



2018 Individual Quality Review
Southwest Region Report

2018 Individual Quality Review Southwest Region Findings Report

Southwest Phone Interviews and On-site: March 12 – March 22, 2018

Issued: May 11, 2018



Class Members: 34

Southwest Sample: 10 (29%)

Independent Case Management Agencies

Peak 2 SCCM 8

Day and Residential Providers

	Day	Residential
<u>Community Options</u>	1	1
<u>Lessons of Life</u>	3	3
<u>Nezzy Care</u>	1	1
<u>PRS</u>	1	1
<u>Tresco</u>	4	4
<u>Zia Therapy</u>	1	



Class Members with Immediate or Special Needs

Individuals found to Need Immediate Attention: 3 People

Individuals for whom urgent health, safety, environment and/or abuse/neglect/exploitation issues were identified which the team is not successfully and actively in the process of addressing in a timely fashion

(30% of sample)

Individuals Needing Special Attention: 3 People

Individuals for whom issues have been identified that, if not effectively addressed, are likely to become an urgent health and safety concern.

(30% of sample)

Incident Reports were filed on 2 People (20%)

In 2017, 3 people required Immediate Attention (30%). 7 people required Special Attention (70%) An IR was filed on 1 person. (10 people in the sample)

In 2015, 3 people required Special Attention (20%) (14 people in the sample)

In 2013, 2 people required Immediate Attention (13%). 3 people required Special Attention (19%) IRs were filed on 2 people. (16 people in the sample)

In 2010, 3 people required Immediate Attention (18%). No one required Special Attention. (17 people in the sample)

In 2008, 2 people required Special Attention (6%). No one required Immediate Attention. (18 people in the sample)

In 2006, 1 person required Special Attention (6%). No one required Immediate Attention. (18 people in the sample)

In 2016, 1 person required Immediate Attention (7%). 2 people required Special Attention (14%) An IR was filed on 1 person. (13 people in the sample)

In 2014, 2 people required Immediate Attention (14%). 2 people required Special Attention (21%) IRs were filed on 2 people. (15 people in the sample)

In 2011, 2 people required Immediate Attention (11%). 4 people required Special Attention (22%). (18 people in the sample)

In 2009, 3 people required Immediate Attention (17%). 7 people required Special Attention (39%). One IR was filed. (18 people in the sample)

In 2007, 1 person required Special Attention (6%). No one required Immediate Attention. (16 people in the sample)

In 2005, 3 people required Immediate Attention (21%) and 5 people required Special Attention (36%). (14 people in the sample)



Findings by Area

CASE MANAGEMENT

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
24. Does the case manager "know" the person? CPRQ26; '17IQR#8c	94% Yes (15) 6% Partial (1)	93% Yes (13) 7% Partial (1)	93% Yes (13) 7% Partial (1)	85% Yes (11) 15% Partial (2)	80% Yes (8) 20% Many (2)	90% Yes (9) 10% Many (1)
25. Does the case manager understand his/her role/job? CPRQ27 '17IQR#16	38% Yes (6) 63% Partial (10)	71% Yes (10) 29% Partial (4)	64% Yes (9) 36% Partial (5)	77% Yes (10) 23% Partial (3)	0% Yes 60% Many (6) 40% Needs Imp (4)	60% Yes (6) 20% Many (2) 20% Needs Imp (2)
26. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person? CPRQ28	88% Yes (14) 13% Partial (2)	93% Yes (13) 7% Partial (1)	86% Yes (12) 14% Partial (2)	85% Yes (11) 15% Partial (2)		70% Yes (7) 10% Many (1) 20% Needs Imp (2)
27. Is the case manager available to the person? CPRQ29; '17IQR#16a	94% Yes (15) 6% Partial (1)	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)	92% Yes (12) 8% Partial (1)	0% Yes 60% Many (6) 40% Needs Imp (4)	80% Yes (8) 10% Many (1) 10% Needs Imp (1)
28. Was the case manager able to describe the person's health related needs? CPRQ30	94% Yes (15) 6% Partial (1)	64% Yes (9) 36% Partial (5)	57% Yes (8) 43% Partial (6)	85% Yes (11) 15% Partial (2)		80% Yes (8) 20% Needs Imp (2)
29. Does the case manager have an appropriate expectation of growth for this person? CPRQ31	50% Yes (8) 50% Partial (8)	64% Yes (9) 36% Partial (5)	64% Yes (9) 36% Partial (5)	85% Yes (11) 15% Partial (2)		50% Yes (5) 40% Many (4) 10% Needs Imp (1)
30. Does the case management record contain documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP? CPRQ32; '17IQR#16b	38% Yes (6) 63% Partial (10)	36% Yes (5) 64% Partial (9)	29% Yes (4) 64% Partial (9) 7% No (1)	0% Yes 100% Partial (13)	60% Yes (6) 30% Many (3) 10% Need Imp (1)	50% Yes (5) 10% Many (1) 40% Needs Imp (4)
31. Does the case manager provide case management services at the level needed by this person? CPRQ33; '17IQR#16c	31% Yes (5) 69% Partial (11)	36% Yes (5) 64% Partial (9)	57% Yes (8) 43% Partial (6)	38% Yes (5) 62% Partial (8)	0% Yes 60% Many (6) 40% Needs Imp (4)	50% Yes (5) 30% Many (3) 20% Needs Imp (2)
32. Does the case manager receive the type and level of support needed to do his/her job? CPRQ34	100% Yes (16)	93% Yes (13) 7% Partial (1)	86% Yes (12) 14% Partial (2)	85% Yes (11) 15% Partial (2)		80% Yes (8) 20% Many (2)



2018 Individual Quality Review Southwest Region Report Findings by Area

EMPLOYMENT AND DAY

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
33. Does the direct services staff "know" the person? CPRQ35; '17IQR#8a	88% Yes (14) 13% Partial (2)	100% Yes (13) (1 not scored)	79% Yes (11) 21% Partial (3)	92% Yes (12) 8% Partial (1)	70% Yes (7) 20% Many (2) 10% Needs Imp (1)	90% Yes (9) 10% Many (1)
34. Does the direct service staff have input into the person's ISP? CPRQ36	44% Yes (7) 50% Partial (8) 6% No (1)	83% Yes (10) 17% Partial (2) (2 not scored)	86% Yes (12) 14% Partial (2)	69% Yes (9) 31% Partial (4)	Combined with Residential in #3a	70% Yes (7) 20% Many (2) 10% No (1)
35. Did the direct service staff receive training on implementing this person's ISP? CPRQ37	75% Yes (12) 25% Partial (4)	62% Yes (8) 38% Partial (5) (1 not scored)	79% Yes (11) 21% Partial (3)	85% Yes (11) 15% Partial (2)		60% Yes (6) 10% Many (1) 30% Needs Imp (3)
36. Was the direct service staff able to describe this person's health-related needs? CPRQ38	81% Yes (13) 19% Partial (3)	46% Yes (6) 54% Partial (7) (1 not scored)	21% Yes (3) 79% Partial (11)	77% Yes (10) 23% Partial (3)	Combined with all Team in #21b	70% Yes (7) 10% Many (1) 10% Needs Imp (1) 10% No (1)
37. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39	81% Yes (13) 19% Partial (3)	77% Yes (10) 23% Partial (3) (1 not scored)	64% Yes (9) 36% Partial (5)	85% Yes (11) 15% Partial (2)	Combined with all Team in #23f	50% Yes (5) 40% Many (4) 10% Needs Imp (1)
37a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ39a	100% Yes (16)	92% Yes (12) 8% Partial (1) (1 not scored)	93% Yes (13) 7% Partial (1)	100% Yes (13)	Combined with all Team in #23f	80% Yes (8) 20% Many (2)
37b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ39b	81% Yes (13) 19% Partial (3)	83% Yes (10) 17% Partial (2) (2 not scored)	64% Yes (9) 36% Partial (5)	85% Yes (11) 15% Partial (2)	Combined with all Team in #23f	60% Yes (6) 10% Many (1) 30% Needs Imp (3)



2018 Individual Quality Review Southwest Region Report Findings by Area

EMPLOYMENT AND DAY (continued)

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
38. Did the direct service staff have training in the ISP process? CPRQ40	75% Yes (12) 19% Partial (3) 6% No (1)	67% Yes (8) 33% Partial (4) (2 not scored)	50% Yes (7) 50% Partial (7)	54% Yes (7) 46% Partial (6)		70% Yes (7) 10% Many (1) 20% Needs Imp (2)
39. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41	94% Yes (15) 6% Partial (1)	77% Yes (10) 23% Partial (3) (1 not scored)	79% Yes (11) 21% Partial (3)	77% Yes (10) 23% Partial (3)	Combined staff in 34d & 35a	90% Yes (9) 10% No (1)
39a. Did the direct service staff have training on the provider's complaint process? CPRQ41a	100% Yes (16)	100% Yes (13) (1 not scored)	86% Yes (12) 14% Partial (2)	85% Yes (11) 1% Partial (1) 1% No (1)	Combined with Res staff in 34d	90% Yes (9) 10% No (1)
39b. Did the direct service staff have training on how and to whom to report abuse, neglect and exploitation? CPRQ41b	94% Yes (15) 6% Partial (1)	77% Yes (10) 23% Partial (3) (1 not scored)	86% Yes (12) 14% Partial (2)	85% Yes (11) 15% Partial (2)	Combined with Res staff in 35a	90% Yes (9) 10% No (1)
40. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42	50% Yes (8) 38% Partial (6) 13% No (2)	38% Yes (5) 62% Partial (8) (1 not scored)	71% Yes (10) 21% Partial (3) 7% No (1)	62% Yes (8) 38% Partial (5)	Combined with Res staff in 8d	60% Yes (6) 30% Many (3) 10% Needs Imp (1)
41. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43	100% Yes (15) (1 N/A)	100% Yes (13) (1 not scored)	93% Yes (13) 7% Partial (1)	100% Yes (12) (1 CND)	Combined with Res in 24b	90% Yes (9) 10% Many (1)



2018 Individual Quality Review Southwest Region Report Findings by Area

RESIDENTIAL						
Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
42. Does the residential direct services staff “know” the person? CPRQ44; '17IQR#8b	100% Yes (16)	93% Yes (13) 7% Partial (1)	93% Yes (13) 7% Partial (1)	100% Yes (13)	100% Yes (10)	90% Yes (9) 10% Needs Imp (1)
43. Does the direct service staff have input into the person’s ISP? CPRQ45	69% Yes (11) 31% Partial (5)	50% Yes (7) 43% Partial (6) 7% No (1)	64% Yes (9) 36% Partial (5)	85% Yes (11) 15% Partial (2)	Combined with Day staff in 3a	90% Yes (9) 10% Many (1)
44. Did the direct service staff receive training on implementing this person’s ISP? CPRQ46	56% Yes (9) 44% Partial (7)	93% Yes (13) 7% Partial (1)	93% Yes (13) 7% Partial (1)	92% Yes (12) 8% Partial (1)		60% Yes (6) 30% Many (3) 10% Needs Imp (1)
45. Is the residence safe for individuals (void of hazards)? CPRQ47	88% Yes (14) 13% No (2)	93% Yes (13) 7% No (1)	100% Yes (14)	85% Yes (11) 15% No (2)	Combined with Day in 24b	90% Yes (9) 10% Needs Imp (1)
46. Was the residential direct service staff able to describe this person’s health-related needs? CPRQ48	69% Yes (11) 31% Partial (5)	50% Yes (7) 50% Partial (7)	71% Yes (10) 29% Partial (4)	85% Yes (11) 15% Partial (2)	Combined with all Team in 21b	70% Yes (7) 20% Many (2) 10% Needs Imp (1)
47. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49	56% Yes (9) 44% Partial (7)	64% Yes (9) 36% Partial (5)	93% Yes (13) 7% Partial (1)	85% Yes (11) 15% Partial (2)	Combined with all Team in #23f	60% Yes (6) 40% Many (4)
47a. Was the direct service staff able to provide specific information regarding the person’s daily activities? CPRQ49a	94% Yes (15) 6% Partial (1)	86% Yes (12) 14% Partial (2)	100% Yes (14)	100% Yes (13)	Combined with all Team in #23f	100% Yes (10)
47b. Can the direct service staff describe his/her responsibilities in implementing this person’s ISP, including outcomes, action plans, and WDSIs? CPRQ49b	56% Yes (9) 44% Partial (7)	71% Yes (10) 29% Partial (4)	93% Yes (13) 7% Partial (1)	85% Yes (11) 8% Partial (1) 8% No (1)	Combined with all Team in #23f	60% Yes (6) 30% Many (3) 10% Needs Imp (1)



2018 Individual Quality Review Southwest Region Report Findings by Area

RESIDENTIAL (continued)

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
48. Did the residential direct service staff have training in the ISP process? CPRQ50	63% Yes (10) 31% Partial (5) 6% No (1)	77% Yes (10) 23% Partial (3) (1 not scored)	86% Yes (12) 14% Partial (2)	77% Yes (10) 15% Partial (2) 8% No (1)		80% Yes (8) 10% Many (1) 10% Needs Imp (1)
49. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51	100% Yes (16)	86% Yes (12) 14% Partial (2)	71% Yes (10) 29% Partial (4)	85% Yes (11) 15% Partial (2)	Combined staff in 34d & 35a	90% Yes (9) 10% Many (1)
49a. Did the direct service staff have training on the provider's complaint process? CPRQ51a	100% Yes (16)	92% Yes (12) 8% Partial (1) (1 not scored)	93% Yes (13) 7% No (1)	100% Yes (13)	Combined with Day staff in 34d	100% Yes (10)
49b. Did the direct service staff have training on how and to whom to report abuse, neglect and exploitation? CPRQ51b	100% Yes (16)	93% Yes (13) 7% Partial (1)	71% Yes (10) 29% Partial (4)	85% Yes (11) 8% Partial (1) 8% No (1)	Combined with Day staff in 35a	90% Yes (9) 10% Needs Imp (1)
50. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52	50% Yes (8) 50% Partial (8)	36% Yes (5) 57% Partial (8) 7% No (1)	71% Yes (10) 21% Partial (3) 7% No (1)	77% Yes (10) 23% Partial (3)	Combined with Day staff in 8d	70% Yes (7) 30% Many (3)
51. Does the person's residential environment offer a minimal level of quality of life? CPRQ53	81% Yes (13) 19% Partial (3)	93% Yes (13) 7% Partial (1)	93% Yes (13) 7% Partial (1)	100% Yes (13)	All live/day/work areas addressed in #24-#24f	60% Yes (6) 40% Many (4)



2018 Individual Quality Review Southwest Region Report Findings by Area

HEALTH

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
52. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b	50% Yes (8) 50% Partial (8)	21% Yes (3) 79% Partial (11)	21% Yes (3) 79% Partial (11)	77% Yes (10) 23% Partial (3)	40% Yes (4) 50% Many (5) 10% Needs Imp (1)	60% Yes (6) 20% Many (2) 20% Needs Imp (2)
53. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21	56% Yes (9) 44% Partial (7)	64% Yes (9) 36% Partial (5)	71% Yes (10) 29% Partial (4)	54% Yes (7) 46% Partial (6)	0% Yes 90% Many (9) 10% Needs Imp (1)	60% Yes (6) 20% Many (2) 20% Needs Imp (2)
54. Was the eChat updated timely? '17IQR#18g					50% Yes (5) 30% Many (3) 20% Needs Imp (2)	50% Yes (5) 10% Many (1) 20% Needs Imp (2) 20% No (2)
55. Are all of the individual's needed medical treatments timely received? 17IQR#19					20% Yes (2) 60% Many (6) 20% Needs Imp (2)	30% Yes (3) 40% Many (4) 20% Nees Imp (2) 10% No (1)
56. Does the individual receive routine/scheduled medical treatment? 17IQR#19a					60% Yes (6) 10% Many (1) 20% Needs Imp (2) 10% No (1)	60% Yes (6) 10% Many (1) 30% Needs Imp (3)
57. Does the individual receive medication as prescribed? 17IQR#19e					100% Yes (10)	60% Yes (6) 10% Many (1) 30% Needs Imp (3)



2018 Individual Quality Review Southwest Region Report Findings by Area

HEALTH (continued)

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
58. Does my nurse provide oversight of health needs (i.e. weight records, vitals, lab reports, PRN medication use, seizure records) in order to ensure accuracy, identify and respond to new issues? '17IQR#20b					30% Yes (3) 40% Many (4) 30% Needs Imp (3)	0% Yes 50% Many (5) 40% Needs Imp (4) 10% No (1)
59. Are nursing services provided as needed by the individual? 17IQR#20					0% Yes 60% Many (6) 40% Needs Imp (4)	20% Yes (2) 40% Many (4) 40% Needs Imp (4)
60. Is the CARMP is accurate? '17IQR#21f					50% Yes (4) 50% Needs Imp (4) (2 N/A)	56% Yes (5) 11% Many (1) 22% Needs Imp (2) 11% No (1) (1 N/A)
61. Is the CARMP consistently implemented as intended?						33% Yes (3) 44% Many (4) 22% Needs Imp (2) (1 N/A)
62. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19	13% Yes (2) 75% Partial (12) 13% No (2)	14% Yes (2) 86% Partial (12)	21% Yes (3) 79% Partial (11)	23% Yes (3) 77% Partial (10)		10% Yes (1) 50% Many (5) 40% Needs Imp (4)



2018 Individual Quality Review Southwest Region Report Findings by Area

ASSESSMENTS

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
63. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts? CPRQ57	56% Yes (9) 44% Partial (7)	21% Yes (3) 79% Partial (11)	43% Yes (6) 50% Partial (7) 7% No (1)	69% Yes (9) 31% Partial (4)		10% Yes (1) 60% Many (6) 30% Needs Imp (3)
64. Has the individual received all age and gender appropriate health screenings, in accordance with national best practice and/or as recommended by his/her PCP or other health care professionals? '17IQR#18a					10% Yes (1) 60% Many (6) 20% Needs Imp (2) 10% No (1)	30% Yes (3) 50% Many (5) 20% Needs Imp (2)
65. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18	50% Yes (8) 50% Yes (8)	21% Yes (3) 79% Partial (11)	36% Yes (5) 57% Partial (8) 7% No (1)	38% Yes (5) 62% Partial (8)	0% Yes 70% Many (7) 30% Needs Imp (3)	40% Yes (4) 40% Many (4) 20% Needs Imp (2)
66. Are the assessments adequate for planning? CPRQ59; '17IQR#4f	25% Yes (4) 75% Partial (12)	36% Yes (5) 64% Partial (9)	29% Yes (4) 71% Partial (10)	23% Yes (3) 77% Partial (10)	10% Yes (1) 60% Many (6) 30% Needs Imp (3)	10% Yes (1) 30% Many (3) 60% Needs Imp (6)
67. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5	38% Yes (6) 56% Partial (9) 6% No (1)	36% Yes (5) 64% Partial (9)	21% Yes (3) 71% Partial (10) 7% No (1)	46% Yes (6) 54% Partial (7)	30% Yes (3) 40% May (4) 30% Needs Imp (3)	20% Yes (2) 40% Many (4) 30% Needs Imp (3) 10% No (1)
68. For medical, clinical or health related rec's, has a DCF been completed if the individual and/or their guardian/health care decision maker have decided not to follow all or part of an order, rec, or suggestion? '17IQR#5c					38% Yes (3) 13% Many (1) 25% Needs Imp (2) 25% No (2) (2 N/A)	25% Yes (1) 50% Needs Imp (2) 25% No (1) (6 N/A)



2018 Individual Quality Review Southwest Region Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
69. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9	100% Yes (16)	100% Yes (14)	100% Yes (14)	100% Yes (13)	90% Yes (9) 10% Many (1)	100% Yes (10)
70. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3	56% Yes (9) 44% Partial (7)	36% Yes (5) 64% Partial (9)	57% Yes (8) 43% Partial (6)	54% Yes (7) 46% Partial (6)	30% Yes (3) 50% Many (5) 20% Needs Imp (2)	50% Yes (5) 50% Many (5)
71. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP? CPRQ63; '17IQR#3d	25% Yes (3) 75% Partial (9) (4 N/A)	42% Yes (5) 50% Partial (6) 8% No (1) (2 N/A)	40% Yes (4) 40% Partial (4) 20% No (2) (4 N/A)	56% Yes (5) 33% Partial (3) 11% No (1) (4 N/A)	38% Yes (3) 13% Many (1) 25% Needs Imp (2) 25% No (2) (2 N/A)	25% Yes (1) 25% Many (1) 50% No (2) (6 N/A)
72. Does my ISP contain current and accurate information? '17IQR#6					10% Yes (1) 40% Many (4) 50% Needs Imp (5)	20% Yes (2) 60% Many (6) 20% Needs Imp (2)
73. Overall, does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b	44% Yes (7) 50% Partial (8) 6% No (1)	29% Yes (4) 71% Partial (10)	50% Yes (7) 50% Partial (7)	54% Yes (7) 46% Partial (6)	90% Yes (9) 10% Needs Imp (1)	50% Yes (5) 30% Many (3) 20% Needs Imp (2)
74. Overall, does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c	75% Yes (12) 25% Partial (4)	71% Yes (10) 29% Partial (4)	36% Yes (5) 57% Partial (8) 7% No (1)	69% Yes (9) 31% Partial (4)	70% Yes (7) 20% Many (2) 10% Needs Imp (1)	50% Yes (5) 10% Many (1) 40% Needs Imp (4)
75. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a					30% Yes (3) 10% Many (1) 40% Needs Imp (4) 20% No (2)	20% Yes (2) 40% Needs Imp (4) 40% No (4)



2018 Individual Quality Review Southwest Region Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
76. Does the data kept identify what the person does so a determination regarding progress/lack of progress? '17IQR#12b					11% Yes (1) 33% Many (3) 11% Needs Imp (1) 44% No (4) (1 N/A)	10% Yes (1) 10% Many (1) 30% Needs Imp (3) 50% No (5)
77. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c					30% Yes (3) 30% Many (3) 10% Needs Imp (1) 30% No (3)	20% Yes (2) 10% Many (1) 40% Needs Imp (4) 30% No (3)
78. If the person is not successful in achieving actions steps, has the team tried to determine why, and change their approach if needed? 17IQR#12d					0% Yes 14% Many (1) 57% Needs Imp (4) 29% No (2) (3 N/A)	40% Yes (4) 30% Many (3) 30% No (3)
79. If the person achieves action steps, does the team move to the next in the progression of steps or develops a new one? '17IQR#12e					0% Yes 100% Needs Imp (5) (5 N/A)	14% Yes (1) 14% Needs Imp (1) 71% No (5) (3 N/A)
80. Has the person made measurable progress on actions steps during this past year?'17IQR#13b					0% Yes 10% Many (1) 60% Needs Imp (6) 30% No (3)	0% Yes 50% Needs Imp (5) 50% No (5)
81. Overall, do the outcomes in the ISP include criteria by which the team can determine when the outcome(s) have been achieved? CPRQ67; '17IQR#7e	63% Yes (10) 38% Partial (6)	57% Yes (8) 43% Partial (6)	21% Yes (3) 71% Partial (10) 7% No (1)	38% Yes (5) 62% Partial (8)	40% Yes (4) 10% Many (1) 30% Needs Imp (3) 20% No (2)	20% Yes (2) 20% Many (2) 40% Needs Imp (4) 20% No (2)



2018 Individual Quality Review Southwest Region Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
82. Overall, are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d	63% Yes (10) 31% Partial (5) 6% No (1)	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% No (1)	85% Yes (11) 15% Partial (2)	60% Yes (6) 30% Needs Imp (3) 10% No (1)	70% Yes (7) 20% Many (2) 10% Needs Imp (1)
83. Overall, do the ISP outcomes address the person's major needs? CPRQ69; '17IQR#7g	63% Yes (10) 31% Partial (5) 6% No (1)	71% Yes (10) 29% Partial (4)	43% Yes (6) 36% Partial (5) 21% No (3)	69% Yes (9) 31% Partial (4)	40% Yes (4) 40% Many (4) 10% Needs Imp (1) 10% No (1)	40% Yes (4) 50% Many (5) 10% Needs Imp (1)
84. Overall, are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i	25% Yes (4) 63% Partial (10) 13% No (2)	29% Yes (4) 57% Partial (8) 14% No (2)	29% Yes (4) 64% Partial (9) 7% No (1)	23% Yes (3) 77% Partial (10)	10% Yes (1) 40% Many (4) 40% Needs Imp (4) 10% No (1)	30% Yes (3) 20% Many (2) 50% Needs Imp (5)
85. Overall, are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m	40% Yes (6) 53% Partial (8) 7% No (1) (1 N/A)	29% Yes (4) 64% Partial (9) 7% No (1)	36% Yes (5) 43% Partial (6) 21% No (3)	31% Yes (4) 54% Partial (7) 15% No (2)	10% Yes (1) 30% Many (3) 40% Needs Imp (4) 20% No (2)	20% Yes (2) 20% Many (2) 30% Needs Imp (3) 30% No (3)
86. Has the person made measurable progress in therapy this year? '17IQR#13a					10% Yes (1) 30% Many (3) 60% Needs Imp (6)	10% Yes (1) 10% Many (1) 70% Need Imp (7) 10% No (1)
87. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c	73% Yes (11) 27% Partial (4) (1 N/A)	71% Yes (10) 21% Partial (3) 7% No (1)	79% Yes (11) 21% Partial (3)	75% Yes (9) 25% Partial (3) (1 N/A)	30% Yes (3) 40% Many (2) 30% Needs Imp (3)	60% Yes (6) 20% Many (2) 20% Needs Imp (2)
88. Does the ISP contain information regarding primary health (medical) care? CPRQ74	88% Yes (14) 13% Partial (2)	79% Yes (11) 21% Partial (3)	86% Yes (12) 14% Partial (2)	92% Yes (12) 8% Partial (1)		70% Yes (7) 20% Many (2) 10% Needs Imp (1)



2018 Individual Quality Review Southwest Region Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
88a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a	94% Yes (15) 6% Partial (1)	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)	92% Yes (12) 8% No (1)		80% Yes (8) 20% No (2)
88b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b	94% Yes (15) 6% Partial (1)	100% Yes (14)	86% Yes (12) 7% Partial (1) 7% No (1)	100% Yes (13)		90% Yes (9) 10% Many (1)
89. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76	88% Yes (14) 13% Partial (2)	93% Yes (13) 7% Partial (1)	79% Yes (11) 21% Partial (3)	92% Yes (12) 8% Partial (1)		100% Yes (10)
90. Does the ISP reflect how the person will get to work/day activities, shopping, and social activities? CPRQ75	90% Yes (9) 10% Partial (1) (6 N/A)	100% Yes (6) (8 N/A)	86% Yes (6) 14% Partial (1) (7 N/A)	100% Yes (1) (12 N/A)		70% Yes (7) 10% Many (1) 20% Needs Imp (2)
91. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a	33% Yes (5) 53% Partial (8) 13% No (2) (1 N/A)	43% Yes (6) 57% Partial (8)	64% Yes (7) 18% Partial (2) 18% No (2) (3 N/A)	83% Yes (10) 17% Partial (2) (1 N/A)	40% Yes (4) 20% Many (2) 30% Needs Imp (3) 10% No (1)	30% Yes (3) 30% Many (3) 30% Needs Imp (3) 10% No (1)
92. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7	13% Yes (2) 88% Partial (14)	14% Yes (2) 86% Partial (12)	14% Yes (2) 86% Partial (12)	15% Yes (2) 85% Partial (11)	0% Yes 40% Many (4) 60% Needs Imp (6)	0% Yes 20% Many (2) 80% Needs Imp (8)



2018 Individual Quality Review Southwest Region Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
93. Is the ISP being implemented? (If 92 is "3") CPRQ79 '17IQR#12	50% Yes (1) 50% Partial (1) 14 N/A	100% Yes (2) (12 N/A)	50% Yes (1) 50% Partial (1) (12 N/A)	50% Yes (1) 50% Partial (1) (11 N/A)	20% Yes (2) 40% Many (4) 20% Needs Imp (2) 20% No (2)	(10 N/A)
94a. Is the ISP being implemented? (If 92 is "0", "1", or "2") CPRQ80a '17IQR#12	36% Yes (5) 64% Partial (9) (2 N/A)	50% Yes (6) 50% Partial (6) (2 N/A)	33% Yes (4) 58% Partial (7) 8% No (1) (2 N/A)	36% Yes (4) 64% Partial (7) (2 N/A)	20% Yes (2) 40% Many (4) 20% Needs Imp (2) 20% No (2)	0% Yes 50% Many (5) 30% Needs Imp (3) 20% No (2)
94b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11	21% Yes (3) 79% Partial (11) (2 N/A)	33% Yes (4) 67% Partial (8) (2 N/A)	42% Yes (5) 58% Partial (7) (2 N/A)	9% Yes (1) 91% Partial (11) (2 N/A)	0% Yes 60% Many (6) 40% Needs Imp (4)	40% Yes (4) 20% Many (2) 40% Needs Imp (4)
95. Overall, was the direct service staff trained on the implementation of this person's ISP? CPRQ81	38% Yes (6) 63% Partial (10)	64% Yes (9) 36% Partial (5)	64% Yes (9) 36% Partial (5)	69% Yes (9) 31% Partial (4)		70% Yes (7) 30% Needs Imp (3)
96. Overall, were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82;	50% Yes (8) 50% Partial (8)	50% Yes (7) 50% Partial (7)	64% Yes (9) 36% Partial (5)	77% Yes (10) 23% Partial (3)		40% Yes (4) 60% Many (6)
97. Overall, do the progress notes or other documentation in the record reflect the status of the outcomes and services of the key life areas stated in the ISP? CPRQ83	25% Yes (4) 69% Partial (11) 6% No (1)	29% Yes (4) 71% Partial (10)	7% Yes (1) 86% Partial (12) 7% No (1)	0% Yes 100% No (13)		10% Yes (1) 20% Many (2) 50% Needs Imp (5) 20% No (2)



2018 Individual Quality Review Southwest Region Report Findings by Area

EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
98. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13	63% Yes (10) 38% Partial (6)	50% Yes (7) 50% Partial (7)	36% Yes (5) 57% Partial (8) 7% No (1)	46% Yes (6) 54% Partial (7)	0% Yes 40% Many (4) 60% Needs Imp (6)	10% Yes (1) 60% Many (6) 30% Needs Imp (3)
99. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d	31% Yes (5) 69% Partial (11)	14% Yes (2) 86% Partial (12)	36% Yes (5) 64% Partial (9)	54% Yes (7) 46% Partial (6)	60% Yes (6) 30% Many (3) 10% Needs Imp (1)	60% Yes (6) 30% Many (3) 10% Needs Imp (1)
100. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b	81% Yes (13) 19% Partial (3)	58% Yes (7) 33% Partial (4) 8% No (1) (2 CND)	83% Yes (10) 27% Partial (2) (2 CND)	77% Yes (10) 23% Partial (3)	70% Yes (7) 20% Many (2) 10% Needs Imp (1)	70% Yes (7) 20% Many (2) 10% Needs Imp (1)
101. Is the person offered a range of opportunities for participation in each life area? CPRQ87	75% Yes (12) 25% Partial (4)	69% Yes (9) 31% Partial (4) (1 CND)	82% Yes (9) 18% Partial (2) (3 CND)	90% Yes (9) 10% Partial (1) (3 CND)		50% Yes (5) 20% Many (2) 20% Needs Imp (2) 10% No (1)
102. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30	88% Yes (7) 13% Partial (1) (8 CND)	50% Yes (3) 50% Partial (3) (8 CND)	100% Yes (3) (11 CND)	40% Yes (2) 60% Partial (3) (8 CND)	20% Yes (2) 70% Many (7) 10% Needs Imp (1)	67% Yes (2) 33% Needs Imp (1) (7 CND)
102a. About where and with whom to live? CPRQ89; '17IQR#23c	100% Yes (8) (8 CND)	80% Yes (4) 20% No (1) (9 CND)	100% Yes (3) (11 CND)	100% Yes (3) (10 CND)	100% Yes (1) (9 CND)	0% Yes 50% Many (1) 50% Needs Imp (1) (8 CND)



2018 Individual Quality Review Southwest Region Report Findings by Area

EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION (cont'd)

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
102b. About where and with whom to work/spend his/her day? CPRQ90; '171QR#23d	83% Yes (5) 17% Partial (1) (10 CND)	71% Yes (5) 29% Partial (2) (7 CND)	100% Yes (3) (11 CND)	40% Yes (2) 60% Partial (3) (8 CND)	75% Yes (3) 25% Needs Imp (1) (6 CND)	33% Yes (1) 33% Needs Imp (1) 33% No (1) (7 CND)
102c. About where and with whom to socialize/spend leisure time? CPRQ91	100% Yes (4) (12 CND)	83% Yes (5) 17% Partial (1) (8 CND)	100% Yes (3) (11 CND)	80% Yes (4) 20% Partial (1) (8 CND)		100% Yes (3) (7 CND)
103. Does the evidence support that providers do not prevent the person from pursuing relationships and are respecting the rights of this person? CPRQ92; '171QR#31f	93% Yes (14) 7% Partial (1) (1 CND)	100% Yes (13) (1 not scored)	100% Yes (13) (1 CND)	100% Yes (13)	83% Yes (5) 17% Needs Imp (1) (4 N/A)	100% Yes (10)
104. Overall, were the direct service staff interviewed trained on the provider's complaint process? CPRQ93*	94% Yes (15) 6% Partial (1)	79% Yes (11) 21% Partial (3)	64% Yes (9) 36% Partial (5)	69% Yes (9) 31% Partial (4)		80% Yes (8) 10% Many (1) 10% Needs Imp (1)
105. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '171QR#35a	94% Yes (15) 6% Partial (1)	79% Yes (11) 21% Partial (3)	64% Yes (9) 36% Partial (5)	69% Yes (9) 31% Partial (4)	80% Yes (8) 20% Many (2)	50% Yes (5) 20% Many (2) 30% Needs Imp (3)
106. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94	100% Yes (15) (1 CND)	93% Yes (13) 7% Partial (1)	100% Yes (14)	100% Yes (13)		100% Yes (10)
107. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '171QR#34h						90% Yes (9) 10% No (1)



2018 Individual Quality Review Southwest Region Report Findings by Area

EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION (cont'd)

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
108. If there are restrictions that should be reviewed by HRC, have the restrictions been reviewed (quarterly) and approved (annually) by the HRC? If no, describe why. '17IQR#34i					33% Yes (3) 11% Many (1) 55% Needs Imp (1) (1 N/A)	89% Yes (8) 11% Needs Imp (1) (1 N/A)
109. If there are restrictions that should be reviewed by HRC, is a plan to enable the individual to regain his/her rights and reduce or eliminate these restrictions? '17IQR#34j					30% Yes (3) 10% Many (1) 50% Needs Imp (5) 20% No (2)	0% Yes 22% Many (2) 11% Needs Imp (1) 67% No (6) (1 N/A)
110. Is the person protected from abuse, neglect and exploitation? '17IQR#35					70% Yes (7) 20% Many (2) 10% Needs Imp (1)	50% Yes (5) 40% Many (4) 10% Needs Imp (1)
111. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b					77% Yes (7) 11% Many (1) 11% Needs Imp (1) (1 N/A)	88% Yes (7) 13% Many (1) (2 N/A)
112. Is the individual safe? '17IQR#24					70% Yes (7) 20% Many (2) 10% Needs Imp (1)	70% Yes (7) 10% Many (1) 20% Needs Imp (2)
113. What is the level of participation of the legal guardian in this person's life and service planning? CPRQ 97; '17IQR#15a					10% Active (1) 50% Moderate (5) 40% Limited (4)	40% Active (4) 50% Moderate (5) 10% Limited (1)
114. If the person is retired, does he/she have opportunities to engage in activities of interest during the day? CPRQ 100; '17IQR#29b					33% Yes (1) 33% Many (1) 33% Needs Imp (1) (7 N/A)	67% Yes (2) 33% Many (1) (7 N/A)



2018 Individual Quality Review Southwest Region Report Findings by Area

EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION (cont'd)

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
115. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30	75% Yes (12) 25% Partial (4)	71% Yes (10) 29% Partial (4)	79% Yes (11) 21% Partial (3)	85% Yes (11) 15% Partial (2)	20% Yes (2) 70% Many (7) 10% Needs Imp (1)	70% Yes (7) 10% Many (1) 20% Needs Imp (2)
116. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e	100% Yes (16)	100% Yes 13 (1 CND)	93% Yes (13) 7% Partial (1)	92% Yes (12) 8% Partial (1)	70% Yes (7) 30% Many (3)	100% Yes (10)
117. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c	63% Yes (10) 38% Partial (6)	79% Yes (11) 21% Partial (3)	86% Yes (12) 14% Partial (2)	46% Yes (6) 54% Partial (7)	55% Yes (5) 22% Many (2) 22% Needs Imp (2) (1 CND)	40% Yes (4) 30% Many (3) 30% Needs Imp (3)
118. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e	100% Yes (16)	100% Yes (14)	100% Yes (13) (1 CND)	100% Yes (13)	100% Yes (10)	90% Yes (9) 10% Needs Imp (1)
119. Does the person have sufficient personal money? CPRQ110 '17IQR#34f	94% Yes (15) 6% Partial (1)	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)	85% Yes (11) 15% Partial (2)	88% Yes (7) 17% Many (1) (2 CND)	90% Yes (9) 10% Many (1)
120. Does the person get along with their day program/employment provider staff? CPRQ111	100% Yes (11) (5 CND)	100% Yes (7) (1 N/A, 6 CND)	100% Yes (7) (7 CND)	100% Yes (5) (8 CND)	Combined with all staff in #23a	100% Yes (8) (2 CND)
121. Does the person get along with their residential provider staff? CPRQ112	100% Yes (14) (2 CND)	100% Yes (12) (2 CND)	100% Yes (8) (6 CND)	100% Yes (8) (5 CND)	Combined with all staff in #23a	100% Yes (7) (3 CND)



2018 Individual Quality Review Southwest Region Report Findings by Area

TEAM PROCESS

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
122. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10	13% Yes (2) 88% Partial (14)	29% Yes (4) 64% Partial (9) 7% No (1)	50% Yes (7) 50% Partial (7)	15% Yes (2) 85% Partial (11)	40% Yes (4) 50% Many (5) 10% Needs Imp (1)	30% Yes (3) 40% Maybe (4) 30% Needs Imp (3)
123. If there is evidence of situations in which the team failed to reach a consensus on the person's service and support needs, has the team made efforts to build consensus? CPRQ 115; '17IQR#17c	50% Yes (2) 50% No (2) (12 N/A)	100% Yes (6) (8 N/A)	67% Yes (2) 33% Partial (1) (11 N/A)	100% Yes (1) (12 N/A)	100% Yes (2) (8 N/A)	75% Yes (3) 25% Many (1) (6 N/A)
124. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs? CPRQ 116; '17IQR#17d	63% Yes (10) 38% No (6)	64% Yes (9) 36% No (5)	86% Yes (12) 14% No (2)	85% Yes (11) 15% No (2)	67% Yes (6) 11% Many (1) 11% Needs Imp (1) 11% No (1) (1 N/A)	60% Yes (6) 30% Many (3) 10% No (1)
125. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? CPRQ117	69% Yes (11) 25% Partial (4) 6% No (1)	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% No (1)	85% Yes (11) 15% Partial (2)		70% Yes (7) 20% Many (2) 10% Needs Imp (1)
126. Do you recommend Dispute Resolution for this IDT? CPRQ118	19% Yes (3) 81% No (13)	0% Yes 100% No (14)	0% Yes 100% No (14)	8% Yes (1) 92% No (12)		0% Yes 100% No (10)
127. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#14a	44% Yes (7) 56% No (9)	29% Yes (4) 71% No (10)	57% Yes (8) 43% No (6)	8% Yes (1) 92% No (12)	40% Yes (4) 60% No (6)	60% Yes (6) 40% No (4)



2018 Individual Quality Review Southwest Region Report Findings by Area

TEAM PROCESS (continued)

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
128. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c	19% Yes (3) 81% No (13)	36% Yes (5) 64% No (9)	7% Yes (1) 93% No (13)	15% Yes (2) 85% No (11)	30% Yes (3) 70% No (7)	20% Yes (2) 80% No (8)
129. If #127 OR #128 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121;	25% Yes (2) 75% Partial (6) (8 N/A)	43% Yes (3) 43% Partial (3) 14% No (1) (7 N/A)	56% Yes (5) 44% Partial (4) (5 N/A)	0% Yes 100% Partial (2) (11 N/A)	No direct correlation; would be a combination of #14b & #14d	83% Yes (5) 17% No (1) (4 N/A)
130. Has the person changed residential/day services in the last year? CPRQ122	19% Yes (3) 81% No (13)	14% Yes (2) 86% No (12)	0% Yes 100% No (14)	8% Yes (1) 92% No (12)		20% Yes (2) 80% No (8)
131. If #130 is Yes, was the change Planned by the IDT? CPRQ122a	100% Yes (3) (13 N/A)	100% Yes (2) (12 N/A)	 (14 N/A)	100% Yes (1) (12 N/A)		100% Yes (2) (8 N/A)
132. If #130 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b	100% Yes (3) (13 N/A)	50% Yes (1) 50% Partial (1) (12 N/A)	 (14 N/A)	0% Yes 100% Partial (1) (12 N/A)		100% Yes (2) (8 N/A)
133. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person? CPRQ123; '17IQR#7n	0% Yes 100% Partial (16)	21% Yes (3) 79% Partial (11)	14% Yes (2) 86% Partial (12)	23% Yes (3) 77% Partial (10)	80% Yes (8) 10% Many (1) 20% Needs Imp (1)	10% Yes (1) 40% Many (4) 50% Needs Imp (5)



2018 Individual Quality Review Southwest Region Report Findings by Area

SUPPORTED EMPLOYMENT

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
134. Does (Name) have a current Person Centered Assessment?						20% Yes (2) 10% Many (1) 70% Needs Imp (7)
135. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a	100% Yes (10) (6 N/A)	92% Yes (11) 8% No (1) (2 N/A)	44% Yes (4) 56% No (5) (5 N/A)	64% Yes (7) 36% No (4) (2 N/A)	14% Yes (1) 29% Many (2) 43% Needs Imp (3) 14% No (1) (3 N/A)	0% Yes 29% Needs Imp (2) 71% No (5) (3 N/A)
136. Did the individual participate personally in the Person Centered Assessment?						40% Yes (4) 60% No (6)
137. Did the Guardian participate in the Person Centered Assessment?						30% Yes (3) 70% No (7)
138. Is the individual engaged in the Informed Choice Project?						10% Yes (1) 90% No (9)
139. Has the individual been offered the opportunity to participate in work or job exploration including volunteer work and/or trial work opportunities? '17IQR#26e					0% Yes 43% Many (3) 43% Needs Imp (3) 14% No (1) (3 N/A)	14% Yes (1) 86% No (6) (3 N/A)
140. If #139 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section?						0% Yes 100% No (1) (9 N/A)
141. If #139 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs?						0% Yes 17% Needs Imp (1) 83% No (5) (4 N/A)



2018 Individual Quality Review Southwest Region Report Findings by Area

SUPPORTED EMPLOYMENT (continued)

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
142. Has the Guardian had the opportunity to gain information on how the individual responded during job exploration activities such as volunteering and/or trial work experiences?						0% Yes 14% Many (1) 43% Needs Imp (3) 43% No (3) (3 N/A)
143. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c					0% Yes 29% Many (2) 57% Needs Imp (4) 14% No (1) (3 N/A)	0% Yes 14% Many (1) 86% No (6) (3 N/A)
144. Has the Guardian received information regarding the range of employment options available for the individual?						0% Yes 29% Many (2) 71% No (5) (3 N/A)
145. If there are barriers to employment, has the Team, including the individual, addressed how to overcome those barriers to employment and integrating clinical info., AT, & therapies as necessary ... '17IQR#27b					29% Yes (2) 43% Many (3) 14% Needs Imp (1) 14% No (1) (3 N/A)	0% Yes 14% Needs Imp (1) 86% No (6) (3 N/A)
146. If there are barriers to employment, has the Team addressed with the Guardian how to overcome those barriers to employment and integrating clinical info., AT, & therapies as necessary ...?						0% Yes 100% No (7) (3 N/A)



2018 Individual Quality Review Southwest Region Report Findings by Area

SUPPORTED EMPLOYMENT (continued)

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
147. Has the individual participated in work or volunteer activities during the past year?						0% Yes 29% Needs Imp (2) 71% No (5) (3 N/A)
148. Has the individual identified what type of work or volunteer activities he/she would like to do?						14% Yes (1) 14% Many (1) 14% Needs Imp (1) 57% No (4) (3 N/A)
149. Does the Guardian support him/her working?						43% Yes (3) 57% No (4) (3 N/A)
150. Is (Name) is involved in the DVR Outreach Project?						0% Yes 100% No (10)
151. Is the individual engaged in Supported Employment? CPRQ129	57% Yes (4) 43% No (3) (9 N/A)	60% Yes (6) 40% No (4) (4 N/A)	25% Yes (2) 75% No (6) (6 N/A)	33% Yes (3) 67% No (6) (4 N/A)		0% Yes 100% No (7) (3 N/A)
152. Is the individual Working in accordance with the following: CPRQ 130 '17IQR#28	57% Yes (4) 43% No (3) (9 N/A)	40% Yes (4) 20% Partial (2) 40% No (4) (4 N/A)	0% Yes 25% Partial (2) 75% No (6) (6 N/A)	22% Yes (2) 11% Partial (1) 67% No (6) (4 N/A)	0% Yes 29% Many (2) 71% Needs Imp (5) (3 N/A)	0% Yes 100% No (7) (3 N/A)
153. Does the person have a Career Development Plan? CPRQ128	29% Yes (2) 57% Partial (4) 14% No (1) (9 N/A)	30% Yes (3) 40% Partial (4) 30% No (3) (4 N/A)	13% Yes (1) 25% Partial (2) 63% No (5) (6 N/A)	11% Yes (1) 22% Partial (2) 67% No (6) (4 N/A)		(10 N/A)



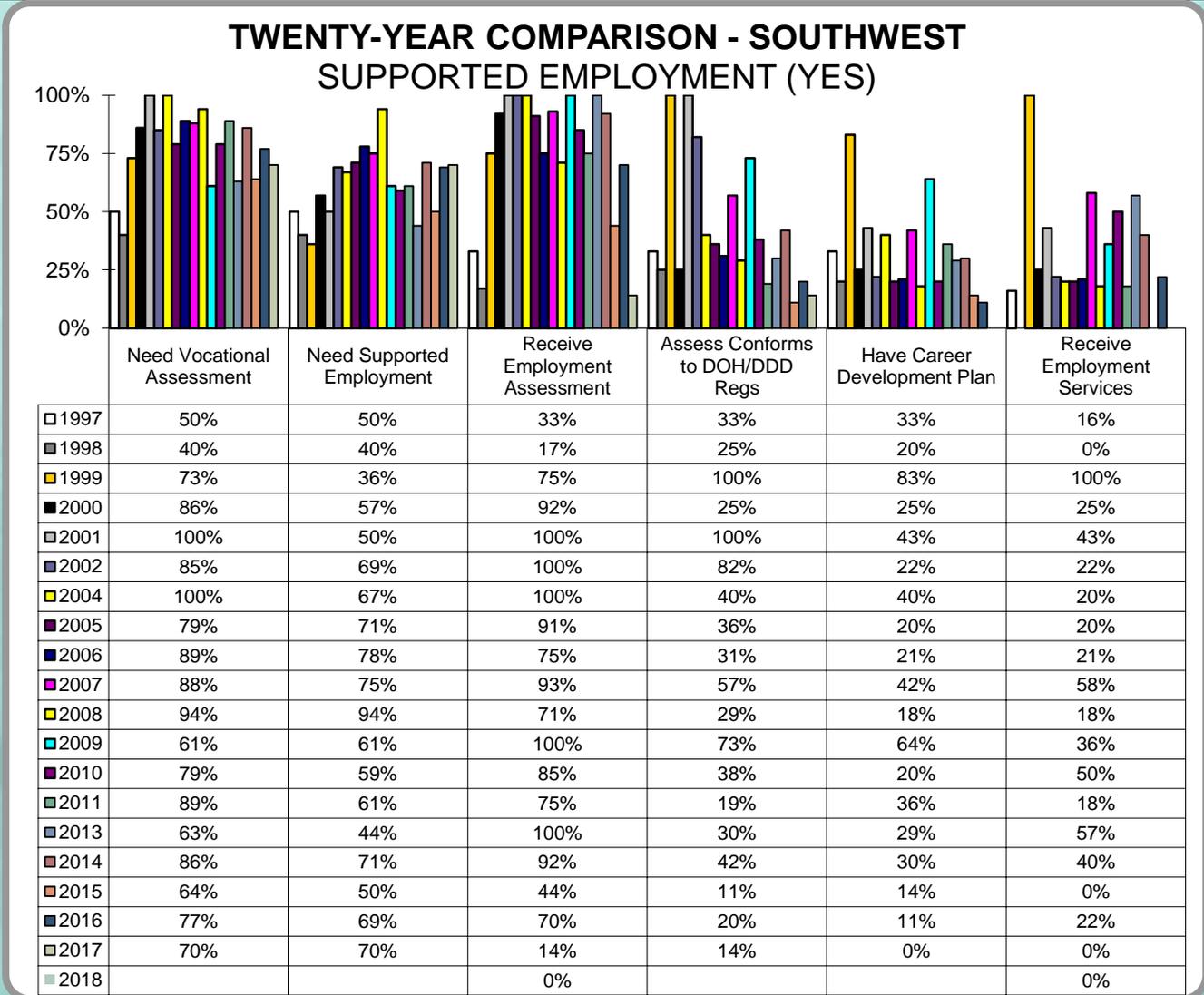
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SUPPORTED EMPLOYMENT - Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016	2017 IQR	2018 IQR
Need an employment assessment?	86%	100%	85%	100%	79%	89%	88%	94%	61%	79%	89%	63%	86%	64%	77%	70%	
Need supported employment?	57%	50%	69%	67%	71%	78%	75%	94%	61%	59%	61%	44%	71%	50%	69%	70%	
Receive supported employment assessment? 2018#135	92%	100%	100%	100%	91%	75%	93%	71%	100%	85%	75%	100%	92%	44%	70%	14%	0%
Assessment conforms to DOH Regulations?	25%	100%	82%	40%	36%	31%	57%	29%	73%	38%	19%	30%	42%	11%	20%	14%	
Has a Career Development Plan? 2018#153	25%	43%	22%	40%	20%	21%	42%	18%	64%	20%	36%	29%	30%	14%	11%	0%	N/A
Is supported employment provided in line with requirements? 2018#152	25%	43%	22%	20%	20%	21%	58%	18%	36%	50%	18%	57%	40%	0%	22%	0%	0%



SUPPORTED EMPLOYMENT – Disengagement





2018 Individual Quality Review Southwest Region Report Findings by Area

BEHAVIOR						
Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
154. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d	56% Yes (9) 44% No (7)	64% Yes (9) 36% No (5)	86% Yes (12) 14% No (2)	69% Yes (9) 31% No (4)	100% Yes (10)	70% Yes (7) 30% No (3)
155. Does the person need behavior services now? CPRQ132 '17IQR#11e	56% Yes (9) 44% No (7)	64% Yes (9) 36% No (5)	71% Yes (10) 29% No (4)	62% Yes (8) 38% No (5)	100% Yes (10)	90% Yes (9) 10% No (1)
156. Have behavioral assessments been completed? CPRQ133	100% Yes (8) (8 N/A)	78% Yes (7) 22% Partial (2) (5 N/A)	50% Yes (6) 50% Partial (6) (2 N/A)	44% Yes (4) 44% Partial (4) 11% No (1) (4 N/A)	Combined with #4a	75% Yes (6) 13% Many (1) 13% No (1) (2 N/A)
157. Does the person have a positive behavior support plan developed out of the behavior assessments that meets the person's needs? CPRQ134 '17IQR#5g	100% Yes (8) (8 N/A)	89% Yes (8) 11% Partial (1) (5 N/A)	50% Yes (6) 50% Partial (6) (2 N/A)	75% Yes (6) 25% Partial (2) (5 N/A)	90% Yes (9) 10% Many (1)	88% Yes (7) 13% No (1) (2 N/A)
158. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d	88% Yes (7) 12% Partial (1) (8 N/A)	100% Yes (9) (5 N/A)	100% Yes (12) (2 N/A)	100% Yes (8) (5 N/A)	70% Yes (7) 20% Many (2) 10% No (1)	63% Yes (5) 13% Many (1) 13% Needs Imp (1) 13% No (1) (2 N/A)



2018 Individual Quality Review Southwest Region Report Findings by Area

BEHAVIOR (continued)

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
159. If needed, does the person have a Behavior Crisis Intervention Plan that meets the person's needs? CPRQ 73a; '17IQR#5h	100% Yes (4) (12 N/A)	86% Yes (6) 14% Partial (1) (7 N/A)	71% Yes (5) 29% Partial (2) (7 N/A)	100% Yes (5) (8 N/A)	100% Yes (4) (6 N/A)	80% Yes (4) 20% No (1) (5 N/A)
160. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i	88% Yes (7) 12% Partial (1) (8 N/A)	89% Yes (8) 11% Partial (1) (5 N/A)	50% Yes (6) 42% Partial (5) 8% No (1) (2 N/A)	88% Yes (7) 13% Partial (1) (5 N/A)	60% Yes (6) 30% Many (3) 10% Needs Imp (1)	50% Yes (4) 25% Many (2) 13% Needs Imp (1) 13% No (1) (2 N/A)
161. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d	63% Yes (5) 25% Partial (2) 12% No (1) (8 N/A)	33% Yes (3) 56% Partial (5) 11% No (1) (5 N/A)	25% Yes (3) 58% Partial (7) 17% No (2) (2 N/A)	38% Yes (3) 63% Partial (5) (5 N/A)	60% Yes (6) 10% Many (2) 30% Needs Imp (3)	13% Yes (1) 13% Many (1) 50% Needs Imp (4) 25% No (2) (2 NA)



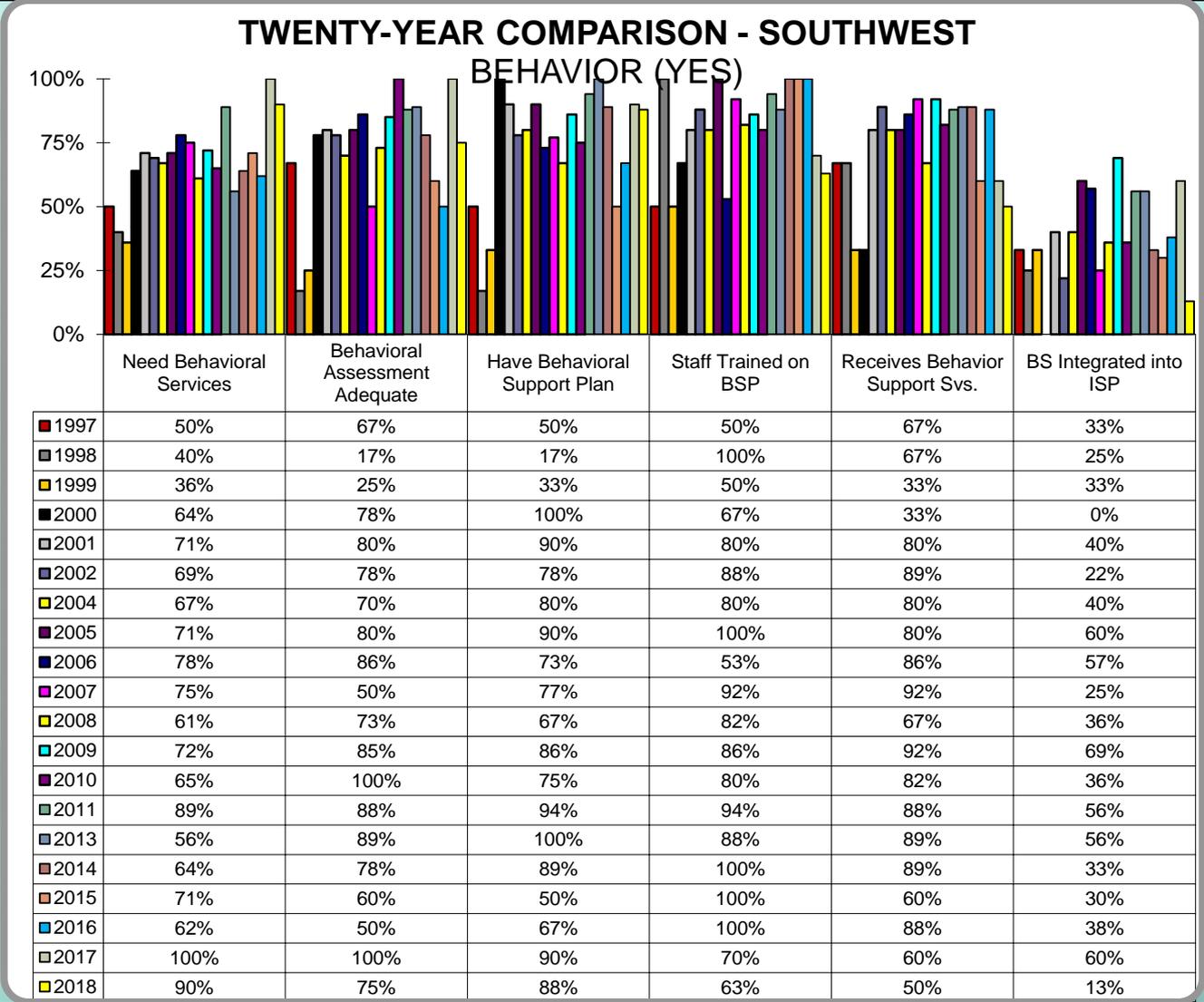
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BEHAVIOR - Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016	2017 IQR	2018 IQR
Does the person need behavioral services?	64%	71%	69%	67%	71%	78%	75%	61%	72%	65%	89%	56%	64%	71%	62%	100%	90%
Have adequate behavioral assessments been completed?	78%	80%	78%	70%	80%	86%	50%	73%	85%	100%	88%	89%	78%	60%	50%	100%	75%
Does the person have a behavior support plan developed out of the behavior assessments that meet the person's needs?	100%	90%	78%	80%	90%	73%	77%	67%	86%	75%	94%	100%	89%	50%	67%	90%	88%
Have the staff been trained on the behavior support plan?	67%	80%	88%	80%	100%	53%	92%	82%	86%	80%	94%	88%	100%	100%	100%	70%	63%
Does the person receive behavioral services consistent with his/her needs?	33%	80%	89%	80%	80%	86%	92%	67%	92%	82%	88%	89%	89%	60%	88%	60%	50%
Are behavioral support services integrated into the ISP?	0%	40%	22%	40%	60%	57%	25%	36%	69%	30%	56%	56%	33%	30%	38%	60%	13%



BEHAVIOR– Disengagement





2018 Individual Quality Review Southwest Region Report Findings by Area

ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
162. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b	86% Yes (12) 14% Partial (2) (2 N/A)	75% Yes (9) 17% Partial (2) 8% No (1) (2 N/A)	77% Yes (10) 15% Partial (2) 8% No (1) (1 N/A)	100% Yes (11) (2 N/A)	56% Yes (5) 22% Many (2) 22% Needs Imp (2) (1 N/A)	40% Yes (4) 30% Many (3) 20% Needs Imp (2) 10% No (1)
163. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c	69% Yes (9) 31% Partial (4) (3 N/A)	56% Yes (5) 44% Partial (4) (5 N/A)	70% Yes (7) 20% Partial (2) 10% No (1) (4 N/A)	70% Yes (7) 30% Partial (3) (3 N/A)	44% Yes (4) 22% Many (2) 22% Needs Imp (2) 11% No (1) (1 N/A)	63% Yes (5) 13% Many (1) 13% Needs Imp (1) 13% No (1) (2 N/A)
164. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f					78% Yes (7) 22% Needs Imp (2) (1 N/A)	89% Yes (8) 11% Many (1) (1 N/A)
165. Is the person's equipment and technology in good repair?'17IQR#25d					67% Yes (9) 33% Many (3) (1 N/A)	60% Yes (6) 30% Many (3) 10% Needs Imp (1)
166. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e					40% Yes (4) 50% Many (5) 10% No (1)	60% Yes (6) 20% Many (2) 20% Needs Imp (2)
167. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b	71% Yes (10) 29% Partial (4) (2 N/A)	85% Yes (11) 15% Partial (2) (1 N/A)	85% Yes (11) 8% Partial (1) 8% No (1) (1 N/A)	82% Yes (9) 18% Partial (2) (2 N/A)	67% Yes (6) 22% Many (2) 11% Needs Imp (1) (1 N/A)	38% Yes (3) 25% Many (2) 25% Needs Imp (2) 13% No (1) (2 N/A)



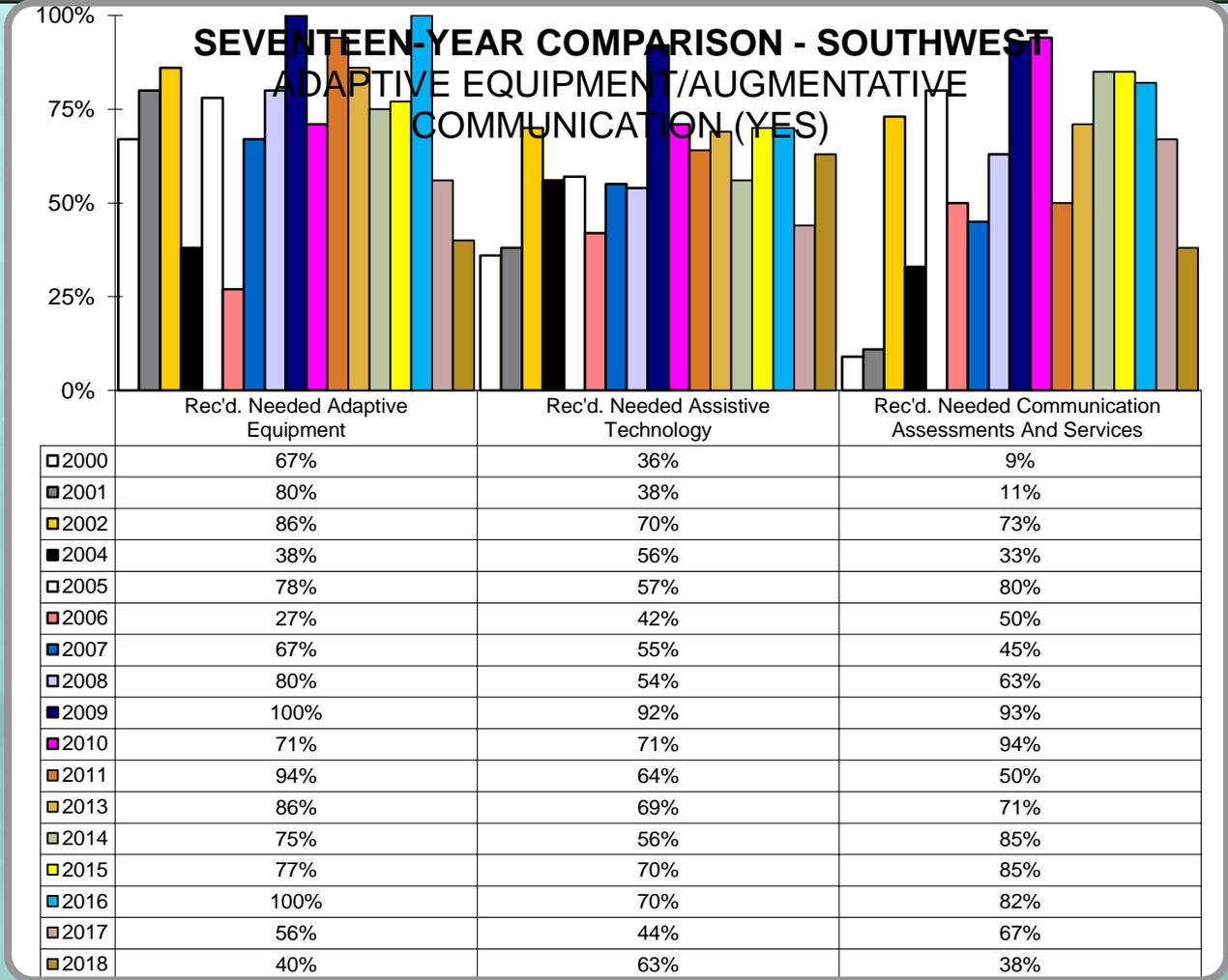
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ADAPTIVE EQUIPMENT/AUGMENTATIVE COMMUNICATION - Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016	2017 IQR	2018 IQR
Has the person received all adaptive equipment needed?	67%	80%	86%	38%	78%	27%	67%	80%	100%	71%	94%	86%	75%	77%	100%	56%	40%
Has the person received all assistive technology needed?	36%	38%	70%	56%	57%	42%	55%	54%	92%	71%	64%	69%	56%	70%	70%	44%	63%
Has the person received all communication assessments and services needed?	9%	11%	73%	33%	80%	50%	45%	63%	93%	94%	50%	71%	85%	85%	82%	67%	38%



ADAPTIVE EQUIPMENT/AUGMENTATIVE COMMUNICATION - Disengagement





2018 Individual Quality Review Southwest Region Report Findings by Area

INDIVIDUAL SERVICE PLANNING

Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)
168. Does the person have an ISP that addresses live, work/learn, fun/relationships and health/other that correlates with the person's desires and capabilities, in accordance with DOH Regulations? CPRQ141 '17IQR#7o	88% Yes (14) 13% Partial (2)	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)	92% Yes (12) 8% Partial (1)	80% Yes (8) 10% Many (1) 10% Needs Imp (1)	80% Yes (8) 20% Needs Imp (2)
169. Does the person have an ISP that contains a complete Vision Section that is based on a long-term view? CPRQ142 '17IQR#7a	56% Yes (9) 38% Partial (6) 6% No (1)	36% Yes (5) 64% Partial (9)	50% Yes (7) 50% Partial (7)	69% Yes (9) 31% Partial (4)	70% Yes (7) 20% Many (2) 10% Needs Imp (1)	50% Yes (5) 30% Many (3) 20% Needs Imp (2)
170. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a	94% Yes (15) 6% Partial (1)	79% Yes (11) 21% Partial (3)	64% Yes (9) 36% Partial (5)	62% Yes (8) 38% Partial (5)	50% Yes (5) 20% Many (2) 30% Needs Imp (3)	90% Yes (9) 10% Needs Imp (1)
171. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f	81% Yes (13) 19% Partial (3)	86% Yes (12) 14% Partial (2)	71% Yes (10) 29% Partial (4)	85% Yes (11) 15% Partial (2)	80% Yes (8) 20% Many (2)	60% Yes (6) 10% Many (1) 30% Needs Imp (3)
172. Is the person integrated into the community? CPRQ145; '17IQR#29g	75% Yes (12) 25% Partial (4)	71% Yes (10) 21% Partial (3) 7% No (1)	50% Yes (7) 50% Partial (7)	46% Yes (6) 54% Partial (7)	11% Yes (1) 44% Many (4) 33% Needs Imp (3) 11% No (1) (1 CND)	20% Yes (2) 20% Many (2) 60% Needs Imp (6)
173. Overall is the ISP adequate to meet the person's needs? CPRQ146; '17IQR#7	13% Yes (2) 88% Partial (14)	14% Yes (2) 86% Partial (12)	14% Yes (2) 86% Partial (12)	15% Yes (2) 85% Partial (11)	0% Yes 40% Many (4) 60% Needs Imp (6)	0% Yes 20% Many (2) 80% Needs Imp (8)
174. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36	31% Yes (5) 63% Partial (10) 6% No (1)	21% Yes (3) 79% Partial (11)	7% Yes (1) 93% Partial (13)	8% Yes (1) 92% Partial (12)	0% Yes 40% Many (4) 60% Needs Imp (6)	0% Yes 40% Many (4) 60% Needs Imp (6)



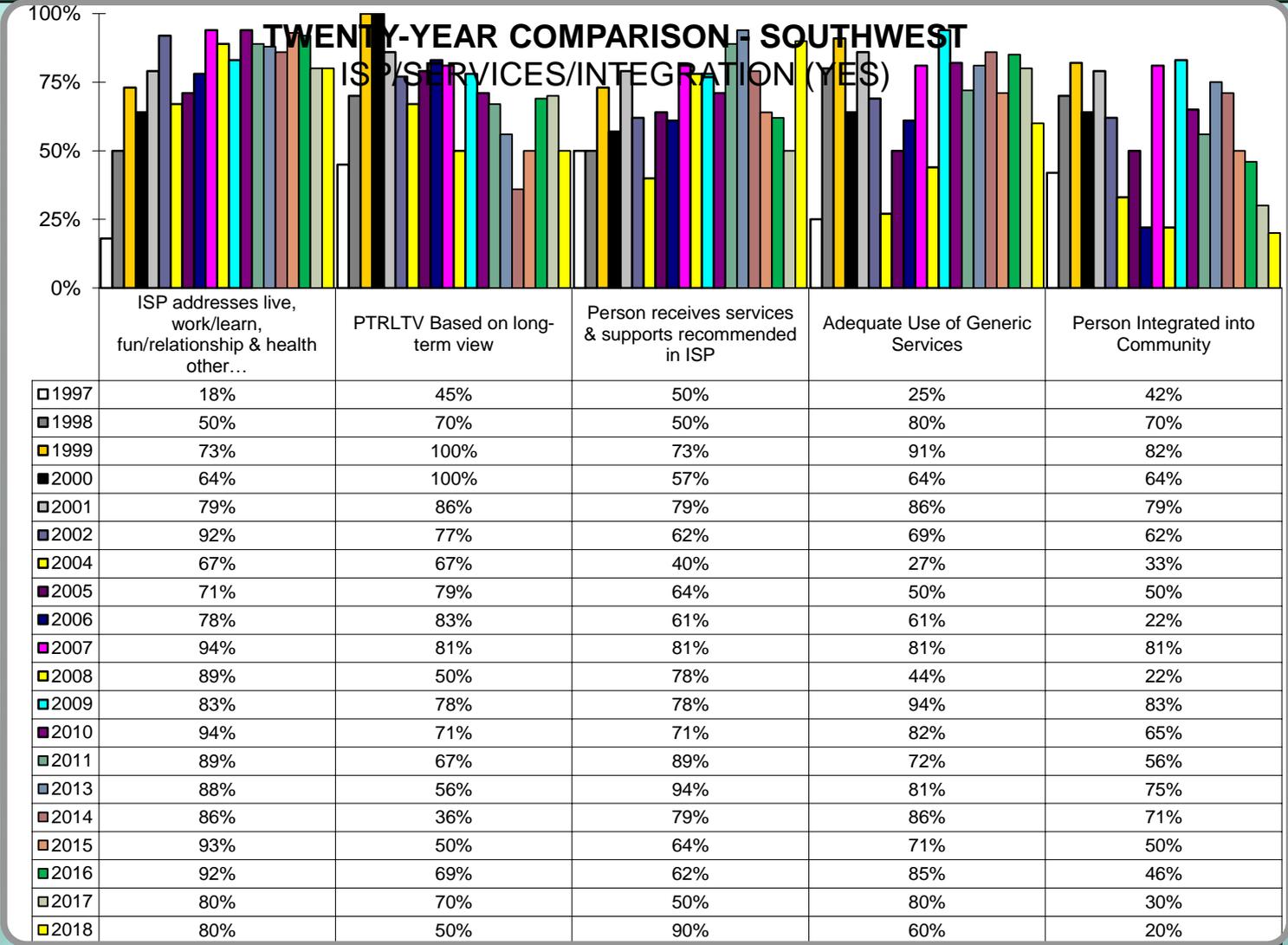
2018 Individual Quality Review Southwest Region Report

INDIVIDUAL SERVICE PLANNING – HISTORICAL SCORING

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016	2017 IQR	2018 IQR
Does the person have an ISP that addresses living, learning/working and social/leisure...	64%	79%	92%	67%	71%	78%	94%	89%	83%	94%	89%	88%	86%	93%	92%	80%	80%
Does the person have an ISP that contains a Progress Towards Reaching the Long Term Vision section that is based on a long-term view?	100%	86%	77%	67%	79%	83%	81%	50%	78%	71%	67%	56%	36%	50%	69%	70%	50%
Does the person receive services and supports recommended in the ISP?	57%	79%	62%	40%	64%	61%	81%	78%	78%	71%	89%	94%	79%	64%	62%	50%	90%
Does the person have adequate access to and use of generic services and natural supports?	64%	86%	69%	27%	50%	61%	81%	44%	94%	82%	72%	81%	86%	71%	85%	80%	60%
Is the person adequately integrated into the community?	64%	79%	62%	33%	50%	22%	81%	22%	83%	65%	56%	75%	71%	50%	46%	30%	20%



INDIVIDUAL SERVICE PLANNING- Disengagement





Thank you!

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