*Provider Gold Standards*

**Defining Provider Gold Standard**

* 1. Integration – building global processes, policies, activities and goals to build relationships in the community
	2. QA system (Internal)
		1. Developing a process within each agency to monitor ourselves to ensure Gold Standard services
	3. Develop best practices for DSP’s & Management
		1. Expanding on common knowledge
		2. Internal group within each Gold Standard member agency to identify trends and patterns
		3. Gold Standard Members sharing identified trends and patterns as a group to better identify global concerns
		4. Collaborative effort for Gold Standard Training (above compliance)
		5. Academy of DSP, NorthStar, TIC, CPI, etc.
		6. Develop best practices for DSP’s, Management
	4. Effort to match staff with clients –
		1. Clients have input with who is providing supports
		2. Interviewing techniques
	5. Collaborative effort with each Gold Standard member to share industry best practices