

SSA Rule- Proposed language

The SSA shall provide a continuous quality monitoring system that is tailored to the individual, includes face to face visits and is based on listening and learning from the individual. The scope and frequency of monitoring is based on the services and plan for each individual and as such should be identified in the ISP.

Areas that must be considered in monitoring include:

1. Services included in the ISP
2. What is important to and for the individual
3. Service satisfaction
4. Outcomes for individuals

The SSA shall provide verbal and/or written feedback from monitoring activities to the individual, legal guardian and provider(s) as appropriate.