



State of Vermont
Developmental Disabilities Services Division
280 State Drive/HC 2 South
Waterbury, VT 05671-2030
www.ddsd.vermont.gov

Agency of Human Services

[phone] 802-241-0304
[fax] 802-241-0410

To: Designated Agency and Specialized Service Agency Directors

From: Jennifer Garabedian, DDSO Director *JG*
Jeff Nunemaker, DDSO Assistant Director *JN*

Date: January 31, 2024

Re: Developmental Disabilities Services Division Interim Quality Services Review Process

Attached please find Interim Quality Services Review Process, effective January 2024 through July 2025.

Please contact Quality Management Unit contact, if you have any additional questions.

Thank you.



Interim Developmental Disabilities Services Quality Review Process January 2024 - June 2025

From January 2024 through June 2024, the Quality Review Team will be reviewing the HCBS funded services and supports of one (1) individual per agency every other month (total of three (3) individual reviews during that period).

From July 2024 through June 2025, the Quality Review Team will be reviewing the HCBS funded services and supports of one (1) individual per agency per month (total of twelve (12) individual reviews per agency during that period).

The lead reviewer will contact the agency two weeks in advance notifying them of the individual being reviewed. The agency will provide access to the Electronic Health Record or submit the required documentation to the quality reviewer within two business days.

The lead reviewer will work with the agency to schedule the review. Generally, the reviewer will be on-site at the agency on the day of the review. For individuals that reside in shared living, group living or staffed living models, the reviewer will make a visit to the home to meet with the individual. For individuals that reside in their family home or live independently in a location/format preferred by the individual.

The list of documents to be reviewed include, but are not limited to:

- Emergency Fact Sheet
- Initial Persons Story and all Person Story Updates
- Needs Assessments/Periodic Reviews
- Current and Previous ISA (including ISA Reviews, ISA changes, ISA extensions, etc.)
- Outcome Reviews for Current and Previous ISA
- Authorized Funding Limit Sheet
- Any support Plan or Attachment associated with the ISA (Behavior Support Plan, Community Safety Plan, Communication Plan, Special Care Procedure, etc.)
- Public Safety Documentation (if applicable)
- Home Visit Documentation
- Housing Safety inspection
- Peggy's Law Form



The lead reviewer will be on-site at the agency the day of the review. The reviewer will meet with the service coordinator during the day to discuss the documentation reviewed as well as the services/supports provided to the individual.

The reviewer will provide information to the service coordinator at the time of the review regarding anything that may need follow-up from the agency.

The reviewer will submit a review report to the agency indicating the areas that require corrections or changes. The agency is required to respond within two weeks of receiving the review report. The review report will also contain a brief narrative highlighting examples of positive practices.

A report will be generated for each agency annually containing information from all the reviews during the previous twelve months.

