

Five-Star Quality Criteria v 2.0

		Yes/ No	Result
Five-Star ★★★★★			
5.1	Are the supports provided to the individual in generic settings to assist them to function as any other citizen would?		Must be “yes”
5.2	Are invisible supports provided by the disability agency so that the person is claimed and identified first as member of the community and citizen rather than as a person with a disability?		Must be “yes”
5.3	Are the person’s daily activities (work play, church, etc.) part of the larger community with typical community members and any support provided is done invisibly and in the background?		Must be “yes”
5.4	Does the person, with the assistance of the community, rather than the disability agency, decide what supports are needed and how they are best provided? Does the community seek to provide these supports first – rather than the disability provider? Are supports provided by the disability agency only when requested and necessary?		Must be “yes”
5.5	Do community members know the person by name and does the person have relationships that are grounded in the community and based on relationships of shared value and interest?		Must be “yes”
Four-Star ★★★★★			
4.1	Whose name is on the marquee? Does the disability agency constantly and consistently seek to become invisible in their support of the individual?		Must be “yes”
4.2	Does the disability agency measure its success by the invisibility of their supports rather than the number of people served, size of the budget, etc.?		Must be “yes”
4.3	Does the disability agency actively and consistently invite members of the typical community to be part of individual’s life?		Must be “yes”
4.4	Does the disability agency provide technical assistance, modeling, and support to community organizations so that people with disabilities can not only attend and also participate in typical community events recognized as citizens or members of the community organization first?		Must be “yes”
Above the Line			

The Line			
<i>Below the Line</i>			
		Yes/ No	Result
Three-Star ★★★			
3.1	Individuals live in homes and apartments that resemble the general housing are within the community's neighborhoods.		Must be "yes"
3.2	The human services agency works with generic community organizations to coordinate situations and events that enable people who have disabilities and the general public to interact on a regular basis.		Must be "yes"
3.3	People with disabilities work at jobs in the community with agency paid supports.		Must be "yes"
Two-Star ★★			
2.1	Social events and activities are carried out in public settings.		Must be "yes"
2.2	Individuals with disabilities work in public settings, such as an enclave.		Must be "yes"
2.3	People live in facilities within the community.		Must be "yes"
One-Star ★			
1.1	Social events and activities are held at agency facilities.		Usually "yes"
1.2	People live in institutions or facilities removed from the community		Usually "yes"
1.3	Individuals work within segregated "disability" settings.		Usually "yes"