



**A. Jackson Class Member Demographics – Metro Region**

As of April 24, 2019, there were 146 Active Jackson Class Members in the Metro Region. Details regarding individuals in current review sample are provided in the tables below. There were 17 class members reviewed in the Metro region for the first review of the 2019 IQR, and 16 more were reviewed in the second round, for a total of 33 Jackson Class Members in the Metro Region to date.

Since the beginning of the 2019 IQR, five Jackson Class Members in Metro region have passed away. As of January 25, 2020, Metro region has 141 class members.

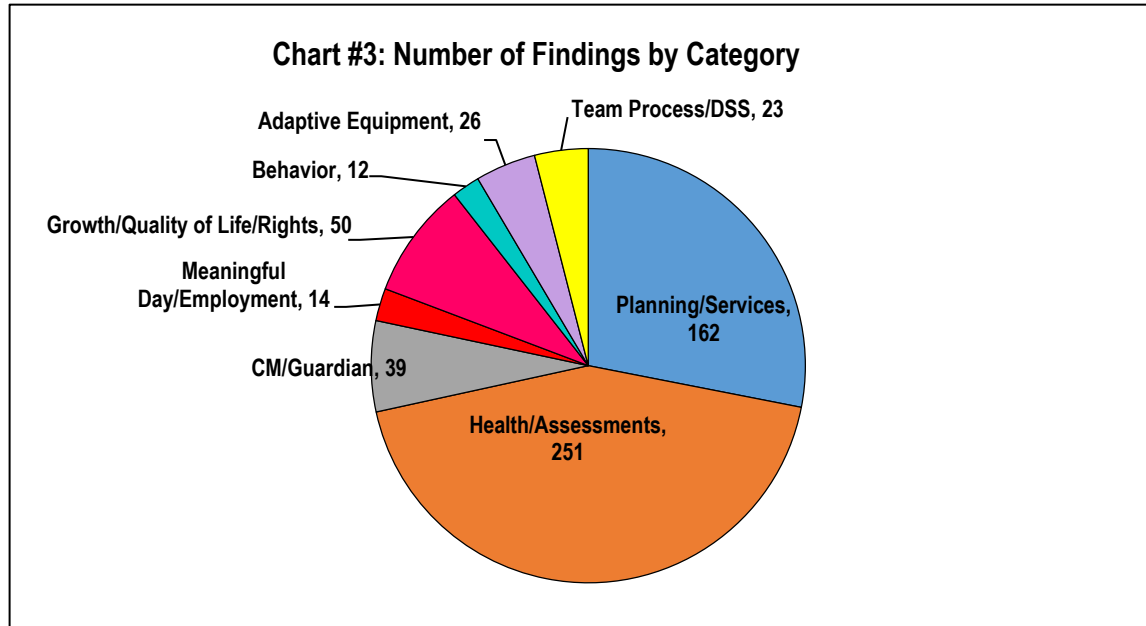
<b>Chart #1: Demographics of JCMs in the Metro Region</b>					
<b>Age</b>		<b>Ethnicity</b>		<b>Day Service Type</b>	
30-39	3	Hispanic	62	Adult Habilitation (AH)	108
40-49	21	Caucasian	56	Adult Hab/Supp Empl (SE)	17
50-59	53	Native American	15	Adult Hab/Community Access (CA)	6
60-69	45	Black	8	Community Access	2
70-79	16			Supported Employment	2
80+	3	<b>Gender</b>		None	3
Average Age:	59	Male	84	Mi Via	3
		Female	57	<b>Residential Service Type</b>	
				Supported Living	111
				Family Living	26
				Independent Living	1
				Mi Via	3

**Chart #2: Agencies and the Number of Jackson Class Members They Serve in the Metro Region**

<b>Case Management</b>	A New Vision (14)	A Step Above (26)	Amigo (10)	Carino (18)	NMQCM (12)	Peak (14)	Unidas (39)
	Unique Opportunities (5)						Mi Via (3)
<b>Residential</b>	A Better Way (1)	Adelante (31)	ADID Care (1)	Advantage Communications (1)	Alegria (2)	Alianza (1)	Alta Mira (1)
	Arca (13)	At Home Advocacy (3)	Bright Horizons (8)	Community Options (1)	Cornucopia (2)	Dungarvin (8)	Expressions of Life (5)
	Expressions Unlimited (1)	La Vida Felicidad (1)	Life Mission (1)	LLCP (30)	Mandy's Farm (1)	MaxCare (2)	Onyx (5)
	Optihealth (3)	Su Vida (2)	The New Beginnings (11)	TLC (2)	Independent Living (1)		Mi Via (3)
<b>Day</b> <i>*Note some JCMs have more than one Day provider</i>	A Better Way (4)	Active Solutions (3)	Adelante (43)	ADID Care (1)	Advantage Communications (1)	Alianza (1)	Arca (4)
	Bright Horizons (4)	CFC (8)	Community Options (1)	Cornucopia (2)	Dungarvin (6)	Expressions Unlimited (2)	La Vida (1)
	LifeRoots (5)	LLCP (31)	Mandy's Farm (2)	Maxcare (2)	None (2)	Onyx (4)	Optihealth (3)
	Share Your Care (4)	Su Vida (2)	The New Beginnings (6)				Mi Via (3)

## B. Most Frequently Identified Findings by Category

After two rounds of reviews, Metro Region has a total of 578 Findings. The table below shows into what categories those findings fall.



## C. Most Frequently Repeated Findings by Category

IQR Findings include the identification of good and exemplary as well as deficient practice. Findings are developed by the Surveyor, reviewed by a Case Judge, the Community Monitor, DDS Regional Office, State DDS and DHI Staff, and the individual and his/her Team to ensure accuracy before they become final. The expectation is that the identified issue will be resolved not only for the individual but, if applicable, for everyone in that agency to whom the finding is relevant, and resolved in a way that is sustainable so that the identified issue remains “fixed”.

Of the 578 Findings in the Metro 1 & 2 Reviews, there were 103 (18%) identified as “repeat findings”. Repeat findings are those which have been identified by the IQR during previous reviews (within the last ten years). The category where ‘repeat findings’ are most frequently identified is in the area of Planning and Services, followed by Health/Assessments. The charts below summarize, by agency, the number of repeat findings which were identified by topic area.

Chart #4: Repeat Findings by Area and Residential Provider									
Area ----- Provider	AE/AC	Behavior	Case Manager/ Guardian	Growth/ Quality of Life / Rights	Health/ Assessments	Meaningful Day / Supp. Empl	Planning and Services	Team Process/ DSS	Total
A Better Way (1)									0
Adelante (9)			4	6	8		9	1	28
ADID Care (1)			1				1		2
Advantage Comm. (1)		2	1	1	1		2		7
Alegria (1)				1					1
Alianza (1)							1		1
Alta Mira (1)			1				1		2
Arca (5)	1		2		6	1	7		17
Bright Horizons (2)			2	1	1	1	8		13
Community Options (1)	1			1	2	1	1		6
Dungarvin (3)	1		1		1		6		9
Expressions of Life (1)							1		1
La Vida (1)			1				1		2
Life Mission (1)			1		1				2
LLCP (3)			1	1	5		1		8
Onyx (1)					1		3		4
<b>TOTAL</b>	<b>3</b>	<b>2</b>	<b>15</b>	<b>11</b>	<b>26</b>	<b>3</b>	<b>42</b>	<b>1</b>	<b>103</b>

Chart #5: Repeat Findings by Area and Case Management Agency									
Area ----- Provider	AE/AC	Behavior	Case Manager/ Guardian	Growth/ Quality of Life / Rights	Health/ Assessments	Meaningful Day / Supp. Empl	Planning and Services	Team Process/ DSS	Total
A New Vision (6)			3	6	7		6		22
A Step Above (6)			4	1			4	1	10
Amigo (2)					3		1		4
Carino (3)			1	1	2				4
NMQCM (4)			2	1	3	1	11		18
Peak (5)	1		3	1	8	1	11		25
Unidas (4)	1				1	1	5		8
Unique Opportunities (3)	1	2	2	1	2		4		12
<b>TOTAL</b>	<b>3</b>	<b>2</b>	<b>15</b>	<b>11</b>	<b>26</b>	<b>3</b>	<b>42</b>	<b>1</b>	<b>103</b>

#### D. Immediate and Special Findings

There were 33 Class Members reviewed in Metro Rounds 1 & 2 as part of the 2019 IQR. Twenty-two (22) individuals (67%) were found to have immediate and/or special findings. Twelve (12) individuals (36%) were found to have Immediate Needs. Three of these twelve also had Special Findings. Ten (10) additional individuals were found

to have Special Needs. A total of thirteen (13) individuals were identified with Special Need (59%). There were seventeen (17) Immediate findings and twenty-five (25) Special findings. Details of the issues of these findings are identified in the table below.

Class Members identified as “**needing immediate attention**” are persons 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.

Class Members identified as “**needing special attention**” are individuals for whom issues have been identified that, if not addressed, are likely to become an urgent health and safety concern.

As the following summary highlights, the number of Immediate and/or Special Findings cluster in the following topic area:

- 10 findings identified related to Health Oversight
  - 8 aspiration/CARMP issues
  - 8 related to Medication/Side Effects
  - 7 equipment issues
  - 5 symptoms/issues not being followed up on
  - 2 HCP/MERP discrepancy issues
  - 1 related to not following orders/instructions
  - 1 safety/lack of adequate staff
  - 1 DNR in place/staff didn't know

Agencies which were found with Immediate and/or Special Findings clustered in the following way.

**Chart #6:** Agencies with Immediate/Special Findings in both Metro #1 and Metro #2

Agency	# in Metro 1&2	# Immediate	# Special
Adelante	9	6	9
ARCA	5	6	2
Dungarvin	3	1	2
Bright Horizons	2	0	5
LLCP	3	1	2
ADID Care	1	0	2
Advantage Communications	1	0	2
Alta Mira	1	2	0
Life Missions	1	1	1

**Chart #6A: Immediate/Special Identified Findings – 2019 IQR Metro Region Rounds 1 & 2**

Immediate/Special Identified Findings – 2019 Metro #1 IQR							
Reg	CM	Res	Day	Immd	Spec	IR	Issue
<b>Health Oversight Issues</b>							
M1	A Step Above	ADID Care	ADID Care		X		BM logs not monitored; many gaps not reported; up to 11 days with no documented BM.
M2	Carino	Life Mission	LifeRoots	X			Information regarding peanut allergy contradictory between eChat, MAAT, MERP and Allergy Profile.
M2	A New Vision	Adelante	Adelante		X		BM tracking has multiple gaps; JCM was hospitalized for fecal impaction
M2	Unique Opportunities.	Advantage Communications	Advantage Communications		X		There is evidence of situations in which the team has had significant issues with communication regarding, in part, JCM's health related issues. Email communication between team members indicate multiple miscommunications between the team
M2	Unique Opportunities.	Advantage Communications	Advantage Communications		X		CM, BSC and Day/Residential staff interviews reflect inconsistencies as it relates to JCM's regression and/or progress with his health/behavioral status:
M2	Unidas	ARCA	Expressions Unlimited	X			Inconsistency about 1:1 vs. group supervision; HRC approved deices are not present; dexa scan recommended but has not received (JCM has Osteopenia); JCM has had number falls and has gait issues; JCM had cut and went to ER; no IR/GER filed.
M2	Peak	ARCA	ARCA		X		There is no evidence that the nurse is completing quarterly health care reports, who is at moderate risk for aspiration and moderate acuity level
M2	Unidas	LLCP	LLCP		X		There was a lack of timely completion of Nursing quarterly and Monthly notes. Notes were all completed on 10/22/19. LLCP Monthly Nursing reports were dated 10/22/19 for the months 11/2018, 12/2018, 1/2019 and Quarterly Nursing reports dated 10/22/19 (9/1/18-12/31/18) and 7/1/19 (1/1/19-4/30/19) were not completed timely.
M2	NMQCM	Bright Horizons	CFC		X		eChat includes information that is not current, accurate or consistent with other documents
M2	NCQCM	Bright Horizons	CFC		X		<p>Nursing records and interviews do not indicate that nursing services have been consistently provided as needed</p> <ul style="list-style-type: none"> <li>• Nursing notes provided for this review document only two monthly face to face visits during the past year (9/30/19 and 8/21/19). eChat lists acuity as high, requiring monthly face to face visits.</li> <li>• MAR indicates Metamucil to be given 1x per day. Dr's order and pharmacy label both indicate it is to be given 2x per day.</li> <li>• Elimination record provided for this review is incomplete. Only 22 days are reflected in the elimination record for the 3 months from 7/11/19-10/13/19. BMs are recorded on 18 of these days</li> <li>• Bright Horizons Annual nursing report of 10/7/19 includes no comments, recommendations or other assessment statement regarding the status of JCMs health.</li> <li>• Based upon review of Bright Horizons Semi-Annual Nursing reports (9.17.19 and 10/19), they did not provide the team a picture of his currently health status, significant health changes or progress towards his health-related goals.</li> <li>• eChat is not complete and accurate (see #4 above)</li> <li>• CFC (day services) nurse, during interview did not report multiple diagnoses listed on eChat diagnosis table including: gastritis, esophagitis, hiatal hernia, and anemia.</li> <li>• CFC nurse, during interview, reported that JCM had not had colon cancer screening. GI report provide for this review indicates he had colonoscopy on 1/29/19</li> </ul>

Immediate/Special Identified Findings – 2019 Metro #1 IQR							
Reg	CM	Res	Day	Immd	Spec	IR	Issue
							<ul style="list-style-type: none"> <li>CFC nurse, during interview, reported that she sometimes has difficulty getting copies of current medical reports. She stated the most recent annual physical she has is “over a year old”, and the most recent dental report she has was from 1/3/18.</li> <li>CFC nurse, during interview, stated that JCM does not see any medical specialists. Documents provided for this review indicate that he has seen the Neurologist and Gastroenterologist multiple times in the past year, had a swallow study on 9/10/19 and was seen for TEASC on 10/11/18.</li> </ul>
<b>Medication/Side Effects</b>							
M1	A Step Above	Adelante	Adelante		X		Receiving Dilantin in 1 dose; should be split per FDA. Invite Team to review and confirm with prescriber.
M1	Amigo	Arca	None	X			ER Discharge indicates take acetaminophen; per eChat this medication has a possible reaction with other medication.
M1	Amigo	Arca	None		X		Medication Administration Record(MAR)/Dr.'s Orders/Med Box do not match in multiple locations
M1	A Step Above	ADID Care	ADID Care		X		MAR lists Erythromycin as a medication the person should take, she is allergic to this med.
M1	Peak	Adelante	Adelante		X		Dr Order for benefiber is 6tsp/day; she is getting 11 per day on weekdays.
M1	A New Vision	Adelante	Adelante	X			Order for Creon is 2 cap/po 3x day; via applesauce pudding or puree; Staff notes he is always tube fed; unsure how he is getting Creon, if he is.
M2	Peak	Dungarvin	Dungarvin	X			JCM has allergy to Ibuprofen; Ibuprofen was listed on MAR
M2	A New Vision	LLCP	None	X			Doxycycline Monohydrate medication is not consistently given 1 hour before a meal as directed. The side effects for doxycycline monohydrate taken on an empty stomach can not only lead to considerable discomfort but may increase risk for aspiration. Also the RN discontinued the Zantac medication and removed it from the home due to the pharmacy notifying of a recall. There is No evidence PCP was notified or that an alternative has been prescribed.
<b>Not following orders/recommendations</b>							
M1	A New Vision	Adelante	Adelante	X			Dr Order says to not use gauze; Nursing says it is a nursing decision to put pads on external bolster; MAR says to put gauze on Stoma. Invited Team to double check under what circumstances gauze can be used for stoma care.
<b>Symptoms/Issues not being followed up</b>							
M1	NMQCM	Adelante	Adelante		X		Insomnia continues although medication has been tried; naps taken during day; PCP has not been asked about it.
M1	Peak	Adelante	Adelante		X		All staff note she is in pain; no evidence how much, why or how being addressed.
M1	A New Vision	Adelante	Adelante		X		DCF says will f/up will be done every 3 months for masses/tumors/lesions; no f/up noted.
M2	Peak	ARCA	ARCA	X			There is no documentation of the team holding a meeting to develop a plan of what to do about blood being detected in stool after having fecal occult testing
M2	Unidas	Dungarvin	Share Your Care			X	Per bowel movement tracking, it appears there are a number of times JCM has gone more than 3 days without having a BM. There is no documentation of nurse notification in nursing notes. Per nursing notes the most recent prn identified was on 9/25/19 in which the nurse approved prn medication, but it did not identify the problem or the medication. Per the 9/2019 MAR the medication was Milk of Magnesia.
<b>Aspiration/CARMP Issues</b>							
M1	NMQCM	Adelante	Adelante	X			Multiple versions of CARMP; most current is incorrect; Nurse did not know the current version
M1	A Step Above	Adelante	Adelante	X			Staff not following CARMP at observed mealtime
M1	Unique Oppor.	Adelante	Adelante	X			CARMP has a discrepancy within itself; positioning is unclear
M1	A Step Above	Alta Mira	Active Solutions	X			Staff not following instructions on bolus vs. syringe push feedings

Immediate/Special Identified Findings – 2019 Metro #1 IQR							
Reg	CM	Res	Day	Immd	Spec	IR	Issue
M1	A Step Above	Alta Mira	Active Solutions	X			CARMP elevation/positioning not being followed (45 vs. 30 degrees)
M2	Unidas	LLCP	LLCP		X		Nursing Semi-Annual reports indicate liquids at thick honey consistency; per the CARMP liquids are nectar consistency
M2	Peak	Arca	Arca	X			JCM had episodes of vomiting ... Consistent tracking as identified in the CARMP was not completed (e.g., vital signs). Emesis vitals in excel spreadsheet from Therap do not correlate to incidents of emesis as noted in record in nursing and/or medical assessment documentation. Additional emesis tracking was requested during nursing interview, and was not received. Per documentation in record, emesis occurred on 10/4/18 during dental exam 3/8/19 and 7/11/19 prior to lunch. For 3/8/19, no tracking, 3/9/19 2x, no tracking 3/10-3/11/19. For 7/11/19, 1 vital sign entry is recorded, no vitals recorded on 7/12-7/14/19.
M2	NMQCM	Bright Horizons	CFC		X		CARMP has not been consistently implemented <ul style="list-style-type: none"> <li>During interview, SLP responded to question asking if CARMP is consistently implemented across all environments by stating: "No not yet, we are working to improve that. Right now the issue is that the house doesn't seem to know where his spoon is ... Residential staff report, during interview, that the build-up handle spoon was received the Thursday before the on-site visit and that they did not have one in the home prior to that time.</li> <li>Neglect was substantiated due to JCM receiving "unauthorized altered meals from 4/23/19-7/9/19" that were not consistent with CARMP (case # 2K20-0086-A and 2K20-0086-B</li> <li>Guardian, during interview, stated regarding the ANE for not following the CARMP, "I don't think it is totally resolved", later stated that food consistency was the greatest challenge facing JCM. Stated that staff have been trained, and that "they just need to do it correctly every time. Those are the kinds of things that create SIB, JCM is that aware of those things".</li> </ul>
<b>HCP/MERPs/eChat discrepancies (2 Special findings)</b>							
M2	NMQCM	Bright Horizons	CFC		X		Some Health Care Plans are not available or do not provide adequate information to guide staff <ul style="list-style-type: none"> <li>No HCP for BMI provided by CFC. Required per eChat.</li> <li>Bright Horizons HCP for oral hygiene does not include important information on toothbrushing procedures consistent w/ CARMP. (Note: there should not be a HCP on issues addressed in the CARMP). Examples include: HCP provides no information on positioning for toothbrushing, does not indicate that no toothpaste is used, dip brush in mouthwash and shake off excess, provide oral stimulation prior to brushing, stop oral care immediately and contact nurse if coughing or choking occur, position upright for 10 minutes after brushing</li> </ul>
<b>Equipment Issues</b>							
M1	Unique Oppor.	Adelante	Adelante	X			W/C is not in good repair; his tilt is not working;
M1	Peak	Adelante	Adelante		X		W/C has issues per all staff – except PT; needs repair
M2	Carino	Life Mission	LifeRoots		X		Based on on-site observation and DSP interview, the bathing gurney is old and stained, and the pad is cracked in multiple places.
M2	Unidas	Dungarvin	Share Your Care		X		JCM uses custom made chairs during mealtime located at both Day Hab and home... per Residential observation JCM slid towards the front of the chair ...it appears the cushion slid forward. JCM also slides forward when in the chair at Day.
M2	Peak	Arca	Arca	X		X	CARMP, 7/30/19, states bed is to be at 30°. HCP for GERD states bed is to be at 45°. Both Direct Support Professionals (DSPs) in interviews stated his bed is to be at 45°. His bed is controlled by an electronic hand held adjustment device. DSP stated that they adjust the bed for PM. There was no gauge on the bed to adjust the bed to a specific degree.



Immediate/Special Identified Findings – 2019 Metro #1 IQR							
Reg	CM	Res	Day	Immd	Spec	IR	Issue
M2	Peak	Arca	Arca	X		X	JCM is to have contact guard with a gait belt and is a high risk for falls. JCM was not wearing a gait belt during the onsite. JCM was seen standing at dresser/chest of drawers; staff was not standing next to him
M2	NMQCM	Bright Horizons	CFC		X		Ankle foot orthosis, at the home at time of on-site visit, were not being used because strap bracket was broken. Staff report that they have been broken for the 8 months
<b>DNR issues</b>							
M1	A New Vision	Adelante	Adelante		X		DNR is on file; Res & Day staff did not know
<b>Other</b>							
M1	Peak	Adelante	Adelante		X		Number of staff in home is not adequate; she requires 2-person lift; ANE was file in 2018 regarding this issue; remains an issue

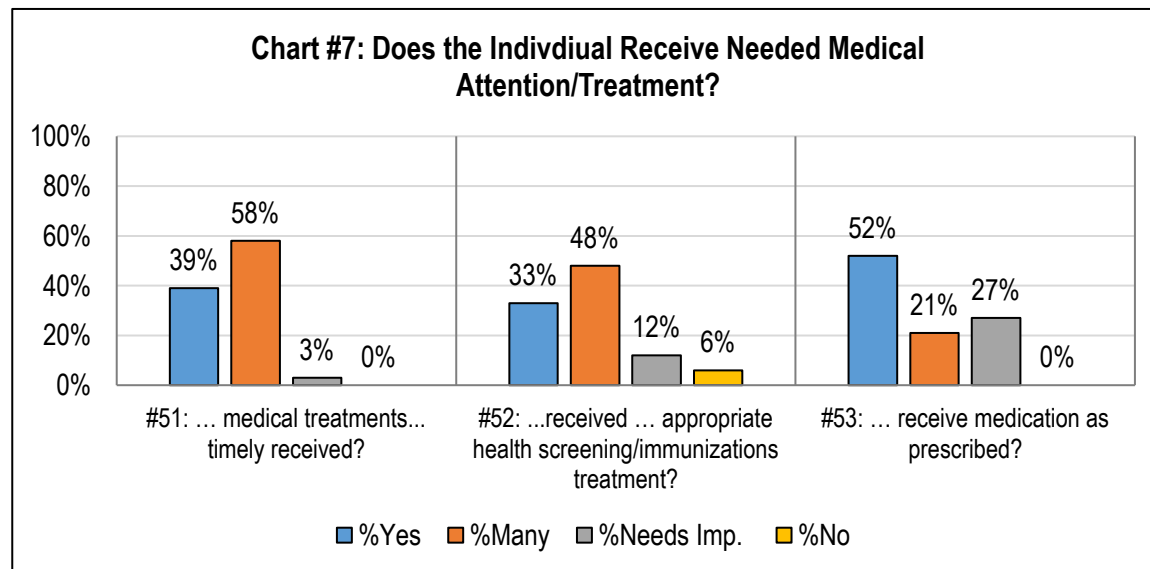
### E. Health, Assessments and Overall Wellness

There is a series of scored questions in the IQR protocol that specifically relate to the medical attention received by the class members. The charts which follow detail the findings based on the specific questions asked, those questions are listed prior to each chart.

Question #51. Are all of the individual's needed medical treatments, including routine, scheduled and chronic needs, timely received?

Question #52. Has the individual received ... appropriate health screening/immunizations in accordance with national best practice and/or as recommended

Question #53: Does the individual receive medication as prescribed?

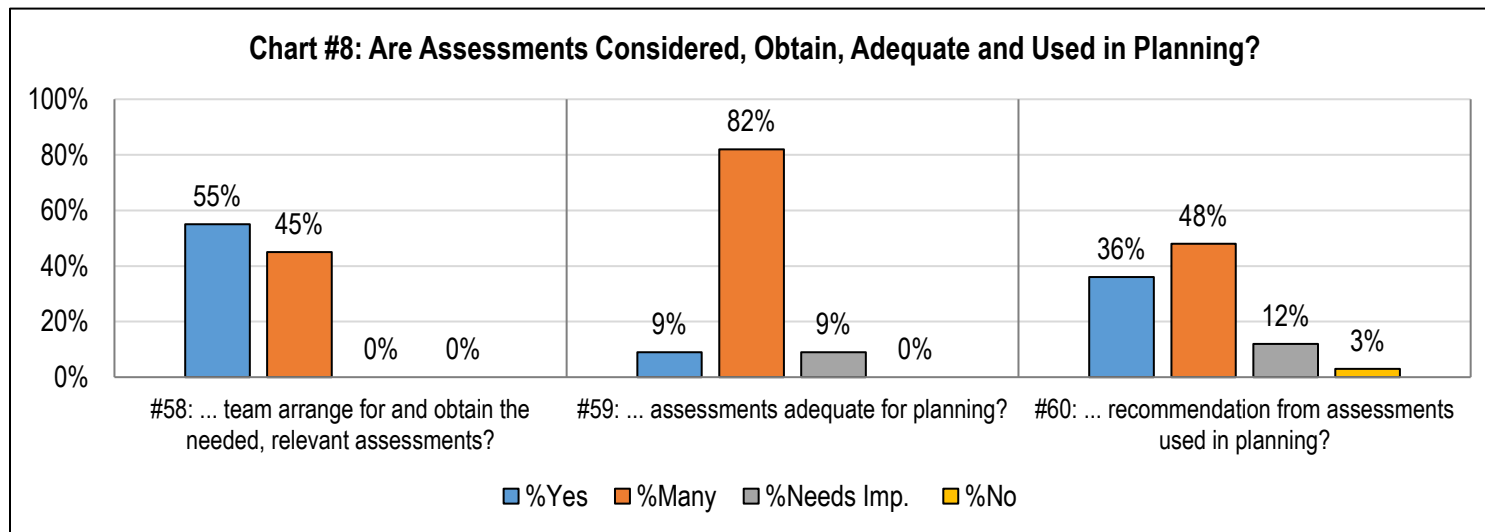


Ensuring individuals have the medical treatment they require includes scheduling and obtaining needed assessments, and using information from those assessments to influence treatment and inform future planning. The IQR also evaluates the assessments needed by the individual and whether or not those assessments are obtained by the teams as summarized below.

Question #58: Did the team arrange for and obtain the needed, relevant assessments?

Question #59: Are the assessments adequate for planning?

Question #60: Were the recommendation from assessments used in planning?



Beyond the protocol questions, a letter of Findings is issued for each class member. This letter is developed by the Surveyor, reviewed by the Case Judge, Community Monitor, Regional and State DDSD and DHI staff, the individual and his/her team prior to becoming final. The table below summarizes some of the issues which were identified. It is important to note that the information below identifies the number of issues found; not the number of findings. For example, if one individual was found to have a Medication Administration Record (MAR) which called for the administration of a medication for which a doctors order was not found AND was also found to have been given a medication twice a day when the doctor's order called for one time a day, that might be ONE finding regarding medication but TWO different issues.

As the numbers in the following chart show, the following issues were identified most frequently:

1. The Medication Administration Record (MAR), the Medication label and the Doctor's orders do not match;
2. Medication delivery instructions are unclear or the instructions are conflicting.
3. Per Federal recommendations, individuals have not received or consulted with their PCPs to determine the need for the Hepatitis B or C vaccine.

This information also helps identify agencies which may need the most support in this area. For example, Alta Mira had 14 issues in this area for the one person they serve in this review; Bright Horizons had an average of 7 issues per person for the two individuals they had in this review and Advantage Communications had 9 issues for the one person they serve in this review.

**Chart #9: Type of Issues identified by Residential Agency**

Provider (# in Sample)	A Better Way (1)	Adelante (9)	ADID Care (1)	Adv. Comm (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (5)	Bright Horizons (2)	Comm Options (1)	Dungarvin (3)	Express of Life (1)	La Vida (1)	Life Mission (1)	LLCP (3)	Onyx (1)	Total
Audiology/ABR: Not current/missing/inaccurate		2					1					1				1	5
Vision: Not current/Missing/inaccurate		1						1									2
Dental follow up not done as recommended							1	1			1						3
Neurological recommended, not completed		1															1
MAAT incorrect/inconsistent/not timely		2						1						1	1		5
ARST incorrect/inconsistent/not timely		3						1						1	2		7
MAR/Medication/Dr. Order do not match		5		4			7	13	4							1	34
Medication not available as prescribed			1														1
Medication on MAR not found in home			1						1								2
Meds not administered/given as required		1													1		2
PRN/Med order not current		1															1
Medication review needed		1	1					1									3
MAR not updated/incorrect								1	1		3					1	6
MARs inconsistent between Res/Day		2															2
Med delivery instructions unclear/conflicting		13						2	2		3				4	1	25
Med found in home but not on MAR								2									2
HepB and/or HepC vaccine not done		8	1	1	1	1	1	1			1	1			1		17
Shingles vaccine not done		7		1		1	1	1	1		1						13
TB screen not done		1															1
Colon cancer screen not done		1		1		1	1	1	1								6
TDap not completed as recommended		2		1		1		1	1		1						7
Pap recommended; not complete									1								1
Mammogram needed		1						1									2
Labs missing		4						3						1	1		9

Provider (# in Sample)	A Better Way (1)	Adelante (9)	ADID Care (1)	Adv. Comm (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (5)	Bright Horizons (2)	Comm Options (1)	Dungarvin (3)	Express of Life (1)	La Vida (1)	Life Mission (1)	LLCP (3)	Onyx (1)	Total
Flu vaccine not done							1					1					2
Dexa/Bone Density not done		2		1			1	1	1								6
Pain Management Needed		1															1
Swallow Study not done									1								1
<b>Totals</b>	<b>0</b>	<b>59</b>	<b>4</b>	<b>9</b>	<b>1</b>	<b>4</b>	<b>14</b>	<b>32</b>	<b>14</b>	<b>0</b>	<b>10</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>10</b>	<b>4</b>	<b>167</b>
<b>Average</b>	<b>0</b>	<b>6.6</b>	<b>4</b>	<b>9</b>	<b>1</b>	<b>4</b>	<b>14</b>	<b>6.4</b>	<b>7</b>	<b>0</b>	<b>3.3</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>3.3</b>	<b>4</b>	

For health care coordination, oversight and monitoring, I/DD services rely heavily on nurses, primary care physicians and referrals to needed specialists. Nurses and the supports they can provide are essential for the protection and healthy living of class members. Relevant scored protocol questions related directly to nursing include:

Question #50: Was the eChat updated timely?

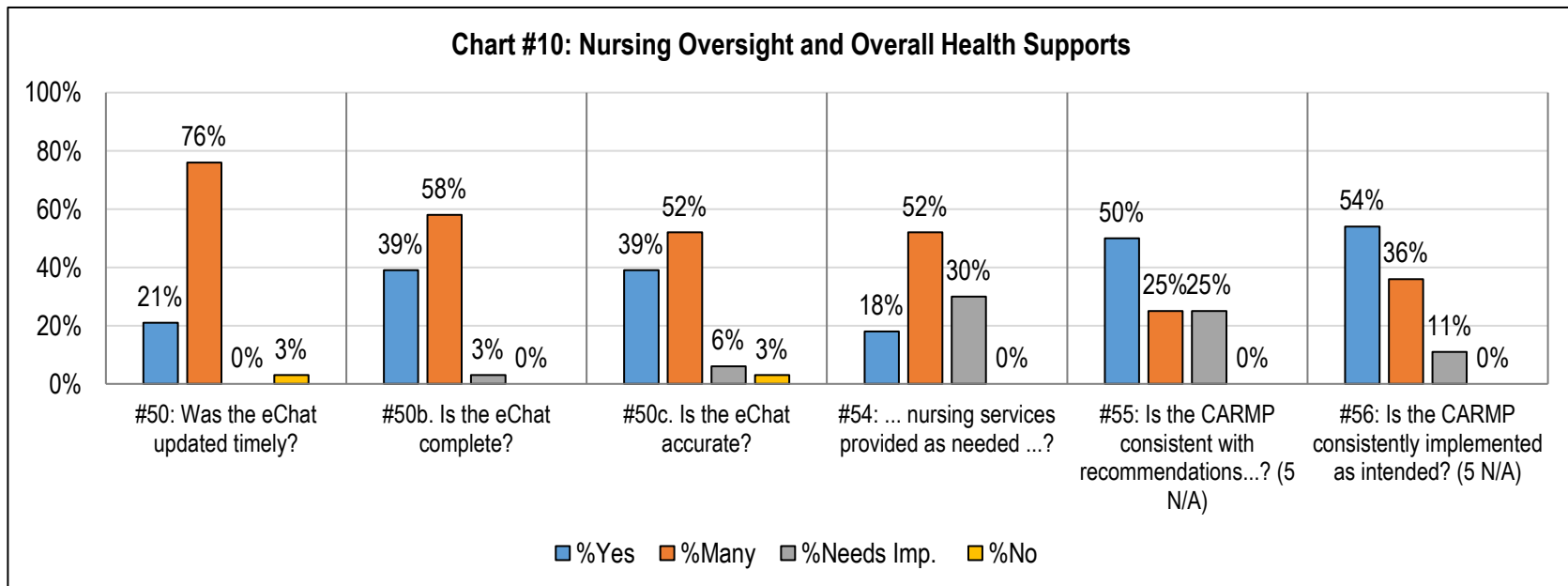
Question #50b: Is the eChat complete?

Question #50c: Is the eChat accurate?

Question #54: Are nursing services provided as needed by the individual?

Question #55: Is the CARMP consistent with recommendations in other healthcare documents?

Question #56: Is the CARMP consistently implemented as intended?



Oversight provided by nurses is a critical safeguard for Jackson Class Members, direct support professionals and their supervisors. The table below provides specific details, by Residential provider, of nursing related issues identified during the 2019 Metro IQR. Again, this represents the number of issues found; not the number of findings.

As the numbers in the following chart show, the following issues were identified most frequently:

1. The individual's Medical Emergency Response Plans (MERPs) and/or their Health Care Plans were not founded, not specific to the needs of the person and/or the information contained in these plans was incorrect.
2. The individual's Electronic Comprehensive Health Assessment Tool (eChat) contains incorrect information, is inconsistent with other documents and/or is not updated timely.
3. The individual's Comprehensive Aspiration Risk Management Plan (CARMP) was found to contain inaccurate information, incomplete information and/or the CARMP available to staff was not current.

This information also helps identify agencies which may need the most support in this area. For example, Alta Mira had 15 issues in this area for the one person they serve in this review; Bright Horizons has 25 issues identified in this area for the 2 people they serve in this review; ARCA had 53 issues for the 5 people they serve; and Adelante had an average of 10.2 issues per person for the 9 individuals they had in this review in this area.

**Chart #11: Type of Nursing Related Issues Identified by Residential Provider**

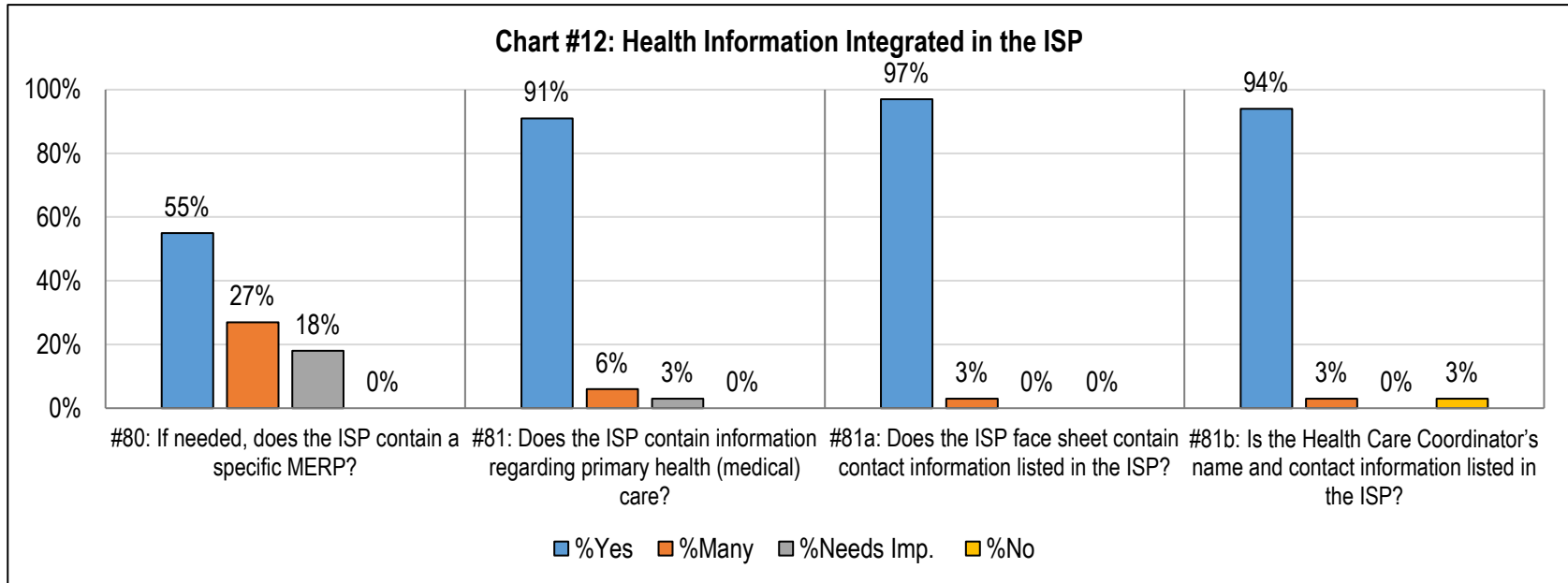
Provider (# in Sample)	A Better Way (1)	Adelante (9)	ADID Care (1)	Adv. Comm (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (5)	Bright Horizons (2)	Comm Options (1)	Dungarvin (3)	Express of Life (1)	La Vida (1)	Life Mission (1)	LLCP (3)	Onyx (1)	Total
MERPs/HCPs Not found/not specific/incorrect		32	2		2		6	29	5		11	1			2	1	91
eChat incorrect/inconsistent /not updated timely	2	17	2	9	1		2	15	8	1	7			3	6		73
CARMP inaccurate/incomplete/not current		23			1		4	2			5				1	1	37
MTP/CARMP not implemented correctly		5					2	3	3							1	14
CARMP not available/found in residence																1	1
Inconsistency between HCP/ CARMP/MERP/eChat /MAR/Plans		3					1	2									6
Nursing Annual/Quarterly/ Monthly report not timely completed/missing		3							1					3	13		20
Nursing not providing/ discussing info with team/PCP as needed		3							1						2		6
Nurse report not accurate/missing information	2			1				2	2		6	5	5		4		27

Provider (# in Sample)	A Better Way (1)	Adelante (9)	ADID Care (1)	Adv. Comm (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (5)	Bright Horizons (2)	Comm Options (1)	Dungarvin (3)	Express of Life (1)	La Vida (1)	Life Mission (1)	LLCP (3)	Onyx (1)	Total
Nurse documentation not accurate/complete		5	3														8
Nurse not aware of medication delivery method		1															1
Nurse not familiar with diagnoses									1								1
Nurse not monitoring as required									4		1			2			7
<b>Totals</b>	<b>4</b>	<b>92</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>0</b>	<b>15</b>	<b>53</b>	<b>25</b>	<b>1</b>	<b>30</b>	<b>6</b>	<b>5</b>	<b>8</b>	<b>28</b>	<b>4</b>	<b>292</b>
<b>Average</b>	<b>4</b>	<b>10.2</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>0</b>	<b>15</b>	<b>10.6</b>	<b>12.5</b>	<b>1</b>	<b>10</b>	<b>6</b>	<b>5</b>	<b>8</b>	<b>9.3</b>	<b>4</b>	

In addition to the issues and questions noted above, the individual's nurse is responsible, with the assistance of the rest of the Team, to assure that the documents presented and created for planning, such as the ISP, are accurate and thorough and contain the needed plans and information required. The protocol questions related to ensuring this is done include:

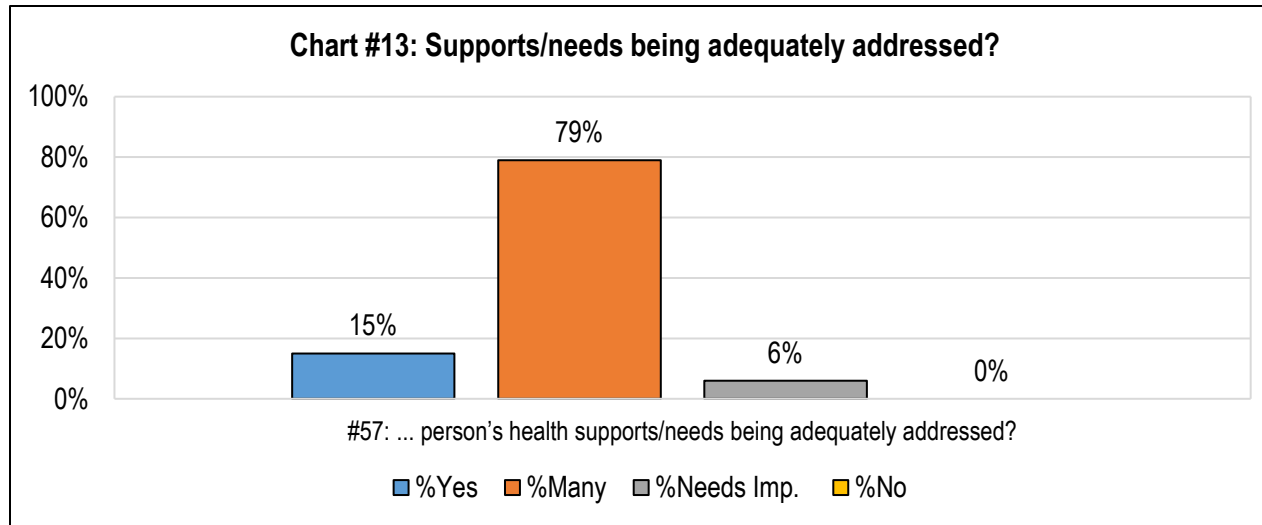
- Question #80: If needed, does the ISP contain a specific MERP?
- Question #81: Does the ISP contain information regarding primary health (medical) care?
- Question #81a: Does the ISP face sheet contain contact information listed in the ISP?
- Question #81b: Is the Health Care Coordinator's name and contact information listed in the ISP?

Overall, the ISP does contain correct contact information on the face sheet (91%), does contain information regarding primary health care (97%) and has the individuals Health Care Coordinator's name and contact information listed (94%).



There are many components to ensuring the health and safety of individuals with I/DD. These components vary and are unique to each individual. While the scored protocol questions cannot encompass each and every issue, it does allow for a general score that measures the adequacy of response to the individual's overall health needs. That question is **#57: Are the person's health supports/needs being adequately addressed?**

As noted in the chart below, for the 33 people scored in Metro Round 1 and Round 2 reviews, overall, five individuals had their health supports/needs adequately addressed (15% Yes). There were 26 people who had many of their needs addressed (79%) and two are receiving supports that need improvement (6%).



As noted earlier, beyond the scored protocol questions, the Findings Letters issued for each class member in a review provides person-specific detail about the issues which impact the answer to protocol question #57. This includes the adequacy and incorporation of needed tracking, ancillary support services, and other areas to ensure the health and safety of the individual being reviewed. Again, it is important to note that the indications are number of issues found; not the number of findings in the Findings letters. For example, if one individual had a finding that noted four different inconsistencies in that person's seizure tracking, that would be counted as a "4", for the number of issues, not just a "1" for the individual to whom the findings apply.

The largest number of issues found for Residential providers clustered in the following areas:

- Weight tracking (9)
- Bowel tracking (8)
- Fluid input/output (3)
- Vitals Tracking (2)
- Seizure Tracking (1)
- Repositioning (1)
- Psychiatric Symptoms (1)

Adequacy of therapy assessments and reports had the highest number of issues identified.



**Chart #14: Issues Found Which Affect the Adequacy of Health Care Provision, by Residential Provider .**

Provider (# in sample)	A Better Way (1)	Adelante (9)	ADID Care (1)	Adv. Comm (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (2)	Bright Horizons (2)	Comm Options (1)	Dungarvin (3)	Express of Life (1)	La Vida (1)	Life Mission (1)	LLCP (3)	Onyx (1)	Total
Weight Tracking issues		9															9
Fluid Input/Urine Output Tracking issues		1						1			1						3
Seizure Tracking issues		1															1
Bowel Tracking issues		5	1						1		1						8
Repositioning/Sleep Tracking issues											1						1
Psychiatric Symptoms Tracking issues						1											1
Vitals Tracking issues		1						1									2
Nutrition: Not Current/ Missing/inaccurate		4			1				1		1					3	10
Nutrition Assessment Rec's not implemented		1															1
PT Report/Eval not available/timely for planning/use		2		1		1								1			5
PT Evaluation does not identify baseline/ progress		1	1			1			1						2		6
PT Report inaccurate/inadequate		4	1						1						1	5	12
PT/OT Eval needed									1								1
PT WDSI missing/not specific							2									1	3
OT Report/Eval not available/timely for planning/use		3		1				1							1		6
OT Report inaccurate/inadequate		7	1						1						1		10
OT Evaluation does not ID baseline/progress		2													4	1	7
OT WDSI missing/not specific		1														2	3
SLP Report/Eval not available/timely for planning/use		4							1					1	2		8
SLP Evaluation/Report does not identify baseline/progress		12	1			2			2		2				1	5	25
SLP Report Inaccurate/inadequate								1	1						1		3

Provider (# in sample)	A Better Way (1)	Adelante (9)	ADID Care (1)	Adv. Comm (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (2)	Bright Horizons (2)	Comm Options (1)	Dungarvin (3)	Express of Life (1)	La Vida (1)	Life Mission (1)	LLCP (3)	Onyx (1)	Total
SLP WDSI missing/not specific		2															2
BSC Report/Eval not available/timely for planning/use	1	1							2			1					5
Behavior Eval does not ID baseline/progress			1		1				2								4
Behavior Eval not provided / missing		1															1
Behavior Report inaccurate/inadequate	2				1				1			1					5
Behavior Crisis Plan not adequate					1												1
<b>Totals</b>	<b>3</b>	<b>62</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>15</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>13</b>	<b>17</b>	<b>143</b>

#### F. Adequacy of Planning, Adequacy of Services, Individual Service Plan

Before a plan can be implemented, it must first be created. The ISPs that provide details regarding the individuals' visions and outcomes are supposed to be developed by an Interdisciplinary Team that includes the Individual and those who know and provide supports to that person. This includes the Case Manager, Guardian, the Direct Support Staff, Therapists, Nurse, any additional invited by the class member and persons who are needed to ensure the implementation of the Plan. The 2019 IQR protocol specifically probes many of the aspects of the planning process, including detail of who participates in plan creation. The chart below lists answers to related questions in the 2019 Metro 1 & 2 reviews.

Question #63: Was the ISP developed by an appropriately constituted IDT?

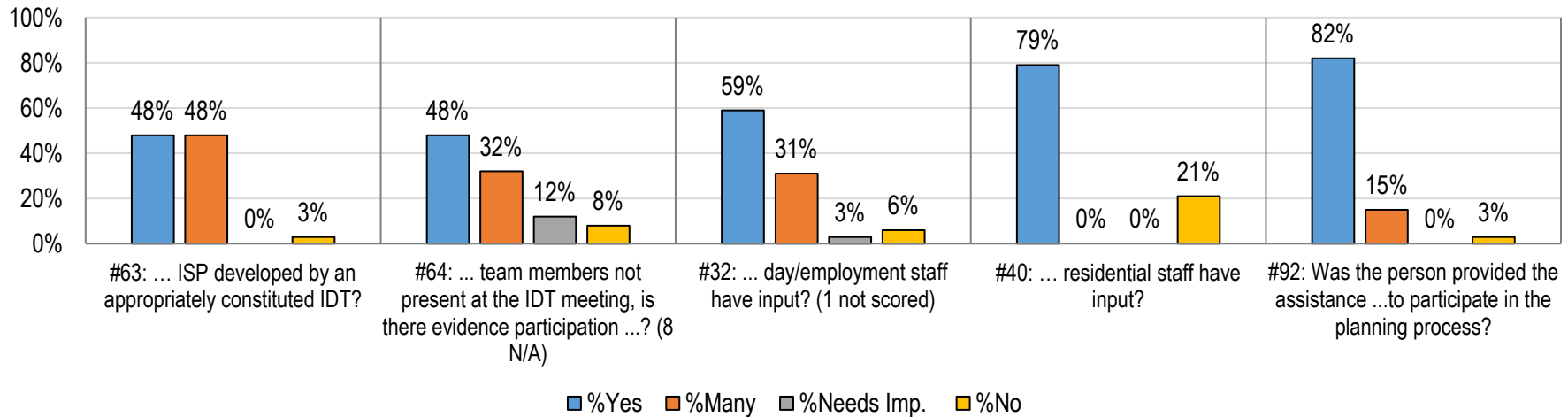
Question #64: For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP?

Question #32: Did the [day/employment] direct service staff have input into the person's ISP?

Question #40: Did the [residential] staff have input into the person's ISP?

Question #92: Was the person provided the assistance and support needed to participate meaningfully in the planning process?

**Chart #15: Participation in the ISP planning meeting**



**Chart #16: ISP Development Participation, by Residential Provider**

Res. Agency (# in sample)	Question				
	#63	#64	#32	#40	#92
A Better Way (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Adelante (9)	56% Yes (5) 44% Many (4)	71% Yes (5) 29% Many (2) (2 N/A)	56% Yes (5) 44% Many (4)	78% Yes (7) 11% No (2)	78% Yes (7) 11% Many (1) 11% No (1)
ADID Care (1)	0% Yes 100% No (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% No (1)	100% Yes (1)
Advantage Comm. (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)	0% Yes 100% Many (1)
Alegria (1)	100% Yes (1)	(1 N/A)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)
Alianza (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Alta Mira (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
ARCA (5)	20% Yes (1)	0% Yes	75% Yes (3)	60% Yes (3)	80% Yes (4)

Res. Agency (# in sample)	Question				
	#63	#64	#32	#40	#92
	80% Many (2)	50% Many (2) 25% Needs Impv (1) 25% No (1) (1 N/A)	25% Many (1)  (1 not scored)	40% No (2)	20% Many (1)
Bright Horizons (2)	0% Yes 100% Many (2)	0% Yes 100% Many (2)	50% Yes (1) 50% Many (1)	100% Yes (2)	100% Yes (2)
Community Options (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Dungarvin (3)	33% Yes (1) 67% Many (2)	67% Yes (2) 33% No (1)	0% Yes 67% Many (2) 33% No (1)	67% Yes (2) 33% No (1)	100% Yes (3)
Expressions of Life (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	100% Yes (1)
La Vida (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Life Mission (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
LLCP (3)	67% Yes (3) 33% Many (2)	50% Yes (1) 50% Many (1) (1 N/A)	67% Yes (3) 33% Many (2)	100% Yes (3)	67% Yes (3) 33% Many (2)
Onyx (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)

**Chart #17: ISP Development Participation, by Case Management Agency**

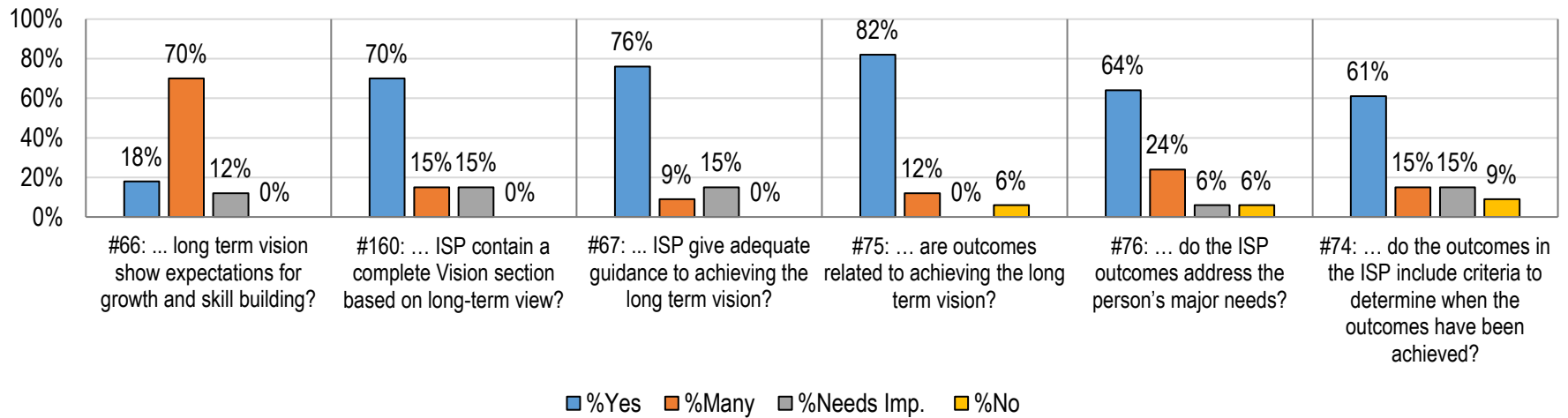
CM Agency (# in sample)	Question				
	#63	#64	#32	#40	#92
A New Vision (6)	33% Yes (2) 67% Many (4)	50% Yes (3) 33% Many (2) 17% No (1)	33% Yes (2) 67% Many (4)	67% Yes (4) 33% No (2)	50% Yes (3) 33% Many (2) 17% No (1)
A Step Above (6)	67% Yes (4) 17% Many (1) 17% No (1)	75% Yes (3) 25% Many (1) (2 N/A)	100% Yes (6)	83% Yes (5) 17% No (1)	83% Yes (5) 17% Many (1)
Amigo (2)	50% Yes (1) 50% Many (1)	0% Yes 100% Needs Impv (1) (1 N/A)	100% Yes (1)  (1 not scored)	100% Yes (2)	100% Yes (2)
Carino (3)	100% Yes (3)	100% Yes (1)	67% Yes (3)	100% Yes (3)	100% Yes (3)

CM Agency (# in sample)	Question				
	#63	#64	#32	#40	#92
		(2 N/A)	33% Many (1)		
NMQCM (4)	25% Yes (1) 75% Many (3)	0% Yes 67% Many (2) 33% Needs Impv (1) (1 N/A)	50% Yes (2) 25% Many (1) 25% No (1)	100% Yes (4)	100% Yes (4)
Peak (5)	60% Yes (3) 40% Many (2)	50% Yes (2) 50% Many (2) (1 N/A)	40% Yes (2) 60% Many (3)	80% Yes (4) 20% No (1)	80% Yes (4) 20% Many (1)
Unidas (4)	50% Yes (2) 50% Many (2)	67% Yes (2) 33% Many (1) (1 N/A)	75% Yes (3) 25% Many (1)	75% Yes (3) 25% No (1)	100% Yes (4)
Unique Opportunities (3)	0% Yes 100% Many (3)	33% Yes (1) 33% Needs Impv (1) 33% No (1)	33% Yes (1) 33% Needs Impv (1) 33% No (1)	33% Yes (1) 67% No (2)	67% Yes (2) 33% Many (1)

One foundational component of an individual's ISP is the Long Term Vision, which summarizes what the individual wants to accomplish in the near future (3 to 5 years) in each life area. To that end, Outcomes are to be developed by the Team in a way that results in an accomplishable path to the visions. The 2019 IQR protocol specifically probes the content of identified visions as well as the content and clarity of related outcomes. The chart below details the findings related to the following identified questions related to class members ISP in the 2019 Metro 1 & 2 reviews.

- Question #66: Overall, does the long-term vision show expectations for growth and skill building?
- Question #160: Does the person have an ISP that contains a complete Vision Section that is based on a long term view?
- Question #67: Overall, does the ISP give adequate guidance to achieving the person's long-term vision?
- Question #75: Overall, are the ISP outcomes related to achieving the person's long-term vision?
- Question #76: Overall, do the ISP outcomes, action plans and T&SS address the person's major needs?
- Question #74: Overall, do the outcomes in the ISP include criteria by which the team can determine when the outcomes have been achieved?

**Chart #18: Long Term Vision and Outcomes Protocol Questions**



It is important to note that 7 agencies with 7 people in this sample of 33 scored 100% on each of these questions. Those agencies are highlighted in green below.

**Chart #19: Vision and Outcome Scores, by Residential Agency**

Res Agency (# in sample)	Question					
	#66	#160	#67	#75	#76	#74
A Better Way (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Adelante (9)	89% Yes (8) 11% Many (1)	56% Yes (5) 22% Many (2) 22% Needs Impv (2)	67% Yes (6) 22% Many (2) 11% Needs Impv (1)	78% Yes (7) 11% Many (1) 11% No (1)	44% Yes (4) 33% Many (3) 11% Needs Impv (1) 11% No (1)	44% Yes (4) 22% Many (2) 11% Needs Impv (1) 22% No (2)
ADID Care (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Advantage Comm. (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% Needs Impv (1)
Alegria (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Alianza (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Alta Mira (1)	0% Yes	0% Yes	0% Yes	0% Yes	0% Yes	0% Yes

Res Agency (# in sample)	Question					
	#66	#160	#67	#75	#76	#74
	100% Needs Impv (1)	100% Needs Impv (1)	100% Needs Impv (1)	100% No (1)	100% Many (1)	100% Many (1)
ARCA (5)	80% Yes (4) 20% Needs Impv (1)	60% Yes (3) 20% Many (1) 20% Needs Impv (1)	80% Yes (4) 20% Needs Impv (1)	80% Yes (4) 20% Many (1)	80% Yes (4) 20% Many (1)	40% Yes (2) 20% Many (1) 20% Needs Impv (1) 20% No (1)
Bright Horizons (2)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)	0% Yes 50% Many (1) 50% Needs Impv (1)	50% Yes (1) 50% Many (1)	0% Yes 50% Many (1) 50% Needs Impv (1)	50% Yes (1) 50% Needs Impv (1)
Community Options (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Dungarvin (3)	100% Yes (3)	100% Yes (3)	100% Yes (3)	100% Yes (3)	67% Yes (2) 33% No (1)	100% Yes (3)
Expressions of Life (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
La Vida (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Life Missions (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
LLCP (3)	67% Yes (2) 33% Many (1)	100% Yes (3)	100% Yes (3)	100% Yes (3)	67% Yes (2) 33% Many (1)	33% Yes (1) 33% Many (1) 33% Needs Impv (1)
Onyx (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)

**Chart #20: Vision and Outcome Scores by Case Management Agency**

CM Agency (# in sample)	Question					
	#66	#160	#67	#75	#76	#74
A New Vision (6)	67% Yes (4) 33% Many (2)	67% Yes (4) 17% Many (1) 17% Needs Impv (1)	83% Yes (5) 17% Many (1)	83% Many (5) 17% No (1)	33% Yes (2) 50% Many (3) 17% No (1)	50% Yes (3) 17% Many (1) 33% No (2)
A Step Above (6)	83% Yes (5) 17% Needs Impv (1)	67% Yes (4) 33% Needs Impv (2)	67% Yes (4) 33% Needs Impv (2)	67% Yes 94) 17% Many (1) 17% No (1)	67% Yes 94) 17% Many (1) 17% Needs Impv (1)	67% Yes (4) 33% Many (2)
Amigo (2)	50% Yes (1) 50% Needs Impv (1)	0% Yes 100% Many (2)	100% Yes (2)	100% Yes (2)	100% Yes (2)	50% Yes (1) 50% Needs Impv (1)
Carino (3)	100% Yes (3)	100% Yes (3)	100% Yes (3)	100% Yes (3)	100% Yes (3)	100% Yes (3)

CM Agency (# in sample)	Question					
	#66	#160	#67	#75	#76	#74
NMQCM (4)	50% Yes (2) 50% Many (2)	75% Yes (3) 25% Many (1)	50% Yes (2) 25% Many (1) 25% Needs Impv (1)	75% Yes (3) 25% Many (1)	25% Yes (1) 50% Many (2) 25% Needs Impv (1)	75% Yes (3) 25% Needs Impv (1)
Peak (5)	100% Yes (5)	100% Yes (5)	100% Yes (5)	80% Yes (4) 20% Many (1)	60% Yes (3) 20% Many (1) 20% No (1)	40% Yes (2) 40% Many (2) 20% No (1)
Unidas (4)	100% Yes (4)	75% Yes (3) 25% Needs Impv (1)	75% Yes (3) 25% Needs Impv (1)	100% Yes (4)	100% Yes (4)	75% Yes (3) 25% Needs Impv (1)
Unique Opportunities (3)	67% Yes (2) 33% Needs Impv (1)	33% Yes (1) 33% Many (1) 33% Needs Impv (1)	33% Yes (1) 33% Many (1) 33% Needs Impv (1)	67% Yes (2) 33% Many (1)	67% Yes (2) 33% Many (1)	33% Yes (2) 67% Needs Impv (1)

Additional components of an individual's ISP include Action Steps, which should be written in measurable terms, in sequential order which logically leads to the achievement of the related outcome. The data gathered during the implementation of the Action Steps should also be written in measurable terms, so team members can review them and determine if measurable progress toward the outcome is being made. The chart below details the findings related to specific questions which probe the action steps and data collection intended to verify progress and opportunity for class members.

Question #68: Is measurable data kept which verifies the consistent implementation of each of the action steps?

Question #69: Does the data kept identify what the person does so a determination can be made regarding the progress/lack of progress?

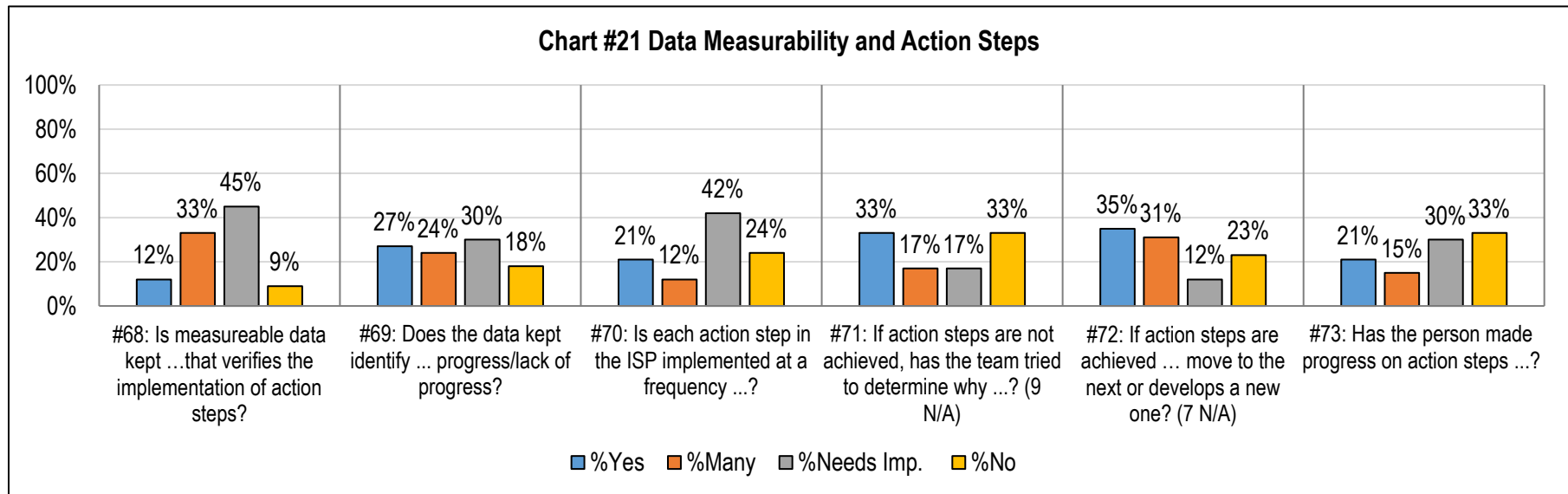
Question #70: Is each action step in the ISP implemented at a frequency that enables the person to learn new skills?

Question #71: If the person is not successful in achieving action steps, has the team tried to determine why, and change their approach as needed?

Question #72: If the person achieves action steps, does the team move to the next in a progress of steps or develops a new one?

Question #73: Has the person made measurable progress on action steps during the past year?





As these charts show, data collection needed to verify progress being made and/or the frequency with which the person has the opportunity to engage in his/her ISP Action Steps continues to be a significant issue for the majority of class members and the agencies which support them.

**Chart #22: Data and Related ISP Action Step Scores by Residential Agency**

Res Agency (# in sample)	Question					
	#68	#69	#70	#71	#72	#73
A Better Way (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)
Adelante (9)	0% Yes 56% Many (5) 44% Needs Impv (4)	0% Yes 44% Many (4) 44% Needs Impv (4) 11% No (1)	22% Yes (2) 78% Needs Impv (7)	22% Yes (2) 11% Many (1) 11% Needs Impv (1) 33% No (3) (2 N/A)	22% Yes (2) 33% Many (3) 33% No (3) (1 N/A)	11% Yes (1) 22% Many (2) 22 Needs Impv (2) 44% No (4)
ADID Care (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	(1 N/A)	(1 N/A)	0% Yes 100% No (1)
Advantage Comm. (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)

Res Agency (# in sample)	Question					
	#68	#69	#70	#71	#72	#73
Alegria (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)
Alianza (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)
Alta Mira (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)
ARCA (5)	0% Yes 80% Needs Impv (4) 20% No (1)	60% Yes (3) 40% Needs Impv (2)	0% Yes 40% Needs Impv (2) 60% No (3)	40% Yes (2) 20% Many (1) 20% Needs Impv (1) 20% No (1)	33% Yes (1) 33% Needs Impv (1) 33% No (1) (2 N/A)	0% Yes 20% Many (1) 60% Needs Impv (3) 20% No (1)
Bright Horizons (2)	0% Yes 50% Many (1) 50% Need Impv (1)	0% Yes 50% Many (1) 50% Need Impv (1)	0% Yes 50% Many (1) 50% No (1)	0% Yes 50% Many (1) 50% Need Impv (1)	50% Yes (1) 50% No (1)	0% Yes 50% Many (1) 50% No (1)
Community Options (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	(1 N/A)	0% Yes 100% Needs Impv (1)
Dungarvin (3)	0% Yes 100% Needs Impv (3)	0% Yes 33% Needs Impv (1) 67% No (2)	0% Yes 33% Many (1) 33% Needs Impv (1) 33% No (1)	33% Yes (1) 33% Many (1) 33% No (1)	100% Yes (1) (2 N/A)	0% Yes 100% Needs Impv (3)
Expressions of Life (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)
La Vida (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)
Life Missions (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
LLCP (3)	67% Yes (2) 33% No (1)	100% Yes (3)	33% Yes (1) 33% Many (1) 33% Needs Impv (1)	(3 N/A)	33% Yes (1) 67% Many (2)	67% Yes (2) 33% No (1)
Onyx (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	(1 N/A)	0% Yes 100% Many (1)	0% Yes 100% No (1)

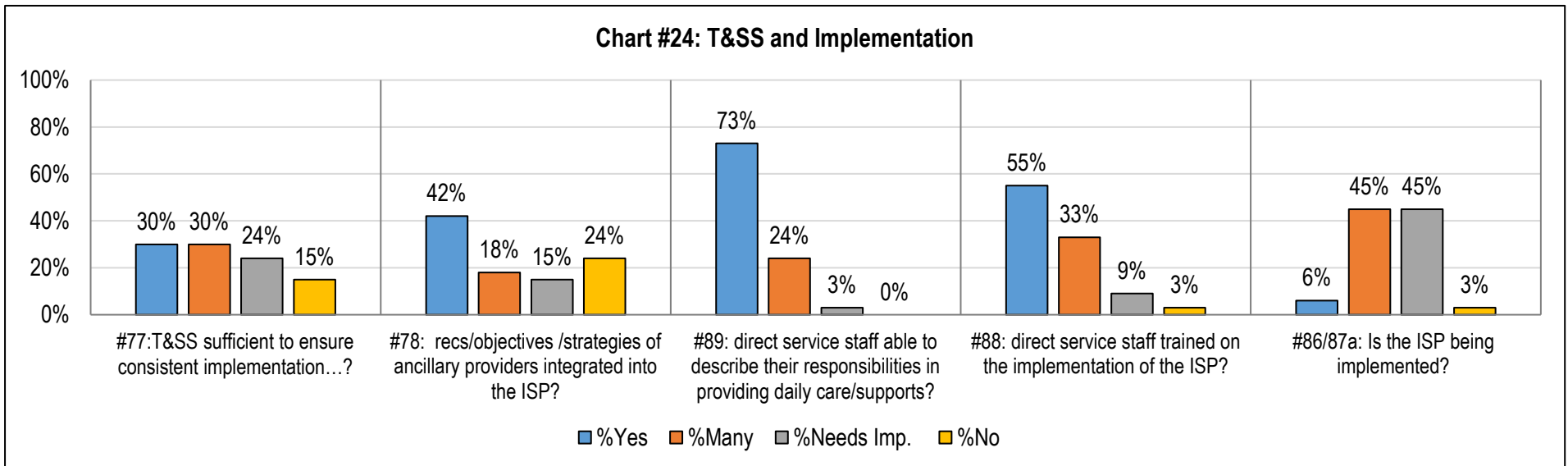
**Chart #23: Data and Related Action Step Scores by Case Management Agency**

CM Agency (# in sample)	Question					
	#68	#69	#70	#71	#72	#73
A New Vision (6)	17% Yes (1) 50% Many (3) 17% Need Impv (1) 17% No (1)	17% Yes (1) 33% Many (2) 33% Needs Impv (2) 17% No (1)	0% Yes 83% Needs Impv (5) 17% No (1)	20% Yes (1) 80% No (4) (1 N/A)	0% Yes 60% Many (3) 40% No (2) (1 N/A)	17% Yes (1) 50% Needs Impv (3) 33% No (2)
A Step Above (6)	17% Yes (1) 17% Many (1) 67% Needs Impv (4)	0% Yes 50% Many (3) 33% Needs Impv (2) 17% No (1)	33% Yes (2) 17% Many (1) 50% Needs Impv (3)	33% Yes (1) 67% Needs Impv (2) (3 N/A)	40% Yes (2) 40% Needs Impv (2) 20% No (1) (1 N/A)	33% Yes (2) 17% Needs Impv (1) 50% No (3)
Amigo (2)	50% Yes (1) 50% Needs Impv (1)	100% Yes (2)	50% Yes (1) 50% No (1)	0% Yes 100% Many (1) (1 N/A)	50% Yes (1) 50% No (1)	50% Yes (1) 50% Many (1)
Carino (3)	33% Yes (1) 67% Many (2)	67% Yes (2) 33% Many (1)	67% Yes (2) 33% Needs Impv (1)	50% Yes (1) 50% No (1) (1 N/A)	33% Yes (1) 33% Many (1) 33% No (1)	67% Yes (2) 33% No (1)
NMQCM (4)	0% Yes 50% Many (2) 25% Needs Impv (1) 25% No (1)	0% Yes 25% Many (1) 50% Needs Impv (2) 25% No (1)	25% Yes (1) 25% Many (1) 50% No (2)	33% Yes (1) 33% Many (1) 33% Needs Impv (1) (1 N/A)	50% Yes (2) 25% Many (1) 25% No (1)	0% Yes 25% Many (1) 75% No (3)
Peak (5)	0% Yes 20% Many (1) 80% Needs Impv (4)	20% Yes (1) 20% Many (1) 40% Needs Impv (2) 20% No (1)	20% Yes (1) 40% Needs Impv (2) 40% No (2)	75% Yes (3) 25% Needs Impv (1) (1 N/A)	50% Yes (1) 50% Needs Impv (1) (3 N/A)	0% Yes 20% Many (1) 80% Needs Impv (4)
Unidas (4)	0% Yes 50% Many (2) 50% Needs Impv (2)	75% Yes (3) 25% Needs Impv (1)	0% Yes 50% Many (2) 25% Needs Impv (1) 25% No (1)	33% Yes (1) 33% Many (1) 33 No (1) (1 N/A)	67% Yes (2) 33% Many (1) (1 N/A)	25% Yes (1) 25% Many (1) 25% Needs Impv (1) 25% No (1)
Unique Opportunities (3)	0% Yes 67% Needs Impv (2) 33% No (1)	0% Yes 33% Needs Impv (1) 67% No (2)	0% Yes 67% Needs Impv (2) 33% No (1)	0% Yes 33% Many (1) 67% No (2)	0% Yes 100% Many (2) (1 N/A)	0% Yes 33% Many (1) 33% Needs Impv (1) 33% No (1)

In addition to the components listed above, the Teaching and Support Strategies (T&SS) are also an integral part of the ISP. T&SS should be developed by the residential and/or day provider responsible for implementing the T&SS. Input from others such as therapists should be included as needed. WDSIs are developed by therapists as a

complement to the T&SS. All T&SS and WDSIs should provide guidance for those direct support professionals who support the person in achieving his/her Vision/Outcomes. The following protocol questions in the 2019 IQR relate to the T&SS and implementation of the ISP.

- Question #77: Are the T&SS sufficient to ensure consistent implementation of the services planned?
- Question #78: Are the recommendations and/or objectives/strategies of ancillary provider integrated into the ISP?
- Question #89: Were the direct service staff able to describe their responsibilities in providing daily care/supports to the person?
- Question #88: Was the direct service staff trained on the implementation of this person's ISP?
- Question #86/87a: Is the ISP being implemented?



**Chart #25: T&SS and ISP Implementation Scores by Residential Agency**

Res. Agency (# in sample)	Question				
	#77	#78	#89	#88	#87a
A Better Way (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Adelante (9)	11% Yes (1) 56% Many (5) 11% Needs Impv (1) 22% No (2)	33% Yes (3) 44% Many (4) 11% Needs Impv (1) 11% No (1)	56% Yes (5) 44% Many (4)	33% Yes (3) 44% Many (4) 22% Needs Impv (2)	0% Yes 33% Many (3) 67% Needs Impv (6)

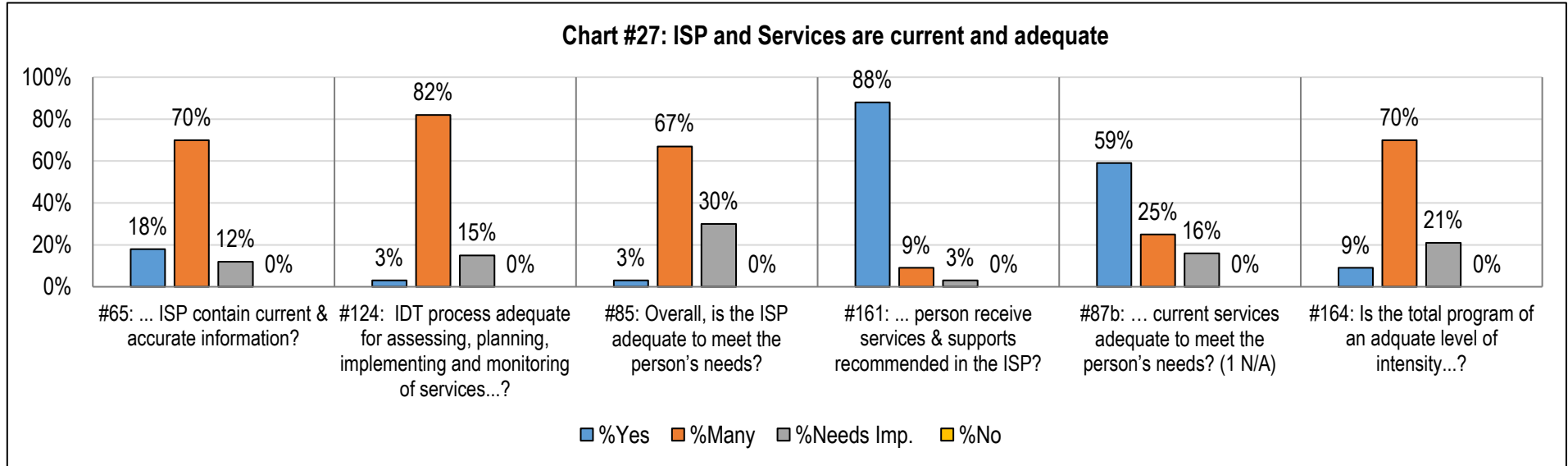
Res. Agency (# in sample)	Question				
	#77	#78	#89	#88	#87a
ADID Care (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Advantage Comm. (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)
Alegria (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Alianza (1)	100% Yes (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Alta Mira (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)
ARCA (5)	0% Yes 20% Many (1) 60% Needs Impv (3) 20% No (1)	20% Yes (1) 80% No (4)	80% Yes (4) 20% Needs Impv (1)	60% Yes (3) 40% Many (2)	0% Yes 60% Many (3) 20% Needs Impv (1) 20% No (1)
Bright Horizons (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 50% Needs Impv (1) 50% No (1)	50% Yes (1) 50% Many (1)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 50% Many (1) 50% Needs Impv (1)
Community Options (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% Needs Impv (1)
Dungarvin (3)	33% Yes (1) 67% No (2)	33% Yes (1) 33% Many (1) 33% Needs Impv (1)	67% Yes (2) 33% Many (1)	33% Yes (1) 67% No (2)	0% Yes 33% Many (1) 67% Needs Impv (2)
Expressions of Life (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
La Vida (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Needs Impv (1)
Life Mission (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Needs Impv (1)
LLCP (3)	100% Yes (3)	100% Yes (3)	100% Yes (3)	100% Yes (3)	0% Yes 100% Many (2) (1 N/A)
Onyx (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)

**Chart #26: T&SS and ISP Implementation Scores by Case Management Agency**

CM Agency (# in sample)	Question				
	#77	#78	#89	#88	#87a
A New Vision (6)	17% Yes (1) 67% Many (4) 17% No (1)	17% Yes (1) 50% Many (3) 33% No (2)	50% Yes (3) 50% Many (3)	33% Yes (2) 50% Many (3) 17% Needs Impv (1)	0% Yes 50% Many (3) 33% Needs Impv (2) 17% No (1)
A Step Above (6)	50% Yes (3) 33% Needs Impv (2) 17% No (1)	50% Yes (3) 50% Needs Impv (3)	67% Yes (3) 33% Many (2)	67% Yes (4) 17% Many (1) 17% Needs Impv (1)	0% Yes 33% Many (2) 67% Needs Impv (2)
Amigo (2)	50% Yes (1) 50% Needs Impv (1)	0% Yes 100% No (2)	100% Yes (2)	100% Yes (2)	50% Yes (1) 50% Many (1)
Carino (3)	67% Yes (2) 33% Needs Impv (1)	100% Yes (3)	100% Yes (3)	100% Yes (3)	0% Yes 50% Many (1) 50% Needs Impv (1) (1 N/A)
NMQCM (4)	0% Yes 75% Many (3) 25% Needs Impv (1)	25% Yes (1) 25% Needs Impv (1) 50% No (0)	75% Yes (3) 25% Many (1)	50% Yes (2) 25% Many (1) 25% Needs Impv (1)	0% Yes 50% Many (2) 50% Needs Impv (2)
Peak (5)	20% Yes (1) 20% Many (1) 40% Needs Impv (2) 20% No (1)	40% Yes (2) 40% Many (2) 20% No (1)	80% Yes (4) 20% Needs Impv (1)	20% Yes (1) 60% Many (3) 20% No (1)	0% Yes 60% Many (3) 40% Need Impv (2)
Unidas (4)	50% Yes (2) 25% Many (1) 25% No (1)	75% Yes (3) 25% No (1)	100% Yes (4)	75% Yes (3) 25% Many (1)	0% 75% Many (3) 25% Needs Impv (1)
Unique Opportunities (3)	0% Yes 33% Many (1) 33% Needs Impv (1) 33% No (1)	33% Yes (1) 33% Many (1) 33% Needs Impv (1)	33% Yes (1) 67% Many (2)	33% Yes (1) 67% Many (2)	0% Yes 100% Need Impv (3)

As evidenced above, the different components of each person's ISP are evaluated. Based on that analysis, an overview of the adequacy of ISP content as well as implementation and effectiveness of the ISP can be determined. There are multiple questions in the 2019 IQR protocol that probe these items, and the level of intensity of services that individuals in the review receive.

- Question #65: Does my ISP contain current and accurate information?
- Question #124: Overall, has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person?
- Question #85: Overall, is the ISP adequate to meet the person's needs?
- Question #161: Does the person receive services and supports recommended in the ISP?
- Question #87b: Are current services adequate to meet the person's needs?
- Question #164: Is the total program of the level of intensity adequate to meet this person's needs?



**Chart #28: ISP Content and Adequacy Scores, by Residential Agency**

Res. Agency (# in sample)	Question					
	#65	#124	#85	#161	#87b	#164
A Better Way (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Adelante (9)	11% Yes (1) 67% Many (6) 22% Needs Impv (2)	0% Yes 89% Many (8) 11% Needs Impv (1)	0% Yes 67% Many (6) 33% Needs Impv (3)	100% Yes (9)	44% Yes (4) 33% Many (3) 22% Needs Impv (2)	0% Yes 56% Many (5) 44% Needs Impv (4)

Res. Agency (# in sample)	Question					
	#65	#124	#85	#161	#87b	#164
ADID Care (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Advantage Comm. (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Alegria (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)
Alianza (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Alta Mira (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)
ARCA (5)	20% Yes (1) 60% Many (3) 20% Needs Impv (1)	0% Yes 40% Many (2) 60% Needs Impv (3)	0% Yes 60% Many (3) 40% Need Impv (2)	100% Yes (5)	60% Yes (3) 20% Many (1) 20% Needs Impv (1)	0% Yes 60% Many (3) 40% Need Impv (2)
Bright Horizons (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 100% Many (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	100% Yes (2)	50% Yes (1) 50% Needs Impv (1)	0% Yes 100% Many (2)
Community Options (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)
Dungarvin (3)	0% Yes 100% Many (3)	0% Yes 100% Many (3)	0% Yes 67% Many (2) 33% No (1)	67% Yes (2) 33% Many (1)	67% Yes (2) 33% Many (1)	0% Yes 100% Many (3)
Expressions of Life (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
La Vida (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Life Mission (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
LLCP (3)	0% Yes 100% Many (3)	0% Yes 100% Many (3)	33% Yes (1) 67% Many (2)	67% Yes (2) 33% Many (1)	50% Yes (1) 50% Many (1) (1 N/A)	0% Yes 100% Many (3)
Onyx (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)



**Chart #29: ISP Content and Adequacy Scores, by Case Management Agency**

CM Agency (# in sample)	Question					
	#65	#124	#85	#161	#87b	#164
A New Vision (6)	17% Yes (1) Many (5)	0% Yes 67% Many (4) 33% Needs Impv (2)	0% Yes 50% Many (3) 50% Needs Impv (3)	Yes (5) 17% Many (1)	33% Yes (2) 67% Many (4)	0% Yes 67% Many (4) 33% Needs Impv (2)
A Step Above (6)	33% Yes (2) 30% Many (3) 17% Needs Impv (17)	33% Yes (1) 67% Many (4) 33% Needs Impv (1)	0% Yes 50% Many (3) 50% Needs Impv (3)	83% Yes (5) 17% Needs Impv (1)	50% Yes (3) 17% Many (1) 33% Needs Impv (2)	17% Yes (1) 50% Many (2) 33% Needs Impv (2)
Amigo (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 100% Many (2)	0% Yes 100% Many (2)	100% Yes (2)	100% Yes (2)	0% Yes 100% Many (2)
Carino (3)	33% Yes (1) 67% Many (2)	0% Yes 100% Many (3)	33% Yes (1) 67% Many (2)	100% Yes (3)	50% Yes (1) 50% Many (1) (1 N/A)	0% Yes 100% Many (3)
NMQCM (4)	25% Yes (1) 50% Many (2) 25% Needs Impv (1)	0% Yes 100% Many (4)	0% Yes 75% Many (3) 25% Needs Impv (1)	100% Yes (4)	75% Yes (3) 25% Needs Impv (1)	25% Yes (1) 50% Many (2) 25% Needs Impv (1)
Peak (5)	0% Yes 80% Many (4) 20% Needs Impv (1)	0% Yes 80% Many (4) 20% Needs Impv (1)	0% Yes 100% Many (5)	60% Yes (3) 40% Many (2)	60% Yes (3) 20% Many (1) 20% Needs Imp (1)	0% Yes 80% Many (4) 20% Needs Impv (1)
Unidas (4)	25% Yes (1) 75% Many (3)	0% Yes 75% Many (3) 25% Needs Impv (1)	0% Yes 75% Many (3) 25% Needs Impv (1)	100% Yes (4)	75% Yes (3) 25% Needs Impv (1)	25% Yes (1) 50% Many (2) 25% Needs Impv (1)
Unique Opportunities (3)	0% Yes 100% Many (3)	0% Yes 100% Many (3)	0% Yes 33% Many (1) 67% Needs Impv (2)	100% Yes (3)	67% Yes (2) 33% Many (1)	0% Yes 100% Many (3)

## G. Case Management

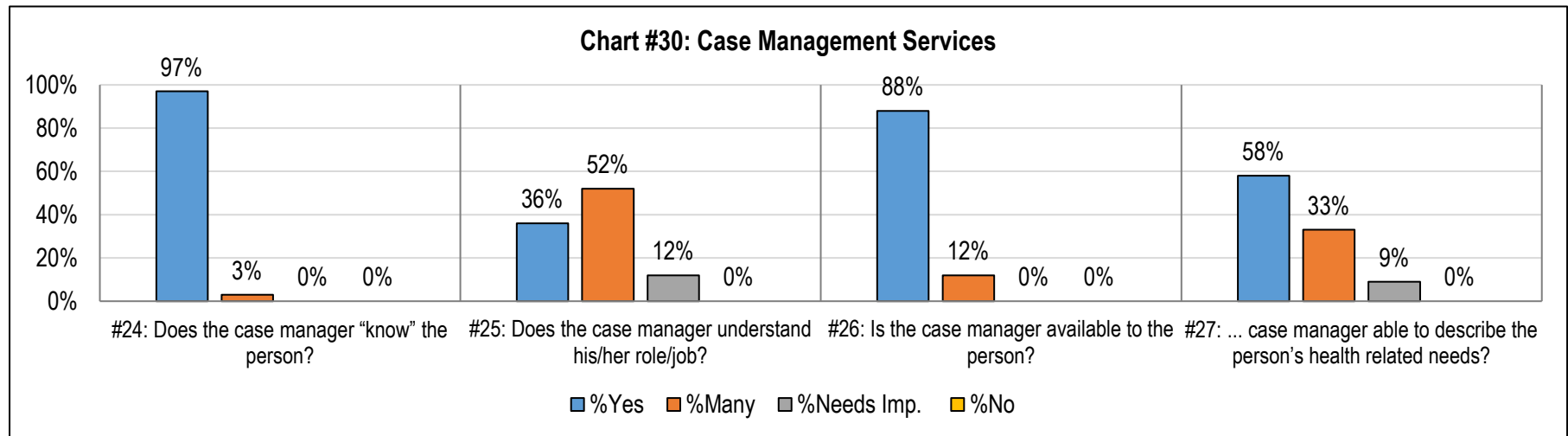
Case Management services are intended to be person-centered and are key to enabling people to pursue their desired life outcomes while gaining greater independence and access to needed services and supports. While the number of findings in the 2019 Metro Region Round 1 & 2 IQR in the Case Management area are the third highest of the findings area, the region scored well on, “does the case manager know the person” as pictured below. The charts below detail the related findings.

Question #24: Does the case manager “know” the person?

Question #25: Does the case manager understand his/her role/job?

Question #26: Is the case manager available to the person?%

Question #27: Was the case manager able to describe the person’s health related needs?



**Chart #31: Case Management Scores, by Case Management Agency**

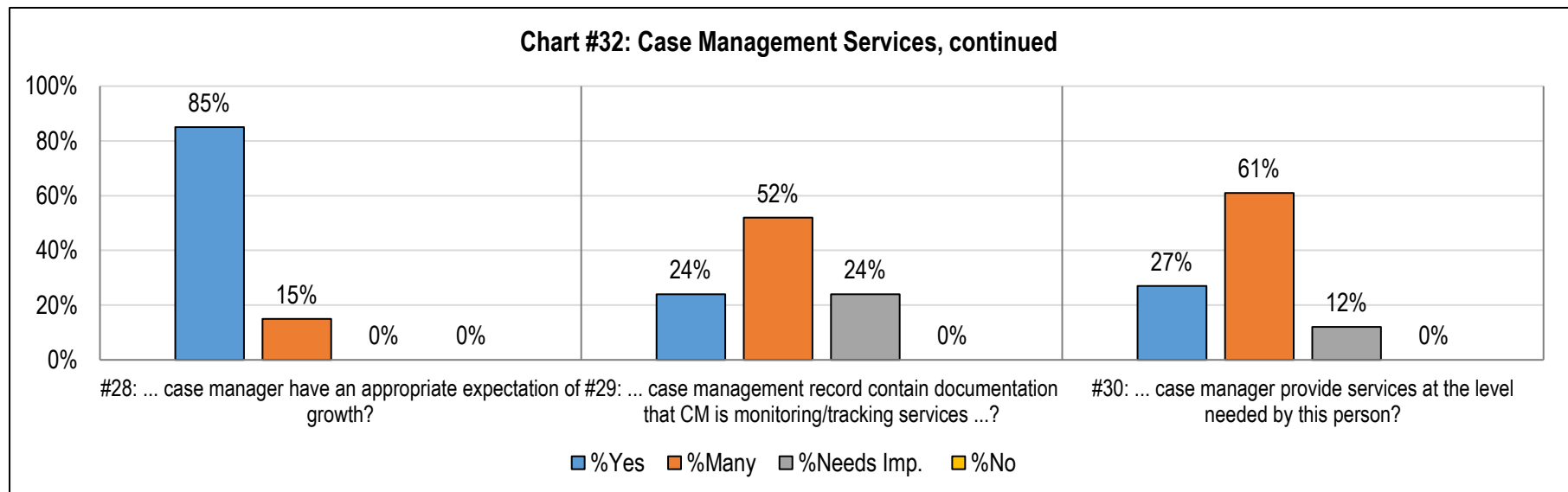
CM Agency (# in sample)	Question			
	#24	#25	#26	#27
A New Vision (6)	100% Yes (6)	50% Yes (3) 33% Many (2) 17% Needs Impv (1)	83% Yes (5) 17% Many (1)	33% Yes (2) 33% Many (2) 33% Needs Impv (2)
A Step Above (6)	100% Yes (6)	0% Yes 67% Many (4) 33% Needs Impv (2)	67% Yes (4) 33% Many (2)	67% Yes (4) 17% Many (1) 17% Needs Impv (1)
Amigo (2)	100% Yes (2)	0% Yes	100% Yes (2)	50% Yes (1)

CM Agency (# in sample)	Question			
	#24	#25	#26	#27
		50% Many (1) 50% Needs Impv (1)		50% Many (1)
Carino (3)	100% Yes (3)	67% Yes (3) 33% Many (1)	100% Yes (3)	100% Yes (3)
NMQCM (4)	75% Yes (3) 33% Many (1)	0% Yes 100% Many (4)	75% Yes (3) 33% Many (1)	50% Yes (2) 50% Many (2)
Peak (5)	100% Yes (5)	60% Yes (3) 40% Many (2)	100% Yes (5)	80% Yes (4) 20% Many (1)
Unidas (4)	100% Yes (4)	100% Yes (4)	100% Yes (4)	75% Yes (3) 25% Many (1)
Unique Opportunities (3)	100% Yes (3)	0% Yes 100% Many (3)	100% Yes (3)	0% Yes 100% Many (3)

Question #28: Does the case manager have an appropriate expectation of growth for this person?

Question #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?

Question #30: Does the case manager provide case management services at the level needed by this person?



**Chart #33: Case Management Scores, by Case Management Agency**

CM Agency (# in sample)	Question		
	#28	#29	#30
A New Vision (6)	67% Yes (4) 33% Many (2)	17% Yes (1) 67% Many (4) 17% Needs Impv (1)	0% Yes 83% Many (5) 17% Needs Impv (1)
A Step Above (6)	83% Yes (5) 17% Many (1)	33% Yes (2) 67% Needs Impv (4)	0% Yes 50% Many (3) 50% Needs Impv (3)
Amigo (2)	100% Yes (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 100% Many (2)
Carino (3)	100% Yes (3)	0% Yes 67% Many (2) 33% Needs Impv (1)	33% Yes (1) 67% Needs Impv (2)
NMQCM (4)	100% Yes (4)	25% Yes (1) 75% Many (3)	25% Yes (1) 75% Many (3)
Peak (5)	60% Yes (3) 40% Many (2)	20% Yes (1) 80% Many (4)	40% Many (2) 60% Many (3)
Unidas (4)	100% Yes (4)	50% Yes (2) 50% Many (2)	100% Yes (4)
Unique Opportunities (3)	100% Yes (3)	33% Yes (1) 33% Many (1) Needs Impv (1)	33% Yes (1) 67% Many (4)

## H. Supported Employment

Access to competitive integrated employment enables an individual to engage in community life, increase personal resources, improve self-sufficiency and contribute back to the community. The 2018 Waiver Standards emphasize that, “employment should be the first consideration. If someone does not choose employment, the decision should be based on informed choice”. Making an informed choice about employment is an individualized process. All people have unique histories and backgrounds, which means that some people may have limited experiences and will require more information to make a decision about employment while others may have a rich and varied employment history and can make an informed choice based on that history.

There are multiple components that make up the process of ensuring Informed Choice. These are probed as part of the Individual Quality Review, and detailed in the tables below. As the 2018 DD Waiver Standards emphasize,

2018 DD Waiver Standards Chapter 4.5... “Person-centered practice must include informed choice. Informed choice is when a person makes a decision based on a solid understanding of all available options and consequences of how that choice will impact his/her life. Options are developed through a partnership with the person and knowledgeable supports, including team members and nonpaid supports who empower the person to make informed choices. Informed choice is critical in PCP and can move the lives of people with I/DD forward.

Informed choice generally includes the following:

Also, the following contains information from 2018 DD Waiver Standards Chapter 4.5 and 6.6.3.4

1. **Assessment:** The first step in making an informed choice about employment starts with the assessment process.
2. **Information:** discussing with the person/guardian what was learned through the assessment (4.5) is also expected and helpful. In addition, providing information about different work options and resources available to the person in a way that is understandable by the person is important.
3. **Experience:** If a person has no volunteer or work history, then the individual and guardian should consider trying new discovery experiences in the community to determine interests, skills, abilities, and needs. Opportunity for Trial Work or Volunteering: ... providing the individual with access to job exploration activities including volunteer work and/or trial work opportunities, if the individual and guardian are interested, is key.
4. **Identification of barriers:** considering potential impact on the person’s life, health and safety and creating strategies to address any related issues that may arise.

The IQR Questions related to these four Informed Choice areas and the results follow.

#### 1. **Components of Informed Choice: Assessment**

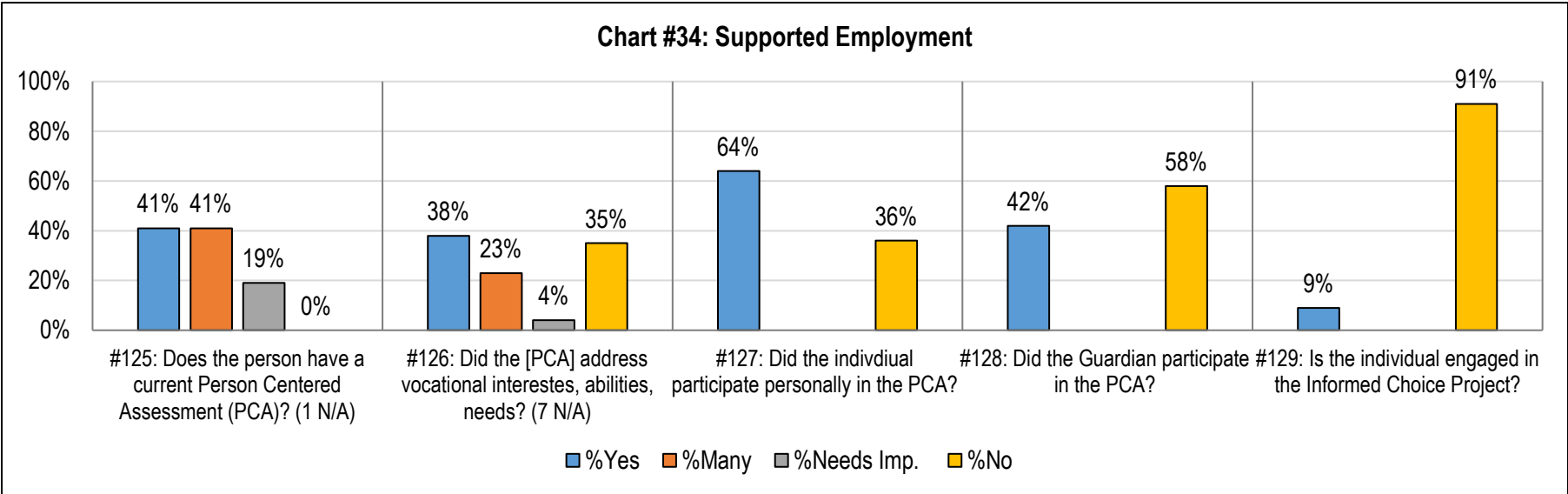
Question #125. Does (Name) have a current Person Centered Assessment?

Question #126. Did this assessment address vocational interests, abilities and needs?

Question #127. Did the individual participate personally in the Person Centered Assessment?

Question #128. Did the Guardian participate in the Person Centered Assessment?

Question #129. Is the individual engaged in the Informed Choice Project?



### Chart #35: Supported Employment Scores by Provider Agency

Res. Agency (# in sample)	Question				
	#125	#126	#127	#128	#129
A Better Way (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Adelante (9)					
ADID Care (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Advantage Comm. (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)
Alegria (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)
Alianza (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)
Alta Mira (1)	0% Yes 100% Many (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)

Res. Agency (# in sample)	Question				
	#125	#126	#127	#128	#129
ARCA (5)					
Bright Horizons (2)					
Community Options (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Dungarvin (3)					
Expressions of Life (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
La Vida (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Life Mission (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% No (1)	100% Yes (1)
LLCP (3)					
Onyx (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)

**Chart #36: Supported Employment Scores by Case Management Agency**

CM Agency (# in sample)	Question				
	#125	#126	#127	#128	#129
A New Vision (6)	17% Yes (1) 67% Many (4) 17% Needs Impv (1)	40% Yes (2) 20% Many (1) 40% No (2) (1 N/A)	50% Yes (3) 50% No (3)	17% Yes (1) 83% No (5)	0% Yes 100% No (6)
A Step Above (6)	50% Yes (3) 33% Many (2) 17% Needs Impv (1)	100% Yes (4) (2 N/A)	83% Yes (5) 17% No (1)	33% Yes (2) 67% No (4)	0% Yes 100% No (6)
Amigo (2)	100% Yes (1) (1 N/A)	0% Yes 100% Many (1) (1 N/A)	50% Yes (1) 50% No (1)	50% Yes (1) 50% No (1)	0% Yes 100% No (2)
Carino (3)	100% Yes (3)	0% Yes 50% Many (1) 50% Needs Impv (1) (1 N/A)	100% Yes (3)	67% Yes (2) 33% No (1)	33% Yes (1) 67% No (2)

CM Agency (# in sample)	Question				
	#125	#126	#127	#128	#129
NMQCM (4)	50% Yes (2) 25% Many (1) 25% Needs Impv (1)	0% Yes 50% Many (2) 50% No (2)	50% Yes (2) 50% No (2)	25% Yes (1) 75% No (3)	0% 100% No (4)
Peak (5)	20% Yes (1) 60% Many (3) 20% Needs Impv (1)	40% Yes (2) 60% No (3)	40% Yes (2) 60% No (3)	40% Yes (2) 60% No (3)	20% Yes (1) 80% No (4)
Unidas (4)	50% Yes (2) 50% Needs Impv (2)	50% Yes (1) 50% No (1) (2 N/A)	75% Yes (3) 25% No (1)	75% Yes (3) 25% No (1)	25% Yes (1) 75% No (3)
Unique Opportunities (3)	0% Yes 100% Many (3)	33% Yes (1) 33% Many (1) 33% No (1)	67% Yes (2) 33% No (1)	33% Yes (1) 67% No (2)	0% Yes 100% No (3)

**2. Components of Informed Choice: Information and Experience**

Question #130. Has the individual been offered the opportunity to participate in work or job exploration including volunteer work and/or trial work opportunities?

Question #131. If #130 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section?

Question #132. If #130 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs?

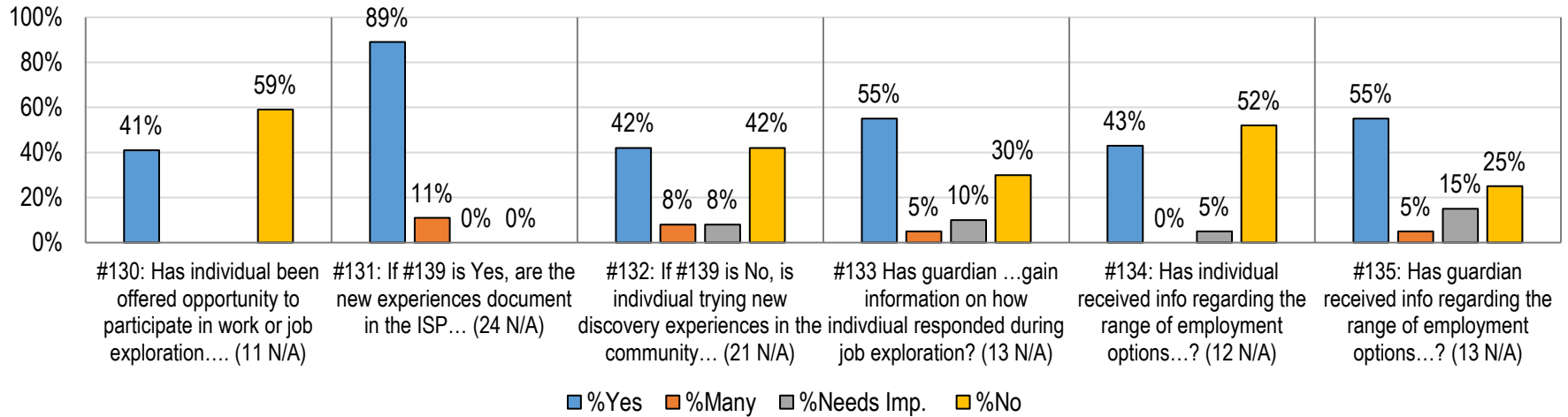
Question #133. Has the Guardian had the opportunity to gain information on how the individual responded during job exploration activities such as volunteering and/or trial work experiences?

Question #134. Has the individual received information regarding the range of employment options available to him/her?

Question #135. Has the Guardian received information regarding the range of employment options available for the individual?



**Chart #37: Supported Employment, continued**



**Chart #38: Supported Employment Scores by Provider Agency**

Res. Agency (# in sample)	Question					
	#130	#131	#132	#133	#134	#135
A Better Way (1)	100% Yes (1)	100% Yes (1)	(1 N/A)	(1 N/A)	100% Yes (1)	(1 N/A)
Adelante (9)	80% Yes (4) 20% No (1) (4 N/A)	80% Yes (4) 20% Many (1) (4 N/A)	0% Yes 100% Many (1) (8 N/A)	40% Yes (2) 20% Many (1) 40% No (2) (4 N/A)	0% Yes 25% Needs Impv (1) 75% No (3) (5 N/A)	0% Yes 25% Many (1) 25% Needs Impv (1) 50% No (2) (5 N/A)
ADID Care (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Advantage Comm. (1)	0% Yes 100% No (1)	(1 N/A)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Alegria (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Alianza (1)	0% Yes 100% No (1)	(1 N/A)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	100% Yes (1)
Alta Mira (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)

Res. Agency (# in sample)	Question					
	#130	#131	#132	#133	#134	#135
ARCA (5)	33% Yes (1) 67% No (2) (2 N/A)	100% Yes (1) (4 N/A)	100% Yes (1) (4 N/A)	33% Yes (1) 33% Needs Impv (1) 33% No (1) (2 N/A)	67% Yes (2) 33% No (1) (2 N/A)	33% Yes (1) 33% Needs Impv (1) 33% No (1) (2 N/A)
Bright Horizons (2)	0% Yes 100% No (2)	(2 N/A)	0% Yes 100% No (2)	50% Yes (1) 50% Needs Impv (1)	0% Yes 100% No (2)	0% Yes 50% Needs Impv (1) 50% No (1)
Community Options (1)	0% Yes 100% No (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Dungarvin (3)	50% Yes (1) 50% No (1) (1 N/A)	100% Yes (1) (2 N/A)	0% Yes 100% No (1) (2 N/A)	100% Yes (1) (2 N/A)	50% Yes (1) 50% No (1) (1 NA)	100% Yes (2) (1 N/A)
Expressions of Life (1)	100% Yes (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	100% Yes (1)
La Vida (1)	0% Yes 100% No (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Life Mission (1)	100% Yes (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	100% Yes (1)
LLCP (3)	0% Yes 100% No (2) (1 N/A)	(3 N/A)	50% Yes (1) 50% Needs Impv (1) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)	100% Yes (2) (1 N/A)
Onyx (1)	0% Yes 100% No (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)	100% Yes (1)

**Chart #39: Supported Employment Scores by Case Management Agency**

CM Agency (# in sample)	Question					
	#130	#131	#132	#133	#134	#135
A New Vision (6)	60% Yes (3) 40% No (2) (1 N/A)	100% Yes (3) (3 N/A)	50% Yes (1) 50% Many (1) (4 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (1 N/A)	0% Yes 25% Needs Impv (1) 75% No (3) (2 N/A)	25% Yes (1) 25% Many (1) 50% No (2) (2 N/A)
A Step Above (6)	50% Yes (1) 50% No (1) (4 N/A)	100% Yes (1) (5 N/A)	100% Yes (1) (5 N/A)	100% Yes (1) (5 N/A)	100% Yes (1) (5 N/A)	100% Yes (1) (5 N/A)

CM Agency (# in sample)	Question					
	#130	#131	#132	#133	#134	#135
Amigo (2)	0% Yes 100% No (1) (1 N/A)	(2 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	100% Yes (1) (1 N/A)
Carino (3)	50% Yes (1) 50% No (1) (1 N/A)	100% Yes (1) (2 N/A)	0% Yes 100% Needs Impv (1) (2 N/A)	50% Yes (1) 50% No (1) (1 N/A)	100% Yes (2) (1 N/A)	100% Yes (2) (1 N/A)
NMQCM (4)	0% Yes 100% No (3) (1 N/A)	(4 N/A)	33% Yes (1) 67% No (2) (1 N/A)	67% Yes (2) 33% Needs Impv (1) (1 N/A)	0% Yes 100% No (3) (1 N/A)	33% Yes (1) 33% Needs Impv (1) 33% No (1) (1 N/A)
Peak (5)	60% Yes (3) 40% No (2)	67% Yes (2) 33% Many (1) (2 N/A)	100% Yes (2) (3 N/A)	60% Yes (3) 40% No (2)	60% Yes (3) 40% No (2)	60% Yes (3) 20% Needs Impv (1) 20% No (1)
Unidas (4)	50% Yes (1) 50% No (1) (2 N/A)	100% Yes (1) (3 N/A)	(4 N/A)	50% Yes (1) 50% Needs Impv (1) (2 N/A)	100% Yes (2) (2 N/A)	50% Yes (1) 50% Needs Impv (1) (2 N/A)
Unique Opportunities (3)	0% Yes 100% No (2) (1 N/A)	(3 N/A)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (1) (2 N/A)	0% Yes 100% No (2) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)

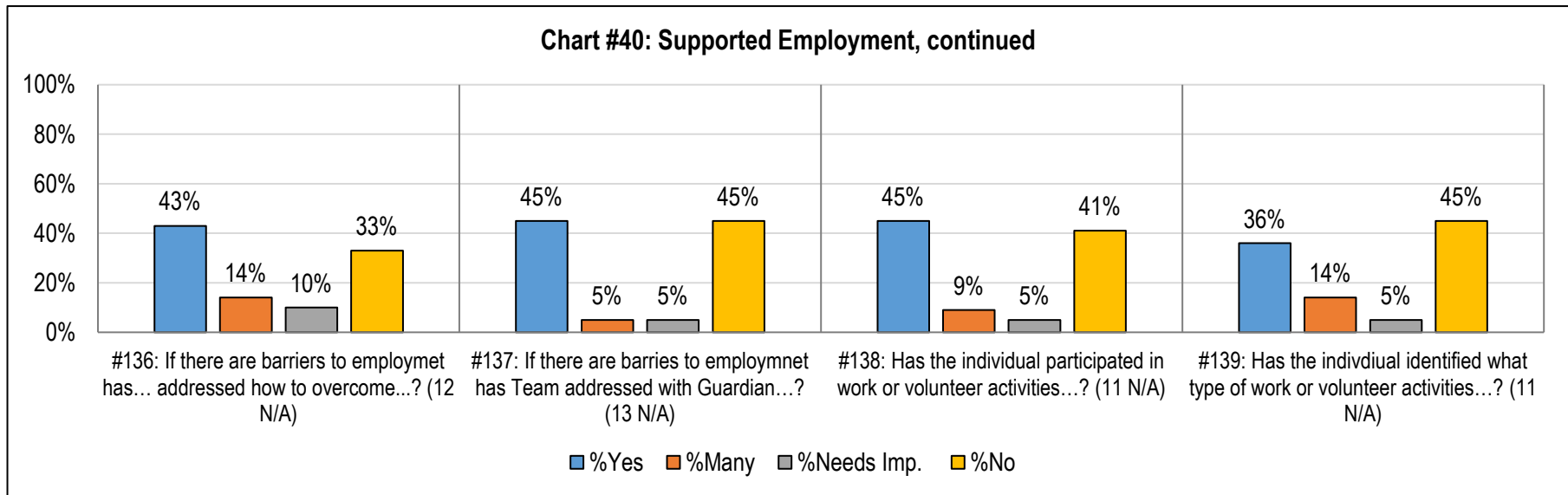
**3. Components of Informed Choice: Identification of Employment Barriers/Issues.**

Question #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...?

Question #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...?

Question #138. Has the individual participated in work or volunteer activities during the past year?

Question #139. Has the individual identified what type of work or volunteer activities he/she would like to do?



**Chart #41: Supported Employment Scores by Provider Agency**

Res. Agency (# in sample)	Question			
	#136	#137	#138	#139
A Better Way (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)
Adelante (9)	25% Yes (1) 75% No (3) (5 N/A)	25% Yes (1) 75% No (3) (5 N/A)	60% Yes (3) 40% Many (2) (4 N/A)	20% Yes (1) 40% Many (2) 20% Needs Impv (1) 20% No (1) (4 N/A)
ADID Care (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Advantage Comm. (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)
Alegria (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Alianza (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)	0% Yes 100% No (1)

Res. Agency (# in sample)	Question			
	#136	#137	#138	#139
Alta Mira (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
ARCA (5)	33% Yes (1) 33% Many (1) 33% Needs Impv (1) (2 N/A)	33% Yes (1) 33% Needs Impv (1) 33% No (1) (2 N/A)	33% Yes (1) 67% No (2) (2 N/A)	33% Yes (1) 67% No (2) (2 N/A)
Bright Horizons (2)	0% Yes 50% Needs Impv (1) 50% No (1)	0% Yes 100% No (2)	0% Yes 100% No (2)	0% Yes 100% No (2)
Community Options (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Dungarvin (3)	50% Yes (1) 50% No (1) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)
Expressions of Life (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
La Vida (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Life Mission (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
LLCP (3)	50% Yes (1) 50% No (1) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (2) (1 N/A)
Onyx (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% No (1)

**Chart #42: Supported Employment Scores by Case Management Agency**

CM Agency (# in sample)	Question			
	#136	#137	#138	#139
A New Vision (6)	50% Yes (2) 50% No (2) (2 N/A)	50% Yes (2) 50% No (2) (2 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (1 N/A)	20% Yes (1) 20% Many (1) 20% Needs Impv (1) 40% No (2) (1 N/A)
A Step Above (6)	100% Yes (2) (4 N/A)	100% Yes (1) (5 N/A)	100% Yes (2) (4 N/A)	100% Yes (2) (4 N/A)
Amigo (2)	0% Yes	0% Yes	0% Yes	0% Yes

CM Agency (# in sample)	Question			
	#136	#137	#138	#139
	100% Many (1) (1 N/A)	100% Many (1) (1 N/A)	100% No (1) (1 N/A)	100% No (1) (1 N/A)
Carino (3)	50% Yes (1) 50% No (1) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)
NMQCM (4)	0% Yes 33% Many (1) 33% Needs Impv (1) 33% No (1) (1 N/A)	33% Yes (1) 67% No (2) (1 N/A)	0% Yes 100% No (3) (1 N/A)	0% Yes 100% No (3) (1 N/A)
Peak (5)	60% Yes (3) 20% Many (1) 20% No (1)	60% Yes (3) 20% Needs Impv (1) 20% No (1)	60% Yes (3) 20% Many (1) 20% No (1)	60% Yes (3) 20% Many (1) 20% No (1)
Unidas (4)	50% Yes (1) 50% Needs Impv (1) (2 N/A)	50% Yes (1) 50% No (1) (2 N/A)	50% Yes (1) 50% No (1) (2 N/A)	50% Yes (1) 50% No (1) (2 N/A)
Unique Opportunities (3)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (2) (1 N/A)	0% Yes 50% Needs Impv (1) 50% No (1) (1 N/A)	0% Yes 50% Many (1) 50% No (1) (1 N/A)

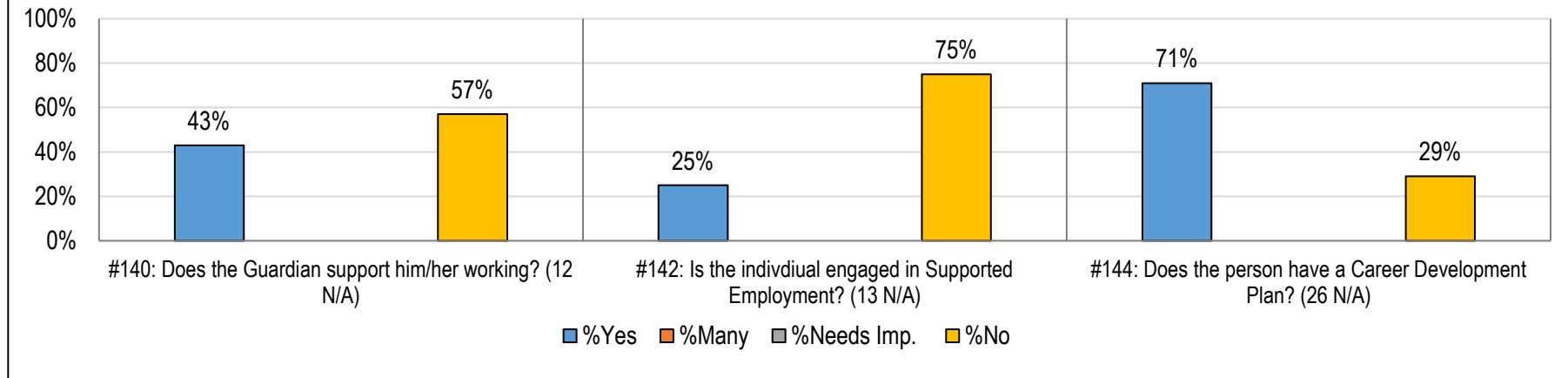
#### 4. JCMs Involved in Supported Employment

Question #140. Does the Guardian support him/her working?

Question #142. Is the individual engaged in Supported Employment?

Question #144. Does the person have a Career Development Plan?

**Chart #43: Supported Employment, continued**



**Chart #44: Supported Employment Scores by Provider Agency**

Res. Agency (# in sample)	Question		
	#140	#142	#144
A Better Way (1)	(1 N/A)	100% Yes (1)	100% Yes (1)
Adelante (9)	25% Yes (1) 75% No (3) (5 N/A)	0% Yes 100% No (4) (5 N/A)	0% Yes 100% No (1) (8 N/A)
ADID Care (1)	0% Yes 100% No (1)	(1 N/A)	(1 N/A)
Advantage Comm. (1)	0% Yes 100% No (1)	(1 N/A)	(1 N/A)
Alegria (1)	(1 N/A)	(1 N/A)	(1 N/A)
Alianza (1)	100% Yes (1)	0% Yes 100% No (1)	(1 N/A)
Alta Mira (1)	(1 N/A)	(1 N/A)	(1 N/A)
ARCA (5)	33% Yes (1) 67% No (2) (2 N/A)	33% Yes (1) 67% No (2) (2 N/A)	100% Yes (1) (4 N/A)
Bright Horizons (2)	50% Yes (1)	0% Yes	(2 N/A)

Res. Agency (# in sample)	Question		
	#140	#142	#144
	50% No (1)	100% No (2)	
Community Options (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Dungarvin (3)	50% Yes (1) 50% No (1) (1 N/A)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (1) (2 N/A)
Expressions of Life (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
La Vida (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Life Mission (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	(1 N/A)
LLCP (3)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (2) (1 N/A)	(3 N/A)
Onyx (1)	100% Yes (1)	0% Yes 100% No (1)	(1 N/A)

**Chart #45: Supported Employment Scores by Case Management Agency**

CM Agency (# in sample)	Question		
	#140	#142	#144
A New Vision (6)	0% Yes 100% No (4) (2 N/A)	0% Yes 100% No (4) (2 N/A)	0% Yes 100% No (1) (5 N/A)
A Step Above (6)	50% Yes (1) 50% No (1) (4 N/A)	100% Yes (2) (4 N/A)	100% Yes (2) (4 N/A)
Amigo (2)	100% Yes (1) (1 N/A)	100% No (1) (1 N/A)	(2 N/A)
Carino (3)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (2) (1 N/A)	(3 N/A)
NMQCM (4)	67% Yes (2) 33% No (1) (1 N/A)	0% Yes 100% No (3) (1 N/A)	(4 N/A)
Peak (5)	80% Yes (4)	40% Yes (2)	100% Yes (3)



	Question		
CM Agency (# in sample)	#140	#142	#144
	20% No (1)	60% No (3)	(3 N/A)
Unidas (4)	50% Yes (1) 50% No (1) (2 N/A)	50% Yes (1) 50% No (1) (2 N/A)	100% Yes (1) (3 N/A)
Unique Opportunities (3)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (1) (2 N/A)	0% Yes 100% No (1) (2 N/A)

## I. IQR Scored Protocol Questions

Below are all of the questions in the protocol and the scores of the Metro Region Round 1 Review. The questions highlighted are included in the data tables above.

Question	2019 (sample=33)
<b>CASE MANAGEMENT</b>	
24. Does the case manager “know” the person? CPRQ26; ‘17IQR#8c, ‘18IQR24	97% Yes (32) 3% Many (1)
25. Does the case manager understand his/her role/job? CPRQ27 ‘17IQR#16, ‘18IQR25	36% Yes (12) 52% Many (17) 12% Needs Impv (4)
26. Is the case manager available to the person? CPRQ29; ‘17IQR#16a, ‘18IQR27	88% Yes (29) 12% Many (4)
27. Was the case manager able to describe the person’s health related needs? CPRQ30, ‘18IQR28	58% Yes (19) 33 Many (11) 9% Needs Impv (3)
28. Does the case manager have an appropriate expectation of growth for this person? CPRQ31, ‘18IQR29	85% Yes (28) 15% Many (5)
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	24% Yes (8) 52% Many (17) 24% Needs Impv (8)
30. Does the case manager provide case management services at the level needed by this person? CPRQ33; ‘17IQR#16c, ‘18IQR31	27% Yes (9) 61% Many (20) 12% Needs Impv (40)
<b>EMPLOYMENT AND DAY *1 Person did not have Day services</b>	
31. Does the direct services staff “know” the person? CPRQ35; ‘17IQR#8a, ‘18IQR33	88% Yes (28) 9% Many (3) 3% Needs Impv (1)
32. Does the direct service staff have input into the person’s ISP? CPRQ36, ‘18IQR34	59% Yes (19) 31% Many (10)

Question	2019 (sample=33)
	3% Needs Impv (1) 6% No (2)
33. Did the direct service staff receive training on implementing this person's ISP? CPRQ37, '18IQR35	68% Yes (21) 25% Many (8) 9% Needs Impv (3)
34. Was the direct service staff able to describe this person's health-related needs? CPRQ38, '18IQR36	59% Yes (19) 22% Many (7) 19% Needs Imp (6)
35. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39, '18IQR37	72% Yes (23) 22% Many (7) 6% Needs Impv (2)
35a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ39a, '18IQR37a	94% Yes (30) 3% Many (1) 3% Needs Impv (1)
35b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ39b, '18IQR37b	75% Yes (24) 16% Many (5) 9% Needs Impv (3)
36. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41, '18IQR39	97% Yes (31) 3% No (1)
37. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42, '18IQR40	69% Yes (22) 19% Many (6) 6% Needs Impv (2) 6% No (2)
38. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43, '18IQR41	81% Yes (26) 9% Many (3) 9% Needs Impv (3)
<b>RESIDENTIAL</b>	
39. Does the residential direct services staff "know" the person? CPRQ44; '17IQR#8b, '18IQR42	85% Yes (28) 12% Many (4) 3% Needs Impv (1)

Question	2019 (sample=33)
40. Does the direct service staff have input into the person's ISP? CPRQ45, '18IQR43	79% Yes (26) 21% No (7)
41. Did the direct service staff receive training on implementing this person's ISP? CPRQ46, '18IQR44	61% Yes (20) 21% Many (7) 18% Needs Impv (6)
42. Is the residence safe for individuals (void of hazards)? CPRQ45, '18IQR45	88% Yes (29) 6% Many (2) 6% Needs Impv (2)
43. Was the residential direct service staff able to describe this person's health-related needs? CPRQ48, '18IQR46	64% Yes (21) 18% Many (6) 18% Needs Impv (6)
44. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49, '18IQR47	61% Yes (20) 27% Many (9) 12% Needs Impv (4)
44a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ49a, '18IQR47a	88% Yes (29) 9% Many (3) 3% No (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	61% Yes (20) 21% Many (7) 15% Needs Impv (5) 3% No (1)
45. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51, '18IQR49	91% Yes (30) 9% No (3)
46. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52, '18IQR50	85% Yes (28) 12% Many (4) 3% Needs Impv (1)
47. Does the person's residential environment offer a minimal level of quality of life? CPRQ53, '18IQR51	85% Yes (28) 6% Many (2) 9% Needs Impv (3)
<b>HEALTH</b>	

Question	2019 (sample=33)
48. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b, '18IQR52	36% Yes (12) 55% Many (18) 9% Needs Impv (3)
49. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21, '18IQR53	42% Yes (14) 39% Many (13) 18% Needs Impv (6)
50. Was the eChat updated timely? '17IQR#18g, '18IQR54	21% Yes (7) 76% Many (25) 3% No (1)
50a. Is the eChat updated timely with the ISP and after changes in condition?	70% Yes (23) 15% Many (5) 6% Needs Impv (2) 9% No (3)
50b. Is the eChat complete?	39% Yes (13) 58% Many (19) 3% Needs Impv (1)
50c. Is the eChat accurate?	39% Yes (13) 52% Many (17) 6% Needs Impv (2) 3% No (1)
51. Are all of the individual's needed medical treatments, including routine, scheduled and chronic needs, timely received? 17IQR#19, '18IQR55	39% Yes (13) 58% Many (19) 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>	33% Yes (11) 48% Many (16) 12% Needs Impv (4) 6% No (2)
53. Does the individual receive medication as prescribed? 17IQR#19e, '18IQR57	52% Yes (17) 21% Many (7) 27% Needs Impv (9)
54. Are nursing services provided as needed by the individual? 17IQR#20, '18IQR59	18% Yes (6) 52% Many (17)

Question	2019 (sample=33)
	30% Needs Impv (10)
55. Is the CARMP consistent with recommendation in other healthcare documents? <i>(Is the CARMP accurate? '17IQR#21f, '18IQR60)</i>	50% Yes (14) 25% Many (7) 25% Needs Impv (7) (5 N/A)
56. Is the CARMP consistently implemented as intended? , '18IQR61	54% Yes (15) 36% Many (10) 11% Needs Impv (3) (5 N/A)
57. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19, '18IQR62	15% Yes (5) 79% Many (26) 6% Needs Impv (2)
57a. Are assessment recommendations followed up on in a timely way?	58% Yes (19) 33% Many (11) 9% Needs Impv (3)
57b. Were needed equipment/communication devices delivered timely?	67% Yes (18) 22% Many (6) 11% Needs Impv (3) (6 N/A)
57c. Were medical specialist appointments attended timely?	61% Yes (20) 27% Many (9) 6% Needs Impv (2) 6% No (2)
57d. Were changes in personal condition, if any, responded to timely?	79% Yes (22) 18% Many (5) 4% Needs Impv (1) (5 N/A)
57e. Were Health Care Plans available, accurate and consistently implemented?	28% Yes (9) 37% Many (12) 34% Needs Impv (11) (1 N/A)

Question	2019 (sample=33)
<b>ASSESSMENTS</b>	
58. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18, '18IQR65	55% Yes (18) 45% Many (15)
59. Are the assessments adequate for planning? CPRQ59; '17IQR#4f, '18IQR66	9% Yes (3) 82% Many (27) 9% Needs Impv (3)
59a. Were assessments provided timely?	12% Yes (4) 70% Many (23) 18% Needs Impv (6)
59b. Did assessments contain accurate information?	33% Yes (11) 61% Many (20) 6% Needs Impv (2)
59c. Did assessments contain information accurate to guide planning?	15% Yes (5) 61% Many (20) 21% Needs Impv (7) 3% No (1)
59d. Did assessments contain recommendations?	42% Yes (14) 48% Many (16) 6% Needs Impv (2) 3% No (1)
60. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5, '18IQR67	36% Yes (12) 48% Many (16) 12% Needs Impv (4) 3% No (1)
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	52% Yes (12) 13% Many (3) 17% Needs Impv (4) 17% No (4) (10 N/A)
<b>ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES</b>	

Question	2019 (sample=33)
62. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9, '18IQR69	100% Yes (33)
63. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3, '18IQR70	48% Yes (16) 48% Many (16) 3% 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	48% Yes (12) 32% Many (8) 12% Needs Impv (3) 8% No (2) (8 N/A)
65. Does my ISP contain current and accurate information? '17IQR#6, '18IQR72	18% Yes (6) 70% Many (23) 12% Needs Impv (4)
66. Does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b, '18IQR73	79% Yes (26) 12% Many (4) 9% Needs Impv (3)
67. Does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c, '18IQR74	76% Yes (25) 9% Many (3) 15% Needs Impv (5)
68. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a, '18IQR75	12% Yes (4) 33% Many (11) 45% Needs Impv (15) 9% No (3)
69. Does the data kept identify what the person does so a determination regarding progress/lack of progress can be made? '17IQR#12b, '18IQR76	27% Yes (9) 24% Many (8) 30% Needs Impv (10) 18% No (6)
70. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c, '18IQR77	21% Yes (7) 12% Many (4) 42% Needs Impv (14) 24% No (8)



Question	2019 (sample=33)
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	33% Yes (8) 17% Many (7) 17% Needs Impv (7) 33% No (8) (9 N/A)
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	35% Yes (9) 31% Many (8) 12% Needs Impv (3) 23% No (6) (7 N/A)
73. Has the person made measurable progress on actions steps during this past year?'17IQR#13b, '18IQR80	21% Yes (7) 15% Many (5) 30% Needs Impv (10) 33% No (11)
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	61% Yes (20) 15% Many (5) 15% Needs Impv (5) 9% No (3)
75. Are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d, '18IQR82	82% Yes (27) 12% Many (4) 6% 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	64% Yes (21) 24% Many (8) 6% Needs Impv (2) 6% No (2)
77. Are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i, '18IQR84	30% Yes (10) 30% Many (10) 24% Needs Impv (8) 15% No (5)
78. Are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m, '18IQR85	42% Yes (14) 18% Many (6) 15% Needs Impv (5) 24% No (8)

Question	2019 (sample=33)
79. Has the person made measurable progress in therapy this year? '17IQR#13a, '18IQR86	19% Yes (6) 25% Many (8) 47% Needs Impv (15) 9% No (3) (1 N/A)
80. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c, '18IQR87	55% Yes (18) 27% Many (9) 18% Needs Impv (6)
81. Does the ISP contain information regarding primary health (medical) care? CPRQ74, '18IQR88	91% Yes (30) 6% Many (2) 3% Needs Impv (1)
81a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a, '18IQR88a	97% Yes (32) 3% Many (1)
81b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b, '18IQR88b	94% Yes (31) 3% Many (1) 3% No (1)
82. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76, '18IQR89	85% Yes (28) 6% Many (2) 9% No (3)
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? CPRQ75, '18IQR90)</i>	94% Yes (31) 6% Many (2)
84. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a, '18IQR91	38% Yes (11) 45% Many (13) 14% Needs Impv (4) 3% No (1) (4 N/A)
85. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7, '18IQR92	3% Yes (1) 67% Many (22) 30% Needs Impv (10)
86. Is the ISP being implemented? (If 85 is "3") CPRQ79 '17IQR#12, '18IQR93	100% Yes (1) (32 N/A)

Question	2019 (sample=33)
87a. Is the ISP being implemented? (If 85 is "0", "1", or "2") CPRQ80a '17IQR#12, '18IQR94a	3% Yes (1) 47% Many (15) 47% Needs Impv (15) 3% No (1) (1 N/A)
87b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11, '18IQR94b	59% Yes (19) 25% Many (8) 16% Needs Impv (5) (1 N/A)
88. Was the direct service staff trained on the implementation of this person's ISP? CPRQ81, '18IQR95	55% Yes (18) 33% Many (11) 9% Needs Impv (3) 3% No (1)
89. Were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82, '18IQR96	73% Yes (24) 24% Many (8) 3% Needs Impv (1)
<b>EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION</b>	
90. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13, '18IQR98	24% Yes (8) 30% Many (10) 45% Needs Impv (15)
91. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d, '18IQR99	48% Yes (16) 48% Many (16) 3% Needs Impv (1)
92. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b, '18IQR100	82% Yes (27) 15% Many (5) 3% No (1)
93. Is the person offered a range of opportunities for participation in each life area? CPRQ87, '18IQR101	67% Yes (22) 21% Many (7) 12% Needs Impv (4)
94. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30, '18IQR102	62% Yes (13) 29% Many (6)

Question	2019 (sample=33)
	10% Needs Impv (10) (12 CND)
94a. About where and with whom to live? CPRQ89; '17IQR#23c, '18IQR102a	87% Yes (13) 7% Needs Impv (1) 7% No (1) (18 CND)
94b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d, '18IQR102b	83% Yes (15) 11% Many (2) 6% Needs Impv (1) (15 CND)
94c. About where and with whom to socialize/spend leisure time? CPRQ91, '18IQR102c	74% Yes (14) 11% Many (2) 16% Needs Impv (3) (14 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> )	97% Yes (32) 3% Many (1)
96. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a, '18IQR105	91% Yes (30) 6% Many (2) 3% Needs Impv (1)
97. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94, '18IQR106	91% Yes (30) 3% Many (1) 3% Needs Impv (1) 3% No (1)
98. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h, '18IQR107	58% Yes (19) 42% No (14)
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	68% Yes (13) 11% Many (2) 5% Needs Impv (1) 16% No (3) (14 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	18% Yes (3) 18% Many (3)

Question	2019 (sample=33)
	12% Needs Impv (2) 53% No (9) (16 N/A)
101. Is the person protected from abuse, neglect and exploitation? '17IQR#35, '18IQR110	70% Yes (23) 18% Many (6) 12% Needs Impv (4)
102. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b, '18IQR111	63% Yes (12) 16% Many (3) 16% Many (3) 5% No (1) (14 N/A)
103. Is the individual safe? '17IQR#24, '18IQR112	67% Yes (22) 18% Many (6) 12% Needs Impv (4) 3% No (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	34% Yes (11) 47% Many (15) 19% Needs Impv (6) (1 N/A)
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	71% Yes (10) 21% Many (3) 7% Needs Impv (1) (19 N/A)
106. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30, '18IQR115	88% Yes (28) 9% Many (3) 6% Needs Impv (2)
107. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e, '18IQR116	88% Yes (29) 12% Many (4)
108. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c, '18IQR117	48% Yes (16) 40% Many (13) 12% Needs Impv (4)

Question	2019 (sample=33)
109. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e, '18IQR118	94% Yes (31) 6% Many (2)
110. Does the person have sufficient personal money? CPRQ110 '17IQR#34f, '18IQR119	100% Yes (33)
111. Does the person get along with their day program/employment provider staff? CPRQ111, '18IQR120	100% Yes (25) (1 N/A, 7 CND)
112. Does the person get along with their residential provider staff? CPRQ112, '18IQR121	100% Yes (28) (3 CND)
<b>TEAM PROCESS</b>	
113. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10, '18IQR122	21% Yes (7) 58% Many (19) 21% Needs Impv (7)
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	38% Yes (3) 50% Many (4) 13% Needs Impv (1) (25 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	48% Yes (14) 17% Many (5) 29% Needs Impv (7) 10% No (3) (4 N/A)
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 (26) 15% Many (5) 6% Needs Impv (2)
117. Do you recommend Dispute Resolution for this IDT? CPRQ118, '18IQR126	9% Yes (3) 91% No (30)
118. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#17d, '18IQR127	33% Yes (11) 67% Many (22)

Question	2019 (sample=33)
119. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c, '18IQR128	15% Yes (5) 85% No (28)
120. If #118 OR #119 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121; '18IQR129	58% Yes (7) 42% No (5) (21 N/A)
121. Has the person changed residential/day services in the last year? CPRQ122, '18IQR130	30% Yes (10) 70% No (23)
122. If #121 is Yes, was the change Planned by the IDT? CPRQ122a, '18IQR131	60% Yes (6) 40% No (4) (23 N/A)
123. If #121 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b, '18IQR132	90% Yes (9) 10% No (1) (23 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	3% Yes (1) 82% Many (27) 15% Needs Impv (5)
<b>SUPPORTED EMPLOYMENT</b>	
125. Does (Name) have a current Person-Centered Assessment? '18IQR134	41% Yes (13) 41% Many (13) 19% Needs Impv (6) (1 N/A)
126. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a, '18IQR135	38% Yes (10) 23% Many (6) 4% Needs Impv (1) 35% No (9) (7 N/A)
127. Did the individual participate personally in the Person Centered Assessment? '18IQR136	64% Yes (21) 36% No (12)
128. Did the Guardian participate in the Person Centered Assessment? '18IQR137	42% Yes (14) 58% No (19)

Question	2019 (sample=33)
129. Is the individual engaged in the Informed Choice Project? '18IQR138	9% Yes (3) 91% No (30)
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	41% Yes (9) 59% No (13) (11 N/A)
131. If #130 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section? '18IQR140	89% Yes (8) 11% Many (1) (24 N/A)
132. If #131 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs? '18IQR141	42% Yes (5) 8% Many (1) 8% Needs Impv (1) 42% No (5) (21 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	55% Yes (11) 5% Many (1) 10% Needs Impv (2) 30% No (6) (13 N/A)
134. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c, '18IQR143	43% Yes (9) 5% Needs Impv (1) 52% No (11) (12 N/A)
135. Has the Guardian received information regarding the range of employment options available for the individual? '18IQR144	55% Yes (11) 5% Many (1) 15% Needs Impv (3) 25% No (5) (13 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	43% Yes (9) 14% Many (3) 10% Needs Impv (2) 33% No (7) (12 N/A)



Question	2019 (sample=33)
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	45% Yes (9) 5% Many (1) 5% Needs Impv (1) 45% No (9) (13 N/A)
138. Has the individual participated in work or volunteer activities during the past year? '18IQR147	45% Yes (10) 9% Many (2) 5% Needs Impv (1) 41% No (9) (11 N/A)
139. Has the individual identified what type of work or volunteer activities he/she would like to do? '18IQR148	36% Yes (8) 14% Many (3) 5% Needs Impv (1) 45% No (10) (11 N/A)
140. Does the Guardian support him/her working? '18IQR149	43% Yes (9) 57% No (12) (12 N/A)
142. Is the individual engaged in Supported Employment? CPRQ129, '18IQR151	25% Yes (5) 75% No (15) (13 N/A)
144. Does the person have a Career Development Plan? CPRQ128 17IQR#26e, '18IQR153	71% Yes (5) 29% No (2) (26 N/A)
<b>BEHAVIOR</b>	
145. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d, '18IQR154	39% Yes (13) 61% No (20)
146. Does the person need behavior services now? CPRQ132 '17IQR#11e, '18IQR155	42% Yes (14) 58% No (19)
147. Have behavioral assessments been completed? CPRQ133, '18IQR156	36% Yes (5) 57% Many (8)

Question	2019 (sample=33)
	7% No (1) (19 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	86% Yes (12) 7% Many (1) 7% No (1) (19 N/A)
149. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d, '18IQR158	86% Yes (12) 7% Many (1) 7% No (1) (19 N/A)
150. If needed, does the person have a Behavior Crisis Intervention Plan that meets the person's needs? CPRQ 73a; '17IQR#5h, '18IQR159	60% Yes (3) 20% Many (1) 20% Needs Impv (1) (28 N/A)
151. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i, '18IQR160	50% Yes (7) 43% Many (6) 7% No (1) (19 N/A)
152. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d, '18IQR161	43% Yes (6) 7% Many (1) 28% Needs Impv (4) 21% No (3) (19 N/A)
<b>ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION</b>	
153. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b, '18IQR162	66% Yes (19) 28% Many (8) 7% Needs Impv (2) (4 N/A)
154. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c, '18IQR163	75% Yes (18) 21% Many (5)

Question	2019 (sample=33)
	4% No (1) (9 N/A)
155. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f, '18IQR164	89% Yes (25) 4% Many (1) 7% Needs Impv (2) (5 N/A)
156. Is the person's equipment and technology in good repair?'17IQR#25d, '18IQR165	79% Yes (22) 14% Many (4) 7% Needs Impv (2) (5 N/A)
157. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e, '18IQR166	71% Yes (20) 25% Many (7) 4% Needs Impv (1) (5 N/A)
158. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b, '18IQR167	77% Yes (23) 23% Many (7) (3 N/A)
<b>INDIVIDUAL SERVICE PLANNING</b>	
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	91% Yes (30) 9% Many (3)
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 (23) 15% Many (5) 15% Needs Impv (5)
161. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a, '18IQR170	88% Yes (29) 9% Many (3) 3% Needs Impv (1)
162. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f, '18IQR171	64% Yes (21) 33% Many (11) 3% Needs Impv (1)

Question	2019 (sample=33)
163. Is the person integrated into the community? CPRQ145; '17IQR#29g, '18IQR172	58% Yes (19) 18% Many (6) 21% Needs Impv (7) 3% No (1)
164. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36, '18IQR174	9% Yes (3) 70% Many (23) 21% Needs Impv (7)