

Staff consistency checklist

Use this tool to determine if direct support professionals (DSPs) follow the person’s Positive Support Transition Plan (PSTP) as written. This tool will also help you to identify effective strategies. For example, direct support professionals might follow the plan as written **and it might not be effective**. Direct support professionals might also try new effective strategies that are not in the PSTP.

Steps

1. Observe direct support professionals while supporting a person.
2. While observing direct support professionals, document their response to each stage of behavior below.
3. After observation, compare direct support professionals’ response to the PSTP.
4. Identify what worked and can be changed the plan. Identify what did not work. Identify responses that are not consistent with the plan.
5. Provide additional training if direct support professionals’ response was not effective or is not a part of the person’s support plan. Provide positive feedback for any effective strategies.

Direct support professional consistency checklist

Direct support professional’s name:

Program site:

Person’s name:

Start time:

Name of observer:

End time:

Stages of behavior: Describe behavior observed	What was the DSP’s response to this stage?	Was the response consistent with the plan? If no, what worked or did not work?
Calm/ideal		
Triggers/escalation		
Crisis		
Recovery/resolution		
Quality of life indicators		

Are there any additional factors that may have influenced the observation today?

What are the next steps?