



# **2020 Individual Quality Review Metro 1 Region Findings**

Metro 1 Surveys: July 13 – 31, 2020 & August 3 – 21, 2020

**FINAL: 9.16.2020**



**Class Members: 142 (Metro region)**

**Metro Sample: 10 (14%)**

4 Case Management Agencies  
Represented in the Sample

<u>Agency</u>	<u># in sample</u>
<u>A Step Above</u>	<u>3</u>
<u>Carino</u>	<u>2</u>
<u>NMQCM</u>	<u>2</u>
<u>Unidas</u>	<u>3</u>



## Number Reviewed by CCS and Residential Provider

	<b>CCS</b>	<b>Residential</b>
<b>CFC</b>	<b>2</b>	<b>0</b>
<b>Adelante</b>	<b>6</b>	<b>7</b>
<b>ARCA</b>	<b>0</b>	<b>2</b>
<b>At Home Advocacy</b>	<b>0</b>	<b>1</b>
<b>Mandy's Farm</b>	<b>1</b>	<b>0</b>
<b>Share Your Care</b>	<b>1</b>	<b>0</b>



# Class Members with Immediate or Special Needs

## Individuals Needing Immediate Attention: 4 People

*Individuals for whom urgent health, safety, environment and/or (40% of sample) abuse/neglect/exploitation issues were identified which the team is not successfully and actively in the process of addressing in a timely fashion*

## Individuals Needing Special Attention: 7 People (70% of sample)

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

*In 2019 the Metro sample had 22 Immediate Attention (46%) and 23 Special Attention (48%) (48 people in the sample)  
In 2018 the Metro sample had 17 Immediate Attention (35%) and 20 Special Attention (35%). (47 people in the sample)  
In 2017 the Metro sample had 9 Immediate Attention (35%) and 9 Special Attention (35%). (26 people in the sample)  
In 2016 the Metro sample had 2 Immediate Attention (4%) and 9 Special Attention (18%). (49 people in the sample)  
In 2015 there were 10 Immediate Attention (20%); 16 Special Attention (32%) and 2 IRs filed (4%). (50 people in the sample)  
In 2014 there were 5 Immediate Attention (11%), 6 Special Attention (13%) and 1 IR filed (2%). (47 people in the sample)  
In 2013 there were 3 Immediate Attention (6%) and 12 Special Attention (26%). (47 people in the sample)  
In 2011 there were 6 Immediate Attention (12%) and 9 Special Attention (18%). (50 people in the sample)  
In 2010 there were 7 Immediate Attention (14%) and 10 Special Attention (20%). (49 people in the sample)  
In 2009 there were 7 Immediate Attention (15%) and 13 Special Attention (28%). (47 people in the sample)  
In 2008 there were 5 Immediate Attention (11%) and 10 Special Attention (21%). (47 people in the sample)  
In 2007 there were 2 Immediate Attention (4%) and 5 Special Attention (10%). (49 people in the sample)  
In 2006 there were 0 Immediate Attention and 8 Special Attention (16%). (49 people in the sample)  
In 2005 there were 3 Immediate Attention (7%) and 7 Special Attention (16%). (43 people in the sample)*



# Findings by Area

## CASE MANAGEMENT

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
24. Does the case manager "know" the person? CPRQ26; '17IQR#8c, '18IQR24	94% Yes (47) 6% Partial (3)	82% Yes (40) 16% Partial (8) 2% No (1)	69% Yes (18) 15% Many (4) 15% Need Impv (4)	85% Yes (40) 11% Many (5) 4% Needs Impv (2)	85% Yes (41) 15% Many (7)	70% Yes (7) 30% Many (3)
25. Does the case manager understand his/her role/job? CPRQ27 '17IQR#16, '18IQR25	50% Yes (25) 50% Partial (25)	53% Yes (26) 47% Partial (23)	4% Yes (1) 58% Many (15) 38% Need Impv (10)	26% Yes (12) 49% Many (23) 26% Needs Impv (12)	29% Yes (14) 54% Many (26) 17% Needs Impv (8)	0% Yes 90% Many (9) 10% Needs Impv (1)
26. Is the case manager available to the person? CPRQ29; '17IQR#16a, '18IQR27	78% Yes (39) 22% Partial (11)	73% Yes (36) 27% Partial (13)	81% Yes (21) 12% Many (3) 8% Need Impv (2)	66% Yes (31) 32% Many (15) 2% Needs Impv (1)	90% Yes (43) 10% Many (5)	80% Yes (8) 20% Many (2)
27. Was the case manager able to describe the person's health related needs? CPRQ30, , '18IQR28	60% Yes (30) 40% Partial (20)	71% Yes (35) 29% Partial (14)		66% Yes (31) 23% Many (11) 11% Needs Impv (5)	54% Yes (26) 35% Many (17) 10% Needs Impv (5)	10% Yes (1) 80% Many (8) 10% Needs Impv (1)
28. Does the case manager have an appropriate expectation of growth for this person? CPRQ31, '18IQR29	62% Yes(31) 32% Partial (16) 6% No (3)	69% Yes (34) 29% Partial (14) 2% No (1)		70% Yes (33) 26% Many (12) 2% Needs Impv (1) 2% No (1)	83% Yes (40) 17% Many (8)	70% Yes (7) 20% Many (2) 10% No (1)
29. Does the case management record contain documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP? CPRQ32; '17IQR#16b, '18IQR30	30% Yes(15) 68% Partial (34) 2% No (1)	24% Yes (12) 76% Partial (37)	8% Yes (2) 35% Many (9) 46% Need Impv (12) 12% No (3)	11% Yes (5) 49% Many (23) 40% Needs Impv (19)	21% Yes (10) 54% Many (26) 25% Needs Impv (12)	0% Yes 80% Many (8) 20% Needs Impv (2)
30. Does the case manager provide case management services at the level needed by this person? CPRQ33; '17IQR#16c, '18IQR31	30% Yes (15) 68% Partial (34) 2% No (1)	41% Yes (20) 59% Partial (29)	38% Yes (10) 31% Many (8) 31% Need Impv (8)	19% Yes (9) 51% Many (24) 30% Needs Impv (14)	29% Yes (14) 56% Many (27) 15% Needs Impv (7)	0% Yes 80% Many (8) 20% Needs Impv (2)



# 2020 Individual Quality Review Metro 1 Region Report Findings by Area

## EMPLOYMENT AND DAY

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
31. Does the direct services staff "know" the person? CPRQ35; '17IQR#8a, '18IQR33	92% Yes (44) 8% Partial (4) (2 not scored)	96% Yes (45) 4% Partial (2) (2 not scored)	79% Yes (19) 13% Many (3) 8% Need Impv (2) (2 N/A)	96% Yes (43) 2% Many (1) 2% Needs Impv (1)	89% Yes (42) 9% Many (4) 2 Needs Impv (1) (1 not scored)	80% Yes (8) 20% Many (2)
32. Does the direct service staff have input into the person's ISP? CPRQ36, '18IQR34	85% Yes (41) 15% Partial (7) (2 not scored)	85% Yes (40) 13% Partial (6) 2% No (1) (2 not scored)		76% Yes (34) 13% Many (6) 9% Needs Impv (4) 2% No (1)	60% Yes (28) 34% Many (16) 2% Needs Impv (1) 4% No (2) (1 not scored)	70% Yes (7) 30% Many (3)
33. Did the direct service staff receive training on implementing this person's ISP? CPRQ37, '18IQR35	88% Yes (42) 13% Partial (6) (2 not scored)	91% Yes (43) 9% Partial (4) (2 not scored)		78% Yes (35) 20% Many (9) 2% Needs Imp (1)	62% Yes (29) 32% Many (15) 6% Needs Impv (3) (1 not scored)	20% Yes (2) 70% Many (7) 10% Needs Impv (1)
34. Was the direct service staff able to describe this person's health-related needs? CPRQ38, '18IQR36	54% Yes (26) 44% Partial (21) 2% No (1) (2 not scored)	70% Yes (33) 30% Partial (14) (2 not scored)		58% Yes (26) 22% Many (10) 20% Needs Impv (9)	53% Yes (25) 28% Many (13) 19% Needs Impv (9) (1 not scored)	10% Yes (1) 90% Many (9)
35. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39, '18IQR37	71% Yes (34) 29% Partial (14) (2 not scored)	91% Yes (43) 9% Partial (4) (2 not scored)		67% Yes (30) 29% Many (13) 4% Needs Impv (2)	66% Yes (31) 30% Many (14) 4% Needs Impv (2) (1 not scored)	40% Yes (4) 60% Many (6)
35a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ39a, '18IQR37a	94% Yes (45) 6% Partial (3) (2 not scored)	96% Yes (45) 4% Partial (2) (2 not scored)		93% Yes (42) 4% Many (2) 2% No (1)	91% Yes (43) 6% Many (3) 2% Needs Impv (1) (1 not scored)	90% Yes (9) 10% Many (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 (36) 25% Partial (12) (2 not scored)	91% Yes (43) 9% Partial (4) (2 not scored)		69% Yes (31) 20% Many (9) 11% Needs Impv (5)	68% Yes (32) 26% Many (12) 6% Needs Impv (3) (1 not scored)	50% Yes (5) 40% Many (4) 10% Needs Impv (1)



## 2020 Individual Quality Review Metro 1 Region Report **Findings by Area**

EMPLOYMENT AND DAY (continued)						
Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
36. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41, '18IQR39	83% Yes (40) 17% Partial (8) (2 not scored)	70% Yes (33) 30% Partial (14) (2 not scored)		82% Yes (37) 18% Many (8)	96% Yes (45) 2% Many (1) 2% No (1) (1 not scored)	100% Yes (10)
37. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42, '18IQR40	79% Yes (38) 19% Partial (9) 2% No (1) (2 not scored)	70% Yes (33) 28% Partial (13) 2% No (1) (2 not scored)		71% Yes (32) 20% Many (9) 7% Needs Impv (3) 2% No (1)	70% Yes (33) 17% Many (8) 6% Needs Impv (3) 6% No (3) (1 not scored)	90% Yes (9) 10% Many (1)
38. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43, '18IQR41	94% Yes (45) 6% Partial (3) (2 not scored)	98% Yes (43) 2% Partial (1) (3 CND) (2 not scored)		93% Yes (42) 7% Many (3)	82% Yes (32) 8% Many (3) 10% Needs Impv (4) (8 CND, 1 not scored)	100% Yes (2) (8 CND)



# 2020 Individual Quality Review Metro 1 Region Report Findings by Area

## RESIDENTIAL

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
39. Does the residential direct services staff "know" the person? CPRQ44; '17IQR#8b, '18IQR42	92% Yes(46) 8% Partial (4)	98% Yes (48) 2% Partial (1)	85% Yes (22) 8% Many (2) 8% Need Impv (2)	94% Yes (44) 4% Many (2) 2% Needs Impv (1)	88% Yes (42) 10% Many (5) 2% Needs Impv (1)	90% Yes (9) 10% Many (1)
40. Does the direct service staff have input into the person's ISP? CPRQ45, '18IQR43	94% Yes (47) 6% Partial (3)	88% Yes (43) 12% Partial (6)		83% Yes (39) 6% Many (3) 4% Needs Impv (2) 6% No (3)	83% Yes (40) 2% Many (1) 15% No (7)	60% Yes (6) 40% Many (4)
41. Did the direct service staff receive training on implementing this person's ISP? CPRQ46, '18IQR44	88% Yes (44) 12% Partial (6)	94% Yes (46) 4% Partial (2) 2% No (1)		87% Yes (41) 9% Many (4) 4% Needs Impv (2)	63% Yes (30) 23% Many (11) 15% Needs Impv (7)	10% Yes (1) 80% Many (8) 10% Needs Impv (1)
42. Is the residence safe for individuals (void of hazards)? CPRQ47, '18IQR45	98% Yes (49) 2% No (1)	92% Yes (45) 8% No (4)		87% Yes (41) 9% Many (4) 4% Needs Impv (2)	88% Yes (37) 7% Many (3) 5% Needs Impv (2) (6 CND)	100% Yes (10)
43. Was the residential direct service staff able to describe this person's health-related needs? CPRQ48, '18IQR46	60% Yes (30) 38% Partial (19) 2% No (1)	78% Yes (38) 22% Partial (11)		57% Yes (27) 34% Many (16) 9% Needs Impv (4)	54% Yes (26) 33% Many (16) 13% Needs Impv (6)	10% Yes (1) 70% Many (7) 20% Needs Impv (2)
44. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49, '18IQR47	82% Yes (41) 18% Partial (9)	90% Yes (44) 10% Partial (5)		74% Yes (35) 23% Many (11) 2% Needs Impv (1)	60% Yes (29) 29% Many (14) 10% Needs Impv (5)	20% Yes (2) 80% Many (8)
44a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ49a, '18IQR47a	94% Yes (47) 6% Partial (3)	100% Yes (49)		91% Yes (43) 9% Many (4)	88% Yes (42) 10% Many (5) 2% No (1)	90% Yes (9) 10% Many (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	84% Yes(42) 16% Partial (8)	90% Yes (44) 10% Partial (5)		74% Yes (35) 23% Many (11) 2% No (1)	60% Yes (29) 25% Many (12) 13% Needs Impv (6) 2% No (1)	20% Yes (2) 70% Many (7) 10% Needs Impv (1)





# 2020 Individual Quality Review Metro 1 Region Report **Findings by Area**

## RESIDENTIAL (continued)

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
45. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51, '18IQR49	78% Yes(39) 22% Partial (11)	73% Yes (36) 27% Partial (13)		98% Yes (46) 2% Needs Impv (1)	94% Yes (45) 6% No (3)	100% Yes (10)
46. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52, '18IQR50	66% Yes (33) 34% Partial (17)	82% Yes (40) 18% Partial (9)		74% Yes (35) 17% Many (8) 4% Needs Impv (2) 4% No (2)	83% Yes (39) 11% Many (5) 6% Needs Impv (3) (1 CND)	80% Yes (8) 10% Needs Impv (1) 10% No (1)
47. Does the person's residential environment offer a minimal level of quality of life? CPRQ53, '18IQR51	88% Yes (44) 12% Partial (6)	90% Yes (44) 10% Partial (5)		83% Yes (39) 13% Many (6) 4% Needs Impv (2)	88% Yes (36) 5% Many (2) 7% Needs Impv (3) (7 CND)	80% Yes (8) 20% Many (2)



# 2020 Individual Quality Review Metro 1 Region Report Findings by Area

HEALTH						
Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
48. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b, '18IQR52	35% Yes(17) 65% Partial (32) (1 not scored)	49% Yes (24) 51% Partial (25)	73% Yes (19) 19% Many (5) 8% Need Impv (2)	34% Yes (16) 57% Many (27) 9% Needs Impv (4)	33% Yes (16) 56% Many (27) 10% Needs Impv (5)	0% Yes 90% Many (9) 10% Needs Impv (1)
49. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21, '18IQR53	41% Yes (20) 59% Partial (29) (1 not scored)	31% Yes (15) 69% Partial (34)	12% Yes (3) 69% Many (8) 19% Need Impv (5)	28% Yes (13) 47% Many (22) 26% Needs Impv (12)	42% Yes (20) 40% Many (19) 19% Needs Impv (9)	0% Yes 70% Many (7) 30% Needs Impv (3)
50. Was the eChat updated timely? '17IQR#18g, '18IQR54			23% Yes (6) 42% Many (11) 35% Need Impv (9)	51% Yes (24) 15% Many (7) 26% Needs Impv (12) 9% No (4)	19% Yes (9) 71% Many (34) 8% Needs Impv (4) 2% No (1)	0% Yes 90% Many (9) 10% Needs Impv (1)
50a. Is the eChat updated timely with the ISP and after changes in condition?					65% Yes (31) 19% Many (9) 10% Needs Impv (5) 6% No (3)	60% Yes (6) 30% Many (3) 10% Needs Impv (1)
50b. Is the eChat complete?					40% Yes (19) 52% Many (25) 8% Needs Impv (4)	30% Yes (3) 60% Many (6) 10% Needs Impv (1)
50c. Is the eChat accurate?					38% Yes (18) 46% Many (22) 15% Needs Impv (7) 2% No (1)	10% Yes (1) 30% Many (3) 60% Needs Impv (6)



## 2020 Individual Quality Review Metro 1 Region Report **Findings by Area**

HEALTH (continued)						
Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
51. Are all of the individual's needed medical treatments, including routine, scheduled and chronic needs, timely received? 17IQR#19, '18IQR55			23% Yes (6) 46% Many (12) 31% Need Impv (8)	32% Yes(15) 45% Many (21) 21% Needs Impv (10) 2% No (1)	38% Yes (18) 56% Many (27) 6% Needs Impv (3)	20% Yes (2) 80% Many (8)
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>			56% Yes (14) 28% Many (7) 16% Need Impv (4) (1 CND)	43% Yes (20) 43% Many (20) 15% Needs Impv (7)	27% Yes (13) 52% Many (25) 17% Needs Impv (8) 4% No (2)	10% Yes (1) 80% Many (8) 10% Needs Impv (1)
53. Does the individual receive medication as prescribed? 17IQR#19e, '18IQR57			68% Yes (17) 8% Many (8) 24% Need Impv (6) (1 CND)	45% Yes (21) 36% Many (17) 17% Needs Impv (8) 2% No (1)	42% Yes (20) 23% Many (11) 35% Needs Impv (17)	10% Yes (1) 70% Many (7) 20% Needs Impv (2)
54. Are nursing services provided as needed by the individual? 17IQR#20, '18IQR59			4% Yes (1) 35% Many (9) 62% Needs Impv(16)	30% Yes (14) 30% Many (14) 38% Needs Impv(18) 2% No (1)	15% Yes (7) 46% Many (22) 40% Needs Impv (19)	0% Yes 70% Many (7) 30% Needs Impv (3)
55. Is the CARMP consistent with recommendation in other healthcare documents? <i>(Is the CARMP is accurate? '17IQR#21f, '18IQR60)</i>			64% Yes (14) 9% Many (2) 27% Needs Impv(6) (2 N/A, 2 CND)	34% Yes (14) 46% Many (19) 15% Needs Impv(6) 5% No (2) (6 N/A)	40% Yes (17) 29% Many (12) 29% Needs Impv (12) 2% No (1) (6 N/A)	30% Yes (3) 50% Many (5) 20% Needs Impv (2)
56. Is the CARMP consistently implemented as intended? , '18IQR61				65% Yes (26) 28% Many (11) 8% Needs Impv (3) (6 N/A 1 CND)	50% Yes (21) 40% Many (17) 10% Needs Impv (4) (6 N/A)	20% Yes (2) 70% Many (7) 10% Needs Impv (1)



# 2020 Individual Quality Review Metro 1 Region Report **Findings by Area**

HEALTH (continued)						
Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
57. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19, '18IQR62	14% Yes(7) 82% Partial (40) 4% No (2) (1 person not scored)	12% Yes (6) 88% Partial (43)		6% Yes (3) 45% Many (21) 47% Needs Impv (22) 2% No (1)	13% Yes (6) 81% Many (39) 6% Needs Impv (3)	10% Yes (1) 80% Many (8) 10% Needs Impv (1)
57a. Are assessment recommendations followed up on in a timely way?					46% Yes (22) 48% Many (23) 6% Needs Impv (3)	20% Yes (2) 80% Many (8)
57b. Were needed equipment/communication devices delivered timely?					66% Yes (27) 22% Many (9) 12% Needs Impv (5) (7 N/A)	60% Yes (6) 40% Many (4)
57c. Were medical specialist appointments attended timely?					56% Yes (27) 33% Many (16) 6% Needs Impv (3) 4% No (2)	50% Yes (5) 40% Many (4) 10% Needs Impv (1)
57d. Were changes in personal condition, if any, responded to timely?					71% Yes (30) 26% Many (11) 2% Needs Impv (1) (6 N/A)	60% Yes (6) 30% Many (3) 10% Needs Impv (1)
57e. Were Health Care Plans available, accurate and consistently implemented?					26% Yes (12) 39% Many (18) 35% Needs Impv (16) (2 N/A)	20% Yes (2) 40% Many (4) 40% Needs Impv (4)



# 2020 Individual Quality Review Metro 1 Region Report **Findings by Area**

ASSESSMENTS						
Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
58. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18, '18IQR65	33% Yes (16) 67% Partial (33) (1 not scored)	24% Yes (12) 76% Partial (37)	4% Yes (1) 65% Many (17) 31% Need Impv (8)	19% Yes (9) 64% Many (30) 15% Needs Impv (7) 2% No (1)	46% Yes (22) 52% Many (25) 2% Needs Impv (1)	10% Yes (1) 80% Many (8) 10% Needs Impv (1)
59. Are the assessments adequate for planning? CPRQ59; '17IQR#4f, '18IQR66	22% Yes (11) 73% Partial (36) 4% No (2) (1 not scored)	14% Yes (7) 86% Partial (42)	15% Yes (4) 54% Many (14) 31% Need Impv (8)	13% Yes (6) 49% Many (23) 36% Needs Impv (17) 2% No (1)	8% Yes (4) 83% Many (40) 8% Needs Impv (4)	0% Yes 100% Many (10)
59a. Were assessments provided timely?					10% Yes (5) 73% Many (35) 17% Needs Impv (8)	10% Yes (1) 80% Many (8) 10% Needs Impv (1)
59b. Did assessments contain accurate information?					27% Yes (13) 63% Many (30) 10% Needs Impv (5)	20% Yes (2) 80% Many (8)
59c. Did assessments contain information accurate to guide planning?					10% Yes (5) 69% Many (33) 19% Needs Impv (9) 2% No (1)	0% Yes 80% Many (8) 20% Needs Impv (2)
59d. Did assessments contain recommendations?					44% Yes (21) 50% Many (24) 4% Needs Impv (2) 2% No (1)	30% Yes (3) 70% Many (7)
60. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5, '18IQR67	22% Yes (11) 65% Partial (32) 12% No (6) (1 not scored)	20% Yes (10) 78% Partial (38) 2% No (1)	19% Yes (5) 38% Many (10) 42% Need Impv (11)	28% Yes (13) 32% Many (15) 26% Needs Impv (12) 15% No (7)	35% Yes (17) 48% Many (23) 15% Need Impv (7) 2% No (1)	30% Yes (3) 60% Many (6) 10% Needs Impv (1)



# 2020 Individual Quality Review Metro 1 Region Report Findings by Area

## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
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			14% Yes(2) 21% Many (3) 36% Needs Impv (5) 29% No (4) (6 N/A)	45% Yes (13) 10% Many (3) 7% Needs Impv(2) 38% No (11) (18 N/A)	45% Yes (15) 21% Many(7) 21% Needs Impv (7) 12% No (4) (15 N/A)	50% Yes (4) 12.5% Many (1) 12.5% Needs Impv (1) 25% No (2) 2 (N/A)
62. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9, '18IQR69	100% Yes (49) (1 not scored)	100% Yes (49)	88% Yes (23) 12% Many (3)	100% Yes (47)	100% Yes (48)	90% Yes (9) 10% No (1)
63. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3, '18IQR70	59% Yes (29) 41% Partial (20) (1 not scored)	55% Yes (27) 45% Partial (22)	38% Yes (10) 38% Many (10) 23% Need Impv (6)	43% Yes (20) 47% Many (22) 11% Needs Impv (5)	58% Yes (28) 40% Many (19) 2% No (1)	10% Yes (1) 80% Many (8) 10% 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	45% Yes (17) 37% Partial (14) 18% No (7) (11 N/A) (1 not scored)	34% Yes (12) 49% Partial (17) 17% No (6) (14 N/A)	57% Yes (12) 14% Many (3) 19% Need Impv (4) 10% No (2) (5 N/A)	55% Yes (22) 18% Many (7) 13% Needs Impv (5) 15% No (6) (7 N/A)	55% Yes (18) 27% Many (9) 9% Needs Impv (3) 9% No (3) (15 N/A)	33.4% Yes (3) 44.4% Many (4) 11.1% Needs Impv (1) 11.1% No (1) (1 N/A)
65. Does my ISP contain current and accurate information? '17IQR#6, '18IQR72			15% Yes (4) 38% Many (10) 46% Need Impv (12)	23% Yes (11) 38% Many (18) 38% Needs Impv (18)	17% Yes (8) 58% Many (28) 23% Needs Impv (11) 2% No (1)	10% Yes (1) 60% Many (6) 20% Needs Impv (2) 10% No (1)
66. Does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b, '18IQR73	47% Yes (23) 45% Partial (22) 8% No (4) (1 not scored)	49% Yes (24) 51% Partial (25)	46% Yes (12) 19% Many (5) 35% Need Impv (9)	40% Yes (19) 32% Many (15) 23% Needs Impv (11) 4% No (2)	69% Yes (33) 19% Many (9) 10% Needs Impv (5) 2% No (1)	10% Yes (1) 40% Many (4) 30% Needs Impv (3) 20% No (2)



## 2020 Individual Quality Review Metro 1 Region Report **Findings by Area**

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

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
67. Does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c, '18IQR74	49% Yes (24) 51% Partial (25) (1 not scored)	47% Yes (23) 49% Partial (24) 4% No (2)	31% Yes (8) 23% Many (6) 46% Need Impv (12)	51% Yes (24) 19% Many (9) 19% Need Impv (9) 11% No (5)	69% Yes (33) 21% Many (10) 10% Needs Impv (5)	30% Yes (3) 30% Many (3) 10% Needs Impv (1) 30% No (3)
68. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a, '18IQR75			12% Yes (3) 35% Many (9) 46% Need Impv (12) 8% No (2)	17% Yes (8) 26% Many (12) 38% Needs Impv (18) 19% No (9)	17% Yes (8) 33% Many (16) 40% Needs Impv (19) 10% No (5)	0% Yes 30% Many (3) 60% Needs Impv (6) 10% No (1)
69. Does the data kept identify what the person does so a determination regarding progress/lack of progress can be made? '17IQR#12b, '18IQR76			4% Yes (1) 8% Many (2) 65% Need Impv (17) 23% No (6)	11% Yes (5) 21% Many (10) 28% Needs Impv (13) 40% No (19)	23% Yes (11) 27% Many (13) 31% Needs Impv (15) 19% No (9)	0% Yes 60% Needs Impv (6) 40% No (4)
70. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c, '18IQR77			8% Yes (2) 15% Many (4) 65% Need Impv (17) 12% No (3)	6% Yes (3) 28% Many (13) 43% Needs Impv (20) 23% No (11)	25% Yes (12) 19% Many (9) 33% Needs Impv (16) 23% No (11)	0% Yes 20% Many (2) 60% Needs Impv (6) 20% No (2)
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			21% Yes (5) 8% Many (2) 63% Need Impv (15) 8% No (2) (1 N/A, 1 CND)	41% Yes (15) 8% Many (3) 22% Needs Impv (8) 30% No (11) (10 N/A)	31% Yes (11) 19% Many (7) 19% Needs Impv (7) 31% No (11) (12 N/A)	10% Yes (1) 30% Many (3) 30% Needs Impv (3) 30% No (3)
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			26% Yes (6) 4% Many (1) 48% Need Impv (11) 22% No (5) (2 N/A, 1 CND)	12% Yes (5) 12% Many (5) 24% Needs Impv (10) 51% No (21) (6 N/A)	26% Yes (10) 26% Many (10) 18% Needs Impv (7) 29% No (11) (10 N/A)	0% Yes 28.6% Many (2) 42.8% Needs Impv (3) 28.6% No (2) (3 N/A)



# 2020 Individual Quality Review Metro 1 Region Report **Findings by Area**

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

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
73. Has the person made measurable progress on actions steps during this past year?'17IQR#13b, '18IQR80			0% Yes 23% Many (6) 62% Need Impv (16) 15% No (4)	6% Yes (3) 21% Many (10) 36% Needs Impv (17) 36% No (17)	17% Yes (8) 23% Many (11) 31% Needs Impv (15) 29% No (14)	0% Yes 10% Many (1) 60% Needs Impv (6) 30% No (3)
74. Do the outcomes in the ISP include criteria by which the team can determine when the outcome(s) have been achieved? CPRQ67; '17IQR#7e, '18IQR81	35% Yes (17) 59% Partial (29) 6% No (3) (1 not scored)	22% Yes (11) 55% Partial (27) 22% No (11)	31% Yes (8) 8% Many (2) 50% Need Impv (13) 12% No (3)	23% Yes (11) 19% Many (9) 32% Needs Impv (15) 26% No (12)	52% Yes (25) 17% Many (8) 17% Needs Impv (8) 15% No (7)	0% Yes 40% Many (4) 30% Needs Impv (3) 30% No (3)
75. Are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d, '18IQR82	76% Yes (37) 20% Partial (10) 4% No (2) (1 not scored)	57% Yes (28) 41% Partial (20) 2% No (1)	42% Yes (11) 12% Many (3) 46% Need Impv (12)	74% Yes (35) 13% Many (6) 11% Needs Impv (5) 2% No (1)	77% Yes (37) 13% Many (6) 4% Needs Impv (2) 6% No (3)	50% Yes (5) 30% Many (3) 10% Needs Impv (1) 10% No (1)
76. Do the ISP outcomes and related action plans and teaching strategies address the person's major needs as identified in the Personal Challenges and Obstacles That Need to be Addressed In Order to Achieve the Desired Outcomes section of the ISP/Action plans?" CPRQ69; '17IQR#7g, '18IQR83	43% Yes (21) 57% Partial (28) (1 not scored)	49% Yes (24) 45% Partial (22) 6% No (3)	35% Yes (9) 19% Many (5) 46% Need Impv (12)	53% Yes (25) 23% Many (11) 21% Needs Impv (10) 2% No (1)	58% Yes (28) 31% Many (15) 6% Needs Impv (3) 4% No (2)	20% Yes (2) 60% Many (6) 20% No (2)
77. Are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i, '18IQR84	78% Yes (38) 18% Partial (9) 4% No (2) (1 not scored)	57% Yes (27) 40% Partial (19) 2% No (1) (2 N/A)	15% Yes (4) 23% Many (6) 54% Need Impv (14) 8% No (2)	19% Yes (9) 26% Many (12) 40% Needs Impv (19) 15% No (7)	27% Yes (13) 35% Many (17) 27% Needs Impv (13) 10% No (5)	10% Yes (1) 50% Many (5) 30% Needs Impv (3) 10% No (1)
78. Are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m, '18IQR85	88% Yes (43) 12% Partial (6) (1 not scored)	86% Yes (42) 14% Partial (7)	15% Yes (4) 19% Many (5) 58% Need Impv (15) 8% No (2)	26% Yes (12) 21% Many (10) 32% Needs Impv (15) 21% No (10)	38% Yes (18) 29% Many (14) 17% Needs Impv (8) 17% No (8)	10% Yes (1) 80% Many (8) 10% No (1)





# 2020 Individual Quality Review Metro 1 Region Report Findings by Area

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

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
79. Has the person made measurable progress in therapy this year? '17IQR#13a, '18IQR86			8% Yes (2) 23% Many (6) 65% Need Impv (17) 4% No (1)	23% Yes (11) 23% Many (11) 34% Needs Impv (16) 19% No (9)	15% Yes (7) 36% Many (17) 43% Need Impv (20) 6% No (3) (1 N/A)	0% Yes 80% Many (8) 10% Needs Impv (1) 10% No (1)
80. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c, '18IQR87	78% Yes (38) 18% Partial (9) 4% No (2) (1 not scored)	57% Yes (27) 40% Partial (19) 2% No (1) (2 N/A)	38% Yes (10) 31% Many (8) 31% Need Impv (8)	55% Yes (26) 26% Many (12) 17% Needs Impv (8) 2% No (1)	46% Yes (22) 35% Many (17) 17% Needs Impv (8) 2% No (1)	0% Yes 90% Many (9) 10% No (1)
81. Does the ISP contain information regarding primary health (medical) care? CPRQ74, '18IQR88	88% Yes (43) 12% Partial (6) (1 not scored)	86% Yes (42) 14% Partial (7)		87% Yes (41) 11% Many (5) 2% No (1)	88% Yes (42) 8% Many (4) 4% Needs Impv (2)	70% Yes (7) 20% Many (2) 10% No (1)
81a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a, '18IQR88a	98% Yes (48) 2% No (1) (1 not scored)	94% Yes (46) 6% Partial (3)		94% Yes (44) 6% Many (3)	96% Yes (46) 4% Many (2)	60% Yes (6) 10% Many (1) 30% No (3)
81b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b, '18IQR88b	90% Yes(44) 6% Partial (3) 4% No (2) (1 not scored)	86% Yes (42) 12% Partial (6) 2% No (1)		96% Yes (45) 2% Many (1) 2% Needs Impv (1)	92% Yes (44) 4% Many (2) 4% No (2)	90% Yes (9) 10% No (1)
82. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76, '18IQR89	92% Yes(45) 8% Partial (4) (1 not scored)	90% Yes (44) 8% Partial (4) 2% No (1)		89% Yes (42) 9% Many (4) 2% No (1)	79% Yes (38) 13% Many (6) 8% No (4)	60% Yes (6) 30% Many (3) 10% No (1)
83. Based on the evidence, is adequate transportation available for the person? (Does the ISP reflect how the person will get to work/day activities, shopping, and social activities? CPRQ75, '18IQR90)	85% Yes (11) 8% Partial (1) 8% No (1) (36 N/A) (1 not scored)	86% Yes (12) 14% Partial (2)  (35 N/A)		66% Yes (31) 21% Many (10) 4% Needs Impv (2) 9% No (4)	88% Yes (42) 10% Many (5) 2% Needs Impv (1)	100% Yes (10)



# 2020 Individual Quality Review Metro 1 Region Report Findings by Area

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

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
84. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a, '18IQR91	39% Yes (18) 57% Partial (26) 4% No (2) (3 N/A) (1 not scored)	50% Yes (22) 45% Partial (20) 5% No (2) (5 N/A)	27% Yes (7) 27% Many (7) 42% Need Impv (11) 4% No (1)	34% Yes (16) 43% Many (20) 13% Needs Impv (6) 4% No (2)	40% Yes (17) 44% Many (19) 12% Needs Impv (5) 5% No (2) (5 N/A)	30% Yes (3) 40% Many (4) 20% Needs Impv (2) 10% No (1)
85. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7, '18IQR92	8% Yes (4) 92% Partial (45) (1 not scored)	6% Yes (3) 94% Partial (46)	0% Yes 27% Many (7) 73% Need Impv (19)	0% Yes 55% Many (26) 45% Needs Impv (21)	2% Yes (1) 65% Many (31) 33% Needs Impv (16)	0% Yes 70% Many (7) 20% Needs Impv (2) 10% No (1)
86. Is the ISP being implemented? (If 85 is "3") CPRQ79 '17IQR#12, '18IQR93	25% Yes (1) 75% Partial (3) (45 N/A) (1 not scored)	67% Yes (2) 33% Partial (1) (46 N/A)	0% Yes 19% Many (5) 77% Need Impv (20) 4% No (1)	0% Yes  (47 N/A)	100% Yes (1)  (47 N/A)	0% Yes  (10 N/A)
87a. Is the ISP being implemented? (If 85 is "0", "1", or "2") CPRQ80a '17IQR#12, '18IQR94a	31% Yes (14) 69% Partial (31) (4 N/A) (1 not scored)	26% Yes (12) 74% Partial (34) (3 N/A)	0% Yes 19% Many (5) 77% Need Impv (20) 4% No (1)	9% Yes (4) 45% Many (21) 43% Needs Impv (20) 4% No (2)	4% Yes (2) 55% Many (26) 36% Needs Impv (17) 4% No (2) (1 N/A)	0% Yes 50% Many (5) 50% Needs Impv (5)
87b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11, '18IQR94b	29% Yes (13) 71% Partial (32) (4 N/A) (1 not scored)	20% Yes (9) 80% Partial (37) (3 N/A)	4% Yes (1) 54% Many (14) 42% Need Impv (11)	23% Yes (11) 47% Many (22) 30% Needs Impv (14)	47% Yes (22) 34% Many (16) 19% Needs Impv (9) (1 N/A)	0% Yes 80% Many (8) 20% Needs Impv (2)
88. Was the direct service staff trained on the implementation of this person's ISP? CPRQ81, '18IQR95	80% Yes(39) 20% Partial (10) (1 not scored)	86% Yes (42) 14% Partial (7)		74% Yes (35) 23% Many (11) 2% Needs Impv (1)	54% Yes (26) 38% Many (18) 6% Needs Impv (3) 2% No (1)	0% Yes 90% Many (9) 10% Needs Impv (1)
89. Were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82, '18IQR96	63% Yes (31) 37% Partial (18) (1 not scored)	86% Yes (42) 14% Partial (7)		72% Yes (34) 26% Many (12) 2% Needs Impv (1)	65% Yes (31) 33% Many (16) 2% Needs Impv (1)	0% Yes 100% Many (10)



# 2020 Individual Quality Review Metro 1 Region Report **Findings by Area**

EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION						
Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
90. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13, '18IQR98	47% Yes (23) 51% Partial (25) 2% No (1) (1 not scored)	41% Yes (20) 59% Partial (29)	0% Yes 35% Many (39) 65% Need Impv (17)	15% Yes (7) 51% Many (24) 28% Needs Impv (13) 6% No (3)	17% Yes (8) 44% Many (21) 38% Needs Impv (18) 2% No (1)	0% Yes 60% Many (6) 40% Needs Impv (4)
91. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d, '18IQR99	41% Yes (20) 59% Partial (29) (1 not scored)	57% Yes (28) 43% Partial (21)	69% Yes (18) 15% Many (4) 15% Need Impv (4)	49% Yes (23) 45% Many (21) 6% Needs Impv (3)	54% Yes (26) 42% Many (20) 4% Needs Impv (2)	50% Yes (5) 40% Many (4) 10% Needs Impv (1)
92. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b, '18IQR100	81% Yes (39) 19% Partial (9) (1 CND) (1 not scored)	78% Yes (38) 18% Partial (9) 4% No (2)	65% Yes (17) 27% Many (7) 8% Need Impv (2)	62% Yes (29) 26% Many (12) 6% Needs Impv (3) 6% No (3)	75% Yes (36) 23% Many (11) 2% No (1)	40% Yes (4) 60% Many (6)
93. Is the person offered a range of opportunities for participation in each life area? CPRQ87; '18IQR101	76% Yes (35) 22% Partial (10) 2% No (1) (3 CND) (1 not scored)	76% Yes (31) 24% Partial (10)  (8 CND)		62% Yes (29) 23% Many (11) 9% Needs Impv (4) 6% No (3)	73% Yes (35) 19% Many (9) 8% Needs Impv (4)	60% Yes (6) 40% Many (4)
94. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30, '18IQR102	71% Yes(12) 29% Partial (5) (32 CND) (1 not scored)	50% Yes (3) 50% Partial (3) (43 CND)	46% Yes (12) 35% Many (9) 19% Need Impv (5)	76% Yes (13) 18% Many (3) 6% No (1) (30 CND)	61% Yes (17) 32% Many (9) 7% Needs Impv (2) (20 CND)	83.3% Yes (5) 16.7% Many (1) (4 CND)
94a. About where and with whom to live? CPRQ89; '17IQR#23c, '18IQR102a	73% Yes (8) 18% Partial (2) 9% No (1) (38 CND) (1 not scored)	75% Yes (3) 25% Partial (1)  (45 CND)	33% Yes (1) 33% Need Impv (1) 33% No (1) (23 CND)	78% Yes (7) 22% No (2) (38 CND)	74% Yes (14) 11% Many (2) 11% Needs Impv (2) 5% No (1) (29 CND)	100% Yes (6) (4 CND)



# 2020 Individual Quality Review Metro 1 Region Report Findings by Area

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

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
94b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d, '18IQR102b	82% Yes (14) 18% Partial (3) (32 CND) (1 not scored)	33% Yes (1) 67% Partial (2) (46 CND)	80% Yes (4) 20% Need Impv (1) (21 CND)	71% Yes (15) 14% Many (3) 5% Needs Impv (1) 10% No (2) (26 CND)	88% Yes (21) 8% Many (2) 4% Needs Impv (1) (24 CND)	83.3% Yes (5) 16.7% Needs Impv (1) (4 CND)
94c. About where and with whom to socialize/spend leisure time? CPRQ91, '18IQR102c	84% Yes (16) 11% Partial (2) 5% No (1) (30 CND) (1 not scored)	100% Yes (3)  (46 CND)		83% Yes (15) 11% Many (2) 6% Needs Impv (1) (29 CND)	80% Yes (20) 8% Many (2) 12% Needs Impv (3) (23 CND)	100% Yes (6) (4 CND)
95. Does the evidence support that providers do not prevent the person from pursuing relationships? CPRQ92; '17IQR#31f, '18IQR103 (and are respecting the rights of this person)	96% Yes (44) 4% Partial (2) (3 CND) (1 not scored)	98% Yes (47) 2% Partial (1) (1 CND)	94% Yes (16) 6% Need Impv (1) (7 N/A, 2 CND)	96% Yes (45) 2% Many (1) 2% Needs Impv (1)	94% Yes (45) 6% Many (3)	80% Yes (8) 20% Many (2)
96. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a, '18IQR105	71% Yes (35) 29% Partial (14) (1 not scored)	55% Yes (27) 45% Partial (22)	46% Yes (12) 27% Many (7) 27% Need Impv (7)	87% Yes (41) 13% Many (6)	83% Yes (40) 15% Many (7) 2% Needs Impv (1)	60% Yes (6) 40% Many (4)
97. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94, '18IQR106	90% Yes (43) 7% Partial (3) 4% No (2) (1 CND) (1 not scored)	91% Yes (43) 6% Partial (3) 2% No (1) (2 CND)		89% Yes (42) 4% Many (2) 6% No (3)	90% Yes (43) 4% Many (2) 4% Needs Impv (2) 2% No (1)	90% Yes (9) 10% Many (1)
98. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h, '18IQR107				72% Yes (34) 28% No (13)	63% Yes (30) 38% No (18)	70% Yes (7) 30% No (3)



# 2020 Individual Quality Review Metro 1 Region Report Findings by Area

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

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
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			44% Yes (8) 28% Need Impv (5) 28% No (5) (8 N/A)	50% Yes (17) 12% Many (4) 32% Needs Impv (11) 6% No (2) (13 N/A)	67% Yes (20) 10% Many (3) 7% Needs Impv (2) 17% No (5) (18 N/A) 21	42.9% Yes (3) 42.9% Many (3) 14.2% No (1) (3 N/A)
100. If there are restrictions that should be reviewed by HRC, is a plan to enable the individual to regain his/her rights and reduce or eliminate these restrictions? '17IQR#34j, '18IQR109			0% Yes (0) 57% Need Impv (8) 43% No (6) (12 N/A)	16% Yes (5) 13% Many (4) 3% Needs Impv (1) 69% No (22) (15 N/A)	22% Yes (6) 15% Many (4) 11% Needs Impv (3) 52% No (14) (21 N/A)	14.2% Yes (1) 42.9% Many (3) 42.9% No (3) (3 N/A)
101. Is the person protected from abuse, neglect and exploitation? '17IQR#35, '18IQR110			38% Yes (10) 42% Many (11) 19% Need Impv (5)	70% Yes (33) 19% Many (9) 4% Needs Impv (2) 6% No (3)	58% Yes (28) 19% Many (9) 19% Needs Impv (9) 4% No (2)	80% Yes (8) 10% Many (1) 10% Needs Impv (1)
102. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b, '18IQR111			70% Yes (14) 5% Many (1) 25% Need Impv (5)	54% Yes (15) 18% Many (5) 21% Needs Impv (6) 7% No (2) (19 N/A)	66% Yes (21) 16% Many (5) 16% Needs Impv (5) 3% No (1) (16 N/A)	87.5% Yes (7) 12.5% Many (1) (2 N/A)
103. Is the individual safe? '17IQR#24, '18IQR112			46% Yes (12) 46% Many (12) 8% Need Impv (2)	79% Yes (37) 13% Many (6) 9% Needs Impv (4)	65% Yes (31) 19% Many (9) 15% Needs Impv (7) 2% No (1)	70% Yes (7) 20% Many (2) 10% Needs Impv (1)
104. What is the level of participation of the legal guardian in this person's life and service planning? CPRQ 97; '17IQR#15a, '18IQR113	25% Active (12) 56% Moderate (27) 13% Limited (6) 6% None (3) (1 N/A) (1 person not scored)	33% Active (16) 56% Moderate (27) 10% Limited (5) (1 N/A)	54% Active (14) 23% Moderate (6) 19% Limited (5) 4% None (1)	32% Active (15) 34% Moderate (16) 34% Limited (16)	32% Active (15) 51% Moderate (24) 17% Limited (8) (1 N/A)	20% Active (2) 60% Moderate (6) 20% Limited (2)



# 2020 Individual Quality Review Metro 1 Region Report Findings by Area

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

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
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	87% Yes (13) 7% Partial (1) 7% No (1) (34 N/A) (1 not scored)	69% Yes (11) 31% Partial (5)  (33 N/A)	40% Yes (2) 40% Many (2) 20% No (1) (21 N/A)	56% Yes (9) 25% Many (4) 19% Needs Impv (3) (31 N/A)	77% Yes (17) 14% Many (3) 9% Needs Impv (2) (26 N/A)	50% Yes (2) 50% Many (2) (6 N/A)
106. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30, '18IQR115	82% Yes (40) 14% Partial (7) 4% No (2) (1 not scored)	80% Yes (39) 18% Partial (9) 2% No (1)	46% Yes (12) 35% Many (9) 19% Need Impv (5)	91% Yes (43) 4% Many (2) 4% Needs Impv (2)	88% Yes (42) 8% Many (4) 4% Needs Impv (2)	80% Yes (8) 10% Many (1) 10% Needs Impv (1)
107. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e, '18IQR116	96% Yes (46) 4% Partial (2) (1 CND) (1 not scored)	96% Yes (47) 4% Partial (2)	83% Yes (20) 13% Many (3) 4% Need Impv (1) (1 N/A, 1 CND)	94% Yes (44) 6% Many (3)	88% Yes (42) 13% Many (6)	90% Yes (9) 10% Many (1)
108. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c, '18IQR117	61% Yes (30) 39% Partial (19) (1 not scored)	35% Yes (17) 65% Partial (32)	50% Yes (13) 31% Many (8) 19% Need Impv (5)	36% Yes (17) 43% Many (20) 21% Needs Impv (10)	44% Yes (21) 38% Many (18) 19% Needs Impv (9)	20% Yes (2) 60% Many (6) 20% Needs Impv (2)
109. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e, '18IQR118	100% Yes (49) (1 not scored)	100% Yes (49)	100% Yes (25) (1 CND)	94% Yes (44) 4% Many (2) 2% Needs Impv (1)	95% Yes (42) 5% Many (2) (4 CND)	90% Yes (9) 10% Needs Impv (1)
110. Does the person have sufficient personal money? CPRQ110 '17IQR#34f, '18IQR119	96% Yes (45) 4% Partial (2) (2 CND) (1 not scored)	92% Yes (45) 6% Partial (3) 2% No (1)	96% Yes (25) 4% Many (1)	98% Yes (46) 2% Many (1)	94% Yes (45) 4% Many (2) 2% Needs Impv (1)	90% Yes (9) 10% Many (1)
111. Does the person get along with their day program/employment provider staff? CPRQ111, '18IQR120	100% Yes (33)  (1 N/A, 15 CND) (1 not scored)	95% Yes (19) 5% Partial (1) (1 N/A, 28 CND)		100% Yes (35) (12 CND)	97% Yes (32) 3% Many (1) (1 N/A, 14 CND)	100% Yes (6) (4 CND)
112. Does the person get along with their residential provider staff? CPRQ112, '18IQR121	100% Yes (33) (16 CND) (1 not scored)	100% Yes (26)  (23 CND)		100% Yes (40) (7 CND)	97% Yes (36) 3% Many (1) (11 CND)	100% Yes (9) (1 CND)



## 2020 Individual Quality Review Metro 1 Region Report **Findings by Area**

TEAM PROCESS						
Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
113. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10, '18IQR122	37% Yes (18) 63% Partial (31) (1 not scored)	18% Yes (9) 82% Partial (40)	31% Yes (8) 58% Many (15) 12% Need Impv (3)	17% Yes (8) 53% Many (25) 30% Needs Impv (14)	25% Yes (12) 50% Many (24) 25% Needs Impv (12)	0% Yes 30% Many (3) 70% 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	50% Yes (6) 42% Partial (5) 8% No (1) (37 N/A) (1 not scored)	71% Yes (5) 29% Partial (2) (42 N/A)	57% Yes (4) 43% Many (3) (19 N/A)	89% Yes (8) 11% Many (1) (38 N/A)	31% Yes (4) 46% Many (6) 15% Needs Impv (2) 8% No (1) (35 N/A)	33.3% Yes (1) 33.3% Many (1) 33.3% Needs Impv (1) (7 N/A)
115. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs? CPRQ 116; '17IQR#17d, '18IQR124	70% Yes(32) 30% No (14) (2 N/A, 1 CND) (1 not scored)	62% Yes (28) 38% No (17) (4 N/A)	75% Yes (15) 5% Many (1) 15% Need Impv (3) 5% No (1) (6 N/A)	44% Yes (20) 38% Many (17) 9% Needs Impv (4) 9% No (4) (2 N/A)	43% Yes (18) 29% Many (12) 19% Needs Impv (8) 10% No (4) (6 N/A)	10% Yes (1) 60% Many (6) 10% Needs Impv (1) 20% No (2)
116. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? CPRQ117, '18IQR125	80% Yes(39) 20% Partial (10) (1 not scored)	88% Yes (43) 12% Partial (6)		85% Yes (40) 9% Many (4) 6% Needs Impv (3)	75% Yes (36) 19% Many (9) 6% Needs Impv (3)	30% Yes (3) 30% Many (3) 30% Needs Impv (3) 10% No (1)
117. Do you recommend Dispute Resolution for this IDT? CPRQ118, '18IQR126	2% Yes (1) 98% No (48) (1 not scored)	4% Yes (2) 96% No (47)		2% Yes (1) 98% No (46)	8% Yes (4) 92% No (44)	10% Yes (1) 90% No (9)
118. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#17d, '18IQR127	35% Yes(17) 65% No (32) (1 not scored)	22% Yes (11) 78% No (38)	35% Yes (9) 65% No (17)	36% Yes (17) 64% No (30)	33% Yes (16) 67% No (32)	30% Yes (3) 70% No (7)





## 2020 Individual Quality Review Metro 1 Region Report **Findings by Area**

### TEAM PROCESS (continued)

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
119. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c, '18IQR128	21% Yes (10) 79% No (38) (1 CND) (1 not scored)	21% Yes (10) 79% No (38) (1 CND)	15% Yes (4) 85% No (22)	28% Yes (13) 72% No (34)	17% Yes (8) 83% No (40)	0% Yes 100% No (10)
120. If #118 OR #119 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121; '18IQR129	52% Yes(11) 38% Partial (8) 10% No (2) (27 N/A, 1 CND) (1 not scored)	69% Yes (11) 25% Partial (4) 6% No (1) (33 N/A)		70% Yes (14) 30% No (6) (27 N/A)	67% Yes (12) 33% No (6) (30 N/A)	100% Yes (3) (7 N/A)
121. Has the person changed residential/day services in the last year? CPRQ122, '18IQR130	6% Yes (3) 94% No (46) (1 not scored)	18% Yes (9) 82% No (40)		21% Yes (10) 79% No (37)	31% Yes (15) 69% No (33)	30% Yes (3) 70% No (7)
122. If #121 is Yes, was the change Planned by the IDT? CPRQ122a, '18IQR131	50% Yes(1) 50% No (1) (47 N/A) (1 not scored)	63% Yes (5) 38% Partial (3) (41 N/A)		80% Yes (8) 20% No (2) (37 N/A)	47% Yes (7) 53% No (8) (33 N/A)	75% Yes (3) 25% No (1) (6 N/A)
123. If #121 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b, '18IQR132	100% Yes (3) (46 N/A) (1 not scored)	88% Yes (7)  13% No (1) (41 N/A)		90% Yes (9) 10% No (1) (37 N/A)	80% Yes (12) 20% No (3) (33 N/A)	75% Yes (3) 25% No (1) (6 N/A)
124. Overall, has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person? CPRQ123; '17IQR#7n, '18IQR133	24% Yes (12) 76% Partial (37) (1 not scored)	24% Yes (12) 76% Partial (37)	4% Yes (1) 42% Many (11) 54% Need Impv (14)	6% Yes (3) 49% Many (23) 45% Needs Impv (21)	2% Yes (1) 79% Many (38) 19% Needs Impv (9)	0% Yes 80% Many (8) 20% Needs Impv (2)





# 2020 Individual Quality Review Metro 1 Region Report **Findings by Area**

## SUPPORTED EMPLOYMENT

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
125. Does (Name) have a current Person-Centered Assessment? '18IQR134				9% Yes (4) 13% Many (6) 60% Needs Impv (27) 18% No (8)	41% Yes (19) 43% Many (20) 15% Needs Impv (7) (2 N/A)	70% Yes (7) 30% Many (3)
126. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a, '18IQR135	30% Yes (10) 70% No (23) (16 N/A) (1 not scored)	45% Yes (13) 55% No (16) (19 N/A) (1 not scored)	9% Yes (2) 22% Many (3) 22% Need Impv (5) 57% No (13) (3 N/A)	7% Yes (2) 28% Needs Impv (7) 68% No (19) (17 N/A)	37% Yes (13) 26% Many (9) 6% Needs Impv (2) 31% No (11) (13 N/A)	28.6% Yes (2) 28.6% Many (2) 14.2% Needs Impv (1) 28.6% No (2) (3 N/A)
127. Did the individual participate personally in the Person Centered Assessment? '18IQR136				31% Yes (14) 69% No (31)	59% Yes (27) 41% No (19) (2 N/A)	40% Yes (4) 60% No (6)
128. Did the Guardian participate in the Person Centered Assessment? '18IQR137				20% Yes (9) 80% No (36)	42% Yes (20) 58% No (28)	70% Yes (7) 30% No (3)
129. Is the individual engaged in the Informed Choice Project? '18IQR138				9% Yes (4) 91% No (43)	13% Yes (6) 87% No (40) (2 Not Scored)	0% Yes 100% No (5) (5 N/A)
130. Has the individual been offered the opportunity to participate in work or job exploration including volunteer work and/or trial work opportunities? '17IQR#26e, '18IQR139			0% Yes 9% Many (2) 26% Need Impv (6) 65% No (15) (3 N/A)	24% Yes (7) 76% No (22) (16 N/A)	40% Yes (12) 60% No (18) (18 N/A)	50% Yes (3) 50% No (3) (4 N/A)
131. If #130 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section? '18IQR140				29% Yes (2) 14% Many (1) 43% Needs Impv (3) 14% No (1) (38 N/A)	75% Yes (9) 8% Many (1) 17% No (2) (36 N/A)	33.3% Yes (1) 33.3% Many (1) 33.3% No (1) (7 N/A)



# 2020 Individual Quality Review

## Metro 1 Region Report

### Findings by Area

#### SUPPORTED EMPLOYMENT (continued)

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
132. If #131 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs? '18IQR141				0% Yes 14% Needs Impv (3) 86% No (19) (23 N/A)	33% Yes (6) 11% Many (2) 6% Needs Impv (1) 50% No (9) (30 N/A)	0% Yes 50% Many (1) 50% Needs Impv (1) (8 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				18% Yes (5) 4% Many (1) 7% Needs Impv (2) 71% No (20) (17 N/A)	46% Yes (13) 11% Many (3) 11% Needs Impv (3) 32% No (9) (20 N/A)	66.6% Yes (4) 16.7% Many (1) 16.7% Needs Impv (1) (4 N/A)
134. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c, '18IQR143			4% Yes (1) 52% Need Impv (12) 43% No (10) (3 N/A)	7% Yes (2) 4% Many (1) 14% Needs Impv (4) 75% No (21) (17 N/A)	38% Yes (11) 14% Many (4) 3% Needs Impv (1) 45% No (13) (19 N/A)	83.3% Yes (5) 16.7% Many (1) (4 N/A)
135. Has the Guardian received information regarding the range of employment options available for the individual? '18IQR144				14% Yes (4) 29% Needs Impv (8) 57% No (16) (17 N/A)	50% Yes (14) 11% Many (3) 14% Needs Impv (4) 25% No (7) (20 N/A)	83.3% Yes (5) 16.7% Many (1) (4 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			4% Yes (1) 13% Many (3) 9% Need Impv (2) 79% No (17)	11% Yes (3) 18% Needs Impv (5) 71% No (20) (17 N/A)	41% Yes (12) 21% Many (6) 7% Needs Impv (2) 31% No (9) (19 N/A)	33.3% Yes (2) 33.3% Many (2) 33.3% No (2) (4 N/A)
137. If there are barriers to employment, has the Team addressed with the Guardian how to overcome those barriers to employment and integrating clinical info., AT, & therapies as necessary ...? '18IQR146				11% Yes (3) 7% Many (2) 82% No (23) (17 N/A)	43% Yes (12) 7% Many (2) 4% Needs Impv (1) 46% No (13) (20 N/A)	33.3% Yes (2) 33.3% Many (2) 33.3% No (2) (4 N/A)



## 2020 Individual Quality Review Metro 1 Region Report **Findings by Area**

SUPPORTED EMPLOYMENT (continued)						
Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
138. Has the individual participated in work or volunteer activities during the past year? '18IQR147				18% Yes (5) 50% Needs Impv (14) 32% No (9) (17 N/A)	40% Yes (12) 7% Many (2) 3% Needs Impv (1) 50% No (15) (18 N/A)	40% Yes (2) 20% Many (1) 40% No (2) (5 N/A)
139. Has the individual identified what type of work or volunteer activities he/she would like to do? '18IQR148				11% Yes (3) 4% Many (1) 25% Needs Impv (7) 61% No (17) (17 N/A)	43% Yes (13) 13% Many (4) 3% Needs Impv (1) 42% No (13) (17 N/A)	20% Yes (1) 60% Many (3) 20% Needs Impv (1) (5 N/A)
140. Does the Guardian support him/her working? '18IQR149				39% Yes (11) 61% No (17) (17 N/A)	41% Yes (12) 59% No (17) (19 N/A)	50% Yes (3) 50% No (3) (4 N/A)
142. Is the individual engaged in Supported Employment? CPRQ129, '18IQR151	18% Yes (5) 82% No (23) (21 N/A) (1 not scored)	23% Yes (6) 77% No (20) (22 N/A) (1 not scored)		14% Yes (4) 86% No (24) (17 N/A)	21% Yes (6) 79% No (22) (20 N/A)	0% Yes 100% No (5) (5 N/A)
144. Does the person have a Career Development Plan? CPRQ128 17IQR#26e, '18IQR153	4% Yes (1) 21% Partial (6) 75% No (21) (21 N/A) (1 not scored)	4% Yes (1) 31% Partial (8) 65% No (17) (22 N/A) (1 not scored)	0% Yes 9% Many (2) 26% Need Impv (6) 65% No (15) (3 N/A)	0% Yes 33% Many (2) 17% Needs Impv (1) 50% No (3) (39 N/A)	75% Yes (6) 25% No (2) (40 N/A)	0% Yes 100% No (1) (9 N/A)



## 2020 Individual Quality Review Metro 1 Region Report **Findings by Area**

BEHAVIOR						
Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
145. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d, '18IQR154	57% Yes (26) 43% No (20) (3 N/A) (1 not scored)	62% Yes (29) 38% No (18) (2 N/A)	38% Yes (10) 62% No (62)	57% Yes (27) 43% No (20)	46% Yes (22) 54% No (26)	40% Yes (4) 60% No (6)
146. Does the person need behavior services now? CPRQ132 '17IQR#11e, '18IQR155	52% Yes (24) 48% No (22) (3 N/A) (1 not scored)	60% Yes (29) 40% No (19) (1 N/A)	42% Yes (11) 58% Many (15)	62% Yes (29) 38% No (18)	48% Yes (23) 52% No (25)	50% Yes (5) 50% No (5)
147. Have behavioral assessments been completed? CPRQ133, '18IQR156	59% Yes (16) 30% Partial (8) 10% No (3) (22 N/A) (1 not scored)	69% Yes (20) 31% Partial (9)  (20 N/A)		54% Yes (15) 21% Many (6) 18% Needs Impv (5) 7% No (2) (19 N/A)	43% Yes (10) 52% Many (12) 4% No (1) (25 N/A)	40% Yes (2) 40% Many (2) 20% No (1) (5 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	54% Yes (14) 35% Partial (9) 16% No (3) (23 N/A) (1 not scored)	83% Yes (24) 17% Partial (5)  (20 N/A)	70% Yes (16) 20% Many (2) 10% Need Impv (1) (16 N/A)	81% Yes (22) 11% Many (3) 7% No (2) (20 N/A)	87% Yes (20) 9% Many (2) 4% No (1) (25 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (5 N/A)
149. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d, '18IQR158	77% Yes (20) 19% Partial (5) 4% No (1) (23 N/A) (1 not scored)	90% Yes (26) 10% Partial (3)  (20 N/A)	70% Yes (7) 20% Many (2) 10% Need Impv (2) (16 N/A)	85% Yes (22) 12% Many (3) 4% Needs Impv (1) (21 N/A)	83% Yes (19) 9% Many (2) 4% Needs Impv (1) 4% No (1) (25 N/A)	80% Yes (4) 20% No (1) (5 N/A)



## 2020 Individual Quality Review Metro 1 Region Report **Findings by Area**

BEHAVIOR (continued)						
Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
150. If needed, does the person have a Behavior Crisis Intervention Plan that meets the person's needs? CPRQ 73a; '17IQR#5h, '18IQR159	79% Yes(11) 21% Partial (3) (35 N/A) (1 not scored)	75% Yes (12) 25% Partial (4) (33 N/A)	83% Yes (5) 17% Many (1) (20 N/A)	69% Yes (9) 23% Many (3) 8% No (1) (34 N/A)	58% Yes (7) 25% Many (3) 17% Needs Impv (2) (36 N/A)	0% Yes 100% Many (2) (8 N/A)
151. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i, '18IQR160	58% Yes (15) 31% Partial (8) 12% No (3) (23 N/A) (1 not scored)	79% Yes (23) 21% Partial (6)  (20 N/A)	55% Yes (6) 18% Many (2) 27% Need Impv (3) (15 N/A)	68% Yes (19) 14% Many (4) 7% Needs Impv (2) 11% No (3) (19 N/A)	52% Yes (12) 43% Many (10) 4% No (1) (25 N/A)	40% Yes (2) 40% Many (2) 20% No (1) (5 N/A)
152. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d, '18IQR161	23% Yes (6) 50% Partial (13) 27% No (7) (23 N/A) (1 not scored)	38% Yes (11) 59% Partial (17) 3% No (1) (20 N/A)	40% Yes (4) 10% Many (1) 50% Need Impv (5)	57% Yes (16) 14% Many (4) 4% Needs Imp (1) 25% No (7) (19 N/A)	35% Yes (8) 35% Many (8) 17% Needs Impv (4) 13% No (3) (25 N/A)	40% Yes (2) 40% Many (2) 20% No (1) (5 N/A)



# 2020 Individual Quality Review Metro 1 Region Report Findings by Area

## ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
153. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b, '18IQR162	66% Yes (29) 34% Partial (15) (5 N/A) (1 not scored)	71% Yes (30) 29% Partial (12) (7 N/A)	48% Yes (12) 28% Many (7) 24% Need Impv (6) (1 N/A)	59% Yes (26) 30% Many (13) 11% Needs Impv (5) (3 N/A)	70% Yes (30) 26% Many (11) 5% Needs Impv (2) (5 N/A)	60% Yes (6) 30% Many (3) 10% Needs Impv (1)
154. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c, '18IQR163	76% Yes (25) 24% Partial (8) (16 N/A) (1 not scored)	76% Yes (28) 24% Partial (7) 5% No (2) (12 N/A)	57% Yes (8) 21% Many (3) 14% Need Impv (2) 7% No (1) (12 N/A)	78% Yes (28) 8% Many (3) 14% Needs Impv (5) (11 N/A)	76% Yes (25) 21% Many (7) 3% No (1) (15 N/A)	66.7% Yes (6) 33.3% Many (3) (1 N/A)
155. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f, '18IQR164			84% Yes (21) 4% Many (1) 12% Need Impv (3)	93% Yes (41) 5% Many (2) 2% Needs Impv (1) (3 N/A)	93% Yes (37) 3% Many (1) 5% Needs Impv (2) (7 N/A, 1 CND)	50% Yes (5) 40% Many (4) 10% Needs Impv (1)
156. Is the person's equipment and technology in good repair?'17IQR#25d, '18IQR165			68% Yes (17) 20% Many (5) 12% Need Impv (3) (1 CND)	77% Yes (33) 16% Many (7) 7% Needs Impv (3) (4 N/A)	85% Yes (34) 10% Many (4) 5% Needs Impv (2) (7 N/A, 1 CND)	80% Yes (8) 20% Many (2)
157. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e, '18IQR166			56% Yes (14) 24% Many (6) 20% Need Impv (5) (1 CND)	54% Yes (28) 32% Many (14) 5% Needs Impv (2) (3 N/A)	75% Yes (30) 23% Many (9) 3% Needs Impv (1) (7 N/A, 1 CND)	80% Yes (8) 20% Many (2)
158. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b, '18IQR167	66% Yes (31) 30% Partial (14) 4% No (2) (2 N/A) (1 not scored)	81% Yes (38) 19% Partial (9) (2 N/A)	88% Yes (21) 4% Many (1) 8% Need Impv (2) (2 N/A)	71% Yes (30) 24% Many (10) 5% Needs Impv (2) (5 N/A)	70% Yes (30) 28% Many (12) 2% No (1) (5 N/A)	30% Yes (3) 70% Many (7)



# 2020 Individual Quality Review Metro 1 Region Report Findings by Area

## INDIVIDUAL SERVICE PLANNING

Question	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=47)	2019 (sample=48)	2020 (sample=10)
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	98% Yes (48) 2% Partial (1) (1 not scored)	90% Yes (44) 8% Partial (4) 2% No (1)	92% Yes (24) 4% Need Impv (1) 4% No (1)	100% Yes (47)	85% Yes (41) 15% Many (7)	60% Yes (6) 30% Many (3) 10% No (1)
160. Does the person have an ISP that contains a complete Vision Section that is based on a long-term view? CPRQ142 '17IQR#7a, '18IQR169	53% Yes (26) 35% Partial (17) 12% No (6) (1 not scored)	53% Yes (26) 47% Partial (23)	50% Yes (13) 19% Many (5) 31% Need Impv (8)	47% Yes (22) 21% Many (10) 28% Needs Impv (13) 4% No (2)	65% Yes (31) 23% Many (11) 13% Needs Impv (6)	10% Yes (1) 50% Many (5) 20% Needs Impv (2) 20% No (2)
161. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a, '18IQR170	67% Yes (33) 33% Partial (16) (1 not scored)	71% Yes (35) 29% Partial (14)	50% Yes (13) 31% Many (8) 19% Need Impv (5)	81% Yes (38) 11% Many (5) 9% Needs Impv (4)	79% Yes (38) 19% Many (9) 2% Needs Impv (1)	80% Yes (8) 10% Many (1) 10% No (1)
162. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f, '18IQR171	80% Yes(39) 20% Partial (10) (1 not scored)	76% Yes (37) 24% Partial (12)	58% Yes (15) 23% Many (6) 19% Need Impv (5)	57% Yes (27) 26% Many (12) 17% Needs Impv (8)	67% Yes (32) 31% Many (15) 2% Needs Impv (1)	50% Yes (5) 50% Many (5)
163. Is the person integrated into the community? CPRQ145; '17IQR#29g, '18IQR172	59% Yes (29) 35% Partial (17) 6% No (3) (1 not scored)	49% Yes (24) 51% Partial (25)	28% Yes (7) 16% Many (4) 40% Need Impv (10) 16% No (4)	32% Yes (15) 17% Many (8) 47% Needs Impv (22) 4% No (2)	58% Yes (28) 23% Many (11) 17% Needs Impv (8) 2% No (1)	50% Yes (5) 30% Many (3) 20% Needs Impv (2)
164. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36, '18IQR174	12% Yes (6) 86% Partial (42) 2% No (1) (1 not scored)	14% Yes (7) 86% Partial (42)	0% Yes 46% Many (12) 54% Need Impv (14)	2% Yes (1) 66% Many (31) 32% Needs Impv (15)	13% Yes (6) 67% Many (32) 21% Needs Impv (10)	0% Yes 80% Many (8) 20% Needs Impv (2)



# Thank you!

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