

Evaluation and Program Improvement Plan

Program name: BEHAVIOR LANGUAGE CONSULTANTS, LLC

Designated manager(s): KAITLIN DORNBUSCH-FENNER and MARISSA STORDAHL

This program is committed to ongoing program evaluation and improvement as required in the 245D Home and Community-Based Services Standards, section [245D.081](#). The program's designated managers are responsible for the evaluation of the following information in order to develop, document, and implement the program's ongoing program improvement activities.

1. Maintaining a current understanding of the licensing requirements sufficient to ensure compliance throughout this program.
2. Ensuring the delivery and evaluation of services are coordinated by a designated staff person. The designated coordinator must provide supervision, support, and evaluation of activities that include:

- Oversight of the program's responsibilities assigned in the person's coordinated service and support plan and the coordinated service and support plan addendum.
- Take action necessary to facilitate the accomplishments of the outcomes related to person-centered planning and service delivery.
- Instruction and assistance to direct support staff implementing the coordinated service and support plan and the services outcomes, including direct observation of services delivery sufficient to assess staff competency.

The designated coordinator may delegate the direct observation and competency assessment of the service delivery activities of direct support staff to an individual whom the designated coordinator has previously deemed competent in those activities.

- Evaluation of the effectiveness in service delivery, methodologies, and progress on the person's outcomes based on the measurable and observable criteria for identifying when the desired outcome has been achieved.
3. Ensuring implementation of any corrective action identified during the review of incident and emergency reports.
 4. Ensuring that an internal review of incident reports of alleged or suspected maltreatment has been conducted.
 5. Assessing the results of the Satisfaction Evaluations that are completed by the person, the person's legal representative, if any, and case manager.

This program's schedule for conducting satisfaction evaluations is: **Semi-Annually**

6. Ensuring staff competency requirements are met, including requirements for staff orientation and training.
7. Ensuring that corrective action was taken when ordered by the Department of Human Services and that the terms and condition of the program licenses and any variances were met.