**Section 115.620 Quality Assurance Plan**

In addition to general oversight requirements stated or implied in other Sections of this Part, the CILA agency's own quality assurance plans must ensure that additional monitoring occurs through visits by the following staff:

a) A QIDP employed by the CILA agency will visit each individual served in a host family setting a minimum of 1 time per month for a minimum of 1 hour. These face-to-face visits shall occur at the individual's residence while the individual is present. Issues to monitor include, at a minimum:

1) Health of the individual;

2) Safety of the individual;

3) Provision of services as outlined in the individual's Implementation Strategy;

4) The individual's satisfaction with level of service received; and

5) The individual's integration into the living environment and community outlined in the individual's Personal Plan and Implementation Strategy.

b) Program management or professional services staff will visit each individual two times per month for a minimum of one hour each visit. The staff member shall be knowledgeable about the individual's Personal Plan and Implementation Strategy and the applicable rules and regulations covering the setting. These face-to-face visits shall occur at the individual's residence while the individual is present. The Department reserves the right to require additional visits if deemed necessary. At least one visit each month shall be unannounced. Issues to monitor include, at a minimum, those identified in subsection (a).

(Source: Amended at 47 Ill. Reg. 8485, effective May 31, 2023)