**Section 686.1250 Program Outcomes and Reporting**

a) The provider shall complete and submit to HSP an annual written evaluation of all its programs and services that shows evidence of:

1) maintenance of a safe and accessible program;

2) a review of the quality and appropriateness of the services offered;

3) a review of the effectiveness of the services as measured by outcomes achieved; and

4) Customer satisfaction with the services received and habilitation outcomes achieved.

b) The provider shall complete and submit to HSP a monthly Customer Habilitation Training Report that summarizes the following:

1) accomplishment of the objectives;

2) remaining services needed by the Customer to achieve the habilitation goal; and

3) a summary of the staffings conducted, including the Customer's comments.

c) The provider shall submit a monthly Customer Outcome Report on each Customer, based upon successful completion of objectives outlined in the Customer Habilitation Plan.

1) A habilitation outcome is considered successful when:

A) the Customer has a diagnosis of brain injury that, for the individual, causes, or may cause, a substantial impediment to habilitation; has an active HSP service plan; and participates in services offered by the provider as evidenced by habilitation provider billings submitted to HSP;

B) it is consistent with the Customer's abilities, interests and needs;

C) the Customer performs life skill activities effectively and efficiently;

D) the habilitation services are not contraindicated based on the Customer's disability; and

E) the Customer will not jeopardize the health and safety of himself/herself or others while at the program site.

2) Successful habilitation outcomes are determined by the HSP Counselor (see 89 Ill. Adm. Code 676.30).

(Source: Added at 43 Ill. Reg. 2133, effective January 24, 2019)