

2014 Community Practice Review Northeast Region Findings

Northeast Review (Early Bird and On-site)
held April 21-May 2, 2014



Class Members: 34

Number in Sample: 14 (41%)

**3 Independent Case Management Agencies
in Sample, also NERO for ESEM**

Visions	10 in sample
NMBHI	1 in sample
Unidas	1 in sample
NERO/ESEM	1 in sample



Day and Residential Agencies in sample:

	Day	Residential
<u>AWS</u>	4	4
<u>Community Options</u>	1	1
<u>EnSuenos y Los Angelitos</u>	1	1
<u>ESEM</u>	3	2
<u>Family Options</u>	2	2
<u>People Centered</u>	1	
<u>Northern NM Quality Care</u>	2	3
<u>R-Way</u>		1



Class Members with Immediate or Special Needs

Two individuals were found to have Special Attention Needs (14% of sample)

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

Two individuals were found to need immediate attention (14% of sample)

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 .

An Incident Report was filed for one individual. (7% of sample)

In 2013, two people (14%) needed Immediate Attention; two people (14%) required Special Attention.

In 2011, no one was found to need Immediate Attention; one person (7%) required Special Attention.

In 2010, no one was found to need Immediate Attention; three people (20%) required Special Attention.

In 2009, two people (12%) needed Immediate Attention; two people (12%) required Special Attention.

In 2007 and 2008, no one was found to need Immediate Attention; one person each year required Special Attention.

In 2006, no one was found to need Immediate Attention; two people (12%) required Special Attention.

In 2005, one person (6%) needed Immediate Attention; six people (35%) required Special Attention.



Identified Indicators of Good Practice

People are active in their communities and have roles/memberships

- ❑ Eight people attend church.
- ❑ Twelve people frequent the library.
- ❑ Four people are regulars at the Bowling Alley
- ❑ Three people are swimmers and one person is part of the Special Olympics.

All people in the sample had an identified membership/community role (see this and the next slide). Two had one, two had two, three had three, five had four, one had six, and one person had seven memberships/roles.



Identified Indicators of Good Practice

People are active in their communities and have roles/memberships

- ❑ Four people are active parts of their communities through clubs and other memberships, including coffee clubs, the Fraternal Order of Police, and the Knights of Columbus.
- ❑ Eleven people are regulars at their local recreation/senior/ or community centers.
- ❑ Three people are volunteers, helping their communities through time spent serving at the Boys and Girls Club, their churches and the animal hospital.



Some people are part of and integrated into their communities

- ❑ Thirteen people have adequate access to and use of generic services and natural supports.
- ❑ Nine people were seen as adequately integrated into the community.

Some people have friends

- ❑ Nine people have non-paid friends with whom they interact in the community and visit regularly.



Some people benefit from long term, caring and respectful staff

- ❑ Five people have residential staff that have been with them for at least five years one of those for over ten years!
- ❑ Two people have day staff that have been with them for at least five years, one for over ten years!
- ❑ Seven people have case managers that have been with them for over five years, two for over ten years!
- ❑ Fourteen people have case managers who thoroughly “know” them and can describe their preferences, wants and needs.



Some people have proactive advocates Case Manager/Guardian

- Ten people were identified as having actively involved guardians. (Seen at least 3 times a month)
- Ten people have case managers who are adequately available to them.
- Five people have case managers who fully understand their role/job.



Some people have shown evidence of progress

- ❑ Eight people are going more places or interacting or participating more in the community.
- ❑ Six people have increased their communication skills; four have increased their choice making.
- ❑ Ten people are becoming more independent in their homes and with their personal skills: preparing snacks, cleaning, laundry, self-care and work-related tasks.
- ❑ One person has improved mobility/physical abilities.



Some people have the technology and devices they need

- ❑ 158 assistive technology and adaptive equipment devices are needed by the individuals in the sample; 144 are in good repair, available, and used when needed. (91%).



Findings by Area

A. Expectations for Growth and Quality of Life

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=15)	2014 (sample=14)
31. Does the case manager have an appropriate expectation of growth for this person?	75% Yes (12) 25% Partial (4)	76% Yes (13) 24% Partial (4)	67% Yes (10) 20% Partial (3) 13% No (2)	73% Yes (11) 27% Partial (4)	50% Yes (7) 43% Partial (6) 7% No (1)	50% Yes (7) 50% Partial (7)
42. Does the [day services] direct service staff have an appropriate expectation of growth for this person?	69% Yes (11) 25% Partial (4) 6% No (1)	82% Yes (14) 12% Partial (2) 6% No (1)	73% Yes (11) 27% Partial (4)	60% Yes (9) 40% Partial (6)	71% Yes (10) 29% Partial (4)	69% Yes (9) 23% Partial (3) 8% No (1) (1 Not Scored)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	75% Yes (12) 19% Partial (3) 6% No (1)	76% Yes (13) 24% Partial (4)	73% Yes (11) 27% Partial (4)	100% Yes (15)	64% Yes (9) 36% Partial (5)	57% Yes (8) 36% Partial (5) 7% No (1)
84. Based on all of the evidence, in the opinion of the reviewer, has the person achieved progress in the past year?	75% Yes (12) 25% Partial (4)	65% Yes (11) 35% Partial (6)	47% Yes (7) 40% Partial (6) 13% No (2)	60% Yes (9) 40% Partial (6)	57% Yes (8) 36% Partial (5) 7% No (1)	43% Yes (6) 57% Partial (8)
85. Overall, does the IDT have an appropriate expectation of growth for this person?	69% Yes (11) 31% Partial (5)	53% Yes (9) 47% Partial (8)	53% Yes (8) 47% Partial (7)	40% Yes (6) 60% Partial (9)	36% Yes (5) 64% Partial (9)	36% Yes (5) 64% Partial (9)
86. Was the person provided the assistance and support needed to participate meaningfully in the planning process?	94% Yes (15) 6% Partial (1)	88% Yes (15) 12% Partial (2)	87% Yes (13) 13% Partial (2)	73% Yes (11) 27% Partial (4)	92% Yes (12) 8% Partial (1) (1 CND)	85% Yes (11) 15% Partial (2) (1 CND)
87. Is the person offered a range of opportunities for participation in each of the life areas?	62% Yes (8) 38% Partial (5) (3 CND)	81% Yes (13) 13% Partial (2) 6% No (1) (1 CND)	57% Yes (8) 43% Partial (6) (1 CND)	60% Yes (9) 40% Partial (6)	77% Yes (10) 23% Partial (3) (1 CND)	92% Yes (12) 8% Partial (1) (1 CND)



A. Expectations for Growth and Quality of Life (cont'd)

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
88. Does the person have the opportunity to make informed choices?	60% Yes (6) 40% Partial (4) (6 CND)	67% Yes (8) 33% Partial (4) (5 CND)	86% Yes (6) 14% Partial (1) (8 CND)	86% Yes (6) 14% Partial (1) (8 CND)	50% Yes (2) 50% Partial (2) (10 CND)	100% Yes (5) (9 CND)
89. About where and with whom to live?	63% Yes (5) 25% Partial (2) 13% No (1) (8 CND)	75% Yes (6) 25% Partial (2) (9 CND)	83% Yes (5) 17% No (1) (9 CND)	89% Yes (8) 11% Partial (1) (6 CND)	50% Yes (2) 50% Partial (2) (10 CND)	100% Yes (2) (12 CND)
90. About where and with whom to work/spend his/her day?	60% Yes (6) 40% Partial (4) (6 CND)	73% Yes (8) 27% Partial (3) (6 CND)	75% Yes (6) 25% Partial (2) (7 CND)	86% Yes (6) 14% Partial (1) (8 CND)	80% Yes (4) 20% Partial (1) (9 CND)	100% Yes (3) (11 CND)
91. About where and with whom to socialize/spend leisure time?	56% Yes (5) 44% Partial (4) (7 CND)	75% Yes (9) 25% Partial (3) (5 CND)	75% Yes (6) 25% Partial (2) (7 CND)	88% Yes (7) 13% Partial (1) (7 CND)	75% Yes (3) 25% Partial (1) (10 CND)	100% Yes (7) (7 CND)
92. Does the evidence support that providers do not prevent the person from pursuing relationships and are respecting the rights of this person?	88% Yes (14) 13% Partial (2)	100% Yes (17)	100% Yes (15)	100% Yes (15)	100% Yes (14)	100% Yes (14)
93. Overall, were the direct service staff interviewed trained on the provider's complaint process and on abuse, neglect and exploitation?	56% Yes (9) 44% Partial (7)	76% Yes (13) 24% Partial (4)	73% Yes (11) 27% Partial (4)	80% Yes (12) 20% Partial (3)	71% Yes (10) 29% Partial (4)	79% Yes (11) 21% Partial (3)
94. Does this person and/or guardian have adequate access to the available complaint processes/procedures?	93% Yes (14) 7% Partial (1) (1 CND)	88% Yes (15) 6% Partial (1) 6% No (1)	100% Yes (14) (1 CND)	93% Yes (13) 7% Partial (1) (1 CND)	79% Yes (11) 21% Partial (3)	86% Yes (12) 14% Partial (2)



2014 Community Practice Review Northeast Region Findings by Area

A. Expectations for Growth and Quality of Life (cont'd)

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
95. Does this person know his/her guardian?	88% Yes (7) 13% No (1) (8 CND)	100% Yes (8) (9 CND)	100% Yes (8) (7 CND)	100% Yes (8) (7 CND)	100% Yes (9) (5 CND)	100% Yes (2) (12 CND)
96. Does this person believe the guardian is helpful?	100% Yes (2) (14 CND)	100% Yes (2) (15 CND)	100% Yes (1) (14 CND)	100% Yes (2) (13 CND)	100% Yes (5) (9 CND)	100% Yes (1) (13 CND)
97. What is the level of participation of the legal guardian in this person's life and service planning?	63% Active (10) 25% Moderate (4) 6% Limited (1) 6% None (1)	59% Active (10) 41% Moderate (7)	60% Active (9) 27% Moderate (4) 13% Limited (2)	53% Active (8) 33% Moderate (5) 13% Limited (2)	50% Active (7) 36% Moderate (5) 14% Limited (2)	71% Active (10) 14% Moderate (2) 14% Limited (2)
98. In the Reviewer's opinion, does the person need a friend advocate?	6% Yes (1) 94% No (15)	6% Yes (1) 94% No (16)	13% Yes (2) 87% No (13)	100% No (15)	7% Yes (1) 93% No (13)	0% Yes 100% No (14)
99. Does the person have a friend advocate?	0% Yes 100% No (1) (15 N/A)	0% Yes 100% No (1) (16 N/A)	50% Yes (1) 50% No (1) (13 N/A)	(15 N/A)	0% Yes 100% No (1) (13 N/A)	(14 N/A)
100. If the person is retired, does he/she have adequate opportunities to engage in activities of interest during the day?	67% Yes (4) 33% Partial (2) (9 N/A) (1 CND)	100% Yes (7) (10 N/A)	100% Yes (4) (11 N/A)	100% Yes (6) (9 N/A)	60% Yes (3) 40% Partial (2) (9 N/A)	100% Yes (8) (6 N/A)



A. Expectations for Growth and Quality of Life (cont'd)

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
101. Does the person have daily choices/appropriate autonomy over his/her life?	75% Yes (12) 25% Partial (4)	82% Yes (14) 18% Partial (3)	60% Yes (9) 33% Partial (5) 7% No (1)	73% Yes (11) 27% Partial (4)	79% Yes (11) 21% Partial (3)	71% Yes (10) 21% Partial (3) 7% No (1)
102. Have the person's cultural preferences been accommodated?	94% Yes (15) 6% Partial (1)	100% Yes (17)	100% Yes (15)	93% Yes (13) 7% Partial (1) (1 CND)	93% Yes (13) 7% Partial (1)	100% Yes (14)
103. Is the person treated with dignity and respect?	88% Yes (14) 13% Partial (2)	65% Yes (11) 35% Partial (6)	73% Yes (11) 27% Partial (4)	73% Yes (11) 27% Partial (4)	71% Yes (10) 29% Partial (4)	71% Yes (10) 29% Partial (4)



A. Expectations for Growth and Quality of Life

Noteworthy Practice

- **100% of individuals (14 of 14) have providers that do not prevent them from pursuing relationships and are respecting their rights. (100% in 2013, 2011, 2010 and 2009, 88% in 2008) #92**
- **14 of 14 individuals (100%) have their cultured preferences accommodated. (93% in 2013 and 2011, 100% in 2010 and 2009, 93% in 2008) #102**



2014 Community Practice Review Northeast Region Findings by Area

B. Satisfaction

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
104. Overall, is the person satisfied with the current services?	100% Yes (3) (13 CND)	100% Yes (9) (8 CND)	100% Yes (5) (10 CND)	100% Yes (4) (11 CND)	100% Yes (5) (9 CND)	83% Yes (5) 17% Partial (1) (8 CND)
105. Does the person get along with the case manager?	100% Yes (2) (14 CND)	100% Yes (2) (15 CND)	100% Yes (1) (14 CND)	100% Yes (4) (11 CND)	100% Yes (3) (11 CND)	100% Yes (1) (13 CND)
106. Does the person find the case manager helpful?	100% Yes (2) (14 CND)	100% Yes (2) (15 CND)	(15 CND)	100% Yes (2) (13 CND)	100% Yes (3) (11 CND)	(14 CND)
107. Does the legal guardian find the case manager helpful?	100% Yes (12) (4 CND)	100% Yes (16) (1 CND)	90% Yes (9) 10% Partial (1) (5 CND)	100% Yes (13) (2 CND)	100% Yes (14)	93% Yes (13) 7% Partial (1)
108. Does the person have adequate food and drink available?	100% Yes (14) (2 CND)	100% Yes (13) (4 CND)	100% Yes (14) (1 CND)	100% Yes (13) (2 CND)	100% Yes (13) (1 CND)	100% Yes (13) (1 CND)
109. Does the person have adequate transportation to meet his/her needs?	100% Yes (15) (1 CND)	65% Yes (11) 29% Partial (5) 6% No (1)	93% Yes (14) 7% Partial (1)	100% Yes (15)	100% Yes (14)	86% Yes (12) 14% Partial (2)
110. Does the person have sufficient personal money?	100% Yes (15) (1 CND)	93% Yes (14) 7% Partial (1) (2 CND)	85% Yes (11) 15% Partial (2) (2 CND)	100% Yes (15)	100% Yes (13) (1 CND)	86% Yes (12) 14% Partial (2)
111. Does the person get along with their day program/employment staff?	100% Yes (12) (4 CND)	100% Yes (11) (1 N/A, 5 CND)	100% Yes (8) (7 CND)	100% Yes (11) (4 CND)	90% Yes (9) 10% Partial (1) (4 CND)	89% Ye (8) 11% Partial (1) (1 NA, 4 CND)
112. Does the person get along with the residential provider staff?	100% Yes (15) (1 CND)	100% Yes (13) (4 CND)	100% Yes (11) (4 CND)	100% Yes (10) (5 CND)	100% Yes (12) (2 CND)	100% Yes (9) (5 CND)



B. Satisfaction

Noteworthy Practice

- **13 of 13 individuals (100%, 1 CND) had adequate food and drink available. (100% in 2013, 2011, 2010, 2009 and 2008) #108**
- **Of the class members for whom a determination could be made:**
 - **93% of guardians found the case manager helpful. #107**
 - **89% got along with their day/employment staff. (1 N/A, 4 CND) #111**
 - **100% got along with their residential staff. (5 CND) #112**



C. Assessments

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
57. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts?	75% Yes (12) 25% Partial (4)	71% Yes (12) 29% Partial (5)	40% Yes (6) 60% Partial (9)	73% Yes (11) 27% Partial (4)	64% Yes (9) 36% Partial (5)	29% Yes (4) 64% Partial (9) 7% No (1)
58. Did the team arrange for and obtain the needed, relevant assessments?	44% Yes (7) 56% Partial (9)	59% Yes (10) 41% Partial (7)	40% Yes (6) 60% Partial (9)	67% Yes (10) 33% Partial (5)	50% Yes (7) 50% Partial (7)	14% Yes (2) 86% Partial (12)
59. Are the assessments adequate for planning?	81% Yes (13) 19% Partial (3)	82% Yes (14) 18% Partial (3)	47% Yes (7) 53% Partial (8)	60% Yes (9) 40% Partial (6)	43% Yes (6) 57% Partial (8)	29% Yes (4) 71% Partial (10)
60. Were the recommendations from assessments used in planning?	50% Yes (8) 50% Partial (8)	65% Yes (11) 35% Partial (6)	40% Yes (6) 47% Partial (7) 13% No (2)	47% Yes (7) 53% Partial (8)	21% Yes (3) 79% Partial (11)	29% Yes (4) 71% Partial (10)



C. Assessments

Practice Challenges

- **86% of teams (12 of 14) did not adequately arrange for and obtain the needed, relevant assessments. (50% did not in 2013; 33% in 2011; 60% in 2010; 41% in 2009, 56% in 2008) #58**
- **71% of assessments (10 of 14) were not found to be adequate for planning. (57% were not in 2013; 40% in 2011; 53% were not in 2010, 18% in 2009, 19% in 2008) #59**
- **71% of individuals (10 of 14) had recommendations from assessments that were not adequately used in planning. (79% were not in 2013, 53% in 2011, 60% in 2010, 35% in 2009, 50% in 2008, 53% in 2007) #60**



D. Adequacy of Planning and Adequacy of Services

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
61. Is there a document called an Individual Service Plan (ISP) that was developed within the last year?	100% Yes (16)	100% Yes (17)	100% Yes (15)	100% Yes (15)	100% Yes (14)	100% Yes (14)
62. Was the ISP developed by an appropriately constituted IDT?	50% Yes (8) 50% Partial (8)	82% Yes (14) 18% Partial (3)	53% Yes (8) 47% Partial (7)	67% Yes (10) 33% Partial (5)	50% Yes (7) 50% Partial (7)	50% Yes (7) 50% Partial (7)
63. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP?	27% Yes (3) 45% Partial (5) 27% No (3) (5 N/A)	67% Yes (6) 22% Partial (2) 11% No (1) (8 N/A)	42% Yes (5) 50% Partial (6) 8% No (1) (3 N/A)	44% Yes (4) 44% Partial (4) 11% No (1) (6 N/A)	20% Yes (2) 60% Partial (6) 20% No (2) (4 N/A)	42% Yes (5) 50% Partial (6) 8% No (1) (2 N/A)
64. Overall, is the long-term vision adequate?	50% Yes (8) 50% Partial (8)	76% Yes (13) 24% Partial (4)	80% Yes (12) 13% Partial (2) 7% No (1)	47% Yes (7) 47% Partial (7) 7% No (1)	43% Yes (6) 50% Partial (7) 7% No (1)	36% Yes (5) 64% Partial (9)
65*. Overall, does the Narrative and/or Progress Towards Reaching the Long-Term Vision Section of the ISP give adequate guidance to achieving the person's long-term vision?	81% Yes (13) 19% Partial (3)	88% Yes (15) 12% Partial (2)	80% Yes (12) 20% Partial (3)	47% Yes (7) 47% Partial (7) 7% No (1)	71% Yes (10) 29% Partial (4)	57% Yes (8) 36% Partial (5) 7% No (1)
66*. Overall, is Vision Section of the ISP used as the basis for outcome development?	88% Yes (14) 13% Partial (2)	82% Yes (14) 18% Partial (3)	87% Yes (13) 13% Partial (2)	73% Yes (11) 20% Partial (3) 7% No (1)	50% Yes (7) 43% Partial (6) 7% No (1)	50% Yes (7) 50% Partial (7)
67*. Overall, do the outcomes in the ISP include criteria by which the team can determine when the outcome (s) have been achieved?	38% Yes (6) 63% Partial (10)	71% Yes (12) 29% Partial (5)	73% Yes (11) 27% Partial (4)	40% Yes (6) 53% Partial (8) 7% No (1)	29% Yes (4) 57% Partial (8) 14% No (2)	36% Yes (5) 64% Partial (9)
68*. Overall, are the ISP outcomes related to achieving the person's long-term vision?	88% Yes (14) 13% Partial (2)	82% Yes (14) 18% Partial (3)	87% Yes (13) 13% Partial (2)	73% Yes (11) 20% Partial (3) 7% No (1)	57% Yes (8) 29% Partial (4) 14% No (2)	43% Yes (6) 50% Partial (7) 7% No (1)



2014 Community Practice Review Northeast Region Findings by Area

D. Adequacy of Planning and Adequacy of Services (cont'd)

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
69*. Overall, do the ISP outcomes address the person's major needs?	44% Yes (7) 50% Partial (8) 6% No (1)	65% Yes (11) 35% Partial (6)	80% Yes (12) 20% Partial (3)	60% Yes (9) 33% Partial (5) 7% No (1)	71% Yes (10) 29% Partial (4)	50% Yes (7) 43% Partial (6) 7% No (1)
70*. Overall, are the Action Plans specific and relevant to assisting the person in achieving his/her outcomes?	44% Yes (7) 56% Partial (9)	71% Yes (12) 29% Partial (5)	73% Yes (11) 27% Partial (4)	60% Yes (9) 27% Partial (4) 13% No (2)	21% Yes (3) 79% Partial (11)	29% Yes (4) 71% Partial (10)
71*. Overall, are the Teaching and Support strategies sufficient to ensure consistent implementation of the services provided?	56% Yes (9) 25% Partial (4) 19% No (3)	50% Yes (8) 44% Partial (7) 6% No (1) (1 N/A)	57% Yes (8) 43% Partial (6) (1 N/A)	40% Yes (6) 53% Partial (8) 7% No (1)	21% Yes (3) 64% Partial (9) 14% No (2)	21% Yes (3) 50% Partial (7) 29% No (4)
72*. Overall, are the recommendations and/or objectives/strategies of ancillary providers integrated into the outcomes, action plans, and Teaching and Support Strategies of the ISP?	31% Yes (5) 44% Partial (7) 25% No (4)	53% Yes (9) 47% Partial (8)	47% Yes (7) 47% Partial (7) 7% No (1)	40% Yes (6) 53% Partial (8) 7% No (1)	23% Yes (3) 69% Partial (9) 8% No (1) (1 N/A)	7% Yes (1) 79% Partial (11) 14% No (2)
73*. If needed, does the ISP contain a specific Crisis Prevention and Intervention Plan that meets the person's needs?	64% Yes (9) 21% Partial (3) 14% No (2) (2 N/A)	71% Yes (12) 29% Partial (5)	57% Yes (8) 43% Partial (6) (1 N/A)	71% Yes (10) 29% Partial (4) (1 N/A)	62% Yes (8) 38% Partial (5) (1 N/A)	77% Yes (10) 23% Partial (3) (1 N/A)
73a. If needed, does the ISP contain a specific Crisis Prevention Plan for dangerous behavior that meets the person's needs?	Question started in 2011			60% Yes (3) 20% Partial (1) 20% No (1) (10 N/A)	33% Yes (1) 67% Partial (2) (11 N/A)	100% Yes (2) (12 N/A)
73b. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)?	Question started in 2011			53% Yes (8) 40% Partial (6) 7% No (1)	54% Yes (7) 46% Partial (6) (1 N/A)	71% Yes (10) 29% Partial (4)



2014 Community Practice Review Northeast Region Findings by Area

D. Adequacy of Planning and Adequacy of Services (cont'd)

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
74*. Does the ISP contain information regarding primary health (medical) care?	94% Yes (15) 6% Partial (1)	71% Yes (12) 29% Partial (5)	93% Yes (14) 7% Partial (1)	87% Yes (13) 13% Partial (2)	79% Yes (11) 21% Partial (3)	93% Yes (13) 7% Partial (1)
74a*. Does the ISP face sheet contain contact information for the PCP?	94% Yes (15) 6% Partial (1)	94% Yes (16) 6% Partial (1)	93% Yes (14) 7% Partial (1)	93% Yes (14) 7% Partial (1)	86% Yes (12) 14% Partial (2)	100% Yes (14)
74b*. Is the Healthcare Coordinator's name and contact information listed in the ISP?	100% Yes (16)	82% Yes (14) 18% No (3)	93% Yes (14) 7% Partial (1)	93% Yes (14) 7% No (1)	79% Yes (11) 14% Partial (2) 7% No (1)	93% Yes (13) 7% Partial (1)
75. Does the ISP reflect how the person will get to work/day activities, shopping, social activities?	31% Yes (5) 38% Partial (6) 31% No (5)	47% Yes (7) 27% Partial (4) 27% No (4) (2 N/A)	88% Yes (7) 12% Partial (1) (7 N/A)	100% Yes (6) (9 N/A)	100% Yes (4) (10 N/A)	78% Yes (7) 22% No (2) (5 N/A)
76. Does the ISP reflect how the person will obtain prescribed medications?	94% Yes (15) 6% Partial (1)	82% Yes (14) 12% Partial (2) 6% No (1)	93% Yes (14) 7% Partial (1)	93% Yes (14) 7% No (1)	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)
77. Does the ISP contain a list of adaptive equipment needed and who will provide it?	17% Yes (2) 58% Partial (7) 25% No (3) (4 N/A)	46% Yes (6) 38% Partial (5) 15% No (2) (4 N/A)	42% Yes (5) 50% Partial (6) 8% No (1) (3 N/A)	53% Yes (8) 40% Partial (6) 7% No (1)	67% Yes (8) 33% Partial (4) (2 N/A)	64% Yes (9) 29% Partial (4) 7% No (1)



2014 Community Practice Review Northeast Region Findings by Area

D. Adequacy of Planning and Adequacy of Services (cont'd)

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
78. Overall, is the ISP adequate to meet the person's needs?	19% Yes (3) 81% Partial (13)	47% Yes (8) 53% Partial (9)	27% Yes (4) 73% Partial (11)	40% Yes (6) 60% Partial (9)	7% Yes (1) 93% Partial (13)	7% Yes (1) 93% Partial (13)
79. If #78 is rated "2", is the ISP being implemented?	100% Yes (3) (13 N/A)	75% Yes (6) 25% Partial (2) (9 N/A)	50% Yes (2) 50% Partial (2) (11 N/A)	67% Yes (4) 33% Partial (2) (9 N/A)	100% Yes (1) (13 N/A)	100% Yes (1) (13 N/A)
80a. If there is no ISP, or if #78 is rated "0" or "1", is the ISP being implemented?		78% Yes (7) 22% Partial (2) (8 N/A)	45% Yes (5) 55% Partial (6) (4 N/A)	33% Yes (3) 67% Partial (6) (6 N/A)	38% Yes (5) 62% Partial (8) (1 N/A)	23% Yes (3) 77% Partial (10) (1 N/A)
80b. If there is no ISP, or if #78 is rated "0" or "1", are current services adequate to meet the person's needs?	46% Yes (6) 54% Partial (7) (3 N/A)	67% Yes (6) 33% Partial (3) (8 N/A)	27% Yes (3) 73% Partial (8) (4 N/A)	22% Yes (2) 78% Partial (7) (6 N/A)	23% Yes (3) 77% Partial (10) (1 N/A)	15% Yes (2) 85% Partial (11) (1 N/A)
81. Overall, were the direct service staff trained on the implementation of the ISP?	63% Yes (10) 38% Partial (6)	94% Yes (16) 6% Partial (1)	67% Yes (10) 33% Partial (5)	73% Yes (11) 27% Partial (4)	79% Yes (11) 21% Partial (3)	93% Yes (13) 7% Partial (1)
82. Overall, were the direct service staff able to describe their responsibilities in providing daily care/support to the person?	50% Yes (8) 50% Partial (8)	71% Yes (12) 29% Partial (5)	47% Yes (7) 53% Partial (8)	73% Yes (11) 27% Partial (4)	57% Yes (8) 43% Partial (6)	86% Yes (12) 14% Partial (2)
83. Overall, do the progress notes or other documentation in the case management record reflect the status of the goals and services of the key life areas stated in the ISP?	44% Yes (7) 56% Partial (9)	59% Yes (10) 41% Partial (7)	47% Yes (7) 40% Partial (6) 13% No (2)	67% Yes (10) 27% Partial (4) 7% No (1)	21% Yes (3) 57% Partial (8) 21% No (3)	14% Yes (2) 86% Partial (12)



D. Adequacy of Planning and Adequacy of Services

Practice Challenges

- **64% of ISPs (9 of 14) do not have outcomes that include criteria by which the team can determine when the outcomes have been achieved. (71% did not in 2013, 60% in 2011, 27% in 2010, 29% in 2009 and 63% in 2008) #67**
- **79% of ISPs (11 of 14) were found to not have adequate teaching and support strategies sufficient to ensure consistent implementation of the services planned. (78% were not in 2013, 60% in 2011, 43% in 2010, 50% in 2009, 44% in 2008) #71**
- **13 of 14 ISPs (93%) were not found to be adequate to meet the person's needs. (93% were not in 2013, 60% in 2011, 73% were not in 2010, 53% in 2009, 81% in 2008) #78**



E. Individual Service Planning & Summary

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
141. Does the person have an ISP that addresses living, learning/working and social/leisure that correlates with the person's desire and capabilities, in accordance with DOH regulations?	19% Yes (3) 81% Partial (13)	47% Yes (8) 53% Partial (9)	27% Yes (4) 73% Partial (11)	40% Yes (6) 60% Partial (9)	79% Yes (11) 14% Partial (2) 7% No (1)	93% Yes (13) 7% Partial (1)
142*. 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% Yes (3) (13 N/A)	75% Yes (6) 25% Partial (2) (9 N/A)	50% Yes (2) 50% Partial (2) (11 N/A)	67% Yes (4) 33% Partial (2) (9 N/A)	64% Yes (9) 36% Partial (5)	50% Yes (7) 43% Partial (6) 7% No (1)
143. Does the person receive services and supports recommended in the ISP?		78% Yes (7) 22% Partial (2) (8 N/A)	45% Yes (5) 55% Partial (6) (4 N/A)	33% Yes (3) 67% Partial (6) (6 N/A)	86% Yes (12) 14% Partial (2)	71% Yes (10) 29% Partial (4)
144. Does the person have adequate access to and use of generic services and natural supports?	46% Yes (6) 54% Partial (7) (3 N/A)	67% Yes (6) 33% Partial (3) (8 N/A)	27% Yes (3) 73% Partial (8) (4 N/A)	22% Yes (2) 78% Partial (7) (6 N/A)	93% Yes (13) 7% Partial (1)	93% Yes (13) 7% No (1)
145. Is the person adequately integrated into the community?	63% Yes (10) 38% Partial (6)	94% Yes (16) 6% Partial (1)	67% Yes (10) 33% Partial (5)	73% Yes (11) 27% Partial (4)	79% Yes (11) 21% Partial (3)	64% Yes (9) 36% Partial (5)
146. Overall, is the ISP adequate to meet the person's needs?	50% Yes (8) 50% Partial (8)	71% Yes (12) 29% Partial (5)	47% Yes (7) 53% Partial (8)	73% Yes (11) 27% Partial (4)	7% Yes (1) 93% Partial (13)	7% Yes (1) 93% Partial (13)
147. Is the program of the level of intensity adequate to meet this person's needs?	44% Yes (7) 56% Partial (9)	59% Yes (10) 41% Partial (7)	47% Yes (7) 40% Partial (6) 13% No (2)	67% Yes (10) 27% Partial (4) 7% No (1)	14% Yes (2) 86% Partial (12)	21% Yes (3) 79% Partial (11)



E. Individual Service Planning

Noteworthy Practice:

- **93% of individuals (13 of 14) have an ISP that addresses all life areas and correlates with their desires and capabilities. (79% in 2013, 100% in 2011, 2010 and 2009, 81% in 2008) #141**
- **93% of the sample (13 of 14) were found to have adequate access to and use of generics services and natural supports. (93% in 2013, 80% in 2011, 87% in 2010, 89% in 2009, 88% in 2008) #144**

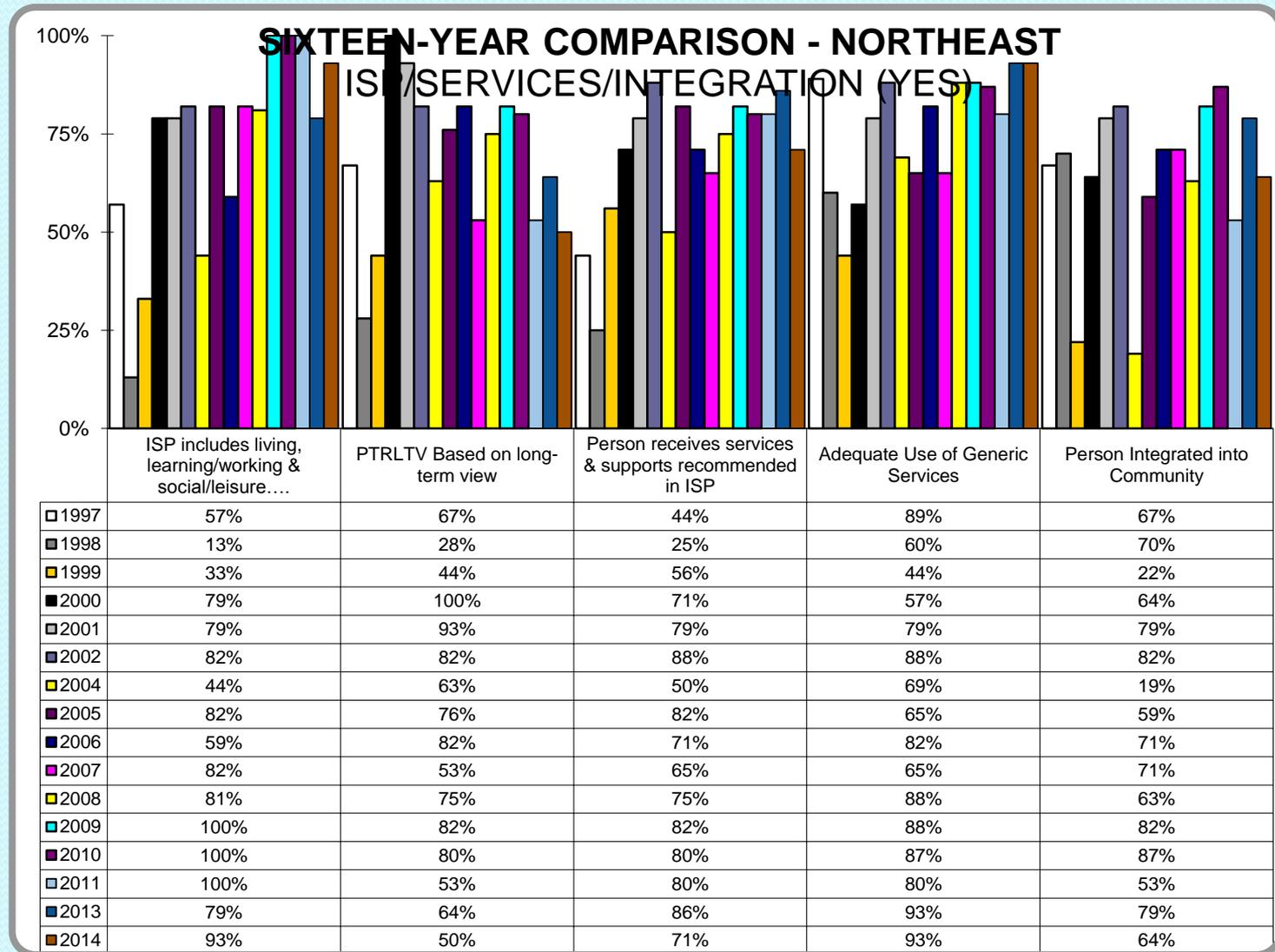


E. Individual Service Planning – Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014
141. Does the person have an ISP that includes living, learning/working and social/leisure that correlates to ...	79%	79%	82%	44%	82%	59%	82%	81%	100%	100%	100%	79%	93%
142. 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%	93%	82%	63%	76%	82%	53%	75%	82%	80%	53%	64%	50%
143. Does the person receive services and supports recommended in the ISP?	71%	79%	88%	50%	82%	71%	65%	75%	82%	80%	80%	86%	71%
144. Does the person have adequate access to and use of generic services and natural supports?	57%	79%	88%	69%	65%	82%	65%	88%	88%	87%	80%	93%	93%
145. Is the person adequately integrated into the community?	64%	79%	82%	19%	59%	71%	71%	63%	82%	87%	53%	79%	64%



E. Individual Service Planning – Disengagement





2014 Community Practice Review Northeast Region Findings by Area

F. Team Process

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
114. Are the individual members of the IDT following up on their responsibilities?	25% Yes (4) 75% Partial (12)	53% Yes (9) 47% Partial (8)	40% Yes (6) 53% Partial (8) 7% No (1)	47% Yes (7) 53% Partial (8)	29% Yes (4) 71% Partial (10)	14% Yes (2) 86% Partial (12)
115. If there is evidence of team conflict, has the team made efforts to build consensus?	50% Yes (2) 50% Partial (2) (12 N/A)	100% Yes (4) (13 N/A)	100% Yes (4) (11 N/A)	67% Yes (4) 33% Partial (2) (9 N/A)	67% Yes (2) 33% Partial (1) (11 N/A)	75% Yes (6) 25% Partial (2) (6 N/A)
116. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs?	93% Yes (14) 7% No (1) (1 N/A)	100% Yes (16) (1 N/A)	87% Yes (13) 13% No (2)	71% Yes (10) 29% No (4) (1 N/A)	85% Yes (11) 15% No (2) (1 N/A)	42% Yes (5) 58% No (7) (2 N/A)
117. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented?	88% Yes (14) 13% Partial (2)	100% Yes (17)	87% Yes (13) 13% Partial (2)	87% Yes (13) 13% Partial (2)	64% Yes (9) 36% Partial (5)	79% Yes (11) 21% Partial (3)
118. Do you recommended Team Process Training for this IDT?	100% No (16)	100% No (17)	13% Yes (2) 87% No (13)	7% Yes (1) 93% No (14)	0% Yes 100% No (14)	7% Yes (1) 93% Partial (13)



F. Team Process (continued)

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
119. Is there evidence or documentation of physical regression in the last year?	25% Yes (4) 75% No (12)	29% Yes (5) 71% No (12)	33% Yes (5) 67% No (10)	60% Yes (9) 40% No (6)	46% Yes (6) 54% No (7) (1 CND)	29% Yes (4) 71% No (10)
120. Is there evidence or documentation of behavioral or functional regression in the last year?	19% Yes (3) 81% No (13)	18% Yes (3) 82% No (14)	50% Yes (7) 50% No (7) (1 CND)	27% Yes (4) 73% No (11)	43% Yes (6) 57% No (8)	50% Yes (7) 50% No (7)
121. If #119 or 120 is Yes, is the IDT adequately addressing the regression?	86% Yes (6) 14% Partial (1) (9 N/A)	80% Yes (4) 20% No (1) (12 N/A)	43% Yes (3) 43% Partial (3) 17% No (1) (8 N/A)	90% Yes (9) 10% Partial (1) (5 N/A)	56% Yes (5) 44% Partial (4) (5 N/A)	29% Yes (2) 71% Partial (5) (7 N/A)
122. Has the person changed residential/day services in the last year? If Yes, was the change:	19% Yes (3) 81% No (13)	41% Yes (7) 59% No (10)	20% Yes (3) 80% No (12)	20% Yes (3) 80% No (12)	14% Yes (2) 86% No (12)	7% Yes (1) 93% No (13)
122a. Planned by the IDT?	67% Yes (2) 33% Partial (1) (13 N/A)	86% Yes (6) 14% Partial (1) (10 N/A)	67% Yes (2) 33% Partial (1) (12 N/A)	67% Yes (2) 33% Partial (1) (12 N/A)	50% Yes (1) 50% Partial (1) (12 N/A)	0% Yes 100% Partial (1) (13 N/A)
122b. Appropriate to meet needs?	33% Yes (1) 67% Partial (2) (13 N/A)	71% Yes (5) 29% Partial (2) (10 N/A)	100% Yes (3) (12 N/A)	67% Yes (2) 33% Partial (1) (12 N/A)	0% Yes 100% Partial (2) (12 N/A)	100% Yes (1) (13 N/A)
123. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person?	50% Yes (8) 50% Partial (8)	41% Yes (7) 53% Partial (9) 6% No (1)	40% Yes (6) 60% Partial (9)	53% Yes (8) 47% Partial (7)	14% Yes (2) 86% Partial (12)	14% Yes (2) 86% Partial (12)



F. Team Process

Practice Challenges

- **86% of IDTs (12 of 14) had members who were not adequately following up on their responsibilities. (71% were not in 2013, 53% in 2011, 60% in 2010, 47% in 2009, 75% in 2008, 65% in 2007) #114**
- **For 86% of the individuals (12 of 14), the IDT process was found to be partially adequate for assessing, planning, implementing and monitoring of services. (In 2013 the process was partially adequate for 86%, 53% in 2011, 60% in 2010, 59% in 2009, 50% in 2008, 59% in 2007) #123**



G. Health Related Needs

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
30. Was the case manager able to describe the person's health related needs?	50% Yes (8) 50% Partial (8)	71% Yes (12) 29% Partial (5)	47% Yes (7) 53% Partial (8)	67% Yes (10) 33% Partial (5)	50% Yes (7) 50% Partial (7)	43% Yes (6) 57% Partial (8)
38. Was the [day/employment] direct service staff able to describe the person's health related needs?	75% Yes (12) 19% Partial (3) 6% No (1)	41% Yes (7) 59% Partial (10)	60% Yes (9) 40% Partial (6)	60% Yes (9) 40% Partial (6)	50% Yes (7) 50% Partial (7)	77% Yes (10) 23% Partial (3) (1 Not Scored)
48. Was the residential service staff able to describe the person's health related needs?	69% Yes (11) 31% Partial (5)	47% Yes (8) 53% Partial (9)	33% Yes (5) 67% Partial (10)	60% Yes (9) 40% Partial (6)	43% Yes (6) 50% Partial (7) 7% No (1)	64% Yes (9) 36% Partial (5)
54. Overall, were the team members interviewed able to describe the person's health-related needs?	44% Yes (7) 56% Partial (9)	35% Yes (6) 65% Partial (11)	20% Yes (3) 80% Partial (12)	33% Yes (5) 67% Partial (10)	29% Yes (4) 71% Partial (10)	14% Yes (2) 86% Partial (12)
55. Is there evidence that the IDT discussed the person's health-related issues?	69% Yes (11) 31% Partial (5)	82% Yes (14) 18% Partial (3)	80% Yes (12) 20% Partial (3)	60% Yes (9) 40% Partial (6)	71% Yes (10) 29% Partial (4)	36% Yes (5) 64% Partial (9)
56. In the opinion of the reviewer, are the person's health supports/needs being adequately addressed?	38% Yes (6) 63% Partial (10)	29% Yes (5) 65% Partial (11) 6% No (1)	27% Yes (4) 73% Partial (11)	40% Yes (6) 60% Partial (9)	43% Yes (6) 57% Partial (8)	14% Yes (2) 86% Partial (12)

G. Health Related Needs

Practice Challenges

86% of team members (12 of 14), overall, were not able to describe the person's health-related needs. (71% were not in 2013; 67% in 2011, 80% in 2010, 65% in 2009, 56% in 2008) #54

- **57% of case managers (8 of 14) were not able to adequately describe the person's health-related needs. (50% could not in 2013; 33% in 2011, 53% in 2010, 29% in 2009, 50% in 2008) #30**
- **23% of day service staff (3 of 13, 1 not scored) could not adequately describe the person's health-related needs. (50% could not in 2013; 40% in 2011 and 2010, 59% in 2009, 25% 2008) #38**
- **36% of residential staff (5 of 14) could not adequately describe the person's health-related needs. (57% could not in 2013; 40% in 2011, 67% in 2010, 53% in 2009, 31% in 2008) #48**



H. Supported Employment (cont'd)

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
124. Has the IDT, or the reviewer recommended a supported employment assessment for the person?	63% Yes (10) 38% No (6)	53% Yes (9) 47% No (8)	53% Yes (8) 47% No (7)	47% Yes (7) 53% No (8)	71% Yes (10) 29% No (4)	54% Yes (7) 46% No (6) (1 Not Scored)
125. In the opinion of the IDT or the reviewer, does the person need supported employment?	38% Yes (6) 63% No (10)	41% Yes (7) 59% No (10)	47% Yes (7) 53% No (8)	27% Yes (4) 73% No (11)	64% Yes (9) 36% No (5)	38% Yes (5) 62% No (8) (1 Not Scored)
126. Did the person receive a supported employment assessment?	70% Yes (7) 30% No (3) (6 N/A)	78% Yes (7) 22% No (2) (8 N/A)	67% Yes (6) 33% No (3) (6 N/A)	71% Yes (5) 29% No (2) (8 N/A)	70% Yes (7) 30% No (3) (4 N/A)	50% Yes (4) 50% No (4) (5 N/A) (1 Not Scored)
127. Does the supported employment assessment conform to the DOH regulations?	20% Yes (2) 30% Partial (3) 50% No (5) (6 N/A)	67% Yes (6) 11% Partial(1) 22% No (2) (8 N/A)	38% Yes (3) 38% Partial (3) 24% No (2) (7 N/A)	25% Yes (2) 50% Partial (4) 25% No (2) (7 N/A)	0% Yes 70% Partial (7) 30% No (3) (4 N/A)	29% Yes (2) 14% Partial (1) 57% No (4) (6 N/A) (1 Not Scored)
128. Does the person have a career development plan (based on assessments) that meets the person's needs?	14% Yes (1) 57% Partial (4) 29% No (2) (9 N/A)	29% Yes (2) 43% Partial (3) 29% No (2) (10 N/A)	13% Yes (1) 63% Partial (5) 25% No (2) (7 N/A)	0% Yes 80% Partial (4) 20% No (1) (10 N/A)	0% Yes 33% Partial (3) 67% No (6) (5 N/A)	0% Yes 17% Partial (1) 83% No (5) (7 N/A) (1 Not Scored)
129. Is the person engaged in supported employment?	29% Yes (2) 71% No (5) (9 N/A)	71% Yes (5) 29% No (2) (10 N/A)	25% Yes (2) 75% No (6) (7 N/A)	25% Yes (1) 75% No (3) (11 N/A)	11% Yes (1) 89% No (8) (5 N/A)	0% Yes 100% No (6) (7 N/A) (1 Not Scored)



H. Supported Employment (cont'd)

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
130. Is the supported work provided in accordance with the following?	0% Yes 17% Partial (1) 83% No (5) (10 N/A)	14% Yes (1) 57% Partial (4) 29% No (2) (10 N/A)	0% Yes 29% Partial (2) 71% No (5) (8 N/A)	0% Yes 25% Partial (1) 75% No (3) (11 N/A)	0% Yes 11% Partial (1) 89% No (8) (5 N/A)	0% Yes 100% No (6) (7 N/A) (1 Not Scored)
130a. At least a 10-hour work week?	0% Yes 100% No (6) (10 N/A)	14% Yes (1) 86% No (6) (10 N/A)	0% Yes 100% No (7) (8 N/A)	0% Yes 100% No (4) (11 N/A)	0% Yes 100% No (9) (5 N/A)	0% Yes 100% No (6) (7 N/A) (1 Not Scored)
130b. Person earns at least ½ of minimum wage?	17% Yes (1) 83% No (5) (10 N/A)	57% Yes (4) 43% No (3) (10 N/A)	29% Yes (2) 71% No (5) (8 N/A)	25% Yes (1) 75% No (3) (11 N/A)	11% Yes (1) 89% No (8) (5 N/A)	0% Yes 100% No (6) (7 N/A) (1 Not Scored)
130c. Work setting is at least 50% non-handicapped co-workers?	17% Yes (1) 83% No (5) (10 N/A)	57% Yes (4) 43% No (3) (10 N/A)	29% Yes (2) 71% No (5) (8 N/A)	25% Yes (1) 75% No (3) (11 N/A)	11% Yes (1) 89% No (8) (5 N/A)	0% Yes 100% No (6) (7 N/A) (1 Not Scored)
130d. There is a reasonable expectation that the job will continue?	17% Yes (1) 83% No (5) (10 N/A)	71% Yes (5) 29% No (2) (10 N/A)	29% Yes (2) 71% No (5) (8 N/A)	25% Yes (1) 75% No (3) (11 N/A)	11% Yes (1) 89% No (8) (5 N/A)	0% Yes 100% No (6) (7 N/A) (1 Not Scored)

H. Supported Employment

Practice Challenges

- **71% of individuals (5 of 7, 6 N/A, 1 not scored) do not have a supported employment assessment that conforms to DOH regulations.** (100% did not in 2013, 75% in 2011, 62% in 2010, 33% in 2009, 80% in 2008) #127
- **100% of individuals (6 of 6, 7 N/A, 1 not scored) identified as needing a career development plan did not have one that adequately met their needs.** (100% did not in 2011 and 2013, 88% in 2010, 72% in 2009, 86% in 2008) #128
- **All individuals (100%, 6 of 6, 7 N/A, 1 not scored) identified as needing supported employment were not provided services in accordance with DOH regulations.** (100% were not in 2013, 2011 and 2010, 86% in 2009, 100% in 2008) #130

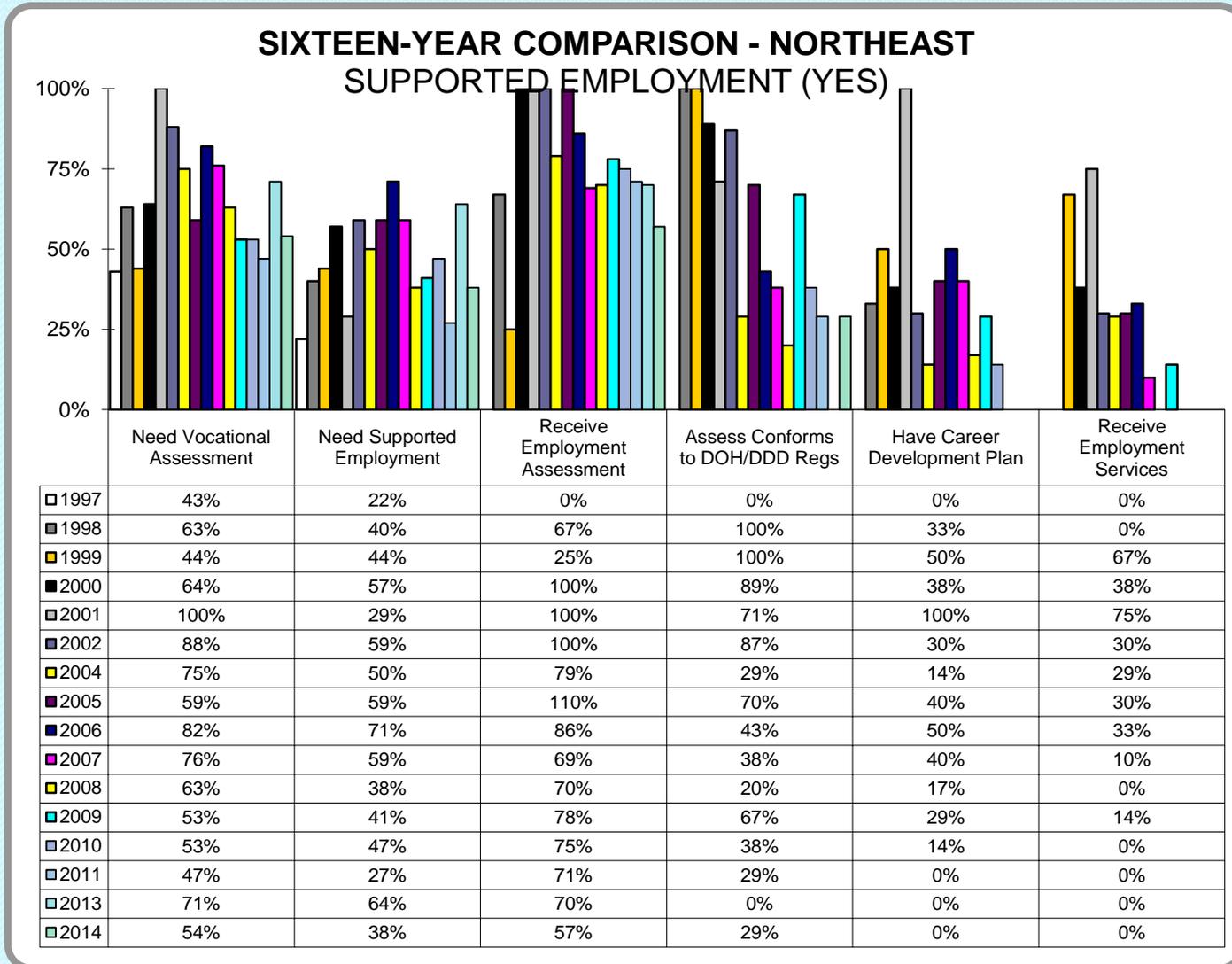


H. Supported Employment - Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014
Need an employment assessment?	64%	100%	88%	75%	59%	82%	76%	63%	53%	53%	47%	71%	54%
Need supported employment?	57%	29%	59%	44%	59%	71%	59%	38%	41%	47%	27%	64%	38%
Receive supported employment assessment?	100%	100%	100%	100%	110%	86%	69%	70%	78%	75%	71%	70%	57%
Assessment conforms to DOH Regulations?	89%	71%	87%	33%	70%	43%	38%	20%	67%	38%	29%	0%	29%
Has a Career Development Plan?	38%	100%	30%	29%	40%	50%	40%	17%	29%	14%	0%	0%	0%
Is supported employment provided in line with requirements?	38%	75%	30%	14%	30%	33%	10%	0%	14%	0%	0%	0%	0%



H. Supported Employment – Disengagement





2014 Community Practice Review Northeast Region Findings by Area

I. Day Services

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
35. Does the day/employment direct services "know" the person?	88% Yes (14) 6% Partial (1) 6% No (1)	88% Yes (15) 12% Partial (2)	100% Yes (15)	100% Yes (15)	100% Yes (14)	100% Yes (13) (1 not scored)
36. Does the direct service staff have adequate input into the person's ISP?	56% Yes (9) 25% Partial (4) 19% No (3)	65% Yes (11) 29% Partial (5) 6% No (1)	73% Yes (11) 27% Partial (4)	87% Yes (13) 13% Partial (2)	36% Yes (5) 57% Partial (8) 7% No (1)	58% Yes (7) 33% Partial (4) 8% No (1) (2 not scored)
37. Did the direct service staff receive training on implementing this person's ISP?	75% Yes (12) 19% Partial (3) 6% No (1)	88% Yes (15) 12% Partial (2)	80% Yes (12) 20% Partial (3)	87% Yes (13) 13% Partial (2)	79% Yes (11) 21% Partial (3)	100% Yes (12) (2 not scored)
38. Was the direct service staff able to describe this person's health related needs?	75% Yes (12) 19% Partial (3) 6% No (1)	41% Yes (7) 59% Partial (10)	60% Yes (9) 40% Partial (6)	60% Yes (9) 40% Partial (6)	50% Yes (7) 50% Partial (7)	77% Yes (10) 23% Partial (3) (1 not scored)
39. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	56% Yes (9) 38% Partial (6) 6% No (1)	76% Yes (13) 24% Partial (4)	47% Yes (7) 53% Partial (8)	87% Yes (13) 13% Partial (2)	71% Yes (10) 29% Partial (4)	92% Yes (12) 8% Partial (1) (1 not scored)
39.a. Was the direct service staff able to provide specific information regarding the person's daily activities, including the exact times of the day?	88% Yes (14) 6% Partial (1) 6% No (1)	94% Yes (16) 6% No (1)	87% Yes (13) 13% Partial (2)	93% Yes (14) 7% Partial (1)	86% Yes (12) 14% Partial (2)	92% Yes (12) 8% Partial (1) (1 not scored)
39.b. Can the direct service staff describe his/her responsibilities in implementing the person's ISP goals/objectives/outcomes/action plans?	56% Yes (9) 38% Partial (6) 6% No (1)	71% Yes (12) 24% Partial (4) 6% No (1)	53% Yes (8) 47% Partial (7)	93% Yes (14) 7% Partial (1)	86% Yes (12) 14% Partial (2)	92% Yes (12) 8% Partial (1) (1 not scored)

2014 Community Practice Review Northeast Region Findings by Area

I. Day Services

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
40. Did the direct service staff have training in the ISP process?	50% Yes (8) 38% Partial (6) 13% No (2)	71% Yes (12) 29% Partial (5)	87% Yes (13) 13% Partial (2)	87% Yes (13) 13% Partial (2)	79% Yes (11) 21% Partial (3)	67% Yes (8) 33% Partial (4) (2 not scored)
41. Did the direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	75% Yes (12) 19% Partial (3) 6% No (1)	76% Yes (13) 18% Partial (3) 6% No (1)	73% Yes (11) 27% Partial (4)	87% Yes (13) 13% Partial (2)	79% Yes (11) 21% Partial (3)	77% Yes (10) 23% Partial (3) (1 not scored)
41.a. Have training on the provider's complaint process?	88% Yes (14) 6% Partial (1) 6% No (1)	76% Yes (13) 12% Partial (2) 12% No (2)	80% Yes (12) 20% Partial (3)	93% Yes (14) 7% Partial (1)	93% Yes (13) 7% Partial (1)	92% Yes (12) 8% Partial (1) (1 not scored)
41.b. Have training on how and to whom to report abuse, neglect and exploitation?	75% Yes (12) 13% Partial (2) 13% No (2)	82% Yes (14) 12% Partial (2) 6% No (1)	93% Yes (14) 7% Partial (1)	87% Yes (13) 13% Partial (2)	79% Yes (11) 14% Partial (2) 7% No (1)	85% Yes (11) 15% Partial (2) (1 not scored)
42. Does the direct service staff have an appropriate expectation of growth for this person?	69% Yes (11) 25% Partial (4) 6% No (1)	82% Yes (14) 12% Partial (2) 6% No (1)	73% Yes (11) 27% Partial (4)	60% Yes (9) 40% Partial (6)	71% Yes (10) 29% Partial (4)	69% Yes (9) 23% Partial (3) 8% No (1) (1 not scored)
43. Is the day/employment environment generally clean, free of safety hazards and conducive to the work/activity intended?	85% Yes (11) 8% Partial (1) 8% No (1) (3 CND)	100% Yes (14) (2 N/A, 1 CND)	93% Yes (13) 7% Partial (1) (1 CND)	100% Yes (15)	100% Yes (14)	100% Yes (13) (1 not scored)



I. Day Services

Noteworthy Practice

- **100% of day staff interviewed (13 of 13, 1 not scored) adequately “knew” the person. (100% in 2013, 2011 and 2010, 88% in 2009 and 2008) #35**
- **92% of day service staff (12 of 13, 1 not scored) were able to provide specific information about the person’s daily activities. (86% in 2013, 93% in 2011, 87% in 2010, 94% in 2009, 88% in 2008) #39A**
- **100% of the day/employment environments (13 of 13, 1 not scored) were adequately clean and free of safety hazards and conducive to the work/activity intended. (100% in 2013 and 2011, 93% in 2010, 100% in 2009, 85% in 2008) #43**



J. Residential Services

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
44. Does the residential direct services staff "know" the person?	81% Yes (13) 19% Partial (3)	94% Yes (16) 6% Partial (1)	87% Yes (13) 13% Partial (2)	100% Yes (15)	93% Yes (13) 7% Partial (1)	100% Yes (14)
45. Does the direct service staff have adequate input into the person's ISP?	56% Yes (9) 38% Partial (6) 6% No (1)	71% Yes (12) 18% Partial (3) 12% No (2)	47% Yes (7) 53% Partial (8)	67% Yes (10) 33% Partial (5)	71% Yes (10) 21% Partial (3) 7% No (1)	62% Yes (8) 31% Partial (4) 7% No (1) (1 not scored)
46. Did the direct service staff receive training on the implementing this person's ISP?	75% Yes (12) 19% Partial (3) 6% No (1)	100% Yes (17)	67% Yes (10) 33% Partial (5)	73% Yes (11) 27% Partial (4)	86% Yes (12) 14% Partial (2)	92% Yes (12) 8% Partial (1) (1 not scored)
47. Is the residence safe for individuals (void of hazards)?	94% Yes (15) 6% No (1)	88% Yes (15) 12% No (2)	100% Yes (15)	93% Yes (14) 7% No (1)	100% Yes (14)	100% Yes (14)
48. Was the residential direct service staff able to describe this person's health-related needs?	69% Yes (11) 31% Partial (5)	47% Yes (8) 53% Partial (9)	33% Yes (5) 67% Partial (10)	60% Yes (9) 40% Partial (6)	43% Yes (6) 50% Partial (7) 7% No (1)	64% Yes (9) 36% Partial (5)
49. Was the residential direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	75% Yes (12) 25% Partial (4)	88% Yes (15) 12% Partial (2)	47% Yes (7) 53% Partial (8)	80% Yes (12) 20% Partial (3)	71% Yes (10) 29% Partial (4)	93% Yes (13) 7% Partial (1)
49.a. Was the staff able to provide specific information regarding the person's daily activities?	100% Yes (16)	94% Yes (16) 6% Partial (1)	87% Yes (13) 13% Partial (2)	93% Yes (14) 7% Partial (1)	86% Yes (12) 14% Partial (2)	100% Yes (14)



2014 Community Practice Review Northeast Region Findings by Area

J. Residential Services

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
49.b. Can the direct service staff describe his/her responsibilities in implementing the person's ISP goals & objectives?	75% Yes (12) 19% Partial (3) 6% No (1)	94% Yes (16) 6% Partial (1)	53% Yes (8) 47% Partial (7)	80% Yes (12) 20% Partial (3)	79% Yes (11) 21% Partial (3)	92% Yes (12) 8% Partial (1) (1 not scored)
50. Did the residential direct service staff have training in the ISP process?	50% Yes (8) 38% Partial (6) 13% No (2)	82% Yes (14) 18% Partial (3)	87% Yes (13) 7% Partial (1) 7% No (1)	80% Yes (12) 20% Partial (3)	57% Yes (8) 29% Partial (4) 14% No (2)	62% Yes (8) 23% Partial (3) 15% No (2) (1 not scored)
51. Did the residential direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	69% Yes (11) 25% Partial (4) 6% No (1)	100% Yes (17)	100% Yes (15)	93% Yes (14) 7% Partial (1)	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)
51.a. Have training on the provider's complaint process?	88% Yes (14) 6% Partial (1) 6% No (1)	100% Yes (17)	100% Yes (15)	100% Yes (15)	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)
51.b. Have training on how and to whom to report abuse, neglect and exploitation?	69% Yes (11) 13% Partial (2) 19% No (3)	100% Yes (17)	100% Yes (15)	93% Yes (14) 7% Partial (1)	100% Yes (14)	93% Yes (13) 7% Partial (1)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	75% Yes (12) 19% Partial (3) 6% No (1)	76% Yes (13) 24% Partial (4)	73% Yes (11) 27% Partial (4)	67% Yes (10) 33% Partial (5)	64% Yes (9) 36% Partial (5)	57% Yes (8) 36% Partial (5) 7% No (1)
53. Does the person's residential environment offer a minimal level of quality of life?	88% Yes (14) 13% Partial (2)	94% Yes (16) 6% Partial (1)	87% Yes (13) 13% Partial (2)	93% Yes (14) 7% Partial (1)	100% Yes (14)	86% Yes (12) 14% Partial (2)



J. Residential Services

Noteworthy Practice

- **100% of residential staff were found to adequately “know” the person. (14 of 14) (93% in 2013, 100% in 2011, 87% in 2010, 94% in 2009, 81% in 2008) #44**
- **100% of interviewed support staff (14 of 14) were adequately able to provide specific information regarding the person’s daily activities. (86% in 2013, 93% in 2011, 87% in 2010, 94% in 2009, 100% in 2008) #49a**
- **93% of residential staff (13 of 14) had training on the provider’s complaint process. (86% in 2013, 100% in 2011, 2010 and 2009, 88% in 2008) #51a**



K. Case Management

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
26. Does the case manager "know" the person?	94% Yes (15) 6% Partial (1)	94% Yes (16) 6% Partial (1)	93% Yes (14) 7% Partial (1)	87% Yes (13) 13% Partial (2)	93% Yes (13) 7% Partial (7)	100% Yes (14)
27. Does the case manager understand his/her role/job?	88% Yes (14) 13% Partial (2)	88% Yes (15) 12% Partial (2)	87% Yes (13) 13% Partial (2)	67% Yes (10) 33% Partial (5)	50% Yes (7) 50% Partial (7)	36% Yes (5) 64% Partial (9)
28. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person?	81% Yes (13) 19% Partial (3)	88% Yes (15) 12% Partial (2)	93% Yes (14) 7% Partial (1)	87% Yes (13) 13% Partial (2)	79% Yes (11) 21% Partial (3)	86% Yes (12) 14% Partial (2)
29. Is the case manager available to the person?	100% Yes (16)	94% Yes (16) 6% Partial (1)	93% Yes (14) 7% Partial (1)	87% Yes (13) 13% Partial (2)	86% Yes (12) 14% Partial (2)	71% Yes (10) 29% Partial (4)
30. Was the case manager able to describe the person's health related needs?	50% Yes (8) 50% Yes (8)	71% Yes (12) 29% Partial (5)	47% Yes (7) 53% Partial (8)	67% Yes (10) 33% Partial (5)	50% Yes (7) 50% Partial (7)	43% Yes (6) 57% Partial (8)
31. Does the case manager have an appropriate expectation of growth for this person?	75% Yes (12) 25% Partial (4)	76% Yes (13) 24% Partial (4)	67% Yes (10) 20% Partial (3) 13% No (2)	73% Yes (11) 27% Partial (4)	50% Yes (7) 43% Partial (6) 7% No (1)	50% Yes (7) 50% Partial (7)
32. Does the case management record contain documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP?	56% Yes (9) 44% Partial (7)	76% Yes (13) 24% Partial (4)	60% Yes (9) 40% Partial (6)	47% Yes (7) 47% Partial (7) 7% No (1)	14% Yes (2) 86% Partial (12)	21% Yes (3) 79% Partial (11)
33. Does the case manager provide case management services at the level needed by this person?	75% Yes (12) 25% Partial (4)	82% Yes (14) 18% Partial (3)	60% Yes (9) 40% Partial (6)	60% Yes (9) 40% Partial (6)	50% Yes (7) 50% Partial (7)	21% Yes (3) 79% Partial (11)
34. Does the case manager receive the type and level of support needed to do his/her job?	94% Yes (15) 6% Partial (1)	88% Yes (15) 12% Partial (2)	80% Yes (12) 20% Partial (3)	93% Yes (14) 7% Partial (1)	100% Yes (14)	93% Yes (13) 7% Partial (1)

K. Case Management

Noteworthy Practice

- **100% of case managers (14 of 14) were found to adequately “know” the person. (93% in 2013, 87% in 2011, 93% in 2010, 94% in 2009, 2008) #26**
- **71% of case managers (10 of 14) were found to be adequately available to the person. (86% in 2013, 87% in 2011, 93% in 2010, 94% in 2009, 100% in 2008) #29**
- **93% of case managers (13 of 14) were found to receive the type and level of support needed to do his/her job. (100% in 2013, 93% in 2011, 80% in 2010, 88% in 2009, 94% in 2008) #34**

K. Case Management

Practice Challenges

- **64% of case managers (9 of 14) were found to not adequately understand their role/job.** (50% were not in 2013, 33% in 2011, 13% in 2010, 12% in 2009, 13% in 2008) #27
- **79% of case management records (11 of 14) did not contain adequate documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP.** (86% were not in 2013, 54% in 2011, 40% in 2010, 24% in 2009, 44% in 2008) #32
- **79% of case managers (11 of 14) were not found to be providing adequate case management services.** (50% were not in 2013, 40% in 2011 and 2010, 18% in 2009, 25% in 2008) #33



L. Behavioral Support Services

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
131. Is the person considered by the IDT to need behavior services now?	81% Yes (13) 19% No (3)	59% Yes (10) 41% No (7)	87% Yes (13) 13% No (2)	67% Yes (10) 33% No (5)	57% Yes (8) 43% No (6)	64% Yes (9) 36% No (5)
132. In the opinion of the reviewer, does the person need behavior services?	75% Yes (12) 25% No (4)	59% Yes (10) 41% No (7)	80% Yes (12) 20% No (3)	60% Yes (9) 40% No (6)	57% Yes (8) 43% No (6)	69% Yes (9) 31% No (4) (1 N/A)
133. Have adequate behavioral assessments been completed?	85% Yes (11) 15% Partial (2) (3 N/A)	100% Yes (10) (7 N/A)	77% Yes (10) 23% Partial (3) (2 N/A)	70% Yes (7) 20% Partial (2) 10% No (1) (5 N/A)	75% Yes (6) 25% Partial (2) (6 N/A)	78% Yes (7) 22% Partial (2) (5 N/A)
134. Does the person have behavior support plans developed out of the behavior assessments that meet the person's needs?	77% Yes (10) 15% Partial (2) 8% No (1) (3 N/A)	90% Yes (9) 10% Partial (1) (7 N/A)	92% Yes (11) 8% Partial (1) (3 N/A)	70% Yes (7) 30% Partial (3) (5 N/A)	100% Yes (8) (6 N/A)	100% Yes (9) (5 N/A)
135. Have the staff been trained on the behavior support plan?	92% Yes (12) 8% Partial (1) (3 N/A)	90% Yes (9) 10% Partial (1) (7 N/A)	92% Yes (11) 8% Partial (1) (3 N/A)	90% Yes (9) 10% Partial (1) (5 N/A)	88% Yes (7) 13% Partial (1) (6 N/A)	100% Yes (9) (5 N/A)
136. Does the person receive behavioral services consistent with his/her needs?	77% Yes (10) 23% Partial (3) (3 N/A)	100% Yes (10) (7 N/A)	69% Yes (9) 23% Partial (3) 8% No (1) (2 N/A)	50% Yes (5) 50% Partial (5) (5 N/A)	63% Yes (5) 38% Partial (3) (6 N/A)	89% Yes (8) 11% Partial (1) (5 N/A)
137. Are behavior support services integrated into the ISP?	54% Yes (7) 15% Partial (2) 31% No (4) (3 N/A)	90% Yes (9) 10% Partial (1) (7 N/A)	54% Yes (7) 31% Partial (4) 15% No (2) (2 N/A)	80% Yes (8) 10% Partial (1) 10% No (1) (5 N/A)	63% Yes (5) 38% Partial (3) (6 N/A)	11% Yes (1) 89% Partial (8) (5 N/A)



L. Behavioral Support Services

Noteworthy Practice

- **100% of individuals (9 of 9, 5 N/A) had a positive behavior support plan developed out of the behavior assessments that met their needs. (100% in 2013, 70% in 2011, 92% in 2010, 90% in 2009, 77% in 2008) #134**
- **100% of individuals (9 of 9, 5 N/A) had staff that had been adequately trained on the behavior support plan. (88% in 2013, 90% in 2011, 92% in 2010, 90% in 2009, 92% in 2007) #135**

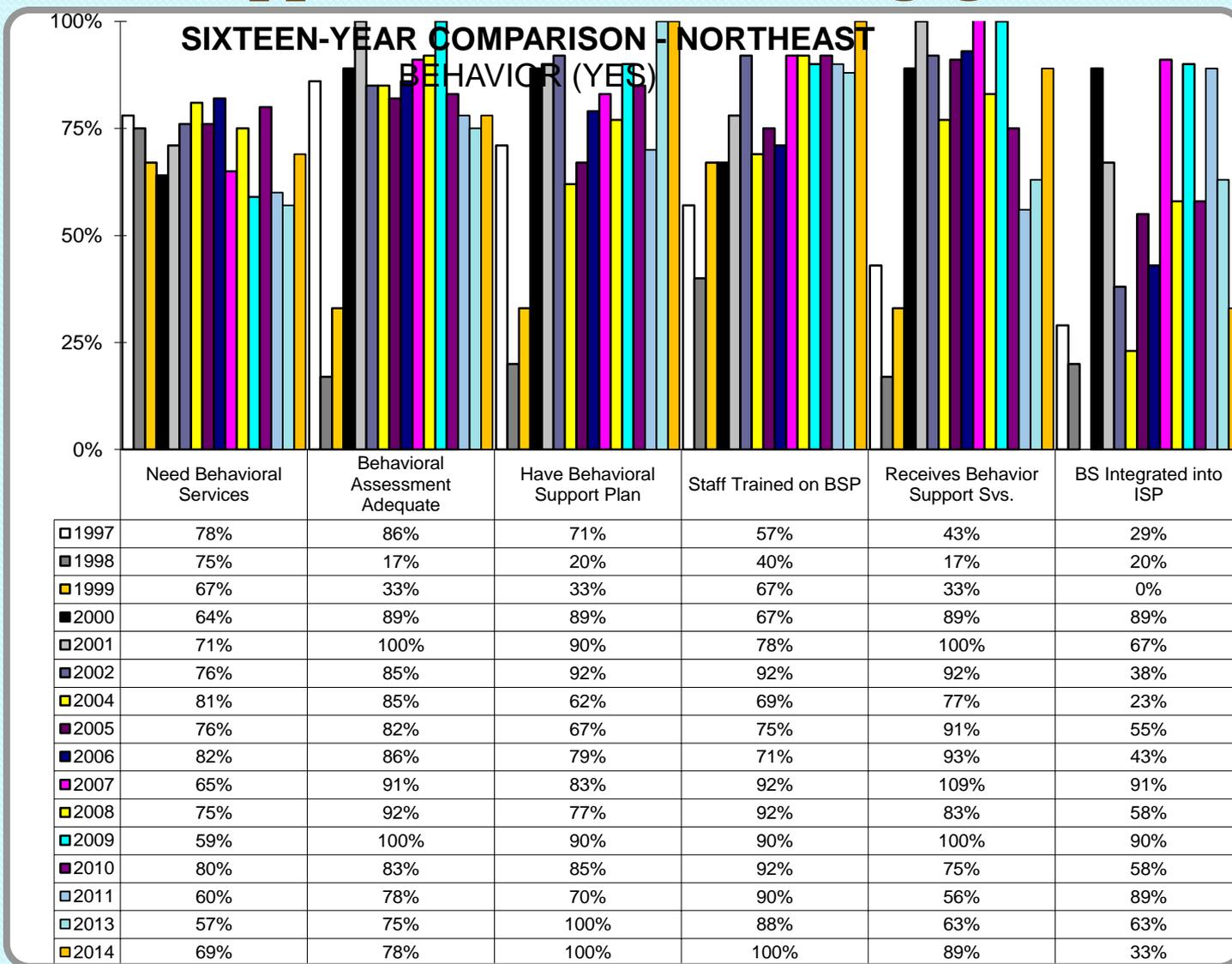


L. Behavioral Support Services – Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014
Does the person need behavioral services?	64%	71%	76%	81%	76%	82%	71%	75%	59%	80%	60%	57%	69%
Have adequate behavioral assessments been completed?	89%	100%	85%	85%	82%	86%	91%	92%	100%	83%	78%	75%	78%
Does the person have behavior support plan developed out of the behavior assessments that meet the person's needs?	89%	90%	92%	62%	67%	79%	83%	77%	90%	85%	70%	100%	100%
Have the staff been trained on the behavior support plan?	67%	78%	92%	69%	75%	71%	92%	92%	90%	92%	90%	88%	100%
Does the person receive behavioral services consistent with his/her needs?	89%	100%	92%	77%	91%	93%	109%	83%	100%	75%	56%	63%	89%
Are behavioral support services integrated into the ISP?	89%	67%	38%	23%	55%	43%	91%	58%	90%	58%	89%	63%	33%



L. Behavioral Support Services – Disengagement





M. Adaptive Equipment/Augmentative Communication

Question	2008 (sample=16)	2009 (sample=17)	2010 (sample=15)	2011 (sample=15)	2013 (sample=14)	2014 (sample=14)
138. Has the person received all adaptive equipment needed?	58% Yes (7) 42% Partial (5) (4 N/A)	86% Yes (12) 14% Partial (2) (3 N/A)	75% Yes (9) 25% Partial (3) (3 N/A)	73% Yes (11) 27% Partial (4) (3 N/A)	54% Yes (7) 46% Partial (6) (1 N/A)	54% Yes (7) 46% Partial (6) (1 N/A)
139. Has the person received all assistive technology needed?	67% Yes (4) 17% Partial (1) 17% No (1) (10 N/A)	54% Yes (7) 46% Partial (6) (4 N/A)	55% Yes (6) 18% Partial (2) 27% No (3) (4 N/A)	70% Yes (7) 30% Partial (3) (5 N/A)	63% Yes (5) 37% Partial (3) (6 N/A)	75% Yes (9) 16% Partial (2) 8% No (1) (2 N/A)
140. Has the person received all communication assessments and services?	50% Yes (5) 20% Partial (2) 30% No (3) (6 N/A)	64% Yes (9) 36% Partial (5) (3 N/A)	58% Yes (7) 33% Partial (4) 8% No (1) (3 N/A)	83% Yes (10) 17% Partial (2) (3 N/A)	100% Yes (9) (5 N/A)	85% Yes (11) 15% Partial (2) (1 N/A)



M. Adaptive Equipment/Augmentative Communication

Practice Improvements:

- **9 of 12 people (75%, 2 N/A) identified as needing assistive technology received all the devices they needed. (63% in 2013, 70% in 2011, 55% in 2010, 54% in 2009, 67% in 2008) #139**

Practice Challenges:

- **6 of 13 people (46%, 1 N/A) identified as needing adaptive equipment devices did not adequately receive them. (46% did not in 2013, 27% in 2011, 25% in 2010, 14% in 2009, 42% in 2008) #138**

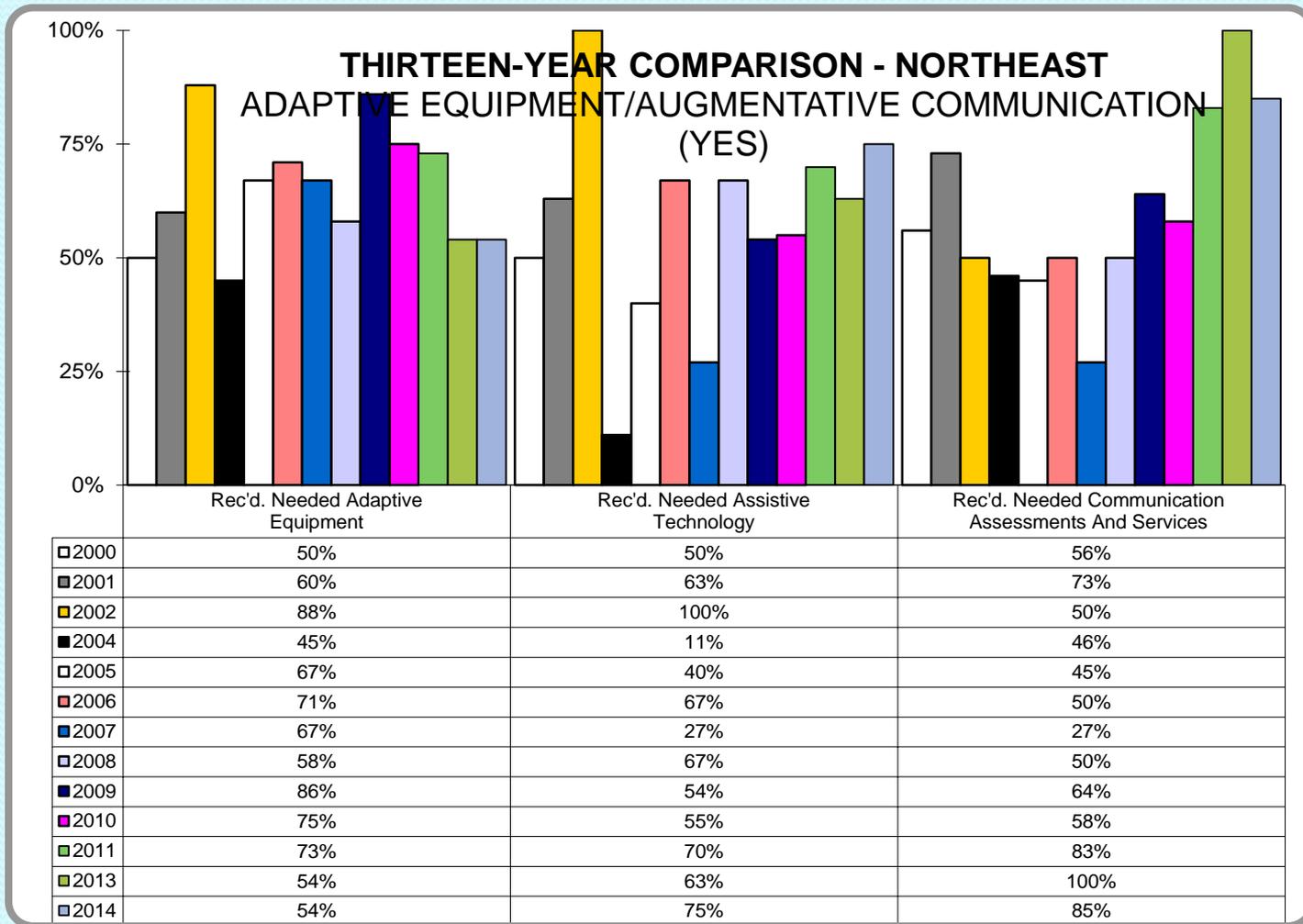


M. Adaptive Equipment/Augmentative Communication Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014
Has the person received all adaptive equipment needed?	50%	60%	88%	45%	67%	71%	67%	58%	86%	75%	73%	54%	54%
Has the person received all assistive technology needed?	50%	63%	100%	11%	40%	67%	27%	67%	54%	55%	70%	63%	75%
Has the person received all communication assessments and services needed?	56%	73%	50%	46%	45%	50%	27%	50%	64%	58%	83%	100%	85%



M. Adaptive Equipment/Augmentative Communication Disengagement





Thank you!

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