



# **2019 Individual Quality Review Northeast Region Findings**

Northeast Surveys: May 18 – June 5 and June 8 – June 26, 2020

**FINAL: 7.22.2020; Re-Issued 8.4.2020**



**Class Members: 21 (NE region)**

**Northeast Sample: 10 (48%)**

**3 Case Management Agencies  
Represented in the Sample**

<u>Agency</u>	<u># in sample</u>
<u>NERO (ICF/IDD)</u>	<u>1</u>
<u>Unidas</u>	<u>1</u>
<u>Visions</u>	<u>5</u>

**3 People in the sample receive services through the Mi Via Waiver**



## Number Reviewed by CCS and Residential Provider

	<b>CCS</b>	<b>Residential</b>
<b>Benchmark</b>	<b>2</b>	<b>2</b>
<b>CDD</b>	<b>1</b>	<b>1</b>
<b>Community Options</b>	<b>1</b>	<b>1</b>
<b>ESEM</b>	<b>1</b>	<b>1</b>
<b>EnSuenos y Los Angelitos</b>	<b>1</b>	<b>1</b>
<b>Phame</b>	<b>1</b>	<b>0</b>
<b>R-Way</b>	<b>0</b>	<b>1</b>

**3 people receive services through the Mi Via Waiver**



# Class Members with Immediate or Special Needs

## Individuals Needing Immediate Attention: 5 People

*Individuals for whom urgent health, safety, environment and/or **(50% of sample)** abuse/neglect/exploitation issues were identified which the team is not successfully and actively in the process of addressing in a timely fashion*

## Individuals Needing Special Attention: 8 People

*Individuals for whom issues have been identified that, if not **(80% of sample)** effectively addressed, are likely to become an urgent health and safety concern.*

In 2018, five people (50%) needed Special Attention and five (50%) required Immediate Attention.

In 2017, three people (33%) needed Special Attention; four people (44%) required Immediate Attention.

In 2016, one person (9%) needed Immediate Attention and one person (9%) required Special Attention.

In 2015, three people (23%) needed Special Attention; no one required Immediate Attention

In 2014, two people (14%) needed Immediate Attention; two people (14%) required Special Attention.

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

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

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

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



**Key:**

**“No” = No compliance**

**“Needs Improvement” = Few of the indicators are met, many are inconsistently met**

**“Many” = Many indicators met, but not all**

**“Yes” = Full compliance**

**“NA” = Not Applicable, which represents an item that does not apply to the individual**

**“CND” = Can Not Determine which means there was not enough information**



# Findings by Area

## CASE MANAGEMENT

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
24. Does the case manager "know" the person? CPRQ26; '17IQR#8c, '18IQR24	100% Yes (14)	100% Yes (11)	100% Yes (9)	75% Yes (6) 25% Many (2)	100% Yes (8)	57.1% Yes (4) 42.9% Many (3)
25. Does the case manager understand his/her role/job? CPRQ27 '17IQR#16, '18IQR25	36% Yes (5) 64% Partial (9)	64% Yes (7) 36% Partial (4)	33% Yes (3) 67% Partial (6)	0% Yes 38% Many (3) 63% Needs Impv (5)	0% Yes 63% Many (5) 38% Needs Impv (3)	0% Yes 100% Many (7)
26. Is the case manager available to the person? CPRQ29; '17IQR#16a, '18IQR27	71% Yes (10) 29% Partial (4)	91% Yes (10) 9% Partial (1)	44% Yes (4) 56% Partial (5)	57% Yes (4) 43% Needs Impv (3) (1 N/A)	88% Yes (7) 13% Many (1)	42.9% Yes (3) 57.1% Many (4)
27. Was the case manager able to describe the person's health related needs? CPRQ30, , '18IQR28	43% Yes (6) 57% Partial (8)	91% Yes (10) 9% Partial (1)	78% Yes (7) 22% Partial (2)		38% Yes (3) 50% Many (4) 13% Needs Impv (1)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)
28. Does the case manager have an appropriate expectation of growth for this person? CPRQ31, '18IQR29	50% Yes (7) 50% Partial (7)	82% Yes (9) 18% Partial (2)	56% Yes (5) 44% Partial (4)		100% Yes (8)	100% Yes (7)
29. Does the case management record contain documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP? CPRQ32; '17IQR#16b, '18IQR30	21% Yes (3) 79% Partial (11)	27% Yes (3) 73% Partial (8)	22% Yes (2) 78% Partial (7)	0% Yes 25% Many (2) 50% Needs Impv (4) 25% No (2)	13% Yes (1) 25% Many (2) 63% Needs Impv (5)	0% Yes 100% Many (7)
30. Does the case manager provide case management services at the level needed by this person? CPRQ33; '17IQR#16c, '18IQR31	21% Yes (3) 79% Partial (11)	64% Yes (7) 36% Partial (4)	44% Yes (4) 56% Partial (5)	25% Yes (2) 13% Many (1) 63% Needs Impv (5)	0% Yes 75% Many (6) 25% Needs Impv (2)	0% Yes 71.4% Many (5) 28.6% Needs Impv (2)



# 2019 Individual Quality Review Northeast Region Report Findings by Area

EMPLOYMENT AND DAY						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
31. Does the direct services staff "know" the person? CPRQ35; '17IQR#8a, '18IQR33	100% Yes (13)  (1 notscored)	91% Yes(10) 9% Partial(1)	100% Yes (8)  (1 notscored)	75% Yes (6) 13% Many (1) 13% Needs Impv (1)	86% Yes (6) 14% Many (1)	85.7% Yes (6) 14.3% Many (1)
32. Does the direct service staff have input into the person's ISP? CPRQ36, '18IQR34	58% Yes (7) 33% Partial(4) 8% No (1) (2 notscored)	91% Yes (10)  9% No (1)	50% Yes (4) 50% Partial(4)  (1 not scored)		43% Yes (3) 43% Many (3) 14% No (1)	57.1% Yes (4) 42.9% Many (3)
33. Did the direct service staff receive training on implementing this person's ISP? CPRQ37, '18IQR35	100% Yes (12)  (2 notscored)	82% Yes (9) 18% Partial(2)	75% Yes (6) 25% Partial(2) (1 notscored)		71% Yes (5) 29% Many (2)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)
34. Was the direct service staff able to describe this person's health-related needs? CPRQ38, '18IQR36	77% Yes(10) 23% Partial(3) (1 notscored)	55% Yes (6) 45% Partial(5)	75% Yes (6) 25% Partial(2) (1 notscored)		29% Yes (2) 71% Many (5)	0% Yes 57.1% Many (4) 42.9% Needs Impv (3)
35. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39, '18IQR37	92% Yes(12) 8% Partial(1) (1 notscored)	91% Yes(10) 9% Partial(1)	75% Yes (6) 25% Partial(2) (1 notscored)		57% Yes (4) 43% Many (3)	0% Yes 100% Many (7)
35a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ39a, '18IQR37a	92% Yes(12) 8% Partial(1)  (1 notscored)	100% Yes (11)	75% Yes (6) 25% Partial(2) (1 notscored)		86% Yes (6) 14% Many (1)	71.4% Yes (5) 28.6% Many (2)
35b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ39b, '18IQR37b	92% Yes(12) 8% Partial(1) (1 notscored)	91% Yes(10) 9% Partial(1)	88% Yes (7) 13% Partial(1) (1 notscored)		57% Yes (4) 43% Many (3)	14.3% Yes (1) 57.1% Many (4) 28.6% Needs Impv (2)



## 2019 Individual Quality Review Northeast Region Report **Findings by Area**

### EMPLOYMENT AND DAY (continued)

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
36. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41, '18IQR39	67% Yes (8) 33% Partial(4) (2 not scored)	82% Yes (9) 18% Partial(2)	88% Yes (7) 13% Partial(1) (1 not scored)		71% Yes (5) 14% Many (1) 14% No (1)	85.7% Yes (6) 14.3% Needs Impv (1)
37. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42, '18IQR40	69% Yes (9) 23% Partial(3) 8% No (1) (1 not scored)	82% Yes (9) 18% Partial(2)	63% Yes (5) 25% Partial(2) 13% No(1) (1 not scored)		86% Yes (6) 14% No(1)	100% Yes (7)
38. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43, '18IQR41	100% Yes (13)  (1 not scored)	100% Yes (11)	75% Yes (6) 25% Partial(2) (1 not scored)		86% Yes (6) 14% Many (1)	100% Yes (4) (3 CND)



# 2019 Individual Quality Review Northeast Region Report **Findings by Area**

RESIDENTIAL						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
39. Does the residential direct services staff "know" the person? CPRQ44; '17IQR#8b, '18IQR42	100% Yes (14)	100% Yes (11)	78% Yes (7) 22% Partial (2)	71% Yes (5) 29% Needs Impv (2) (1 CND)	100% Yes (8)	42.9% Yes (3) 57.1% Many (4)
40. Does the direct service staff have input into the person's ISP? CPRQ45, '18IQR43	62% Yes (8) 31% Partial (4) 7% No (1) (1 not scored)	91% Yes (10) 9% No (1)	78% Yes (7) 22% Partial (2)		63% Yes (5) 25% Many (2) 13% Needs Impv (1)	57.1% Yes (4) 28.6% Many (2) 14.3% No (1)
41. Did the direct service staff receive training on implementing this person's ISP? CPRQ46, '18IQR44	92% Yes (12) 8% Partial (1) (1 not scored)	91% Yes (10) 9% Partial (1)	89% Yes (8) 11% Partial (1)		88% Yes (7) 13% Many (1)	28.6% Yes (2) 71.4% Many (5)
42. Is the residence safe for individuals (void of hazards)? CPRQ47, '18IQR45	100% Yes (14)	100% Yes (11)	78% Yes (7) 22% No (2)		88% Yes (7) 13% Many (1)	71.4% Yes (5) 28.6% Many (2)
43. Was the residential direct service staff able to describe this person's health-related needs? CPRQ48, '18IQR46	64% Yes (9) 36% Partial (5)	45% Yes (5) 55% Partial (6)	44% Yes (4) 56% Partial (5)		50% Yes (4) 50% Many (4)	28.6% Yes (2) 71.4% Many (5)
44. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49, '18IQR47	93% Yes (13) 7% Partial (1)	82% Yes (9) 18% Partial (2)	78% Yes (7) 22% Partial (2)		63% Yes (5) 38% Many (3)	28.6% Yes (2) 71.4% Many (5)
44a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ49a, '18IQR47a	100% Yes (14)	100% Yes (11)	89% Yes (8) 11% Partial (1)		100% Yes (8)	28.6% Yes (2) 42.9% Many (3) 28.6% Needs Impv (2)
44b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ49b, '18IQR47b	92% Yes (12) 8% Partial (1) (1 not scored)	82% Yes (9) 18% Partial (2)	67% Yes (6) 33% Partial (3)		63% Yes (5) 38% Many (3)	57.1% Yes (4) 42.9% Many (3)



## 2019 Individual Quality Review Northeast Region Report **Findings by Area**

### RESIDENTIAL (continued)

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
45. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51, '18IQR49	93% Yes(13) 7% Partial(1)	91% Yes(10) 9% Partial(1)	78% Yes (7) 22% Partial(2)		100% Yes (8)	100% Yes (7)
46. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52, '18IQR50	57% Yes (8) 36% Partial(5) 7% No (1)	82% Yes (9) 9% Partial(1) 9% No (1)	78% Yes (7) 11% Partial(1) 11% No(1)		88% Yes (7) 13% Needs Impv(1)	71.4% Yes (5) 14.3% Many (1) 14.3% No (1)
47. Does the person's residential environment offer a minimal level of quality of life? CPRQ53, '18IQR51	86% Yes (12) 14% Partial(2)	82% Yes (9) 18% Partial(2)	67% Yes (6) 33% Partial(3)		88% Yes (7) 13% Needs Impv(1)	57.1% Yes (4) 42.9% Many (3)



# 2019 Individual Quality Review Northeast Region Report **Findings by Area**

HEALTH						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
48. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b, '18IQR52	14% Yes (2) 86% Partial (12)	36% Yes (4) 64% Partial (7)	44% Yes (4) 56% Partial (5)	75% Yes (6) 13% Many (1) 13% Needs Impv (1)	13% Yes (1) 88% Many (7)	0% Yes 85.7% Many (6) 14.3% Needs Impv (1)
49. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21, '18IQR53	36% Yes (5) 64% Partial (9)	64% Yes (7) 36% Partial (4)	22% Yes (2) 78% Partial (7)	38% Yes (3) 38% Many (3) 25% Needs Impv (2)	13% Yes (1) 63% Many (5) 25% Needs Impv (2)	42.9% Yes (3) 42.9% Many (3) 14.3% Needs Impv (1)
50. Was the eChat updated timely? '17IQR#18g, '18IQR54				63% Yes (5) 25% Needs Impv (2) 13% No (1)	25% Yes (2) 38% Many (3) 38% Needs Impv (3)	0% Yes 71.4% Many (5) 14.3% Needs Impv (1) 14.3% No (1)
50a. Is the eChat updated timely with the ISP and after changes in condition?						57.1% Yes (4) 28.6% Many (2) 14.3% No (1)
50b. Is the eChat complete?						0% Yes 85.7% Many (6) 14.3% No (1)
50c. Is the eChat accurate?						28.6% Yes (2) 14.3% Many (1) 28.6% Needs Impv (2) 28.6% No (2)



# 2019 Individual Quality Review Northeast Region Report **Findings by Area**

HEALTH (continued)						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
51. Are all of the individual's needed medical treatments, including routine, scheduled and chronic needs, timely received? 17IQR#19, '18IQR55				13% Yes (1) 50% Many (4) 38% Needs Impv (3)	13% Yes (1) 75% Many (6) 13% Needs Impv (1)	42.9% Yes (3) 42.9% Many (3) 14.3% Needs Impv (1)
52. Has the individual received all age and gender appropriate health screening/immunizations in accordance with national best practice and/or as recommended ... <i>(Does the individual receive routine/scheduled medical treatment? 17IQR#19a, '18IQR56)</i>				63% Yes (5) 25% Many (2) 13% Needs Impv (1)	25% Yes (2) 50% Many (4) 25% Needs Impv (2)	0% Yes 71.4% Many (5) 28.6% Needs Impv (2)
53. Does the individual receive medication as prescribed? 17IQR#19e, '18IQR57				43% Yes (3) 29% Many (2) 29% Needs Impv (2) (1 CND)	13% Yes (1) 50% Many (4) 38% Needs Impv (3)	0% Yes 28.6% Many (2) 71.4% Needs Impv (5)
54. Are nursing services provided as needed by the individual? 17IQR#20, '18IQR59				13% Yes (1) 38% Many (3) 50% Needs Impv (4)	0% Yes 75% Many (6) 25% Needs Impv (2)	14.3% Yes (1) 14.3% Many (1) 71.4% Needs Impv (5)
55. Is the CARMP consistent with recommendation in other healthcare documents? <i>(Is the CARMP is accurate? '17IQR#21f, '18IQR60)</i>				67% Yes (4) 17% Many (1) 17% Needs Impv (1) (1 N/A, 1 CND)	14% Yes (1) 71% Many (5) 14% Needs Impv (1) (1 N/A)	0% Yes 83.3% Many (5) 16.7% Needs Impv (1) (1 N/A)
56. Is the CARMP consistently implemented as intended? , '18IQR61					71% Yes (5) 14% Many (1) 14% Needs Impv (1) (1 N/A)	50% Yes (3) 16.7% Many (1) 33.3% Needs Impv (2) (1 N/A)



# 2019 Individual Quality Review Northeast Region Report **Findings by Area**

HEALTH (continued)						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
57. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19, '18IQR62	14% Yes (2) 86% Partial (12)	27% Yes (3) 73% Partial (8)	22% Yes (2) 78% Partial (7)		0% Yes 63% Many (5) 38% Needs Impv (3)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)
57a. Are assessment recommendations followed up on in a timely way?						14.3% Yes (1) 85.7% Many (6)
57b. Were needed equipment/communication devices delivered timely?						85.7% Yes (6) 14.3% No (1)
57c. Were medical specialist appointments attended timely?						42.9% Yes (3) 42.9% Many (3) 14.3% No (1)
57d. Were changes in personal condition, if any, responded to timely?						85.7% Yes (6) 14.3% Many (1)
57e. Were Health Care Plans available, accurate and consistently implemented?						28.6% Yes (2) 28.6% Many (2) 28.6% Needs Impv (2) 14.3% No (1)



# 2019 Individual Quality Review Northeast Region Report **Findings by Area**

ASSESSMENTS						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
58. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18, '18IQR65	14% Yes (2) 86% Partial (12)	64% Yes (7) 36% Partial (4)	11% Yes (1) 89% Partial (8)	13% Yes (1) 25% Many (2) 63% Needs Impv (5)	13% Yes (1) 75% Many (6) 13% Needs Impv (1)	14.3% Yes (1) 57.1% Many (4) 28.6% Needs Impv (2)
59. Are the assessments adequate for planning? CPRQ59; '17IQR#4f, '18IQR66	29% Yes (4) 71% Partial (10)	55% Yes (6) 45% Partial (5)	11% Yes (1) 89% Partial (8)	18% Yes (1) 50% Many (4) 38% Needs Impv (3)	0% Yes 63% Many (5) 38% Needs Impv (3)	0% Yes 57.1% Many (4) 42.9% Needs Impv (3)
59a. Were assessments provided timely?						0% Yes 71.4% Many (5) 28.6% Needs Impv (2)
59b. Did assessments contain accurate information?						0% Yes 71.4% Many (5) 28.6% Needs Impv (2)
59c. Did assessments contain information accurate to guide planning?						0% Yes 57.1% Many (4) 42.9% Needs Impv (3)
59d. Did assessments contain recommendations?						28.6% Yes (2) 71.4% Many (5)
60. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5, '18IQR67	29% Yes (4) 71% Partial (10)	45% Yes (5) 45% Partial (5) 9% No (1)	11% Yes (1) 78% Partial (7) 11% No (1)	25% Yes (2) 50% Many (4) 25% Needs Impv (2)	0% Yes 63% Many (5) 25% Needs Impv (2) 13% No (1)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)



# 2019 Individual Quality Review Northeast Region Report **Findings by Area**

## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
61. For medical, clinical or health related rec's, has a DCF been completed if the individual and/or their guardian/health care decision maker have decided not to follow all or part of an order, rec, or suggestion? '17IQR#5c, '18IQR68				67% Yes(2) 33% No(1) (5 N/A)	17% Yes (1) 50% Many (3) 33% Needs Impv(2) (2 N/A)	50% Yes (2) 50% No(2) (3 N/A)
62. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9, '18IQR69	100% Yes (14)	100% Yes (11)	100% Yes (9)	71% Yes (5) 29% Needs Impv(2) (1 N/A)	100% Yes (8)	100% Yes (7)
63. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3, '18IQR70	50% Yes (7) 50% Partial(7)	64% Yes (7) 36% Partial(4)	56% Yes (5) 44% Partial(4)	50% Yes (4) 25% Many (2) 25% Needs Impv(2)	25% Yes (2) 50% Many (4) 13% Needs Impv(1) 13% No (1)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)
64. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP? CPRQ63; '17IQR#3d, '18IQR71	42% Yes (5) 50% Partial(6) 8% No(1) (2 N/A)	63% Yes (5) 38% Partial(3)  (3 N/A)	50% Yes (4) 38% Partial(3) 13% No(1) (1 N/A)	67% Yes (4) 17% Needs Impv(1) 17% No (1) (2 N/A)	0% Yes 67% Many (4) 33% Needs Impv(2) (2 N/A)	20% Yes (1) 40% Many (2) 40% Needs Impv(2) (2 N/A)
65. Does my ISP contain current and accurate information? '17IQR#6, '18IQR72				38% Yes (3) 25% Many (2) 38% Needs Impv(3)	0% Yes 75% Many (6) 25% Needs Impv(2)	14.3% Yes (1) 57.1% Many (4) 14.3% Needs Impv (1) 14.3% No (1)
66. Does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b, '18IQR73	36% Yes (5) 64% Partial(9)	36% Yes (4) 64% Partial(7)	56% Yes (5) 44% Partial(4)	50% Yes (4) 38% Needs Impv(3) 13% No (1)	50% Yes (4) 25% Many (2) 13% Needs Impv(1) 13% No (1)	42.9% Yes (3) 28.6% Many (2) 14.3% Needs Imv (1) 14.3% No (1)



# 2019 Individual Quality Review Northeast Region Report **Findings by Area**

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

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
67. Does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c, '18IQR74	57% Yes (8) 36% Partial (5) 7% No (1)	55% Yes (6) 45% Partial (5)	56% Yes (5) 44% Partial (4)	50% Yes (4) 13% Many (1) 25% Needs Impv (2) 13% No (1)	75% Yes (6) 13% Many (1) 13% Needs Impv (1)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)
68. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a, '18IQR75				25% Yes (2) 13% Many (1) 38% Needs Impv (3) 25% No (2)	0% Yes 38% Many (3) 50% Needs Impv (4) 13% No (1)	14.3% Yes (1) 57.1% Many (4) 28.6% Needs Impv (2)
69. Does the data kept identify what the person does so a determination regarding progress/lack of progress can be made? '17IQR#12b, '18IQR76				13% Yes (1) 50% Needs Impv (4) 38% No (3)	0% Yes 25% Many (2) 25% Needs Impv (2) 50% No (4)	14.3% Yes (1) 28.6% Many (2) 42.9% Needs Impv (3) 14.3% No (1)
70. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c, '18IQR77				0% Yes 13% Many (1) 50% Needs Impv (4) 38% No (3)	0% Yes 25% Many (2) 25% Needs Impv (2) 50% No (4)	0% Yes 57.1% Many (4) 42.9% Needs Impv (3)
71. If the person is not successful in achieving actions steps, has the team tried to determine why, and change their approach if needed? '18IQR78				0% Yes 43% Needs Impv (3) 57% No (4) (1 N/A)	14% Yes (1) 14% Many (1) 43% Needs Impv (3) 29% No (2) (1 N/A)	28.6% Yes (2) 14.3% Many (1) 42.9% Needs Impv (3) 14.3% No (1)
72. If the person achieves action steps, does the team move to the next in the progression of steps or develops a new one? '17IQR#12c, '18IQR79				0% Yes 25% Many (1) 25% Needs Impv (1) 50% No (2) (4 N/A)	14% Yes (1) 29% Needs Impv (2) 57% No (4) (1 N/A)	50% Yes (3) 33.3% Many (2) 16.7% Needs Impv (1) (1 N/A)



# 2019 Individual Quality Review Northeast Region Report **Findings by Area**

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

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
73. Has the person made measurable progress on actions steps during this past year?'17IQR#13b, '18IQR80				0% Yes 63% Needs Impv (5) 38% No (3)	0% Yes 38% Many (3) 25% Needs Impv (2) 38% No (3)	0% Yes 42.9% Many (3) 57.1% Needs Impv (4)
74. Do the outcomes in the ISP include criteria by which the team can determine when the outcome(s) have been achieved? CPRQ67; '17IQR#7e, '18IQR81	36% Yes (5) 64% Partial (9)	36% Yes (4) 64% Partial (7)	22% Yes (2) 67% Partial (6) 11% No (1)	38% Yes (3) 50% Needs Impv (4) 13% No (1)	50% Yes (4) 13% Many (1) 25% Needs Impv (2) 13% No (1)	42.9% Yes (3) 28.6% Many (2) 28.6% Needs Impv (2)
75. Are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d, '18IQR82	43% Yes (6) 50% Partial (7) 7% No (1)	45% Yes (5) 55% Partial (6)	56% Yes (5) 44% Partial (4)	38% Yes (3) 13% Many (1) 50% Needs Impv (4)	100% Yes (8)	57.1% Yes (4) 28.6% Many (2) 14.3% Needs Impv (1)
76. Do the ISP outcomes and related action plans and teaching strategies address the person's major needs as identified in the Personal Challenges and Obstacles That Need to be Addressed In Order to Achieve the Desired Outcomes section of the ISP/Action plans?" CPRQ69; '17IQR#7g, '18IQR83	50% Yes (7) 43% Partial (6) 7% No (1)	45% Yes (5) 55% Partial (6)	44% Yes (4) 56% Partial (5)	25% Yes (2) 25% Yes (2) 50% Needs Impv (4)	50% Yes (4) 25% Many (2) 13% Needs Impv (1) 13% No (1)	14.3% Yes (1) 85.7% Many (6)
77. Are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i, '18IQR84	21% Yes (3) 50% Partial (7) 29% No (4)	36% Yes (4) 64% Partial (7)		0% Yes 17% Many (1) 71% Needs Impv (5) 17% Many (1) (1 N/A)	13% Yes (1) 13% Many (1) 38% Needs Impv (3) 38% No (3)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)
78. Are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m, '18IQR85	7% Yes (1) 79% Partial (11) 14% No (2)	30% Yes (3) 70% Partial (7)  (1 N/A)		13% Yes (1) 25% Many (2) 50% Needs Impv (4) 13% No (1)	13% Yes (1) 13% Many (1) 75% Needs Impv (6)	0% Yes 71.4% Many (5) 14.3% Needs Impv (1) 14.3% No (1)



## 2019 Individual Quality Review Northeast Region Report **Findings by Area**

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

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
79. Has the person made measurable progress in therapy this year? '17IQR#13a, '18IQR86				13% No (1) 25% Many (2) 38% Needs Impv (3) 25% No (2)	13% Yes (1) 13% Many (1) 75% Needs Impv (6)	0% Yes 57.1% Many (4) 42.9% Needs Impv (3)
80. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c, '18IQR87	71% Yes (10) 29% Partial (4)	91% Yes (10) 9% Partial (1)	89% Yes (8) 11% Partial (1)	50% Yes (4) 13% Many (1) 38% Needs Impv (3)	25% Yes (2) 38% Many (3) 38% Needs Impv (3)	14.3% Yes (1) 42.9% Many (3) 28.6% Needs Impv (2) 14.3% No (1)
81. Does the ISP contain information regarding primary health (medical) care? CPRQ74, '18IQR88	93% Yes (13) 7% Partial (1)	91% Yes (10) 9% Partial (1)	78% Yes (7) 22% Partial (2)		75% Yes (6) 25% Many (2)	71.4% Yes (5) 28.6% Many (2)
81a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a, '18IQR88a	100% Yes (14)	100% Yes (11)	89% Yes (8) 11% Partial (1)		88% Yes (7) 13% No (1)	85.7% Yes (6) 14.3% No (1)
81b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b, '18IQR88b	93% Yes (13) 7% Partial (1)	91% Yes (10) 9% Partial (1)	78% Yes (7) 22% Partial (2)		88% Yes (7) 13% Many (1)	85.7% Yes (6) 14.3% No (1)
82. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76, '18IQR89	93% Yes (13) 7% Partial (1)	91% Yes (10) 9% Partial (1)	78% Yes (7) 22% Partial (2)		88% Yes (7) 13% Many (1)	57.1% Yes (4) 28.6% Many (2) 14.3% No (1)
83. Based on the evidence, is adequate transportation available for the person? <i>(Does the ISP reflect how the person will get to work/day activities, shopping, and social activities?)</i> CPRQ75, '18IQR90	78% Yes (7)  22% No (2) (5 N/A)	100% Yes (4)  (7 N/A)	33% Yes (1) 67% Partial (2)  (6 N/A)		88% Yes (7) 13% No (1)	100% Yes (7)



# 2019 Individual Quality Review Northeast Region Report Findings by Area

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

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
84. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a, '18IQR91	64% Yes (9) 29% Partial (4) 7% No (1)	70% Yes (7) 30% Partial (3) (1 N/A)	63% Yes (5) 25% Partial (2) 13% No (1) (1 N/A)	50% Yes (4) 25% Many (2) 13% Needs Impv (1) 13% No (1)	38% Yes (3) 50% Many (4) 13% No (1)	42.9% Yes (3) 28.6% Many (2) 14.3% Needs Impv (1) 14.3% No (1)
85. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7, '18IQR92	7% Yes (1) 93% Partial (13)	9% Yes (1) 91% Partial (10)	11% Yes (1) 89% Partial (8)	0% Yes 25% Many (2) 75% Needs Impv (6)	0% Yes 63% Many (5) 38% Needs Impv (3)	0% Yes 85.7% Many (6) 14.3% Needs Impv (1)
86. Is the ISP being implemented? (If 85 is "3") CPRQ79 '17IQR#12, '18IQR93	100% Yes (1) (13 N/A)	0% Yes 100% Partial (1) (10 N/A)	100% Yes (1) (8 N/A)	0% Yes 13% Many (1) 63% Needs Impv (5) 25% No (2)	(8 N/A)	(7 N/A)
87a. Is the ISP being implemented? (If 85 is "0", "1", or "2") CPRQ80a '17IQR#12, '18IQR94a	23% Yes (3) 77% Partial (10) (1 N/A)	30% Yes (3) 70% Partial (7) (1 N/A)	38% Yes (3) 63% Partial (5) (1 N/A)	0% Yes 13% Many (1) 63% Needs Impv (5) 25% No (2)	0% Yes 38% Many (3) 63% Needs Impv (5)	0% Yes 71.4% Many (5) 28.6% Needs Impv (2)
87b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11, '18IQR94b	15% Yes (2) 85% Partial (11) (1 N/A)	30% Yes (3) 70% Partial (7) (1 N/A)	13% Yes (1) 87% Partial (7) (1 N/A)	0% Yes 63% Many (5) 38% Needs Impv (3)	25% Yes (2) 38% Many (3) 25% Needs Impv (2) 13% No (1)	0% Yes 57.1% Many (4) 42.9% Needs Impv (3)
88. Was the direct service staff trained on the implementation of this person's ISP? CPRQ81, '18IQR95	93% Yes (13) 7% Partial (1)	82% Yes (9) 18% Partial (2)	78% Yes (7) 22% Partial (2)		75% Yes (6) 25% Many (2)	14.3% Yes (1) 85.7% Many (6)
89. Were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82, '18IQR96	86% Yes (12) 14% Partial (2)	82% Yes (9) 18% Partial (2)	78% Yes (7) 22% Partial (2)		50% Yes (4) 50% Many (4)	0% Yes 85.7% Many (6) 14.3% Needs Impv (1)



# 2019 Individual Quality Review Northeast Region Report **Findings by Area**

## EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
90. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13, '18IQR98	43% Yes (6) 57% Partial (8)	64% Yes (7) 27% Partial (3) 9% No (1)	67% Yes (6) 33% Partial (3)	0% Yes 25% Yes (2) 75% Needs Impv (6)	0% Yes 50% Many (4) 50% Needs Impv (4)	0% Yes 71.4% Many (5) 28.6% Needs Impv (2)
91. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d, '18IQR99	36% Yes (5) 64% Partial (9)	64% Yes (7) 36% Partial (4)	33% Yes (3) 56% Partial (5) 11% No (1)	63% Yes (5) 38% Many (3)	75% Yes (6) 25% Many (2)	71.4% Yes (5) 28.6% Many (2)
92. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b, '18IQR100	85% Yes (11) 15% Partial (2) (1 CND)	91% Yes (10) 9% Partial (1)	78% Yes (7) 22% Partial (2)	57% Yes (4) 14% Many (1) 29% Needs Impv (2) (1 CND)	38% Yes (3) 38% Many (3) 25% Needs Impv (2)	42.9% Yes (3) 57.1% Many (4)
93. Is the person offered a range of opportunities for participation in each life area? CPRQ87, '18IQR101	92% Yes (12) 8% Partial (1)  (1 CND)	70% Yes (7) 30% Partial (3)  (1 CND)	71% Yes (5) 29% Partial (2)  (2 CND)		50% Yes (4) 38% Many (3) 13% Needs Impv (1)	71.4% Yes (5) 28.6% Many (2)
94. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30, '18IQR102	100% Yes (5)  (9 CND)	100% Yes (3)  (8 CND)	  (9 CND)	38% Yes (3) 63% Many (5)	50% Yes (2) 25% Many (1) 25% Needs Impv (1) (4 CND)	100% Yes (5)  (2 CND)
94a. About where and with whom to live? CPRQ89; '17IQR#23c, '18IQR102a	100% Yes (2)  (12 CND)	  (11 CND)	  (9 CND)	0% Yes 100% Needs Impv (1) (7 CND)	  (8 CND)	60% Yes (3) 40% Many (2) (2 CND)



## 2019 Individual Quality Review Northeast Region Report **Findings by Area**

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

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
94b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d, '18IQR102b	100% Yes (3)  (11 CND)	100% Yes (3)  (8 CND)	  (9 CND)	100% Yes (3) (5 CND)	100% Yes (3) (5 CND)	80% Yes (4) 20% Many (1) (2 CND)
94c. About where and with whom to socialize/spend leisure time? CPRQ91, '18IQR102c	100% Yes (7)  (7 CND)	100% Yes (3)  (8 CND)	  (9 CND)		67% Yes (2) 33% Many (1) (5 CND)	80% Yes (4) 20% Many (1) (2 CND)
95. Does the evidence support that providers do not prevent the person from pursuing relationships? CPRQ92; '17IQR#31f, '18IQR103 ( <i>and are respecting the rights of this person</i> )	100% Yes (14)	100% Yes (11)	100% Yes (9)	100% Yes (4) (4 N/A)	88% Yes (7) 13% Needs Impv (1)	100% Yes (7)
96. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a, '18IQR105	79% Yes (11) 21% Partial (3)	73% Yes (8) 27% Partial (3)	78% Yes (7) 22% Partial (2)	38% Yes (3) 13% Many (1) 50% Needs Impv (4)	88% Yes (7) 13% Many (1)	71.4% Yes (5) 28.6% Many (2)
97. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94, '18IQR106	86% Yes (12) 14% Partial (2)	91% Yes (10) 9% Partial (1)	100% Yes (9)		88% Yes (7) 13% Many (1)	85.7% Yes (6) 14.3% Many (1)
98. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h, '18IQR107					50% Yes (4) 50% No (4)	71.4% Yes (5) 28.6% No (2)



## 2019 Individual Quality Review Northeast Region Report **Findings by Area**

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

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
99. If there are restrictions that should be reviewed by HRC, have the restrictions been reviewed (quarterly) and approved (annually) by the HRC? If no, describe why. '17IQR#34i, '18IQR108				50% Yes(2) 50% No(2) (3 N/A, 1 CND)	50% Yes(2) 50% No(2) (4 N/A)	40% Yes (2) 20% Needs Impv (1) 40% No (2) (2 N/A)
100. If there are restrictions that should be reviewed by HRC, is a plan to enable the individual to regain his/her rights and reduce or eliminate these restrictions? '17IQR#34j, '18IQR109				50% Yes(1) 50% No(1) (6 N/A)	50% Yes(2) 50% No(2) (4 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (2 N/A)
101. Is the person protected from abuse, neglect and exploitation? '17IQR#35, '18IQR110				38% Yes (3) 38% Many (3) 25% Needs Impv (2)	63% Yes (5) 38% Needs Impv (3)	57.1% Yes (4) 14.3% Many (1) 14.3% Needs Impv (1) 14.3% No (1)
102. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b, '18IQR111				57% Yes (4) 29% Many (2) 14% Needs Impv (1) (1 N/A)	40% Yes (2) 60% Many (3) (3 N/A)	80% Yes (4) 20% Many (1) (2 N/A)
103. Is the individual safe? '17IQR#24, '18IQR112				100% Yes (7) (1 CND)	75% Yes (6) 25% Many (2)	71.4% Yes (5) 14.3% Many (1) 14.3% Needs Impv (1)
104. What is the level of participation of the legal guardian in this person's life and service planning? CPRQ 97; '17IQR#15a, '18IQR113	71% Active (10) 14% Moderate (2) 14% Limited (2)	27% Active (3) 55% Moderate(6) 18% Limited (2)	44% Active(4) 33%Moderate (3) 22% Limited (2)	50% Active (4) 25% Moderate (2) 13% Limited (1) 13% None (1)	38% Yes (3) 38% Many (3) 25% Needs Impv (2)	42.9% Active (3) 42.9% Moderate (3) 14.3% Limited (1)
105. If the person is retired, does he/she have opportunities to engage in activities of interest during the day? CPRQ 100; '17IQR#29b, '18IQR114				50% Yes (1) 50% Needs Impv (1) (6 N/A)	33% Yes (2) 50% Many (3) 17% Needs Impv (1) (2 N/A)	100% Yes (2) (5 N/A)



## 2019 Individual Quality Review Northeast Region Report **Findings by Area**

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

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
106. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30, '18IQR115	71% Yes (10) 21% Partial (3) 7% No (1)	82% Yes (9) 18% Partial (2)	100% Yes (9)	38% Yes (3) 63% Many (5)	75% Yes (6) 13% Many (1) 13% Needs Impv (1)	85.7% Yes (6) 14.3% Many (1)
107. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e, '18IQR116	100% Yes (14)	100% Yes (11)	89% Yes (8) 11% Partial (1)	100% Yes (7) (1 CND)	88% Yes (7) 13% Needs Impv (1)	100% Yes (7)
108. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c, '18IQR117	71% Yes (10) 29% Partial (4)	73% Yes (8) 27% Partial (3)	56% Yes (5) 44% Partial (4)	50% Yes (4) 50% Needs Impv (4)	13% Yes (1) 38% Many (3) 50% Needs Impv (4)	42.9% Yes (3) 57.1% Many (4)
109. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e, '18IQR118	100% Yes (13) (1 CND)	91% Yes (10) 9% Partial (1)	100% Yes (9)	86% Yes (6) 14% Needs Impv (1) (1 CND)	88% Yes (7) 13% Many (1)	100% Yes (6) (1 CND)
110. Does the person have sufficient personal money? CPRQ110 '17IQR#34f, '18IQR119	86% Yes (12) 14% Partial (2)	82% Yes (9) 18% Partial (2)	100% Yes (9)	88% Yes (7) 13% Many (1)	88% Yes (7) 13% No (1)	85.7% Yes (6) 14.3% Many (1)
111. Does the person get along with their day program/employment provider staff? CPRQ111, '18IQR120	89% Ye (8) 11% Partial (1) (1 NA, 4CND)	100% Yes (5)  (6 CND)	100% Yes (5)  (4 CND)		100% Yes (7)  (1 notscored)	100% Yes (7)
112. Does the person get along with their residential provider staff? CPRQ112, '18IQR121	100% Yes (9)  (5 CND)	100% Yes (6)  (5 CND)	100% Yes (7)  (2 CND)		100% Yes (8)	100% Yes (7)



# 2019 Individual Quality Review Northeast Region Report **Findings by Area**

TEAM PROCESS						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
113. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10, '18IQR122	14% Yes (2) 86% Partial (12)	27% Yes (3) 73% Partial (8)	11% Yes (1) 89% Partial (8)	38% Yes (3) 50% Many (4) 13% Needs Impv (1)	13% Yes (1) 63% Many (5) 25% Needs Impv (2)	0% Yes 85.7% Many (6) 14.3% No (1)
114. If there is evidence of situations in which the team failed to reach a consensus on the person's service and support needs, has the team made efforts to build consensus? CPRQ 115; '17IQR#17c, '18IQR123	75% Yes (6) 25% Partial (2)  (6 N/A)	0% Yes  100% No (1) (10 N/A)	  (9 N/A)	0% Yes 100% No (1) (7 N/A)	50% Yes (2) 25% Needs Impv (1) 25% No (1) (4 N/A)	50% Yes (1) 50% No (1) (5 N/A)
115. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs? CPRQ 116; '17IQR#17d, '18IQR124	42% Yes (5) 58% No (7) (2 N/A)	89% Yes (8) 11% No (1) (2 N/A)	57% Yes (4) 43% No (3) (2 N/A)	50% Yes (3) 33% Many (2) 17% Needs Impv (1) (2 N/A)	13% Yes (1) 75% Many (6) 13% Needs Impv (1)	14.3% Yes (1) 85.7% Many (6)
116. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? CPRQ117, '18IQR125	79% Yes (11) 21% Partial (3)	100% Yes (11)	89% Yes (8) 11% Partial (1)		50% Yes (4) 25% Many (2) 25% Needs Impv (2)	42.9% Yes (3) 14.3% Many (1) 42.9% Needs Impv (3)
117. Do you recommend Dispute Resolution for this IDT? CPRQ118, '18IQR126	7% Yes (1) 93% Partial (13)	0% Yes 100% No (11)	0% Yes 100% No (9)		13% Yes (1) 88% No (7)	14.3% Yes (1) 85.7% No (6)
118. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#17d, '18IQR127	29% Yes (4) 71% No (10)	18% Yes (2) 82% No (9)	33% Yes (3) 67% No (6)	50% Yes (4) 50% No (4)	38% Yes (3) 63% No (5)	28.6% Yes (2) 71.4% No (5)



## 2019 Individual Quality Review Northeast Region Report **Findings by Area**

TEAM PROCESS (continued)						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
119. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c, '18IQR128	50% Yes(7) 50% No(7)	36% Yes(4) 64% No(7)	11% Yes(1) 89% No(8)	13% Yes(1) 88% No(7)	25% Yes(2) 75% No(6)	28.6% Yes(2) 71.4% No(5)
120. If #118 OR #119 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121; '18IQR129	29% Yes (2) 71% Partial(5) (7 N/A)	100% Yes(4)  (7 N/A)	100% Yes(3)  (6 N/A)		75% Yes(3) 25% No(1) (4 N/A)	66.7% Yes(2) 33.3% No(1) (4 N/A)
121. Has the person changed residential/day services in the last year? CPRQ122, '18IQR130	7% Yes (1) 93% No(13)	27% Yes(3) 73% No(8)	33% Yes(3) 67% Partial(6)		13% Yes(1) 88% No(7)	14.3% Yes(1) 85.7% No(6)
122. If #121 is Yes, was the change Planned by the IDT? CPRQ122a, '18IQR131	0% Yes 100% Partial (1) (13 N/A)	33% Yes (1) 33% Partial(1) 33% No(1) (8 N/A)	67% Yes (2) 33% Partial(1)  (6 N/A)		0% Yes 100% No (1) (7 N/A)	0% Yes 100% No (1) (6 N/A)
123. If #121 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b, '18IQR132	100% Yes(1)  (13 N/A)	100% Yes(3)  (8 N/A)	75% Yes (3) 25% Partial(1) (5 N/A)		100% Yes (1) (7 N/A)	100% Yes (1) (6 N/A)
124. Overall, has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person? CPRQ123; '17IQR#7n, '18IQR133	14% Yes(2) 86% Partial (12)	45% Yes (5) 55% Partial(6)	11% Yes (1) 89% Partial(8)	0% Yes 38% Many (3) 50% Needs Impv(4) 13% No (1)	13% Yes (1) 38% Many (3) 38% Needs Impv(3) 13% No (1)	0% Yes 85.7% Many (6) 14.3% Needs Impv(1)



## 2019 Individual Quality Review Northeast Region Report **Findings by Area**

### SUPPORTED EMPLOYMENT

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
125. Does (Name) have a current Person-Centered Assessment? '18IQR134					25% Yes (2) 25% Many (2) 38% Needs Impv(3) 13% No(1)	66.7% Yes (4) 33.3% Many (2) (1 N/A)
126. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a, '18IQR135	70% Yes(7) 30% No(3) (4 N/A)	57% Yes (4) 43% No(3) (4 N/A)	60% Yes(3) 40% No(2) (3 N/A, 1 Not Scored)	0% Yes 17% Many (1) 17% Needs Impv(1) 67% No (4) (2 N/A)	67% Yes (2) 33% Needs Impv(1) (5 N/A)	40% Yes (2) 40% Many (2) 20% No (1) (2 N/A)
127. Did the individual participate personally in the Person Centered Assessment? '18IQR136					75% Yes(6) 25% No(2)	66.7% Yes (4) 33.3% No(2) (1 N/A)
128. Did the Guardian participate in the Person Centered Assessment? '18IQR137					50% Yes(4) 50% No(4)	57.1% Yes (4) 42.9% No(3)
129. Is the individual engaged in the Informed Choice Project? '18IQR138					25% Yes(2) 75% No(6)	0% Yes 100% No (7)
130. Has the individual been offered the opportunity to participate in work or job exploration including volunteer work and/or trial work opportunities? '17IQR#26e, '18IQR139				0% Yes 33% Needs Impv(2) 67% No (4) (2 N/A)	67% Yes(2) 33% No(1) (5 N/A)	20% Yes (1) 80% No (4) (2 N/A)
131. If #130 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section? '18IQR140					100% Yes (2) (6 N/A)	100% Yes (1) (6 N/A)



## 2019 Individual Quality Review Northeast Region Report **Findings by Area**

### SUPPORTED EMPLOYMENT (continued)

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
132. If #131 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs? '18IQR141					0% Yes 100% No (1) (7 N/A)	0% Yes 50% Many (2) 50% No (2) (3 N/A)
133. Has the Guardian had the opportunity to gain information on how the individual responded during job exploration activities such as volunteering and/or trial work experiences? '18IQR142					67% Yes(2) 33% No(1) (5 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (2 N/A)
134. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c, '18IQR143				0% Yes 17% Many (1) 83% No (5) (2 N/A)	33% Yes (1) 33% Many (1) 33% Needs Impv (1) (5 N/A)	20% Yes (1) 40% Many (2) 20% Needs Impv (1) 20% No (1) (2 N/A)
135. Has the Guardian received information regarding the range of employment options available for the individual? '18IQR144					67% Yes (2) 33% Needs Impv (1) (5 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (2 N/A)
136. If there are barriers to employment, has the Team, including the individual, addressed how to overcome those barriers to employment and integrating clinical info., AT, & therapies as necessary ... '17IQR#27b, '18IQR145				0% Yes 13% Many (1) 33% Needs Impv 50% No (3) (2 N/A)	67% Yes (2) 33% Many (1) (5 N/A)	40% Yes (2) 20% Many (1) 40% No (2) (2 N/A)
137. If there are barriers to employment, has the Team addressed with the Guardian how to overcome those barriers to employment and integrating clinical info., AT, & therapies as necessary ...? '18IQR146					67% Yes (2) 33% Needs Impv (1) (5 N/A)	40% Yes (2) 20% Many (1) 20% Needs Impv (1) 20% No (1) (2 N/A)



## 2019 Individual Quality Review Northeast Region Report **Findings by Area**

SUPPORTED EMPLOYMENT (continued)						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
138. Has the individual participated in work or volunteer activities during the past year? '18IQR147					33% Yes (1) 33% Many (1) 33% Needs Impv(1) (5 N/A)	20% Yes (1) 20% Many (1) 60% No (3) (2 N/A)
139. Has the individual identified what type of work or volunteer activities he/she would like to do? '18IQR148					67% Yes (2) 33% No(1) (5 N/A)	40% Yes (2) 20% Many (1) 20% Needs Impv (1) 20% No (1) (2 N/A)
140. Does the Guardian support him/her working? '18IQR149					100% Yes (3) (5 N/A)	33.3% Yes (2) 66.7% No(4) (1 N/A)
142. Is the individual engaged in Supported Employment? CPRQ129, '18IQR151					67% Yes (2) 33% No (1) (5 N/A)	20% Yes (1) 80% No (4) (2 N/A)
144. Does the person have a Career Development Plan? CPRQ128 17IQR#26e, '18IQR153	0% Yes 17% Partial(1) 83% No(5) (7 N/A) (1 Not Scored)	29% Yes (2) 14% Partial(1) 57% No (4) (4 N/A)	0% Yes 50% Partial(2) 50% No (2) (4 N/A, (1 Not Scored)	0% Yes 33% Needs Impv(2) 67% No (4) (2 N/A)	0% Yes 50% Many (1) 50% No (1) (6 N/A)	50% Yes (1) 50% Many (1) (5 N/A)



## 2019 Individual Quality Review Northeast Region Report **Findings by Area**

BEHAVIOR						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
145. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d, '18IQR154	64% Yes (9) 36% No (5)	64% Yes (7) 36% No (4)	89% Yes (8) 11% No (1)	50% Yes (4) 50% Yes (4)	88% Yes (7) 13% No (1)	57.1% Yes (4) 42.9% No (3)
146. Does the person need behavior services now? CPRQ132 '17IQR#11e, '18IQR155	69% Yes (9) 31% No (4) (1 N/A)	64% Yes (7) 36% No (4)	89% Yes (8) 11% No (1)	38% Yes (3) 63% No (5)	88% Yes (7) 13% No (1)	57.1% Yes (4) 42.9% No (3)
147. Have behavioral assessments been completed? CPRQ133, '18IQR156	78% Yes (7) 22% Partial (2)  (5 N/A)	57% Yes (4) 43% Partial (3)  (4 N/A)	75% Yes (6) 13% Partial (1) 13% No (1) (1 N/A)		57% Yes (4) 14% Many (1) 14% Needs Impv (1) 14% No (1) (1 N/A)	25% Yes (1) 50% Many (2) 25% No (1) (3 N/A)
148. Does the person have a positive behavior support plan developed out of the behavior assessments that meets the person's needs? CPRQ134 '17IQR#5g, '18IQR157	100% Yes (9)  (5 N/A)	86% Yes (6) 14% Partial (1)  (4 N/A)	50% Yes (4) 50% Partial (4)  (1 N/A)	75% Yes (3) 25% No (1) (4 N/A)	71% Yes (5) 29% Needs Impv (2) (1 N/A)	50% Yes (2) 25% Many (1) 25% Needs Impv (1) (3 N/A)
149. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d, '18IQR158	100% Yes (9)  (5 N/A)	86% Yes (6) 14% Partial (1)  (4 N/A)	88% Yes (7) 13% Partial (1)  (1 N/A)	75% Yes (3) 25% Needs Impv (1) (4 N/A)	100% Yes (7) (1 N/A)	50% Yes (2) 25% Many (1) 25% Needs Impv (1) (3 N/A)



## 2019 Individual Quality Review Northeast Region Report **Findings by Area**

BEHAVIOR (continued)						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
150. If needed, does the person have a Behavior Crisis Intervention Plan that meets the person's needs? CPRQ 73a; '17IQR#5h, '18IQR159	100% Yes (2)  (12 N/A)	100% Yes (2)  (9 N/A)	50% Yes (1) 50% Partial (1)  (7 N/A)	100% Yes (1) (7 N/A)	0% Yes 100% Many (1) (7 N/A)	0% Yes 100% Needs Impv (2) (5 N/A)
151. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i, '18IQR160	89% Yes (8) 11% Partial (1)  (5 N/A)	71% Yes (5) 29% Partial (2)  (4 N/A)	50% Yes (4) 50% Partial (4)  (1 N/A)	60% Yes (3) 20% Many (1) 20% Needs Impv (1) (3 N/A)	71% Yes (5) 14% Many (1) 14% Needs Impv (1) (1 N/A)	25% Yes (1) 25% Many (1) 50% Needs Impv (2) (3 N/A)
152. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d, '18IQR161	11% Yes (1) 89% Partial (8)  (5 N/A)	57% Yes (4) 43% Partial (3)  (4 N/A)	38% Yes (3) 38% Partial (3) 25% No (2) (1 N/A)	50% Yes (2) 25% Many (1) 25% Needs Impv (1) (4 N/A)	29% Yes (2) 29% Many (2) 29% Needs Impv (2) 14% No (1) (1 N/A)	25% Yes (1) 50% Many (2) 25% Needs Impv (1) (3 N/A)



# 2019 Individual Quality Review Northeast Region Report Findings by Area

## ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
153. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b, '18IQR162	54% Yes (7) 46% Partial (6)  (1 N/A)	67% Yes (6) 33% Partial (3)  (2 N/A)	63% Yes (5) 38% Partial (3)  (1 N/A)	57% Yes (4) 29% Many (2) 14% Needs Impv (1) (1 CND)	53% Yes (5) 38% Many (3)	50% Yes (3) 50% Many (3) (1 N/A)
154. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c, '18IQR163	75% Yes (9) 16% Partial (2) 8% No (1) (2 N/A)	56% Yes (5) 33% Partial (3) 11% No (1) (2 N/A)	71% Yes (5) 29% Partial (2)  (2 N/A)	83% Yes (5) 17% Needs Impv (1) (1 N/A, 1 CND)	60% Yes (3) 20% Many (1) 20% Needs Impv (1) (3 N/A)	50% Yes (3) 33.3% Many (2) 16.7% Needs Impv (1) (1 N/A)
155. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f, '18IQR164				100% Yes (7) (1 CND)	88% Yes (7) 13% Many (1)	71.4% Yes (5) 14.3% Many (1) 14.3% Needs Impv (1)
156. Is the person's equipment and technology in good repair?'17IQR#25d, '18IQR165				75% Yes (6) 25% Needs Impv (2)	75% Yes (6) 25% Many (2)	71.4% Yes (5) 28.6% Many (2)
157. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e, '18IQR166				71% Yes (5) 29% Needs Impv (2) (1 CND)	63% Yes (5) 25% Many (2) 13% Needs Impv (1)	85.7% Yes (6) 14.3% Many (1)
158. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b, '18IQR167	85% Yes (11) 15% Partial (2)  (1 N/A)	89% Yes (8) 11% Partial (1)  (2 N/A)	50% Yes (4) 50% Partial (4)  (1 N/A)	71% Yes (5) 29% Needs Impv (2) (1 N/A)	57% Yes (4) 14% Many (1) 29% Needs Impv (2) (1 N/A)	28.6% Yes (2) 42.9% Many (3) 14.3% Needs Impv (1) 14.3% No (1)



# 2019 Individual Quality Review Northeast Region Report **Findings by Area**

INDIVIDUAL SERVICE PLANNING						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)
159. Does the person have an ISP that addresses live, work/learn, fun/relationships and health/other that correlates with the person's desires and capabilities, in accordance with DOH Regulations? CPRQ141 '17IQR#7o, '18IQR168	93% Yes(13) 7% Partial(1)	82% Yes (9) 18% Partial(2)	89% Yes (8) 11% Partial(1)	88% Yes (7) 13% Many (1)	100% Yes (8)	100% Yes (7)
160. Does the person have an ISP that contains a complete Vision Section that is based on a long-term view? CPRQ142 '17IQR#7a, '18IQR169	50% Yes (7) 43% Partial(6) 7% No (1)	55% Yes (6) 45% Partial(5)	44% Yes (4) 56% Partial(5)	63% Yes (5) 25% Needs Impv(2) 13% No (1)	50% Yes (4) 13% Many (1) 25% Needs Impv(2) 13% No (1)	42.9% Yes (3) 42.9% Many (3) 14.3% Needs Impv (1)
161. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a, '18IQR170	71% Yes (10) 29% Partial(4)	45% Yes (5) 55% Partial(6)	89% Yes (8) 11% Partial(1)	25% Yes (2) 38% Many (3) 38% Needs Impv(3)	100% Yes (8)	71.4% Yes (5) 28.6% Many (2)
162. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f, '18IQR171	93% Yes (13) 7% No (1)	73% Yes (8) 27% Partial(3)	89% Yes (8) 11% Partial(1)	100% Yes (8)	63% Yes (5) 38% Many (3)	71.4% Yes (5) 28.6% Many (2)
163. Is the person integrated into the community? CPRQ145; '17IQR#29g, '18IQR172	64% Yes (9) 36% Partial(5)	45% Yes (5) 55% Partial(6)	67% Yes (6) 33% Partial(3)	25% Yes (2) 13% Many (1) 50% Needs Impv(4) 13% No (1)	75% Yes (6) 25% Needs Impv(2)	85.7% Yes (6) 14.3% Many (1)
164. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36, '18IQR174	21% Yes (3) 79% Partial(11)	18% Yes (2) 82% Partial(9)	11% Yes (1) 89% Partial(8)	0% Yes 38% Many (3) 63% Needs Impv(5)	0% Yes 63% Many (5) 38% Needs Impv(3)	0% Yes 85.7% Many (6) 14.3% Needs Impv (1)



# Thank you!

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