

Provider Certification Review 60 day Residential Services tool 11.7.22

Identifier	Domain	Weight	QA/QI	Alert	Indicator	Intent
CQ.1	1	10	QA		Do the staff and the organization promote an environment that respects the person and treats them in a dignified manner?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to respect and dignity. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, and DSP training.
H.RES.35	1	3	QA		Has the provider created a culture in which visitors are accepted and encouraged?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to rights, respect and dignity and service delivery and planning. This includes, but may not be limited to the following DDS policies and procedures: ISP and Human Rights. It also includes all waiver rules.
CQ.2	1	3	QA		Is the person's right to privacy acknowledged and practiced?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to respect and privacy. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, and DSP training.
H.CQ.46	1	3	QA		Does the person have access to use a phone or computer privately, with or without support, based on the person's preferences?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to respect and dignity. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, and DSP training. It also includes all waiver rules.
H.RES.37	1	3	QA		Is the person's living space lockable and do they and appropriate staff have keys? ¹	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to rights, respect and dignity and service delivery and planning. This includes, but may not be limited to the following DDS policies and procedures: ISP and Human Rights. It also includes all waiver rules.

¹ If there is a check in the Alert column, the indicator could be scored as an Alert.

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H.CQ.47.RES	1	3	QA		Is there flexibility in the schedule, which supports the person in choosing when and where they eat their meals?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to respect and dignity. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, and DSP training. It also includes all waiver rules.
H.CQ.48.RES	1	3	QA		Unless the person has documented health conditions, which would prohibit snacking, are snacks available and accessible at any time for the person?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to respect and dignity. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, and DSP training. It also includes all waiver rules.
H.RES.39	1	3	QA		Does the person's living space reflect their taste and preferences?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to rights, respect and dignity and service delivery and planning. This includes, but may not be limited to the following DDS policies and procedures: ISP and Human Rights. It also includes all waiver rules.
H.RES.40	1	3	QA		Can the person request an alternate meal if they choose and does the person know this is an option?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to rights, respect and dignity and service delivery and planning. This includes, but may not be limited to the following DDS policies and procedures: ISP and Human Rights. It also includes all waiver rules.
H.RES.41	1	10	QA	Yes	Is the person provided privacy in their personal space?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to respect and dignity. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, and DSP training. It also includes all waiver rules.

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CQ.3	1	3	QA		Is the person and/or their representative aware of actions they can take if they feel they have been treated unfairly, have concerns or are displeased with the services being provided?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to rights and choice. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, Internal Resolution and DSP training.
T.CQ.16.RES	1	3	QA		Is the person able to set their own schedule and have flexibility and support to come and go as they choose?	The intent of this indicator is to ensure the provider is in compliance with all DDS policies and procedures related to ISP's and Human Rights as well as compliance with the General Provisions waiver rule and the individual service waiver rules.
H.RES.34	1	0	QI		Is there a lease or written residency agreement that provides the same responsibilities and protections from evictions as all other tenants under relevant landlord/tenant law in the jurisdiction?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to rights and service delivery and planning. This includes, but may not be limited to the following DDS policies and procedures: ISP and Human Rights. It also includes all waiver rules.
H.RES.52	1	0	QI		Does the person have an understanding of their rights regarding housing, as explained in the lease or residency agreement, including when they could be required to relocate, and do they or their guardian/advocate understand the eviction process?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to rights and service delivery and planning. This includes, but may not be limited to the following DDS policies and procedures: ISP and Human Rights. It also includes all waiver rules.
H.RES.36	1	0	QI		Is there a lease or written residency agreement that provides the same responsibilities and protections from evictions and addresses appeals comparable to relevant landlord/tenant law in the jurisdiction?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to rights and service delivery and planning. This includes, but may not be limited to the following DDS policies and procedures: ISP and Human Rights. It also includes all waiver rules.

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CQ.A	1	0			Does the person exhibit behaviors/symptoms that would benefit from the implementation of a BSP?	
CQ.A.3	1	5	QA		If there is a BSP, is it monitored for progress or need for revision?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP monitoring. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, Behavior Support, DSP training and Waiver Service Rules.
CQ.34.14	2	10	QA	Yes	Do the staff promote and implement practices that ensures the safety of the person?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to ensuring people are safe. Safety could include ensuring people are educated about abuse and neglect, the proper staff ratio is maintained, the home has the required emergency supplies needed for the person, there are no environmental issues putting the person at risk, the staff's background does not put the person at risk, that staff can communicate with the person. This includes, but may not be limited to the waiver general provisions and the waiver service rules.
CQ.5.12	2	3	QA		Does the person know what to do and where to go in the event of an emergency and is it consistent with the written individualized emergency plan and in accordance with current DDS standards?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to individuals being safe during times of emergencies. This includes, but may not be limited to the following DDS policies and procedures: Waiver service rules and the Fire and Natural disaster Policy and Procedures.

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CQ.26	2	10	QA	Yes	Is there written evidence that each direct support staff that works with the person has received person specific training on all current documents, information and required supports relevant to the service being provided?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to staff training. This includes, but may not be limited to the following DDS policies and procedures: Waiver service rules, Health and Wellness Standards and the DSP Training Policy and Procedures.
CQ.40.16	2	3	QA		Do the people conducting Phase II training have first hand knowledge of the person and the subject matter?	The intent of the indicator is to ensure compliance with all DDS policies, procedures, guidelines and waiver rules related to staff training. This includes, but is not limited to the DDS Training policy and procedures and the General Provisions Waiver rule.
CQ.27	2	5	QA		Are the Direct Support staff and their supervisors able to demonstrate competency in person specific training through conversation and actions?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to staff competency. This includes, but may not be limited to the following DDS policies and procedures: Waiver service rules, Health and Wellness Standards, BSP policy and Procedures, Fire and Natural Disaster Policy and procedure, IMEU Policy and Procedures, and the DSP Training Policy and Procedures.
CQ.D	2	0			Does the person have an identified need to use adaptive equipment or durable medical supplies?	
CQ.D.1	2	10	QA		Is the adaptive equipment or durable medical supplies in good repair?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to adaptive equipment. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards and Utilization of Local Dollars for Adaptive Equipment Policy and procedure.

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Identifier	Domain	Weight	QA/QI	Alert	Indicator	Intent
CQ.D.3	2	10	QA		Does the person use the adaptive equipment or durable medical supplies to meet the prescribed need?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to adaptive equipment. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards, Fire and Natural Disaster Policy and procedure, Utilization of Local Dollars for Adaptive Equipment Policy and procedure, and the DSP Training Policy and Procedures.
H.CQ.R	2	0	QA		Does the person have access needs and/or functional needs which may require supports and/or modifications to the environment?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures, guidelines and waiver rules related to accessibility of home and program areas. This includes, but is not limited to: Waiver General Provisions.
H.CQ.R.1	2	3	QA		If the person has access needs and/or functional needs which may require supports and/or modifications to the environment, have they been provided, resulting in free access to common areas?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures, guidelines and waiver rules related to accessibility of home and program areas. This includes, but is not limited to: Waiver General Provisions.
CQ.EE.14	2	0			Has the person been the recipient of a Serious Reportable or Reportable incident within the past year with this provider?	
CQ.EE.1.14	2	10	QA	Yes	If the person been the recipient of a SRI or RI within the past year with this provider were steps taken to protect the person while the investigation was taking place?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to protecting people who have been the recipient of an SRI or RI. This includes, but may not be limited to the following DDS policies and procedures: IMEU Policy and procedures.

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CQ.EE.2	2	10	QA	Yes	If the investigation of the SRI was substantiated, were remedies put in place to avoid reoccurrence?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to protecting people who have been the recipient of an SRI or RI. This includes, but may not be limited to the following DDS policies and procedures: IMEU Policy and procedures.
CQ.EE.3.14	2	5	QA		Was the incident reported within the required timeframe?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to protecting people who have been the recipient of an SRI or RI. This includes, but may not be limited to the following DDS policies and procedures: IMEU Policy and procedures.
H.CQ.40.RES	2	3	QA		Is the person able to access their money when they want to, and without advanced notice?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures, guidelines and waiver rules associated with people's rights. This includes, but is not limited to the following DDS policies, procedures and waiver rules: ISP, Human Rights, General provisions rule and all individual service rules.
1. SL	2	10	QA	Yes	Is there a current record of expenditures of funds for the person that meets current DDS policy?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to protecting people's finances. This includes, but may not be limited to the following DDS policies and procedures: ISP Policy and Procedure, Personal Funds Policy and Procedures, and IMEU Policy and procedures.
CQ.K	3	0			Is the person currently receiving Residential Habilitation, Supported Living or Host Home services? If yes, answer CQ.K.1 and CQ.K.2	

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CQ.K.1	3	15	QA	Yes	If the person has health concerns, does the HCMP address those concerns?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to people's health. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.
CQ.K.2	3	3	QA		Is a current health passport that meets the requirements of the Health & Wellness Standards in the person's file?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to people's health. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.
CQ.K.4	3	15	QA	Yes	Are protocols listed on the HCMP being implemented by all staff?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of a HCMP. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.
CQ.8	3	15	QA	Yes	If the person has health concerns that may impact the service, are staff aware of those concerns and able to explain the process for reporting?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to people's health. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, DSP Training Policy and the IMEU Policy and Procedure.
CQ.9	3	15	QA	Yes	If the person has restricted mobility need through the use of a wheelchair or other medical equipment, is there a clear and consistent plan for its use regarding positioning, and physical transfers, when equipment should be worn, etc.?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to people's health that have limited mobility. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.

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CQ.F	3	0			Is the person prescribed psychotropic medications?	
CQ.F.1	3	3	QA		Is there an easy to understand information sheet for all psychotropic medications available to all staff that describes the potential side effects and potential adverse drug interactions that may occur from use of the medication?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the use of psychotropic medications. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards.
CQ.G	3	0			Does the person have special dietary needs?	
CQ.G.1	3	3	QA		If the person has special dietary needs, are staff able to articulate them?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the dietary needs of a person. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.
CQ.J	3	0			Does the person take medications during the time services are being provided by this provider?	

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CQ.J.1	3	3	QA		if the person self-administers medication, is there evidence that an assessment has been completed?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the administration of medication. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.
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Identifier	Domain	Weight	QA/QI	Alert	Indicator	Intent
CQ.J.2	3	10	QA		Are the medications safely administered to or by the person?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the administration of medication. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.
CQ.J.3	3	15	QA	Yes	If medication is administered to the person, is it done by a person trained in medication administration?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the administration of medication. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, and the DSP training Policy and Procedures.
CQ.M	3	0			Is the person currently being treated for seizures?	
CQ.M.1	3	3	QA		If the person is currently being treated for seizures, is a written seizure record maintained that meets the requirements outlined in the DDS Health and Wellness Standards?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the tracking of seizures. This includes, but may not be limited to the following DDS policies and procedures: Health and Wellness Standards Policy and the Health and Wellness Standards, the ISP Policy and procedures, DSP Training Policy and Procedure, and the Waiver Service rules.
H.RES.32	4	3	QA		Did the person select their home and/or do they know that they have the right to move?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to respect and dignity and service delivery and planning. This includes, but may not be limited to the following DDS policies and procedures: ISP and Human Rights. It also includes all waiver rules.

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H.RES.33	4	1	QA		If the person has a roommate, were they offered the choice of a private room, if they have the ability to pay?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to respect and dignity and service delivery and planning. This includes, but may not be limited to the following DDS policies and procedures: ISP and Human Rights. It also includes all waiver rules.
H.RES.38	4	3	QA		Did the person choose their roommate and if dissatisfied, know how to request a roommate change?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to rights, respect and dignity and service delivery and planning. This includes, but may not be limited to the following DDS policies and procedures: ISP and Human Rights. It also includes all waiver rules.
CQ.13	4	3	QA		Does the provider create an environment in which self-advocacy and choice is encouraged, supported and taught?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the Quality Outcomes outlined in the Individual Support Plan policy and procedure for Choice and Decision Making. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the Waiver Service rules, Human Rights Definitions and the Internal Problem Resolution Policy and Procedure.
CQ.14	4	10	QA		Do the goals/objectives the person is working on match their priorities regarding their hopes, dreams and values?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the Quality Outcomes outlined in the Individual Support Plan policy and procedure for Choice and Decision Making. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Service rules.

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H.CQ.41	4	3	QA		Does the person have access to things that interest them and can the person use them or participate when they would like to do so?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures, published guidelines and waiver rules related to service delivery. This includes, but may not be limited to the following DDS policies, procedures and waiver rules: ISP, Human Rights, General Provisions and individual service rules.
H.CQ.50.RES	5	3	QA		Does the person engage in meaningful, non-work activities in the community?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures, guidelines and waiver rules related to access and participation in the greater community. This includes, but is not limited to: Waiver General Provisions and individual service rules.
H.CQ.51	5	3	QA		Is the person using community resources such as parks, recreational centers and community health clinics?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures, guidelines and waiver rules related to access and participation in the greater community. This includes, but is not limited to: Waiver General Provisions and individual service rules.
H.CQ.44	5	3	QA		Are there strategies in place to assist the person in developing transportation skills?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures, guidelines and waiver rules related to access and participation in the greater community. This includes, but is not limited to: Waiver General Provisions and individual service rules.
H.CQ.43	5	3	QA		If the person has a desire to work, are they supported to pursue work in the community?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures, guidelines and waiver rules related to access and participation in the greater community. This includes, but is not limited to: Waiver General Provisions and individual service rules.

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H.RES.30	5	3	QA		Is the person able to see family and friends and spend time doing activities of their choice in the community?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to respect and dignity and service delivery and planning. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, IMEU, and DSP training. It also includes all waiver rules.
CQ.31.14	7	3	QA		Is there a general information sheet in the record that meets the requirements outlined in the waiver rules?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to documentation standards. This includes, but may not be limited to the waiver general provisions and the waiver service rules.
CQ.19	7	15	QA	Yes	Are services being provided in accordance with the waiver prior authorization agreement and in accordance with the ISP?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Service rules.
CQ.30	7	10	QA		Is progress being documented on the goals/objectives that are outlined in the ISP, as well as any goals/objectives being implemented by the provider?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, and the Waiver Service rules.
CQ[MM1].2 2	7	5	QA		Are staff able to describe the purpose and implementation strategies of each objective?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation of the ISP and IPP. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the DSP Training Policy and Procedure, and the Waiver Service rules.