

1. Satisfaction Survey

- The ICF has a written policy to complete satisfaction surveys annually for each person who resides in the ICF. The policy must include that the ICF will ensure the survey is completed or evidence it was offered to the individual and/or guardian/family/advocate. The policy must include that the ICF will summarize the survey feedback, share with families and guardians and a plan to respond to any concerns identified.
- Must include, but not limited to, in the survey are the following categories:
 - Individual happy and feels safe living in the ICF
 - Staff interactions
 - Individuals and guardians involved in person centered planning
 - Community activities
 - Medical care
- Requirement is to attest on the cost report. Facility will attach the policy to cost report submission.

2. Person Centered Planning

- The ICF has a written policy and followed to ensure service plans are person centered. The policy must include the 7 elements of person- centered planning, process for input from DSPs and individuals and guardians.
- Requirement is to attest on the cost report. Facility will attach the policy to cost report submission.

3. Community integration

- The ICF has a written policy and followed to ensure that each person can experience community integration on a person-centered basis.
- Requirement is to attest on the cost report. Facility will attach the policy to cost report submission.

4. Staff training

- The ICF has a written policy to ensure all DSPs receive training, totaling at least one additional hour per staff beyond the minimum training requirements, specific to individual or staff needs. The training is not required to be the same for all staff.
- Requirement is to attest on the cost report. Facility will attach the policy to cost report submission.
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5. Staff retention

- The ICF has a written policy for staff retention that includes measuring staff turnover.

- Requirement is to attest on the cost report. Facility will attach the policy to cost report submission.

Annually ICFs will attach supporting policies with their cost report submission. Each quality indicator that meets the prescribed requirements will be awarded 1 point for a total of 5 available points. Each point is allocated a dollar amount based on availability of funds for the quality indicator incentive program. All available funds for the quality indicator incentive program will be allocated to the providers who meet the standards. Random audits can be completed. **DODD Follow-up: Need to confirm how to handle different cost report types and CHOPs to assure all providers are accounted for**

Meeting Notes -

- Attest on cost report and attach policy to submission for all policies
- Will only have to update policy and re-attach if there are changes
- Suggested for DODD to summarize staff retention ideas from policies and distribute to ICFs.

Audit proposal - DODD will have further discussions

- Everyone audited on Question 1 – Customer Satisfaction, and one additional indicator
- Audited every 3 years as part of the DDP process
- CRC would pick a sample of 2 individuals and staff or 10% (whichever is larger) based on facility capacity
- Need to confirm how we will handle if an audit is completed and the ICF has not met the requirements and the appeal process
- DODD would create an audit sheet that CRC and provider sign