***Hamilton County DDS - SSA Gold Standards***

**Introduction:** In 2015, a team of providers and HCDDS staff challenged each other to create a gold standard to raise the expectations for high quality support for people with DD in Hamilton County. We are striving to move well beyond compliance with both provider and SSA gold standards that are clear, challenging, and complementary. We agreed that these standards are subject to peer review so that the provider community and SSA community assess progress internally. We agreed to continue to learn from each other as we implement our gold standard and, in doing so, raise the expectations for quality county wide. Below are the 5 gold standards for SSA.

**5 Gold Standard areas**

**Integration** – building global processes, policies, activities and goals to build relationships in the community

* Developing My Plan outcomes based on meaningful discovery with entire team that supports integration (relationships/community)
* Use Integration Core team connections/expertise to support good community outcomes

**Internal Performance Review** - PI&Q will regularly review HCDDS SSA to ensure Gold Standard performance for trends of success and performance concerns

* SSA supervisors do field supervision to support soft skill development
* Use Life Satisfaction Surveys to gather family/individual feedback on each SSAs support
* I & Q review of My Plans
* Retraining when opportunities for growth are identified: Todd Bowersock
* Elicit feedback from Gold Standard Providers (Semi Annually and Annually)

**Develop best practices for SSAs & Management**

* Internal (SSA) group to identify trends and patterns
* SSA focus groups
* Gold Standard Training (above compliance):
  + Person-Centered Planning
  + Professionalism In The Workplace
  + SSA Fundamentals
  + Trauma Informed Care/Project Care
  + SSA participation in Northstar Advantage as Navigators

**Effort to match staff with people served**

* Interviewing techniques
* Discovery tools
* Performance Evaluations
* Supervision Sessions
* Trend assessment (Provider and Family Feedback)

**Collaborative effort with SSAs and Providers to share industry best practices**

* Innovation groups: Gather best ideas routinely
* Role clarity: Offer to share SSA role with providers/Invite providers to orient new staff
* Regular, Responsive Forum (with Feedback)
* Shared/Co-led expertise