



**2021 (FY22) Individual Quality Review
Southeast Region Report**

**2021 (FY22) Individual
Quality Review
Southeast Region
Draft Findings Report**

Southeast Review Dates: September 7th – October 15th, 2021

FINAL: November 1, 2021



2021 (FY22) Individual Quality Review Southeast Region Report

Class Members: 21

Southeast Sample: 10 (48%)

Independent Case Management Agencies

J&J 7 (2 Mi Via, 1 ICF/IDD)

Community Inclusion and Residential Providers

| | CCS/CIE | Residential |
|----------------|----------------|--------------------|
| <u>Aspire</u> | <u>2</u> | <u>2</u> |
| <u>ENMRSH</u> | <u>3</u> | <u>3</u> |
| <u>Leaders</u> | <u>1</u> | <u>1</u> |
| <u>Tobosa</u> | <u>1</u> | <u>1</u> |
| <u>Mi Via</u> | | <u>2</u> |
| <u>ICF/IDD</u> | | <u>1</u> |



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Class Members with Immediate or Special Needs

Individuals found to Need Immediate Attention: 4 People (40% of sample)

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

Individuals Needing Special Attention: 5 People (50% of sample)

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

In 2020, two people were found to need Immediate Attention, five people required Special Attention. There were 10 people in the sample.

In 2018, five people were found to need Immediate Attention, three people required Special Attention. There were 10 people in the sample.

In 2016, no individuals were found to need Immediate Attention; one person required Special Attention. There were 10 people in the sample.

In 2014, one person was found to need Immediate Attention, two people required Special Attention., and one incident report was filed. There were 14 people in the sample.

In 2019, five people were found to need Immediate Attention, three people required Special Attention. There were 10 people in the sample.

In 2017, one person was found to need Immediate Attention, five people required Special Attention. There were 10 people in the sample.

In 2015, one person was found to need Immediate Attention, two people required Special Attention. There were 11 people in the sample.

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



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Findings by Area

CASE MANAGEMENT

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8; 2 Mi Via) |
|--|--------------------------------|--|---|---|--|---|
| 24. Does the case manager "know" the person? CPRQ26; '17IQR#8c, '18IQR24 | 100% Yes (10) | 90% Yes (9) 10% Many (1) | 78% Yes (7) 11% Many (1) 11% Needs Impv (1) | 90% Yes (9) 10% Many (1) | 90% Yes (9) 10% Many (1) | 100% Yes (8) |
| 25. Does the case manager understand his/her role/job? CPRQ27 '17IQR#16, '18IQR25 | 50% Yes (5) 50% Partial (5) | 0% Yes 60% Many (6) 40% Needs Impv (4) | 44% Yes (4) 44% Many (4) 11% Needs Impv (1) | 30% Yes (3) 50% Many (5) 20% Needs Impv (2) | 0% Yes 70% Many (7) 30% Needs Impv (3) | 0% Yes 87.5% Many (7) 12.5% Needs Impv (1) |
| 26. Is the case manager available to the person? CPRQ29; '17IQR#16a, '18IQR27 | 100% Yes (10) | 70% Yes (7) 10% Many (1) 20% Needs Impv (2) | 56% Yes (5) 44% Many (4) | 90% Yes (9) 10% Many (1) | 70% Yes (7) 30% Many (3) | 87.5% Yes (7) 12.5% Many (1) |
| 27. Was the case manager able to describe the person's health related needs? CPRQ30, , '18IQR28 | 80% Yes (8) 20% Partial (2) | | 44% Yes (4) 56% Many (5) | 40% Yes (4) 50% Many (5) 10% Needs Impv (1) | 50% Yes (5) 50% Many (5) | 50% Yes (4) 37.5% Many (3) 12.5% Needs Impv (1) |
| 28. Does the case manager have an appropriate expectation of growth for this person? CPRQ31, '18IQR29 | 60% Yes (6) 40% Partial (4) | | 89% Yes (8) 11% Needs Impv (1) | 90% Yes (9) 10% Many (1) | 90% Yes (9) 10% Many (1) | 87.5% Yes (7) 12.5% Many (1) |
| 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 | 30% Yes (3) 70% Partial (7) | 0% Yes 30% Many (3) 40% Needs Impv (4) 30% No (3) | 33% Yes (3) 44% Many (4) 22% Needs Impv (2) | 30% Yes (3) 50% Many (5) 20% Needs Impv (2) | 0% Yes 80% Many (8) 20% Needs Impv (2) | 12.5% Yes (1) 62.5% Many (5) 25% Needs Impv (2) |
| 30. Does the case manager provide case management services at the level needed by this person? CPRQ33; '17IQR#16c, '18IQR31 | 30% Yes (3) 70% Partial (7) | 20% Yes (2) 20% Many (2) 60% Needs Impv (6) | 56% Yes (5) 33% Many (3) 11% Needs Impv (1) | 20% Yes (2) 60% Many (6) 20% Needs Impv (2) | 0% Yes 70% Many (7) 30% Needs Impv (3) | 12.5% Yes (1) 75% Many (6) 12.5% Needs Impv (1) |



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EMPLOYMENT AND DAY

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|--|--------------------------------|---------------------|--|--|--|--|
| 31. Does the direct services staff "know" the person? CPRQ35; '17IQR#8a, '18IQR33 | 100% Yes (10) | 100% Yes (10) | 100% Yes (9) | 89% Yes (8) 11% Many (1) | 60% Yes (6) 40% Many (4) | 42.9% Yes (3) 57.1% Many (4) (1 N/A) |
| 32. Does the direct service staff have input into the person's ISP? CPRQ36, '18IQR34 | 90% Yes (9) 10% Partial (1) | | 56% Yes (5) 22% Many (2) 22% Needs Impv (2) | 100% Yes (9) | 80% Yes (8) 10% Many (1) 10% Needs Impv (1) | 85.7% Yes (6) 14.3% Many (1) (1 N/A) |
| 33. Did the direct service staff receive training on implementing this person's ISP? CPRQ37, '18IQR35 | 90% Yes (9) 10% Partial (1) | | 78% Yes (7) 11% Many (1) 11% Needs Impv (1) | 56% Yes (5) 33% Many (3) 11% Needs Impv (1) | 40% Yes (4) 50% Many (5) 10% Needs Imprv (1) | 57.1% Yes (4) 14.3% Many (1) 28.6% Needs Impv (2) (1 N/A) |
| 34. Was the direct service staff able to describe this person's health-related needs? CPRQ38, '18IQR36 | 90% Yes (9) 10% Partial (1) | | 44% Yes (4) 44% Many (4) 11% Needs Impv (1) | 67% Yes (6) 22% Many (2) 11% Needs Impv (1) | 10% Yes (1) 90% Many (9) | 14.3% Yes (1) 57.1% Many (4) 28.6% Needs Impv (2) (1 N/A) |
| 35. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39, '18IQR37 | 100% Yes (10) | | 78% Yes (7) 11% Many (1) 11% Needs Impv (1) | 67% Yes (6) 33% Many (3) | 30% Yes (3) 50% Many (5) 20% Needs Impv (2) | 42.9% Yes (3) 42.9% Many (3) 14.3% Needs Impv (1) (1 N/A) |
| 35a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ39a, '18IQR37a | 100% Yes (10) | | 89% Yes (8) 11% Many (1) | 100% Yes (9) | 80% Yes (8) 10% Many (1) 10% Needs Impv (1) | 71.4% Yes (5) 14.3% Many (1) 14.3% Needs Impv (1) (1 N/A) |
| 35b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ39b, '18IQR37b | 100% Yes (10) | | 78% Yes (7) 11% Many (1) 11% Needs Impv (1) | 56% Yes (5) 33% Many (3) 11% Needs Impv (1) | 30% Yes (3) 40% Many (4) 30% Needs Impv (3) | 42.9% Yes (3) 28.6% Many (2) 28.6% Needs Impv (2) (1 N/A) |



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EMPLOYMENT AND DAY (continued)

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|--|--------------------------------|---------------------|-----------------------------|-----------------------------|--|--|
| 36. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41, '18IQR39 | 100% Yes (10) | | 89% Yes (8) 11% Many (1) | 100% Yes (9) | 90% Yes (9) 10% No (1) | 71.4% Yes (5) 14.3% Many (1) 14.3% Needs Impv (1) (1 N/A) |
| 37. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42, '18IQR40 | 80% Yes (8) 20% Partial (2) | | 89% Yes (8) 11% Many (1) | 67% Yes (6) 33% Many (3) | 80% Yes (8) 20% Many (2) | 100% Yes (7) (1 N/A) |
| 38. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43, '18IQR41 | 90% Yes (9) 10% Partial (1) | | 89% Yes (8) 11% Many (1) | 100% Yes (9) | 66.7% Yes (2) 33.3% Many (1) (7 CND) | 100% Yes (2) (5 CND, 1 N/A) |



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RESIDENTIAL

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|--|--------------------------------|--------------------------------------|--|---|---|---|
| 39. Does the residential direct services staff "know" the person? CPRQ44; '17IQR#8b, '18IQR42 | 100% Yes (10) | 90% Yes (9) 10% Needs Impv (1) | 100% Yes (9) | 100% Yes (10) | 100% Yes (10) | 62.5% Yes (5) 37.5% Many (3) |
| 40. Does the direct service staff have input into the person's ISP? CPRQ45, '18IQR43 | 80% Yes (8) 20% Partial (2) | | 67% Yes (6) 22% Many (2) 11% Needs Impv (1) | 70% Yes (7) 10% Many (1) 10% Needs Impv (1) 10% No (1) | 80% Yes (8) 20% Many (2) | 50% Yes (4) 50% Many (4) |
| 41. Did the direct service staff receive training on implementing this person's ISP? CPRQ46, '18IQR44 | 90% Yes (9) 10% Partial (1) | | 67% Yes (6) 33% Many (3) | 60% Yes (6) 40% Many (4) | 30% Yes (3) 70% Many (7) | 50% Yes (4) 37.5% Many (3) 12.5% Needs Impv (1) |
| 42. Is the residence safe for individuals (void of hazards)? CPRQ47, '18IQR45 | 100% Yes (10) | | 78% Yes (7) 22% Many (2) | 89% Yes (8) 11% Many (1) (1 CND) | 80% Yes (8) 10% Many (1) 10% No (1) | 87.5% Yes (7) 12.5% Many (1) |
| 43. Was the residential direct service staff able to describe this person's health-related needs? CPRQ48, '18IQR46 | 100% Yes (10) | | 67% Yes (6) 33% Many (3) | 30% Yes (3) 60% Many (6) 10% Needs Impv (1) | 20% Yes (2) 60% Many (6) 20% Needs Impv (2) | 12.5% Yes (1) 75% Many (6) 12.5% Needs Impv (1) |
| 44. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49, '18IQR47 | 100% Yes (10) | | 89% Yes (8) 11% Many (1) | 70% Yes (7) 30% Many (3) | 30% Yes (3) 70% Many (7) | 37.5% Yes (3) 50% Many (4) 12.5% Needs Impv (1) |
| 44a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ49a, '18IQR47a | 100% Yes (10) | | 89% Yes (8) 11% Many (1) | 100% Yes (10) | 100% Yes (10) | 62.5% Yes (5) 25% Many (2) 12.5% Needs Impv (1) |
| 44b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ49b, '18IQR47b | 100% Yes (10) | | 78% Yes (7) 22% Many (2) | 70% Yes (7) 30% Many (3) | 30% Yes (3) 40% Many (4) 30% Needs Impv (3) | 37.5% Yes (3) 37.5% Many (3) 25% Needs Impv (2) |



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RESIDENTIAL (continued)

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|--|--------------------------------|---------------------|-----------------------------|-----------------------------|---|---------------------------------|
| 45. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51, '18IQR49 | 100% Yes (10) | | 100% Yes (9) | 80% Yes (8) 20% Many (2) | 90% Yes (9) 10% No (1) | 87.5% Yes (7) 12.5% Many (1) |
| 46. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52, '18IQR50 | 90% Yes (9) 10% Partial (1) | | 89% Yes (8) 11% Many (1) | 90% Yes (9) 10% Many (1) | 90% Yes (9) 10% Many (1) | 100% Yes (8) |
| 47. Does the person's residential environment offer a minimal level of quality of life? CPRQ53, '18IQR51 | 90% Yes (9) 10% Partial (1) | | 89% Yes (8) 11% Many (1) | 70% Yes (7) 30% Many (3) | 70% Yes (7) 20% Many (2) 10% No (1) | 62.5% Yes (5) 37.5% Many (3) |



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| HEALTH | | | | | | |
|---|--------------------------------|---|---|---|---|--|
| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
| 48. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b, '18IQR52 | 80% Yes (8) 20% Partial (2) | 80% Yes (8) 10% Many (1) 10% Needs Impv (1) | 33% Yes (3) 67% Many (6) | 20% Yes (2) 70% Many (7) 10% Needs Impv (1) | 10% Yes (1) 90% Many (9) | 12.5% Yes (1) 62.5% Many (5) 25% Needs Impv (2) |
| 49. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21, '18IQR53 | 70% Yes (7) 30% Partial (3) | 30% Yes (3) 60% Many (6) 10% Needs Impv (1) | 33% Yes (3) 44% Many (4) 22% Needs Impv (2) | 40% Yes (4) 40% Many (4) 20% Needs Impv (2) | 20% Yes (2) 70% Many (7) 10% Needs Impv (1) | 25% Yes (2) 62.5% Many (5) 12.5% Needs Impv (1) |
| 50. Was the eChat updated timely? '17IQR#18g, '18IQR54 | | 30% Yes (3) 20% Many (2) 40% Needs Impv (4) 10% No (1) | 67% Yes (6) 11% Many (1) 11% Needs Impv (1) 11% No (1) | 20% Yes (2) 60% Many (6) 20% Needs Impv (2) | 0% Yes 90% Many (9) 10% Needs Impv (1) | 14.3% Yes (1) 85.7% Many (6) (1 N/A) |
| 50a. Is the eChat updated timely with the ISP and after changes in condition? | | | | 60% Yes (6) 10% Many (1) 30% Needs Impv (3) | 40% Yes (4) 50% Many (5) 10% Needs Impv (1) | 57.1% Yes (4) 42.9% Many (3) (1 N/A) |
| 50b. Is the eChat complete? | | | | 30% Yes (3) 50% Many (5) 20% Needs Impv (2) | 30% Yes (3) 70% Many (7) | 57.1% Yes (4) 28.6% Many (2) 14.3% Needs Impv (1) (1 N/A) |
| 50c. Is the eChat accurate? | | | | 30% Yes (3) 40% Many (4) 30% Needs Impv (3) | 40% Yes (4) 40% Many (4) 20% Needs Impv (2) | 42.9% Yes (3) 42.9% Many (3) 14.3% Needs Impv (1) (1 N/A) |



2021 (FY22) Individual Quality Review Southeast Region Report

HEALTH (continued)

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|---|---------------------|---|--|--|---|--|
| 51. Are all of the individual's needed medical treatments, including routine, scheduled and chronic needs, timely received? 17IQR#19, '18IQR55 | | 40% Yes (4) 30% Many (3) 30% Needs Impv (3) | 44% Yes (4) 44% Many (4) 11% Needs Impv (1) | 10% Yes (1) 70% Many (7) 20% Needs Impv (2) | 20% Yes (2) 80% Many (8) | 12.5% Yes (1) 87.5% Many (7) |
| 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?</i> 17IQR#19a, '18IQR56) | | 60% Yes (6) 10% Many (1) 30% Needs Impv (3) | 89% Yes (8) 11% Many (1) | 20% Yes (2) 30% Many (3) 50% Needs Impv (5) | 20% Yes (2) 60% Many (6) 20% Needs Impv (2) | 37.5% Yes (3) 50% Many (4) 12.5% Needs Impv (1) |
| 53. Does the individual receive medication as prescribed? 17IQR#19e, '18IQR57 | | 60% Yes (6) 10% Many (1) 30% Needs Impv (3) | 67% Yes (6) 33% Needs Impv (3) | 40% Yes (4) 40% Many (4) 20% Needs Impv (2) | 20% Yes (2) 40% Many (4) 40% Needs Impv (4) | 12.5% Yes (1) 75% Many (6) 12.5% Needs Impv (1) |
| 54. Are nursing services provided as needed by the individual? 17IQR#20, '18IQR59 | | 0% Yes 70% Many (7) 30% Needs Impv (3) | 56% Yes (5) 11% Many (1) 22% Needs Impv (2) 11% No (1) | 20% Yes (2) 50% Many (5) 30% Needs Impv (3) | 10% Yes (1) 50% Many (5) 40% Needs Impv (4) | 0% Yes 100% Many (8) |
| 55. Is the CARMP consistent with recommendation in other healthcare documents? <i>(Is the CARMP is accurate?</i> '17IQR#21f, '18IQR60) | | 88% Yes (7) 13% Needs Impv (1) (2 N/A) | 29% Yes (2) 43% Many (3) 14% Needs Impv (1) 14% NO (1) (2 N/A) | 13% Yes (1) 63% Many (5) 25% Needs Impv (2) (2 N/A) | 0% Yes 57.1% Many (4) 42.9% Needs Impv (3) (3 N/A) | 0% Yes 85.7% Many (6) 14.3% No (1) (1 N/A) |
| 56. Is the CARMP consistently implemented as intended?, '18IQR61 | | | 50% Yes (3) 32% Needs Impv (2) 17% No (1) (3 N/A) | 63% Yes (5) 25% Many (2) 13% No (1) (2 N/A) | 57.1% Yes (4) 42.9% Many (3) (3 N/A) | 28.6% Yes (2) 42.9% Many (3) 14.3% Needs Impv (1) 14.3% No (1) (1 N/A) |



2021 (FY22) Individual Quality Review Southeast Region Report

| HEALTH (continued) | | | | | | |
|--|--------------------------------|---------------------|--|--|---|--|
| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
| 57. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19, '18IQR62 | 30% Yes (3) 70% Partial (7) | | 0% Yes 89% Many (8) 11% Needs Impv (1) | 0% Yes 90% Many (9) 10% Needs Impv (1) | 0% Yes 100% Many (10) | 0% Yes 87.5% Many (7) 12.5% Needs Impv (1) |
| 57a. Are assessment recommendations followed up on in a timely way? | | | | 20% Yes (2) 50% Many (5) 30% Needs Impv (3) | 10% Yes (1) 70% Many (7) 20% Needs Impv (2) | 12.5% Yes (1) 75% Many (6) 12.5% Needs Impv (1) |
| 57b. Were needed equipment/communication devices delivered timely? | | | | 56% Yes (5) 44% Many (4) (1 N/A) | 62.5% Yes (5) 37.5% Many (3) (2 N/A) | 33.3% Yes (2) 50% Many (3) 16.7% Needs Impv (1) (2 N/A) |
| 57c. Were medical specialist appointments attended timely? | | | | 60% Yes (6) 30% Many (3) 10% Needs Impv (1) | 20% Yes (2) 70% Many (7) 10% Needs Impv (1) | 37.5% Yes (3) 62.5% Many (5) |
| 57d. Were changes in personal condition, if any, responded to timely? | | | | 78% Yes (7) 11% Many (1) 11% Needs Impv (1) (1 N/A) | 80% Yes (8) 10% Many (1) 10% Needs Impv (1) | 50% Yes (4) 25% Many (2) 25% Needs Impv (2) |
| 57e. Were Health Care Plans available, accurate and consistently implemented? | | | | 30% Yes (3) 50% Many (5) 10% Needs Impv (1) | 0% Yes 100% Many (10) | 28.6% Yes (2) 71.4% Many (5) (1 N/A) |



2021 (FY22) Individual Quality Review Southeast Region Report

ASSESSMENTS

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|--|--------------------------------|---|--|--|--|---|
| 58. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18, '18IQR65 | 30% Yes (3) 70% Partial (7) | 20% Yes (2) 50% Many (5) 30% Needs Impv (1) | 11% Yes (1) 89% Many (8) | 30% Yes (3) 50% Many (5) 20% Needs Impv (2) | 10% Yes (1) 90% Many (9) | 25% Yes (2) 75% Many (6) |
| 59. Are the assessments adequate for planning? CPRQ59; '17IQR#4f, '18IQR66 | 10% Yes (1) 90% Partial (9) | 10% Yes (1) 70% Many (7) 20% Needs Impv (2) | 22% Yes (2) 44% Many (4) 33% Needs Impv (3) | 10% Yes (1) 70% Many (7) 20% Needs Impv (2) | 0% Yes 100% Many (10) | 0% Yes 87.5% Many (7) 12.5% Needs Impv (1) |
| 59a. Were assessments provided timely? | | | | 10% Yes (1) 60% Many (6) 30% Needs Impv (3) | 0% Yes 90% Many (9) 10% Needs Impv (1) | 12.5% Yes (1) 75% Many (6) 12.5% Needs Impv (1) |
| 59b. Did assessments contain accurate information? | | | | 30% Yes (3) 70% Many (7) | 0% Yes 100% Many (10) | 37.5% Yes (3) 50% Many (4) 12.5% Needs Impv (1) |
| 59c. Did assessments contain information accurate to guide planning? | | | | 20% Yes (2) 40% Many (4) 40% Needs Impv (4) | 0% Yes 60% Many (6) 40% Needs Impv (4) | 25% Yes (2) 75% Many (6) |
| 59d. Did assessments contain recommendations? | | | | 50% Yes (5) 30% Many (3) 20% Needs Impv (2) | 30% Yes (3) 70% Many (7) | 100% Yes (8) |
| 60. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5, '18IQR67 | 40% Yes (4) 60% Partial (6) | 20% Yes (2) 50% Many (4) 50% Needs Impv (4) | 33% Yes (3) 56% Many (5) 11% Needs Impv (1) | 40% Yes (4) 50% Many (5) 10% Needs Impv (1) | 20% Yes (2) 80% Many (8) | 25% Yes (2) 75% Many (6) |
| 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 | | 25% Yes (1) 75% No (3) (6 N/A) | 17% Yes (1) 17% Many (1) 67% No (4) (3 N/A) | 33% Yes (2) 17% Many (1) 17% Needs Impv (1) 33% No (2) (4 N/A) | 40% Yes (2) 20% Many (1) 20% Needs Impv (1) 20% No (1) (5 N/A) | 83.3% Yes (5) 16.7% Many (1) (2 N/A) |



2021 (FY22) Individual Quality Review Southeast Region Report

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|---|---|---|---|--|--|---|
| 62. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9, '18IQR69 | 100% Yes (10) | 90% Yes (9) 10% Needs Impv (1) | 100% Yes (9) | 100% Yes (10) | 100% Yes (10) | 87.5% Yes (7) 12.5% No (1) |
| 63. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3, '18IQR70 | 50% Yes (5) 50% Partial (5) | 20% Yes (2) 50% Many (5) 30% Needs Impv (3) | 56% Yes (5) 33% Many (3) 11% Needs Impv (1) | 30% Yes (3) 70% Many (7) | 50% Yes (5) 30% Many (3) 20% Needs Impv (2) | 37.5% Yes (3) 50% Many (4) 12.5% No (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 | 25% Yes (2) 75% Partial (6) (2 N/A) | 44% Yes (4) 22% Needs Impv (2) 33% No (3) (1 N/A) | 67% Yes (4) 17% Many (1) 17% Needs Impv (1) (3 N/A) | 14% Yes (1) 57% Many (4) 14% Needs Impv (1) 14% No (1) (3 N/A) | 37.5% Yes (3) 25% Many (2) 25% Needs Impv (2) 12.5% No (1) (2 N/A) | 85.7% Yes (6) 14.3% No (1) (1 N/A) |
| 65. Does my ISP contain current and accurate information? '17IQR#6, '18IQR72 | | 20% Yes (2) 50% Many (5) 30% Needs Impv (3) | 33% Yes (3) 44% Many (4) 22% Needs Impv (2) | 20% Yes (2) 60% Many (6) 20% Needs Impv (2) | 20% Yes (2) 50% Many (5) 30% Needs Impv (3) | 37.5% Yes (3) 50% Many (4) 12.5% No (1) |
| 66. Does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b, '18IQR73 | 60% Yes (6) 40% Partial (4) | 50% Yes (5) 10% Many (1) 40% Needs Impv (4) | 33% Yes (3) 22% Many (2) 33% Needs Impv (3) | 80% Yes (8) 10% Many (1) 10% Needs Impv (1) | 30% Yes (3) 60% Many (6) 10% No (1) | 75% Yes (6) 25% No (2) |
| 67. Does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c, '18IQR74 | 40% Yes (4) 60% Partial (6) | 60% Yes (6) 10% Many (1) 10% Needs Impv (1) 20% No (2) | 56% Yes (5) 22% Many (2) 11% Needs Impv (1) 11% No (1) | 90% Yes (9) 10% Many (1) | 50% Yes (5) 10% Many (1) 20% Needs Impv (2) 20% No (2) | 62.5% Yes (5) 12.5% Many (1) 25% No (2) |
| 68. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a, '18IQR75 | | 20% Yes (2) 60% Needs Impv (6) 20% No (2) | 11% Yes (1) 44% Many (4) 22% Needs Impv (2) 22% No (2) | 10% Yes (1) 20% Many (2) 50% Needs Impv (5) 20% No (2) | 0% Yes 60% Many (6) 40% Needs Impv (4) | 25% Yes (2) 25% Many (2) 37.5% Needs Impv (3) 12.5% No (1) |



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ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|---|--------------------------------|---|---|--|--|--|
| 69. Does the data kept identify what the person does so a determination regarding progress/lack of progress can be made? '17IQR#12b, '18IQR76 | | 0% Yes 10% Many (1) 30% Needs Impv (3) 60% No (6) | 33% Yes (3) 33% Needs Impv (3) 33% No (3) | 10% Yes (1) 20% Many (2) 50% Needs Impv (5) 20% No (2) | 10% Yes (1) 30% Many (3) 30% Needs Impv (3) 30% No (3) | 25% Yes (2) 25% Many (2) 25% Needs Impv (2) 25% No (2) |
| 70. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c, '18IQR77 | | 10% Yes (1) 30% Needs Impv (3) 60% No (6) | 0% Yes 11% Many (1) 33% Needs Impv (3) 56% No (5) | 20% Yes (2) 10% Many (1) 50% Needs Impv (5) 20% No (2) | 0% Yes 40% Many (4) 40% Needs Impv (4) 20% No (2) | 50% Yes (4) 12.5% Needs Impv (1) 37.5% No (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 | | 13% Yes (1) 63% Needs Impv (5) 25% No (2) (2 N/A) | 33% Yes (3) 22% Needs Impv (2) 44% No (4) | 22% Yes (2) 44% Many (4) 11% Needs Impv (1) 22% No (2) (1 N/A) | 22.2% Yes (2) 33.3% Many (3) 33.3% Needs Impv (3) 11.2% No (1) (1 N/A) | 37.5% Yes (3) 12.5% Needs Impv (1) 50% No (4) |
| 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 50% Needs Impv (3) 50% No (3) (4 N/A) | 0% Yes 29% Needs Impv (2) 71% No (5) (2 N/A) | 17% Yes (1) 17% Many (1) 33% Needs Impv (2) 33% No (2) (4 N/A) | 14.3% Yes (1) 42.9% Many (3) 14.3% Needs Impv (1) 28.5% No (2) (3 N/A) | 16.7% Yes (1) 33.3% Many (2) 16.7% Needs Impv (1) 33.3% No (2) (1 N/A) |
| 73. Has the person made measurable progress on actions steps during this past year?'17IQR#13b, '18IQR80 | | 0% Yes 30% Many (3) 40% Needs Impv (4) 30% No (3) | 11% Yes (1) 33% Many (3) 44% Needs Impv (4) 11% No (1) | 10% Yes (1) 30% Many (3) 20% Needs Impv (2) 40% No (4) | 10% Yes (1) 10% Many (1) 60% Needs Impv (6) 20% No (2) | 37.5% Yes (3) 12.5% Many (1) 12.5% Needs Impv (1) 37.5% No (3) |
| 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 | 30% Yes (3) 70% Partial (7) | 20% Yes (2) 10% Many (1) 60% Needs Impv (6) 10% No (1) | 22% Yes (2) 33% Many (3) 33% Needs Impv (3) 11% No (1) | 50% Yes (5) 30% Needs Impv (3) 20% No (2) | 20% Yes (2) 50% Many (5) 20% Needs Impv (2) 10% No (1) | 62.5% Yes (5) 12.5% Many (1) 12.5% Needs Impv (1) 12.5% No (1) |



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ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|---|--------------------------------|--|---|---|---|---|
| 75. Are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d, '18IQR82 | 70% Yes (7) 30% Partial (3) | 30% Yes (3) 10% Many (1) 60% Needs Impv (6) | 67% Yes (6) 11% Many (1) 11% Needs Impv (1) 11% No (1) | 60% Yes (6) 20% Many (2) 20% Needs Impv (2) | 70% Yes (7) 10% Many (1) 20% Needs Impv (2) | 50% Yes (4) 25% Many (2) 25% No (2) |
| 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 | 60% Yes (6) 40% Partial (4) | 20% Yes (2) 30% Many (3) 50% Needs Impv (1) | 56% Yes (5) 22% Many (2) 11% Needs Impv (1) 11% No (1) | 50% Yes (5) 30% Many (3) 10% Needs Impv (1) 10% No (1) | 20% Yes (2) 60% Many (6) 10% Needs Impv (1) 10% No (1) | 62.5% Yes (5) 25% Many (2) 12.5% No (1) |
| 77. Are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i, '18IQR84 | 70% Yes (7) 30% Partial (3) | 20% Yes (2) 30% Many (3) 50% Needs Impv (5) | 33% Yes (3) 33% Many (3) 22% Needs Impv (2) 11% No (1) | 30% Yes (3) 50% Many (5) 20% Needs Impv (2) | 20% Yes (2) 60% Many (6) 20% No (2) | 50% Yes (4) 37.5% Many (3) 12.5% No (1) |
| 78. Are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m, '18IQR85 | 80% Yes (8) 20% Partial (2) | 33% Yes (3) 33% Many (3) 22% Needs Impv (2) 11% No (1) (1 N/A) | 33% Yes (3) 33% Many (3) 11% Needs Impv (1) 22% No (2) | 30% Yes (3) 30% Many (3) 20% Needs Impv (2) 20% No (2) | 10% Yes (1) 50% Many (5) 20% Needs Impv (2) 20% No (2) | 25% Yes (2) 37.5% Many (3) 12.5% Needs Impv (1) 25% No (2) |
| 79. Has the person made measurable progress in therapy this year? '17IQR#13a, '18IQR86 | | 11% Yes (1) 44% Many (2) 33% Needs Impv (3) 11% No (1) (1 N/A) | 33% Yes (3) 22% Many (2) 22% Needs Impv (2) 22% No (2) | 0% Yes 22% Many (2) 67% Needs Impv (6) 11% No (1) (1 N/A) | 0% Yes 55.6% Many (5) 44.4% Needs Impv (4) (1 N/A) | 0% Yes 85.7% Many (6) 14.3% Needs Impv (1) (1 N/A) |
| 80. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c, '18IQR87 | 60% Yes (6) 40% Partial (4) | 70% Yes (7) 20% Needs Impv (2) 10% No (1) | 67% Yes (6) 22% Many (2) 11% No (1) | 10% Yes (1) 70% Many (7) 10% Needs Impv (1) 10% No (1) | 40% Yes (4) 50% Many (5) 10% Needs Impv (1) | 12.5% Yes (1) 75% Many (6) 12.5% No (1) |
| 81. Does the ISP contain information regarding primary health (medical) care? CPRQ74, '18IQR88 | 100% Yes (10) | | 89% Yes (8) 11% No (1) | 60% Yes (6) 20% Many (2) 20% Needs Impv (2) | 80% Yes (8) 20% Many (2) | 75% Yes (6) 12.5% Needs Impv (1) 12.5% No (1) |



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ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=20) | 2021 (sample=8, 2 Mi Via) |
|---|---|--|--|--|--|--|
| 81a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a, '18IQR88a | 100% Yes (10) | | 89% Yes (8) 11% No (1) | 90% Yes (9) 10% Needs Impv (1) | 90% Yes (9) 10% Many (1) | 75% Yes (6) 25% No (2) |
| 81b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b, '18IQR88b | 100% Yes (10) | | 89% Yes (8) 11% No (1) | 60% Yes (6) 20% Many (2) 20% No (2) | 90% Yes (9) 10% No (1) | 87.5% Yes (7) 12.5% No (1) |
| 82. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76, '18IQR89 | 100% Yes (10) | | 89% Yes (8) 11% No (1) | 80% Yes (8) 20% Needs Impv (2) | 80% Yes (8) 10% Many (1) 10% No (1) | 37.5% Yes (3) 12.5% Many (1) 50% No (4) |
| 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) | 50% Yes (1) 50% Partial (1) (8 N/A) | | 78% Yes (7) 22% Many (2) | 100% Yes (10) | 80% Yes (8) 20% Many (2) | 62.5% Yes (5) 25% Many (2) 12.5% No (1) |
| 84. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a, '18IQR91 | 100% Yes (7) (3 N/A) | 56% Yes (5) 22% Many (2) 22% Needs Impv (2) (1 N/A) | 67% Yes (6) 22% Many (2) 11% Needs Impv (1) | 44% Yes (4) 44% Many (4) 11% Needs Impv (1) (1 N/A) | 44.4% Yes (4) 22.3% Many (2) 33.3% Needs Impv (3) (1 N/A) | 75% Yes (6) 12.5% Many (1) 12.5% No (1) |
| 85. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7, '18IQR92 | 30% Yes (3) 70% Partial (7) | 0% Yes 10% Many (1) 90% Needs Impv (9) | 0% Yes 56% Many (5) 33% Needs Impv (3) 11% No (1) | 0% Yes 70% Many (7) 30% Needs Impv (3) | 0% Yes 80% Many (8) 20% Needs Impv (2) | 0% Yes 75% Many (6) 12.5% Needs Impv (1) 12.5% No (1) |



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ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|--|---|---|---|---|---|---|
| 86. Is the ISP being implemented? (If 85 is "3") CPRQ79 '17IQR#12, '18IQR93 | 0% Yes 100% Partial (3) (7 N/A) | 0% Yes 20% Many (2) 70% Needs Impv (7) 10% No (1) | (9 N/A) | (10 N/A) | (10 N/A) | (8 N/A) |
| 87a. Is the ISP being implemented? (If 85 is "0", "1", or "2") CPRQ80a '17IQR#12, '18IQR94a | 43% Yes (3) 57% Partial (4) (3 N/A) | 0% Yes 20% Many (2) 70% Needs Impv (7) 10% No (1) | 0% Yes 67% Many (6) 22% Needs Impv (2) 11% No (1) | 0% Yes 60% Many (6) 30% Needs Impv (3) 10% No (1) | 0% Yes 50% Many (5) 50% Needs Impv (5) | 12.5% Yes (1) 50% Many (4) 25% Needs Impv (2) 12.5% No (1) |
| 87b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11, '18IQR94b | 0% Yes 100% Partial (7) (3 N/A) | 40% Yes (4) 20% Many (2) 40% Needs Impv (4) | 56% Yes (5) 33% Many (3) 11% Needs Impv (1) | 40% Yes (4) 20% Many (2) 40% Needs Impv (4) | 10% Yes (1) 60% Many (6) 30% Needs Impv (3) | 12.5% Yes (1) 62.5% Many (5) 25% Needs Impv (2) |
| 88. Was the direct service staff trained on the implementation of this person's ISP? CPRQ81, '18IQR95 | 80% Yes (8) 20% Partial (2) | | 89% Yes (8) 11% Many (1) | 60% Yes (6) 30% Many (3) 10% Needs Impv (1) | 10% Yes (1) 90% Many (9) | 37.5% Yes (3) 37.5% Many (3) 12.5% Needs Impv (1) 12.5% No (1) |
| 89. Were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82, '18IQR96 | 100% Yes (10) | | 67% Yes (6) 33% Many (3) | 40% Yes (4) 60% Many (6) | 10% Yes (1) 80% Many (8) 10% Needs Impv (1) | 37.5% Yes (3) 50% Many (4) 12.5% Needs Impv (1) |



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EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|---|---|---|---|---|--|--|
| 90. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13, '18IQR98 | 20% Yes (2) 70% Partial (7) 10% No (1) | 0% Yes 30% Many (2) 60% Needs Impv (6) 10% No (1) | 0% Yes 89% Yes (8) 11% Many (1) | 30% Yes (3) 20% Many (2) 40% Needs Impv (4) 10% No (1) | 0% Yes 50% Many (5) 50% Needs Impv (5) | 0% Yes 75% Many (6) 12.5% Needs Impv (1) 12.5% No (1) |
| 91. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d, '18IQR99 | 50% Yes (5) 50% Partial (5) | 50% Yes (5) 20% Many (2) 20% Needs Impv (2) 10% No (1) | 56% Yes (5) 44% Many (4) | 70% Yes (7) 30% Many (3) | 70% Yes (7) 30% Many (3) | 75% Yes (6) 25% Many (2) |
| 92. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b, '18IQR100 | 90% Yes (9) 10% Partial (1) | 7% Yes (7) 10% Many (1) 10% Needs Impv (1) 10% No (1) | 78% Yes (7) 11% Many (1) 11% Needs Impv (1) | 70% Yes (7) 30% Many (3) | 50% Yes (5) 40% Many (4) 10% No (1) | 75% Yes (6) 25% Many (2) |
| 93. Is the person offered a range of opportunities for participation in each life area? CPRQ87, '18IQR101 | 100% Yes (8) (2 CND) | | 67% Yes (6) 11% Many (1) 22% Needs Impv (2) | 70% Yes (7) 30% Many (3) | 60% Yes (6) 40% Many (4) | 100% Yes (8) |
| 94. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30, '18IQR102 | 75% Yes (3) 25% Partial (1) (6 CND) | 50% Yes (5) 50% Many (5) | 83% Yes (5) 17% Many (1) (3 CND) | 86% Yes (6) 14% Many (1) (3 CND) | 75% Yes (6) 12.5% Many (1) 12.5% Needs Impv (1) (2 CND) | 100% Yes (8) |
| 94a. About where and with whom to live? CPRQ89; '17IQR#23c, '18IQR102a | 0% Yes 100% Partial (1) (9 CND) | | 100% Yes (5) (4 CND) | 100% Yes (5) (5 CND) | 100% Yes (8) (2 CND) | 100% Yes (8) |



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

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|--|--------------------------------|---|--|---|--|---|
| 94b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d, '18IQR102b | 100% Yes (4) (6 CND) | 100% Yes (5) (5 CND) | 67% Yes (4) 33% Many (2) (3 CND) | 100% Yes (6) (4 CND) | 85.7% Yes (6) 14.3% Many (1) (3 CND) | 100% Yes (8) |
| 94c. About where and with whom to socialize/spend leisure time? CPRQ91, '18IQR102c | 100% Yes (4) (6 CND) | | 83% Yes (5) 17% Many (1) (3 CND) | 100% Yes (7) (3 CND) | 75% Yes (6) 12.5% Many (1) 12.5% No (1) (2 CND) | 100% Yes (8) |
| 95. Does the evidence support that providers do not prevent the person from pursuing relationships? CPRQ92; '17IQR#31f, '18IQR103 (and are respecting the rights of this person) | 100% Yes (10) | 86% Yes (6) 14% Needs Impv (1) (3 CND) | 100% Yes (9) | 100% Yes (10) | 100% Yes (10) | 100% Yes (8) |
| 96. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a, '18IQR105 | 100% Yes (10) | 70% Yes (7) 20% Many (2) 10% Needs Impv (1) | 78% Yes (7) 22% Many (2) | 60% Yes (6) 40% Many (4) | 50% Yes (5) 40% Many (4) 10% Needs Impv (1) | 50% Yes (4) 37.5% Many (3) 12.5% Needs Impv (1) |
| 97. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94, '18IQR106 | 90% Yes (9) 10% Partial (1) | | 89% Yes (8) 11% Needs Impv (1) | 80% Yes (8) 10% Many (1) 10% No (1) | 100% Yes (10) | 75% Yes (6) 25% Many (2) |
| 98. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h, '18IQR107 | | | 78% Yes (7) 22% No (2) | 60% Yes (6) 40% No (4) | 70% Yes (7) 30% No (3) | 87.5% Yes (7) 12.5% No (1) |



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

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|--|---------------------|--|--|--|--|--|
| 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 | | 17% Yes (1) 17% Many (1) 50% Needs Impv (3) 17% No (1) (4 N/A) | 50% Yes (3) 17% Many (1) 33% No (2) (3 N/A) | 83% Yes (5) 17% Needs Impv (1) (4 N/A) | 28.6% Yes (2) 42.8% Many (3) 14.3% Needs Impv (1) 14.3% No (1) (3 N/A) | 57.1% Yes (4) 14.3% Many (1) 14.3% Needs Impv (1) 14.3% No (1) (1 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 | | 0% Yes 17% Many (1) 50% Needs Impv (3) 33% No (2) (4 N/A) | 17% Yes (1) 17% Needs Impv (1) 67% No (4) (3 N/A) | 33% Yes (2) 33% Many (2) 33% No (2) (4 N/A) | 57.1% Yes (4) 14.3% Many (1) 14.3% Needs Impv (1) 14.3% No (1) (3 N/A) | 50% Yes (3) 33.3% Many (2) 16.7% No (1) (2 N/A) |
| 101. Is the person protected from abuse, neglect and exploitation? '17IQR#35, '18IQR110 | | 33% Yes (3) 33% Many (3) 33% Needs Impv (3) (1 N/A) | 67% Yes (6) 22% Many (2) 11% No (1) | 70% Yes (7) 10% Many (1) 20% Needs Impv (2) | 30% Yes (3) 60% Many (6) 10% Needs Impv (1) | 50% Yes (4) 50% Many (4) |
| 102. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b, '18IQR111 | | 50% Yes (4) 25% Many (2) 25% Needs Impv (2) (2 N/A) | 75% (6) 13% Needs Impv (1) 13% No (1) (1 N/A) | 60% Yes (3) 20% Many (1) 20% No (1) (5 N/A) | 100% Yes (7) (3 N/A) | 100% Yes (7) (1 N/A) |
| 103. Is the individual safe? '17IQR#24, '18IQR112 | | 60% Yes (6) 20% Many (2) 20% Needs Impv (2) | 78% Yes (7) 11% Many (1) 11% Needs Impv (1) | 60% Yes (6) 40% Many (4) | 60% Yes (6) 20% Many (2) 20% Needs Impv (2) | 62.5% Yes (5) 25% Many (2) 12.5% 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 | | 20% Active (2) 40% Moderate (4) 20% Limited (2) 20% None (2) | 33% Active 33% Moderate 33% Limited | 38% Active (3) 25% Moderate (2) 38% Limited (3) (2 N/A) | 30% Active (3) 30% Moderate (3) 40% Limited (4) | 25% Active (2) 50% Moderate (4) 25% Limited (2) |
| 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 | | 100% Yes (2) (8 N/A) | 75% Yes (3) 25% Needs Impv (1) (5 N/A) | 33% Yes (1) 67% Needs Impv (2) (7 N/A) | 40% Yes (2) 40% Many (2) 20% Needs Impv (1) (5 N/A) | 100% Yes (3) (5 N/A) |



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

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|--|--------------------------------|---|---|---|---|---------------------------------|
| 106. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30, '18IQR115 | 100% Yes (10) | 50% Yes (5) 50% Many (5) | 78% Yes (7) 11% Many (1) 11% Needs Impv (1) | 70% Yes (7) 30% Many (3) | 70% Yes (7) 20% Many (2) 10% No (1) | 87.5% Yes (7) 12.5% Many (1) |
| 107. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e, '18IQR116 | 100% Yes (9) (1 CND) | 100% Yes (10) | 100% Yes (9) | 100% Yes (10) | 100% Yes (10) | 75% Yes (6) 25% Many (2) |
| 108. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c, '18IQR117 | 60% Yes (6) 40% Partial (4) | 30% Yes (3) 10% Many (1) 60% Needs Impv (6) | 44% Yes (4) 44% Many (4) 11% Needs Impv (1) | 20% Yes (2) 50% Many (5) 30% Needs Impv (3) | 20% Yes (2) 60% Many (6) 10% Needs Impv (1) 10% No (1) | 12.5% Yes (1) 87.5% Many (7) |
| 109. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e, '18IQR118 | 100% Yes (10) | 100% Yes (10) | 100% Yes (9) | 100% Yes (9) (1 CND) | 80% Yes (8) 10% Many (1) 10% Needs Impv (1) | 100% Yes (8) |
| 110. Does the person have sufficient personal money? CPRQ110 '17IQR#34f, '18IQR119 | 90% Yes (9) 10% Partial (1) | 60% Yes (6) 20% Many (2) 20% Needs Impv (2) | 100% Yes (9) | 60% Yes (6) 30% Many (3) 10% Needs Impv (1) | 100% Yes (10) | 75% Yes (6) 25% Many (2) |
| 111. Does the person get along with their day program/employment provider staff? CPRQ111, '18IQR120 | 100% Yes (6) (4 CND) | | 100% Yes (8) (1 CND) | 100% Yes (8) (1 N/A, 1 CND) | 100% Yes (8) (2 CND) | 100% Yes (6) (1 CND; 1 N/A) |
| 112. Does the person get along with their residential provider staff? CPRQ112, '18IQR121 | 100% Yes (6) (4 CND) | | 100% Yes (8) (1 CND) | 100% Yes (9) (1 CND) | 100% Yes (10) | 100% Yes (7) (1 CND) |



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TEAM PROCESS

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|--|--------------------------------------|---|---|---|---|---|
| 113. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10, '18IQR122 | 0% Yes 100% Partial (10) | 30% Yes (3) 40% Many (4) 30% Needs Impv (3) | 33% Yes (3) 56% Many (5) 11% Needs Impv (1) | 20% Yes (2) 40% Many (4) 40% Needs Impv (4) | 0% Yes 60% Many (6) 40% Needs Impv (4) | 0% Yes 87.5% Many (7) 12.5% Needs Impv (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 | 100% Yes (2) (8 N/A) | 100% Yes (1) (9 N/A) | 100% Yes (3) (6 N/A) | 67% Yes (2) 33% Many (1) (7 N/A) | 100% Yes (1) (9 N/A) | 0% Yes 100% Many (1) (7 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 | 78% Yes (7) 22% No (2) (1 N/A) | 88% Yes (7) 13% Many (1) (2 N/A) | 56% Yes (5) 44% Many (4) | 50% Yes (5) 30% Many (3) 20% Needs Impv (2) | 20% Yes (2) 60% Many (6) 20% Needs Impv (2) | 37.5% Yes (3) 50% Many (4) 12.5% Needs Impv (1) |
| 116. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? CPRQ117, '18IQR125 | 80% Yes (8) 20% Partial (2) | | 89% Yes (8) 11% Many (1) | 70% Yes (7) 10% Many (1) 20% Needs Impv (2) | 20% Yes (2) 70% Many (7) 10% Needs Impv (1) | 25% Yes (2) 75% Many (6) |
| 117. Do you recommend Dispute Resolution for this IDT? CPRQ118, '18IQR126 | 0% Yes 100% No (10) | | 0% Yes 100% No (9) | 10% Yes (1) 90% No (9) | 0% Yes 100% No (10) | 0% Yes 100% No (8) |
| 118. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#17d, '18IQR127 | 20% Yes (2) 80% No (8) | 30% Yes (3) 70% No (7) | 33% Yes (3) 67% No (6) | 60% Yes (6) 40% No (4) | 50% Yes (5) 50% No (5) | 37.5% Yes (3) 62.5% No (5) |



2021 (FY22) Individual Quality Review Southeast Region Report

TEAM PROCESS (continued)

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|---|---|--|---|--|--|--|
| 119. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c, '18IQR128 | 11% Yes (1) 89% No (8) (1 CND) | 0% Yes 100% No (10) | 33% Yes (3) 67% No (6) | 50% Yes (5) 50% No (5) | 40% Yes (4) 60% No (6) | 12.5% Yes (1) 87.5% No (7) |
| 120. If #118 OR #119 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121; '18IQR129 | 33% Yes (1) 67% Partial (2) (7 N/A) | | 80% Yes (4) 20% No (1) (4 N/A) | 57% Yes (4) 43% No (3) (3 N/A) | 71.4% Yes (5) 28.6% No (2) (3 N/A) | 50% Yes (2) 50% No (2) (4 N/A) |
| 121. Has the person changed residential/day services in the last year? CPRQ122, '18IQR130 | 10% Yes (1) 90% No (9) | | 22% Yes (2) 78% No (7) | 10% Yes (1) 90% No (9) | 0% Yes 100% No (10) | 0% Yes 100% No (8) |
| 122. If #121 is Yes, was the change Planned by the IDT? CPRQ122a, '18IQR131 | 100% Yes (1) (9 N/A) | | 50% Yes (1) 50% No (1) (7 N/A) | 100% Yes (1) (9 N/A) | (10 N/A) | (8 N/A) |
| 123. If #121 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b, '18IQR132 | 100% Yes (1) (9 N/A) | | 100% Yes (2) (7 N/A) | 100% Yes (1) (9 N/A) | (10 N/A) | (8 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 | 30% Yes (3) 70% Partial (7) | 0% Yes 30% Many (3) 60% Needs Impv (6) 10% No (1) | 22% Yes (2) 56% Many (5) 22% Needs Impv (2) | 0% Yes 60% Many (6) 40% Needs Impv (4) | 60% Many (6) 40% Needs Impv (4) | 0% Yes 87.5% Many (7) 12.5% Needs Impv (1) |



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SUPPORTED EMPLOYMENT

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|--|--------------------------------------|---|---|--|--|--|
| 125. Does (Name) have a current Person-Centered Assessment? '18IQR134 | | | 11% Yes (1) 22% Many (2) 44% Needs Impv (4) 22% No (2) | 44% Yes (4) 33% Many (3) 11% Needs Impv (1) 11% No (1) (1 N/A) | 80% Yes (8) 20% Many (2) | 57.1% Yes (4) 42.9% Many (3) (1 N/A) |
| 126. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a, '18IQR135 | 67% Yes (4) 33% No (2) (4 N/A) | 0% Yes 22% Many (2) 44% Needs Impv (4) 33% No (3) (1 N/A) | 0% Yes 33% Many (2) 17% Needs Impv (1) 50% No (3) (3 N/A) | 33% Yes (2) 17% Many (1) 17% Needs Impv (1) 33% No (2) (4 N/A) | 57.1% Yes (4) 14.3% Many (1) 14.3% Needs Impv (1) 14.3% No (1) (3 N/A) | 100% Yes (6) (2 N/A) |
| 127. Did the individual participate personally in the Person Centered Assessment? '18IQR136 | | | 67% Yes (6) 33% No (3) | 78% Yes (7) 22% No (2) (1 N/A) | 90% Yes (9) 10% No (1) | 100% Yes (7) (1 N/A) |
| 128. Did the Guardian participate in the Person Centered Assessment? '18IQR137 | | | 33% Yes (3) 67% No (6) | 44% Yes (4) 56% No (5) (1 N/A) | 80% Yes (8) 20% No (2) | 62.5% Yes (5) 37.5% No (3) |
| 129. Is the individual engaged in the Informed Choice Project? '18IQR138 <i>Note: this question is no longer asked as project has ended.</i> | | | 11% Yes (1) 89% No (8) | 0% Yes 100% No (10) | (10 N/A) | (8 N/A) |
| 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 11% Many (1) 22% Needs Impv (2) 67% No (6) (1 N/A) | 33% Yes (2) 67% No (4) (3 N/A) | 67% Yes (4) 33% No (2) (4 N/A) | 100% Yes (7) (3 N/A) | 66.7% Yes (4) 33.3% No (2) (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 | | | 0% Yes 50% Many (1) 50% No (1) (7 N/A) | 100% Yes (4) (6 N/A) | 71.4% Yes (5) 14.3% Many (1) 14.3% Needs Impv (1) (3 N/A) | 100% Yes (4) (4 N/A) |



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SUPPORTED EMPLOYMENT (continued)

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|---|---------------------|---|--|--|--|--|
| 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 25% Needs Impv (1) 75% No (3) (5 N/A) | 50% Yes (1) 50% Many (1) (8 N/A) | 100% Yes (1) (9 N/A) | 0% Yes 100% No (2) (6 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 | | | 17% Yes (1) 83% No (5) (3 N/A) | 60% Yes (3) 20% Many (1) 20% No (1) (5 N/A) | 85.7% Yes (6) 14.3% Needs Impv (1) (3 N/A) | 100% Yes (6) (2 N/A) |
| 134. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c, '18IQR143 | | 0% Yes 11% Many (1) 56% Needs Impv (5) 33% No (3) (1 N/A) | 17% Yes (1) 17% Many (1) 67% No (4) (3 N/A) | 100% Yes (6) (4 N/A) | 71.4% Yes (5) 14.3% Many (1) 14.3% Needs Impv (1) (3 N/A) | 100% Yes (6) (2 N/A) |
| 135. Has the Guardian received information regarding the range of employment options available for the individual? '18IQR144 | | | 17% Yes (1) 17% Needs Impv (1) 67% No (4) (3 N/A) | 80% Yes (4) 20% Many (1) (5 N/A) | 85.7% Yes (6) 14.3% Needs Impv (1) (3 N/A) | 100% Yes (6) (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 11% Many (1) 44% Needs Impv (4) 44% No (4) (1 N/A) | 17% Yes (1) 17% Many (1) 33% Needs Impv (2) 33% No (2) (3 N/A) | 71% Yes (5) 29% No (2) (3 N/A) | 83.3% Yes (5) 16.7% Needs Impv (1) (4 N/A) | 83.3% Yes (5) 16.7% Many (1) (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 | | | 20% Yes (1) 20% Many (1) 20% Needs Impv (1) 40% No (2) (4 N/A) | 67% Yes (4) 33% No (2) (4 N/A) | 83.3% Yes (5) 16.7% Needs Impv (1) (4 N/A) | 80% Yes (4) 20% Many (1) (3 N/A) |



2021 (FY22) Individual Quality Review Southeast Region Report

SUPPORTED EMPLOYMENT (continued)

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|---|---|---------------------|--|--|--|--|
| 138. Has the individual participated in work or volunteer activities during the past year? '18IQR147 | | | 33% Yes (2) 33% Many (2) 17% Needs Impv (1) 17% No (1) (3 N/A) | 29% Yes (2) 14% Many (1) 57% No (4) (3 N/A) | 85.7% Yes (6) 14.3% No (1) (3 N/A) | 50% Yes (3) 50% No (3) (2 N/A) |
| 139. Has the individual identified what type of work or volunteer activities he/she would like to do? '18IQR148 | | | 57% Yes (4) 13% Needs Impv (1) 25% No (2) (2 N/A) | 57% Yes (4) 43% No (3) (3 N/A) | 85.7% Yes (6) 14.3% No (1) (3 N/A) | 66.7% Yes (4) 16.7% Many (1) 16.7% Needs Impv (1) (2 N/A) |
| 140. Does the Guardian support him/her working? '18IQR149 | | | 83% Yes (5) 17% No (1) (3 N/A) | 60% Yes (3) 40% No (2) (5 N/A) | 85.7% Yes (6) 14.3% No (1) (3 N/A) | 66.7% Yes (4) 33.3% No (2) (2 N/A) |
| 142. Is the individual engaged in Supported Employment? CPRQ129, '18IQR151 | 40% Yes (2) 60% No (3) (5 N/A) | | 17% Yes (1) 63% No (5) (3 N/A) | 0% Yes 100% No (7) (3 N/A) | 42.9% Yes (3) 57.1% No (4) (3 N/A) | 0% Yes 100% No (5) (3 N/A) |
| 144. Does the person have a Career Development Plan? CPRQ128 17IQR#26e, '18IQR153 | 20% Yes (1) 60% Partial (3) 20% No (1) (5 N/A) | | 0% Yes 100% Needs Impv (1) (8 N/A) | 50% Yes (1) 50% Many (1) (8 N/A) | 100% Yes (4) (6 N/A) | (8 N/A) |



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| BEHAVIOR | | | | | | |
|--|---|--|--|--|--|--|
| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
| 145. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d, '18IQR154 | 90% Yes (9) 10% No (1) | 70% Yes (7) 30% No (3) | 78% Yes (7) 22% No (2) | 80% Yes (8) 20% No (2) | 90% Yes (9) 10% No (1) | 62.5% Yes (5) 37.5% No (3) |
| 146. Does the person need behavior services now? CPRQ132 '17IQR#11e, '18IQR155 | 90% Yes (9) 10% No (1) | 80% Yes (8) 20% No (2) | 78% Yes (7) 22% No (2) | 90% Yes (9) 10% No (1) | 90% Yes (9) 10% No (1) | 75% Yes (6) 25% No (2) |
| 147. Have behavioral assessments been completed? CPRQ133, '18IQR156 | 67% Yes (6) 33% Partial (3) (1 N/A) | | 57% Yes (4) 29% Many (2) 14% No (1) (2 N/A) | 44% Yes (4) 44% Many (4) 11% No (1) (1 N/A) | 22.2% Yes (2) 66.7% Many (6) 11.1% Needs Impv (1) (1 N/A) | 66.7% Yes (4) 16.7% Many (1) 16.7% No (1) (2 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) (1 N/A) | 57% Yes (4) 14% Many (1) 29% Needs Impv (2) (3 N/A) | 83% Yes (5) 17% Many (1) (3 N/A) | 67% Yes (6) 11% Many (1) 11% Needs Impv (1) 11% No (1) (1 N/A) | 55.6% Yes (5) 22.2% Many (2) 22.2% Needs Impv (2) (1 N/A) | 50% Yes (3) 33.3% Many (2) 16.7% No (1) (2 N/A) |
| 149. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d, '18IQR158 | 78% Yes (7) 22% Partial (2) (1 N/A) | 83% Many (5) 17% Needs Impv (1) (4 N/A) | 100% Yes (6) (3 N/A) | 56% Yes (5) 11% Many (1) 22% Needs Impv (2) 11% No (1) (1 N/A) | 66.7% Yes (6) 22.2% Many (2) 11.1% No (1) (1 N/A) | 50% Yes (3) 16.7% Many (1) 16.7% Needs Impv (1) 16.7% No (1) (2 N/A) |



2021 (FY22) Individual Quality Review Southeast Region Report

BEHAVIOR (continued)

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|--|---|--|--|--|--|--|
| 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) (8 N/A) | 0% Yes 100% Many (2) (8 N/A) | 100% Yes (2) (7 N/A) | 75% Yes (3) 25% No (1) (6 N/A) | 33.3% Yes (1) 33.3% Many (1) 33.4% No (1) (7 N/A) | 0% Yes 50% Needs Impv (1) 50% No (1) (6 N/A) |
| 151. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i, '18IQR160 | 67% Yes (6) 33% Partial (3) (1 N/A) | 38% Yes (3) 50% Many (4) 13% No (1) (2 N/A) | 71% Yes (5) 29% Many (2) (2 N/A) | 56% Yes (5) 22% Many (2) 11% Needs Impv (1) 11% No (1) (1 N/A) | 33.4% Yes (3) 33.3% Many (3) 33.3% Needs Impv (3) (1 N/A) | 66.7% Yes (4) 16.7% Needs Impv (1) 16.7% No (1) (2 N/A) |
| 152. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d, '18IQR161 | 67% Yes (6) 22% Partial (2) 11% No (1) (1 N/A) | 67% Yes (4) 17% Needs Impv (1) 17% No (1) (4 N/A) | 50% Yes (3) 33% Many (2) 17% Needs Impv (1) (3 N/A) | 78% Yes (7) 11% Many (1) 11% No (1) (1 N/A) | 44.4% Yes (4) 22.3% Many (2) 33.3% Needs Impv (3) (1 N/A) | 50% Yes (3) 33.3% Needs Impv (2) 16.7% No (1) (2 N/A) |



2021 (FY22) Individual Quality Review Southeast Region Report

ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|--|---|--|--|--|--|--|
| 153. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b, '18IQR162 | 50% Yes (3) 50% Partial (3) (4 N/A) | 67% Yes (6) 22% Many (2) 11% Needs Impv (1) (1 N/A) | 86% Yes (6) 14% Many (1) (2 N/A) | 56% Yes (5) 44% Many (4) (1 N/A) | 77.8% Yes (7) 22.2% Many (2) (1 N/A) | 57.1% Yes (4) 28.6% Many (2) 14.3% Needs Impv (1) (1 N/A) |
| 154. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c, '18IQR163 | 83% Yes (5) 17% Partial (1) (4 N/A) | 50% Yes (3) 17% Many (1) 33% Needs Impv (2) (4 N/A) | 60% Yes (3) 40% Many (2) (4 N/A) | 63% Yes (5) 13% Many (1) 25% Needs Impv (2) (2 N/A) | 50% Yes (4) 37.5% Many (3) 12.5% Needs Impv (1) (2 N/A) | 50% Yes (3) 33.3% Many (2) 16.7% Needs Impv (1) (2 N/A) |
| 155. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f, '18IQR164 | | 100% Yes (9) (1 N/A) | 86% Yes (6) 14% Many (1) (2 N/A) | 88% Yes (7) 13% Needs Impv (1) (2 N/A) | 88.9% Yes (8) 11.1% Many (1) (1 N/A) | 71.4% Yes (5) 28.6% Many (2) (1 N/A) |
| 156. Is the person's equipment and technology in good repair? '17IQR#25d, '18IQR165 | | 78% Yes (7) 11% Many (1) 11% Needs Impv (1) (1 N/A) | 100% Yes (7) (2 N/A) | 89% Yes (8) 11% Needs Impv (1) (1 N/A) | 88.9% Yes (8) 11.1% Many (1) (1 N/A) | 75% Yes (6) 25% Many (2) |
| 157. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e, '18IQR166 | | 78% Yes (7) 11% Many (1) 11% Needs Impv (1) (1 N/A) | 100% Yes (7) (2 N/A) | 44% Yes (4) 44% Many (4) 11% Needs Impv (1) (1 N/A) | 55.6% Yes (5) 44.4% Many (4) (1 N/A) | 50% Yes (4) 50% Many (4) |
| 158. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b, '18IQR167 | 75% Yes (6) 25% Partial (2) (2 N/A) | 67% Yes (6) 11% Many (1) 22% Needs Impv (2) (1 N/A) | 83% Yes (5) 17% Many (1) (3 N/A) | 67% Yes (6) 11% Many (1) 11% Needs Impv (1) 11% No (1) (1 N/A) | 44.4% Yes (4) 44.4% Many (4) 11.2% Needs Impv (1) (1 N/A) | 71.4% Yes (5) 28.6% Many (2) (1 N/A) |



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INDIVIDUAL SERVICE PLANNING

| Question | 2016 (sample=10) | 2017 (sample=10) | 2018 (sample=9) | 2019 (sample=10) | 2020 (sample=10) | 2021 (sample=8, 2 Mi Via) |
|---|--------------------------------|---|---|---|--|--|
| 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 | 80% Yes (8) 20% Partial (2) | 70% Yes (7) 10% Many (1) 20% Needs Impv (2) | 89% Yes (8) 11% Many (1) | 90% Yes (9) 10% Many (1) | 90% Yes (9) 10% Many (1) | 87.5% Yes (7) 12.5% No (1) |
| 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 | 70% Yes (7) 30% Partial (3) | 50% Yes (5) 20% Many (2) 20% Needs Impv (2) 10% No (1) | 67% Yes (6) 11% Many (1) 22% Needs Impv (2) | 90% Yes (9) 10% Needs Impv (1) | 50% Yes (5) 40% Many (4) 10% No (1) | 62.5% Yes (5) 25% Many (2) 12.5% No (1) |
| 161. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a, '18IQR170 | 60% Yes (6) 40% Partial (4) | 40% Yes (4) 20% Many (2) 40% Needs Impv (4) | 78% Yes (7) 22% Many (2) | 90% Yes (9) 10% Many (1) | 70% Yes (7) 30% Many (3) | 75% Yes (6) 12.5% Many (1) 12.5% No (1) |
| 162. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f, '18IQR171 | 90% Yes (9) 10% Partial (1) | 80% Yes (8) 10% Many (2) 10% Needs Impv (1) | 89% Yes (8) 11% Many (1) | 80% Yes (8) 20% Many (2) | 90% Yes (9) 10% Many (1) | 87.5% Yes (7) 12.5% Many (1) |
| 163. Is the person integrated into the community? CPRQ145; '17IQR#29g, '18IQR172 | 70% Yes (7) 30% Partial (3) | 30% Yes (3) 20% Many (2) 50% Needs Impv (5) | 67% Yes (6) 11% Many (1) 22% Needs Impv (2) | 70% Yes (7) 20% Many (2) 10% Needs Impv (1) | 70% Yes (7) 30% Many (3) | 87.5% Yes (7) 12.5% Many (1) |
| 164. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36, '18IQR174 | 20% Yes (2) 80% Partial (8) | 0% Yes 30% Many (3) 70% Needs Impv (7) | 11% Yes (1) 78% Many (7) 11% Needs Impv (1) | 0% Yes 60% Many (6) 40% Needs Impv (4) | 0% Yes 90% Many (9) 10% Needs Impv (1) | 0% Yes 87.5% Many (7) 12.5% Needs Impv (1) |



Thank you!

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See also: [Individual Quality Review \(nmhealth.org\)](http://nmhealth.org)