

**DEPARTMENT OF HEALTH AND HUMAN SERVICES
AGING AND DISABILITY SERVICES DIVISION
POLICY MANUAL**

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POLICY

Developmental Services supports the monitoring of supported living environments to assure all people receiving Supported Living Arrangements (SLA) services are supported in a way that promotes health and welfare, individual choice, attainment of personal goals and increased independence.

PURPOSE

To provide procedures by which supported living environments are reviewed in a standardized way through the use of developed tools.

PROCEDURE

A. ENVIRONMENTAL REVIEWS

1. Monitoring of services provided to people receiving residential services from certified providers is the responsibility of the Regional Center and, in part, facilitated through the Environmental Review process which monitors health and welfare standards in the person's place of residence.
2. Each person receiving supported living services independent of their family home will have their home environment assessed at least annually utilizing at least one of the Developmental Services Environmental Review Tools.

B. INTERMITTENT SUPPORTED LIVING SETTINGS

1. The assigned Service Coordinator (SC) will:
 - a. At least annually complete Intermittent Environmental Review Checklist (Attachment A) with input from the individual receiving intermittent supported living services, including shared living settings.
 - b. Submit completed Intermittent Environmental Review Checklist forms and return them to the Regional Center Quality Assurance (QA) Department within seven (7) working days for DS provider certification, tracking, trending, and the generation or development of a Plan of Improvement (POI), if necessary.
2. The Regional Center QA Department will:
 - a. Complete a random sample of intermittent environmental reviews annually utilizing Developmental Services Environmental Review (Intermittent) (Attachment C) for the purpose of DS provider certification and to monitor quality and consistency with the environmental review process.
 - b. Will give a copy of completed Developmental Services Environmental Review (Intermittent) form to the contract provider, the assigned SC and applicable Supervising Developmental Specialist IV (DSIV) within seven (7) working days for their review and any necessary follow-up.
3. Completed forms will be utilized for provider certification, tracking, trending, and the generation of a POI, if necessary.

C. 24-HOUR INTENSIVE SUPPORTED LIVING SETTINGS

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1. The assigned SC will:
 - a. At least every three months complete 24 Hour/ISLA QA Review Checklist (Attachment B) with input from the individual(s) receiving supported living services and their staff.
 - b. Submit completed 24 Hour/ISLA QA Review Checklist forms and return them to the Regional Center QA Department within seven (7) working days for DS provider certification, tracking, trending, and the generation or development of a POI, if necessary.
2. The Regional Center QA Department will:
 - a. At a minimum of annually, complete Developmental Services Environmental Review (24 Hour Supports/Shift Staff) with input from the individual(s) receiving services, the service provider and the assigned SC for all 24-hour supported living settings and shared living settings.
 - b. Give a copy of completed Developmental Services Environmental Review (24 Hour Supports/Shift Staff) forms to the contract provider, the assigned SC and applicable Supervising DSIV within seven (7) days for their review and any necessary follow-up.
3. Completed forms will be utilized for provider certification, tracking, trending, and the generation of a POI, if necessary.

D. PLAN OF IMPROVEMENT

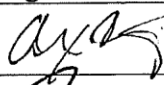
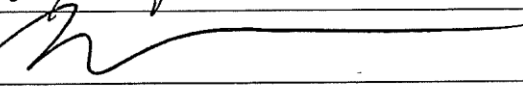
1. The Regional Center QA Department will:
 - a. Generate and request POI's for all major health and safety infractions from the provider.
 - b. Provide a timeline not to exceed 90 days for the provider to make corrections/improvements.
 - c. Monitor progress towards POI completion through written and/or verbal communication and observation by the SC and Regional Center QA Department with the provider.
2. When the POI has been completed by the provider and received by the Regional Center QA Department, the Regional Center QA Department will maintain a record of the environmental review, POI and all corrective actions taken for future reference.
3. Collected information will be used in conjunction with other data to determine if the provider is meeting established standards of practice in the delivery of services and supports through the Supported Living certification process.

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ATTACHMENTS

- Attachment A – [DS-41-C](#) [Intermittent Environmental Review Checklist](#)
- Attachment B – [DS-41-D](#) [24 Hour/ISLA QA Review Checklist](#)
- Attachment C – [DS-41-E](#) [Environmental Review \(Intermittent\)](#)
- Attachment D – [DS-41-F](#) [Environmental Review \(24 Hour Supports/Shift Staff\)](#)

| Approved By | | |
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| Title | Signature | Date |
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