expectation**

<b>38.</b>	<b>V.S.1</b>	<b>Safety Support Implementation</b>			
			<b>The individual's safety is addressed by the implementation of needed supports.</b>		
143.	D 47	Documentation	There is evidence that emergency plans as required by policy and procedures are in place.	-	No
144.	O 18	Observation	Support persons protect the individual's safety.	<b>ONA</b>	No
145.	SC 3	Safety Checklist	There is an accessible working telephone with emergency numbers readily available.	<b>ONA</b>	No
146.	SC 10	Safety Checklist	There are working smoke detectors on each level of the location that meet the individual's needs.	<b>ONA</b>	No
147.	SPI 15	Support Person Interview	How are any safety concerns for the individual addressed?	-	No
148.	SPI 18	Support Person Interview	Does the individual know what the emergency and fire evacuation plans require him or her to do?	-	No
149.	SPI 16	Support Person Interview	How is the individual taught to recognize and report unsafe situations to others?	-	No

**Support Expectation**

<b>39.</b>	<b>V.S.2</b>	<b>Support for Environmental Safety</b>			
			<b>Environments that the individual lives, works, and recreates in are safe, maintained and accessible.</b>		
150.	O 6	Observation	The environment supports the individual's needs, abilities, and interests.	-	Conditional
151.	SC 12	Safety Checklist	Designated means of escape are unobstructed.	<b>ONA</b>	No
152.	SC 13	Safety Checklist	Exterior doors open from the inside without the use of tools or keys.	<b>ONA</b>	No
153.	SC 14	Safety Checklist	Escape windows open without the use of tools.	<b>ONA</b>	No
154.	SC 17	Safety Checklist	Medications are to be kept locked, refrigerated as needed and access shall be limited to those authorized to administer medications except for individuals who self medicate and live independently.	<b>ONA</b>	No
155.	SC 38	Safety Checklist	The individual's environment is free from potential hazards.	-	No
156.	SC 30	Safety Checklist	The location has sufficient toileting and/or bathing facilities and supplies to meet the individual's needs.	<b>ONA</b>	No
157.	SC 32	Safety Checklist	Bathrooms, common areas, and personal living spaces afford privacy.	-	No
158.	SC 41	Safety Checklist	A means to wash and dry clothes is available.	-	No
159.	SC 29	Safety Checklist	The individual's environment is accessible, as needed, and promotes individual independence.	-	No

**VI Health & Wellness**

Health and wellness is important to everyone. Being healthy means something different to each person. For some it may mean taking good care of one’s self to avoid illness. For others, it may be taking care of a medical condition such as high blood pressure or diabetes. For some people, it might be improving one’s overall lifestyle or paying attention to physical and emotional wellness.

People need access to quality health care. People need to see doctors and other health professionals when they are ill. Medical care is also necessary when people are healthy. People need routine check-ups, medical screenings, and immunizations to stay in good health.

People make many decisions that affect their health. Some decisions are about how to live – what to eat and how much – to exercise regularly – to smoke or not – to use alcohol in excess – to practice safe sex? Some decisions carry significant risks. These are all decisions each person must make for himself or herself. Other decisions are about the type of medical treatment. People must decide what medications to take or when to have surgery. People should make informed decisions on these matters. They should know the risks and potential benefits of each decision.

Support providers must help people gather the facts necessary to make informed decisions. People may help to schedule and get to appointments. Support providers must know and understand people’s medical issues. They must be sensitive to each individual’s expression of symptoms. People may need support to take their medicine. They also may need help to follow other prescribed treatments. Support providers must help people learn about their own health issues and how to stay healthy. Support providers need to promote healthy lifestyles while still respecting choice.

Personal Outcome

<b>40.</b>	<b>VI.O.1</b>	<b>Informed Health Care Decisions</b>		
			<b>The individual makes informed health and wellness-promoting decisions, including those for needed medical and other health care services.</b>	
160.	CI 81	Consumer Interview	Do you know who to contact if you have a health concern or do not feel well?	- <b>Conditional</b>
161.	CI 62	Consumer Interview	Do you make the healthcare appointments that you need?	- <b>Conditional</b>
162.	CI 46	Consumer Interview	Do you know what to do to stay healthy?	- <b>Conditional</b>
163.	CI 64	Consumer Interview	Does anyone talk to you about your health?	- <b>Conditional</b>

**Personal Outcome**

41. VI.O.2	Needed Health Care				
<b>The individual has needed medical and health care.</b>					
164.	D 7	Documentation	All required medical assessments and appointments are current.	-	Conditional
165.	D 7a	Documentation	The individual receives necessary oral and dental care including assessment, treatment and follow-up.	ONA	Conditional
166.	D 7b	Documentation	Support providers carry out all health related orders as determined by health care professionals.	ONA	No
167.	D 8	Documentation	There is evidence the individual experiences prompt treatment, management and follow-up services for his or her health issues upon identification.	ONA	Conditional
168.	D 32	Documentation	The individual's record documents monitoring of medications and side effects.	-	Conditional
169.	O 15	Observation	Adaptive equipment and assistive technology, if needed, is used by the individual to increase his or her independent participation in daily activities.	-	No
170.	O 21	Observation	The individual's health needs are addressed during daily activities.	ONA	No
171.	O 25	Observation	Support providers follow applicable DMR Health Regulations, policies, and procedures, advisories and directives.	-	No

**Support Expectation**

42. VI.S.1	Health Care Support Decisions				
<b>The individual is supported to make informed health and wellness-promoting decisions.</b>					
172.	D 6	Documentation	There is evidence that the individual has needed support to manage his or her medication.	-	No
173.	SPI 33	Support Person Interview	How do you support the individual to discuss his or her health concerns?	-	No
174.	SPI 34	Support Person Interview	How is the individual supported to learn about and live a healthy lifestyle?	-	No
175.	SPI 36	Support Person Interview	How do you support the individual to learn about and take his or her medication?	-	No
176.	SPI 8	Support Person Interview	How is the individual supported to acquire, use and maintain equipment needed to sustain his or her health, wellness and independence?	-	No

**Support Expectation**

43. VI.S.2	Support Staff Training In Healthcare Needs				
<b>Support staff are trained to meet the healthcare needs of the individual.</b>					
177.	D 36	Documentation	The Individual Plan identifies additional qualifications and training required for staff to adequately support the person, if needed.	ONA	Always
178.	D 38	Documentation	There is documentation that only licensed personnel or certified unlicensed personnel administer medications to the individual.	ONA	No
179.	SPI 35	Support Person Interview	What are the individual's medical needs and how are these addressed?	-	No

**VII Satisfaction**

For many of us the question that means the most in terms of quality of life is: Are we satisfied with our lives? One’s satisfaction with his or her life reflects a general sense of well-being or contentment involving a range of life experiences and conditions. Individual satisfaction is a key to quality and the most important perspective on quality is an individual’s experience and point of view; the personal perceptions of one’s quality of life.

Satisfaction with the course of our lives may involve having basic needs met, the extent of present choice and decision-making, life goals for the future and the pursuit and achievement of those goals. It may involve the quality of relationships, valued community involvement, health and wellness, safety, cultural heritage expression, home, work and leisure.

The conditions of life and one’s values and interests differ from one individual to another and over time as well. Support providers may assist individuals in achieving satisfaction with the course of their lives by asking individuals or family members, as appropriate, about quality of life circumstances, what they believe is working well and what could make things better. Support providers work with individuals to have unique opportunities to make progress and to increase satisfaction in their lives.

Support and service quality begins with a good individual planning process that emphasizes an individual’s strengths and capabilities. Support providers arrange the support and service an individual receives to match his or her needs, preferences and expectations. The individual’s perception of his or her supports and services guides the development and revision of plans that should lead to positive outcomes and personal satisfaction. In other words the individual would lead a full, satisfying and safe life. As necessary, the individual is assisted to find and pursue other realistic support options if he or she expresses dissatisfaction with expected outcomes or the means of achieving them.

In instances where it may be difficult to understand what an individual is communicating about his or her satisfaction, opinion and insight may be sought from family members or others, as appropriate.

Individuals who are satisfied with their lives, supports and services, typically:  
 express their satisfaction when asked;  
 express a positive outlook on life;  
 show their satisfaction in other ways when they cannot communicate it;  
 have a personal advocate who expresses satisfaction if they cannot express or show it;  
 seek to maintain what they have, and;  
 want to continue with their current services and supports and/or their service coordinator.

Personal Outcome

**44. VII.O.1 Life Satisfaction**

**The individual is satisfied with the course of his or her life.**

180.	CI 1	Consumer Interview	Are you happy with where you live?	-	No
181.	CI 67	Consumer Interview	Are you happy with the relationships you have?	-	No
182.	CI 66	Consumer Interview	Do you get to control your money as much as you want to?	-	No
183.	O 26	Observation	The individual shows satisfaction with things that he or she chooses to do.	-	No

**Personal Outcome**

**45. VII.O.2 Support Satisfaction**

**The individual is satisfied with the support he or she receives.**

184.	CI 71	Consumer Interview	Do your staff listen to you? Do staff do what you want them to do – be on time, be flexible, change schedule when you need them to?	-	No
185.	CI 12	Consumer Interview	Do you have access to the Internet, or computer technology if you want it?	-	No
186.	CI 11	Consumer Interview	Do you have a guardian? If you have a guardian, do you like how your guardian helps you?	-	Conditional
187.	CI 69	Consumer Interview	Are you happy with your Case Manager?	-	Always
188.	CI 68	Consumer Interview	Are you getting the supports you want?	-	Conditional
189.	CI 72	Consumer Interview	Do you get enough hours of support?	-	Conditional
190.	CI 77	Consumer Interview	Are you happy with the doctors you see? The care you receive from them?	-	Conditional

**Support Expectation**

**46. VII.S.1 Life Satisfaction Support**

**The individual is supported to have a satisfying life.**

191.	SPI 47	Support Person Interview	Is the individual happy with his or her life right now? If not what changes would make things better?	-	No
192.	SPI 46	Support Person Interview	How do you support the individual to have a satisfying life?	-	No

**Support Expectation**

**47. VII.S.2 Life Satisfaction Expression**

**The individual is supported to express satisfaction with his or her life.**

193.	SPI 48	Support Person Interview	How do you know if the individual is satisfied with the quality of his or her life?	-	No
194.	SPI 49	Support Person Interview	How do you help the individual express his or her satisfaction with his or her life?	-	No

**Support Expectation**

**48. VII.S.3 Support Satisfaction Assistance**

**The individual is assisted through the Individual Plan process to have supports that he or she is satisfied with.**

195.	D 21	Documentation	Periodic Reviews of the Individual Plan document the individual's satisfaction with supports and services.	-	Always
196.	O 13	Observation	The individual is supported to accomplish outcomes as identified in his or her plan.	-	No
197.	SPI 51	Support Person Interview	How do you know the individual is satisfied with supports identified in his or her plan?	-	No

Support Expectation

**49. VII.S.4 Support Satisfaction Expression**

**The individual is assisted to express his or her opinion about satisfaction with supports received.**

198.	SPI 52	Support Person Interview	In what ways do you assist the individual to express his or her satisfaction with supports and services?	-	<b>No</b>
199.	SPI 50	Support Person Interview	What steps are taken to respond to the individual's concerns about his or her supports?	-	<b>No</b>

Support Expectation

**50. VII.S.5 Support Person's Satisfaction with Individual's Supports**

**Persons who support the individual are satisfied with the support the individual receives.**

200.	SPI 53	Support Person Interview	What aspects of the support that the individual receives are you satisfied with? Not satisfied with?	-	<b>No</b>
201.	SPI 54	Support Person Interview	If you have a concern about the individual's supports and services, are your concerns addressed?	-	<b>No</b>

# Services received in Family Home Tool

DMR  
ONA? Responsible?

## I Planning and Personal Achievement

We all define our personal goals and dreams for the future. Talking about these dreams is the first step toward realizing them. Developing a plan helps to capture a person's hopes and dreams for the future and translate them into action. The plan will establish the direction a person wants to go, determine the supports needed to get there, and identify who will support the person to reach their dreams. Planning can help us listen to, and take direction from, the person or people who know the person best. It also helps us focus on the person's preferences, strengths, and talents.

A good planning process helps to organize and use natural supports like family, friends, and acquaintances, and formal community supports and services to help the person achieve what is important to them. The plan may focus on developing personal competencies and skills. Experiences that help people learn how to live on their own, find the right job, make friends, take the bus around town, or pursue a hobby or leisure interest create opportunities to participate in a wider range of chosen activities.

When people have a variety of experiences and opportunities to try new things, their choices increase and their goals and hopes for the future are enriched. People pursue personal goals and dreams throughout their life. Most people find this pursuit a rewarding and valued activity. We all need to feel we are making progress toward our personal goals. Recognizing and celebrating our accomplishments give us the strength and determination to take risks and pursue new challenges.

### Personal Outcome

#### 1. I.O.1 Planning Process Direction

**The individual directs his or her planning process.**

1.	CI 17	Consumer Interview	Does your case manager ask you what you want?	-	Always
2.	CI 18	Consumer Interview	If you ask for something, does your case manager help you get what you need?	-	Always
3.	D 1	Documentation	The individual's plan indicates he or she directed or participated in the planning process to the extent that he or she chose to participate.	-	Always

### Personal Outcome

#### 2. I.O.2 Preferences and Goals

**The individual expresses preferences and personal goals for inclusion in the planning process.**

4.	CI 40	Consumer Interview	Are the things you are doing now the things you want to do?	-	Always
5.	CI 38	Consumer Interview	Do you go to meetings to talk about your individual plan?	-	Always
6.	CI 39	Consumer Interview	At your planning meeting, did people ask you what you like to do?	-	Always
7.	D 4	Documentation	The individual's preferences and personal goals are identified in his or her plan.	<b>ONA</b>	Always

Personal Outcome

**3. I.O.3 Service and Provider Choice**

**The individual chooses services, the degree of self-direction and providers to the extent he or she wishes.**

8.	CI 80	Consumer Interview	Did you choose the agency/vendor that is supporting you or providing you this residential or day/vocational service/program?	-	<b>Always</b>
9.	CI 21	Consumer Interview	If you want to change your service, how do you make the change?	-	<b>Always</b>
10.	CI 79	Consumer Interview	Did your case manager explain to you that you could hire your friend or neighbor if you want to?	-	<b>Always</b>
11.	D 16	Documentation	The individual's choice of service options and support providers are reflected in his or her individual plan.	-	<b>Always</b>
				-	<b>Always</b>

Personal Outcome

**4. I.O.4 Plan Change**

**The individual influences/directs changes to the individual plan based on changes to his/her life goals or circumstances.**

12.	CI 56	Consumer Interview	Are you happy with the people who provide help and assistance to you at home or at your job?	-	<b>No</b>
13.	CI 41	Consumer Interview	Are you working on things that you identified at your planning meeting? What things are you working on now?	-	<b>No</b>
14.	D 33	Documentation	The Individual Plan or Periodic Review documents responsiveness to the individual's requests to make changes in supports and services or providers, if applicable.	<b>ONA</b>	<b>Always</b>

Personal Outcome

**5. I.O.5 Plan Outcomes**

**The individual is developing or has personal competencies and is realizing personal goals.**

15.	CI 48	Consumer Interview	Are you happy with progress you made to meet your goals?	-	<b>Conditional</b>
16.	D 18	Documentation	Periodic Reviews of the Individual Plan reflect progress on personal outcomes identified in the individual's plan.	-	<b>Always</b>

**Support Expectation**

<b>6.</b>	<b>I.S.1</b>	<b>Comprehensive Assessment</b>				
		<b>Comprehensive information concerning the individual's preferences, personal goals, needs and abilities, health status and other available information is gathered in preparation for developing a personalized Individual Plan.</b>				
17.	D 11a	Documentation	Demographic and personal information is maintained in the individual's record.	-	No	
18.	D 5a	Documentation	The individual's record contains necessary and current health assessments, screenings, evaluations, reports and/or profiles.			<b>ONA</b>
19.	D 5b	Documentation	The individual's record contains necessary and current safety assessments, screenings, evaluations, reports and/or profiles.			<b>Conditional</b>
20.	D 5c	Documentation	The individual's record contains necessary and current programmatic assessments, screenings, evaluations, reports and/or profiles.	-	Conditional	
21.	D 48	Documentation	For HCBS Waiver recipients, the individual record shows that the HCBS Waiver Level of Care evaluation has been completed and is current.	-	Conditional	
22.	SPI 1	Support Person Interview	How is the individual helped to prepare for and participate in his or her planning process?	-	Always	
				-	No	

**Support Expectation**

<b>7.</b>	<b>I.S.2</b>	<b>Needs Addressed in Plan</b>				
		<b>The individual plan comprehensively addresses the individual's need for HCBS, health care and other services in accordance with his/her expressed personal preferences and goals.</b>				
23.	D 57	Documentation	The individual's plan is on file at the service location, available for support staff to implement.	-	Conditional	
24.	D 2	Documentation	The individual's annual plan is developed on a timely basis.	-	Always	
25.	D 3	Documentation	Each HCBS Waiver service relates to an identified need in the Individual Plan.	-	Always	
26.	D 13	Documentation	The individual's plan indicates he or she is working on chosen goals.	-	Always	
27.	D 9	Documentation	The individual's plan identifies behavioral issues and strategies, as applicable.	-	Always	
28.	D 10	Documentation	The individual's plan identifies any supports coordinated across settings.	-	Always	
29.	D 44	Documentation	The individual's plan identifies health and safety issues and strategies.			<b>ONA</b>
30.	D 23	Documentation	The individual's record contains necessary consent forms.	-	Always	
				-	Conditional	

Support Expectation

<b>8.</b>	<b>I.S.3</b>	<b>Support for Service Choice</b> <b>The individual is provided with information and support to choose his/her service options, support providers and degree of self-direction and management as desired.</b>			
	31.	D 19	Documentation	The individual's record indicates the case manager shared information with the person and his or her representatives and was supported to choose his/her service options, providers and degree of self-direction and management, as desired.	-
					<b>Always</b>
	32.	SPI 32	Support Person Interview	How is the individual supported to make a change in his or her services if desired?	-
					<b>No</b>

Support Expectation

<b>9.</b>	<b>I.S.4</b>	<b>Timely Plan Modification</b> <b>The individual's plan is reviewed and modified as needed in a timely manner and based on changes in personal circumstances.</b>			
	33.	D 20	Documentation	Periodic Reviews of the Individual Plan reflect modifications to the plan based on changes in the individual's life goals or circumstances and preferences.	<b>ONA</b>
					<b>Always</b>
	34.	SPI 3	Support Person Interview	Is the individual's plan reviewed and updated based on changes in his or her life and personal choice?	-
					<b>No</b>
	35.	SPI 4	Support Person Interview	How do you provide input on the individual's behalf for plan modification, regarding changes in his or her life and personal choice?	-
					<b>No</b>
	36.	SPI 5	Support Person Interview	How have any changes to the individual's plan been communicated to you?	-
					<b>No</b>

Support Expectation

<b>10.</b>	<b>I.S.5</b>	<b>Plan Implemented as Written</b> <b>The person's Individual Plan is implemented as written.</b>			
	37.	D 15	Documentation	Periodic reviews of the Individual's Plan identify that needed services and supports are received.	<b>ONA</b>
					<b>Conditional</b>
	38.	D 35	Documentation	Support person training regarding the individual's health, safety, and plan is documented.	-
					<b>No</b>
	39.	O 14	Observation	Support persons recognize and use naturally occurring opportunities when teaching.	-
					<b>No</b>
	40.	O 7	Observation	Sufficient support persons are available to meet the individual's support and service needs identified in his or her Plan.	<b>ONA</b>
					<b>No</b>
	41.	O 8	Observation	Support persons are able to demonstrate the skills needed to assist the individual to achieve his or her goals.	-
					<b>No</b>
	42.	SPI 2	Support Person Interview	What are the specific strategies in place to help the individual achieve his or her goals?	-
					<b>No</b>
	43.	SPI 11	Support Person Interview	What are the behavioral interventions used to support the individual?	-
					<b>No</b>

Support Expectation

<b>11.</b>	<b>I.S.6</b>	<b>Support Individualized and Effective</b> <b>The individual is understood by staff and supported through effective communication that reflects his or her likes, dislikes, preferences and abilities.</b>			
	44.	O 10	Observation	Support persons communicate in effective ways the individual can understand and takes the time to listen to the individual and are responsive when the individual communicates.	<b>ONA</b>
					<b>No</b>
	45.	SPI 7	Support Person Interview	Describe how the individual communicates.	-
					<b>No</b>

## II Relationships & Community Inclusion

The relationships we have with others are often the most important things in life. They can bring us happiness and excitement. They can also give us comfort, guidance, companionship, and support. People have all types of relationships – acquaintances, close friends, family, and people with whom they share their most intimate feelings, fears, and dreams. For some people, their relationships with support providers may also be very important. They often involve mutual caring and emotional support. However people should have the opportunity to develop other relationships in addition to paid support providers. People may need help to meet others. They may also to learn what they should do to make and keep acquaintances and friends.

Most people like to be with and feel connected to others. Being in the community to join with others with common interests helps people to develop interests and preferences. The community offers many places to go, things to do, and people to meet. Stores, restaurants, theaters, banks, ball fields, and beaches are all places in the community. They are for people’s use and enjoyment.

People may need support to learn about and access the community. Going places in the community gives people the opportunity to meet new people, try new experiences, and learn new things. This could include clubs, sports leagues, churches, civic and political groups, or volunteer work. Being active in the community gives people the chance to have different social roles. It also allows others to learn about the person, their many qualities and their value to the community.

### Personal Outcome

#### 12. II.O.1 Relationship Choice

**The individual has relationships he or she chooses.**

46.	CI 13	Consumer Interview	Do you have friends that you like to talk to or do things with?	-	No
47.	CI 14	Consumer Interview	Do you have a best friend or someone you are really close to?	-	No
48.	CI 15	Consumer Interview	Can you see and contact your friends when you want to?	-	No

### Personal Outcome

#### 13. II.O.2 Participation and Choice of Activities

**The individual participates in experiences and activities in community, home, work, leisure and other settings as he or she chooses.**

49.	CI 20	Consumer Interview	When you want to go somewhere, do you have a way to get there?	-	No
50.	CI 25	Consumer Interview	Do you exercise or play sports as much as you want to?	-	No
51.	SPI 26	Support Person Interview	Does the individual participate in the activities that he or she chooses? Describe the activities the individual chooses to participate in.	-	No

### Support Expectation

#### 14. II.S.1 Relationship Support

**The individual is supported to maintain existing relationships, and experiences opportunities to develop new relationships as desired.**

52.	SPI 14	Support Person Interview	How do you support the individual to develop new and healthy relationships?	-	No
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### Support Expectation

#### 15. II.S.2 Support for Connections

**The individual is supported to participate in experiences and activities of his or her choice in community, home, work, leisure and other settings that reflect personal interests and preferences.**

53.	SPI 29	Support Person Interview	How do you help the individual to choose and participate in experiences and activities that he or she wants? Give some recent examples.	-	No
54.	SPI 24	Support Person Interview	How do you support the individual to learn what is available in the community and to participate in his or her community?	-	No

### III Choice & Control

Choice is the opportunity to choose from a variety of options. People make choices every day. Some are basic choices like what to eat, when to go to bed, or what to do for fun. Others are major life choices such as where and with whom to live, where to work and how to express one's faith. All of these choices are important and belong to the person. People's choices often change over time. The choices and decisions we make about our lives are shaped by opportunities, experiences, and personal priorities.

Control means having power over the course of one's life. It is directing the many choices that shape one's life. It means deciding one's own goals and guiding the planning process. These goals become the focus of supports. It also means choosing one's own supports and services. This could include choice of service provider, the people who provide direct support at home or at work, doctors, pharmacists, bankers, and other services available in the community.

Support providers must take the time to really listen to people. Not everyone can easily express their choices in words. Some people communicate in other ways, such as gestures, expressions, or through their actions. Support providers may need to help people understand their options and the consequences of their choices and decisions. Some people are reluctant to make choices and look to their friends, family, and support providers to decide. They may need support and experience to feel more comfortable making their own choices.

#### Personal Outcome

16.	III.O.3	<b>Daily Living Choice</b> <b>The individual chooses how to live his or her life, personal activities and routines based on his or her preferences and interests.</b>				
	55.	CI 22	Consumer Interview	Do you choose the activities that you participate in?	-	No
	56.	O 20	Observation	The individual has preferred belongings that identify his or her ethnicity, cultural heritage and/or religious preferences, as desired.	-	No

#### Personal Outcome

17.	III.O.4	<b>Chooses Support Staff</b> <b>The individual chooses his or her support staff.</b>				
	57.	CI 28	Consumer Interview	Do you choose the support staff who help you?	ONA	No
	58.	SPI 41	Support Person Interview	How is the individual involved in staff hiring?	-	No

#### Support Expectation

18.	III.S.2	<b>Lifestyle Support</b> <b>The individual is supported to follow the lifestyle, personal activities, and routines of his or her choice based on personal preferences and interests.</b>				
	59.	O 4	Observation	The individual is supported to make choices in all areas observed.	ONA	No
	60.	SPI 25	Support Person Interview	Is the individual satisfied with his or her routine? How do you know this? Give some recent examples.	-	No

#### Support Expectation

19.	III.S.3	<b>Cultural Preferences are Supported</b> <b>The individual is supported in following the lifestyle, personal activities, and routines that reflect his or her cultural preference.</b>				
	61.	SPI 39	Support Person Interview	How do you support the individual to express their ethnicity, cultural heritage, and religious preference if he or she wants?	-	No

**IV Rights, Respect & Dignity**

People in the United States have legal rights. Some of them are freedom of speech, freedom of religion, and the right to privacy. People also have basic liberties. People can move about freely, have private time and space, and keep their own personal possessions. People can choose when and with whom they share personal information. Sometimes people need support to enjoy their freedom and exercise their rights.

All people should be free from abuse and neglect. People who have experienced abuse or neglect may feel the effects of physical and emotional harm for a long time.

All people are equal members of their community. We all deserve to be treated with respect and dignity. Every person matters and should be valued. Being treated with respect feels good. One way to show respect is by really listening to people. "Really listening," means being sensitive to people's words, actions, and feelings. Another way of showing respect is by speaking to people politely. Physical help should be gentle and respectful. Respect also includes recognizing and valuing individual differences.

Having economic security is important to everyone. This means enough money for food, clothes, and a place to live. People should also have some spending money. Medical insurance is needed to stay healthy and get health care when sick. People need a way to replace possessions if they are stolen or destroyed.

Having economic security allows people to look forward to, and plan for, their future.

People may need assistance to keep their money and other resources safe. People may need a support to budget their money and use money to make purchases or pay for things they need or enjoy. Supports should help people be in charge of their money. Support providers should only provide the assistance that the person wants and needs to manage their resources.

Personal Outcome

<b>20.</b>	<b>IV.O.1</b>	<b>Value and Respect Experience</b> <b>The individual feels valued and respected.</b>			
	62.	CI 3	Consumer Interview	Are your support staff nice and polite to you?	- No
	63.	CI 10	Consumer Interview	How do support staff ask you if it's okay to come into your bedroom?	- No
	64.	CI 37	Consumer Interview	Do people ask for your opinions and input? When? How often?	- No
	65.	O 3	Observation	The individual has privacy when he or she wants or needs it.	- No
					<b>ONA No</b>

Personal Outcome

<b>21.</b>	<b>IV.O.2</b>	<b>Mistreatment and Harm</b> <b>The individual has not experienced abuse and neglect, and is free from physical and emotional harm.</b>			
	66.	CI 59	Consumer Interview	Do you know what abuse, neglect are?	- No
	67.	CI 60	Consumer Interview	Do you know how to ask for help if somebody is hurting you or someone else?	- No
	68.	D 54	Documentation	The individual has not experienced abuse or neglect.	- No
					<b>ONA No</b>

Personal Outcome

<b>22.</b>	<b>IV.O.3</b>	<b>Basic Rights</b> <b>The individual understands and exercises his or her basic rights.</b>			
	69.	CI 42	Consumer Interview	Has anyone discussed your rights with you as a citizen in the last year?	- Conditional
	70.	O 5	Observation	The individual exercises rights as he or she chooses.	- No
					<b>ONA No</b>

Personal Outcome

<b>23.</b>	<b>IV.O.4</b>	<b>Concern and Grievance Expression</b>				
		<b>The individual is knowledgeable about ways to express his or her concerns and grievances.</b>				
	71.	CI 36	Consumer Interview	Have you ever participated in a self-advocacy group meeting, conference or event?	-	No
	72.	CI 49	Consumer Interview	If you have a problem and/or complaint, do you have someone to talk to? Are you able to speak privately with someone about personal matters, if you want?	-	No
	73.	SPI 31	Support Person Interview	Does the individual participate in self-advocacy groups or activities as desired?	-	No

Personal Outcome

<b>24.</b>	<b>IV.O.5</b>	<b>Economic Resources</b>				
		<b>The individual has sufficient economic resources.</b>				
	74.	CI 74	Consumer Interview	Do you want a new job or one with more hours?	-	Conditional
	75.	CI 73	Consumer Interview	Do you have enough money to buy necessary personal items and to participate in community activities?	-	Conditional

Support Expectation

<b>25.</b>	<b>IV.S.1</b>	<b>Value and Respect Afforded</b>				
		<b>The individual is treated as a valued and respected person.</b>				
	76.	D 55	Documentation	The support person has documented training regarding individual rights.	<b>ONA</b>	No
	77.	O 2	Observation	The individual is treated by staff in a respectful and dignified manner.	<b>ONA</b>	No

**Support Expectation**

26.	IV.S.2	Harm Prevention	<b>The individual is supported to be free from physical and emotional harm.</b>		
78.	D 39	Documentation	The individual's record contains documentation on DMR Form 255's for incidents of injury, restraint, unusual incidents and medication errors.	-	No
79.	D 40	Documentation	Individual's incidents and accidents are reported, investigated and followed-up as appropriate.	-	No
80.	D 45	Documentation	The individual's record shows Abuse and Neglect policy and procedures were followed.	-	No
81.	D 46	Documentation	The individual's record shows follow-up to Abuse and Neglect concerns regarding the individual, including notification to families.	-	Conditional
82.	D 56	Documentation	The support person has documented training regarding abuse and neglect reporting and prevention.	<b>ONA</b>	No
83.	O 17	Observation	Support persons respond to the individual's needs for assistance.	-	No
84.	SPI 40	Support Person Interview	How do you help the individual to learn to avoid potentially abusive and neglectful situations?	-	No
85.	SPI 9	Support Person Interview	What would you do if you witness abuse or neglect occurring?	<b>ONA</b>	No
86.	SPI 37	Support Person Interview	What are your agency's accident and incident reporting policies and procedures?	-	No

**Support Expectation**

27.	IV.S.3	Support for Exercising Rights	<b>The individual is supported to exercise his/her rights responsibly.</b>		
87.	D 22	Documentation	There is evidence that the individual has the support of a guardian or advocate as needed.	-	Always
88.	D 25	Documentation	There is evidence that the individual is informed of all constitutional, federal and state statutory rights.	-	Always
89.	O 9	Observation	Support persons follow policies and procedures, as applicable, that effect restrictions of the individual's rights.	<b>ONA</b>	No
90.	SPI 10	Support Person Interview	How do you help the individual exercise his or her rights?	-	No

Support Expectation

<b>28.</b>	<b>IV.S.4</b>	<b>Rights Protected</b> <b>Individual rights are protected.</b>			
	91.	D 26	Documentation	The individual's record contains necessary Human Rights Committee (HRC), Program Review Committee (PRC), and guardianship documents, as applicable.	- Conditional
	92.	D 27	Documentation	The individual's record identifies that required procedures were followed if his or her rights were restricted.	- Conditional
	93.	SPI 11a	Support Person Interview	Have you ever had to physically restrain the individual? If so, when and how?	- Conditional
					- No

Support Expectation

<b>29.</b>	<b>IV.S.5</b>	<b>Concern and Grievance Response</b> <b>Concerns and grievances by the individual are sought and responded to.</b>			
	94.	D 58	Documentation	The individual has been informed of the complaint procedure to follow if he or she is not satisfied with his or her services and supports.	- No

Support Expectation

<b>30.</b>	<b>IV.S.6</b>	<b>Support for Financial Interests</b> <b>The individual is supported to understand, obtain, and maintain insurances, entitlement benefits, and income.</b>			
	95.	D 42	Documentation	The individual's record documents that applications/redeterminations for Medicaid Title 19 and other entitlements and benefits have been processed.	- Conditional

Support Expectation

<b>31.</b>	<b>IV.S.8</b>	<b>Support for Money Management</b> <b>The individual is supported to use money management skills.</b>			
	96.	D 12	Documentation	There is evidence that, if necessary, the individual is supported to obtain a legal representative to manage his or her finances.	- Always
	97.	D 24	Documentation	The Individual Plan identifies the supports the individual needs to manage his or her finances.	- Always
	98.	SPI 22	Support Person Interview	How do you support the individual to learn money management skills?	- No

**V Safety**

Everyone wants to feel safe. People want live, work, and recreate in places that feel safe and are free from danger. This means the physical environment is healthy, clean, and safe. It also means that one is not hurt by other people in these places. Society has many laws and rules to keep homes and workplaces safe. People want to feel safe when they spend time in their neighborhood and community. People should be safe from crime and exploitation. People’s feelings of safety are based on their experiences in life. Most people feel more secure when they spend time in familiar places with familiar people. If a person has been assaulted or hurt in an accident they may feel differently about their personal safety. They may need extra support or reassurance. People may feel physically safe, but feel harmed or threatened in certain situations. This can be as harmful as physical injury.

Life cannot be totally safe for anyone. Accidents can happen. Safety concerns must be balanced with other values such as dignity of risk. People are entitled to take risks. They should not be protected or isolated. Connections with family, friends, and neighbors can provide important safeguards. People’s feelings about safety must be understood and respected. Support providers must recognize and address unsafe situations. They may also have to modify the environment to make it safer. People may need support to identify and understand safety issues. They may need help to learn and act in ways that are safe. People may need help to know how to handle an emergency. Support providers should never act or talk in a way that makes people feel unsafe.

Personal Outcome

<b>32.</b>	<b>V.O.1</b>	<b>Safety in Environments</b> <b>The individual feels safe in his or her home, neighborhood and community.</b>			
	99.	CI 7	Consumer Interview	Are you safe when you are at home?	-
					<b>No</b>
	100.	CI 8	Consumer Interview	Are you safe when you are in your neighborhood?	-
					<b>No</b>

Personal Outcome

<b>33.</b>	<b>V.O.2</b>	<b>Safety Awareness and Response in Emergencies</b> <b>The individual recognizes unsafe situations and safely responds in an emergency.</b>			
	101.	CI 43	Consumer Interview	Do you know what to do in an emergency such as a fire, a blizzard or if you get sick?	-
					<b>No</b>
	102.	SPI 19	Support Person Interview	Does the individual know how to respond in emergency situations?	-
					<b>No</b>

Support Expectation

<b>34.</b>	<b>V.S.1</b>	<b>Safety Support Implementation</b> <b>The individual’s safety is addressed by the implementation of needed supports.</b>			
	103.	O 18	Observation	Support persons protect the individual’s safety.	<b>ONA</b>
					<b>No</b>
	104.	SPI 15	Support Person Interview	How are any safety concerns for the individual addressed?	-
					<b>No</b>
	105.	SPI 18	Support Person Interview	Does the individual know what the emergency and fire evacuation plans require him or her to do?	-
					<b>No</b>
	106.	SPI 17	Support Person Interview	What are the individual’s needs during an evacuation?	<b>ONA</b>
					<b>No</b>
	107.	SPI 16	Support Person Interview	How is the individual taught to recognize and report unsafe situations to others?	-
					<b>No</b>

Support Expectation

<b>35.</b>	<b>V.S.2</b>	<b>Support for Environmental Safety</b> <b>Environments that the individual lives, works, and recreates in are safe, maintained and accessible.</b>			
	108.	O 6	Observation	The environment supports the individual’s needs, abilities, and interests.	-
					<b>Conditional</b>

**VI Health & Wellness**

Health and wellness is important to everyone. Being healthy means something different to each person. For some it may mean taking good care of one’s self to avoid illness. For others, it may be taking care of a medical condition such as high blood pressure or diabetes. For some people, it might be improving one’s overall lifestyle or paying attention to physical and emotional wellness.

People need access to quality health care. People need to see doctors and other health professionals when they are ill. Medical care is also necessary when people are healthy. People need routine check-ups, medical screenings, and immunizations to stay in good health.

People make many decisions that affect their health. Some decisions are about how to live – what to eat and how much – to exercise regularly – to smoke or not – to use alcohol in excess – to practice safe sex? Some decisions carry significant risks. These are all decisions each person must make for himself or herself. Other decisions are about the type of medical treatment. People must decide what medications to take or when to have surgery. People should make informed decisions on these matters. They should know the risks and potential benefits of each decision.

Support providers must help people gather the facts necessary to make informed decisions. People may help to schedule and get to appointments. Support providers must know and understand people’s medical issues. They must be sensitive to each individual’s expression of symptoms. People may need support to take their medicine. They also may need help to follow other prescribed treatments. Support providers must help people learn about their own health issues and how to stay healthy. Support providers need to promote healthy lifestyles while still respecting choice.

Personal Outcome

<b>36.</b>	<b>VI.O.1</b>	<b>Informed Health Care Decisions</b>			
		<b>The individual makes informed health and wellness-promoting decisions, including those for needed medical and other health care services.</b>			
	109.	CI 81	Consumer Interview	Do you know who to contact if you have a health concern or do not feel well?	- Conditional
	110.	CI 62	Consumer Interview	Do you make the healthcare appointments that you need?	- Conditional
	111.	CI 46	Consumer Interview	Do you know what to do to stay healthy?	- Conditional
	112.	CI 64	Consumer Interview	Does anyone talk to you about your health?	- Conditional

Personal Outcome

<b>37.</b>	<b>VI.O.2</b>	<b>Needed Health Care</b>			
		<b>The individual has needed medical and health care.</b>			
	113.	D 7	Documentation	All required medical assessments and appointments are current.	- Conditional
	114.	D 7a	Documentation	The individual receives necessary oral and dental care including assessment, treatment and follow-up.	<b>ONA</b> Conditional
	115.	D 7b	Documentation	Support providers carry out all health related orders as determined by health care professionals.	<b>ONA</b> No
	116.	D 8	Documentation	There is evidence the individual experiences prompt treatment, management and follow-up services for his or her health issues upon identification.	<b>ONA</b> Conditional
	117.	O 15	Observation	Adaptive equipment and assistive technology, if needed, is used by the individual to increase his or her independent participation in daily activities.	- No
	118.	O 21	Observation	The individual's health needs are addressed during daily activities.	<b>ONA</b> No
	119.	O 25	Observation	Support providers follow applicable DMR Health Regulations, policies, and procedures, advisories and directives.	- No

Support Expectation

<b>38.</b>	<b>VI.S.1</b>	<b>Health Care Support Decisions</b>			
		<b>The individual is supported to make informed health and wellness-promoting decisions.</b>			
	120.	SPI 33	Support Person Interview	How do you support the individual to discuss his or her health concerns?	
					-
					<b>No</b>
	121.	SPI 34	Support Person Interview	How is the individual supported to learn about and live a healthy lifestyle?	
					-
					<b>No</b>
	122.	SPI 36	Support Person Interview	How do you support the individual to learn about and take his or her medication?	
					-
					<b>No</b>
	123.	SPI 8	Support Person Interview	How is the individual supported to acquire, use and maintain equipment needed to sustain his or her health, wellness and independence?	
					-
					<b>No</b>

Support Expectation

<b>39.</b>	<b>VI.S.2</b>	<b>Support Staff Training In Healthcare Needs</b>			
		<b>Support staff are trained to meet the healthcare needs of the individual.</b>			
	124.	D 36	Documentation	The Individual Plan identifies additional qualifications and training required for staff to adequately support the person, if needed.	
					<b>ONA</b>
					<b>Always</b>
	125.	SPI 35	Support Person Interview	What are the individual's medical needs and how are these addressed?	
					-
					<b>No</b>

**VII Satisfaction**

For many of us the question that means the most in terms of quality of life is: Are we satisfied with our lives? One’s satisfaction with his or her life reflects a general sense of well-being or contentment involving a range of life experiences and conditions. Individual satisfaction is a key to quality and the most important perspective on quality is an individual’s experience and point of view; the personal perceptions of one’s quality of life.

Satisfaction with the course of our lives may involve having basic needs met, the extent of present choice and decision-making, life goals for the future and the pursuit and achievement of those goals. It may involve the quality of relationships, valued community involvement, health and wellness, safety, cultural heritage expression, home, work and leisure.

The conditions of life and one’s values and interests differ from one individual to another and over time as well. Support providers may assist individuals in achieving satisfaction with the course of their lives by asking individuals or family members, as appropriate, about quality of life circumstances, what they believe is working well and what could make things better. Support providers work with individuals to have unique opportunities to make progress and to increase satisfaction in their lives.

Support and service quality begins with a good individual planning process that emphasizes an individual’s strengths and capabilities. Support providers arrange the support and service an individual receives to match his or her needs, preferences and expectations. The individual’s perception of his or her supports and services guides the development and revision of plans that should lead to positive outcomes and personal satisfaction. In other words the individual would lead a full, satisfying and safe life. As necessary, the individual is assisted to find and pursue other realistic support options if he or she expresses dissatisfaction with expected outcomes or the means of achieving them.

In instances where it may be difficult to understand what an individual is communicating about his or her satisfaction, opinion and insight may be sought from family members or others, as appropriate.

Individuals who are satisfied with their lives, supports and services, typically:  
 express their satisfaction when asked;  
 express a positive outlook on life;  
 show their satisfaction in other ways when they cannot communicate it;  
 have a personal advocate who expresses satisfaction if they cannot express or show it;  
 seek to maintain what they have, and;  
 want to continue with their current services and supports and/or their service coordinator.

Personal Outcome

**40. VII.O.1 Life Satisfaction**

**The individual is satisfied with the course of his or her life.**

126.	CI 1	Consumer Interview	Are you happy with where you live?	-	No
127.	CI 67	Consumer Interview	Are you happy with the relationships you have?	-	No
128.	O 26	Observation	The individual shows satisfaction with things that he or she chooses to do.	-	No

Personal Outcome

**41. VII.O.2 Support Satisfaction**

**The individual is satisfied with the support he or she receives.**

129.	CI 71	Consumer Interview	Do your staff listen to you? Do staff do what you want them to do – be on time, be flexible, change schedule when you need them to?	-	No
130.	CI 12	Consumer Interview	Do you have access to the Internet, or computer technology if you want it?	-	No
131.	CI 11	Consumer Interview	Do you have a guardian? If you have a guardian, do you like how your guardian helps you?	-	Conditional
132.	CI 69	Consumer Interview	Are you happy with your Case Manager?	-	Always
133.	CI 72	Consumer Interview	Do you get enough hours of support?	-	Conditional
134.	CI 77	Consumer Interview	Are you happy with the doctors you see? The care you receive from them?	-	Conditional

Support Expectation

**42. VII.S.1 Life Satisfaction Support**

**The individual is supported to have a satisfying life.**

135.	SPI 47	Support Person Interview	Is the individual happy with his or her life right now? If not what changes would make things better?	-	No
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Support Expectation

**43. VII.S.3 Support Satisfaction Assistance**

**The individual is assisted through the Individual Plan process to have supports that he or she is satisfied with.**

136.	D 21	Documentation	Periodic Reviews of the Individual Plan document the individual's satisfaction with supports and services.	-	Always
137.	O 13	Observation	The individual is supported to accomplish outcomes as identified in his or her plan.	-	No
138.	SPI 51	Support Person Interview	How do you know the individual is satisfied with supports identified in his or her plan?	-	No

Support Expectation

**44. VII.S.4 Support Satisfaction Expression**

**The individual is assisted to express his or her opinion about satisfaction with supports received.**

139.	SPI 50	Support Person Interview	What steps are taken to respond to the individual's concerns about his or her supports?	-	No
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Support Expectation

**45. VII.S.5 Support Person's Satisfaction with Individual's Supports**

**Persons who support the individual are satisfied with the support the individual receives.**

140.	SPI 53	Support Person Interview	What aspects of the support that the individual receives are you satisfied with? Not satisfied with?	-	No
141.	SPI 54	Support Person Interview	If you have a concern about the individual's supports and services, are your concerns addressed?	-	No

# Day Support Options Service Tool

DMR  
ONA? Responsible?

## I Planning and Personal Achievement

We all define our personal goals and dreams for the future. Talking about these dreams is the first step toward realizing them. Developing a plan helps to capture a person's hopes and dreams for the future and translate them into action. The plan will establish the direction a person wants to go, determine the supports needed to get there, and identify who will support the person to reach their dreams. Planning can help us listen to, and take direction from, the person or people who know the person best. It also helps us focus on the person's preferences, strengths, and talents.

A good planning process helps to organize and use natural supports like family, friends, and acquaintances, and formal community supports and services to help the person achieve what is important to them. The plan may focus on developing personal competencies and skills. Experiences that help people learn how to live on their own, find the right job, make friends, take the bus around town, or pursue a hobby or leisure interest create opportunities to participate in a wider range of chosen activities.

When people have a variety of experiences and opportunities to try new things, their choices increase and their goals and hopes for the future are enriched. People pursue personal goals and dreams throughout their life. Most people find this pursuit a rewarding and valued activity. We all need to feel we are making progress toward our personal goals. Recognizing and celebrating our accomplishments give us the strength and determination to take risks and pursue new challenges.

### Personal Outcome

#### 1. I.O.1 Planning Process Direction

**The individual directs his or her planning process.**

1.	D 1	Documentation	The individual's plan indicates he or she directed or participated in the planning process to the extent that he or she chose to participate.	-	Always
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### Personal Outcome

#### 2. I.O.2 Preferences and Goals

**The individual expresses preferences and personal goals for inclusion in the planning process.**

2.	CI 40	Consumer Interview	Are the things you are doing now the things you want to do?	-	Always
3.	CI 38	Consumer Interview	Do you go to meetings to talk about your individual plan?	-	Always
4.	CI 39	Consumer Interview	At your planning meeting, did people ask you what you like to do?	-	Always
5.	D 4	Documentation	The individual's preferences and personal goals are identified in his or her plan.	<b>ONA</b>	Always

### Personal Outcome

#### 3. I.O.3 Service and Provider Choice

**The individual chooses services, the degree of self-direction and providers to the extent he or she wishes.**

6.	CI 80	Consumer Interview	Did you choose the agency/vendor that is supporting you or providing you this residential or day/vocational service/program?	-	Always
7.	CI 21	Consumer Interview	If you want to change your service, how do you make the change?	-	Always
8.	CI 79	Consumer Interview	Did your case manager explain to you that you could hire your friend or neighbor if you want to?	-	Always
9.	D 16	Documentation	The individual's choice of service options and support providers are reflected in his or her individual plan.	-	Always

**Personal Outcome**

<b>4.</b>	<b>I.O.4</b>	<b>Plan Change</b>	<b>The individual influences/directs changes to the individual plan based on changes to his/her life goals or circumstances.</b>	
10.	CI 56	Consumer Interview	Are you happy with the people who provide help and assistance to you at home or at your job?	- No
11.	CI 41	Consumer Interview	Are you working on things that you identified at your planning meeting? What things are you working on now?	- No
12.	D 33	Documentation	The Individual Plan or Periodic Review documents responsiveness to the individual's requests to make changes in supports and services or providers, if applicable.	<b>ONA</b> Always

**Personal Outcome**

<b>5.</b>	<b>I.O.5</b>	<b>Plan Outcomes</b>	<b>The individual is developing or has personal competencies and is realizing personal goals.</b>	
13.	CI 48	Consumer Interview	Are you happy with progress you made to meet your goals?	- Conditional
14.	D 18	Documentation	Periodic Reviews of the Individual Plan reflect progress on personal outcomes identified in the individual's plan.	- Always

**Support Expectation**

<b>6.</b>	<b>I.S.1</b>	<b>Comprehensive Assessment</b>	<b>Comprehensive information concerning the individual's preferences, personal goals, needs and abilities, health status and other available information is gathered in preparation for developing a personalized Individual Plan.</b>	
15.	D 11a	Documentation	Demographic and personal information is maintained in the individual's record.	- No
16.	D 5a	Documentation	The individual's record contains necessary and current health assessments, screenings, evaluations, reports and/or profiles.	<b>ONA</b> Conditional
17.	D 5b	Documentation	The individual's record contains necessary and current safety assessments, screenings, evaluations, reports and/or profiles.	- Conditional
18.	D 5c	Documentation	The individual's record contains necessary and current programmatic assessments, screenings, evaluations, reports and/or profiles.	- Conditional
19.	D 48	Documentation	For HCBS Waiver recipients, the individual record shows that the HCBS Waiver Level of Care evaluation has been completed and is current.	- Always
20.	SPI 1	Support Person Interview	How is the individual helped to prepare for and participate in his or her planning process?	- No

Support Expectation

<b>7.</b>	<b>I.S.2</b>	<b>Needs Addressed in Plan</b>				
		<b>The individual plan comprehensively addresses the individual's need for HCBS, health care and other services in accordance with his/her expressed personal preferences and goals.</b>				
21.	D 57	Documentation	The individual's plan is on file at the service location, available for support staff to implement.	-	Conditional	
22.	D 2	Documentation	The individual's annual plan is developed on a timely basis.	-	Always	
23.	D 3	Documentation	Each HCBS Waiver service relates to an identified need in the Individual Plan.	-	Always	
24.	D 13	Documentation	The individual's plan indicates he or she is working on chosen goals.	-	Always	
25.	D 9	Documentation	The individual's plan identifies behavioral issues and strategies, as applicable.	-	Always	
26.	D 10	Documentation	The individual's plan identifies any supports coordinated across settings.	-	Always	
27.	D 44	Documentation	The individual's plan identifies health and safety issues and strategies.	-	Always	
28.	D 23	Documentation	The individual's record contains necessary consent forms.	<b>ONA</b>	Always	
				-	Conditional	

Support Expectation

<b>8.</b>	<b>I.S.3</b>	<b>Support for Service Choice</b>				
		<b>The individual is provided with information and support to choose his/her service options, support providers and degree of self-direction and management as desired.</b>				
29.	D 19	Documentation	The individual's record indicates the case manager shared information with the person and his or her representatives and was supported to choose his/her service options, providers and degree of self-direction and management, as desired.	-	Always	
30.	SPI 32	Support Person Interview	How is the individual supported to make a change in his or her services if desired?	-	No	

Support Expectation

<b>9.</b>	<b>I.S.4</b>	<b>Timely Plan Modification</b>				
		<b>The individual's plan is reviewed and modified as needed in a timely manner and based on changes in personal circumstances.</b>				
31.	D 20	Documentation	Periodic Reviews of the Individual Plan reflect modifications to the plan based on changes in the individual's life goals or circumstances and preferences.	<b>ONA</b>	Always	
32.	SPI 3	Support Person Interview	Is the individual's plan reviewed and updated based on changes in his or her life and personal choice?	-	No	
33.	SPI 4	Support Person Interview	How do you provide input on the individual's behalf for plan modification, regarding changes in his or her life and personal choice?	-	No	
34.	SPI 5	Support Person Interview	How have any changes to the individual's plan been communicated to you?	-	No	

Support Expectation

10.	I.S.5	Plan Implemented as Written				
<b>The person's Individual Plan is implemented as written.</b>						
35.	D 43a	Documentation	The plan is implemented on a timely basis.	-	No	
36.	D 43	Documentation	Direct service providers maintain documentation of supports and services provided and progress made.	<b>ONA</b>	No	
37.	D 15	Documentation	Periodic reviews of the Individual's Plan identify that needed services and supports are received.	<b>ONA</b>	Conditional	
38.	D 35	Documentation	Support person training regarding the individual's health, safety, and plan is documented.	-	No	
39.	O 14	Observation	Support persons recognize and use naturally occurring opportunities when teaching.	-	No	
40.	O 7	Observation	Sufficient support persons are available to meet the individual's support and service needs identified in his or her Plan.	<b>ONA</b>	No	
41.	O 8	Observation	Support persons are able to demonstrate the skills needed to assist the individual to achieve his or her goals.	-	No	
42.	SPI 2	Support Person Interview	What are the specific strategies in place to help the individual achieve his or her goals?	-	No	
43.	SPI 11	Support Person Interview	What are the behavioral interventions used to support the individual?	-	No	

Support Expectation

11.	I.S.6	Support Individualized and Effective				
<b>The individual is understood by staff and supported through effective communication that reflects his or her likes, dislikes, preferences and abilities.</b>						
44.	O 10	Observation	Support persons communicate in effective ways the individual can understand and takes the time to listen to the individual and are responsive when the individual communicates.	<b>ONA</b>	No	
45.	O 16	Observation	Support persons give assistance to the individual only when necessary.	-	No	
46.	SPI 7	Support Person Interview	Describe how the individual communicates.	-	No	

## II Relationships & Community Inclusion

The relationships we have with others are often the most important things in life. They can bring us happiness and excitement. They can also give us comfort, guidance, companionship, and support. People have all types of relationships – acquaintances, close friends, family, and people with whom they share their most intimate feelings, fears, and dreams. For some people, their relationships with support providers may also be very important. They often involve mutual caring and emotional support. However people should have the opportunity to develop other relationships in addition to paid support providers. People may need help to meet others. They may also to learn what they should do to make and keep acquaintances and friends.

Most people like to be with and feel connected to others. Being in the community to join with others with common interests helps people to develop interests and preferences. The community offers many places to go, things to do, and people to meet. Stores, restaurants, theaters, banks, ball fields, and beaches are all places in the community. They are for people’s use and enjoyment.

People may need support to learn about and access the community. Going places in the community gives people the opportunity to meet new people, try new experiences, and learn new things. This could include clubs, sports leagues, churches, civic and political groups, or volunteer work. Being active in the community gives people the chance to have different social roles. It also allows others to learn about the person, their many qualities and their value to the community.

### Personal Outcome

12.	II.O.1	<b>Relationship Choice</b> The individual has relationships he or she chooses.			
	47.	O 1	Observation	The individual likes others he or she spends time with.	- No

### Personal Outcome

13.	II.O.2	<b>Participation and Choice of Activities</b> The individual participates in experiences and activities in community, home, work, leisure and other settings as he or she chooses.			
	48.	SPI 26	Support Person Interview	Does the individual participate in the activities that he or she chooses? Describe the activities the individual chooses to participate in.	- No

### Support Expectation

14.	II.S.1	<b>Relationship Support</b> The individual is supported to maintain existing relationships, and experiences opportunities to develop new relationships as desired.			
	49.	SPI 14	Support Person Interview	How do you support the individual to develop new and healthy relationships?	- No

### Support Expectation

15.	II.S.2	<b>Support for Connections</b> The individual is supported to participate in experiences and activities of his or her choice in community, home, work, leisure and other settings that reflect personal interests and preferences.			
	50.	D 17	Documentation	The record indicates the individual is engaging in activities that reflect personal preferences.	<b>ONA</b> No
	51.	SPI 29	Support Person Interview	How do you help the individual to choose and participate in experiences and activities that he or she wants? Give some recent examples.	- No
	52.	SPI 24	Support Person Interview	How do you support the individual to learn what is available in the community and to participate in his or her community?	- No

### III Choice & Control

Choice is the opportunity to choose from a variety of options. People make choices every day. Some are basic choices like what to eat, when to go to bed, or what to do for fun. Others are major life choices such as where and with whom to live, where to work and how to express one's faith. All of these choices are important and belong to the person. People's choices often change over time. The choices and decisions we make about our lives are shaped by opportunities, experiences, and personal priorities.

Control means having power over the course of one's life. It is directing the many choices that shape one's life. It means deciding one's own goals and guiding the planning process. These goals become the focus of supports. It also means choosing one's own supports and services. This could include choice of service provider, the people who provide direct support at home or at work, doctors, pharmacists, bankers, and other services available in the community.

Support providers must take the time to really listen to people. Not everyone can easily express their choices in words. Some people communicate in other ways, such as gestures, expressions, or through their actions. Support providers may need to help people understand their options and the consequences of their choices and decisions. Some people are reluctant to make choices and look to their friends, family, and support providers to decide. They may need support and experience to feel more comfortable making their own choices.

#### Personal Outcome

<b>16.</b>	<b>III.O.2</b>	<b>Work or Day Activity Choice</b> <b>The individual chooses what he or she does for work, retirement, or other day options.</b>			
	53.	CI 57	Consumer Interview	If you want to change what you are doing during the day, how do you go about it?	- Conditional
	54.	CI 31	Consumer Interview	Who chose your job or day activity program?	- No

#### Personal Outcome

<b>17.</b>	<b>III.O.3</b>	<b>Daily Living Choice</b> <b>The individual chooses how to live his or her life, personal activities and routines based on his or her preferences and interests.</b>			
	55.	CI 22	Consumer Interview	Do you choose the activities that you participate in?	- No
	56.	CI 58	Consumer Interview	Do you have ways to express your ethnicity, cultural heritage, and religious preference if you want?	- No

#### Personal Outcome

<b>18.</b>	<b>III.O.4</b>	<b>Chooses Support Staff</b> <b>The individual chooses his or her support staff.</b>			
	57.	CI 28	Consumer Interview	Do you choose the support staff who help you?	<b>ONA</b> No
	58.	SPI 41	Support Person Interview	How is the individual involved in staff hiring?	- No

#### Support Expectation

<b>19.</b>	<b>III.S.1</b>	<b>Support for Service Choices</b> <b>The individual is informed about and supported to select where he or she lives, with whom and what to do for work, retirement or other day options.</b>			
	59.	SPI 44	Support Person Interview	Was the individual supported to choose his or her day activity and to explore other options?	- No

Support Expectation

20. III.S.2 **Lifestyle Support**  
**The individual is supported to follow the lifestyle, personal activities, and routines of his or her choice based on personal preferences and interests.**

60. 0 4 Observation The individual is supported to make choices in all areas observed.

**ONA**      **No**

Support Expectation

21. III.S.3 **Cultural Preferences are Supported**  
**The individual is supported in following the lifestyle, personal activities, and routines that reflect his or her cultural preference.**

61. SPI 39 Support Person Interview How do you support the individual to express their ethnicity, cultural heritage, and religious preference if he or she wants?

-      **No**

**IV Rights, Respect & Dignity**

People in the United States have legal rights. Some of them are freedom of speech, freedom of religion, and the right to privacy. People also have basic liberties. People can move about freely, have private time and space, and keep their own personal possessions. People can choose when and with whom they share personal information. Sometimes people need support to enjoy their freedom and exercise their rights.

All people should be free from abuse and neglect. People who have experienced abuse or neglect may feel the effects of physical and emotional harm for a long time.

All people are equal members of their community. We all deserve to be treated with respect and dignity. Every person matters and should be valued. Being treated with respect feels good. One way to show respect is by really listening to people. “Really listening,” means being sensitive to people’s words, actions, and feelings. Another way of showing respect is by speaking to people politely. Physical help should be gentle and respectful. Respect also includes recognizing and valuing individual differences.

Having economic security is important to everyone. This means enough money for food, clothes, and a place to live. People should also have some spending money. Medical insurance is needed to stay healthy and get health care when sick. People need a way to replace possessions if they are stolen or destroyed.

Having economic security allows people to look forward to, and plan for, their future.

People may need assistance to keep their money and other resources safe. People may need a support to budget their money and use money to make purchases or pay for things they need or enjoy. Supports should help people be in charge of their money. Support providers should only provide the assistance that the person wants and needs to manage their resources.

Personal Outcome

<b>22.</b>	<b>IV.O.1</b>	<b>Value and Respect Experience</b> <b>The individual feels valued and respected.</b>			
	62.	CI 3	Consumer Interview	Are your support staff nice and polite to you?	- No
	63.	CI 37	Consumer Interview	Do people ask for your opinions and input? When? How often?	- No
	64.	O 3	Observation	The individual has privacy when he or she wants or needs it.	<b>ONA</b> No

Personal Outcome

<b>23.</b>	<b>IV.O.2</b>	<b>Mistreatment and Harm</b> <b>The individual has not experienced abuse and neglect, and is free from physical and emotional harm.</b>			
	65.	CI 59	Consumer Interview	Do you know what abuse, neglect are?	- No
	66.	CI 53	Consumer Interview	Who can you tell if you feel you have not been treated like you want to?	- No
	67.	CI 60	Consumer Interview	Do you know how to ask for help if somebody is hurting you or someone else?	- No
	68.	D 54	Documentation	The individual has not experienced abuse or neglect.	<b>ONA</b> No

Personal Outcome

<b>24.</b>	<b>IV.O.3</b>	<b>Basic Rights</b> <b>The individual understands and exercises his or her basic rights.</b>			
	69.	O 5	Observation	The individual exercises rights as he or she chooses.	<b>ONA</b> No

<u>Personal Outcome</u>					
<b>25.</b>	<b>IV.O.4</b>	<b>Concern and Grievance Expression</b>	<b>The individual is knowledgeable about ways to express his or her concerns and grievances.</b>		
70.	CI 49	Consumer Interview	If you have a problem and/or complaint, do you have someone to talk to? Are you able to speak privately with someone about personal matters, if you want?	-	No
<u>Personal Outcome</u>					
<b>26.</b>	<b>IV.O.5</b>	<b>Economic Resources</b>	<b>The individual has sufficient economic resources.</b>		
71.	CI 74	Consumer Interview	Do you want a new job or one with more hours?	-	Conditional
72.	CI 73	Consumer Interview	Do you have enough money to buy necessary personal items and to participate in community activities?	-	Conditional
<u>Support Expectation</u>					
<b>27.</b>	<b>IV.S.1</b>	<b>Value and Respect Afforded</b>	<b>The individual is treated as a valued and respected person.</b>		
73.	D 55	Documentation	The support person has documented training regarding individual rights.	<b>ONA</b>	No
74.	O 2	Observation	The individual is treated by staff in a respectful and dignified manner.	<b>ONA</b>	No
<u>Support Expectation</u>					
<b>28.</b>	<b>IV.S.2</b>	<b>Harm Prevention</b>	<b>The individual is supported to be free from physical and emotional harm.</b>		
75.	D 39	Documentation	The individual's record contains documentation on DMR Form 255's for incidents of injury, restraint, unusual incidents and medication errors.	-	No
76.	D 40	Documentation	Individual's incidents and accidents are reported, investigated and followed-up as appropriate.	-	No
77.	D 45	Documentation	The individual's record shows Abuse and Neglect policy and procedures were followed.	-	No
78.	D 46	Documentation	The individual's record shows follow-up to Abuse and Neglect concerns regarding the individual, including notification to families.	-	Conditional
79.	D 56	Documentation	The support person has documented training regarding abuse and neglect reporting and prevention.	<b>ONA</b>	No
80.	O 17	Observation	Support persons respond to the individual's needs for assistance.	-	No
81.	SPI 40	Support Person Interview	How do you help the individual to learn to avoid potentially abusive and neglectful situations?	-	No
82.	SPI 9	Support Person Interview	What would you do if you witness abuse or neglect occurring?	<b>ONA</b>	No
83.	SPI 37	Support Person Interview	What are your agency's accident and incident reporting policies and procedures?	-	No

Support Expectation

<b>29.</b>	<b>IV.S.3</b>	<b>Support for Exercising Rights</b> <b>The individual is supported to exercise his/her rights responsibly.</b>		
84.	D 22	Documentation	There is evidence that the individual has the support of a guardian or advocate as needed.	- Always
85.	D 25	Documentation	There is evidence that the individual is informed of all constitutional, federal and state statutory rights.	- Always
86.	O 9	Observation	Support persons follow policies and procedures, as applicable, that effect restrictions of the individual's rights.	<b>ONA</b> No
87.	SPI 10	Support Person Interview	How do you help the individual exercise his or her rights?	- No

Support Expectation

<b>30.</b>	<b>IV.S.4</b>	<b>Rights Protected</b> <b>Individual rights are protected.</b>		
88.	D 26	Documentation	The individual's record contains necessary Human Rights Committee (HRC), Program Review Committee (PRC), and guardianship documents, as applicable.	- Conditional
89.	D 27	Documentation	The individual's record identifies that required procedures were followed if his or her rights were restricted.	<b>ONA</b> Conditional
90.	D 27d	Documentation	Approved behavioral techniques are used when an emergency restraint occurs.	<b>ONA</b> No
91.	D 27c	Documentation	Behavior modifying medications are managed consistent with the physician's treatment plan.	- No
92.	SPI 11a	Support Person Interview	Have you ever had to physically restrain the individual? If so, when and how?	- No

Support Expectation

<b>31.</b>	<b>IV.S.5</b>	<b>Concern and Grievance Response</b> <b>Concerns and grievances by the individual are sought and responded to.</b>		
93.	D 58	Documentation	The individual has been informed of the complaint procedure to follow if he or she is not satisfied with his or her services and supports.	- No
94.	SPI 45	Support Person Interview	How would you support the individual to make a complaint if he or she wants to?	- No

Support Expectation

<b>32.</b>	<b>IV.S.6</b>	<b>Support for Financial Interests</b> <b>The individual is supported to understand, obtain, and maintain insurances, entitlement benefits, and income.</b>		
95.	D 42	Documentation	The individual's record documents that applications/redeterminations for Medicaid Title 19 and other entitlements and benefits have been processed.	<b>ONA</b> Conditional

**Support Expectation**

<b>33.</b>	<b>IV.S.7</b>	<b>Personal Fund Accountability</b>	<b>Personal funds are individually maintained and protected by a financial accountability system.</b>			
	96.	D 29	Documentation	The individual's personal finances are protected through systematic record keeping.	<b>ONA</b>	<b>No</b>
	97.	SPI 20	Support Person Interview	What is the accounting and tracking system for the individual's finances?	-	<b>No</b>

**Support Expectation**

<b>34.</b>	<b>IV.S.8</b>	<b>Support for Money Management</b>	<b>The individual is supported to use money management skills.</b>			
	98.	D 12	Documentation	There is evidence that, if necessary, the individual is supported to obtain a legal representative to manage his or her finances.	-	<b>Always</b>
	99.	D 24	Documentation	The Individual Plan identifies the supports the individual needs to manage his or her finances.	-	<b>Always</b>

**V Safety**

Everyone wants to feel safe. People want live, work, and recreate in places that feel safe and are free from danger. This means the physical environment is healthy, clean, and safe. It also means that one is not hurt by other people in these places. Society has many laws and rules to keep homes and workplaces safe. People want to feel safe when they spend time in their neighborhood and community. People should be safe from crime and exploitation. People's feelings of safety are based on their experiences in life. Most people feel more secure when they spend time in familiar places with familiar people. If a person has been assaulted or hurt in an accident they may feel differently about their personal safety. They may need extra support or reassurance. People may feel physically safe, but feel harmed or threatened in certain situations. This can be as harmful as physical injury.

Life cannot be totally safe for anyone. Accidents can happen. Safety concerns must be balanced with other values such as dignity of risk. People are entitled to take risks. They should not be protected or isolated. Connections with family, friends, and neighbors can provide important safeguards. People's feelings about safety must be understood and respected. Support providers must recognize and address unsafe situations. They may also have to modify the environment to make it safer. People may need support to identify and understand safety issues. They may need help to learn and act in ways that are safe. People may need help to know how to handle an emergency. Support providers should never act or talk in a way that makes people feel unsafe.

Personal Outcome

**35. V.O.1 Safety in Environments**

**The individual feels safe in his or her home, neighborhood and community.**

100.	CI 45	Consumer Interview	Are you safe at work, having the personal safety equipment you need?	-	No
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Support Expectation

**36. V.S.1 Safety Support Implementation**

**The individual's safety is addressed by the implementation of needed supports.**

101.	D 47	Documentation	There is evidence that emergency plans as required by policy and procedures are in place.	-	No
102.	O 18	Observation	Support persons protect the individual's safety.	<b>ONA</b>	No
103.	SC 1	Safety Checklist	An Emergency Relocation Plan, a part of the DMR Special Operations Plan for Emergency Relocation, is maintained in a special notebook, the "Red Book", easily accessible to the staff.	-	No
104.	SC 2	Safety Checklist	The emergency response plan accommodates the support needs of the individual, each person's role during an emergency, and the availability of necessary medical information when the individual is away from his or her service location.	<b>ONA</b>	No
105.	SC 7	Safety Checklist	At the individual's Day Service, fire exit drills should be conducted quarterly.	-	No
106.	SC 8	Safety Checklist	A written plan of corrective action is documented and implemented for problems identified during a fire evacuation drill.	-	No
107.	SC 9	Safety Checklist	There are fully charged fire extinguishers available in the kitchen and furnace area.	-	No
108.	SC 10	Safety Checklist	There are working smoke detectors on each level of the location that meet the individual's needs.	<b>ONA</b>	No
109.	SC 18	Safety Checklist	Basic first aid supplies are readily available at the individual's service location.	-	No
110.	SC 19	Safety Checklist	Basic first aid supplies are readily available in vehicles used to transport the individual.	-	No
111.	SC 20	Safety Checklist	Personal protection equipment (PPE) is readily available at the individual's service location.	-	No
112.	SC 21	Safety Checklist	Personal protection equipment (PPE) is readily available in vehicles used to transport the individual.	-	No
113.	SC 34	Safety Checklist	Hot water temperature is maintained between 100 and 120 degrees Fahrenheit at water sources accessible to the individual.	-	No

114.	SC 49	Safety Checklist	There is documentation that the safe condition and designed use of adaptive equipment and safety devices is monitored.	-	No
115.	SC 48	Safety Checklist	Adaptive equipment and safety devices are in good condition and used as designed.	-	No
116.	SC 46	Safety Checklist	Vehicle adaptive equipment and vehicle safety devices are in good condition and used as designed.	-	No
117.	SC 47	Safety Checklist	There is documentation that the safe condition and designed use of adaptive vehicle safety devices is monitored.	<b>ONA</b>	No
118.	SPI 15	Support Person Interview	How are any safety concerns for the individual addressed?	-	No
119.	SPI 18	Support Person Interview	Does the individual know what the emergency and fire evacuation plans require him or her to do?	-	No
120.	SPI 17	Support Person Interview	What are the individual's needs during an evacuation?	-	No
121.	SPI 16	Support Person Interview	How is the individual taught to recognize and report unsafe situations to others?	<b>ONA</b>	No
122.	SPI 38	Support Person Interview	What would you do should a vehicle break down when traveling?	-	No
				-	No

**Support Expectation**

37.	V.S.2	Support for Environmental Safety			ONA?	DMR Responsible?
<b>Environments that the individual lives, works, and recreates in are safe, maintained and accessible.</b>						
123.	AP 2	Application Packet	There is documentation of annual sprinkler/fire alarm system servicing for a building that has a sprinkler and/or a fire alarm system.		ONA	No
124.	O 6	Observation	The environment supports the individual's needs, abilities, and interests.		-	Conditional
125.	SC 12	Safety Checklist	Designated means of escape are unobstructed.		ONA	No
126.	SC 13	Safety Checklist	Exterior doors open from the inside without the use of tools or keys.		ONA	No
127.	SC 14	Safety Checklist	Escape windows open without the use of tools.		ONA	No
128.	SC 15	Safety Checklist	Rooms and closets open from the inside.		ONA	No
129.	SC 16	Safety Checklist	Rooms that lock have tools which open them readily available.		ONA	No
130.	SC 17	Safety Checklist	Medications are to be kept locked, refrigerated as needed and access shall be limited to those authorized to administer medications except for individuals who self medicate and live independently.		ONA	No
131.	SC 28	Safety Checklist	The exterior and grounds of the individual's environment are safe.		-	No
132.	SC 27a	Safety Checklist	The individual's environment is clean.		-	No
133.	SC 27b	Safety Checklist	The individual's environment is structurally well-maintained.		-	No
134.	SC 50	Safety Checklist	There are no physical environmental conditions that require funding or a contracting process for remediation.		-	Conditional
135.	SC 27c	Safety Checklist	The individual's environment is adequately lighted, has a comfortable temperature and is free from unpleasant odors.		-	No
136.	SC 35	Safety Checklist	Furniture and furnishings are safe and in good repair.		-	No
137.	SC 30	Safety Checklist	The location has sufficient toileting and/or bathing facilities and supplies to meet the individual's needs.		ONA	No
138.	SC 32	Safety Checklist	Bathrooms, common areas, and personal living spaces afford privacy.		-	No
139.	SC 26	Safety Checklist	Kitchen and dining areas have appropriate equipment for the sanitary storage, preparation, and serving of food and an adequate supply of food.		ONA	No
140.	SC 36	Safety Checklist	Any electrical outlet within six feet of an open water source is protected by a ground fault circuit interrupter (GFCI).		-	No
141.	SC 37	Safety Checklist	Electrical sockets and extension cords are not overloaded.		ONA	No
142.	SC 39	Safety Checklist	Electrical cords are not run under rugs.		ONA	No

**DMR**  
**ONA? Responsible?**

143.	SC 40	Safety Checklist	Electrical outlets and junction boxes have cover plates and no exposed wires.	-	No
144.	SC 41	Safety Checklist	A means to wash and dry clothes is available.	-	No
145.	SC 42	Safety Checklist	Clothes dryers are properly vented to the outside or to an appropriate inside filter unit.	<b>ONA</b>	No
146.	SC 44	Safety Checklist	Poisonous substances are correctly labeled and safely stored according to the needs of the individual.	<b>ONA</b>	No
147.	SC 45	Safety Checklist	Combustible and flammable substances are used and stored appropriately.	<b>ONA</b>	No
148.	SC 29	Safety Checklist	The individual's environment is accessible, as needed, and promotes individual independence.	-	No

**VI Health & Wellness**

Health and wellness is important to everyone. Being healthy means something different to each person. For some it may mean taking good care of one's self to avoid illness. For others, it may be taking care of a medical condition such as high blood pressure or diabetes. For some people, it might be improving one's overall lifestyle or paying attention to physical and emotional wellness.

People need access to quality health care. People need to see doctors and other health professionals when they are ill. Medical care is also necessary when people are healthy. People need routine check-ups, medical screenings, and immunizations to stay in good health.

People make many decisions that affect their health. Some decisions are about how to live – what to eat and how much – to exercise regularly – to smoke or not – to use alcohol in excess – to practice safe sex? Some decisions carry significant risks. These are all decisions each person must make for himself or herself. Other decisions are about the type of medical treatment. People must decide what medications to take or when to have surgery. People should make informed decisions on these matters. They should know the risks and potential benefits of each decision.

Support providers must help people gather the facts necessary to make informed decisions. People may help to schedule and get to appointments. Support providers must know and understand people's medical issues. They must be sensitive to each individual's expression of symptoms. People may need support to take their medicine. They also may need help to follow other prescribed treatments. Support providers must help people learn about their own health issues and how to stay healthy. Support providers need to promote healthy lifestyles while still respecting choice.

Personal Outcome

- 38. VI.O.1 Informed Health Care Decisions**  
**The individual makes informed health and wellness-promoting decisions, including those for needed medical and other health care services.**

149.	CI 81	Consumer Interview	Do you know who to contact if you have a health concern or do not feel well?	-	Conditional
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Personal Outcome

- 39. VI.O.2 Needed Health Care**  
**The individual has needed medical and health care.**

150.	D 7b	Documentation	Support providers carry out all health related orders as determined by health care professionals.	<b>ONA</b>	No
151.	D 32	Documentation	The individual's record documents monitoring of medications and side effects.	-	Conditional
152.	O 15	Observation	Adaptive equipment and assistive technology, if needed, is used by the individual to increase his or her independent participation in daily activities.	-	No
153.	O 21	Observation	The individual's health needs are addressed during daily activities.	<b>ONA</b>	No
154.	O 25	Observation	Support providers follow applicable DMR Health Regulations, policies, and procedures, advisories and directives.	-	No

Support Expectation

- 40. VI.S.1 Health Care Support Decisions**  
**The individual is supported to make informed health and wellness-promoting decisions.**

155.	D 6	Documentation	There is evidence that the individual has needed support to manage his or her medication.	-	No
156.	SPI 34	Support Person Interview	How is the individual supported to learn about and live a healthy lifestyle?	-	No
157.	SPI 8	Support Person Interview	How is the individual supported to acquire, use and maintain equipment needed to sustain his or her health, wellness and independence?	-	No

Support Expectation

<b>41.</b>	<b>VI.S.2</b>	<b>Support Staff Training In Healthcare Needs</b>			
		<b>Support staff are trained to meet the healthcare needs of the individual.</b>			
158.	D 36	Documentation	The Individual Plan identifies additional qualifications and training required for staff to adequately support the person, if needed.	<b>ONA</b>	<b>Always</b>
159.	D 37	Documentation	There is documentation that at least one support staff on duty per shift is currently trained in cardiopulmonary resuscitation (CPR).	<b>ONA</b>	<b>No</b>
160.	D 38	Documentation	There is documentation that only licensed personnel or certified unlicensed personnel administer medications to the individual.	<b>ONA</b>	<b>No</b>
161.	SPI 35	Support Person Interview	What are the individual's medical needs and how are these addressed?	<b>ONA</b>	<b>No</b>
				-	<b>No</b>

**VII Satisfaction**

For many of us the question that means the most in terms of quality of life is: Are we satisfied with our lives? One’s satisfaction with his or her life reflects a general sense of well-being or contentment involving a range of life experiences and conditions. Individual satisfaction is a key to quality and the most important perspective on quality is an individual’s experience and point of view; the personal perceptions of one’s quality of life.

Satisfaction with the course of our lives may involve having basic needs met, the extent of present choice and decision-making, life goals for the future and the pursuit and achievement of those goals. It may involve the quality of relationships, valued community involvement, health and wellness, safety, cultural heritage expression, home, work and leisure.

The conditions of life and one’s values and interests differ from one individual to another and over time as well. Support providers may assist individuals in achieving satisfaction with the course of their lives by asking individuals or family members, as appropriate, about quality of life circumstances, what they believe is working well and what could make things better. Support providers work with individuals to have unique opportunities to make progress and to increase satisfaction in their lives.

Support and service quality begins with a good individual planning process that emphasizes an individual’s strengths and capabilities. Support providers arrange the support and service an individual receives to match his or her needs, preferences and expectations. The individual’s perception of his or her supports and services guides the development and revision of plans that should lead to positive outcomes and personal satisfaction. In other words the individual would lead a full, satisfying and safe life. As necessary, the individual is assisted to find and pursue other realistic support options if he or she expresses dissatisfaction with expected outcomes or the means of achieving them.

In instances where it may be difficult to understand what an individual is communicating about his or her satisfaction, opinion and insight may be sought from family members or others, as appropriate.

Individuals who are satisfied with their lives, supports and services, typically:  
 express their satisfaction when asked;  
 express a positive outlook on life;  
 show their satisfaction in other ways when they cannot communicate it;  
 have a personal advocate who expresses satisfaction if they cannot express or show it;  
 seek to maintain what they have, and;  
 want to continue with their current services and supports and/or their service coordinator.

Personal Outcome

**42. VII.O.1 Life Satisfaction**

**The individual is satisfied with the course of his or her life.**

162.	CI 2	Consumer Interview	Do you like working at your job or going to your day program?	-	<b>No</b>
163.	CI 67	Consumer Interview	Are you happy with the relationships you have?	-	<b>No</b>
164.	CI 66	Consumer Interview	Do you get to control your money as much as you want to?	-	<b>No</b>
165.	O 26	Observation	The individual shows satisfaction with things that he or she chooses to do.	-	<b>No</b>

Personal Outcome

**43. VII.O.2 Support Satisfaction**

**The individual is satisfied with the support he or she receives.**

166.	CI 11	Consumer Interview	Do you have a guardian? If you have a guardian, do you like how your guardian helps you?	-	<b>Conditional</b>
167.	CI 69	Consumer Interview	Are you happy with your Case Manager?	-	<b>Always</b>
168.	CI 68	Consumer Interview	Are you getting the supports you want?	-	<b>Conditional</b>

<u>Support Expectation</u>					
<b>44.</b>	<b>VII.S.1</b>	<b>Life Satisfaction Support</b> <b>The individual is supported to have a satisfying life.</b>			
169.	SPI 47	Support Person Interview	Is the individual happy with his or her life right now? If not what changes would make things better?	-	No
<u>Support Expectation</u>					
<b>45.</b>	<b>VII.S.2</b>	<b>Life Satisfaction Expression</b> <b>The individual is supported to express satisfaction with his or her life.</b>			
170.	SPI 48	Support Person Interview	How do you know if the individual is satisfied with the quality of his or her life?	-	No
<u>Support Expectation</u>					
<b>46.</b>	<b>VII.S.3</b>	<b>Support Satisfaction Assistance</b> <b>The individual is assisted through the Individual Plan process to have supports that he or she is satisfied with.</b>			
171.	D 21	Documentation	Periodic Reviews of the Individual Plan document the individual's satisfaction with supports and services.	-	Always
172.	O 13	Observation	The individual is supported to accomplish outcomes as identified in his or her plan.	-	No
173.	SPI 51	Support Person Interview	How do you know the individual is satisfied with supports identified in his or her plan?	-	No
<u>Support Expectation</u>					
<b>47.</b>	<b>VII.S.4</b>	<b>Support Satisfaction Expression</b> <b>The individual is assisted to express his or her opinion about satisfaction with supports received.</b>			
174.	SPI 50	Support Person Interview	What steps are taken to respond to the individual's concerns about his or her supports?	-	No
<u>Support Expectation</u>					
<b>48.</b>	<b>VII.S.5</b>	<b>Support Person's Satisfaction with Individual's Supports</b> <b>Persons who support the individual are satisfied with the support the individual receives.</b>			
175.	SPI 53	Support Person Interview	What aspects of the support that the individual receives are you satisfied with? Not satisfied with?	-	No
176.	SPI 54	Support Person Interview	If you have a concern about the individual's supports and services, are your concerns addressed?	-	No

# Sheltered Employment Service Tool

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## I Planning and Personal Achievement

We all define our personal goals and dreams for the future. Talking about these dreams is the first step toward realizing them. Developing a plan helps to capture a person's hopes and dreams for the future and translate them into action. The plan will establish the direction a person wants to go, determine the supports needed to get there, and identify who will support the person to reach their dreams. Planning can help us listen to, and take direction from, the person or people who know the person best. It also helps us focus on the person's preferences, strengths, and talents.

A good planning process helps to organize and use natural supports like family, friends, and acquaintances, and formal community supports and services to help the person achieve what is important to them. The plan may focus on developing personal competencies and skills. Experiences that help people learn how to live on their own, find the right job, make friends, take the bus around town, or pursue a hobby or leisure interest create opportunities to participate in a wider range of chosen activities.

When people have a variety of experiences and opportunities to try new things, their choices increase and their goals and hopes for the future are enriched. People pursue personal goals and dreams throughout their life. Most people find this pursuit a rewarding and valued activity. We all need to feel we are making progress toward our personal goals. Recognizing and celebrating our accomplishments give us the strength and determination to take risks and pursue new challenges.

### Personal Outcome

#### 1. I.O.1 Planning Process Direction

**The individual directs his or her planning process.**

1.	D 1	Documentation	The individual's plan indicates he or she directed or participated in the planning process to the extent that he or she chose to participate.	-	Always
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### Personal Outcome

#### 2. I.O.2 Preferences and Goals

**The individual expresses preferences and personal goals for inclusion in the planning process.**

2.	CI 40	Consumer Interview	Are the things you are doing now the things you want to do?	-	Always
3.	CI 38	Consumer Interview	Do you go to meetings to talk about your individual plan?	-	Always
4.	CI 39	Consumer Interview	At your planning meeting, did people ask you what you like to do?	-	Always
5.	D 4	Documentation	The individual's preferences and personal goals are identified in his or her plan.	<b>ONA</b>	Always

### Personal Outcome

#### 3. I.O.3 Service and Provider Choice

**The individual chooses services, the degree of self-direction and providers to the extent he or she wishes.**

6.	CI 80	Consumer Interview	Did you choose the agency/vendor that is supporting you or providing you this residential or day/vocational service/program?	-	Always
7.	CI 21	Consumer Interview	If you want to change your service, how do you make the change?	-	Always
8.	CI 79	Consumer Interview	Did your case manager explain to you that you could hire your friend or neighbor if you want to?	-	Always
9.	D 16	Documentation	The individual's choice of service options and support providers are reflected in his or her individual plan.	-	Always

**Personal Outcome**

<b>4.</b>	<b>I.O.4</b>	<b>Plan Change</b>	<b>The individual influences/directs changes to the individual plan based on changes to his/her life goals or circumstances.</b>		
10.	CI 56	Consumer Interview	Are you happy with the people who provide help and assistance to you at home or at your job?	-	No
11.	CI 41	Consumer Interview	Are you working on things that you identified at your planning meeting? What things are you working on now?	-	No
12.	D 33	Documentation	The Individual Plan or Periodic Review documents responsiveness to the individual's requests to make changes in supports and services or providers, if applicable.	<b>ONA</b>	<b>Always</b>

**Personal Outcome**

<b>5.</b>	<b>I.O.5</b>	<b>Plan Outcomes</b>	<b>The individual is developing or has personal competencies and is realizing personal goals.</b>		
13.	CI 48	Consumer Interview	Are you happy with progress you made to meet your goals?	-	Conditional
14.	D 18	Documentation	Periodic Reviews of the Individual Plan reflect progress on personal outcomes identified in the individual's plan.	-	Always

**Support Expectation**

<b>6.</b>	<b>I.S.1</b>	<b>Comprehensive Assessment</b>	<b>Comprehensive information concerning the individual's preferences, personal goals, needs and abilities, health status and other available information is gathered in preparation for developing a personalized Individual Plan.</b>		
15.	D 11a	Documentation	Demographic and personal information is maintained in the individual's record.	-	No
16.	D 5a	Documentation	The individual's record contains necessary and current health assessments, screenings, evaluations, reports and/or profiles.	<b>ONA</b>	Conditional
17.	D 5b	Documentation	The individual's record contains necessary and current safety assessments, screenings, evaluations, reports and/or profiles.	-	Conditional
18.	D 5c	Documentation	The individual's record contains necessary and current programmatic assessments, screenings, evaluations, reports and/or profiles.	-	Conditional
19.	D 48	Documentation	For HCBS Waiver recipients, the individual record shows that the HCBS Waiver Level of Care evaluation has been completed and is current.	-	Always
20.	SPI 1	Support Person Interview	How is the individual helped to prepare for and participate in his or her planning process?	-	No

Support Expectation

<b>7.</b>	<b>I.S.2</b>	<b>Needs Addressed in Plan</b>				
		<b>The individual plan comprehensively addresses the individual's need for HCBS, health care and other services in accordance with his/her expressed personal preferences and goals.</b>				
21.	D 57	Documentation	The individual's plan is on file at the service location, available for support staff to implement.	-	Conditional	
22.	D 2	Documentation	The individual's annual plan is developed on a timely basis.	-	Always	
23.	D 3	Documentation	Each HCBS Waiver service relates to an identified need in the Individual Plan.	-	Always	
24.	D 13	Documentation	The individual's plan indicates he or she is working on chosen goals.	-	Always	
25.	D 9	Documentation	The individual's plan identifies behavioral issues and strategies, as applicable.	-	Always	
26.	D 10	Documentation	The individual's plan identifies any supports coordinated across settings.	-	Always	
27.	D 44	Documentation	The individual's plan identifies health and safety issues and strategies.	-	Always	
28.	D 23	Documentation	The individual's record contains necessary consent forms.	<b>ONA</b>	Always	
				-	Conditional	

Support Expectation

<b>8.</b>	<b>I.S.3</b>	<b>Support for Service Choice</b>				
		<b>The individual is provided with information and support to choose his/her service options, support providers and degree of self-direction and management as desired.</b>				
29.	D 19	Documentation	The individual's record indicates the case manager shared information with the person and his or her representatives and was supported to choose his/her service options, providers and degree of self-direction and management, as desired.	-	Always	
30.	SPI 32	Support Person Interview	How is the individual supported to make a change in his or her services if desired?	-	No	

Support Expectation

<b>9.</b>	<b>I.S.4</b>	<b>Timely Plan Modification</b>				
		<b>The individual's plan is reviewed and modified as needed in a timely manner and based on changes in personal circumstances.</b>				
31.	D 20	Documentation	Periodic Reviews of the Individual Plan reflect modifications to the plan based on changes in the individual's life goals or circumstances and preferences.	<b>ONA</b>	Always	
32.	SPI 3	Support Person Interview	Is the individual's plan reviewed and updated based on changes in his or her life and personal choice?	-	No	
33.	SPI 4	Support Person Interview	How do you provide input on the individual's behalf for plan modification, regarding changes in his or her life and personal choice?	-	No	
34.	SPI 5	Support Person Interview	How have any changes to the individual's plan been communicated to you?	-	No	

**Support Expectation**

10.	I.S.5	Plan Implemented as Written				
<b>The person's Individual Plan is implemented as written.</b>						
35.	D 43a	Documentation	The plan is implemented on a timely basis.	-	No	
36.	D 43	Documentation	Direct service providers maintain documentation of supports and services provided and progress made.	<b>ONA</b>	No	
37.	D 15	Documentation	Periodic reviews of the Individual's Plan identify that needed services and supports are received.	<b>ONA</b>	Conditional	
38.	D 35	Documentation	Support person training regarding the individual's health, safety, and plan is documented.	-	No	
39.	O 14	Observation	Support persons recognize and use naturally occurring opportunities when teaching.	-	No	
40.	O 7	Observation	Sufficient support persons are available to meet the individual's support and service needs identified in his or her Plan.	<b>ONA</b>	No	
41.	O 8	Observation	Support persons are able to demonstrate the skills needed to assist the individual to achieve his or her goals.	-	No	
42.	SPI 2	Support Person Interview	What are the specific strategies in place to help the individual achieve his or her goals?	-	No	
43.	SPI 11	Support Person Interview	What are the behavioral interventions used to support the individual?	-	No	

**Support Expectation**

11.	I.S.6	Support Individualized and Effective				
<b>The individual is understood by staff and supported through effective communication that reflects his or her likes, dislikes, preferences and abilities.</b>						
44.	O 10	Observation	Support persons communicate in effective ways the individual can understand and takes the time to listen to the individual and are responsive when the individual communicates.	<b>ONA</b>	No	
45.	O 16	Observation	Support persons give assistance to the individual only when necessary.	-	No	
46.	SPI 7	Support Person Interview	Describe how the individual communicates.	-	No	

## II Relationships & Community Inclusion

The relationships we have with others are often the most important things in life. They can bring us happiness and excitement. They can also give us comfort, guidance, companionship, and support. People have all types of relationships – acquaintances, close friends, family, and people with whom they share their most intimate feelings, fears, and dreams. For some people, their relationships with support providers may also be very important. They often involve mutual caring and emotional support. However people should have the opportunity to develop other relationships in addition to paid support providers. People may need help to meet others. They may also to learn what they should do to make and keep acquaintances and friends.

Most people like to be with and feel connected to others. Being in the community to join with others with common interests helps people to develop interests and preferences. The community offers many places to go, things to do, and people to meet. Stores, restaurants, theaters, banks, ball fields, and beaches are all places in the community. They are for people’s use and enjoyment.

People may need support to learn about and access the community. Going places in the community gives people the opportunity to meet new people, try new experiences, and learn new things. This could include clubs, sports leagues, churches, civic and political groups, or volunteer work. Being active in the community gives people the chance to have different social roles. It also allows others to learn about the person, their many qualities and their value to the community.

### Personal Outcome

12.	II.O.1	<b>Relationship Choice</b> <b>The individual has relationships he or she chooses.</b>			
	47.	O 1	Observation	The individual likes others he or she spends time with.	- No

### Personal Outcome

13.	II.O.2	<b>Participation and Choice of Activities</b> <b>The individual participates in experiences and activities in community, home, work, leisure and other settings as he or she chooses.</b>			
	48.	CI 23	Consumer Interview	Can you do activities that are different from the ones that others do if you want to?	- No
	49.	SPI 26	Support Person Interview	Does the individual participate in the activities that he or she chooses? Describe the activities the individual chooses to participate in.	- No

### Support Expectation

14.	II.S.1	<b>Relationship Support</b> <b>The individual is supported to maintain existing relationships, and experiences opportunities to develop new relationships as desired.</b>			
	50.	SPI 14	Support Person Interview	How do you support the individual to develop new and healthy relationships?	- No

### Support Expectation

15.	II.S.2	<b>Support for Connections</b> <b>The individual is supported to participate in experiences and activities of his or her choice in community, home, work, leisure and other settings that reflect personal interests and preferences.</b>			
	51.	D 17	Documentation	The record indicates the individual is engaging in activities that reflect personal preferences.	<b>ONA</b> No
	52.	SPI 29	Support Person Interview	How do you help the individual to choose and participate in experiences and activities that he or she wants? Give some recent examples.	- No

**III Choice & Control**

Choice is the opportunity to choose from a variety of options. People make choices every day. Some are basic choices like what to eat, when to go to bed, or what to do for fun. Others are major life choices such as where and with whom to live, where to work and how to express one’s faith. All of these choices are important and belong to the person. People’s choices often change over time. The choices and decisions we make about our lives are shaped by opportunities, experiences, and personal priorities.

Control means having power over the course of one’s life. It is directing the many choices that shape one’s life. It means deciding one’s own goals and guiding the planning process. These goals become the focus of supports. It also means choosing one’s own supports and services. This could include choice of service provider, the people who provide direct support at home or at work, doctors, pharmacists, bankers, and other services available in the community.

Support providers must take the time to really listen to people. Not everyone can easily express their choices in words. Some people communicate in other ways, such as gestures, expressions, or through their actions. Support providers may need to help people understand their options and the consequences of their choices and decisions. Some people are reluctant to make choices and look to their friends, family, and support providers to decide. They may need support and experience to feel more comfortable making their own choices.

Personal Outcome

<b>16.</b>	<b>III.O.2</b>	<b>Work or Day Activity Choice</b> <b>The individual chooses what he or she does for work, retirement, or other day options.</b>			
	53.	CI 57	Consumer Interview	If you want to change what you are doing during the day, how do you go about it?	- Conditional
	54.	CI 31	Consumer Interview	Who chose your job or day activity program?	- No

Personal Outcome

<b>17.</b>	<b>III.O.3</b>	<b>Daily Living Choice</b> <b>The individual chooses how to live his or her life, personal activities and routines based on his or her preferences and interests.</b>			
	55.	CI 22	Consumer Interview	Do you choose the activities that you participate in?	- No

Personal Outcome

<b>18.</b>	<b>III.O.4</b>	<b>Chooses Support Staff</b> <b>The individual chooses his or her support staff.</b>			
	56.	CI 28	Consumer Interview	Do you choose the support staff who help you?	ONA No
	57.	SPI 41	Support Person Interview	How is the individual involved in staff hiring?	- No

Support Expectation

<b>19.</b>	<b>III.S.1</b>	<b>Support for Service Choices</b> <b>The individual is informed about and supported to select where he or she lives, with whom and what to do for work, retirement or other day options.</b>			
	58.	SPI 44	Support Person Interview	Was the individual supported to choose his or her day activity and to explore other options?	- No

Support Expectation

<b>20.</b>	<b>III.S.2</b>	<b>Lifestyle Support</b> <b>The individual is supported to follow the lifestyle, personal activities, and routines of his or her choice based on personal preferences and interests.</b>			
	59.	O 4	Observation	The individual is supported to make choices in all areas observed.	ONA No
	60.	SPI 25	Support Person Interview	Is the individual satisfied with his or her routine? How do you know this? Give some recent examples.	- No

Support Expectation

<b>21.</b>	<b>III.S.3</b>	<b>Cultural Preferences are Supported</b> <b>The individual is supported in following the lifestyle, personal activities, and routines that reflect his or her cultural preference.</b>			
	61.	SPI 39	Support Person Interview	How do you support the individual to express their ethnicity, cultural heritage, and religious preference if he or she wants?	- No

**IV Rights, Respect & Dignity**

People in the United States have legal rights. Some of them are freedom of speech, freedom of religion, and the right to privacy. People also have basic liberties. People can move about freely, have private time and space, and keep their own personal possessions. People can choose when and with whom they share personal information. Sometimes people need support to enjoy their freedom and exercise their rights.

All people should be free from abuse and neglect. People who have experienced abuse or neglect may feel the effects of physical and emotional harm for a long time.

All people are equal members of their community. We all deserve to be treated with respect and dignity. Every person matters and should be valued. Being treated with respect feels good. One way to show respect is by really listening to people. "Really listening," means being sensitive to people's words, actions, and feelings. Another way of showing respect is by speaking to people politely. Physical help should be gentle and respectful. Respect also includes recognizing and valuing individual differences.

Having economic security is important to everyone. This means enough money for food, clothes, and a place to live. People should also have some spending money. Medical insurance is needed to stay healthy and get health care when sick. People need a way to replace possessions if they are stolen or destroyed.

Having economic security allows people to look forward to, and plan for, their future.

People may need assistance to keep their money and other resources safe. People may need a support to budget their money and use money to make purchases or pay for things they need or enjoy. Supports should help people be in charge of their money. Support providers should only provide the assistance that the person wants and needs to manage their resources.

Personal Outcome

<b>22.</b>	<b>IV.O.1</b>	<b>Value and Respect Experience</b> <b>The individual feels valued and respected.</b>				
	62.	CI 3	Consumer Interview	Are your support staff nice and polite to you?	-	No
	63.	CI 37	Consumer Interview	Do people ask for your opinions and input? When? How often?	-	No
	64.	O 3	Observation	The individual has privacy when he or she wants or needs it.	<b>ONA</b>	No

Personal Outcome

<b>23.</b>	<b>IV.O.2</b>	<b>Mistreatment and Harm</b> <b>The individual has not experienced abuse and neglect, and is free from physical and emotional harm.</b>				
	65.	CI 59	Consumer Interview	Do you know what abuse, neglect are?	-	No
	66.	CI 53	Consumer Interview	Who can you tell if you feel you have not been treated like you want to?	-	No
	67.	CI 60	Consumer Interview	Do you know how to ask for help if somebody is hurting you or someone else?	-	No
	68.	D 54	Documentation	The individual has not experienced abuse or neglect.	<b>ONA</b>	No

Personal Outcome

<b>24.</b>	<b>IV.O.3</b>	<b>Basic Rights</b> <b>The individual understands and exercises his or her basic rights.</b>				
	69.	O 5	Observation	The individual exercises rights as he or she chooses.	<b>ONA</b>	No

<u>Personal Outcome</u>					
<b>25.</b>	<b>IV.O.4</b>	<b>Concern and Grievance Expression</b>	<b>The individual is knowledgeable about ways to express his or her concerns and grievances.</b>		
70.	CI 49	Consumer Interview	If you have a problem and/or complaint, do you have someone to talk to? Are you able to speak privately with someone about personal matters, if you want?	-	No
<u>Personal Outcome</u>					
<b>26.</b>	<b>IV.O.5</b>	<b>Economic Resources</b>	<b>The individual has sufficient economic resources.</b>		
71.	CI 74	Consumer Interview	Do you want a new job or one with more hours?	-	Conditional
72.	CI 73	Consumer Interview	Do you have enough money to buy necessary personal items and to participate in community activities?	-	Conditional
<u>Support Expectation</u>					
<b>27.</b>	<b>IV.S.1</b>	<b>Value and Respect Afforded</b>	<b>The individual is treated as a valued and respected person.</b>		
73.	D 55	Documentation	The support person has documented training regarding individual rights.	<b>ONA</b>	No
74.	O 2	Observation	The individual is treated by staff in a respectful and dignified manner.	<b>ONA</b>	No
<u>Support Expectation</u>					
<b>28.</b>	<b>IV.S.2</b>	<b>Harm Prevention</b>	<b>The individual is supported to be free from physical and emotional harm.</b>		
75.	D 39	Documentation	The individual's record contains documentation on DMR Form 255's for incidents of injury, restraint, unusual incidents and medication errors.	-	No
76.	D 40	Documentation	Individual's incidents and accidents are reported, investigated and followed-up as appropriate.	-	No
77.	D 45	Documentation	The individual's record shows Abuse and Neglect policy and procedures were followed.	-	No
78.	D 46	Documentation	The individual's record shows follow-up to Abuse and Neglect concerns regarding the individual, including notification to families.	-	Conditional
79.	D 56	Documentation	The support person has documented training regarding abuse and neglect reporting and prevention.	<b>ONA</b>	No
80.	O 17	Observation	Support persons respond to the individual's needs for assistance.	-	No
81.	SPI 40	Support Person Interview	How do you help the individual to learn to avoid potentially abusive and neglectful situations?	-	No
82.	SPI 9	Support Person Interview	What would you do if you witness abuse or neglect occurring?	-	No
83.	SPI 37	Support Person Interview	What are your agency's accident and incident reporting policies and procedures?	<b>ONA</b>	No
				-	No

Support Expectation

<b>29.</b>	<b>IV.S.3</b>	<b>Support for Exercising Rights</b> <b>The individual is supported to exercise his/her rights responsibly.</b>			
84.	D 22	Documentation	There is evidence that the individual has the support of a guardian or advocate as needed.	-	<b>Always</b>
85.	D 25	Documentation	There is evidence that the individual is informed of all constitutional, federal and state statutory rights.	-	<b>Always</b>
86.	O 9	Observation	Support persons follow policies and procedures, as applicable, that effect restrictions of the individual's rights.	<b>ONA</b>	<b>No</b>
87.	SPI 10	Support Person Interview	How do you help the individual exercise his or her rights?	-	<b>No</b>

Support Expectation

<b>30.</b>	<b>IV.S.4</b>	<b>Rights Protected</b> <b>Individual rights are protected.</b>			
88.	D 26	Documentation	The individual's record contains necessary Human Rights Committee (HRC), Program Review Committee (PRC), and guardianship documents, as applicable.	-	<b>Conditional</b>
89.	D 27	Documentation	The individual's record identifies that required procedures were followed if his or her rights were restricted.	<b>ONA</b>	<b>Conditional</b>
90.	D 27d	Documentation	Approved behavioral techniques are used when an emergency restraint occurs.	<b>ONA</b>	<b>No</b>
91.	D 27c	Documentation	Behavior modifying medications are managed consistent with the physician's treatment plan.	-	<b>No</b>
92.	SPI 11a	Support Person Interview	Have you ever had to physically restrain the individual? If so, when and how?	-	<b>No</b>

Support Expectation

<b>31.</b>	<b>IV.S.5</b>	<b>Concern and Grievance Response</b> <b>Concerns and grievances by the individual are sought and responded to.</b>			
93.	D 58	Documentation	The individual has been informed of the complaint procedure to follow if he or she is not satisfied with his or her services and supports.	-	<b>No</b>
94.	SPI 45	Support Person Interview	How would you support the individual to make a complaint if he or she wants to?	-	<b>No</b>

Support Expectation

<b>32.</b>	<b>IV.S.6</b>	<b>Support for Financial Interests</b> <b>The individual is supported to understand, obtain, and maintain insurances, entitlement benefits, and income.</b>			
95.	D 42	Documentation	The individual's record documents that applications/redeterminations for Medicaid Title 19 and other entitlements and benefits have been processed.	<b>ONA</b>	<b>Conditional</b>

**Support Expectation**

**33. IV.S.7 Personal Fund Accountability**

**Personal funds are individually maintained and protected by a financial accountability system.**

96.	D 29	Documentation	The individual's personal finances are protected through systematic record keeping.	<b>ONA</b>	<b>No</b>
97.	SPI 20	Support Person Interview	What is the accounting and tracking system for the individual's finances?	-	<b>No</b>

**Support Expectation**

**34. IV.S.8 Support for Money Management**

**The individual is supported to use money management skills.**

98.	D 12	Documentation	There is evidence that, if necessary, the individual is supported to obtain a legal representative to manage his or her finances.	-	<b>Always</b>
99.	D 24	Documentation	The Individual Plan identifies the supports the individual needs to manage his or her finances.	-	<b>Always</b>

**V Safety**

Everyone wants to feel safe. People want live, work, and recreate in places that feel safe and are free from danger. This means the physical environment is healthy, clean, and safe. It also means that one is not hurt by other people in these places. Society has many laws and rules to keep homes and workplaces safe. People want to feel safe when they spend time in their neighborhood and community. People should be safe from crime and exploitation. People's feelings of safety are based on their experiences in life. Most people feel more secure when they spend time in familiar places with familiar people. If a person has been assaulted or hurt in an accident they may feel differently about their personal safety. They may need extra support or reassurance. People may feel physically safe, but feel harmed or threatened in certain situations. This can be as harmful as physical injury.

Life cannot be totally safe for anyone. Accidents can happen. Safety concerns must be balanced with other values such as dignity of risk. People are entitled to take risks. They should not be protected or isolated. Connections with family, friends, and neighbors can provide important safeguards. People's feelings about safety must be understood and respected. Support providers must recognize and address unsafe situations. They may also have to modify the environment to make it safer. People may need support to identify and understand safety issues. They may need help to learn and act in ways that are safe. People may need help to know how to handle an emergency. Support providers should never act or talk in a way that makes people feel unsafe.

**Personal Outcome**

**35. V.O.1 Safety in Environments**

**The individual feels safe in his or her home, neighborhood and community.**

100.	CI 45	Consumer Interview	Are you safe at work, having the personal safety equipment you need?	-	No
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**Support Expectation**

**36. V.S.1 Safety Support Implementation**

**The individual's safety is addressed by the implementation of needed supports.**

101.	D 47	Documentation	There is evidence that emergency plans as required by policy and procedures are in place.	-	No
102.	O 18	Observation	Support persons protect the individual's safety.	<b>ONA</b>	No
103.	SC 1	Safety Checklist	An Emergency Relocation Plan, a part of the DMR Special Operations Plan for Emergency Relocation, is maintained in a special notebook, the "Red Book", easily accessible to the staff.	-	No
104.	SC 2	Safety Checklist	The emergency response plan accommodates the support needs of the individual, each person's role during an emergency, and the availability of necessary medical information when the individual is away from his or her service location.	<b>ONA</b>	No
105.	SC 3	Safety Checklist	There is an accessible working telephone with emergency numbers readily available.	<b>ONA</b>	No
106.	SC 7	Safety Checklist	At the individual's Day Service, fire exit drills should be conducted quarterly.	-	No
107.	SC 8	Safety Checklist	A written plan of corrective action is documented and implemented for problems identified during a fire evacuation drill.	-	No
108.	SC 9	Safety Checklist	There are fully charged fire extinguishers available in the kitchen and furnace area.	-	No
109.	SC 10	Safety Checklist	There are working smoke detectors on each level of the location that meet the individual's needs.	<b>ONA</b>	No
110.	SC 18	Safety Checklist	Basic first aid supplies are readily available at the individual's service location.	-	No
111.	SC 19	Safety Checklist	Basic first aid supplies are readily available in vehicles used to transport the individual.	-	No
112.	SC 20	Safety Checklist	Personal protection equipment (PPE) is readily available at the individual's service location.	-	No
113.	SC 21	Safety Checklist	Personal protection equipment (PPE) is readily available in vehicles used to transport the individual.	-	No
114.	SC 34	Safety Checklist	Hot water temperature is maintained between 100 and 120 degrees Fahrenheit at water sources accessible to the individual.	-	No

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115.	SC 49	Safety Checklist	There is documentation that the safe condition and designed use of adaptive equipment and safety devices is monitored.	-	No
116.	SC 48	Safety Checklist	Adaptive equipment and safety devices are in good condition and used as designed.	-	No
117.	SC 46	Safety Checklist	Vehicle adaptive equipment and vehicle safety devices are in good condition and used as designed.	<b>ONA</b>	No
118.	SC 47	Safety Checklist	There is documentation that the safe condition and designed use of adaptive vehicle safety devices is monitored.	-	No
119.	SPI 15	Support Person Interview	How are any safety concerns for the individual addressed?	-	No
120.	SPI 18	Support Person Interview	Does the individual know what the emergency and fire evacuation plans require him or her to do?	-	No
121.	SPI 17	Support Person Interview	What are the individual's needs during an evacuation?	-	No
122.	SPI 16	Support Person Interview	How is the individual taught to recognize and report unsafe situations to others?	<b>ONA</b>	No
123.	SPI 38	Support Person Interview	What would you do should a vehicle break down when traveling?	-	No
				-	No

**Support Expectation**

37.	V.S.2	Support for Environmental Safety				
<b>Environments that the individual lives, works, and recreates in are safe, maintained and accessible.</b>						
124.	AP 2	Application Packet	There is documentation of annual sprinkler/fire alarm system servicing for a building that has a sprinkler and/or a fire alarm system.		<b>ONA</b>	No
125.	O 6	Observation	The environment supports the individual's needs, abilities, and interests.		-	Conditional
126.	SC 12	Safety Checklist	Designated means of escape are unobstructed.		<b>ONA</b>	No
127.	SC 13	Safety Checklist	Exterior doors open from the inside without the use of tools or keys.		<b>ONA</b>	No
128.	SC 14	Safety Checklist	Escape windows open without the use of tools.		<b>ONA</b>	No
129.	SC 15	Safety Checklist	Rooms and closets open from the inside.		<b>ONA</b>	No
130.	SC 16	Safety Checklist	Rooms that lock have tools which open them readily available.		<b>ONA</b>	No
131.	SC 17	Safety Checklist	Medications are to be kept locked, refrigerated as needed and access shall be limited to those authorized to administer medications except for individuals who self medicate and live independently.		<b>ONA</b>	No
132.	SC 28	Safety Checklist	The exterior and grounds of the individual's environment are safe.		-	No
133.	SC 27a	Safety Checklist	The individual's environment is clean.		-	No
134.	SC 27b	Safety Checklist	The individual's environment is structurally well-maintained.		-	No
135.	SC 50	Safety Checklist	There are no physical environmental conditions that require funding or a contracting process for remediation.		-	Conditional
136.	SC 27c	Safety Checklist	The individual's environment is adequately lighted, has a comfortable temperature and is free from unpleasant odors.		-	No
137.	SC 35	Safety Checklist	Furniture and furnishings are safe and in good repair.		-	No
138.	SC 30	Safety Checklist	The location has sufficient toileting and/or bathing facilities and supplies to meet the individual's needs.		<b>ONA</b>	No
139.	SC 32	Safety Checklist	Bathrooms, common areas, and personal living spaces afford privacy.		-	No
140.	SC 26	Safety Checklist	Kitchen and dining areas have appropriate equipment for the sanitary storage, preparation, and serving of food and an adequate supply of food.		<b>ONA</b>	No
141.	SC 36	Safety Checklist	Any electrical outlet within six feet of an open water source is protected by a ground fault circuit interrupter (GFCI).		-	No
142.	SC 37	Safety Checklist	Electrical sockets and extension cords are not overloaded.		<b>ONA</b>	No
143.	SC 39	Safety Checklist	Electrical cords are not run under rugs.		<b>ONA</b>	No

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144.	SC 40	Safety Checklist	Electrical outlets and junction boxes have cover plates and no exposed wires.	-	No
145.	SC 41	Safety Checklist	A means to wash and dry clothes is available.	-	No
146.	SC 42	Safety Checklist	Clothes dryers are properly vented to the outside or to an appropriate inside filter unit.	<b>ONA</b>	No
147.	SC 44	Safety Checklist	Poisonous substances are correctly labeled and safely stored according to the needs of the individual.	<b>ONA</b>	No
148.	SC 45	Safety Checklist	Combustible and flammable substances are used and stored appropriately.	<b>ONA</b>	No
149.	SC 29	Safety Checklist	The individual's environment is accessible, as needed, and promotes individual independence.	-	No

**VI Health & Wellness**

Health and wellness is important to everyone. Being healthy means something different to each person. For some it may mean taking good care of one's self to avoid illness. For others, it may be taking care of a medical condition such as high blood pressure or diabetes. For some people, it might be improving one's overall lifestyle or paying attention to physical and emotional wellness.

People need access to quality health care. People need to see doctors and other health professionals when they are ill. Medical care is also necessary when people are healthy. People need routine check-ups, medical screenings, and immunizations to stay in good health.

People make many decisions that affect their health. Some decisions are about how to live – what to eat and how much – to exercise regularly – to smoke or not – to use alcohol in excess – to practice safe sex? Some decisions carry significant risks. These are all decisions each person must make for himself or herself. Other decisions are about the type of medical treatment. People must decide what medications to take or when to have surgery. People should make informed decisions on these matters. They should know the risks and potential benefits of each decision.

Support providers must help people gather the facts necessary to make informed decisions. People may help to schedule and get to appointments. Support providers must know and understand people's medical issues. They must be sensitive to each individual's expression of symptoms. People may need support to take their medicine. They also may need help to follow other prescribed treatments. Support providers must help people learn about their own health issues and how to stay healthy. Support providers need to promote healthy lifestyles while still respecting choice.

Personal Outcome

38. **VI.O.1 Informed Health Care Decisions**  
**The individual makes informed health and wellness-promoting decisions, including those for needed medical and other health care services.**

150.	CI 81	Consumer Interview	Do you know who to contact if you have a health concern or do not feel well?	-	<b>Conditional</b>
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Personal Outcome

39. **VI.O.2 Needed Health Care**  
**The individual has needed medical and health care.**

151.	D 7b	Documentation	Support providers carry out all health related orders as determined by health care professionals.	<b>ONA</b>	<b>No</b>
152.	D 32	Documentation	The individual's record documents monitoring of medications and side effects.	-	<b>Conditional</b>
153.	O 15	Observation	Adaptive equipment and assistive technology, if needed, is used by the individual to increase his or her independent participation in daily activities.	-	<b>No</b>
154.	O 21	Observation	The individual's health needs are addressed during daily activities.	<b>ONA</b>	<b>No</b>
155.	O 25	Observation	Support providers follow applicable DMR Health Regulations, policies, and procedures, advisories and directives.	-	<b>No</b>

Support Expectation

40. **VI.S.1 Health Care Support Decisions**  
**The individual is supported to make informed health and wellness-promoting decisions.**

156.	D 6	Documentation	There is evidence that the individual has needed support to manage his or her medication.	-	<b>No</b>
157.	SPI 8	Support Person Interview	How is the individual supported to acquire, use and maintain equipment needed to sustain his or her health, wellness and independence?	-	<b>No</b>

Support Expectation

<b>41.</b>	<b>VI.S.2</b>	<b>Support Staff Training In Healthcare Needs</b>			
		<b>Support staff are trained to meet the healthcare needs of the individual.</b>			
158.	D 36	Documentation	The Individual Plan identifies additional qualifications and training required for staff to adequately support the person, if needed.	<b>ONA</b>	<b>Always</b>
159.	D 37	Documentation	There is documentation that at least one support staff on duty per shift is currently trained in cardiopulmonary resuscitation (CPR).	<b>ONA</b>	<b>No</b>
160.	D 38	Documentation	There is documentation that only licensed personnel or certified unlicensed personnel administer medications to the individual.	<b>ONA</b>	<b>No</b>
161.	SPI 35	Support Person Interview	What are the individual's medical needs and how are these addressed?	<b>ONA</b>	<b>No</b>
				-	<b>No</b>

**VII Satisfaction**

For many of us the question that means the most in terms of quality of life is: Are we satisfied with our lives? One’s satisfaction with his or her life reflects a general sense of well-being or contentment involving a range of life experiences and conditions. Individual satisfaction is a key to quality and the most important perspective on quality is an individual’s experience and point of view; the personal perceptions of one’s quality of life.

Satisfaction with the course of our lives may involve having basic needs met, the extent of present choice and decision-making, life goals for the future and the pursuit and achievement of those goals. It may involve the quality of relationships, valued community involvement, health and wellness, safety, cultural heritage expression, home, work and leisure.

The conditions of life and one’s values and interests differ from one individual to another and over time as well. Support providers may assist individuals in achieving satisfaction with the course of their lives by asking individuals or family members, as appropriate, about quality of life circumstances, what they believe is working well and what could make things better. Support providers work with individuals to have unique opportunities to make progress and to increase satisfaction in their lives.

Support and service quality begins with a good individual planning process that emphasizes an individual’s strengths and capabilities. Support providers arrange the support and service an individual receives to match his or her needs, preferences and expectations. The individual’s perception of his or her supports and services guides the development and revision of plans that should lead to positive outcomes and personal satisfaction. In other words the individual would lead a full, satisfying and safe life. As necessary, the individual is assisted to find and pursue other realistic support options if he or she expresses dissatisfaction with expected outcomes or the means of achieving them.

In instances where it may be difficult to understand what an individual is communicating about his or her satisfaction, opinion and insight may be sought from family members or others, as appropriate.

Individuals who are satisfied with their lives, supports and services, typically:  
 express their satisfaction when asked;  
 express a positive outlook on life;  
 show their satisfaction in other ways when they cannot communicate it;  
 have a personal advocate who expresses satisfaction if they cannot express or show it;  
 seek to maintain what they have, and;  
 want to continue with their current services and supports and/or their service coordinator.

Personal Outcome

**42. VII.O.1 Life Satisfaction**

**The individual is satisfied with the course of his or her life.**

162.	CI 2	Consumer Interview	Do you like working at your job or going to your day program?	-	No
163.	CI 67	Consumer Interview	Are you happy with the relationships you have?	-	No
164.	CI 66	Consumer Interview	Do you get to control your money as much as you want to?	-	No
165.	CI 33	Consumer Interview	Are you happy with the money you make on your job?	-	No
166.	O 26	Observation	The individual shows satisfaction with things that he or she chooses to do.	-	No

**Personal Outcome**

<b>43.</b>	<b>VII.O.2</b>	<b>Support Satisfaction</b>	<b>The individual is satisfied with the support he or she receives.</b>		
167.	CI 76	Consumer Interview	What benefits do you get at your job?	-	No
168.	CI 11	Consumer Interview	Do you have a guardian? If you have a guardian, do you like how your guardian helps you?	-	Conditional
169.	CI 69	Consumer Interview	Are you happy with your Case Manager?	-	Always
170.	CI 68	Consumer Interview	Are you getting the supports you want?	-	Conditional

**Support Expectation**

<b>44.</b>	<b>VII.S.1</b>	<b>Life Satisfaction Support</b>	<b>The individual is supported to have a satisfying life.</b>		
171.	SPI 47	Support Person Interview	Is the individual happy with his or her life right now? If not what changes would make things better?	-	No

**Support Expectation**

<b>45.</b>	<b>VII.S.3</b>	<b>Support Satisfaction Assistance</b>	<b>The individual is assisted through the Individual Plan process to have supports that he or she is satisfied with.</b>		
172.	D 21	Documentation	Periodic Reviews of the Individual Plan document the individual's satisfaction with supports and services.	-	Always
173.	O 13	Observation	The individual is supported to accomplish outcomes as identified in his or her plan.	-	No
174.	SPI 51	Support Person Interview	How do you know the individual is satisfied with supports identified in his or her plan?	-	No

**Support Expectation**

<b>46.</b>	<b>VII.S.4</b>	<b>Support Satisfaction Expression</b>	<b>The individual is assisted to express his or her opinion about satisfaction with supports received.</b>		
175.	SPI 50	Support Person Interview	What steps are taken to respond to the individual's concerns about his or her supports?	-	No

**Support Expectation**

<b>47.</b>	<b>VII.S.5</b>	<b>Support Person's Satisfaction with Individual's Supports</b>	<b>Persons who support the individual are satisfied with the support the individual receives.</b>		
176.	SPI 53	Support Person Interview	What aspects of the support that the individual receives are you satisfied with? Not satisfied with?	-	No
177.	SPI 54	Support Person Interview	If you have a concern about the individual's supports and services, are your concerns addressed?	-	No

# Group Supported Employment Service Tool

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## I Planning and Personal Achievement

We all define our personal goals and dreams for the future. Talking about these dreams is the first step toward realizing them. Developing a plan helps to capture a person's hopes and dreams for the future and translate them into action. The plan will establish the direction a person wants to go, determine the supports needed to get there, and identify who will support the person to reach their dreams. Planning can help us listen to, and take direction from, the person or people who know the person best. It also helps us focus on the person's preferences, strengths, and talents.

A good planning process helps to organize and use natural supports like family, friends, and acquaintances, and formal community supports and services to help the person achieve what is important to them. The plan may focus on developing personal competencies and skills. Experiences that help people learn how to live on their own, find the right job, make friends, take the bus around town, or pursue a hobby or leisure interest create opportunities to participate in a wider range of chosen activities.

When people have a variety of experiences and opportunities to try new things, their choices increase and their goals and hopes for the future are enriched. People pursue personal goals and dreams throughout their life. Most people find this pursuit a rewarding and valued activity. We all need to feel we are making progress toward our personal goals. Recognizing and celebrating our accomplishments give us the strength and determination to take risks and pursue new challenges.

### Personal Outcome

#### 1. I.O.1 Planning Process Direction

**The individual directs his or her planning process.**

1.	D 1	Documentation	The individual's plan indicates he or she directed or participated in the planning process to the extent that he or she chose to participate.	-	Always
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### Personal Outcome

#### 2. I.O.2 Preferences and Goals

**The individual expresses preferences and personal goals for inclusion in the planning process.**

2.	CI 40	Consumer Interview	Are the things you are doing now the things you want to do?	-	Always
3.	CI 38	Consumer Interview	Do you go to meetings to talk about your individual plan?	-	Always
4.	CI 39	Consumer Interview	At your planning meeting, did people ask you what you like to do?	-	Always
5.	D 4	Documentation	The individual's preferences and personal goals are identified in his or her plan.	<b>ONA</b>	Always

### Personal Outcome

#### 3. I.O.3 Service and Provider Choice

**The individual chooses services, the degree of self-direction and providers to the extent he or she wishes.**

6.	CI 80	Consumer Interview	Did you choose the agency/vendor that is supporting you or providing you this residential or day/vocational service/program?	-	Always
7.	CI 21	Consumer Interview	If you want to change your service, how do you make the change?	-	Always
8.	CI 79	Consumer Interview	Did your case manager explain to you that you could hire your friend or neighbor if you want to?	-	Always
9.	D 16	Documentation	The individual's choice of service options and support providers are reflected in his or her individual plan.	-	Always

**Personal Outcome**

<b>4.</b>	<b>I.O.4</b>	<b>Plan Change</b>	<b>The individual influences/directs changes to the individual plan based on changes to his/her life goals or circumstances.</b>		
10.	CI 56	Consumer Interview	Are you happy with the people who provide help and assistance to you at home or at your job?	-	<b>No</b>
11.	CI 41	Consumer Interview	Are you working on things that you identified at your planning meeting? What things are you working on now?	-	<b>No</b>
12.	D 33	Documentation	The Individual Plan or Periodic Review documents responsiveness to the individual's requests to make changes in supports and services or providers, if applicable.	<b>ONA</b>	<b>Always</b>

**Personal Outcome**

<b>5.</b>	<b>I.O.5</b>	<b>Plan Outcomes</b>	<b>The individual is developing or has personal competencies and is realizing personal goals.</b>		
13.	CI 48	Consumer Interview	Are you happy with progress you made to meet your goals?	-	<b>Conditional</b>
14.	D 18	Documentation	Periodic Reviews of the Individual Plan reflect progress on personal outcomes identified in the individual's plan.	-	<b>Always</b>

**Support Expectation**

<b>6.</b>	<b>I.S.1</b>	<b>Comprehensive Assessment</b>	<b>Comprehensive information concerning the individual's preferences, personal goals, needs and abilities, health status and other available information is gathered in preparation for developing a personalized Individual Plan.</b>		
15.	D 11a	Documentation	Demographic and personal information is maintained in the individual's record.	-	<b>No</b>
16.	D 5a	Documentation	The individual's record contains necessary and current health assessments, screenings, evaluations, reports and/or profiles.	<b>ONA</b>	<b>Conditional</b>
17.	D 5b	Documentation	The individual's record contains necessary and current safety assessments, screenings, evaluations, reports and/or profiles.	-	<b>Conditional</b>
18.	D 5c	Documentation	The individual's record contains necessary and current programmatic assessments, screenings, evaluations, reports and/or profiles.	-	<b>Conditional</b>
19.	D 48	Documentation	For HCBS Waiver recipients, the individual record shows that the HCBS Waiver Level of Care evaluation has been completed and is current.	-	<b>Always</b>
20.	SPI 1	Support Person Interview	How is the individual helped to prepare for and participate in his or her planning process?	-	<b>No</b>

Support Expectation

<b>7.</b>	<b>I.S.2</b>	<b>Needs Addressed in Plan</b>				
		<b>The individual plan comprehensively addresses the individual's need for HCBS, health care and other services in accordance with his/her expressed personal preferences and goals.</b>				
21.	D 57	Documentation	The individual's plan is on file at the service location, available for support staff to implement.	-	Conditional	
22.	D 2	Documentation	The individual's annual plan is developed on a timely basis.	-	Always	
23.	D 3	Documentation	Each HCBS Waiver service relates to an identified need in the Individual Plan.	-	Always	
24.	D 13	Documentation	The individual's plan indicates he or she is working on chosen goals.	-	Always	
25.	D 9	Documentation	The individual's plan identifies behavioral issues and strategies, as applicable.	-	Always	
26.	D 10	Documentation	The individual's plan identifies any supports coordinated across settings.	-	Always	
27.	D 44	Documentation	The individual's plan identifies health and safety issues and strategies.	-	Always	
28.	D 23	Documentation	The individual's record contains necessary consent forms.	<b>ONA</b>	Always	
				-	Conditional	

Support Expectation

<b>8.</b>	<b>I.S.3</b>	<b>Support for Service Choice</b>				
		<b>The individual is provided with information and support to choose his/her service options, support providers and degree of self-direction and management as desired.</b>				
29.	D 19	Documentation	The individual's record indicates the case manager shared information with the person and his or her representatives and was supported to choose his/her service options, providers and degree of self-direction and management, as desired.	-	Always	
30.	SPI 32	Support Person Interview	How is the individual supported to make a change in his or her services if desired?	-	No	

Support Expectation

<b>9.</b>	<b>I.S.4</b>	<b>Timely Plan Modification</b>				
		<b>The individual's plan is reviewed and modified as needed in a timely manner and based on changes in personal circumstances.</b>				
31.	D 20	Documentation	Periodic Reviews of the Individual Plan reflect modifications to the plan based on changes in the individual's life goals or circumstances and preferences.	<b>ONA</b>	Always	
32.	SPI 3	Support Person Interview	Is the individual's plan reviewed and updated based on changes in his or her life and personal choice?	-	No	
33.	SPI 4	Support Person Interview	How do you provide input on the individual's behalf for plan modification, regarding changes in his or her life and personal choice?	-	No	
34.	SPI 5	Support Person Interview	How have any changes to the individual's plan been communicated to you?	-	No	

Support Expectation

<b>10.</b>	<b>I.S.5</b>	<b>Plan Implemented as Written</b>				
		<b>The person's Individual Plan is implemented as written.</b>				
	35.	D 43a	Documentation	The plan is implemented on a timely basis.	-	No
	36.	D 43	Documentation	Direct service providers maintain documentation of supports and services provided and progress made.	<b>ONA</b>	No
	37.	D 15	Documentation	Periodic reviews of the Individual's Plan identify that needed services and supports are received.	<b>ONA</b>	Conditional
	38.	D 35	Documentation	Support person training regarding the individual's health, safety, and plan is documented.	-	No
	39.	SPI 2	Support Person Interview	What are the specific strategies in place to help the individual achieve his or her goals?	-	No
	40.	SPI 11	Support Person Interview	What are the behavioral interventions used to support the individual?	-	No

Support Expectation

<b>11.</b>	<b>I.S.6</b>	<b>Support Individualized and Effective</b>				
		<b>The individual is understood by staff and supported through effective communication that reflects his or her likes, dislikes, preferences and abilities.</b>				
	41.	SPI 7	Support Person Interview	Describe how the individual communicates.	-	No

## II Relationships & Community Inclusion

The relationships we have with others are often the most important things in life. They can bring us happiness and excitement. They can also give us comfort, guidance, companionship, and support. People have all types of relationships – acquaintances, close friends, family, and people with whom they share their most intimate feelings, fears, and dreams. For some people, their relationships with support providers may also be very important. They often involve mutual caring and emotional support. However people should have the opportunity to develop other relationships in addition to paid support providers. People may need help to meet others. They may also to learn what they should do to make and keep acquaintances and friends.

Most people like to be with and feel connected to others. Being in the community to join with others with common interests helps people to develop interests and preferences. The community offers many places to go, things to do, and people to meet. Stores, restaurants, theaters, banks, ball fields, and beaches are all places in the community. They are for people's use and enjoyment.

People may need support to learn about and access the community. Going places in the community gives people the opportunity to meet new people, try new experiences, and learn new things. This could include clubs, sports leagues, churches, civic and political groups, or volunteer work. Being active in the community gives people the chance to have different social roles. It also allows others to learn about the person, their many qualities and their value to the community.

### Personal Outcome

#### 12. II.O.2 Participation and Choice of Activities

**The individual participates in experiences and activities in community, home, work, leisure and other settings as he or she chooses.**

42.	SPI 26	Support Person Interview	Does the individual participate in the activities that he or she chooses? Describe the activities the individual chooses to participate in.	-	No
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### Support Expectation

#### 13. II.S.1 Relationship Support

**The individual is supported to maintain existing relationships, and experiences opportunities to develop new relationships as desired.**

43.	SPI 14	Support Person Interview	How do you support the individual to develop new and healthy relationships?	-	No
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### Support Expectation

#### 14. II.S.2 Support for Connections

**The individual is supported to participate in experiences and activities of his or her choice in community, home, work, leisure and other settings that reflect personal interests and preferences.**

44.	D 17	Documentation	The record indicates the individual is engaging in activities that reflect personal preferences.	<b>ONA</b>	No
45.	SPI 29	Support Person Interview	How do you help the individual to choose and participate in experiences and activities that he or she wants? Give some recent examples.	-	No

### III Choice & Control

Choice is the opportunity to choose from a variety of options. People make choices every day. Some are basic choices like what to eat, when to go to bed, or what to do for fun. Others are major life choices such as where and with whom to live, where to work and how to express one's faith. All of these choices are important and belong to the person. People's choices often change over time. The choices and decisions we make about our lives are shaped by opportunities, experiences, and personal priorities.

Control means having power over the course of one's life. It is directing the many choices that shape one's life. It means deciding one's own goals and guiding the planning process. These goals become the focus of supports. It also means choosing one's own supports and services. This could include choice of service provider, the people who provide direct support at home or at work, doctors, pharmacists, bankers, and other services available in the community.

Support providers must take the time to really listen to people. Not everyone can easily express their choices in words. Some people communicate in other ways, such as gestures, expressions, or through their actions. Support providers may need to help people understand their options and the consequences of their choices and decisions. Some people are reluctant to make choices and look to their friends, family, and support providers to decide. They may need support and experience to feel more comfortable making their own choices.

#### Personal Outcome

15.	III.O.2	<b>Work or Day Activity Choice</b> <b>The individual chooses what he or she does for work, retirement, or other day options.</b>			
	46.	CI 57	Consumer Interview	If you want to change what you are doing during the day, how do you go about it?	- Conditional
	47.	CI 31	Consumer Interview	Who chose your job or day activity program?	- No

#### Personal Outcome

16.	III.O.4	<b>Chooses Support Staff</b> <b>The individual chooses his or her support staff.</b>			
	48.	CI 28	Consumer Interview	Do you choose the support staff who help you?	ONA No
	49.	SPI 41	Support Person Interview	How is the individual involved in staff hiring?	- No

#### Support Expectation

17.	III.S.1	<b>Support for Service Choices</b> <b>The individual is informed about and supported to select where he or she lives, with whom and what to do for work, retirement or other day options.</b>			
	50.	SPI 44	Support Person Interview	Was the individual supported to choose his or her day activity and to explore other options?	- No

#### Support Expectation

18.	III.S.2	<b>Lifestyle Support</b> <b>The individual is supported to follow the lifestyle, personal activities, and routines of his or her choice based on personal preferences and interests.</b>			
	51.	SPI 25	Support Person Interview	Is the individual satisfied with his or her routine? How do you know this? Give some recent examples.	- No

**IV Rights, Respect & Dignity**

People in the United States have legal rights. Some of them are freedom of speech, freedom of religion, and the right to privacy. People also have basic liberties. People can move about freely, have private time and space, and keep their own personal possessions. People can choose when and with whom they share personal information. Sometimes people need support to enjoy their freedom and exercise their rights.

All people should be free from abuse and neglect. People who have experienced abuse or neglect may feel the effects of physical and emotional harm for a long time.

All people are equal members of their community. We all deserve to be treated with respect and dignity. Every person matters and should be valued. Being treated with respect feels good. One way to show respect is by really listening to people. "Really listening," means being sensitive to people's words, actions, and feelings. Another way of showing respect is by speaking to people politely. Physical help should be gentle and respectful. Respect also includes recognizing and valuing individual differences.

Having economic security is important to everyone. This means enough money for food, clothes, and a place to live. People should also have some spending money. Medical insurance is needed to stay healthy and get health care when sick. People need a way to replace possessions if they are stolen or destroyed.

Having economic security allows people to look forward to, and plan for, their future.

People may need assistance to keep their money and other resources safe. People may need a support to budget their money and use money to make purchases or pay for things they need or enjoy. Supports should help people be in charge of their money. Support providers should only provide the assistance that the person wants and needs to manage their resources.

Personal Outcome

**19. IV.O.1 Value and Respect Experience**

**The individual feels valued and respected.**

52.	CI 3	Consumer Interview	Are your support staff nice and polite to you?	-	No
53.	CI 37	Consumer Interview	Do people ask for your opinions and input? When? How often?	-	No

Personal Outcome

**20. IV.O.2 Mistreatment and Harm**

**The individual has not experienced abuse and neglect, and is free from physical and emotional harm.**

54.	CI 59	Consumer Interview	Do you know what abuse, neglect are?	-	No
55.	CI 53	Consumer Interview	Who can you tell if you feel you have not been treated like you want to?	-	No
56.	CI 60	Consumer Interview	Do you know how to ask for help if somebody is hurting you or someone else?	-	No
57.	D 54	Documentation	The individual has not experienced abuse or neglect.	<b>ONA</b>	No

Personal Outcome

**21. IV.O.4 Concern and Grievance Expression**

**The individual is knowledgeable about ways to express his or her concerns and grievances.**

58.	CI 49	Consumer Interview	If you have a problem and/or complaint, do you have someone to talk to? Are you able to speak privately with someone about personal matters, if you want?	-	No
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<u>Personal Outcome</u>					
<b>22.</b>	<b>IV.O.5</b>	<b>Economic Resources</b>	<b>The individual has sufficient economic resources.</b>		
59.	CI 74	Consumer Interview	Do you want a new job or one with more hours?	-	Conditional
60.	CI 73	Consumer Interview	Do you have enough money to buy necessary personal items and to participate in community activities?	-	Conditional
<u>Support Expectation</u>					
<b>23.</b>	<b>IV.S.1</b>	<b>Value and Respect Afforded</b>	<b>The individual is treated as a valued and respected person.</b>		
61.	D 55	Documentation	The support person has documented training regarding individual rights.	<b>ONA</b>	No
<u>Support Expectation</u>					
<b>24.</b>	<b>IV.S.2</b>	<b>Harm Prevention</b>	<b>The individual is supported to be free from physical and emotional harm.</b>		
62.	D 39	Documentation	The individual's record contains documentation on DMR Form 255's for incidents of injury, restraint, unusual incidents and medication errors.	-	No
63.	D 40	Documentation	Individual's incidents and accidents are reported, investigated and followed-up as appropriate.	-	No
64.	D 45	Documentation	The individual's record shows Abuse and Neglect policy and procedures were followed.	-	No
65.	D 46	Documentation	The individual's record shows follow-up to Abuse and Neglect concerns regarding the individual, including notification to families.	-	Conditional
66.	D 56	Documentation	The support person has documented training regarding abuse and neglect reporting and prevention.	<b>ONA</b>	No
67.	SPI 40	Support Person Interview	How do you help the individual to learn to avoid potentially abusive and neglectful situations?	-	No
68.	SPI 9	Support Person Interview	What would you do if you witness abuse or neglect occurring?	<b>ONA</b>	No
69.	SPI 37	Support Person Interview	What are your agency's accident and incident reporting policies and procedures?	-	No
<u>Support Expectation</u>					
<b>25.</b>	<b>IV.S.3</b>	<b>Support for Exercising Rights</b>	<b>The individual is supported to exercise his/her rights responsibly.</b>		
70.	D 22	Documentation	There is evidence that the individual has the support of a guardian or advocate as needed.	-	Always
71.	D 25	Documentation	There is evidence that the individual is informed of all constitutional, federal and state statutory rights.	-	Always
72.	SPI 10	Support Person Interview	How do you help the individual exercise his or her rights?	-	No

<u>Support Expectation</u>			
<b>26.</b>	<b>IV.S.4</b>	<b>Rights Protected</b> <b>Individual rights are protected.</b>	
73.	D 26	Documentation	The individual's record contains necessary Human Rights Committee (HRC), Program Review Committee (PRC), and guardianship documents, as applicable.
			- Conditional
74.	D 27	Documentation	The individual's record identifies that required procedures were followed if his or her rights were restricted.
			<b>ONA</b> Conditional
75.	D 27d	Documentation	Approved behavioral techniques are used when an emergency restraint occurs.
			<b>ONA</b> No
76.	D 27c	Documentation	Behavior modifying medications are managed consistent with the physician's treatment plan.
			- No
77.	SPI 11a	Support Person Interview	Have you ever had to physically restrain the individual? If so, when and how?
			- No
<u>Support Expectation</u>			
<b>27.</b>	<b>IV.S.5</b>	<b>Concern and Grievance Response</b> <b>Concerns and grievances by the individual are sought and responded to.</b>	
78.	D 58	Documentation	The individual has been informed of the complaint procedure to follow if he or she is not satisfied with his or her services and supports.
			- No
79.	SPI 45	Support Person Interview	How would you support the individual to make a complaint if he or she wants to?
			- No
<u>Support Expectation</u>			
<b>28.</b>	<b>IV.S.6</b>	<b>Support for Financial Interests</b> <b>The individual is supported to understand, obtain, and maintain insurances, entitlement benefits, and income.</b>	
80.	D 42	Documentation	The individual's record documents that applications/redeterminations for Medicaid Title 19 and other entitlements and benefits have been processed.
			<b>ONA</b> Conditional
<u>Support Expectation</u>			
<b>29.</b>	<b>IV.S.7</b>	<b>Personal Fund Accountability</b> <b>Personal funds are individually maintained and protected by a financial accountability system.</b>	
81.	D 29	Documentation	The individual's personal finances are protected through systematic record keeping.
			<b>ONA</b> No
<u>Support Expectation</u>			
<b>30.</b>	<b>IV.S.8</b>	<b>Support for Money Management</b> <b>The individual is supported to use money management skills.</b>	
82.	D 12	Documentation	There is evidence that, if necessary, the individual is supported to obtain a legal representative to manage his or her finances.
			- Always
83.	D 24	Documentation	The Individual Plan identifies the supports the individual needs to manage his or her finances.
			- Always

**V Safety**

Everyone wants to feel safe. People want live, work, and recreate in places that feel safe and are free from danger. This means the physical environment is healthy, clean, and safe. It also means that one is not hurt by other people in these places. Society has many laws and rules to keep homes and workplaces safe. People want to feel safe when they spend time in their neighborhood and community. People should be safe from crime and exploitation. People’s feelings of safety are based on their experiences in life. Most people feel more secure when they spend time in familiar places with familiar people. If a person has been assaulted or hurt in an accident they may feel differently about their personal safety. They may need extra support or reassurance. People may feel physically safe, but feel harmed or threatened in certain situations. This can be as harmful as physical injury.

Life cannot be totally safe for anyone. Accidents can happen. Safety concerns must be balanced with other values such as dignity of risk. People are entitled to take risks. They should not be protected or isolated. Connections with family, friends, and neighbors can provide important safeguards. People’s feelings about safety must be understood and respected. Support providers must recognize and address unsafe situations. They may also have to modify the environment to make it safer. People may need support to identify and understand safety issues. They may need help to learn and act in ways that are safe. People may need help to know how to handle an emergency. Support providers should never act or talk in a way that makes people feel unsafe.

Personal Outcome

**31. V.O.1 Safety in Environments**

**The individual feels safe in his or her home, neighborhood and community.**

84.	CI 45	Consumer Interview	Are you safe at work, having the personal safety equipment you need?	-	No
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Personal Outcome

**32. V.O.2 Safety Awareness and Response in Emergencies**

**The individual recognizes unsafe situations and safely responds in an emergency.**

85.	SPI 19	Support Person Interview	Does the individual know how to respond in emergency situations?	-	No
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Support Expectation

**33. V.S.1 Safety Support Implementation**

**The individual’s safety is addressed by the implementation of needed supports.**

86.	D 47	Documentation	There is evidence that emergency plans as required by policy and procedures are in place.	-	No
87.	SPI 15	Support Person Interview	How are any safety concerns for the individual addressed?	-	No
88.	SPI 18	Support Person Interview	Does the individual know what the emergency and fire evacuation plans require him or her to do?	-	No
89.	SPI 17	Support Person Interview	What are the individual’s needs during an evacuation?	-	No
90.	SPI 16	Support Person Interview	How is the individual taught to recognize and report unsafe situations to others?	<b>ONA</b>	No
91.	SPI 38	Support Person Interview	What would you do should a vehicle break down when traveling?	-	No
				-	No

**VI Health & Wellness**

Health and wellness is important to everyone. Being healthy means something different to each person. For some it may mean taking good care of one's self to avoid illness. For others, it may be taking care of a medical condition such as high blood pressure or diabetes. For some people, it might be improving one's overall lifestyle or paying attention to physical and emotional wellness.

People need access to quality health care. People need to see doctors and other health professionals when they are ill. Medical care is also necessary when people are healthy. People need routine check-ups, medical screenings, and immunizations to stay in good health.

People make many decisions that affect their health. Some decisions are about how to live – what to eat and how much – to exercise regularly – to smoke or not – to use alcohol in excess – to practice safe sex? Some decisions carry significant risks. These are all decisions each person must make for himself or herself. Other decisions are about the type of medical treatment. People must decide what medications to take or when to have surgery. People should make informed decisions on these matters. They should know the risks and potential benefits of each decision.

Support providers must help people gather the facts necessary to make informed decisions. People may help to schedule and get to appointments. Support providers must know and understand people's medical issues. They must be sensitive to each individual's expression of symptoms. People may need support to take their medicine. They also may need help to follow other prescribed treatments. Support providers must help people learn about their own health issues and how to stay healthy. Support providers need to promote healthy lifestyles while still respecting choice.

Personal Outcome

- 34. VI.O.1 Informed Health Care Decisions**  
**The individual makes informed health and wellness-promoting decisions, including those for needed medical and other health care services.**

92.	CI 81	Consumer Interview	Do you know who to contact if you have a health concern or do not feel well?	-	Conditional
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Personal Outcome

- 35. VI.O.2 Needed Health Care**  
**The individual has needed medical and health care.**

93.	D 7b	Documentation	Support providers carry out all health related orders as determined by health care professionals.	<b>ONA</b>	No
94.	D 32	Documentation	The individual's record documents monitoring of medications and side effects.	-	Conditional

Support Expectation

- 36. VI.S.1 Health Care Support Decisions**  
**The individual is supported to make informed health and wellness-promoting decisions.**

95.	D 6	Documentation	There is evidence that the individual has needed support to manage his or her medication.	-	No
96.	SPI 8	Support Person Interview	How is the individual supported to acquire, use and maintain equipment needed to sustain his or her health, wellness and independence?	-	No

Support Expectation

- 37. VI.S.2 Support Staff Training In Healthcare Needs**  
**Support staff are trained to meet the healthcare needs of the individual.**

97.	D 36	Documentation	The Individual Plan identifies additional qualifications and training required for staff to adequately support the person, if needed.	<b>ONA</b>	Always
98.	D 37	Documentation	There is documentation that at least one support staff on duty per shift is currently trained in cardiopulmonary resuscitation (CPR).	<b>ONA</b>	No
99.	D 38	Documentation	There is documentation that only licensed personnel or certified unlicensed personnel administer medications to the individual.	<b>ONA</b>	No
100.	SPI 35	Support Person Interview	What are the individual's medical needs and how are these addressed?	-	No

**VII Satisfaction**

For many of us the question that means the most in terms of quality of life is: Are we satisfied with our lives? One’s satisfaction with his or her life reflects a general sense of well-being or contentment involving a range of life experiences and conditions. Individual satisfaction is a key to quality and the most important perspective on quality is an individual’s experience and point of view; the personal perceptions of one’s quality of life.

Satisfaction with the course of our lives may involve having basic needs met, the extent of present choice and decision-making, life goals for the future and the pursuit and achievement of those goals. It may involve the quality of relationships, valued community involvement, health and wellness, safety, cultural heritage expression, home, work and leisure.

The conditions of life and one’s values and interests differ from one individual to another and over time as well. Support providers may assist individuals in achieving satisfaction with the course of their lives by asking individuals or family members, as appropriate, about quality of life circumstances, what they believe is working well and what could make things better. Support providers work with individuals to have unique opportunities to make progress and to increase satisfaction in their lives.

Support and service quality begins with a good individual planning process that emphasizes an individual’s strengths and capabilities. Support providers arrange the support and service an individual receives to match his or her needs, preferences and expectations. The individual’s perception of his or her supports and services guides the development and revision of plans that should lead to positive outcomes and personal satisfaction. In other words the individual would lead a full, satisfying and safe life. As necessary, the individual is assisted to find and pursue other realistic support options if he or she expresses dissatisfaction with expected outcomes or the means of achieving them.

In instances where it may be difficult to understand what an individual is communicating about his or her satisfaction, opinion and insight may be sought from family members or others, as appropriate.

Individuals who are satisfied with their lives, supports and services, typically:  
 express their satisfaction when asked;  
 express a positive outlook on life;  
 show their satisfaction in other ways when they cannot communicate it;  
 have a personal advocate who expresses satisfaction if they cannot express or show it;  
 seek to maintain what they have, and;  
 want to continue with their current services and supports and/or their service coordinator.

Personal Outcome

**38. VII.O.1 Life Satisfaction**

**The individual is satisfied with the course of his or her life.**

101.	CI 2	Consumer Interview	Do you like working at your job or going to your day program?	-	No
102.	CI 67	Consumer Interview	Are you happy with the relationships you have?	-	No
103.	CI 66	Consumer Interview	Do you get to control your money as much as you want to?	-	No
104.	CI 33	Consumer Interview	Are you happy with the money you make on your job?	-	No

Personal Outcome

**39. VII.O.2 Support Satisfaction**

**The individual is satisfied with the support he or she receives.**

105.	CI 76	Consumer Interview	What benefits do you get at your job?	-	No
106.	CI 71	Consumer Interview	Do your staff listen to you? Do staff do what you want them to do – be on time, be flexible, change schedule when you need them to?	-	No
107.	CI 11	Consumer Interview	Do you have a guardian? If you have a guardian, do you like how your guardian helps you?	-	Conditional
108.	CI 69	Consumer Interview	Are you happy with your Case Manager?	-	Always
109.	CI 68	Consumer Interview	Are you getting the supports you want?	-	Conditional
110.	CI 72	Consumer Interview	Do you get enough hours of support?	-	Conditional

Support Expectation

**40. VII.S.1 Life Satisfaction Support**

**The individual is supported to have a satisfying life.**

111.	SPI 47	Support Person Interview	Is the individual happy with his or her life right now? If not what changes would make things better?	-	No
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Support Expectation

**41. VII.S.3 Support Satisfaction Assistance**

**The individual is assisted through the Individual Plan process to have supports that he or she is satisfied with.**

112.	D 21	Documentation	Periodic Reviews of the Individual Plan document the individual's satisfaction with supports and services.	-	Always
113.	SPI 51	Support Person Interview	How do you know the individual is satisfied with supports identified in his or her plan?	-	No

Support Expectation

**42. VII.S.4 Support Satisfaction Expression**

**The individual is assisted to express his or her opinion about satisfaction with supports received.**

114.	SPI 50	Support Person Interview	What steps are taken to respond to the individual's concerns about his or her supports?	-	No
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Support Expectation

**43. VII.S.5 Support Person's Satisfaction with Individual's Supports**

**Persons who support the individual are satisfied with the support the individual receives.**

115.	SPI 53	Support Person Interview	What aspects of the support that the individual receives are you satisfied with? Not satisfied with?	-	No
116.	SPI 54	Support Person Interview	If you have a concern about the individual's supports and services, are your concerns addressed?	-	No

# Supported Employment Independent Service Tool

DMR  
ONA? Responsible?

## I Planning and Personal Achievement

We all define our personal goals and dreams for the future. Talking about these dreams is the first step toward realizing them. Developing a plan helps to capture a person's hopes and dreams for the future and translate them into action. The plan will establish the direction a person wants to go, determine the supports needed to get there, and identify who will support the person to reach their dreams. Planning can help us listen to, and take direction from, the person or people who know the person best. It also helps us focus on the person's preferences, strengths, and talents.

A good planning process helps to organize and use natural supports like family, friends, and acquaintances, and formal community supports and services to help the person achieve what is important to them. The plan may focus on developing personal competencies and skills. Experiences that help people learn how to live on their own, find the right job, make friends, take the bus around town, or pursue a hobby or leisure interest create opportunities to participate in a wider range of chosen activities.

When people have a variety of experiences and opportunities to try new things, their choices increase and their goals and hopes for the future are enriched. People pursue personal goals and dreams throughout their life. Most people find this pursuit a rewarding and valued activity. We all need to feel we are making progress toward our personal goals. Recognizing and celebrating our accomplishments give us the strength and determination to take risks and pursue new challenges.

### Personal Outcome

#### 1. I.O.1 Planning Process Direction

**The individual directs his or her planning process.**

1.	D 1	Documentation	The individual's plan indicates he or she directed or participated in the planning process to the extent that he or she chose to participate.	-	Always
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### Personal Outcome

#### 2. I.O.2 Preferences and Goals

**The individual expresses preferences and personal goals for inclusion in the planning process.**

2.	CI 40	Consumer Interview	Are the things you are doing now the things you want to do?	-	Always
3.	CI 38	Consumer Interview	Do you go to meetings to talk about your individual plan?	-	Always
4.	CI 39	Consumer Interview	At your planning meeting, did people ask you what you like to do?	-	Always
5.	D 4	Documentation	The individual's preferences and personal goals are identified in his or her plan.	<b>ONA</b>	Always

### Personal Outcome

#### 3. I.O.3 Service and Provider Choice

**The individual chooses services, the degree of self-direction and providers to the extent he or she wishes.**

6.	CI 80	Consumer Interview	Did you choose the agency/vendor that is supporting you or providing you this residential or day/vocational service/program?	-	Always
7.	CI 21	Consumer Interview	If you want to change your service, how do you make the change?	-	Always
8.	CI 79	Consumer Interview	Did your case manager explain to you that you could hire your friend or neighbor if you want to?	-	Always
9.	D 16	Documentation	The individual's choice of service options and support providers are reflected in his or her individual plan.	-	Always

**Personal Outcome**

<b>4.</b>	<b>I.O.4</b>	<b>Plan Change</b>	<b>The individual influences/directs changes to the individual plan based on changes to his/her life goals or circumstances.</b>		
10.	CI 56	Consumer Interview	Are you happy with the people who provide help and assistance to you at home or at your job?	-	No
11.	CI 41	Consumer Interview	Are you working on things that you identified at your planning meeting? What things are you working on now?	-	No
12.	D 33	Documentation	The Individual Plan or Periodic Review documents responsiveness to the individual's requests to make changes in supports and services or providers, if applicable.	<b>ONA</b>	<b>Always</b>

**Personal Outcome**

<b>5.</b>	<b>I.O.5</b>	<b>Plan Outcomes</b>	<b>The individual is developing or has personal competencies and is realizing personal goals.</b>		
13.	CI 48	Consumer Interview	Are you happy with progress you made to meet your goals?	-	Conditional
14.	D 18	Documentation	Periodic Reviews of the Individual Plan reflect progress on personal outcomes identified in the individual's plan.	-	Always

**Support Expectation**

<b>6.</b>	<b>I.S.1</b>	<b>Comprehensive Assessment</b>	<b>Comprehensive information concerning the individual's preferences, personal goals, needs and abilities, health status and other available information is gathered in preparation for developing a personalized Individual Plan.</b>		
15.	D 11a	Documentation	Demographic and personal information is maintained in the individual's record.	-	No
16.	D 5a	Documentation	The individual's record contains necessary and current health assessments, screenings, evaluations, reports and/or profiles.	<b>ONA</b>	<b>Conditional</b>
17.	D 5b	Documentation	The individual's record contains necessary and current safety assessments, screenings, evaluations, reports and/or profiles.	-	Conditional
18.	D 5c	Documentation	The individual's record contains necessary and current programmatic assessments, screenings, evaluations, reports and/or profiles.	-	Conditional
19.	D 48	Documentation	For HCBS Waiver recipients, the individual record shows that the HCBS Waiver Level of Care evaluation has been completed and is current.	-	Always
20.	SPI 1	Support Person Interview	How is the individual helped to prepare for and participate in his or her planning process?	-	No

**Support Expectation**

<b>7.</b>	<b>I.S.2</b>	<b>Needs Addressed in Plan</b>				
		<b>The individual plan comprehensively addresses the individual's need for HCBS, health care and other services in accordance with his/her expressed personal preferences and goals.</b>				
	21.	D 57	Documentation	The individual's plan is on file at the service location, available for support staff to implement.	-	<b>Conditional</b>
	22.	D 2	Documentation	The individual's annual plan is developed on a timely basis.	-	<b>Always</b>
	23.	D 3	Documentation	Each HCBS Waiver service relates to an identified need in the Individual Plan.	-	<b>Always</b>
	24.	D 13	Documentation	The individual's plan indicates he or she is working on chosen goals.	-	<b>Always</b>
	25.	D 9	Documentation	The individual's plan identifies behavioral issues and strategies, as applicable.	-	<b>Always</b>
	26.	D 10	Documentation	The individual's plan identifies any supports coordinated across settings.	-	<b>Always</b>
	27.	D 23	Documentation	The individual's record contains necessary consent forms.	-	<b>Conditional</b>

**Support Expectation**

<b>8.</b>	<b>I.S.3</b>	<b>Support for Service Choice</b>				
		<b>The individual is provided with information and support to choose his/her service options, support providers and degree of self-direction and management as desired.</b>				
	28.	D 19	Documentation	The individual's record indicates the case manager shared information with the person and his or her representatives and was supported to choose his/her service options, providers and degree of self-direction and management, as desired.	-	<b>Always</b>
	29.	SPI 32	Support Person Interview	How is the individual supported to make a change in his or her services if desired?	-	<b>No</b>

**Support Expectation**

<b>9.</b>	<b>I.S.4</b>	<b>Timely Plan Modification</b>				
		<b>The individual's plan is reviewed and modified as needed in a timely manner and based on changes in personal circumstances.</b>				
	30.	D 20	Documentation	Periodic Reviews of the Individual Plan reflect modifications to the plan based on changes in the individual's life goals or circumstances and preferences.	<b>ONA</b>	<b>Always</b>
	31.	SPI 3	Support Person Interview	Is the individual's plan reviewed and updated based on changes in his or her life and personal choice?	-	<b>No</b>
	32.	SPI 4	Support Person Interview	How do you provide input on the individual's behalf for plan modification, regarding changes in his or her life and personal choice?	-	<b>No</b>
	33.	SPI 5	Support Person Interview	How have any changes to the individual's plan been communicated to you?	-	<b>No</b>

Support Expectation

<b>10.</b>	<b>I.S.5</b>	<b>Plan Implemented as Written</b>				
		<b>The person's Individual Plan is implemented as written.</b>				
	34.	D 43a	Documentation	The plan is implemented on a timely basis.	-	No
	35.	D 43	Documentation	Direct service providers maintain documentation of supports and services provided and progress made.	<b>ONA</b>	No
	36.	D 15	Documentation	Periodic reviews of the Individual's Plan identify that needed services and supports are received.	<b>ONA</b>	Conditional
	37.	D 35	Documentation	Support person training regarding the individual's health, safety, and plan is documented.	-	No
	38.	SPI 2	Support Person Interview	What are the specific strategies in place to help the individual achieve his or her goals?	-	No

Support Expectation

<b>11.</b>	<b>I.S.6</b>	<b>Support Individualized and Effective</b>				
		<b>The individual is understood by staff and supported through effective communication that reflects his or her likes, dislikes, preferences and abilities.</b>				
	39.	SPI 7	Support Person Interview	Describe how the individual communicates.	-	No

## II Relationships & Community Inclusion

The relationships we have with others are often the most important things in life. They can bring us happiness and excitement. They can also give us comfort, guidance, companionship, and support. People have all types of relationships – acquaintances, close friends, family, and people with whom they share their most intimate feelings, fears, and dreams. For some people, their relationships with support providers may also be very important. They often involve mutual caring and emotional support. However people should have the opportunity to develop other relationships in addition to paid support providers. People may need help to meet others. They may also to learn what they should do to make and keep acquaintances and friends.

Most people like to be with and feel connected to others. Being in the community to join with others with common interests helps people to develop interests and preferences. The community offers many places to go, things to do, and people to meet. Stores, restaurants, theaters, banks, ball fields, and beaches are all places in the community. They are for people's use and enjoyment.

People may need support to learn about and access the community. Going places in the community gives people the opportunity to meet new people, try new experiences, and learn new things. This could include clubs, sports leagues, churches, civic and political groups, or volunteer work. Being active in the community gives people the chance to have different social roles. It also allows others to learn about the person, their many qualities and their value to the community.

### Support Expectation

12. II.S.1 Relationship Support  
The individual is supported to maintain existing relationships, and experiences opportunities to develop new relationships as desired.
- |     |        |                          |   |   |    |
|-----|--------|--------------------------|---|---|----|
| 40. | SPI 14 | Support Person Interview | How do you support the individual to develop new and healthy relationships? | - | No |
|-----|--------|--------------------------|---|---|----|

### Support Expectation

13. II.S.2 Support for Connections  
The individual is supported to participate in experiences and activities of his or her choice in community, home, work, leisure and other settings that reflect personal interests and preferences.
- |     |      |               |  |     |    |
|-----|------|---------------|--|-----|----|
| 41. | D 17 | Documentation | The record indicates the individual is engaging in activities that reflect personal preferences. | ONA | No |
|-----|------|---------------|--|-----|----|

### III Choice & Control

Choice is the opportunity to choose from a variety of options. People make choices every day. Some are basic choices like what to eat, when to go to bed, or what to do for fun. Others are major life choices such as where and with whom to live, where to work and how to express one's faith. All of these choices are important and belong to the person. People's choices often change over time. The choices and decisions we make about our lives are shaped by opportunities, experiences, and personal priorities.

Control means having power over the course of one's life. It is directing the many choices that shape one's life. It means deciding one's own goals and guiding the planning process. These goals become the focus of supports. It also means choosing one's own supports and services. This could include choice of service provider, the people who provide direct support at home or at work, doctors, pharmacists, bankers, and other services available in the community.

Support providers must take the time to really listen to people. Not everyone can easily express their choices in words. Some people communicate in other ways, such as gestures, expressions, or through their actions. Support providers may need to help people understand their options and the consequences of their choices and decisions. Some people are reluctant to make choices and look to their friends, family, and support providers to decide. They may need support and experience to feel more comfortable making their own choices.

#### Personal Outcome

14.	III.O.2	<b>Work or Day Activity Choice</b> The individual chooses what he or she does for work, retirement, or other day options.				
	42.	CI 31	Consumer Interview	Who chose your job or day activity program?	-	No

#### Personal Outcome

15.	III.O.4	<b>Chooses Support Staff</b> The individual chooses his or her support staff.				
	43.	SPI 41	Support Person Interview	How is the individual involved in staff hiring?	-	No

#### Support Expectation

16.	III.S.1	<b>Support for Service Choices</b> The individual is informed about and supported to select where he or she lives, with whom and what to do for work, retirement or other day options.				
	44.	SPI 44	Support Person Interview	Was the individual supported to choose his or her day activity and to explore other options?	-	No

#### Support Expectation

17.	III.S.2	<b>Lifestyle Support</b> The individual is supported to follow the lifestyle, personal activities, and routines of his or her choice based on personal preferences and interests.				
	45.	SPI 25	Support Person Interview	Is the individual satisfied with his or her routine? How do you know this? Give some recent examples.	-	No

**IV Rights, Respect & Dignity**

People in the United States have legal rights. Some of them are freedom of speech, freedom of religion, and the right to privacy. People also have basic liberties. People can move about freely, have private time and space, and keep their own personal possessions. People can choose when and with whom they share personal information. Sometimes people need support to enjoy their freedom and exercise their rights.

All people should be free from abuse and neglect. People who have experienced abuse or neglect may feel the effects of physical and emotional harm for a long time.

All people are equal members of their community. We all deserve to be treated with respect and dignity. Every person matters and should be valued. Being treated with respect feels good. One way to show respect is by really listening to people. "Really listening," means being sensitive to people's words, actions, and feelings. Another way of showing respect is by speaking to people politely. Physical help should be gentle and respectful. Respect also includes recognizing and valuing individual differences.

Having economic security is important to everyone. This means enough money for food, clothes, and a place to live. People should also have some spending money. Medical insurance is needed to stay healthy and get health care when sick. People need a way to replace possessions if they are stolen or destroyed.

Having economic security allows people to look forward to, and plan for, their future.

People may need assistance to keep their money and other resources safe. People may need a support to budget their money and use money to make purchases or pay for things they need or enjoy. Supports should help people be in charge of their money. Support providers should only provide the assistance that the person wants and needs to manage their resources.

Personal Outcome

<b>18.</b>	<b>IV.O.1</b>	<b>Value and Respect Experience</b> <b>The individual feels valued and respected.</b>				
	46.	CI 37	Consumer Interview	Do people ask for your opinions and input? When? How often?	-	No

Personal Outcome

<b>19.</b>	<b>IV.O.2</b>	<b>Mistreatment and Harm</b> <b>The individual has not experienced abuse and neglect, and is free from physical and emotional harm.</b>				
	47.	CI 59	Consumer Interview	Do you know what abuse, neglect are?	-	No
	48.	CI 60	Consumer Interview	Do you know how to ask for help if somebody is hurting you or someone else?	-	No
	49.	D 54	Documentation	The individual has not experienced abuse or neglect.	<b>ONA</b>	No

Personal Outcome

<b>20.</b>	<b>IV.O.4</b>	<b>Concern and Grievance Expression</b> <b>The individual is knowledgeable about ways to express his or her concerns and grievances.</b>				
	50.	CI 49	Consumer Interview	If you have a problem and/or complaint, do you have someone to talk to? Are you able to speak privately with someone about personal matters, if you want?	-	No

Personal Outcome

<b>21.</b>	<b>IV.O.5</b>	<b>Economic Resources</b> <b>The individual has sufficient economic resources.</b>				
	51.	CI 74	Consumer Interview	Do you want a new job or one with more hours?	-	Conditional
	52.	CI 73	Consumer Interview	Do you have enough money to buy necessary personal items and to participate in community activities?	-	Conditional

<u>Support Expectation</u>					
<b>22.</b>	<b>IV.S.1</b>	<b>Value and Respect Afforded</b>	<b>The individual is treated as a valued and respected person.</b>		
53.	D 55	Documentation	The support person has documented training regarding individual rights.	<b>ONA</b>	<b>No</b>
<u>Support Expectation</u>					
<b>23.</b>	<b>IV.S.2</b>	<b>Harm Prevention</b>	<b>The individual is supported to be free from physical and emotional harm.</b>		
54.	D 39	Documentation	The individual's record contains documentation on DMR Form 255's for incidents of injury, restraint, unusual incidents and medication errors.	-	<b>No</b>
55.	D 40	Documentation	Individual's incidents and accidents are reported, investigated and followed-up as appropriate.	-	<b>No</b>
56.	D 45	Documentation	The individual's record shows Abuse and Neglect policy and procedures were followed.	-	<b>No</b>
57.	D 46	Documentation	The individual's record shows follow-up to Abuse and Neglect concerns regarding the individual, including notification to families.	-	<b>Conditional</b>
58.	D 56	Documentation	The support person has documented training regarding abuse and neglect reporting and prevention.	<b>ONA</b>	<b>No</b>
59.	SPI 40	Support Person Interview	How do you help the individual to learn to avoid potentially abusive and neglectful situations?	-	<b>No</b>
60.	SPI 9	Support Person Interview	What would you do if you witness abuse or neglect occurring?	<b>ONA</b>	<b>No</b>
61.	SPI 37	Support Person Interview	What are your agency's accident and incident reporting policies and procedures?	-	<b>No</b>
<u>Support Expectation</u>					
<b>24.</b>	<b>IV.S.3</b>	<b>Support for Exercising Rights</b>	<b>The individual is supported to exercise his/her rights responsibly.</b>		
62.	D 22	Documentation	There is evidence that the individual has the support of a guardian or advocate as needed.	-	<b>Always</b>
63.	D 25	Documentation	There is evidence that the individual is informed of all constitutional, federal and state statutory rights.	-	<b>Always</b>
64.	SPI 10	Support Person Interview	How do you help the individual exercise his or her rights?	-	<b>No</b>

<u>Support Expectation</u>			
<b>25.</b>	<b>IV.S.4</b>	<b>Rights Protected</b> <b>Individual rights are protected.</b>	
65.	D 26	Documentation	The individual's record contains necessary Human Rights Committee (HRC), Program Review Committee (PRC), and guardianship documents, as applicable.
			- <b>Conditional</b>
66.	D 27	Documentation	The individual's record identifies that required procedures were followed if his or her rights were restricted.
			<b>ONA</b> <b>Conditional</b>
67.	D 27d	Documentation	Approved behavioral techniques are used when an emergency restraint occurs.
			<b>ONA</b> <b>No</b>
<u>Support Expectation</u>			
<b>26.</b>	<b>IV.S.5</b>	<b>Concern and Grievance Response</b> <b>Concerns and grievances by the individual are sought and responded to.</b>	
68.	D 58	Documentation	The individual has been informed of the complaint procedure to follow if he or she is not satisfied with his or her services and supports.
			- <b>No</b>
69.	SPI 45	Support Person Interview	How would you support the individual to make a complaint if he or she wants to?
			- <b>No</b>
<u>Support Expectation</u>			
<b>27.</b>	<b>IV.S.6</b>	<b>Support for Financial Interests</b> <b>The individual is supported to understand, obtain, and maintain insurances, entitlement benefits, and income.</b>	
70.	D 42	Documentation	The individual's record documents that applications/redeterminations for Medicaid Title 19 and other entitlements and benefits have been processed.
			<b>ONA</b> <b>Conditional</b>
<u>Support Expectation</u>			
<b>28.</b>	<b>IV.S.8</b>	<b>Support for Money Management</b> <b>The individual is supported to use money management skills.</b>	
71.	D 12	Documentation	There is evidence that, if necessary, the individual is supported to obtain a legal representative to manage his or her finances.
			- <b>Always</b>
72.	D 24	Documentation	The Individual Plan identifies the supports the individual needs to manage his or her finances.
			- <b>Always</b>

**V Safety**

Everyone wants to feel safe. People want live, work, and recreate in places that feel safe and are free from danger. This means the physical environment is healthy, clean, and safe. It also means that one is not hurt by other people in these places. Society has many laws and rules to keep homes and workplaces safe. People want to feel safe when they spend time in their neighborhood and community. People should be safe from crime and exploitation. People’s feelings of safety are based on their experiences in life. Most people feel more secure when they spend time in familiar places with familiar people. If a person has been assaulted or hurt in an accident they may feel differently about their personal safety. They may need extra support or reassurance. People may feel physically safe, but feel harmed or threatened in certain situations. This can be as harmful as physical injury.

Life cannot be totally safe for anyone. Accidents can happen. Safety concerns must be balanced with other values such as dignity of risk. People are entitled to take risks. They should not be protected or isolated. Connections with family, friends, and neighbors can provide important safeguards. People’s feelings about safety must be understood and respected. Support providers must recognize and address unsafe situations. They may also have to modify the environment to make it safer. People may need support to identify and understand safety issues. They may need help to learn and act in ways that are safe. People may need help to know how to handle an emergency. Support providers should never act or talk in a way that makes people feel unsafe.

Personal Outcome

**29. V.O.1 Safety in Environments**

**The individual feels safe in his or her home, neighborhood and community.**

73.	CI 45	Consumer Interview	Are you safe at work, having the personal safety equipment you need?	-	No
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Personal Outcome

**30. V.O.2 Safety Awareness and Response in Emergencies**

**The individual recognizes unsafe situations and safely responds in an emergency.**

74.	SPI 19	Support Person Interview	Does the individual know how to respond in emergency situations?	-	No
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Support Expectation

**31. V.S.1 Safety Support Implementation**

**The individual’s safety is addressed by the implementation of needed supports.**

75.	SPI 15	Support Person Interview	How are any safety concerns for the individual addressed?	-	No
76.	SPI 16	Support Person Interview	How is the individual taught to recognize and report unsafe situations to others?	-	No

**VI Health & Wellness**

Health and wellness is important to everyone. Being healthy means something different to each person. For some it may mean taking good care of one's self to avoid illness. For others, it may be taking care of a medical condition such as high blood pressure or diabetes. For some people, it might be improving one's overall lifestyle or paying attention to physical and emotional wellness.

People need access to quality health care. People need to see doctors and other health professionals when they are ill. Medical care is also necessary when people are healthy. People need routine check-ups, medical screenings, and immunizations to stay in good health.

People make many decisions that affect their health. Some decisions are about how to live – what to eat and how much – to exercise regularly – to smoke or not – to use alcohol in excess – to practice safe sex? Some decisions carry significant risks. These are all decisions each person must make for himself or herself. Other decisions are about the type of medical treatment. People must decide what medications to take or when to have surgery. People should make informed decisions on these matters. They should know the risks and potential benefits of each decision.

Support providers must help people gather the facts necessary to make informed decisions. People may help to schedule and get to appointments. Support providers must know and understand people's medical issues. They must be sensitive to each individual's expression of symptoms. People may need support to take their medicine. They also may need help to follow other prescribed treatments. Support providers must help people learn about their own health issues and how to stay healthy. Support providers need to promote healthy lifestyles while still respecting choice.

Personal Outcome

32. **VI.O.1 Informed Health Care Decisions**  
The individual makes informed health and wellness-promoting decisions, including those for needed medical and other health care services.

77.	CI 81	Consumer Interview	Do you know who to contact if you have a health concern or do not feel well?	-	Conditional
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Personal Outcome

33. **VI.O.2 Needed Health Care**  
The individual has needed medical and health care.

78.	D 32	Documentation	The individual's record documents monitoring of medications and side effects.	-	Conditional
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Support Expectation

34. **VI.S.1 Health Care Support Decisions**  
The individual is supported to make informed health and wellness-promoting decisions.

79.	D 6	Documentation	There is evidence that the individual has needed support to manage his or her medication.	-	No
80.	SPI 8	Support Person Interview	How is the individual supported to acquire, use and maintain equipment needed to sustain his or her health, wellness and independence?	-	No

Support Expectation

35. **VI.S.2 Support Staff Training In Healthcare Needs**  
Support staff are trained to meet the healthcare needs of the individual.

81.	D 36	Documentation	The Individual Plan identifies additional qualifications and training required for staff to adequately support the person, if needed.	<b>ONA</b>	Always
82.	D 38	Documentation	There is documentation that only licensed personnel or certified unlicensed personnel administer medications to the individual.	<b>ONA</b>	No

**VII Satisfaction**

For many of us the question that means the most in terms of quality of life is: Are we satisfied with our lives? One’s satisfaction with his or her life reflects a general sense of well-being or contentment involving a range of life experiences and conditions. Individual satisfaction is a key to quality and the most important perspective on quality is an individual’s experience and point of view; the personal perceptions of one’s quality of life.

Satisfaction with the course of our lives may involve having basic needs met, the extent of present choice and decision-making, life goals for the future and the pursuit and achievement of those goals. It may involve the quality of relationships, valued community involvement, health and wellness, safety, cultural heritage expression, home, work and leisure.

The conditions of life and one’s values and interests differ from one individual to another and over time as well. Support providers may assist individuals in achieving satisfaction with the course of their lives by asking individuals or family members, as appropriate, about quality of life circumstances, what they believe is working well and what could make things better. Support providers work with individuals to have unique opportunities to make progress and to increase satisfaction in their lives.

Support and service quality begins with a good individual planning process that emphasizes an individual’s strengths and capabilities. Support providers arrange the support and service an individual receives to match his or her needs, preferences and expectations. The individual’s perception of his or her supports and services guides the development and revision of plans that should lead to positive outcomes and personal satisfaction. In other words the individual would lead a full, satisfying and safe life. As necessary, the individual is assisted to find and pursue other realistic support options if he or she expresses dissatisfaction with expected outcomes or the means of achieving them.

In instances where it may be difficult to understand what an individual is communicating about his or her satisfaction, opinion and insight may be sought from family members or others, as appropriate.

Individuals who are satisfied with their lives, supports and services, typically:  
 express their satisfaction when asked;  
 express a positive outlook on life;  
 show their satisfaction in other ways when they cannot communicate it;  
 have a personal advocate who expresses satisfaction if they cannot express or show it;  
 seek to maintain what they have, and;  
 want to continue with their current services and supports and/or their service coordinator.

Personal Outcome

**36. VII.O.1 Life Satisfaction**

**The individual is satisfied with the course of his or her life.**

83.	CI 2	Consumer Interview	Do you like working at your job or going to your day program?	-	No
84.	CI 67	Consumer Interview	Are you happy with the relationships you have?	-	No
85.	CI 33	Consumer Interview	Are you happy with the money you make on your job?	-	No

Personal Outcome

**37. VII.O.2 Support Satisfaction**

**The individual is satisfied with the support he or she receives.**

86.	CI 76	Consumer Interview	What benefits do you get at your job?	-	No
87.	CI 69	Consumer Interview	Are you happy with your Case Manager?	-	Always
88.	CI 68	Consumer Interview	Are you getting the supports you want?	-	Conditional

Support Expectation

**38. VII.S.1 Life Satisfaction Support**

**The individual is supported to have a satisfying life.**

89.	SPI 47	Support Person Interview	Is the individual happy with his or her life right now? If not what changes would make things better?	-	No
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Support Expectation

**39. VII.S.3 Support Satisfaction Assistance**

**The individual is assisted through the Individual Plan process to have supports that he or she is satisfied with.**

90.	D 21	Documentation	Periodic Reviews of the Individual Plan document the individual's satisfaction with supports and services.	-	
91.	SPI 51	Support Person Interview	How do you know the individual is satisfied with supports identified in his or her plan?	-	Always

Support Expectation

**40. VII.S.4 Support Satisfaction Expression**

**The individual is assisted to express his or her opinion about satisfaction with supports received.**

92.	SPI 50	Support Person Interview	What steps are taken to respond to the individual's concerns about his or her supports?	-	No
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Support Expectation

**41. VII.S.5 Support Person's Satisfaction with Individual's Supports**

**Persons who support the individual are satisfied with the support the individual receives.**

93.	SPI 53	Support Person Interview	What aspects of the support that the individual receives are you satisfied with? Not satisfied with?	-	No
94.	SPI 54	Support Person Interview	If you have a concern about the individual's supports and services, are your concerns addressed?	-	No

# Respite Home/Center Service Tool

DMR  
ONA? Responsible?

## I Planning and Personal Achievement

We all define our personal goals and dreams for the future. Talking about these dreams is the first step toward realizing them. Developing a plan helps to capture a person's hopes and dreams for the future and translate them into action. The plan will establish the direction a person wants to go, determine the supports needed to get there, and identify who will support the person to reach their dreams. Planning can help us listen to, and take direction from, the person or people who know the person best. It also helps us focus on the person's preferences, strengths, and talents.

A good planning process helps to organize and use natural supports like family, friends, and acquaintances, and formal community supports and services to help the person achieve what is important to them. The plan may focus on developing personal competencies and skills. Experiences that help people learn how to live on their own, find the right job, make friends, take the bus around town, or pursue a hobby or leisure interest create opportunities to participate in a wider range of chosen activities.

When people have a variety of experiences and opportunities to try new things, their choices increase and their goals and hopes for the future are enriched. People pursue personal goals and dreams throughout their life. Most people find this pursuit a rewarding and valued activity. We all need to feel we are making progress toward our personal goals. Recognizing and celebrating our accomplishments give us the strength and determination to take risks and pursue new challenges.

### Personal Outcome

#### 1. I.O.2 Preferences and Goals

The individual expresses preferences and personal goals for inclusion in the planning process.

1.	CI 40	Consumer Interview	Are the things you are doing now the things you want to do?	-	Always
2.	D 4	Documentation	The individual's preferences and personal goals are identified in his or her plan.	<b>ONA</b>	Always

### Support Expectation

#### 2. I.S.1 Comprehensive Assessment

Comprehensive information concerning the individual's preferences, personal goals, needs and abilities, health status and other available information is gathered in preparation for developing a personalized Individual Plan.

3.	D 11a	Documentation	Demographic and personal information is maintained in the individual's record.	-	No
4.	D 5a	Documentation	The individual's record contains necessary and current health assessments, screenings, evaluations, reports and/or profiles.	<b>ONA</b>	Conditional
5.	D 5b	Documentation	The individual's record contains necessary and current safety assessments, screenings, evaluations, reports and/or profiles.	-	Conditional
6.	D 5c	Documentation	The individual's record contains necessary and current programmatic assessments, screenings, evaluations, reports and/or profiles.	-	Conditional

### Support Expectation

#### 3. I.S.2 Needs Addressed in Plan

The individual plan comprehensively addresses the individual's need for HCBS, health care and other services in accordance with his/her expressed personal preferences and goals.

7.	D 57	Documentation	The individual's plan is on file at the service location, available for support staff to implement.	-	Conditional
8.	D 44	Documentation	The individual's plan identifies health and safety issues and strategies.	<b>ONA</b>	Always
9.	D 23	Documentation	The individual's record contains necessary consent forms.	-	Conditional

Support Expectation

<b>4.</b>	<b>I.S.5</b>	<b>Plan Implemented as Written</b>			
		<b>The person's Individual Plan is implemented as written.</b>			
10.	D 43	Documentation	Direct service providers maintain documentation of supports and services provided and progress made.	<b>ONA</b>	<b>No</b>
11.	D 35	Documentation	Support person training regarding the individual's health, safety, and plan is documented.	-	<b>No</b>
12.	O 14	Observation	Support persons recognize and use naturally occurring opportunities when teaching.	-	<b>No</b>
13.	O 7	Observation	Sufficient support persons are available to meet the individual's support and service needs identified in his or her Plan.	<b>ONA</b>	<b>No</b>
14.	SPI 11	Support Person Interview	What are the behavioral interventions used to support the individual?	-	<b>No</b>

Support Expectation

<b>5.</b>	<b>I.S.6</b>	<b>Support Individualized and Effective</b>			
		<b>The individual is understood by staff and supported through effective communication that reflects his or her likes, dislikes, preferences and abilities.</b>			
15.	O 10	Observation	Support persons communicate in effective ways the individual can understand and takes the time to listen to the individual and are responsive when the individual communicates.	<b>ONA</b>	<b>No</b>
16.	O 16	Observation	Support persons give assistance to the individual only when necessary.	-	<b>No</b>
17.	SPI 7	Support Person Interview	Describe how the individual communicates.	-	<b>No</b>

## II Relationships & Community Inclusion

The relationships we have with others are often the most important things in life. They can bring us happiness and excitement. They can also give us comfort, guidance, companionship, and support. People have all types of relationships – acquaintances, close friends, family, and people with whom they share their most intimate feelings, fears, and dreams. For some people, their relationships with support providers may also be very important. They often involve mutual caring and emotional support. However people should have the opportunity to develop other relationships in addition to paid support providers. People may need help to meet others. They may also to learn what they should do to make and keep acquaintances and friends.

Most people like to be with and feel connected to others. Being in the community to join with others with common interests helps people to develop interests and preferences. The community offers many places to go, things to do, and people to meet. Stores, restaurants, theaters, banks, ball fields, and beaches are all places in the community. They are for people's use and enjoyment.

People may need support to learn about and access the community. Going places in the community gives people the opportunity to meet new people, try new experiences, and learn new things. This could include clubs, sports leagues, churches, civic and political groups, or volunteer work. Being active in the community gives people the chance to have different social roles. It also allows others to learn about the person, their many qualities and their value to the community.

### Personal Outcome

6.	<b>II.O.1</b>	<b>Relationship Choice</b> <b>The individual has relationships he or she chooses.</b>			
	18.	O 1	Observation	The individual likes others he or she spends time with.	- No

### Personal Outcome

7.	<b>II.O.2</b>	<b>Participation and Choice of Activities</b> <b>The individual participates in experiences and activities in community, home, work, leisure and other settings as he or she chooses.</b>			
	19.	CI 23	Consumer Interview	Can you do activities that are different from the ones that others do if you want to?	- No
	20.	SPI 26	Support Person Interview	Does the individual participate in the activities that he or she chooses? Describe the activities the individual chooses to participate in.	- No

### Support Expectation

8.	<b>II.S.1</b>	<b>Relationship Support</b> <b>The individual is supported to maintain existing relationships, and experiences opportunities to develop new relationships as desired.</b>			
	21.	SPI 14	Support Person Interview	How do you support the individual to develop new and healthy relationships?	- No

### Support Expectation

9.	<b>II.S.2</b>	<b>Support for Connections</b> <b>The individual is supported to participate in experiences and activities of his or her choice in community, home, work, leisure and other settings that reflect personal interests and preferences.</b>			
	22.	D 17	Documentation	The record indicates the individual is engaging in activities that reflect personal preferences.	<b>ONA</b> No
	23.	SPI 29	Support Person Interview	How do you help the individual to choose and participate in experiences and activities that he or she wants? Give some recent examples.	- No

### III Choice & Control

Choice is the opportunity to choose from a variety of options. People make choices every day. Some are basic choices like what to eat, when to go to bed, or what to do for fun. Others are major life choices such as where and with whom to live, where to work and how to express one's faith. All of these choices are important and belong to the person. People's choices often change over time. The choices and decisions we make about our lives are shaped by opportunities, experiences, and personal priorities.

Control means having power over the course of one's life. It is directing the many choices that shape one's life. It means deciding one's own goals and guiding the planning process. These goals become the focus of supports. It also means choosing one's own supports and services. This could include choice of service provider, the people who provide direct support at home or at work, doctors, pharmacists, bankers, and other services available in the community.

Support providers must take the time to really listen to people. Not everyone can easily express their choices in words. Some people communicate in other ways, such as gestures, expressions, or through their actions. Support providers may need to help people understand their options and the consequences of their choices and decisions. Some people are reluctant to make choices and look to their friends, family, and support providers to decide. They may need support and experience to feel more comfortable making their own choices.

#### Personal Outcome

10.	III.O.3	<b>Daily Living Choice</b> <b>The individual chooses how to live his or her life, personal activities and routines based on his or her preferences and interests.</b>			
	24.	CI 29	Consumer Interview	Who decides your daily schedule like when to get up, when to eat, when to go to sleep?	
					- No
	25.	CI 4	Consumer Interview	Can you be alone if you want to?	
					- No
	26.	CI 35	Consumer Interview	Are you allowed to use the phone when you want to?	
					- No
	27.	CI 22	Consumer Interview	Do you choose the activities that you participate in?	
					- No
	28.	CI 58	Consumer Interview	Do you have ways to express your ethnicity, cultural heritage, and religious preference if you want?	
					- No
	29.	CI 51	Consumer Interview	Has anyone explained to you what you can do during your respite visit?	
					- No

#### Support Expectation

11.	III.S.2	<b>Lifestyle Support</b> <b>The individual is supported to follow the lifestyle, personal activities, and routines of his or her choice based on personal preferences and interests.</b>			
	30.	O 4	Observation	The individual is supported to make choices in all areas observed.	
					<b>ONA</b> No
	31.	SPI 25	Support Person Interview	Is the individual satisfied with his or her routine? How do you know this? Give some recent examples.	
					- No

#### Support Expectation

12.	III.S.3	<b>Cultural Preferences are Supported</b> <b>The individual is supported in following the lifestyle, personal activities, and routines that reflect his or her cultural preference.</b>			
	32.	SPI 39	Support Person Interview	How do you support the individual to express their ethnicity, cultural heritage, and religious preference if he or she wants?	
					- No

**IV Rights, Respect & Dignity**

People in the United States have legal rights. Some of them are freedom of speech, freedom of religion, and the right to privacy. People also have basic liberties. People can move about freely, have private time and space, and keep their own personal possessions. People can choose when and with whom they share personal information. Sometimes people need support to enjoy their freedom and exercise their rights.

All people should be free from abuse and neglect. People who have experienced abuse or neglect may feel the effects of physical and emotional harm for a long time.

All people are equal members of their community. We all deserve to be treated with respect and dignity. Every person matters and should be valued. Being treated with respect feels good. One way to show respect is by really listening to people. "Really listening," means being sensitive to people's words, actions, and feelings. Another way of showing respect is by speaking to people politely. Physical help should be gentle and respectful. Respect also includes recognizing and valuing individual differences.

Having economic security is important to everyone. This means enough money for food, clothes, and a place to live. People should also have some spending money. Medical insurance is needed to stay healthy and get health care when sick. People need a way to replace possessions if they are stolen or destroyed.

Having economic security allows people to look forward to, and plan for, their future.

People may need assistance to keep their money and other resources safe. People may need a support to budget their money and use money to make purchases or pay for things they need or enjoy. Supports should help people be in charge of their money. Support providers should only provide the assistance that the person wants and needs to manage their resources.

Personal Outcome

<b>13.</b>	<b>IV.O.1</b>	<b>Value and Respect Experience</b>				
		<b>The individual feels valued and respected.</b>				
	33.	CI 3	Consumer Interview	Are your support staff nice and polite to you?	-	No
	34.	CI 10	Consumer Interview	How do support staff ask you if it's okay to come into your bedroom?	-	No
	35.	CI 37	Consumer Interview	Do people ask for your opinions and input? When? How often?	-	No
	36.	O 3	Observation	The individual has privacy when he or she wants or needs it.	-	No
					<b>ONA</b>	<b>No</b>

Personal Outcome

<b>14.</b>	<b>IV.O.2</b>	<b>Mistreatment and Harm</b>				
		<b>The individual has not experienced abuse and neglect, and is free from physical and emotional harm.</b>				
	37.	CI 59	Consumer Interview	Do you know what abuse, neglect are?	-	No
	38.	CI 53	Consumer Interview	Who can you tell if you feel you have not been treated like you want to?	-	No
	39.	CI 60	Consumer Interview	Do you know how to ask for help if somebody is hurting you or someone else?	-	No
	40.	D 54	Documentation	The individual has not experienced abuse or neglect.	-	No
					<b>ONA</b>	<b>No</b>

Personal Outcome

<b>15.</b>	<b>IV.O.3</b>	<b>Basic Rights</b>				
		<b>The individual understands and exercises his or her basic rights.</b>				
	41.	O 5	Observation	The individual exercises rights as he or she chooses.	-	No
					<b>ONA</b>	<b>No</b>

Personal Outcome

<b>16.</b>	<b>IV.O.4</b>	<b>Concern and Grievance Expression</b>			
		<b>The individual is knowledgeable about ways to express his or her concerns and grievances.</b>			
42.	CI 49	Consumer Interview	If you have a problem and/or complaint, do you have someone to talk to? Are you able to speak privately with someone about personal matters, if you want?	-	No

Support Expectation

<b>17.</b>	<b>IV.S.1</b>	<b>Value and Respect Afforded</b>			
		<b>The individual is treated as a valued and respected person.</b>			
43.	D 55	Documentation	The support person has documented training regarding individual rights.	<b>ONA</b>	No
44.	O 2	Observation	The individual is treated by staff in a respectful and dignified manner.	<b>ONA</b>	No

Support Expectation

<b>18.</b>	<b>IV.S.2</b>	<b>Harm Prevention</b>			
		<b>The individual is supported to be free from physical and emotional harm.</b>			
45.	D 39	Documentation	The individual's record contains documentation on DMR Form 255's for incidents of injury, restraint, unusual incidents and medication errors.	-	No
46.	D 40	Documentation	Individual's incidents and accidents are reported, investigated and followed-up as appropriate.	-	No
47.	D 45	Documentation	The individual's record shows Abuse and Neglect policy and procedures were followed.	-	No
48.	D 56	Documentation	The support person has documented training regarding abuse and neglect reporting and prevention.	<b>ONA</b>	No
49.	O 17	Observation	Support persons respond to the individual's needs for assistance.	-	No
50.	SPI 40	Support Person Interview	How do you help the individual to learn to avoid potentially abusive and neglectful situations?	-	No
51.	SPI 9	Support Person Interview	What would you do if you witness abuse or neglect occurring?	-	No
52.	SPI 37	Support Person Interview	What are your agency's accident and incident reporting policies and procedures?	<b>ONA</b>	No
				-	No

Support Expectation

<b>19.</b>	<b>IV.S.3</b>	<b>Support for Exercising Rights</b>			
		<b>The individual is supported to exercise his/her rights responsibly.</b>			
53.	O 9	Observation	Support persons follow policies and procedures, as applicable, that effect restrictions of the individual's rights.	<b>ONA</b>	No
54.	SPI 10	Support Person Interview	How do you help the individual exercise his or her rights?	-	No

Support Expectation

<b>20.</b>	<b>IV.S.4</b>	<b>Rights Protected</b> <b>Individual rights are protected.</b>				
	55.	D 27	Documentation	The individual's record identifies that required procedures were followed if his or her rights were restricted.		
					<b>ONA</b>	<b>Conditional</b>
	56.	D 27d	Documentation	Approved behavioral techniques are used when an emergency restraint occurs.	<b>ONA</b>	<b>No</b>
	57.	D 27c	Documentation	Behavior modifying medications are managed consistent with the physician's treatment plan.	-	<b>No</b>
	58.	SPI 11a	Support Person Interview	Have you ever had to physically restrain the individual? If so, when and how?	-	<b>No</b>

Support Expectation

<b>21.</b>	<b>IV.S.5</b>	<b>Concern and Grievance Response</b> <b>Concerns and grievances by the individual are sought and responded to.</b>				
	59.	SPI 45	Support Person Interview	How would you support the individual to make a complaint if he or she wants to?	-	<b>No</b>

Support Expectation

<b>22.</b>	<b>IV.S.7</b>	<b>Personal Fund Accountability</b> <b>Personal funds are individually maintained and protected by a financial accountability system.</b>				
	60.	D 29	Documentation	The individual's personal finances are protected through systematic record keeping.	<b>ONA</b>	<b>No</b>
	61.	SPI 20	Support Person Interview	What is the accounting and tracking system for the individual's finances?	-	<b>No</b>

**V Safety**

Everyone wants to feel safe. People want live, work, and recreate in places that feel safe and are free from danger. This means the physical environment is healthy, clean, and safe. It also means that one is not hurt by other people in these places. Society has many laws and rules to keep homes and workplaces safe. People want to feel safe when they spend time in their neighborhood and community. People should be safe from crime and exploitation. People’s feelings of safety are based on their experiences in life. Most people feel more secure when they spend time in familiar places with familiar people. If a person has been assaulted or hurt in an accident they may feel differently about their personal safety. They may need extra support or reassurance. People may feel physically safe, but feel harmed or threatened in certain situations. This can be as harmful as physical injury.

Life cannot be totally safe for anyone. Accidents can happen. Safety concerns must be balanced with other values such as dignity of risk. People are entitled to take risks. They should not be protected or isolated. Connections with family, friends, and neighbors can provide important safeguards. People’s feelings about safety must be understood and respected. Support providers must recognize and address unsafe situations. They may also have to modify the environment to make it safer. People may need support to identify and understand safety issues. They may need help to learn and act in ways that are safe. People may need help to know how to handle an emergency. Support providers should never act or talk in a way that makes people feel unsafe.

Personal Outcome

**23. V.O.1 Safety in Environments**

**The individual feels safe in his or her home, neighborhood and community.**

62. CI 52 Consumer Interview Do you feel safe while you are visiting here?

- No

Personal Outcome

**24. V.O.2 Safety Awareness and Response in Emergencies**

**The individual recognizes unsafe situations and safely responds in an emergency.**

63. SPI 19 Support Person Interview Does the individual know how to respond in emergency situations?

- No

**Support Expectation**

25.	V.S.1	Safety Support Implementation				
<b>The individual's safety is addressed by the implementation of needed supports.</b>						
64.	D 47	Documentation	There is evidence that emergency plans as required by policy and procedures are in place.	-	No	
65.	O 18	Observation	Support persons protect the individual's safety.	<b>ONA</b>	No	
66.	SC 2	Safety Checklist	The emergency response plan accommodates the support needs of the individual, each person's role during an emergency, and the availability of necessary medical information when the individual is away from his or her service location.	<b>ONA</b>	No	
67.	SC 3	Safety Checklist	There is an accessible working telephone with emergency numbers readily available.	<b>ONA</b>	No	
68.	SC 5	Safety Checklist	There are practiced and documented fire evacuation drills that occur six times a year on a bi-monthly basis. There is documentation that two drills are conducted at night when the individual is routinely asleep.	-	No	
69.	SC 8	Safety Checklist	A written plan of corrective action is documented and implemented for problems identified during a fire evacuation drill.	-	No	
70.	SC 9	Safety Checklist	There are fully charged fire extinguishers available in the kitchen and furnace area.	-	No	
71.	SC 10	Safety Checklist	There are working smoke detectors on each level of the location that meet the individual's needs.	<b>ONA</b>	No	
72.	SC 11	Safety Checklist	The individual's home does not have an unvented combustion-heating unit.	<b>ONA</b>	No	
73.	SC 18	Safety Checklist	Basic first aid supplies are readily available at the individual's service location.	-	No	
74.	SC 19	Safety Checklist	Basic first aid supplies are readily available in vehicles used to transport the individual.	-	No	
75.	SC 20	Safety Checklist	Personal protection equipment (PPE) is readily available at the individual's service location.	-	No	
76.	SC 21	Safety Checklist	Personal protection equipment (PPE) is readily available in vehicles used to transport the individual.	-	No	
77.	SC 34	Safety Checklist	Hot water temperature is maintained between 100 and 120 degrees Fahrenheit at water sources accessible to the individual.	-	No	
78.	SC 49	Safety Checklist	There is documentation that the safe condition and designed use of adaptive equipment and safety devices is monitored.	-	No	
79.	SC 48	Safety Checklist	Adaptive equipment and safety devices are in good condition and used as designed.	-	No	
80.	SC 46	Safety Checklist	Vehicle adaptive equipment and vehicle safety devices are in good condition and used as designed.	<b>ONA</b>	No	
81.	SC 47	Safety Checklist	There is documentation that the safe condition and designed use of adaptive vehicle safety devices is monitored.	-	No	
82.	SPI 15	Support Person Interview	How are any safety concerns for the individual addressed?	-	No	
83.	SPI 18	Support Person Interview	Does the individual know what the emergency and fire evacuation plans require him or her to do?	-	No	
84.	SPI 17	Support Person Interview	What are the individual's needs during an evacuation?	<b>ONA</b>	No	

**Support Expectation**

26.	V.S.2	Support for Environmental Safety				
<b>Environments that the individual lives, works, and recreates in are safe, maintained and accessible.</b>						
85.	O 6	Observation	The environment supports the individual's needs, abilities, and interests.	-		Conditional
86.	SC 24	Safety Checklist	The individual's bedroom has smoke-tight door(s) if the residence does not have a sprinkler system.	ONA		No
87.	SC 12	Safety Checklist	Designated means of escape are unobstructed.	ONA		No
88.	SC 13	Safety Checklist	Exterior doors open from the inside without the use of tools or keys.	ONA		No
89.	SC 14	Safety Checklist	Escape windows open without the use of tools.	ONA		No
90.	SC 15	Safety Checklist	Rooms and closets open from the inside.	ONA		No
91.	SC 16	Safety Checklist	Rooms that lock have tools which open them readily available.	ONA		No
92.	SC 17	Safety Checklist	Medications are to be kept locked, refrigerated as needed and access shall be limited to those authorized to administer medications except for individuals who self medicate and live independently.	ONA		No
93.	SC 28	Safety Checklist	The exterior and grounds of the individual's environment are safe.	-		No
94.	SC 27a	Safety Checklist	The individual's environment is clean.	-		No
95.	SC 27b	Safety Checklist	The individual's environment is structurally well-maintained.	-		No
96.	SC 50	Safety Checklist	There are no physical environmental conditions that require funding or a contracting process for remediation.	-		Conditional
97.	SC 27c	Safety Checklist	The individual's environment is adequately lighted, has a comfortable temperature and is free from unpleasant odors.	-		No
98.	SC 35	Safety Checklist	Furniture and furnishings are safe and in good repair.	-		No
99.	SC 30	Safety Checklist	The location has sufficient toileting and/or bathing facilities and supplies to meet the individual's needs.	ONA		No
100.	SC 25	Safety Checklist	There is sufficient storage space for clothes and personal belongings.	-		No
101.	SC 31	Safety Checklist	Personal hygiene supplies in the individual's environment are stored separately from others and in a sanitary manner.	-		No
102.	SC 32	Safety Checklist	Bathrooms, common areas, and personal living spaces afford privacy.	-		No
103.	SC 33	Safety Checklist	The individual's bedroom has a window or door that opens directly to the outside for ventilation.	-		No
104.	SC 26	Safety Checklist	Kitchen and dining areas have appropriate equipment for the sanitary storage, preparation, and serving of food and an adequate supply of food.	ONA		No

105.	SC 36	Safety Checklist	Any electrical outlet within six feet of an open water source is protected by a ground fault circuit interrupter (GFCI).	-	No
106.	SC 37	Safety Checklist	Electrical sockets and extension cords are not overloaded.	<b>ONA</b>	No
107.	SC 39	Safety Checklist	Electrical cords are not run under rugs.	<b>ONA</b>	No
108.	SC 40	Safety Checklist	Electrical outlets and junction boxes have cover plates and no exposed wires.	-	No
109.	SC 41	Safety Checklist	A means to wash and dry clothes is available.	-	No
110.	SC 42	Safety Checklist	Clothes dryers are properly vented to the outside or to an appropriate inside filter unit.	<b>ONA</b>	No
111.	SC 44	Safety Checklist	Poisonous substances are correctly labeled and safely stored according to the needs of the individual.	<b>ONA</b>	No
112.	SC 45	Safety Checklist	Combustible and flammable substances are used and stored appropriately.	<b>ONA</b>	No
113.	SC 43	Safety Checklist	Basements are free of standing water.	-	No
114.	SC 29	Safety Checklist	The individual's environment is accessible, as needed, and promotes individual independence.	-	No

**VI Health & Wellness**

Health and wellness is important to everyone. Being healthy means something different to each person. For some it may mean taking good care of one's self to avoid illness. For others, it may be taking care of a medical condition such as high blood pressure or diabetes. For some people, it might be improving one's overall lifestyle or paying attention to physical and emotional wellness.

People need access to quality health care. People need to see doctors and other health professionals when they are ill. Medical care is also necessary when people are healthy. People need routine check-ups, medical screenings, and immunizations to stay in good health.

People make many decisions that affect their health. Some decisions are about how to live – what to eat and how much – to exercise regularly – to smoke or not – to use alcohol in excess – to practice safe sex? Some decisions carry significant risks. These are all decisions each person must make for himself or herself. Other decisions are about the type of medical treatment. People must decide what medications to take or when to have surgery. People should make informed decisions on these matters. They should know the risks and potential benefits of each decision.

Support providers must help people gather the facts necessary to make informed decisions. People may help to schedule and get to appointments. Support providers must know and understand people's medical issues. They must be sensitive to each individual's expression of symptoms. People may need support to take their medicine. They also may need help to follow other prescribed treatments. Support providers must help people learn about their own health issues and how to stay healthy. Support providers need to promote healthy lifestyles while still respecting choice.

Personal Outcome

<b>27.</b>	<b>VI.O.2</b>	<b>Needed Health Care</b>				
		<b>The individual has needed medical and health care.</b>				
	115.	D 7b	Documentation	Support providers carry out all health related orders as determined by health care professionals.	<b>ONA</b>	<b>No</b>
	116.	D 8	Documentation	There is evidence the individual experiences prompt treatment, management and follow-up services for his or her health issues upon identification.	<b>ONA</b>	<b>Conditional</b>
	117.	D 32	Documentation	The individual's record documents monitoring of medications and side effects.	-	<b>Conditional</b>
	118.	O 15	Observation	Adaptive equipment and assistive technology, if needed, is used by the individual to increase his or her independent participation in daily activities.	-	<b>No</b>
	119.	O 21	Observation	The individual's health needs are addressed during daily activities.	<b>ONA</b>	<b>No</b>
	120.	O 25	Observation	Support providers follow applicable DMR Health Regulations, policies, and procedures, advisories and directives.	-	<b>No</b>

Support Expectation

<b>28.</b>	<b>VI.S.2</b>	<b>Support Staff Training In Healthcare Needs</b>				
		<b>Support staff are trained to meet the healthcare needs of the individual.</b>				
	121.	D 36	Documentation	The Individual Plan identifies additional qualifications and training required for staff to adequately support the person, if needed.	<b>ONA</b>	<b>Always</b>
	122.	D 37	Documentation	There is documentation that at least one support staff on duty per shift is currently trained in cardiopulmonary resuscitation (CPR).	<b>ONA</b>	<b>No</b>
	123.	D 38	Documentation	There is documentation that only licensed personnel or certified unlicensed personnel administer medications to the individual.	<b>ONA</b>	<b>No</b>
	124.	SPI 35	Support Person Interview	What are the individual's medical needs and how are these addressed?	-	<b>No</b>

**VII Satisfaction**

For many of us the question that means the most in terms of quality of life is: Are we satisfied with our lives? One's satisfaction with his or her life reflects a general sense of well-being or contentment involving a range of life experiences and conditions. Individual satisfaction is a key to quality and the most important perspective on quality is an individual's experience and point of view; the personal perceptions of one's quality of life.

Satisfaction with the course of our lives may involve having basic needs met, the extent of present choice and decision-making, life goals for the future and the pursuit and achievement of those goals. It may involve the quality of relationships, valued community involvement, health and wellness, safety, cultural heritage expression, home, work and leisure.

The conditions of life and one's values and interests differ from one individual to another and over time as well. Support providers may assist individuals in achieving satisfaction with the course of their lives by asking individuals or family members, as appropriate, about quality of life circumstances, what they believe is working well and what could make things better. Support providers work with individuals to have unique opportunities to make progress and to increase satisfaction in their lives.

Support and service quality begins with a good individual planning process that emphasizes an individual's strengths and capabilities. Support providers arrange the support and service an individual receives to match his or her needs, preferences and expectations. The individual's perception of his or her supports and services guides the development and revision of plans that should lead to positive outcomes and personal satisfaction. In other words the individual would lead a full, satisfying and safe life. As necessary, the individual is assisted to find and pursue other realistic support options if he or she expresses dissatisfaction with expected outcomes or the means of achieving them.

In instances where it may be difficult to understand what an individual is communicating about his or her satisfaction, opinion and insight may be sought from family members or others, as appropriate.

Individuals who are satisfied with their lives, supports and services, typically:  
 express their satisfaction when asked;  
 express a positive outlook on life;  
 show their satisfaction in other ways when they cannot communicate it;  
 have a personal advocate who expresses satisfaction if they cannot express or show it;  
 seek to maintain what they have, and;  
 want to continue with their current services and supports and/or their service coordinator.

Personal Outcome

29.	<b>VII.O.1</b>	<b>Life Satisfaction</b> <b>The individual is satisfied with the course of his or her life.</b>			
	125.	O 26	Observation	The individual shows satisfaction with things that he or she chooses to do.	- No
<u>Personal Outcome</u>					
30.	<b>VII.O.2</b>	<b>Support Satisfaction</b> <b>The individual is satisfied with the support he or she receives.</b>			
	126.	CI 68	Consumer Interview	Are you getting the supports you want?	- Conditional
<u>Support Expectation</u>					
31.	<b>VII.S.5</b>	<b>Support Person's Satisfaction with Individual's Supports</b> <b>Persons who support the individual are satisfied with the support the individual receives.</b>			
	127.	SPI 53	Support Person Interview	What aspects of the support that the individual receives are you satisfied with? Not satisfied with?	- No