

**THE DURHAM CENTER QUALITY ELEMENTS FOR SERVICES
FOR CHILDREN AND ADULTS WITH DEVELOPMENTAL DISABILITIES**

Consumer Name, Unique ID# _____ DOB: _____ Most Recent Plan Date: _____

Initial Admit Date: _____ Services Received (CAP/MR; MR/MI; other, specify): _____

Diagnosis: _____ Agency: _____ Reviewer _____ Review Date _____

I. DIMENSION: Access to Services

Quality Element	Objective/Intervention	Indicators	Rating	Comments
A. Consumers seen for services in a timely manner. Consumers are linked with all services, benefits and entitlements for which they qualify and that they choose to receive.	1) Support Brokerage Agencies will schedule and complete the Intake of all incoming routine referrals within 7 days; all Urgent referrals within 48 hours, and Emergent referrals within 1 hour.	1a) Documentation of referral & intake. Date of referral _____ Date of intake _____	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A	NOTE: if client is long term and initial plan is not in chart, score based on most recent PCP
	2) Upon completion of Intake appointment, a Support Broker will be assigned and contact with the consumer will be made within 5 days.	2a) Documentation supports assignment and first contact. Date of first SB contact _____	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A	
	3) Initial treatment/person centered plan (PCP) will be developed within 30 days of the Intake appointment and covers financial entitlements and links to community resources.	3a) Documentation supports that PCP meeting was held and supports all efforts to obtain financial entitlements (Medicaid, Medicare) and assures links to community resources). Date of initial PCP _____	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A	

I. DIMENSION: Access to Services (continued)

Quality Element	Objective/Intervention	Indicators	Rating	Comments
	4) Ensure that services and supports are initiated in a timely manner and implemented according to planned intensity.	4a) Documentation in chart provides evidence that available services and supports were initiated within timeframes indicated in the person-centered plan and delivered in accordance with planned intensity. If not, documentation for the change exists in the chart.	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A	

II. DIMENSION: Person Centered Service Planning

Quality Element	Objective/Intervention	Indicators	Rating	Comments
A. Support Brokerage Agencies will show commitment to engage family members, friends, providers and others as partners to support consumers at a schedule that is convenient to the client.	1) Family members, friends and significant others are identified, supported, and encouraged as important partners in the development in the consumer's Person Centered Plan.	1a) Documentation indicates that with consumers' participation/approval efforts are made to identify family or other significant supporters and that they participate in meetings.	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A	
	2) A release of information is signed by consumer to allow communication by support broker with family and others identified. (ex: primary care physician, church leader, providers).	2a) There is documentation that others are invited to treatment team plan meetings or receive appropriate treatment plans (ex: individual with extensive medical needs has care plan sent to primary care doctor); release on file.	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A	
B. Support Brokerage Agencies show commitment to promote natural/informal supports.	1) Natural/informal supports are identified, used, and the plan includes strategies to link consumers with natural supports.	1a) Documentation of natural supports exists in plan or attempts to develop natural supports are noted.	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A	

II. DIMENSION: Person Centered Service Planning (continued)

Quality Element	Objective/Intervention	Indicators	Rating	Comments
<p>C. The Person Centered Plan of Care actively promotes utilization of levels of care that promote the “greatest level of independence” and maintain consumers in their home environment.</p>	<p>1) People have opportunities for self exploration and community exposure prior to plan development to determine personal goals, preferences and needed supports.</p> <p>2) The plan is in accordance with the participant’s unique needs, expressed preferences and choices regarding his/her life in the community. Also, disagreement by any member with the plan is clearly documented.</p> <p>3) There have been strategies identified to support “environments of greatest independence” levels of care and maintaining consumers in their home environment.</p> <p>4) Will demonstrate advocacy promoting services/supports based on potential, strengths, culture, and interests of the consumer.</p> <p>5) Will make referrals to utilize providers whose interventions are based upon best-practice approaches and match the specific support needs of the consumer. If unable to secure best match due to choice or other issues, will promptly communicate service need to Durham LME System of Care team leader.</p>	<p>1a) Community exploration activities evidence found in record (for young children, score for parents level of involvement).</p> <p>2a) Documentation in plan includes information regarding personal goals, support needs and health status.</p> <p>3a) Documentation of strategies exists in chart.</p> <p>4a) There is a clear linkage between consumer strengths, culture, and interests and plan goals and strategies.</p> <p>5a) Documentation of efforts to match needs with specific services/interventions is in chart, including LME contact.</p>	<p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A</p>	<p>Providers use list of EBP circulated by the Durham Center with consumers. Document choice in chart.</p>

II. DIMENSION: Person Centered Service Planning (continued)

Quality Element	Objective/Intervention	Indicators	Rating	Comments
	<p>6) Individualized Education Plans (or IFSPs) are a component of Person Centered Planning.</p> <p>7) Support Brokers will regularly update Person Centered Plan information to reflect changing individual support needs and preferences.</p>	<p>6a) A current IEP/IFSP is found in the chart, or there is clear documentation of efforts made to obtain the IEP (calls, letters).</p> <p>7a) Documentation of reviews in supervision notes, updates to plan actually are completed if applicable.</p>	<p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A</p>	

III. DIMENSION: Person Centered Service Delivery

Quality Element	Objective/Intervention	Indicators	Rating	Comments
A. Support Brokerage agencies inform and support individuals to secure affordable, accessible, independence optimizing home living/housing.	<p>1) Provider agency staff will be knowledgeable about housing options available in Durham and requirements and process to secure those options.</p> <p>2) Support Broker will work collaboratively with consumer to inform regarding available housing options and identify those most appropriate and determine supports necessary to secure that housing.</p> <p>3) Consumers live in communities and choose housing from a variety of options especially those available to everyone and choose with whom they live.</p>	<p>1a) Documentation of multiple housing options considered exists in chart.</p> <p>2a) Documentation of efforts to locate and secure appropriate housing (i.e. collaboration with Durham Affordable Housing Coalition, the housing selection committee, etc.).</p> <p>3a) Documentation of choice of housing, roommate(s) and normalcy of housing option chosen exists in chart.</p>	<p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A</p>	

III. - DIMENSION: Person Centered Service Delivery (continued)

Quality Element	Objective/Intervention	Indicators	Rating	Comments
<p>B. Support Brokerage Agencies will assist consumer in securing independence optimizing employment options and autonomy</p>	<p>4) Support Broker will assist consumer to secure housing supports as justified in the Person Centered Plan.</p>	<p>4a) Documentation of housing needs / support needs in chart.</p>	<p><input type="checkbox"/>Met <input type="checkbox"/>Partially Met <input type="checkbox"/>Not Met <input type="checkbox"/>N/A</p>	
	<p>1) Broker assesses consumer's desire to work.</p>	<p>1a) Documentation that employment options or other meaningful daytime activities have been identified</p>	<p><input type="checkbox"/>Met <input type="checkbox"/>Partially Met <input type="checkbox"/>Not Met <input type="checkbox"/>N/A</p>	
	<p>2) Will assess consumer's knowledge regarding employment options.</p>	<p>2a) Documentation that consumer has been informed regarding employment options.</p>	<p><input type="checkbox"/>Met <input type="checkbox"/>Partially Met <input type="checkbox"/>Not Met <input type="checkbox"/>N/A</p>	
	<p>3) Agency is knowledgeable about employment options available in the community.</p>	<p>3a) Documentation that consumer was offered multiple employment options reflective of consumer desires, strengths, and potential.</p>	<p><input type="checkbox"/>Met <input type="checkbox"/>Partially Met <input type="checkbox"/>Not Met <input type="checkbox"/>N/A</p>	
	<p>4) Consumers will engage in work activities in "environments of greatest independence".</p>	<p>4a) Justification for current employment choice in chart.</p>	<p><input type="checkbox"/>Met <input type="checkbox"/>Partially Met <input type="checkbox"/>Not Met <input type="checkbox"/>N/A</p>	
<p>5) The case manager is knowledgeable regarding information and referral for funding sources, resources, benefits (First in Families, VR, SSI/SA/SSDI, CAP, IDEA, TBI, special local funds or state funds (deaf interpreter)).</p>	<p>5a) Documentation that benefits, resource counseling occurred.</p>	<p><input type="checkbox"/>Met <input type="checkbox"/>Partially Met <input type="checkbox"/>Not Met <input type="checkbox"/>N/A</p>		

	6) Works collaboratively with other agencies to support competitive work and opportunities exist to make transitions in employment.	6a) Documentation of follow-up after referral for employment services and evidence in chart of ongoing employment preferences are considered.	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A	
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III. DIMENSION: Person Centered Service Delivery (continued)

Quality Element	Objective/Intervention	Indicators	Rating	Comments
C. Service Brokers will ensure that plans of care contain opportunities for lifelong learning and growth.	1) Consumers will have opportunities to interact with others in learning activities, and participate in training/educational decisions.	1a) Documentation in the chart.	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A	
	2) When appropriate, technology is available to assist in skill development, level of functioning, ability to learn.	2a) Documentation in the chart.	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A	
	3) Plan includes emphasis on functional academics and on learning self management strategies.	3a) Documentation in the chart.	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A	

IV. DIMENSION: Health and Safety

Quality Element	Objective/Intervention	Indicators	Rating	Comments
A. Support Brokerage Agencies will assist consumers to be safe and secure in home and community, acknowledging their informed and expressed choices.	1) Individualized risk and safety considerations are identified and interventions developed that promote safety and independence.	1a) Documentation of potential risk and interventions exists.	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A	

	2) Crisis plans and behavior plans are a part of the PCP for all those in need based on history of crises, institutionalization, or diagnosis (ex: intermittent explosive disorder).	2a) Crisis plan and behavior plan are found in the chart, for those appropriate, as part of the PCP.	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A	
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IV. DIMENSION: Health and Safety (continued)

Quality Element	Objective/Intervention	Indicators	Rating	Comments
	3) Maintains best possible health by obtaining health care (including mental health), taking medications, having a healthy diet, and engaging in exercise.	3a) Documented evidence of visits to doctor at expected schedule (annual physical, etc.), medication administration, and emphasis on diet and exercise in plan.	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A	
	4) Exceptional medical care, if needed, is provided (respiratory, feeding assistance, skin care, therapy, other).	4a) Evidence in chart.	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A	

V. DIMENSION: Individual Rights and Responsibilities

Quality Element	Objective/Intervention	Indicators	Rating	Comments
A.Support Brokerage Agencies will support consumers to exercise rights and accept responsibilities.	1) Individuals are informed regarding their fundamental constitutional and federal or state statutory rights.	1a) Documentation in chart that information regarding individual rights has been shared with the consumer.	<input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A	

	<p>2) There is evidence of exercising rights (opens own mail, uses phone, sees friends alone, participates in self advocacy, has key to house).</p> <p>3) Consumers and families will understand process to register grievances/complaints and will exercise this right if applicable.</p> <p>4) Mechanisms that take authority away from individuals will be considered only after a determination that less intrusive measures are not feasible.</p>	<p>2a) Documentation that if he/she needs help exercising rights, a strategy exists in plan. Score NA for very young child.</p> <p>3a) Documentation of grievance procedure acknowledgement.</p> <p>4a) Documentation in chart of guardianship circumstances or other rights restrictions.</p>	<p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A</p>	

V. DIMENSION: Individual Rights and Responsibilities (continued)

Quality Element	Objective/Intervention	Indicators	Rating	Comments
B. Consumers participate in preferred activities that promote social inclusion	<p>1) People have opportunities to participate in community activities (shopping, entertainment, eating out, sports, church, visiting friends, etc), understand community roles and responsibilities, and have opportunities to contribute/volunteer with other clients and non-client members of the community</p> <p>2) In day/night and 24 hour facilities, clients are allowed input into facility rules and the development of client self governance groups.</p>	<p>1a) Documentation in plan of participation in activities and other natural supports, or volunteer work.</p> <p>2a) Documentation of involvement in governance or advocacy groups, input into rules, hiring/firing decisions on staff, etc.</p>	<p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A</p> <p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A</p>	

<p>C. Consumers manage their money at the most appropriate level of independence for their ability, and proper rules are followed in documentation.</p>	<p>1) In 24 hr facilities, each competent client is encouraged to invest his money in an account other than at the facility. If managed by others, the management shall provide written records to the clients quarterly and be in accordance with other policies and procedures.</p>	<p>1a) Review of a policy on fund management and quarterly records or documentation of own checking account for competent client.</p>	<p> <input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met <input type="checkbox"/> N/A </p>	
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GENERAL REVIEW COMMENTS	RECOMMENDATIONS

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