

Provider Certification Review
In Home Supports
Effective 11.7.22

Identifier	Domain	Weight	QA/QI	Alert ¹	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.
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.
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.
CQ.A	1	0			Does the person exhibit behaviors/symptoms that would benefit from the implementation of a BSP?	
CQ.A.1	1	3	QA		If needed, has a BSP been developed or is one currently under construction?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP development. 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.A.2	1	5	QA		If there is a BSP, does it meet the requirements set forth in DDS policy?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP development. 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.

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

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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.A.5.14	1		QI		If there is a BSP, was the provider able to show progress in this review period toward meeting the requirements identified in the fade plan?	The intent of this QI indicator is to measure if the provider has initiated practices that go beyond providing basic behavioral supports for the person and shows improvement as outlined in the BSP, or modifications to the BSP to better create an environment for improvement.
CQ.B	1	0			Does the BSP contain restrictive components?	
CQ.B.1	1	3	QA		If there is a BSP, is there evidence the BSP has been reviewed and approved by the agency HRC?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP implementation and human rights. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, Restrictive Control Review Committee, IMEU, Behavior Support, DSP training and Waiver Service Rules.
CQ.B.2	1	3	QA		If there is a BSP, is there written evidence the BSP being implemented has been approved by the person and/or their guardian?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP implementation and human rights. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, Restrictive Control Review Committee, IMEU, Behavior Support, DSP training and Waiver Service Rules.

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CQ.B.4	1	3	QA		Did the provider complete all action steps to ensure approval by the DDS RCRC?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to BSP implementation and human rights. This includes, but may not be limited to the following DDS policies and procedures: ISP, Human Rights, Restrictive Control Review Committee, 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.
IH.5.12	2	3	QA		Does the person know what to do and where to go in the event of an emergency?	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.
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.

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CQ.40.16	2	3	QA		Do the people conducting Phase II training have firsthand 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	10			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.
CQ.D.2	2	10	QA		Do staff know how to support the person in using the adaptive equipment or durable medical supplies?	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: Waiver service rules, 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.

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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.
CQ.E.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.1.1 4	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.
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.
CQ.EE.4.14	2	5	QA		Was an incident investigation completed according to DDS guidelines?	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.5.14	2	10	QA	Yes	If there were remedies and/or recommendations associated with the incident, were they implemented in a timely manner?	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.7	3	3	QA		If the person takes medication that has side effects which could potentially affect their active participation in services, are staff aware of the sideeffects?	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.
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 needs 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.
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.

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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.G.2	3	3	QA		Is all documentation related to the diet consistent and presents a clear understanding of the person's dietary needs?	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?	
CQ.J.2	3	10	QA	Yes	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.

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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.
IH.A.18		0			Does the person have a service authorization for high acuity In Home Supports?	
IH.A.1.18	3	3	QA		Does the provider assist in the coordination of behavioral and health/wellness supports the person needs?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures, published guidelines and waiver rules related to the health 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. It also includes, but is not limited to the In Home Support waiver rule.
IH.A.2.18	3	3	QA		Does the person have an accurate Health Care Management Plan and does it meet current DDS standards, including timely updates based on a person's changing health status?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures, published guidelines and waiver rules related to the health 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. It also includes, but is not limited to the In Home Support waiver rule.

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IH.A.3.18	3	10	QA	Yes	Has training occurred on the Health Care Management Plan?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures, published guidelines and waiver rules related to the health 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. It also includes, but is not limited to the In Home Support waiver rule.
IH.A.4.18	3	10	QA	Yes	Is there evidence that the plan is being implemented?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures, published guidelines and waiver rules related to the health 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. It also includes, but is not limited to the In Home Support waiver rule.
IH.A.5.18	3	3	QA		Has the provider supported any/all day service providers in training staff on the relevant health care needs of the person, as outlined in the HCMP and/or BSP?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures, published guidelines and waiver rules related to the health 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. It also includes, but is not limited to the In Home Support waiver rule.
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.

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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.
IH.2	5	3	QA		Are staff aware of how often the person would like to engage in community integration activities?	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.
IH.3	5	1	QA		Are opportunities offered that promote and encourage integration that are meaningful to the person?	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.
IH.4	5		QI		Does the provider create an environment that supports the person to enhance their social network by participation in groups, clubs, organizations, etc.?	The intent of this QI indicator is to measure if the provider has initiated practices that go beyond providing basic human care for the person and incorporates community best practice principles and standards associated with a person developing personal relationships and creating social capital.
IH.8	6		QI		Is the provider aware of what types of activities would offer an opportunity for the person to meet others with similar interests and are those activities made available to the person?	The intent of this QI indicator is to measure if the provider has initiated practices that go beyond providing basic human care for the person and incorporates community best practice principles and standards associated with a person developing personal relationships and creating social capital.

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IH.10	6		QI		Does the person have opportunities to interact with others outside of their service delivery system?	The intent of this QI indicator is to measure if the provider has initiated practices that go beyond providing basic human care for the person and incorporates community best practice principles and standards associated with a person developing personal relationships and creating social capital.
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.17	7	3	QA		If invited by the person, did the service provider participate as a member of the interdisciplinary team at the annual ISP meeting?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the creation and 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 BSP Policy and procedures, and the Waiver Service rules.
CQ.N	7	0			Was an assessment due to be completed during the review period?	
CQ.N.1.14	7	3	QA		Was the assessment completed during the required timeframe?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the completion of assessments. This includes, but may not be limited to the waiver general provisions and the Waiver Service rules.
CQ.N.2.14	7	3	QA		Did the assessment contain the correct elements?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the completion of assessments. This includes, but may not be limited to the waiver general provisions and the Waiver Service rules.

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CQ.18	7	3	QA		Is a copy of the current ISP and Plan of care maintained by the service provider?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the creation and 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 Services 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.36.14	7	3	QA		Are there SMARTer goals that are based on functional assessments and PCT tools?	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.32.14	7	3	QA		Are there written teaching strategies that direct the staff on how to execute the goals?	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.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.

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CQ.35.14	7	3	QA		If ongoing skill development is not reflected on a goal, is there evidence of communication between the team regarding possible modifications?	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.20	7	3	QA		Were quarterly reports written and distributed per DDS policy?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation and monitoring 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.21	7	10	QA		Did the quarterly report contain the required information as identified in current guidelines?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the implementation and monitoring 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.22	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.
CQ.H	7	0			Were there any changes in the circumstances (eligibility, changes in health, ability to make informed decisions, whether goals are consistent with desires, preferences, support community integration), with the person in the past year?	

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CQ.H.1	7	5	QA		If there was a significant event in the person's life, was the interdisciplinary team responsive to the changing needs of the person?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the coordination of services for each person. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the IMEU Policy and procedures, and the Waiver Service rules.
CQ.H.2	7	3	QA		If there was a significant event in the person's life, did the provider take action to promote the review and revision of the ISP as appropriate?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the coordination of services for each person. This includes, but may not be limited to the following DDS policies and procedures: the ISP Policy and procedures, the IMEU Policy and procedures, and the Waiver Service rules.
CQ.33.14	7	3	QA		Are progress notes written in accordance with DDS policy?	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.
IH.12.14	7	5	QA		Is there an In Home Services Plan that meets DDS standards?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the delivery of services and safety of the person. This includes, but may not be limited to the following DDS policies and procedures: the In Home Waiver Service rules.
IH.15	7	3	QA		Does the provider of In Home Supports services assist the primary caregiver and/or participant with the coordination of the delivery of necessary day/vocational program, behavioral support, skilled nursing, transportation and other required services from approved waiver providers of those services in accordance with the requirements of the ISP and Plan of Care?	The intent of this indicator is to ensure provider compliance with all DDS Policies, procedures and published guidelines related to the coordination of services for the person. This includes, but may not be limited to the following DDS policies and procedures: the In Home Waiver Service rules, the General provisions rule and the ISP Policy and procedures.