Reflection Activity:

Agency Best-Practice	A Lot	A Little	Not at all
Our agency goes beyond regulatory compliance by regularly assessing the quality of our policies and practices with person-centered planning, rights promotion, informed choice, and support for community involvement and natural supports development.			
Our quality improvement methods go beyond a customer satisfaction survey. We employ methods such as interviews, focus groups, and outcome tracking to gain understanding of people's desired personal outcomes and their experiences with our services in achieving those outcomes.			
We set quality improvement goals that have a direct correlation to facilitation and support for achieving personal outcomes.			
Our agency works together at all levels to find solutions for improving quality and personal outcomes. We prioritize personal and professional growth and take opportunities to learn from our mistakes ("failing forward").			
Direct Support Professionals understand how their actions and support directly affect quality and personal outcomes.			
Our agency collaborates and learns from other agencies who are also working to improve HCBS.			
Our agency uses training tools with staff at all levels to establish a culture of person-centered thinking and active support.			
Our agency teaches staff and the people we support about the range of individual rights (not just service rights).			
Our agency helps people to learn about and build their self-advocacy skills.			
Our agency educates and plans ways with people about how they can be healthy, safe and connected in the community.			
Our agency actively engages partners and community members in our efforts to provide high quality services.			
Staff use community mapping strategies to learn about and connect people to other people, places and opportunities in the community.			
Our agency offers meaningful, community-based services focused on skill building, connecting to community members, volunteerism, and employment exploration.			

Agency Blueprint for Improvement:

Priority Areas for Improvement	Action Step(s) What Tools Can I Use & Who Should We Involve