



Quality Management Evaluation and Program Improvement Plan

Designated managers: Cherish LLC Owners

This program is committed to ongoing program evaluation and improvement. Cherish'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. This is accomplished by:

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 programs responsibilities assigned in the person's coordinated service and support plan and the coordinated service and support plan addendum.
 - Taking 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.
 - Evaluation of the effectiveness in service delivery, methodologies, and progress on the person's outcomes based on the measureable 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 participant satisfaction evaluations is minimally done on an annual basis.
6. Ensuring staff requirements are met, including but not limited to 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.

Policy reviewed and authorized by the Cherish owners at a formal Board of Directors meeting

Last policy review: 5/30/2019