

Supported Living Service Quality Review Process

DRAFT

**Self-Assessment for
SLS Service Providers**

Self-Assessment

The *Self-Assessment* can be used by the service provider prior to the team visit. It provides an outline of the kinds of questions and the types of materials that may be reviewed during the visit.

Review of Quality Indicators

A HOME OF ONE'S OWN

	Yes	Needs Work	No
• Individuals have the information and opportunity to look at different living arrangements in order to make a choice that make sense for them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Agencies assist individuals in finding and securing their own home as needed or requested.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Individuals or their representatives (for example, family members) are named on the lease, rental agreement or mortgage.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Individuals have a key to their own home and they decide who else has a key and who comes into their home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Agencies have a method for changing individual services as service needs change.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Services are provided in the person's home and in the community at times that make sense for the individual and when preferred.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What is working well?

Suggestions for what could be better?

If Needs Work or No, what follow-up would be suggested?

Review of Quality Indicators

CHOICE AND SELF-DIRECTED

	Yes	Needs Work	No
• Individuals have the information and opportunity to look at different living arrangements in order to make a choice that make sense for them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The service provider has a procedure for assessing potential risks involved in making choices and staff, individuals supported, family members and others are trained in this process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Staff are trained in listening and, when requested, assisting people to use their support system in making choices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Individuals have the optimal means of communication possible and when individuals do not use standard forms of communication, there is a network of support that best represents their interests and wishes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Individuals and their families have information about their rights and responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The agency mission, strategic plan, policies and procedures all reflect consistent values about choice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Suggestions for what could be better?

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Review of Quality Indicators

RELATIONSHIPS

	Yes	Needs Work	No
• Individuals have opportunities to and support for building and maintaining relationships with family, friends and community members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Individual cultural, ethnic and religious preferences are honored and supported.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Individuals have caring, committed support staff who will watch out for and guard against loneliness or isolation, exploitation, abuse and neglect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Individuals have opportunities to learn about relationships, including how to protect oneself against abuse and exploitation, developing and maintaining friendships and love relationships.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Review of Quality Indicators

COMMUNITY MEMBERSHIP

	Yes	Needs Work	No
• Individuals have access to generic community services and supports.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The agency maintains a directory of local community and generic services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Support staff are knowledgeable about local community and generic services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Staff are trained in building community connections and ways to help individuals become valued community members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Individuals are supported in locating and accessing mental and physical health resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Review of Quality Indicators

FLEXIBLE, TAILORED SERVICES AND SUPPORTS

	Yes	Needs Work	No
Individual Support Plan			
• There a defined process for developing written support plans that keeps the individual at the center in the development of the plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The planning process results in a support plan that: (1) builds on an individuals' strengths and gifts; and (2) indicates opportunities to learn new things, to have fun, to develop relationships, to be a part of their community, to expand who they are and what they do, to gain more respect and status, to have a stable, happy life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Individual support plans are: (1) written in understandable and respectful language; (2) include action steps for accomplishments and accountability; (3) have a method for reviews and updates; (4) are creative in the use of vendored, generic and natural supports; and (5) are cost effective.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Individual support plans show adequate planning for health and safety needs and include plans for possible emergencies and disasters.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Support plans are detailed enough to know who is responsible for what and there is a method of documenting health and safety issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training			
• The agency has a training program for new staff which includes the basics of supported living and agency related information, plus an emphasis on training that is specific to the individuals they help support. Staff receive training prior to assuming support service responsibility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Individuals, families, and support staff receive training in issues related to abuse, neglect and exploitation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	Needs Work	No
Health and Safety			
• There are established policies and procedures for addressing potential threats to an individual's health and safety, including a conflict resolution process for disagreements about issues of health, safety or risk.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Individuals have an emergency back up system for support in a crisis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Support staff and significant others are trained in addressing health and safety issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Individuals with challenging behavior are provided with positive behavior support.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The agency hiring process includes a method for screening potential employees with criminal or harmful backgrounds or attitudes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The agency has an established process for monitoring the performance of employees and the process includes individuals who receive services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evaluation			
• The agency has established methods of supporting positive staff performance; support staff feel valued and like their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Job descriptions reflect individualized support needs, health and safety expectations and are congruent with agency policies on choice, relationships and community membership.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The agency has ongoing formal and informal ways to evaluate service satisfaction from individuals, regional center and other interested parties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• The agency has ongoing formal and informal ways to evaluate support service effectiveness and fiscal efficiency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Information from the agency evaluation process is used to make decisions about changes in service as needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	Needs Work	No
• Individuals and their families have access to service agency administrators to discuss problems or concerns as appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Individuals and families have an active role in the organization, including the board of directors, hiring of support staff and strategic planning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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