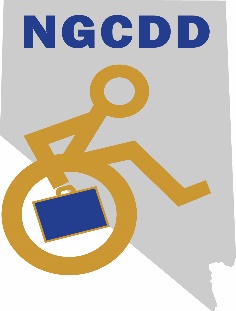
**NEVADA GOVERNOR’S COUNCIL ON**

**DEVELOPMENTAL DISABILITIES**



**Position on Quality Assurance**

Quality assurance is a confirmation of whether or not products or services meet or exceed customer expectations. Quality Assurance involves advocacy, capacity building, and systemic change activities resulting in improved choice in consumer and family-centered services for individuals with developmental disabilities. Quality Assurance activities include interagency coordination and collection of data resulting in improved services, supports, and other assistance. Such activities promote self-determination, independence, productivity, and inclusion in all aspects of community life for individuals with developmental disabilities.

**NGCDD believes individuals with developmental disabilities must define their own quality of life/services. All service systems, such as education, employment, health, housing, child care, recreation, transportation, and any other system that impacts persons with developmental disabilities, should actively engage these individuals and their families in quality assurance. This includes identifying problems and making improvements that enhance the quality of life for people with developmental disabilities.**

**Policy Recommendations**

* Support compliance with all laws, certification requirements, licensing standards, and contractual obligations.
* Promote and support individuals to find and maintain relationships with people in their communities beyond paid providers and caregivers.

* Ensure access to home and community-based services and supports that are planned and implemented in keeping with each individual’s unique needs, expressed preferences, and decisions concerning his/her life in the community.
* Empower individuals by embracing the principles of self-determination and applying person centered practices.
* Demand statewide Quality Assurance information management systems that assist in collection, tracking, trending, and analysis of meaningful personal outcomes.
* Ensure access to information and supports necessary to affect public policy at the local, state, and national levels.
* Ensure access to information about services and supports that individuals & families need to make informed choices.