

(N) Monitoring ISP implementation

The persons employed by or under subcontract with a county board to provide service and support administration shall, in accordance with policies and procedures that shall be established by the board and any protocols that may be established by the department, establish and implement an an-ongoingongoing continuous quality monitoring system that is tailored to the individual, includes face to face visits and is based on information provided by the individual. of monitoring the implementation of an individual's ISP. The service and support administrator who is the single point of accountability for an individual shall perform this duty in accordance with the following requirements:

(1) The purpose of this monitoring shall be to verify:

- (a) The health, safety and welfare of the individual;
- (b) Consistent implementation of servicesWhat is important to and for the individual;
- (c) Service Satisfaction;
- (d) Achievement of the desired outcomes for the individual as stated in the ISP; and
- (de) That services received are those reflected in the ISP.

(2) Areas to be monitored, as applicable to each individual, shall include, but not be limited to, the following:

- (a) Behavior supportEmotional well-being (self-worth, self-esteem, satisfaction with life);
- (b) Interpersonal relations (social contacts, relationships, emotional supports) Emergency intervention;
- (c) Material well-being (money, work, education) Identified trends and patterns of unusual incidents and major unusual incidents and the development and implementation of prevention and/or risk management plans;
- (d) Personal development (achievements, success, personal competence)Results of quality assurance reviews;
- (e) Self determination (self advocacy, choices, personal control, opportunities);
- (f) Physical well-being (health, daily living skills appropriate to age);
- (g) Rights (equality, citizenship, access, due process, responsibility); and
- (e) Social inclusion (community participation, social supports) Other individual needs as determined by the assessment process conducted pursuant to paragraph (1) of this rule.

(3) The service and support administrator who is the single point of accountability for an individual shall provide verbal and/or written feedback from monitoring activities to the individual, legal guardian and provider(s) as appropriate.

(4) If this monitoring indicates areas of provider non-compliance with continuing certification standards for providers certified as HCBS waiver providers, the county board shall conduct provider compliance reviews in accordance with rule 5123:2-9-08 of the Administrative Code.

(O) Quality assurance reviews

(1) The persons employed by or under subcontract with a county board to provide

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service and support administration shall conduct quality assurance reviews.

The person performing this duty for an individual shall:

(a) Conduct quality assurance reviews in accordance with rules adopted by the department.

(b) Conduct quality assurance reviews that result in outcomes at two levels:

(i) Identification of areas of concern and recommendations necessary to achieve desired outcomes for the individual as stated in the ISP;

(ii) Identification of trends and patterns common to a significant number of individuals that indicate possible need for modification of an agency and/or county board system to achieve desired outcomes for individuals.

(2) The person performing this duty shall not conduct quality assurance reviews for an individual for whom he/she is the service and support administrator who is the single point of accountability.

(3) If a quality assurance review indicates areas of provider non-compliance with continuing certification standards for providers certified as HCBS-waiver providers, the county board shall conduct provider compliance reviews in accordance with rule 5123:2-9-08 of the Administrative Code.

(P) Designated person to provide daily representation Advocacy and self-advocacy

(1) Each individual receiving service and support administration shall have an ISP that identifies how that individual currently speaks up for him or herself, what services and supports can assist the individual to improve self advocacy skills and the supports that are needed to increase the individual's opportunities to participate in advocacy and to network with persons or groups including persons with disabilities and others. designated person to provide daily representation who is responsible on a continuing basis for providing the individual with representation, advocacy, advice and assistance related to the day-to-day coordination of services in accordance with the ISP.

(a) The role of the person designated is to assist the individual to keep the service and support delivery system focused on his/her desired outcomes.

(b) The person designated shall be willing to interact regularly with the individual in order to maintain or develop a relationship that will allow him/her to fulfill this role.

(c) A designated person who is not legally responsible shall not receive any privileged information without consent of the individual.

(d) Neither the service and support administrator who is the single point of accountability for the individual nor any other person providing service and support administration shall be the person designated.

(2) The service and support administrator who is the single point of accountability for an individual shall ensure that the individual has a person designated to provide daily representation and shall:

(a) Give the individual an opportunity, at least annually, to designate such person.

(b) Make the designation if the individual declines to do so, taking into consideration the designated person's credibility with the individual, the

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person's understanding of the individual's desired outcomes, and the person's reliability. If an individual has no such person involved in his/her life, actions shall be specified in the ISP that will lead to the development of a circle of support for the individual.

(e) Document the person designated, by name, in the individual's ISP.

(d) Permit an individual to change at any time the person designated to provide daily representation.

(3) Paragraphs (P)(1) and (P)(2) of this rule are not intended to prevent an individual from representing himself or herself or advocating on behalf of himself or herself.

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