

CQL ACCREDITATION  
*Basic Assurances® Results Grid*

**Organization:** Red River Human Services Foundation

**Dates:** October 22-26, 2007

**FACTOR ONE: Rights Protection and Promotion**

**[S=System; P=Practice]**

Indicator	S	P	Comments/Observations	Both System & Practice Present Y/N
A. The organization implements policies and procedures that promote people's rights.	X	X		Y
B. The organization supports people to exercise their rights and responsibilities.	X	X		Y
C. Staff recognize and honor people's rights.	X	X		Y
D. The organization upholds due process requirements.	X	X	The organization has taken steps to ensure that due process occurs in all instances when any rights and/or personal freedoms are infringed upon or curtailed.	Y
E. Decision-making supports are provided to people as needed.	X	X	Ensure that when guardianship is reviewed on an annual basis that alternatives are explored for each person and that information regarding these alternatives is provided to the appropriate stakeholders. People should be offered the opportunity to have the least intrusive support for decision making.	Y

**FACTOR TWO: Dignity and Respect**

<b>Indicator</b>	<b>S</b>	<b>P</b>	<b>Comments/Observations</b>	<b>Both System &amp; Practice Present Y/N</b>
A. People are treated as people first.	X	X		Y
B. The organization respects people's concerns and responds accordingly.	X	X	There is a coordinated effort by staff in responding to people's complaints and complaints are resolved to the satisfaction of the person filing the complaint. CQL team recommends that documentation of complaints and documentation of resolutions be tracked and periodically analyzed for trends.	Y
C. People have privacy.	X	X		Y
D. Supports and services enhance dignity and respect.	X	X	There is a deep level of respect that permeates across the organization.	Y
E. People have meaningful work and activity choices.	X	X	Ensure that what people are doing on a daily basis is truly meaningful, based on each person's definition and personal preferences.	Y

**FACTOR THREE: Natural Support Networks**

<b>Indicator</b>	<b>S</b>	<b>P</b>	<b>Comments/Observations</b>	<b>Both System &amp; Practice Present Y/N</b>
A. Policies and practices facilitate continuity of natural support systems.	X	X	People are supported to maintain connections to their natural support networks.	Y
B. The organization recognizes emerging support networks.	X	X	Place a higher focus on supporting people in developing emerging natural supports. People who are new to their lives may, over time, become an integral part of their natural support network or a "family of choice".	Y
C. Communication occurs among people, their support staff and their families.	X	X		Y
D. The organization facilitates each person's desire for natural supports.	X	X		Y

**FACTOR FOUR: Protection from Abuse, Neglect, Mistreatment and Exploitation**

Indicator	S	P	Comments/Observations	Both System & Practice Present Y/N
A. The organization implements policies and procedures that define, prohibit and prevent abuse, neglect, mistreatment and exploitation.	X	X	The organization has a zero tolerance policy and does an excellent job ensuring people and staff understand definitions and reporting procedures through their Mistreatment-Exploitation-Abuse-Neglect (MEAN) training	Y
B. People are free from abuse, neglect, mistreatment and exploitation.	X	X		Y
C. The organization implements systems for reviewing and analyzing trends, potential risks and sentinel events including allegations of abuse, neglect, mistreatment and exploitation, and injuries of unknown origin and deaths.	X	X	Organization does a good job tracking and trending. They have consistently maintained deemed status from the state on their reporting and investigation systems.	Y
D. Support staff know how to prevent, detect and report allegations of abuse, neglect, mistreatment and exploitation.	X	X	Person to person abuse is taken seriously by the organization.	Y
E. The organization ensures objective, prompt and thorough investigations of each allegation of abuse, neglect, mistreatment and exploitation, and of each injury, particularly injuries of unknown origin.	X	X		Y
F. The organization ensures thorough, appropriate and prompt responses to substantiated cases of abuse, neglect, mistreatment and exploitation and to other associated issues identified in the investigation.	X	X		Y

**FACTOR FIVE: Best Possible Health**

<b>Indicator</b>	<b>S</b>	<b>P</b>	<b>Comments/Observations</b>	<b>Both System &amp; Practice Present Y/N</b>
A. People have supports to manage their own healthcare.	X	X		Y
B. People access quality healthcare.	X	X	The organization goes beyond what might be typically observed in providing healthcare oversight for people with high need.	Y
C. Data and documentation support evaluation of health care objectives and promote continuity of services and supports.	X	X		Y
D. Acute health changes are addressed in a timely manner.	X	X	Preventive health interventions were timely and effective	Y
E. People receive medications and treatments safely and effectively.	X	X	Staff are well trained on individual health issues specific to each person supported	Y
F. Staff immediately recognize and respond to medical emergencies.	X	X		Y

**FACTOR SIX: Safe Environments**

<b>Indicator</b>	<b>S</b>	<b>P</b>	<b>Comments/Observations</b>	<b>Both System &amp; Practice Present Y/N</b>
A. The organization provides individualized safety supports.	X	X		Y
B. The physical environment promotes people's health, safety and independence.	X	X		Y
C. The organization has individualized emergency plans.	X	X	Organization recognizes and supports skill development in individualized safety needs as people move into the community	Y
D. Routine inspections ensure that environments are sanitary and hazard free.	X	X		Y

**FACTOR SEVEN: Staff Resources and Supports**

<b>Indicator</b>	<b>S</b>	<b>P</b>	<b>Comments/Observations</b>	<b>Both System &amp; Practice Present Y/N</b>
A. The organization implements a system for staff recruitment and retention.	X	X		Y
B. The organization implements an ongoing staff development program.	X	X		Y
C. The support needs of individuals shape the hiring, training and assignment of all staff.	X	X		Y
D. The organization implements systems that promote continuity and consistency of direct support professionals.	X	X		Y
E. The organization treats its employees with dignity, respect and fairness.	X	X	Consider how lines of communication are more open between staff and administration. Ensure that staff feel they are listened to.	Y

**FACTOR EIGHT: Positive Services and Supports**

<b>Indicator</b>	<b>S</b>	<b>P</b>	<b>Comments/Observations</b>	<b>Both System &amp; Practice Present Y/N</b>
A. People's individual plans lead to person-centered and person-directed services and supports.	X	X	Strengthen practices for ensuring that people's personal goals are identified, actively pursued and supported and that there is consistent follow through. Practices should assist people in realizing goals in a timely manner.	Y
B. The organization provides continuous and consistent services and supports for each person.	X	X		Y
C. The organization provides positive behavioral supports to people.	X	X	The organization needs to update policy and procedure to reflect what they are NOT doing as regards physical interventions and the use of time out. Ensure that all people who have intrusive interventions have a thorough functional analysis of behavior.	Y
D. The organization treats people with psychoactive medications for mental health needs consistent with national standards of care.	X	X		Y
E. People are free from unnecessary, intrusive interventions.	X	X	The organization needs to eliminate the use of physical and mechanical restraint in keeping with current best practice in the field.	Y

**FACTOR NINE: Continuity and Personal Security**

<b>Indicator</b>	<b>S</b>	<b>P</b>	<b>Comments/Observations</b>	<b>Both System &amp; Practice Present Y/N</b>
A. The organization's mission, vision and values promote attainment of personal outcomes.	X	X		Y
B. The organization implements sound fiscal practices.	X	X	Most recent independent audit reported no material weaknesses	Y
C. Business, administrative and support functions promote personal outcomes.	X	X		Y
D. The cumulative record of personal information promotes continuity of services.	X	X		Y

**FACTOR TEN: Basic Assurances<sup>®</sup> System**

<b>Indicator</b>	<b>S</b>	<b>P</b>	<b>Comments/Observations</b>	<b>Both System &amp; Practice Present Y/N</b>
A. The organization monitors Basic Assurances <sup>®</sup> .	X	X		Y
B. A comprehensive plan describes the methods and procedures for monitoring Basic Assurances <sup>®</sup> .	X	X		Y

CQL ACCREDITATION  
*Basic Assurances<sup>®</sup> Profile*

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<b>Factor</b>	<b>Number Indicators Present</b>	<b>Number Indicators Not Present</b>
Rights Protection and Promotion	5	0
Dignity and Respect	5	0
Natural Supports Networks	4	0
Protection from Abuse, Neglect, Mistreatment and Exploitation	6	0
Best Possible Health	6	0
Safe Environments	4	0
Staff Resources and Supports	5	0
Positive Services and Supports	5	0
Continuity and Personal Security	4	0
Basic Assurances <sup>®</sup> System	2	0
<b>TOTALS</b>	<b>46</b>	<b>0</b>