

2014 Community Practice Review Southeast Region Findings

Southeast Review held July 14-25, 2014



Class Members: 34
Number in Sample: 14 (41%)

2 Independent Case

Management Agencies in Sample

J & J 12 in sample

PRMC 2 in sample



Day and Residential Agencies in sample:

	Day	Residential
CARC	1	1
ENMRSH	2	2
HDFS	4	4
Leaders	1	1
Nezzy Care	1	1
PRS	1	1
Tobosa	4	4



Class Members with Immediate or Special Needs

One individual was found to need Immediate Attention.

Individuals for whom urgent health, safety, environment and/or **1 of 14; 7%** abuse/neglect/exploitation issues were identified which the team is not successfully and actively in the process of addressing in a timely fashion.

Two individuals were found to have Special Attention Needs.

Individuals for whom issues have been identified that, if not **2 of 14; 14%** effectively addressed, are likely to become an urgent health and safety concern.

An Incident Report was filed on one person

1 of 14; 7%

In 2011, one person was found to need Immediate Attention; five people required Special Attention. There were 16 people in the 2010 sample.

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

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

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

In 2007, no one reviewed was found to need Immediate Attention; one person required Special Attention. There were 16 people in the 2007 sample.

In 2008, two people were found to need Immediate Attention, and one person required Special Attention. There were 16 people in the 2008 sample.



Identified Indicators of Good Practice

People are active in their communities and have roles/memberships

- ❑ Six people attend church.
- ❑ Ten people frequent the library.
- ❑ Two people are regulars at the Bowling Alley
- ❑ Seven people are active at their local recreation/community centers.

Two individuals in the sample had one identified membership or community role (see this and the next slide). Eight people had two, three had three, and one had four identified memberships/roles.



Identified Indicators of Good Practice

People are active in their communities and have roles/memberships

- ❑ One person is a regular at the zoo.
- ❑ Three people are active volunteers.
- ❑ One person is a member of the Praise Band.
- ❑ One person participates in Reins of Life.



Some people are a part of and integrated into their communities

- ❑ Twelve 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

- ❑ Eleven 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

- ❑ Three people have residential staff that have been with them for at least five years. One of those have had staff for nineteen years!
- ❑ Four people have day staff that have been with them for at least five years.
- ❑ Thirteen people have case managers who “know” them and can describe their preferences, wants and needs.



Some people have proactive advocates Case Manager/Guardian

- Four people were identified as having actively involved guardians. (Seen at least 3 times a month)
- Eleven people have case managers who are adequately available to them.
- Three 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 more while in the community.
- Seven people have shown a decrease in identified behaviors.
- Six people have increased their choice making.
- Seven people are becoming more independent in their personal or home care or have increased their work skills.
- Six people have increased their communication abilities.



Some people have the technology and devices they need

- ❑ **144 assistive technology and adaptive equipment devices are needed by the individuals in the sample; 140 are in good repair, available, and used when needed. (97%).**



Findings by Area

A. Expectations for Growth and Quality of Life

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
31. Does the case manager have an appropriate expectation of growth for this person?	88% Yes (14) 13% Partial (2)	63% Yes (10) 31% Partial (5) 6% No (1)	81% Yes (13) 6% Partial (1) 13% No (2)	63% yes (10) 38% Partial (6)	47% Yes (7) 53% Partial (8)	77% Yes (10) 23% Partial (3)
42. Does the [day services] direct service staff have an appropriate expectation of growth for this person?	88% Yes (14) 6% Partial (1) 6% No (1)	100% Yes (16)	94% Yes (15) 6% Partial (1)	50% Yes (8) 50% Partial (8)	67% Yes (10) 33% Partial (5)	92% Yes (12) 8% Partial (1)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	81% Yes (13) 6% Partial (1) 13% No (2)	88% Yes (14) 13% Partial (2)	94% Yes (15) 6% Partial (1)	63% Yes (10) 38% Partial (6)	60% Yes (9) 40% Partial (6)	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?	73% Yes (11) 27% Partial (4) (1 CND)	69% Yes (11) 31% Partial (5)	69% Yes (11) 31% Partial (5)	69% Yes (11) 31% Partial (5)	53% Yes (8) 47% Partial (7)	54% Yes (7) 46% Partial (6)
85. Overall, does the IDT have an appropriate expectation of growth for this person?	69% Yes (11) 31% Partial (5)	56% Yes (9) 44% Partial (7)	81% Yes (13) 19% Partial (3)	31% Yes (5) 69% Partial (11)	33% Yes (5) 67% Partial (10)	62% Yes (8) 38% Partial (5)
86. Was the person provided the assistance and support needed to participate meaningfully in the planning process?	87% Yes (13) 7% Partial (1) 7% No (1) (1 CND)	94% Yes (15) 6% Partial (1)	94% Yes (15) 6% Partial (1)	94% Yes (15) 6% Partial (1)	87% Yes (13) 13% Partial (2)	85% Yes (11) 15% Partial (2)



2014 Community Practice Review Southeast Region Findings by Area

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

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
87. Is the person offered a range of opportunities for participation in each of the life areas?	86% Yes (12) 14% Partial (2) (2 CND)	93% Yes (14) 7% Partial (1) (1 CND)	87% Yes (13) 13% Partial (2) (1 CND)	75% Yes (12) 25% Partial (4) (1 CND)	93% Yes (14) 7% Partial (1) (1 CND)	83% Yes (10) 17% Partial (2) (1 CND)
88. Does the person have the opportunity to make informed choices?	75% Yes (6) 25% Partial (2) (8 CND)	80% Yes (8) 20% Partial (2) (6 CND)	100% Yes (6) (10 CND)	89% Yes (8) 11% Partial (1) (7 CND)	57% Yes (4) 43% Partial (3) (8 CND)	83% Yes (5) 17% Partial (1) (7 CND)
89. About where and with whom to live?	67% Yes (4) 17% Partial (1) 17% No (1) (10 CND)	90% Yes (9) 10% No (1) (6 CND)	86% Yes (6) 14% Partial (1) (9 CND)	88% Yes (7) 13% Partial (1) (8 CND)	67% Yes (6) 33% Partial (3) (6 CND)	80% Yes (4) 20% Partial (1) (8 CND)
90. About where and with whom to work/spend his/her day?	100% Yes (7) (9 CND)	83% Yes (10) 17% Partial (2) (4 CND)	100% Yes (8) (8 CND)	86% Yes (9) 14% Partial (1) (9 CND)	78% Yes (7) 22% Partial (2) (6 CND)	83% Yes (5) 17% Partial (1) (7 CND)
91. About where and with whom to socialize/spend leisure time?	100% Yes (9) (7 CND)	83% Yes (10) 17% Partial (2) (4 CND)	100% Yes (8) (8 CND)	83% Yes (5) 17% Partial (1) (10 CND)	100% Yes (9) (6 CND)	83% Yes (5) 17% PARTIAL (1) (7 CND)



2014 Community Practice Review Southeast Region Findings by Area

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

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
92. Does the evidence support that providers do not prevent the person from pursuing relationships and are respecting the rights of this person?	100% Yes (15) (1 CND)	100% Yes (16)	100% Yes (16)	100% Yes (15) (1 CND)	100% Yes (15)	100% Yes (12) (1 CND)
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)	63% Yes (10) 38% Partial (6)	81% Yes (13) 19% Partial (3)	75% Yes (12) 25% Partial (4)	67% Yes (10) 33% Partial (5)	69% Yes (9) 31% Partial (4)
94. Does this person and/or guardian have adequate access to the available complaint processes/procedures?	88% Yes (14) 6% Partial (1) 6% No (1)	87% Yes (13) 13% Partial (2) (1 CND)	100% Yes (16)	94% Yes (15) 6% Partial (1)	93% Yes (13) 7% Partial (1) (1 CND)	100% Yes (12) (1 CND)
95. Does this person know his/her guardian?	100% Yes (4) (12 CND)	100% Yes (9) (2 N/A, 5 CND)	100% Yes (7) (2 N/A, 7 CND)	100% Yes (8) (8 CND)	100% Yes (8) (7 CND)	100% Yes (3) (1 N/A, 9 CND)
96. Does this person believe the guardian is helpful?	100% Yes (1) (15 CND)	100% Yes (4) (2 N/A, 10 CND)	100% Yes (4) (2 N/A, 10 CND)	100% Yes (4) (12 CND)	100% Yes (4) (11 CND)	100% Yes (2) (1 N/A, 10 CND)
97. What is the level of participation of the legal guardian in this person's life and service planning?	50% Active (8) 38% Moderate (6) 13% Limited (2)	43% Active (6) 57% Moderate (8) (2 N/A)	53% Active (8) 27% Moderate (4) 13% Limited (2) 7% None (1) (1 N/A)	44% Active (7) 50% Moderate (8) 6% Limited (1)	53% Active (8) 33% Moderate (5) 13% Limited (2)	33% Active (4) 33% Moderate (4) 33% Limited (4) (1 N/A)



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

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
98. In the Reviewer's opinion, does the person need a friend advocate?	100% No (16)	100% No (16)	100% No (16)	100% No (16)	100% No (15)	100% No (13)
99. Does the person have a friend advocate?	(16 N/A)	(16 N/A)	(16 N/A)	(16 N/A)	(15 N/A)	(13 N/A)
100. If the person is retired, does he/she have adequate opportunities to engage in activities of interest during the day?	100% Yes (1) (15 N/A)	67% Yes (2) 33% Partial (1) (13 N/A)	100% Yes (3) (13 N/A)	100% Yes (4) (12 N/A)	60% Yes (3) 40% Partial (2) (10 N/A)	100% Yes (3) (9 N/A, 1 CND)
101. Does the person have daily choices/appropriate autonomy over his/her life?	94% Yes (15) 6% Partial (1)	88% Yes (14) 13% Partial (2)	81% Yes (13) 19% Partial (3)	69% Yes (11) 31% Partial (5)	87% Yes (13) 7% Partial (1) 7% No (1)	77% Yes (10) 23% Partial (3)
102. Have the person's cultural preferences been accommodated?	100% Yes (16)	100% Yes (16)	88% Yes (14) 13% Partial (2)	94% Yes (15) 6% Partial (1)	100% Yes (14) (1 CND)	100% Yes (13)
103. Is the person treated with dignity and respect?	63% Yes (10) 38% Partial (6)	69% Yes (11) 31% Partial (5)	81% Yes (13) 19% Partial (3)	81% Yes (13) 19% Partial (3)	87% Yes (13) 13% Partial (2)	92% Yes (12) 8% Partial (1)



A. Expectations for Growth and Quality of Life

Noteworthy Practice

- **11 of 13 individuals (85%) were provided adequate assistance and support needed to participate meaningfully in the planning process. (87% in 2013, 94% in 2011, 2010 and 2009, 87% in 2008) Q# 86**
- **13 of 13 individuals (100%) were found to have their cultural preferences accommodated. (100% in 2013, 94% in 2011, 88% in 2010, 100% in 2009 and 2008) Q# 102**



2014 Community Practice Review Southeast Region Findings by Area

B. Satisfaction

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
104. Overall, is the person satisfied with the current services?	50% Yes (1) 50% Partial (1) (14 CND)	82% Yes (9) 18% Partial (2) (5 CND)	86% Yes (6) 14% Partial (1) (9 CND)	86% Yes (6) 14% Partial (1) (9 CND)	60% Yes (3) 40% Partial (2) (10 CND)	100% Yes (5) (8 CND)
105. Does the person get along with the case manager?	100% Yes (2) (14 CND)	100% Yes (6) (10 CND)	100% Yes (5) (11 CND)	100% Yes (4) (12 CND)	100% Yes (3) (12 CND)	100% Yes (3) (10 CND)
106. Does the person find the case manager helpful?	(16 CND)	100% Yes (3) (13 CND)	100% Yes (5) (11 CND)	100% Yes (3) (13 CND)	100% Yes (3) (12 CND)	100% Yes (3) (10 CND)
107. Does the legal guardian find the case manager helpful?	93% Yes (13) 7% No (1) (1 N/A, 1 CND)	82% Yes (9) 18% Partial (2) (1 N/A, 4 CND)	100% Yes (13) (1 N/A, 2 CND)	93% Yes (14) 7% Partial (1) (1 CND)	100% Yes (12) (3 CND)	89% Yes (8) 11% No (1) (4 CND)
108. Does the person have adequate food and drink available?	100% Yes (14) (2 CND)	100% Yes (15) (1 CND)	100% Yes (13) (3 CND)	94% Yes (15) 6% Partial (1)	100% Yes (15)	100% Yes (13)
109. Does the person have adequate transportation to meet his/her needs?	93% Yes (14) 7% Partial (1) (1 CND)	100% Yes (16)	87% Yes (13) 13% Partial (2) (1 CND)	100% Yes (16)	87% Yes (13) 13% Partial (2)	85% Yes (11) 15% Partial (2)



B. Satisfaction (cont'd)

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
110. Does the person have sufficient personal money?	93% Yes (14) 7% Partial (1) (1 CND)	88% Yes (14) 13% Partial (2)	100% Yes (15) (1 CND)	100% Yes (16)	87% Yes (13) 13% Partial (2)	85% Yes (11) 15% Partial (2)
111. Does the person get along with their day program/employment staff?	100% Yes (12) (4 CND)	93% Yes (14) 7% Partial (1) (1 CND)	100% Yes (11) (5 CND)	100% Yes (10) (6 CND)	100% Yes (6) (9 CND)	100% Yes (8) (5 CND)
112. Does the person get along with the residential provider staff?	100% Yes (11) (5 CND)	93% Yes (14) 7% Partial (1) (1 CND)	100% Yes (12) (4 CND)	100% Yes (13) (3 CND)	100% Yes (9) (6 CND)	100% Yes (11) (2 CND)



B. Satisfaction

Noteworthy Practice

- **13 of 13 individuals (100%) had adequate food and drink available.** (100% in 2013, 94% in 2011, 100% in 2010, 2009 and 2008) Q#108
- **85% of individuals (11 of 13) had adequate transportation to meet his/her needs.** (87% in 2013, 100% in 2011, 87% in 2010, 100% in 2009, 93% in 2008) #109
- **Of the class members for whom a determination could be made:**
 - **89% of guardians found the case manager helpful.** Q#107
 - **100% of individuals got along with their day/employment staff.** Q#111
 - **100% of individuals got along with their residential staff.** Q#112



2014 Community Practice Review Southeast Region Findings by Area

C. Assessments

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
57. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts?	81% Yes (13) 13% Partial (2) 6% No (1)	69% Yes (11) 31% Partial (5)	75% Yes (12) 25% Partial (4)	69% Yes (11) 31% Partial (5)	27% Yes (4) 73% Partial (11)	46% Yes (6) 54% Partial (7)
58. Did the team arrange for and obtain the needed, relevant assessments?	44% Yes (7) 56% Partial (9)	56% Yes (9) 44% Partial (7)	50% Yes (8) 50% Partial (8)	56% Yes (9) 44% Partial (7)	13% Yes (2) 87% Partial (13)	15% Yes (2) 85% Partial (11)
59. Are the assessments adequate for planning?	56% Yes (9) 44% Partial (7)	56% Yes (9) 44% Partial (7)	56% Yes (9) 44% Partial (7)	56% Yes (9) 44% Partial (7)	13% Yes (2) 87% Partial (13)	31% Yes (4) 69% Partial (9)
60. Were the recommendations from assessments used in planning?	44% Yes (7) 50% Partial (8) 6% No (1)	50% Yes (8) 44% Partial (7) 6% No (1)	56% Yes (9) 44% Partial (7)	69% Yes (11) 31% Partial (5)	33% Yes (5) 67% Partial (10)	46% Yes (6) 54% Partial (7)



C. Assessments

Practice Challenges

- **85% of teams (11 of 13) did not adequately arrange for and obtain the needed, relevant assessments.** (87% did not in 2013, 44% in 2011, 50% in 2010, 44% in 2009, 56% in 2008) Q# 58
- **69% of assessments (9 of 13) were not adequate for planning.** (87% were not in 2013, 44% in 2011, 2010, 2009 and 2008) Q# 59
- **54% of individuals (7 of 13) had recommendations from assessments that were not adequately used in planning.** (67% were not in 2013, 31% in 2011, 44% in 2010, 50% in 2009, 56% in 2008) Q# 60



2014 Community Practice Review Southeast Region Findings by Area

D. Adequacy of Planning and Adequacy of Services

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
61. Is there a document called an Individual Service Plan (ISP) that was developed within the last year?	100% Yes (16)	100% Yes (16)	100% Yes (16)	100% Yes (16)	100% Yes (15)	100% Yes (13)
62. Was the ISP developed by an appropriately constituted IDT?	63% Yes (10) 38% Partial (6)	63% Yes (10) 38% Partial (6)	69% Yes (11) 31% Partial (5)	44% Yes (7) 56% Partial (9)	40% Yes (6) 60% Partial (9)	31% Yes (4) 69% Partial (9)
63. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP?	55% Yes (6) 27% Partial (3) 18% No (2) (5 N/A)	77% Yes (10) 15% Partial (2) 8% No (1) (3 N/A)	75% Yes (9) 25% Partial (3) (4 N/A)	57% Yes (8) 36% Partial (5) 7% no (1) (2 N/A)	10% Yes (1) 80% Partial (8) 10% No (1) (5 N/A)	22% Yes (2) 67% Partial (6) 11% No (1) (4 N/A)
64. Overall, is the long-term vision adequate?	69% Yes (11) 25% Partial (4) 6% No (1)	56% Yes (9) 44% Partial (7)	44% Yes (7) 56% Partial (9)	44% Yes (7) 56% Partial (9)	67% Yes (10) 33% Partial (5)	69% Yes (9) 31% Yes (4)
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?	63% Yes (10) 38% Partial (6)	81% Yes (13) 19% Partial (3)	69% Yes (11) 31% Partial (5)	63% Yes (10) 38% Partial (6)	73% Yes (11) 27% Partial (4)	77% Yes (10) 23% Partial (3)
66*. Overall, is Vision Section of the ISP used as the basis for outcome development?	81% Yes (13) 13% Partial (2) 6% No (1)	88% Yes (14) 13% Partial (2)	94% Yes (15) 6% Partial (1)	56% Yes (9) 44% Partial (7)	67% Yes (10) 33% Partial (5)	77% Yes (10) 23% Partial (3)
67*. Overall, do the outcomes in the ISP include criteria by which the team can determine when the outcome (s) have been achieved?	69% Yes (11) 19% Partial (3) 13% No (2)	50% Yes (8) 50% Partial (8)	63% Yes (10) 31% Partial (5) 6% No (1)	50% Yes (8) 38% Partial (6) 13% No (2)	40% Yes (6) 53% Partial (8) 7% No (1)	23% Yes (3) 77% Partial (10)



2014 Community Practice Review Southeast Region Findings by Area

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

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
68*. Overall, are the ISP outcomes related to achieving the person's long-term vision?	81% Yes (13) 13% Partial (2) 6% No (1)	94% Yes (15) 6% Partial (1)	94% Yes (15) 6% Partial (1)	38% Yes (6) 63% Partial (10)	67% Yes (10) 33% Partial (5)	92% Yes (12) 8% Partial (1)
69*. Overall, do the ISP outcomes address the person's major needs?	44% Yes (7) 38% Partial (6) 19% No (3)	69% Yes (11) 31% Partial (5)	44% Yes (7) 56% Partial (9)	44% Yes (7) 56% Partial (9)	67% Yes (10) 27% Partial (4) 7% No (1)	85% Yes (11) 15% Partial (2)
70*. Overall, are the Action Plans specific and relevant to assisting the person in achieving his/her outcomes?	69% Yes (11) 25% Partial (4) 6% No (1)	69% Yes (11) 31% Partial (5)	81% Yes (13) 19% Partial (3)	44% Yes (7) 38% Partial (6) 19% No (3)	33% Yes (5) 60% Partial (9) 7% No (1)	54% Yes (7) 46% Partial (6)
71*. Overall, are the Teaching and Support strategies sufficient to ensure consistent implementation of the services provided?	56% Yes (9) 38% Partial (6) 6% No (1)	81% Yes (13) 19% Partial (3)	69% Yes (11) 31% Partial (5)	75% Yes (12) 25% Partial (4)	53% Yes (8) 47% Partial (7)	77% Yes (10) 23% Partial (3)
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?	69% Yes (11) 25% Partial (4) 6% No (1)	56% Yes (9) 44% Partial (7)	88% Yes (14) 13% Partial (2)	80% Yes (12) 13% Partial (2) 7% No (1) (1 N/A)	92% Yes (12) 8% Partial (1) (2 N/A)	50% Yes (6) 50% Partial (6) (1 N/A)
73*. If needed, does the ISP contain a specific Crisis Prevention and Intervention Plan that meets the person's needs?	56% Yes (9) 38% Partial (6) 6% No (1)	56% Yes (9) 44% Partial (7)	67% Yes (10) 27% Partial (4) 7% No (1) (1 N/A)	80% Yes (12) 20% Partial (3) (1 N/A)	69% Yes (9) 31% Partial (4) (2 N/A)	92% Yes (11) 8% Partial (1) (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			100% Yes (4) (12 N/A)	60% Yes (3) 20% Partial (1) 20% No (1) (10 N/A)	100% Yes (1) (12 N/A)



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

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
73b. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP?)	Added in 2011			69% Yes (11) 31% Partial (5)	86% Yes (12) 14% Partial (2) (1 N/A)	92% Yes (12) 8% Partial (1)
74*. Does the ISP contain information regarding primary health (medical) care?	100% Yes (16)	88% Yes (14) 13% Partial (2)	94% Yes (15) 6% Partial (1)	100% Yes (16)	93% Yes (14) 7% Partial (1)	92% Yes (12) 8% Partial (1)
74a*. Does the ISP face sheet contain contact information for the PCP?	100% Yes (16)	94% Yes (15) 6% Partial (1)	94% Yes (15) 6% Partial (1)	100% Yes (16)	100% Yes (15)	92% Yes (12) 8% Partial (1)
74b*. Is the Healthcare Coordinator's name and contact information listed in the ISP?	100% Yes (16)	94% Yes (15) 6% Partial (1)	100% Yes (16)	100% Yes (16)	93% Yes (14) 7% Partial (1)	100% Yes (13)
74c*. Was the ISP (the most current Annual) developed using the new ISP format?	Removed in 2008					
75. Does the ISP reflect how the person will get to work/day activities, shopping, social activities?	50% Yes (8) 31% Partial (5) 19% No (3)	100% Yes (13) (3 N/A)	100% Yes (9) (7 N/A)	100% Yes (8) (8 N/A)	86% Yes (6) 14% Partial (1) (8 N/A)	100% Yes (8) (5 N/A)
76. Does the ISP reflect how the person will obtain prescribed medications?	100% Yes (16)	100% Yes (16)	100% Yes (16)	94% Yes (15) 6% Partial (1)	87% Yes (13) 7% Partial (1) 7% No (1)	85% Yes (11) 15% Partial (2)
77. Does the ISP contain a list of adaptive equipment needed and who will provide it?	67% Yes (10) 20% Partial (3) 13% No (2) (1 N/A)	47% Yes (7) 53% Partial (8) (1 N/A)	88% Yes (14) 13% Partial (2)	57% Yes (8) 43% Partial (6) (2 N/A)	47% Yes (7) 53% Partial (8)	33% Yes (4) 58% Partial (7) 8% No (1) (1 N/A)



2014 Community Practice Review Southeast Region Findings by Area

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

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
78. Overall, is the ISP adequate to meet the person's needs?	31% Yes (5) 63% Partial (10) 6% No (1)	38% Yes (6) 63% Partial (10)	25% Yes (4) 75% Partial (12)	19% Yes (3) 81% Partial (13)	20% Yes (3) 80% Partial (12)	8% Yes (1) 92% Partial (12)
79. If #78 is rated "2", is the ISP being implemented?	40% Yes (2) 40% Partial (2) 20% No (1) (11 N/A)	33% Yes (2) 67% Partial (4) (10 N/A)	75% Yes (3) 25% Partial (1) (12 N/A)	67% Yes (2) 33% Partial (1) (13 N/A)	33% Yes (1) 67% Partial (1) (12 N/A)	0% Yes 100% Partial (1) (12 N/A)
80a. If there is no ISP, or if #78 is rated "0" or "1", is the ISP being implemented?	18% Yes (2) 82% Partial (9) (5 N/A)	50% Yes (5) 50% Partial (5) (6 N/A)	38% Yes (5) 62% Partial (8) (3 N/A)	38% Yes (5) 62% Partial (8) (3 N/A)	17% Yes (2) 83% Partial (10) (3 N/A)	58% Yes (7) 42% Partial (5) (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?	69% Yes (11) 31% Partial (5)	30% Yes (3) 50% Partial (5) 20% No (2) (6 N/A)	38% Yes (5) 62% Partial (8) (3 N/A)	31% Yes (4) 69% Partial (9) (3 N/A)	25% Yes (3) 75% Partial (7) (3 N/A)	17% Yes (2) 83% Partial (10) (1 N/A)
81. Overall, were the direct service staff trained on the implementation of the ISP?	69% Yes (11) 31% Partial (5)	81% Yes (13) 19% Partial (3)	56% Yes (9) 44% Partial (7)	69% Yes (11) 31% Partial (5)	67% Yes (10) 33% Partial (5)	54% Yes (7) 46% Partial (6)
82. Overall, were the direct service staff able to describe their responsibilities in providing daily care/support to the person?	69% Yes (11) 31% Partial (5)	63% Yes (10) 38% Partial (6)	69% Yes (11) 31% Partial (5)	63% Yes (10) 38% Partial (6)	53% Yes (8) 47% Partial (7)	69% Yes (9) 31% Partial (4)
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)	31% Yes (5) 63% Partial (10) 6% No (1)	44% Yes (7) 56% Partial (9)	25% Yes (4) 75% Partial (12)	7% Yes (1) 93% Partial (14)	15% Yes (2) 85% Partial (11)



D. Adequacy of Planning and Adequacy of Services

Noteworthy Practice

- **12 of 13 people (92%) have an ISP that has outcomes that address the person's major needs. (67% in 2013, 38% in 2011, 94% in 2010 and 2009, 81% in 2008) Q# 68**
- **12 of 13 people (92%) have ISPs that contain specific arrangements for primary health care. (93% in 2013, 100% in 2011, 94% in 2010, 88% in 2009, 100% in 2008) Q# 74**



D. Adequacy of Planning and Adequacy of Services

Practice Challenges

- **12 of 13 ISPs (92%) were not found to be adequate to meet the person's needs. (80% were not in 2013, 81% in 2011, 75% in 2010, 63% in 2009, 69% in 2008) Q#78**
- **85% of ISPs (11 of 13) progress notes or other documentation in the case management record did not adequately reflect the status of the outcomes and services of the key life areas stated in the ISP. (93% did not in 2013, 75% did not in 2011, 56% in 2010, 69% in 2009, 56% in 2008) Q#83**



E. Individual Service Planning & Summary

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
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?	94% Yes (15) 6% Partial (1)	88% Yes (14) 13% Partial (2)	94% Yes (15) 6% Partial (1)	44% Yes (7) 56% Partial (9)	73% Yes (11) 27% Partial (4)	92% Yes (12) 8% 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?	81% Yes (13) 13% Partial (2) 6% No (1)	81% Yes (13) 13% Partial (2) 6% No (1)	63% Yes (10) 38% Partial (6)	63% Yes (10) 38% Partial (6)	47% Yes (7) 47% Partial (7) 7% No (1)	85% Yes (11) 15% Partial (2)
143. Does the person receive services and supports recommended in the ISP?	63% Yes (10) 38% Partial (6)	81% Yes (13) 19% Partial (3)	88% Yes (14) 13% Partial (2)	63% Yes (10) 38% Partial (6)	73% Yes (11) 27% Partial (4)	77% Yes (10) 23% Yes (3)
144. Does the person have adequate access to and use of generic services and natural supports?	94% Yes (15) 6% Partial (1)	88% Yes (14) 13% Partial (2)	94% Yes (15) 6% Partial (1)	94% Yes (15) 6% Partial (1)	100% Yes (15)	92% Yes (12) 8% Partial (1)
145. Is the person adequately integrated into the community?	69% Yes (11) 31% Partial (5)	63% Yes (10) 38% Partial (6)	81% Yes (13) 19% Partial (3)	81% Yes (13) 19% Partial (3)	93% Yes (14) 7% Partial (1)	69% Yes (9) 31% Partial (4)
146. Overall, is the ISP adequate to meet the person's needs?	31% Yes (5) 63% Partial (10) 6% No (1)	38% Yes (6) 63% Partial (10)	25% Yes (4) 75% Partial (12)	19% Yes (3) 81% Partial (13)	20% Yes (3) 80% Partial (12)	8% Yes (1) 92% Partial (12)
147. Is the program of the level of intensity adequate to meet this person's needs?	31% Yes (5) 69% Partial (11)	38% Yes (6) 63% Partial (10)	38% Yes (6) 63% Partial (10)	19% Yes (3) 81% Partial (13)	13% Yes (2) 87% Partial (13)	38% Yes (5) 62% Partial (8)



E. Individual Service Planning

Noteworthy Practice:

- **92% of the sample (12 of 13) were found to have an ISP that addressed all life areas in accordance with DOH Regulations. (73% in 2013, 44% in 2011, 94% in 2010, 88% in 2009, 94% in 2008) Q# 141**
- **92% of the sample (12 of 13) were found to have adequate access to and use of generics services and natural supports. (100% in 2013, 94% in 2011 and 2010, 88% in 2009, 94% in 2008) Q# 144**

Practice Challenges:

- **62% of individuals (8 of 13) did not have a program of the level of intensity to meet their needs. (87% did not in 2013, 81% in 2011, 63% in 2010 and 2009, 69% in 2008) Q#147**

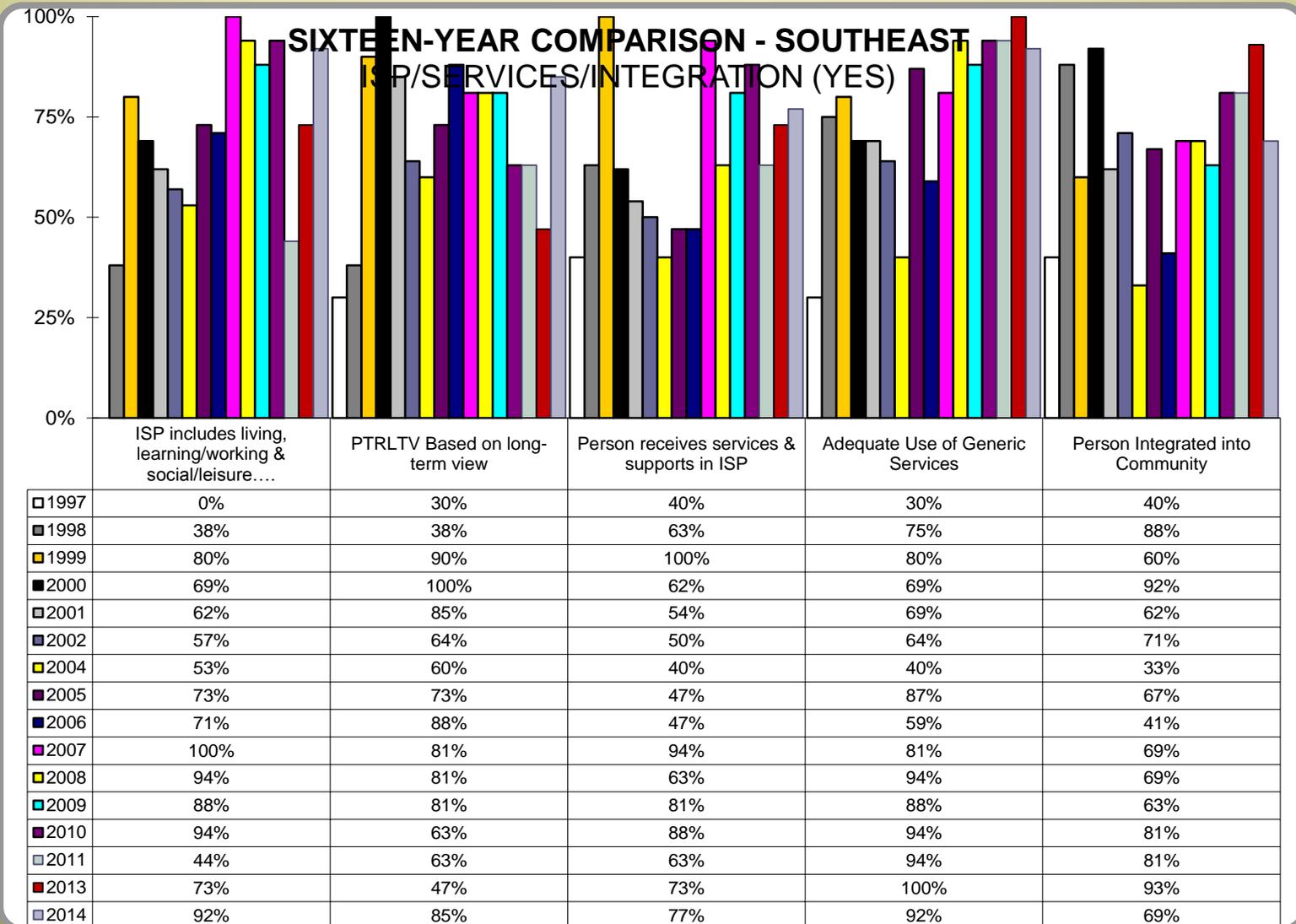


E. Individual Service Planning – Historical Scoring

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



E. Individual Service Planning – Disengagement





2014 Community Practice Review Southeast Region Findings by Area

F. Team Process

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
113. Is there evidence that the ISP was reviewed by the IDT within the last six months?	Question Removed					
114. Are the individual members of the IDT following up on their responsibilities?	31% Yes (5) 69% Partial (11)	31% Yes (5) 69% Partial (11)	31% Yes (5) 69% Partial (11)	31% Yes (5) 69% Partial (11)	13% Yes (2) 87% Partial (13)	15% Yes (2) 85% Partial (11)
115. If there is evidence of team conflict, has the team made efforts to build consensus?	100% Yes (3) (13 N/A)	80% Yes (4) 20% Partial (1) (11 N/A)	80% Yes (4) 20% Partial (1) (11 N/A)	57% Yes (4) 43% Partial (3) (9 N/A)	80% Yes (4) 20% Partial (1) (10 N/A)	50% Yes (3) 33% Partial (2) 17% No (1) (7 N/A)
116. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs?	80% Yes (12) 20% No (3) (1 N/A)	94% Yes (15) 6% No (1)	94% Yes (15) 6% No (1)	87% Yes (13) 13% No (2) (1 CND)	80% Yes (12) 20% No (3)	100% Yes (13)
117. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented?	94% Yes (15) 6% Partial (1)	100% Yes (16)	100% Yes (16)	81% Yes (13) 19% Partial (3)	93% Yes (14) 7% Partial (1)	85% Yes (11) 15% Partial (2)
118. Do you recommended Team Process Training for this IDT?	6% Yes (1) 94% No (15)	100% No (16)	100% No (16)	6% Yes (1) 94% No (15)	100% No (15)	15% Yes (2) 85% No (11)



2014 Community Practice Review Southeast Region Findings by Area

F. Team Process (continued)

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
119. Is there evidence or documentation of physical regression in the last year?	38% Yes (6) 63% No (10)	56% Yes (9) 44% No (7)	25% Yes (4) 75% No (12)	31% Yes (5) 69% No (11)	7% Yes (1) 93% No (14)	31% Yes (4) 69% No (9)
120. Is there evidence or documentation of behavioral or functional regression in the last year?	19% Yes (3) 81% No (13)	19% Yes (3) 81% No (13)	19% Yes (3) 81% No (13)	31% Yes (5) 69% No (11)	27% Yes (4) 73% No (11)	33% Yes (4) 67% No (8) (1 CND)
121. If #119 or 120 is Yes, is the IDT adequately addressing the regression?	75% Yes (6) 13% Partial (1) 13% No (1) (8 N/A)	78% Yes (7) 22% Partial (2) (7 N/A)	60% Yes (3) 20% Partial (1) 20% No (1) (11 N/A)	38% Yes (3) 38% Partial (3) 25% No (2) (8 N/A)	75% Yes (3) 25% No (1) (11 N/A)	50% Yes (3) 33% Partial (2) 17% No (1) (7 N/A)
122. Has the person changed residential/day services in the last year? If Yes, was the change:	13% Yes (2) 88% No (14)	13% Yes (2) 88% No (14)	100% No (16)	6% Yes (1) 94% No (15)	7% Yes (1) 93% No (14)	46% Yes (6) 54% No (7)
122a. Planned by the IDT?	100% Yes (2) (14 N/A)	50% Yes (1) 50% Partial (1) (14 N/A)	(16 N/A)	100% Yes (1) (15 N/A)	100% Yes (1) (14 N/A)	83% Yes (5) 17% Partial (1) (7 N/A)
122b. Appropriate to meet needs?	100% Yes (2) (14 N/A)	100% Yes (2) (14 N/A)	(16 N/A)	100% Yes (1) (15 N/A)	100% Yes (1) (14 N/A)	67% Yes (4) 33% Partial (2) (7 N/A)
123. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person?	25% Yes (4) 63% Partial (10) 13% No (2)	50% Yes (8) 50% Partial (8)	38% Yes (6) 63% Partial (10)	31% Yes (5) 69% Partial (11)	13% Yes (2) 87% Partial (13)	31% Yes (4) 69% Partial (9)



F. Team Process

Practice Challenges

- **85% of IDTs (11 of 13) had members who were not adequately following up on their responsibilities. (87% were not in 2013, 69% were not in 2011, 2010 and 2009, 62% in 2008) Q#114**
- **For 69% of the individuals (9 of 13), the IDT process was found to only be partially adequate for assessing, planning, implementing and monitoring of services. (87% were partially adequate in 2013, 69% in 2011, 63% in 2010, 50% in 2009, 76% in 2008) Q#123**



2014 Community Practice Review Southeast Region Findings by Area

G. Health Related Needs

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
30. Was the case manager able to describe the person's health related needs?	69% Yes (11) 25% Partial (4) 6% No (1)	63% Yes (10) 38% Partial (6)	69% Yes (11) 31% Yes (5)	69% Yes (11) 31% Partial (5)	73% Yes (11) 27% Partial (4)	77% Yes (10) 23% Partial (3)
38. Was the [day/employment] direct service staff able to describe the person's health related needs?	56% Yes (9) 38% Partial (6) 6% No (1)	75% Yes (12) 25% Partial (4)	75% Yes (12) 25% Partial (4)	56% Yes (9) 44% Partial (7)	53% Yes (8) 47% Partial (7)	69% Yes (9) 31% Partial (4)
48. Was the residential service staff able to describe the person's health related needs?	75% Yes (12) 25% Partial (4)	63% Yes (10) 38% Partial (6)	69% Yes (11) 31% Partial (5)	63% Yes (10) 38% Partial (6)	53% Yes (8) 47% Partial (7)	38% Yes (5) 62% Partial (8)
54. Overall, were the team members interviewed able to describe the person's health-related needs?	31% Yes (5) 69% Partial (11)	50% Yes (8) 50% Partial (8)	63% Yes (10) 38% Partial (6)	38% Yes (6) 63% Partial (10)	33% Yes (5) 67% Partial (10)	31% Yes (4) 69% Partial (9)
55. Is there evidence that the IDT discussed the person's health-related issues?	69% Yes (11) 31% Partial (5)	63% Yes (10) 38% Partial (6)	75% Yes (12) 25% Partial (4)	56% Yes (9) 44% Partial (7)	60% Yes (9) 40% Partial (6)	77% Yes (10) 23% Partial (3)
56. In the opinion of the reviewer, are the person's health supports/needs being adequately addressed?	44% Yes (7) 56% Partial (9)	38% Yes (6) 63% Partial (10)	13% Yes (2) 88% Partial (14)	44% Yes (7) 56% Partial (9)	20% Yes (3) 73% Partial (11) 7% No (1)	23% Yes (3) 77% Partial (10)



G. Health Related Needs

Practice Challenges

- **69% of teams (9 of 13), overall, were not able to describe the person's health-related needs. (67% were not in 2013, 63% in 2011, 38% were not in 2010, 50% in 2009, 69% in 2008) Q#54**
 - **23% of case managers (3 of 13) could not adequately describe the person's health-related needs. (27% could not in 2013, 31% in 2011 and 2010, 38% could not in 2009, 31% in 2008) Q#30**
 - **31% of day service staff (4 of 13) could not adequately describe the person's health-related needs. (53% could not in 2013, 44% in 2011, 25% in 2010 and 2009, 44% in 2008) Q#38**
 - **62% of residential staff (8 of 13) could not adequately describe the person's health-related needs. (47% could not in 2013, 38% in 2011, 31% in 2010, 38% in 2009, 25% in 2008) Q#48**
- **77% of individuals in the sample (10 of 13) had health supports/needs that were not being adequately addressed. (80% were not in 2013, 56% in 2011, 88% were not in 2010, 63% in 2009, 56% in 2008) Q#56**



2014 Community Practice Review Southeast Region Findings by Area

H. Supported Employment (cont'd)

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
124. Has the IDT, or the reviewer recommended a supported employment assessment for the person?	56% Yes (9) 44% No (7)	88% Yes (14) 13% No (2)	81% Yes (13) 19% No (3)	63% Yes (10) 38% No (6)	80% Yes (12) 20% No (3)	77% Yes (10) 23% No (3)
125. In the opinion of the IDT or the reviewer, does the person need supported employment?	50% Yes (8) 50% No (8)	63% Yes (10) 38% No (6)	63% Yes (10) 38% No (6)	44% Yes (7) 56% No (9)	73% Yes (11) 27% No (4)	46% Yes (6) 54% No (7)
126. Did the person receive a supported employment assessment?	78% Yes (7) 22% No (2) (7 N/A)	87% Yes (13) 13% No (2) (1 N/A)	85% Yes (11) 15% No (2) (3 N/A)	80% Yes (8) 20% No (2) (6 N/A)	75% Yes (9) 25% No (3) (3 N/A)	30% Yes (3) 70% No (7) (3 N/A)
127. Does the supported employment assessment conform to the DOH regulations?	75% Yes (6) 13% Partial (1) 13% Partial (1) (8 N/A)	57% Yes (8) 29% Partial (4) 14% No (2) (2 N/A)	69% Yes (9) 15% Partial (2) 15% No (2) (3 N/A)	50% Yes (5) 20% Partial (2) 30% No (3) (6 N/A)	25% Yes (3) 58% Partial (7) 17% No (2) (3 N/A)	22% Yes (2) 11% Partial (1) 67% No (6) (4 N/A)
128. Does the person have a career development plan (based on assessments) that meets the person's needs?	63% Yes (5) 13% Partial (1) 25% No (2) (8 N/A)	42% Yes (5) 33% Partial (4) 25% Yes (3) (4 N/A)	36% Yes (4) 55% Partial (6) 9% No (1) (5 N/A)	57% Yes (4) 14% Partial (1) 28% No (2) (9 N/A)	27% Yes (3) 27% Partial (3) 45% No (5) (4 N/A)	17% Yes (1) 17% Partial (1) 67% No (4) (7 N/A)
129. Is the person engaged in supported employment?	63% Yes (5) 38% No (3) (8 N/A)	80% Yes (8) 20% No (2) (6 N/A)	80% Yes (8) 20% No (2) (6 N/A)	57% Yes (4) 43% No (3) (9 N/A)	55% Yes (6) 45% No (5) (4 N/A)	33% Yes (2) 67% No (4) (7 N/A)



2014 Community Practice Review Southeast Region Findings by Area

H. Supported Employment (cont'd)

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
130. Is the supported work provided in accordance with the following?	25% Yes (2) 38% Partial (3) 38% No (3) (8 N/A)	60% Yes (6) 20% Partial (2) 20% No (2) (6 N/A)	40% Yes (4) 40% Partial (4) 20% No (2) (6 N/A)	14% Yes (1) 43% Partial (3) 43% No (3) (9 N/A)	27% Yes (3) 36% Partial (4) 36% No (4) (4 N/A)	33% Yes (2) 67% No (4) (7 N/A)
130a. At least a 10-hour work week?	25% Yes (2) 75% No (6) (8 N/A)	60% Yes (6) 40% No (4) (6 N/A)	40% Yes (4) 60% No (6) (6 N/A)	14% Yes (1) 86% No (6) (9 N/A)	36% Yes (4) 64% No (7) (4 N/A)	33% Yes (2) 67% No (4) (7 N/A)
130b. Person earns at least ½ of minimum wage?	63% Yes (5) 38% No (3) (8 N/A)	80% Yes (8) 20% No (2) (6 N/A)	70% Yes (7) 30% No (3) (6 N/A)	57% Yes (4) 43% No (3) (9 N/A)	64% Yes (7) 36% No (4) (4 N/A)	33% Yes (2) 67% No (4) (7 N/A)
130c. Work setting is at least 50% non-handicapped co-workers?	63% Yes (5) 38% No (3) (8 N/A)	67% Yes (6) 33% No (3) (7 N/A)	70% Yes (7) 30% No (3) (6 N/A)	22% Yes (2) 71% No (5) (9 N/A)	55% Yes (6) 45% No (5) (4 N/A)	33% Yes (2) 67% No (4) (7 N/A)
130d. There is a reasonable expectation that the job will continue?	63% Yes (5) 38% No (3) (8 N/A)	80% Yes (8) 20% No (2) (6 N/A)	80% Yes (8) 20% No (2) (6 N/A)	43% Yes (3) 57% No (4) (9 N/A)	64% Yes (7) 36% No (4) (4 N/A)	33% Yes (2) 67% No (4) (7 N/A)



H. Supported Employment

Practice Challenges

- **84% of individuals (5 of 6, 7 N/A) did not have a career development plan based on assessments that met their needs. (72% did not in 2013, 42% in 2011, 64% in 2010, 58% in 2009, 38% in 2008) Q#128**
- **67% of individuals (4 of 6, 7 N/A) were not provided with supported employment services in accordance with DOH regulations. (72% were not in 2013, 86% in 2011, 60% in 2010, 40% in 2009, 76% in 2008) Q#130**

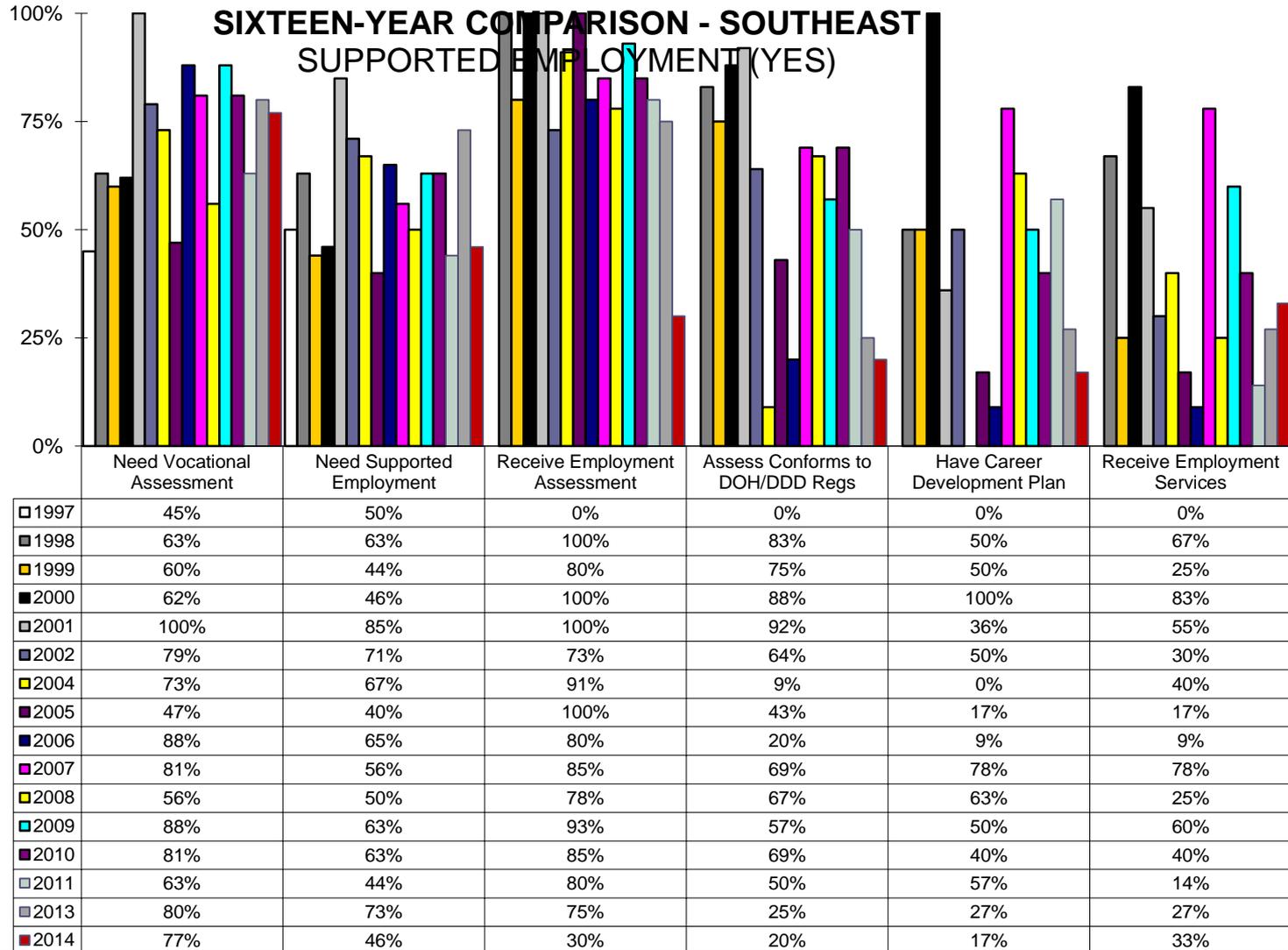


H. Supported Employment - Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014
Need an employment assessment?	62%	100%	79%	73%	47%	88%	81%	56%	88%	81%	63%	80%	77%
Need supported employment?	46%	85%	71%	67%	40%	65%	56%	50%	63%	63%	44%	73%	46%
Receive supported employment assessment?	100%	100%	73%	91%	100%	80%	85%	78%	93%	85%	80%	75%	30%
Assessment conforms to DOH Regulations?	88%	92%	64%	9%	43%	20%	69%	67%	57%	69%	50%	25%	20%
Has a Career Development Plan?	100%	36%	50%	0%	17%	9%	78%	63%	50%	40%	57%	27%	17%
Is supported employment provided in line with requirements?	83%	55%	30%	40%	17%	9%	78%	25%	60%	40%	14%	27%	33%



H. Supported Employment – Disengagement





2014 Community Practice Review Southeast Region Findings by Area

I. Day Services

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
35. Does the day/employment direct services “know” the person?	94% Yes (15) 6% Partial (1)	100% Yes (16)	88% Yes (14) 13% Partial (2)	100% Yes (16)	100% Yes (15)	100% Yes (13)
36. Does the direct service staff have adequate input into the person’s ISP?	81% Yes (13) 19% Partial (3)	81% Yes (13) 19% Partial (3)	88% Yes (14) 13% Partial (2)	56% Yes (9) 38% Partial (6) 6% No (1)	53% Yes (8) 47% Partial (7)	69% Yes (9) 31% Partial (4)
37. Did the direct service staff receive training on implementing this person’s ISP?	81% Yes (13) 19% Partial (3)	88% Yes (14) 13% Partial (2)	81% Yes (13) 19% Partial (3)	75% Yes (12) 25% Partial (4)	87% Yes (13) 13% Partial (2)	92% Yes (12) 8% Partial (1)
38. Was the direct service staff able to describe this person’s health related needs?	56% Yes (9) 38% Partial (6) 6% No (1)	75% Yes (12) 25% Partial (4)	75% Yes (12) 25% Partial (4)	56% Yes (9) 44% Partial (7)	53% Yes (8) 47% Partial (7)	69% Yes (9) 31% Partial (4)
39. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	75% Yes (12) 25% Partial (4)	81% Yes (13) 19% Partial (3)	81% Yes (13) 19% Partial (3)	81% Yes (13) 19% Partial (3)	80% Yes (12) 20% Partial (3)	77% Yes (10) 23% Partial (3)
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?	100% Yes (16)	100% Yes (16)	100% Yes (16)	100% Yes (16)	80% Yes (12) 20% Partial (3)	85% Yes (11) 15% Partial (2)
39.b. Can the direct service staff describe his/her responsibilities in implementing the person’s ISP goals/objectives/outcomes/action plans?	75% Yes (12) 25% Partial (4)	81% Yes (13) 19% Partial (3)	75% Yes (12) 25% Partial (4)	81% Yes (13) 19% Partial (3)	93% Yes (14) 7% Partial (1)	85% Yes (11) 15% Partial (2)



2014 Community Practice Review Southeast Region Findings by Area

I. Day Services

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
40. Did the direct service staff have training in the ISP process?	56% Yes (9) 38% Partial (6) 6% No (1)	75% Yes (12) 19% Partial (3) 6% No (1)	88% Yes (14) 13% Partial (2)	69% Yes (11) 25% Partial (4) 6% No (1)	73% Yes (11) 20% Partial (3) 7% No (1)	62% Yes (8) 31% Partial (4) 8% No (1)
41. Did the direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	81% Yes (13) 19% Partial (3)	69% Yes (11) 25% Partial (4) 6% No (1)	88% Yes (14) 13% Partial (2)	75% Yes (12) 25% Partial (4)	80% Yes (12) 13% Partial (2) 7% No (1)	77% Yes (10) 23% Partial (3)
41.a. Have training on the provider's complaint process?	88% Yes (14) 6% Partial (1) 6% No (1)	81% Yes (13) 13% Partial (2) 6% No (1)	94% Yes (15) 6% Partial (1)	75% Yes (12) 25% Partial (4)	87% Yes (13) 7% Partial (1) 7% No (1)	77% Yes (10) 8% Partial (1) 15% No (2)
41.b. Have training on how and to whom to report abuse, neglect and exploitation?	94% Yes (15) 6% Partial (1)	81% Yes (13) 6% Partial (1) 13% No (2)	88% Yes (14) 13% Partial (2)	100% Yes (16)	87% Yes (13) 7% Partial (1) 7% No (1)	100% Yes (13)
42. Does the direct service staff have an appropriate expectation of growth for this person?	88% Yes (14) 6% Partial (1) 6% No (1)	100% Yes (16)	94% Yes (15) 6% Partial (1)	50% Yes (8) 50% Partial (8)	67% Yes (10) 33% Partial (5)	92% Yes (12) 8% Partial (1)
43. Is the day/employment environment generally clean, free of safety hazards and conducive to the work/activity intended?	79% Yes (11) 21% Partial (3) (1 N/A, 1 CND)	87% Yes (13) 13% Partial (2) (1 CND)	93% Yes (14) 7% Partial (1) (1 CND)	94% Yes (15) 6% Partial (1)	100% Yes (15)	92% Yes (12) 8% Partial (1)



I. Day Services

Noteworthy Practice

- **100% of day staff interviewed (13 of 13) adequately “knew” the person.** (100% in 2013 and 2011, 88% in 2010, 100% in 2009, 94% in 2008) Q#35
- **85% of day direct service staff (11 of 13) were able to provide specific information about the person’s daily activities.** (85% in 2013, 100% in 2011 and 2010, 2009 and 2008) Q#39a
- **92% of the day/employment environments (12 of 13) were generally clean, free of safety hazards and conducive to the work/activity intended.** (100% in 2013, 94% in 2011, 93% in 2010, 87% in 2009, 79% in 2008) Q#43



2014 Community Practice Review Southeast Region Findings by Area

J. Residential Services

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
44. Does the residential direct services staff “know” the person?	94% Yes (15) 6% Partial (1)	94% Yes (15) 6% Partial (1)	94% Yes (15) 6% Partial (1)	100% Yes (16)	100% Yes (15)	100% Yes (13)
45. Does the direct service staff have adequate input into the person’s ISP?	69% Yes (11) 19% Partial (3) 13% No (2)	88% Yes (14) 13% Partial (2)	75% Yes (12) 25% Partial (4)	63% Yes (10) 38% Partial (6)	60% Yes (9) 40% Partial (6)	69% Yes (9) 31% Partial (4)
46. Did the direct service staff receive training on the implementing this person’s ISP?	88% Yes (14) 6% Partial (1) 6% No (1)	81% Yes (13) 19% Partial (3)	56% Yes (9) 44% Partial (7)	88% Yes (14) 13% Partial (2)	73% Yes (11) 20% Partial (3) 7% No (7)	62% Yes (8) 38% Partial (5)
47. Is the residence safe for individuals (void of hazards)?	94% Yes (15) 6% No (1)	94% Yes (15) 6% No (1)	93% Yes (14) 7% No (1) (1 CND)	100% Yes (16)	93% Yes (14) 7% No (1)	85% Yes (11) 15% No (2)
48. Was the residential direct service staff able to describe this person’s health-related needs?	75% Yes (12) 25% Partial (4)	63% Yes (10) 38% Partial (6)	69% Yes (11) 31% Partial (5)	63% Yes (10) 38% Partial (6)	53% Yes (8) 47% Partial (7)	38% Yes (5) 62% Partial (8)
49. Was the residential direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	88% Yes (14) 13% Partial (2)	69% Yes (11) 31% Partial (5)	81% Yes (13) 19% Partial (3)	75% Yes (12) 25% Partial (4)	67% Yes (10) 33% Partial (5)	77% Yes (10) 23% Partial (3)
49.a. Was the staff able to provide specific information regarding the person’s daily activities?	100% Yes (16)	81% Yes (13) 19% Partial (3)	100% Yes (16)	88% Yes (14) 13% Partial (2)	100% Yes (15)	83% Yes (10) 17% Partial (2)



2014 Community Practice Review Southeast Region Findings by Area

J. Residential Services

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
49.b. Can the direct service staff describe his/her responsibilities in implementing the person's ISP goals & objectives?	88% Yes (14) 13% No (2)	75% Yes (12) 25% Partial (4)	81% Yes (13) 19% Partial (3)	81% Yes (13) 19% Partial (3)	64% Yes (9) 36% Partial (5)	77% Yes (10) 15% Partial (2) 8% No (1)
50. Did the residential direct service staff have training in the ISP process?	75% Yes (12) 19% Partial (3) 6% No (1)	75% Yes (12) 19% Partial (3) 6% No (1)	75% Yes (12) 19% Partial (3) 6% No (1)	75% Yes (12) 25% Partial (4)	80% Yes (12) 13% Partial (2) 7% No (1)	54% Yes (7) 38% Partial (5) 8% No (1)
51. Did the residential direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	69% Yes (11) 31% Partial (5)	75% Yes (12) 25% Partial (4)	94% Yes (15) 6% Partial (1)	100% Yes (16)	87% Yes (13) 13% Partial (2)	77% Yes (10) 23% Partial (3)
51.a. Have training on the provider's complaint process?	81% Yes (13) 6% Partial (1) 13% No (2)	81% Yes (13) 6% Partial (1) 13% No (2)	94% Yes (15) 6% No (1)	100% Yes (16)	93% Yes (14) 7% Partial (1)	77% Yes (10) 15% Partial (2) 8% No (1)
51.b. Have training on how and to whom to report abuse, neglect and exploitation?	81% Yes (13) 13% Partial (2) 6% No (1)	88% Yes (14) 6% Partial (1) 6% No (1)	100% Yes (16)	100% Yes (16)	93% Yes (14) 7% No (1)	100% Yes (13)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	81% Yes (13) 6% Partial (1) 13% No (2)	88% Yes (14) 13% Partial (2)	94% Yes (15) 6% Partial (1)	63% Yes (10) 38% Partial (6)	60% Yes (9) 40% Partial (6)	77% Yes (10) 23% Partial (3)
53. Does the person's residential environment offer a minimal level of quality of life?	75% Yes (12) 25% Partial (4)	94% Yes (15) 6% Partial (1)	100% Yes (15) (1 CND)	100% Yes (16)	87% Yes (13) 13% Partial (2)	69% Yes (9) 31% Partial (4)



J. Residential Services

Noteworthy Practice

- **100% of residential direct services staff (13 of 13) adequately “know” the person.** (100% in 2013 and 2011, 94% in 2010, 2009 and 2008) Q#44
- **85% of residences (11 of 13) were safe for individuals (void of hazards).** (93% in 2013, 100% in 2011, 93% in 2010, 94% in 2009 and 2008) Q# 47



2014 Community Practice Review Southeast Region Findings by Area

K. Case Management

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
26. Does the case manager "know" the person?	100% Yes (16)	94% Yes (15) 6% Partial (1)	94% Yes (15) 6% Partial (1)	88% Yes (14) 13% Partial (2)	93% Yes (14) 7% Partial (1)	100% Yes (13)
27. Does the case manager understand his/her role/job?	81% Yes (13) 13% Partial (2) 6% No (1)	63% Yes (10) 38% Partial (6)	75% Yes (12) 25% Partial (4)	63% Yes (10) 38% Partial (6)	27% Yes (4) 73% Partial (11)	23% Yes (3) 77% Partial (10)
28. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person?	88% Yes (14) 13% Partial (2)	94% Yes (15) 6% Partial (1)	100% Yes (16)	88% Yes (14) 13% Partial (2)	73% Yes (11) 27% Partial (4)	92% Yes (12) 8% Partial (1)
29. Is the case manager available to the person?	100% Yes (16)	69% Yes (11) 31% Partial (5)	94% Yes (15) 6% Partial (1)	75% Yes (12) 25% Partial (4)	87% Yes (13) 13% Partial (2)	85% Yes (11) 15% Partial (2)
30. Was the case manager able to describe the person's health related needs?	69% Yes (11) 25% Partial (4) 6% No (1)	63% Yes (10) 38% Partial (6)	69% Yes (11) 31% Partial (5)	69% Yes (11) 31% Partial (5)	73% Yes (11) 27% Partial (4)	77% Yes (10) 23% Partial (3)
31. Does the case manager have an appropriate expectation of growth for this person?	88% Yes (14) 13% Partial (2)	63% Yes (10) 31% Partial (5) 6% No (1)	81% Yes (13) 6% Partial (1) 13% No (2)	63% Yes (10) 38% Partial (6)	47% Yes (7) 53% Partial (8)	77% Yes (10) 23% Partial (3)



2014 Community Practice Review Southeast Region Findings by Area

K. Case Management

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (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?	69% Yes (11) 31% Partial (5)	44% Yes (7) 56% Partial (9)	38% Yes (6) 63% Partial (10)	44% Yes (7) 56% Partial (9)	7% Yes (1) 93% Partial (14)	31% Yes (4) 69% Partial (9)
33. Does the case manager provide case management services at the level needed by this person?	69% Yes (11) 25% Partial (4) 6% No (1)	44% Yes (7) 56% Partial (9)	56% Yes (9) 44% Partial (7)	19% Yes (3) 81% Partial (13)	27% Yes (4) 73% Partial (11)	38% Yes (5) 62% Partial (8)
34. Does the case manager receive the type and level of support needed to do his/her job?	81% Yes (13) 13% Partial (2) 6% No (1)	100% Yes (16)	94% Yes (15) 6% Partial (1)	94% Yes (15) 6% Partial (1)	87% Yes (13) 13% Partial (2)	100% Yes (13)



K. Case Management

Noteworthy Practice:

- **100% of case managers (14 of 15) were found to adequately “know” the person.** (93% in 2013, 88% in 2011, 94% in 2010 and 2009, 100% in 2008) Q#26
- **85% of case managers (13 of 15) were found to be adequately available to the person.** (87% in 2013, 75% in 2011, 94% in 2010, 69% in 2009, 100% in 2008) Q#29



2014 Community Practice Review Southeast Region Findings by Area

L. Behavioral Support Services

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
131. Is the person considered by the IDT to need behavior services now?	69% Yes (11) 31% No (5)	75% Yes (12) 25% No (4)	69% Yes (11) 31% No (5)	69% Yes (11) 31% No (5)	86% Yes (12) 14% No (2) (1 N/A)	54% Yes (7) 46% No (6)
132. In the opinion of the reviewer, does the person need behavior services?	69% Yes (11) 31% No (5)	75% Yes (12) 25% No (4)	73% Yes (11) 27% No (4) (1 N/A)	63% Yes (10) 38% No (6)	93% Yes (13) 7% No (1) (1 N/A)	62% Yes (8) 38% No (5)
133. Have adequate behavioral assessments been completed?	58% Yes (7) 33% Partial (4) 8% No (1) (4 N/A)	83% Yes (10) 17% Partial (2) (4 N/A)	82% Yes (9) 18% Partial (2) (5 N/A)	67% Yes (8) 25% Partial (3) 8% No (1) (4 N/A)	69% Yes (9) 23% Partial (3) 7% No (1) (2 N/A)	38% Yes (4) 50% Partial (4) 13% No (1) (5 N/A)
134. Does the person have behavior support plans developed out of the behavior assessments that meet the person's needs?	83% Yes (10) 8% Partial (1) 8% No (1) (4 N/A)	67% Yes (8) 33% Partial (4) (4 N/A)	64% Yes (7) 36% Partial (4) (5 N/A)	91% Yes (10) 9% Partial (1) (5 N/A)	77% Yes (10) 15% Partial (2) 7% No (1) (2 N/A)	38% Yes (4) 50% Partial (4) 13% No (1) (5 N/A)
135. Have the staff been trained on the behavior support plan?	73% Yes (8) 27% Partial (3) (5 N/A)	92% Yes (11) 8% No (1) (4 N/A)	73% Yes (8) 27% Partial (3) (5 N/A)	100% Yes (11) (5 N/A)	69% Yes (9) 23% Partial (3) 7% No (1) (2 N/A)	88% Yes (7) 13% No (1) (5 N/A)
136. Does the person receive behavioral services consistent with his/her needs?	67% Yes (8) 25% Partial (3) 8% No (1) (4 N/A)	75% Yes (9) 8% Partial (1) 17% No (2) (4 N/A)	100% Yes (11) (5 N/A)	58% Yes (7) 33% Partial (4) 8% No (1) (4 N/A)	46% Yes (6) 54% Partial (7) (2 N/A)	63% Yes (5) 25% Partial (2) 13% No (1) (5 N/A)
137. Are behavior support services integrated into the ISP?	82% Yes (9) 9% Partial (1) 9% No (1) (5 N/A)	67% Yes (8) 25% Partial (3) 8% No (1) (4 N/A)	100% Yes (11) (5 N/A)	82% Yes (9) 9% Partial (1) 9% No (1) (5 N/A)	77% Yes (10) 15% Partial (2) 7% No (1) (2 N/A)	88% Yes (7) 13% No (1) (5 N/A)



L. Behavioral Support Services

Noteworthy Practice:

- **88% of individuals (7 of 8, 5 N/A) have staff that have not been adequately trained on the behavior support plan. (70% were trained in 2013, 100% were trained in 2011, 27% were not in 2010, 8% were not in 2009, 27% were not in 2008) Q#135**
- **88% of individuals (7 of 8, 5 N/A) had behavior services integrated into the ISP. (77% did in 2013, 82% in 2011, 100% in 2010, 67% in 2009, 82% in 2008) Q#137**

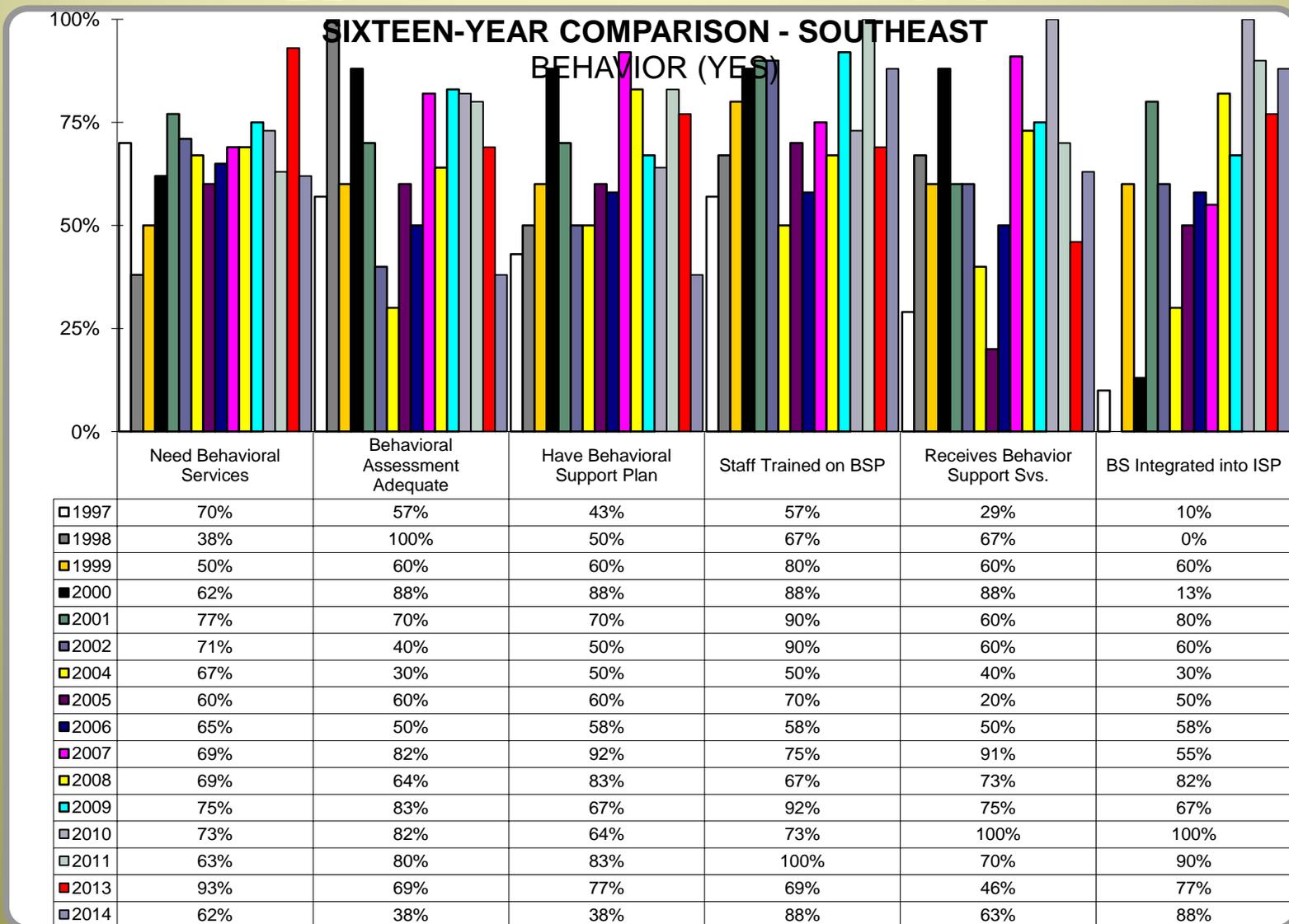


L. Behavioral Support Services – Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014
Does the person need behavioral services?	62%	77%	71%	67%	60%	65%	69%	69%	75%	73%	63%	93%	62%
Have adequate behavioral assessments been completed?	88%	70%	40%	30%	60%	50%	82%	64%	83%	82%	80%	69%	38%
Does the person have behavior support plan developed out of the behavior assessments that meet the person's needs?	88%	70%	50%	50%	60%	58%	92%	83%	67%	64%	83%	77%	38%
Have the staff been trained on the behavior support plan?	88%	90%	90%	50%	70%	58%	75%	67%	92%	73%	100%	69%	88%
Does the person receive behavioral services consistent with his/her needs?	88%	60%	60%	40%	20%	50%	91%	73%	75%	100%	70%	46%	63%
Are behavioral support services integrated into the ISP?	13%	80%	60%	30%	50%	58%	55%	82%	67%	100%	90%	77%	88%



L. Behavioral Support Services – Disengagement





M. Adaptive Equipment/Augmentative Communication

Question	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)	2011 (sample=16)	2013 (sample=15)	2014 (sample=13)
138. Has the person received all adaptive equipment needed?	80% Yes (12) 20% Partial (3) (1 N/A)	85% Yes (11) 15% Partial (2) (3 N/A)	94% Yes (15) 6% Partial (1) (0 N/A)	79% Yes (11) 21% Partial (3) (2 N/A)	73% Yes (11) 27% Partial (4) (0 N/A)	83% Yes (10) 17% Partial (2) (1 N/A)
139. Has the person received all assistive technology needed?	69% Yes (9) 15% Partial (2) 15% No (2) (3 N/A)	82% Yes (9) 18% Partial (2) (5 N/A)	90% Yes (9) 10% Partial (1) (6 N/A)	83% Yes (10) 17% Partial (2) (4 N/A)	71% Yes (5) 29% Partial (2) (8 N/A)	83% Yes (5) 17% Partial (1) (7 N/A)
140. Has the person received all communication assessments and services?	80% Yes (12) 13% Partial (2) 7% No (1) (1 N/A)	77% Yes (10) 23% Yes (3) (3 N/A)	81% Yes (13) 19% Partial (3) (0 N/A)	77% Yes (10) 23% Partial (3) (3 N/A)	86% Yes (12) 14% Partial (2) (1 N/A)	82% Yes (9) 18% Partial (2) (2 N/A)



M. Adaptive Equipment/Augmentative Communication

Noteworthy Practice

- **10 of 12 people (83%, 1 N/A) identified as needing adaptive equipment received the adaptive equipment they needed. (73% in 2013, 79% in 2011, 94% in 2010, 85% in 2009, 80% in 2008) Q#138**
- **5 of 6 people (83%, 7 N/A) identified as needing assistive technology received the assistive technology they needed. (71% in 2013, 83% in 2011, 90% in 2010, 82% in 2009, 69% in 2008) Q#139**
- **9 of 11 people (82%, 2 N/A) received needed communication assessments and services. (86% in 2013, 77% in 2011, 81% in 2010, 77% in 2009, 80% in 2008) Q#140**

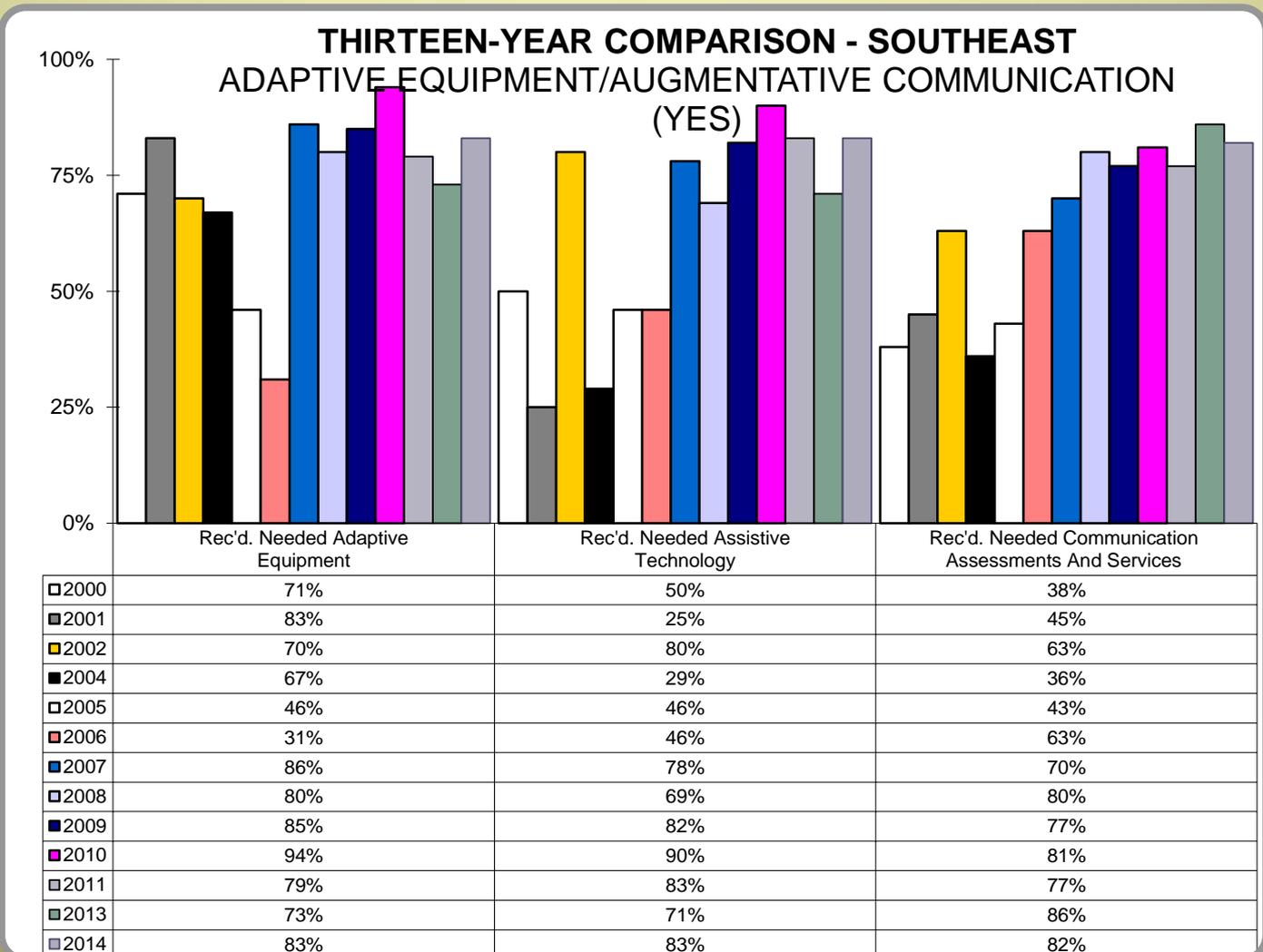


M. Adaptive Equipment/Augmentative Communication Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014
Has the person received all adaptive equipment needed?	59%	73%	83%	67%	50%	31%	86%	80%	85%	94%	79%	73%	83%
Has the person received all assistive technology needed?	54%	60%	81%	29%	50%	46%	78%	69%	82%	90%	83%	71%	83%
Has the person received all communication assessments and services needed?	49%	51%	61%	36%	46%	63%	70%	80%	77%	81%	77%	86%	82%



M. Adaptive Equipment/Augmentative Communication Disengagement





Thank you!

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