

## Globe Star Knowledge and Experience: Following the process of the quality of life model with all stakeholders.

Mentoring a spirit of gentleness through our quality of life model. It is important to note the process and the documents that identify our daily interactions and the responsibilities we have to adhere to one's plan. The following are the State's documents, individual's disciplinary team members, Globe Star crewmembers and documents that one should be able to identify, understand and to implement it's content for the individual you mentor.

Description	Where to Find	Person to Ask
<b>90-Day checklist</b> - A worksheet that ensures the ISP is being followed and is completed every quarter.	Home and Office Spindle Book	Case Manager
<b>Annual Meetings</b> - Yearly community-centered-celebration where all of the individual's disciplinary team members and those involved in the individual's life come together to reflect on the past year and create the new goals for the upcoming year that will help the individual reach their dreams and an improved quality of life.	Office Spindle Book	Intake, Field, & Navigator Mentors
<b>Auditors, such as BQIS</b> - Quality assurance workers such as from the Bureau of Quality Improvement Services, EDS, or any other funding source. <b>Note: Anthony McCrovitz must be paged 911 immediately if an auditor comes to your office or to a home we provide services in, and notify the Quality Assurance Servant Leader.</b>		Quality Assurance Servant Leader
<b>BDDS Service Coordinator</b> - State agency which oversees waiver services	Local BDDS office	Field & Navigator Mentor
<b>CARF</b> - Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, CARF International is an independent, non-profit accreditor of human service providers in the areas of aging services, behavioral health, child and youth services, DMEPOS, employment and community services, medical rehabilitation and opioid treatment program.	Website and all offices	QA Servant Leader
<b>Case Managers</b> - Case managers work for Indiana Professional Management Group (IPMG). They manage the individual's budget and coordinate the services for the individual.	Quarterly Meetings Annual Meetings Home visits	Field & Navigator Mentor
<b>Community Centered Celebration</b> - The goal of the CCC is to celebrate the individual! This is usually done in a planned activity like the quarterly or annual meetings, where we take the time to share good times, progress on goals, and give warm companionship and value to those we serve.	Office spindle book	Intake, Field, & Navigator Mentors
<b>Crewmembers</b> - Any person working for Globe Star.	All offices	Intake, Field, & Navigator Mentors
<b>Daily Documentation</b> - Documents required by funding sources to provide evidence of activities and goals accomplished as well as medications and other necessary information.	Home and Office spindle books, monthly folders	Intake, Field, & Navigator Mentors, Quality Assurance Servant Leader
<b>Daytimer</b> - A daytimer is a visual aid used to structure the daily activities for an individual.	Individual's home.	Intake, Field, & Navigator Mentors
<b>Field Mentor</b> - Someone who is out in the field to support individual and caregiver to create meaningful moments. Also the person who address behavioral issues for the individual.	Located in all Globe Star offices.	Field & Navigator Mentor and Executive Director.
<b>Financial Servant Leader</b> - A person who is responsible for billing all funding sources so that crewmembers may be paid. This person also oversees all individuals NoA's through Medicaid to ensure that all services are being provided within the individual's budget, as well as assisting Navigator Mentors in making sure the individual's financial needs are taken care of.	Chesterton Office	Financial Servant Leader
<b>Functional Assessment and Behavioral Support Plan (Mentoring Plan)- FAR</b> - Assessing one's target area of difficulty. BSP address target behaviors and replacement behaviors. Not all individuals receive Behavior Management.	Located in home and office spindle book.	Intake, Field, & Navigator Mentors
<b>Globe Star's Quality Assurance Review</b> - Every month the core community comes to each office and audits financial Perspective, internal perspective, stakeholder perspective and learning & growth perspective.	Each office completed monthly.	Core Community

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<b>GS &amp; BQIS Comp. IA Checklist</b> - Checklist that ensures we are focusing on the health and safety of the individual. It is to be completed each month.	Home Spindle Book and/or Monthly folders	Lighthouse keeper, Field & Navigator Mentor
<b>Guardian</b> - A person who has legal and/or medical authority over an individual.	ISP	Field & Navigator Mentor
<b>Health Care Coordination Plan</b> - Comprehensive system of teaching, administering and facilitating health-care needs as outlined by State policy 460.	Home and Office Health Care Coordination Book	Intake, Field, & Navigator Mentors
<b>Individual Support Plan (ISP)</b> – The ISP is developed during the individual’s annual meeting. It gives the start and end date of the plan. It gives the individual’s personal and demographic information and emergency contacts. It gives the outcome toward which the ISP will work. The desired outcomes (goals), current status, & past experiences are listed. It also states the proposed strategy/activity, the responsible party & the time frame.	Home and Office Spindle Books	Intake, Field, & Navigator Mentors or Case Manager
<b>Individuals and Family</b> – Stakeholders are the people we serve and the people who support them.	Home, Work, and Community	Intake, Field, & Navigator Mentors
<b>Intake Mentor</b> – Develops all QoL Plans, BSP, processes new admissions, and assists in the development of teaching resources.	South Bend	Field & Navigator Mentor and Executive Director.
<b>Interdisciplinary Team (IDT) Members</b> – IDT is a group of people who facilitate services and help with decision-making for individuals with developmental disabilities. Members of the IDT are typically family members and guardians, professional support staff, teachers, day program professional staff, behavior consultants, therapists and caregivers.	Home and Office spindle book	Intake, Field, & Navigator Mentors
<b>Lighthouse Keeper Checklist</b> - A checklist to maintain the physical environment safety, financial well being, health and safety, and other needs of the individual.	Home Spindle Book and/or Monthly folders	Lighthouse keeper, Field & Navigator Mentor
<b>Medication sheets</b> - Document to record that an individual takes their medications as prescribed by a physician	Home Spindle Book and/or Monthly folders	Field & Navigator Mentor
<b>Mission</b> - The mission of Globe Star is to mentor individuals with disabilities in achieving a quality of life that fosters interdependency within their own community, creating companionship and formulating a sense of community.	In your tools (eyes, hands, words and presence), Seven books in the office.	Field & Navigator Mentor
<b>Navigating the Heart During Stormy Weather (NHDSW)</b> - Assists caregivers to	Teaching material available through Field Mentor	Field Mentor
<b>Navigator Mentor</b> - This is a person who is in a leadership role with teaching responsibilities. This person is responsible for a number of individuals and the crewmembers that serve them. Their responsibilities range from scheduling of all services that we are responsible for, making sure all events are covered and documented, and even direct service hours when needed. They are to be available to assist individuals with needs, emergency situations, and some times one-on-one in helping the individual strive for a safe and loving life. The Navigator Mentor is to be a teacher to new crewmembers, leader of the staff in activities and on going learning, developer of celebrations, and all-around cheerleader!	Located in all Globe Star offices.	Field & Navigator Mentor Executive Director.
<b>Notice of Action (NoA)</b> - List of services along with dollar amount to be reimbursed and hours for each month.	Home and office spindle	Financial Servant Leader
<b>Other documents</b> – Documents pertaining to the individual served, i.e. seizure tracking form, constipation, dieting plan, or other risk management plans, medication counting sheets for controlled meds, etc.	Home and office spindle books, monthly folders,	Intake, Field, & Navigator Mentors
<b>Other Professionals</b> – Professionals individuals may be seen outside of Globe Star to receive other services such as speech, music, OT or PT and other health care professionals to assist in their Quality of Life.	ISP	Field & Navigator Mentor

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<p><b>Outcome assessment – Reclaiming Power of the Heart</b> - Assessment done each year where we look at the four chambers of an individual's quality of life.</p> <ol style="list-style-type: none"> <li>1. Personal Perception of QoL and Services</li> <li>2. Perception of the Individual Interacting with Us</li> <li>3. Perception of Caregivers interacting with the Individual</li> <li>4. Outcome of Services</li> </ol> <p>This assessment uses an “Unable 1 2 3 4 Able” scale to compute a numerical rating for each chamber and overall quality of life.</p>	Globe Star Website	Intake, Field, & Navigator Mentors and Executive Director
<p><b>Parents</b> - Primary caregivers who live with the individual unless the individual is living at a 24 hour site where the parent is seen occasional-y on routine visits or taking the person home to be with family.</p>	ISP	Field & Navigator Mentor
<p><b>Person Centered Plan (PCP)</b> - The PCP identifies the basic physical and emotional needs of the individual. It also identifies the individual's likes, dislikes and preferences. We want to discuss the individual's desires for the future and how we are going to get there.</p>	This can be found in the home and office spindle books.	Intake, Field, & Navigator Mentors or Case Manager
<p><b>Physical Environment Safety Checklist</b> - A compilation of data that ensures the safety of the residence to ensure the quality of life for the individual.</p>	Home Spindle Book and/or Monthly folders	Lighthouse keeper Field & Navigator Mentor
<p><b>QoL Daily Sheet</b> - Funding source documentation requirement that identifies the daily meaningful activities that are done with the individuals to meet their goals.</p>	Home spindle books and monthly folders	Intake, Field, & Navigator Mentors, Quality Assurance Servant Leader
<p><b>QoL Home Spindle Book</b> - This is where all documentation relevant to services for the individual is kept. Exception, Health Care Coordination materials are kept in a separate binder. This book is kept in the home of the individual.</p>	Home	Intake, Field, & Navigator Mentors
<p><b>QoL Office Spindle Book</b> - A binder where information, documents and correspondence is kept for each individual. Must be kept locked due to HIPPA regulations.</p>	Local office.	Intake, Field, & Navigator Mentors
<p><b>Quality Assurance Servant Leader</b> - Reviews and evaluates agency documentation and policies and procedures following Title 460.</p>	Chesterton Office	Quality Assurance Servant Leader and Executive Director
<p><b>Quality of Life Assessments</b> - A battery of questionnaires that formulates a picture of one's Quality of Life.</p> <ol style="list-style-type: none"> <li>1. Quality of Life Value Assessment</li> <li>2. Building Companionship and Formulating a Sense of Community Assessment</li> <li>3. Quality of Life Elements Assessment</li> <li>4. Quality of Life Assets Assessment.</li> </ol>	Globe Star Website	Intake, Field, & Navigator Mentors and Executive Director
<p><b>Quality of Life Institute Mentor</b> - Works to enhance QoL for caregivers and issues Direct Service Worker Permits and Licenses.</p>	Chesterton Office	Field & Navigator Mentor and Executive Director
<p><b>Quality of Life Plan</b>- The Quality of Life Plan is developed from the QoCL assessments. It discusses the past and present values, elements, assets and sense of companionship and building community. We use this to plan for the individual's future. The Quality of Life Plan addresses the individual's goals and is used to create the ISP. The QoL Plan is critical to the individual's quality of life and helps caregivers to successfully assist individuals with their quality of life.</p>	Located in the individual's home and office spindle book.	Intake, Field, & Navigator Mentors
<p><b>Quality of Mentoring Life (QoML)</b> - QoML is our Quality of Mentoring Life services. These services include Behavior services and crisis intervention services and are provided by the Field Mentor.</p>	All offices	Intake and Field Mentor
<p><b>Quality of Work Life</b> - Globe Star's employment assistance program that offers services such as Pre-Vocational and Supported Employment to individuals who qualify/need help with their quality of work life.</p>	Globe Star Office designee' s reference card	QoWL Mentor

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<b>Quarterly Meetings</b> - 90-day checkup with IDT team including case manager, parent, individual, behaviorist (if applicable), vocational provider, and mentor.	iCalendar Events and case manager	Intake, Field, & Navigator Mentors and Case Manager
<b>Red Folder</b> - To be taken out at all times when you are in the community with the individual to be used in the case of emergency.	Home	Intake, Field, & Navigator Mentors
<b>Siblings and other family members</b> - People related through blood, marriage, or adoption.	ISP	Field & Navigator Mentor and parents
<b>Surveys</b> - Given to families, individuals, case managers and other IDT members for review of quality of services at annual meetings.	Chesterton Office	Intake Mentor
<b>Target behavior and replacement behavior data sheet</b> - Required documentation by the funding source to track targeted behaviors and replacement behaviors. This information must be documented daily even if one does not observe the targeted or replacement behaviors.	Home Spindle Book and/or Monthly folders	Field Mentor
<b>Teaching goal sheets</b> - Funding source required documentation to document our teaching of the individual's goals.	Given to caregivers by the Navigator Mentor each month	Navigator Mentor
<b>Teaching goals for replacement behaviors</b> - Required by funding source to teach the replacement behavior instead of using the target behavior, i.e. teaching someone to relax instead of hitting someone.	Home Spindle Book and/or Monthly folders	Field Mentor
<b>Values</b> Value: Quality of Service Ethical Principle: Globe Star's primary goal of service is to build companionship and community Value: Social Justice Ethical Principle: Globe Star crewmembers challenge social injustice. Value: Dignity, Respect for Mind, Body and Spirit Ethical Principle: Globe Star crewmembers respect the culture and ethnic diversity for Mind, Body and Spirit. Value: Interdependence Ethical Principle: Globe Star crewmembers recognize the central importance of human relationships is to be focused on interdependence. Value: Integrity Ethical Principle: Globe Star crewmembers behave in a trustworthy manner. Value: Servant Leadership Ethical Principle: Globe Star crewmembers practice within their areas of competence while developing and enhancing their professional expertise to mentor each other and those who receive our services.	In your tools (eyes, hands, words and presence), Seven books in the office.	Field & Navigator Mentor