

HCB Characteristics Review Tool – Probing Questions	
Residential Settings	
Standard	1. Setting
1.1	<ul style="list-style-type: none"> - Is the facility surrounded by high walls/fences and/or have closed/locked gates? - Is the facility setting among private residences/businesses and community resources? - Does the facility purposefully separate waiver recipients receiving Medicaid HCB services from those who do not, or groups of individuals from others? - Is the facility on the grounds of, or adjacent to, a public institution? - Is the setting on a gross lot area exceeding 8 acres? - Is the setting located on a parcel of land that contains more than one State licensed facility? - Is there an ADT program, or a licensed residential facility on the same or adjacent parcels of land? - Does the licensed capacity of the facility exceed 15 residents?
1.2	<ul style="list-style-type: none"> - Are the common areas decorated in a homely fashion (paint, artwork, home furnishings etc.)? - Is there a common living room/social area with homely furnishings? - Are waiver recipients free to move around common areas, e.g., kitchen, den, living room?
1.3	<ul style="list-style-type: none"> - Are supports provided for waiver recipients who need them to move around the setting independently/at will (grab bars, ramps, viable emergency exits, etc.)? - Are appliances/amenities accessible to waiver recipients with varying access needs? - Can waiver recipients make use of furniture and spaces conveniently and comfortably? - Are hallways/common areas accessible to waiver recipients of varying needs? - Are waiver recipients, or groups of waiver recipients, restricted from areas of the facility because it is inaccessible to waiver recipients with specific ambulatory needs?
1.4	<ul style="list-style-type: none"> - Are visiting hours restricted; if so, are visiting hours posted? - Are waiver recipients or visitors required to give advance notice or visitation? - Are there provisions for private visitation in home-like settings? - Are there restricted visitor meeting areas?
1.5	<ul style="list-style-type: none"> - Which areas are waiver recipients restricted from entering? - How are waiver recipients prevented from entering restricted areas (industrial gates, locked door, barriers, etc.)?
1.6	<ul style="list-style-type: none"> - Do waiver recipients have access to laundry facilities? - Do waiver recipients have access to cooking/food preparation facilities? - Are waiver recipients able to do personal chores/housekeeping if necessary?
Standard	2. Room/Privacy
2.1	<ul style="list-style-type: none"> - Do waiver recipients have the option to elect a private room? - Can waiver recipients chose their roommate if applicable? - How can a waiver recipient select their roommate (identify character requirements, nominate a specific person, personality/needs matching, etc.)? - Does the waiver recipient talk positively about their roommate? - Do waiver recipients know how to request a roommate change? - Can married couples elect to share, or not to share, a room?
2.2	<ul style="list-style-type: none"> - How many beds are in the bedroom? - Can the waiver recipient decorate their personal space? - Can the waiver recipient personalize their furnishing? - Can the waiver recipient have home furnishings in their personal space? - Can the waiver recipient personalize their furniture arrangement? - Does the waiver recipient have the ability to keep and/or prepare food/snacks in their personal space? - Is the waiver recipient allowed visitors in their personal space?

2.3	<ul style="list-style-type: none"> - Does the waiver recipient's room and bathroom have a locking door? - Who has keys to access waiver recipient's rooms? - Do furniture arrangements ensure privacy? - Do staff, other residents and visitors always knock, and receive permission prior to entering a waiver recipient's room or bathroom? - Are cameras present in the facility?
2.4	<ul style="list-style-type: none"> - Under what circumstances would a waiver recipient's room be accessed without their permission, or without prior notification; were these provisions discussed with, and agreed to by the waiver recipient? - Provide/describe the facility's privacy and access policy?
2.5	<ul style="list-style-type: none"> - Under what circumstances can a waiver recipient change room and/or roommate? - How do waiver recipients request a change of room/roommate? - Does the facility alert waiver recipients to the fact their room/roommate preference is available?
2.6	<ul style="list-style-type: none"> - Are waiver recipients able to contact persons of their choosing at will? - Do waiver recipients have private cell phones, computers, telephones or other communication devices for personal communications? - Do waiver recipients' rooms have telephones/telephone jack/internet access or internet capabilities? - Are waiver recipients able to contact persons of their choosing in privacy?
2.7	<ul style="list-style-type: none"> - Is PHI and personal information kept private? - Are waiver recipients' service schedules posted in common areas? - Are waiver recipients who need grooming assistance accommodated in accordance with their schedule and style preferences? - Are waiver recipients well kempt and clean? - Are waiver recipients who need assistance with dressing, appropriately clothed for the time of day/weather, etc. and/or in accordance with their preferences?
2.8	<ul style="list-style-type: none"> - How does the facility make information about how to register an anonymous complaint available to waiver recipients?
2.9	<ul style="list-style-type: none"> - Is there a support plan in place for the waiver recipient?
Standard	3. Meals
3.1	<ul style="list-style-type: none"> - Can waiver recipients eat at times of their choosing? - Do waiver recipients have access to food/snacks outside of prescribed meal times? - If a waiver recipient misses a meal, can they eat it, or a replacement at another time?
3.2	<ul style="list-style-type: none"> - How are waiver recipient's preferences incorporated into the facility's menus? - Can waiver recipients choose from a variety of menu options? - Can waiver recipients make special menu/meal requests? - Can waiver recipients request an alternate meal? - What restrictions are there on waiver recipients requesting alternate meals?
3.3	<ul style="list-style-type: none"> - Are waiver recipients required to sit in an assigned seat for meals? - May waiver recipients eat alone, or with people of their choosing? - May waiver recipients eat in their private living quarters or in areas of the facility other than a designated dining room? - Do waiver recipients converse during meal times?
3.4	<ul style="list-style-type: none"> - Are waiver recipients required to wear bibs or other protection equipment? - Does the facility use home-like dishes and cutlery or disposable table wear? - Are waiver recipients required to stay in the dining room/at the table during meal times?
3.5	<ul style="list-style-type: none"> - Do waiver recipients have to ask staff for a snack? - Can waiver recipients prepare their own snack at will? - What facilities are available for waiver recipients to prepare their own snack? - Does the facility provide snacks; if so, how can waiver recipients access them? - How/where can waiver recipients store snacks/personal food items?

Standard	4. Activities/Community Integration
4.1	<ul style="list-style-type: none"> - Are waiver recipients able to come and go from the facility and its grounds at will? - Can waiver recipients engage in community and social activities of their preference outside of the facility at will? - Are waiver recipients moving around inside and outside of the facility? - Does the facility impose a curfew, or otherwise restrict waiver recipients' ability to enter or leave the facility at will? - Do waiver recipients have access to public transportation; are transport options accessible to the waiver recipient? - Are public transport schedules and contact information readily accessible to waiver recipients? - Does the facility provide accessible transportation so waiver recipients may access the community? - Does the facility offer training to waiver recipients on how to use public transportation?
4.2	<ul style="list-style-type: none"> - Are waiver recipients able to participate in community activities? - How does the facility facilitate waiver recipient access to community activities? - Where is the activity calendar posted; how often is it updated? - Does the facility organize activities, or facilitate access to activities of waiver recipients' choosing? - Do waiver recipients shop, attend religious services, schedule appointments, meet family and friends, etc. in the community and at their will and convenience? - Do waiver recipients in the facility talk about social/community activities? - Are waiver recipients required to participate in any activities?
4.3	<ul style="list-style-type: none"> - What publications are available to waiver recipients? - Where are publications kept? - Can waiver recipients choose which publications are available? - Do waiver recipients have access to radios and televisions? - Does the facility afford waiver recipients access to the internet for personal use and/or computers with internet access for communal use?
4.4	<ul style="list-style-type: none"> - How does the facility ensure a waiver recipient knows they do not have to conform to prescribed schedule for activities of daily living and social activities? - Do waiver recipient schedules vary from others? - Do any facility policies or practices inhibit waiver recipients' choices?
4.5	<ul style="list-style-type: none"> - How does the facility organize appropriate transportation to community activities? - Provide/describe the facility's policies and procedures regarding transportation to community activities? - Does the facility have a sign-up sheet and information about provided transportation accessible to waiver recipients?
4.6	<ul style="list-style-type: none"> - How does the facility aid waiver recipients who wish to pursue competitive employment in the community?
Standard	5. Respect/Rights/Choice
5.1	<ul style="list-style-type: none"> - Do waiver recipients have the option of having personal bank accounts? - How can waiver recipients access their personal funds? - How does the facility ensure waiver recipients understand they are not required to sign over their personal resources to the provider?
5.2	<ul style="list-style-type: none"> - Is information about filing complaints posted in obvious and accessible areas? - Are waiver recipients comfortable with discussing concerns? - Do waiver recipients in the setting display different personal styles/haircuts etc.
5.3	<ul style="list-style-type: none"> - Do waiver recipients greet and chat with staff? - Does staff converse with waiver recipients while providing assistance/services and during the course of the day? - Does staff talk to other staff in front of waiver recipients as if they are not there? - Does staff address waiver recipients in the manner they like to be addressed?

5.4	<ul style="list-style-type: none"> - Does staff ask the waiver recipient about their needs/preferences? - Are waiver recipients aware of how to make service requests? - Are waiver recipients satisfied with the services/supports received and those who deliver them? - Are waiver recipient requests accommodated? - Is waiver recipient choice facilitated such that the waiver recipient feels empowered to make decisions? - Can the waiver recipient choose from whom they receive services and supports? - Do waiver recipients know how to request a change of service provider or support staff?
5.5	<ul style="list-style-type: none"> - Is/are the waiver recipient/chosen representative(s) aware of how to schedule a person-centered planning meeting? - Can waiver recipients explain how they would initiate a person-centered plan meeting/update? - Was the waiver recipient/representative(s) present during the last person-centered plan meeting? - Do planning meetings occur at times convenient to the waiver recipient/representative(s)?
Standard	6. Other
6.1	<ul style="list-style-type: none"> - Does the waiver recipient have a lease, or for settings in which landlord/tenant laws do not apply, a residency agreement? - Are waiver recipients aware of their housing rights? - Do waiver recipients know how to relocate and request new housing? - Does the lease/agreement include protections to address eviction processes and appeals comparable to Florida's landlord tenant laws
6.2	<ul style="list-style-type: none"> - Does documentation note if positive interventions and supports were used prior to any plan modifications and/or the restriction of an HCB characteristic requirement? - Were less intrusive methods of meeting the need tried and documented first? - 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 waiver recipient?

HCB Characteristics Review Tool – Probing Questions Non-Residential Settings	
Standard	1. Community Integration
1.1	<ul style="list-style-type: none"> - Are supports provided for individuals who need them to move around the setting independently/at will (grab bars, ramps, viable emergency exits, etc.)? - Are appliances/amenities accessible to individuals with varying access needs? - Can individuals make use of furniture and spaces conveniently and comfortably? - Are hallways/common areas accessible to individuals of varying needs? - Are individuals, or groups of individuals, restricted from areas of the facility because it is inaccessible to individuals with specific ambulatory needs?
1.2	<ul style="list-style-type: none"> - Is the location where the service is provided surrounded by high walls/fences and/or have closed/locked gates? - Is the setting where the service is provided among businesses and community resources? - Does the setting where the service is provided purposefully separate individuals receiving Medicaid HCB services from those who do not, or groups of individuals from others? - Is the location where the service is provided on the grounds of, or adjacent to, a public institution (DDI)? - Does the service provision provide opportunities for regular meaningful non-service related activities in integrated community settings for the period of time desired by the individual? - Are visitors or other people encouraged from the greater community (aside from paid staff) to be present, and is there evidence that visitors have been present at regular frequencies? For example, do visitors greet/acknowledge individuals receiving services with familiarity when they encounter them; are visiting hours unrestricted, or does the setting otherwise encourage interaction with the public (for example, as customers in a pre-vocational setting)?
1.3	<ul style="list-style-type: none"> - How does the facility aid individuals who wish to pursue competitive employment in the community?
Standard	2. Respect/Rights/Choice
2.1	<ul style="list-style-type: none"> - Is the service setting chosen by the waiver recipient from among several options? - Does the service setting appear on the waiver recipient's <u>support plan</u>? - Does the care plan (<u>support plan</u>) indicate the recipient's choice of setting was selected? - Is the choice of settings offered? - Are individuals satisfied with their service providers and service settings choices?
2.2	<ul style="list-style-type: none"> - Is/are the individual/chosen representative(s) aware of how to schedule a person-centered planning meeting? - Can individuals explain how they would initiate a person-centered plan meeting/update? - Was the individual/representative(s) present during the last person-centered plan meeting? - Do planning meetings occur at times convenient to the individual/representative(s)? - Does the service setting and service provision afford individuals the opportunity for individual schedules that focus on their needs, desires and self-growth?
2.3	<ul style="list-style-type: none"> - Does the service setting optimize the individual's initiative, autonomy and independence in making choices about activities of daily living? - Is the service provided in a manner that encourages the individual to make choices? - Does staff ask the individual about their needs/preferences? - Are individuals aware of how to make service requests? - Are individuals satisfied with the services/supports received and those who deliver them? - Are individual requests accommodated? - Is individual choice facilitated such that the individual feels empowered to make decisions? - Can the individual choose from whom they receive services and supports? - Do individuals know how to request a change of service provider or support staff?
2.4	<ul style="list-style-type: none"> - Does the facility allow individuals to bring in personal resources? - How does the facility store recipient personal resources? - Does the waiver recipient have access to these resources? -

2.5	<ul style="list-style-type: none"> - How does the facility ensure individuals understand they are not required to sign over their personal resources to the provider?
2.6	<ul style="list-style-type: none"> - Are files containing waiver recipient specific information maintained in a secure location and available only to appropriate staff for use in providing the authorized service? - Are providers' personnel trained to provide the authorized service with respect for the individual's privacy, dignity, and free from restraint and coercion?
2.7	<ul style="list-style-type: none"> - Do individuals greet and chat with staff? - Does staff converse with individuals while providing assistance/services and during the course of the day? - Does staff talk to other staff in front of individuals as if they are not there? - Does staff address individuals in the manner they like to be addressed?
2.8	<ul style="list-style-type: none"> - How does the facility make information about how to register an anonymous complaint available to individuals? - Is information about filing complaints posted in obvious and accessible areas? - Are individuals comfortable with discussing concerns?
2.9	<ul style="list-style-type: none"> - Is there a support plan in place for the waiver recipient?