

Self-Assessment Policy

Life's New Beginnings, Inc., an agency provider, furnishes supported living and non-supported living services:

- Supported Living Coaching
- Personal Care Assistance
- In Home Support Staff
- Companion

The provider performs a self-assessment, conducted annually in January, to:

1. determine the effectiveness of services being offered
2. ensure compliance with requirements identified in the Developmental Disabilities Waiver Services Coverage and Limitations Handbook
3. develop and maintain person-centered processes to assist the client in the achievement of personal goals through:
 - decision-making
 - choice
 - rights & responsibilities
 - privacy (HIPAA)
 - social inclusion & use of environment
 - relationships
 - dignity & respect
 - security & continuity
 - resolutions to grievances and incidents
 - health & safety
 - exposure, education, & experience
 - goal choice & goal progress
 - change

The self-assessment process consists of 3 areas in order to develop and maintain person-centered processes to assist the client in the achievement of personal goals:

1. Service Effectiveness Review - to ensure effective service provision through a review of client and staff negative and positive experiences
 - a. Client Self-Assessment Survey (*client-sas*) - to determine the extent to which staff actions support the achievement of personal goals through a person-centered process
 - b. Client Satisfaction Survey (*client-satsurvey*) - to determine client satisfaction with the program
 - c. Staff Self-Assessment Survey (*staff-sas*)- to determine staff observations and suggestions for improving service provision
 - d. Grievance Logs
 - e. Incident Report Logs
2. Requirement Compliance Review - to ensure compliance with all requirements through a review of requirements
 - a. Record Reviews
 - Staff File Check
 - Client File Check
 - b. Review of Management Plan, Policies, Procedures, Forms
3. Trends Analysis and Self-Assessment Quality Improvement Plan (*trends-saqip*) - to address areas in need of improvement

I have read and fully understand the Self-Assessment Policy and agree to follow its dictates.

Staff Signature

Date