

# Quality in Residential Settings

## Developing Uniform Quality Assurance Metrics

What is important to people who receive residential services?

What do good services look like?



### What is the Quality in Residential Settings Project about?

There are different ways to make sure your needs are met. One of the ways is called quality assurance metrics. It is a way of measuring what good services look like, and where improvements can be made.

If you receive residential services, the work of this project is to make sure we are measuring things that are important to you.

The residential services covered in this project are listed at the bottom of this page. They include links for more information about each setting.



### Our Goals

The purpose of this project is to measure quality assurance the same way in several residential settings. To do this, we will:

- Look for patterns to get a better picture about what is working for you and what needs improvement.
- Increase DSHS Developmental Disabilities Administration's support to providers so that you get what you need from them. This is known as technical assistance.
- Make better use of the information we collect as a way to help make sure you are satisfied with your services.
- Use the information to tell a story about residential services.



### Comments

If you have comments about this project, please call Amanda Sherry at 360-480-6569. Please use 711 for Washington Relay Service (TTY). Or, email [DDAResidentialQAUnit@dshs.wa.gov](mailto:DDAResidentialQAUnit@dshs.wa.gov).

Residential Services covered by this project: [Alternative Living](#), [Supported Living](#), [Companion Homes](#), [Group Home](#), [Group Training Home](#), [Intermediate Care Facilities](#), [State Operated Nursing Facilities](#).