

Division of Developmental Disabilities Services
Community Living Arrangement Standards
For CLA Levels I, II & III
April 2007

CLA Level I's are Community Living Arrangements for individuals needing a minimal level of support while CLA Levels II & III's are residential options for people needing medium and higher levels of support. Particular levels are determined by each individual's ICAP score.

The following outcomes and standards apply to everyone served in a Community Living Arrangement program, regardless of level. Depending on the level of independence demonstrated by an individual in a certain area, or supports needed in other areas, the tools and methods used to measure provider agency adherence to a standard by the Office of Quality Management will vary.

I. Freedom from Harm

All people should be free from abuse and neglect. People who have experienced abuse or neglect may feel the effects of physical and emotional harm for a long time.

1.1 The individual is free from physical and emotional harm.

1.2 The agency is proactive in keeping the individual safe from abuse and neglect.

1.3 The individual feels safe in his or her home, neighborhood and community.

1.4 The individual recognizes unsafe situations and safely responds in an emergency.

1.5 The individual's safety is addressed by the implementation of needed supports.

1.6 Environments that the individual lives, works, and recreates in are safe, maintained and accessible.

II. Health and Wellness

Health and wellness is important to everyone. Being healthy means something different to each person. For some, it may mean taking good care of one's self to avoid illness. For others, it may be taking care of a medical condition such as high blood pressure or diabetes. For some people, it might be improving one's overall lifestyle or paying attention to physical and emotional wellness.

People need access to quality health care. People need to see doctors and other health professionals when they are ill. Medical care is also necessary when people are healthy. People need routine check-ups, medical screenings, and immunizations to stay in good health.

People make many decisions that affect their health. Some decisions are about how to live – what to eat and how much – to exercise regularly – to smoke or not – to use alcohol in excess

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– to practice safe sex. Some decisions carry significant risks. These are all decisions each person must make for himself or herself. Other decisions are about the type of medical treatment. People must decide what medications to take or when to have surgery. People should make informed decisions on these matters. They should know the risks and potential benefits of each decision.

Support providers are expected to help people gather the facts necessary to make informed decisions. People may need help to schedule and get to appointments. Support providers must know and understand people's medical issues. They must be sensitive to each individual's expression of symptoms. People may need support to take their medicine. They may also need help to follow other prescribed treatments. Support providers are expected to help people learn about their own health issues and how to stay healthy. Support providers need to promote healthy lifestyles while still respecting choice.

2.1 The individual gains awareness of health and well-ness promoting decisions and is encouraged to maximize healthy lifestyle choices, including those for needed medical and other health care services.

2.2 The individual has needed medical and mental health care.

2.3 Medications are managed responsibly.

III. Relationships and Community Membership

The relationships we have with others are often the most important things in life. They can bring us happiness and excitement. They can also give us comfort, guidance, companionship, and support. People have all types of relationships – acquaintances, close friends, family, and people with whom they share their most intimate feelings, fears, and dreams. For some people, their relationships with support providers may also be very important. They often involve mutual caring and emotional support. However, people should have the opportunity to develop other relationships in addition to paid support providers. People may need help to meet others. They may also need to learn what they should do to make and keep acquaintances and friends.

People living in the community should have access to the full array of community based services and supports. Their person-centered plan should reflect a thorough planning process that documents the services and supports needed for the individual to have an inclusive community life that does not rely solely on paid services.

Most people like to be with and feel connected to others. Being in the community to join with others with common interests helps people to develop interests and preferences. The community offers many places to go, things to do, and people to meet. Stores, restaurants, theaters, banks, ball fields, and beaches are all places in the community. They are for

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people's use and enjoyment.

People may need support to learn about and access the community. Going places in the community gives people the opportunity to meet new people, try new experiences, and learn new things. This could include clubs, sports leagues, churches, civic and political groups, or volunteer work. Being active in the community gives people the chance to have different social roles. It also allows others to learn about the person, their many qualities and their value to the community.

3.1 The individual has relationships he or she chooses, is supported to maintain existing relationships, and experiences opportunities to develop new relationships as desired.

3.2 The individual participates in experiences and activities in community, home, work, leisure and other settings as he or she chooses.

IV. Choice

Choice is the opportunity to choose from a variety of options. People make choices every day. Some are basic choices like what to eat, when to go to bed, or what to do for fun. Others are major life choices such as where and with whom to live, where to work and how to express one's faith. All of these choices are important and belong to the person. People's choices often change over time. The choices and decisions we make about our lives are shaped by opportunities, experiences, and personal priorities.

Support providers must take the time to really listen to people. Not everyone can easily express their choices in words. Some people communicate in other ways, such as gestures, expressions, or through their actions. Support providers may need to help people understand their options and the consequences of their choices and decisions. Some people are reluctant to make choices and look to their friends, family, and support providers to decide. They may need support and experience to feel more comfortable making their own choices.

4.1 The individual is informed and supported to choose from a selection of options regarding where he or she lives and with whom, where to work and other day options including retirement.

4.2 The individual chooses how to live his or her life with personal activities and routines based on his or her preferences and interests.

4.3 The individual is comfortable with his or her support staff.

4.4 The individual is supported to follow the lifestyle, personal activities and routines of his or her choice based on personal preferences, interests and cultural desires.

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V. Accommodations

Communication is the primary vehicle that all of use to be understood in the world. For some people, communication is only available through a language other than English. In that case, support staff must be available who communicate with the person in his or her primary language. Some people rely on assistive technology when they communicate. Communication boards- either electronic or manual- must be available. These accommodations are only as good as the ability of people to use them. They must be kept in good repair and support staff should know how to use the equipment and when to encourage people to use the equipment if they are not readily using it.

5.1 The individual is understood and supported through effective communication that reflects his or her likes, dislikes, preferences and abilities.

5.2 Assistive technology and accommodations are available as needed to maximize independence.

VI. Rights and Respect

People in the United States have legal rights. Some of them are freedom of speech, freedom of religion, and the right to privacy. People also have basic liberties. People can move about freely, have private time and space, and keep their own personal possessions. People can choose when and with whom they share personal information. Sometimes people need support to enjoy their freedom and exercise their rights.

All people are equal members of their community. We all deserve to be treated with respect and dignity. Every person matters and should be valued. Being treated with respect feels good. One way to show respect is by really listening to people. “Really listening” means being sensitive to people’s words, actions, and feelings. Another way of showing respect is by speaking to people politely. Physical help should be gentle and respectful. Respect also includes recognizing and valuing individual differences.

Having economic security is important to everyone. This means enough money for food, clothes, and a place to live. People should also have some spending money. Medical insurance is needed to stay healthy and get health care when sick. People need a way to replace possessions if they are stolen or destroyed. Having economic security allows people to look forward to, and plan for, their future.

People may need assistance to keep their money and other resources safe. People may need a support to budget their money and use money to make purchases or pay for things they need or enjoy. Supports should help people be in charge of their money. Support providers should

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only provide the assistance that the person wants and needs to manage his or her resources.

6.1 The individual feels valued and respected.

6.2 The individual understands and exercises his or her basic rights.

6.3 The individual is knowledgeable about ways to express his or her concerns and grievances.

6.4 The individual has sufficient economic resources.

6.5 The individual demonstrates money management skills.

6.6 The individual is treated as a valued and respected person.

6.7 The individual is supported to exercise his/her rights responsibly.

6.8 The individual is free from unnecessary restraint/restriction.

6.9 Concerns and grievances by the individual are sought and responded to promptly.

6.10 Personal funds are individually maintained and protected by a financial accountability system.

6.11 The individual is supported to use money management skills.

VII. Individual Planning and Implementation

We all define our personal goals and dreams for the future. Talking about these dreams is the first step toward realizing them. Developing a plan helps to capture a person's hopes and dreams for the future and translate them into action. The plan will establish the direction a person wants to go, determine the supports needed to get there, and identify who will support the person to reach his or her dreams. Planning can help us listen to, and take direction from, the person or people who know the person best. It also helps us focus on the person's preferences, strengths, and talents.

A good planning process helps to organize and use natural supports like family, friends, and acquaintances, and formal community supports and services to help the person achieve what is important to him or her. The plan may focus on developing personal competencies and skills. Experiences that help people learn how to live on their own, find the right job, make friends, take the bus around town, or pursue a hobby or leisure interest create opportunities to participate in a wider range of chosen activities.

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When people have a variety of experiences and opportunities to try new things, their choices increase and their goals and hopes for the future are enriched. People pursue personal goals and dreams throughout their life. Most people find this pursuit a rewarding and valued activity. We all need to feel we are making progress toward our personal goals. Recognizing and celebrating our accomplishments give us the strength and determination to take risks and pursue new challenges.

7.1 The individual directs his or her planning process.

7.2 The individual expresses preferences and personal goals for inclusion in the planning process.

7.3 The individual influences/directs changes to the ELP based on changes to his/her life goals or circumstances.

7.4 The individual is developing or has personal competencies and is realizing personal goals.

7.5 Comprehensive information concerning the individual's preferences, personal goals, needs and abilities, health status and other available information is gathered and used in developing a personalized ELP.

7.6 The ELP comprehensively addresses the individual's need for HCBS, health care and other services in accordance with his/her expressed personal preferences and goals.

7.7 The individual is provided with information and support to choose his/her service options, support, providers and degree of self-direction and management as desired.

7.8 The individual's ELP is reviewed and modified as needed in a timely manner and based on changes in personal circumstances.

7.9 The person's ELP is implemented as written.

7.10 The individual is supported to understand, obtain, and maintain insurances, entitlement benefits, and income.

VIII. Staff Stability and Competency

Direct support professionals are the cornerstone of quality service delivery. People and their families form relationships with these staff and often suffer when services are interrupted by frequent turnover or a lack of competency. Agencies that routinely perform well respect the role of direct support professionals and provide them with the necessary training and supports to do their jobs well. This in turn results in higher quality outcomes and a more

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active community life for people.

8.1 The provider abides by all DHSS/DDDS screening policies and applicable State of Delaware laws.

8.2 Staff have the skills and knowledge to support the quality of life of individuals.

8.3 Support staff are provided with the necessary training and supervision.

IX. Qualified Providers

Providers are entrusted with supporting people who are often vulnerable in society. They receive public funds to provide services and are expected to function well as both an agent of high quality service delivery and as a fiscally sound business. Providers must have a strong infrastructure that incorporates a values-base consistent with DDDS, contemporary understanding of the field of developmental disabilities and an ability to translate that understanding into practice. Additionally, the provider must adhere to sound business principles and be fiscally solvent.

9.1 The organization supports growth and change to continually improve its services to individuals.

9.2 The agency shall comply with all applicable DHSS and DDDS policies.