

# 2014 Community Practice Review

## Metro Region DRAFT Findings

Metro1 Reviews (Phone interviews, Early Bird and On-site)  
January 27 – February 14, 2014

Metro2 Reviews (Phone interviews, Early Bird and On-site)  
August 11 – September 8, 2014



**CLASS MEMBERS: 171**

**NUMBER IN SAMPLE: 47 (27%)**

**NINE INDEPENDENT CASE MANAGEMENT  
AGENCIES REPRESENTED IN THE SAMPLE**

<u>A NEW VISION</u>	<u>4 IN SAMPLE</u>	<u>A STEP ABOVE</u>	<u>9 IN SAMPLE</u>
<u>AAA CONSULTING</u>	<u>1 IN SAMPLE</u>	<u>AMIGO</u>	<u>5 IN SAMPLE</u>
<u>CARINO</u>	<u>6 IN SAMPLE</u>	<u>NMQCM</u>	<u>3 IN SAMPLE</u>
<u>PEAK</u>	<u>2 IN SAMPLE</u>	<u>UNIDAS</u>	<u>16 IN SAMPLE</u>
<u>UNIQUE OPPORTUNITIES</u>		<u>3 IN SAMPLE</u>	



## NUMBER REVIEWED BY DAY AND RESIDENTIAL PROVIDER

*\*NOTE: SOME INDIVIDUALS HAVE MORE THAN ONE DAY PROVIDER*

	DAY	RESIDENTIAL		DAY	RESIDENTIAL
A BETTER WAY	1	1	ACTIVE SOLUTIONS, INC.	1	1
ADELANTE	18	11	ADVANTAGE COMMUNICATIONS	0	1
ALIANZA	0	1	ARCA	3	7
AT HOME ADVOCACY, INC.	0	1	BRIGHT HORIZONS	1	1
CFC	2	0	CORNUCOPIA	1	0
DUNGARVIN	2	3	EXPRESSIONS OF LIFE	0	3
GOODWILL	1	0	LLCP	12	11
MAX CARE	1	1	OPTIHEALTH	1	2
SHARE YOUR CARE	3	0	THE NEW BEGINNINGS	3	4
TLC	0	1			



# Class Members with Immediate or Special Needs

**Individuals found to Need Immediate Attention: 5 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* **(11% of sample)**

**Individuals Needing Special Attention: 6 People**

*Individuals for whom issues have been identified that, if not effectively addressed, are likely to become an urgent health and safety concern.* **(13% of sample)**

**An Incident Report was filed for 1 person (2% of sample)**

*In 2013 there were 3 Immediate Attention (6%) and 12 Special Attention (26%). (47 people in the sample)*

*In 2011 there were 6 Immediate Attention (12%) and 9 Special Attention (18%). (50 people in the sample)*

*In 2010 there were 7 Immediate Attention (14%) and 10 Special Attention (20%). (49 people in the sample)*

*In 2009 there were 7 Immediate Attention (15%) and 13 Special Attention (28%). (47 people in the sample)*

*In 2008 there were 5 Immediate Attention (11%) and 10 Special Attention (21%). (47 people in the sample)*

*In 2007 there were 2 Immediate Attention (4%) and 5 Special Attention (10%). (49 people in the sample)*

*In 2006 there were 0 Immediate Attention and 8 Special Attention (16%). (49 people in the sample)*

*In 2005 there were 3 Immediate Attention (7%) and 7 Special Attention (16%). (43 people in the sample)*



## Identified Indicators of Good Practice

### Some people have community memberships

- ❑ Nineteen people attend church.
- ❑ Thirty-three people frequent the library.
- ❑ Twenty-nine people utilize their community recreation centers/gymnasiums.
- ❑ Ten people are frequent swimmers, patronizing their local pools.
- ❑ Nine people are bowlers.

One person had no identified community membership; two people had one, eight had two, fourteen had three, eleven had four, ten had five, and one person had six identified community memberships/activities.

*(Includes data from this and the following slide)*



## Identified Indicators of Good Practice

### Some people are active in their communities

- ❑ Twenty-seven people are active volunteers with community organizations including the food rescue, Meals on Wheels, community gardens, pet shelters, and local churches.
- ❑ Twenty-five people regularly visit an aquarium, biology park or zoo.
- ❑ Four people are part of the Special Olympics.
- ❑ Four people are part of the Special Orchestra.
- ❑ One person takes classes in the community; another is a club member.



## Identified Indicators of Good Practice

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

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

### **Some people have friends**

- ❑ Twenty-nine people have friends with whom they regularly meet and interact.

### **Some people are employed**

- ❑ Six people are actively engaged in supported employment.



## Identified Indicators of Good Practice

# People benefit from long term, caring and respectful staff

- ❑ Twenty people have residential staff that have been with them for at least five years, ten of which have had the same staff for 10 years or more!
- ❑ Thirteen people have day support staff that have been with them for at least five years, three of which have been with them for over 10 years.
- ❑ Nineteen people have case managers who have been with them for at least five years – eleven of those people have had the same case manager for ten years or more.
- ❑ Thirty-five people were identified as being treated with dignity and respect.



## **People have proactive advocates Case Manager/Guardian**

- ❑ Seventeen people were identified as having actively involved guardians. (Seen at least 3 times a month)
- ❑ Thirty-five guardians found the case manager helpful.
- ❑ Thirty-nine people have case managers who are adequately available to them.
- ❑ Twenty-three people have case managers who provide services at the level they need.



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

- ❑ Forty-one people are going more places and/or interacting more while in the community.
- ❑ Sixteen people have increased their communication abilities.
- ❑ Six people are becoming more physically active or have increased their mobility.
- ❑ Seventeen people have increased their choice making.
- ❑ Fifteen people have shown decreases in identified behaviors.
- ❑ Twenty-five people have become more independent in their daily lives or employment; including doing tasks such as laundry, personal care, cooking, and cleaning.



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

- ❑ 556 assistive technology and adaptive equipment devices are needed by the individuals in the sample; 514 are in good repair, available, and used when needed. (92%)



# FINDINGS BY AREA

## A. Expectations for Growth and Quality of Life

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
31. Does the case manager have an appropriate expectation of growth for this person?	49% Yes (23) 47% Partial (22) 4% No (2)	53% Yes (25) 43% Partial (20) 4% No (2)	77% Yes (37) 21% Partial (10) 2% No (1)	64% Yes (32) 32% Partial (16) 4% No (2)	74% Yes (35) 26% Partial (12)	40% Yes (19) 57% Partial (27) 2% No (1)
42. Does the [day services] direct service staff have an appropriate expectation of growth for this person?	66% Yes (31) 30% Partial (14) 4% No (2)	64% Yes (30) 32% Partial (15) 4% No (2)	85% Yes (39) 15% Partial (7) (2 people not scored)	66% Yes (33) 28% Partial (14) 6% No (3)	85% Yes (40) 15% Partial (7)	60% Yes (28) 38% Partial (18) 2% No (1)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	64% Yes (30) 30% Partial (14) 6% No (3)	61% Yes (28) 39% Partial (18) (1 person not scored)	81% Yes (39) 19% Partial (9) (1 person not scored)	72% Yes (36) 22% Partial (11) 6% No (3)	72% Yes (34) 28% Partial (13)	66% Yes (31) 32% Partial (15) 2% No (1)
84. Based on all of the evidence, in the opinion of the reviewer, has the person achieved progress in the past year?	43% Yes (20) 52% Partial (24) 4% No (2) (1 CND)	52% Yes (24) 46% Partial (21) 2% No (1) (1 CND)	57% Yes (28) 42% Partial (20) (1 CND)	64% Yes (32) 34% Partial (17) 2% No (1)	77% Yes (36) 21% Partial (10) 2% No (1)	57% Yes (27) 40% Partial (19) 2% No (1)
85. Overall, does the IDT have an appropriate expectation of growth for this person?	32% Yes (15) 68% Partial (32)	36% Yes (17) 64% Partial (30)	65% Yes (31) 35% Partial (17) (1 person not scored)	42% Yes (21) 58% Partial (29)	64% Yes (30) 36% Partial (17)	26% Yes (12) 72% Partial (34) 2% No (1)
86. Was the person provided the assistance and support needed to participate meaningfully in the planning process?	71% Yes (32) 27% Partial (12) 2% No (1) (2 CND)	80% Yes (36) 20% Partial (9) (2 CND)	82% Yes (40) 18% Partial (9)	88% Yes (44) 12% Partial (6)	83% Yes (39) 15% Partial (7) 2% No (1)	70% Yes (32) 26% Partial (12) 4% No (2) (1 CND)



## A. Expectations for Growth and Quality of Life

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
87. Is the person offered a range of opportunities for participation in each of the life areas?	65% Yes (28) 33% Partial (14) 2% No (1) (4 CND)	76% Yes (32) 21% Partial (9) 2% No (1) (5 CND)	80% Yes (36) 20% Partial (9)  (4 CND)	74% Yes (34) 26% Partial (12)  (4 CND)	86% Yes (38) 14% Partial (6)  (3 CND)	73% Yes (33) 27% Partial (12)  (2 CND)
88. Does the person have the opportunity to make informed choices?	41% Yes (7) 59% Partial (10)  (30 CND)	69% Yes (11) 31% Partial (5)  (31 CND)	81% Yes (17) 19% Partial (4)  (28 CND)	80% Yes (20) 20% Partial (5)  (25 CND)	86% Yes (19) 14% Partial (3)  (25 CND)	75% Yes (12) 25% Partial (4)  (31 CND)
89. About where and with whom to live?	76% Yes (13) 24% Partial (4)  (30 CND)	73% Yes (11) 27% Partial (4)  (32 CND)	86% Yes (18) 10% Partial (2) 5% No (1) (28 CND)	94% Yes (15)  6% No (1) (34 CND)	94% Yes (15)  6% No (1) (31 CND)	93% Yes (13) 7% Partial (1)  (33 CND)
90. About where and with whom to work/spend his/her day?	75% Yes (15) 25% Partial (5)  (27 CND)	94% Yes (15) 6% Partial (1)  (31 CND)	84% Yes (16) 16% Partial (3)  (30 CND)	89% Yes (17) 11% Partial (2)  (31 CND)	90% Yes (18) 10% Partial (2)  (27 CND)	80% Yes (12) 20% Partial (3)  (32 CND)
91. About where and with whom to socialize/spend leisure time?	64% Yes (14) 32% Partial (7) 5% No (1) (25 CND)	90% Yes (18) 10% Partial (2)  (27 CND)	88% Yes (15) 12% Partial (2)  (32 CND)	89% Yes (17) 11% Partial (2)  (31 CND)	86% Yes (18) 14% Partial (3)  (26 CND)	81% Yes (13) 19% Partial (3)  (31 CND)



# 2014 Community Practice Review Metro Region Report Findings by Area

## A. Expectations for Growth and Quality of Life

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
92. Does the evidence support that providers do not prevent the person from pursuing relationships and are respecting the rights of this person?	96% Yes (44) 4% Partial (2)  (1 CND)	93% Yes (41) 5% Partial (2) 2% No (1) (3 CND)	100% Yes (46)  (3 CND)	93% Yes (43) 7% Partial (3)  (4 CND)	98% Yes (45) 2% Partial (1)  (1 CND)	95% Yes (42) 5% Partial (2)  (3 CND)
93. Overall, were the direct service staff interviewed trained on the provider's complaint process and on abuse, neglect and exploitation?	68% Yes (32) 32% Partial (15)	68% Yes (32) 32% Partial (15)	84% Yes (41) 16% Partial (8)	78% Yes (39) 22% Partial (11)	72% Yes (34) 28% Partial (13)	77% Yes (36) 23% Partial (11)
94. Does this person and/or guardian have adequate access to the available complaint processes/procedures?	88% Yes (35) 13% Partial (5)  (7 CND)	84% Yes (37) 9% Partial (4) 7% No (3) (3 CND)	96% Yes (45) 2% Partial (1) 2% No (1) (2 CND)	96% Yes (47) 2% Partial (1) 2% No (1) (1 CND)	93% Yes (43) 4% Partial (2) 2% No (1) (1 CND)	91% Yes (41) 9% Partial (4)  (2 CND)
95. Does this person know his/her guardian?	100% Yes (13)  (34 CND)	100% Yes (16)  (31 CND)	100% Yes (14)  (2 N/A, 33 CND)	95% Yes (18) 5% No (1) (31 CND)	100% Yes (22)  (25 CND)	100% Yes (19)  (28 CND)
96. Does this person believe the guardian is helpful?	100% Yes (3)  (44 CND)	100% Yes (4)  (43 CND)	100% Yes (4)  (2 N/A, 43 CND)	100% Yes (7)  (43 CND)	75% Yes (3) 25% No (1) (43 CND)	100% Yes (5)  (42 CND)
97. What is the level of participation of the legal guardian in this person's life and service planning?	53% Active (25) 26% Moderate (12) 19% Limited (9) 2% None (1)	37% Active (17) 46% Moderate (21) 17% Limited (8)  (1 N/A)	49% Yes (23) 36% Moderate (17) 15% Limited (7)  (2 N/A)	40% Active (20) 42% Moderate (21) 18% Limited (9)	34% Active (16) 45% Moderate (21) 21% Limited (10)	36% Active (17) 38% Moderate (18) 26% Limited (12)



## A. Expectations for Growth and Quality of Life

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
98. In the Reviewer's opinion, does the person need a friend advocate?	6% Yes (3) 94% No (44)	6% Yes (3) 94% No (44)	6% Yes (3) 94% No (46)	12% Yes (6) 88% No (44)	2% Yes (1) 98% No (46)	11% Yes (5) 89% No (42)
99. Does the person have a friend advocate?	0% Yes 100% No (4) (43 N/A)	0% Yes 100% No (3) (44 N/A)	25% Yes (1) 75% No (3) (45 N/A)	0% Yes 100% No (6) (44 N/A)	0% Yes 100% No (1) (46 N/A)	0% Yes 100% No (5) (42 N/A)
100. If the person is retired, does he/she have adequate opportunities to engage in activities of interest during the day?	43% Yes (3) 57% Partial (4) (40 N/A)	75% Yes (3) 25% Partial (1) (42 N/A, 1 CND)	91% Yes (10) 9% Partial (1) (38 N/A)	77% Yes (10) 23% Partial (3) (37 N/A)	86% Yes (6) 14% Partial (1) (39 N/A, 1 CND)	89% Yes (8) 11% Partial (1) (38 N/A)
101. Does the person have daily choices/appropriate autonomy over his/her life?	60% Yes (28) 38% Partial (18) 2% No (1)	72% Yes (34) 26% Partial (12) 2% No (1)	92% Yes (45) 8% Partial (4)	78% Yes (39) 20% Partial (10) 2% No (1)	83% Yes (39) 15% Partial (7) 2% No (1)	81% Yes (38) 19% Partial (9)
102. Have the person's cultural preferences been accommodated?	85% Yes (35) 15% Partial (6)  (6 CND)	95% Yes (39) 5% Partial (2)  (6 CND)	94% Yes (44) 6% Partial (3)  (2 CND)	96% Yes (47) 4% Partial (2)  (1 CND)	93% Yes (43) 7% Partial (3)  (1 CND)	98% Yes (45) 2% Partial (1)  (1 CND)
103. Is the person treated with dignity and respect?	60% Yes (28) 40% Partial (19)	49% Yes (23) 51% Partial (24)	83% Yes (40) 17% Partial (8)  (1 person not scored)	66% Yes (33) 34% Partial (17)	70% Yes (33) 30% Partial (14)	74% Yes (35) 26% Partial (12)



## A. Expectations for Growth and Quality of Life

### Noteworthy Practice

- **42 of 44 individuals (95%, 3 CND) have providers that do not prevent them from pursuing relationships and are adequately respecting their rights.** (98% in 2013, 93% in 2011, 100% in 2010, 93% in 2009, 96% in 2008) #92
- **91% of persons and/or their guardians (41 of 45, 2 CND) have adequate access to the available complaint processes/procedures.** (93% in 2013, 96% in 2011 and 2010, 84% in 2009, 88% in 2008) #94
- **45 of 46 persons in the sample (98%, 1 CND) had their cultural preferences accommodated.** (93% in 2013, 96% in 2011, 94% in 2010, 95% in 2009, 85% in 2008) #102



## B. Satisfaction

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
104. Overall, is the person satisfied with the current services?	88% Yes (15) 12% Partial (2)  (30 CND)	88% Yes (14) 13% Partial (2)  (31 CND)	92% Yes (22) 8% Partial (2)  (25 CND)	94% Yes (15) 6% Partial (1)  (34 CND)	82% Yes (9) 18% Partial (2)  (36 CND)	80% Yes (8) 20% Partial (2)  (37 CND)
105. Does the person get along with the case manager?	100% Yes (8)  (39 CND)	89% Yes (8) 11% Partial (1)  (38 CND)	100% Yes (9)  (40 CND)	100% Yes (9)  (41 CND)	100% Yes (5)  (42 CND)	100% Yes (2)  (45 CND)
106. Does the person find the case manager helpful?	100% Yes (2)  (45 CND)	80% Yes (4) 20% Partial (1)  (42 CND)	100% Yes (1)  (48 CND)	100% Yes (5)  (45 CND)	100% Yes (3)  (44 CND)	100% Yes (2)  (45 CND)
107. Does the legal guardian find the case manager helpful?	95% Yes (35) 3% Partial (1) 3% No (1) (1 N/A, 9 CND)	85% Yes (34) 13% Partial (5) 3% No (1) (7 CND)	93% Yes (28) 7% Partial (2)  (2 N/A, 17 CND)	93% Yes (41) 5% Partial (2) 2% No (1) (6 CND)	88% Yes (38) 12% Partial (5)  (4 CND)	88% Yes (35) 8% Partial (3) 5% No (2) (7 CND)
108. Does the person have adequate food and drink available?	100% Yes (45)  (2 CND)	98% Yes (42) 2% Partial (1)  (4 CND)	100% Yes (46)  (3 CND)	100% Yes (47)  (3 CND)	100% Yes (45)  (2 CND)	100% Yes (47)
109. Does the person have adequate transportation to meet his/her needs?	82% Yes (37) 18% Partial (8)  (2 CND)	87% Yes (39) 13% Partial (6)  (2 CND)	94% Yes (46) 6% Partial (3)	94% Yes (47) 6% Partial (3)	91% Yes (43) 9% Partial (4)	94% Yes (44) 4% Partial (2) 2% No (1)



## B. Satisfaction

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
110. Does the person have sufficient personal money?	93% Yes (37) 8% Partial (3)  (7 CND)	87% Yes (34) 13% Partial (5)  (8 CND)	91% Yes (42) 7% Partial (3) 2% No (1) (2 CND) (1 not scored)	88% Yes (43) 12% Partial (6)  (1 CND)	91% Yes (42) 9% Partial (4)  (1 CND)	94% Yes (44) 6% Partial (3)
111. Does the person get along with their day program/employment staff?	93% Yes (25) 7% Partial (2) (1 N/A, 19 CND)	100% Yes (26)  (21 CND)	100% Yes (29)  (1 N/A, 19 CND)	100% Yes (24)  (26 CND)	97% Yes (30) 3% Partial (1) (16 CND)	100% Yes (28)  (19 CND)
112. Does the person get along with the residential provider staff?	100% Yes (31)  (16 CND)	100% Yes (33)  (14 CND)	100% Yes (36)  (13 CND)	97% Yes (33) 3% Partial (1) (16 CND)	97% Yes (34) 3% Partial (1) (12 CND)	96% Yes (27) 4% Partial (1) (19 CND)



## B. Satisfaction

### Noteworthy Practice

The region scored well, overall, in this area.

Of individuals for whom a determination could be made:

- **100% of people (47 of 47) had adequate food and drink available #108**
- **44 of 47 (94%) had adequate transportation to meet their needs #109**
- **28 of 28 get along with their day program/employment staff (100%, 19 CND) and 27 of 28 get along with their residential provider staff. (96%, 19 CND) #111, #112**



## C. Assessments

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
57. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts?	60% Yes (28) 40% Partial (19)	64% Yes (30) 36% Partial (17)	51% Yes (25) 49% Partial (24)	54% Yes (27) 46% Partial (23)	43% Yes (20) 57% Partial (27)	47% Yes (22) 53% Partial (25)
58. Did the team arrange for and obtain the needed, relevant assessments?	40% Yes (19) 60% Partial (28)	43% Yes (20) 57% Partial (27)	47% Yes (23) 53% Partial (26)	38% Yes (19) 62% Partial (31)	38% Yes (18) 62% Yes (29)	28% Yes (13) 70% Partial (33) 2% No (1)
59. Are the assessments adequate for planning?	66% Yes (31) 34% Partial (16)	60% Yes (28) 40% Partial (19)	67% Yes (33) 31% Partial (15) 2% No (1)	44% Yes (22) 56% Partial (28)	40% Yes (19) 60% Partial (28)	45% Yes (21) 53% Partial (25) 2% No (1)
60. Were the recommendations from assessments used in planning?	45% Yes (21) 45% Partial (21) 11% No (5)	45% Yes (21) 53% Partial (25) 2% No (1)	51% Yes (25) 47% Partial (23) 2% No (1)	44% Yes (22) 54% Partial (27) 2% No (1)	49% Yes (23) 51% Partial (24)	43% Yes (20) 53% Partial (25) 4% No (2)



## C. Assessments

### Practice Challenges

- **Teams for 34 of the 47 persons in the sample (72%) did not arrange for and obtain the needed, relevant assessments.** (62% did not in 2013 and 2011, 53% in 2010, 57% in 2009, 60% in 2008) #58
- **For 26 of the 47 persons in the sample (55%) assessments obtained were not adequate for planning.** (60% were not in 2013, 56% in 2011, 34% in 2010, 40% in 2009, 34% in 2008) #59
- **For 27 of the 47 persons in the sample (57%) the recommendations from assessments were not adequately used in planning.** (51% were not in 2013, 56% in 2011, 49% in 2010, 60% in 2009, 56% in 2008) #60



## D. Adequacy of Planning & Adequacy of Services

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
61. Is there a document called an Individual Service Plan (ISP) that was developed within the last year?	100% Yes (47)	100% Yes (47)	100% Yes (49)	100% Yes (50)	100% Yes (47)	100% Yes (47)
62. Was the ISP developed by an appropriately constituted IDT?	53% Yes (25) 47% Partial (22)	53% Yes (25) 47% Partial (22)	59% Yes (29) 39% Partial (19) 2% No (1)	46% Yes (23) 54% Partial (27)	47% Yes (22) 53% Partial (25)	51% Yes (24) 49% Partial (23)
63. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP?	38% Yes (12) 41% Partial (13) 22% No (7) (15 N/A)	51% Yes (20) 21% Partial (8) 28% No (11) (8 N/A)	64% Yes (23) 33% Partial (12) 3% No (1) (13 N/A)	42% Yes (16) 50% Partial (19) 8% No (3) (12 N/A)	36% Yes (13) 47% Partial (17) 17% No (6) (11 N/A)	38% Yes (14) 54% Partial (20) 8% No (3) (10 N/A)
64. Overall, is the long-term vision adequate?	49% Yes (23) 43% Partial (20) 9% No (4)	43% Yes (20) 55% Partial (26) 2% No (1)	61% Yes (30) 39% Partial (19)	56% Yes (28) 38% Partial (19) 6% No (3)	64% Yes (30) 36% Partial (17)	53% Yes (25) 40% Partial (19) 6% No (3)
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?	60% Yes (28) 36% Partial (17) 4% No (2)	60% Yes (28) 40% Partial (19)	69% Yes (34) 29% Partial (14) 2% No (1)	70% Yes (35) 26% Partial (13) 4% No (2)	74% Yes (35) 26% Partial (12)	53% Yes (25) 43% Partial (20) 4% No (2)
66*. Overall, is Vision Section of the ISP used as the basis for outcome development?	74% Yes (35) 26% Partial (12)	85% Yes (40) 15% Partial (7)	80% Yes (39) 18% Partial (9) 2% No (1)	88% Yes (44) 10% Partial (5) 2% No (1)	79% Yes (37) 21% Partial (10)	74% Yes (35) 19% Partial (9) 6% No (3)
67*. Overall, do the outcomes in the ISP include criteria by which the team can determine when the outcome (s) have been achieved?	19% Yes (9) 53% Partial (25) 28% No (13)	40% Yes (19) 49% Partial (23) 11% No (5)	61% Yes (30) 33% Partial (16) 6% No (3)	74% Yes (37) 22% Partial (11) 4% No (2)	74% Yes (35) 17% Partial (8) 9% No (4)	45% Yes (21) 55% Partial (26)



## D. Adequacy of Planning & Adequacy of Services

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
68*. Overall, are the ISP outcomes related to achieving the person's long-term vision?	66% Yes (31) 34% Partial (16)	83% Yes (39) 17% Partial (8)	84% Yes (41) 16% Partial (8)	84% Yes (42) 12% Partial (6) 4% No (2)	66% Yes (31) 34% Partial (16)	64% Yes (30) 36% Partial (17)
69*. Overall, do the ISP outcomes address the person's major needs?	43% Yes (20) 51% Partial (24) 6% No (3)	47% Yes (22) 53% Partial (25)	71% Yes (35) 29% Partial (14)	62% Yes (31) 36% Partial (18) 2% No (1)	66% Yes (31) 32% Partial (15) 2% No (1)	55% Yes (26) 38% Partial (18) 6% No (3)
70*. Overall, are the Action Plans specific and relevant to assisting the person in achieving his/her outcomes?	34% Yes (16) 64% Partial (30) 2% No (1)	57% Yes (27) 40% Partial (19) 2% No (1)	53% Yes (26) 41% Partial (20) 6% No (3)	48% Yes (24) 44% Partial (22) 8% No (4)	49% Yes (23) 49% Partial (23) 2% No (1)	45% Yes (21) 49% Partial (23) 6% No (3)
71*. Overall, are the Teaching and Support strategies sufficient to ensure consistent implementation of the services provided?	39% Yes (18) 54% Partial (25) 7% No (3) (1 N/A)	51% Yes (24) 38% Partial (18) 11% No (5)	49% Yes (24) 45% Partial (22) 6% No (3)	42% Yes (21) 54% Partial (27) 4% No (2)	32% Yes (15) 62% Partial (29) 6% No (3)	38% Yes (18) 60% Partial (28) 2% No (1)
72*. Overall, are the recommendations and/or objectives/strategies of ancillary providers integrated into the Teaching and Support Strategies of the ISP?	32% Yes (15) 51% Partial (24) 17% No (8)	39% Yes (18) 57% Partial (26) 4% No (2) (1 N/A)	49% Yes (24) 43% Partial (21) 8% No (4)	46% Yes (23) 48% Partial (24) 6% No (3)	38% Yes (18) 60% Partial (28) 2% No (1)	39% Yes (18) 52% Partial (24) 9% No (4) (1 N/A)
73*. If needed, does the ISP contain a specific Crisis Prevention Plan that meets the person's needs?	62% Yes (28) 33% Partial (15) 4% No (2) (2 N/A)	47% Yes (21) 53% Partial (24) (2 N/A)	73% Yes (35) 25% Partial (12) 2% No (1) (1 N/A)	76% Yes (37) 24% Partial (12) (1 N/A)	82% Yes (37) 16% Partial (7) 2% No (1) (2 N/A)	78% Yes (36) 22% Partial (10) (1 N/A)



# 2014 Community Practice Review Metro Region Report Findings by Area

## D. Adequacy of Planning & Adequacy of Services

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
73a. If needed, does the ISP contain a specific Crisis Prevention Plan for dangerous behavior that meets the person's needs?	Question added in 2011			89% Yes (17) 11% Partial (2)  (31 N/A)	80% Yes (12) 20% Partial (3)  (32 N/A)	84% Yes (16) 16% Partial (3)  (28 N/A)
73b. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)?	Question added in 2011			68% Yes (34) 31% Partial (15) 2% No (1) (1 N/A)	73% Yes (33) 24% Partial (11) 2% No (1) (2 N/A)	76% Yes (35) 24% Partial (11)  (1 N/A)
74*. Does the ISP contain information regarding primary health (medical) care?	68% Yes (32) 32% Partial (15)	89% Yes (42) 11% Partial (5)	92% Yes (45) 8% Partial (4)	86% Yes (43) 14% Partial (7)	89% Yes (42) 9% Partial (4) 2% No (1)	96% Yes (45) 4% No (2)
74a*. Does the ISP face sheet contain contact information for the PCP?	77% Yes (36) 17% Partial (8) 6% No (3)	91% Yes (43) 6% Partial (3) 2% No (1)	94% Yes (46) 4% Partial (2) 2% No (1)	88% Yes (44) 8% Partial (4) 4% No (2)	94% Yes (44) 4% Partial (2) 2% No (1)	98% Yes (46) 2% Partial (1)
74b*. Is the Healthcare Coordinator's name and contact information listed in the ISP?	94% Yes (44) 4% Partial (2) 2% No (1)	98% Yes (46) 2% Partial (1)	98% Yes (48) 2% Partial (1)	94% Yes (47) 4% Partial (2) 2% No (1)	94% Yes (44) 4% Partial (2) 2% No (1)	100% Yes (47)
74c*. Was the ISP (the most current Annual) developed using the new ISP format?	<i>Question Removed</i>					
75. Does the ISP reflect how the person will get to work/day activities, shopping, social activities?	49% Yes (23) 19% Partial (9) 32% No (15)	71% Yes (22) 13% Partial (4) 16% No (5) (16 N/A)	84% Yes (21) 4% Partial (1) 12% No (3) (24 N/A)	79% Yes (19) 13% Partial (3) 8% No (2) (26 N/A)	82% Yes (18) 14% Partial (3) 9% No (1) (25 N/A)	73% Yes (11) 20% Partial (3) 7% No (1) (32 N/A)



## D. Adequacy of Planning & Adequacy of Services

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
76. Does the ISP reflect how the person will obtain prescribed medications?	70% Yes (33) 23% Partial (11) 6% No (3)	85% Yes (40) 15% Partial (7)	92% Yes (45) 8% Partial (4)	86% Yes (43) 10% Partial (5) 4% No (2)	94% Yes (44) 6% Partial (3)	94% Yes (44) 6% Partial (3)
77. Does the ISP contain a list of adaptive equipment needed and who will provide it?	28% Yes (12) 63% Partial (27) 9% No (4) (4 N/A)	33% Yes (13) 45% Partial (18) 23% No (9) (7 N/A)	45% Yes (19) 52% Partial (22) 2% No (1) (7 N/A)	33% Yes (15) 57% Partial (26) 11% No (5) (4 N/A)	48% Yes (20) 48% Partial (20) 5% No (2) (5 N/A)	36% Yes (16) 55% Partial (24) 9% No (4) (3 N/A)
78. Overall, is the ISP adequate to meet the person's needs?	15% Yes (7) 85% Partial (40)	13% Yes (6) 87% Partial (41)	22% Yes (11) 78% Partial (38)	24% Yes (12) 76% Partial (38)	15% Yes (7) 85% Partial (40)	15% Yes (7) 85% Partial (40)
79. If #78 is rated "2", is the ISP being implemented?	29% Yes (2) 71% Partial (5) (40 N/A)	83% Yes (5) 17% Partial (1) (41 N/A)	18% Yes (2) 82% Partial (9) (38 N/A)	100% Yes (12) (38 N/A)	57% Yes (4) 43% Partial (3) (40 N/A)	71% Yes (5) 29% Partial (2) (40 N/A)
80a. If there is no ISP, or if #78 is rated "0" or "1", is the ISP being implemented? (Was Q#80 2004-2008)	Question added in 2009	37% Yes (15) 63% Partial (26) (6 N/A)	50% Yes (19) 47% Partial (18) 3% No (1) (11 N/A)	46% Yes (18) 51% Partial (20) 3% No (1) (11 N/A)	48% Yes (19) 50% Partial (20) 3% No (1) (7 N/A)	65% Yes (26) 35% Partial (14) (7 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? (Was Q#80 2004-2008)	40% Yes (16) 60% Partial (24) (7 N/A)	37% Yes (15) 54% Partial (22) 10% No (4) (6 N/A)	50% Yes (19) 47% Partial (18) 3% No (1) (11 N/A)	26% Yes (10) 74% Partial (28) (12 N/A)	43% Yes (17) 58% Partial (23) (7 N/A)	55% Yes (22) 43% Partial (17) 3% No (1) (7 N/A)



## D. Adequacy of Planning & Adequacy of Services

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
81. Overall, were the direct service staff trained on the implementation of the ISP?	62% Yes (29) 38% Partial (18)	60% Yes (28) 40% Partial (19)	76% Yes (37) 24% Partial (12)	74% Yes (37) 26% Partial (13)	70% Yes (33) 30% Partial (14)	79% Yes (37) 21% Partial (10)
82. Overall, were the direct service staff able to describe their responsibilities in providing daily care/support to the person?	53% Yes (25) 47% Partial (22)	49% Yes (23) 51% Partial (24)	78% Yes (38) 22% Partial (11)	72% Yes (36) 28% Partial (14)	81% Yes (38) 19% Partial (9)	77% Yes (36) 23% Partial (11)
83. Overall, do the progress notes or other documentation in the CM record reflect the status of the goals and services of the key life areas stated in the ISP?	21% Yes (10) 70% Partial (33) 9% No (4)	34% Yes (16) 60% Partial (28) 6% No (3)	43% Yes (21) 47% Partial (23) 10% Yes (5)	36% Yes (18) 62% Partial (31) 2% No (1)	26% Yes (12) 74% Partial (35)	28% Yes (13) 72% Partial (34)



## D. Adequacy of Planning and Adequacy of Services

### Practice Challenges

- **40 of 47 individuals (85%) did not have an ISP adequate to meet their needs.** (85% did not in 2013, 76% in 2011, 78% in 2010, 87% in 2009, 85% in 2008) #78
- **29 of 47 individuals (62%) did not have Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned.** (68% did not in 2013, 58% in 2011, 51% in 2010, 49% in 2009, 61% in 2008) #71
- **28 of 46 individuals (61%, 1 N/A) did not have the recommendations and/or objectives/strategies of ancillary providers integrated into the Teaching and Support Strategies of the ISP.** (62% did not in 2013, 54% in 2011, 51% in 2010, 61% in 2009, 71% in 2008) #72
- **72% of individuals (34 of 47) did not have documentation in their record that reflected the status of the outcomes and services of the key life areas stated in their ISP.** (74% did not in 2013, 64% in 2011, 57% in 2010, 66% did not in 2009, 79% in 2008) #83



## E. Individual Service Planning and Summary

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
141. Does the person have an ISP that addresses live, work/learn, fun/relationships and health/other that correlates with the person's desire and capabilities, in accordance with DOH regulations?	87% Yes (41) 13% Partial (6)	91% Yes (43) 9% Partial (4)	96% Yes (47) 4% Partial (2)	92% Yes (46) 8% Partial (4)	96% Yes (45) 4% Partial (2)	94% Yes (44) 6% Partial (3)
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?	64% Yes (30) 36% Partial (17)	68% Yes (32) 30% Partial (14) 2% No (1)	65% Yes (32) 35% Partial (17)	62% Yes (31) 30% Partial (15) 8% No (4)	79% Yes (37) 21% Partial (10)	57% Yes (27) 43% Partial (20)
143. Does the person receive services and supports recommended in the ISP?	79% Yes (37) 21% Partial (10)	79% Yes (37) 21% Partial (10)	80% Yes (39) 20% Partial (10)	92% Yes (46) 8% Partial	81% Yes (38) 19% Partial (9)	81% Yes (38) 19% Partial (9)
144. Does the person have adequate access to and use of generic services and natural supports?	68% Yes (32) 32% Partial (15)	72% Yes (34) 26% Partial (12) 2% No (1)	78% Yes (38) 20% Partial (10) 2% No (1)	76% Yes (38) 24% Partial (12)	85% Yes (40) 15% Partial (7)	74% Yes (35) 23% Partial (11) 2% No (1)
145. Is the person adequately integrated into the community?	49% Yes (23) 49% Partial (23) 2% No (1)	57% Yes (27) 40% Partial (19) 2% No (1)	65% Yes (32) 35% Partial (17)	68% Yes (34) 28% Partial (14) 4% No (2)	81% Yes (38) 19% Partial (9)	64% Yes (30) 34% Partial (16) 2% No (1)
146. Overall, is the ISP adequate to meet the person's needs?	15% Yes (7) 85% Partial (40)	13% Yes (6) 87% Partial (41)	22% Yes (11) 78% Partial (38)	24% Yes (12) 76% Partial (38)	15% Yes (7) 85% Partial (40)	15% Yes (7) 85% Partial (40)
147. Is the program of the level of intensity adequate to meet this person's needs?	30% Yes (14) 70% Partial (33)	30% Yes (14) 70% Partial (33)	33% Yes (16) 65% Partial (32) 2% No (1)	30% Yes (15) 70% Partial (35)	38% Yes (18) 62% Partial (29)	28% Yes (13) 72% Partial (34)



## E. Individual Service Planning

### Noteworthy Practice:

- **44 of the 47 persons in the sample (94%) had an ISP that addresses live, work/learn, fun/relationships and health/other that correlates with the person's desire and capabilities.** (96% in 2013, 92% in 2011, 96% in 2010, 91% in 2009, 87% in 2008) #141
- **35 of 47 individuals (74%) have adequate access to and use of generic services and natural supports.** (85% in 2013, 76% in 2011, 78% in 2010, 72% in 2009, 68% in 2008) #144

### Practice Challenges

- **34 of 47 individuals (72%) did not have a program of the level of intensity adequate to meet their needs.** (62% did not in 2013, 70% in 2010, 67% did not in 2010, 70% in 2009, 70% in 2008) #147

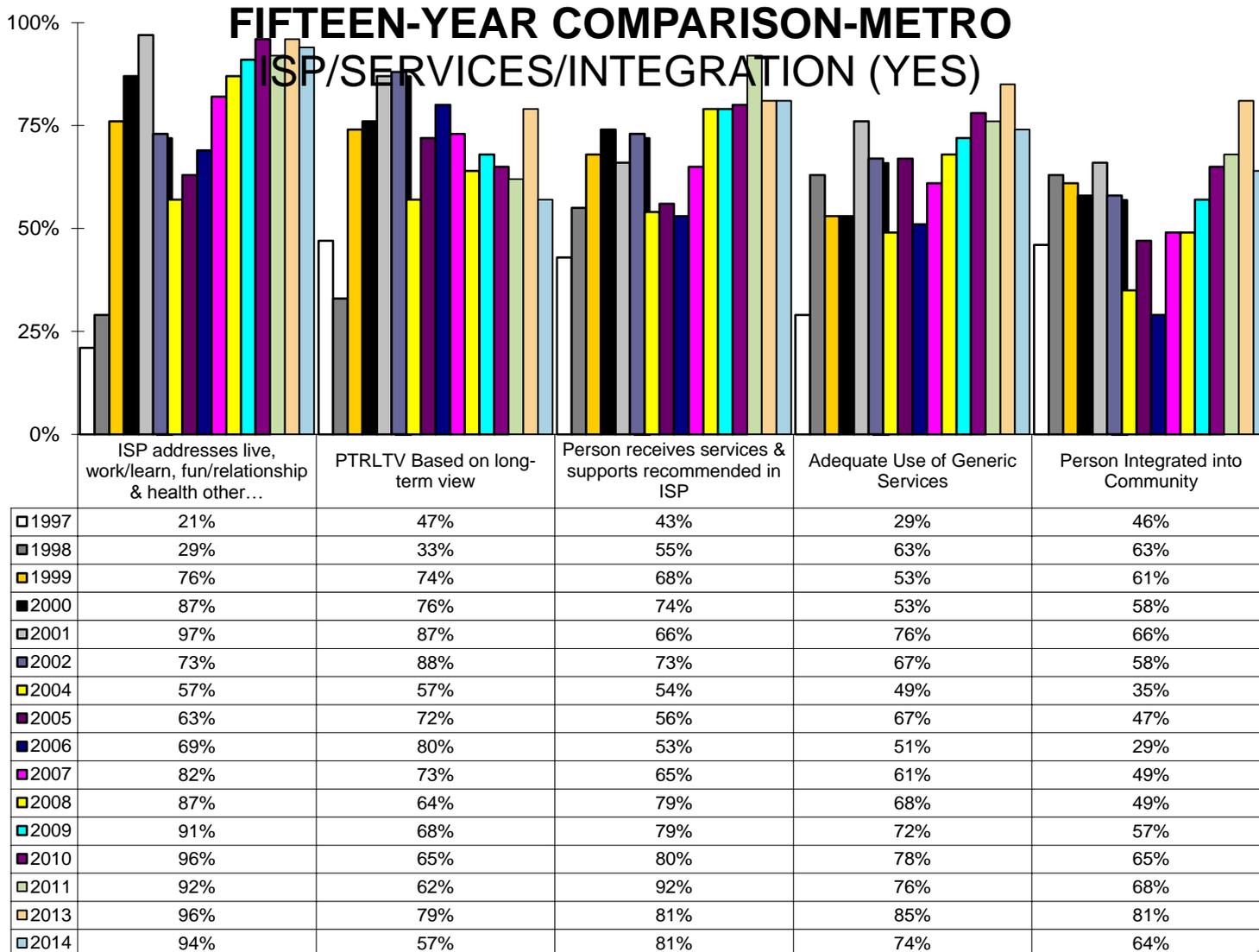


## E. Individual Service Planning – Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014
Does the person have an ISP that addresses living, learning/working and social/leisure...	87%	97%	73%	57%	63%	69%	82%	87%	91%	96%	92%	96%	94%
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?	76%	87%	88%	57%	72%	80%	73%	64%	68%	65%	62%	79%	57%
Does the person receive services and supports recommended in the ISP?	74%	66%	73%	54%	56%	53%	65%	79%	79%	80%	92%	81%	81%
Does the person have adequate access to and use of generic services and natural supports?	53%	76%	67%	49%	67%	51%	61%	68%	72%	78%	76%	85%	74%
Is the person adequately integrated into the community?	58%	66%	58%	35%	47%	29%	49%	49%	57%	65%	68%	81%	64%



# E. Individual Service Planning – Disengagement





# 2014 Community Practice Review Metro Region Report Findings by Area

## F. Team Process

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
114. Are the individual members of the IDT following up on their responsibilities?	28% Yes (13) 72% Partial (34)	26% Yes (12) 72% Partial (34) 2% No (1)	29% Yes (14) 69% Partial (34) 2% No (1)	30% Yes (15) 66% Partial (33) 4% No (2)	28% Yes (13) 72% Partial (34)	26% Yes (12) 74% Partial (35)
115. If there is evidence of team conflict, has the team made efforts to build consensus?	83% Yes (10) 17% Partial (2)  (35 N/A)	56% Yes (10) 39% Partial (7) 6% No (1)  (29 N/A)	59% Yes (10) 41% Partial (7)  (32 N/A)	74% Yes (14) 26% Partial (5)  (31 N/A)	69% Yes (11) 19% Partial (3) 13% No (2)  (31 N/A)	53% Yes (8) 40% Partial (6) 7% No (1)  (32 N/A)
116. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs?	78% Yes (32) 22% No (9)  (5 N/A, 1 CND)	60% Yes (28) 40% No (19)	71% Yes (32) 29% No (13)  (4 N/A)	81% Yes (39) 19% No (9)  (2 N/A)	69% Yes (27) 31% No (12)  (7 N/A, 1 CND)	70% Yes (33) 30% No (14)
117. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented?	68% Yes (32) 32% Partial (15)	70% Yes (33) 28% Partial (13) 2% No (1)	80% Yes (39) 20% Partial (10)	72% Yes (36) 26% Partial (13) 2% No (1)	77% Yes (36) 23% Partial (11)	85% Yes (40) 15% Partial (7)
118. Do you recommended Team Process Training for this IDT?	9% Yes (4) 91% No (43)	13% Yes (6) 87% No (41)	8% Yes (4) 92% No (45)	6% Yes (3) 94% No (47)	6% Yes (3) 94% No (44)	6% Yes (3) 94% No (44)
119. Is there evidence or documentation of physical regression in the last year?	48% Yes (22) 52% No (24)  (1 CND)	32% Yes (15) 68% No (32)	41% Yes (20) 59% No (29)	48% Yes (24) 52% No (26)	26% Yes (12) 74% No (35)	37% Yes (17) 63% No (29)  (1 CND)



## F. Team Process

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
120. Is there evidence or documentation of behavioral or functional regression in the last year?	35% Yes (16) 65% No (30) (1 CND)	30% Yes (14) 70% No (33)	41% Yes (20) 59% No (29)	38% Yes (19) 62% No (31)	26% Yes (12) 74% No (34) (1 CND)	20% Yes (9) 80% No (36) (2 CND)
121. If #119 or 120 is Yes, is the IDT adequately addressing the regression?	54% Yes (14) 38% Partial (10) 8% No (2) (21 N/A)	65% Yes (15) 30% Partial (7) 4% No (1) (24 N/A)	70% Yes (21) 23% Partial (7) 7% No (2) (19 N/A)	70% Yes (19) 30% Partial (8)  (23 N/A)	71% Yes (12) 29% Partial (5)  (30 N/A)	70% Yes (14) 20% Partial (4) 10% No (2) (27 N/A)
122. Has the person changed residential/day services in the last year? If Yes, was the change:	21% Yes (10) 79% No (37)	13% Yes (6) 87% No (41)	24% Yes (12) 76% No (37)	30% Yes (15) 70% No (35)	15% Yes (7) 85% No (40)	11% Yes (5) 89% No (42)
122a. Planned by the IDT?	60% Yes (6) 30% Partial (3) 10% No (1) (37 N/A)	67% Yes (4)  33% No (2) (41 N/A)	83% Yes (10)  17% No (2) (37 N/A)	87% Yes (13) 7% Partial (1) 7% No (1) (35 N/A)	90% Yes (9)  10% No (1) (37 N/A)	67% Yes (4) 33% Partial (2)  (41 N/A)
122b. Appropriate to meet needs?	80% Yes (8) 10% Partial (1) 10% No (1) (37 N/A)	100% Yes (5)   (41 N/A)	85% Yes (11) 8% Partial (1) 8% No (1) (36 N/A)	100% Yes (15)   (35 N/A)	90% Yes (9) 10% Partial (1)  (37 N/A)	83% Yes (5) 17% Partial (1)  (41 N/A)
123. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person?	32% Yes (15) 66% Partial (31) 2% No (1)	34% Yes (16) 62% Partial (29) 4% No (2)	33% Yes (16) 63% Partial (31) 4% No (2)	30% Yes (15) 70% Partial (35)	28% Yes (13) 70% Partial (33) 2% No (1)	26% Yes (12) 74% Partial (35)



## F. Team Process

### Practice Challenges

- **35 of 47 persons (74%) had teams with individuals who were not following up on their responsibilities.** (72% were not in 2013, 70% were not in 2011, 71% in 2010, 74% in 2009, 72% in 2008) #114
- **The IDT process for 35 of 47 persons (74%) was not adequate for assessing, planning, implementing and monitoring of their services.** (In 2013 the process was not adequate for 72%, 70% in 2011, 67% in 2010, 66% in 2009, 68% in 2008) #123



## G. Health Related Needs

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
30. Was the case manager able to describe the person's health related needs?	57% Yes (27) 43% Partial (20)	55% Yes (26) 45% Partial (21)	73% Yes (36) 27% Partial (13)	72% Yes (36) 28% Partial (14)	74% Yes (35) 26% Partial (12)	68% Yes (32) 32% Partial (15)
38. Was the [day/employment] direct service staff able to describe the person's health related needs?	55% Yes (26) 43% Partial (20) 2% No (1)	55% Yes (26) 38% Partial (18) 6% No (3)	66% Yes (31) 34% Partial (16) (2 not scored)	58% Yes (29) 42% Partial (21)	60% Yes (28) 36% Partial (17) 4% No (2)	62% Yes (29) 38% Partial (18)
48. Was the residential service staff able to describe the person's health related needs?	64% Yes (30) 36% Partial (17)	48% Yes (22) 48% Partial (22) 4% No (2) (1 not scored)	76% Yes (37) 24% Partial (12)	74% Yes (37) 26% Partial (13)	72% Yes (34) 28% Partial (13)	64% Yes (30) 34% Partial (16) 2% No (1)
54. Overall, were the team members interviewed able to describe the person's health-related needs?	26% Yes (12) 74% Partial (35)	28% Yes (38) 72% Partial (34)	45% Yes (22) 55% Partial (27)	36% Yes (18) 64% Partial (32)	43% Yes (20) 57% Partial (27)	40% Yes (19) 60% Partial (28)
55. Is there evidence that the IDT discussed the person's health-related issues?	53% Yes (25) 45% Partial (21) 2% No (1)	55% Yes (26) 43% Partial (20) 2% No (1)	63% Yes (31) 35% Partial (17) 2% No (1)	66% Yes (33) 34% Partial (17)	64% Yes (30) 36% Partial (17)	45% Yes (21) 55% Partial (26)
56. In the opinion of the reviewer, are the person's health supports/needs being adequately addressed?	28% Yes (13) 66% Partial (31) 6% No (3)	23% Yes (11) 74% Partial (35) 2% No (1)	24% Yes (12) 76% Partial (37)	34% Yes (17) 64% Partial (32) 2% No (1)	36% Yes (17) 62% Partial (29) 2% No (1)	30% Yes (14) 70% Partial (33)



## G. Health Related Needs

### Practice Challenges

- **28 of 47 persons (60%) had teams that, overall, could not adequately describe their health-related needs.** (57% could not in 2013, 64% in 2011, 55% in 2010, 72% in 2009, 74% in 2008) #54
- **33 of 47 people (70%) did not have their health supports/needs being adequately addressed.** (64% did not in 2013, 66% in 2011, 76% in 2010 and 2009, 72% in 2008) #56



## H. Supported Employment

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
124. Has the IDT, or the reviewer recommended a supported employment assessment for the person?	55% Yes (26) 45% No (21)	74% Yes (35) 26% No (12)	71% Yes (35) 29% No (14)	60% Yes (30) 40% No (20)	74% Yes (35) 26% No (12)	79% Yes (37) 21% No (10)
125. In the opinion of the IDT or the reviewer, does the person need supported employment?	43% Yes (20) 57% No (27)	49% Yes (23) 51% No (24)	53% Yes (26) 47% No (23)	42% Yes (21) 58% No (29)	68% Yes (32) 32% No (15)	70% Yes (33) 30% No (14)
126. Did the person receive a supported employment assessment?	35% Yes (9) 65% No (17) (21 N/A)	44% Yes (16) 56% No (20) (11 N/A)	47% Yes (18) 53% No (20) (11 N/A)	33% Yes (10) 67% No (20) (20 N/A)	43% Yes (15) 57% No (20) (12 N/A)	35% Yes (13) 65% No (24) (10 N/A)
127. Does the supported employment assessment conform to the DOH regulations?	15% Yes (4) 12% Partial (3) 73% No (19) (21 N/A)	15% Yes (5) 18% Partial (6) 67% No (22) (14 N/A)	11% Yes (4) 40% Partial (14) 49% No (17) (14 N/A)	21% Yes (6) 10% Partial (3) 69% No (20) (21 N/A)	6% Yes (2) 35% Partial (12) 59% No (20) (13 N/A)	3% Yes (1) 24% Partial (9) 73% No (27) (10 N/A)
128. Does the person have a career development plan (based on assessments) that meets the person's needs?	14% Yes (3) 14% Partial (3) 71% No (15) (26 N/A)	19% Yes (5) 15% Partial (4) 65% No (17) (21 N/A)	10% Yes (3) 31% Partial (9) 59% No (17) (20 N/A)	26% Yes (6) 17% Partial (4) 57% No (13) (27 N/A)	0% Yes 24% Partial (8) 76% No (26) (13 N/A)	6% Yes (2) 9% Partial (3) 86% No (30) (12 N/A)
129. Is the person engaged in supported employment?	14% Yes (3) 86% No (18) (26 N/A)	20% Yes (5) 80% No (20) (22 N/A)	21% Yes (6) 79% No (23) (20 N/A)	29% Yes (6) 71% No (15) (29 N/A)	28% Yes (9) 72% No (23) (15 N/A)	18% Yes (6) 82% No (28) (13 N/A)



## H. Supported Employment

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
130. Is the supported work provided in accordance with the following?	0% Yes 24% Partial (5) 76% No (16) (26 N/A)	13% Yes (3) 4% Partial (1) 83% No (19) (24 N/A)	14% Yes (4) 10% Partial (3) 76% No (22) (20 N/A)	14% Yes (3) 19% Partial (4) 67% No (14) (29 N/A)	13% Yes (4) 6% Partial (2) 81% No (26) (15 N/A)	12% Yes (4) 9% Partial (3) 79% No (27) (13 N/A)
130a. At least a 10-hour work week?	10% Yes (2) 90% No (19) (26 N/A)	17% Yes (4) 83% No (19) (24 N/A)	14% Yes (4) 86% No (25) (20 N/A)	24% Yes (5) 76% No (16) (29 N/A)	16% Yes (5) 84% No (27) (15 N/A)	12% Yes (4) 88% No (30) (13 N/A)
130b. Person earns at least ½ of minimum wage?	5% Yes (1) 95% No (19) (27 N/A)	22% Yes (5) 78% No (18) (24 N/A)	21% Yes (6) 79% No (23) (20 N/A)	29% Yes (6) 71% No (15) (29 N/A)	16% Yes (5) 84% No (27) (15 N/A)	15% Yes (5) 85% No (29) (13 N/A)
130c. Work setting is at least 50% non-handicapped co-workers?	11% Yes (2) 90% No (18) (27 N/A)	17% Yes (4) 83% No (19) (24 N/A)	24% Yes (7) 76% No (22) (20 N/A)	35% Yes (7) 67% No (14) (29 N/A)	19% Yes (6) 81% No (26) (15 N/A)	21% Yes (7) 79% No (27) (13 N/A)
130d. There is a reasonable expectation that the job will continue?	15% Yes (3) 85% No (17) (27 N/A)	17% Yes (4) 83% No (19) (24 N/A)	24% Yes (7) 76% No (22) (20 N/A)	24% Yes (5) 76% No (16) (29 N/A)	19% Yes (6) 81% No (26) (15 N/A)	21% Yes (7) 79% No (27) (13 N/A)



## H. Supported Employment

### Practice Challenges

- **65% of persons recommended to receive a supported employment assessment (24 of 37, 10 N/A) had not received one.** (57% had not in 2013, 67% had not in 2011, 53% in 2010, 56% in 2009, 65% in 2008) #126
- **Of the assessments that were performed, 97% did not adequately conform to DOH regulations. (36 of 37, 10 N/A)** (94% did not in 2013, 79% did not in 2011, 89% in 2010, 85% in 2009, 85% in 2008) #127
- **33 of 35 individuals identified for supported employment services (94%, 12 N/A) did not have a career development plan that met their needs.** (100% did not in 2013, 71% in 2011, 90% in 2010, 80% in 2009 and 2008) #128
- **30 of the 34 persons for whom it was applicable were not engaged in supported employment in accordance with DOH standards. (88%, 13 N/A)** (87% were not in 2013, 86% in 2010 and 2011, 87% in 2009, 100% in 2008) #130

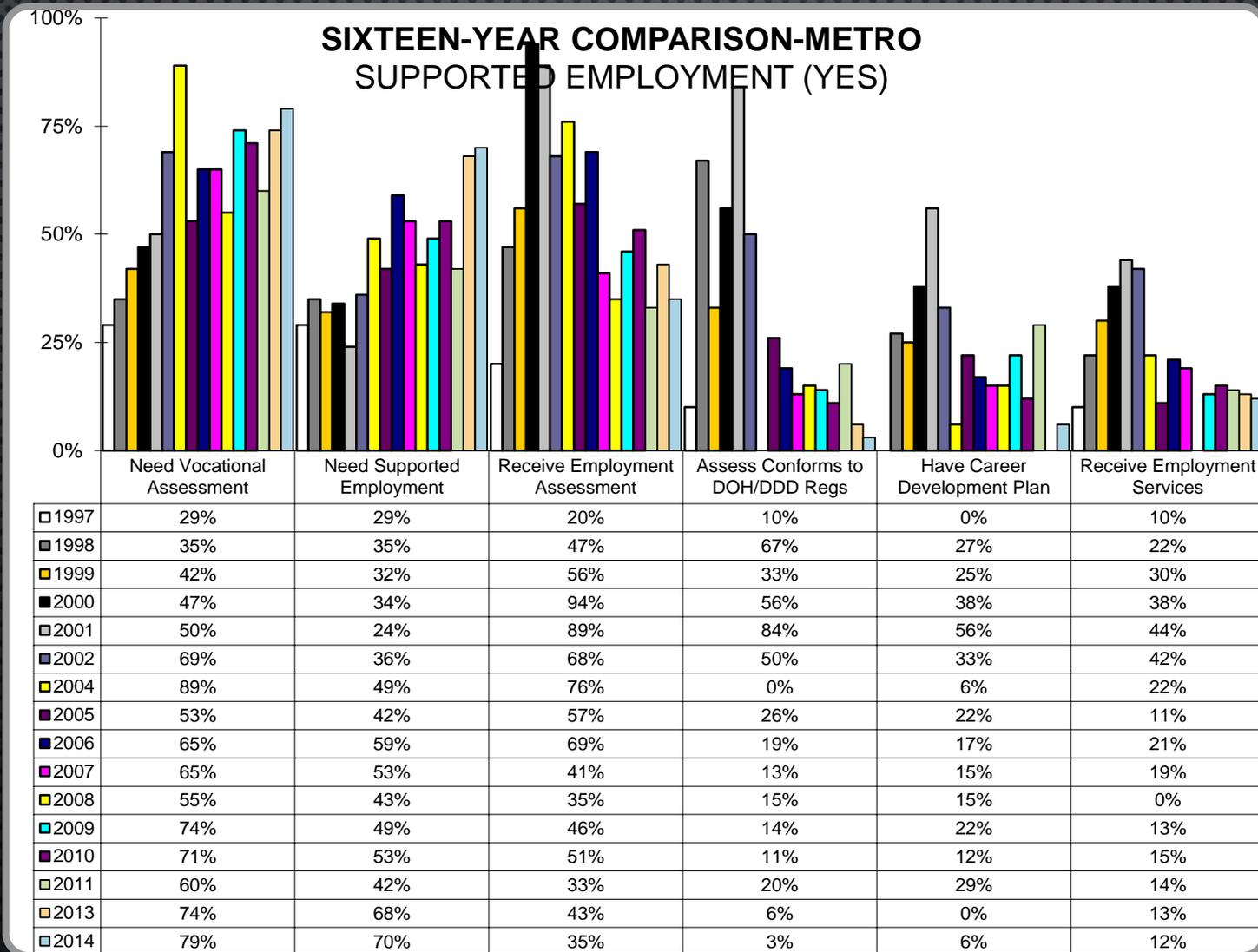


## H. Supported Employment – Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014
Need an employment assessment?	47%	50%	69%	89%	53%	65%	67%	55%	74%	71%	60%	74%	79%
Need supported employment?	34%	24%	36%	49%	42%	59%	53%	43%	49%	53%	42%	68%	70%
Receive supported employment assessment?	94%	89%	68%	76%	57%	69%	42%	35%	46%	51%	33%	43%	35%
Assessment conforms to DOH Regulations?	56%	84%	50%	0%	26%	19%	12%	15%	14%	11%	20%	6%	3%
Has a Career Development Plan?	38%	56%	33%	6%	22%	17%	15%	15%	22%	12%	29%	0%	6%
Is supported employment provided in line with requirements?	38%	44%	42%	22%	11%	21%	19%	0%	13%	15%	14%	13%	12%



## H. Supported Employment – Disengagement





# 2014 Community Practice Review Metro Region Report

## Findings by Area

### I. Day Services

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
35. Does the day/employment direct services “know” the person?	87% Yes (41) 13% Partial (6)	89% Yes (42) 11% Partial (5)	94% Yes (44) 6% Partial (3)	98% Yes (49) 2% Partial (1)	89% Yes (42) 11% Partial (5)	96% Yes (45) 4% Partial (2)
36. Does the direct service staff have adequate input into the person’s ISP?	60% Yes (28) 34% Partial (16) 6% No (3)	53% Yes (25) 43% Partial (20) 4% No (2)	66% Yes (31) 34% Partial (16)	76% Yes (38) 22% Partial (11) 2% No (1)	62% Yes (29) 32% Partial (15) 6% No (3)	64% Yes (30) 34% Partial (16) 2% No (1)
37. Did the direct service staff receive training on implementing this person’s ISP?	81% Yes (38) 17% Partial (8) 2% No (1)	72% Yes (34) 28% Partial (13)	83% Yes (39) 17% Partial (8)	90% Yes (45) 10% Partial (5)	79% Yes (37) 21% Partial (10)	81% Yes (38) 19% Partial (9)
38. Was the direct service staff able to describe this person’s health related needs?	55% Yes (26) 43% Partial (20) 2% No (1)	55% Yes (26) 38% Partial (18) 6% No (3)	66% Yes (31) 34% Partial (16)	58% Yes (29) 42% Partial (21)	60% Yes (28) 36% Partial (17) 4% No (2)	62% Yes (29) 38% Partial (18)
39. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	70% Yes (33) 30% Partial (14)	66% Yes (31) 34% Partial (16)	81% Yes (38) 19% Partial (9)	84% Yes (42) 16% Partial (8)	85% Yes (40) 15% Partial (7)	81% Yes (38) 19% Partial (9)
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?	91% Yes (43) 9% Partial (4)	89% Yes (42) 11% Partial (5)	94% Yes (44) 6% Partial (3)	92% Yes (46) 8% Partial (4)	96% Yes (45) 4% Partial (2)	87% Yes (41) 13% Partial (6)
39.b. Can the direct service staff describe his/her responsibilities in implementing the person’s ISP goals/objectives/outcomes/ action plans?	72% Yes (34) 23% Partial (11) 4% No (2)	68% Yes (32) 28% Partial (13) 4% No (2)	85% Yes (40) 15% Partial (7)	86% Yes (43) 14% Partial (7)	89% Yes (42) 11% Partial (5)	89% Yes (42) 9% Partial (4) 2% No (1)



# 2014 Community Practice Review Metro Region Report Findings by Area

## I. Day Services

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
40. Did the direct service staff have training in the ISP process?	60% Yes (28) 30% Partial (14) 11% No (5)	60% Yes (28) 38% Partial (18) 2% No (1)	89% Yes (42) 11% Partial (5)	84% Yes (42) 16% Partial (8)	79% Yes (37) 19% Partial (9) 2% No (1)	70% Yes (33) 28% Partial (13) 2% No (1)
41. Did the direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	85% Yes (40) 15% Partial (7)	85% Yes (40) 15% Partial (7)	91% Yes (43) 9% Partial (4)	92% Yes (46) 8% Partial (4)	85% Yes (40) 15% Partial (7)	83% Yes (39) 17% Partial (8)
41.a. Have training on the provider's complaint process?	91% Yes (43) 4% Partial (2) 4% No (2)	89% Yes (42) 6% Partial (3) 4% No (2)	94% Yes (44) 4% Partial (2) 2% No (1)	98% Yes (49) 2% Partial (1)	89% Yes (42) 9% Partial (4) 2% No (1)	87% Yes (41) 11% Partial (5) 2% No (1)
41.b. Have training on how and to whom to report abuse, neglect and exploitation?	91% Yes (43) 6% Partial (3) 2% No (1)	94% Yes (44) 6% Partial (3)	96% Yes (45) 4% Partial (2)	94% Yes (47) 6% Partial (3)	94% Yes (44) 6% Partial (3)	94% Yes (44) 6% Partial (3)
42. Does the direct service staff have an appropriate expectation of growth for this person?	66% Yes (31) 30% Partial (14) 4% No (2)	64% Yes (30) 32% Partial (15) 4% No (2)	85% Yes (39) 15% Partial (7) (1 add'l not scored)	66% Yes (33) 28% Partial (14) 6% No (3)	85% Yes (40) 15% Partial (7)	60% Yes (28) 38% Partial (18) 2% No (1)
43. Is the day/employment environment generally clean, free of safety hazards and conducive to the work/activity intended?	95% Yes (38) 5% Partial (2)  (5 N/A, 2 CND)	92% Yes (33) 8% Partial (3)  (8 N/A, 3 CND)	96% Yes (44) 4% Partial (2)  (1 add'l not scored)	98% Yes (49) 2% Partial (1)	96% Yes (45) 4% Partial (2)	94% Yes (44) 6% Partial (3)



## I. Day Services

### Noteworthy Practice

- **45 of 47 day/employment services staff (96%) were found to adequately “know” the person.** (89% did in 2013, 98% in 2011, 94% in 2010, 89% in 2009, 87% in 2008) #35
- **87% of staff (41 of 47) were able to provide specific information regarding the person’s daily activities, including the exact times of day the person is doing what.** (96% in 2013, 92% in 2011, 94% in 2010, 89% in 2009, 91% in 2008) #39A
- **44 of 47 day/employment environments (94%) were found to be generally clean, free of safety hazards and conducive for the work/activity intended.** (96% in 2011, 98% in 2011, 96% in 2010, 92% in 2009, 95% in 2008) #43



# 2014 Community Practice Review Metro Region Report Findings by Area

## J. Home/Residential

Question	2008 (sample=47)	2009 (sample=46)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
44. Does the residential direct services staff "know" the person?	87% Yes (41) 13% Partial (6)	87% Yes (40) 13% Partial (6)	94% Yes (46) 6% Partial (3)	96% Yes (48) 4% Partial (2)	96% Yes (45) 4% Partial (2)	98% Yes (46) 2% Partial (1)
45. Does the direct service staff have adequate input into the person's ISP?	74% Yes (35) 19% Partial (9) 6% No (3)	74% Yes (34) 20% Partial (9) 7% No (3)	82% Yes (40) 18% Partial (9)	80% Yes (40) 18% Partial (9) 2% No (1)	83% Yes (39) 11% Partial (5) 6% No (3)	81% Yes (38) 19% Partial (9)
46. Did the direct service staff receive training on the implementing this person's ISP?	70% Yes (33) 30% Partial (14)	74% Yes (34) 24% Partial (11) 2% No (1)	82% Yes (40) 18% Partial (9)	84% Yes (42) 16% Partial (8)	87% Yes (41) 13% Partial (6)	94% Yes (44) 6% Partial (3)
47. Is the residence safe for individuals (void of hazards)?	98% Yes (46) 2% No (1)	96% Yes (43) 4% No (2)	100% Yes (46) <small>(3 Not scored: 1 person deceased, 2 homes not viewed)</small>	96% Yes (48) 4% No (2)	89% Yes (42) 11% No (5)	96% Yes (45) 4% No (2)
48. Was the residential direct service staff able to describe this person's health-related needs?	64% Yes (30) 36% Partial (17)	48% Yes (22) 48% Partial (22) 4% No (2)	76% Yes (37) 24% Partial (12)	74% Yes (37) 26% Partial (13)	72% Yes (34) 28% Partial (13)	64% Yes (30) 34% Partial (16) 2% No (1)
49. Was the residential direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	72% Yes (34) 28% Partial (13)	65% Yes (3) 35% Partial (16)	90% Yes (44) 10% Partial (5)	80% Yes (40) 20% Partial (10)	89% Yes (42) 11% Partial (5)	87% Yes (41) 13% Partial (6)
49.a. Was the staff able to provide specific information regarding the person's daily activities?	98% Yes (46) 2% Partial (1)	87% Yes (40) 13% Partial (6)	94% Yes (46) 6% Partial (3)	86% Yes (43) 14% Partial (7)	98% Yes (46) 2% Partial (1)	96% Yes (45) 4% Partial (2)



# 2014 Community Practice Review Metro Region Report Findings by Area

## J. Home/Residential

Question	2008 (sample=47)	2009 (sample=46)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
49.b. Can the direct service staff describe his/her responsibilities in implementing the person's ISP goals & objectives?	74% Yes (35) 19% Partial (9) 6% No (3)	72% Yes (33) 26% Partial (12) 2% No (1)	92% Yes (45) 6% Partial (3) 2% No (1)	82% Yes (41) 18% Partial (9)	91% Yes (43) 9% Partial (4)	89% Yes (42) 11% Partial (5)
50. Did the residential direct service staff have training in the ISP process?	60% Yes (28) 34% Partial (16) 6% No (3)	65% Yes (30) 33% Partial (15) 2% No (1)	88% Yes (43) 10% Partial (5) 2% No (1)	76% Yes (38) 22% Partial (11) 2% No (1)	72% Yes (34) 21% Partial (10) 6% No (3)	77% Yes (36) 23% Partial (11)
51. Did the residential direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	74% Yes (35) 26% Partial (12)	83% Yes (38) 17% Partial (8)	86% Yes (42) 14% Partial (7)	82% Yes (41) 18% Partial (9)	81% Yes (38) 19% Partial (9)	85% Yes (40) 15% Partial (7)
51.a. Have training on the provider's complaint process?	83% Yes (39) 11% Partial (5) 6% No (3)	91% Yes (42) 4% Partial (2) 4% No (2)	94% Yes (46) 4% Partial (2) 2% No (1)	90% Yes (45) 6% Partial(3) 4% No (2)	87% Yes (41) 11% Partial (5) 2% No (1)	91% Yes (43) 9% Partial (4)
51.b. Have training on how and to whom to report abuse, neglect and exploitation?	83% Yes (39) 15% Partial (7) 2% No (1)	89% Yes (49) 11% Partial (5)	92% Yes (45) 6% Partial (3) 2% No (1)	84% Yes (42) 14% Partial (7) 2% No (1)	91% Yes (43) 9% Partial (4)	87% Yes (41) 13% Partial (6)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	64% Yes (30) 30% Partial (14) 6% No (3)	61% Yes (28) 39% Partial (18)	81% Yes (39) 19% Partial (9) (1 not scored)	72% Yes (36) 22% Partial (11) 6% No (3)	72% Yes (34) 28% Partial (13)	66% Yes (31) 32% Partial (15) 2% No (1)
53. Does the person's residential environment offer a minimal level of quality of life?	94% Yes (44) 6% Partial (3)	91% Yes (42) 9% Partial (4)	96% Yes (45) 4% Partial (2) (2 not scored)	96% Yes (48) 4% Partial (2)	91% Yes (43) 9% Partial (4)	89% Yes (42) 11% Partial (5)



## J. Home/Residential

### Noteworthy Practice:

- **46 of 47 residential direct service staff (98%) were found to adequately “know” the person.** (96% in 2013 and 2011, 94% in 2010, 87% in 2009, 87% in 2008) #44
- **96% of residences (45 of 47) were found to be safe for individuals (void of hazards).** (89% in 2013, 96% in 2011, 100% in 2010, 96% in 2009, 98% in 2008) #47
- **45 of 47 direct support staff (96%) could adequately provide specific information regarding the person’s daily activities.** (98% in 2013, 86% in 2011, 94% in 2010, 87% in 2009, 98% in 2008) #49A



## K. Case Management

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
26. Does the case manager “know” the person?	91% Yes (43) 9% Partial (4)	91% Yes (43) 9% Partial (4)	92% Yes (45) 8% Partial (4)	96% Yes (48) 4% Partial (2)	98% Yes (46) 2% Partial (1)	89% Yes (42) 9% Partial (4) 2% No (1)
27. Does the case manager understand his/her role/job?	62% Yes (29) 38% Partial (18)	45% Yes (21) 53% Partial (25) 2% No (1)	67% Yes (33) 31% Partial (15) 2% No (1)	56% Yes (28) 44% Partial (22)	60% Yes (28) 40% Partial (19)	55% Yes (26) 45% Partial (21)
28. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person?	74% Yes (35) 26% Partial (12)	85% Yes (40) 15% Partial (7)	88% Yes (43) 12% Partial (6)	84% Yes (42) 16% Partial (8)	81% Yes (38) 19% Partial (9)	72% Yes (34) 28% Partial (13)
29. Is the case manager available to the person?	85% Yes (40) 15% Partial (7)	85% Yes (40) 15% Partial (7)	84% Yes (41) 16% Partial (8)	98% Yes (49) 2% Partial (1)	85% Yes (40) 15% Partial (9)	83% Yes (39) 17% Partial (8)
30. Was the case manager able to describe the person’s health related needs?	57% Yes (27) 43% Partial (20)	55% Yes (26) 45% Partial (21)	73% Yes (36) 27% Partial (13)	72% Yes (36) 28% Partial (14)	74% Yes (35) 26% Partial (12)	68% Yes (32) 32% Yes (15)
31. Does the case manager have an appropriate expectation of growth for this person?	49% Yes (23) 47% Partial (22) 4% No (2)	53% Yes (25) 43% Partial (20) 4% No (2)	77% Yes (37) 21% Partial (10) 2% No (1) (1 not scored)	64% Yes (32) 32% Partial (16) 4% No (2)	74% Yes (35) 26% Partial (12)	40% Yes (19) 57% Partial (27) 2% No (1)



## K. Case Management

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
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?	45% Yes (21) 51% Partial (24) 4% No (2)	30% Yes (14) 70% Partial (33)	35% Yes (17) 63% Partial (31) 2% No (1)	42% Yes (21) 58% Partial (29)	30% Yes (14) 70% Partial (33)	28% Yes (13) 70% Partial (33) 2% No (1)
33. Does the case manager provide case management services at the level needed by this person?	34% Yes (16) 62% Partial (29) 4% No (2)	34% Yes (16) 64% Partial (30) 2% No (1)	51% Yes (25) 47% Partial (23) 2% No (1)	48% Yes (24) 50% Partial (25) 2% No (1)	40% Yes (19) 60% Partial (28)	49% Yes (23) 49% Partial (23) 2% No (1)
34. Does the case manager receive the type and level of support needed to do his/her job?	89% Yes (42) 11% Partial (5)	85% Yes (40) 15% Partial (7)	92% Yes (45) 8% Partial (4)	92% Yes (46) 8% Partial (4)	85% Yes (40) 15% Partial (7)	81% Yes (38) 19% Partial (9)



## K. Case Management

### Noteworthy Practice

- **89% of the case managers (42 of 47) adequately “know” the person they support.** (98% in 2013, 96% in 2011, 92% in 2010, 91% in 2009, 91% in 2008) #26
- **39 of the 47 case managers (83%) were found to be adequately available to the person.** (85% in 2013, 98% in 2011, 84% in 2010, 85% in 2009, 85% in 2008) #29

### Practice Challenges

- **72% of case management records (34 of 47) did not adequately contain documentation of monitoring and tracking the delivery of services as outlined in the ISP.** (70% did not in 2013, 58% in 2011, 65% in 2010, 70% in 2009, 55% in 2008) #32
- **24 of 47 persons (51%) did not have case management services provided at the levels needed.** (60% did not in 2013, 52% in 2011, 49% in 2010, 56% in 2009, 66% did not in 2008) #33



## L. Behavioral Support Services

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
131. Is the person considered by the IDT to need behavior services now?	60% Yes (26) 40% No (17) (4 N/A)	67% Yes (31) 33% No (15) (1 N/A)	56% Yes (27) 44% No (21) (1 N/A)	60% Yes (29) 40% No (19) (2 N/A)	52% Yes (23) 48% No (21) (3 N/A)	56% Yes (25) 44% No (20) (2 N/A)
132. In the opinion of the reviewer, does the person need behavior services?	59% Yes (26) 41% No (18) (3 N/A)	65% Yes (30) 35% No (16) (1 N/A)	51% Yes (24) 49% No (23) (2 N/A)	62% Yes (29) 38% No (18) (3 N/A)	51% Yes (22) 49% No (21) (4 N/A)	55% Yes (26) 45% No (21)
133. Have adequate behavioral assessments been completed?	85% Yes (22) 4% Partial (1) 12% No (3) (21 N/A)	87% Yes (27) 12% Partial (4) (16 N/A)	93% Yes (26) 7% Partial (2) (21 N/A)	83% Yes (25) 13% Partial (4) 3% No (1) (20 N/A)	72% Yes (18) 16% Partial (4) 12% No (3) (22 N/A)	70% Yes (19) 26% Partial (7) 4% No (1) (20 N/A)
134. Does the person have behavior support plans developed out of the behavior assessments that meet the person's needs?	77% Yes (20) 19% Partial (5) 4% No (1) (21 N/A)	73% Yes (22) 27% Partial (8) (17 N/A)	89% Yes (25) 11% Partial (3) (21 N/A)	90% Yes (26) 7% Partial (2) 3% No (1) (21 N/A)	79% Yes (19) 17% Partial (4) 4% No (1) (23 N/A)	70% Yes (19) 22% Partial (6) 7% No (2) (20 N/A)
135. Have the staff been trained on the behavior support plan?	88% Yes (23) 8% Partial (2) 4% No (1) (21 N/A)	83% Yes (25) 16% Partial (5) (17 N/A)	89% Yes (25) 11% Partial (3) (21 N/A)	86% Yes (25) 10% Partial (3) 3% No (1) (21 N/A)	79% Yes (19) 17% Partial (4) 4% No (1) (23 N/A)	85% Yes (23) 7% Partial (2) 7% No (2) (20 N/A)
136. Does the person receive behavioral services consistent with his/her needs?	88% Yes (23) 4% Partial (1) 8% No (2) (21 N/A)	77% Yes (23) 23% Partial (7) (17 N/A)	93% Yes (26) 7% Partial (2) (21 N/A)	87% Yes (26) 10% Partial (3) 3% No (1) (20 N/A)	68% Yes (17) 24% Partial (6) 8% No (2) (22 N/A)	70% Yes (19) 26% Partial (7) 4% No (1) (20 N/A)
137. Are behavior support services integrated into the ISP?	58% Yes (15) 31% Partial (8) 12% No (3) (21 N/A)	60% Yes (18) 33% Partial (10) 7% No (2) (17 N/A)	46% Yes (13) 50% Partial (14) 7% No (1) (21 N/A)	66% Yes (19) 34% Partial (10) (21 N/A)	50% Yes (12) 46% Partial (11) 4% No (1) (23 N/A)	37% Yes (10) 56% Partial (15) 7% No (2) (20 N/A)



## L. Behavioral Support Services

### Noteworthy Practice

- **85% of staff had been trained on the behavior support plan. (23 of 27, 20 N/A)** (79% in 2013, 86% in 2011, 89% in 2010, 83% in 2009, 88% in 2008) #135

### Practice Challenges

- **63% of behavior support services (17 of 27, 20 N/A) are not integrated into the ISP.** (50% were not in 2013, 34% were not in 2011, 57% in 2010, 40% in 2009, 43% in 2008) #137

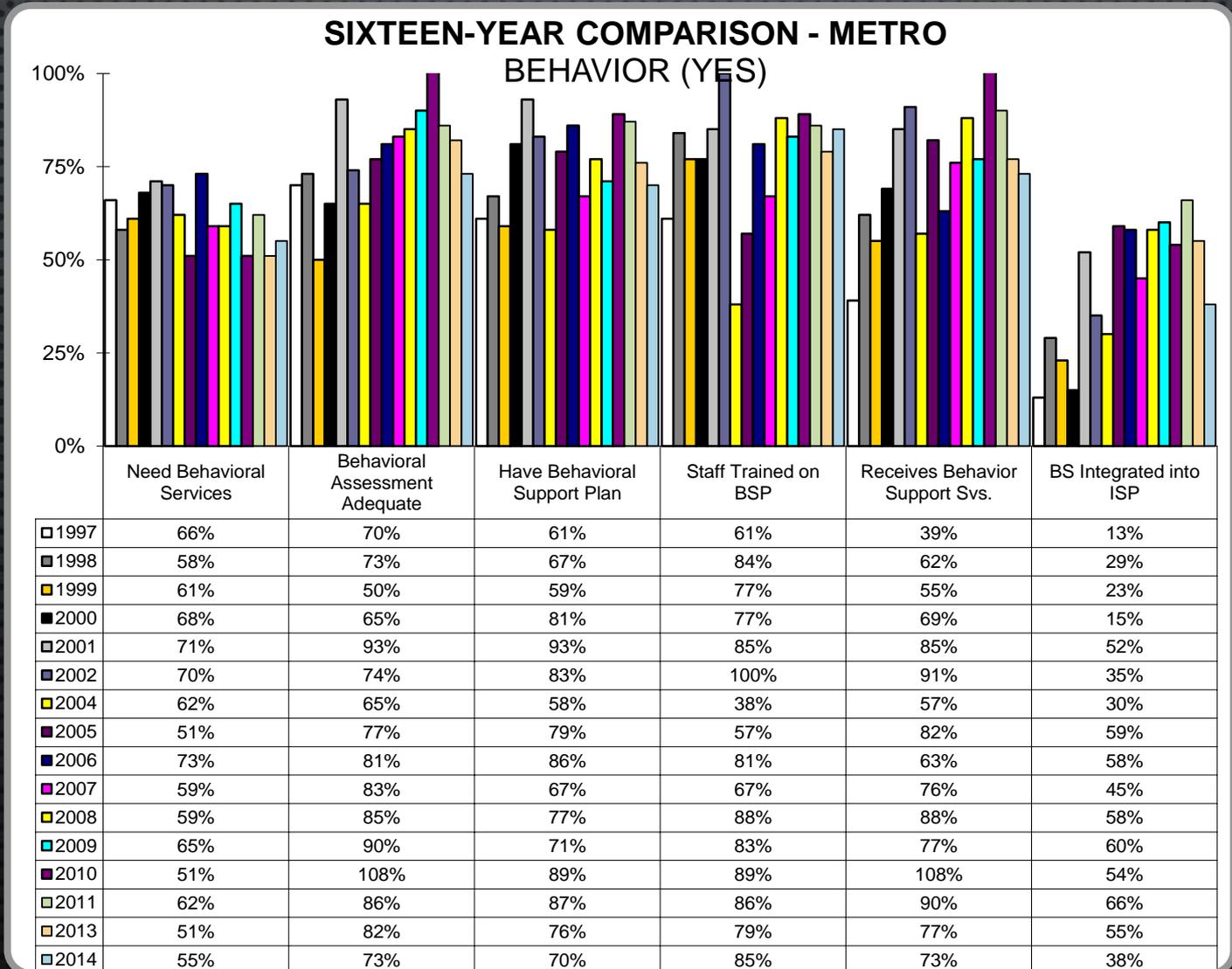


## L. Behavioral Support Services – Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014
Does the person need behavioral services?	68%	71%	70%	62%	51%	73%	59%	59%	65%	51%	62%	51%	55%
Have adequate behavioral assessments been completed?	65%	93%	74%	65%	77%	81%	83%	85%	90%	108%	86%	82%	73%
Does the person have behavior support plan developed out of the behavior assessments that meet the person's needs?	81%	93%	83%	58%	79%	86%	67%	77%	71%	89%	87%	76%	70%
Have the staff been trained on the behavior support plan?	77%	85%	100%	38%	57%	81%	67%	88%	83%	89%	86%	79%	85%
Does the person receive behavioral services consistent with his/her needs?	69%	85%	91%	57%	82%	83%	76%	88%	77%	108%	90%	77%	73%
Are behavioral support services integrated into the ISP?	15%	52%	35%	30%	59%	58%	45%	58%	60%	54%	66%	55%	38%



# L. Behavioral Support Services – Disengagement





## M. Adaptive Equipment/Augmentative Communication

Question	2008 (sample=47)	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)
138. Has the person received all adaptive equipment needed?	88% Yes (37) 12% Partial (5)  (5 N/A)	84% Yes (32) 16% Partial (6)  (9 N/A)	88% Yes (37) 12% Partial (5)  (7 N/A)	84% Yes (38) 16% Partial (7)  (5 N/A)	83% Yes (34) 15% Partial (6) 2% No (1) (6 N/A)	86% Yes (37) 14% Partial (6)  (4 N/A)
139. Has the person received all assistive technology needed?	76% Yes (28) 24% Partial (9)  (10 N/A)	73% Yes (24) 18% Partial (6) 9% No (3) (14 N/A)	79% Yes (30) 18% Partial (7) 3% No (1) (11 N/A)	67% Yes (26) 31% Partial (12) 3% No (1) (11 N/A)	81% Yes (25) 16% Partial (5) 3% No (1) (16 N/A)	65% Yes (24) 35% Partial (13)  (10 N/A)
140. Has the person received all communication assessments and services?	75% Yes (33) 20% Partial (9) 5% No (2) (3 N/A)	78% Yes (32) 20% Partial (8) 2% No (1) (6 N/A)	71% Yes (32) 27% Partial (12) 2% No (1) (4 N/A)	72% Yes (34) 28% Partial (13)  (3 N/A)	84% Yes (36) 14% Partial (6) 2% No (1) (4 N/A)	81% Yes (34) 19% Partial (8)  (5 N/A)



## M. Adaptive Equipment/Augmentative Communication

### Noteworthy Practice

- **86% of individuals (37 of 43, 4 N/A) determined to need adaptive equipment have received it.** (84% in 2013, 84% in 2011, 88% in 2010, 84% in 2009, 88% in 2008) #138
- **34 of 42 persons identified to need communication assessments and services (81%, 5 N/A) adequately received them.** (84% in 2013, 72% in 2011, 71% in 2010, 78% in 2009, 75% in 2008) #140

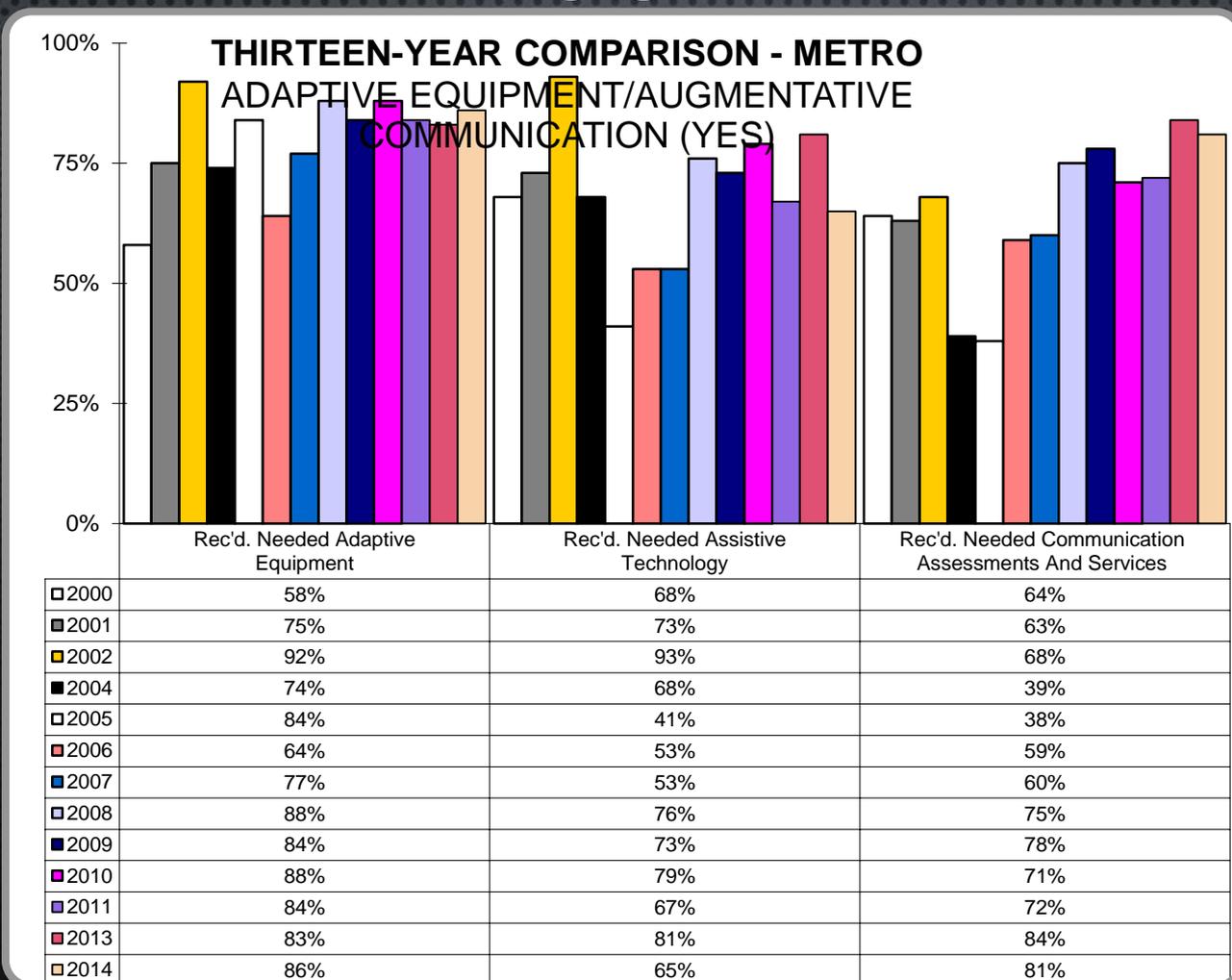


## M. Adaptive Equipment/Augmentative Communication Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014
138. Has the person received all adaptive equipment needed?	58%	75%	92%	74%	84%	64%	77%	88%	84%	88%	84%	83%	86%
139. Has the person received all assistive technology needed?	68%	73%	93%	68%	41%	53%	53%	76%	73%	79%	67%	81%	65%
140. Has the person received all communication assessments and services needed?	64%	63%	68%	39%	38%	59%	60%	75%	78%	71%	72%	84%	81%



# M. Adaptive Equipment/Augmentative Communication Disengagement





# Thank you!

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