

SCIOTO COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

POLICY 4.04 SUPPORTED LIVING QUALITY ASSURANCE

- A. The Scioto County Board of DD recognizes that quality assurance is a continuous process consisting of both formal and informal activities. The Board's formal quality assurance activities will comply with 5123:2-2-03 of the OAC in completing quality assurance (QA) reviews with eligible individuals in Scioto County who are receiving services funded by the Scioto County's supported living allocation or who are receiving County Board administered Medicaid Waiver services.
- B. The purpose of this policy is to develop a process to ensure that individuals receiving supported living and waiver services are empowered to exercise choice and to achieve quality outcomes.
- C. The QA process shall be used to determine that the assistance and support required by individuals receiving supported living and waiver services continues to promote services, supports, and activities that will provide a valued lifestyle for the individual. All reviews shall consider the quality indicators below as applicable to the individual.
 - 1. Choices and options
 - a. The individual has the opportunity to make or is assisted in making choices about all aspects affecting his/her life.
 - b. The individual is provided options for advocacy if he/she is unable to advocate for himself/herself.
 - c. The individual demonstrates an understanding of his/her rights.
 - d. The individual has the space and opportunity for privacy.
 - e. The individual chooses where and with whom he/she lives.
 - f. The individual chooses his/her daily work and leisure routine.
 - g. The individual owns and is able to use personal possessions.
 - h. When appropriate, the individual has the opportunity to utilize adaptations, and technological or communicative assistance.

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2. Personal income
 - a. The individual has a stable source of income that covers his/her basic living needs including, but not limited to shelter, food, transportation and clothing.
 - b. There is effective management of the individual's income to ensure that basic needs are met.
 - c. The individual participates as fully as possible in decision-making about the use of his/her personal income through the development of money and budgeting concepts and values that encourage financial responsibility.
3. Housing
 - a. The individual has the basic furnishings and access to bathing and toileting facilities necessary for daily living.
 - b. The individual has the opportunity to live where there is reasonable access to needed resources, such as banking, shopping, recreation, and transportation.
 - c. The interior and exterior of the individual's home are maintained in a manner that promotes basic safety and health.
 - d. The individual is able to exercise control over his/her home environment including choice of location, personalized furnishings and décor, and control of temperature and lighting.
4. Community membership
 - a. The individual has the means to communicate with primary people in his/her life.
 - b. The individual has support people with whom he is able to maintain contact.
 - c. The individual has the opportunity for relationships with friends and peers that provide companionship and support.
 - d. The individual has the opportunity for full access to his/her community and relationships with people who are non-disabled.

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- e. The individual has opportunities to practice ethnic and religious customs and beliefs of his/her choice.
 - f. The individual is informed about community resources and generic services and is assisted in accessing needed services.
 - g. The individual has access to support options through unpaid sources such as neighbors, family and friends.
 - h. As interested, the individual is supported in activities such as voting, attending community meetings, writing letters to political figures, serving on committees and/or boards, and participating in self-advocacy groups.
5. Personal satisfaction
- a. The individual is satisfied with the services, supports, and activities in which he engages.
 - b. The individual is satisfied with his/her interaction with the persons who provide these services and supports.
 - c. The individual feels free to express his/her desire to change the services, supports, and activities on his/her ISP.
 - d. The individual feels that the County Board and service providers listen to and respond to his/her choices for services, supports, and activities.
6. Health
- a. The individual's health is maintained through adequate nutrition, exercise, safe behavior, medical and dental monitoring, and appropriate medications, when needed.
 - b. The individual has access to prompt treatment for physical and/or psychological problems and is informed, encouraged and supported to receive such treatment.
7. Safety
- a. Potential dangers in the individual's environment are minimized.

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- b. The individual has access to prompt and appropriate emergency services when needed such as police, fire, ambulance, and crisis line.
 - c. The individual feels safe in his/her home.
- D. The County Board shall conduct, or contract to have conducted, QA as a continuous process. This policy and written procedures will govern this process. The Scioto County Board of DD's quality assurance process shall include, but not be limited to:
- 1. Explaining the QA process to the individual and securing consent from the individual, custodial parent or guardian as applicable for the QA review. The individual will have the opportunity to specify contacts and areas for QA review beyond the health/safety review.
 - 2. Personally contacting the individual and the custodial parent(s) if the individual is a minor or the guardian as applicable to determine the individual's:
 - a. Active involvement in the ISP development process and consent to the services reflected on the ISP,
 - b. Level of satisfaction with the services received,
 - c. Receipt of supports identified on the ISP,
 - d. Satisfaction toward increasing skills, living more independently in the community, accessing community services, increasing feelings of self-worth, and making choices; and
 - e. Desire to modify services identified on the ISP or to include additional services.
 - 3. Personally contacting at least one of the individual's contracted providers of supported living services to determine the provider's response to the items listed in paragraph D. a. above.
 - 4. Evaluating the relationship between the needs and choices expressed by the individual and the services reflected on the ISP.
- E. A written report prepared by the quality assurance reviewer summarizing the findings of the QA process, as described in paragraphs C and D of this policy, shall be developed as follows:

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1. Each year the County Board shall select a representative sample of all individuals receiving supported living and waiver services from the County Board;
 2. The report shall be written for each of the individuals selected as described in paragraph E. a of this policy;
 3. All individuals receiving supported living or waiver services shall have a QA review at least once every three years.
 4. The report shall highlight areas where positive outcomes of the services were experienced by the individual. The report shall identify the services, supports, and activities that merit improvement and/or are no longer needed or wanted by the individual.
 5. The report shall be forwarded to the individual, the custodian or parent(s) if the individual is a minor or the guardian, the superintendent of the County Board, or designee, the affected certified supported living providers(s) and the Service and Support Administrator (SSA) for the individual.
- F. If the report described in paragraph E of this policy indicates the need to address service issues, the SSA shall resolve these issues per Scioto County's procedure for Quality Assurance Reviews.
- G. The Ohio Department of DD may review the following areas of compliance by Scioto County Board of DD:
1. Randomly selected ISP's and related service contracts;
 2. County board, supported living advisory committee, and ethics council meeting minutes which relate to supported living or waiver issues;
 3. Policies, procedures and forms developed by the County Board to administer supported living and waivers.
 4. Information and reports resulting from QA conducted by the Scioto County Board of DD for individuals receiving supported living or Waiver services;
 5. Compliance with sections 5126.40 to 5126.47 or the Ohio Revised Code and Administrative Rules associated with supported living or waiver services.
 6. Compliance with Major Unusual Incident reporting requirements.

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- H. Individuals receiving supported living or waiver services, the custodian or parent(s) if the individual is a minor or the guardian, family members, advocates, and providers of services may contact the Scioto County Board of DD or DoDD to request a QA review. In response to requests directed to DoDD, the Department may initiate or conduct a QA review similar to the review described in paragraph D of this policy.
- I. When conducting a review as described in paragraphs D or G of this policy, the Department shall conduct an exit conference with Scioto County Board of DD personnel. The purpose of the exit conference is to note areas of non-compliance with statute and rules and present areas for consideration regarding the quality assurance process. The Department shall submit a written report to the Superintendent documenting the elements of the exit conference within 30 days of the review.
- J. If applicable, the Superintendent or designee shall submit to DoDD a written response that addresses areas of non-compliance within 30 calendar days of receipt of the Department's report.
- K. DoDD may request that Scioto County Board of DD conduct QA reviews for specific individuals identified by the Department, or the Department may conduct its own QA review.