



## **Service Delivery Administration Standards Purpose and Major Concepts** *8<sup>th</sup> Edition Standards, Public Agencies, November 2008*

### **Administrative and Service Environment (PA-ASE)**

**The agency's administrative and service environments are respectful, caring, safe, and accessible and contribute to agency productivity and effective service delivery.** In its daily operations, the agency ensures the health and safety of its personnel, individuals, and families served. Service and administrative facilities are accessible and comply with applicable legal and regulatory requirements. Programs and services are authorized or licensed to operate, and the premises are safe for use by service recipients, personnel, and visitors. The agency regularly reviews the maintenance of the facility and ensures preparedness for maintenance emergencies. Safety procedures govern the use of equipment, tools, and materials. The agency ensures the safety of its premises, personnel, service recipients, and visitors. Emergencies are planned for and the agency coordinates all preparations. A safe and hygienic environment is maintained.

### **Behavior Support and Management (PA-BSM)**

**The agency's behavior support and management policies and practices promote positive behavior and protect the safety of service recipients and staff.** The agency and senior management promote a safe and therapeutic environment and provide the support necessary to keep staff, foster parents, and service recipients safe while minimizing the use of restrictive behavior management interventions. A culture and structure exists within every facility, including foster homes as appropriate; that which promotes respect, healing, and positive behavior and prevents the need for interventions. Personnel and foster parents receive appropriate behavior support and management training and are evaluated on a regular basis to promote a safe work and service environment, and a reduction in emergency situations. Restrictive behavior management interventions are used only when less-restrictive measures have proven ineffective and in emergency or crisis situations to keep service recipients and personnel safe, while protecting individuals from harming themselves or others. The agency assesses restrictive behavior management incidents and effects to reduce future preventable occurrences and untoward consequences.

### **Client Rights (PA-CR)**

**The rights and dignity of clients are respected throughout the agency.** The agency protects the legal and ethical rights of all clients by informing clients of their rights and responsibilities, providing fair and equitable treatment, and providing clients with sufficient information to make an informed choice about using the agency's services. The agency protects the confidentiality of information about clients and assumes a protective role regarding the disclosure of confidential information. A formal mechanism exists through which applicants, clients, and other stakeholders can express and resolve grievances, including denial of service.

## **Training and Supervision (PA-TS)**

**The agency supports staff and promotes staff competence by providing regular supervision and training on relevant service delivery topics.** The training and development program provides personnel with the information necessary to competently provide services, and personnel throughout the agency are trained to fulfill their job responsibilities. The agency has a system of supervision that supports the effective use of agency resources and promotes positive outcomes. The network provides orientation and training to all individuals who provide services to network clients.