



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

As of April 24, 2019, there were 157 Active Jackson Class Members in the Metro Region. Details regarding individuals in current review sample are provided in the tables below. There were 48 class members reviewed in the Metro region for the 2019 IQR. Since the beginning of the 2019 IQR, five (5) Jackson Class Members in Metro region have passed away. As of March 31, 2020, Metro region has 141 class members.

Chart #1: Demographics of JCMs in the Metro Region					
Age		Ethnicity		Day Service Type	
30-39	3 (2%)	Hispanic	62 (44%)	Adult Habilitation (AH)	109 (77%)
40-49	20 (14%)	Caucasian	56 (40%)	Adult Hab/Suppl Empl (SE)	15 (11%)
50-59	54 (38%)	Native American	15 (11%)	Adult Hab/Community Access (CA)	6 (4%)
60-69	44 (31%)	Black	8 (6%)	Community Access	2 (1%)
70-79	17 (12%)			Supported Employment	3 (2%)
80+	3 (2%)	Gender		None	3 (2%)
Average Age:	59.8	Male	84 (60%)	Mi Via	3 (2%)
		Female	57 (40%)	Residential Service Type	
				Supported Living	109 (77%)
				Family Living	28 (20%)
				Independent Living	1 (<1%)
				Mi Via	3 (2%)

Chart #2 identifies the 26 residential provider agencies, the 25 day service provider agencies and the 8 Case Management agencies providing services to 45 of the 48 Jackson Class Members in this review. Three individuals are supported through the Mi Via Waiver and one person did not have day services. The number in parenthesis by each provider is the number of Jackson Class Members served by that agency in this review.

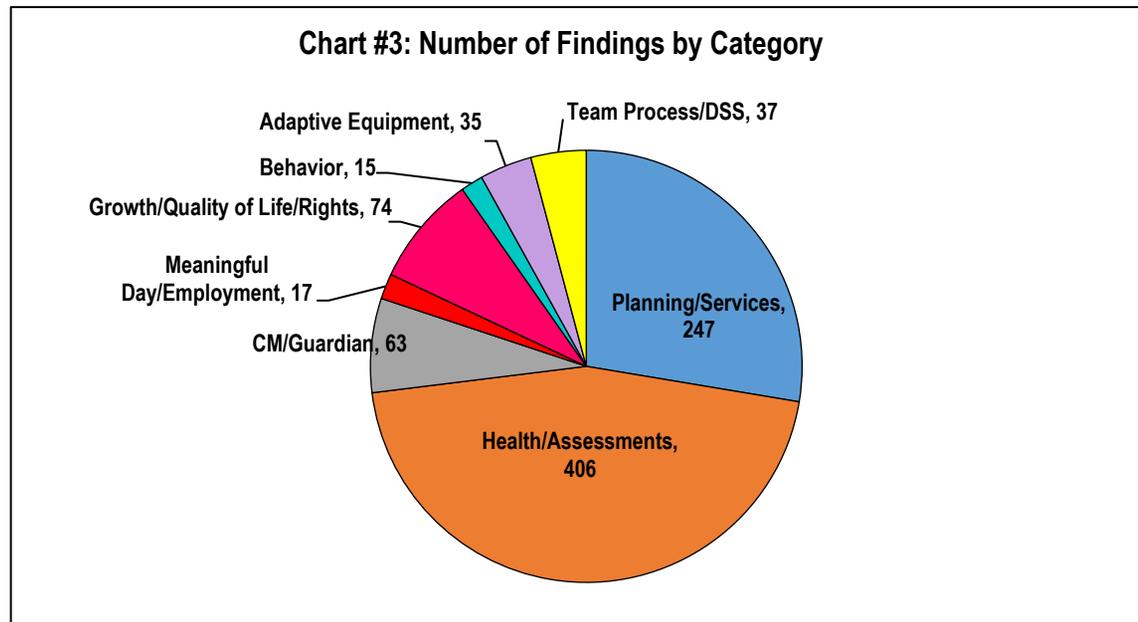
**Chart #2: Agencies and the Number of Jackson Class Members They Serve in the Metro Region**

Case Management	A New Vision (14)	A Step Above (22)	Amigo (11)	Carino (21)	NMQCM (12)	Mi Via (3)	Peak (13)
	Unidas (39)	Unique Opportunities (6)					

<b>Residential</b>	A Better Way (1)	Abilities First (1)	Adelante (33)	ADID Care (1)	Advantage (1)	Alegria (2)	Alianza (1)
	Alta Mira (1)	Arca (13)	At Home Advocacy (4)	Bright Horizons (6)	Community Options (1)	Cornucopia (2)	Dungarvin (8)
	Expressions of Life (5)	Expressions Unlimited (1)		La Vida (1)	Life Mission (1)	LLCP (30)	Mandy's Farm (1)
	MaxCare (2)	Mi Via (3)	Onyx (2)	Optihealth (5)	Su Vida (2)	The New Beginnings (11)	TLC (2)
<b>Day</b> <i>*Note some JCMs have more than one Day provider</i>	A Better Way (4)	Active Solutions (2)	Adelante (48)	ADID Care (1)	Advantage (1)	Advocacy Partners (1)	Alianza (2)
	Arca (3)	Bright Horizons (2)	CFC (8)	Community Options (1)	Cornucopia (3)	Dungarvin (6)	Expressions Unlimited (2)
	LifeRoots (4)	LLCP (30)	Mandy's (2)	MaxCare (2)	None (3)	Mi Via (3)	
	Optihealth (3)	Share Your Care (5)	Su Vida (2)	SYC (1)	The New Beginnings (6)	La Vida (1)	Onyx (2)

**B. Most Frequently Identified Findings by Category**

After three rounds of reviews, Metro Region has a total of 894 Findings. The table below shows into what categories those findings fall. The majority of the findings identified are related to class members health/assessments followed by Planning and Services provided.



### C. Most Frequently Repeated Findings by Category

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

Of the 894 Findings from the three Metro Reviews, there were 181 (20%) identified as “repeat findings”. Repeat findings are those which have been identified by the IQR during previous reviews (within the last ten years). The category where ‘repeat findings’ are most frequently identified is in the area of Planning and Services followed by Health and Assessments. The charts below summarize, by agency, the number of repeat findings which were identified by topic area. Twenty-one (21) of the 27 provider agencies had repeat findings. The agencies that did not have repeated findings include: A Better Way (1), Abilities First (1), Cornucopia (2), Expressions Unlimited (1), Max Care (2) and the three (3) individuals supported through the Mi Via Waiver.

Area Provider	AE/AC	Behavior	Case Manager/ Guardian	Growth/ Quality of Life / Rights	Health/ Assessments	Meaningful Day / Supp. Empl	Planning and Services	Team Process/ DSS	Total
Adelante	0	0	4	6	8	0	9	1	28
ADID Care	0	0	1	0	0	0	1	0	2
Advantage Communications	0	2	1	1	1	0	2	0	7
Alegria	0	0	0	1	0	0	0	0	1
Alianza	0	0	0	0	0	0	1	0	1
Alta Mira	0	0	1	0	0	0	1	0	2
Arca	1	0	2	0	6	1	7	0	17
At Home Advocacy	0	0	1	1	2	1	2	0	7
Bright Horizons	0	0	2	0	1	0	8	0	11
Community Options	1	0	0	1	2	1	1	0	6
Dungarvin	1	2	2	0	2	0	11	1	19
Expressions of Life	1	0	0	0	2	0	2	0	5
La Vida	0	0	1	0	0	0	1	0	2
LEL	0	0	1	0	4	0	1	0	6
Life Mission	0	0	1	0	1	0	0	0	2
LLCP	1	0	4	1	11	0	7	2	26
Mandy's Farm	0	0	0	1	7	0	4	0	12
Onyx	0	0	0	0	1	0	3	0	4
OptiHealth	0	0	1	1	2	0	3	0	7
The New Beginnings	0	0	2	0	7	1	4	0	14
TLC	0	0	0	0	1	0	1	0	2
<b>TOTAL</b>	<b>5</b>	<b>4</b>	<b>24</b>	<b>13</b>	<b>58</b>	<b>4</b>	<b>69</b>	<b>4</b>	<b>181</b>

Of the eight (8) case management agencies represented in this review, each were found to have repeat findings.

Chart #5: Repeat Findings by Area and Case Management Agency									
Area ----- Provider	AE/AC	Behavior	Case Manager/ Guardian	Growth/ Quality of Life / Rights	Health/ Assessments	Meaningful Day / Supp. Empl	Planning and Services	Team Process/ DSS	Total
A New Vision	0	0	4	6	11	0	8	0	29
A Step Above	0	0	5	1	2	1	6	1	16
Amigo	0	0	0	0	3	0	1	0	4
Carino	0	0	3	1	5	0	3	0	12
NMQCM	0	0	3	1	5	1	13	0	23
Peak	1	0	4	2	11	1	15	0	34
Unidas	3	2	3	1	17	1	19	3	49
Unique Opportunities	1	2	2	1	4	0	4	0	14
<b>TOTAL</b>	<b>5</b>	<b>4</b>	<b>24</b>	<b>13</b>	<b>58</b>	<b>4</b>	<b>69</b>	<b>4</b>	<b>181</b>

#### D. Immediate and Special Findings

There were 48 Class Members reviewed in Metro as part of the 2019 IQR. Thirty-five (35) individuals (73%) were found to have immediate and/or special findings. Twenty-two (22) individuals (46%) were found to have Immediate Needs. Ten (10) of these 22 also had Special Findings. Thirteen (13) additional individuals were found to have Special Needs. A total of twenty-three (23) individuals were identified with Special Needs (48%). There were fifty (50) Immediate findings and forty-one (41) Special findings. Details of the issues identified in these findings are summarized in the table below.

Class Members identified as “**needing immediate attention**” are persons for whom urgent health, safety, environment and/or abuse/neglect/exploitation issues were identified which the team is not successfully and actively in the process of addressing in a timely fashion.

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

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

- 22 findings related to Health Oversight
- 18 aspiration/CARMP findings
- 12 findings related to Medication/Side Effects
- 10 HCP/MERP discrepancy findings
- 8 equipment findings
- 7 symptoms/issues not being followed up on
- 7 findings in Other areas/safety/lack of adequate staff
- 4 findings related to not following orders/instructions
- 2 Case Management Safeguards/Monitoring findings
- 1 finding about DNR issues

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

<b>Chart #6: Residential Agencies with Immediate/Special Findings</b>			
<b>Agency</b>	<b># in Sample</b>	<b># Immediate</b>	<b># Special</b>
Adelante	9	6	10
Arca	5	6	2
ADID Care	1	0	2
Alta Mira	1	2	0
Expressions of Life	2	0	1
Life Mission	1	0	1
Advantage Communication	1	0	2
TLC	1	0	1
Dungarvin	4	6	4
LLCP	8	10	7
Bright Horizons	2	0	5
Optihealth	1	2	0
Mandy's Farm	1	3	1
LEL	1	5	3
The New Beginnings	3	12	4

Chart #6A provides detailed information regarding the issues identified.

<b>Chart #6A: Immediate/Special Identified Findings – 2019 IQR Metro Region</b>							
<b>Reg</b>	<b>CM</b>	<b>Res</b>	<b>Day</b>	<b>Immd</b>	<b>Spec</b>	<b>IR</b>	<b>Issue</b>
<b>Health Oversight Issues</b>							
M1	A Step Above	ADID Care	ADID Care		X		BM logs not monitored; many gaps not reported; up to 11 days with no documented BM.
M2	Carino	Life Mission	LifeRoots	X			Information regarding peanut allergy contradictory between eChat, MAAT, MERP and Allergy Profile.
M2	A New Vision	Adelante	Adelante		X		BM tracking has multiple gaps; JCM was hospitalized for fecal impaction
M2	Unique Opportunities.	Advantage Communications	Advantage Communications		X		There is evidence of situations in which the team has had significant issues with communication regarding, in part, JCM's health related issues. Email communication between team members indicate multiple miscommunications between the team
M2	Unique Opportunities.	Advantage Communications	Advantage Communications		X		CM, BSC and Day/Residential staff interviews reflect inconsistencies as it relates to JCM's regression and/or progress with his health/behavioral status:
M2	Unidas	ARCA	Expressions Unlimited	X			Inconsistency about 1:1 vs. group supervision; HRC approved deices are not present; dexa scan recommended but has not received (JCM has Osteopenia); JCM has had number falls and has gait issues; JCM had cut and went to ER; no IR/GER filed.

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

Reg	CM	Res	Day	Immd	Spec	IR	Issue
M2	Peak	ARCA	ARCA		X		There is no evidence that the nurse is completing quarterly health care reports, who is at moderate risk for aspiration and moderate acuity level
M2	Unidas	LLCP	LLCP		X		There was a lack of timely completion of Nursing quarterly and Monthly notes. Notes were all completed on 10/22/19. LLCP Monthly Nursing reports were dated 10/22/19 for the months 11/2018, 12/2018, 1/2019 and Quarterly Nursing reports dated 10/22/19 (9/1/18-12/31/18) and 7/1/19 (1/1/19-4/30/19) were not completed timely.
M2	NMQCM	Bright Horizons	CFC		X		eChat includes information that is not current, accurate or consistent with other documents
M2	NCQCM	Bright Horizons	CFC		X		<p>Nursing records and interviews do not indicate that nursing services have been consistently provided as needed</p> <ul style="list-style-type: none"> <li>• Nursing notes provided for this review document only two monthly face to face visits during the past year (9/30/19 and 8/21/19). eChat lists acuity as high, requiring monthly face to face visits.</li> <li>• MAR indicates Metamucil to be given 1x per day. Dr's order and pharmacy label both indicate it is to be given 2x per day.</li> <li>• Elimination record provided for this review is incomplete. Only 22 days are reflected in the elimination record for the 3 months from 7/11/19-10/13/19. BMs are recorded on 18 of these days</li> <li>• Bright Horizons Annual nursing report of 10/7/19 includes no comments, recommendations or other assessment statement regarding the status of JCMs health.</li> <li>• Based upon review of Bright Horizons Semi-Annual Nursing reports (9.17.19 and 10/19), they did not provide the team a picture of his currently health status, significant health changes or progress towards his health-related goals.</li> <li>• eChat is not complete and accurate (see #4 above)</li> <li>• CFC (day services) nurse, during interview did not report multiple diagnoses listed on eChat diagnosis table including: gastritis, esophagitis, hiatal hernia, and anemia.</li> <li>• CFC nurse, during interview, reported that JCM had not had colon cancer screening. GI report provide for this review indicates he had colonoscopy on 1/29/19</li> <li>• CFC nurse, during interview, reported that she sometimes has difficulty getting copies of current medical reports. She stated the most recent annual physical she has is "over a year old", and the most recent dental report she has was from 1/3/18.</li> <li>• CFC nurse, during interview, stated that JCM does not see any medical specialists. Documents provided for this review indicate that he has seen the Neurologist and Gastroenterologist multiple times in the past year, had a swallow study on 9/10/19 and was seen for TEASC on 10/11/18.</li> </ul>
M3	Unidas	LLCP	LLCP/Adelante		X		Inadequate Health Care Oversight: ENT follow up was supposed to be 3 months, was 5; GI not completed as scheduled; no follow up for molded wheelchair; immunizations for shingles and pneumococcal received
M3	A New Vision	LLCP	LLCP		X		Missing multiple days of tracking of BM and nutrition not reporting correctly
M3	Carino	The New Beginnings	Cornucopia	X			High volume of ER visits and hospitalizations over the review period for Pneumonia; team has not convened
M3	Carino	LLCP	LLCP	X			JCM has HCP for constipation, and has been hospitalized for pneumonia, small bowel obstruction and sepsis; BM tracking is not being done and is "N/A"

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

Reg	CM	Res	Day	Immd	Spec	IR	Issue
M3	Peak	OptiHealth	OptiHealth	X			Nursing inconsistently tracking of healthcare information and implementation of health care plans
M3	Unidas	Mandy's Farm	Mandy's Farm	X			Nursing not obtain bone density report and appointment was delayed; weight not being tracked; nurse not attending IDT meetings as required;
M3	A New Vision	LEL	Alta Mira	X			Nurse does not know aspiration risk, therapies received, nutrition received, O2 orders.
M3	Carino	LLCP	LLCP	X			JCM requires quarterly nursing oversight; reports for 5 quarters were missing.
M3	A New Vision	LEL	Alta Mira	X			JCM is High risk of Aspiration, LEL is not providing oversight related to monthly nursing supports.
M3	Peak	TLC	Bright Horizons		X		Quarterly monitoring not done; JCM is moderate acuity and risk for aspiration.
M3	Unique Opportunities	The New Beginnings	Share Your Care	X			Nursing reports from TNB were late, some had no information for seizures, vitals, labs, weights and appointments.
M3	Unique Opportunities	The New Beginnings	Share Your Care	X			Multiple medical assessments/documents not provided/not complete: labs, immunizations; physician's orders; PCP exams; DEXA scan
<b>Aspiration/CARMP Issues</b>							
M1	NMQCM	Adelante	Adelante	X			Multiple versions of CARMP; most current is incorrect; Nurse did not know the current version
M1	A Step Above	Adelante	Adelante	X			Staff not following CARMP at observed mealtime
M1	Unique Oppor.	Adelante	Adelante	X			CARMP has a discrepancy within itself; positioning is unclear
M1	A Step Above	Alta Mira	Active Solutions	X			Staff not following instructions on bolus vs. syringe push feedings
M1	A Step Above	Alta Mira	Active Solutions	X			CARMP elevation/positioning not being followed (45 vs. 30 degrees)
M2	Unidas	LLCP	LLCP		X		Nursing Semi-Annual reports indicate liquids at thick honey consistency; per the CARMP liquids are nectar consistency
M2	Peak	Arca	Arca	X			JCM had episodes of vomiting ... Consistent tracking as identified in the CARMP was not completed (e.g., vital signs). Emesis vitals in excel spreadsheet from Therap do not correlate to incidents of emesis as noted in record in nursing and/or medical assessment documentation. Additional emesis tracking was requested during nursing interview, and was not received. Per documentation in record, emesis occurred on 10/4/18 during dental exam 3/8/19 and 7/11/19 prior to lunch. For 3/8/19, no tracking, 3/9/19 2x, no tracking 3/10-3/11/19. For 7/11/19, 1 vital sign entry is recorded, no vitals recorded on 7/12-7/14/19.
M2	NMQCM	Bright Horizons	CFC		X		<p>CARMP has not been consistently implemented</p> <ul style="list-style-type: none"> <li>• During interview, SLP responded to question asking if CARMP is consistently implemented across all environments by stating: "No not yet, we are working to improve that. Right now the issue is that the house doesn't seem to know where his spoon is ... Residential staff report, during interview, that the build-up handle spoon was received the Thursday before the on-site visit and that they did not have one in the home prior to that time.</li> <li>• Neglect was substantiated due to JCM receiving "unauthorized altered meals from 4/23/19-7/9/19" that were not consistent with CARMP (case # 2K20-0086-A and 2K20-0086-B</li> <li>• Guardian, during interview, stated regarding the ANE for not following the CARMP, "I don't think it is totally resolved", later stated that food consistency was the greatest challenge facing JCM.</li> </ul>

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

Reg	CM	Res	Day	Immd	Spec	IR	Issue
							Stated that staff have been trained, and that “they just need to do it correctly every time. Those are the kinds of things that create SIB, JCM is that aware of those things”.
M3	A New Vision	LLCP	LLCP	X			CARMP is inaccurate, confusing, not being monitored by SLP
M3	Carino	The New Beginnings	Cornucopia	X			Swallow Study indicated a different consistency than noted in CARMP; JCM recently was in Hospital for Aspiration Pneumonia
M3	Carino	The New Beginnings	Cornucopia	X			Staff were not trained on CARMP before working with JCM
M3	Peak	OptiHealth	OptiHealth	X			CARMP and MERPs conflict and information is missing.
M3	Unidas	LLCP	LLCP		X		Discrepancies in CARMP regarding diet texture and medication delivery
M3	A New Vision	LEL	Alta Mira	X			JCM's Aspiration Risk Level is inconsistently reported and recorded. ARST is incorrect, LEL's eChat is incorrect; Nurse from prior agency did not know risk level.
M3	A New Vision	LEL	Alta Mira	X			Content of CARMP is inaccurate, and CARMP requirements not consistently reported/recorded
M3	Unidas Joanne Lente	Expressions of Life	LLCOP		X		CARMP has conflicting food texture info; positioning and oral care information incomplete
M3	A Step Above	The New Beginnings	The New Beginnings	X			CARMP and MERP have conflicting information; Oral hygiene in CARMP and dental rec's inconsistent; saliva management/suction not addressed in CARMP
M3	Unique Opportunities	The New Beginnings	Share Your Care	X			PCP requested Swallow Study; appointment has not yet been made
<b>Medication/Side Effects</b>							
M1	A Step Above	Adelante	Adelante		X		Receiving Dilantin in 1 dose; should be split per FDA. Invite Team to review and confirm with prescriber.
M1	Amigo	Arca	None	X			ER Discharge indicates take acetaminophen; per eChat this medication has a possible reaction with other medication.
M1	Amigo	Arca	None		X		Medication Administration Record(MAR)/Dr.'s Orders/Med Box do not match in multiple locations
M1	A Step Above	ADID Care	ADID Care		X		MAR lists Erythromycin as a medication the person should take, she is allergic to this med.
M1	Peak	Adelante	Adelante		X		Dr Order for benefiber is 6tsp/day; she is getting 11 per day on weekdays.
M1	A New Vision	Adelante	Adelante	X			Order for Creon is 2 cap/po 3x day; via applesauce pudding or puree; Staff notes he is always tube fed; unsure how he is getting Creon, if he is.
M2	Peak	Dungarvin	Dungarvin	X			JCM has allergy to Ibuprofen; Ibuprofen was listed on MAR
M2	A New Vision	LLCP	None	X			Doxycycline Monohydrate medication is not consistently given 1 hour before a meal as directed. The side effects for doxycycline monohydrate taken on an empty stomach can not only lead to considerable discomfort but may increase risk for aspiration. Also the RN discontinued the Zantac medication and removed it from the home due to the pharmacy notifying of a recall. There is No evidence PCP was notified or that an alternative has been prescribed.
M3	Unidas	LLCP	LLCP/Adelante		X		eCHAT 11/20/19 has seasonal allergies listed. UNMH ER Visit 12/23/19 Prescription states an allergy to enoxaparin.
M3	Carino	The New Beginnings	Cornucopia	X			MARs show discontinued medications, does not show required oxygen or water flushes.

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

Reg	CM	Res	Day	Immd	Spec	IR	Issue
M3	Carino	The New Beginnings	Cornucopia		X		Multiple medication administration errors; orders and MAR instructions for Diphenhist do not match; Guaifenesin was in med box but not on MAR, does have PCP order; Pharmacy label incorrect on 2 medications
M3	Unique Opportunities	The New Beginnings	Share Your Care	X			FLP/guardian stated that she quit using MARs about a year ago; JCM has AWMD; is on Prozac and other meds
<b>HCP/MERPs/eChat discrepancies</b>							
M2	NMQCM	Bright Horizons	CFC		X		Some Health Care Plans are not available or do not provide adequate information to guide staff <ul style="list-style-type: none"> <li>No HCP for BMI provided by CFC. Required per eChat.</li> <li>Bright Horizons HCP for oral hygiene does not include important information on tooth brushing procedures consistent w/ CARMP. (Note: there should not be a HCP on issues addressed in the CARMP). Examples include: HCP provides no information on positioning for tooth brushing, does not indicate that no toothpaste is used, dip brush in mouthwash and shake off excess, provide oral stimulation prior to brushing, stop oral care immediately and contact nurse if coughing or choking occur, position upright for 10 minutes after brushing</li> </ul>
M3	A New Vision	LEL	Alta Mira		X		JCM's Seizure HCP does not have any approaches listed. What a seizure would look like is not described in documentation. When to provide medical care for any type of seizure is inconsistent and inadequate.
M3	Unidas	LLCP	LLCP/Adelante	X			Missing or contradictory HCP/MERPs.
M3	A New Vision	LLCP	LLCP	X			Multiple instances of missing, inaccurate, and conflicting information in HCPs and MERPs.
M3	Carino	The New Beginnings	Cornucopia	X			Cornucopia does not have MERPs and HCPs on site and staff could not locate electronically
M3	Unidas	Mandy's Farm	Mandy's Farm				HCPs and MERPs are not person specific and current HCPs and MERPs are not available in service areas.
M3	A New Vision	LEL	Alta Mira		X		HCPs for hypertension/Cardia issues does not note frequency of tracking BP; specific instructions to JCM not provided, directions unclear
M3	Unidas	Mandy's Farm	Mandy's Farm	X			eChat inaccurate in 7 places
M3	Unidas	Dungarvin	Dungarvin	X			JCM has had three hospital/ER visits this last year; all three visits were due to falls; MERPs and HCPs for Falls and Seizures lack details specific to JCM and information is missing.
M3	A New Vision	LEL	Alta Mira	X			JCMs Health Care Plans and MERPS contain inaccuracies, they are not personalized, do not adequately identify responsibilities, and/or are in conflict with DD Waiver Requirements.
<b>Equipment Issues</b>							
M1	Unique Oppor.	Adelante	Adelante	X			W/C is not in good repair; his tilt is not working;
M1	Peak	Adelante	Adelante		X		W/C has issues per all staff – except PT; needs repair
M2	Carino	Life Mission	LifeRoots		X		Based on on-site observation and DSP interview, the bathing gurney is old and stained, and the pad is cracked in multiple places.
M2	Unidas	Dungarvin	Share Your Caare		X		JCM uses custom made chairs during mealtime located at both Day Hab and home... per Residential observation JCM slid towards the front of the chair ...it appears the cushion slid forward. JCM also slides forward when in the chair at Day.

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

Reg	CM	Res	Day	Immd	Spec	IR	Issue
M2	Peak	Arca	Arca	X		X	CARMP, 7/30/19, states bed is to be at 30°. HCP for GERD states bed is to be at 45°. Both Direct Support Professionals (DSPs) in interviews stated his bed is to be at 45°. His bed is controlled by an electronic hand held adjustment device. DSP stated that they adjust the bed for PM. There was no gauge on the bed to adjust the bed to a specific degree.
M2	Peak	Arca	Arca	X		X	JCM is to have contact guard with a gait belt and is a high risk for falls. JCM was not wearing a gait belt during the onsite. JCM was seen standing at dresser/chest of drawers; staff was not standing next to him
M2	NMQCM	Bright Horizons	CFC		X		Ankle foot orthosis, at the home at time of on-site visit, were not being used because strap bracket was broken. Staff report that they have been broken for the 8 months
M3	Unidas	LLCP	LLCP/Adelante	X			14 Months waiting for an adequate Wheelchair.
<b>Symptoms/Issues not being followed up</b>							
M1	NMQCM	Adelante	Adelante		X		Insomnia continues although medication has been tried; naps taken during day; PCP has not been asked about it.
M1	Peak	Adelante	Adelante		X		All staff note she is in pain; no evidence how much, why or how being addressed.
M1	A New Vision	Adelante	Adelante		X		DCF says will f/up will be done every 3 months for masses/tumors/lesions; no f/up noted.
M2	Peak	ARCA	ARCA	X			There is no documentation of the team holding a meeting to develop a plan of what to do about blood being detected in stool after having fecal occult testing
M2	Unidas	Dungarvin	Share Your Care		X		Per bowel movement tracking, it appears there are a number of times JCM has gone more than 3 days without having a BM. There is no documentation of nurse notification in nursing notes. Per nursing notes the most recent prn identified was on 9/25/19 in which the nurse approved prn medication, but it did not identify the problem or the medication. Per the 9/2019 MAR the medication was Milk of Magnesia.
M3	Unidas	Dungarvin	Dungarvin	X			Documentation of some suspected seizures has not occurred and/or while GERs report some suspected seizures, they are not all recorded in the seizure record. Neurology appointments have not occurred as recommended.
M3	Unique Opportunities	The New Beginnings	Share Your Care	X			JCM has history of skin breakdown; neither OT/PT provided; repositioning is not done, and wounds are not monitored by health professionals.
<b>Other/Safety/Lack of Adequate Staff</b>							
M1	Peak	Adelante	Adelante		X		Number of staff in home is not adequate; she requires 2-person lift; ANE was file in 2018 regarding this issue; remains an issue
M3	A Step Above	The New Beginnings	The New Beginnings		X		Safeguard/protection missing; Guardian not part of IDT meeting; has not signed annual consents, has not given consent for multiple medical appointments, some of which occurred anyway
M3	Unidas	LLCP	LLCP/Adelante		X		Lack of safe and available transportation.
M3	Unidas	LLCP	LLCP/Adelante	X			It is unclear if JCM is protected from ANE based on the number of allegations made in the past year:
M3	Unidas	Dungarvin	Dungarvin	X			JCM has experienced behavioral and physical regression due, in part, due to lack of available, consistent and trained staff.

Chart #6A: Immediate/Special Identified Findings – 2019 IQR Metro Region							
Reg	CM	Res	Day	Immd	Spec	IR	Issue
M3	A New Vision	LEL	Alta Mira		X		None of JCMs Plans (CARMP< PBSP, CPIP, Therapy plans, HCPs) are trained to Awareness level only per ISP, not to Skill level.
M3	A Step Above	The New Beginnings	The New Beginnings		X		JCM's guardian is unavailable; corporate guardianship has been discussed for over a year to no fruition; no RORA file.
<b>Not following orders/recommendations</b>							
M1	A New Vision	Adelante	Adelante	X			Dr Order says to not use gauze; Nursing says it is a nursing decision to put pads on external bolster; MAR says to put gauze on Stoma. Invited Team to double check under what circumstances gauze can be used for stoma care.
M3	Unidas	LLCP	LLCP/Adelante	X			Not following G-Tube/J-Tube instructions results in hospitalization.
M3	Carino	The New Beginnings	Cornucopia	X			PCP recommended Pulmonology consult; did not attend for 8 months and another referral from PCP was required
M3	A Step Above	The New Beginnings	The New Beginnings	X			JCM has not attended routine and scheduled med appointments including dental, nephrology and lab work delayed, Renal information not provided
<b>Case Management Safeguards/Monitoring not adequate</b>							
M3	Unidas	Mandy's Farm	Mandy's Farm		X		CM not calling IDTs for ANE substantiated; CM not tracking appointments or ANE
M3	Unidas	LLCP	LLCP/Adelante	X			Lack of required safeguards; No RORA filed when Nursing was inadequate; no IDT follow up on 5 reports of Neglect (3 substantiated)
<b>DNR issues</b>							
M1	A New Vision	Adelante	Adelante		X		DNR is on file; Res & Day staff did not know

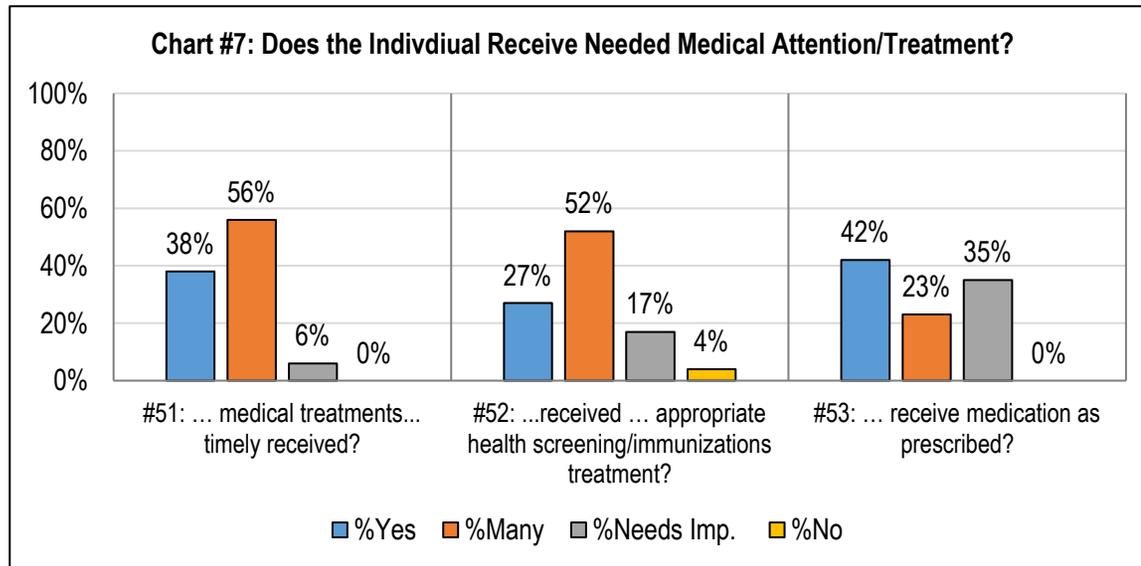
## E. Health, Assessments and Overall Wellness

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

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

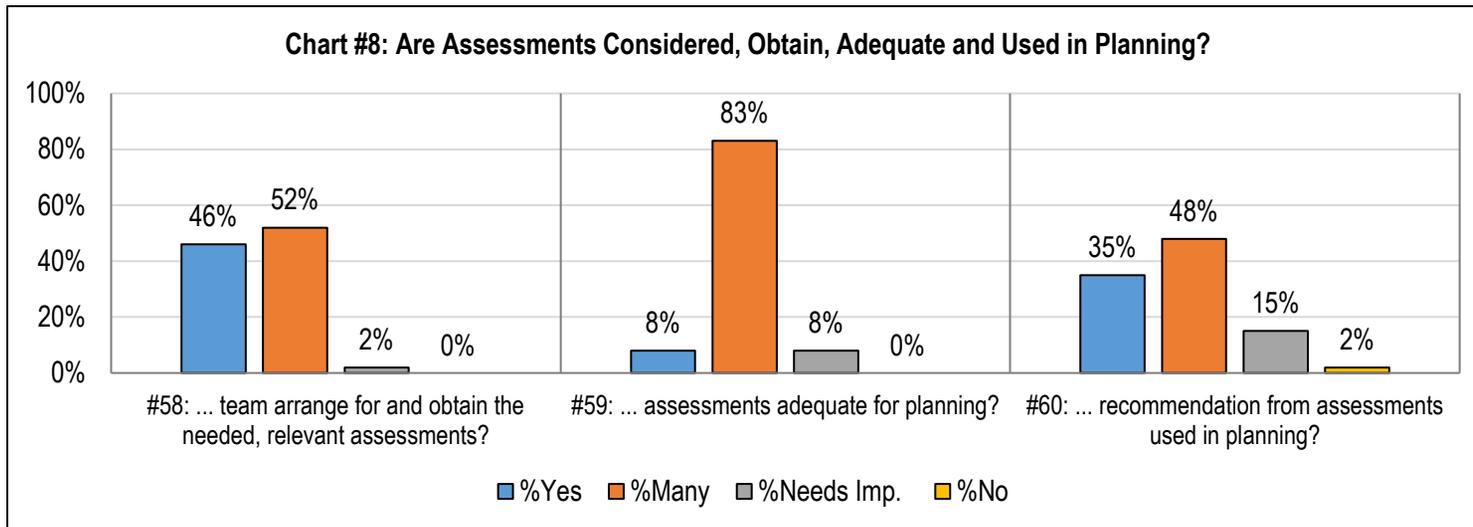
Question #52. Has the individual received ... appropriate health screening/immunizations in accordance with national best practice and/or as recommended

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



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

- Question #58: Did the team arrange for and obtain the needed, relevant assessments?
- Question #59: Are the assessments adequate for planning?
- Question #60: Were the recommendations from assessments used in planning?



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

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

1. Medication Delivery Issues (207 issues reported for 15 providers);
2. Lack of preventative vaccines/screening recommended by Federal guidelines (113 issues reported for 17 providers);
3. Needed Interventions/Recommendations Not Occurring as Needed (65 issues reported for 14 providers);
4. Assessments missing or not timely (14 issues reported for 9 Providers);
5. Other: (17 issues reported for 2 Providers).

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

Provider (# in Sample)	A Better Way (1)	Adelante (9)	ADID Care (1)	Adv. Comm. (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (5)	At Home Advocacy (1)	Bright Horizons (2)	Community Options (1)	Dungarvin (4)	Expressions of Life (2)	La Vida (1)	LEL (1)	Life Mission (1)	LLCP (8)	Mandys Farm (1)	Onyx (1)	Optihealth (1)	The New Beginnings (3)	TLC (1)	Total
Issue																							
<b>1. Medication Delivery Issues</b>																							
MAR/Medication/ Order do not match	0	9	0	4	0	0	6	4	2	1	0	2	0	0	0	0	25	0	1	6	11	1	72
Med delivery instructions missing/unclear/conflicting	0	7	0	0	0	0	0	1	0	1	0	1	0	0	0	0	25	0	1	1	2	9	48
Medication on Dr. Order, not on MAR	0	2	0	0	0	0	1	10	12	0	0	0	0	0	0	0	0	0	0	0	3	0	28
Meds not administered/given as required	0	1	0	0	0	0	0	0	0	0	0	0	0	0	9	0	1	0	0	6	0	0	17
MAAT incorrect/inconsistent/not timely	0	2	0	1	0	0	0	1	0	0	0	0	0	0	3	1	2	0	0	0	1	0	11
Medication in home; no Dr. Order	0	0	0	0	0	0	0	2	0	4	0	0	0	0	0	0	4	0	0	0	0	0	10
Med found in home but not on MAR	0	0	1	0	0	0	0	2	0	1	0	0	0	0	0	0	2	0	0	0	0	0	6
MAR not updated/incorrect	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	1	0	1	0	4
Medication review needed	0	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
Medication purpose not found/unclear	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	3
MARs inconsistent between Res/Day	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Med was discontinued but administered anyway	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
PRN Order not current	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Medication not available as prescribed	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
<b>2. Preventative Vaccines/Screenings not complete per Federal Guidelines</b>																							
HepB and/or HepC vaccine not done	0	8	1	1	1	1	1	3	0	0	0	2	2	0	1	0	3	1	0	1	1	0	27
Shingles vaccine not done	0	6	0	1	0	1	1	1	0	1	0	1	1	0	1	0	1	1	0	1	2	0	19
Colon/prostate cancer screen needed	0	2	0	1	0	1	1	2	0	1	0	2	0	0	1	0	2	1	0	0	0	0	14
TDap not completed as recommended	0	2	0	1	0	1	0	0	1	1	0	1	1	0	1	0	0	0	0	2	2	1	14
Labs missing (CMB, CBC, Lipids, etc.)	0	0	0	0	0	0	0	3	0	0	0	1	1	0	0	0	1	1	0	0	3	0	10
Dexa/Bone Density not done	0	2	0	1	0	0	1	1	0	1	0	0	0	0	1	0	1	1	0	0	1	0	10
HIV screen needed	0	0	0	0	1	0	0	0	1	0	0	1	0	0	0	0	1	0	0	1	0	0	5
Mammogram needed	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	0	0	4
Flu vaccine not done	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1	1	4
Pap recommended; not complete	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1	0	0	3
TB screen not done	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Cholesterol screen	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Pneumococcal vaccine needed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>3. Needed Interventions/Recommendations Not Occurring as Needed</b>																							
ARST incorrect/inconsistent/not timely	0	3	0	1	0	0	0	1	0	0	0	0	0	0	1	1	7	0	0	0	0	0	14

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

Provider (# in Sample)	A Better Way (1)	Adelante (9)	ADID Care (1)	Adv. Comm. (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (5)	At Home Advocacy (1)	Bright Horizons (2)	Community Options (1)	Dungarvin (4)	Expressions of Life (2)	La Vida (1)	LEL (1)	Life Mission (1)	LLCP (8)	Mandys Farm (1)	Onyx (1)	Optihealth (1)	The New Beginnings (3)	TLC (1)	Total
Issue																							
Specialty Consult needed	0	0	0	0	0	0	0	0	0	1	0	0	2	0	0	0	4	1	0	1	2	0	11
Dental follow up not done/not timely as recommended	0	0	0	0	0	0	1	1	0	0	0	2	0	0	2	0	0	0	0	0	3	0	9
TEASC/SAFE Rec's no Opt followed	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	8
AIMS needed/recommended	0	0	0	0	0	0	0	1	1	0	0	0	0	0	2	1	1	0	0	0	1	0	7
Neurological recommended, not completed	0	1	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	4
PCP F/up recommended, not done/not timely	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	3
Pain Management Needed	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
EKG recommended	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Swallow Study not done	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Diabetes/Glucose monitoring	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Prolia injections needed	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Sleep Study Needed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Wound Care Specialist needed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Urology f/up needed, not done/timely	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
<b>4. Assessments Missing, Not Timely</b>																							
Audiology/ABR: Not current/missing/inaccurate	0	2	0	0	0	0	1	0	0	0	0	0	1	0	1	0	1	0	1	1	0	0	8
Vision: Not current/Missing/inaccurate	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0	0	4
Annual Physical / Dr.'s orders missing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2
<b>5. Other</b>																							
Tube instructions unclear; need f/up	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	0	9
Dr. Order not clearly written	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7	0	0	0	0	0	7
Need plan to monitor medical issues	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>Totals</b>	<b>0</b>	<b>64</b>	<b>4</b>	<b>11</b>	<b>2</b>	<b>4</b>	<b>14</b>	<b>37</b>	<b>17</b>	<b>15</b>	<b>0</b>	<b>22</b>	<b>9</b>	<b>0</b>	<b>26</b>	<b>3</b>	<b>100</b>	<b>11</b>	<b>4</b>	<b>23</b>	<b>38</b>	<b>12</b>	<b>416</b>
<b>Average</b>	<b>0</b>	<b>7.1</b>	<b>4</b>	<b>11</b>	<b>2</b>	<b>4</b>	<b>14</b>	<b>7.4</b>	<b>17</b>	<b>7.5</b>	<b>0</b>	<b>5.5</b>	<b>4.5</b>	<b>0</b>	<b>26</b>	<b>3</b>	<b>12.5</b>	<b>11</b>	<b>4</b>	<b>23</b>	<b>12.7</b>	<b>12</b>	<b>8.7</b>

The above information deserves a closer examination if it is to help DDSD identify and implement strategies which result in improved outcomes. Some insights emerge quickly. For example: LEL had 26 issues for the one person reviewed, Optihealth had 23 issues for the one person reviewed, followed by At Home Advocacy with 17 issues per person reviewed, Alta Mira with 14 issues per person reviewed, The New Beginnings with 12.7 issues identified, LLCPP with 12.5 and so on. In addition, there are other ways to analyze this data to begin to identify those agencies that are of greatest concern. For example:

1. Medication Delivery Issues
 

LLCP: 59 issues	Adelante: 25 issues
ARCA: 22 issues	At Home Advocacy: 14 issues
LEL: 12 issues	Bright Horizons: 8 issues
The New Beginnings: 6 issues	Dungarvin: 6 issues
  
2. Lack of preventative vaccines/screening recommended by Federal guidelines
 

Adelante: 23 issues	ARCA: 10 issues
LLCP: 10 issues	The New Beginnings: 10 issues
Dungarvin: 8 issues	Expressions of Life: 6 issues
LEL: 6 issues	
  
3. Needed Interventions/Recommendations Not Occurring as Needed
 

LLCP: 14 issues	Adelante: 13 issues
Dungarvin: 8 issues	The New Beginnings: 7 issues
LEL: 6 issues	

Another example which helps prioritize agencies which would benefit from technical assistance is to summarize in which of the 5 categories identified above they were found to have issues.

Chart #10: Providers with Identified Issues, by Category					
Agency	Medication	Lack of Prevention	Rec's Not followed	Assessments	Other
LEL/Su Vida	Yes	Yes	Yes	Yes	Yes
LLCP	Yes	Yes	Yes	Yes	Yes
Adelante	Yes	Yes	Yes	Yes	No
Alta Mira	Yes	Yes	Yes	Yes	No
ARCA	Yes	Yes	Yes	Yes	No
Optihealth	Yes	Yes	Yes	Yes	No
TNB	Yes	Yes	Yes	Yes	No
Advantage Communication	Yes	Yes	Yes	No	No
At Home Advocacy	Yes	Yes	Yes	No	No
Bright Horizons	Yes	Yes	Yes	No	No
Dungarvin	Yes	Yes	Yes	No	No
Expressions of Life	No	Yes	Yes	Yes	No
ADID Care	Yes	Yes	No	No	No
Mandy's Farm	No	Yes	Yes	No	No
Onyx	Yes	No	No	Yes	No

Chart #10: Providers with Identified Issues, by Category					
Agency	Medication	Lack of Prevention	Rec's Not followed	Assessments	Other
TLC	Yes	Yes	No	No	No
Alegria	No	Yes	No	No	No
Alianza	No	Yes	No	No	No
Life Mission	No	No	Yes	No	No
A Better Way	No	No	No	No	No
Community Options	No	No	No	No	No
LA Vida	No	No	No	No	No

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

Question #50: Was the eChat updated timely?

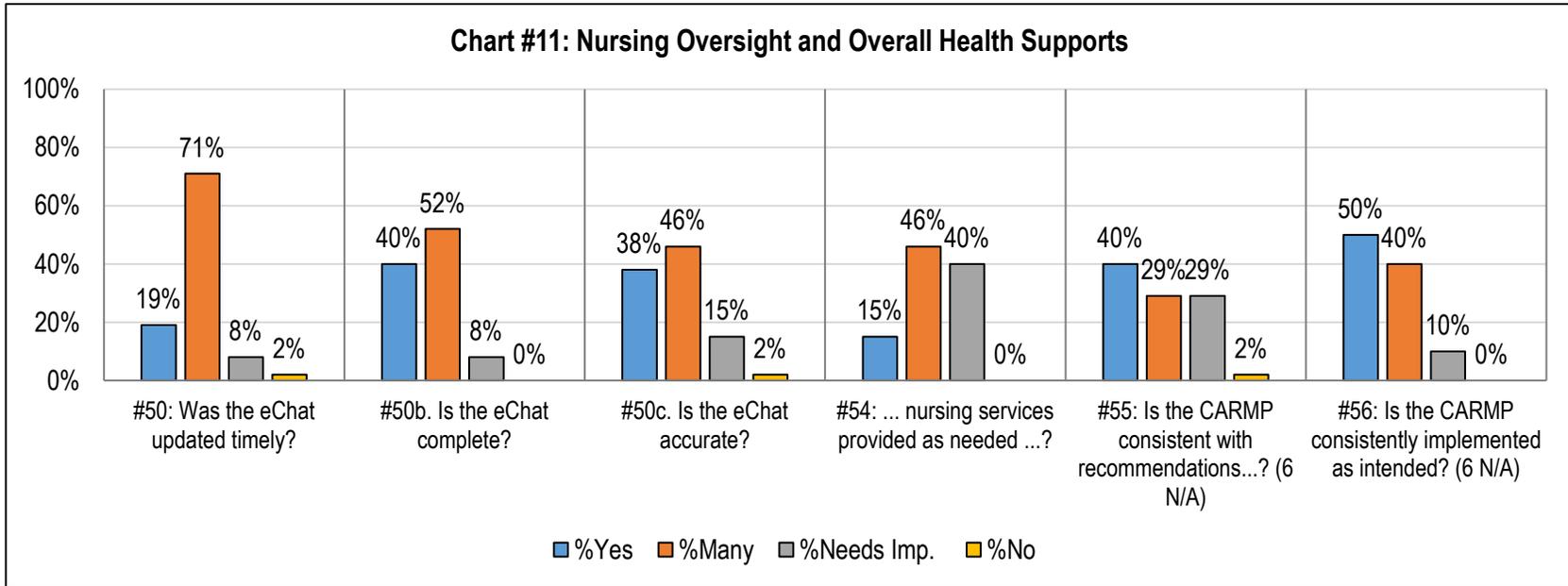
Question #50b: Is the eChat complete?

Question #50c: Is the eChat accurate?

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

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

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



Oversight provided by nurses is a critical safeguard for Jackson Class Members, direct support professionals and their supervisors. The table below provides specific details, by Residential provider, of nursing related issues identified during the 2019 Metro IQR. Again, this represents the number of issues found; not the number of findings. As the numbers in the following chart show, nursing oversight, knowledge and informed action is a critical if class members health and wellbeing is to be protected. All of the issues in Chart #11 are directly linked to nursing function and oversight. Agencies which need urgent attention continue to be those previously identified, are highlighted in the bottom row below, and include:

- ✓ LEL/Su Vida;
- ✓ Mandy's Farm;
- ✓ The New Beginnings;
- ✓ At Home Advocacy;
- ✓ Alta Mira
- ✓ Dungarvin;
- ✓ Bright Horizons
- ✓ LLCP

**Chart #12: Type of Nursing Related Issues Identified by Residential Provider**

Provider (# in Sample)	A Better Way (1)	Adelante (9)	ADID Care (1)	Adv. Comm. (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (5)	At Home Advocacy (1)	Bright Horizons (2)	Community Options (1)	Dungarvin (4)	Expressions of Life (2)	La Vida (1)	LEL (1)	Life Mission (1)	LLCP (8)	Mandy's Farm (1)	Onyx (1)	Optihealth (1)	The New Beginnings (3)	TLC (1)	Total
Issue																							
<b>Missing Medical Emergency Response Plans/Health Care Plans (215 Issues)</b>																							
MERPs/HCPs Not found/not specific/incorrect	0	31	1	0	2	0	5	30	11	5	0	19	6	0	42	0	25	12	1	4	21	0	215
<b>Electronic Health Record Incorrect/Not Timely (101 Issues)</b>																							
eChat incorrect/inconsistent /not updated timely	2	17	2	9	1	0	2	5	2	8	1	9	1	0	4	3	18	10	0	0	7	0	101
<b>Aspiration Issues (106 Issues)</b>																							
CARMP inaccurate/incomplete/not current	0	23	0	0	1	0	4	2	0	0	0	5	4	0	10	0	11	0	1	1	6	0	68
CARMP/MTP not implemented correctly	0	5	0	0	0	0	2	3	0	3	0	0	0	0	0	0	0	0	1	0	0	0	14
CARMP not available/found in residence	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Inconsistency between HCP/ CARMP/MERP/eChat /MAR/Plans	0	3	0	0	0	0	1	2	1	0	0	0	0	0	2	0	1	3	0	0	2	0	15
Aspiration HCP and CARMP both in place	0	1	1	0	0	0	1	0	0	0	0	0	1	0	2	0	1	0	0	0	1	0	8
<b>Lack of Adequate Nursing Oversight (177 Issues)</b>																							
Nursing Annual/Quarterly/ Monthly report not timely completed/missing	0	3	0	0	0	0	0	1	4	1	0	1	4	5	10	3	18	1	0	0	9	4	64
Nursing not providing/ discussing info with team/PCP as needed	0	2	0	0	0	0	0	0	0	1	0	0	0	0	0	0	4	0	0	0	0	0	7
Nurse report not accurate/missing information	2	0	0	1	0	0	0	1	0	2	0	8	5	0	0	0	2	0	0	0	10	0	31
Nurse documentation not accurate/complete	0	5	3	0	0	0	0	0	0	0	0	0	2	0	2	0	3	1	0	0	0	0	16
Nurse not aware of medication/delivery method	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2
Nurse not familiar with diagnoses/issues/rec's	0	0	0	0	0	0	0	0	0	1	0	3	0	0	8	0	2	0	0	0	0	0	14
Nurse not monitoring as required	0	0	0	0	0	0	0	0	1	3	0	1	0	0	1	2	7	8	0	4	3	0	30
Nursing services not provided as required	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	2	0	0	0	0	4

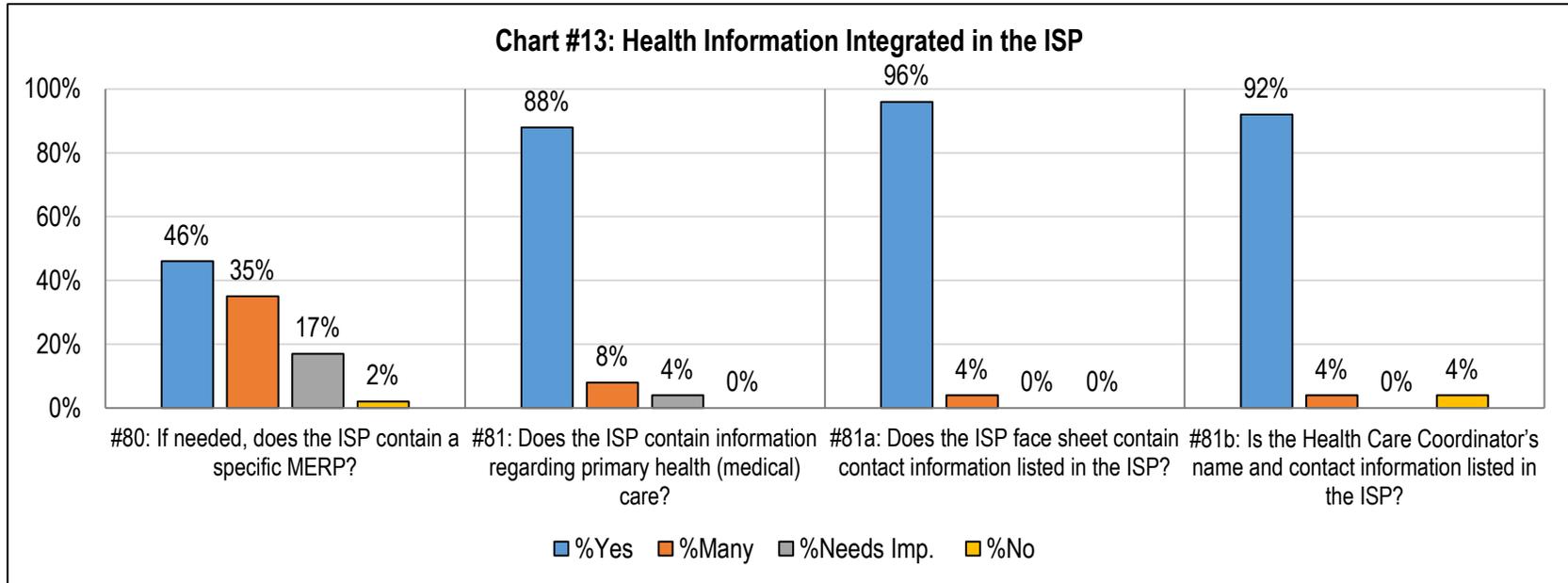
Chart #12: Type of Nursing Related Issues Identified by Residential Provider																							
Provider (# in Sample)	A Better Way (1)	Adelante (9)	ADID Care (1)	Adv. Comm. (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (5)	At Home Advocacy (1)	Bright Horizons (2)	Community Options (1)	Dungarvin (4)	Expressions of Life (2)	La Vida (1)	LEL (1)	Life Mission (1)	LLCP (8)	Mandy's Farm (1)	Onyx (1)	Optihealth (1)	The New Beginnings (3)	TLC (1)	Total
Issue																							
Nurse not at ISP meeting	0	0	0	0	0	0	0	0	0	0	0	3	0	0	1	0	0	3	0	0	0	0	7
Nurse needs to monitor/train staff	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2
<b>Totals</b>	<b>4</b>	<b>92</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>0</b>	<b>15</b>	<b>44</b>	<b>19</b>	<b>24</b>	<b>1</b>	<b>49</b>	<b>23</b>	<b>5</b>	<b>83</b>	<b>8</b>	<b>94</b>	<b>41</b>	<b>4</b>	<b>9</b>	<b>59</b>	<b>4</b>	<b>599</b>
<b>Average</b>	<b>4</b>	<b>10.2</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>0</b>	<b>15</b>	<b>8.8</b>	<b>19</b>	<b>12</b>	<b>1</b>	<b>12.3</b>	<b>11.5</b>	<b>5</b>	<b>83</b>	<b>8</b>	<b>11.8</b>	<b>41</b>	<b>4</b>	<b>9</b>	<b>19.7</b>	<b>4</b>	<b>12.5</b>

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

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

Overall, the ISP does contain correct contact information on the face sheet (96%), does contain information regarding primary health care (88%) and has the individuals Health Care Coordinator's name and contact information listed (92%).

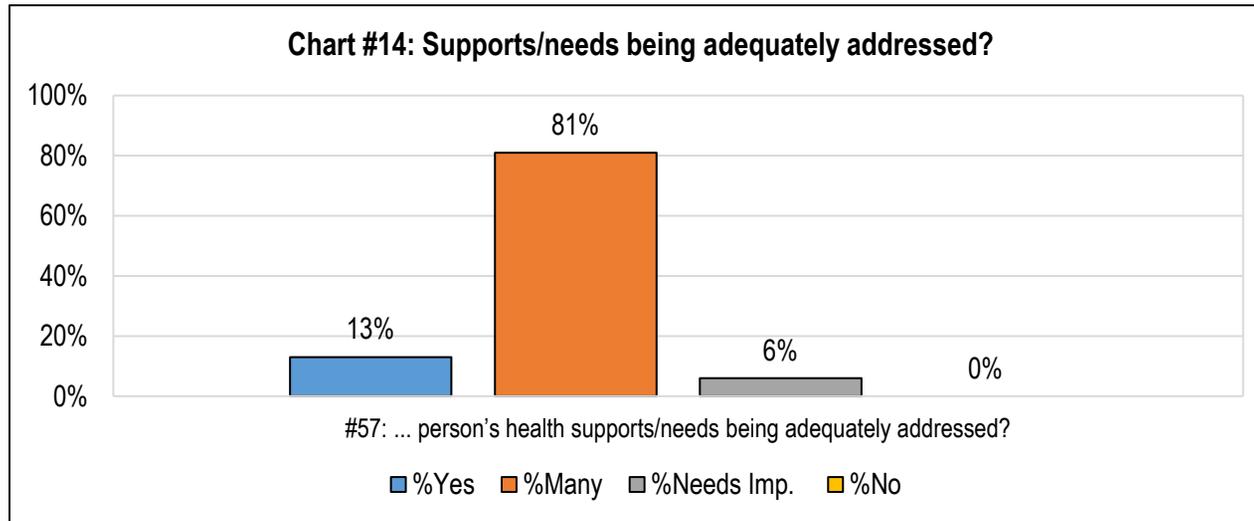
As noted earlier, beyond the scored protocol questions, the Findings Letters issued for each class member in a review provides person-specific detail about the issues which impact the answer to protocol question #57. This includes the adequacy and incorporation of needed tracking, ancillary support services,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



There are many components to ensuring the health and safety of individuals with I/DD. These components vary and are unique to each individual. While the scored protocol questions cannot encompass each and every issue, they do allow for a general score that measures the adequacy of response to the individual's overall health needs. That question is:

**Question #57: Are the person's health supports/needs being adequately addressed?**

As noted in the chart below, for the 48 people scored in the Metro reviews, overall, 6 individuals had their health supports/needs adequately addressed (13%). There were 39 people who had many of their needs addressed (81%) and 3 are receiving health related supports that need improvement (6%).



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

Healthcare Tracking is kept, as applicable for each individual, for weight, intake/output, seizures, bowel movements, repositioning/sleep, psychiatric symptoms, vitals, and vomiting/emesis. The areas of tracking with the most issues are:

1. Lack of consistent health related tracking:
  - a. Weight Tracking (31 issues for 48 people)
  - b. Bowel Tracking (25 issues for 48 people)
  
2. Lack of timeliness of ancillary provider reports, lack of baseline information from which to determine progress, WDSIs missing information/not specific.

Out of 22 agencies with at least one person surveyed, the following Residential agencies had issues in at least two of the eight tracking areas:

Chart #15: Number of Health Tracking Issues		
Agency	Area Count	Issue Count
Dungarvin	5	22
Adelante	4	16
LEL	3	5
LLCP	3	17
ARCA	2	4
Optihealth	2	6

Chart #16: Issues Identified with Ancillary Therapies						
Issue	PT	OT	SLP	BSC	Nutrition	Total Issues
Therapy Reports Do Not Identify Baseline/Progress	33	37	39	9	N/A	<b>118</b>
Therapy Reports Not Available/Timely for Planning/Use	10	9	7	11	30 (most common: not aligned with ISP term)	<b>67</b>
Therapy Written Direct Support Instructions (WDSIs)/PBSP/BCIP	5	3	3	1	N/A	<b>15</b>

Other areas of concern include the following 24 issues. Providers with issues that need urgent attention continue to be those previously identified, and are highlighted in the bottom row below.

- ✓ BSC reports inaccurate/inadequate: 12 issues
- ✓ Nutrition reports not current/missing/inadequate: 7 issues
- ✓ Evaluations needed (PT, OT, SLP, BSC): 3 issues
- ✓ Environmental Modifications not timely: 1 issue
- ✓ Nutritional recommendations not implemented: 1 issue

**Chart #17: Issues Found Which Affect the Adequacy of Health Care Provision, by Residential Provider**

Provider (# in Sample)	A Better Way (1)	Adelante (9)	ADID Care (1)	Adv. Comm. (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (5)	At Home Advocacy (1)	Bright Horizons (2)	Community Options (1)	Dungarvin (4)	Expressions of Life (2)	La Vida (1)	LEL (1)	Life Mission (1)	LLCP (8)	Mandys Farm (1)	Onyx (1)	Optihealth (1)	The New Beginnings (3)	TLC (1)	Total
Issue																							
<b>Tracking Health Related Issues to Ensure Early Detection of Change in Personal Status (76 Issues)</b>																							
Weight Tracking issues	0	9	0	0	0	0	0	0	0	0	0	13	1	0	1	0	2	1	0	4	0	0	31
Fluid Input/Urine Output Tracking issues	0	1	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	1	0	0	4
Seizure Tracking issues	0	1	0	0	0	0	0	0	0	0	0	6	0	0	0	0	0	0	0	0	0	0	7
Bowel Tracking issues	0	5	1	0	0	0	0	0	1	1	0	1	0	0	1	0	14	0	0	1	0	0	25
Repositioning/Sleep Tracking issues	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Psychiatric Symptoms Tracking issues	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Vitals Tracking issues	0	0	0	0	0	0	0	1	0	0	0	0	0	0	3	0	1	0	0	0	0	0	5
Vomiting/Emesis tracking not done	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
<b>Occupational Therapy (50 Issues)</b>																							
OT Report/Eval not available/timely for planning/use	0	3	0	1	0	0	0	1	1	0	0	0	0	0	1	0	1	0	0	0	1	0	9
OT Report/Eval does not ID baseline/progress	0	9	1	0	0	0	0	0	0	1	0	2	0	0	0	0	13	0	6	1	4	0	37
OT WDSI missing/not specific	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	3
OT Mods not timely	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
<b>Speech Language Pathology (49 Issues)</b>																							
SLP Report/Eval not available/timely for planning/use	0	2	0	0	0	0	0	0	1	1	0	1	0	0	0	0	1	0	0	0	1	0	7
SLP Evaluation/Report does not identify baseline/progress	0	13	1	0	0	2	0	1	0	3	0	3	0	0	0	1	6	0	5	2	1	1	39
SLP WDSI missing/not specific	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	3
<b>Physical Therapy (48 Issues)</b>																							
PT Report/Eval not available/timely for planning/use	0	2	0	1	0	1	0	0	0	0	0	0	0	0	0	1	2	2	0	0	1	0	10
PT Report/Eval does not identify baseline/progress	0	5	2	0	0	1	0	0	0	2	0	6	0	0	0	0	9	0	5	2	1	0	33

**Chart #17: Issues Found Which Affect the Adequacy of Health Care Provision, by Residential Provider**

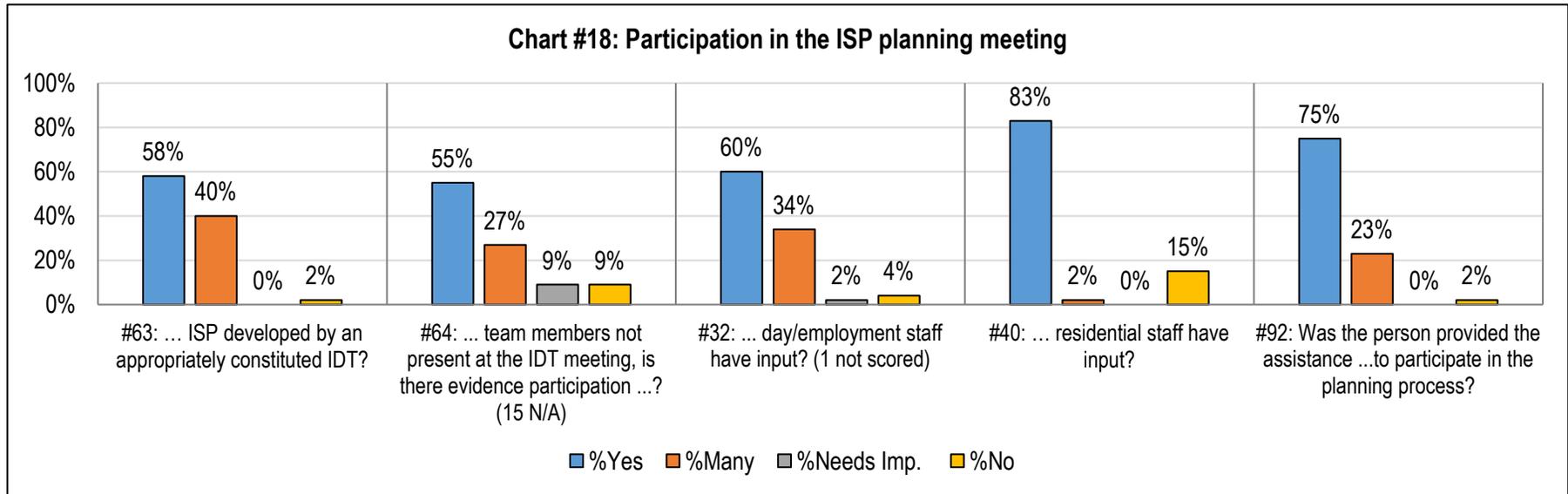
Provider (# in Sample)	A Better Way (1)	Adelante (9)	ADID Care (1)	Adv. Comm. (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (5)	At Home Advocacy (1)	Bright Horizons (2)	Community Options (1)	Dungarvin (4)	Expressions of Life (2)	La Vida (1)	LEL (1)	Life Mission (1)	LLCP (8)	Mandys Farm (1)	Onyx (1)	Optihealth (1)	The New Beginnings (3)	TLC (1)	Total	
Issue																								
PT WDSI missing/not timely/not specific 38	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	1	1	0	1	0	5	
<b>PT, OT, SLP Evaluation Needed (3 Issues)</b>																								
Needs Eval by PT/OT/SLP	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	2
Behavior issues but no BSC Assessment	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
<b>Nutrition (38 Issues)</b>																								
Nutrition: Not Current/Missing/inaccurate	0	1	0	0	1	0	0	0	0	1	0	2	0	0	0	0	0	0	2	0	0	0	0	7
Nutrition: Not timely	0	4	0	0	0	0	0	1	0	1	0	2	0	1	1	1	8	4	1	1	4	1	30	
Nutrition Assessment Rec's not implemented	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
<b>Behavior Support Consultant (36 Issues)</b>																								
BSC Report/Eval not available/timely for planning/use	1	1	0	0	0	0	0	0	0	2	0	1	1	0	1	0	1	2	0	0	0	0	1	11
Behavior Report/Eval does not ID baseline/progress	2	0	0	0	1	0	0	0	0	2	0	1	1	0	1	0	0	0	0	1	0	0	0	9
Behavior Report inaccurate/inadequate	0	0	1	0	1	0	0	0	0	1	0	2	0	0	1	0	3	1	0	1	1	0	0	12
PBSP not adequate/ no skills/no recs	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	0	0	0	3
Behavior Crisis Plan not adequate	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
<b>Totals</b>	<b>3</b>	<b>61</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>15</b>	<b>0</b>	<b>43</b>	<b>5</b>	<b>1</b>	<b>11</b>	<b>3</b>	<b>63</b>	<b>11</b>	<b>22</b>	<b>14</b>	<b>16</b>	<b>3</b>	<b>300</b>	
<b>Average</b>	<b>3</b>	<b>6.8</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>1.4</b>	<b>3</b>	<b>7.5</b>	<b>0</b>	<b>10.8</b>	<b>2.5</b>	<b>1</b>	<b>11</b>	<b>3</b>	<b>7.9</b>	<b>11</b>	<b>22</b>	<b>14</b>	<b>5.3</b>	<b>3</b>	<b>6.25</b>	

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

Before a plan can be implemented, it must first be created. The ISPs that provide details regarding the individuals' visions and outcomes are supposed to be developed by an Interdisciplinary Team that includes the individual and those who know and provide supports to that person. This includes the Case Manager, Guardian, the Direct Support Staff, Therapists, Nurse, any additional people invited by the class member and persons who are needed to ensure the implementation of the Plan. The 2019 IQR

protocol specifically probes many of the aspects of the planning process, including detail of who participates in plan creation. The chart below lists answers to related questions from the 2019 Metro reviews.

- Question #63: Was the ISP developed by an appropriately constituted IDT?
- Question #64: For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP?
- Question #32: Did the [day/employment] direct service staff have input into the person’s ISP?
- Question #40: Did the [residential] staff have input into the person’s ISP?
- Question #92: Was the person provided the assistance and support needed to participate meaningfully in the planning process?



Questions where providers scored 100% or greater are highlighted in green below with thanks for enabling those critical Direct Support Professionals, nurses and others to be actively engaged in planning for class members. Those scoring 50% or less are highlighted in red.

**Chart #19: ISP Development Participation, by Residential Provider**

Res. Agency (# in sample)	#63	#64	#32	#40	#92
A Better Way (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Adelante (9)	56% Yes (5)	71% Yes (5)	56% Yes (5)	78% Yes (7)	78% Yes (7)

**Chart #19: ISP Development Participation, by Residential Provider**

Res. Agency (# in sample)	#63	#64	#32	#40	#92
	44% Many (4)	29% Many (2) (2 N/A)	44% Many (4)	22% No (2)	11% Many (1) 11% No (1)
ADID Care (1)	0% Yes 100% No (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% No (1)	100% Yes (1)
Adv. Commun. (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)	0% Yes 100% Many (1)
Alegria (1)	100% Yes (1)	(1 N/A)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)
Alianza (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Alta Mira (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Arca (5)	20% Yes (1) 80% Many (4)	0% Yes 50% Many (2) 25% Needs Impv (1) 25% No (1) (1 N/A)	75% Yes (3) 25% Many (1)  (1 person not scored)	60% Yes (3) 40% No (2)	80% Yes (4) 20% Many (1)
At Home Advocacy (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Bright Horizons (2)	0% Yes 100% Many (2)	0% Yes 100% Many (2)	50% Yes (1) 50% Many (1)	100% Yes (2)	100% Yes (2)
Community Options (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Dungarvin (4)	50% Yes (2) 50% Many (2)	67% Yes (2) 33% No (1) (1 N/A)	0% Yes 75% Many (3) 25% No (1)	75% Yes (3) 25% No (1)	75% Yes (3) 25% Many (1)
Expressions of Life (2)	100% Yes (2)	(2 N/A)	100% Yes (2)	100% Yes (2)	100% Yes (2)
La Vida (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
LEL (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Life Mission (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
LLCP (8)	75% Yes (6) 25% Many (2)	80% Yes (4) 20% Many (1) (3 N/A)	88% Yes (7) 13% Many (1)	100% Yes (8)	75% Yes (6) 25% Many (2)
Mandy's Farm (1)	100% Yes (1)	(1 N/A)	0% Yes	0% Yes	0% Yes

Chart #19: ISP Development Participation, by Residential Provider					
Res. Agency (# in sample)	#63	#64	#32	#40	#92
			100% Many (1)	100% Many (1)	100% Many (1)
Onyx (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)
Optihealth (1)	100% Yes (1)	(1 N/A)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% Many (1)
The New Beginnings (3)	67% Yes (2) 33% Many (1)	67% Yes (2) 33% No (1)	0% Yes 100% Many (3)	100% Yes (3)	67% Yes (2) 33% Many (1)
TLC (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	100% Yes (1)

Case Managers, do not have the authority to compel provider staff/ancillary providers to participate in planning. Case Managers do, however, influence the opportunity for broad needed participation by: providing early notice of IDT meetings (21 days in advance); by asking for pre-ISP meeting notes (if they exist) to ensure that input is including in the ISP meeting/Team thinking; by enabling participation by phone; and by attempting to ensuring that those who cannot attend have input before and follow up after the Team meeting.

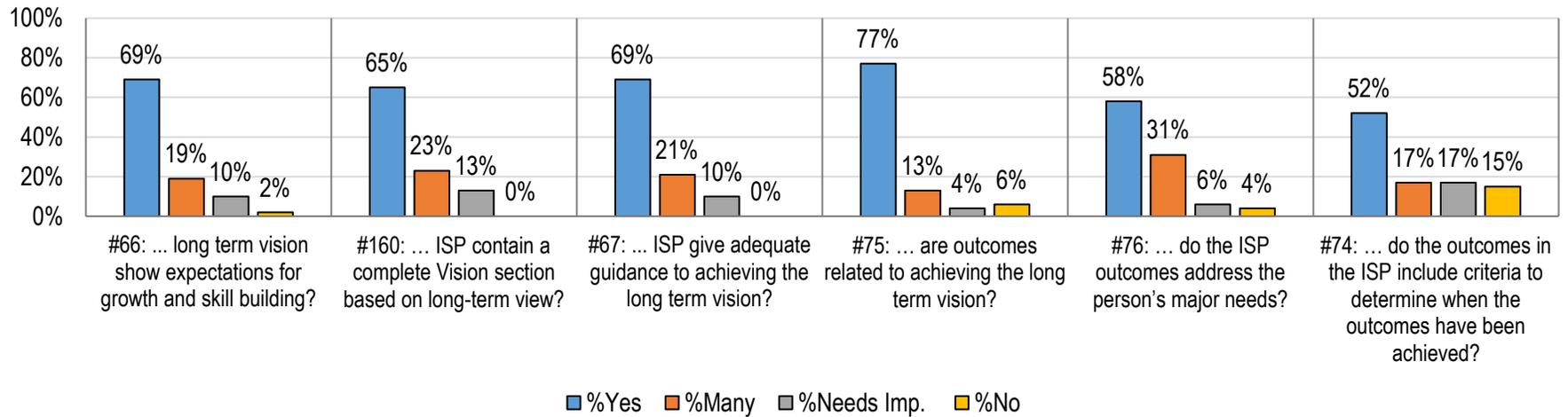
Chart #20: ISP Development Participation, by Case Management Agency					
CM Agency (# in sample)	#63	#64	#32	#40	#92
A New Vision (8)	50% Yes (4) 50% Many (4)	57% Yes (4) 29% Many (2) 14% No (1) (1 N/A)	50% Yes (4) 50% Many (4)	75% Yes (6) 25% No (2)	63% Yes (5) 25% Many (2) 13% No (1)
A Step Above (7)	57% Yes (4) 29% Many (2) 14% No (1)	60% Yes (3) 20% Many (1) 20% No (1) (2 N/A)	86% Yes (6) 14% Many (1)	86% Yes (6) 14% No (1)	71% Yes (5) 29% Many (2)
Amigo (2)	50% Yes (1) 50% Many (1)	0% Yes 100% Needs Impv (1) (1 N/A)	100% Yes (1) (1 person not scored)	100% Yes (2)	100% Yes (2)
Carino (5)	100% Yes (5)	100% Yes (3) (2 N/A)	60% Yes (3) 40% Many (2)	100% Yes (5)	100% Yes (5)
NMQCM (5)	20% Yes (1)	0% Yes	60% Yes (3)	100% Yes (5)	80% Yes (4)

Chart #20: ISP Development Participation, by Case Management Agency					
CM Agency (# in sample)	#63	#64	#32	#40	#92
	80% Many (2)	75% Many (3) 25% Needs Impv (1) (1 N/A)	20% Many (1) 20% No (1)		20% Many (1)
Peak (7)	71% Yes (5) 29% Many (2)	50% Yes (2) 50% Many (2) (3 N/A)	43% Yes (3) 57% Many (4)	86% Yes (6) 14% No (1)	71% Yes (5) 29% Many (2)
Unidas (10)	70% Yes (7) 30% Many (3)	80% Yes (4) 20% Many (1) (5 N/A)	70% Yes (7) 30% Many (3)	80% Yes (8) 10% Many (1) 10% No (1)	70% Yes (7) 30% Many (3)
Unique Opportunities (4)	25% Yes (1) 75% Many (3)	50% Yes (2) 25% Needs Impv (1) 25% No (1)	25% Yes (1) 25% Many (1) 25% Needs Impv (1) 25% No (1)	50% Yes (2) 50% No (2)	75% Yes (3) 25% Many (1)

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

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

**Chart #21: Long Term Vision and Outcomes Protocol Questions**



The questions where agencies scored 100% for a given question are highlighted in green below. Those scoring 50% or less are highlighted in red. Clearly, there is a lot of work and attention needed in the entire planning process.

**Chart #22: Vision and Outcome Scores, by Residential Agency**

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

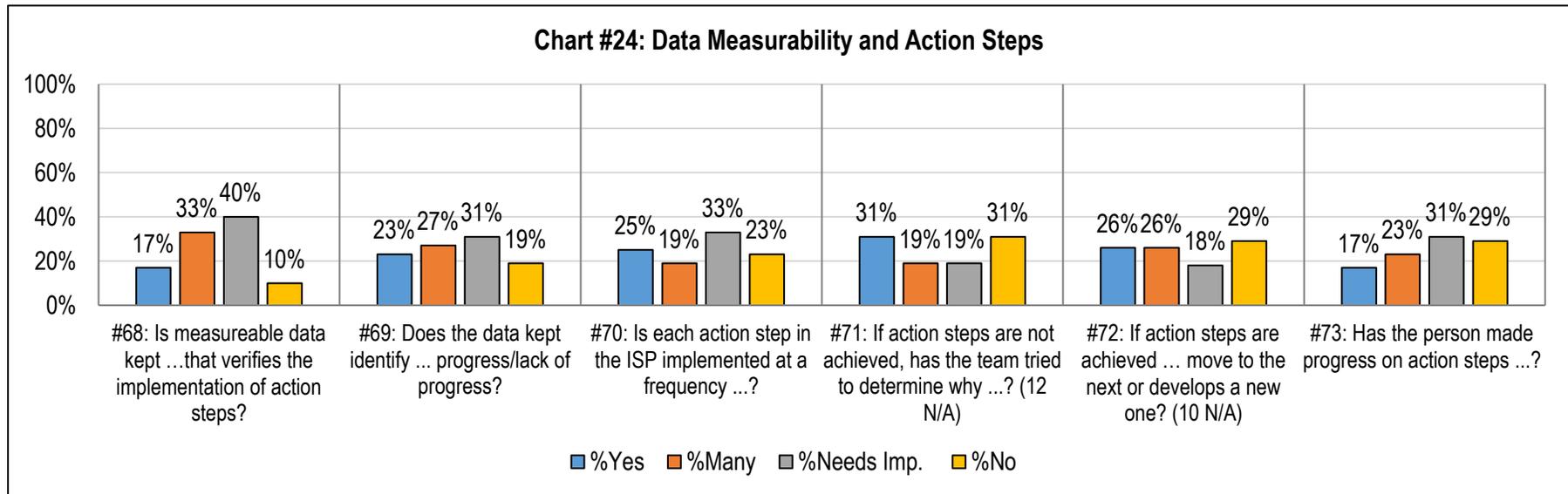
**Chart #22: Vision and Outcome Scores, by Residential Agency**

Res Agency (# in sample)	#66	#160	#67	#75	#76	#74
Alta Mira (1)	0% Yes 100% Need Impv (1)	0% Yes 100% Need Impv (1)	0% Yes 100% Need Impv (1)	0% Yes 100% No (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)
Arca (5)	80% Yes (4) 20% Needs Impv (1)	60% Yes (3) 20% Many (1) 20% Needs Impv (1)	80% Yes (4) 20% Needs Impv (1)	80% Yes (4) 20% Many (1)	80% Yes (4) 20% Many (1)	40% Yes (2) 20% Many (1) 20% Needs Impv (1) 20% No (1)
At Home Advocacy (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Bright Horizons (2)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)	0% Yes 50% Many (1) 50% Needs Impv (1)	50% Yes (1) 50% Many (1)	0% Yes 50% Many (1) 50% Needs Impv (1)	50% Yes (1) 50% Needs Impv (1)
Community Options (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Dungarvin (4)	75% Yes (3) 25% Needs Impv (1)	75% Yes (3) 25% Needs Impv (1)	75% Yes (3) 25% Many (1)	75% Yes (3) 25% Needs Impv (1)	50% Yes (1) 25% Many (1) 25% No (1)	75% Yes (3) 25% Needs Impv (1)
Expressions of Life (2)	100% Yes (2)	100% Yes (2)	100% Yes (2)	100% Yes (2)	100% Yes (2)	50% Yes (1) 50% No (1)
La Vida (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
LEL (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)
Life Mission (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
LLCP (8)	63% Yes (5) 38% Many (3)	75% Yes (6) 25% Many (2)	63% Yes (5) 38% Many (3)	88% Yes (7) 13% Needs Impv (1)	63% Yes (5) 38% Many (3)	25% Yes (2) 50% Many (4) 13% Needs Impv (1) 13% No (1)
Mandy's Farm (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)
Onyx (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)
Optihealth (1)	0% Yes 100% No (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)
The New Beginnings (3)	67% Yes (2) 33% Many (1)	67% Yes (2) 33% Many (1)	100% Yes (3)	67% Yes (2) 33% Many (1)	33% Yes (1) 67% Many (2)	67% Yes (2) 33% No (1)
TLC (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)

Chart #23: Vision and Outcome Scores by Case Management Agency						
CM Agency (# in sample)	#66	#160	#67	#75	#76	#74
A New Vision (8)	50% Yes (4) 38% Many (3) 13% Needs Impv (1)	50% Yes (4) 38% Many (3) 13% Needs Impv (1)	63% Yes (5) 38% Many (3)	75% Yes (6) 13% Needs Impv (1) 13% No (1)	25% Yes (2) 63% Many (5) 13% No (1)	38% Yes (3) 25% Many (2) 38% No (3)
A Step Above (7)	86% Yes (6) 14% Needs Impv (1)	71% Yes (5) 29% Needs Impv (2)	71% Yes (5) 29% Needs Impv (2)	71% Yes (5) 14% Many (1) 14% No (1)	57% Yes (4) 29% Many (2) 14% Needs Impv (1)	71% Yes (5) 29% Many (2)
Amigo (2)	50% Yes (1) 50% Needs Impv (1)	0% Yes 100% Many (2)	100% Yes (2)	100% Yes (2)	100% Yes (2)	50% Yes (1) 50% Needs Impv (1)
Carino (5)	80% Yes (4) 20% Many (1)	100% Yes (5)	100% Yes (5)	100% Yes (5)	100% Yes (5)	80% Yes (4) 20% Many (1)
NMQCM (5)	40% Yes (2) 60% Many (3)	80% Yes (4) 20% Many (1)	60% Yes (3) 20% Many (1) 20% Needs Impv (1)	80% Yes (4) 20% Many (1)	40% Yes (2) 40% Many (2) 20% Needs Impv (1)	80% Yes (4) 20% Needs Impv (1)
Peak (7)	88% Yes (6) 14% No (1)	86% Yes (6) 14% Many (1)	86% Yes (6) 14% Many (1)	71% Yes (5) 14% Many (1) 14% No (1)	57% Yes (4) 23% Many (2) 14% No (1)	43% Yes (3) 29% Many (2) 14% Needs Impv (1) 14% No (1)
Unidas (10)	70% Yes (7) 20% Many (2) 10% Needs Impv (1)	60% Yes (6) 20% Many (2) 20% Needs Impv (2)	50% Yes (5) 40% Many (4) 10% Needs Impv (1)	80% Yes (8) 10% Many (1) 10% Needs Impv (1)	70% Yes (7) 20% Many (2) 10% Needs Impv (1)	40% Yes (4) 10% Many (1) 30% Needs Impv (3) 20% No (2)
Unique Opportunities (4)	75% Yes (3) 25% Needs Impv (1)	25% Yes (1) 50% Many (2) 25% Needs Impv (1)	50% Yes (2) 25% Many (1) 25% Needs Impv (1)	50% Yes (2) 50% Many (2)	50% Yes (2) 50% Many (2)	25% Yes (1) 50% Needs Impv (2) 25% No (1)

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

- Question #68: Is measurable data kept which verifies the consistent implementation of each of the action steps?
- Question #69: Does the data kept identify what the person does so a determination can be made regarding the progress/lack of progress?
- Question #70: Is each action step in the ISP implemented at a frequency that enables the person to learn new skills?
- Question #71: If the person is not successful in achieving action steps, has the team tried to determine why, and change their approach as needed?
- Question #72: If the person achieves action steps, does the team move to the next in a progress of steps or develops a new one?
- Question #73: Has the person made measurable progress on action steps during the past year?



As these charts show, data collection needed to verify implementation of the individual's ISP is inadequate. Data needed to verify progress or maintenance for some class members is inadequate. Data needed to verify the frequency with which the person has the opportunity to engage in his/her ISP Action Steps is inadequate and continues to be a significant issue for the majority of class members and the agencies which support them. While 51% or greater is not an acceptable benchmark, the RED below indicates those agencies which scored 50% or less in terms of data collection.

**Chart #25: Data Measurability and Action Steps Scores by Residential Agency**

Res. Agency (# in sample)	#68	#69	#70	#71	#72	#73
A Better Way (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)

**Chart #25: Data Measurability and Action Steps Scores by Residential Agency**

Res. Agency (# in sample)	#68	#69	#70	#71	#72	#73
Adelante (9)	0% Yes 56% Many (5) 44% Needs Impv (4)	0% Yes 44% Many (4) 44% Needs Impv (4) 11% No (1)	22% Yes (2) 78% Needs Impv (7)	29% Yes (2) 14% Many (1) 14% Needs Impv (1) 43% No (3) (2 N/A)	25% Yes (2) 38% Many (3) 38% No (3) (1 N/A)	11% Yes (1) 22% Many (2) 22% Needs Impv (2) 44% No (4)
ADID Care (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	(1 N/A)	(1 N/A)	0% Yes 100% No (1)
Adv. Commun. (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)
Alegria (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)
Alianza (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)
Alta Mira (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)
Arca (5)	0% Yes 80% Needs Impv (4) 20% No (1)	60% Yes (3) 40% Needs Impv (4)	0% Yes 60% Needs Impv (3) 40% No (2)	40% Yes (2) 20% Many (1) 20% Needs Impv (1) 20% No (1)	33% Yes (1) 33% Needs Impv (1) 33% No (1) (2 N/A)	0% Yes 20% Many (1) 60% Needs Impv (3) 20% No (1)
At Home Advocacy (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)
Bright Horizons (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 50% Many (1) 50% No (1)	0% Yes 50% Many (1) 50% Needs Impv (1)	50% Yes (1) 50% No (1)	0% Yes 50% Many (1) 50% No (1)
Community Options (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	(1 N/A)	0% Yes 100% Needs Impv (1)
Dungarvin (4)	0% Yes 75% Needs Impv (3) 25% No (1)	0% Yes 25% Needs Impv (1) 75% No (3)	0% Yes 25% Many (1) 25% Needs Impv (1) 50% No (2)	25% Yes (1) 25% Many (1) 50% No (2)	50% Yes (1) 50% No (1) (2 N/A)	0% Yes 75% Needs Impv (3) 25% No (1)
Expressions of Life (2)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% No (1)	50% Yes (1) 50% No (1)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)
La Vida (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)

**Chart #25: Data Measurability and Action Steps Scores by Residential Agency**

Res. Agency (# in sample)	#68	#69	#70	#71	#72	#73
LEL (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)
Life Mission (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
LLCP (8)	25% Yes (2) 50% Many (4) 25% Needs Impv (2)	50% Yes (4) 25% Many (2) 13% Needs Impv (1) 13% No (1)	38% Yes (3) 38% Many (3) 25% Needs Impv (2)	50% Yes (2) 25% Many (1) 25% Needs Impv (1) (4 N/A)	14% Yes (1) 29% Many (2) 29% Needs Impv (2) 29% No (2) (1 N/A)	38% Yes (3) 50% Many (4) 13% No (1)
Mandy's Farm (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)
Onyx (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	(1 N/A)	0% Yes 100% Many (1)	0% Yes 100% No (1)
Optihealth (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% Needs Impv (1)
The New Beginnings (3)	33% Yes (1) 67% Many (2)	0% Yes 33% Many (1) 67% Needs Impv (2)	0% Yes 67% Many (2) 33% Needs Impv (1)	0% Yes 50% Many (1) 50% Needs Impv (1) (1 N/A)	0% Yes 100% No (1) (2 N/A)	0% Yes 100% Needs Impv (3)
TLC (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	0% Yes 100% Many (1)

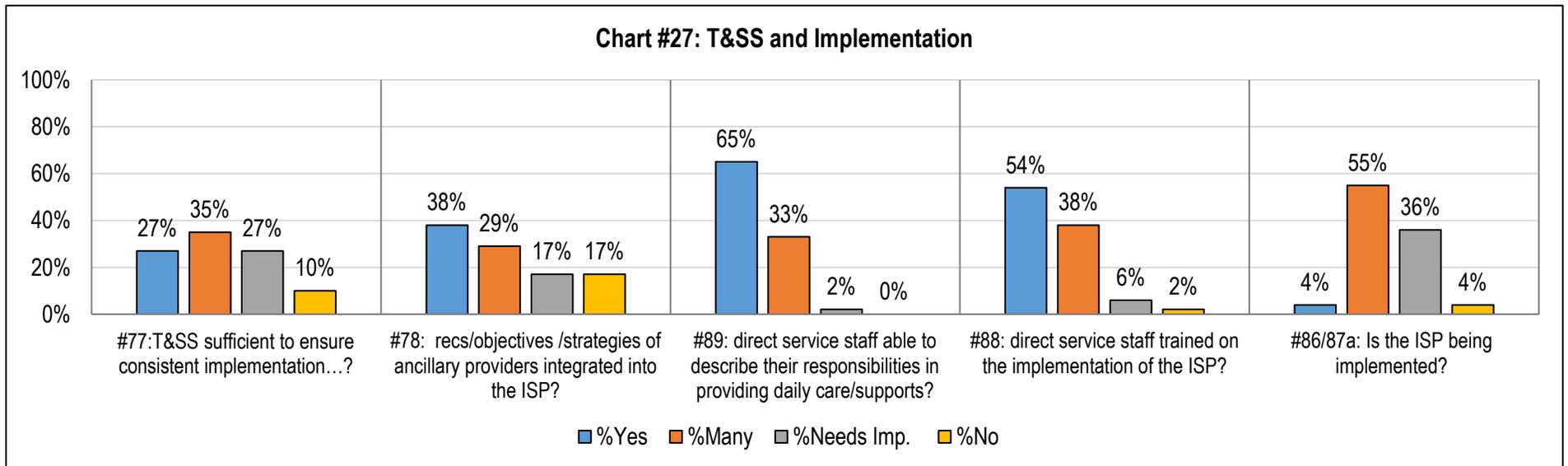
Case Management agencies are not responsible for collecting ISP implementation data, but they are responsible for making sure that the ISP is being implemented as intended and that the class member is experiencing the intended outcomes, timely. One question for 2 class members was scored “yes”. Otherwise, no case management agency was found to have more than 50% “yes” on any question listed below.

**Chart #26: Data Measurability and Action Steps Scores by Case Management Agency**

CM Agency (# in sample)	#68	#69	#70	#71	#72	#73
A New Vision (8)	13% Yes (1) 38% Many (3) 25% Needs Impv (2) 25% No (2)	13% Yes (1) 38% Many (3) 25% Needs Impv (2) 25% No (2)	0% Yes 13% Many (1) 63% Needs Impv (5) 25% No (2)	14% Yes (1) 14% Many (1) 71% No (5) (1 N/A)	0% Yes 43% Many (3) 29% Needs Impv (2) 29% No (2) (1 N/A)	13% Yes (1) 13% Many (1) 38% Needs Impv (3) 38% No (3)
A Step Above (7)	29% Yes (2) 14% Many (1) 57% Needs Impv (4)	0% Yes 43% Many (3) 43% Needs Impv (3) 14% No (1)	29% Yes (2) 29% Many (2) 43% Needs Impv (3)	25% Yes (1) 75% Needs Impv (3) (3 N/A)	40% Yes (2) 40% Needs Impv (2) 20% No (1) (2 N/A)	29% Yes (2) 29% Needs Impv (2) 43% No (3)
Amigo (2)	50% Yes (1) 50% Needs Impv (1)	100% Yes (2)	50% Yes (1) 50% No (1)	0% Yes 100% Many (1) (1 N/A)	50% Yes (1) 50% No (1)	50% Yes (1) 50% Many (1)
Carino (5)	20% Yes (1) 60% Many (3) 20% Needs Impv (1)	40% Yes (2) 20% Many (1) 20% Needs Impv (1) 20% No (1)	40% Yes (2) 20% Many (1) 40% Needs Impv (2)	50% Yes (1) 50% No (1) (3 N/A)	25% Yes (1) 25% Many (1) 50% No (2) (1 N/A)	40% Yes (2) 20% Needs Impv (1) 40% No (2)
NMQCM (5)	20% Yes (1) 40% Many (2) 20% Needs Impv (1) 20% No (1)	20% Yes (1) 20% Many (1) 40% Needs Impv (2) 20% No (1)	40% Yes (2) 20% Many (1) 40% No (2)	25% Yes (1) 50% Many (2) 25% Needs Impv (1) (1 N/A)	40% Yes (2) 40% Many (2) 20% No (1)	0% Yes 40% Many (2) 60% No (3)
Peak (7)	14% Yes (1) 14% Many (1) 71% Needs Impv (5)	14% Yes (1) 29% Many (2) 43% Needs Impv (3) 14% No (1)	29% Yes (2) 14% Many (1) 29% Needs Impv (2) 29% No (2)	60% Yes (3) 20% Needs Impv (1) 20% No (1) (2 N/A)	50% Yes (2) 25% Needs Impv (1) 25% No (1) (3 N/A)	0% Yes 29% Many (2) 71% Needs Impv (5)
Unidas (10)	10% Yes (1) 50% Many (5) 30% Needs Impv (3) 10% No (1)	40% Yes (4) 20% Many (2) 30% Needs Impv (3) 10% No (1)	30% Yes (3) 30% Many (3) 10% Needs Impv (1) 30% No (3)	44% Yes (4) 11% many (1) 22% Need Impv (2) 22% No (2) (1 N/A)	25% Yes (2) 25% Many (2) 25% Needs Impv (2) 25% No (2) (2 N/A)	20% Yes (2) 40% Many (4) 20% Needs Impv (2) 20% No (2)
Unique Opportunities (4)	0% Yes 25% Many (1) 50% Needs Impv (2) 25% No (1)	0% Yes 25% Many (1) 25% Needs Impv (1) 50% No (2)	0% Yes 75% Needs Impv (3) 25% No (1)	0% Yes 50% Many (2) 50% No (2)	0% Yes 67% Many (2) 33% No (1) (1 N/A)	0% Yes 25% Many (1) 50% Needs Impv (2) 25% No (1)

In addition to the components listed above, the Teaching and Support Strategies (T&SS) are also an integral part of the ISP. T&SS should be developed by the residential and/or day provider responsible for implementing the T&SS. Input from others such as therapists should be included as needed. WDSIs are developed by therapists as a complement to the T&SS. **All T&SS and WDSIs are intended to provide detailed guidance for Direct Support Professionals who support the person to achieve his/her Vision/Outcomes.** The following protocol questions in the 2019 IQR relate to the T&SS and implementation of the ISP%

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



As these numbers would suggest, if instructions to those who are to directly implement portions of the ISP are inadequate, it is no surprise that implementation and the efficacy of the ISP are in such serious question.

Chart #28: T&SS and ISP Implementation Scores by Residential Agency					
Res. Agency (# in sample)	#77	#78	#89	#88	#87a
A Better Way (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes

**Chart #28: T&SS and ISP Implementation Scores by Residential Agency**

Res. Agency (# in sample)	#77	#78	#89	#88	#87a
					100% Many (1)
Adelante (9)	11% Yes (1) 56% Many (5) 11% Needs Impv (1) 22% No (2)	33% Yes (3) 44% Many (4) 11% Needs Impv (1) 11% No (1)	56% Yes (5) 44% Many (4)	33% Yes (3) 44% Many (4) 22% Needs Impv (2)	0% Yes 33% Many (3) 67% Needs Impv (6)
ADID Care (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Adv. Commun. (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)
Alegria (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Alianza (1)	100% Yes (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Alta Mira (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)
Arca (5)	0% Yes 20% Many (1) 60% Needs Impv (3) 20% No (1)	20% Yes (1) 80% No (4)	80% Yes (4) 20% Needs Impv (1)	60% Yes (3) 40% Many (2)	0% Yes 60% Many (3) 20% Needs Impv (1) 20% No (1)
At Home Advocacy (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Bright Horizons (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 50% Needs Impv (1) 50% No (1)	50% Yes (1) 50% Many (1)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 50% Many (1) 50% Needs Impv (1)
Community Options (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% Needs Impv (1)
Dungarvin (4)	25% Yes (1) 25% Needs Impv (1) 50% No (2)	25% Yes (1) 50% Many (2) 25% Needs Impv (1)	50% Yes (2) 50% Many (2)	25% Yes (1) 75% Many (3)	0% Yes 25% Many (1) 50% Needs Impv (2) 25% No (1)
Expressions of Life (2)	50% Yes (1) 50% Many (1)	100% Yes (2)	100% Yes (2)	100% Yes (2)	0% Yes 100% Many (2)
La Vida (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Needs Impv (1)

Chart #28: T&SS and ISP Implementation Scores by Residential Agency					
Res. Agency (# in sample)	#77	#78	#89	#88	#87a
LEL (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)
Life Mission (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Needs Impv (1)
LLCP (8)	38% Yes (3) 38% Many (3) 25% Needs Impv (2)	63% Yes (5) 13% Many (1) 25% Needs Impv (2)	88% Yes (7) 13% Many (1)	88% Yes (7) 13% Many (1)	14% Yes (1) 86% Many (6) (1 N/A)
Mandy's Farm (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)
Onyx (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Optihealth (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)
The New Beginnings (3)	0% Yes 100% Many (3)	0% Yes 100% Many (3)	0% Yes 100% Many (3)	33% Yes (1) 67% Many (2)	0% Yes 100% Many (3)
TLC (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)

Chart #29: T&SS and ISP Implementation Scores by Case Management Agency					
CM Agency (# in sample)	#77	#78	#89	#88	#87a
A New Vision (8)	13% Yes (1) 50% Many (4) 25% Needs Impv (2) 13% No (1)	13% Yes (1) 50% Many (4) 13% Needs Impv (1) 25% No (2)	50% Yes (4) 50% Many (4)	38% Yes (3) 50% Many (4) 13% Needs Impv (1)	0% Yes 50% Many (4) 38% Needs Imp (3) 13% No (1)
A Step Above (7)	43% Yes (3) 14% Many (1) 29% Needs Impv (2) 14% No (1)	43% Yes (3) 14% Many (1) 43% Needs Impv (3)	57% Yes (4) 43% Many (3)	57% Yes (4) 29% Many (2) 14% Needs Impv (1)	0% Yes 43% Many (3) 57% Needs Impv (4)
Amigo (2)	50% Yes (1) 50% Needs Impv (1)	0% Yes 100% No (2)	100% Yes (2)	100% Yes (2)	50% Yes (1) 50% Many (1)
Carino (5)	40% Yes (2)	80% Yes (4)	80% Yes (4)	80% Yes (4)	0% Yes

Chart #29: T&SS and ISP Implementation Scores by Case Management Agency					
CM Agency (# in sample)	#77	#78	#89	#88	#87a
	40% Many (2) 20% Needs Impv (1)	20% Many (1)	20% Many (1)	20% Many (1)	75% Many (3) 25% Need Impv (1)
NMQCM (5)	20% Yes (1) 60% Many (3) 20% Needs Impv (1)	20% Yes (1) 20% Many (1) 20% Needs Impv (1) 40% No (2)	80% Yes (4) 20% Many (1)	60% Yes (3) 20% Many (1) 20% Needs Impv (1)	0% Yes 60% Many (3) 40% Needs Impv (2)
Peak (7)	29% Yes (2) 14% Many (1) 43% Needs Impv (3) 14% No (1)	43% Yes (3) 29% Many (2) 14% Needs Impv (1) 14% No (1)	71% Yes (5) 14% Many (1) 14% Needs Impv (1)	29% Yes (2) 57% Many (4) 14% No (1)	0% Yes 57% Many (4) 43% Needs Impv (3)
Unidas (10)	30% Yes (3) 40% Many (4) 20% Needs Impv (2) 10% No (1)	50% Yes (5) 30% Many (3) 10% Needs Impv (1) 10% No (1)	70% Yes (7) 30% Many (3)	60% Yes (6) 40% Many (4)	10% Yes (1) 70% Many (7) 10% Needs Impv (1) 10% No (1)
Unique Opportunities (4)	0% Yes 50% Many (2) 25% Needs Impv (1) 25% No (1)	25% Yes (1) 50% Many (2) 25% Needs Impv (1)	25% Yes (1) 75% Many (3)	50% Yes (2) 50% Many (2)	0% Yes 25% Many (1) 75% Needs Impv (3)

As evidenced above, the different components of each person's ISP are evaluated. Based on that analysis, an overview of the adequacy of ISP content as well as implementation and effectiveness of the ISP can be determined. There are multiple questions in the 2019 IQR protocol that probe this 'overall' perspective related to key components of the ISP and its content adequacy, implementation and effectiveness in meeting people's needs.

Question #65: Does my ISP contain current and accurate information?

Question #124: Overall, has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person?

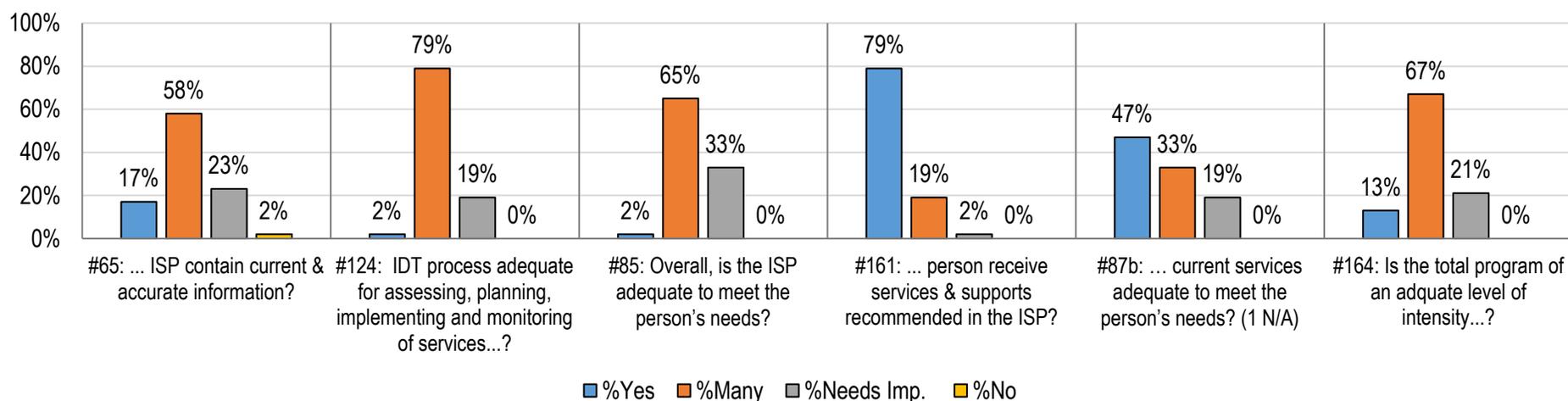
Question #85: Overall, is the ISP adequate to meet the person's needs?

Question #161: Does the person receive services and supports recommended in the ISP?

Question #87b: Are current services adequate to meet the person's needs?

Question #164: Is the total program of the level of intensity adequate to meet this person's needs?

**Chart #30: ISP and Services are current and adequate**



As provided in previous IQR reports, these findings are long standing in their disappointing results.

**Chart #31: ISP Content and Adequacy Scores, by Residential Agency**

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

Chart #31: ISP Content and Adequacy Scores, by Residential Agency

Res. Agency (# in sample)	#65	#124	#85	#161	#87b	#164
	100% Many (1)	100% Many (1)	100% Many (1)			100% Many (1)
Alta Mira (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)
Arca (5)	20% Yes (1) 60% Many (3) 20% Needs Impv (1)	0% Yes 40% Many (2) 60% Needs Impv (3)	0% Yes 40% Many (2) 60% Needs Impv (3)	100% Yes (5)	60% Yes (3) 20% Many (1) 20% Needs Impv (1)	0% Yes 60% Many (3) 40% Needs Impv (2)
At Home Advocacy (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Bright Horizons (2)	0% Yes 50% Many (1) 50% Need Impv (1)	0% Yes 100% Many (2)	0% Yes 50% Many (1) 50% Need Impv (1)	100% Yes (2)	50% Yes (1) 50% Needs Impv (1)	0% Yes 100% Many (2)
Community Options (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)
Dungarvin (4)	0% Yes 75% Many (3) 25% Needs Impv (1)	0% Yes 75% Many (3) 25% Needs Impv (1)	0% Yes 50% Many (2) 50% Needs Impv (2)	50% Yes (2) 50% Many (2)	50% Yes (2) 25% Many (1) 25% Needs Impv (1)	0% Yes 75% Many (3) 25% Needs Impv (1)
Expressions of Life (2)	50% Yes (1) 50% Many (1)	0% Yes 100% Many (2)	0% Yes 100% Many (2)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)
La Vida (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
LEL (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)
Life Mission (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
LLCP (8)	13% Yes (1) 63% Many (5) 13% Needs Impv (1) 13% No (1)	0% Yes 88% Many (7) 13% Needs Impv (1)	13% Yes (1) 63% Many (5) 25% Needs Impv (2)	75% Yes (6) 25% Many (2)	43% Yes (3) 57% Many (4) (1 N/A)	25% Yes (2) 63% Many (5) 13% Needs Impv (1)
Mandy's Farm (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)
Onyx (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Optihealth (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)

Chart #31: ISP Content and Adequacy Scores, by Residential Agency						
Res. Agency (# in sample)	#65	#124	#85	#161	#87b	#164
The New Beginnings (3)	0% Yes 67% Many (2) 33% Need Impv (1)	0% Yes 100% Many (3)	0% Yes 100% Many (3)	33% Yes (1) 67% Many (2)	0% Yes 100% Many (3)	0% Yes 100% Many (3)
TLC (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)

Case Managers play a critical role in facilitating the development of the ISP and in their monitoring and oversight to ensure it is implemented as intended.

Chart #32: ISP Content and Adequacy Scores, by Case Management Agency						
CM Agency (# in sample)	#65	#124	#85	#161	#87b	#164
A New Vision (8)	13% Yes (1) 63% Many (5) 13% Needs Impv (1) 13% No (1)	0% Yes 63% Many (5) 38% Needs Impv (3)	0% Yes 38% Many (3) 63% Needs Impv (5)	63% Yes (5) 38% Many (3)	25 % Yes (2) 63% Many (5) 13% Needs Impv (1)	0% Yes 75% Many (6) 25% Needs Impv (2)
A Step Above (7)	29% Yes (2) 57% Many (4) 14% Needs Impv (1)	14% Yes (1) 71% Many (5) 14% Needs Impv (1)	0% Yes 57% Many (4) 43% Needs Impv (3)	71% Yes (5) 14% Many (1) 14% Needs Impv (1)	43% Yes (3) 29% Many (2) 29% Needs Impv (2)	14% Yes (1) 57% Many (4) 29% Needs Impv (2)
Amigo (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 100% Many (2)	0% Yes 100% Many (2)	100% Yes (2)	100% Yes (2)	0% Yes 100% Many (2)
Carino (5)	20% Yes (1) 60% Many (3) 20% Needs Impv (1)	0% Yes 100% Many (5)	20% Yes (1) 80% Many (4)	100% Yes (5)	50% Yes (2) 50% Many (2) (1 N/A)	20% Yes (1) 80% Many (4)
NMQCM (5)	20% Yes (1) 40% Many (2) 40% Needs Impv (2)	0% Yes 100% Many (2)	0% Yes 80% Many (4) 20% Needs Impv (1)	100% Yes (5)	80% Yes (4) 20% Needs Impv (1)	20% Yes (1) 60% Many (3) 20% Needs Impv (1)
Peak (7)	14% Yes (1) 57% Many (4) 29% Needs Impv (2)	0% Yes 86% Many (6) 14% Needs Impv (1)	0% Yes 86% Many (6) 14% Needs Impv (1)	71% Yes (5) 29% Many (2)	43% Yes (3) 29% Many (2) 29% Needs Impv (2)	14% Yes (1) 57% Many (4) 29% Needs Impv (2)
Unidas (10)	20% Yes (2) 50% Many (5)	0% Yes 60% Many (6)	0% Yes 60% Many (6)	80% Yes (8) 20% Many (2)	40% Yes (4) 30% Many (3)	20% Yes (2) 50% Many (5)

Chart #32: ISP Content and Adequacy Scores, by Case Management Agency						
CM Agency (# in sample)	#65	#124	#85	#161	#87b	#164
	30% Needs Impv (3)	40% Needs Impv (4)	40% Needs Impv (4)		30% Needs Impv (3)	30% Needs Impv (3)
Unique Opportunities (4)	0% Yes 100% Many (4)	0% Yes 100% Many (4)	0% Yes 50% Many (2) 50% Needs Impv (2)	75% Yes (3) 25% Many (1)	50% Yes (2) 50% Many (2)	0% Yes 100% Many (4)

### G. Case Management

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

- Question #24: Does the case manager “know” the person?
- Question #25: Does the case manager understand his/her role/job?
- Question #26: Is the case manager available to the person?%
- Question #27: Was the case manager able to describe the person’s health related needs?

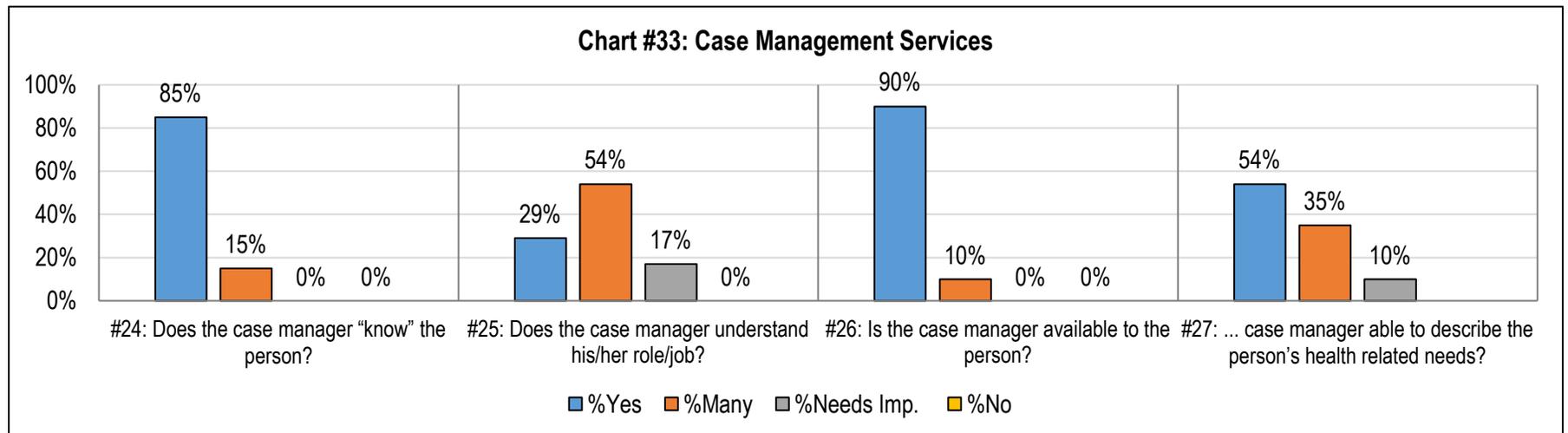


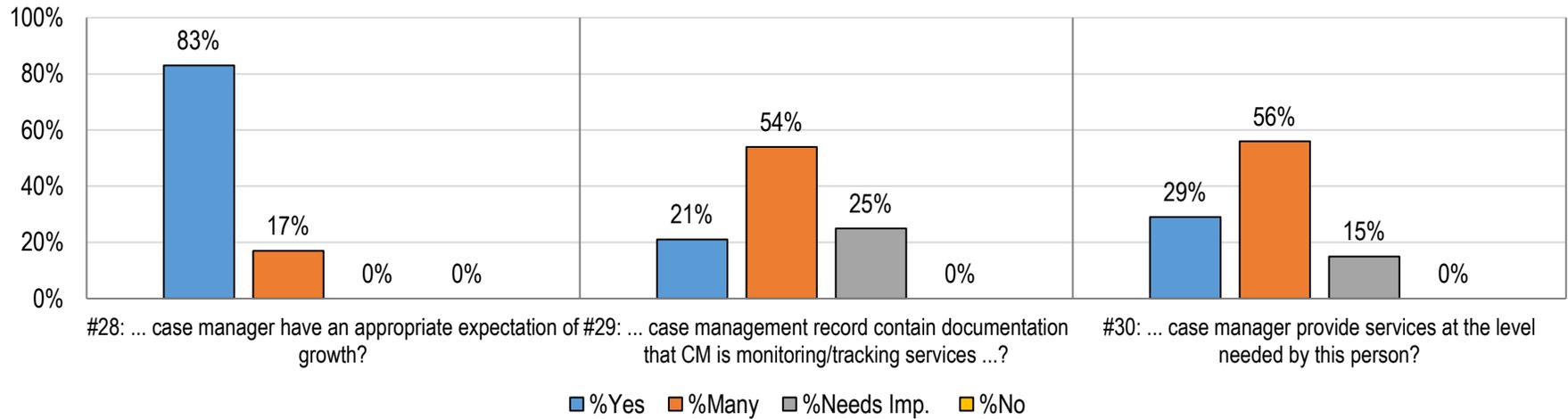
Chart #34: Case Management Scores, by Case Management Agency				
CM Agency (# in sample)	#24	#25	#26	#27
A New Vision (8)	88% Yes (7) 13% Many (1)	38% Yes (3) 38% Many (3) 25% Needs Impv (2)	88% Yes (7) 13% Many (1)	25% Yes (2) 38% Many (3) 38% Needs Impv (3)
A Step Above (7)	100% Yes (7)	0% Yes 57% Many (4) 43% Needs Impv (3)	71% Yes (5) 29% Many (2)	71% Yes (5) 14% Many (1) 14% Needs Impv (1)
Amigo (2)	100% Yes (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	100% Yes (2)	50% Yes (1) 50% Many (1)
Carino (5)	100% Yes (5)	40% Yes (2) 60% Many (3)	100% Yes (5)	80% Yes (4) 20% Needs Impv (1)
NMQCM (5)	80% Yes (4) 20% Many (1)	0% Yes 100% Many (5)	80% Yes (4) 20% Many (1)	60% Yes (3) 40% Many (2)
Peak (7)	71% Yes (5) 29% Many (2)	43% Yes (3) 57% Many (4)	100% Yes (7)	71% Yes (5) 29% Many (2)
Unidas (10)	80% Yes (8) 20% Many (2)	60% Yes (6) 30% Many (3) 10% Needs Impv (1)	90% Yes (9) 10% Many (1)	60% Yes (6) 40% Many (4)
Unique Opportunities (4)	75% Yes (3) 25% Many (1)	0% Yes 75% Many (3) 25% Need Impv (1)	100% Yes (4)	0% Yes 100% Many (4)

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

Question #29: Does the case management record contain documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP?

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

**Chart #35: Case Management Services, continued**



**Chart #36: Case Management Scores, by Case Management Agency**

CM Agency (# in sample)	#28	#29	#30
A New Vision (8)	75% Yes (6) 25% Many (2)	13% Yes (1) 63% Many (5) 25% Needs Impv (2)	0% Yes 75% Many (6) 25% Needs Impv (2)
A Step Above (7)	86% Yes (6) 14% Many (1)	29% Yes (2) 14% Many (1) 57% Needs Impv (4)	0% Yes 57% Many (4) 43% Needs Impv (3)
Amigo (2)	100% Yes (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 100% Many (2)
Carino (5)	100% Yes (5)	0% Yes 80% Many (4) 20% Needs Impv (1)	40% Yes (2) 60% Many (3)

Chart #36: Case Management Scores, by Case Management Agency			
CM Agency (# in sample)	#28	#29	#30
NMQCM (5)	100% Yes (5)	40% Yes (2) 60% Many (3)	40% Yes (2) 60% Many (3)
Peak (7)	71% Yes (5) 29% Many (2)	14% Yes (1) 86% Many (6)	43% Yes (3) 57% Many (4)
Unidas (10)	80% Yes (8) 20% Many (2)	30% Yes (3) 50% Many (5) 20% Needs Impv (2)	60% Yes (6) 20% Many (2) 20% Needs Impv (2)
Unique Opportunities (4)	75% Yes (3) 25% Many (1)	25% Yes (1) 25% Many (1) 50% Needs Impv (2)	25% Yes (1) 75% Many (3)

## H. Supported Employment

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

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

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

Informed choice generally includes the following:

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

1. **Assessment:** The first step in making an informed choice about employment starts with the assessment process.
2. **Information:** discussing with the person/guardian what was learned through the assessment (4.5) is also expected and helpful. In addition, providing information about different work options and resources available to the person in a way that is understandable by the person is important.

3. **Experience:** If a person has no volunteer or work history, then the individual and guardian should consider trying new discovery experiences in the community to determine interests, skills, abilities, and needs. Opportunity for Trial Work or Volunteering: ... providing the individual with access to job exploration activities including volunteer work and/or trial work opportunities, if the individual and guardian are interested, is key.
4. **Identification of barriers:** considering potential impact on the person's life, health and safety and creating strategies to address any related issues that may arise.

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

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

- Question #125. Does (Name) have a current Person Centered Assessment?
- Question #126. Did this assessment address vocational interests, abilities and needs?
- Question #127. Did the individual participate personally in the Person Centered Assessment?
- Question #128. Did the Guardian participate in the Person Centered Assessment?
- Question #129. Is the individual engaged in the Informed Choice Project?

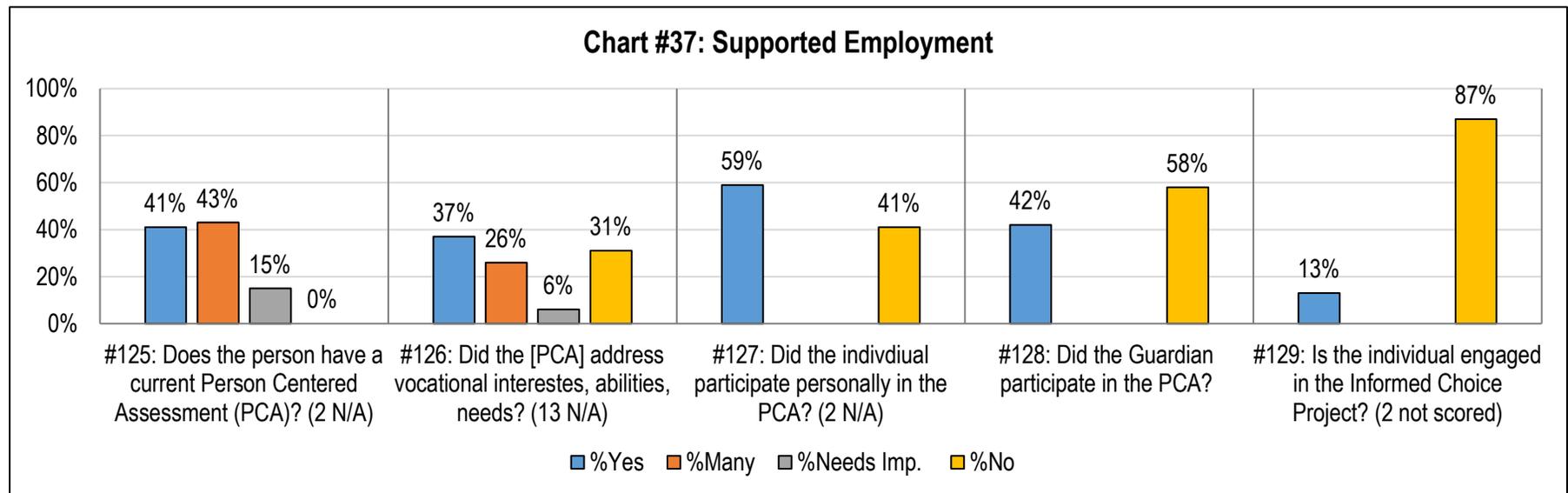


Chart #38: Supported Employment Scores by Provider Agency					
Res. Agency (# in sample)	#125	#126	#127	#128	#129
A Better Way (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Adelante (9)	11% Yes (1) 67% Many (6) 22% Need Impv (2)	14% Yes (1) 43% Many (3) 43% No (3) (2 N/A)	33% Yes (3) 67% No (6)	33% Yes (3) 67% No (6)	0% Yes 100% No (9)
ADID Care (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Adv. Commun. (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)
Alegria (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)
Alianza (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)
Alta Mira (1)	0% Yes 100% Many (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)
Arca (5)	25% Yes (1) 25% Many (1) 50% Needs Impv (2) (1 N/A)	50% Yes (2) 50% No (2) (1 N/A)	60% Yes (3) 40% No (2)	20% Yes (1) 80% No (4)	20% Yes (1) 80% No (4)
At Home Advocacy (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	(1 Not Scored)
Bright Horizons (2)	50% Yes (1) 50% Many (2)	0% Yes 50% Many (1) 50% No (1)	50% Yes (1) 50% No (1)	0% Yes 100% No (2)	0% Yes 100% No (2)
Community Options (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Dungarvin (4)	25% Yes (1) 75% Many (3)	0% Yes 100% No (3) (1 N/A)	25% Yes (1) 75% No (3)	50% Yes (2) 50% No (2)	0% Yes 100% No (4)
Expressions of Life (2)	50% Yes (1) 50% Needs Impv (1)	100% Yes (1) (1 N/A)	100% Yes (1) (1 N/A)	100% Yes (2)	100% Yes (2)

Chart #38: Supported Employment Scores by Provider Agency					
Res. Agency (# in sample)	#125	#126	#127	#128	#129
La Vida (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
LEL (1)	0% Yes 100% Many (1)	(1 N/A)	0% Yes 100% No (1)	100% Yes (1)	0% Yes 100% No (1)
Life Mission (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% No (1)	100% Yes (1)
LLCP (8)	63% Yes (5) 25% Many (2) 13% Needs Impv (1)	43% Yes (3) 29% Many (2) 29% Needs Impv (2) (1 N/A)	75% Yes (6) 25% No (2)	63% Yes (5) 38% No (3)	14% Yes (1) 86% No (6) (1 Not Scored)
Mandy's Farm (1)	0% Yes 100% Many (1)	(1 N/A)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Onyx (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)
Optihealth (1)	0% Yes 100% Many (1)	(1 N/A)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
The New Beginnings (3)	0% Yes 100% Many (2) (1 N/A)	0% Yes 100% Many (1) (2 N/A)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (3)	0% Yes 100% No (3)
TLC (1)	100% Yes (1)	0% Yes 100% No (1)	100% Yes (1)	0% Yes 100% No (1)	100% Yes (1)

Chart #39: Supported Employment Scores by Case Management Agency					
CM Agency (# in sample)	#125	#126	#127	#128	#129
A New Vision (8)	25% Yes (2) 63% Many (5) 13% Needs Impv (1)	33% Yes (2) 33% Many (2) 33% No (2) (2 N/A)	38% Yes (3) 63% No (5)	38% Yes (3) 63% No (5)	13% Yes (1) 88% No (7)
A Step Above (7)	43% Yes (3) 43% Many (3) 14% Needs Impv (1)	80% Yes (4) 20% Many (1) (2 N/A)	71% Yes (5) 29% No (2)	29% Yes (2) 71% No (5)	0% Yes 100% No (7)

Chart #39: Supported Employment Scores by Case Management Agency					
CM Agency (# in sample)	#125	#126	#127	#128	#129
Amigo (2)	100% Yes (1) (1 N/A)	0% Yes 100% Many (1) (1 N/A)	50% Yes (1) 50% No (1)	50% Yes (1) 50% No (1)	0% Yes 100% No (2)
Carino (5)	80% Yes (4) 20% Many (1)	0% Yes 33% Many (1) 67% Needs Impv (2) (2 N/A)	80% Yes (4) 20% No (1)	60% Yes (3) 40% No (2)	20% Yes (1) 80% No (4)
NMQCM (5)	60% Yes (3) 20% Many (1) 20% Needs Impv (1)	20% Yes (1) 40% Many (2) 40% No (2)	60% Yes (3) 40% No (2)	40% Yes (2) 60% No (3)	0% Yes 100% No (4) (1 Not Scored)
Peak (7)	29% Yes (2) 57% Many (4) 14% Needs Impv (1)	33% Yes (2) 67% No (4) (1 N/A)	57% Yes (4) 43% No (3)	43% Yes (3) 57% No (4)	29% Yes (2) 71% No (5)
Unidas (10)	40% Yes (4) 30% Many (3) 30% Needs Impv (3)	50% Yes (3) 17% Many (1) 33% No (2) (4 N/A)	56% Yes (5) 44% No (4) (1 N/A)	50% Yes (5) 50% No (5)	22% Yes (2) 78% No (7) (1 Not Scored)
Unique Opportunities (4)	0% Yes 100% Many (3) (1 N/A)	33% Yes (1) 33% Many (1) 33% No (1) (1 N/A)	67% Yes (2) 33% No (1) (1 N/A)	25% Yes (1) 75% No (3)	0% Yes 100% No (4)

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

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

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

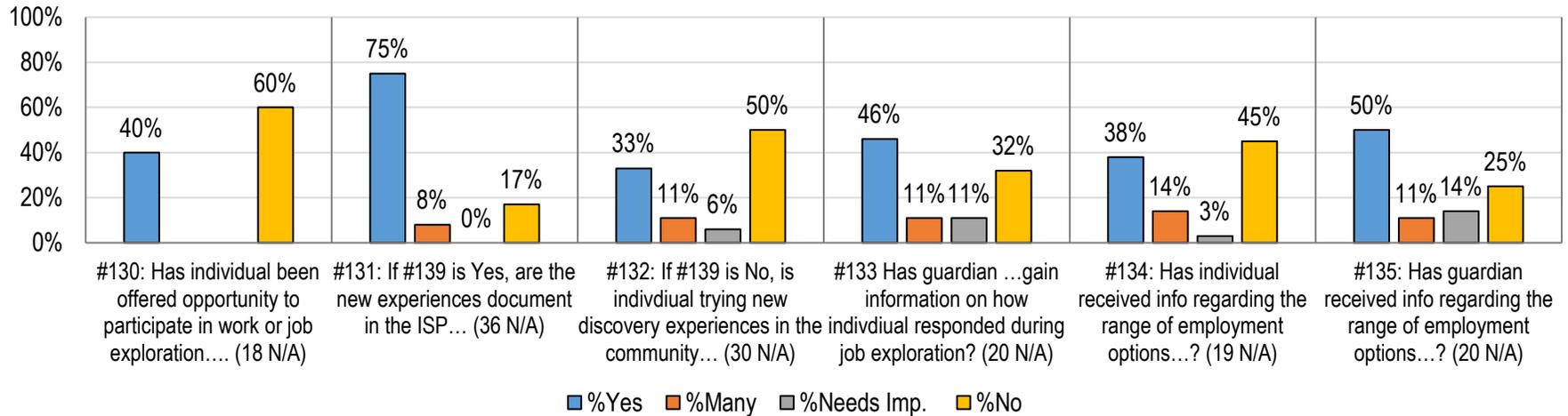
Question #132. If #130 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs?

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

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

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

**Chart #40: Supported Employment, continued**



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

Res. Agency (# in sample)	#130	#131	#132	#133	#134	#135
A Better Way (1)	100% Yes (1)	100% Yes (1)	(1 N/A)	(1 N/A)	100% Yes (1)	(1 N/A)
Adelante (9)	80% Yes (4) 20% No (1) (4 N/A)	75% Yes (3) 25% No (1) (5 N/A)	0% Yes 100% Many (1) (8 N/A)	40% Yes (2) 20% Many (1) 40% No (2) (4 N/A)	0% Yes 25% Needs Impv (1) 75% No (3) (5 N/A)	0% Yes 25% Many (1) 25% Needs Impv (1) 50% No (2) (5 N/A)
ADID Care (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Adv. Commun. (1)	0% Yes 100% No (1)	(1 N/A)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Alegria (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Alianza (1)	0% Yes 100% No (1)	(1 N/A)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	100% Yes (1)
Alta Mira (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Arca (5)	33% Yes (1)	100% Yes (1)	100% Yes (1)	33% Yes (1)	67% Yes (2)	33% Yes (1)

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

Res. Agency (# in sample)	#130	#131	#132	#133	#134	#135
	67% No (2) (2 N/A)	(4 N/A)	(4 N/A)	33% Needs Impv (1) 33% No (1) (2 N/A)	33% No (1) (2 N/A)	33% Needs Impv (1) 33% No (1) (2 N/A)
At Home Advocacy (1)	100% Yes (1)	100% Yes (1)	(1 N/A)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)
Bright Horizons (2)	0% Yes 100% No (2)	(2 N/A)	0% Yes 100% No (2)	50% Yes (1) 50% Needs Impv (1)	0% Yes 100% No (2)	0% Yes 50% Needs Impv (1) 50% No (1)
Community Options (1)	0% Yes 100% No (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Dungarvin (4)	33% Yes (1) 67% No (2) (1 N/A)	100% Yes (1) (3 N/A)	50% Yes (1) 50% No (1) (2 N/A)	100% Yes (2) (2 N/A)	67% Yes (2) 33% No (1) (1 N/A)	100% Yes (3) (1 N/A)
Expressions of Life (2)	100% Yes (1) (1 N/A)	100% Yes (1) (1 N/A)	(2 N/A)	100% Yes (1) (1 N/A)	100% Yes (1) (1 N/A)	100% Yes (1) (1 N/A)
La Vida (1)	0% Yes 100% No (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
LEL (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Life Mission (1)	100% Yes (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	100% Yes (1)
LLCP (8)	20% Yes (1) 80% No (4) (3 N/A)	0% Yes 100% No (1) (7 N/A)	20% Yes (1) 20% Many (1) 20% Needs Impv (1) 40% No (2) (3 N/A)	20% Yes (1) 20% Many (1) 60% No (3) (3 N/A)	20% Yes (1) 40% Many (2) 40% No (2) (3 N/A)	40% Yes (2) 40% Many (2) 20% No (1) (3 N/A)
Mandy's Farm (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Onyx (1)	0% Yes 100% No (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)	100% Yes (1)
Optihealth (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
The New Beginnings (3)	50% Yes (1) 50% No (1) (1 N/A)	0% Yes 100% No (1) (2 N/A)	0% Yes 100% No (1) (2 N/A)	0% Yes 50% Needs Impv (1) 50% No (1) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)	0% Yes 50% Needs Impv (1) 50% No (1) (1 N/A)
TLC (1)	0% Yes 100% No (1)	(1 N/A)	0% Yes 100% No (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)

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

CM Agency (# in sample)	#130	#131	#132	#133	#134	#135
A New Vision (8)	67% Yes (4) 33% No (2) (2 N/A)	75% Yes (3) 25% No (1) (4 N/A)	33% Yes (1) 67% Many (2) (5 N/A)	50% Yes (3) 33% Many (2) 17% No (1) (2 N/A)	0% Yes 20% Needs Impv (1) 80% No (4) (3 N/A)	20% Yes (1) 20% Many (1) 60% No (3) (3 N/A)
A Step Above (7)	67% Yes (2) 33% No (1) (4 N/A)	50% Yes (1) 50% No (1) (5 N/A)	100% Yes (1) (6 N/A)	50% Yes (1) 50% Need Impv (1) (5 N/A)	100% Yes (3) (4 N/A)	50% Yes (1) 50% Need Impv (1) (5 N/A)
Amigo (2)	0% Yes 100% No (1) (1 N/A)	(2 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	100% Yes (1) (1 N/A)
Carino (5)	33% Yes (1) 67% No (2) (2 N/A)	100% Yes (1) (4 N/A)	0% Yes 50% Needs Impv (1) 50% No (1) (3 N/A)	33% Yes (1) 67% No (2) (2 N/A)	67% Yes (2) 33% Many (1) (2 N/A)	67% Yes (2) 33% Many (1) (2 N/A)
NMQCM (5)	25% Yes (1) 75% No (3) (1 N/A)	100% Yes (1) (4 N/A)	33% Yes (1) 67% No (2) (2 N/A)	50% Yes (2) 25% Many (1) 25% Needs Impv (1) (1 N/A)	0% Yes 25% Many (1) 75% No (3) (1 N/A)	50% Yes (2) 25% Needs Impv (1) 25% No (1) (1 N/A)
Peak (7)	50% Yes (3) 50% No (3) (1 N/A)	67% Yes (2) 33% Many (1) (4 N/A)	67% Yes (2) 33% No (1) (4 N/A)	67% Yes (4) 33% No (2) (1 N/A)	50% Yes (3) 17% Many (1) 33% No (2) (1 N/A)	67% Yes (4) 17% Needs Impv (1) 17% No (1) (1 N/A)
Unidas (10)	25% Yes (1) 75% No (3) (6 N/A)	100% Yes (1) (9 N/A)	50% Yes (1) 50% No (1) (8 N/A)	50% Yes (2) 25% Needs Impv (1) 25% No (1) (6 N/A)	75% Yes (3) 25% Many (1) (6 N/A)	50% Yes (2) 25% Many (1) 25% Needs Impv (1) (6 N/A)
Unique Opportunities (4)	0% Yes 100% No (3) (1 N/A)	(4 N/A)	0% Yes 100% No (3) (1 N/A)	0% Yes 100% No (2) (2 N/A)	0% Yes 100% No (3) (1 N/A)	33% Yes (1) 67% No (2) (1 N/A)

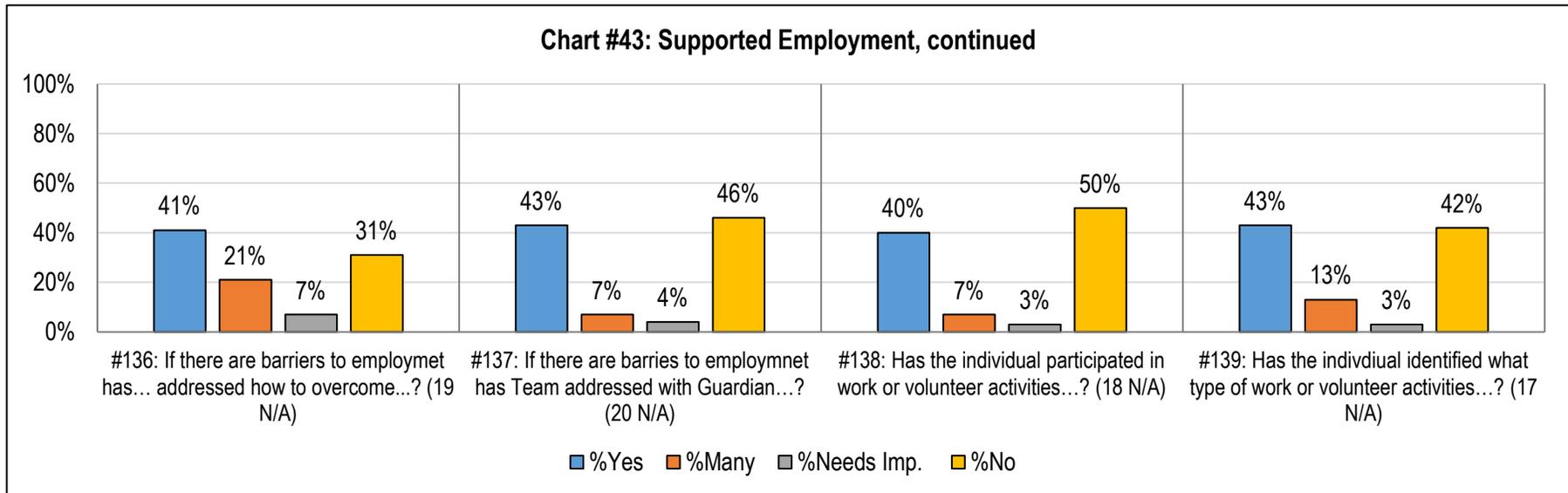
**3. Components of Informed Choice: Identification of Employment Barriers/Issues.**

Question #136. If there are barriers to employment, has the Team, including the individual, addressed how to overcome those barriers to employment and integrating clinical info, AT, & therapies as necessary...?

Question #137. If there are barriers to employment, has the Team addressed with the Guardian how to overcome those barriers to employment and integrating clinical info, AT, & therapies as necessary...?

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

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



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

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

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

Res. Agency (# in sample)	#136	#137	#138	#139
ADID Care (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Adv. Commun. (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)
Alegria (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Alianza (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Alta Mira (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Arca (5)	33% Yes (1) 33% Many (1) 33% Needs Impv (1) (2 N/A)	33% Yes (1) 33% Needs Impv (1) 33% No (1) (2 N/A)	33% Yes (1) 67% No (2) (2 N/A)	33% Yes (1) 67% No (2) (2 N/A)
At Home Advocacy (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% Many (1)
Bright Horizons (2)	0% Yes 50% Needs Impv (1) 50% No (1)	0% Yes 100% No (2)	0% Yes 100% No (2)	0% Yes 100% No (2)
Community Options (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Dungarvin (4)	33% Yes (1) 33% Many (1) 33% No (1) (1 N/A)	67% Yes (2) 33% No (1) (1 N/A)	33% Yes (1) 67% No (2) (1 N/A)	67% Yes (2) 33% No (1) (1 N/A)
Expressions of Life (2)	100% Yes (1) (1 N/A)	100% Yes (1) (1 N/A)	100% Yes (1) (1 N/A)	100% Yes (1) (1 N/A)
La Vida (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
LEL (1)	(1 N/A)	(1 N/A)	(1 N/A)	100% Yes (1)
Life Mission (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
LLCP (8)	20% Yes (1) 40% Many (2) 40% No (2) (3 N/A)	20% Yes (1) 20% Many (1) 60% No (3) (3 N/A)	20% Yes (1) 80% No (4) (3 N/A)	40% Yes (2) 60% No (3) (3 N/A)
Mandy's Farm (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Onyx (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Optihealth (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)

Chart #44: Supported Employment Scores by Provider Agency				
Res. Agency (# in sample)	#136	#137	#138	#139
The New Beginnings (3)	50% Yes (1) 50% No (1) (1 N/A)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (2) (1 N/A)
TLC (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)

Chart #45: Supported Employment Scores by Case Management Agency				
CM Agency (# in sample)	#136	#137	#138	#139
A New Vision (8)	40% Yes (2) 20% Many (1) 40% No (2) (3 N/A)	40% Yes (2) 60% No (3) (3 N/A)	67% Yes (4) 17% Many (1) 17% No (1) (2 N/A)	43% Yes (3) 14% Many (1) 14% Needs Impv (1) 29% No (2) (1 N/A)
A Step Above (7)	100% Yes (3) (4 N/A)	50% Yes (1) 50% No (1) (5 N/A)	67% Yes (2) 33% No (1) (4 N/A)	67% Yes (2) 33% No (1) (4 N/A)
Amigo (2)	0% Yes 100% Many (1) (1 N/A)	0% Yes 100% Many (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)
Carino (5)	33% Yes (1) 67% No (2) (2 N/A)	33% Yes (1) 67% No (2) (2 N/A)	33% Yes (1) 67% No (2) (2 N/A)	67% Yes (2) 33% No (1) (2 N/A)
NMQCM (5)	25% Yes (1) 25% Many (1) 25% Needs Impv (1) 25% No (1) (1 N/A)	50% Yes (2) 50% No (2) (1 N/A)	0% Yes 100% No (4) (1 N/A)	0% Yes 25% Many (1) 75% No (3) (1 N/A)
Peak (7)	67% Yes (4) 17% Many (1) 17% No (1) (1 N/A)	67% Yes (4) 17% Needs Impv (1) 17% No (1) (1 N/A)	67% Yes (4) 17% Many (1) 17% No (1) (1 N/A)	67% Yes (4) 17% Many (1) 17% No (1) (1 N/A)

Chart #45: Supported Employment Scores by Case Management Agency				
CM Agency (# in sample)	#136	#137	#138	#139
Unidas (10)	25% Yes (1) 50% Many (2) 25% Needs Impv (1) (6 N/A)	50% Yes (2) 25% Many (1) 25% No (1) (6 N/A)	25% Yes (1) 75% No (3) (6 N/A)	50% Yes (2) 50% No (2) (6 N/A)
Unique Opportunities (4)	0% Yes 100% No (3) (1 N/A)	0% Yes 100% No (3) (1 N/A)	0% Yes 33% Needs Impv (1) 67% No (2) (1 N/A)	0% Yes 33% Many (1) 67% No (2) (1 N/A)

**4. JCMs Involved in Supported Employment**

- Question #140. Does the Guardian support him/her working?
- Question #142. Is the individual engaged in Supported Employment?
- Question #144. Does the person have a Career Development Plan?

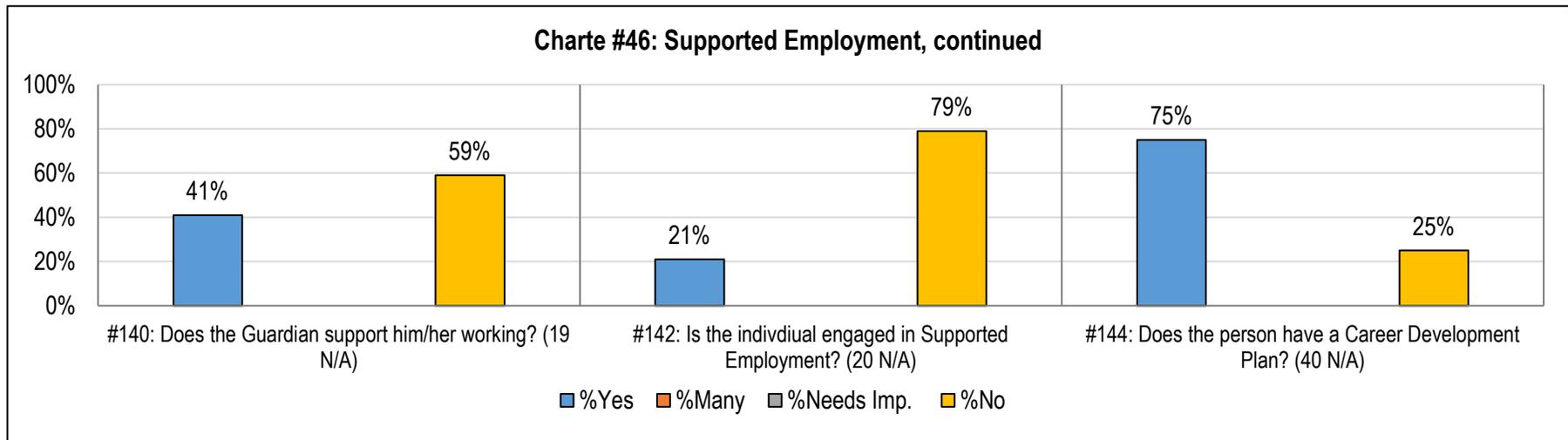


Chart #47: Supported Employment Scores by Provider Agency			
Res. Agency (# in sample)	#140	#142	#144
A Better Way (1)	(1 N/A)	100% Yes (1)	100% Yes (1)
Adelante (9)	25% Yes (1) 75% No (3) (5 N/A)	0% Yes 100% No (4) (5 N/A)	0% Yes 100% No (1) (8 N/A)
ADID Care (1)	0% Yes 100% No (1)	(1 N/A)	(1 N/A)
Adv. Commun. (1)	0% Yes 100% No (1)	(1 N/A)	(1 N/A)
Alegria (1)	(1 N/A)	(1 N/A)	(1 N/A)
Alianza (1)	100% Yes (1)	0% Yes 100% No (1)	(1 N/A)
Alta Mira (1)	(1 N/A)	(1 N/A)	(1 N/A)
Arca (5)	33% Yes (1) 67% No (2) (2 N/A)	33% Yes (1) 67% No (2) (2 N/A)	100% Yes (1) (4 N/A)
At Home Advocacy (1)	100% Yes (1)	0% Yes 100% No (1)	(1 N/A)
Bright Horizons (2)	50% Yes (1) 50% No (1)	0% Yes 100% No (2)	(2 N/A)
Community Options (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Dungarvin (4)	67% Yes (2) 33% No (1) (1 N/A)	0% Yes 100% No (3) (1 N/A)	0% Yes 100% No (1) (3 N/A)
Expressions of Life (2)	100% Yes (1) (1 N/A)	100% Yes (1) (1 N/A)	100% Yes (1) (1 N/A)
La Vida (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
LEL (1)	(1 N/A)	(1 N/A)	(1 N/A)
Life Mission (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	(1 N/A)
LLCP (8)	20% Yes (1) 80% No (4) (3 N/A)	20% Yes (1) 80% No (4) (3 N/A)	100% Yes (1) (7 N/A)
Mandy's Farm (1)	(1 N/A)	(1 N/A)	(1 N/A)
Onyx (1)	100% Yes (1)	0% Yes	(1 N/A)

Chart #47: Supported Employment Scores by Provider Agency			
Res. Agency (# in sample)	#140	#142	#144
		100% No (1)	
Optihealth (1)	(1 N/A)	(1 N/A)	(1 N/A)
The New Beginnings (3)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (2) (1 N/A)	(3 N/A)
TLC (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	(1 N/A)

Chart #48: Supported Employment Scores by Case Management Agency			
CM Agency (# in sample)	#140	#142	#144
A New Vision (8)	20% Yes (1) 80% No (4) (3 N/A)	20% Yes (1) 80% No (4) (3 N/A)	50% Yes (1) 50% No (1) (6 N/A)
A Step Above (7)	33% Yes (1) 67% No (2) (4 N/A)	67% Yes (2) 33% No (1) (4 N/A)	100% Yes (2) (5 N/A)
Amigo (2)	100% Yes (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	(2 N/A)
Carino (5)	0% Yes 100% No (3) (2 N/A)	0% Yes 100% No (3) (2 N/A)	(5 N/A)
NMQCM (5)	75% Yes (3) 25% No (1) (1 N/A)	0% Yes 100% No (4) (1 N/A)	(5 N/A)
Peak (7)	67% Yes (4) 33% No (2) (1 N/A)	33% Yes (2) 67% No (4) (1 N/A)	100% Yes (2) (5 N/A)
Unidas (10)	50% Yes (2) 50% No (2) (6 N/A)	25% Yes (1) 75% No (3) (6 N/A)	100% Yes (1) (9 N/A)

Chart #48: Supported Employment Scores by Case Management Agency			
CM Agency (# in sample)	#140	#142	#144
Unique Opportunities (4)	0% Yes 100% No (3) (1 N/A)	0% Yes 100% No (2) (2 N/A)	0% Yes 100% No (1) (3 N/A)

## I. IQR Scored Protocol Questions

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

Question	2019 (sample=48)
<b>CASE MANAGEMENT</b>	
24. Does the case manager “know” the person? CPRQ26; ‘17IQR#8c, ‘18IQR24	85% Yes (41) 15% Many (7)
25. Does the case manager understand his/her role/job? CPRQ27 ‘17IQR#16, ‘18IQR25	29% Yes (14) 54% Many (26) 17% Needs Impv (8)
26. Is the case manager available to the person? CPRQ29; ‘17IQR#16a, ‘18IQR27	90% Yes (43) 10% Many (5)
27. Was the case manager able to describe the person’s health related needs? CPRQ30, ‘18IQR28	54% Yes (26) 35% Many (17) 10% Needs Impv (5)
28. Does the case manager have an appropriate expectation of growth for this person? CPRQ31, ‘18IQR29	83% Yes (40) 17% Many (8)
29. Does the case management record contain documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP? CPRQ32; ‘17IQR#16b, ‘18IQR30	21% Yes (10) 54% Many (26) 25% Needs Impv (12)
30. Does the case manager provide case management services at the level needed by this person? CPRQ33; ‘17IQR#16c, ‘18IQR31	29% Yes (14) 56% Many (27) 15% Needs Impv (7)
<b>Day/Employment</b>	
31. Does the direct services staff “know” the person? CPRQ35; ‘17IQR#8a, ‘18IQR33	89% Yes (42) 9% Many (4) 2 Needs Impv (1) (1 not scored)

Question	2019 (sample=48)
32. Does the direct service staff have input into the person's ISP? CPRQ36, '18IQR34	60% Yes (28) 34% Many (16) 2% Needs Impv (1) 4% No (2) (1 not scored)
33. Did the direct service staff receive training on implementing this person's ISP? CPRQ37, '18IQR35	62% Yes (29) 32% Many (15) 6% Needs Impv (3) (1 not scored)
34. Was the direct service staff able to describe this person's health-related needs? CPRQ38, '18IQR36	53% Yes (25) 28% Many (13) 19% Needs Impv (9) (1 not scored)
35. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39, '18IQR37	66% Yes (31) 30% Many (14) 4% Needs Impv (2) (1 not scored)
35a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ39a, '18IQR37a	91% Yes (43) 6% Many (3) 2% Needs Impv (1) (1 not scored)
35b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ39b, '18IQR37b	68% Yes (32) 26% Many (12) 6% Needs Impv (3) (1 not scored)
36. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41, '18IQR39	96% Yes (45) 2% Many (1) 2% No (1) (1 not scored)
37. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42, '18IQR40	70% Yes (33) 17% Many (8)

Question	2019 (sample=48)
	6% Needs Impv (3) 6% No (3) (1 not scored)
38. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43, '18IQR41	82% Yes (32) 8% Many (3) 10% Needs Impv (4) (8 CND, 1 not scored)
<b>Residential</b>	
39. Does the residential direct services staff "know" the person? CPRQ44; '17IQR#8b, '18IQR42	88% Yes (42) 10% Many (5) 2% Needs Impv (1)
40. Does the direct service staff have input into the person's ISP? CPRQ45, '18IQR43	83% Yes (40) 2% Many (1) 15% No (7)
41. Did the direct service staff receive training on implementing this person's ISP? CPRQ46, '18IQR44	63% Yes (30) 23% Many (11) 15% Needs Impv (7)
42. Is the residence safe for individuals (void of hazards)? CPRQ45, '18IQR45	88% Yes (37) 7% Many (3) 5% Needs Impv (2) (6 CND)
43. Was the residential direct service staff able to describe this person's health-related needs? CPRQ48, '18IQR46	54% Yes (26) 33% Many (16) 13% Needs Impv (6)
44. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49, '18IQR47	60% Yes (29) 29% Many (14) 10% Needs Impv (5)
44a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ49a, '18IQR47a	88% Yes (42) 10% Many (5) 2% No (1)

Question	2019 (sample=48)
44b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ49b, '18IQR47b	60% Yes (29) 25% Many (12) 13% Needs Impv (6) 2% No (1)
45. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51, '18IQR49	94% Yes (45) 6% No (3)
46. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52, '18IQR50	83% Yes (39) 11% Many (5) 6% Needs Impv (3) (1 CND)
47. Does the person's residential environment offer a minimal level of quality of life? CPRQ53, '18IQR51	88% Yes (36) 5% Many (2) 7% Needs Impv (3) (7 CND)
<b>Health</b>	
48. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b, '18IQR52	33% Yes (16) 56% Many (27) 10% Needs Impv (5)
49. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21, '18IQR53	42% Yes (20) 40% Many (19) 19% Needs Impv (9)
50. Was the eChat updated timely? '17IQR#18g, '18IQR54	19% Yes (9) 71% Many (34) 8% Needs Impv (4) 2% No (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)
50b. Is the eChat complete?	40% Yes (19)

Question	2019 (sample=48)
	52% Many (25) 8% Needs Impv (4)
50c. Is the eChat accurate?	38% Yes (18) 46% Many (22) 15% Needs Impv (7) 2% No (1)
51. Are all of the individual's needed medical treatments, including routine, scheduled and chronic needs, timely received? 17IQR#19, '18IQR55	38% Yes (18) 56% Many (27) 6% Needs Impv (3)
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>	27% Yes (13) 52% Many (25) 17% Needs Impv (8) 4% No (2)
53. Does the individual receive medication as prescribed? 17IQR#19e, '18IQR57	42% Yes (20) 23% Many (11) 35% Needs Impv (17)
54. Are nursing services provided as needed by the individual? 17IQR#20, '18IQR59	15% Yes (7) 46% Many (22) 40% Needs Impv (19)
55. Is the CARMP consistent with recommendation in other healthcare documents? <i>(Is the CARMP is accurate? '17IQR#21f, '18IQR60)</i>	40% Yes (17) 29% Many (12) 29% Needs Impv (12) 2% No (1) (6 N/A)
56. Is the CARMP consistently implemented as intended? , '18IQR61	50% Yes (21) 40% Many (17) 10% Needs Impv (4) (6 N/A)
57. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19, '18IQR62	13% Yes (6) 81% Many (39) 6% Needs Impv (3)

Question	2019 (sample=48)
57a. Are assessment recommendations followed up on in a timely way?	46% Yes (22) 48% Many (23) 6% Needs Impv (3)
57b. Were needed equipment/communication devices delivered timely?	66% Yes (27) 22% Many (9) 12% Needs Impv (5) (7 N/A)
57c. Were medical specialist appointments attended timely?	56% Yes (27) 33% Many (16) 6% Needs Impv (3) 4% No (2)
57d. Were changes in personal condition, if any, responded to timely?	71% Yes (30) 26% Many (11) 2% Needs Impv (1) (6 N/A)
57e. Were Health Care Plans available, accurate and consistently implemented?	26% Yes (12) 39% Many (18) 35% Needs Impv (16) (2 N/A)
<b>Assessments</b>	
58. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18, '18IQR65	46% Yes (22) 52% Many (25) 2% Needs Impv (1)
59. Are the assessments adequate for planning? CPRQ59; '17IQR#4f, '18IQR66	8% Yes (4) 83% Many (40) 8% Needs Impv (4)
59a. Were assessments provided timely?	10% Yes (5) 73% Many (35) 17% Needs Impv (8)
59b. Did assessments contain accurate information?	27% Yes (13)

Question	2019 (sample=48)
	63% Many (30) 10% Needs Impv (5)
59c. Did assessments contain information accurate to guide planning?	10% Yes (5) 69% Many (33) 19% Needs Impv (9) 2% No (1)
59d. Did assessments contain recommendations?	44% Yes (21) 50% Many (24) 4% Needs Impv (2) 2% No (1)
60. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5, '18IQR67	35% Yes (17) 48% Many (23) 15% Need Impv (7) 2% No (1)
61. For medical, clinical or health related rec's, has a DCF been completed if the individual and/or their guardian/health care decision maker have decided not to follow all or part of an order, rec, or suggestion? '17IQR#5c, '18IQR68	45% Yes (15) 21% Many (7) 21% Needs Impv (7) 12% No (4) (15 N/A)
<b>Adequacy of Planning</b>	
62. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9, '18IQR69	100% Yes (48)
63. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3, '18IQR70	58% Yes (28) 40% Many (19) 2% 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	55% Yes (18) 27% Many (9) 9% Needs Impv (3) 9% No (3) (15 N/A)

Question	2019 (sample=48)
65. Does my ISP contain current and accurate information? '17IQR#6, '18IQR72	17% Yes (8) 58% Many (28) 23% Needs Impv (11) 2% No (1)
66. Does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b, '18IQR73	69% Yes (33) 19% Many (9) 10% Needs Impv (5) 2% No (1)
67. Does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c, '18IQR74	69% Yes (33) 21% Many (10) 10% Needs Impv (5)
68. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a, '18IQR75	17% Yes (8) 33% Many (16) 40% Needs Impv (19) 10% No (5)
69. Does the data kept identify what the person does so a determination regarding progress/lack of progress can be made? '17IQR#12b, '18IQR76	23% Yes (11) 27% Many (13) 31% Needs Impv (15) 19% No (9)
70. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c, '18IQR77	25% Yes (12) 19% Many (9) 33% Needs Impv (16) 23% No (11)
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	31% Yes (11) 19% Many (7) 19% Needs Impv (7) 31% No (11) (12 N/A)
72. If the person achieves action steps, does the team move to the next in the progression of steps or develops a new one? '17IQR#12c, '18IQR79	26% Yes (10) 26% Many (10) 18% Needs Impv (7) 29% No (11)

Question	2019 (sample=48)
	(10 N/A)
73. Has the person made measurable progress on actions steps during this past year? '17IQR#13b, '18IQR80	17% Yes (8) 23% Many (11) 31% Needs Impv (15) 29% No (14)
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	52% Yes (25) 17% Many (8) 17% Needs Impv (8) 15% No (7)
75. Are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d, '18IQR82	77% Yes (37) 13% Many (6) 4% Needs Impv (2) 6% No (3)
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	58% Yes (28) 31% Many (15) 6% Needs Impv (3) 4% No (2)
77. Are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i, '18IQR84	27% Yes (13) 35% Many (17) 27% Needs Impv (13) 10% No (5)
78. Are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m, '18IQR85	38% Yes (18) 29% Many (14) 17% Needs Impv (8) 17% No (8)
79. Has the person made measurable progress in therapy this year? '17IQR#13a, '18IQR86	15% Yes (7) 36% Many (17) 43% Need Impv (20) 6% No (3) (1 N/A)

Question	2019 (sample=48)
80. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c, '18IQR87	46% Yes (22) 35% Many (17) 17% Needs Impv (8) 2% No (1)
81. Does the ISP contain information regarding primary health (medical) care? CPRQ74, '18IQR88	88% Yes (42) 8% Many (4) 4% Needs Impv (2)
81a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a, '18IQR88a	96% Yes (46) 4% Many (2)
81b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b, '18IQR88b	92% Yes (44) 4% Many (2) 4% No (2)
82. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76, '18IQR89	79% Yes (38) 13% Many (6) 8% No (4)
83. Based on the evidence, is adequate transportation available for the person? <i>(Does the ISP reflect how the person will get to work/day activities, shopping, and social activities?)</i> CPRQ75, '18IQR90	88% Yes (42) 10% Many (5) 2% Needs Impv (1)
84. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a, '18IQR91	40% Yes (17) 44% Many (19) 12% Needs Impv (5) 5% No (2) (5 N/A)
85. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7, '18IQR92	2% Yes (1) 65% Many (31) 33% Needs Impv (16)
86. Is the ISP being implemented? (If 85 is "3") CPRQ79 '17IQR#12, '18IQR93	100% Yes (1) (47 N/A)
87a. Is the ISP being implemented? (If 85 is "0", "1", or "2") CPRQ80a '17IQR#12, '18IQR94a	4% Yes (2) 55% Many (26) 36% Needs Impv (17)

Question	2019 (sample=48)
	4% No (2) (1 N/A)
87b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11, '18IQR94b	47% Yes (22) 34% Many (16) 19% Needs Impv (9) (1 N/A)
88. Was the direct service staff trained on the implementation of this person's ISP? CPRQ81, '18IQR95	54% Yes (26) 38% Many (18) 6% Needs Impv (3) 2% No (1)
89. Were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82, '18IQR96	65% Yes (31) 33% Many (16) 2% Needs Impv (1)
<b>Expectations of Growth/Quality of Life/Satisfaction</b>	
90. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13, '18IQR98	17% Yes (8) 44% Many (21) 38% Needs Impv (18) 2% No (1)
91. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d, '18IQR99	54% Yes (26) 42% Many (20) 4% Needs Impv (2)
92. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b, '18IQR100	75% Yes (36) 23% Many (11) 2% No (1)
93. Is the person offered a range of opportunities for participation in each life area? CPRQ87, '18IQR101	73% Yes (35) 19% Many (9) 8% Needs Impv (4)
94. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30, '18IQR102	61% Yes (17) 32% Many (9) 7% Needs Impv (2)

Question	2019 (sample=48)
	(20 CND)
94a. About where and with whom to live? CPRQ89; '17IQR#23c, '18IQR102a	74% Yes (14) 11% Many (2) 11% Needs Impv (2) 5% No (1) (29 CND)
94b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d, '18IQR102b	88% Yes (21) 8% Many (2) 4% Needs Impv (1) (24 CND)
94c. About where and with whom to socialize/spend leisure time? CPRQ91, '18IQR102c	80% Yes (20) 8% Many (2) 12% Needs Impv (3) (23 CND)
95. Does the evidence support that providers do not prevent the person from pursuing relationships? CPRQ92; '17IQR#31f, '18IQR103 ( <i>and are respecting the rights of this person</i> )	94% Yes (45) 6% Many (3)
96. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a, '18IQR105	83% Yes (40) 15% Many (7) 2% Needs Impv (1)
97. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94, '18IQR106	90% Yes (43) 4% Many (2) 4% Needs Impv (2) 2% No (1)
98. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h, '18IQR107	63% Yes (30) 38% No (18)
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	67% Yes (20) 10% Many (3) 7% Needs Impv (2) 17% No (5) (18 N/A)

Question	2019 (sample=48)
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	22% Yes (6) 15% Many (4) 11% Needs Impv (3) 52% No (14) (21 N/A)
101. Is the person protected from abuse, neglect and exploitation? '17IQR#35, '18IQR110	58% Yes (28) 19% Many (9) 19% Needs Impv (9) 4% No (2)
102. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b, '18IQR111	66% Yes (21) 16% Many (5) 16% Needs Impv (5) 3% No (1) (16 N/A)
103. Is the individual safe? '17IQR#24, '18IQR112	65% Yes (31) 19% Many (9) 15% Needs Impv (7) 2% No (1)
104. What is the level of participation of the legal guardian in this person's life and service planning? CPRQ 97; '17IQR#15a, '18IQR113	32% Active (15) 51% Moderate (24) 17% Limited (8) (1 N/A)
105. If the person is retired, does he/she have opportunities to engage in activities of interest during the day? CPRQ 100; '17IQR#29b, '18IQR114	77% Yes (17) 14% Many (3) 9% Needs Impv (2) (26 N/A)
106. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30, '18IQR115	88% Yes (42) 8% Many (4) 4% Needs Impv (2)
107. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e, '18IQR116	88% Yes (42) 13% Many (6)

Question	2019 (sample=48)
108. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c, '18IQR117	44% Yes (21) 38% Many (18) 19% Needs Impv (9)
109. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e, '18IQR118	95% Yes (42) 5% Many (2) (4 CND)
110. Does the person have sufficient personal money? CPRQ110 '17IQR#34f, '18IQR119	94% Yes (45) 4% Many (2) 2% Needs Impv (1)
111. Does the person get along with their day program/employment provider staff? CPRQ111, '18IQR120	97% Yes (32) 3% Many (1) (1 N/A, 14 CND)
112. Does the person get along with their residential provider staff? CPRQ112, '18IQR121	97% Yes (36) 3% Many (1) (11 CND)
<b>Team Process</b>	
113. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10, '18IQR122	25% Yes (12) 50% Many (24) 25% Needs Impv (12)
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	31% Yes (4) 46% Many (6) 15% Needs Impv (2) 8% No (1) (35 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	43% Yes (18) 29% Many (12) 19% Needs Impv (8) 10% No (4) (6 N/A)

Question	2019 (sample=48)
116. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? CPRQ117, '18IQR125	75% Yes (36) 19% Many (9) 6% Needs Impv (3)
117. Do you recommend Dispute Resolution for this IDT? CPRQ118, '18IQR126	8% Yes (4) 92% No (44)
118. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#17d, '18IQR127	33% Yes (16) 67% No (32)
119. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c, '18IQR128	17% Yes (8) 83% No (40)
120. If #118 OR #119 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121; '18IQR129	67% Yes (12) 33% No (6) (30 N/A)
121. Has the person changed residential/day services in the last year? CPRQ122, '18IQR130	31% Yes (15) 69% No (33)
122. If #121 is Yes, was the change Planned by the IDT? CPRQ122a, '18IQR131	47% Yes (7) 53% No (8) (33 N/A)
123. If #121 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b, '18IQR132	80% Yes (12) 20% No (3) (33 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	2% Yes (1) 79% Many (38) 19% Needs Impv (9)
<b>Supported Employment</b>	
125. Does (Name) have a current Person-Centered Assessment? '18IQR134	41% Yes (19) 43% Many (20) 15% Needs Impv (7) (2 N/A)

Question	2019 (sample=48)
126. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a, '18IQR135	37% Yes (13) 26% Many (9) 6% Needs Impv (2) 31% No (11) (13 N/A)
127. Did the individual participate personally in the Person Centered Assessment? '18IQR136	59% Yes (27) 41% No (19) (2 N/A)
128. Did the Guardian participate in the Person Centered Assessment? '18IQR137	42% Yes (20) 58% No (28)
129. Is the individual engaged in the Informed Choice Project? '18IQR138	13% Yes (6) 87% No (40) (2 Not Scored)
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	40% Yes (12) 60% No (18) (18 N/A)
131. If #130 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section? '18IQR140	75% Yes (9) 8% Many (1) 17% No (2) (36 N/A)
132. If #131 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs? '18IQR141	33% Yes (6) 11% Many (2) 6% Needs Impv (1) 50% No (9) (30 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	46% Yes (13) 11% Many (3) 11% Needs Impv (3) 32% No (9) (20 N/A)

Question	2019 (sample=48)
134. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c, '18IQR143	38% Yes (11) 14% Many (4) 3% Needs Impv (1) 45% No (13) (19 N/A)
135. Has the Guardian received information regarding the range of employment options available for the individual? '18IQR144	50% Yes (14) 11% Many (3) 14% Needs Impv (4) 25% No (7) (20 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	41% Yes (12) 21% Many (6) 7% Needs Impv (2) 31% No (9) (19 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	43% Yes (12) 7% Many (2) 4% Needs Impv (1) 46% No (13) (20 N/A)
138. Has the individual participated in work or volunteer activities during the past year? '18IQR147	40% Yes (12) 7% Many (2) 3% Needs Impv (1) 50% No (15) (18 N/A)
139. Has the individual identified what type of work or volunteer activities he/she would like to do? '18IQR148	43% Yes (13) 13% Many (4) 3% Needs Impv (1) 42% No (13) (17 N/A)
140. Does the Guardian support him/her working? '18IQR149	41% Yes (12) 59% No (17)

Question	2019 (sample=48)
	(19 N/A)
142. Is the individual engaged in Supported Employment? CPRQ129, '18IQR151	21% Yes (6) 79% No (22) (20 N/A)
144. Does the person have a Career Development Plan? CPRQ128 17IQR#26e, '18IQR153	75% Yes (6) 25% No (2) (40 N/A)
<b>Behavior</b>	
145. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d, '18IQR154	46% Yes (22) 54% No (26)
146. Does the person need behavior services now? CPRQ132 '17IQR#11e, '18IQR155	48% Yes (23) 52% No (25)
147. Have behavioral assessments been completed? CPRQ133, '18IQR156	43% Yes (10) 52% Many (12) 4% No (1) (25 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	87% Yes (20) 9% Many (2) 4% No (1) (25 N/A)
149. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d, '18IQR158	83% Yes (19) 9% Many (2) 4% Needs Impv (1) 4% No (1) (25 N/A)
150. If needed, does the person have a Behavior Crisis Intervention Plan that meets the person's needs? CPRQ 73a; '17IQR#5h, '18IQR159	58% Yes (7) 25% Many (3) 17% Needs Impv (2) (36 N/A)

Question	2019 (sample=48)
151. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5j, '18IQR160	52% Yes (12) 43% Many (10) 4% No (1) (25 N/A)
152. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d, '18IQR161	35% Yes (8) 35% Many (8) 17% Needs Impv (4) 13% No (3) (25 N/A)
<b>Communication/AE/AT</b>	
153. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b, '18IQR162	70% Yes (30) 26% Many (11) 5% Needs Impv (2) (5 N/A)
154. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c, '18IQR163	76% Yes (25) 21% Many (7) 3% No (1) (15 N/A)
155. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f, '18IQR164	93% Yes (37) 3% Many (1) 5% Needs Impv (2) (7 N/A, 1 CND)
156. Is the person's equipment and technology in good repair?'17IQR#25d, '18IQR165	85% Yes (34) 10% Many (4) 5% Needs Impv (2) (7 N/A, 1 CND)
157. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e, '18IQR166	75% Yes (30) 23% Many (9) 3% Needs Impv (1) (7 N/A, 1 CND)

Question	2019 (sample=48)
158. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b, '18IQR167	70% Yes (30) 28% Many (12) 2% No (1) (5 N/A)
<b>Individual Service Plan</b>	
159. Does the person have an ISP that addresses live, work/learn, fun/relationships and health/other that correlates with the person's desires and capabilities, in accordance with DOH Regulations? CPRQ141 '17IQR#7o, '18IQR168	85% Yes (41) 15% Many (7)
160. Does the person have an ISP that contains a complete Vision Section that is based on a long-term view? CPRQ142 '17IQR#7a, '18IQR169	65% Yes (31) 23% Many (11) 13% Needs Impv (6)
161. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a, '18IQR170	79% Yes (38) 19% Many (9) 2% Needs Impv (1)
162. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f, '18IQR171	67% Yes (32) 31% Many (15) 2% Needs Impv (1)
163. Is the person integrated into the community? CPRQ145; '17IQR#29g, '18IQR172	58% Yes (28) 23% Many (11) 17% Needs Impv (8) 2% No (1)
164. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36, '18IQR174	13% Yes (6) 67% Many (32) 21% Needs Impv (10)