

C. Moseley COMMENT Day Services

INTRODUCTION

Certification is awarded to programs or services offered by a DDO. Certification is based on the DDO satisfying a set of quality standards that focus on participant experience and services received. Conformance to the quality standards is a way for the DDO to identify areas for improvement and growth and to focus on improving service outcomes, satisfaction of the persons served, and quality of service delivery.

Purpose of Certification Standards

- Improve the quality of services by establishing consistent expectations of purpose and outcomes.
- Provide a framework for program structure which helps to maintain a consistently high level of quality, using effective data-driven performance improvement.
- Provide an objective assessment of quality and
- Aim to promote a culture of excellence across the system.
- Strengthen community confidence in the quality of services.

Licensing, Certification, and Quality

Licensing is a statutory mechanism by which the Department of Behavioral Health, Developmental Disabilities and Hospitals (BHDDH) grants permission to an agency to operate. Licensing ensures basic health and safety by controlling approving the entry of providers and facilities and by establishing expectations standards of conduct for maintaining that status.

Certification is a process by which the Division of Developmental Disabilities (DDD) recognizes and evaluates an individual provider or an organization as having met predetermined requirements expectations or standards in order to demonstrate competence in a specialty program or service area.

Quality Assurance is the process by which DDD reviews an individual provider's programs and services to determine how well they meet the certification standards, and provides technical assistance to providers to improve performance.

DAY & COMMUNITY SUPPORTS CERTIFICATION STANDARDS

A DDO seeking certification to provide day services and supports provides individualized services and supports to participants to help them achieve their identified personal goals and outcomes. The DDO designs services around the needs of individuals, and provides individuals with information they can use to make informed choices and decisions about activities and community participation.

Standards for day services and supports prioritize an individual's control, choice, and purpose in directing day services. ~~that are person-centered.~~ Standards are meant to ensure that these services and supports are rooted in the person's plan, recognize a person's dignity of risk, and are delivered in a way that is flexible, responsive, accountable, accessible, and goal-oriented.

The array of Day Services and Supports are designed in a way that:

- Promotes individual independence, inclusion in the community, strengthened interpersonal relationships, and goal attainment;
- Supports an enhanced capacity for and practice of self-determination;
- Develops social networks in which the individual experiences valued social roles and contributes to their community;
- Encourages the establishment of lasting community connections;
- Recognizes the value of relationships between people with disabilities and their communities of choice;
- Is provided at an appropriate level based on each individual's needs.

Certification of Day Services and Supports is based on the following quality standards:

Characteristics of Day Services:

- Daily schedules are individualized and flexible.
- Individuals are able to choose their own daily schedule without the constraints of a traditional 9am-3pm weekday schedule.
- Providers collaborate with individuals to reasonably meet requests for alterations to previously agreed upon the schedules of services and other aspects of service delivery.
- Providers deliver supports through an individualized, meaningful choice of group and non-group activities.
- Day services and supports complement employment for those who desire supports when they are not working.

Characteristics of Community Supports:

- The DDO provides individually tailored supports that assist with the acquisition, retention or improvement of skills related to participants' continued community life, including activities of daily living, fire safety and other basic safety skills.

Communication with Participants:

- Individuals and stakeholders are given information in a format and language accessible to them, in a clear, accurate, and consistent manner, wherein special communication needs are identified and addressed.

Person-Centeredness:

- Services and supports are individualized, purposeful, and meaningful.
- Services and supports are driven by a person-centered plan, as described in the ISP Guidelines, that accurately reflects an individual's preferences, choices, needs, desires, personal goals, and objectives.
- Each individual has the opportunity to access information about and explore resources within their communities of choice, which may include the process of community mapping.
- Staff supports are based on the informed choice and needs of the individual receiving services and supports.
- Individuals are supported to develop, maintain, and enhance relationships with others, and to develop natural supports, as demonstrated by the presence of personalized relationships or potential for relationship building.
- Individuals are supported to interact and socialize with community members (i.e., helping to make plans within the program and/or outside of the program) in activities of their choosing.
- Services are provided at times and in locations that meet the needs of the individuals served.
- Individuals receiving supports have the same opportunities as non-disabled individuals to engage in non-work activities at times and frequencies of the person's choosing.

- Individuals are aware of, and they have access to information to become aware of, activities occurring outside of the DDO setting, in a form other than a DDO chosen schedule of activities or list of opportunities.

Autonomy:

- Services optimize autonomy and independence in making life choices, including choices regarding services and supports and the individuals who provide them.
- Individuals are supported to identify and select activities that are aligned with their skills, strengths, and interests.
- Providers support and encourage individuals to access and utilize available communication and mobility devices, assistive technology, and accommodations as needed.
- Individuals express that they feel able to effectively direct their own life to achieve their desired goals, and that services and supports are meeting their expectations.
- Individuals develop, or have input into, their own flexible and individual schedule of activities focused on their needs and desires.
- Individuals have the opportunity to choose with whom to do activities, including with people not receiving any services or not receiving services from the same provider.
- Individuals have privacy for communication.

Addressing Risk:

- Providers assess risk with the individual and others of the individual's choosing to develop, enhance, fade, or remove risk mitigation strategies as needed.
- The assumption of risk is balanced with the individual's ability to assume responsibility for that risk and the promotion of health and safety.

Documentation of Services:

- Case notes are entered in each participant's record whenever a billable service is provided, including the date, time and brief summary of the support provided and signed by the recorder.

- Case notes and other documentation are reflective of each individual's plan and goals, showing an alignment of services and supports provided with the plan.
- All documentation is in accordance with CMS rules.
- Providers are accountable to individuals they serve, as shown by documentation of periodic checks with individuals, formally or informally, on at least a quarterly basis, to gauge if the services and supports being provided are meaningful to them, meet their needs and preferences, and if any changes are needed.
- Providers communicate information that impacts the individual's supports, as outlined in the person-centered plan, to other service areas/providers supporting the individual and promoting continuity of supports.

Satisfaction Survey:

- Providers survey individuals in their program annually to ensure satisfaction with program supports and services.
- Providers use survey results and other data to improve services.

Training

- All persons involved in the discovery and assessment process, the preparation and implementation of career development plans, and the provision of Supported Employment and Integrated Day Services and Placements have met the Division's pre-qualification requirements and received training and demonstrated competencies as outlined by the State's competency-based and values-based training program.

Staff Qualifications:

- Staff have the skills and qualifications necessary to provide day and employment services.
- Staff are appropriately hired, trained, and receive ongoing annual training in areas relevant to their job descriptions and the unique needs of the individuals they serve.
- Staff assignments demonstrate respect for individual preferences, including but not limited to the culture and diversity of individuals who receive supports.

- Staff promote and support access and opportunities for individuals to explore and engage their preferences in ways that demonstrate an understanding of each individual's unique needs and goals.

Integration:

- Providers' services enable individuals they support to access and participate in existing community programs, settings, and resources in the same manner as people without disabilities, rather than developing programs solely for individuals with disabilities.
 - Individuals with disabilities are supported to interact with individuals without disabilities and communities of their choice at the times and frequencies of their choosing.
 - Staff identify, encourage, and support opportunities for individuals to use natural or unpaid supports.