



# **2016 Community Practice Review Southwest Region Findings**

**Interviews and On-site Reviews held  
April 4-15, 2016**

**Final: June 17, 2016**



**Class Members: 35**  
**Number in Sample: 13 (37%)**

**Three Independent Case Management  
Agencies in Sample**

SCCM	7 in sample
Peak	4 in sample
Unidas	2 in sample



## Day and Residential Agencies in sample:

	<b>Day</b>	<b>Residential</b>
<u>Community Options</u>	1	1
<u>Lessons of Life</u>	2	2
<u>Opportunity Center</u>	1	1
<u>Progressive Res. Services</u>	1	1
<u>Tresco</u>	8	8



# Class Members with Immediate or Special Needs

## Individuals found to Need Immediate Attention: 1 person

*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* (7% of sample)

## Individuals Needing Special Attention: 2 People

*Individuals for whom issues have been identified that, if not effectively addressed, are likely to become an urgent health and safety concern.* (14% of sample)

## An Incident Report was filed on 1 person

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

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

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

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

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

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

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

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

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

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



# Indicators of Good Practice

## Some people have community memberships

- ❑ Six people attend church.
- ❑ Seven people frequent the library.
- ❑ Three people take art classes in the community.
- ❑ Eight people are members of their community recreation centers/gymnasiums.



## **Some people are active/known in the community**

- ❑ Five people are regular bowlers.
- ❑ One person is a volunteer at the soup kitchen.
- ❑ Two people are Moose Lodge members.
- ❑ Two people are regulars at the swimming pool.
- ❑ One person is a member of the zoo.

Every person in the sample had an identified memberships or regular community involvement.

Three people had one, five people had two, one person people had three, one person had four, two people had five, and one person had six identified memberships or regular activities. (From this and the previous slide)



## Indicators of Good Practice

### **Some people are a part of and integrated into their communities**

- ❑ Six people were seen as adequately integrated into the community.

### **Some people have friends**

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

### **Some people are employed**

- ❑ Three people are engaged in supported employment opportunities that are expected to be long-term.



## **Some people benefit from long term, caring and respectful staff**

- Three people have case managers that have been with them for over five years
  
- Five people have day staff that have been with them for at least five years; three of those for over 10 years!
  
- Five people have residential staff that have been with them for over five years; two for over 10 years!



## **Some people have informed and involved Case Managers/Guardians**

- Four people were identified as having actively involved guardians. (Seen at least 3 times a month)
- Twelve people have case managers who are adequately available to them.
- Ten people have case managers who fully understand their role/job.
- Nine guardians found the case manager to be helpful.



## Indicators of Good Practice

### **Some people have shown evidence of progress**

- Nine people are going more places or interacting more while in the community.
- During the past year, three people have shown a decrease in identified behaviors.
- Four people have increased their communication skills.
- Eight people are becoming more independent with daily tasks, including: house cleaning, gardening, self-care, and work related responsibilities.
- Six people have increased their choice making.



## **Some people have the technology and devices they need**

- 100 assistive technology and adaptive equipment devices are needed by the individuals in the sample; all are in good repair, available, and used when needed. (100%).



# Findings by Area

## A. Expectations for Growth and Quality of Life

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
31. Does the case manager have an appropriate expectation of growth for this person?	71% Yes (12) 29% Partial (5)	67% Yes (12) 33% Partial (6)	50% Yes (8) 50% Partial (8)	64% Yes (9) 36% Partial (5)	64% Yes (9) 36% Partial (5)	85% Yes (11) 15% Partial (2)
42. Does the [day services] direct service staff have an appropriate expectation of growth for this person?	76% Yes (13) 24% Partial (4)	61% Yes (11) 39% Partial (7)	50% Yes (8) 38% Partial (6) 13% No (2)	38% Yes (5) 62% Partial (8)	71% Yes (10) 21% Partial (3) 7% No (1)	62% Yes (8) 38% Partial (5)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	76% Yes (13) 24% Partial (4)	67% Yes (12) 33% Partial (6)	50% Yes (8) 50% Partial (8)	36% Yes (5) 57% Partial (8) 7% No (1)	71% Yes (10) 21% Yes (3) 7% No (1)	77% Yes (10) 23% Partial (3)
84. Based on all of the evidence, in the opinion of the reviewer, has the person achieved progress in the past year?	47% Yes (8) 53% Partial (9)	61% Yes (11) 39% Partial (7)	63% Yes (10) 38% Partial (6)	50% Yes (7) 50% Partial (7)	36% Yes (5) 57% Partial (8) 7% No (1)	46% Yes (6) 54% Partial (7)
85. Overall, does the IDT have an appropriate expectation of growth for this person?	59% Yes (10) 41% Partial (7)	44% Yes (8) 56% Partial (10)	31% Yes (5) 69% Partial (11)	14% Yes (2) 86% Partial (12)	36% Yes (5) 64% Partial (9)	54% Yes (7) 46% Partial (6)
86. Was the person provided the assistance and support needed to participate meaningfully in the planning process?	82% Yes (14) 18% Partial (3)	83% Yes (15) 17% Partial (3)	81% Yes (13) 19% Partial (3)	58% Yes (7) 33% Partial (4) 8% No (1) (2 CND)	83% Yes (10) 27% Partial (2) (2 CND)	77% Yes (10) 23% Partial (3)



**Findings by Area**

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

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
87. Is the person offered a range of opportunities for participation in each of the life areas?	44% Yes (7) 50% Partial (8) 6% No (1) (1 CND)	72% Yes (13) 28% Partial (5)	75% Yes (12) 25% Partial (4)	69% Yes (9) 31% Partial (4)  (1 CND)	82% Yes (9) 18% Partial (2)  (3 CND)	90% Yes (9) 10% Partial (1)  (3 CND)
88. Does the person have the opportunity to make informed choices?	78% Yes (7) 22% Partial (2) (8 CND)	80% Yes (8) 20% Partial (2) (8 CND)	88% Yes (7) 13% Partial (1) (8 CND)	50% Yes (3) 50% Partial (3) (8 CND)	100% Yes (3)  (11 CND)	40% Yes (2) 60% Partial (3) (8 CND)
89. About where and with whom to live?	89% Yes (8) 11% Partial (1)  (8 CND)	78% Yes (7) 22% Partial (2)  (9 CND)	100% Yes (8)  (8 CND)	80% Yes (4)  20% No (1) (9 CND)	100% Yes (3)  (11 CND)	100% Yes (3)  (10 CND)
90. About where and with whom to work/spend his/her day?	80% Yes (8) 20% Partial (2) (7 CND)	100% Yes (8)  (10 CND)	83% Yes (5) 17% Partial (1) (10 CND)	71% Yes (5) 29% Partial (2) (7 CND)	100% Yes (3)  (11 CND)	40% Yes (2) 60% Partial (3) (8 CND)
91. About where and with whom to socialize/spend leisure time?	80% Yes (8) 20% Partial (2) (7 CND)	88% Yes (7) 13% Partial (1) (10 CND)	100% Yes (4)  (12 CND)	83% Yes (5) 17% Partial (1) (8 CND)	100% Yes (3)  (11 CND)	80% Yes (4) 20% Partial (1) (8 CND)
92. Does the evidence support that providers do not prevent the person from pursuing relationships and are respecting the rights of this person?	94% Yes (15) 6% Partial (1) (1 CND)	94% Yes (15) 6% Partial (1) (2 CND)	93% Yes (14) 7% Partial (1) (1 CND)	100% Yes (13)  (1 not scored)	100% Yes (13)  (1 CND)	100% Yes (13)



Findings by Area

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

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
93. Overall, were the direct service staff interviewed trained on the provider's complaint process and on abuse, neglect and exploitation?	65% Yes (11) 35% Partial (6)	72% Yes (13) 28% Partial (5)	94% Yes (15) 6% Partial (1)	79% Yes (11) 21% Partial (3)	64% Yes (9) 36% Partial (5)	69% Yes (9) 31% Partial (4)
94. Does this person and/or guardian have adequate access to the available complaint processes/procedures?	100% Yes (16)  (1 CND)	100% Yes (17)  (1 CND)	100% Yes (15)  (1 CND)	93% Yes (13) 7% Partial (1)	100% Yes (14)	100% Yes (13)
95. Does this person know his/her guardian?	100% Yes (4)  (13 CND)	100% Yes (7)  (11 CND)	100% Yes (3)  (1 N/A, 12 CND)	100% Yes (3)  (11 CND)	100% Yes (3)  (11 CND)	100% Yes (4)  (1 N/A, 8 CND)
96. Does this person believe the guardian is helpful?	N/A  (17 CND)	100% Yes (2)  (16 CND)	  (1 N/A, 15 CND)	  (14 CND)	100% Yes (1)  (13 CND)	  (1 N/A, 12 CND)
97. What is the level of participation of the legal guardian in this person's life and service planning?	29% Active (5) 47% Moderate(8) 12% Limited (2) 12% None (2)	44% Active (8) 56% Moderate (10)	40% Active (6) 40% Moderate (6) 20% Limited (3)  (1 N/A)	21% Active (3) 64% Moderate (9) 14% Limited (2)	29% Active (4) 71% Moderate (10)	33% Active (4) 33% Moderate (4) 33% Limited (4) (1 N/A)
98. In the Reviewer's opinion, does the person need a friend advocate?	12% Yes (2) 88% No (15)	0% Yes (0) 100% No (18)	0% Yes (0) 100% No (16)	7% Yes (1) 93% No (13)	7% Yes (1) 93% No (13)	0% Yes 100% No (13)
99. Does the person have a friend advocate?	0% Yes 100% No (2) (15 N/A)	  (18 N/A)	  (16 N/A)	0% Yes 100% No (1) (13 N/A)	0% Yes 100% No (1) (13 N/A)	  (13 N/A)



Findings by Area

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

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
100. If the person is retired, does he/she have adequate opportunities to engage in activities of interest during the day?	50% Yes (1) 50% Partial (1)  (15 N/A)	50% Yes (3) 50% Partial (3)  (12 N/A)	75% Yes (3)  25% No (1) (12 N/A)	67% Yes (2)  33% No (1) (11 N/A)	75% Yes (3) 25% Partial (1)  (9 N/A, 1 CND)	50% Yes (1) 50% Partial (1)  (11 N/A)
101. Does the person have daily choices/appropriate autonomy over his/her life?	71% Yes (12) 24% Partial (4) 6% No (1)	89% Yes (16) 11% Partial (2)	75% Yes (12) 25% Partial (4)	71% Yes (10) 29% Partial (4)	79% Yes (11) 21% Partial (3)	85% Yes (11) 15% Partial (2)
102. Have the person's cultural preferences been accommodated?	94% Yes (16) 6% Partial (1)	88% Yes (15) 6% Partial (1) 6% No (1) (1 CND)	100% Yes (16)	100% Yes 13  (1 CND)	93% Yes (13) 7% Partial (1)	92% Yes (12) 8% Partial (1)
103. Is the person treated with dignity and respect?	71% Yes (12) 29% Partial (5)	67% Yes (12) 33% Partial (6)	63% Yes (10) 38% Partial (6)	79% Yes (11) 21% Partial (3)	86% Yes (12) 14% Partial (2)	46% Yes (6) 54% Partial (7)



## A. Expectations for Growth and Quality of Life

### Noteworthy Practice

- **13 of 13 individuals/Guardians (100%) have adequate access to complaint processes/procedures.** (100% in 2015, 93% in 2014, 100% in 2013, 2011 and 2010) #94
- **13 of 13 individuals (100%) have providers that do not prevent the person from pursuing relationships and are respecting the rights of the person.** (100% in 2015 and 2014, 93% in 2013, 94% in 2010 and 2011) #92
- **12 of 13 individuals (92%) have their cultural preference accommodated.** (93% in 2015, 100% in 2014 and 2013, 84% in 2011, 94% in 2010) #102



Findings by Area

**B. Satisfaction**

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
104. Overall, is the person satisfied with the current services?	75% Yes (3) 25% Partial (1) (13 CND)	67% Yes (4) 33% Partial (2) (12 CND)	100% Yes (4)  (12 CND)	80% Yes (4) 20% Partial (1) (9 CND)	100% Yes (3)  (11 CND)	100% Yes (5)  (8 CND)
105. Does the person get along with the case manager?	100% Yes (1)  (16 CND)	100% Yes (4)  (14 CND)	100% Yes (2)  (14 CND)	  (14 CND)	100% Yes (1)  (13 CND)	100% Yes (1)  (12 CND)
106. Does the person find the case manager helpful?	  (17 CND)	100% Yes (1)  (17 CND)	100% Yes (1)  (15 CND)	  (14 CND)	100% Yes (1)  (13 CND)	100% Yes (1)  (12 CND)
107. Does the legal guardian find the case manager helpful?	100% Yes (11)  (6 CND)	88% Yes (14) 6% Partial (1) 6% No (1) (2 CND)	92% Yes (12)  8% No (1) (1 N/A, 2 CND)	100% Yes (12)  (2 CND)	93% Yes (13) 7% Partial (1)	100% Yes (9)  (1 N/A, 3 CND)
108. Does the person have adequate food and drink available?	100% Yes (16)  (1 CND)	100% Yes (17)  (1 CND)	100% Yes (16)	100% Yes (14)	100% Yes (13)  (1 CND)	100% Yes (13)
109. Does the person have adequate transportation to meet his/her needs?	100% Yes (17)	94% Yes (17) 6% Partial (1)	94% Yes (15) 6% Partial (1)	100% Yes (14)	93% Yes (13) 7% Partial (1)	100% Yes (13)



## Findings by Area

### B. Satisfaction (cont'd)

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
110. Does the person have sufficient personal money?	88% Yes (15) 12% Partial (2)	89% Yes (16) 11% Partial (2)	94% Yes (15) 6% Partial (1)	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)	85% Yes (11) 15% Partial (2)
111. Does the person get along with their day program/employment staff?	100% Yes (8)  (9 CND)	100% Yes (10)  (8 CND)	100% Yes (11)  (5 CND)	100% Yes (7)  (1 N/A, 6 CND)	100% Yes (7)  (7 CND)	100% Yes (5)  (8 CND)
112. Does the person get along with the residential provider staff?	100% Yes (12)  (5 CND)	100% Yes (12)  (6 CND)	100% Yes (14)  (2 CND)	100% Yes (12)  (2 CND)	100% Yes (8)  (6 CND)	100% Yes (8)  (5 CND)



## B. Satisfaction

### Noteworthy Practice

- **13 individuals (100%) were found to have adequate food and drink available.** (100% in 2010, 2011, 2013, 2014 and 2015) #108

#### **For those for whom it could be determined:**

- **100% of guardians (9 of 9, 1 N/A, 3 CND) found the case manager helpful.** (93% in 2015, 100% in 2014, 92% in 2013, 88% in 2011, 100% in 2010) #107
- **100% of individuals got along with their day/employment staff.** (5 of 5, 8 CND) (100% in 2015, 2014, 2013, 2011 and 2010) #111
- **100% of individuals got along with their residential staff.** (8 of 8, 5 CND) (100% in 2015, 2014, 2013, 2011 and 2010) #112



## Findings by Area

### C. Assessments

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
57. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts?	35% Yes (6) 65% Partial (11)	44% Yes (8) 56% Partial (10)	56% Yes (9) 44% Partial (7)	21% Yes (3) 79% Partial (11)	43% Yes (6) 50% Partial (7) 7% No (1)	69% Yes (9) 31% Partial (4)
58. Did the team arrange for and obtain the needed, relevant assessments?	35% Yes (6) 65% Partial (11)	17% Yes (3) 78% Partial (14) 6% No (1)	50% Yes (8) 50% Yes (8)	21% Yes (3) 79% Partial (11)	36% Yes (5) 57% Partial (8) 7% No (1)	38% Yes (5) 62% Partial (8)
59. Are the assessments adequate for planning?	59% Yes (10) 41% Partial (7)	39% Yes (7) 61% Partial (11)	25% Yes (4) 75% Partial (12)	36% Yes (5) 64% Partial (9)	29% Yes (4) 71% Partial (10)	23% Yes (3) 77% Partial (10)
60. Were the recommendations from assessments used in planning?	35% Yes (6) 53% Partial (9) 12% No (2)	28% Yes (5) 72% Partial (13)	38% Yes (6) 56% Partial (9) 6% No (1)	36% Yes (5) 64% Partial (9)	21% Yes (3) 71% Partial (10) 7% No (1)	46% Yes (6) 54% Partial (7)



## C. Assessments

### Practice Challenges:

- **62% of IDTs (8 of 13) did not arrange for and obtain needed, relevant assessments.** (64% did not in 2015, 79% in 2014, 50% in 2013, 84% in 2011, 65% in 2010) #58
- **77% of assessments found (10 of 13) were not adequate for planning.** (71% were in 2015, 64% in 2014, 75% in 2013, 61% in 2011, 50% in 2010) #59
- **54% of individuals' teams (7 of 1) did not adequately use recommendations from assessments in planning.** (78% did not in 2015, 64% in 2014 and 2013, 72% in 2011, 65% in 2010) #60



## D. Adequacy of Planning and Adequacy of Services

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
61. Is there a document called an Individual Service Plan (ISP) that was developed within the last year?	100% Yes (17)	100% Yes (18)	100% Yes (16)	100% Yes (14)	100% Yes (14)	100% Yes (13)
62. Was the ISP developed by an appropriately constituted IDT?	59% Yes (10) 41% Partial (7)	56% Yes (10) 44% Partial (8)	56% Yes (9) 44% Partial (7)	36% Yes (5) 64% Partial (9)	57% Yes (8) 43% Partial (6)	54% Yes (7) 46% Partial (6)
63. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP?	58% Yes (7) 33% Partial (4) 8% No (1) (5 N/A)	43% Yes (6) 43% Partial (6) 14% No (2) (4 N/A)	25% Yes (3) 75% Partial (9) (4 N/A)	42% Yes (5) 50% Partial (6) 8% No (1) (2 N/A)	40% Yes (4) 40% Partial (4) 20% No (2) (4 N/A)	56% Yes (5) 33% Partial (3) 11% No (1) (4 N/A)
64. Overall, is the long-term vision adequate?	59% Yes (10) 35% Partial (6) 6% No (1)	61% Yes (11) 39% Partial (7)	44% Yes (7) 50% Partial (8) 6% No (1)	29% Yes (4) 71% Partial (10)	50% Yes (7) 50% Partial (7)	54% Yes (7) 46% Partial (6)
65. Overall, does the Narrative and/or PTRLTV Section of the ISP give adequate guidance to achieving the person's long-term vision?	71% Yes (12) 29% Partial (5)	83% Yes (15) 17% Partial (3)	75% Yes (12) 25% Partial (4)	71% Yes (10) 29% Partial (4)	36% Yes (5) 57% Partial (8) 7% No (1)	69% Yes (9) 31% Partial (4)
66. Overall, is the Progress Towards Reaching The Long Term Vision Section of the ISP used as the basis for outcome development?	71% Yes (12) 29% Partial (5)	94% Yes (17) 6% Partial (1)	88% Yes (14) 13% Partial (2)	86% Yes (12) 14% Partial (2)	71% Yes (10) 29% Partial (4)	92% Yes (12) 8% Partial (1)



Findings by Area

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

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
67. Overall, do the goals in the ISP include criteria by which the team can determine when the outcome (s) have been achieved?	65% Yes (11) 35% Partial (6)	78% Yes (14) 17% Partial (3) 6% No (1)	63% Yes (10) 38% Partial (6)	57% Yes (8) 43% Partial (6)	21% Yes (3) 71% Partial (10) 7% No (1)	38% Yes (5) 62% Partial (8)
68. Overall, do the ISP outcomes relate to achieving the person's long-term vision?	76% Yes (13) 24% Partial (4)	72% Yes (13) 28% Partial (5)	63% Yes (10) 31% Partial (5) 6% No (1)	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% No (1)	85% Yes (11) 15% Partial (2)
69. Overall, do the outcomes in the ISP address the person's major needs?	53% Yes (9) 47% Partial (8)	56% Yes (10) 39% Partial (7) 6% No (1)	63% Yes (10) 31% Partial (5) 6% No (1)	71% Yes (10) 29% Partial (4)	43% Yes (6) 36% Partial (5) 21% No (3)	69% Yes (9) 31% Partial (4)
70. Overall, are the Action Plans specific and relevant to assisting the person in achieving his/her outcomes?	59% Yes (10) 35% Partial (6) 6% No (1)	50% Yes (9) 50% Partial (9)	63% Yes (10) 38% Partial (6)	29% Yes (4) 57% Partial (8) 14% No (2)	57% Yes (8) 29% Partial (4) 14% No (2)	23% Yes (3) 77% Partial (10)
71. Overall, are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned?	29% Yes (5) 29% Partial (5) 41% No (7)	22% Yes (4) 67% Partial (12) 11% No (2)	25% Yes (4) 63% Partial (10) 13% No (2)	29% Yes (4) 57% Partial (8) 14% No (2)	29% Yes (4) 64% Partial (9) 7% No (1)	23% Yes (3) 77% Partial (10)
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?	25% Yes (4) 50% Partial (8) 25% No (4) (1 N/A)	33% Yes (6) 50% Partial (9) 17% No (3)	40% Yes (6) 53% Partial (8) 7% No (1) (1 N/A)	29% Yes (4) 64% Partial (9) 7% No (1)	36% Yes (5) 43% Partial (6) 21% No (3)	31% Yes (4) 54% Partial (7) 15% No (2)



Findings by Area

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

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
73. If needed, does the ISP contain a specific Crisis Prevention and Intervention Plan that meets the person's needs?	71% Yes (12) 29% Partial (5)	72% Yes (13) 28% Partial (5)	73% Yes (11) 27% Partial (4)  (1 N/A)	71% Yes (10) 21% Partial (3) 7% No (1)	71% Yes (10) 29% Partial (4)	75% Yes (9) 25% 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?	Added in 2011	88% Yes (7) 13% Partial (1) (10 N/A)	100% Yes (4)  (12 N/A)	86% Yes (6) 14% Partial (1) (7 N/A)	71% Yes (5) 29% Partial (2) (7 N/A)	100% Yes (5)  (8 N/A)
73b. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP?)	Added in 2011	72% Yes (13) 28% Partial (5)	73% Yes (11) 27% Partial (4) (1 N/A)	71% Yes (10) 21% Partial (3) 7% No (1)	79% Yes (11) 21% Partial (3)	75% Yes (9) 25% Partial (3) (1 N/A)
74. Does the ISP contain specific arrangements for primary health (medical) care?	94% Yes (16) 6% Partial (1)	89% Yes (16) 11% Partial (2)	88% Yes (14) 13% Partial (2)	79% Yes (11) 21% Partial (3)	86% Yes (12) 14% Partial (2)	92% Yes (12) 8% Partial (1)
74a. Does the ISP face sheet contain contact information for the PCP?	94% Yes (16) 6% Partial (1)	89% Yes (16) 11% Partial (2)	94% Yes (15) 6% Partial (1)	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)	92% Yes (12)  8% No (1)
74b. Is the healthcare Coordinator's name and contact information listed in the ISP?	94% Yes (16) 6% Partial (1)	100% Yes (18)	94% Yes (15) 6% Partial (1)	100% Yes (14)	86% Yes (12) 7% Partial (1) 7% No (1)	100% Yes (13)
75. Does the ISP reflect how the person will get to work/day activities, shopping, social activities?	91% Yes (10) 9% Partial (1) (6 N/A)	82% Yes (9) 0% Partial 18% No (2) (7 N/A)	90% Yes (9) 10% Partial (1)  (6 N/A)	100% Yes (6)  (8 N/A)	86% Yes (6) 14% Partial (1)  (7 N/A)	100% Yes (1)  (12 N/A)



Findings by Area

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

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
76. Does the ISP reflect how the person will obtain prescribed medications?	100% Yes (17)	94% Yes (17) 6% Partial (1)	88% Yes (14) 13% Partial (2)	93% Yes (13) 7% Partial (1)	79% Yes (11) 21% Partial (3)	92% Yes (12) 8% Partial (1)
77. Does the ISP contain a list of adaptive equipment needed and who will provide it?	79% Yes (11) 21% Partial (3)  (3 N/A)	47% Yes (8) 29% Partial (5) 24% No (4) (1 N/A)	33% Yes (5) 53% Partial (8) 13% No (2) (1 N/A)	43% Yes (6) 57% Partial (8)	64% Yes (7) 18% Partial (2) 18% No (2) (3 N/A)	83% Yes (10) 17% Partial (2)  (1 N/A)
78. Overall, is the ISP adequate to meet the person's needs?	35% Yes (6) 65% Partial (11)	33% Yes (6) 67% Partial (12)	13% Yes (2) 88% Partial (14)	14% Yes (2) 86% Partial (12)	14% Yes (2) 86% Partial (12)	15% Yes (2) 85% Partial (11)
79. If #78 is rated "2", is the ISP being implemented?	67% Yes (4) 33% Partial (2) (11 N/A)	50% Yes (3) 50% Partial (3) (12 N/A)	50% Yes (1) 50% Partial (1) (14 N/A)	100% Yes (2)  (12 N/A)	50% Yes (1) 50% Partial (1) (12 N/A)	50% Yes (1) 50% Partial (1) (11 N/A)
80a. If there is no ISP, or if #78 is rated "0" or "1", are current services adequate to meet the person's needs? <i>(Numbered as #80 in all years prior to 2009)</i>	36% Yes (4) 64% Partial (7)  (6 N/A)	42% Yes (5) 50% Partial (6) 8% No (1) (6 N/A)	36% Yes (5) 64% Partial (9)  (2 N/A)	50% Yes (6) 50% Partial (6)  (2 N/A)	33% Yes (4) 58% Partial (7) 8% No (1) (2 N/A)	36% Yes (4) 64% Partial (7)  (2 N/A)
80b. If there is no ISP, or if #78 is rated "0" or "1", are current services adequate to meet the person's needs?	0% Yes (0) 100% Partial (11) (6 N/A)	33% Yes (4) 67% Partial (8) (6 N/A)	21% Yes (3) 79% Partial (11) (2 N/A)	33% Yes (4) 67% Partial (8) (2 N/A)	42% Yes (5) 58% Partial (7) (2 N/A)	9% Yes (1) 91% Partial (11) (2 N/A)



Findings by Area

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

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
81. Overall, were the direct service staff trained on the implementation of the ISP?	65% Yes (11) 35% Partial (6)	72% Yes (13) 28% Partial (5)	38% Yes (6) 63% Partial (10)	64% Yes (9) 36% Partial (5)	64% Yes (9) 36% Partial (5)	69% Yes (9) 31% Partial (4)
82. Overall, were the direct service staff able to describe their responsibilities in providing daily care/support to the person?	53% Yes (9) 47% Partial (8)	61% Yes (11) 39% Partial (7)	50% Yes (8) 50% Partial (8)	50% Yes (7) 50% Partial (7)	64% Yes (9) 36% Partial (5)	77% Yes (10) 23% Partial (3)
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?	41% Yes (7) 41% Partial (7) 18% No (3)	33% Yes (6) 67% Partial (12)	25% Yes (4) 69% Partial (11) 6% No (1)	29% Yes (4) 71% Partial (10)	7% Yes (1) 86% Partial (12) 7% No (1)	0% Yes 100% No (13)



## D. Adequacy of Planning and Adequacy of Services

### Noteworthy Practice

- **12 of 13 individuals (92%) had ISPs that reflected how the person will obtain prescribed medications.** (79% in 2015, 93% in 2014, 88% in 2013, 94% in 2011, 100% in 2010) #76
- **100% of ISPs (1 of 1, 12 N/A) reflected how the person would get to work/day activities, shopping and social activities.** (86% in 2015, 100% in 2014, 90% in 2013, 82% in 2011, 91% in 2010) #75

### Practice Challenges

- **10 of 13 (77%) of the teaching and support strategies were not sufficient to ensure consistent implementation of the services planned.** (71% were not in 2015 and 2014, 75% in 2013, 78% in 2011, 70% in 2010) #71
- **85% of ISPs (11 of 13) were not adequate to meet the person's needs.** (86% were not in 2015 and 2014, 88% in 2013, 67% in 2011, 65% in 2010) #78 27



Findings by Area

## E. Individual Service Planning & Summary

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
141. Does the person have an ISP that includes live, work/learn, fun/relationships and health/other that correlates with the person's desires and capabilities, in accordance with DOH regulations?	94% Yes (16) 6% Partial (1)	89% Yes (16) 11% Partial (2)	88% Yes (14) 13% Partial (2)	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)	92% Yes (12) 8% Partial (1)
142. Does the person have an ISP that contains a Progress Towards the Long Term Vision section that is based on a long-term view?	71% Yes (12) 29% Partial (5)	67% Yes (12) 33% Partial (6)	56% Yes (9) 38% Partial (6) 6% No (1)	36% Yes (5) 64% Partial (9)	50% Yes (7) 50% Partial (7)	69% Yes (9) 31% Partial (4)
143. Does the person receive services and supports recommended in the ISP?	71% Yes (12) 29% Partial (5)	89% Yes (16) 11% Partial (2)	94% Yes (15) 6% Partial (1)	79% Yes (11) 21% Partial (3)	64% Yes (9) 36% Partial (5)	62% Yes (8) 38% Partial (5)
144. Does the person have adequate access to and use of generic services and natural supports?	82% Yes (14) 18% Partial (3)	72% Yes (13) 28% Partial (5)	81% Yes (13) 19% Partial (3)	86% Yes (12) 14% Partial (2)	71% Yes (10) 29% Partial (4)	85% Yes (11) 15% Partial (2)
145. Is the person adequately integrated into the community?	65% Yes (11) 29% Partial (5) 6% No (1)	56% Yes (10) 44% Partial (8)	75% Yes (12) 25% Partial (4)	71% Yes (10) 21% Partial (3) 7% No (1)	50% Yes (7) 50% Partial (7)	46% Yes (6) 54% Partial (7)
146. Overall, is the ISP adequate to meet the person's needs?	35% Yes (6) 65% Partial (11)	33% Yes (6) 67% Partial (12)	13% Yes (2) 88% Partial (14)	14% Yes (2) 86% Partial (12)	14% Yes (2) 86% Partial (12)	15% Yes (2) 85% Partial (11)
147. Is the program of the level of intensity adequate to meet this person's needs?	6% Yes (1) 94% Partial (16)	22% Yes (4) 78% Partial (14)	31% Yes (5) 63% Partial (10) 6% No (1)	21% Yes (3) 79% Partial (11)	7% Yes (1) 93% Partial (13)	8% Yes (1) 92% Partial (12)



## E. Individual Service Planning & Summary

### Noteworthy Practice

- **92% of people (12 of 13) had ISPs that addressed live, work/learn, fun/relationships and health/other that correlated with the person's desire and capabilities, in accordance with DOH regulations. (93% in 2015, 86% in 2014, 88% in 2013, 89% in 2011, 94% in 2010) #141**
- **85% of people (11 of 13) have adequate access to and use of generic services and natural supports. (71% in 2015, 86% in 2014, 81% in 2013, 72% in 2011, and 82% in 2010) #144**



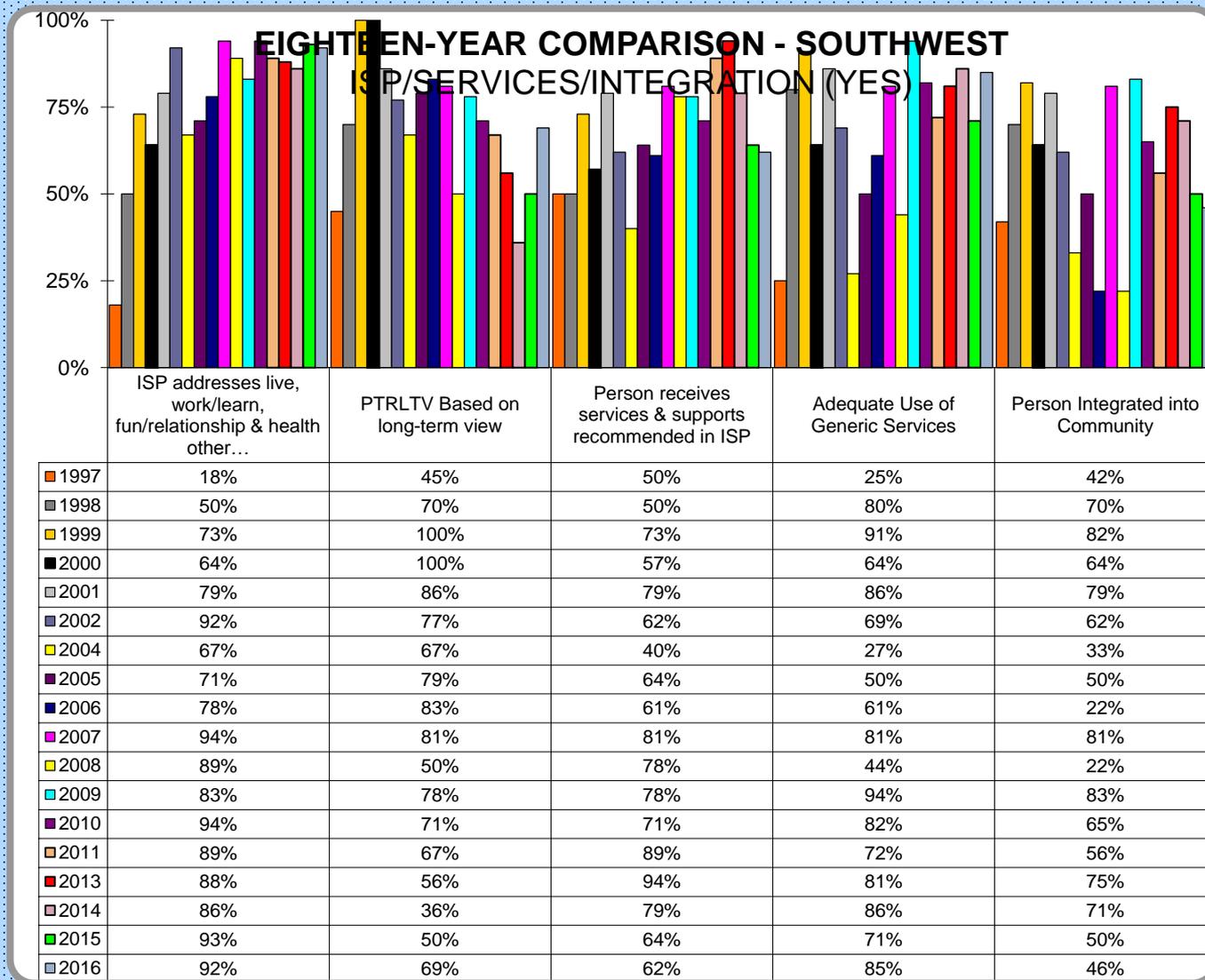
Findings by Area

## E. Individual Service Planning – Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016
141. Does the person have an ISP that includes live, work/learn, fun/relationships and health/other that correlates with the person's desires and capabilities, in accordance with DOH regulations?	64%	79%	92%	67%	71%	78%	94%	89%	83%	94%	89%	88%	86%	93%	92%
142. Does the person have an ISP that contains a PTRLTV section that is based on a long-term view?	100%	86%	77%	67%	79%	83%	81%	50%	78%	71%	67%	56%	36%	50%	69%
143. Does the person receive services and supports recommended in the ISP?	57%	79%	62%	40%	64%	61%	81%	78%	78%	71%	89%	94%	79%	64%	62%
144. Does the person have adequate access to and use of generic services and natural supports?	64%	86%	69%	27%	50%	61%	81%	44%	94%	82%	72%	81%	86%	71%	85%
145. Is the person adequately integrated into the community?	64%	79%	62%	33%	50%	22%	81%	22%	83%	65%	56%	75%	71%	50%	46%



# E. Individual Service Planning – Disengagement





## Findings by Area

### F. Team Process

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
114. Are the individual members of the IDT following up on their responsibilities?	18% Yes (3) 82% Partial (14)	28% Yes (5) 67% Partial (12) 6% No (1)	13% Yes (2) 88% Partial (14)	29% Yes (4) 64% Partial (9) 7% No (1)	50% Yes (7) 50% Partial (7)	15% Yes (2) 85% Partial (11)
115. If there is evidence of team conflict, has the team made efforts to build consensus?	57% Yes (4) 29% Partial (2) 14% No (1) (10 N/A)	100% Yes (5)  (13 N/A)	50% Yes (2)  50% No (2) (12 N/A)	100% Yes (6)  (8 N/A)	67% Yes (2) 33% Partial (1)  (11 N/A)	100% Yes (1)  (12 N/A)
116. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs?	71% Yes (12) 29% No (5)	65% Yes (11) 35% No (6) (1 N/A)	63% Yes (10) 38% No (6)	64% Yes (9) 36% No (5)	86% Yes (12) 14% No (2)	85% Yes (11) 15% No (2)
117. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented?	88% Yes (15) 12% Partial (2)	72% Yes (13) 28% Partial (5)	69% Yes (11) 25% Partial (4) 6% No (1)	86% Yes (12) 14% Partial (2)	93% Yes (13)  7% No (1)	85% Yes (11) 15% Partial (2)
118. Do you recommended Team Process Training for this IDT?	24% Yes (4) 76% No (13)	0% Yes (0) 100% No (18)	19% Yes (3) 81% No (13)	0% Yes 100% No (14)	0% Yes 100% No (14)	8% Yes (1) 92% No (12)
119. Is there evidence or documentation of physical regression in the last year?	47% Yes (8) 53% No (9)	59% Yes (10) 41% No (7) (1 CND)	44% Yes (7) 56% No (9)	29% Yes (4) 71% No (10)	57% Yes (8) 43% No (6)	8% Yes (1) 92% No (12)



Findings by Area

**F. Team Process** (cont'd)

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
120. Is there evidence or documentation of behavioral or functional regression in the last year?	24% Yes (4) 76% No (13)	44% Yes (8) 56% No (10)	19% Yes (3) 81% No (13)	36% Yes (5) 64% No (9)	7% Yes (1) 93% No (13)	15% Yes (2) 85% No (11)
121. If #119 or 120 is Yes, is the IDT adequately addressing the regression?	33% Yes (3) 44% Partial (4) 22% No (2) (8 N/A)	80% Yes (8) 20% Partial (2)  (8 N/A)	25% Yes (2) 75% Partial (6)  (8 N/A)	43% Yes (3) 43% Partial (3) 14% No (1) (7 N/A)	56% Yes (5) 44% Partial (4)  (5 N/A)	0% Yes 100% Partial (2)  (11 N/A)
122. Has the person changed residential/day services in the last year? If Yes, was the change:	18% Yes (3) 82% No (14)	11% Yes (2) 89% No (16)	19% Yes (3) 81% No (13)	14% Yes (2) 86% No (12)	0% Yes 100% No (14)	8% Yes (1) 92% No (12)
122a. Planned by the IDT?	67% Yes (2) 33% Partial (1)  (14 N/A)	0% Yes (0) 50% Partial (1) 50% No (1) (16 N/A)	100% Yes (3)  (13 N/A)	100% Yes (2)  (12 N/A)	  (14 N/A)	100% Yes (1)  (12 N/A)
122b. Appropriate to meet needs?	100% Yes (3)  (14 N/A)	100% Yes (2)  (16 N/A)	100% Yes (3)  (13 N/A)	50% Yes (1) 50% Partial (1) (12 N/A)	  (14 N/A)	0% Yes 100% Partial (1) (12 N/A)
123. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person?	24% Yes (4) 71% Partial (12) 6% No (1)	39% Yes (7) 61% Partial (11)	0% Yes 100% Partial (16)	21% Yes (3) 79% Partial (11)	14% Yes (2) 86% Partial (12)	23% Yes (3) 77% Partial (10)



## F. Team Process

### Practice Challenges

- **85% of IDTs (11 of 13) had members who were not adequately following up on their responsibilities. (50% were not in 2015, 71% in 2014, 88% were not in 2013, 73% in 2011, 82% in 2010) #114**
- **For 77% of the individuals (10 of 13), the IDT process was found to not be adequate for assessing, planning, implementing and monitoring of services. (In 2015 it was not for 86%, 79 in 2014%, 100% in 2013, 61% in 2010 and 2011) #123**



## Findings by Area

### G. Health Related Needs

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
30. Was the case manager able to describe the person's health related needs?	53% Yes (9) 47% Partial (8)	89% Yes (16) 11% Partial (2)	94% Yes (15) 6% Partial (1)	64% Yes (9) 36% Partial (5)	57% Yes (8) 43% Partial (6)	85% Yes (11) 15% Partial (2)
38. Was the [day/employment] direct service staff able to describe the person's health related needs?	41% Yes (7) 59% Partial (10)	61% Yes (11) 39% Partial (7)	81% Yes (13) 19% Partial (3)	46% Yes (6) 54% Partial (7) (1 not scored)	21% Yes (3) 79% Partial (11)	77% Yes (10) 23% Partial (3)
48. Was the residential service staff able to describe the person's health related needs?	65% Yes (11) 35% Partial (6)	67% Yes (12) 33% Partial (6)	69% Yes (11) 31% Partial (5)	50% Yes (7) 50% Partial (7)	71% Yes (10) 29% Partial (4)	85% Yes (11) 15% Partial (2)
54. Overall, were the team members interviewed able to describe the person's health-related needs?	24% Yes (4) 76% Partial (13)	44% Yes (8) 56% Partial (10)	50% Yes (8) 50% Partial (8)	21% Yes (3) 79% Partial (11)	21% Yes (3) 79% Partial (11)	77% Yes (10) 23% Partial (3)
55. Is there evidence that the IDT discussed the person's health-related issues?	53% Yes (9) 47% Partial (8)	67% Yes (12) 33% Partial (6)	56% Yes (9) 44% Partial (7)	64% Yes (9) 36% Partial (5)	71% Yes (10) 29% Partial (4)	54% Yes (7) 46% Partial (6)
56. In the opinion of the reviewer, are the person's health supports/needs being adequately addressed?	29% Yes (5) 71% Partial (12)	33% Yes (6) 67% Partial (12)	13% Yes (2) 75% Partial (12) 13% No (2)	14% Yes (2) 86% Partial (12)	21% Yes (3) 79% Partial (11)	23% Yes (3) 77% Partial (10)



## G. Health Related Needs

### Practice Challenges

- **77% of people (10 of 13) had health supports/needs that were not being adequately addressed. (79% were not in 2015, 86% in 2014, 88% were not in 2013, 67% in 2011, 71% in 2010) #56**



Findings by Area

# H. Supported Employment

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
124. Has the IDT, or the reviewer recommended a supported employment assessment for the person?	76% Yes (13) 24% No (4)	89% Yes (16) 11% No (2)	63% Yes (10) 38% No (6)	86% Yes (12) 14% No (2)	64% Yes (9) 36% No (5)	77% Yes (10) 23% No (3)
124A. Has the Team recommended a supported employment assessment for the person?	Added in 2015				14% Yes (2) 86% No (12)	54% Yes (7) 23% No (6)
124B. Is the Reviewer recommending a supported employment assessment for the person?	Added in 2015				64% Yes (9) 36% No (5)	69% Yes (9) 31% No (4)
125. In the opinion of the IDT or the reviewer, does the person need supported employment?	59% Yes (10) 41% No (7)	61% Yes (11) 39% No (7)	44% Yes (7) 56% No (9)	71% Yes (10) 29% No (4)	50% Yes (7) 50% No (7)	69% Yes (9) 31% No (4)
125A. Does the Team recommend supported employment for the person?	Added in 2015				21% Yes (3) 79% No (11)	31% Yes (4) 69% No (9)
125B. Is the Reviewer recommending supported employment for the person?	Added in 2015				57% Yes (8) 43% No (6)	69% Yes (9) 31% No (4)
126. Did the person receive a supported employment assessment?	73% Yes (11) 27% No (4) (2 N/A)	75% Yes (12) 25% No (4) (2 N/A)	100% Yes (10) (6 N/A)	92% Yes (11) 8% No (1) (2 N/A)	44% Yes (4) 56% No (5) (5 N/A)	64% Yes (7) 36% No (4) (2 N/A)
127. Does the supported employment assessment conform to the DOH regulations?	33% Yes (5) 33% Partial (5) 33% No (5) (2 N/A)	21% Yes (3) 36% Partial (5) 43% No (6) (4 N/A)	30% Yes (3) 50% Partial (5) 20% No (2) (6 N/A)	42% Yes (5) 17% Partial (2) 42% No (5) (2 N/A)	11% Yes (1) 22% Partial (2) 67% No (6) (5 N/A)	18% Yes (2) 36% Partial (4) 45% No (5) (2 N/A)
128. Does the person have a career development plan (based on assessments) that meets the person's needs?	18% Yes (2) 55% Partial (6) 27% No (3) (6 N/A)	33% Yes (4) 50% Partial (6) 17% No (2) (6 N/A)	29% Yes (2) 57% Partial (4) 14% No (1) (9 N/A)	30% Yes (3) 40% Partial (4) 30% No (3) (4 N/A)	13% Yes (1) 25% Partial (2) 63% No (5) (6 N/A)	11% Yes (1) 22% Partial (2) 67% No (6) (4 N/A)



Findings by Area

## H. Supported Employment (cont'd)

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
129. Is the person engaged in supported employment?	60% Yes (6) 40% No (4) (7 N/A)	36% Yes (4) 64% No (7) (7 N/A)	57% Yes (4) 43% No (3) (9 N/A)	60% Yes (6) 40% No (4) (4 N/A)	25% Yes (2) 75% No (6) (6 N/A)	33% Yes (3) 67% No (6) (4 N/A)
129A. Is the person working?	Added in 2015				25% Yes (2) 75% No (6) (6 N/A)	33% Yes (3) 67% No (6) (4 N/A)
130. Is the supported work provided in accordance with the following?	50% Yes (5) 10% Partial (1) 40% No (4) (7 N/A)	18% Yes (2) 27% Partial (3) 55% No (6) (7 N/A)	57% Yes (4) 43% No (3) (9 N/A)	40% Yes (4) 20% Partial (2) 40% No (4) (4 N/A)	0% Yes 25% Partial (2) 75% No (6) (6 N/A)	22% Yes (2) 11% Partial (1) 67% No (6) (4 N/A)
130a. At least a 10-hour work week?	50% Yes (5) 50% No (5) (7 N/A)	18% Yes (2) 82% No (9) (7 N/A)	57% Yes (4) 43% No (3) (9 N/A)	40% Yes (4) 60% No (6) (4 N/A)	0% Yes 100% No (8) (6 N/A)	22% Yes (2) 78% No (7) (4 N/A)
130b. Person earns at least ½ of minimum wage?	60% Yes (6) 40% No (4) (7 N/A)	45% Yes (5) 55% No (6) (7 N/A)	57% Yes (4) 43% No (3) (9 N/A)	60% Yes (6) 40% No (4) (4 N/A)	25% Yes (2) 75% No (6) (6 N/A)	33% Yes (3) 67% No (6) (4 N/A)
130c. Work setting is at least 50% non-handicapped co-workers?	60% Yes (6) 40% No (4) (7 N/A)	45% Yes (5) 55% No (6) (7 N/A)	57% Yes (4) 43% No (3) (9 N/A)	60% Yes (6) 40% No (4) (4 N/A)	25% Yes (2) 75% No (6) (6 N/A)	22% Yes (2) 78% No (7) (4 N/A)
130d. There is a reasonable expectation that the job will continue?	60% Yes (6) 40% No (4) (7 N/A)	36% Yes (4) 64% No (7) (7 N/A)	57% Yes (4) 43% No (3) (9 N/A)	60% Yes (6) 40% No (4) (4 N/A)	25% Yes (2) 75% No (6) (6 N/A)	33% Yes (3) 67% No (6) (4 N/A)



## H. Supported Employment

### Practice Challenges

- **81% of supported employment assessments (9 of 11, 4 N/A) did not conform to DOH Regulations.** (89% did not in 2015, 59% in 2014, 70% in 2013, 79% in 2011, 66% in 2010) #127
- **89% of people (8 of 9, 4 N/A) did not have a career development plan that adequately met their needs.** (88% did not in 2015, 70% in 2014, 71% in 2013, 67% in 2011, 82% in 2010) #128
- **78% of individuals (7 of 9, 4 N/A) were not found to be engaged in supported employment in accordance with DOH standards** (100% were not in 2015, 60% in 2014, 43% in 2013, 82% in 2011, 50% in 2010) #130

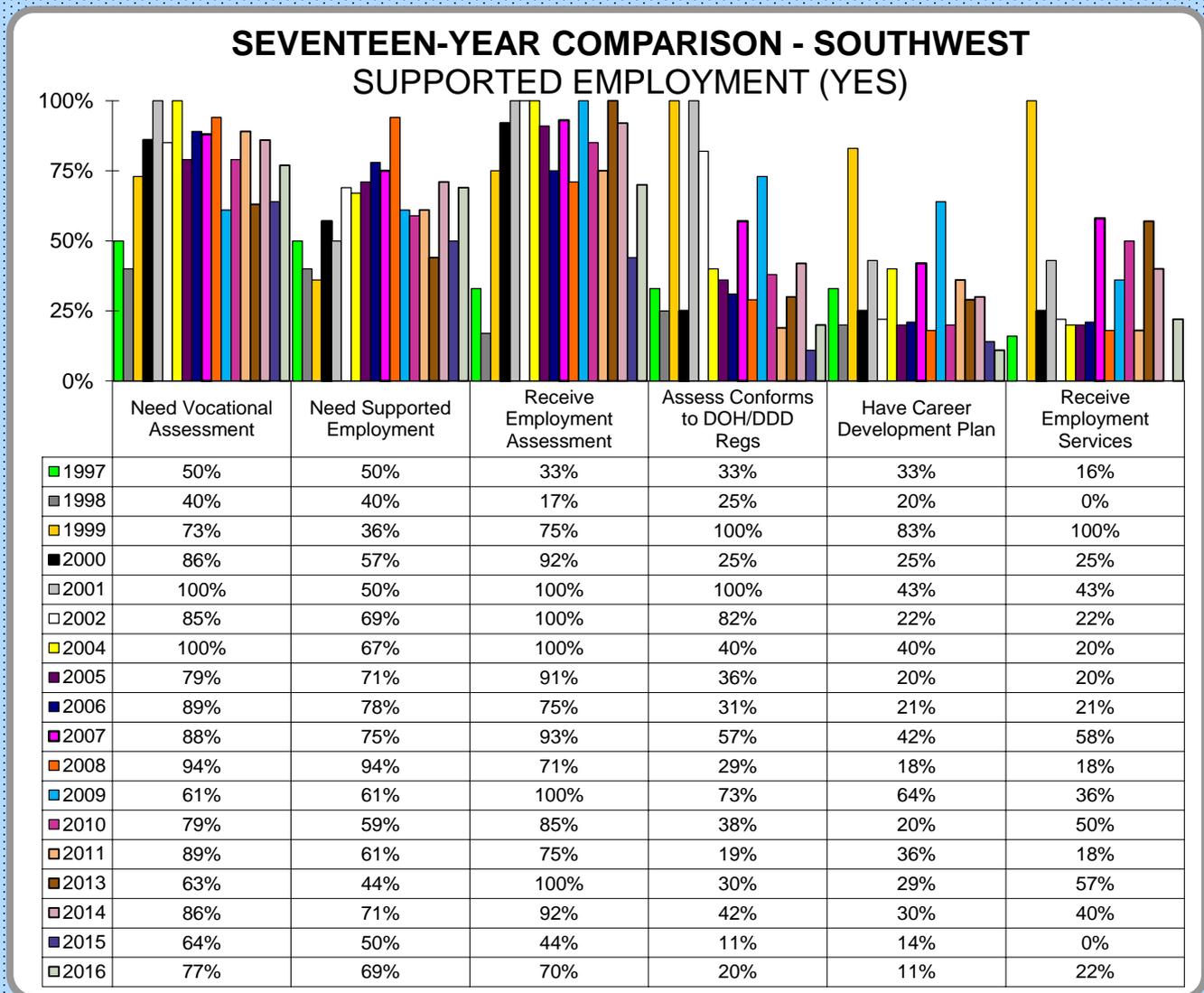


## H. Supported Employment - Historical Scoring

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



# H. Supported Employment – Disengagement





Findings by Area

# I. Day Services

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
35. Does the day/employment direct services staff “know” the person?	82% Yes (14) 18% Partial (3)	89% Yes (16) 11% Partial (2)	88% Yes (14) 13% Partial (2)	100% Yes (13)  (1 not scored)	79% Yes (11) 21% Partial (3)	92% Yes (12) 8% Partial (1)
36. Does the direct service staff have adequate input into the person’s ISP?	65% Yes (11) 35% Partial (6)	67% Yes (12) 33% Partial (6)	44% Yes (7) 50% Partial (8) 6% No (1)	83% Yes (10) 17% Partial (2) (2 not scored)	86% Yes (12) 14% Partial (2)	69% Yes (9) 31% Partial (4)
37. Did the direct service staff receive training on implementing this person’s ISP?	94% Yes (16) 6% Partial (1)	83% Yes (15) 17% Partial (3)	75% Yes (12) 25% Partial (4)	62% Yes (8) 38% Partial (5) (1 not scored)	79% Yes (11) 21% Partial (3)	85% Yes (11) 15% Partial (2)
38. Was the direct service staff able to describe this person’s health related needs?	41% Yes (7) 59% Partial (10)	61% Yes (11) 39% Partial (7)	81% Yes (13) 19% Partial (3)	46% Yes (6) 54% Partial (7) (1 not scored)	21% Yes (3) 79% Partial (11)	77% Yes (10) 23% Partial (3)
39. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	71% Yes (12) 29% Partial (5)	78% Yes (14) 22% Partial (4)	81% Yes (13) 19% Partial (3)	77% Yes (10) 23% Partial (3) (1 not scored)	64% Yes (9) 36% Partial (5)	85% Yes (11) 15% Partial (2)
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?	76% Yes (13) 24% Partial (4)	100% Yes (18)	100% Yes (16)	92% Yes (12) 8% Partial (1) (1 not scored)	93% Yes (13) 7% Partial (1)	100% Yes (13)
39.b. Can the direct service staff describe his/her responsibilities in implementing the person’s ISP goals/objectives/outcomes/action plans?	82% Yes (14) 18% Partial (3)	78% Yes (14) 22% Partial (4)	81% Yes (13) 19% Partial (3)	83% Yes (10) 17% Partial (2) (2 not scored)	64% Yes (9) 36% Partial (5)	85% Yes (11) 15% Partial (2)
40. Did the direct service staff have training in the ISP process?	82% Yes (14) 12% Partial (2) 6% No (1)	78% Yes (14) 11% Partial (2) 11% No (2)	75% Yes (12) 19% Partial (3) 6% No (1)	67% Yes (8) 33% Partial (4) (2 not scored)	50% Yes (7) 50% Partial (7)	54% Yes (7) 46% Partial (6)



Findings by Area

I. Day Services (cont'd)

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
41. Did the direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	76% Yes (13) 24% Partial (4)	89% Yes (16) 11% Partial (2)	94% Yes (15) 6% Partial (1)	77% Yes (10) 23% Partial (3) (1 not scored)	79% Yes (11) 21% Partial (3)	77% Yes (10) 23% Partial (3)
41.a. Have training on the provider's complaint process?	82% Yes (14) 18% Partial (3)	94% Yes (17) 6% No (1)	100% Yes (16)	100% Yes (13) (1 not scored)	86% Yes (12) 14% Partial (2)	85% Yes (11) 1% Partial (1) 1% No (1)
41.b. Have training on how and to whom to report abuse, neglect and exploitation?	88% Yes (15) 12% No (2)	94% Yes (17) 6% Partial (1)	94% Yes (15) 6% Partial (1)	77% Yes (10) 23% Partial (3) (1 not scored)	86% Yes (12) 14% Partial (2)	85% Yes (11) 15% Partial (2)
42. Does the direct service staff have an appropriate expectation of growth for this person?	76% Yes (13) 24% Partial (4)	61% Yes (11) 39% Partial (7)	50% Yes (8) 38% Partial (6) 13% No (2)	38% Yes (5) 62% Partial (8) (1 not scored)	71% Yes (10) 21% Partial (3) 7% No (1)	62% Yes (8) 38% Partial (5)
43. Is the day/employment environment generally clean, free of safety hazards and conducive to the work/activity intended?	94% Yes (16) 6% Partial (1)	100% Yes (17) (1 CND)	100% Yes (15) (1 N/A)	100% Yes (13) (1 not scored)	93% Yes (13) 7% Partial (1)	100% Yes (12) (1 CND)



## I. Day Services

### Noteworthy Practice

- **100% (13 of 13) of the day/employment direct service staff was able to provide specific information regarding the person's daily activities, including the exact times of day the person is doing what. (93% in 2015, 92% in 2014, 100% in 2011 and 2013, 76% in 2010) #39A**
- **100% (12 of 12, 1 CND) of the day/employment environments were found to be generally clean, free of safety hazards, and conducive to the work/activity intended. (93% in 2015, 100% in 2014, 2013 and 2011, 94% in 2010) #43**



Findings by Area

# J. Residential Services

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
44. Does the residential direct services staff “know” the person?	88% Yes (15) 12% Partial (2)	94% Yes (17) 6% Partial (1)	100% Yes (16)	93% Yes (13) 7% Partial (1)	93% Yes (13) 7% Partial (1)	100% Yes (13)
45. Does the direct service staff have adequate input into the person’s ISP?	53% Yes (9) 41% Partial (7) 6% No (1)	44% Yes (8) 50% Partial (9) 6% No (1)	69% Yes (11) 31% Partial (5)	50% Yes (7) 43% Partial (6) 7% No (1)	64% Yes (9) 36% Partial (5)	85% Yes (11) 15% Partial (2)
46. Did the direct service staff receive training on the implementing this person’s ISP?	71% Yes (12) 29% Partial (5)	83% Yes (15) 17% Partial (3)	56% Yes (9) 44% Partial (7)	93% Yes (13) 7% Partial (1)	93% Yes (13) 7% Partial (1)	92% Yes (12) 8% Partial (1)
47. Is the residence safe for individuals (void of hazards)?	94% Yes (16) 6% No (1)	100% Yes (17)  (1 CND)	88% Yes (14) 13% No (2)	93% Yes (13) 7% No (1)	100% Yes (14)	85% Yes (11) 15% No (2)
48. Was the residential direct service staff able to describe this person’s health-related needs?	65% Yes (11) 35% Partial (6)	67% Yes (12) 33% Partial (6)	69% Yes (11) 31% Partial (5)	50% Yes (7) 50% Partial (7)	71% Yes (10) 29% Partial (4)	85% Yes (11) 15% Partial (2)
49. Was the residential direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	71% Yes (12) 29% Partial (5)	67% Yes (12) 33% Partial (6)	56% Yes (9) 44% Partial (7)	64% Yes (9) 36% Partial (5)	93% Yes (13) 7% Partial (1)	85% Yes (11) 15% Partial (2)
49.a. Was the staff able to provide specific information regarding the person’s daily activities?	76% Yes (13) 24% Partial (4)	100% Yes (18)	94% Yes (15) 6% Partial (1)	86% Yes (12) 14% Partial (2)	100% Yes (14)	100% Yes (13)
49.b. Can the direct service staff describe his/her responsibilities in implementing the person’s ISP goals & objectives?	82% Yes (14) 12% Partial (2) 6% No (1)	67% Yes (12) 33% Partial (6)	56% Yes (9) 44% Partial (7)	71% Yes (10) 29% Partial (4)	93% Yes (13) 7% Partial (1)	85% Yes (11) 8% Partial (1) 8% No (1)



Findings by Area

**J. Residential Services** (cont'd)

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
50. Did the residential direct service staff have training in the ISP process?	65% Yes (11) 29% Partial (5) 6% No (1)	67% Yes (12) 33% Partial (6)	63% Yes (10) 31% Partial (5) 6% No (1)	77% Yes (10) 23% Partial (3) (1 not scored)	86% Yes (12) 14% Partial (2)	77% Yes (10) 15% Partial (2) 8% No (1)
51. Did the residential direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	76% Yes (13) 24% Partial (4)	83% Yes (15) 17% Partial (3)	100% Yes (16)	86% Yes (12) 14% Partial (2)	71% Yes (10) 29% Partial (4)	85% Yes (11) 15% Partial (2)
51.a. Have training on the provider's complaint process?	88% Yes (15) 12% Partial (2)	83% Yes (15) 11% Partial (2) 6% No (1)	100% Yes (16)	92% Yes (12) 8% Partial (1) (1 not scored)	93% Yes (13) 7% No (1)	100% Yes (13)
51.b. Have training on how and to whom to report abuse, neglect and exploitation?	88% Yes (15) 6% Partial (1) 6% No (1)	94% Yes (17) 6% No (1)	100% Yes (16)	93% Yes (13) 7% Partial (1)	71% Yes (10) 29% Partial (4)	85% Yes (11) 8% Partial (1) 8% No (1)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	76% Yes (13) 24% Partial (4)	67% Yes (12) 33% Partial (6)	50% Yes (8) 50% Partial (8)	36% Yes (5) 57% Partial (8) 7% No (1)	71% Yes (10) 21% Partial (3) 7% No (1)	77% Yes (10) 23% Partial (3)
53. Does the person's residential environment offer a minimal level of quality of life?	100% Yes (17)	94% Yes (16) 6% Partial (1) (1 CND)	81% Yes (13) 19% Partial (3)	93% Yes (13) 7% Partial (1)	93% Yes (13) 7% Partial (1)	100% Yes (13)



## J. Residential Services

### Noteworthy Practice

- **100% (13 of 13) of interviewed residential direct support were found to “know” the person.** (93% in 2015 and 2014, 100 % in 2013, 94% in 2011, 88% in 2010) #44
- **85% (11 of 13) of residences were found to be safe for individuals (void of hazards).** (100% in 2015, 93% in 2014, 88% in 2013, 100% in 2011, 94% in 2010) #47
- **100% (13 of 13) of individual’s residential environments were found to offer a minimal level of quality of life.** (93% in 2015 and 2014, 93% in 2013, 94% in 2011, 100% in 2010) #53



## K. Case Management

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
26. Does the case manager “know” the person?	88% Yes (15) 12% Partial (2)	94% Yes (17) 6% Partial (1)	94% Yes (15) 6% Partial (1)	93% Yes (13) 7% Partial (1)	93% Yes (13) 7% Partial (1)	85% Yes (11) 15% Partial (2)
27. Does the case manager understand his/her role/job?	76% Yes (13) 24% Partial (4)	33% Yes (6) 67% Partial (12)	38% Yes (6) 63% Partial (10)	71% Yes (10) 29% Partial (4)	64% Yes (9) 36% Partial (5)	77% Yes (10) 23% Partial (3)
28. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person?	88% Yes (15) 12% Partial (2)	89% Yes (16) 11% Partial (2)	88% Yes (14) 13% Partial (2)	93% Yes (13) 7% Partial (1)	86% Yes (12) 14% Partial (2)	85% Yes (11) 15% Partial (2)
29. Is the case manager available to the person?	88% Yes (15) 12% Partial (2)	78% Yes (14) 22% Partial (4)	94% Yes (15) 6% Partial (1)	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)	92% Yes (12) 8% Partial (1)
30. Was the case manager able to describe the person’s health related needs?	53% Yes (9) 47% Partial (8)	89% Yes (16) 11% Partial (2)	94% Yes (15) 6% Partial (1)	64% Yes (9) 36% Partial (5)	57% Yes (8) 43% Partial (6)	85% Yes (11) 15% Partial (2)
31. Does the case manager have an appropriate expectation of growth for this person?	71% Yes (12) 29% Partial (5)	67% Yes (12) 33% Partial (5)	50% Yes (8) 50% Partial (8)	64% Yes (9) 36% Partial (5)	64% Yes (9) 36% Partial (5)	85% Yes (11) 15% Partial (2)



**Findings by Area**

**K. Case Management (cont'd)**

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
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?	59% Yes (10) 35% Partial (6) 6% No (1)	44% Yes (8) 56% Partial (10)	38% Yes (6) 63% Partial (10)	36% Yes (5) 64% Partial (9)	29% Yes (4) 64% Partial (9) 7% No (1)	0% Yes 100% Partial (13)
33. Does the case manager provide case management services at the level needed by this person?	47% Yes (8) 47% Partial (8) 6% No (1)	39% Yes (7) 56% Partial (10) 6% No (1)	31% Yes (5) 69% Partial (11)	36% Yes (5) 64% Partial (9)	57% Yes (8) 43% Partial (6)	38% Yes (5) 62% Partial (8)
34. Does the case manager receive the type and level of support needed to do his/her job?	88% Yes (15) 12% Partial (2)	89% Yes (16) 11% Partial (2)	100% Yes (16)	93% Yes (13) 7% Partial (1)	86% Yes (12) 14% Partial (2)	85% Yes (11) 15% Partial (2)



## K. Case Management

### Noteworthy Practice

- **85% of case managers (11 of 13) were found to adequately “know” the person.** (93% in 2015 and 2014, 94% in 2011 and 2013, 88% in 2010) #26
- **85% of case managers (11 of 13) were found to receive training on the topics needed to assist them in meeting the needs of the person.** (86% in 2015, 93% in 2014, 88% in 2013, 89% in 2011, 88% in 2010) #28
- **85% of case managers (11 of 13) were found to receive the type and level of support needed to do their job.** (86% in 2015, 93% in 2014, 100% in 2013, 89% in 2011, 88% in 2010) #34



## L. Behavioral Support Services

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
131. Is the person considered by the IDT to need behavior services now?	59% Yes (10) 41% No (7)	94% Yes (17) 6% No (1)	56% Yes (9) 44% No (7)	64% Yes (9) 36% No (5)	86% Yes (12) 14% No (2)	69% Yes (9) 31% No (4)
132. In the opinion of the reviewer, does the person need behavior services?	65% Yes (11) 35% No (6)	89% Yes (16) 11% No (2)	56% Yes (9) 44% No (7)	64% Yes (9) 36% No (5)	71% Yes (10) 29% No (4)	62% Yes (8) 38% No (5)
133. Have adequate behavioral assessments been completed?	92% Yes (11)  8% No (1) (5 N/A)	82% Yes (14) 18% Partial (3)  (1 N/A)	100% Yes (8)  (8 N/A)	78% Yes (7) 22% Partial (2)  (5 N/A)	50% Yes (6) 50% Partial (6)  (2 N/A)	44% Yes (4) 44% Partial (4) 11% No (1) (4 N/A)
134. Does the person have behavior support plans developed out of the behavior assessments that meet the person's needs?	82% Yes (9) 9% Partial (1) 9% No (1) (6 N/A)	94% Yes (16)  6% No (1) (1 N/A)	100% Yes (8)  (8 N/A)	89% Yes (8) 11% Partial (1)  (5 N/A)	50% Yes (6) 50% Partial (6)  (2 N/A)	75% Yes (6) 25% Partial (2)  (5 N/A)
135. Have the staff been trained on the behavior support plan?	73% Yes (8) 18% Partial (2) 9% No (1) (6 N/A)	94% Yes (16) 6% Partial (1)  (1 N/A)	88% Yes (7) 12% Partial (1)  (8 N/A)	100% Yes (9)  (5 N/A)	100% Yes (12)  (2 N/A)	100% Yes (8)  (5 N/A)
136. Does the person receive behavioral services consistent with his/her needs?	82% Yes (9) 9% Partial (1) 9% No (1) (6 N/A)	82% Yes (14) 12% Partial (2) 6% No (1) (1 N/A)	88% Yes (7) 12% Partial (1)  (8 N/A)	89% Yes (8) 11% Partial (1)  (5 N/A)	50% Yes (6) 42% Partial (5) 8% No (1) (2 N/A)	88% Yes (7) 13% Partial (1)  (5 N/A)
137. Are behavior support services integrated into the ISP?	36% Yes (4) 27% Partial (3) 36% No (4) (6 N/A)	53% Yes (9) 41% Partial (7) 6% No (1) (1 N/A)	63% Yes (5) 25% Partial (2) 12% No (1) (8 N/A)	33% Yes (3) 56% Partial (5) 11% No (1) (5 N/A)	25% Yes (3) 58% Partial (7) 17% No (2) (2 N/A)	38% Yes (3) 63% Partial (5)  (5 N/A)



## L. Behavioral Support Services

### Practice Challenges

- **63% (5 of 8, 5 N/A) of individuals did not have support services integrated into their ISP.** (75% did not in 2015, 67% in 2014, 37% in 2013, 47% in 2010 and 63% in 2011) #137

### Noteworthy Practice

- **100% of support staff (8 of 8, 5 N/A) have been trained on the individual's behavior support plan.** (100% in 2015 and 2014, 88% in 2013, 94% in 2011, 73% in 2010) #135

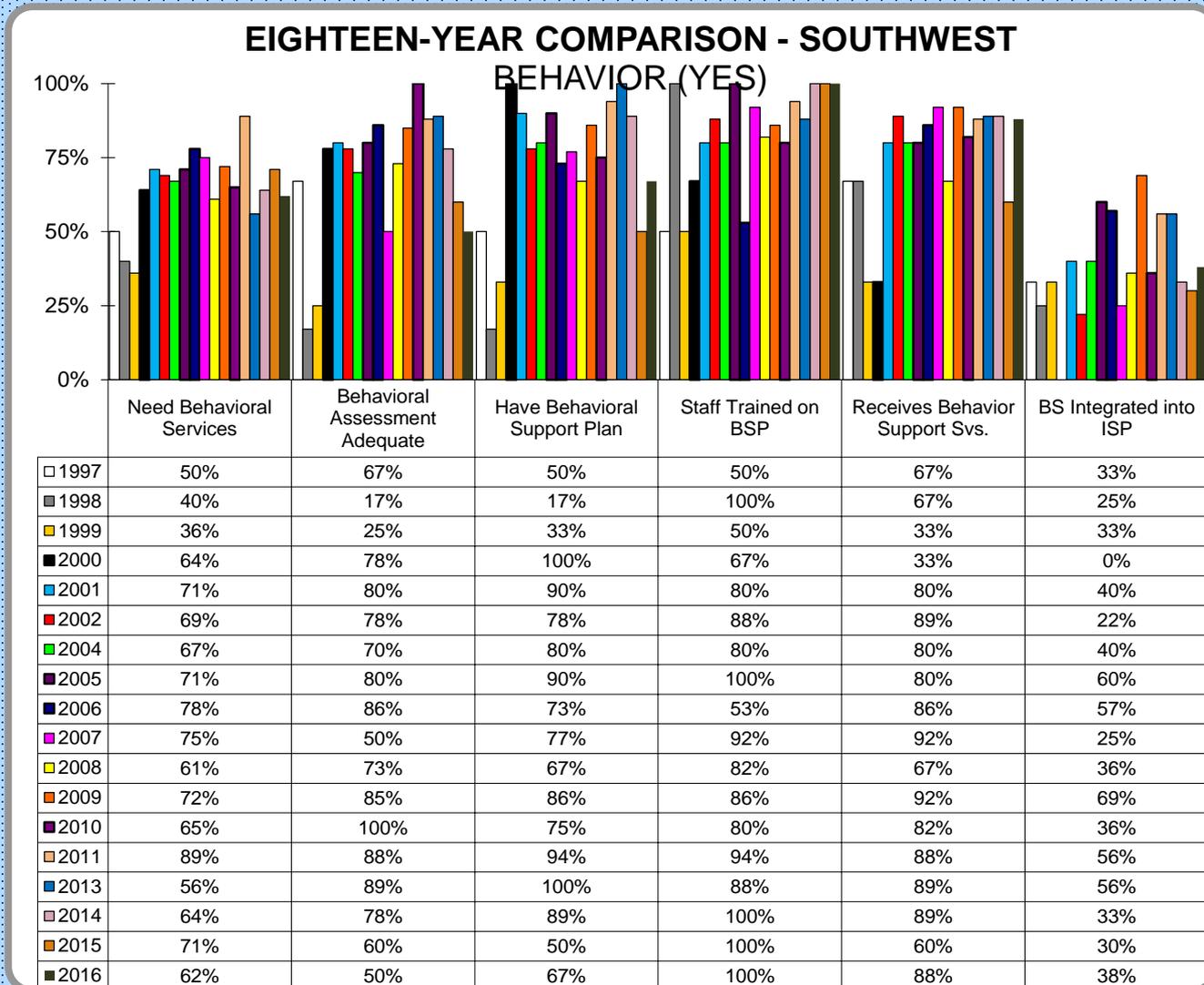


## L. Behavioral Support Services – Historical Scoring

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



# L. Behavioral Support Services – Disengagement





## M. Adaptive Equipment/Augmentative Communication

Question	2010 (sample=17)	2011 (sample=18)	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)
138. Has the person received all adaptive equipment needed?	71% Yes (10) 29% Partial (4) (3 N/A)	94% Yes (15) 6% Partial (1) (2 N/A)	86% Yes (12) 14% Partial (2) (2 N/A)	75% Yes (9) 17% Partial (2) 8% No (1) (2 N/A)	77% Yes (10) 15% Partial (2) 8% No (1) (1 N/A)	100% Yes (11)  (2 N/A)
139. Has the person received all assistive technology needed?	71% Yes (10) 29% Partial (4)  (3 N/A)	64% Yes (9) 36% Partial (5)  (4 N/A)	69% Yes (9) 31% Partial (4)  (3 N/A)	56% Yes (5) 44% Partial (4)  (5 N/A)	70% Yes (7) 20% Partial (2) 10% No (1) (4 N/A)	70% Yes (7) 30% Partial (3)  (3 N/A)
140. Has the person received all communication assessments and services?	94% Yes (16)  6% No (1)	50% Yes (8) 50% Partial (8)  (2 N/A)	71% Yes (10) 29% Partial (4)  (2 N/A)	85% Yes (11) 15% Partial (2)  (1 N/A)	85% Yes (11) 8% Partial (1) 8% No (1) (1 N/A)	82% Yes (9) 18% Partial (2)  (2 N/A)



## M. Adaptive Equipment/Augmentative Communication Historical Scoring

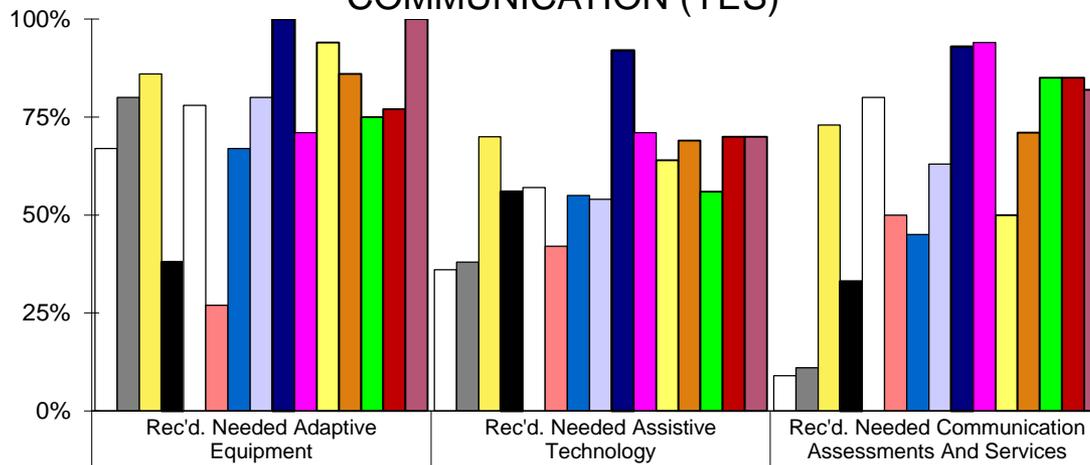
Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016
138. Has the person received all adaptive equipment needed?	67%	80%	86%	38%	78%	27%	67%	80%	100%	71%	94%	86%	75%	77%	100%
139. Has the person received all assistive technology needed?	36%	38%	70%	56%	57%	42%	55%	54%	92%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



Findings by Area

# M. Adaptive Equipment/Augmentative Communication

**FIFTEEN-YEAR COMPARISON - SOUTHWEST  
ADAPTIVE EQUIPMENT/AUGMENTATIVE  
COMMUNICATION (YES)**



	Rec'd. Needed Adaptive Equipment	Rec'd. Needed Assistive Technology	Rec'd. Needed Communication Assessments And Services
□2000	67%	36%	9%
■2001	80%	38%	11%
■2002	86%	70%	73%
■2004	38%	56%	33%
□2005	78%	57%	80%
■2006	27%	42%	50%
■2007	67%	55%	45%
■2008	80%	54%	63%
■2009	100%	92%	93%
■2010	71%	71%	94%
■2011	94%	64%	50%
■2013	86%	69%	71%
■2014	75%	56%	85%
■2015	77%	70%	85%
■2016	100%	70%	82%



# Thank you!

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