

What we value:

- A. People who use services have control over their lives by having a full range of choices and being actively involved in decision making that affects them to the greatest extent possible.**

What we expect from service providers:

1. Provider makes sure that people who use services have real choices and control in their daily lives and their goals for the future, as relates to the service being provided. Provider makes sure that people who use services direct day to day and long term life decisions to the greatest extent possible.
2. Provider involves people who use their services in planning and decision making processes that affect the functioning of the service and the agency.
3. Provider structures person centered planning meetings so that the person using the service is in charge or in control of the meeting to the greatest extent possible.
4. Provider supports people's decision making by making sure they are provided the information, training, support and opportunity they need to make effective decisions on issues (appropriate to the service being provided.) Provider assists the person to utilize their circle of support in decision making (according to their preferences.)

What we value:

- B. People's services are based on supporting them to pursue a meaningful and productive lifestyle as they determine for themselves (with the assistance of their circle of support as appropriate.)**

What we expect from service providers:

5. Provider has an effective method of learning who each person is and what they want to do with their lives. The method captures changes in the person over time and focuses on continuous learning about the person and what works for them.
6. Provider works with the person, their circle of support and their other providers, including TCRC, to document in writing what the person wants for their life. Together they create a unified plan for facilitating and supporting the person's efforts to work toward that life.

Plans are:

- understandable to the person to the greatest extent possible;
- updated and changed as needed and mutually agreed upon between the person and the provider;
- focused on strengths and talents, rather than deficits and problems;
- specific about commitments, assignments, timelines, etc.;
- acceptable to and approved by the person.

7. Provider uses what is learned in the person centered planning process to assist the person to set up services, supports, activities, learning opportunities, daily routines, etc. that will work toward the person's preferred life.

What we value:

C. People are receiving the services and supports as promised in their plans and are making progress toward their preferred lives.

What we expect from service providers:

8. Activities and opportunities reflecting people's service plans are occurring as planned. Staff providing services are knowledgeable about what is in the plan for the people they serve and are working toward the person's planned goals.
9. People are making progress toward their preferred lives as outlined in their plans. (When progress is not being made, provider works to make changes that will better serve the person.)

What we value:

D. People with disabilities have opportunities to have relationships like people without disabilities their own age and to have an effective circle of support, (according to their preferences.)

What we expect from service providers:

10. Provider assists people with disabilities to develop and maintain relationships that are important to them (according to their preferences and needs.)
11. Provider assists people to resolve problems with others according to their needs and wishes and as related to the service being provided.
12. Provider makes efforts to assist people to develop and utilize an effective circle of support that helps the person to have a good life (according to their preferences.) Provider works to help people have circles that include a number of people who are not paid to be in their lives. Provider respects and supports the role played by people's families in their lives.

What we value:

E. People with disabilities have the opportunity to be a part of the community in a meaningful way.

13. Provider assists people with disabilities to use and be a part of the community as other people the same age without disabilities.
14. Training and other learning opportunities occur in natural settings appropriate to the activity.
15. Provider assists people to have daily lives that approximate those of other people without disabilities of the same age.

What we value:

F. People who use services are treated with dignity and respect.

What we expect from service providers:

16. Provider respects the rights of the people who use their services.

17. Provider respects and supports people's cultural and religious preferences.
18. Provider's staff are friendly and treat people in a respectful manner, as well as their family members and others in their lives. Provider's staff speak to and about people with disabilities respectfully.
19. The activities and opportunities that the provider assists people to set up are purposeful and meaningful to the individuals engaging in them.
20. Provider respects people's efforts to advocate for themselves and supports them to strengthen their skills and abilities for self advocacy.
21. Provider utilizes strategies and procedures which protect people from abuse, exploitation, neglect or harm and safeguard people's possessions and money to the greatest extent possible.
22. Provider assures that people have adequate privacy and control of their possessions and environment (as appropriate to the service.)

What we value:

G. People are as healthy and safe as possible.

What we expect from service providers:

23. The provider assures that each person with a disability that they serve has an individualized health and safety plan (as appropriate to the service.) The plan is based on a "whole person" approach to physical, mental, and behavioral health. The plan details ways to reduce threats to the person's health and safety. The plan also details the efforts to assist people to understand their own health and medical needs and participate as fully as possible in their own medical care.
24. Provider assures that health and safety needs are being taken care of as described in each person's plan. Provider's staff know the health and safety needs for the people they serve, including medications, routine health care requirements, emergency information, etc. (as appropriate to the service provided.)
25. Provider maintains up-to-date information on each person served, including health and safety information, as well as important historical information.
26. Provider plans for and responds appropriately to health and safety emergencies, reports of potential abuse and other significant events, including completing Special Incident Reports and conducting appropriate investigations.
27. Provider uses an effective process for assisting people to determine reasonable or unreasonable risks in making decisions. For adults with disabilities, the process has the goal of protecting them from harm to the greatest extent possible without unnecessarily restricting their freedom.

What we value:

H. People communicate well with each other.

What we expect from service providers:

28. Provider assists people with disabilities to find and use the optimal means of communication for them. Provider assists them to communicate effectively with others. Provider has a method for trying to understand how the person with a disability uses behavior to communicate with others.

29. Staff communicate with the people they serve using the individual's preferred means of communication (spoken language, sign language, communication devices, etc.)
30. Provider has an effective means of keeping people informed about the services provided to individuals.
31. Provider coordinates with other services in the person's life.
32. Provider responds to telephone calls, pages, requests in a timely manner.

What we value:

I. People's service providers are accountable to them and to other people who care about them.

What we expect from service providers:

33. Provider documents progress on the commitments made in the person centered plan.
34. Provider completes reports and paperwork in a timely manner and distributes to appropriate people.
35. Provider has established, effective processes for obtaining feedback from people about what's working and what is not (grievance procedure, surveys, input sessions, etc.)
36. Provider has and regularly uses an effective method for evaluating their services and making changes (includes customer satisfaction input.)

What we value:

J. People have services and supports that they can rely on to help them work toward their preferred life.

What we expect from service providers:

37. Provider has sufficient numbers of competent, trained staff to fulfill their commitments to people. Staffing and training are well documented.
38. Provider is able to find and access adequate resources to meet the needs of the people they serve or seeks assistance if they are not able to.
39. Provider maintains all relevant certification, licensing or regulatory requirements specific to the service. (See service specific expectations for the service being provided.)
40. Provider's services are based on a set of values and a vision for people with disabilities that matches the Lanterman Act.