

<b>Date</b>			
<b>Reviewer Name</b>			
<b>Enrollee ID (if interview conducted)</b>			
<b>Facility Name</b>		<b>Facility Type</b>	
<b>Address</b>			
<b>1. SETTING</b>			
<b>Standard</b>	<b>Comments</b>	<b>Standard Met Y/N/NA</b>	<b>Example Probing Questions</b>
<p><b>1.1</b> Does the facility’s setting intentionally, or effectively, isolate individuals from the surrounding community and persons who are not receiving Medicaid HCBS services?</p> <p><u>Expectation:</u> Individuals do not live in isolated compounds, or settings which limit their potential integration with the community at large.</p>			<ul style="list-style-type: none"> <li>- Is the facility surrounded by high walls/fences and/or have closed/locked gates?</li> <li>- Is the facility setting among private residences/businesses and community resources?</li> <li>- Does the facility purposefully separate individuals receiving Medicaid HCBS services from those who do not, or groups of individuals from others?</li> <li>- Is the facility on the grounds of, or adjacent to, a public institution?</li> <li>- Is the setting on a gross lot area exceeding 8 acres?</li> <li>- Is the setting located on a parcel of land that contains more than one State licensed facility?</li> <li>- Is there an ADT program, or a licensed residential facility on the same or adjacent parcels of land?</li> <li>- Does the licensed capacity of the facility exceed 15 residents?</li> </ul>
<p><b>1.2</b> Do the facility’s common areas have a home-like feel?</p> <p><u>Expectation:</u> The communal areas do not resemble an institution and are conducive to comfortable and social interactions free from undue restrictions.</p>			<ul style="list-style-type: none"> <li>- Are the common areas decorated in a homely fashion (paint, artwork, home furnishings etc.)?</li> <li>- Is there a common living room/social area with homely furnishings?</li> <li>- Are individuals free to move around common areas?</li> </ul>
<p><b>1.3</b> Is the facility traversable by the individuals it serves; does it meet the needs of individuals who require supports?</p> <p><u>Expectation:</u> Individuals are able to maneuver through the hallways, doorways, and common areas with or without assistive devices. Supports are available to individuals who require them.</p>			<ul style="list-style-type: none"> <li>- Are supports provided for individuals who need them to move around the setting independently/at will (grab bars, ramps, viable emergency exits etc.)?</li> <li>- Are appliances/amenities accessible to individuals with varying access needs?</li> <li>- Can individuals make use of furniture and spaces conveniently and comfortably?</li> <li>- Are hallways/common areas accessible to individuals of varying needs?</li> </ul>

			<ul style="list-style-type: none"> <li>- Are individuals, or groups of individuals, restricted from areas of the facility because it is inaccessible to individuals with specific ambulatory needs?</li> </ul>
<p><b>1.4</b> Are visitors restricted from entering the facility? Do individuals have a private meeting room to receive visitors?</p> <p><u>Expectation:</u> Individuals are able to receive visitors. Visitation is not restricted or hampered by facility policies or practices. Standard visiting hours are posted and individuals are made aware of afterhours visiting policy. Visitors must be allowed outside of standard visiting hours, but restrictions to accommodate other residents, such as limiting visitors to certain areas of the facility and observing “quiet hours,” may be imposed. There is a comfortable private place for individuals to have visitors.</p>			<ul style="list-style-type: none"> <li>- Are visiting hours restricted; if so, are visiting hours posted?</li> <li>- Are individuals or visitors required to give advance notice or visitation?</li> <li>- Are there provisions for private visitation in home-like settings?</li> <li>- Are there restricted visitor meeting areas?</li> </ul>
<p><b>1.5</b> Are there areas within the facility that an individual cannot enter without permission or an escort? If so, list in Comments.</p> <p><u>Expectation:</u> Individuals are able to access all areas of the facility unless their safety would be jeopardized, e.g., individuals do not have access to maintenance rooms, janitor’s closets, etc.</p>			<ul style="list-style-type: none"> <li>- Which areas are individuals restricted from entering?</li> <li>- How are individuals prevented from entering restricted areas (industrial gates, locked door, barriers etc.)?</li> </ul>
<p><b>1.6</b> Do individuals have access to standard household amenities/appliances?</p> <p><u>Expectation:</u> Individuals have independent access to appliances and household amenities in order to complete standard household chores and activities of daily living as appropriate.</p>			<ul style="list-style-type: none"> <li>- Do individuals have access to laundry facilities?</li> <li>- Do individuals have access to cooking/food preparation facilities?</li> <li>- Are individuals able to do personal chores/housekeeping if necessary?</li> </ul>

Additional Notes:

---



---



---



---



---

2. ROOM/PRIVACY			
Standard	Comments	Standard Met Y/N/NA	Example Probing Questions
<p><b>2.1</b> Do individuals have a choice of private/semi-private room and choice of roommate if applicable?</p> <p><u>Expectation:</u> Individuals have the ability to choose whether to upgrade to a private room (room and board rates may be differ based on the individual’s election of a private or semi-private room.) If the individual is housed in a semi-private room, they are not auto-assigned a roommate.</p>			<ul style="list-style-type: none"> <li>- Do individuals have the option to elect a private room?</li> <li>- Can individuals chose their roommate if applicable?</li> <li>- How can an individual select their roommate (identify character requirements, nominate a specific person, personality/needs matching etc.)?</li> <li>- Does the individual talk positively about their roommate?</li> <li>- Do individuals know how to request a roommate change?</li> <li>- Can married couples elect to share, or not to share, a room?</li> </ul>
<p><b>2.2</b> Are the facility’s rooms home-like?</p> <p><u>Expectation:</u> Individuals’ living quarters do not resemble institutional settings or wards. Individuals have the ability to maintain their personal space according to their preferences, and living quarters are the appropriate size for the number of residents.</p>			<ul style="list-style-type: none"> <li>- How many beds are in the bedroom?</li> <li>- Can the individual decorate their personal space?</li> <li>- Can the individual personalize their furnishing?</li> <li>- Can the individual have home furnishings in their personal space?</li> <li>- Can the individual personalize their furniture arrangement?</li> <li>- Does the individual have the ability to keep and/or prepare food/snacks in their personal space?</li> <li>- Is the individual allowed visitors in their personal space?</li> </ul>
<p><b>2.3</b> Do individuals have privacy in their living quarters?</p> <p><u>Expectation:</u> Individuals have the right to privacy including lockable doors to their living quarters unless the individual’s physical or cognitive condition means their safety could be compromised if afforded privacy. Reasons to impede a person’s right to privacy are fully and accurately documented.</p>			<ul style="list-style-type: none"> <li>- Does the individual’s room and bathroom have a locking door?</li> <li>- Who has keys to access individual’s rooms?</li> <li>- Do furniture arrangements ensure privacy?</li> <li>- Do staff, other residents and visitors always knock, and receive permission prior to entering an individual’s room or bathroom?</li> <li>- Are cameras present in the facility?</li> </ul>
<p><b>2.4</b> Does the facility have a policy and procedure that addresses staff access to individuals’ rooms?</p> <p><u>Expectation:</u> Facility staff respects the individual’s privacy in their room, and is familiar with and properly implement s the policy and procedure to enter an individual’s room (e.g., knock twice and wait for a response, etc.).</p>			<ul style="list-style-type: none"> <li>- Under what circumstances would an individual’s room be accessed without their permission, or without prior notification; were these provisions discussed with, and agreed to by the individual?</li> <li>- Provide/describe the facility’s privacy and access policy?</li> </ul>

<p><b>2.5</b> If the desired living arrangement is not available when the individual moves in, are they given the opportunity to change when their first choice becomes available?</p> <p><u>Expectation:</u> Individuals are given the option to move room and/or change roommate if their preference becomes available.</p>			<ul style="list-style-type: none"> <li>- Under what circumstances can an individual change room and/or roommate?</li> <li>- How do individuals request a change of room/roommate?</li> <li>- Does the facility alert individuals to the fact their room/roommate preference is available?</li> </ul>
<p><b>2.6</b> Are individuals able to make/send private telephone calls/text/emails at their preference and convenience?</p> <p><u>Expectation:</u> Individuals are able to communicate at will with persons of their choosing and in privacy.</p>			<ul style="list-style-type: none"> <li>- Are individuals able to contact persons of their choosing at will?</li> <li>- Do individuals have private cell phones, computers, telephones or other communication devices for personal communications?</li> <li>- Do individuals' rooms have telephones/telephone jack/internet access or internet capabilities?</li> <li>- Are individuals able to contact persons of their choosing in privacy?</li> </ul>
<p><b>2.7</b> Is the individual's right to dignity and privacy respected?</p> <p><u>Expectation:</u> The individual's right to dignity and privacy is protected and respected?</p>			<ul style="list-style-type: none"> <li>- Is PHI and personal information kept private?</li> <li>- Are individuals' service schedules posted in common areas?</li> <li>- Are individuals who need assistance with grooming groomed in accordance with their schedule and style preferences?</li> <li>- Are individuals well kempt and clean?</li> <li>- Are individual who need assistance with dressing clothes appropriately for the time of day/weather etc. and/or in accordance with their preferences?</li> </ul>

Additional Notes:

---



---



---



---



---



---

3. MEALS			
Standard	Comments	Standard Met Y/N/NA	Example Probing Questions
<p><b>3.1</b> Are individuals required to follow a set schedule for meals?</p> <p><u>Expectation:</u> Individuals have the choice of when to eat?</p>			<ul style="list-style-type: none"> <li>- Can individuals eat at times of their choosing?</li> <li>- Do individuals have access to food/snacks outside of prescribed meal times?</li> <li>- If an individual misses a meal, can they eat it, or a replacement at another time?</li> </ul>
<p><b>3.2</b> Do individuals have a choice of meals that are consistent with their preferences?</p> <p><u>Expectation:</u> Individuals have a choice of what to eat and are offered a substitute meal if they prefer. Posted menus state that alternate meals are available or list the alternate menu selections.</p>			<ul style="list-style-type: none"> <li>- How are individual’s preferences incorporated into the facility’s menus?</li> <li>- Can individuals choose from a variety of menu options?</li> <li>- Can individuals make special menu/meal requests?</li> <li>- Can individuals request an alternate meal?</li> <li>- What restrictions are there on individuals requesting alternate meals?</li> </ul>
<p><b>3.3</b> Do individuals have a choice of where, and with whom to eat their meals in the facility?</p> <p><u>Expectation:</u> Individuals are given the option to eat in areas other than the dining room, including their private living quarters, and may choose to eat with persons of their choosing, or alone.</p>			<ul style="list-style-type: none"> <li>- Are individuals required to sit in an assigned seat for meals?</li> <li>- May individuals eat alone, or with people of their choosing?</li> <li>- May individuals eat in their private living quarters or in areas of the facility other than a designated dining room?</li> <li>- Do individuals converse during meal times?</li> </ul>
<p><b>3.4</b> Are individuals afforded dignity and respect during meal times?</p> <p><u>Expectation:</u> Individuals are free from unnecessary interventions and rules during meal times which may impinge on their ability to eat and drink with dignity and respect.</p>			<ul style="list-style-type: none"> <li>- Are individuals required to wear bibs or other protection equipment?</li> <li>- Does the facility use home-like dishes and cutlery or disposable table wear?</li> <li>- Are individuals required to stay in the dining room/at the table during meal times?</li> </ul>
<p><b>3.5</b> Do individuals have access to snacks? Are they allowed to make their own snacks? Is there an area individuals can use to keep their own food and prepare snacks (e.g., kitchen or snack preparation area with refrigerator, sink, and microwave)?</p> <p><u>Expectation:</u> Individuals have access to a kitchenette (microwave, refrigerator and sink), a food</p>			<ul style="list-style-type: none"> <li>- Do individuals have to ask staff for a snack?</li> <li>- Can individuals prepare their own snack at will?</li> <li>- What facilities are available for individuals to prepare their own snack?</li> <li>- Does the facility provide snacks; if so, how can individuals access them?</li> <li>- How/where can individuals store snacks/personal food items?</li> </ul>

preparation area (a place to prepare and reheat foods), or a food pantry where they can store snacks that are accessible at any time.		
---	--	--

Additional Notes:

---

---

---

---

---

---

4. ACTIVITES/COMMUNITY INTEGARATION			
Standard	Comments	Standard Met Y/N/NA	Example Probing Questions
<p><b>4.1</b> Are individuals able to move freely outside of the facility?</p> <p><u>Expectation:</u> Individuals have full access to the community and are allowed to come and go from the facility, as they desire, unless the individual's safety would be jeopardized. Reasons to restrict movement are documented in the facility's individual record. Attempts to mitigate safety issues prior to revoking an individual's right to freedom of movement are documented.</p>			<ul style="list-style-type: none"> <li>- Are individuals able to come and go from the facility and its grounds at will?</li> <li>- Can individuals engage in community and social activities of their preference outside of the facility at will?</li> <li>- Are individuals moving around inside and outside of the facility?</li> <li>- Does the facility impose a curfew, or otherwise restrict individuals' ability to enter or leave the facility at will?</li> <li>- Do individuals have access to public transportation; are transport options accessible to the individual?</li> <li>- Are public transport schedules and contact information readily accessible to individuals?</li> <li>- Does the facility provide accessible transportation so individuals may access the community?</li> <li>- Does the facility offer training to individuals on how to use public transportation?</li> </ul>
<p><b>4.2</b> Are individuals made aware of community activities via a community board, flyers, etc.?</p> <p><u>Expectation:</u> Individuals have the opportunity, but are not required, to participate in scheduled and unscheduled community and social activities. An activities calendar is posted in a common area of the facility. Individuals are consulted in selecting, planning and scheduling organized activities.</p>			<ul style="list-style-type: none"> <li>- Are individuals able to participate in community activities?</li> <li>- How does the facility facilitate individual access to community activities?</li> <li>- Where is the activity calendar posted; how often is it updated?</li> <li>- Does the facility organize activities, or facilitate access to activities of individuals' choosing?</li> <li>- Do individuals shop, attend religious services, schedule appointments, meet family and friends etc. in the community and at their will and convenience?</li> <li>- Do individuals in the facility talk about social/community activities?</li> <li>- Are individuals required to participate in any activities?</li> </ul>
<p><b>4.3</b> Do individuals have access to newspapers, radio, computers, television, and/or the Internet?</p> <p><u>Expectation:</u> Individuals have access to outside communications.</p>			<ul style="list-style-type: none"> <li>- What publications are available to individuals?</li> <li>- Where are publications kept?</li> <li>- Can individuals choose which publications are available?</li> <li>- Do individuals have access to radios and televisions?</li> <li>- Does the facility afford individuals access to the internet for personal use and/or computers with internet access for communal use?</li> </ul>

<p><b>4.4</b> Are individuals allowed to create their personal daily schedules (e.g., decide when to wake up or go to bed; go to the movies, the mall, religious events, etc.)?</p> <p><u>Expectation:</u> Individuals are allowed to choose how to spend their day including sleeping schedule (i.e., wake up and bedtimes, scheduled or unscheduled naps). Individuals are allowed to vary their schedule at will in accordance with their person-centered plan.</p>			<ul style="list-style-type: none"> <li>- How does the facility ensure an individual knows they do not have to conform to prescribed schedule for activities of daily living and social activities?</li> <li>- Do individual schedules vary from others?</li> <li>- Do any facility policies or practices inhibit individuals' choice?</li> </ul>
<p><b>4.5</b> Is transportation provided or arranged by the facility to community activities?</p> <p><u>Expectation:</u> Transportation is provided or arranged to community activities such as shopping, restaurants, religious institutions and senior centers, etc. The facility should have a policy for requesting transportation and individuals should be made aware of the policy. Observe sign-up sheets, instructions on how to request transportation, etc.</p>			<ul style="list-style-type: none"> <li>- How does the facility organize appropriate transportation to community activities?</li> <li>- Provide/describe the facility's policies and procedures regarding transportation to community activities?</li> <li>- Does the facility have a sign-up sheet and information about provided transportation accessible to individuals?</li> </ul>
<p><b>4.6</b> Are individuals employed outside of the facility?</p> <p><u>Expectation:</u> Individuals have the ability to seek and gain competitive employment in the community</p>			<ul style="list-style-type: none"> <li>- How does the facility aid individuals who wish to pursue competitive employment in the community?</li> </ul>

Additional Notes:

---



---



---



---



---



---

5. RESPECT/RIGHTS/CHOICE			
Standard	Comments	Standard Met Y/N/NA	Example Probing Questions
<p><b>5.1</b> Can individuals keep/control their own resources?</p> <p><u>Expectation:</u> Individuals have the option to keep their own money and to control their own finances/resources.</p>			<ul style="list-style-type: none"> <li>- Do individuals have the option of having personal bank accounts?</li> <li>- How can individuals access their personal funds?</li> <li>- How does the facility ensure individuals understand they are not required to sign over their personal resources to the provider?</li> </ul>
<p><b>5.2</b> Do individuals know how to file an anonymous complaint?</p> <p><u>Expectation:</u> Information is available to individuals on how to file an anonymous complaint. Telephone numbers for the Agency Consumer Complaint Hotline, Long-Term Care Ombudsman, and the Abuse and Exploitation Hotline are posted in a common area of the facility.</p>			<ul style="list-style-type: none"> <li>- How does the facility make information about how to register an anonymous complaint available to individuals?</li> </ul>
<p><b>5.3</b> Are individuals free from coercion?</p> <p><u>Expectation:</u> Individuals have the right to live in an environment and exercise their right to choice and self-determination free from coercion.</p>			<ul style="list-style-type: none"> <li>- Is information about filing complaints posted in obvious and accessible areas?</li> <li>- Are individuals comfortable with discussing concerns?</li> <li>- Do individuals in the setting display different personal styles/haircuts etc.</li> </ul>
<p><b>5.4</b> How does staff treat individuals?</p> <p><u>Expectation:</u> Staff treats individuals in a dignified manner.</p>			<ul style="list-style-type: none"> <li>- Do individuals greet and chat with staff?</li> <li>- Does staff converse with individuals while providing assistance/services and during the course of the day?</li> <li>- Does staff talk to other staff in front of individuals as if they are not there?</li> <li>- Does staff address individuals in the manner they like to be addressed?</li> </ul>
<p><b>5.5</b> Are individual choices accommodated?</p> <p><u>Expectation:</u> Individual choice are accounted for an honored unless the individual's safety would be jeopardized and in accordance with the person-centered plan.</p>			<ul style="list-style-type: none"> <li>- Does staff ask the individual about their needs/preferences?</li> <li>- Are individuals aware of how to make service requests?</li> <li>- Are individuals satisfied with the services/supports received and those who deliver them?</li> <li>- Are individual requests accommodated?</li> <li>- Is individual choice facilitated such that the individual feels empowered to make decisions?</li> <li>- Can the individual choose from whom they receive services and supports?</li> </ul>

			<ul style="list-style-type: none"> <li>- Do individuals know how to request a change of service provider or support staff?</li> </ul>
<p><b>5.6</b> Are individuals, or their delegate, an active participant in the development of, and updates to, the person-centered plan?</p> <p><u>Expectation:</u> Individuals and/or their representatives are active participants in the person-centered planning process. Their ability to participate is not impinged upon by the facility, and their contributions/opinions are not viewed as instrumental to the facilities care planning process.</p>			<ul style="list-style-type: none"> <li>- Is/are the individual/chosen representative(s) aware of how to schedule a person-centered planning meeting?</li> <li>- Can individuals explain how they would initiate a person-centered plan meeting/update?</li> <li>- Was the individual/representative(s) present during the last person-centered plan meeting?</li> <li>- Do planning meeting occur at times convenient to the individual/representative(s)</li> </ul>

Additional Notes:

---



---



---



---



---



---

6. OTHER			
Standard	Comments	Standard Met Y/N/NA	Example Probing Questions
<p><b>6.1</b> Is there a legally enforceable agreement for the unit or dwelling where the individual resides?</p> <p><u>Expectation:</u> The individual has the same landlord/tenant protections, are protected from eviction and afforded appeal rights as persons not receiving Medicaid HCBS services.</p>			<p>Does the individual have a lease, or for setting in which landlord/tenant laws do not apply a residency agreement?</p> <ul style="list-style-type: none"> <li>- Are individuals aware of their housing rights?</li> <li>- Do individuals know how to relocate and request new housing?</li> <li>- Does the lease/agreement include protections to address eviction processes and appeals comparable to Florida’s landlord tenant laws?</li> </ul>
<p><b>6.2.</b> How are modifications to the HCB Characteristics addressed and documented?</p> <p><u>Expectation:</u> Modifications to the HCB Characteristics requirements are supported by an assessed need and justified in the individual’s person-centered plan.</p>			<p><u>Probing Questions</u></p> <ul style="list-style-type: none"> <li>- Does documentation note if positive interventions and supports were used prior to any plan modifications and/or the restriction of an HCB Characteristic requirement?</li> <li>- Were less intrusive methods of meeting the need tried and documented first?</li> <li>- Does the plan include a description of condition that is directly proportional to the assessed need, data to support the ongoing need for modification, informed consent and an assurance the intervention will not cause harm to the individual?</li> </ul>

Additional Notes:

---



---



---



---



---



---

\_\_\_\_\_  
Reviewer’s signature and credentials

\_\_\_\_\_  
Date