



# **FACT SHEET: Quality Assurance**

The *New Directions* Waiver is a unique individual approach to plan and control services, which places choice and responsibility more firmly on the individual and their family. The State is, however, still responsible under State and Federal requirements to provide quality management. This includes assuring that there is, among other things, an incident management system, emergency backup procedures, and criminal background checks.

## **DDA's Role**

DDA wants to make sure that:

- You (or your family member) are healthy and safe,
- You are receiving the services that are identified and approved in your plan,
- You are happy with the services that you are receiving, and
- The staff who support you have the skills and training they need to support you effectively.

DDA, or people we work with, will visit you in your home or during the day, talk with you about your services, and check to make sure that your staff are qualified. We will also work with you to make sure that you are receiving the services you need and that you are happy with them.

## **Your Role**

When you agree to self-direct your services, you also agree to play an important role in making sure that the services you receive are quality and are delivered in a way that makes the most sense for you. You can talk to your Support Broker, your Resource Coordinator, the DDA Regional office or anyone else that you choose if you have issues with your services.

DDA has a policy that everyone receiving services must follow. This policy spells out when you must report certain things. If something serious happens (like a serious medication mistake or if someone hurts you), you or anyone you trust must report this to DDA. This helps us make sure that you continue to be safe and that you continue to receive quality services.

In addition to telling us about your services, you will also play an important role in training your staff. Your plan will spell out what your staff will need to know. It is important that you tell your staff about yourself, what you expect of them, and other information they need to be great staff for you!

If you disagree with a decision, you can appeal or obtain mediation through DDA.

DEVELOPMENTAL DISABILITIES ADMINISTRATION

NEW DIRECTIONS

*Maryland's Independence Plus Waiver*  
For Individuals with Developmental Disabilities