

ENSURING QUALITY/INVOLVING SERVICE COORDINATOR, TEAM AND FAMILY

1. How will IDS providers ensure quality if the service model involves staff being dispersed in the community without direct line of sight supervision?

Providers of IDS need to recruit, train and supervise IDS staff that can meet the expectations. IDS providers must put in place mechanisms to ensure staff accountability.

2. When should the IDS provider seek out and involve the Service Coordinator and Team?

At any point where there are concerns about the person's satisfaction with, enjoyment of, or positive benefits from the IDS service, the IDS provider should involve the Service Coordinator so that the team can convene and discuss what options exist or revisions to the CIP are needed. Timely and open collaboration and communication will be essential to addressing any unexpected or challenging issues that may arise in the delivery of the IDS service to particular individuals. Close collaboration will be particularly important when a person is new to the IDS service, or new to a particular IDS provider. Close collaboration and positive teamwork will also be critical during the early stages of the roll-out of the IDS service by DDA and its providers.