**RESIDENTIAL**

**CERTIFICATION STANDARDS**

**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.

**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.

**Staff Qualifications:**

* 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 encourage individuals they support to take advantage of 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 communities of their choice at the times and frequencies of their choosing.
* Staff identify, encourage, and support opportunities for individuals to use natural supports.

**DDO Responsibilities to Individuals Served by the Residential Program:**

* + The DDO, in cooperation with the Division of Developmental Disabilities, ensures that each individual is able to make a meaningful, informed choice of residence.
  + The DDO will assist the individual to make decisions about family members, friends, and/or advocates or others to include when determining choice of residence.
  + The DDO provides any necessary ongoing support to meet the individual’s identified needs.
  + The DDO ensures that there is a legally binding residency agreement for the individuals living in a residential placement signed prior to or at the time of occupancy that indicates each party’s rights and responsibilities.
  + The DDO adheres to and ensures implementation of the annual ISP, and participates in the annual ISP to the extent desired by the individual.
  + The DDO acknowledges that the residence is also the individual’s home, including but not limited to the following:
* The individual has full access to and use of the home, with no restrictions unless identified in the individual’s ISP and behavior or medical plan.
* The participant has privacy within the home.
* The participant is not isolated within the home from other members of the household.
  + The DDO supports the participant in a way that respects the participant’s goals, preferences, wants, and needs.
* The individual is able to make decisions without interference or undue influence by the DDO staff.
* The DDO staff does not act on behalf of the participant without the individual’s consent.
* The DDO staff does not make decisions that negatively impacts the individual, including but not limited to the individual’s life choices, community involvement, employment, religious expression, social and political activities, and other services received.