

<p>A. Person Centered Planning and Service Delivery:</p> <p>Every person's unique strengths, needs, goals, preferences and informed choices concerning his/her life dictate the effective planning and implementation of their services and supports.</p> <p>Provider Agencies ensure the following:</p>
<p>A.1. Competent <u>person centered planning</u> is occurring.</p>
<p>A.2. Planned supports and services are reviewed for effectiveness and needed revisions.</p>
<p>A.3. Services and supports are effectively delivered.</p>
<p>B. Rights, Health, and Protections:</p> <p>Every person's rights, health and welfare are safeguarded and monitored based on informed and expressed choices of the Individual.</p>
<p>B1. Individual Rights are protected.</p>
<p>B2. Individuals are free from abuse, neglect, mistreatment and exploitation.</p>
<p>B3. Individuals access quality health and clinical care.</p>
<p>B4. Fire Safety and Emergency Planning needs are met.</p>
<p>B5. Sites and facilities where Individuals are supported are clean, safe and free from hazards.</p>
<p>B6. Personal Allowance needs are met and safeguards are in place.</p>

<p>C. Natural Supports, Community Connections, and Integration:</p> <p>Individuals are supported in establishing natural supports, meaningful relationships and community connections based on his/her informed and expressed choices.</p>
<p>C1. Organizational practices facilitate and promote the establishment, maintenance and optimization of Natural Supports.</p>
<p>C2. Organizational practices facilitate involvement in the community and community networks.</p>
<p>D. Workforce:</p> <p>The workforce is stable and competent.</p>
<p>D1. The organization's hiring practices are in accordance with OPWDD and Agency requirements.</p>
<p>D2. The organization assigns staff appropriately.</p>
<p>D3. The workforce is supported, trained and developed to achieve the Agency's mission.</p>
<p>D4. The agency implements OPWDD DSP core competencies.</p>
<p>E. Agency Mission, Operations, Leadership and Governance</p> <p>The organization's mission, vision, and values promote attainment of personal outcomes. Business, administrative and support functions promote personal outcomes. The organization implements sound organizational and fiscal practices.</p>
<p>E1. Mission: The organization's mission, vision, and values promote attainment of personal outcomes.</p>
<p>E2. Operations: The organization implements sound fiscal practices. Business, administrative and support functions promote personal outcomes.</p>
<p>E3. Leadership and Accountability: The organization implements systems that result in the delivery of effective supports and services.</p>
<p>E4. Governance: Agency's governing Board provides active oversight to ensure the effectiveness of executive staff and the agency in carrying out its Mission.</p>

F. Quality Improvement
The organization acts to improve its effectiveness in the support individuals' quality of life.
F1. Quality Plan: The organization has a written plan that identifies standards, goals, and objectives and the actions necessary to meet them.
F2. Continuous Quality Improvement: The organization's Quality Plan includes a systemic approach to continuous quality improvement.
F3. Quality Improvement and Quality of Life: The organization's Quality Plan includes measurement, aggregation and analysis of factors related to individuals' needed and desired quality of life.

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