



2018 Individual Quality Review  
Southeast Region Report

# **2018 Individual Quality Review Southeast Region Findings Report**

Southwest Phone Interviews and On-site: June 11 – June 22, 2018

Final: September 1, 2018



**Class Members: 25**

**Southeast Sample: 10 (40%)**

**Independent Case Management Agencies**

J&J 7

Excel 1

One person in the sample is supported by CARC/DDSD

### **Day and Residential Providers**

	<b>Day</b>	<b>Residential</b>
Aspire	1	1
CARC	1	1
ENMRSH	2	2
Leaders	1	1
Nezzy Care	1	1
Tobosa	3	3

**One person in the sample receives services through Mi Via**



## Class Members with Immediate or Special Needs

### Individuals found to Need Immediate Attention: 5 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*

**(50% 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)**

*In 2017, one person was found to need Immediate Attention, five people required Special Attention. There were 10 people in the sample.*

*In 2016, no individuals were found to need Immediate Attention; one person required Special Attention. There were 10 people in the sample.*

*In 2015, one person was found to need Immediate Attention, two people required Special Attention. There were 11 people in the sample.*

*In 2014, one person was found to need Immediate Attention, two people required Special Attention., and one incident report was filed. There were 14 people in the sample.*

*In 2013, one person was found to need Immediate Attention; one person required Special Attention. There were 15 people in the 2013 sample.*

*In 2011, one person was found to need Immediate Attention; five people required Special Attention. There were 16 people in the 2011 sample.*

*In 2010, one person was found to need Immediate Attention; two people required Special Attention. There were 16 people in the 2010 sample.*

*In 2009, two people were found to need Immediate Attention, and three people required Special Attention. One RORI and one Incident were filed for two different individuals. There were 16 people in the 2009 sample.*



# Findings by Area

## CASE MANAGEMENT

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
24. Does the case manager "know" the person? CPRQ26; '17IQR#8c	93% Yes (14) 7% Partial (1)	100% Yes (13)	100% Yes (11)	100% Yes (10)	90% Yes (9) 10% Many (1)	78% Yes (7) 11% Many (1) 11% Needs Imp (1)
25. Does the case manager understand his/her role/job? CPRQ27 '17IQR#16	27% Yes (4) 73% Partial (11)	23% Yes (3) 77% Partial (10)	64% Yes (7) 36% Partial (4)	50% Yes (5) 50% Partial (5)	0% Yes 60% Many (6) 40% Needs Imp (4)	44% Yes (4) 44% Many (4) 11% Needs Imp (1)
26. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person? CPRQ28	73% Yes (11) 27% Partial (4)	92% Yes (12) 8% Partial (1)	82% Yes (9) 18% Partial (2)	90% Yes (9) 10% Partial (1)		78% Yes (7) 11% Many (1) 11% Needs Imp (1)
27. Is the case manager available to the person? CPRQ29; '17IQR#16a	87% Yes (13) 13% Partial (2)	85% Yes (11) 15% Partial (2)	82% Yes (9) 18% Partial (2)	100% Yes (10)	70% Yes (7) 10% Many (1) 20% Needs Imp (2)	56% Yes (5) 44% Many (4)
28. Was the case manager able to describe the person's health related needs? CPRQ30	73% Yes (11) 27% Partial (4)	77% Yes (10) 23% Partial (3)	82% Yes (9) 18% Partial (2)	80% Yes (8) 20% Partial (2)		44% Yes (4) 56% Many (5)
29. Does the case manager have an appropriate expectation of growth for this person? CPRQ31	47% Yes (7) 53% Partial (8)	77% Yes (10) 23% Partial (3)	36% Yes (4) 64% Partial (7)	60% Yes (6) 40% Partial (4)		89% Yes (8) 11% 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	7% Yes (1) 93% Partial (14)	31% Yes (4) 69% Partial (9)	64% Yes (7) 36% Partial (4)	30% Yes (3) 70% Partial (7)	0% Yes 30% Many (3) 40% Needs Imp (4) 30% No (3)	33% Yes (3) 44% Many (4) 22% Needs Imp (2)
31. Does the case manager provide case management services at the level needed by this person? CPRQ33; '17IQR#16c	27% Yes (4) 73% Partial (11)	38% Yes (5) 62% Partial (8)	45% Yes (5) 55% Partial (6)	30% Yes (3) 70% Partial (7)	20% Yes (2) 20% Many (2) 60% Needs Imp (6)	56% Yes (5) 33% Many (3) 11% Needs Imp (1)
32. Does the case manager receive the type and level of support needed to do his/her job? CPRQ34	87% Yes (13) 13% Partial (2)	100% Yes (13)	91% Yes (10) 9% Partial (1)	90% Yes (9) 10% Partial (1)		78% Yes (7) 22% Many (2)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

## EMPLOYMENT AND DAY

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
33. Does the direct services staff "know" the person? CPRQ35; '17IQR#8a	100% Yes (15)	100% Yes (13)	82% Yes (9) 18% Partial (2)	100% Yes (10)	100% Yes (10)	100% Yes (9)
34. Does the direct service staff have input into the person's ISP? CPRQ36	53% Yes (8) 47% Partial (7)	69% Yes (9) 31% Partial (4)	73% Yes (8) 18% Partial (2) 9% No (1)	90% Yes (9) 10% Partial (1)		56% Yes (5) 22% Many (2) 22% Needs Imp (2)
35. Did the direct service staff receive training on implementing this person's ISP? CPRQ37	87% Yes (13) 13% Partial (2)	92% Yes (12) 8% Partial (1)	73% Yes (8) 27% Partial (3)	90% Yes (9) 10% Partial (1)		78% Yes (7) 11% Many (1) 11% Needs Imp (1)
36. Was the direct service staff able to describe this person's health-related needs? CPRQ38	53% Yes (8) 47% Partial (7)	69% Yes (9) 31% Partial (4)	45% Yes (5) 55% Partial (6)	90% Yes (9) 10% Partial (1)		44% Yes (4) 44% Many (4) 11% Needs Imp (1)
37. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39	80% Yes (12) 20% Partial (3)	77% Yes (10) 23% Partial (3)	64% Yes (7) 36% Partial (4)	100% Yes (10)		78% Yes (7) 11% Many (1) 11% Needs Imp (1)
37a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ39a	80% Yes (12) 20% Partial (3)	85% Yes (11) 15% Partial (2)	100% Yes (11)	100% Yes (10)		89% Yes (8) 11% Many (1)
37b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ39b	93% Yes (14) 7% Partial (1)	85% Yes (11) 15% Partial (2)	64% Yes (7) 27% Partial (3) 9% No (1)	100% Yes (10)		78% Yes (7) 11% Many (1) 11% Needs Imp (1)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

## EMPLOYMENT AND DAY (continued)

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
38. Did the direct service staff have training in the ISP process? CPRQ40	73% Yes (11) 20% Partial (3) 7% No (1)	62% Yes (8) 31% Partial (4) 8% No (1)	64% Yes (7) 27% Partial (3) 9% No (1)	90% Yes (9) 10% Partial (1)		67% Yes (6) 22% Many (2) 11% Needs Imp (1)
39. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41	80% Yes (12) 13% Partial (2) 7% No (1)	77% Yes (10) 23% Partial (3)	73% Yes (8) 27% Partial (3)	100% Yes (10)		89% Yes (8) 11% Many (1)
39a. Did the direct service staff have training on the provider's complaint process? CPRQ41a	87% Yes (13) 7% Partial (1) 7% No (1)	77% Yes (10) 8% Partial (1) 15% No (2)	73% Yes (8) 27% Partial (3)	100% Yes (10)		
39b. Did the direct service staff have training on how and to whom to report abuse, neglect and exploitation? CPRQ41b	87% Yes (13) 7% Partial (1) 7% No (1)	100% Yes (13)	82% Yes (9) 18% Partial (2)	100% Yes (10)		
40. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42	67% Yes (10) 33% Partial (5)	92% Yes (12) 8% Partial (1)	64% Yes (7) 18% Partial (2) 18% No (2)	80% Yes (8) 20% Partial (2)		89% Yes (8) 11% Many (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)	92% Yes (12) 8% Partial (1)	91% Yes (10) 9% Partial (1)	90% Yes (9) 10% Partial (1)		89% Yes (8) 11% Many (1)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

<b>RESIDENTIAL</b>						
<b>Question</b>	<b>2013 (sample=15)</b>	<b>2014 (sample=13)</b>	<b>2015 (sample=11)</b>	<b>2016 (sample=10)</b>	<b>2017 (sample=10)</b>	<b>2018 (sample=9)</b>
42. Does the residential direct services staff “know” the person? CPRQ44; ‘171QR#8b	100% Yes (15)	100% Yes (13)	82% Yes (9) 18% Partial (2)	100% Yes (10)	90% Yes (9) 10% Needs Imp (1)	100% Yes (9)
43. Does the direct service staff have input into the person’s ISP? CPRQ45	60% Yes (9) 40% Partial (6)	69% Yes (9) 31% Partial (4)	82% Yes (9) 18% Partial (2)	80% Yes (8) 20% Partial (2)		67% Yes (6) 22% Many (2) 11% Needs Imp (1)
44. Did the direct service staff receive training on implementing this person’s ISP? CPRQ46	73% Yes (11) 20% Partial (3) 7% No (7)	62% Yes (8) 38% Partial (5)	91% Yes (10) 9% Partial (1)	90% Yes (9) 10% Partial (1)		67% Yes (6) 33% Many (3)
45. Is the residence safe for individuals (void of hazards)? CPRQ47	93% Yes (14) 7% No (1)	85% Yes (11) 15% No (2)	100% Yes (11)	100% Yes (10)		78% Yes (7) 22% Many (2)
46. Was the residential direct service staff able to describe this person’s health-related needs? CPRQ48	53% Yes (8) 47% Partial (7)	38% Yes (5) 62% Partial (8)	55% Yes (6) 45% Partial (5)	100% Yes (10)		67% Yes (6) 33% Many (3)
47. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49	67% Yes (10) 33% Partial (5)	77% Yes (10) 23% Partial (3)	82% Yes (9) 18% Partial (2)	100% Yes (10)		89% Yes (8) 11% Many (1)
47a. Was the direct service staff able to provide specific information regarding the person’s daily activities? CPRQ49a	100% Yes (15)	83% Yes (10) 17% Partial (2)	91% Yes (10) 9% Partial (1)	100% Yes (10)		89% Yes (8) 11% Many (1)
47b. Can the direct service staff describe his/her responsibilities in implementing this person’s ISP, including outcomes, action plans, and WDSIs? CPRQ49b	64% Yes (9) 36% Partial (5)	77% Yes (10) 15% Partial (2) 8% No (1)	91% Yes (10) 9% Partial (1)	100% Yes (10)		78% Yes (7) 22% Many (2)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

## RESIDENTIAL (continued)

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
48. Did the residential direct service staff have training in the ISP process? CPRQ50	80% Yes (12) 13% Partial (2) 7% No (1)	54% Yes (7) 38% Partial (5) 8% No (1)	73% Yes (8) 27% Partial (3)	100% Yes (10)		67% Yes (6) 33% Many (3)
49. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51	87% Yes (13) 13% Partial (2)	77% Yes (10) 23% Partial (3)	82% Yes (9) 18% Partial (2)	100% Yes (10)		100% Yes (9)
49a. Did the direct service staff have training on the provider's complaint process? CPRQ51a	93% Yes (14) 7% Partial (1)	77% Yes (10) 15% Partial (2) 8% No (1)	82% Yes (9) 18% Partial (2)	100% Yes (10)		
49b. Did the direct service staff have training on how and to whom to report abuse, neglect and exploitation? CPRQ51b	93% Yes (14)  7% No (1)	100% Yes (13)	91% Yes (10)  9% No (1)	100% Yes (10)		
50. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52	60% Yes (9) 40% Partial (6)	77% Yes (10) 23% Partial (3)	45% Yes (5) 45% Partial (5) 9% No (1)	90% Yes (9) 10% Partial (1)		89% Yes (8) 11% Many (1)
51. Does the person's residential environment offer a minimal level of quality of life? CPRQ53	87% Yes (13) 13% Partial (2)	69% Yes (9) 31% Partial (4)	82% Yes (9) 18% Partial (2)	90% Yes (9) 10% Partial (1)		89% Yes (8) 11% Many (1)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

<b>HEALTH</b>						
<b>Question</b>	<b>2013 (sample=15)</b>	<b>2014 (sample=13)</b>	<b>2015 (sample=11)</b>	<b>2016 (sample=10)</b>	<b>2017 (sample=10)</b>	<b>2018 (sample=9)</b>
52. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b	33% Yes (5) 67% Partial (10)	31% Yes (4) 69% Partial (9)	36% Yes (4) 64% Partial (7)	80% Yes (8) 20% Partial (2)	80% Yes (8) 10% Many (1) 10% Needs Imp (1)	33% Yes (3) 67% Many (6)
53. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21	60% Yes (9) 40% Partial (6)	77% Yes (10) 23% Partial (3)	36% Yes (4) 64% Partial (7)	70% Yes (7) 30% Partial (3)	30% Yes (3) 60% Many (6) 10% Needs Imp (1)	33% Yes (3) 44% Many (4) 22% Needs Imp (2)
54. Was the eChat updated timely? '17IQR#18g					30% Yes (3) 20% Many (2) 40% Needs Imp (4) 10% No (1)	67% Yes (6) 11% Many (1) 11% Needs Imp (1) 11% No (1)
55. Are all of the individual's needed medical treatments timely received? 17IQR#19					40% Yes (4) 30% Many (3) 30% Needs Imp (3)	44% Yes (4) 44% Many (4) 11% Needs Imp (1)
56. Does the individual receive routine/scheduled medical treatment? 17IQR#19a					60% Yes (6) 10% Many (1) 30% Needs Imp (3)	89% Yes (8) 11% Many (1)
57. Does the individual receive medication as prescribed? 17IQR#19e					60% Yes (6) 10% Many (1) 30% Needs Imp (3)	67% Yes (6) 33% Needs Imp (3)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

## HEALTH (continued)

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
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					40% Yes (4) 30% Many (3) 30% Needs Imp (3)	11% Yes (1) 44% Many (4) 44% Needs Imp (4)
59. Are nursing services provided as needed by the individual? 17IQR#20					0% Yes 70% Many (7) 30% Needs Imp (3)	56% Yes (5) 11% Many (1) 22% Needs Imp (2) 11% No (1)
60. Is the CARMP is accurate? '17IQR#21f					88% Yes (7) 13% Needs Imp (1) (2 N/A)	29% Yes (2) 43% Many (3) 14% Needs Imp (1) 14% NO (1) (2 N/A)
61. Is the CARMP consistently implemented as intended?						50% Yes (3) 32% Needs Imp (2) 17% No (1) (3 N/A)
62. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19	20% Yes (3) 73% Partial (11) 7% No (1)	23% Yes (3) 77% Partial (10) (10)	18% Yes (2) 73% Partial (8) 9% No (1)	30% Yes (3) 70% Partial (7)		0% Yes 89% Many (8) 11% Needs Imp (1)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

## ASSESSMENTS

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
63. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts? CPRQ57	27% Yes (4) 73% Partial (11)	46% Yes (6) 54% Partial (7)	18% Yes (2) 82% Partial (9)	60% Yes (6) 30% Partial (3) 10% No (1)		33% Yes (3) 67% Many (6)
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					40% Yes (4) 40% Many (4) 20% Needs Imp (1)	22% Yes (2) 56% Many (5) 11% Needs Imp (1) 11% No (1)
65. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18	13% Yes (2) 87% Partial (13)	15% Yes (2) 85% Partial (11)	45% Yes (5) 55% Partial (6)	30% Yes (3) 70% Partial (7)	20% Yes (2) 50% Many (5) 30% Needs Imp (1)	11% Yes (1) 89% Many (8)
66. Are the assessments adequate for planning? CPRQ59; '17IQR#4f	13% Yes (2) 87% Partial (13)	31% Yes (4) 69% Partial (9)	36% Yes (4) 64% Partial (7)	10% Yes (1) 90% Partial (9)	10% Yes (1) 70% Many (7) 20% Needs Imp (2)	22% Yes (2) 44% Many (4) 33% Needs Imp (3)
67. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5	33% Yes (5) 67% Partial (10)	46% Yes (6) 54% Partial (7)	55% Yes (6) 45% Partial (5)	40% Yes (4) 60% Partial (6)	20% Yes (2) 50% Many (4) 50% Needs Imp (4)	33% Yes (3) 56% Many (5) 11% Needs Imp (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					25% Yes (1) 75% No (3) (6 N/A)	17% Yes (1) 17% Many (1) 67% No (4) (3 N/A)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
69. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9	100% Yes (15)	100% Yes (13)	100% Yes (11)	100% Yes (10)	90% Yes (9) 10% Needs Imp (1)	100% Yes (9)
70. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3	40% Yes (6) 60% Partial (9)	31% Yes (4) 69% Partial (9)	45% Yes (5) 55% Partial (6)	50% Yes (5) 50% Partial (5)	20% Yes (2) 50% Many (5) 30% Needs Imp (3)	56% Yes (5) 33% Many (3) 11% Needs Imp (1)
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	10% Yes (1) 80% Partial (8) 10% No (1) (5 N/A)	22% Yes (2) 67% Partial (6) 11% No (1) (4 N/A)	44% Yes (4) 44% Partial (4) 11% No (1) (2 N/A)	25% Yes (2) 75% Partial (6)  (2 N/A)	44% Yes (4) 22% Needs Imp (2) 33% No (3) (1 N/A)	67% Yes (4) 17% Many (1) 17% Needs Imp (1) (3 N/A)
72. Does my ISP contain current and accurate information? '17IQR#6					20% Yes (2) 50% Many (5) 30% Needs Imp (3)	33% Yes (3) 44% Many (4) 22% Needs Imp (2)
73. Overall, does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b	67% Yes (10) 33% Partial (5)	69% Yes (9) 31% Yes (4)	27% Yes (3) 73% Partial (8)	60% Yes (6) 40% Partial (4)	50% Yes (5) 10% Many (1) 40% Needs Imp (4)	33% Yes (3) 22% Many (2) 33% Needs Imp (3)
74. Overall, does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c	73% Yes (11) 27% Partial (4)	77% Yes (10) 23% Partial (3)	36% Yes (4) 64% Partial (7)	40% Yes (4) 60% Partial (6)	60% Yes (6) 10% Many (1) 10% Needs Imp (1) 20% No (2)	56% Yes (5) 22% Many (2) 11% Needs Imp (1) 11% No (1)
75. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a					20% Yes (2) 60% Needs Imp (6) 20% No (2)	11% Yes (1) 44% Many (4) 22% Needs Imp (2) 22% No (2)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
76. Does the data kept identify what the person does so a determination regarding progress/lack of progress? '17IQR#12b					0% Yes 10% Many (1) 30% Needs Imp (3) 60% No (6)	33% Yes (3) 33% Needs Imp (3) 33% No (3)
77. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c					10% Yes (1) 30% Needs Imp (3) 60% No (6)	0% Yes 11% Many (1) 33% Needs Imp (3) 56% No (5)
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					13% Yes (1) 63% Needs Imp (5) 25% No (2) (2 N/A)	33% Yes (3) 22% Needs Imp (2) 44% No (4)
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 50% Needs Imp (3) 50% No (3) (4 N/A)	0% Yes 29% Needs Imp (2) 71% No (5) (2 N/A)
80. Has the person made measurable progress on actions steps during this past year?'17IQR#13b					0% Yes 30% Many (3) 40% Needs Imp (4) 30% No (3)	11% Yes (1) 33% Many (3) 44% Needs Imp (4) 11% No (1)
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	40% Yes (6) 53% Partial (8) 7% No (1)	23% Yes (3) 77% Partial (10)	36% Yes (4) 64% Partial (7)	30% Yes (3) 70% Partial (7)	20% Yes (2) 10% Many (1) 60% Needs Imp (6) 10% No (1)	22% Yes (2) 33% Many (3) 33% Needs Imp (3) 11% No (1)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
82. Overall, are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d	67% Yes (10) 33% Partial (5)	92% Yes (12) 8% Partial (1)	27% Yes (3) 73% Partial (8)	70% Yes (7) 30% Partial (3)	30% Yes (3) 10% Many (1) 60% Needs Imp (6)	67% Yes (6) 11% Many (1) 11% Needs Imp (1) 11% No (1)
83. Overall, do the ISP outcomes address the person's major needs? CPRQ69; '17IQR#7g	67% Yes (10) 27% Partial (4) 7% No (1)	85% Yes (11) 15% Partial (2)	9% Yes (1) 82% Partial (9) 9% No (1)	60% Yes (6) 40% Partial (4)	20% Yes (2) 30% Many (3) 50% Needs Imp (1)	56% Yes (5) 22% Many (2) 11% Needs Imp (1) 11% No (1)
84. Overall, are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i	53% Yes (8) 47% Partial (7)	77% Yes (10) 23% Partial (3)	45% Yes (5) 55% Partial (6)	70% Yes (7) 30% Partial (3)	20% Yes (2) 30% Many (3) 50% Needs Imp (5)	33% Yes (3) 33% Many (3) 22% Needs Imp (2) 11% No (1)
85. Overall, are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m	92% Yes (12) 8% Partial (1)  (2 N/A)	50% Yes (6) 50% Partial (6)  (1 N/A)	70% Yes (7) 30% Partial (3)  (1 N/A)	80% Yes (8) 20% Partial (2)	33% Yes (3) 33% Many (3) 22% Needs Imp (2) 11% No (1) (1 N/A)	33% Yes (3) 33% Many (3) 11% Needs Imp (1) 22% No (2)
86. Has the person made measurable progress in therapy this year? '17IQR#13a					11% Yes (1) 44% Many (2) 33% Needs Imp (3) 11% No (1) (1 N/A)	33% Yes (3) 22% Many (2) 22% Needs Imp (2) 22% No (2)
87. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c	86% Yes (12) 14% Partial (2) (1 N/A)	92% Yes (12) 8% Partial (1)	90% Yes (9) 10% Partial (1) (1 N/A)	60% Yes (6) 40% Partial (4)	70% Yes (7) 20% Needs Imp (2) 10% No (1)	67% Yes (6) 22% Many (2) 11% No (1)
88. Does the ISP contain information regarding primary health (medical) care? CPRQ74	93% Yes (14) 7% Partial (1)	92% Yes (12) 8% Partial (1)	64% Yes (7) 36% Partial (4)	100% Yes (10)		89% Yes (8) 11% No (1)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
88a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a	100% Yes (15)	92% Yes (12) 8% Partial (1)	91% Yes (10) 9% Partial (1)	100% Yes (10)		89% Yes (8) 11% No (1)
88b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b	93% Yes (14) 7% Partial (1)	100% Yes (13)	73% Yes (8) 9% Partial (1) 18% No (2)	100% Yes (10)		89% Yes (8) 11% No (1)
89. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76	87% Yes (13) 7% Partial (1) 7% No (1)	85% Yes (11) 15% Partial (2)	73% Yes (8) 18% Partial (2) 9% No (1)	100% Yes (10)		89% Yes (8) 11% No (1)
90. Does the ISP reflect how the person will get to work/day activities, shopping, and social activities? CPRQ75	86% Yes (6) 14% Partial (1)  (8 N/A)	100% Yes (8)  (5 N/A)	100% yes (7)  (4 N/A)	50% Yes (1) 50% Partial (1)  (8 N/A)		78% Yes (7) 22% Many (2)
91. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '171QR#25a	47% Yes (7) 53% Partial (8)	33% Yes (4) 58% Partial (7) 8% No (1) (1 N/A)	73% Yes (8) 27% Partial (3)	100% Yes (7)  (3 N/A)	56% Yes (5) 22% Many (2) 22% Needs Imp (2) (1 N/A)	67% Yes (6) 22% Many (2) 11% Needs Imp (1)
92. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '171QR#7	20% Yes (3) 80% Partial (12)	8% Yes (1) 92% Partial (12)	0% Yes 100% Partial (11)	30% Yes (3) 70% Partial (7)	0% Yes 10% Many (1) 90% Needs Imp (9)	0% Yes 56% Many (5) 33% Needs Imp (3) 11% No (1)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
93. Is the ISP being implemented? (If 92 is "3") CPRQ79 '17IQR#12	33% Yes (1) 67% Partial (1)  (12 N/A)	0% Yes 100% Partial (1)  (12 N/A)	(11 N/A)	0% Yes 100% Partial (3)  (7 N/A)	0% Yes 20% Many (2) 70% Needs Imp (7) 10% No (1)	(9 N/A)
94a. Is the ISP being implemented? (If 92 is "0", "1", or "2") CPRQ80a '17IQR#12	17% Yes (2) 83% Partial (10)  (3 N/A)	58% Yes (7) 42% Partial (5)  (1 N/A)	45% Yes (5) 55% Partial (6)	43% Yes (3) 57% Partial (4)  (3 N/A)	0% Yes 20% Many (2) 70% Needs Imp (7) 10% No (1)	0% Yes 67% Many (6) 22% Needs Imp (2) 11% No (1)
94b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11	25% Yes (3) 75% Partial (7)  (3 N/A)	17% Yes (2) 83% Partial (10)  (1 N/A)	27% Yes (3) 64% Partial (7) 9% No (1)	0% Yes 100% Partial (7)  (3 N/A)	40% Yes (4) 20% Many (2) 40% Needs Imp (4)	56% Yes (5) 33% Many (3) 11% Needs Imp (1)
95. Overall, was the direct service staff trained on the implementation of this person's ISP? CPRQ81	67% Yes (10) 33% Partial (5)	54% Yes (7) 46% Partial (6)	64% Yes (7) 36% Partial (4)	80% Yes (8) 20% Partial (2)		89% Yes (8) 11% Many (1)
96. Overall, were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82;	53% Yes (8) 47% Partial (7)	69% Yes (9) 31% Partial (4)	64% Yes (7) 36% Partial (4)	100% Yes (10)		67% Yes (6) 33% Many (3)
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	7% Yes (1) 93% Partial (14)	15% Yes (2) 85% Partial (11)	18% Yes (2) 73% Partial (8) 9% No (1)	10% Yes (1) 90% Partial (9)		0% Yes 56% Many (5) 22% Needs Imp (2) 22% Many (2)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

## EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
98. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13	53% Yes (8) 47% Partial (7)	54% Yes (7) 46% Partial (6)	45% Yes (5) 36% Partial (4) 18% No (2)	20% Yes (2) 70% Partial (7) 10% No (1)	0% Yes 30% Many (2) 60% Needs Imp (6) 10% No (1)	0% Yes 89% Yes (8) 11% Many (1)
99. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d	33% Yes (5) 67% Partial (10)	62% Yes (8) 38% Partial (5)	27% Yes (3) 73% Partial (8)	50% Yes (5) 50% Partial (5)	50% Yes (5) 20% Many (2) 20% Needs Imp (2) 10% No (1)	56% Yes (5) 44% Many (4)
100. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b	87% Yes (13) 13% Partial (2)	85% Yes (11) 15% Partial (2)	100% Yes (11)	90% Yes (9) 10% Partial (1)	7% Yes (7) 10% Many (1) 10% Needs Imp (1) 10% No (1)	78% Yes (7) 11% Many (1) 11% Needs Imp (1)
101. Is the person offered a range of opportunities for participation in each life area? CPRQ87	93% Yes (14) 7% Partial (1)	83% Yes (10) 17% Partial (2)  (1 CND)	91% Yes (10) 9% Partial (1)	100% Yes (8)  (2 CND)		67% Yes (6) 11% Many (1) 22% Needs Imp (2)
102. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30	57% Yes (4) 43% Partial (3)  (8 CND)	83% Yes (5) 17% Partial (1)  (7 CND)	86% Yes (6) 14% Partial (1)  (4 CND)	75% Yes (3) 25% Partial (1)  (6 CND)	50% Yes (5) 50% Many (5)	83% Yes (5) 17% Many (1)  (3 CND)
102a. About where and with whom to live? CPRQ89; '17IQR#23c	67% Yes (6) 33% Partial (3)  (6 CND)	80% Yes (4) 20% Partial (1)  (8 CND)	86% Yes (6) 14% Partial (1)  (4 CND)	0% Yes 100% Partial (1)  (9 CND)		100% Yes (5)  (4 CND)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

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

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
102b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d	78% Yes (7) 22% Partial (2)  (6 CND)	83% Yes (5) 17% Partial (1)  (7 CND)	86% Yes (6)  14% No (1) (4 CND)	100% Yes (4)  (6 CND)	100% Yes (5)  (5 CND)	67% Yes (4) 33% Many (2)  (3 CND)
102c. About where and with whom to socialize/spend leisure time? CPRQ91	100% Yes (9)  (6 CND)	83% Yes (5) 17% Partial (1)  (7 CND)	86% Yes (6)  14% No (1) (4 CND)	100% Yes (4)  (6 CND)		83% Yes (5) 17% Many (1)  (3 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; '17IQR#31f	100% Yes (15)	100% Yes (12)  (1 CND)	91% Yes (10) 9% Partial (1)	100% Yes (10)	86% Yes (6) 14% Needs Imp (1)  (3 CND)	100% Yes (9)
104. Overall, were the direct service staff interviewed trained on the provider's complaint process? CPRQ93*	67% Yes (10) 33% Partial (5)	69% Yes (9) 31% Partial (4)	64% Yes (7) 36% Partial (4)	100% Yes (10)		QUESTION REMOVED
105. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a	67% Yes (10) 33% Partial (5)	69% Yes (9) 31% Partial (4)	64% Yes (7) 36% Partial (4)	100% Yes (10)	70% Yes (7) 20% Many (2) 10% Needs Imp (1)	78% Yes (7) 22% Many (2)
106. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94	93% Yes (13) 7% Partial (1)  (1 CND)	100% Yes (12)  (1 CND)	80% Yes (8) 20% Partial (2)  (1 CND)	90% Yes (9) 10% Partial (1)		89% Yes (8) 11% Needs Imp (1)
107. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h						78% Yes (7) 22% No (2)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

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

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
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					17% Yes (1) 17% Many (1) 50% Needs Imp (3) 17% No (1) (4 N/A)	50% Yes (3) 17% Many (1) 33% No (2)  (3 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					0% Yes 17% Many (1) 50% Needs Imp (3) 33% No (2) (4 N/A)	17% Yes (1) 17% Needs Imp (1) 67% No (4)  (3 N/A)
110. Is the person protected from abuse, neglect and exploitation? '17IQR#35					33% Yes (3) 33% Many (3) 33% Needs Imp (3) (1 N/A)	67% Yes (6) 22% Many (2) 11% No (1)
111. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b					50% Yes (4) 25% Many (2) 25% Needs Imp (2) (2 N/A)	75% (6) 13% Needs Imp (1) 13% No (1) (1 N/A)
112. Is the individual safe? '17IQR#24					60% Yes (6) 20% Many (2) 20% Needs Imp (2)	78% Yes (7) 11% Many (1) 11% Needs Imp (1)
113. What is the level of participation of the legal guardian in this person's life and service planning? CPRQ 97; '17IQR#15a					20% Active (2) 40% Moderate (4) 20% Limited (2) 20% None (2)	33% Active 33% Moderate 33% Limited
114. If the person is retired, does he/she have opportunities to engage in activities of interest during the day? CPRQ 100; '17IQR#29b					100% Yes (2)  (8 N/A)	75% Yes (3) 25% Needs Imp (1) (5 N/A)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

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

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
115. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30	87% Yes (13) 7% Partial (1) 7% No (1)	77% Yes (10) 23% Partial (3)	91% Yes (10) 9% Partial (1)	100% Yes (10)	50% Yes (5) 50% Many (5)	78% Yes (7) 11% Many (1) 11% Needs Imp (1)
116. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e	100% Yes (14)  (1 CND)	100% Yes (13)	91% Yes (10) 9% Partial (1)	100% Yes (9)  (1 CND)	100% Yes (10)	100% Yes (9)
117. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c	87% Yes (13) 13% Partial (2)	92% Yes (12) 8% Partial (1)	82% Yes (9) 18% Partial (2)	60% Yes (6) 40% Partial (4)	30% Yes (3) 10% Many (1) 60% Needs Imp (6)	44% Yes (4) 44% Many (4) 11% Needs Imp (1)
118. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e	100% Yes (15)	100% Yes (13)	100% Yes (10)  (1 CND)	100% Yes (10)	100% Yes (10)	100% Yes (9)
119. Does the person have sufficient personal money? CPRQ110 '17IQR#34f	87% Yes (13) 13% Partial (2)	85% Yes (11) 15% Partial (2)	73% Yes (8) 27% Partial (3)	90% Yes (9) 10% Partial (1)	60% Yes (6) 20% Many (2) 20% Needs Imp (2)	100% Yes (9)
120. Does the person get along with their day program/employment provider staff? CPRQ111	100% Yes (6)  (9 CND)	100% Yes (8)  (5 CND)	100% Yes (8)  (3 CND)	100% Yes (6)  (4 CND)		100% Yes (8)  (1 CND)
121. Does the person get along with their residential provider staff? CPRQ112	100% Yes (9)  (6 CND)	100% Yes (11)  (2 CND)	100% Yes (9)  (2 CND)	100% Yes (6)  (4 CND)		100% Yes (8)  (1 CND)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

<b>TEAM PROCESS</b>						
<b>Question</b>	<b>2013 (sample=15)</b>	<b>2014 (sample=13)</b>	<b>2015 (sample=11)</b>	<b>2016 (sample=10)</b>	<b>2017 (sample=10)</b>	<b>2018 (sample=9)</b>
122. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10	13% Yes (2) 87% Partial (13)	15% Yes (2) 85% Partial (11)	45% Yes (5) 55% Partial (6)	0% Yes 100% Partial (10)	30% Yes (3) 40% Many (4) 30% Needs Imp (3)	33% Yes (3) 56% Many (5) 11% Needs Imp (1)
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	80% Yes (4) 20% Partial (1) (10 N/A)	50% Yes (3) 33% Partial (2) 17% No (1) (7 N/A)	100% Yes (1)  (10 N/A)	100% Yes (2)  (8 N/A)	100% Yes (1)  (9 N/A)	100% Yes (3)  (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	80% Yes (12) 20% No (3)	100% Yes (13)	91% Yes (10) 9% No (1)	78% Yes (7) 22% No (2) (1 N/A)	88% Yes (7) 13% Many (1) (2 N/A)	56% Yes (5) 44% Many (4)
125. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? CPRQ117	93% Yes (14) 7% Partial (1)	85% Yes (11) 15% Partial (2)	100% Yes (11)	80% Yes (8) 20% Partial (2)		89% Yes (8) 11% Many (1)
126. Do you recommend Dispute Resolution for this IDT? CPRQ118	100% No (15)	15% Yes (2) 85% No (11)	0% Yes 100% No (11)	0% Yes 100% No (10)		0% Yes 100% No (9)
127. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#14a	7% Yes (1) 93% No (14)	31% Yes (4) 69% No (9)	45% Yes (5) 55% No (6)	20% Yes (2) 80% No (8)	30% Yes (3) 70% No (7)	33% Yes (3) 67% No (6)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

## TEAM PROCESS (continued)

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
128. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c	27% Yes (4) 73% No (11)	33% Yes (4) 67% No (8) (1 CND)	36% Yes (4) 64% No (7)	11% Yes (1) 89% No (8) (1 CND)	0% Yes 100% No (10)	33% Yes (3) 67% No (6)
129. If #127 OR #128 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121;	75% Yes (3)  25% No (1) (11 N/A)	50% Yes (3) 33% Partial (2)  17% No (1) (7 N/A)	50% Yes (3) 33% Partial (2)  17% No (1) (5 N/A)	33% Yes (1) 67% Partial (2)  (7 N/A)		80% Yes (4) 20% No (1)  (4 N/A)
130. Has the person changed residential/day services in the last year? CPRQ122	7% Yes (1) 93% No (14)	46% Yes (6) 54% No (7)	27% Yes (3) 73% No (8)	10% Yes (1) 90% No (9)		22% Yes (2) 78% No (7)
131. If #130 is Yes, was the change Planned by the IDT? CPRQ122a	100% Yes (1)  (14 N/A)	83% Yes (5) 17% Partial (1) (7 N/A)	67% Yes (2) 33% Partial (1) (8 N/A)	100% Yes (1)  (9 N/A)		50% Yes (1) 50% No (1) (7 N/A)
132. If #130 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b	100% Yes (1)  (14 N/A)	67% Yes (4) 33% Partial (2) (7 N/A)	67% Yes (2) 33% Partial (1) (8 N/A)	100% Yes (1)  (9 N/A)		100% Yes (2)  (7 N/A)
133. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person? CPRQ123; '17IQR#7n	13% Yes (2) 87% Partial (13)	31% Yes (4) 69% Partial (9)	27% Yes (3) 73% Partial (8)	30% Yes (3) 70% Partial (7)	0% Yes 30% Many (3) 60% Needs Imp (6) 10% No (1)	22% Yes (2) 56% Many (5) 22% Needs Imp (2)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

## SUPPORTED EMPLOYMENT

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
134. Does (Name) have a current Person Centered Assessment?						11% Yes (1) 22% Many (2) 44% Needs Imp (4) 22% No (2)
135. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a	75% Yes (9) 25% No (3) (3 N/A)	30% Yes (3) 70% No (7) (3 N/A)	80% Yes (8) 20% No (2) (1 N/A)	67% Yes (4) 33% No (2) (4 N/A)	0% Yes 22% Many (2) 44% Needs Imp (4) 33% no (3) (1 N/A)	0% Yes 33% Many (2) 17% Needs Imp (1) 50% No (3) (3 N/A)
136. Did the individual participate personally in the Person Centered Assessment?						67% Yes (6) 33% No (3)
137. Did the Guardian participate in the Person Centered Assessment?						33% Yes (3) 67% No (6)
138. Is the individual engaged in the Informed Choice Project?						11% Yes (1) 89% No (8)
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 11% Many (1) 22% Needs Imp (2) 67% No (6) (1 N/A)	33% Yes (2) 67% No (4)  (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 50% Many (1) 50% No (1) (7 N/A)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

## SUPPORTED EMPLOYMENT (continued)

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
141. If #139 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs?						0% Yes 25% Needs Imp (1) 75% No (3) (5 N/A)
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?						17% Yes (1) 83% No (5) (3 N/A)
143. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c					0% Yes 11% Many (1) 56% Needs Imp (5) 33% No (3) (1 N/A)	17% Yes (1) 17% Many (1) 67% No (4)  (3 N/A)
144. Has the Guardian received information regarding the range of employment options available for the individual?						17% Yes (1) 17% Needs Imp (1) 67% No (4) (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					0% Yes 11% Many (1) 44% Needs Imp (4) 44% No (4) (1 N/A)	17% Yes (1) 17% Many (1) 33% Needs Imp (2) 33% No (2) (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 ...?						20% Yes (1) 20% Many (1) 20% Needs Imp (1) 40% No (2) (4 N/A)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

## SUPPORTED EMPLOYMENT (continued)

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
147. Has the individual participated in work or volunteer activities during the past year?						33% Yes (2) 33% Many (2) 17% Needs Imp (1) 17% No (1) (3 N/A)
148. Has the individual identified what type of work or volunteer activities he/she would like to do?						57% Yes (4) 13% Needs Imp (1) 25% No (2) (2 N/A)
149. Does the Guardian support him/her working?						83% Yes (5) 17% No (1) (3 N/A)
150. Is (Name) is involved in the DVR Outreach Project?						22% Yes (2) 78% No (7)
151. Is the individual engaged in Supported Employment? CPRQ129	55% Yes (6) 45% No (5) (4 N/A)	33% Yes (2) 67% No (4) (7 N/A)	50% Yes (5) 50% No (5) (1 N/A)	40% Yes (2) 60% No (3) (5 N/A)		17% Yes (1) 63% No (5) (3 N/A)
152. Is the individual Working in accordance with the following: CPRQ 130 '17IQR#28	27% Yes (3) 36% Partial (4) 36% No (4) (4 N/A)	33% Yes (2) 67% No (4) (7 N/A)	10% Yes (1) 50% Partial (5) 40% No (4) (1 N/A)	20% Yes (1) 80% No (4) (5 N/A)	0% Yes 22% Needs Imp (2) 78% No (7) (1 N/A)	0% Yes 17% Needs Imp (1) 83% No (5) (3 N/A)
153. Does the person have a Career Development Plan? CPRQ128	27% Yes (3) 27% Partial (3) 45% No (5) (4 N/A)	17% Yes (1) 17% Partial (1) 67% No (4) (7 N/A)	10% Yes (1) 50% Partial (5) 40% No (4) (1 N/A)	20% Yes (1) 60% Partial (3) 20% No (1) (5 N/A)		0% Yes 100% Needs Imp (1) (8 N/A)



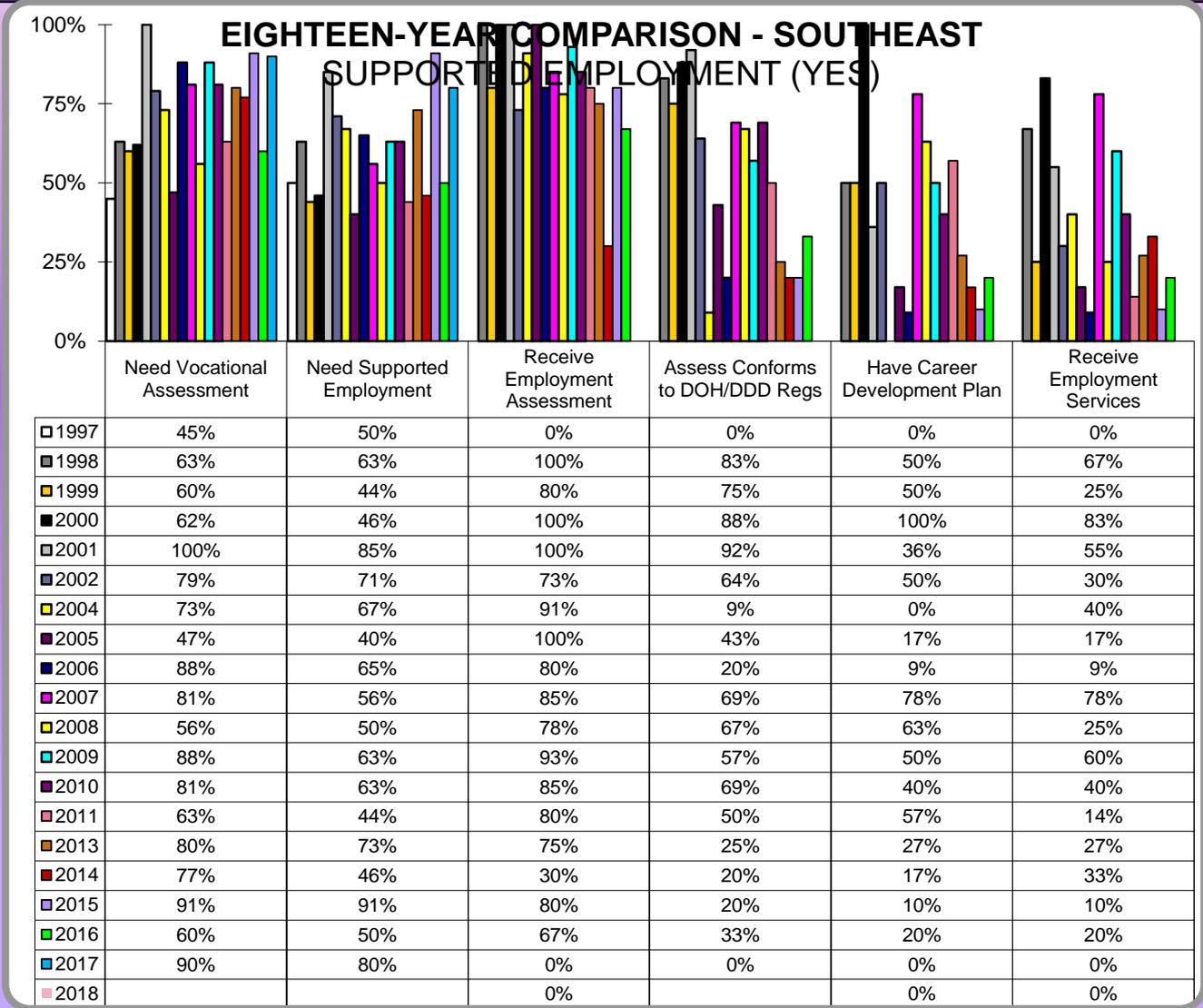
# 2018 Individual Quality Review Southeast Region Report

## 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?	62%	100%	79%	73%	47%	88%	81%	56%	88%	81%	63%	80%	77%	91%	60%	90%	
Need supported employment?	46%	85%	71%	67%	40%	65%	56%	50%	63%	63%	44%	73%	46%	91%	50%	80%	
Receive supported employment assessment? 2018#135	100%	100%	73%	91%	100%	80%	85%	78%	93%	85%	80%	75%	30%	80%	67%	0%	0%
Assessment conforms to DOH Regulations?	88%	92%	64%	9%	43%	20%	69%	67%	57%	69%	50%	25%	20%	20%	33%	0%	
Has a Career Development Plan? 2018#153	100%	36%	50%	0%	17%	9%	78%	63%	50%	40%	57%	27%	17%	10%	20%	0%	0%
Is supported employment provided in line with requirements? 2018#152	83%	55%	30%	40%	17%	9%	78%	25%	60%	40%	14%	27%	33%	10%	20%	0%	0%



## SUPPORTED EMPLOYMENT – Disengagement





# 2018 Individual Quality Review Southeast Region Report Findings by Area

<b>BEHAVIOR</b>						
<b>Question</b>	<b>2013 (sample=15)</b>	<b>2014 (sample=13)</b>	<b>2015 (sample=11)</b>	<b>2016 (sample=10)</b>	<b>2017 (sample=10)</b>	<b>2018 (sample=9)</b>
154. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d	86% Yes (12) 14% No (2) (1 N/A)	54% Yes (7) 46% No (6)	73% Yes (8) 27% No (3)	90% Yes (9) 10% No (1)	70% Yes (7) 30% No (3)	78% Yes (7) 22% No (2)
155. Does the person need behavior services now? CPRQ132 '17IQR#11e	93% Yes (13) 7% No (1) (1 N/A)	62% Yes (8) 38% No (5)	64% Yes (7) 36% No (4)	90% Yes (9) 10% No (1)	80% Yes (8) 20% No (2)	78% Yes (7) 22% No (2)
156. Have behavioral assessments been completed? CPRQ133	69% Yes (9) 23% Partial (3) 7% No (1) (2 N/A)	38% Yes (4) 50% Partial (4) 13% No (1) (5 N/A)	38% Yes (3) 63% Partial (5)  (3 N/A)	67% Yes (6) 33% Partial (3)  (1 N/A)		57% Yes (4) 29% Many (2) 14% 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	77% Yes (10) 15% Partial (2) 7% No (1) (2 N/A)	38% Yes (4) 50% Partial (4) 13% No (1) (5 N/A)	75% Yes (6) 25% Partial (2)  (3 N/A)	100% Yes (9)   (1 N/A)	57% Yes (4) 14% Many (1) 29% Needs Imp (2) (3 N/A)	83% Yes (5) 17% Many (1)  (3 N/A)
158. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d	69% Yes (9) 23% Partial (3) 7% No (1) (2 N/A)	88% Yes (7)  13% No (1) (5 N/A)	100% Yes (8)   (3 N/A)	78% Yes (7) 22% Partial (2)  (1 N/A)	83% Many (5) 17% Needs Imp (1)  (4 N/A)	100% Yes (6)   (3 N/A)



# 2018 Individual Quality Review Southeast Region Report Findings by Area

## BEHAVIOR (continued)

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
159. If needed, does the person have a Behavior Crisis Intervention Plan that meets the person's needs? CPRQ 73a; '17IQR#5h	60% Yes (3) 20% Partial (1) 20% No (1) (10 N/A)	100% Yes (1)  (12 N/A)	100% Yes (4)  (7 N/A)	100% Yes (2)  (8 N/A)	0% Yes 100% Many (2)  (8 N/A)	100% Yes (2)  (7 N/A)
160. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i	46% Yes (6) 54% Partial (7)  (2 N/A)	63% Yes (5) 25% Partial (2) 13% No (1) (5 N/A)	38% Yes (3) 63% Partial (5)  (3 N/A)	67% Yes (6) 33% Partial (3)  (1 N/A)	38% Yes (3) 50% Many (4) 13% No (1) (2 N/A)	71% Yes (5) 29% Many (2)  (2 N/A)
161. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d	77% Yes (10) 15% Partial (2) 7% No (1) (2 N/A)	88% Yes (7)  13% No (1) (5 N/A)	63% Yes (5) 25% Partial (2) 13% No (1) (3 N/A)	67% Yes (6) 22% Partial (2) 11% No (1) (1 N/A)	67% Yes (4) 17% Needs Imp (1) 17% No (1) (4 N/A)	50% Yes (3) 33% Many (2) 17% Needs Imp (1) (3 N/A)



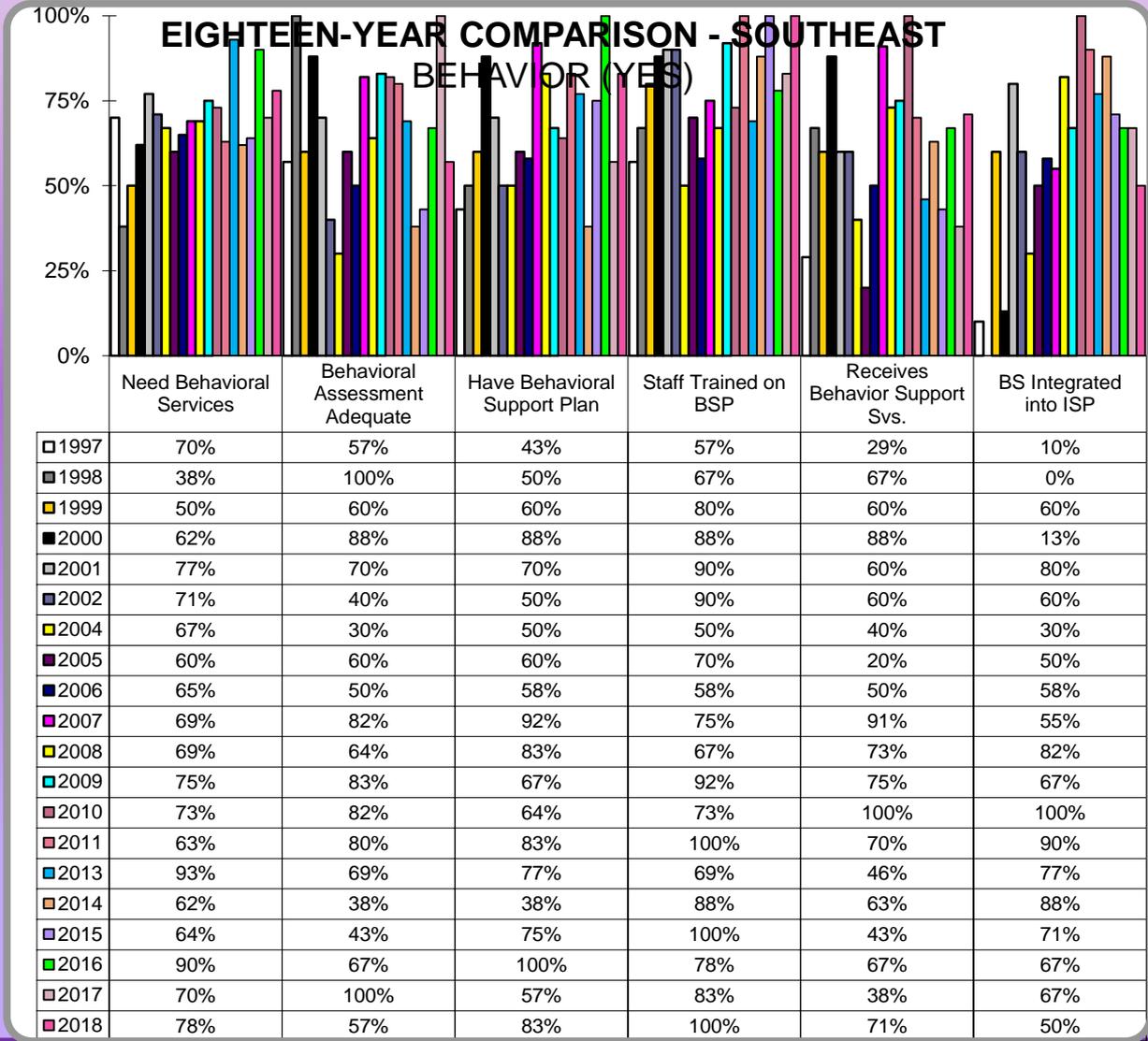
# 2018 Individual Quality Review Southeast Region Report

## 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?	62%	77%	71%	67%	60%	65%	69%	69%	75%	73%	63%	93%	62%	64%	90%	70%	78%
Have adequate behavioral assessments been completed?	88%	70%	40%	30%	60%	50%	82%	64%	83%	82%	80%	69%	38%	43%	67%	100%	57%
Does the person have a behavior support plan developed out of the behavior assessments that meet the person's needs?	88%	70%	50%	50%	60%	58%	92%	83%	67%	64%	83%	77%	38%	75%	100%	57%	83%
Have the staff been trained on the behavior support plan?	88%	90%	90%	50%	70%	58%	75%	67%	92%	73%	100%	69%	88%	100%	78%	83%	100%
Does the person receive behavioral services consistent with his/her needs?	88%	60%	60%	40%	20%	50%	91%	73%	75%	100%	70%	46%	63%	43%	67%	38%	71%
Are behavioral support services integrated into the ISP?	13%	80%	60%	30%	50%	58%	55%	82%	67%	100%	90%	77%	88%	71%	67%	67%	50%



## BEHAVIOR– Disengagement





# 2018 Individual Quality Review Southeast Region Report Findings by Area

## ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
162. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b	73% Yes (11) 27% Partial (4)	83% Yes (10) 17% Partial (2)  (1 N/A)	91% Yes (10) 9% Partial (1)	50% Yes (3) 50% Partial (3)  (4 N/A)	67% Yes (6) 22% Many (2) 11% Needs Imp (1) (1 N/A)	86% Yes (6) 14% Many (1)  (2 N/A)
163. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c	71% Yes (5) 29% Partial (2)  (8 N/A)	83% Yes (5) 17% Partial (1)  (7 N/A)	100% Yes (7)  (4 N/A)	83% Yes (5) 17% Partial (1)  (4 N/A)	50% Yes (3) 17% Many (1) 33% Needs Imp (2) (4 N/A)	60% Yes (3) 40% Many (2)  (4 N/A)
164. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f					100% Yes (9) (1 N/A)	86% Yes (6) 14% Many (1) (2 N/A)
165. Is the person's equipment and technology in good repair?'17IQR#25d					78% Yes (7) 11% Many (1) 11% Needs Imp (1) (1 N/A)	100% Yes (7)  (2 N/A)
166. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e					78% Yes (7) 11% Many (1) 11% Needs Imp (1) (1 N/A)	100% Yes (7)  (2 N/A)
167. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b	86% Yes (12) 14% Partial (2)  (1 N/A)	82% Yes (9) 18% Partial (2)  (2 N/A)	100% Yes (10)  (1 N/A)	75% Yes (6) 25% Partial (2)  (2 N/A)	67% Yes (6) 11% Many (1) 22% Needs Imp (2) (1 N/A)	83% Yes (5) 17% Many (1)  (3 N/A)



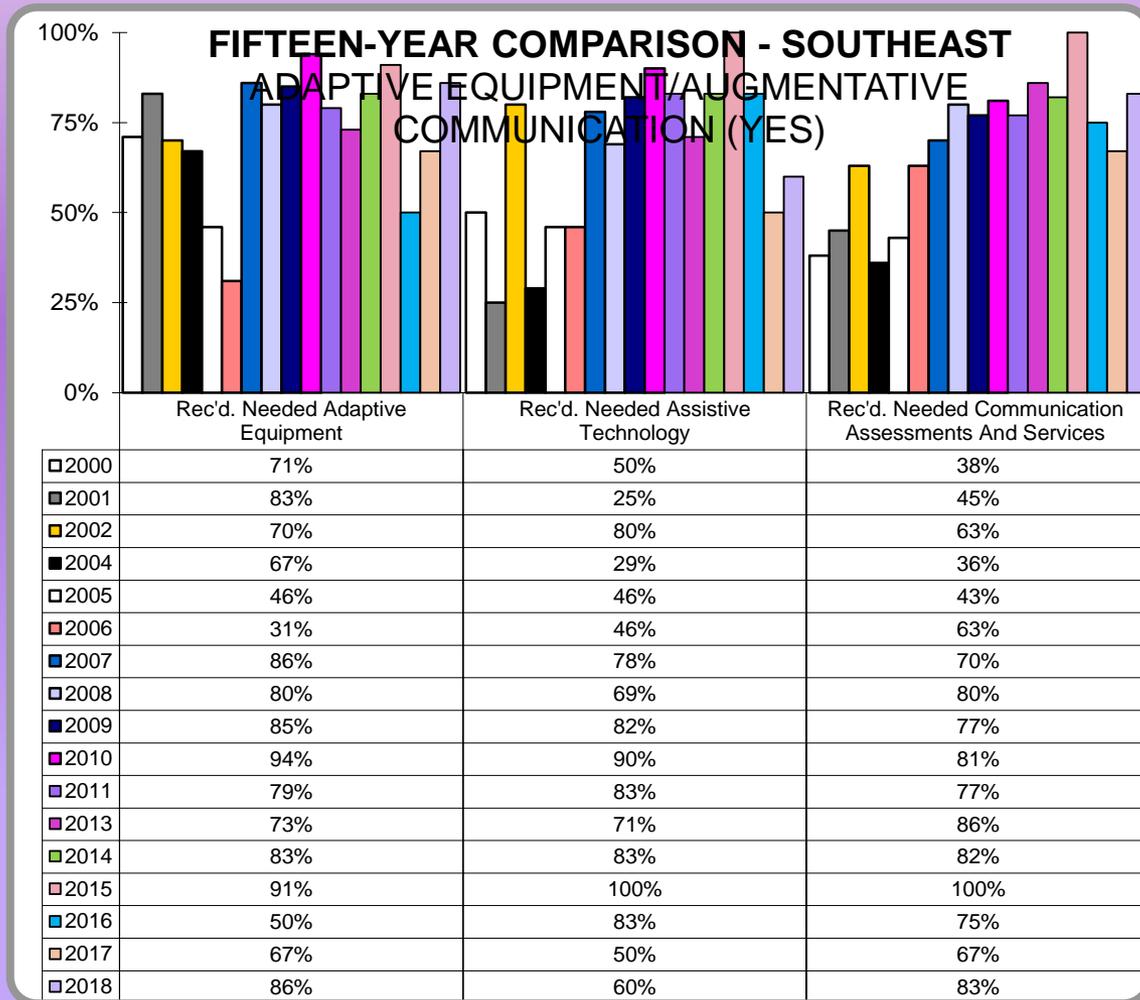
# 2018 Individual Quality Review Southeast Region Report

## 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?	59%	73%	83%	67%	50%	31%	86%	80%	85%	94%	79%	73%	83%	91%	50%	67%	86%
Has the person received all assistive technology needed?	54%	60%	81%	29%	50%	46%	78%	69%	82%	90%	83%	71%	83%	100%	83%	50%	60%
Has the person received all communication assessments and services needed?	49%	51%	61%	36%	46%	63%	70%	80%	77%	81%	77%	86%	82%	100%	75%	67%	83%



## ADAPTIVE EQUIPMENT/AUGMENTATIVE COMMUNICATION - Disengagement





# 2018 Individual Quality Review Southeast Region Report Findings by Area

## INDIVIDUAL SERVICE PLANNING

Question	2013 (sample=15)	2014 (sample=13)	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)
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	73% Yes (11) 27% Partial (4)	92% Yes (12) 8% Partial (1)	82% Yes (9) 18% Partial (2)	80% Yes (8) 20% Partial (2)	70% Yes (7) 10% Many (1) 20% Needs Imp (2)	89% Yes (8) 11% Many (1)
169. Does the person have an ISP that contains a complete Vision Section that is based on a long-term view? CPRQ142 '17IQR#7a	47% Yes (7) 47% Partial (7) 7% No (1)	85% Yes (11) 15% Partial (2)	27% Yes (3) 64% Partial (7) 9% No (1)	70% Yes (7) 30% Partial (3)	50% Yes (5) 20% Many (2) 20% Needs Imp (2) 10% No (1)	67% Yes (6) 11% Many (1) 22% Needs Imp (2)
170. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a	73% Yes (11) 27% Partial (4)	77% Yes (10) 23% Yes (3)	73% Yes (8) 27% Partial (3)	60% Yes (6) 40% Partial (4)	40% Yes (4) 20% Many (2) 40% Needs Imp (4)	78% Yes (7) 22% Many (2)
171. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f	100% Yes (15)	92% Yes (12) 8% Partial (1)	82% Yes (9) 18% Partial (2)	90% Yes (9) 10% Partial (1)	80% Yes (8) 10% Many (2) 10% Needs Imp (1)	89% Yes (8) 11% Many (1)
172. Is the person integrated into the community? CPRQ145; '17IQR#29g	93% Yes (14) 7% Partial (1)	69% Yes (9) 31% Partial (4)	73% Yes (8) 18% Partial (2) 9% No (1)	70% Yes (7) 30% Partial (3)	30% Yes (3) 20% Many (2) 50% Needs Imp (5)	67% Yes (6) 11% Many (1) 22% Needs Imp (2)
173. Overall is the ISP adequate to meet the person's needs? CPRQ146; '17IQR#7	20% Yes (3) 80% Partial (12)	8% Yes (1) 92% Partial (12)	0% Yes 100% Partial (11)	30% Yes (3) 70% Partial (7)	0% Yes 10% Many (1) 90% Needs Imp (9)	0% Yes 56% Many (5) 33% Needs Imp (3) 11% No (1)
174. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36	13% Yes (2) 87% Partial (13)	38% Yes (5) 62% Partial (8)	27% Yes (3) 73% Partial (8)	20% Yes (2) 80% Partial (8)	0% Yes 30% Many (3) 70% Needs Imp (7)	11% No (1) 78% Many (7) 11% Needs Imp (1)



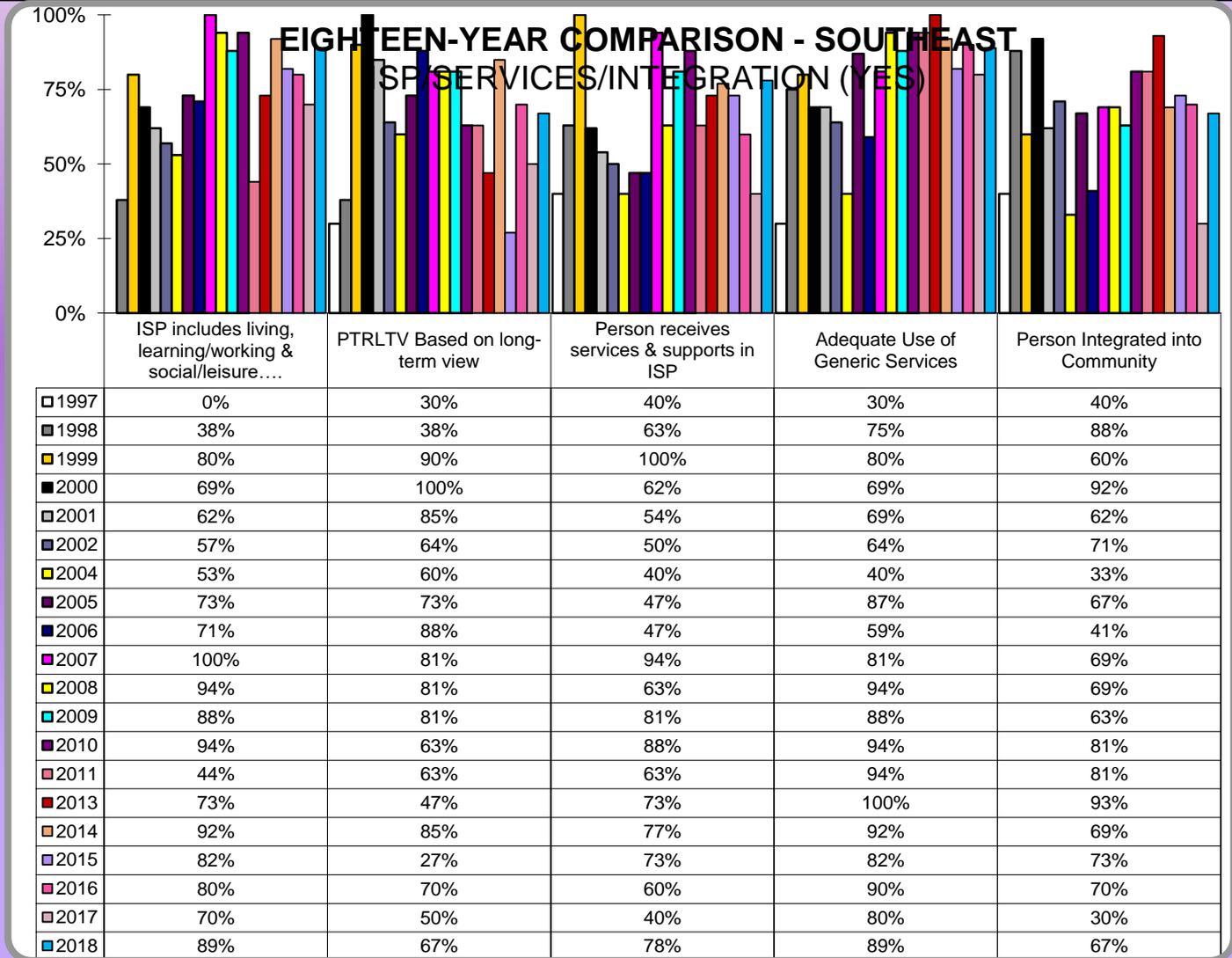
# 2018 Individual Quality Review Southeast Region Report

## 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...	69%	62%	57%	53%	73%	71%	100%	94%	88%	94%	44%	73%	92%	82%	80%	70%	89%
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%	85%	64%	60%	73%	88%	81%	81%	81%	63%	63%	47%	85%	27%	70%	50%	67%
Does the person receive services and supports recommended in the ISP?	62%	54%	50%	40%	47%	47%	94%	63%	81%	88%	63%	73%	77%	73%	60%	40%	78%
Does the person have adequate access to and use of generic services and natural supports?	69%	69%	64%	40%	87%	59%	81%	94%	88%	94%	94%	100%	92%	82%	90%	80%	89%
Is the person adequately integrated into the community?	92%	62%	71%	33%	67%	41%	69%	69%	63%	81%	81%	93%	69%	73%	70%	30%	67%



## INDIVIDUAL SERVICE PLANNING- Disengagement





2018 Individual Quality Review  
Southeast Region Report

# Thank you!

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See also: [www.jacksoncommunityreview.org](http://www.jacksoncommunityreview.org)