

Guiding Questions for Validation and Remediation Review

In addition to an addendum, you may consider creating:

Policies and procedures (must align with program design)

Handbook for Individuals Served

Federal Requirement 1: Access to the Community

The setting/service is integrated in and supports full access to the greater community, including opportunities to seek employment and work in competitive integrated settings, engage in community life, control personal resources, and receive services in the community, to the same degree of access as individuals not receiving regional center services.

- Do the people in your setting go out into the community?
 - How often?
 - Who plans the activities?
 - ✦ How are the individuals served involved in planning?
 - Do they go out 1:1 or in a group?
- What if a person wants to run personal errands?
- Does your setting offer opportunities for activities at places where there are people of all abilities and disabilities?
- How do you identify a person's community and how they want to interact with them?
 - How are you supporting each person to be part of their community?
- Are they having meaningful interactions with people in the community who are not paid staff, volunteers, or other people receiving regional center services?
- If someone wants to have a job or an internship, what is the process for them to do so?
- Where do people at your setting get their haircut? ○ Who does their banking?
- Do they have access to different transportation options?
 - Public transportation ○ Setting providing transportation ○ Ride share (Uber, Lyft, etc.) ○ Family or friends
- If someone wants to attend church or another activity, how do they do so?
- Do people control their own money, budget, credit cards?
 - If not, is it in their IPP/ISP? ○ If so, are there any policies?

Federal Requirement 2: Choice of Setting

The setting/service is selected by the individual from among various options, including non-disability specific options and an option for a private room in a residential setting. The options are identified and documented in the Individual Program Plan and are based on the individual's needs, preferences, and, for residential settings, resources available for room and board.

- Does your setting have each person's IPP/ISP on file?

Federal Requirement 3: Right to be Treated Well

The setting/service ensures an individual's rights of privacy, dignity, respect, and freedom from coercion and restraint.

- Do you interact with each person in a way that they understand?
 - What are the different methods of communication that are used?
- Are the staff chosen by the individual?
- Are staff trained on how to communicate with each person?
- Does the staff know the capabilities, preferences, interests, and needs of the people they work with?
- Do staff have access to each person's ISP/IPP?
- Are capabilities, preferences, interests, and needs of each person documented in their ISP/IPP?
- Are policies and grievance procedures provided in a form that each person can understand?
- Does each person get to decide what they wear every day?
- Is there a place for each person to secure/lock their belongings?
 - Where is this?
 - Who has access to it?
- If someone wants to have a conversation, read a text or email, etc. in private, can they?
- Are there any restrictions within your program or facility on where a person can go?
 - Inside? ○ Outside?
- Are their rules for having visitors?
 - What are they?
 - Who makes the rules? ○ How are people informed of the rules?
- Do you use restraints? ○ Chemical ○ Physical ○ Mechanical
- Are staff trained on how to use restraints?

- Is the training documented? ○ What restraint curriculum is used?
- Where is the training documented?
- Is there a process for reporting the use of restraints?
- How are individuals and families informed in advance of your use of restraints? Is the program's use of restraints documented in your GGRC approved program design?
- Does each person have access to a phone if they want to use it?

Federal Requirement 4: Independence

The setting/service optimizes but does not regiment individual initiative, autonomy, and independence in making life choices, including daily activities, physical environment and with whom to interact.

- Who decides what each person's day looks like? Who decides what activities each person will do?
- Who makes the daily schedule for each person?
- Who decides who each person interacts with?
- If there is not a safety risk documented in someone's ISP/IPP, can each person choose where and when to eat?
 - Can they eat in their bedroom or a private area?
 - Is there assigned seating?
 - Does each person decide what they want to eat and when?
- Does each person have the opportunity to go to practice their preferred religion?
 - Do they get to choose where they do this?
- Does each person have the opportunity to vote?

Federal Requirement 5: Choice of Services and Supports

The setting/service facilitates individual choice regarding services and supports, and who provides them.

- Does each person choose which staff they work with?
- Does each person have the option to change their schedule, activities, services as they want?
- How does someone voice their concerns about the setting, staff, etc.?
- How do you know if someone is ready to retire, change their services, etc.?
- How often are they given the opportunity to discuss their concerns?

Federal Requirement 6: Residential Agreement

The unit or dwelling is a specific physical place that can be owned, rented, or occupied under a legally enforceable agreement by the individual receiving services, and the individual has, at a minimum, the same responsibilities and protections from eviction that tenants have under the landlord tenant law of the State, county, city or other designated entity. For settings in which landlord tenant laws do not apply, the State must ensure that a lease, residency agreement or other form of written agreement will be in place for each participant and that the document provides protections that address eviction processes and appeals comparable to those provided under the jurisdiction's landlord tenant law.

- Does each person have their own lease, residency agreement, admission agreement, etc.?
- Does each person know that they can change settings or move?
- What are the policies and procedures if someone is evicted?
 - If someone wants to change settings?
- Is each person given this information?

Federal Requirement 7: Privacy

Each individual has privacy in his/her sleeping or living unit:

1. Units have entrance doors lockable by the individual, with only appropriate staff having keys to doors as needed.
2. Individuals sharing units have a choice of roommates in that setting.
3. Individuals have the freedom to furnish and decorate their sleeping or living units within the lease or other agreement.

- Does each person have a choice of roommates?
- Does each person have the option to change roommates?
- What is the procedure to change roommates?
- How are the residents provided this information?
- Does each person have the option to furnish and decorate their room to their choosing?
 - What are the rules?
 - Can they make any changes they want?
 - ✦ Paint the room
 - ✦ Change furniture ✦ Hang things on the wall
- Can each person lock their bedroom door?
 - If not, why?

- If there are safety concerns, are they documented in their ISP/IPP? • Do they have a key to the main house?
 - If there are safety concerns, are they documented in their ISP/IPP?
- What is the policy to ensure that staff access each person's room appropriately?
- What if the policies are not followed?
- Does each person have the option to lock the bathroom door for privacy?

Federal Requirement 8: Schedule and Access to Food

Individuals have the freedom and support to control their own schedules and activities and have access to food at any time.

- Can each person prepare and eat food whenever they choose?
 - If there are safety concerns, are they documented in their ISP/IPP?
- Does each person set their own daily schedule?
 - Is everyone required to get up at a certain time?
 - Does everyone have a set bedtime?
- Does each person have full access to all areas of the house (as appropriate)?
 - If there are safety concerns, are they documented in their ISP/IPP? • Can each person do their own laundry?
 - If there are safety concerns, are they documented in their ISP/IPP? • Can each person access the yards if they choose?
 - If there are safety concerns, are they documented in their ISP/IPP? • What if someone doesn't want to eat at home and they want to eat out?
 - If there are safety concerns, are they documented in their ISP/IPP?

Federal Requirement 9: Right to Visitors

Individuals can have visitors of their choosing at any time.

- Are visitors welcome at any time?
- Does the setting have policies regarding visitors? ○ What are they?
- What if someone wants an overnight guest?
- What if someone shares a room and has guests overnight, what is the policy?
- Can each person go out with friends and family as they choose?
 - Are there rules for this?

Federal Requirement 10: Accessibility

The setting is physically accessible to the individual.

- Is the setting accessible to everyone?
- Are appliances and furniture accessible? ○ If not, why?

[HCBS Provider Requirements for Residential Setting](#)



– YouTube 6-minute video

[HCBS Overview](#)



– YouTube 7-minute video for people receiving services