



NEW BEGINNINGS ENTERPRISES, INC  
COMMUNITY DEVELOPMENTAL DISABILITY ORGANIZATION

Policy Number: **105.0 Quality Enhancement**

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Regarding: (K.A.R. 30-64-26)

Effective Date: 7.31.02

Revised Date: 1.13.09; 9.11.09; 11.9.11; 11.26.12

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New Beginnings Enterprises, Inc. shall ensure that all services provided in its service area is responsive to the person-centered support plan, offer opportunities for choices, and ensure that the rights of consumer's are protected and observed.

**Procedure**

1) Quality Enhancement reviews will be completed in conjunction with Quality Assurance monitoring by the CDDO Director and the Quality Assurance sub-committee of the Community Council utilizing standardized tools developed by the Multi County Council.

2) Assessments will include choices the person and the person's guardian have made regarding:

- a) Where to live;
- b) Who to live with;
- c) What work or other valued activity the person wants to do;
- d) With whom the person wants to socialize; and
- e) What social, leisure, religious or other activities the person wants to do.

3) Regular reviews by the CDDO to ensure that CSPs are providing annual rights and responsibilities training. Additionally, the CDDO will provide rights and responsibilities information annually at the BASIS assessment meeting or by mailing the form to those on the waiting list.

4) The CDDO will send satisfaction surveys to each individual eligible for I/DD services annually. The CDDO will review results and present the findings to the Community Council and affiliates.

5) Case managers will complete monthly quality assurance reports (CDDO Form 32) on each individual they provide services for. The quality assurance reports will include any critical incidents reported in that month. The QA reports will be submitted to the CDDO by the 10<sup>th</sup> of the following month.

6) Critical incidents include police involvement (contact or arrest), hospitalizations, in-patient mental health care, death, allegations of abuse, neglect or exploitations. Other events to be reported immediately to both the KDADS QMS and the CDDO: Any work related incidents which results in serious injury or death and any incident involving a threat to the life of an employee; any situation that is likely to result in negative media coverage or involvement with Legislators or Congresspersons. Any critical incidents meeting the above definition must be reported to the CDDO within twenty four hours unless there are



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extenuating circumstances. The CDDO will report critical incidents as required to Quality Management Staff or other contracting entity.