

Universal Strategies Benchmarks of Quality	Evidenced By	Yes/No	LOI
ASSET completed and reviewed w/in last 12 months			
I. Agency Shared Values System			
a. Shared Values have been adopted	Values displayed in agency office, homes, policy/procedure handbook, etc.		Low
b. Outlined behavioral expectations of values in matrix	Matrix available outlining behavioral expectations for stakeholders based on determined values and available opportunities to practice skills		Low
c. Shared Values are taught regularly	Teaching programs provided for stakeholders to practice skills defined within matrix; meeting minutes, ISP programs, competency checklists		Mod
d. Shared values are coached	Competency checklists include shared values skills, coaching data reflects stakeholders receive coaching observations and feedback on implementation at least monthly		Mod
e. Operational system of reinforcement for practicing shared values	Values system data reflects staff and supported individuals receive positive consequences for practicing shared values skills, implementation expectations are outlined in policies/procedures		Mod
f. Shared values implementation is assessed with data	Data is aggregated to identify implementation trends across all levels of the agency		High
Level of Shared Values Implementation			
II. Agency Team			
a. Meeting monthly	Schedule available for next six months of meetings, demonstrates previous six months of meetings completed, meeting expectations/norms outlined in policies/procedures		Low
b. Team reflects variety of stakeholders	Includes agency decision maker(s), administration, leadership, front line staff, and people supported		Low
c. Provides agenda	Agendas specific to meeting topics		Low
d. Reviews action plan monthly	Action plan update dates, # of items due/completed		Mod

e. Reviews data around projects	Data reports based on meeting topics		Mod
f. Follow up meeting minutes	Meeting minutes specific to discussions and decisions		Mod
g. Tier 2/Tier 3 needs supported by additional/separate team	Meeting minutes reflect universal, agency wide supports, person or area specific topics supported by additional teams (see Tier 2/Tier 3 BoQ for quality components)		High
Level of Agency Team Implementation			
III. Agency-wide Communication System			
a. System includes all levels of staff	Communication system (email, Slack, documentation app, surveys, etc.) available both to staff from administration and from staff to administration, usage expectations outlined in policy/procedure		Low
b. System in place for stakeholders	Communication system (emails, newsletter, surveys, etc.) available to stakeholders from administration and from stakeholders to administration, implementation expectations outlined in policy/procedures		Mod
c. System has identified topics to be included	Communication systems include routine review of relevant topics, data sharing, and expectation setting, topics are determined by data trends and promote variety of quality of life opportunities representing the agency's values		Mod
d. System has identified timelines for development and distribution	Implementation timeline expectations outlined in policy/procedure are met with at least 87% accuracy, newsletter/system level communication available for previous six months		High
Level of Agency-wide Communication System Implementation			
IV. Person Centered Practices			
a. Processes in place to ensure individual is primary informant to their support planning team	Expectations for planning practices which ensure person is included in preparation support, identification of values, preferences, and goals are outlined in policy/procedure; expectations for identification of restrictive supports are		Mod

	outlined in policy/procedure and include best practice positive supports implementation responses		
b. Staff matching process in place	Expectations for identification of supported person’s staff preferences outlined in policy/procedure; hiring process includes identification of compatibility with identified preferences and is outlined in policy/procedure		High
Level of Person Centered Practices Implementation			
V. Teaching and encouraging skills (Ind./staff)			
a. New Employee Orientation includes all components of Behavioral Skills Training model (teach skill, model skill, practice, feedback)	Curriculum reflects BST components; expectations for successful competency based training completion outlined in policy/procedure		Low
b. Ongoing and refresher trainings include all components of Behavioral Skills Training model (teach skill, model skill, practice, feedback)	Continuing education expectations are outlined in policy/procedure, coaching data reflects ongoing on the job coaching, observation, feedback		Mod
c. Supervisor provides competency coaching to staff weekly	Supervisor coaching expectations are outlined in policy/procedure, coaching data reflects weekly coaching, observation, feedback, remediation when necessary		High
d. Coaches receive interobserver agreement (IOA) fidelity checks at least monthly	Supervisor coaching expectations outlined in policy/procedure include IOA between supervisors achieved at least monthly, coaching data reflects monthly coach competency including IOA and remediation as necessary		High
Level of Teaching and encouraging skills Implementation			
VI. Data			
a. Action plan discussed and updated monthly	Action plan reflects current projects, monthly progress towards goals, and current on completion dates		Low
b. Coaching data collected monthly	Competency checks and positive/negative interaction observation data collected and reviewed within and across service environments monthly		Low

c. Team reviews relevant data monthly based on action plan objectives, i.e. behavioral, turnover, etc.	Monthly A-team meeting minutes reflect utilization of aggregated data for decision making						Mod
d. Supervisors review coaching (pos/neg and competency) data at least monthly with staff	Coaching data reflects feedback for individual observations, team/house/service environment meetings reflect utilization of data for decision making, training guidance, and reinforcement						High
e. Data submitted to DMH monthly (low-moderate implementers) or quarterly (high implementers)	Agencies receiving MO-TS consultation provide data to consultants monthly (quarterly for high implementers), agencies not receiving MO-TS consultation enter data into web-based form monthly						Low
Data Level of Implementation							
	I.	II.	III.	IV.	V.	VI:	