

Dimensions	Individual	Provider	Local Authority	DADS
Individual Access	Individuals and families have access to their choice of HCS providers and the full array of HCS services from the selected provider in their communities.	Services are initiated promptly when the individual is determined eligible and selects an HCS provider.	Facilitate enrollment in waiver for individuals authorized by DADS. Offer applicant choice of providers, conduct eligibility assessments and develop Person-Directed Plan (PDP) at enrollment as the basis for Individual Plan of Care (IPC). Individuals who need services but do not receive HCS services are linked to other community resources.	Individuals and families have access to HCS in their communities. HCS intake, eligibility and service authorization processes are streamlined to expedite the provision of services.
Person-Directed Service Planning and Delivery	Services and supports are planned and effectively implemented in accordance with each individual's unique needs, expressed preferences and life decisions.	All HCS providers demonstrate the ability to provide services and supports in an effective and efficient manner consistent with the individual's PDP and Implementation Plan.	Each individual's PDP comprehensively addresses identified preferences and needs to be met through the HCS program. Information and support is available to help individuals make informed selections among service options.	During surveys, DADS ensures that HCS service plans are responsive to the needs, preferences and desired outcomes of individuals; DADS allows individuals to exercise free choice in the selection of HCS providers; DADS offers the option to individuals and families to self-direct some of their HCS services.
Provider Capacity and Capabilities	Individuals and families are able to choose from an adequate and competent pool of HCS providers.	All HCS contracting providers possess the requisite skills, competencies and qualifications to support individuals effectively. HCS providers deliver individualized services that meet the needs and preferences of the individuals according to program standards.	Information and support is available to assist individuals to freely choose among qualified HCS providers. The local authority service coordinator supports the choices and preferences of the individual and operates according to standards.	DADS monitors the performance of HCS providers and local authorities.

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Individual Safeguards	<p>Individuals are safe and secure in their homes and communities, and their informed and expressed choices are taken into account.</p> <p>Individuals and legally authorized representatives (LARs) are informed of their rights and how to report any instance of suspected abuse, neglect or exploitation.</p>	<p>Staff members are able to identify risks and can respond to emergency situations.</p> <p>The safety and security of the individual's living environment is assessed, risk factors are identified and modifications are offered to promote independence and safety in the home.</p> <p>Services promote the health and safety of the individual. Staff members are properly trained in how to report any suspected abuse, neglect or exploitation.</p> <p>The provider has the appropriate internal quality assurance mechanisms in place for incident management and quality improvement. Critical incidents are reported to DADS.</p>	<p>The local authority service coordinator supports the individual to address health and safety concerns through the HCS IPC.</p> <p>The service coordinator notifies appropriate authorities of unresolved health and safety concerns.</p>	<p>DADS requires individuals (especially direct care workers) who support individuals to undergo a criminal history and background check as a condition of employment; maintains the Employee Misconduct Registry and Nurse Aide Registry to check whether workers have previously committed abuse; has recently implemented unannounced visits to group homes and foster/companion care residences; and maintains the abuse, neglect and exploitation database to track information.</p> <p>Provider critical incident reporting is reviewed.</p> <p>Consumer Rights and Services (CRS) offers assistance and support with complaints.</p>
Individual Outcomes and Satisfaction	<p>Individuals are satisfied with their services and achieve desired outcomes.</p> <p>Services and supports lead to positive outcomes for each individual.</p>	<p>Individuals are supported in participating in the life of their community.</p> <p>Individuals are encouraged and supported to guide and control the delivery of their services to the extent they wish.</p>	<p>The local authority service coordinator regularly monitors the individual's progress toward outcomes identified in the PDP.</p> <p>Regular, systematic methods, including obtaining the individual's feedback, are used to monitor the individual's well-being, health status and the effectiveness of HCS in enabling the individual to achieve personal outcomes.</p>	<p>DADS provides families and advocates opportunities to voice their recommendations for improving services through a variety of state agency-level work groups, task forces and councils.</p>

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System Performance	<p>Individuals and other stakeholders have an active role in program design, performance appraisal and quality improvement activities.</p> <p>Individuals receive support to exercise their rights and accept personal responsibilities.</p>	<p>The service system supports individuals efficiently and effectively and constantly strives to improve quality.</p> <p>Individuals are informed of how to register grievances and complaints and supported in seeking their resolution.</p> <p>Grievances and complaints are resolved in a timely fashion.</p>	<p>Individuals are informed of how to register grievances and complaints and supported in seeking their resolution.</p> <p>Grievances and complaints are resolved in a timely fashion.</p>	<p>Financial accountability is assured and payments are made in accordance with program requirements.</p> <p>Assistance and support are given to improve the quality of services.</p>