

## **6.3 MONITORING OF SERVICES**

### **POLICY**

All services will be regularly monitored and evaluated to ensure that the highest quality of support services is being provided based on each individual's personal expectations for service.

### **PROCEDURE**

Services will be monitored through the following methods:

- > Personal satisfaction of the individual and their family members/advocates.
- > Development and achievement of the individual's goals based on the adult/youth's personal expectations for service. The progress of goals shall be reported in writing through quarterly reports to BACI.
- > Adherence to the terms and conditions of the Family Care Contract and Policy and Procedure Manual.
- > Monthly visits by the Manager or Assistant Manager of the Life Sharing Network.
- > Quality Assurance Safeguards Checklist.