



2018 Individual Quality Review Northeast Region Findings

Northeast Phone interviews and On-site: September 10 – October 2, 2018

Final: March 22, 2019



Class Members: 23

Northeast Sample: 10 (43%)

Four Independent Case Management
Agencies Represented in the Sample

A Step Above 1 in sample

Excel 5 in sample

Peak 1 in sample

Rio Puerco 1 in sample

Two people in the sample receive Mi Via services



Number Reviewed by Day and Residential Provider

	Day	Residential
Benchmark	1	2
CDD	1	1
Community Options	2	2
Ensuenos (ELADC)	1	1
Family Options	1	1
NNMQC		1
None	1	
Phame	2	
Mi Via	2	2



Class Members with Immediate or Special Needs

Individuals found to Need Immediate Attention: 5 People

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

Individuals Needing Special Attention: 5 People

Individuals for whom issues have been identified that, if not effectively addressed, are likely to become an urgent health and safety concern. **(50% of sample)**

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

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

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

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

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

In 2014, two people (14%) needed Immediate Attention; two people (14%) required Special Attention, and 1 Incident Report was filed.

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

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



2018 Individual Quality Review Northeast Report

Findings by Area

CASE MANAGEMENT

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
24. Does the case manager "know" the person? CPRQ26; '17IQR#8c	93% Yes (13) 7% Partial (7)	100% Yes (14)	100% Yes (11)	100% Yes (9)	75% Yes (6) 25% Many (2)	100% Yes (8)
25. Does the case manager understand his/her role/job? CPRQ27 '17IQR#16	50% Yes (7) 50% Partial (7)	36% Yes (5) 64% Partial (9)	64% Yes (7) 36% Partial (4)	33% Yes (3) 67% Partial (6)	0% Yes 38% Many (3) 63% Needs Impv (5)	0% Yes 63% Many (5) 38% Needs Impv (3)
26. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person? CPRQ28	79% Yes (11) 21% Partial (3)	86% Yes (12) 14% Partial (2)	100% Yes (11)	89% Yes (8) 11% No (1)		63% Yes (5) 38% Many (3)
27. Is the case manager available to the person? CPRQ29; '17IQR#16a	86% Yes (12) 14% Partial (2)	71% Yes (10) 29% Partial (4)	91% Yes (10) 9% Partial (1)	44% Yes (4) 56% Partial (5)	57% Yes (4) 43% Needs Impv (3) (1 N/A)	88% Yes (7) 13% Many (1)
28. Was the case manager able to describe the person's health related needs? CPRQ30	50% Yes (7) 50% Partial (7)	43% Yes (6) 57% Partial (8)	91% Yes (10) 9% Partial (1)	78% Yes (7) 22% Partial (2)		38% Yes (3) 50% Many (4) 13% Needs Impv (1)
29. Does the case manager have an appropriate expectation of growth for this person? CPRQ31	50% Yes (7) 43% Partial (6) 7% No (1)	50% Yes (7) 50% Partial (7)	82% Yes (9) 18% Partial (2)	56% Yes (5) 44% Partial (4)		100% Yes (8)
30. 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	14% Yes (2) 86% Partial (12)	21% Yes (3) 79% Partial (11)	27% Yes (3) 73% Partial (8)	22% Yes (2) 78% Partial (7)	0% Yes 25% Many (2) 50% Needs Impv () 25% No (2)	13% Yes (1) 25% Many (2) 63% Needs Impv (5)
31. Does the case manager provide case management services at the level needed by this person? CPRQ33; '17IQR#16c	50% Yes (7) 50% Partial (7)	21% Yes (3) 79% Partial (11)	64% Yes (7) 36% Partial (4)	44% Yes (4) 56% Partial (5)	25% Yes (2) 13% Many (1) 63% Needs Impv (5)	0% Yes 75% Many (6) 25% Needs Impv (2)
32. Does the case manager receive the type and level of support needed to do his/her job? CPRQ34	100% Yes (14)	93% Yes (13) 7% Partial (1)	100% Yes (11)	89% Yes (8) 11% Partial (1)		88% Yes (7) 13% Many (1)



2018 Individual Quality Review Northeast Report Findings by Area

EMPLOYMENT AND DAY **one person did not have Day services**

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
33. Does the direct services staff "know" the person? CPRQ35; '17IQR#8a		100% Yes (13) (1 not scored)	91% Yes (10) 9% Partial (1)	100% Yes (8) (1 not scored)	75% Yes (6) 13% Many (1) 13% Needs Impv (1)	86% Yes (6) 14% Many (1)
34. Does the direct service staff have input into the person's ISP? CPRQ36	36% Yes (5) 57% Partial (8) 7% No (1)	58% Yes (7) 33% Partial (4) 8% No (1) (2 not scored)	91% Yes (10) 9% No (1)	50% Yes (4) 50% Partial (4) (1 not scored)		43% Yes (3) 43% Many (3) 14% No (1)
35. Did the direct service staff receive training on implementing this person's ISP? CPRQ37	79% Yes (11) 21% Partial (3)	100% Yes (12) (2 not scored)	82% Yes (9) 18% Partial (2)	75% Yes (6) 25% Partial (2) (1 not scored)		71% Yes (5) 29% Many (2)
36. Was the direct service staff able to describe this person's health-related needs? CPRQ38	50% Yes (7) 50% Partial (7)	77% Yes (10) 23% Partial (3) (1 not scored)	55% Yes (6) 45% Partial (5)	75% Yes (6) 25% Partial (2) (1 not scored)		29% Yes (2) 71% Many (5)
37. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39	71% Yes (10) 29% Partial (4)	92% Yes (12) 8% Partial (1) (1 not scored)	91% Yes (10) 9% Partial (1)	75% Yes (6) 25% Partial (2) (1 not scored)		57% Yes (4) 43% Many (3)
37a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ39a	86% Yes (12) 14% Partial (2)	92% Yes (12) 8% Partial (1) (1 not scored)	100% Yes (11)	75% Yes (6) 25% Partial (2) (1 not scored)		86% Yes (6) 14% Many (1)
37b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ39b	86% Yes (12) 14% Partial (2)	92% Yes (12) 8% Partial (1) (1 not scored)	91% Yes (10) 9% Partial (1)	88% Yes (7) 13% Partial (1) (1 not scored)		57% Yes (4) 43% Many (3)



2018 Individual Quality Review Northeast Report Findings by Area

EMPLOYMENT AND DAY (continued)

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
38. Did the direct service staff have training in the ISP process? CPRQ40	79% Yes (11) 21% Partial (3)	67% Yes (8) 33% Partial (4) (2 not scored)	82% Yes (9) 18% Partial (2)	88% Yes (7) 13% Partial (1) (1 not scored)		71% Yes (5) 14% Many (1) 14% No (1)
39. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41	79% Yes (11) 21% Partial (3)	77% Yes (10) 23% Partial (3) (1 not scored)	73% Yes (8) 18% Partial (2) 9% No (1)	88% Yes (7) 13% Partial (1) (1 not scored)		100% Yes (7)
40. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42	71% Yes (10) 29% Partial (4)	69% Yes (9) 23% Partial (3) 8% No (1) (1 not scored)	82% Yes (9) 18% Partial (2)	63% Yes (5) 25% Partial (2) 13% No (1) (1 not scored)		86% Yes (6) 14% No (1)
41. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43	100% Yes (14)	100% Yes (13) (1 not scored)	100% Yes (11)	75% Yes (6) 25% Partial (2) (1 not scored)		86% Yes (6) 14% Many (1)



2018 Individual Quality Review Northeast Report Findings by Area

RESIDENTIAL

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
42. Does the residential direct services staff “know” the person? CPRQ44; '17IQR#8b	93% Yes (13) 7% Partial (1)	100% Yes (14)	100% Yes (11)	78% Yes (7) 22% Partial (2)	71% Yes (5) 29% Needs Impv (2) (1 CND)	100% Yes (8)
43. Does the direct service staff have input into the person's ISP? CPRQ45	71% Yes (10) 21% Partial (3) 7% No (1)	62% Yes (8) 31% Partial (4) 7% No (1) (1 not scored)	91% Yes (10) 9% No (1)	78% Yes (7) 22% Partial (2)		63% Yes (5) 25% Many (2) 13% Needs Impv (1)
44. Did the direct service staff receive training on implementing this person's ISP? CPRQ46	86% Yes (12) 14% Partial (2)	92% Yes (12) 8% Partial (1) (1 not scored)	91% Yes (10) 9% Partial (1)	89% Yes (8) 11% Partial (1)		88% Yes (7) 13% Many (1)
45. Is the residence safe for individuals (void of hazards)? CPRQ47	100% Yes (14)	100% Yes (14)	100% Yes (11)	78% Yes (7) 22% No (2)		88% Yes (7) 13% Many (1)
46. Was the residential direct service staff able to describe this person's health-related needs? CPRQ48	43% Yes (6) 50% Partial (7) 7% No (1)	64% Yes (9) 36% Partial (5)	45% Yes (5) 55% Partial (6)	44% Yes (4) 56% Partial (5)		50% Yes (4) 50% Many (4)
47. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49	71% Yes (10) 29% Partial (4)	93% Yes (13) 7% Partial (1)	82% Yes (9) 18% Partial (2)	78% Yes (7) 22% Partial (2)		63% Yes (5) 38% Many (3)
47a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ49a	86% Yes (12) 14% Partial (2)	100% Yes (14)	100% Yes (11)	89% Yes (8) 11% Partial (1)		100% Yes (8)
47b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ49b	79% Yes (11) 21% Partial (3)	92% Yes (12) 8% Partial (1) (1 not scored)	82% Yes (9) 18% Partial (2)	67% Yes (6) 33% Partial (3)		63% Yes (5) 38% Many (3)



2018 Individual Quality Review Northeast Report Findings by Area

RESIDENTIAL (continued)

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
48. Did the residential direct service staff have training in the ISP process? CPRQ50	57% Yes (8) 29% Partial (4) 14% No (2)	62% Yes (8) 23% Partial (3) 15% No (2) (1 not scored)	91% Yes (10) 9% Partial (1)	89% Yes (8) 11% Partial (1)		50% Yes (4) 50% Many (4)
49. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)	91% Yes (10) 9% Partial (1)	78% Yes (7) 22% Partial (2)		100% Yes (8)
50. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52	64% Yes (9) 36% Partial (5)	57% Yes (8) 36% Partial (5) 7% No (1)	82% Yes (9) 9% Partial (1) 9% No (1)	78% Yes (7) 11% Partial (1) 11% No (1)		88% Yes (7) 13% Needs Impv (1)
51. Does the person's residential environment offer a minimal level of quality of life? CPRQ53	100% Yes (14)	86% Yes (12) 14% Partial (2)	82% Yes (9) 18% Partial (2)	67% Yes (6) 33% Partial (3)		88% Yes (7) 13% Needs Impv (1)



2018 Individual Quality Review Northeast Report Findings by Area

HEALTH

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
52. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b	29% Yes (4) 71% Partial (10)	14% Yes (2) 86% Partial (12)	36% Yes (4) 64% Partial (7)	44% Yes (4) 56% Partial (5)	75% Yes (6) 13% Many (1) 13% Needs Impv (1)	13% Yes (1) 88% Many (7)
53. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21	71% Yes (10) 29% Partial (4)	36% Yes (5) 64% Partial (9)	64% Yes (7) 36% Partial (4)	22% Yes (2) 78% Partial (7)	38% Yes (3) 38% Many (3) 25% Needs Impv (2)	13% Yes (1) 63% Many (5) 25% Needs Impv (2)
54. Was the eChat updated timely? '17IQR#18g					63% Yes (5) 25% Needs Impv (2) 13% No (1)	25% Yes (2) 38% Many (3) 38% Needs Impv (3)
55. Are all of the individual's needed medical treatments timely received? 17IQR#19					13% Yes (1) 50% Many (4) 38% Needs Impv (3)	13% Yes (1) 75% Many (6) 13% Needs Impv (1)
56. Does the individual receive routine/scheduled medical treatment? 17IQR#19a					63% Yes (5) 25% Many (2) 13% Needs Impv (1)	25% Yes (2) 50% Many (4) 25% Needs Impv (2)
57. Does the individual receive medication as prescribed? 17IQR#19e					43% Yes (3) 29% Many (2) 29% Needs Impv (2) (1 CND)	13% Yes (1) 50% Many (4) 38% Needs Impv (3)



2018 Individual Quality Review Northeast Report Findings by Area

HEALTH (continued)

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
58. Does my nurse provide oversight of health needs (i.e. weight records, vitals, lab reports, PRN medication use, seizure records) in order to ensure accuracy, identify and respond to new issues? '17IQR#20b					25% Yes (2) 25% Many (2) 50% Needs Impv (4)	0% Yes 13% Many (1) 88% Needs Impv (7)
59. Are nursing services provided as needed by the individual? 17IQR#20					13% Yes (1) 38% Many (3) 50% Needs Impv (4)	0% Yes 75% Many (6) 25% Needs Impv (2)
60. Is the CARMP is accurate? '17IQR#21f					67% Yes (4) 17% Many (1) 17% Needs Impv (1) (1 N/A, 1 CND)	14% Yes (1) 71% Many (5) 14% Needs Impv (1) (1 N/A)
61. Is the CARMP consistently implemented as intended?						71% Yes (5) 14% Many (1) 14% Needs Impv (1) (1 N/A)
62. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19	43% Yes (6) 57% Partial (8)	14% Yes (2) 86% Partial (12)	27% Yes (3) 73% Partial (8)	22% Yes (2) 78% Partial (7)		0% Yes 63% Many (5) 38% Needs Impv (3)



2018 Individual Quality Review Northeast Report Findings by Area

ASSESSMENTS

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
63. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts? CPRQ57	64% Yes (9) 36% Partial (5)	29% Yes (4) 64% Partial (9) 7% No (1)	27% Yes (3) 73% Partial (8)	44% Yes (4) 56% Partial (5)		0% Yes 88% Many (7) 13% Needs Impv (1)
64. Has the individual received all age and gender appropriate health screenings, in accordance with national best practice and/or as recommended by his/her PCP or other health care professionals? '17IQR#18a					50% Yes (4) 25% Many (2) 13% Needs Impv (1) 13% No (1)	13% Yes (1) 75% Many (6) 13% Needs Impv (1)
65. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18	50% Yes (7) 50% Partial (7)	14% Yes (2) 86% Partial (12)	64% Yes (7) 36% Partial (4)	11% Yes (1) 89% Partial (8)	13% Yes (1) 25% Many (2) 63% Needs Impv (5)	13% Yes (1) 75% Many (6) 13% Needs Impv (1)
66. Are the assessments adequate for planning? CPRQ59; '17IQR#4f	43% Yes (6) 57% Partial (8)	29% Yes (4) 71% Partial (10)	55% Yes (6) 45% Partial (5)	11% Yes (1) 89% Partial (8)	18% Yes (1) 50% Many (4) 38% Needs Impv (3)	0% Yes 63% Many (5) 38% Needs Impv (3)
67. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5	21% Yes (3) 79% Partial (11)	29% Yes (4) 71% Partial (10)	45% Yes (5) 45% Partial (5) 9% No (1)	11% Yes (1) 78% Partial (7) 11% No (1)	25% Yes (2) 50% Many (4) 25% Needs Impv (2)	0% Yes 63% Many (5) 25% Needs Impv (2) 13% No (1)
68. 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					67% Yes (2) 33% No (1) (5 N/A)	17% Yes (1) 50% Many (3) 33% Needs Impv (2) (2 N/A)



2018 Individual Quality Review Northeast Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
69. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9	100% Yes (14)	100% Yes (14)	100% Yes (11)	100% Yes (9)	71% Yes (5) 29% Needs Impv (2) (1 N/A)	100% Yes (8)
70. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3	50% Yes (7) 50% Partial (7)	50% Yes (7) 50% Partial (7)	64% Yes (7) 36% Partial (4)	56% Yes (5) 44% Partial (4)	50% Yes (4) 25% Many (2) 25% Needs Impv (2)	25% Yes (2) 50% Many (4) 13% Needs Impv (1) 13% No (1)
71. 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	20% Yes (2) 60% Partial (6) 20% No (2) (4 N/A)	42% Yes (5) 50% Partial (6) 8% No (1) (2 N/A)	63% Yes (5) 38% Partial (3) (3 N/A)	50% Yes (4) 38% Partial (3) 13% No (1) (1 N/A)	67% Yes (4) 17% Needs Impv (1) 17% No (1) (2 N/A)	0% Yes 67% Many (4) 33% Needs Impv (2) (2 N/A)
72. Does my ISP contain current and accurate information? '17IQR#6					38% Yes (3) 25% Many (2) 38% Needs Impv (3)	0% Yes 75% Many (6) 25% Needs Impv (2)
73. Overall, does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b	43% Yes (6) 50% Partial (7) 7% No (1)	36% Yes (5) 64% Partial (9)	36% Yes (4) 64% Partial (7)	56% Yes (5) 44% Partial (4)	50% Yes (4) 38% Needs Impv (3) 13% No (1)	50% Yes (4) 25% Many (2) 13% Needs Impv (1) 13% No (1)
74. Overall, does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c	71% Yes (10) 29% Partial (4)	57% Yes (8) 36% Partial (5) 7% No (1)	55% Yes (6) 45% Partial (5)	56% Yes (5) 44% Partial (4)	50% Yes (4) 13% Many (1) 25% Needs Impv (2) 13% No (1)	75% Yes (6) 13% Many (1) 13% Needs Impv (1)
75. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a					25% Yes (2) 13% Many (1) 38% Needs Impv (3) 25% No (2)	0% Yes 38% Many (3) 50% Needs Impv (4) 13% No (1)



2018 Individual Quality Review Northeast Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
76. Does the data kept identify what the person does so a determination regarding progress/lack of progress? '17IQR#12b					13% Yes (1) 50% Needs Impv (4) 38% No (3)	0% Yes 25% Many (2) 25% Needs Impv (2) 50% No (4)
77. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c					0% Yes 13% Many (1) 50% Needs Impv (4) 38% No (3)	0% Yes 25% Many (2) 25% Needs Impv (2) 50% No (4)
78. If the person is not successful in achieving actions steps, has the team tried to determine why, and change their approach if needed? '17IQR#12d					0% Yes 43% Needs Impv (3) 57% No (4) (1 N/A)	14% Yes (1) 14% Many (1) 43% Needs Impv (3) 29% No (2) (1 N/A)
79. If the person achieves action steps, does the team move to the next in the progression of steps or develops a new one? '17IQR#12e					0% Yes 25% Many (1) 25% Needs Impv (1) 50% No (2) (4 N/A)	14% Yes (1) 29% Needs Impv (2) 57% No (4) (1 N/A)
80. Has the person made measurable progress on actions steps during this past year?'17IQR#13b					0% Yes 63% Needs Impv (5) 38% No (3)	0% Yes 38% Many (3) 25% Needs Impv (2) 38% No (3)
81. Overall, do the outcomes in the ISP include criteria by which the team can determine when the outcome(s) have been achieved? CPRQ67; '17IQR#7e	29% Yes (4) 57% Partial (8) 14% No (2)	36% Yes (5) 64% Partial (9)	36% Yes (4) 64% Partial (7)	22% Yes (2) 67% Partial (6) 11% No (1)	38% Yes (3) 50% Needs Impv (4) 13% No (1)	50% Yes (4) 13% Many (1) 25% Needs Impv (2) 13% No (1)



2018 Individual Quality Review Northeast Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
82. Overall, are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d	57% Yes (8) 29% Partial (4) 14% No (2)	43% Yes (6) 50% Partial (7) 7% No (1)	45% Yes (5) 55% Partial (6)	56% Yes (5) 44% Partial (4)	38% Yes (3) 13% Many (1) 50% Needs Impv (4)	100% Yes (8)
83. Overall, do the ISP outcomes address the person's major needs? CPRQ69; '17IQR#7g	71% Yes (10) 29% Partial (4)	50% Yes (7) 43% Partial (6) 7% No (1)	45% Yes (5) 55% Partial (6)	44% Yes (4) 56% Partial (5)	25% Yes (2) 25% Yes (2) 50% Needs Impv (4)	50% Yes (4) 25% Many (2) 13% Needs Impv (1) 13% No (1)
84. Overall, are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i	21% Yes (3) 64% Partial (9) 14% No (2)	21% Yes (3) 50% Partial (7) 29% No (4)	36% Yes (4) 64% Partial (7)		0% Yes 17% Many (1) 71% Needs Impv (5) 17% Many (1) (1 N/A)	13% Yes (1) 13% Many (1) 38% Needs Impv (3) 38% No (3)
85. Overall, are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m	23% Yes (3) 69% Partial (9) 8% No (1) (1 N/A)	7% Yes (1) 79% Partial (11) 14% No (2)	30% Yes (3) 70% Partial (7) (1 N/A)		13% Yes (1) 25% Many (2) 50% Needs Impv (4) 13% No (1)	13% Yes (1) 13% Many (1) 75% Needs Impv (6)
86. Has the person made measurable progress in therapy this year? '17IQR#13a					13% No (1) 25% Many (2) 38% Needs Impv (3) 25% No (2)	13% Yes (1) 13% Many (1) 75% Needs Impv (6)
87. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c	54% Yes (7) 46% Partial (6) (1 N/A)	71% Yes (10) 29% Partial (4)	91% Yes (10) 9% Partial (1)	89% Yes (8) 11% Partial (1)	50% Yes (4) 13% Many (1) 38% Needs Impv (3)	25% Yes (2) 38% Many (3) 38% Needs Impv (3)
88. Does the ISP contain information regarding primary health (medical) care? CPRQ74	79% Yes (11) 21% Partial (3)	93% Yes (13) 7% Partial (1)	91% Yes (10) 9% Partial (1)	78% Yes (7) 22% Partial (2)		75% Yes (6) 25% Many (2)



2018 Individual Quality Review Northeast Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
88a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a	86% Yes (12) 14% Partial (2)	100% Yes (14)	100% Yes (11)	89% Yes (8) 11% Partial (1)		88% Yes (7) 13% No (1)
88b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b	79% Yes (11) 14% Partial (2) 7% No (1)	93% Yes (13) 7% Partial (1)	91% Yes (10) 9% Partial (1)	78% Yes (7) 22% Partial (2)		88% Yes (7) 13% Many (1)
89. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)	91% Yes (10) 9% Partial (1)	78% Yes (7) 22% Partial (2)		88% Yes (7) 13% Many (1)
90. Does the ISP reflect how the person will get to work/day activities, shopping, and social activities? CPRQ75	100% Yes (4) (10 N/A)	78% Yes (7) 22% No (2) (5 N/A)	100% Yes (4) (7 N/A)	33% Yes (1) 67% Partial (2) (6 N/A)		88% Yes (7) 13% No (1)
91. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a	67% Yes (8) 33% Partial (4) (2 N/A)	64% Yes (9) 29% Partial (4) 7% No (1)	70% Yes (7) 30% Partial (3) (1 N/A)	63% Yes (5) 25% Partial (2) 13% No (1) (1 N/A)	50% Yes (4) 25% Many (2) 13% Needs Impv (1) 13% No (1)	38% Yes (3) 50% Many (4) 13% No (1)
92. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7	7% Yes (1) 93% Partial (13)	7% Yes (1) 93% Partial (13)	9% Yes (1) 91% Partial (10)	11% Yes (1) 89% Partial (8)	0% Yes 25% Many (2) 75% Needs Impv (6)	0% Yes 63% Many (5) 38% Needs Impv (3)



2018 Individual Quality Review Northeast Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
93. Is the ISP being implemented? (If 92 is "3") CPRQ79 '17IQR#12	100% Yes (1) (13 N/A)	100% Yes (1) (13 N/A)	0% Yes 100% Partial (1) (10 N/A)	100% Yes (1) (8 N/A)	0% Yes 13% Many (1) 63% Needs Impv (5) 25% No (2)	(8 N/A)
94a. Is the ISP being implemented? (If 92 is "0", "1", or "2") CPRQ80a '17IQR#12	38% Yes (5) 62% Partial (8) (1 N/A)	23% Yes (3) 77% Partial (10) (1 N/A)	30% Yes (3) 70% Partial (7) (1 N/A)	38% Yes (3) 63% Partial (5) (1 N/A)	0% Yes 13% Many (1) 63% Needs Impv (5) 25% No (2)	0% Yes 38% Many (3) 63% Needs Impv (5)
94b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11	23% Yes (3) 77% Partial (10) (1 N/A)	15% Yes (2) 85% Partial (11) (1 N/A)	30% Yes (3) 70% Partial (7) (1 N/A)	13% Yes (1) 87% Partial (7) (1 N/A)	0% Yes 63% Many (5) 38% Needs Impv (3)	25% Yes (2) 38% Many (3) 25% Needs Impv (2) 13% No (1)
95. Overall, was the direct service staff trained on the implementation of this person's ISP? CPRQ81	79% Yes (11) 21% Partial (3)	93% Yes (13) 7% Partial (1)	82% Yes (9) 18% Partial (2)	78% Yes (7) 22% Partial (2)		75% Yes (6) 25% Many (2)
96. Overall, were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82;	57% Yes (8) 43% Partial (6)	86% Yes (12) 14% Partial (2)	82% Yes (9) 18% Partial (2)	78% Yes (7) 22% Partial (2)		50% Yes (4) 50% Many (4)
97. Overall, do the progress notes or other documentation in the record reflect the status of the outcomes and services of the key life areas stated in the ISP? CPRQ83	21% Yes (3) 57% Partial (8) 21% No (3)	14% Yes (2) 86% Partial (12)	0% Yes 100% Partial (11)	0% Yes 89% Partial (8) 11% No (1)		13% Yes (1) 38% Many (3) 38% Needs Impv (3) 13% No (1)



2018 Individual Quality Review Northeast Report Findings by Area

EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
98. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13	57% Yes (8) 36% Partial (5) 7% No (1)	43% Yes (6) 57% Partial (8)	64% Yes (7) 27% Partial (3) 9% No (1)	67% Yes (6) 33% Partial (3)	0% Yes 25% Yes (2) 75% Needs Impv (6)	0% Yes 50% Many (4) 50% Needs Impv (4)
99. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d	36% Yes (5) 64% Partial (9)	36% Yes (5) 64% Partial (9)	64% Yes (7) 36% Partial (4)	33% Yes (3) 56% Partial (5) 11% No (1)	63% Yes (5) 38% Many (3)	75% Yes (6) 25% Many (2)
100. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b	92% Yes (12) 8% Partial (1) (1 CND)	85% Yes (11) 15% Partial (2) (1 CND)	91% Yes (10) 9% Partial (1)	78% Yes (7) 22% Partial (2)	57% Yes (4) 14% Many (1) 29% Needs Impv (2) (1 CND)	38% Yes (3) 38% Many (3) 25% Needs Impv (2)
101. Is the person offered a range of opportunities for participation in each life area? CPRQ87	77% Yes (10) 23% Partial (3) (1 CND)	92% Yes (12) 8% Partial (1) (1 CND)	70% Yes (7) 30% Partial (3) (1 CND)	71% Yes (5) 29% Partial (2) (2 CND)		50% Yes (4) 38% Many (3) 13% Needs Impv (1)
102. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30	50% Yes (2) 50% Partial (2) (10 CND)	100% Yes (5) (9 CND)	100% Yes (3) (8 CND)	 (9 CND)	38% Yes (3) 63% Many (5)	50% Yes (2) 25% Many (1) 25% Needs Impv (1) (4 CND)
102a. About where and with whom to live? CPRQ89; '17IQR#23c	50% Yes (2) 50% Partial (2) (10 CND)	100% Yes (2) (12 CND)	 (11 CND)	 (9 CND)	0% Yes 100% Needs Impv (1) (7 CND)	 (8 CND)



2018 Individual Quality Review Northeast Report Findings by Area

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

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
102b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d	80% Yes (4) 20% Partial (1) (9 CND)	100% Yes (3) (11 CND)	100% Yes (3) (8 CND)	 (9 CND)	100% Yes (3) (5 CND)	100% Yes (3) (5 CND)
102c. About where and with whom to socialize/spend leisure time? CPRQ91	75% Yes (3) 25% Partial (1) (10 CND)	100% Yes (7) (7 CND)	100% Yes (3) (8 CND)	 (9 CND)		67% Yes (2) 33% Many (1) (5 CND)
103. Does the evidence support that providers do not prevent the person from pursuing relationships and are respecting the rights of this person? CPRQ92; '17IQR#31f	100% Yes (14)	100% Yes (14)	100% Yes (11)	100% Yes (9)	100% Yes (4) (4 N/A)	88% Yes (7) 13% Needs Impv (1)
105. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a	71% Yes (10) 29% Partial (4)	79% Yes (11) 21% Partial (3)	73% Yes (8) 27% Partial (3)	78% Yes (7) 22% Partial (2)	38% Yes (3) 13% Many (1) 50% Needs Impv (4)	88% Yes (7) 13% Many (1)
106. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94	79% Yes (11) 21% Partial (3)	86% Yes (12) 14% Partial (2)	91% Yes (10) 9% Partial (1)	100% Yes (9)		88% Yes (7) 13% Many (1)
107. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h						50% Yes (4) 50% No (4)



2018 Individual Quality Review Northeast Report Findings by Area

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

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
108. 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					50% Yes (2) 50% No (2) (3 N/A, 1 CND)	50% Yes (2) 50% No (2) (4 N/A)
109. 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					50% Yes (1) 50% No (1) (6 N/A)	50% Yes (2) 50% No (2) (4 N/A)
110. Is the person protected from abuse, neglect and exploitation? '17IQR#35					38% Yes (3) 38% Many (3) 25% Needs Impv (2)	63% Yes (5) 38% Needs Impv (3)
111. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b					57% Yes (4) 29% Many (2) 14% Needs Impv (1) (1 N/A)	40% Yes (2) 60% Many (3) (3 N/A)
112. Is the individual safe? '17IQR#24					100% Yes (7) (1 CND)	75% Yes (6) 25% Many (2)
113. What is the level of participation of the legal guardian in this person's life and service planning? CPRQ 97; '17IQR#15a	50% Active (7) 36% Moderate (5) 14% Limited (2)	71% Active (10) 14% Moderate (2) 14% Limited (2)	27% Active (3) 55% Moderate (6) 18% Limited (2)	44% Active (4) 33% Moderate (3) 22% Limited (2)	50% Active (4) 25% Moderate (2) 13% Limited (1) 13% None (1)	38% Yes (3) 38% Many (3) 25% Needs Impv (2)
114. If the person is retired, does he/she have opportunities to engage in activities of interest during the day? CPRQ 100; '17IQR#29b					50% Yes (1) 50% Needs Impv (1) (6 N/A)	33% Yes (2) 50% Many (3) 17% Needs Impv (1) (2 N/A)



2018 Individual Quality Review Northeast Report Findings by Area

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

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
115. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30	79% Yes (11) 21% Partial (3)	71% Yes (10) 21% Partial (3) 7% No (1)	82% Yes (9) 18% Partial (2)	100% Yes (9)	38% Yes (3) 63% Many (5)	75% Yes (6) 13% Many (1) 13% Needs Impv (1)
116. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e	93% Yes (13) 7% Partial (1)	100% Yes (14)	100% Yes (11)	89% Yes (8) 11% Partial (1)	100% Yes (7) (1 CND)	88% Yes (7) 13% Needs Impv (1)
117. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c	71% Yes (10) 29% Partial (4)	71% Yes (10) 29% Partial (4)	73% Yes (8) 27% Partial (3)	56% Yes (5) 44% Partial (4)	50% Yes (4) 50% Needs Impv (4)	13% Yes (1) 38% Many (3) 50% Needs Impv (4)
118. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e	100% Yes (13) (1 CND)	100% Yes (13) (1 CND)	91% Yes (10) 9% Partial (1)	100% Yes (9)	86% Yes (6) 14% Needs Impv (1) (1 CND)	88% Yes (7) 13% Many (1)
119. Does the person have sufficient personal money? CPRQ110 '17IQR#34f	100% Yes (13) (1 CND)	86% Yes (12) 14% Partial (2)	82% Yes (9) 18% Partial (2)	100% Yes (9)	88% Yes (7) 13% Many (1)	88% Yes (7) 13% No (1)
120. Does the person get along with their day program/employment provider staff? CPRQ111	90% Yes (9) 10% Partial (1) (4 CND)	89% Ye (8) 11% Partial (1) (1 NA, 4 CND)	100% Yes (5) (6 CND)	100% Yes (5) (4 CND)		100% Yes (7) (1 not scored)
121. Does the person get along with their residential provider staff? CPRQ112	100% Yes (12) (2 CND)	100% Yes (9) (5 CND)	100% Yes (6) (5 CND)	100% Yes (7) (2 CND)		100% Yes (8)



2018 Individual Quality Review Northeast Report Findings by Area

TEAM PROCESS

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
122. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10	29% Yes (4) 71% Partial (10)	14% Yes (2) 86% Partial (12)	27% Yes (3) 73% Partial (8)	11% Yes (1) 89% Partial (8)	38% Yes (3) 50% Many (4) 13% Needs Impv (1)	13% Yes (1) 63% Many (5) 25% Needs Impv (2)
123. 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	67% Yes (2) 33% Partial (1) (11 N/A)	75% Yes (6) 25% Partial (2) (6 N/A)	0% Yes 100% No (1) (10 N/A)	 (9 N/A)	0% Yes 100% No (1) (7 N/A)	50% Yes (2) 25% Needs Impv (1) 25% No (1) (4 N/A)
124. 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	85% Yes (11) 15% No (2) (1 N/A)	42% Yes (5) 58% No (7) (2 N/A)	89% Yes (8) 11% No (1) (2 N/A)	57% Yes (4) 43% No (3) (2 N/A)	50% Yes (3) 33% Many (2) 17% Needs Impv (1) (2 N/A)	13% Yes (1) 75% Many (6) 13% Needs Impv (1)
125. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? CPRQ117	64% Yes (9) 36% Partial (5)	79% Yes (11) 21% Partial (3)	100% Yes (11)	89% Yes (8) 11% Partial (1)		50% Yes (4) 25% Many (2) 25% Needs Impv (2)
126. Do you recommend Dispute Resolution for this IDT? CPRQ118	0% Yes 100% No (14)	7% Yes (1) 93% Partial (13)	0% Yes 100% No (11)	0% Yes 100% No (9)		13% Yes (1) 88% No (7)
127. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#14a	46% Yes (6) 54% No (7) (1 CND)	29% Yes (4) 71% No (10)	18% Yes (2) 82% No (9)	33% Yes (3) 67% No (6)	50% Yes (4) 50% No (4)	38% Yes (3) 63% No (5)



2018 Individual Quality Review Northeast Report Findings by Area

TEAM PROCESS (continued)

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
128. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c	43% Yes (6) 57% No (8)	50% Yes (7) 50% No (7)	36% Yes (4) 64% No (7)	11% Yes (1) 89% No (8)	13% Yes (1) 88% No (7)	25% Yes (2) 75% No (6)
129. If #127 OR #128 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121;	56% Yes (5) 44% Partial (4) (5 N/A)	29% Yes (2) 71% Partial (5) (7 N/A)	100% Yes (4) (7 N/A)	100% Yes (3) (6 N/A)		75% Yes (3) 25% No (1) (4 N/A)
130. Has the person changed residential/day services in the last year? CPRQ122	14% Yes (2) 86% No (12)	7% Yes (1) 93% No (13)	27% Yes (3) 73% No (8)	33% Yes (3) 67% Partial (6)		13% Yes (1) 88% No (7)
131. If #130 is Yes, was the change Planned by the IDT? CPRQ122a	50% Yes (1) 50% Partial (1) (12 N/A)	0% Yes 100% Partial (1) (13 N/A)	33% Yes (1) 33% Partial (1) 33% No (1) (8 N/A)	67% Yes (2) 33% Partial (1) (6 N/A)		0% Yes 100% No (1) (7 N/A)
132. If #130 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b	0% Yes 100% Partial (2) (12 N/A)	100% Yes (1) (13 N/A)	100% Yes (3) (8 N/A)	75% Yes (3) 25% Partial (1) (5 N/A)		100% Yes (1) (7 N/A)
133. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person? CPRQ123; '17IQR#7n	14% Yes (2) 86% Partial (12)	14% Yes (2) 86% Partial (12)	45% Yes (5) 55% Partial (6)	11% Yes (1) 89% Partial (8)	0% Yes 38% Many (3) 50% Needs Impv (4) 13% No (1)	13% Yes (1) 38% Many (3) 38% Needs Impv (3) 13% No (1)



2018 Individual Quality Review Northeast Report Findings by Area

SUPPORTED EMPLOYMENT

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
134. Does (Name) have a current Person Centered Assessment?						25% Yes (2) 25% Many (2) 38% Needs Impv (3) 13% No (1)
135. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a	71% Yes (5) 29% No (2) (8 N/A)	70% Yes (7) 30% No (3) (4 N/A)	57% Yes (4) 43% No (3) (4 N/A)	60% Yes (3) 40% No (2) (3 N/A, 1 Not Scored)	0% Yes 17% Many (1) 17% Needs Impv (1) 67% No (4) (2 N/A)	67% Yes (2) 33% Needs Impv (1) (5 N/A)
136. Did the individual participate personally in the Person Centered Assessment?						75% Yes (6) 25% No (2)
137. Did the Guardian participate in the Person Centered Assessment?						50% Yes (4) 50% No (4)
138. Is the individual engaged in the Informed Choice Project?						25% Yes (2) 75% No (6)
139. Has the individual been offered the opportunity to participate in work or job exploration including volunteer work and/or trial work opportunities? '17IQR#26e					0% Yes 33% Needs Impv (2) 67% No (4) (2 N/A)	67% Yes (2) 33% No (1) (5 N/A)
140. If #139 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section?						100% Yes (2) (6 N/A)



2018 Individual Quality Review Northeast Report Findings by Area

SUPPORTED EMPLOYMENT (continued)

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
141. If #139 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs?						0% Yes 100% No (1) (7 N/A)
142. 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?						67% Yes (2) 33% No (1) (5 N/A)
143. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c					0% Yes 17% Many (1) 83% No (5) (2 N/A)	33% Yes (1) 33% Many (1) 33% Needs Impv (1) (5 N/A)
144. Has the Guardian received information regarding the range of employment options available for the individual?						67% Yes (2) 33% Needs Impv (1) (5 N/A)
145. 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					0% Yes 13% Many (1) 33% Needs Impv 50% No (3) (2 N/A)	67% Yes (2) 33% Many (1) (5 N/A)
146. 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 ...?						67% Yes (2) 33% Needs Impv (1) (5 N/A)



2018 Individual Quality Review Northeast Report Findings by Area

SUPPORTED EMPLOYMENT (continued)

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
147. Has the individual participated in work or volunteer activities during the past year?						33% Yes (1) 33% Many (1) 33% Needs Impv (1) (5 N/A)
148. Has the individual identified what type of work or volunteer activities he/she would like to do?						67% Yes (2) 33% No (1) (5 N/A)
149. Does the Guardian support him/her working?						100% Yes (3) (5 N/A)
150. Is (Name) is involved in the DVR Outreach Project?						25% Yes (2) 75% No (6)
151. Is the individual engaged in Supported Employment? CPRQ129						67% Yes (2) 33% No (1) (5 N/A)
152. Is the individual Working in accordance with the following: CPRQ 130 '17IQR#28	0% Yes 11% Partial (1) 89% No (8) (5 N/A)	0% Yes 100% No (6) (7 N/A) (1 Not Scored)	0% Yes 29% Partial (2) 71% No (5) (4 N/A)	0% Yes 25% Partial (1) 75% No (3) (4 N/A, 1 Not Scored)	0% Yes 17% Needs Impv (1) 83% No (5) (2 N/A)	0% Yes 33% Many (1) 67% No (2) (5 N/A)
153. Does the person have a Career Development Plan? CPRQ128 17IQR#26e	0% Yes 33% Partial (3) 67% No (6) (5 N/A)	0% Yes 17% Partial (1) 83% No (5) (7 N/A) (1 Not Scored)	29% Yes (2) 14% Partial (1) 57% No (4) (4 N/A)	0% Yes 50% Partial (2) 50% No (2) (4 N/A, 1 Not Scored)	0% Yes 33% Needs Impv (2) 67% No (4) (2 N/A)	0% Yes 50% Many (1) 50% No (1) (6 N/A)



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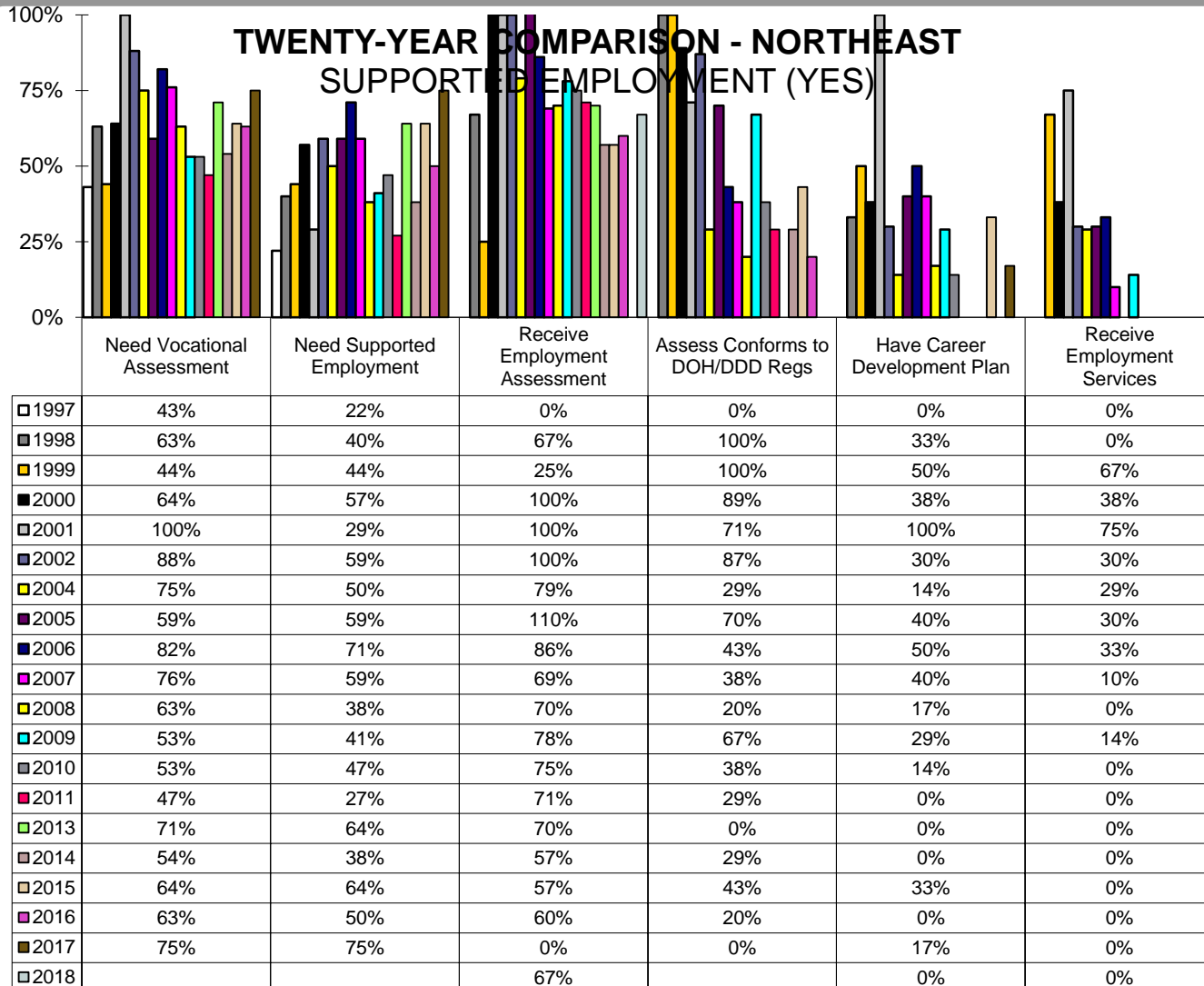
SUPPORTED EMPLOYMENT - Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016	2017 IQR	2018 IQR
Need an employment assessment?	64%	100%	88%	75%	59%	82%	76%	63%	53%	53%	47%	71%	54%	64%	63%	75%	
Need supported employment?	57%	29%	59%	44%	59%	71%	59%	38%	41%	47%	27%	64%	38%	64%	50%	75%	
Receive supported employment assessment? 2018#135	100%	100%	100%	100%	110%	86%	69%	70%	78%	75%	71%	70%	57%	57%	60%	0%	67%
Assessment conforms to DOH Regulations?	89%	71%	87%	33%	70%	43%	38%	20%	67%	38%	29%	0%	29%	43%	20%	0%	
Has a Career Development Plan? 2018#153	38%	100%	30%	29%	40%	50%	40%	17%	29%	14%	0%	0%	0%	33%	0%	17%	0%
Is supported employment provided in line with requirements? 2018#152	38%	75%	30%	14%	30%	33%	10%	0%	14%	0%	0%	0%	0%	0%	0%	0%	0%



2018 Individual Quality Review Northeast Report

SUPPORTED EMPLOYMENT – Disengagement





2018 Individual Quality Review Northeast Report Findings by Area

BEHAVIOR

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
154. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d	57% Yes (8) 43% No (6)	64% Yes (9) 36% No (5)	64% Yes (7) 36% No (4)	89% Yes (8) 11% No (1)	50% Yes (4) 50% Yes (4)	88% Yes (7) 13% No (1)
155. Does the person need behavior services now? CPRQ132 '17IQR#11e	57% Yes (8) 43% No (6)	69% Yes (9) 31% No (4) (1 N/A)	64% Yes (7) 36% No (4)	89% Yes (8) 11% No (1)	38% Yes (3) 63% No (5)	88% Yes (7) 13% No (1)
156. Have behavioral assessments been completed? CPRQ133	75% Yes (6) 25% Partial (2) (6 N/A)	78% Yes (7) 22% Partial (2) (5 N/A)	57% Yes (4) 43% Partial (3) (4 N/A)	75% Yes (6) 13% Partial (1) 13% No (1) (1 N/A)		57% Yes (4) 14% Many (1) 14% Needs Impv (1) 14% No (1) (1 N/A)
157. Does the person have a positive behavior support plan developed out of the behavior assessments that meets the person's needs? CPRQ134 '17IQR#5g	100% Yes (8) (6 N/A)	100% Yes (9) (5 N/A)	86% Yes (6) 14% Partial (1) (4 N/A)	50% Yes (4) 50% Partial (4) (1 N/A)	75% Yes (3) 25% No (1) (4 N/A)	71% Yes (5) 29% Needs Impv (2) (1 N/A)
158. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d	88% Yes (7) 13% Partial (1) (6 N/A)	100% Yes (9) (5 N/A)	86% Yes (6) 14% Partial (1) (4 N/A)	88% Yes (7) 13% Partial (1) (1 N/A)	75% Yes (3) 25% Needs Impv (1) (4 N/A)	100% Yes (7) (1 N/A)



2018 Individual Quality Review Northeast Report Findings by Area

BEHAVIOR (continued)

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
159. If needed, does the person have a Behavior Crisis Intervention Plan that meets the person's needs? CPRQ 73a; '17IQR#5h	33% Yes (1) 67% Partial (2) (11 N/A)	100% Yes (2) (12 N/A)	100% Yes (2) (9 N/A)	50% Yes (1) 50% Partial (1) (7 N/A)	100% Yes (1) (7 N/A)	0% Yes 100% Many (1) (7 N/A)
160. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i	63% Yes (5) 38% Partial (3) (6 N/A)	89% Yes (8) 11% Partial (1) (5 N/A)	71% Yes (5) 29% Partial (2) (4 N/A)	50% Yes (4) 50% Partial (4) (1 N/A)	60% Yes (3) 20% Many (1) 20% Needs Impv (1) (3 N/A)	71% Yes (5) 14% Many (1) 14% Needs Impv (1) (1 N/A)
161. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d	63% Yes (5) 38% Partial (3) (6 N/A)	11% Yes (1) 89% Partial (8) (5 N/A)	57% Yes (4) 43% Partial (3) (4 N/A)	38% Yes (3) 38% Partial (3) 25% No (2) (1 N/A)	50% Yes (2) 25% Many (1) 25% Needs Impv (1) (4 N/A)	29% Yes (2) 29% Many (2) 29% Needs Impv (2) 14% No (1) (1 N/A)



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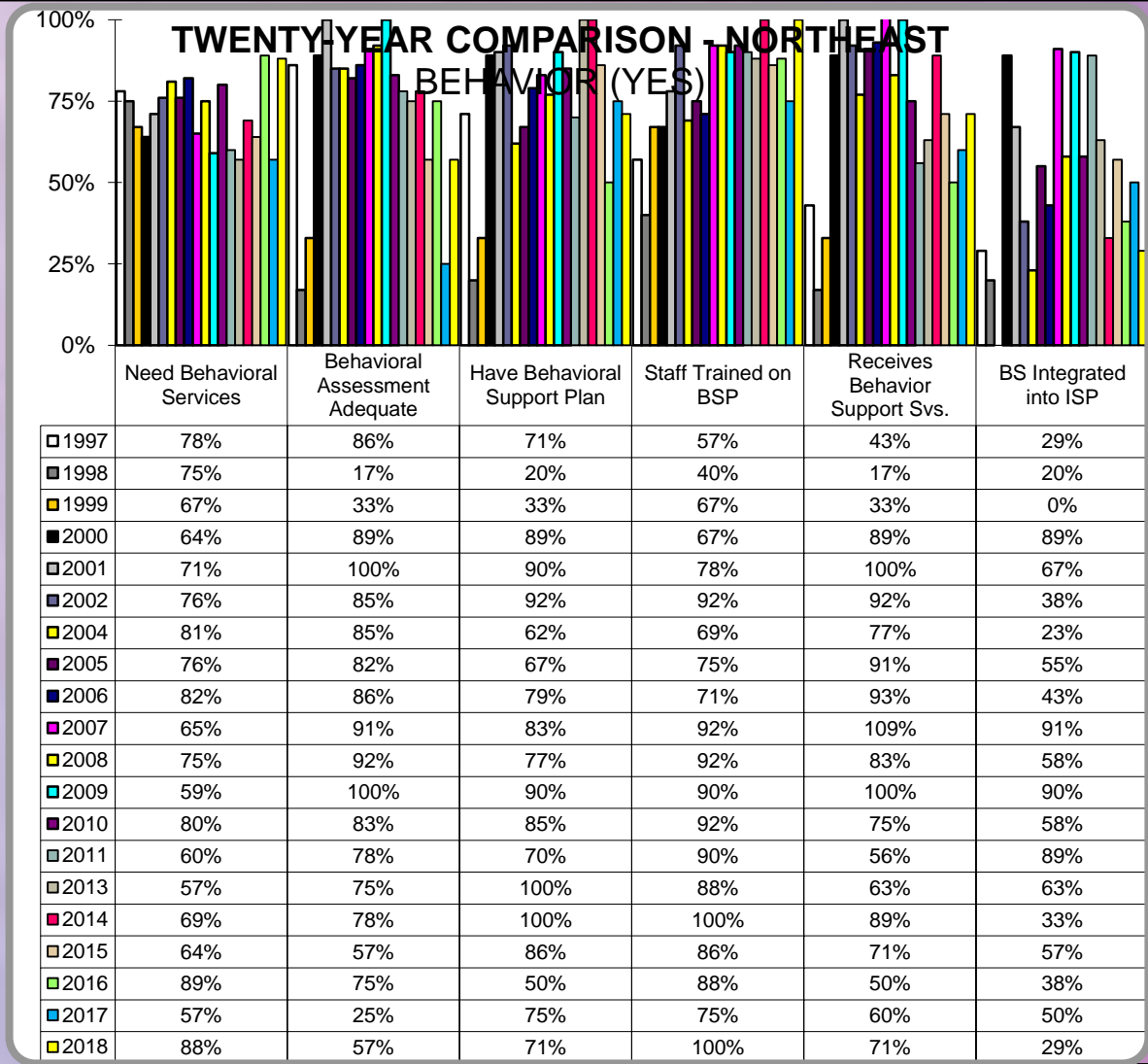
BEHAVIOR - Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016	2017 IQR	2018 IQR
Does the person need behavioral services?	64%	71%	76%	81%	76%	82%	71%	75%	59%	80%	60%	57%	69%	64%	89%	57%	88%
Have adequate behavioral assessments been completed?	89%	100%	85%	85%	82%	86%	91%	92%	100%	83%	78%	75%	78%	57%	75%	25%	57%
Does the person have a behavior support plan developed out of the behavior assessments that meet the person's needs?	89%	90%	92%	62%	67%	79%	83%	77%	90%	85%	70%	100%	100%	86%	50%	75%	71%
Have the staff been trained on the behavior support plan?	67%	78%	92%	69%	75%	71%	92%	92%	90%	92%	90%	88%	100%	86%	88%	75%	100%
Does the person receive behavioral services consistent with his/her needs?	89%	100%	92%	77%	91%	93%	109%	83%	100%	75%	56%	63%	89%	71%	50%	60%	71%
Are behavioral support services integrated into the ISP?	89%	67%	38%	23%	55%	43%	91%	58%	90%	58%	89%	63%	33%	57%	38%	50%	29%



2018 Individual Quality Review Northeast Report

BEHAVIOR– Disengagement





2018 Individual Quality Review Northeast Report Findings by Area

ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
162. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b	54% Yes (7) 46% Partial (6) (1 N/A)	54% Yes (7) 46% Partial (6) (1 N/A)	67% Yes (6) 33% Partial (3) (2 N/A)	63% Yes (5) 38% Partial (3) (1 N/A)	57% Yes (4) 29% Many (2) 14% Needs Impv (1) (1 CND)	53% Yes (5) 38% Many (3)
163. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c	63% Yes (5) 37% Partial (3) (6 N/A)	75% Yes (9) 16% Partial (2) 8% No (1) (2 N/A)	56% Yes (5) 33% Partial (3) 11% No (1) (2 N/A)	71% Yes (5) 29% Partial (2) (2 N/A)	83% Yes (5) 17% Needs Impv (1) (1 N/A, 1 CND)	60% Yes (3) 20% Many (1) 20% Needs Impv (1) (3 N/A)
164. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f					100% Yes (7) (1 CND)	88% Yes (7) 13% Many (1)
165. Is the person's equipment and technology in good repair?'17IQR#25d					75% Yes (6) 25% Needs Impv (2)	75% Yes (6) 25% Many (2)
166. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e					71% Yes (5) 29% Needs Impv (2) (1 CND)	63% Yes (5) 25% Many (2) 13% Needs Impv (1)
167. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b	100% Yes (9) (5 N/A)	85% Yes (11) 15% Partial (2) (1 N/A)	89% Yes (8) 11% Partial (1) (2 N/A)	50% Yes (4) 50% Partial (4) (1 N/A)	71% Yes (5) 29% Needs Impv (2) (1 N/A)	57% Yes (4) 14% Many (1) 29% Needs Impv (2) (1 N/A)



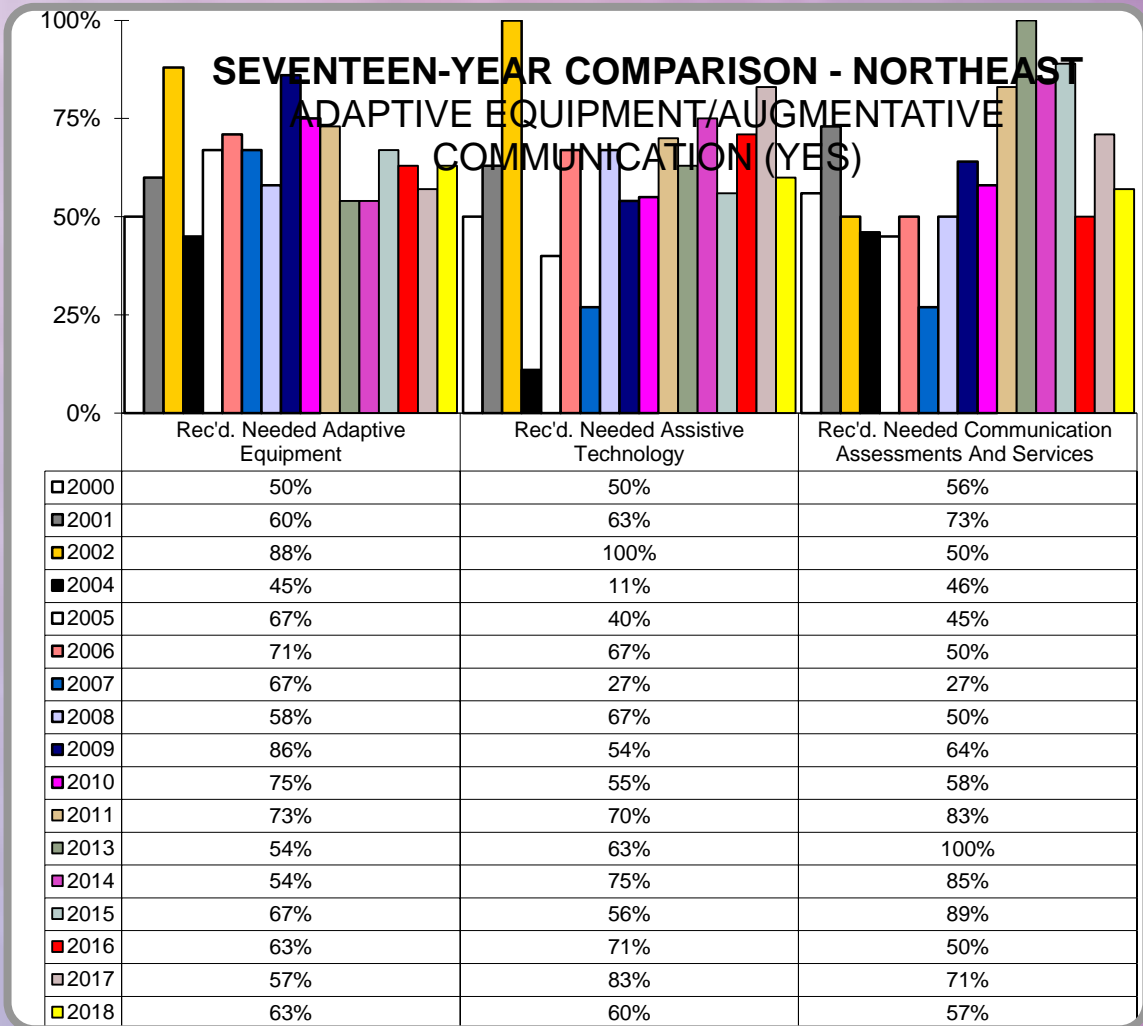
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ADAPTIVE EQUIPMENT/AUGMENTATIVE COMMUNICATION - Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016	2017 IQR	2018 IQR
138. Has the person received all adaptive equipment needed?	50%	60%	88%	45%	67%	71%	67%	58%	86%	75%	73%	54%	54%	67%	63%	57%	63%
139. Has the person received all assistive technology needed?	50%	63%	100%	11%	40%	67%	27%	67%	54%	55%	70%	63%	75%	56%	71%	83%	60%
140. Has the person received all communication assessments and services needed?	56%	73%	50%	46%	45%	50%	27%	50%	64%	58%	83%	100%	85%	89%	50%	71%	57%



ADAPTIVE EQUIPMENT/AUGMENTATIVE COMMUNICATION - Disengagement





2018 Individual Quality Review Northeast Report Findings by Area

INDIVIDUAL SERVICE PLANNING

Question	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)
168. 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	79% Yes (11) 14% Partial (2) 7% No (1)	93% Yes (13) 7% Partial (1)	82% Yes (9) 18% Partial (2)	89% Yes (8) 11% Partial (1)	88% Yes (7) 13% Many (1)	100% Yes (8)
169. Does the person have an ISP that contains a complete Vision Section that is based on a long-term view? CPRQ142 '17IQR#7a	64% Yes (9) 36% Partial (5)	50% Yes (7) 43% Partial (6) 7% No (1)	55% Yes (6) 45% Partial (5)	44% Yes (4) 56% Partial (5)	63% Yes (5) 25% Needs Impv (2) 13% No (1)	50% Yes (4) 13% Many (1) 25% Needs Impv (2) 13% No (1)
170. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a	86% Yes (12) 14% Partial (2)	71% Yes (10) 29% Partial (4)	45% Yes (5) 55% Partial (6)	89% Yes (8) 11% Partial (1)	25% Yes (2) 38% Many (3) 38% Needs Impv (3)	100% Yes (8)
171. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f	93% Yes (13) 7% Partial (1)	93% Yes (13) 7% No (1)	73% Yes (8) 27% Partial (3)	89% Yes (8) 11% Partial (1)	100% Yes (8)	63% Yes (5) 38% Many (3)
172. Is the person integrated into the community? CPRQ145; '17IQR#29g	79% Yes (11) 21% Partial (3)	64% Yes (9) 36% Partial (5)	45% Yes (5) 55% Partial (6)	67% Yes (6) 33% Partial (3)	25% Yes (2) 13% Many (1) 50% Needs Impv (4) 13% No (1)	75% Yes (6) 25% Needs Impv (2)
173. Overall is the ISP adequate to meet the person's needs? CPRQ146; '17IQR#7	7% Yes (1) 93% Partial (13)	7% Yes (1) 93% Partial (13)	9% Yes (1) 91% Partial (10)	11% Yes (1) 89% Partial (8)	0% Yes 25% Many (2) 75% Needs Impv (6)	0% Yes 50% Many (4) 50% Needs Impv (4)
174. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36	14% Yes (2) 86% Partial (12)	21% Yes (3) 79% Partial (11)	18% Yes (2) 82% Partial (9)	11% Yes (1) 89% Partial (8)	0% Yes 38% Many (3) 63% Needs Impv (5)	0% Yes 63% Many (5) 38% Needs Impv (3)



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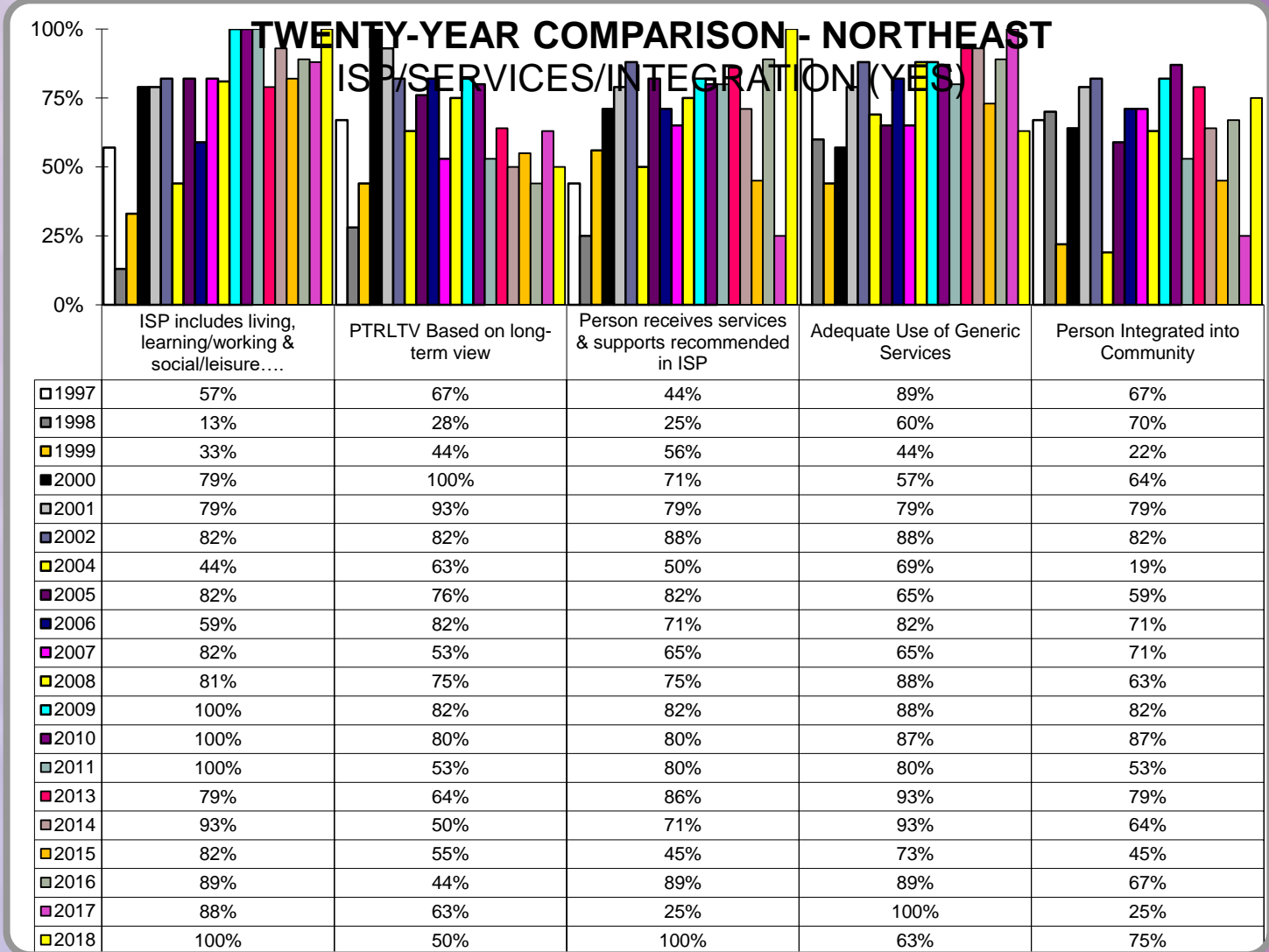
INDIVIDUAL SERVICE PLANNING – HISTORICAL SCORING

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016	2017 IQR	2018 IQR
Does the person have an ISP that addresses living, learning/working and social/leisure...	79%	79%	82%	44%	82%	59%	82%	81%	100%	100%	100%	79%	93%	82%	89%	88%	100%
Does the person have an ISP that contains a Progress Towards Reaching the Long Term Vision section that is based on a long-term view?	100%	93%	82%	63%	76%	82%	53%	75%	82%	80%	53%	64%	50%	55%	44%	63%	50%
Does the person receive services and supports recommended in the ISP?	71%	79%	88%	50%	82%	71%	65%	75%	82%	80%	80%	86%	71%	45%	89%	25%	100%
Does the person have adequate access to and use of generic services and natural supports?	57%	79%	88%	69%	65%	82%	65%	88%	88%	87%	80%	93%	93%	73%	89%	100%	63%
Is the person adequately integrated into the community?	64%	79%	82%	19%	59%	71%	71%	63%	82%	87%	53%	79%	64%	45%	67%	25%	75%



2018 Individual Quality Review Northeast Report

INDIVIDUAL SERVICE PLANNING- Disengagement





**2018 Individual Quality Review
Northeast Report**

Thank you!

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See also: www.jacksoncommunityreview.org