



AMSI ISQ1-2 – Quality Framework for Intake Specialists

Part 2: Operational and Performance-Based Quality Factors

First Draft Edition – 2025

Sets ten measurable operational and performance-based quality factors—each with indicators and quality objectives—for intake services in supported employment for individuals with IDD. Complements ISQ1-1’s rights, dignity, and safety safeguards by focusing on service planning, coordination, documentation, timeliness, staff competency, and continuous improvement.

Key Points:

- Ten defined quality factors with measurable objectives and probes
- Covers planning, communication, documentation accuracy, accessibility, and timely completion
- Links intake results to person-centered employment planning and service coordination
- Requires staff competency, adherence to ethical standards, and proactive risk management
- Aligns with AMSI IDS1 taxonomy and applicable regulatory requirements

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