



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

As of February 15, 2019, there are 147 Active Jackson Class Members in the Metro Region. Details regarding those individuals is provided in the tables below. At the time of the sample selection for the M1 Review in January 2018 there were 156 active class members in the region. Over the period of this Individual Quality Review, nine (9) class members in the Metro region have passed away. There were 48 class members reviewed in the Metro region combined.

Age	
30-39	3
40-49	28
50-59	54
60-69	46
70-79	14
80+	2
Average Age:	58

Ethnicity	
Hispanic	67
Caucasian	56
Native American	16
Black	8

Gender	
Male	89
Female	59

Day Service Type	
Adult Habilitation (AH)	113
Adult Hab/Suppl Empl (SE)	17
Adult Hab/Community Access (CA)	7
Community Access	2
Supported Employment	3
None	2
Mi Via	3

Residential Service Type	
Supported Living	112
Family Living	32
Mi Via	3

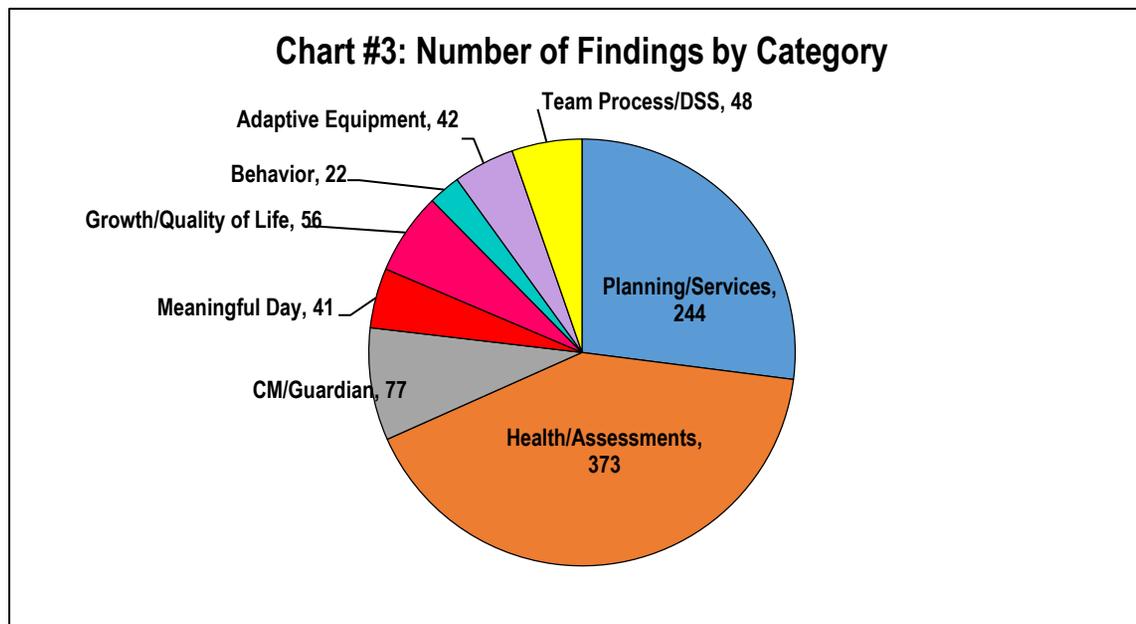
**Chart #2: Agencies Serving Class Members in the Metro Region:**

<b>Case Management</b>	A New Vision (14)	A Step Above (24)	Amigo (11)	Carino (22)	NMQCM (12)	Peak (15)	Unidas (40)
	Unique Opportunities (6)						Mi Via (3)
<b>Residential</b>	A Better Way (1)	Abilities First (1)	Adelante (33)	ADID Care (1)	Advantage Communications (1)	Alegria (2)	Alianza (1)
	Alta Mira (1)	Arca (14)	At Home Advocacy (4)	Bright Horizons (8)	Community Options (1)	Cornucopia (2)	Dungarvin (9)

	Expressions of Life (6)	Expressions Unlimited (1)	La Vida Felicidad (1)	Life Mission (1)	LLCP (31)	Mandy's Farm (1)	MaxCare (2)
	Onyx (2)	Optihealth (5)	Su Vida (2)	The New Beginnings (11)	TLC (2)		Mi Via (3)
<b>Day</b> <i>*Note some JCMs have more than one Day provider</i>	A Better Way (3)	Active Solutions (3)	Adelante (49)	ADID Care (1)	Advantage Communications (1)	Advocacy Partners (1)	Alianza (2)
	Arca (2)	Bright Horizons (4)	CFC (8)	Community Options (1)	Cornucopia (3)	Dungarvin (6)	Expressions Unlimited (2)
	La Vida (1)	LifeRoots (5)	LLCP (31)	Mandy's Farm (3)	MaxCare (2)	NONE (3)	Onyx (2)
	OptiHealth (3)	Share Your Care (6)	Su Vida (2)	The New Beginnings (6)			Mi Via (3)

### B. Most Frequently Identified Findings by Category

The Metro Region had a total of 903 Findings and Recommendations. The table below shows what categories they fall into.



### C. Most Frequently Repeated Recommendations by Category

IQR Findings include the identification of good and exemplary as well as deficient practice. Findings are developed by the reviewer, reviewed by a Case Judge, the Community Monitor, Regional Office and State DDSD and DHI Staff, the individual and his/her Team 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, and resolved in a way that is sustainable so that the identified issue remains “fixed”.

Of the 903 Findings and Recommendations in the Metro Region Review, there were 185 Recommendations that were identified as repeated within the last ten years. The category where the repeats are most frequent is in the area of Planning and Services, followed by Health/Assessments and Case Management/Guardianship.

Chart #4: Repeat Findings by Area and Residential Provider																	
Area	Ability First (1)	Adelante (9)	Alegria (1)	ARCA (7)	At Home Advocacy (1)	Bright Horizons (2)	Cornucopia (1)	Dungarvin (3)	Expressions of Life (3)	LLCP (9)	MaxCare (2)	Mi Via (1)	Opti Health (2)	Su Vida (1)	The New Beginnings (4)	TLC (1)	Total
Adaptive Equipment / Augmentative Comm	0	1	1	0	0	0	1	2	1	0	0	0	0	1	0	0	7
Behavior	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2	0	4
Case Manager/ Guardian	1	3	1	4	1	4	1	2	1	1	1	0	2	0	0	1	23
Expectations of Growth/ Quality of Life	0	4	0	3	0	0	0	0	0	1	0	0	0	0	1	0	9
Health/Assessments	2	7	1	6	0	0	1	6	3	16	1	2	3	0	5	1	54
Meaningful Day	0	4	1	2	0	0	1	2	1	4	0	0	1	1	1	0	18
Planning and Services	2	7	0	9	2	0	3	5	6	11	3	0	3	1	12	2	66
Team Process/DSS	1	0	0	2	0	0	0	0	0	1	0	0	0	0	0	0	4
<b>TOTAL</b>	<b>6</b>	<b>27</b>	<b>4</b>	<b>27</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>17</b>	<b>12</b>	<b>34</b>	<b>5</b>	<b>2</b>	<b>9</b>	<b>3</b>	<b>21</b>	<b>4</b>	<b>185</b>

Chart #5: Repeat Findings by Area and Case Management Agency										
Area	A New Vision (3)	A Step Above (8)	Amigo (4)	Carino (6)	Mi Via (1)	NMQCM (2)	Peak (5)	Unidas (16)	Unique Opportunities (2)	Total
Adaptive Equipment / Augmentative Communication	0	1	1	1	0	0	1	3	0	7
Behavior	0	2	1	0	0	1	0	0	0	4
Case Manager/ Guardian	3	5	1	1	0	1	5	7	0	23
Expectations of Growth/Quality of Life	1	1	1	1	0	1	0	4	0	9
Health/Assessments	3	8	3	5	2	1	6	25	1	54
Meaningful Day	0	4	2	3	0	2	1	5	1	18
Planning and Services	5	16	8	6	0	4	8	17	2	66
Team Process/DSS	2	0	0	0	0	0	1	1	0	4
<b>TOTAL</b>	<b>14</b>	<b>37</b>	<b>17</b>	<b>17</b>	<b>2</b>	<b>10</b>	<b>22</b>	<b>62</b>	<b>4</b>	<b>185</b>

## D. Immediate and Special Findings

There were 48 Class Members reviewed in the Metro Region as part of the 2018 IQR. Twenty-eight (28) individuals (58% of the total sample) were found to have immediate and/or special findings. Seventeen (17) individuals (35% of the sample) were found to have Immediate Needs. Nine of these seventeen also had Special Findings. Eleven additional individuals found to have Special Needs. There were a total of twenty (20) individuals with Special Need (42% of the sample). There were a total of thirty-four (34) Immediate findings and thirty (30) Special findings. Details of the issues of these findings are available 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.

**Chart #6: Immediate/Special Identified Individual Issues – 2018 IQR Metro Region**

**DETAILS REGARDING THE SPECIFIC FINDINGS HAVE BEEN REMOVED FOR POSTING ON THE COMMUNITY MONITOR WEBSITE**

Reg	CM	Res	Day	Immd	Spec	IR
<b>Health Oversight Issues</b>						
M3	A Step Above	Optihealth	Optihealth		X	
M3	Carino	Arca	None	X		
M3	Carino	LLCP	LLCP	X		
M3	Amigo	Dungarvin	Dungarvin		X	
M3	Amigo	Dungarvin	Dungarvin	X		
M3	Amigo	Dungarvin	Dungarvin	X		
M3	A New Vision	LLCP	LLCP		X	
M3	A Step Above	The New Beginnings	The New Beginnings	X		
M3	A Step Above	The New Beginnings	The New Beginnings	X		

Reg	CM	Res	Day	Immd	Spec	IR
M3	A Step Above	The New Beginnings	The New Beginnings	X		
M4	Peak	Optihealth	Opihealth	X		
M4	Unidas	Dungarvin	Dungarvin	X		
M4	Unidas	Expressions of Life	Share Your Care	X		
M4	Unidas	Expressions of Life	Share Your Care	X		
M4	Unidas	Expressions of Life	Share Your Care	X		
M4	Unidas	Expressions of Life	LLCP		X	
M4	Carino	LLCP	LLCP		X	
M4	Unidas	LLCP	LLCP		X	
M4	Unique Opp.	LLCP	LLCP	X		
M4	Unique Opp.	LLCP	LLCP		X	
M4	Unidas	LLCP	LLCP		X	
M4	Unidas	LLCP	LLCP		X	
<b>Medication/Side Effects</b>						
M1	Peak	Adelante	Adelante		X	
M3	Carino	Arca	None		X	
M4	NMQCM	The New Beginnings	The New Beginnings	X		

Reg	CM	Res	Day	Immd	Spec	IR
M4	NMQCM	The New Beginnings	The New Beginnings		X	
M4	Unidas	Expressions of Life	Share Your Care	X		
M4	Unidas	LLCP	LLCP		X	
<b>Not following orders/recommendations</b>						
M1	Peak	Adelante	Adelante		X	
M1	Peak	Abilities	Adelante		X	
M3	Amigo	Dungarvin	Dungarvin	X		
M3	A New Vision	LLCP	LLCP	X		
M3	A Step Above	The New Beginnings	The New Beginnings	X		
M4	Unidas	Expressions of Life	Share Your Care	X		
M4	Unique Opp.	LLCP	LLCP		X	
<b>Symptoms/Issues not being followed up</b>						
M1	A New Vision	Arca	Adelante		X	
M3	Carino	LLCP	LLCP	X		
M3	Unidas	Cornucopia	Cornucoipa	X		
M3	Unidas	Cornucopia	Cornucoipa		X	
M3	A New Vision	LLCP	LLCP	X		
M3	A New Vision	LLCP	LLCP		X	

Reg	CM	Res	Day	Immd	Spec	IR
M4	Unidas	Dungarvin	Dungarvin		X	
<b>Aspiration/CARMP Issues</b>						
M1	Unidas	Arca	Adelante		X	
M1	Peak	Adelante	Adelante		X	
M1	Unidas	Alegria	A Better Way	X		X
M3	A Step Above	Optihealth	Optihealth	X		
M3	A Step Above	The New Beginnings	The New Beginnings	X		
M3	Peak	Dungarvin	Active Solutions		X	
M3	A Step Above	The New Beginnings	The New Beginnings	X		
M4	Carino	LLCP	LLCP		X	
<b>Falls/Fractures/Safety</b>						
M1	A Step Above	Adelante	Adelante	X		
<b>Missing/Gap in Therapy</b>						
M1	Unidas	Adelante	Adelante	X		X
M1	Unidas	Alegria	A Better Way		X	

Reg	CM	Res	Day	Immd	Spec	IR
M3	A Step Above	MaxCare	MaxCare		X	
M3	A New Vision	LLCP	LLCP	X		
<b>Case Management Issues</b>						
M3	Unidas	Cornucopia	Cornucoipa		X	
M4	Unidas	LLCP	LLCP		X	
<b>Equipment Issues</b>						
M1	Unidas	Adelante	Adelante	X		X
M1	Peak	Adelante	Adelante	X		
M1	Unidas	Alegria	A Better Way		X	
<b>Other</b>						
M3	Amigo	Arca	Adelante	X		
M3	A Step Above	Optihealth	Optihealth	X		
M4	Peak	Optihealth	Opihealth	X		
M4	Unidas	Expressions of Life	LLCP		X	

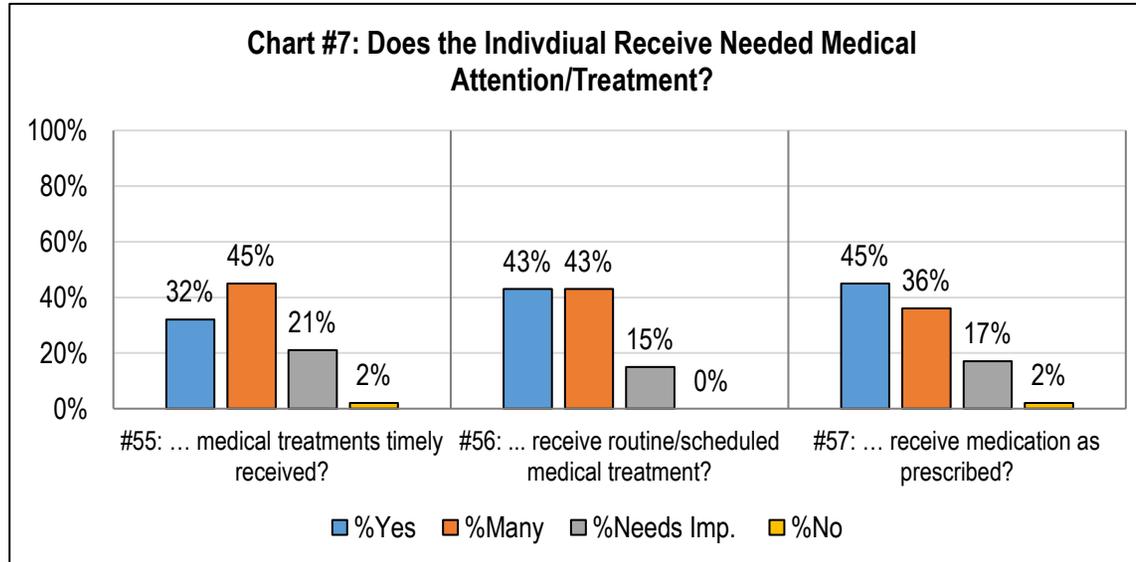
## E. Health, Assessments and Overall Wellness

There is a series of scored questions in the IQR protocol that specifically relate to the medical attention received by the class members. The charts which follow detail the findings based on related questions which are summarized first.

Question #55: Are all of the individual's needed medical treatments timely received?

Question #56: Does the individual receive routine/scheduled medical treatment?

Question #57: Does the individual receive medication as prescribed?



Ensuring individuals have the medical treatment they require includes scheduling and obtaining needed assessments, and using the information from those assessments to influence treatment and inform future planning. The IQR also evaluates the assessments needed by the individual and obtained by the teams as summarized below.

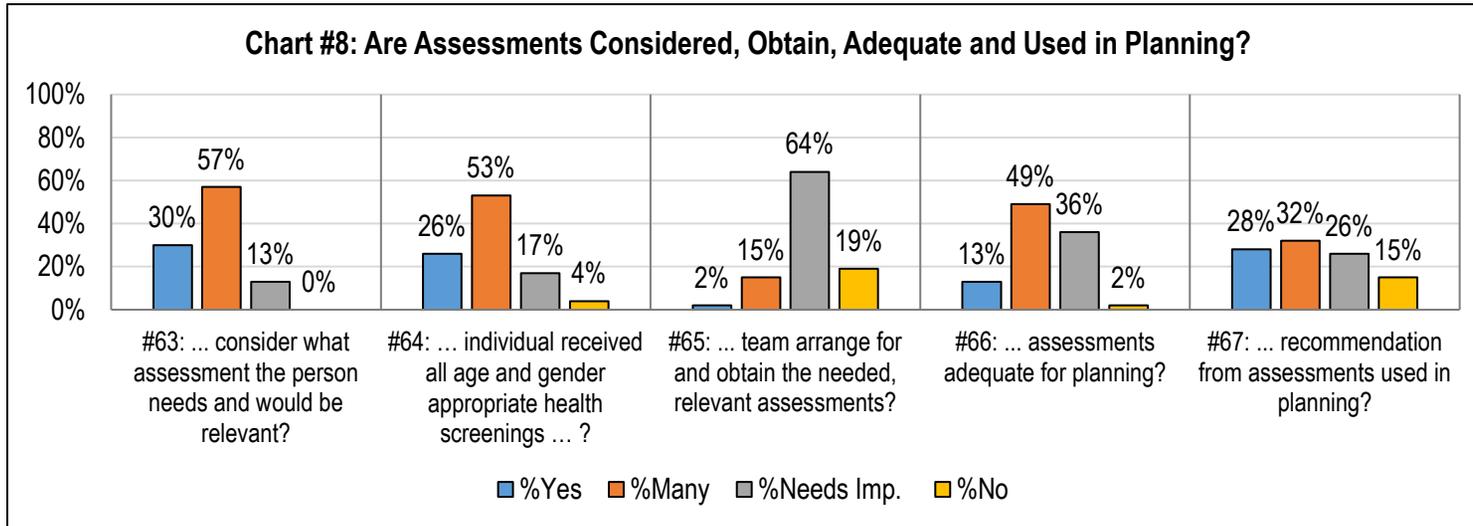
Question #63: Did the team consider what assessment the person needs and would be relevant to the Team's planning efforts?

Question #64: Has the individual received all age and gender appropriate health screenings, in accordance with national best practice and/or as recommended by his/her PCP or other health care professionals?

Question #65: Did the team arrange for and obtain the needed, relevant assessments?

Question #66: Are the assessments adequate for planning?

Question #67: Were the recommendation from assessments used in planning?



Beyond the protocol questions, a letter of Findings and Recommendations is issued for each class member. This letter is developed by the reviewer, reviewed by the Case Judge, Community Monitor, Regional and State DDSD and DHI staff, the individual and his/her team prior to becoming final. The table below summarizes some of the issues which were identified. It is important to note that the indications are 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.

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

Area	Ability First (1)	Adelante (9)	Alegria (1)	ARCA (7)	At Home Advocacy (1)	Bright Horizons (2)	Cornucopia (1)	Dungarvin (3)	Expressions of Life (3)	LLCP (9)	MaxCare (2)	Mi Via (1)	Opti Health (2)	Su Vida (1)	The New Beginnings (4)	TLC (1)	Total
Specialty Consult not completed (e.g., TEASC, Special needs Clinic)	3	1	0	2	0	0	1	0	0	7	1	0	2	0	0	0	17
Annual H&P not completed	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2
AIMS/other TD screen not done	0	0	1	1	0	1	0	3	1	2	0	1	0	0	2	0	12
Audiology/ABR: Not current/missing/inaccurate	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	4
Vision: Not current/Missing/inaccurate	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2
Dental: Assessment missing/needed	0	0	0	2	0	0	0	0	0	2	0	0	0	0	3	0	7
Dental/oral hygiene poor/ undetermined	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Mammogram/Breast exam not completed	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0	3
Pap/Pelvic/Well Woman not competed	0	3	0	0	0	0	0	0	1	0	0	0	2	0	0	0	6
MERPs/HCPs Not found/not specific/incorrect	3	12	0	19	0	6	4	11	9	18	0	0	9	0	8	5	104
MAAT incorrect/inconsistent	0	0	0	0	0	1	0	0	0	7	0	0	1	0	1	0	10

Area	Ability First (1)	Adelante (9)	Alegria (1)	ARCA (7)	At Home Advocacy (1)	Bright Horizons (2)	Cornucopia (1)	Dungarvin (3)	Expressions of Life (3)	LLCP (9)	MaxCare (2)	Mi Via (1)	Opti Health (2)	Su Vida (1)	The New Beginnings (4)	TLC (1)	Total
MAR/Medication/Dr. Order do not match	0	2	1	0	0	0	3	2	1	10	0	0	8	0	5	0	32
MAR Charting errors	0	0	0	0	0	0	0	0	0	13	0	0	0	0	0	0	13
Medication on MAR not found in home	0	0	0	0	0	0	0	0	5	1	0	0	0	0	1	0	7
Meds not administered/given as required	0	0	0	0	0	0	0	0	12	0	1	0	0	0	3	10	26
Med delivery instructions unclear	0	0	0	0	0	0	0	0	2	4	0	0	0	0	2	0	8
Expired meds found in med box/home	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2
Med found in home but not on MAR	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1
CIA incomplete/incorrect	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
HepB/C vaccine not done	0	0	1	1	1	1	0	2	3	5	0	1	1	0	0	0	16
Shingles vaccine not done	0	0	0	1	0	0	0	2	3	2	0	1	2	0	0	0	11
Pneumonia vaccine not done	0	0	0	1	0	0	0	1	1	1	0	1	0	0	1	0	6
Colon cancer screen not done	0	2	0	1	0	0	0	2	0	5	0	0	1	0	2	0	13
TDap not completed as recommended	0	0	0	1	0	0	0	0	1	2	0	1	0	0	0	0	5
Labs missing	0	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	3
HIV Testing not completed	0	0	0	0	1	1	0	1	2	2	0	1	1	0	0	0	9
Flu vaccine not done	0	0	1	1	0	0	0	1	1	0	0	0	0	0	0	0	4
Dexa/Bone Density not done	0	1	0	0	0	0	0	1	1	2	0	0	1	0	1	0	7
ARST contains inaccurate info	5	0	0	0	0	1	0	0	2	4	0	0	0	0	2	0	14
CARMP inaccurate/incomplete/not current	6	12	13	10	1	3	0	3	0	8	0	0	3	0	6	0	65
MTP/CARMP not implemented correctly	0	0	0	0	0	0	0	3	0	0	0	0	1	0	0	0	4
Recommended Swallow study not done	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Inconsistency between HCP/CARMP/MERP/eChat/MAR/Plans	0	0	0	5	1	4	1	5	8	4	0	1	4	0	8	0	41
X-Ray, MRI, Ultrasound, other follow up exam not complete as recommended	0	0	0	1	0	0	0	1	0	4	0	1	0	0	3	0	10
eChat incorrect/incomplete	17	22	0	28	1	2	11	35	42	35	8	0	12	0	15	1	229
<b>Totals</b>	<b>36</b>	<b>58</b>	<b>19</b>	<b>79</b>	<b>5</b>	<b>20</b>	<b>20</b>	<b>76</b>	<b>96</b>	<b>139</b>	<b>10</b>	<b>8</b>	<b>49</b>	<b>0</b>	<b>65</b>	<b>16</b>	<b>696</b>

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

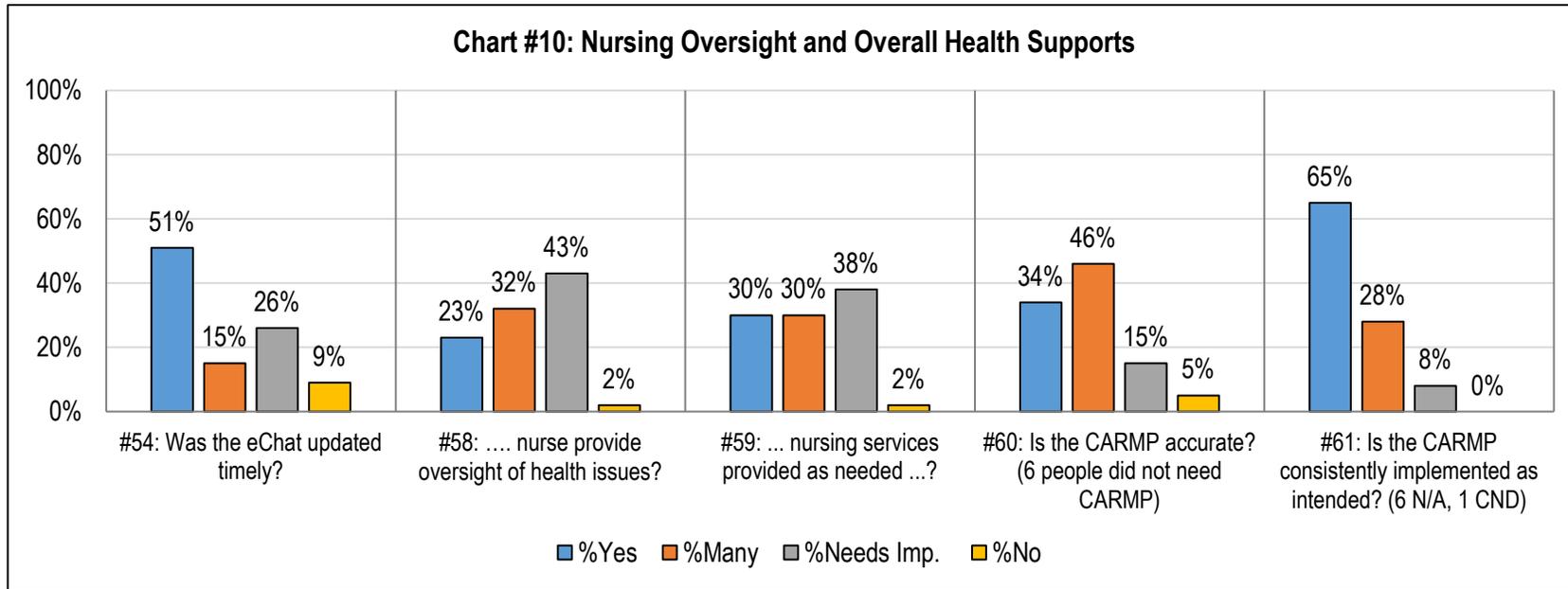
Question #54: Was the eChat updated timely?

Question #58: Does my nurse provide oversight of health issues (i.e. weight records, vitals, lab reports, PRN medication use, seizure records) in order to ensure accuracy, identify and respond to new issues?

Question #59: Are nursing services provided as needed by the individual?

Question #60: Is the CARMP accurate?

Question #61: 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 2018 IQR. Again, this represents the number of issues found; not the number of findings.

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

Chart #4: Repeat Findings by Area and Residential Provider																	
Area	Ability First (1)	Adelante (9)	Alegria (1)	ARCA (7)	At Home Advocacy (1)	Bright Horizons (2)	Cornucopia (1)	Dungarvin (3)	Expressions of Life (3)	LLCP (9)	MaxCare (2)	Mi Via (1)	Opti Health (2)	Su Vida (1)	The New Beginnings (4)	TLC (1)	Total
Nursing Annual/Quarterly/Monthly report not timely completed/missing	3	8	1	4	0	0	0	2	5	32	0	0	1	1	10	1	68
Nursing not providing info to team/PCP as needed	1	0	0	0	0	0	0	0	1	1	0	0	2	0	7	1	13
Nurse report not accurate/missing information	1	2	0	5	0	0	0	4	4	17	0	0	4	0	6	5	48
Nurse not Monitoring as required	4	0	0	3	0	1	0	1	5	15	0	0	11	1	2	3	46
Nurse not aware of/familiar with diagnoses	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	3
	9	10	1	12	0	1	0	7	18	65	0	0	18	2	25	10	178

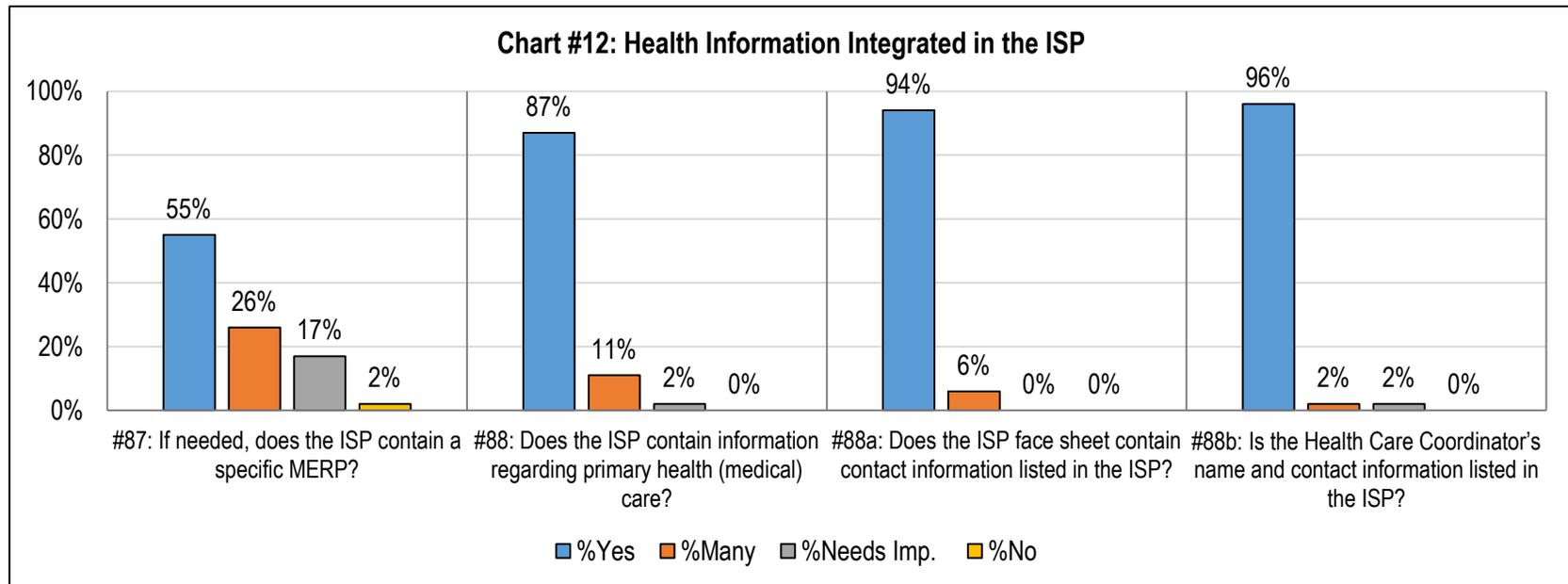
In addition to the issues and questions noted above, the individual's nurse is responsible, with the assistance of the rest of the Team, to assure that the documents presented and created for planning, such as the ISP, are accurate and thorough and contain the needed plans and information required. The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

Question #87: If needed, does the ISP contain a specific MERP?

Question #88: Does the ISP contain information regarding primary health (medical) care?

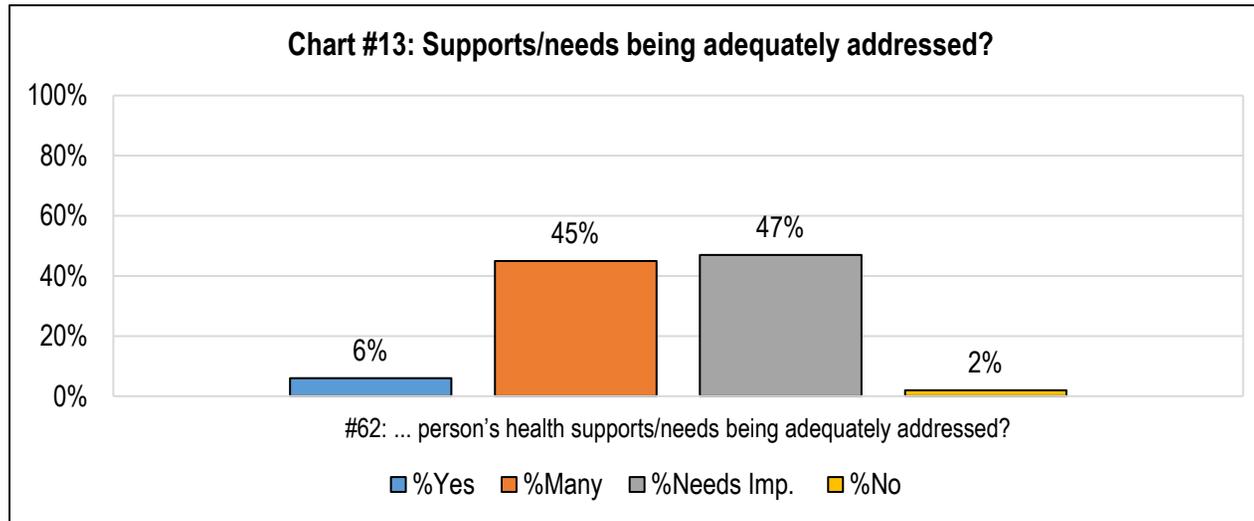
Question #88a: Does the ISP face sheet contain contact information listed in the ISP?

Question #88b: Is the Health Care Coordinator's name and contact information listed in the ISP?



There are many components to ensuring the health and safety of individuals with I/DD. These components vary and are unique to each individual. While the scored protocol questions cannot encompass each and every issue, it does allow for a general score that measures the adequacy of response to the individual's overall health needs. That question is **#62: Are the person's health supports/needs being adequately addressed?**

As noted in the chart below, for the 47 people scored in the Metro Region reviews, overall, three individuals had their health supports/needs adequately addressed (6% Yes). There were twenty-one people who had many of their needs addressed (45%) twenty-two are receiving supports that need improvement (47%), and one person had health supports that were not being addressed adequately (2% No).



As noted, 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 #62. This includes the adequacy and incorporation of needed care plans (CARMP, MERP, HCPs) into the Team's planning process, 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 MERP, that would be counted as a "4", for the number of issues, not just a "1" for the individual to whom the findings apply.

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

Area	Ability First (1)	Adelante (9)	Alegria (1)	ARCA (7)	At Home Advocacy (1)	Bright Horizons (2)	Cornucopia (1)	Dungarvin (3)	Expressions of Life (3)	LLCP (9)	MaxCare (2)	Mi Via (1)	Opti Health (2)	Su Vida (1)	The New Beginnings (4)	TLC (1)	Total
Weight not tracked/inconsistent	1	1	0	0	0	0	1	0	5	10	0	0	1	0	2	0	21
Bowel/bladder/fluid tracking not consistent /not done	3	11	0	4	0	0	0	3	0	5	0	0	6	0	0	0	32
Repositioning not completed as required	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Vitals tracking not consistent /incomplete	0	0	0	0	0	0	0	2	1	2	0	0	0	0	1	0	6
Seizure tracking not consistent	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Glucose tracking inconsistent	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	2

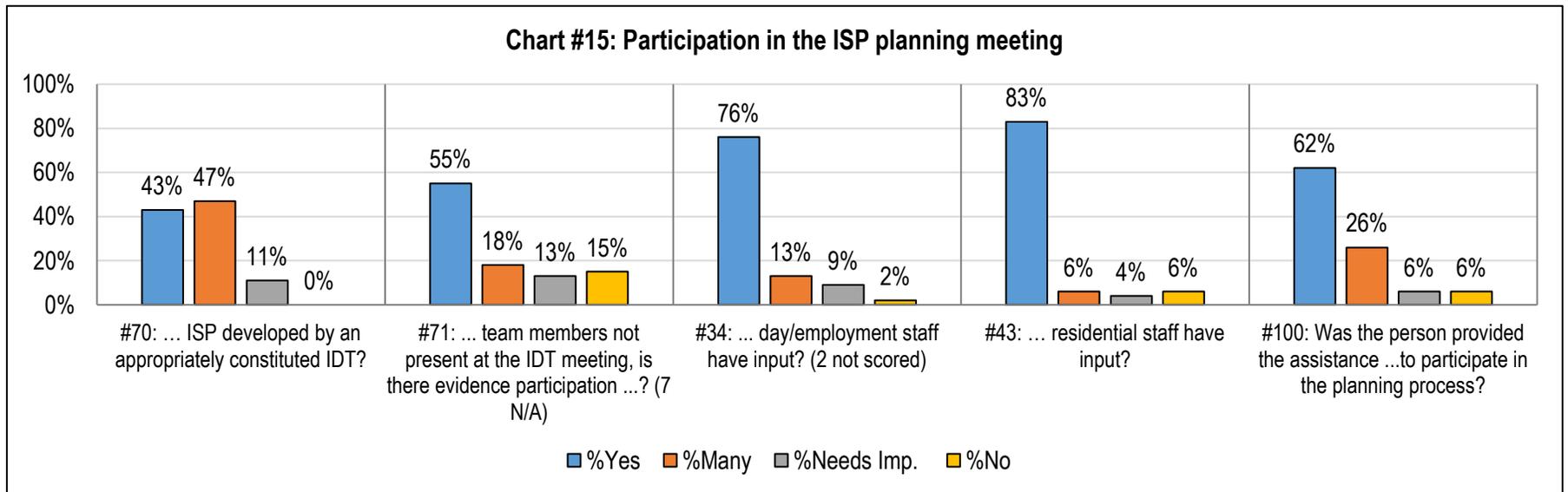
Chart #4: Repeat Findings by Area and Residential Provider

Area	Ability First (1)	Adelante (9)	Alegria (1)	ARCA (7)	At Home Advocacy (1)	Bright Horizons (2)	Cornucopia (1)	Dungarvin (3)	Expressions of Life (3)	LLCP (9)	MaxCare (2)	Mi Via (1)	Opti Health (2)	Su Vida (1)	The New Beginnings (4)	TLC (1)	Total
Nutrition not provided timely/not adequate	0	2	0	3	0	1	0	0	5	5	0	0	0	0	1	0	17
PT Evaluation does not identify baseline/progress	0	0	0	0	0	0	0	0	1	9	2	0	0	0	0	1	13
PT Report (Annual/Semi) inaccurate/inadequate	0	0	0	4	0	1	0	0	1	0	1	0	0	0	0	0	7
PT Report (Annual/Semi) not available/not provided	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
OT Report (Annual/Semi) inaccurate/inadequate	0	0	0	1	0	0	0	1	1	1	0	0	0	0	1	0	5
OT Evaluation does not identify baseline/progress	1	2	1	0	0	0	0	1	3	3	0	0	1	0	0	1	13
OT Services not provided/gap in services	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
SLP Evaluation/Report does not identify baseline/progress	0	0	0	0	0	3	0	0	1	5	1	0	0	0	0	1	11
SLP Report not provided/missing	0	0	0	1	0	0	0	0	0	0	1	0	0	1	0	0	3
SLP Report inaccurate/inadequate	0	2	1	3	0	0	0	0	1	4	1	0	0	0	0	0	12
Behavior Eval does not identify baseline/progress	0	0	2	6	0	0	0	0	2	2	2	0	0	1	0	0	15
Behavior Eval not provided / missing	0	0	1	4	0	0	0	1	0	8	1	0	0	1	2	0	18
Behavior Report inaccurate/inadequate	0	0	1	2	0	0	0	1	1	4	3	0	0	3	0	0	15
BSC Services not provided as needed/gap	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	2
PBSP inaccurate/inadequate	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Behavior Tracking incomplete	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
<b>Total # of Issues</b>	<b>6</b>	<b>19</b>	<b>6</b>	<b>29</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>10</b>	<b>23</b>	<b>59</b>	<b>13</b>	<b>0</b>	<b>10</b>	<b>6</b>	<b>8</b>	<b>3</b>	<b>198</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, and any additional persons who are needed to ensure the implementation of the Plan. The 2018 IQR protocol specifically probes many of the aspects of the planning process, including detail of who participates in plan creation. The chart below details the answers to related questions in the 2018 review.

- Question #70: Was the ISP developed by an appropriately constituted IDT?
- Question #71: For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP?
- Question #35: Did the [day/employment] direct service staff have input into the person's ISP?
- Question #43: Did the [residential] staff have input into the person's ISP?
- Question #100: Was the person provided the assistance and support needed to participate meaningfully in the planning process?



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

Res. Agency (# in sample)	Question				
	#70	#71	#34	#43	#100
Ability First (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)
Adelante (9)	44% Yes (4) 56% Many (5)	56% Yes (5) 22% Many (2) 22% Needs Impv (2) 11% No (1)	89% Yes (8) 11% Needs Impv (1)	78% Yes (7) 11% Many (1) 11% Needs Impv (1)	78% Yes (7) 22% Many (2)

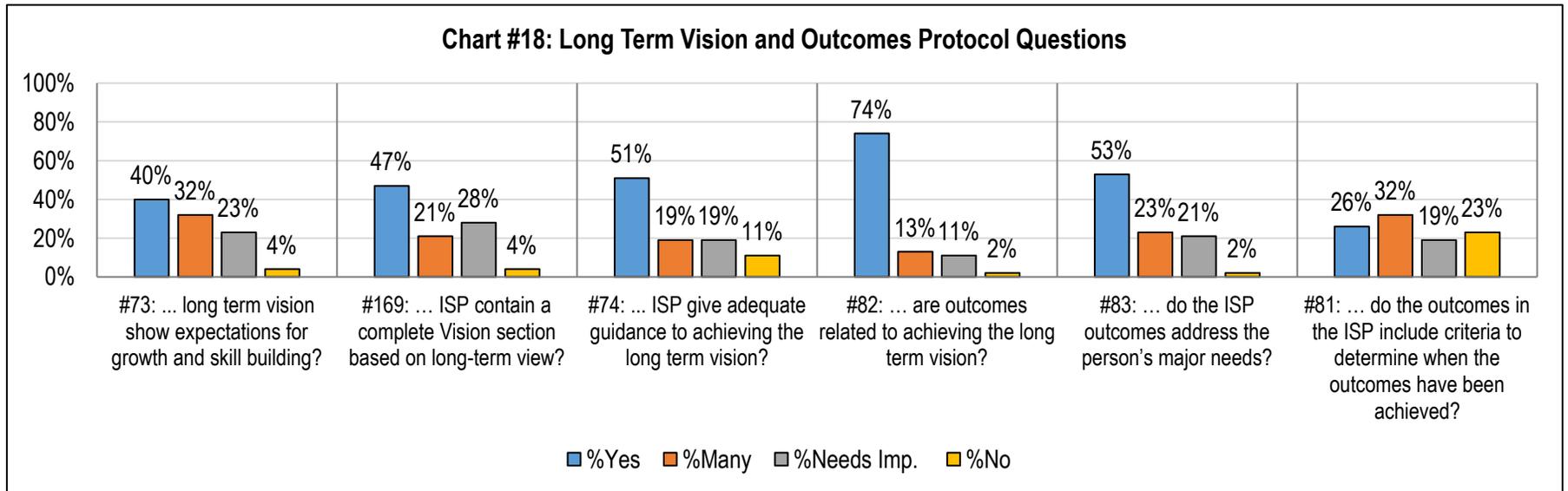
Res. Agency (# in sample)	Question				
	#70	#71	#34	#43	#100
Alegria (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)
Arca (7)	43% Yes (3) 57% Many (4)	57% Yes (4) 14% Many (1) 14% Needs Impv (1) 14% No (1)	100% Yes (6)  (1 Not Scored)	86% Yes (6) 14% Many (1)	43% Yes (3) 43% Many (3) 14% Needs Impv (1)
At Home Advocacy (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	100% Yes (1)
Bright Horizons (2)	50% Yes (1) 50% Needs Impv (1)	0% Yes 100% Many (1) (1 N/A)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% No (1)	0% Yes 100% Many (2)
Cornucopia (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Dungarvin (3)	0% Yes 100% Many (3)	0% Yes 67% Many (2) 33% No (1)	0% Yes 100% Many (3)	67% Yes (2) 33% Needs Impv (1)	33% Yes (1) 33% Needs Impv (1) 33% No (1)
Expressions of Life (3)	67% Yes (2) 33% Many (1)	100% Yes (2) 1 N/A	100% Yes (3)	100% Yes (3)	67% Yes (2) 33% Many (1)
LLCP (9)	67% Yes (6) 33% Many (3)	86% Yes (6) 14% Many (1) (2 N/A)	100% Yes (9)	100% Yes (9)	89% Yes (8) 11% Many (1)
MaxCare (2)	0% Yes 100% Many (2)	50% Yes (1) 50% Many (1)	100% Yes (2)	100% Yes (2)	100% Yes (2)
Optihealth (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 50% Needs Impv (1) 50% No (1)	50% Yes (1) 50% Needs Impv (1)	50% Yes (1) 50% Needs Impv (1)	0% Yes 50% Many (1) 50% No (1)
Su Vida (1)	100% Yes (1)	(1 N/A)	(1 Not Scored)	100% Yes (1)	100% Yes (1)
The New Beginnings (4)	50% Yes (2) 50% Needs Impv (2)	33% Yes (1) 33% Needs Impv (1) 33% No (1) (1 N/A)	50% Yes (2) 25% Many (1) 25% Needs Impv (1)	50% Yes (2) 50% No (2)	25% Yes (1) 50% Many (2) 25% Needs Impv (1)
TLC (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)

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

CM Agency (# in sample)	Question				
	#70	#71	#34	#43	#100
A New Vision (3)	33% Yes (1) 67% Many (2)	33% Yes (1) 67% Many (2)	100% Yes (3)	100% Yes (3)	100% Yes (3)
A Step Above (8)	38% Yes (3) 25% Many (2) 38% Needs Impv (3)	63% Yes (5) 13% Many (1) 13% Needs Impv (1) 13% No (1)	75% Yes (6) 13% Many (1) 13% Needs Impv (1)	88% Yes (7) 13% No (1)	63% Yes (5) 38% Many (3)
Amigo (4)	25% Yes (1) 75% Many (3)	50% Yes (2) 50% No (2)	75% Yes (3) 25% Many (1)	75% Yes (3) 25% Needs Impv (1)	25% Yes (1) 25% Many (1) 25% Needs Impv (1) 25% No (1)
Carino (6)	100% Yes (6)	100% Yes (3) (3 N/A)	80% Yes (4) 20% Many (1) (1 Not Scored)	67% Yes (4) 17% Many (1) 17% No (1)	83% Yes (5) 17% Many (1)
NMQCM (3)	33% Yes (1) 67% Many (2)	33% Yes (1) 33% Needs Impv (1) 33% No (1)	67% Yes (2) 33% Needs Impv (1)	100% Yes (3)	67% Yes (2) 33% Many (1)
Peak (5)	0% Yes 80% Many (4) 20% Needs Impv (1)	40% Yes (2) 20% Many (1) 20% Needs Impv (1) 20% No (1)	40% Yes (2) 40% Many (2) 20% Needs Impv (1)	80% Yes (4) 20% Many (1)	60% Yes (3) 40% No (2)
Unidas (16)	44% Yes (7) 50% Many (8) 6% Needs Impv (1)	58% Yes (7) 17% Many (2) 17% Needs Impv (2) 8% No (1) (4 N/A)	87% Yes (13) 7% Many (1) 7% No (1) (1 Not Scored)	81% Yes (13) 6% Many (1) 6% Needs Impv (1) 6% No (1)	50% Yes (8) 68% 38% 13% Needs Impv (2)
Unique Opportunities (2)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Needs Impv (1)	100% Yes (2)	100% Yes (2)

One foundational component of an individual's ISP is the Long Term Vision, which summarizes what the individual wants to accomplish in the near future (3 to 5 years) in each life area. To that end, Outcomes are to be developed by the Team in a way that results in an accomplishable path to the visions. The 2018 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 identified questions for class members ISPs in the 2018 review.

- Question #73: Overall, does the long term vision show expectations for growth and skill building?
- Question #169: Does the person have an ISP that contains a complete Vision Section that is based on a long term view?
- Question #74: Overall, does the ISP give adequate guidance to achieving the person's long term vision?
- Question #82: Overall, are the ISP outcomes related to achieving the person's long term vision?
- Question #83: Overall, do the ISP outcomes address the person's major needs?
- Question #81: Overall, do the outcomes in the ISP include criteria by which the team can determine when the outcomes have been achieved?



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

Res Agency (# in sample)	Question					
	#73	#169	#74	#82	#83	#81
Ability First (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Adelante (9)	33% Yes (3) 44% Many (4) 11% Needs Impv (1) 11% No (1)	33% Yes (3) 11% Many (1) 44% Needs Impv (4) 11% No (1)	44% Yes (4) 33% Needs Impv (3) 22% No (2)	56% Yes (5) 11% Many (1) 22% Needs Impv (2) 11% No (1)	33% Yes (3) 11% Many (1) 56% Needs Impv (5)	22% Yes (2) 11% Many (1) 44% Needs Impv (4) 22% No (2)
Alegria (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)
Arca (7)	43% Yes (3)	29% Yes (2)	29% Yes (2)	57% Yes (4)	29% Yes (2)	0% Yes

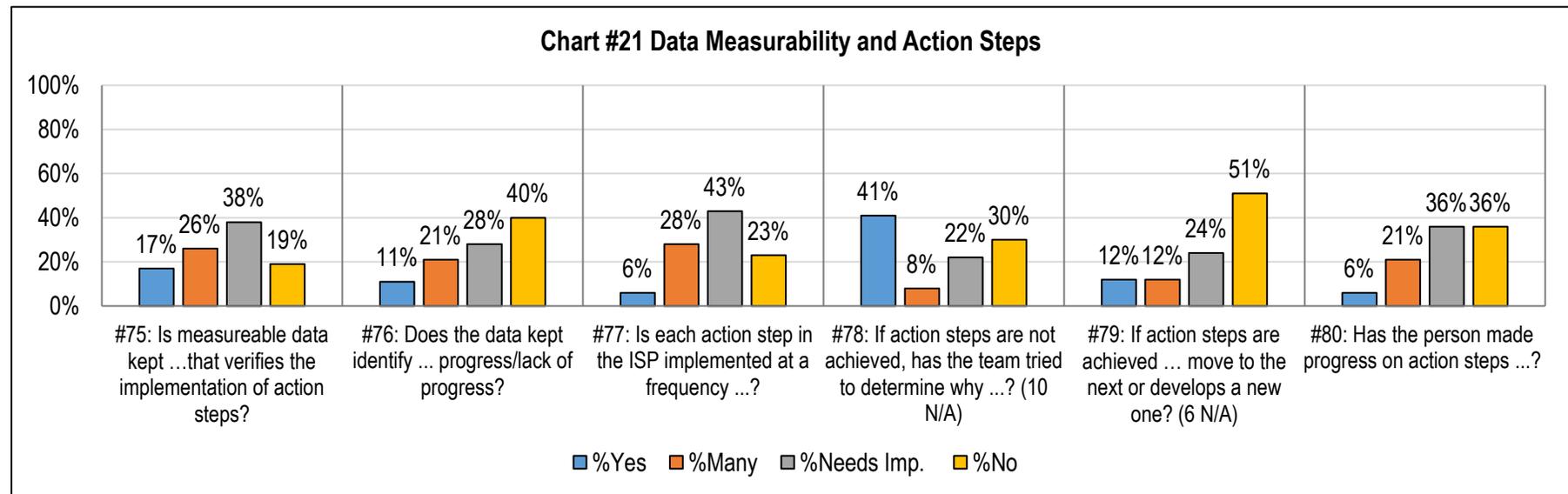
	Question					
Res Agency (# in sample)	#73	#169	#74	#82	#83	#81
	14% Many (1) 29% Needs Impv (2) 14% No (1)	14% Many (1) 57% Needs Impv (4)	29% Many (2) 14% Needs Impv (1) 29% No (2)	29% Many (2) 14% Needs Impv (1)	29% Many (2) 43% Needs Impv (3)	43% Needs Impv (3) 57% No (4)
At Home Advocacy (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)
Bright Horizons (2)	50% Yes (1) 50% Many (1)	100% Yes (2)	50% Yes (1) 50% Many (1)	100% Yes (2)	100% Yes (2)	50% Yes (1) 50% No (1)
Cornucopia (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Dungarvin (3)	0% Yes 33% Many (1) 67% Needs Impv (2)	0% Yes 33% Many (1) 33% Needs Impv (1) 33% No (1)	0% Yes 67% Needs Impv (2) 33% No (1)	67% Yes (2) 33% Needs Impv (1)	33% Yes (1) 33% Many (1) 33% Needs Impv (1)	0% Yes 67% Needs Impv (2) 33% No (1)
Expressions of Life (3)	33% Yes (1) 33% Many (1) 33% Needs Impv (1)	67% Yes (2) 33% Many (1)	67% Yes (2) 33% Many (1)	100% Yes (3)	67% Yes (2) 33% Needs Impv (1)	33% Yes (1) 67% Many (2)
LLCP (9)	44% Yes (4) 56% Many (5)	56% Yes (5) 44% Many (4)	56% Yes (5) 33% Many (3) 11% Needs Impv (1)	100% Yes (9)	89% Yes (8) 11% Many (1)	44% Yes (4) 33% Many (3) 22% Needs Impv (2)
MaxCare (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)	0% Yes 50% Many (1) 50% Needs Impv (1)
Optihealth (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 50% Many (1) 50% Needs Impv (1)	100% Yes (2)	50% Yes (1) 50% Many (1)	0% Yes 50% Many (1) 50% No (1)	0% Yes 50% Many (1) 50% Needs Impv (1)
Su Vida (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Needs Impv (1)
The New Beginnings (4)	50% Yes (2) 50% Needs Impv (2)	50% Yes (2) 50% Needs Impv (2)	75% Yes (3) 25% Needs Impv (1)	75% Yes (3) 25% Needs Impv (1)	50% Yes (2) 50% Many (2)	25% Yes (1) 25% Many (1) 25% No (2)
TLC (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% Many (1)	0% Yes 100% No (1)

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

CM Agency (# in sample)	Question					
	#73	#169	#74	#82	#83	#81
A New Vision (3)	0% Yes 33% Many (1) 67% Needs Impv (2)	33% Yes (1) 33% Many (1) 33% Needs Impv (1)	33% Yes (1) 67% Many (2)	33% Yes (1) 67% Many (2)	67% Yes (2) 33% Many (1)	0% Yes 67% Many (2) 33% No (1)
A Step Above (8)	38% Yes (3) 63% Many (5)	38% Yes (3) 25% Many (2) 38% Needs Impv (3)	38% Yes (3) 25% Many (2) 38% Needs Impv (3)	63% Yes (5) 38% Needs Impv (3)	50% Yes (4) 25% Many (2) 25% Needs Impv (2)	25% Yes (2) 13% Many (1) 38% Needs Impv (3) 25% No (2)
Amigo (4)	25% Yes (1) 25% Many (1) 25% Needs Impv (1) 25% No (1)	0% Yes 75% Needs Impv (4) 25% No (1)	0% Yes 50% Needs Impv (2) 50% No (2)	0% Yes 75% Many (3) 25% Needs Impv (1)	25% Yes (1) 75% Needs Impv (3)	0% Yes 25% Needs Impv (1) 75% No (3)
Carino (6)	83% Yes (5) 17% Many (1)	83% Yes (5) 17% Many (1)	83% Yes (5) 17% Many (1)	83% Yes (5) 17% Many (1)	83% Yes (5) 17% Needs Impv (1)	50% Yes (3) 33% Many (2) 17% Needs Impv (1)
NMQCM (3)	67% Yes (2) 33% Needs Impv (1)	67% Yes (2) 33% Needs Impv (1)	33% Yes (1) 33% Many (1) 33% No (1)	67% Yes (2) 33% Many (1)	33% Yes (1) 67% Many (1)	33% Yes (1) 67% Needs Impv (1)
Peak (5)	20% Yes (1) 80% Needs Impv (4)	20% Yes (1) 80% Needs Impv (4)	40% Yes (2) 40% Needs Impv (2) 20% No (1)	40% Yes (2) 40% Many (2) 20% Needs Impv (1)	20% Yes (1) 40% Many (2) 20% Needs Impv (1) 20% No (1)	20% Yes (1) 60% Needs Impv (3) 20% No (1)
Unidas (16)	38% Yes (6) 44% Many (7) 13% Needs Impv (2) 6% No (1)	56% Yes (9) 31% Many (5) 6% Needs Impv (1) 6% No (1)	Yes (11) 19% Many (3) 6% Needs Impv (1) 6% No (1)	88% Yes (14) 6% Many (1) 6% No (1)	63% Yes (10) 25% Many (4) 13% Needs Impv (2)	25% Yes (4) 19% Many (3) 25% Needs Impv (4) 31% No (5)
Unique Opportunities (2)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Needs Impv (1)	50% Yes (1) 50% Needs Impv (1)	50% Yes (1) 50% Needs Impv (1)	0% Yes 50% Many (1) 50% Needs Impv (1)

Additional components of an individual's ISP include Action Steps, which should be written in measurable terms, in sequential order which logically leads to the achievement of the related outcome. The data gathered during the implementation of the Action Steps should also be written in measurable terms, so team members can review them and determine if measurable progress toward the outcome is being made. The chart below details the findings related to specific questions which probe the action steps and data collection for class members ISPs in the 2018 review.

- Question #75: Is measurable data kept which verifies the consistent implementation of each of the action steps?
- Question #76: Does the data kept identify what the person does so a determination can be made regarding the progress/lack of progress?
- Question #77: Is each action step in the ISP implemented at a frequency that enables the person to learn new skills?
- Question #78: If the person is not successful in achieving action steps, has the team tried to determine why, and change their approach as needed?
- Question #79: If the person achieves action steps, does the team move to the next in a progress of steps or develops a new one?
- Question #80: Has the person made measurable progress on action steps during the past year?



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

Res. Agency (# in sample)	Question					
	#75	#76	#77	#78	#79	#80
Ability First (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% No (1)	100% Yes (1)
Adelante (9)	11% Yes (1) 11% Many (1) 33% Needs Impv (3) 11% No (1)	11% Yes (1) 44% Needs Impv (4) 44% No (4)	11% Yes (1) 22% Many (2) 33% Needs Impv (3) 33% No (3)	44% Yes (4) 44% Needs Impv (4) 11% No (1)	11% Yes (1) 22% Many (2) 33% Needs Impv (3) 33% No (3)	11% Yes (1) 44% Needs Impv (4) 33% No (3)
Alegria (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% Many (1)
Arca (7)	0% Yes 29% Many (2) 43% Needs Impv (3) 29% No (2)	0% Yes 14% Many (1) 57% Needs Impv (4) 29% No (2)	0% Yes 14% Many (1) 71% Needs Impv (5) 14% No (1)	33% Yes (2) 33% Needs Impv (2) 33% No (2) (1 N/A)	17% Yes (1) 17% Many (1) 33% Needs Impv (3) 33% No (3) (1 N/A)	0% Yes 57% Needs Impv (4) 43% No (3)
At Home Advocacy (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)	0% Yes 100% Needs Impv (1)	(1 N/A)	0% Yes 100% No (1)	0% Yes 100% No (1)
Bright Horizons (2)	50% Yes (1) 50% Needs Impv (1)	0% Yes 50% Many (1) 50% No (1)	0% Yes 100% Needs Impv (2)	0% Yes 100% Needs Impv (1) (1 N/A)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 100% Many (2)
Cornucopia (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	(1 N/A)	(1 N/A)	0% Yes 100% Many (1)
Dungarvin (3)	0% Yes 67% Needs Impv (2) 33% No (1)	0% Yes 100% No (3)	0% Yes 67% Needs Impv (2) 33% No (1)	33% Yes (1) 67% Needs Impv (2)	0% Yes 100% No (3)	0% Yes 67% Needs Impv (2) 33% No (1)
Expressions of Life (3)	33% Yes (1) 33% Many (1) 33% No (1)	0% Yes 67% Many (2) 33% No (1)	0% Yes 67% Many (2) 33% No (1)	33% Yes (1) 67% No (2)	0% Yes 100% Need Impv (3)	0% Yes 33% Many (1) 67% No (2)
LLCP (9)	22% Yes (2) 22% Many (2) 22% Needs Impv (2) 33% No (3)	44% Yes (4) 11% Many (1) 11% Needs Impv (1) 33% No (3)	11% Yes (1) 44% Many (4) 22% Needs Impv (2) 22% No (2)	50% Yes (4) 38% Many (3) 13% No (1) (1 N/A)	43% Yes (3) 14% Many (1) 43% No (3) (2 N/A)	0% Yes 44% Many (4) 22% Needs Impv (2) 33% No (3)
MaxCare (2)	0% Yes 100% Many (2)	0% Yes 50% Many (1) 50% No (1)	0% Yes 50% Needs Impv (1) 50% No (1)	50% Yes (1) 50% No (1)	0% Yes 50% Needs Impv (1) 50% No (1)	0% Yes 50% Needs Impv (1) 50% No (1)
Optihealth (2)	0% Yes	0% Yes	0% Yes	0% Yes	0% Yes	0% Yes

	Question					
Res. Agency (# in sample)	#75	#76	#77	#78	#79	#80
	100% Needs Impv (2)	100% No (2)	100% No (2)	100% No (2)	100% No (2)	100% Needs Impv (2)
Su Vida (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	(1 N/A)	0% Yes 100% No (1)	0% Yes 100% No (1)
The New Beginnings (4)	25% Yes (1) 50% Many (2) 25% No (1)	0% Yes 25% Many (1) 50% Needs Impv (2) 25% No (1)	25% Yes (1) 50% Many (2) 25% Needs Impv (1)	0% Yes 100% Needs Impv (1) (3 N/A)	0% Yes 100% No (2) (2 N/A)	0% Yes 50% Many (2) 25% Needs Impv (1) 25% No (1)
TLC (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Need Impv (1)	(1 N/A)	0% Yes 100% No (1)	0% Yes 100% No (1)

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

	Question					
CM Agency (# in sample)	#75	#76	#77	#78	#79	#80
A New Vision (3)	0% Yes 33% Many (1) 33% Needs Impv (1) 33% No (1)	0% Yes 100% Many (3)	0% Yes 33% Many (1) 33% Needs Impv (1) 33% No (1)	33% Yes (1) 33% Many (1) 33% Needs Impv (1)	0% Yes 100% Needs Impv (2) (1 N/A)	0% Yes 33% Needs Impv (1) 67% No (2)
A Step Above (8)	13% Yes (1) 13% Many (1) 63% Needs Impv (5) 13% No (1)	13% Yes (1) 13% Many (1) 25% Needs Impv (2) 50% No (4)	13% Yes (1) 25% Many (2) 38% Needs Impv (3) 25% No (2)	33% Yes (2) 50% Needs Impv (3) 17% No (1) (2 N/A)	0% Yes 43% Many (3) 57% No (4) (1 N/A)	13% Yes (1) 25% Many (2) 50% Needs Impv (4) 13% No (1)
Amigo (4)	0% Yes 25% Many (1) 75% No (3)	0% Yes 25% Needs Impv (1) 75% No (3)	0% Yes 25% Many (1) 25% Needs Impv (1) 50% No (2)	33% Yes (1) 67% No (2) (1 N/A)	25% Yes (1) 25% Needs Impv (1) 50% No (2)	0% Yes 25% Needs Impv (1) 75% No (3)
Carino (6)	17% Yes (1) 33% Many (2) 33% Needs Impv (2) 17% No (1)	17% Yes (1) 17% Needs Impv (1) 67% No (4)	17% Yes (1) 33% Many (2) 33% Needs Impv (2) 17% No (1)	40% Yes (2) 20% Many (1) 20% Needs Impv (1) 20% No (1) (1 N/A)	40% Yes (2) 20% Many (1) 20% Needs Impv (1) 20% No (1) (1 N/A)	0% Yes 17% Many (1) 33% Needs Impv (2) 50% No (3)
NMQCM (3)	33% Yes (1) 33% Many (1)	0% Yes 67% Needs Impv (2)	33% Yes (1) 33% Needs Impv (1)	0% Yes 100% No (1)	0% Yes 100% No (2)	0% Yes 33% Many (1)

CM Agency (# in sample)	Question					
	#75	#76	#77	#78	#79	#80
	33% Needs Impv (1)	33% No (1)	33% No (1)	(2 N/A)	(1 N/A)	67% No (2)
Peak (5)	20% Yes (1) 80% Needs Impv (4)	0% Yes 20% Many (1) 40% Needs Impv (2) 40% No (2)	0% Yes 80% Needs Impv (4) 20% No (1)	25% Yes (1) 25% Needs Impv (1) 50% No (1) (1 N/A)	0% Yes 20% Needs Impv (1) 80% No (4)	20% Yes (1) 60% Needs Impv (3) 20% No (1)
Unidas (16)	25% Yes (4) 31% Many (5) 25% Needs Impv (4) 19% No (3)	13% Yes (2) 31% Many (5) 25% Needs Impv (4) 31% No (5)	0% Yes 38% Many (6) 50% Needs Impv (8) 13% No (2)	54% Yes (7) 8% Many (1) 15% Needs Impv (2) 23% No (3) (3 N/A)	7% Yes (1) 7% Many (1) 36% Needs Impv (5) 50% No (7) (2 N/A)	6% Yes (1) 31% Many (5) 31% Needs Impv (5) 31% No (5)
Unique Opportunities (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	50% Yes (1) 50% Needs Impv (1)	0% Yes 50% Many (1) 50% No (1)	50% Yes (1) 50% No (1)	50% Yes (1) 50% No (1)	0% Yes 50% Many (1) 50% Needs Impv (1)

In addition to the components listed above, the Teaching and Support Strategies (T&SS) are also an integral part of the ISP. T&SS should be developed by the residential and/or day provider responsible for implementing the T&SS. Input from others such as therapists should be included as needed. WDSIs are developed by therapists as a complement to the T&SS. All T&SS and WDSIs should provide guidance for those direct support professionals who support the person in achieving his/her Vision/Outcomes. The following protocol questions in the 2018 IQR relate to the T&SS and implementation of the ISP.

Question #84: Overall, are the T&SS sufficient to ensure consistent implementation of the services planned?

Question #85: Overall, are the recommendations and/or objectives/strategies of ancillary provider integrated into the ISP?

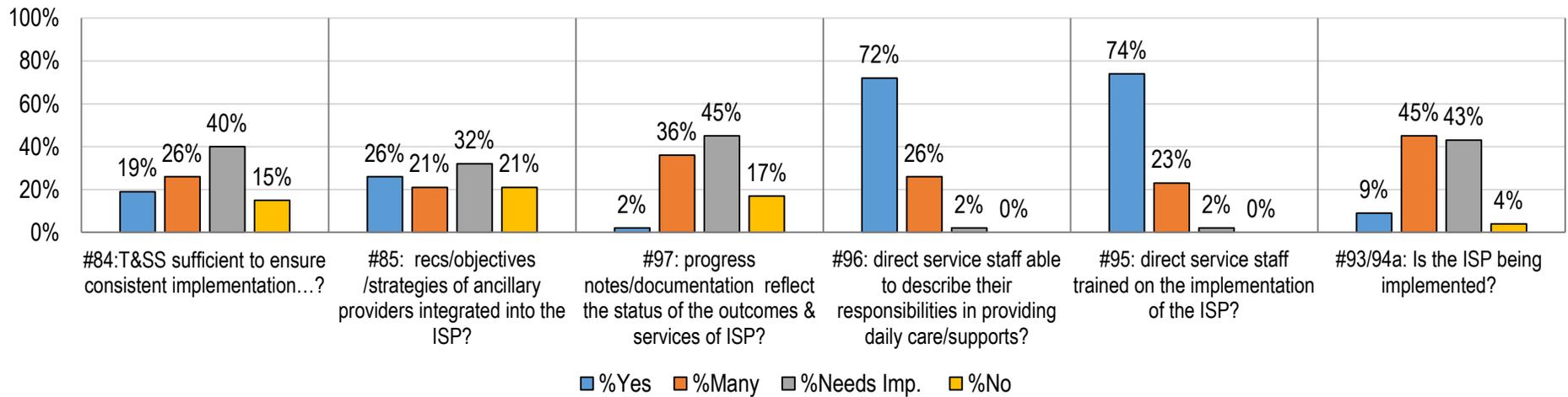
Question #97: Overall, do the progress notes or other documentation in the record reflect the status of the outcomes and services of the key life areas stated in the ISP?

Question #96: Overall, were the direct service staff able to describe their responsibilities in providing daily care/supports to the person?

Question #95: Overall, was the direct service staff trained on the implementation of this person's ISP?

Question #93/94a: Is the ISP being implemented?

**Chart #24: T&SS and Implementation**



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

Res. Agency (# in sample)	Question					
	#84	#85	#97	#96	#95	#94a
Ability First (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)
Adelante (9)	11% Yes (1) 22% Many (2) 56% Needs Impv (5) 11% No (1)	11% Yes (1) 44% Many (4) 33% Needs Impv (3) 11% No (1)	0% Yes 33% Many (3) 44% Needs Impv (4) 22% No (2)	78% Yes (7) 22% Many (2)	78% Yes (7) 22% Many (2)	11% Yes (1) 11% Many (1) 78% Needs Impv (7)
Alegria (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% Many (1)
Arca (7)	0% Yes 43% Many (3) 43% Needs Impv (3) 14% No (1)	14% Yes (1) 14% Many (1) 43% Needs Impv (3) 29% No (2)	0% Yes 71% Needs Impv (5) 29% No (2)	71% Yes (5) 29% Many (2)	57% Yes (4) 29% Many (2) 14% Needs Impv (1)	0% Yes 29% Many (2) 71% Needs Impv (5)
At Home	0% Yes	0% Yes	0% Yes	100% Yes (1)	100% Yes (1)	0% Yes

Res. Agency (# in sample)	Question					
	#84	#85	#97	#96	#95	#94a
Advocacy (1)	100% Needs Impv (1)	100% Needs Impv (1)	100% Needs Impv (1)			100% Needs Impv (1)
Bright Horizons (2)	0% Yes 100% Needs Impv (2)	50% Yes (1) 50% No (1)	0% Yes 100% Needs Impv (2)	100% Yes (2)	100% Yes (2)	0% Yes 50% Many (1) 50% Needs Impv (1)
Cornucopia (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Dungarvin (3)	0% Yes 33% Needs Impv (1) 67% No (1)	0% Yes 33% Many (1) 67% No (1)	0% Yes 33% Needs Impv (1) 67% No (1)	0% Yes 100% Many (3)	67% Yes (2) 33% Many (1)	0% Yes 33% Many (1) 33% Needs Impv (1) 33% No (1)
Expressions of Life (3)	0% Yes 33% Many (1) 67% Needs Impv (2)	0% Yes 33% Many (1) 33% Needs Impv (1) 33% No (1)	0% Yes 100% Many (3)	67% Yes (2) 33% Many (1)	67% Yes (2) 33% Many (1)	33% Yes (1) 33% Many (1) 33% No (1)
LLCP (9)	67% Yes (6) 22% Many (2) 11% Needs Impv (1)	78% Yes (7) 11% Many (1) 11% Needs Impv (1)	0% Yes 67% Many (6) 33% Needs Impv (3)	89% Yes (8) 11% Many (1)	100% Yes (9)	22% Yes (2) 56% Many (5) 22% Needs Impv (2)
MaxCare (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 50% Needs Impv (1) 50% No (1)	0% Yes 100% Many (2)	100% Yes (2)	100% Yes (2)	0% Yes 100% Many (2)
Optihealth (2)	0% Yes 50% Many (1) 50% No (1)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 100% Needs Impv (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 100% Many (2)	0% Yes 50% Many (1) 50% Needs Impv (1)
Su Vida (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
The New Beginnings (4)	25% Yes (1) 25% Many (1) 50% Needs Impv (2)	25% Yes (1) 25% Many (1) 50% Needs Impv (2)	0% Yes 50% Many (2) 50% No (2)	100% Yes (4)	75% Yes (3) 25% Many (1)	0% Yes 50% Many (2) 50% Needs Impv (2)
TLC (1)	0% Yes 100% No (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)

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

CM Agency (# in sample)	Question					
	#84	#85	#97	#96	#95	#94a
A New Vision (3)	33% Yes (1) 33% Many (1) 33% Needs Impv (1)	0% Yes 67% Many (2) 33% No (1)	0% Yes 67% Many (2) 33% Needs Impv (1)	67% Yes (2) 33% Many (1)	67% Yes (2) 33% Needs Impv (1)	0% Yes 67% Many (2) 33% Needs Impv (1)
A Step Above (8)	25% Yes (2) 25% Many (2) 50% Needs Impv (4)	25% Yes (2) 13% Many (1) 50% Needs Impv (4) 13% No (1)	0% Yes 25% Many (2) 75% Needs Impv (6)	63% Yes (5) 38% Many (3)	63% Yes (5) 38% Many (3)	13% Yes (1) 50% Many (4) 38% Needs Impv (3)
Amigo (4)	0% Yes 25% Many (1) 50% Needs Impv (2) 25% No (1)	0% Yes 25% Many (1) 50% Needs Impv (2) 25% No (1)	0% Yes 25% Many (1) 25% Needs Impv (1) 50% No (2)	50% Yes (2) 50% Many (2)	75% Yes (3) 25% Many (1)	0% Yes 25% Many (1) 50% Needs Impv (2) 25% No (1)
Carino (6)	50% Yes (3) 33% Many (2) 17% Needs Impv (1)	0% Yes 50% Many (3) 50% Needs Impv (3)	0% Yes 50% Many (3) 33% Needs Impv (2) 17% No (1)	100% Yes (6)	83% Yes (5) 17% Many (1)	17% Yes (1) 17% Many (1) 67% Needs Impv (4)
NMQCM (3)	0% Yes 33% Many (1) 33% Needs Impv (1) 33% No (1)	33% Yes (1) 33% Many (1) 33% Needs Impv (1)	0% Yes 33% Many (1) 67% Needs Impv (2)	100% Yes (3)	100% Yes (3)	0% Yes 33% Many (1) 67% Needs Impv (2)
Peak (5)	20% Yes (1) 20% Needs Impv (1) 60% No (3)	0% Yes 40% Many (2) 40% Needs Impv (2) 20% No (1)	0% Yes 20% Many (1) 60% Needs Imp (3) 20% No (1)	60% Yes (3) 20% Many (1) 20% Needs Impv (1)	60% Yes (3) 40% Many (2)	0% Yes 40% Many (2) 60% Needs Impv (3)
Unidas (16)	13% Yes (2) 25% Many (4) 50% Needs Impv (8) 13% No (2)	31% Yes (5) 25% Many (4) 13% Needs Impv (2) 31% No (5)	6% Yes (1) 38% Many (6) 31% Needs Impv (5) 25% No (4)	69% Yes (11) 31% Many (5)	75% Yes (12) 25% Many (4)	13% Yes (2) 56% Many (9) 25% Needs Impv (4) 6% No (1)
Unique Opportunities (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	50% Yes (1) 50% Needs Impv (1)	0% Yes 50% Many (1) 50% Needs Impv (1)	100% Yes (2)	100% Yes (2)	0% Yes 50% Many (1) 50% Needs Impv (1)

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 2018 IQR protocol that probe these items, and the level of intensity of services that individuals in the review receive.

Question #72: Does my ISP contain current and accurate information?

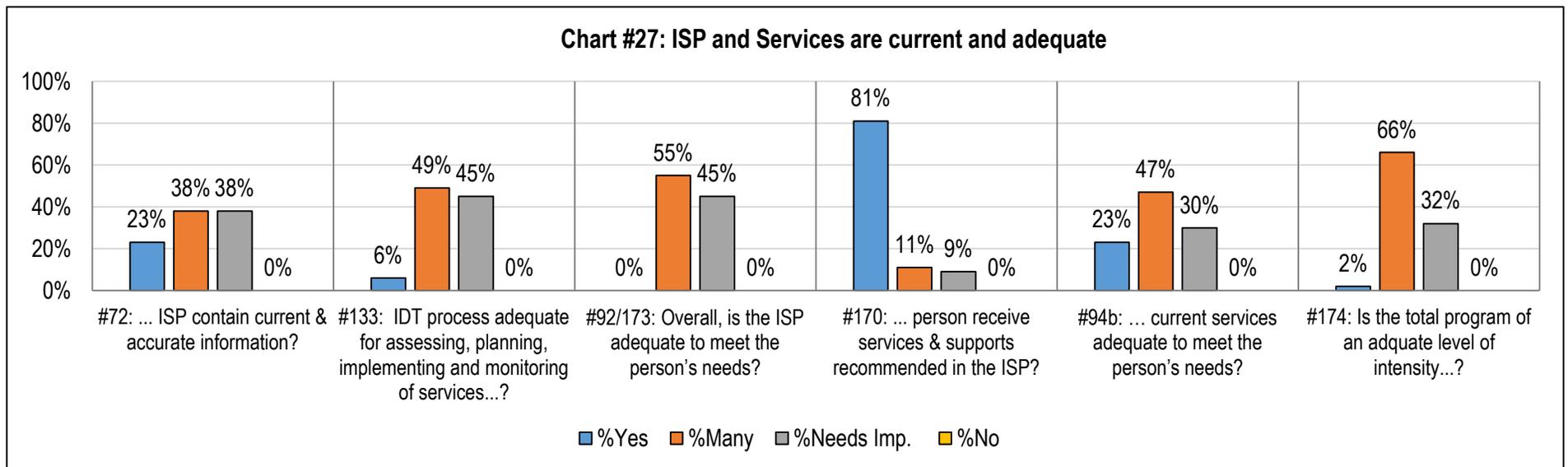
Question #133: Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person?

Question #92/173: Overall, is the ISP adequate to meet the person's needs?

Question #170: Does the person receive services and supports recommended in the ISP?

Question #94b: Are current services adequate to meet the person's needs?

Question #174: Is the total program of the level of intensity adequate to meet this person's needs?



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

Res. Agency (# in sample)	Question					
	#72	#133	#92/173	#170	#94b	#174
Ability First (1)	100% Needs Impv (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)
Adelante (9)	33% Yes (3) 22% Many (2) 44% Needs Impv (4)	0% Yes 22% Many (2) 78% Needs Impv (7)	0% Yes 22% Many (2) 78% Needs Impv (7)	78% Yes (7) 11% Many (1) 11% Needs Impv (1)	0% Yes 33% Many (3) 67% Needs Impv (6)	0% Yes 44% Many (4) 56% Needs Impv (5)
Alegria (1)	100% Yes (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% Many (1)
Arca (7)	43% Yes (3) 29% Many (2) 14% Needs Impv (1)	14% Yes (1) 43% Many (3) 43% Needs Impv (3)	0% Yes 29% Many (2) 71% Needs Impv (5)	86% Yes (6) 14% Many (1)	43% Yes (3) 43% Many (3) 14% Needs Impv (1)	0% Yes 43% Many (4) 43% Needs Impv (3)
At Home Advocacy (1)	0% Yes 100% Many (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)
Bright Horizons (2)	50% Yes (1) 50% Needs Impv (1)	0% Yes 100% Many (2)	0% Yes 100% Many (2)	50% Yes (1) 50% Needs Impv (1)	50% Yes (1) 50% Many (1)	0% Yes 100% Many (2)
Cornucopia (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% Many (1)
Dungarvin (3)	33% Yes (1) 33% Many (1) 33% Needs Impv (1)	0% Yes 33% Many (1) 67% Needs Impv (2)	0% Yes 33% Many (1) 67% Needs Impv (2)	67% Yes (2) 33% Many (1)	0% Yes 67% Many (2) 33% Needs Impv (1)	0% Yes 67% Many (2) 33% Needs Impv (1)
Expressions of Life (3)	67% Yes (2) 33% Many (1)	0% Yes 100% Many (3)	0% Yes 100% Many (3)	67% Yes (2) 33% Many (1)	0% Yes 100% Many (3)	0% Yes 100% Many (3)
LLCP (9)	11% Yes (1) 67% Many (6) 22% Needs Impv (2)	22% Yes (2) 56% Many (5) 22% Needs Impv (2)	0% Yes 89% Many (8) 11% Needs Impv (1)	100% Yes (9)	44% Yes (4) 44% Many (4) 11% Needs Impv (1)	0% Yes 89% Many (8) 11% Needs Impv (1)
MaxCare (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 100% Many (2)	0% Yes 100% Many (2)	50% Yes (1) 50% Many (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 100% Many (2)
Optihealth (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 100% Needs Impv (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	100% Yes (2)	50% Yes (1) 50% Many (2)	0% Yes 50% Many (1) 50% Needs Impv (1)
Su Vida (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)
The New Beginnings (4)	0% Yes 50% Many (2)	0% Yes 100% Needs Impv (4)	0% Yes 25% Many (1)	100% Yes (4)	0% Yes 50% Many (2)	0% Yes 25% Many (1)

	Question					
Res. Agency (# in sample)	#72	#133	#92/173	#170	#94b	#174
	50% Needs Impv (2)		75% Needs Impv (3)		50% Needs Impv (2)	75% Needs Impv (3)
TLC (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)

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

	Question					
CM Agency (# in sample)	#72	#133	#92/173	#170	#94b	#174
A New Vision (3)	0% Yes 67% Many (2) 33% Needs Impv (1)	0% Yes 67% Many (2) 33% Needs Impv (1)	0% Yes 100% Many (3)	100% Yes (3)	33% Yes (1) 67% Many (2)	0% Yes 100% Many (3)
A Step Above (8)	38% Yes (3) 13% Many (1) 50% Needs Impv (4)	0% Yes 25% Many (2) 75% Needs Impv (6)	0% Yes 38% Many (3) 63% Needs Impv (5)	75% Yes (6) 25% Needs Impv (2)	13% Yes (1) 50% Many (4) 38% Needs Impv (3)	0% Yes 75% Many (6) 25% Needs Impv (2)
Amigo (4)	25% Yes (1) 25% Many (1) 50% Needs Impv (2)	0% Yes 50% Many (2) 50% Needs Impv (2)	0% Yes 100% Needs Impv (4)	75% Yes (3) 25% Needs Impv (1)	0% Yes 50% Many (2) 50% Needs Impv (2)	0% Yes 25% Many (1) 75% Needs Impv (3)
Carino (6)	17% Yes (1) 67% Many (4) 17% Needs Impv (1)	33% Yes (2) 33% Many (2) 33% Needs Impv (2)	0% Yes 67% Many (4) 33% Needs Impv (2)	67% Yes (4) 33% Many (2)	33% Yes (2) 17% Many (1) 50% Needs Impv (3)	0% Yes 67% Many (4) 33% Needs Impv (2)
NMQCM (3)	0% Yes 67% Many (2) 33% Needs Impv (1)	0% Yes 100% Needs Impv (3)	0% Yes 33% Many (1) 67% Needs Impv (2)	100% Yes (3)	67% Yes (2) 33% Needs Impv (1)	0% Yes 100% Needs Impv (3)
Peak (5)	20% Yes (1) 20% Many (1) 60% Needs Impv (3)	0% Yes 40% Many (2) 60% Needs Impv (3)	0% Yes 20% Many (1) 80% Needs Impv (4)	80% Yes (4) 20% Needs Impv (1)	20% Yes (1) 40% Many (2) 40% Needs Impv (2)	20% Yes (1) 60% Many (3) 20% Needs Impv (1)
Unidas (16)	31% Yes (5) 38% Many (6) 31% Needs Impv (5)	6% Yes (1) 75% Many (12) 19% Needs Impv (3)	0% Yes 81% Many (13) 19% Need Impv (3)	88% Yes (14) 13% Many (2)	25% Yes (4) 56% Many (9) 19% Needs Impv (3)	0% Yes 81% Many (13) 19% Need Impv (3)
Unique Opportunities (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% Needs Impv (1)	50% Yes (1) 50% Many (1)	0% Yes 100% Many (2)	0% Yes 50% Many (1) 50% Needs Impv (1)

## 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 independence and access to needed services and supports. While the number of findings in the 2018 Metro Region IQR in the Case Management area are the third highest of the findings area, the region scored well on a few of the case management questions. The charts below detail the related findings.

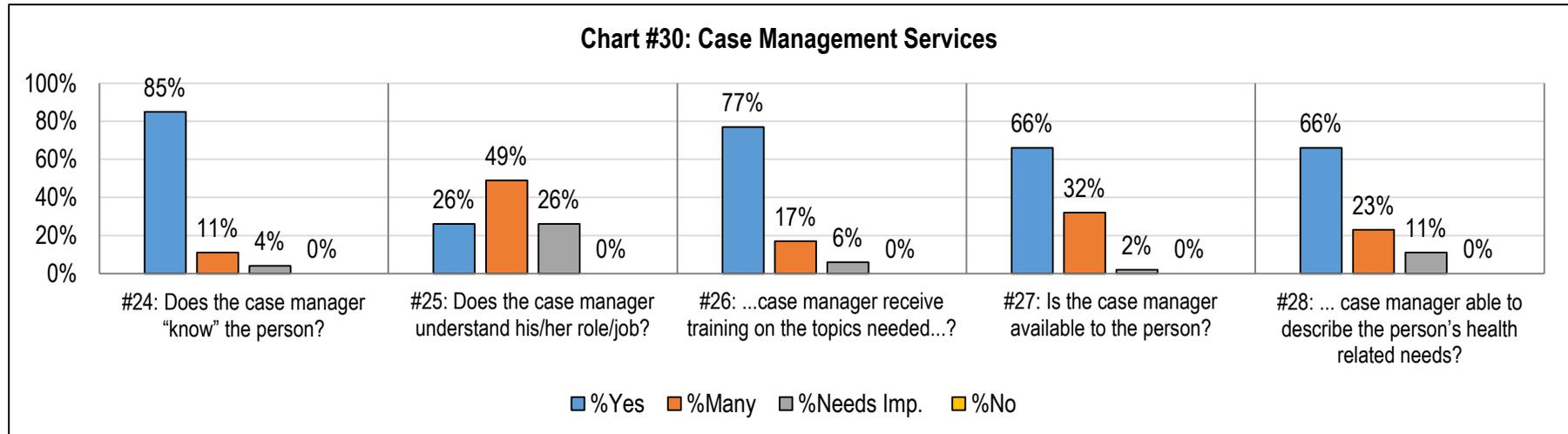
Question #24: Does the case manager “know” the person?

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

Question #26: Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person?

Question #27: Is the case manager available to the person?

Question #28: Was the case manager able to describe the person’s health related needs?



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

CM Agency (# in sample)	Question				
	#24	#25	#26	#27	#28
A New Vision (3)	100% Yes (3)	0% Yes 67% Many (2) 33% Needs Impv (1)	67% Yes (2) 33% Needs Impv (1)	100% Yes (3)	100% Yes (3)

CM Agency (# in sample)	Question				
	#24	#25	#26	#27	#28
A Step Above (8)	75% Yes (6) 13% Many (1) 13% Needs Impv (1)	25% Yes (2) 38% Many (3) 38% Needs Impv (3)	75% Yes (6) 13% Many (1) 13% Needs Impv (1)	100% Yes (8)	38% Yes (3) 50% Many (4) 13% Needs Impv (1)
Amigo (4)	75% Yes (3) 25% Many (1)	50% Yes (2) 50% Many (2)	75% Yes (3) 25% Many (1)	50% Yes (2) 50% Many (2)	75% Yes (3) 25% Many (1)
Carino (6)	100% Yes (6)	67% Yes (4) 17% Many (1) 17% Needs Impv (1)	83% Yes (5) 17% Many (1)	67% Yes (4) 33% Many (2)	33% Yes (2) 50% Many (3) 17% Needs Impv (1)
NMQCM (3)	100% Yes (3)	0% Yes 67% Many (2) 33% Needs Impv (1)	100% Yes (3)	33% Yes (1) 67% Needs Impv (2)	100% Yes (3)
Peak (5)	80% Yes (4) 20% Many (1)	0% Yes 40% Many (2) 60% Needs Impv (3)	100% Yes (5)	20% Yes (1) 60% Many (3) 20% Needs Impv (1)	60% Yes (3) 40% Needs Impv (2)
Unidas (16)	81% Yes (13) 13% Many (2) 6% Needs Impv (1)	19% Yes (3) 63% Many (10) 19% Needs Impv (3)	69% Yes (11) 25% Many (4) 6% Needs Impv (1)	63% Yes (10) 38% Many (6)	81% Yes (13) 13% Many (2) 6% Needs Impv (1)
Unique Opportunities (2)	100% Yes (2)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)	100% Yes (2)	50% Yes (1) 50% Many (1)

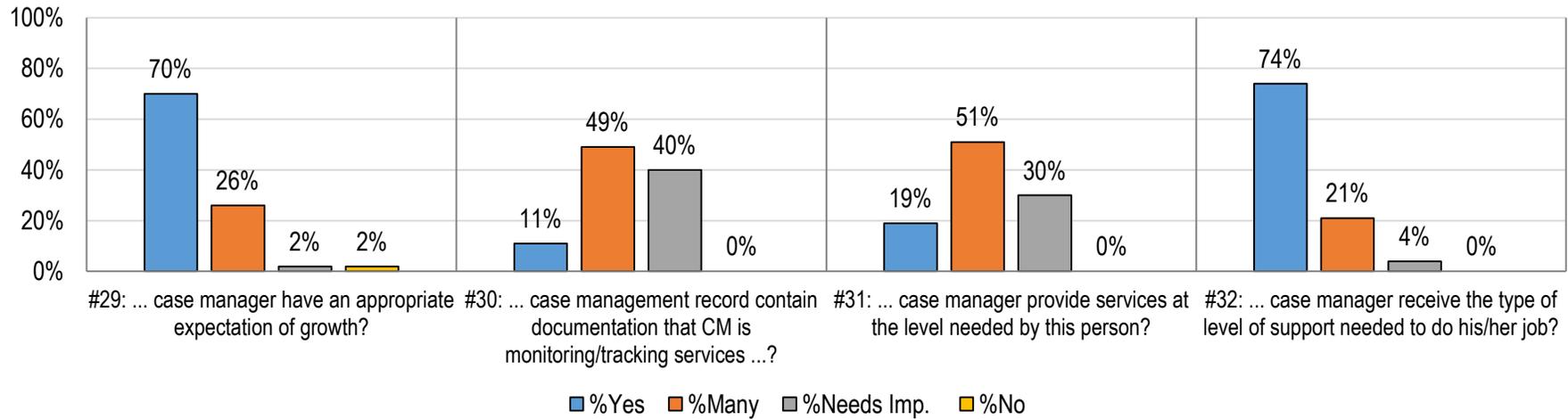
Question #29: Does the case manager have an appropriate expectation of growth for this person?

Question #30: Does the case management record contain documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP?

Question #31: Does the case manager provide case management services at the level needed by this person?

Question #32: Does the case manager receive the type of level of support needed to do his/her job?

**Chart #32: Case Management Services, continued**



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

CM Agency (# in sample)	Question			
	#29	#30	#31	#32
A New Vision (3)	67% Yes (2) 33% No (1)	33% Yes (1) 33% Many (1) 33% Needs Impv (1)	67% Yes (2) 33% Many (1)	67% Yes (2) 33% Many (1)
A Step Above (8)	75% Yes (6) 25% Many (2)	0% Yes 25% Many (2) 75% Needs Impv (6)	13% Yes (1) 25% Many (2) 63% Needs Impv (5)	63% Yes (5) 25% Many (2) 13% Needs Impv (1)
Amigo (4)	75% Yes (3) 25% Many (1)	0% Yes 75% Many (3) 25% Needs Impv (1)	0% Yes 50% Many (2) 50% Needs Impv (2)	100% Yes (4)
Carino (6)	100% Yes (6)	33% Yes (2) 50% Many (3) 17% Needs Impv (1)	33% Yes (2) 50% Many (3) 17% Needs Impv (1)	83% Yes (5) 17% Many (1)
NMQCM (3)	33% Yes (1)	67% Yes (2)	0% Yes	100% Yes (3)

CM Agency (# in sample)	Question			
	#29	#30	#31	#32
	67% Many (2)	33% Needs Impv (1)	100% Many (3)	
Peak (5)	60% Yes (3) 40% Many (2)	0% Yes 40% Many (2) 60% Needs Impv (3)	0% Yes 80% Many (4) 20% Needs Impv (1)	80% Yes (4) 20% Many (1)
Unidas (16)	76% Yes (12) 13% Many (2) 6% Needs Impv (1)	0% Yes 69% Many (11) 31% Needs Impv (5)	19% Yes (3) 50% Many (8) 31% Needs Impv (5)	69% Yes (11) 25% Many (4) 6% Needs Impv (1)
Unique Opportunities (2)	0% Yes 100% Many (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)

## 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. The questions in this section have been updated for 2018 IQR Protocol and reflect questions negotiated with the Parties. Provided in the charts below is the information regarding the participation of the Jackson Class Members in the Metro Region 2018 IQR in Supported Employment related areas.

### 1. Components of Informed Choice: Assessment

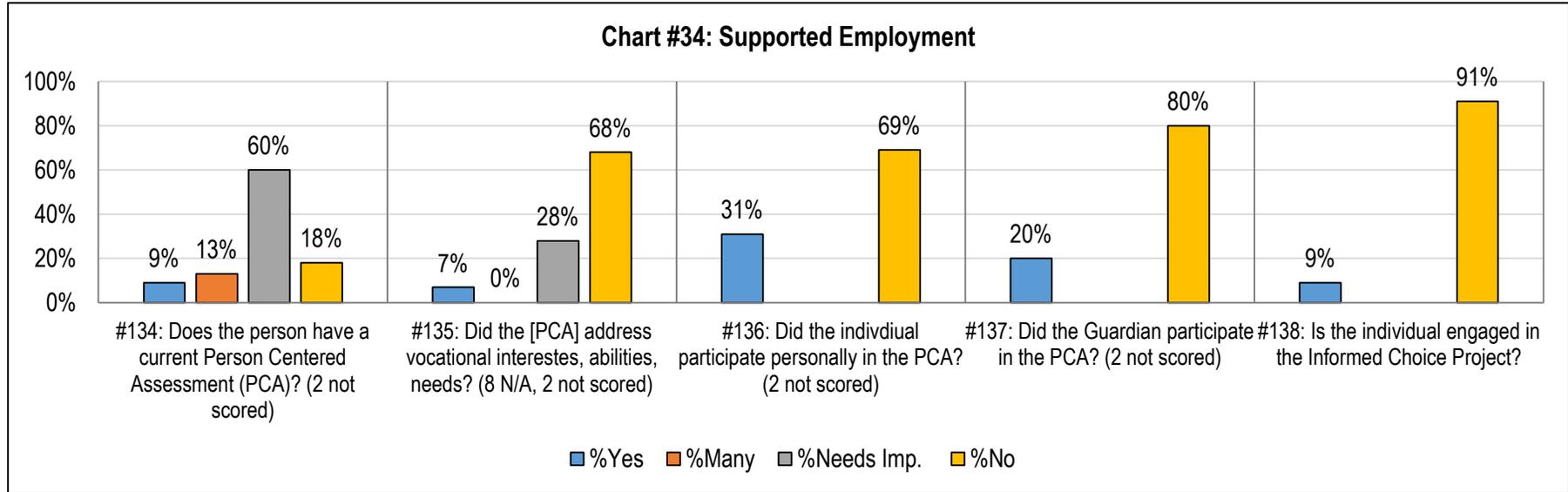
Question #134. Does (Name) have a current Person Centered Assessment?

Question #135. Did this assessment address vocational interests, abilities and needs?

Question #136. Did the individual participate personally in the Person Centered Assessment?

Question #137. Did the Guardian participate in the Person Centered Assessment?

Question #138. Is the individual engaged in the Informed Choice Project?



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

Res. Agency (# in sample)	Question				
	#134	#135	#136	#137	#138
Ability First (1)	100% Yes (1)	(1 N/A)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Adelante (9)	0% Yes 11% Many (1) 89% Needs Impv (8)	0% Yes 25% Needs Impv (2) 75% No (6) (1 N/A)	0% Yes 100% No (9)	11% Yes (1) 89% No (8)	0% Yes 100% No (9)
Alegria (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)
Arca (7)	17% Yes (1) 67% Needs Impv (4) 17% No (1) (1 not scored)	0% Yes 40% Needs Impv (2) 60% No (3) (1 N/A, 1 not scored)	0% Yes 100% No (6) (1 not scored)	17% Yes (1) 83% No (5) (1 not scored)	14% Yes (1) 86% No (6)
At Home Advocacy (1)	0% Yes 100% No (1)	(1 N/A)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)

Res. Agency (# in sample)	Question				
	#134	#135	#136	#137	#138
Bright Horizons (2)	0% Yes 50% Needs Impv (1) 50% No (1)	0% Yes 100% No (1) (1 N/A)	50% Yes (1) 50% No (1)	50% Yes (1) 50% No (1)	0% Yes 100% No (2)
Cornucopia (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Dungarvin (3)	0% Yes 67% Need Impv (2) 33% No (1)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (3)	0% Yes 100% No (3)	0% Yes 100% No (3)
Expressions of Life (3)	0% Yes 100% Needs Impv (3)	0% Yes 50% Needs Impv (1) 50% No (1) (1 N/A)	67% Yes (2) 33% No (1)	33% Yes (1) 67% No (2)	0% Yes 100% No (3)
LLCP (9)	11% Yes (1) 33% Many (3) 44% Needs Impv (4) 11% No (1)	50% Yes (2) 50% No (2) (5 N/A)	56% Yes (5) 44% No (4)	33% Yes (3) 67% No (6)	33% Yes (3) 67% No (6)
MaxCare (2)	50% Yes (1) 50% Needs Impv (1)	0% Yes 100% No (1) (1 N/A)	100% Yes (2)	100% Yes (2)	50% Yes (1) 50% No (1)
Optihealth (2)	0% Yes 50% Many (1) 50% No (1)	0% Yes 100% No (1) (1 N/A)	50% Yes (1) 50% No (1)	0% Yes 100% No (2)	0% Yes 100% No (2)
Su Vida (1)	(1 not scored)	(1 not scored)	(1 not scored)	(1 not scored)	0% Yes 100% No (1)
The New Beginnings (4)	0% Yes 75% Needs Impv (4) 25% No (1)	0% Yes 50% Needs Impv (1) 50% No (1) (2 N/A)	50% Yes (2) 50% No (2)	0% Yes 100% No (4)	0% Yes 100% No (4)
TLC (1)	0% Yes 100% Many (1)	(1 N/A)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)

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

CM Agency (# in sample)	Question				
	#134	#135	#136	#137	#138
A New Vision (3)	67% Yes (2) 33% Needs Impv (1)	0% Yes 100% No (2) (1 N/A)	33% Yes (1) 67% No (2)	33% Yes (1) 67% No (2)	0% Yes 100% No (3)
A Step Above (8)	0% Yes 75% Needs Impv (6) 25% No (2)	0% Yes 20% Needs Impv (1) 80% No (4) (3 N/A)	0% Yes 100% No (8)	13% Yes (1) 88% No (7)	0% Yes 100% No (8)
Amigo (4)	0% Yes 50% Needs Impv (2) 50% No (2)	0% Yes 100% No (2) (2 N/A)	0% Yes 100% No (4)	0% Yes 100% No (4)	0% Yes 100% No (4)
Carino (6)	0% Yes 20% Many (1) 40% Needs Impv (2) 40% No (2) (1 not scored)	33% Yes (1) 67% No (2) (2 N/A, 1 not scored)	40% Yes (2) 60% No (3) (1 not scored)	40% Yes (2) 60% No (3) (1 not scored)	17% Yes (1) 83% No (5)
NMQCM (3)	0% Yes 67% Needs Impv (2) 33% No (1)	0% Yes 100% No (2) (1 N/A)	33% Yes (1) 67% No (2)	0% Yes 100% No (3)	33% Yes (1) 67% No (2)
Peak (5)	20% Yes (1) 40% Many (2) 40% Needs Impv (2)	0% Yes 100% No (2) (3 N/A)	20% Yes (1) 80% No (4)	0% Yes 100% No (5)	0% Yes 100% No (5)
Unidas (16)	7% Yes (1) 13% Many (2) 73% Needs Impv (11) 7% No (1) (1 not scored)	9% Yes (1) 55% Needs Impv (6) 36% No (4) (4 N/A, 1 not scored)	53% Yes (8) 47% No (7) (1 not scored)	27% Yes (4) 73% No (11) (1 not scored)	6% Yes (1) 94% No (15)
Unique Opportunities (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 100% No (1) (1 N/A)	50% Yes (1) 50% No (1)	50% Yes (1) 50% No (1)	50% Yes (1) 50% No (1)

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

Question #139. Has the individual been offered the opportunity to participate in work or job exploration including volunteer work and/or trial work opportunities?

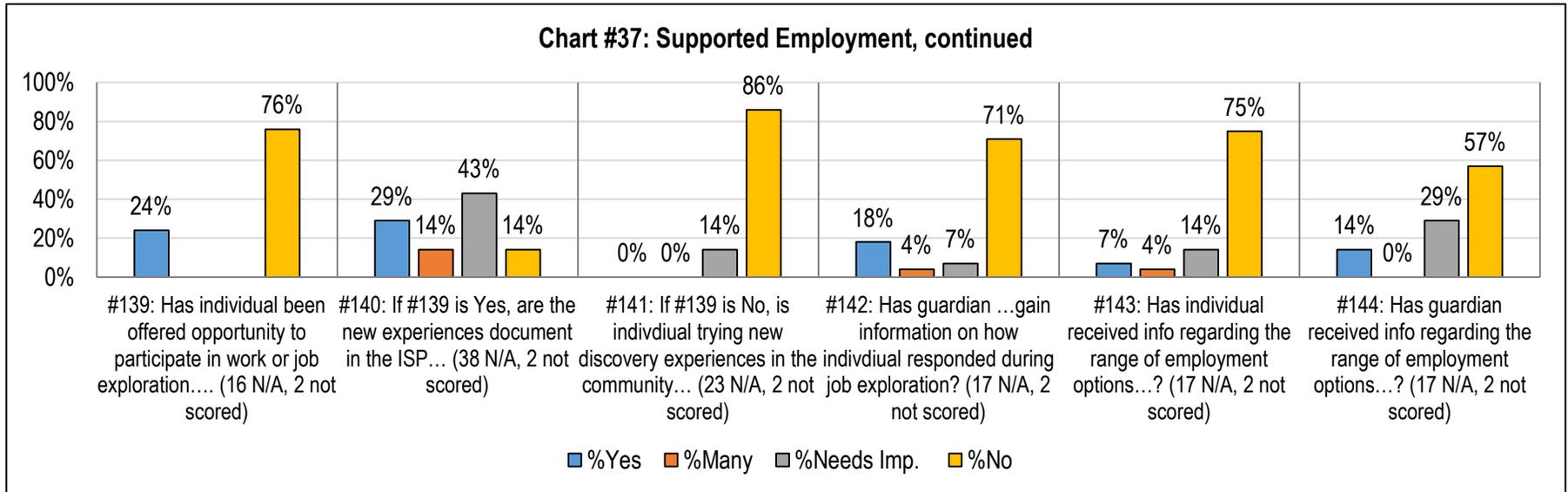
Question #140. If #139 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section?

Question #141. If #139 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs?

Question #142. Has the Guardian had the opportunity to gain information on how the individual responded during job exploration activities such as volunteering and/or trial work experiences?

Question #143. Has the individual received information regarding the range of employment options available to him/her?

Question #144. Has the Guardian received information regarding the range of employment options available for the individual?



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

Res. Agency (# in sample)	Question					
	#139	#140	#141	#142	#143	#144
Ability First (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Adelante (9)	38% Yes (3) 63% No (5) (1 N/A)	0% Yes 67% Needs Impv (2) 33% No (1) (6 N/A)	0% Yes 100% No (6) (3 N/A)	0% Yes 25% Needs Impv (2) 75% No (6) (1 N/A)	0% Yes 100% No (8) (1 N/A)	0% Yes 25% Needs Impv (2) 75% No (6) (1 N/A)
Alegria (1)	0% Yes	(1 N/A)	0% Yes	0% Yes	0% Yes	0% Yes

Res. Agency (# in sample)	Question					
	#139	#140	#141	#142	#143	#144
	100% No (1)		100% No (1)	100% Many (1)	100% Needs Impv (1)	100% Needs Impv (1)
Arca (7)	0% Yes 100% No (4) (1 N/A, 1 not scored)	0% Yes 100% Needs Impv (1) (5 N/A, 1 not scored)	0% Yes 100% No (4) (2 N/A, 1 not scored)	0% Yes 100% No (5) (1 N/A, 1 not scored)	0% Yes 100% No (5) (1 N/A, 1 not scored)	0% Yes 20% Needs Impv (1) 80% No (4) (1 N/A, 1 not scored)
At Home Advocacy (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Bright Horizons (2)	0% Yes 100% No (1) (1 N/A)	(2 N/A)	0% Yes 100% Needs Impv (1) (1 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)
Cornucopia (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)
Dungarvin (3)	0% Yes 100% No (2) (1 N/A)	(3 N/A)	0% Yes 100% No (1) (2 N/A)	0% Yes 100% No (1) (2 N/A)	0% Yes 100% No (1) (2 N/A)	0% Yes 100% No (1) (2 N/A)
Expressions of Life (3)	50% Yes (1) 50% No (1) (1 N/A)	100% Yes (1) (2 N/A)	0% Yes 100% Needs Impv (1) (2 N/A)	50% Yes (1) 50% No (1) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)	50% Yes (1) 50% Needs Impv (1) (1 N/A)
LLCP (9)	40% Yes (2) 60% No (3) (4 N/A)	50% Yes (1) 50% Many (1) (7 N/A)	0% Yes 100% No (2) (7 N/A)	50% Yes (2) 50% No (2) (5 N/A)	25% Yes (1) 25% Many (1) 25% Partial (1) 25% No (1) (5 N/A)	50% Yes (2) 25% Needs Impv (1) 25% No (1) (5 N/A)
MaxCare (2)	0% Yes 100% No (1) (1 N/A)	(2 N/A)	0% Yes 100% No (1) (1 N/A)	100% Yes (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	100% Yes (1) (1 N/A)
Optihealth (2)	0% Yes 100% No (1) (1 N/A)	(2 N/A)	0% Yes 100% Needs Impv (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% Needs Impv (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)
Su Vida (1)	(1 not scored)	(1 not scored)	(1 not scored)	(1 not scored)	(1 not scored)	(1 not scored)
The New Beginnings (4)	0% Yes 100% No (2) (2 N/A)	(4 N/A)	0% Yes 100% No (2) (2 N/A)	50% Yes (1) 50% No (1) (2 N/A)	0% Yes 100% No (2) (2 N/A)	0% Yes 100% No (2) (2 N/A)
TLC (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)

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

CM Agency (# in sample)	Question					
	#139	#140	#141	#142	#143	#144
A New Vision (3)	0% Yes 100% No (2) (1 N/A)	(3 N/A)	0% Yes 100% No (2) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)	0% Yes 100% No (2) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)
A Step Above (8)	40% Yes (2) 60% No (3) (3 N/A)	0% Yes 50% Needs Impv (1) 50% No (1) (6 N/A)	0% Yes 33% Needs Impv (1) 67% No (2) (5 N/A)	0% Yes 20% Needs Impv (1) 80% No (4) (3 N/A)	0% Yes 100% No (5) (5 N/A)	0% Yes 20% Needs Impv (1) 80% No (4) (3 N/A)
Amigo (4)	0% Yes 100% No (2) (2 N/A)	(4 N/A)	0% Yes 100% No (2) (2 N/A)	0% Yes 100% No (2) (2 N/A)	0% Yes 100% No (2) (2 N/A)	0% Yes 50% Needs Impv (1) 50% No (1) (2 N/A)
Carino (6)	25% Yes (1) 75% No (3) (1 N/A, 1 not scored)	100% Yes (1) (4 N/A, 1 not scored)	0% Yes 50% Needs Impv (1) 50% No (1) (3 N/A, 1 not scored)	33% Yes (1) 67% No (2) (2 N/A, 1 not scored)	0% Yes 33% Many (1) 33% Needs Impv (1) 33% No (1) (2 N/A, 1 not scored)	33% Yes (1) 67% Need Impv (2) (2 N/A, 1 not scored)
NMQCM (3)	50% Yes (1) 50% No (1) (1 N/A)	0% Yes 100% Needs Impv (1) (2 N/A)	0% Yes 100% No (1) (2 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)
Peak (5)	0% Yes 100% No (2) (3 N/A)	(5 N/A)	0% Yes 50% Needs Impv (1) 50% No (1) (3 N/A)	0% Yes 100% No (2) (3 N/A)	0% Yes 50% Needs Impv (1) 50% No (1) (3 N/A)	0% Yes 50% Needs Impv (1) 50% No (1) (3 N/A)
Unidas (16)	18% Yes (2) 82% No (9) (4 N/A, 1 not scored)	50% Yes (1) 50% No (1) (15 N/A, 1 not scored)	0% Yes 100% No (9) (5 N/A, 1 not scored)	27% Yes (3) 9% Many (1) 64% No (7) (4 N/A, 1 not scored)	18% Yes (2) 18% Needs Impv (2) 64% No (7) (4 N/A, 1 not scored)	18% Yes (2) 27% Needs Impv (3) No (6) (4 N/A, 1 not scored)
Unique Opportunities (2)	100% Yes (1) (1 N/A)	0% Yes 100% Needs Impv (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% Needs Impv (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)

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

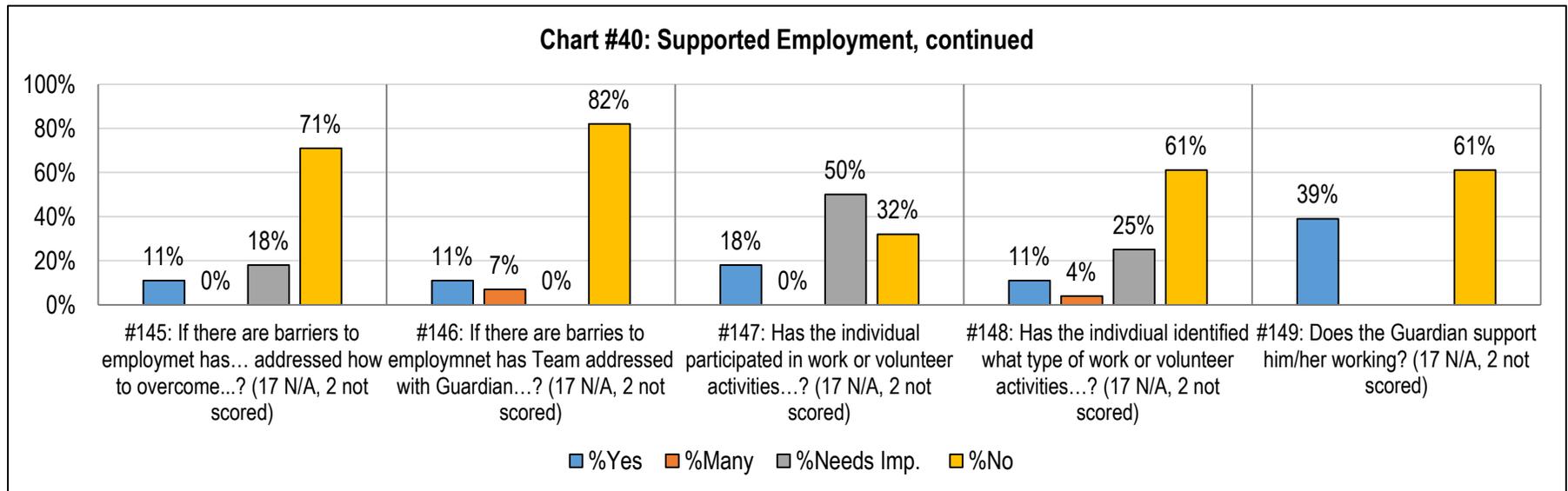
Question #145. If there are barriers to employment, has the Team, including the individual, addressed how to overcome those barriers to employment and integrating clinical info, AT, & therapies as necessary...?

Question #146. If there are barriers to employment, has the Team addressed with the Guardian how to overcome those barriers to employment and integrating clinical info, AT, & therapies as necessary...?

Question #147. Has the individual participated in work or volunteer activities during the past year?

Question #148. Has the individual identified what type of work or volunteer activities he/she would like to do?

Question #149. Does the Guardian support him/her working?



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

Res. Agency (# in sample)	Question				
	#145	#146	#147	#148	#149
Ability First (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Adelante (9)	0% Yes 100% No (8) (1 N/A)	0% Yes 100% No (8) (1 N/A)	13% Yes (1) 75% Needs Impv (6) 13% No (1) (1 N/A)	0% Yes 13% Many (1) 13% Needs Impv (1) 75% No (6)	50% Yes (4) 50% No (4) (1 N/A)

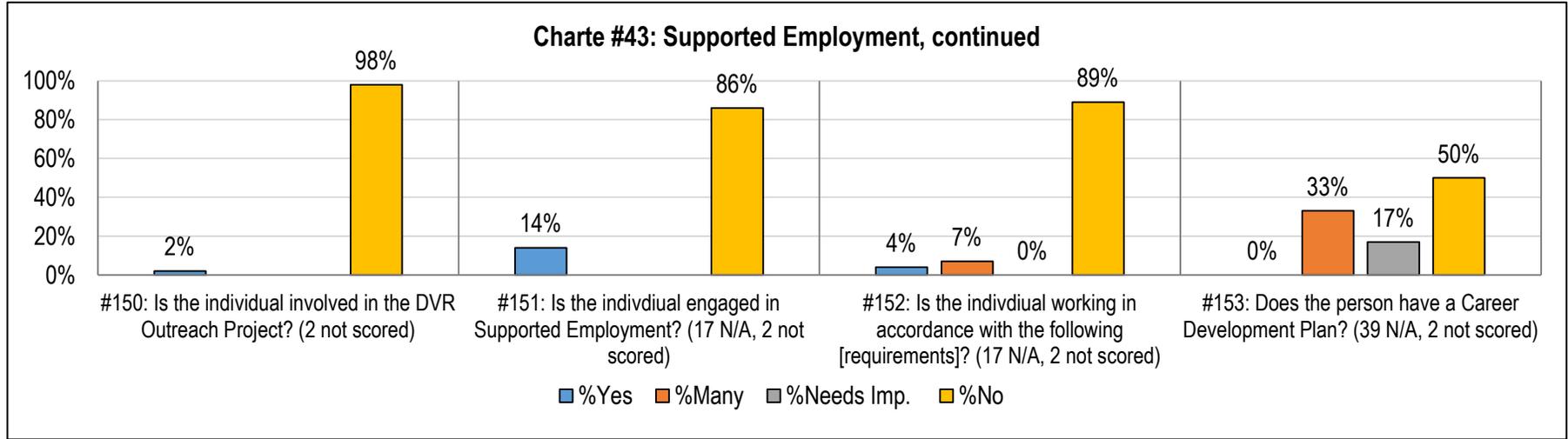
Res. Agency (# in sample)	Question				
	#145	#146	#147	#148	#149
				(1 N/A)	
Alegria (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)
Arca (7)	0% Yes 100% No (5) (1 N/A, 1 not scored)	0% Yes 20% Many (1) 80% No (4) (1 N/A, 1 not scored)	0% Yes 80% Needs Impv (4) 20% No (1) (1 N/A, 1 not scored)	0% Yes 40% Needs Impv (2) 60% No (3) (1 N/A, 1 not scored)	60% Yes (3) 40% No (2) (1 N/A, 1 not scored)
At Home Advocacy (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Bright Horizons (2)	0% Yes 100% Needs Impv (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% Needs Impv (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)
Cornucopia (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Dungarvin (3)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (2) (1 N/A)	0% Yes 50% Needs Impv (1) 50% No (1) (1 N/A)	0% Yes 100% Needs Impv (2) (1 N/A)	0% Yes 100% No (2) (1 N/A)
Expressions of Life (3)	50% Yes (1) 50% Needs Impv (1) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)
LLCP (9)	50% Yes (2) 25% Needs Impv (1) 25% No (1) (5 N/A)	25% Yes (1) 25% Many (1) 50% No (2) (5 N/A)	50% Yes (2) 50% No (2) (5 N/A)	50% Yes (2) 50% No (2) (5 N/A)	50% Yes (2) 50% No (2) (5 N/A)
MaxCare (2)	0% Yes 100% No (1) (1 N/A)	100% Yes (1) (1 N/A)	0% Yes 100% Needs Impv (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)
Optihealth (2)	0% Yes 100% Needs Impv (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	100% Yes (1) (1 N/A)	0% Yes 100% Needs Impv (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)
Su Vida (1)	(1 not scored)	(1 not scored)	(1 not scored)	(1 not scored)	(1 not scored)
The New Beginnings (4)	0% Yes 100% No (2) (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)	0% Yes 100% No (2) (1 N/A)
TLC (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)

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

CM Agency (# in sample)	Question				
	#145	#146	#147	#148	#149
A New Vision (3)	0% Yes 100% No (2) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)	0% Yes 100% Needs Impv (2) (1 N/A)	0% Yes 50% Needs Impv (1) 50% No (1) (1 N/A)	0% Yes 100% No (2) (1 N/A)
A Step Above (8)	0% Yes 20% Needs Impv (1) 80% No (4) (3 N/A)	0% Yes 100% No (5) (3 N/A)	20% Yes (1) 30% Needs Impv (3) 20% No (1) (3 N/A)	0% Yes 20% Many (1) 20% Needs Impv (1) 60% No (3) (3 N/A)	40% Yes (2) 60% No (3) (3 N/A)
Amigo (4)	0% Yes 100% No (2) (2 N/A)	0% Yes 100% No (2) (2 N/A)	0% Yes 100% Needs Impv (2) (2 N/A)	0% Yes 100% No (2) (2 N/A)	100% Yes (2) (2 N/A)
Carino (6)	33% Yes (1) 33% Needs Impv (1) 33% No (1) (2 N/A, 1 not scored)	0% Yes 33% Many (1) 67% No (2) (2 N/A, 1 not scored)	33% Yes (1) 67% No (2) (2 N/A, 1 not scored)	33% Yes (1) 67% No (2) (2 N/A, 1 not scored)	33% Yes (1) 67% No (2) (2 N/A, 1 not scored)
NMQCM (3)	0% Yes 100% No (2) (1 NA)	0% Yes 100% No (2) (1 NA)	0% Yes 50% Needs Impv (1) 50% No (1) (1 N/A)	0% Yes 50% Needs Impv (1) 50% No (1) (1 N/A)	50% Yes (1) 50% No (1) (1 N/A)
Peak (5)	0% Yes 50% Needs Impv (1) 50% No (1) (3 N/A)	0% Yes 100% No (2) (3 N/A)	50% Yes (1) 50% Needs Impv (1) (3 N/A)	0% Yes 100% Needs Impv (2) (3 N/A)	0% Yes 100% No (2) (3 N/A)
Unidas (16)	18% Yes (2) 18% Needs Impv (2) 39% No (7) (4 N/A, 1 not scored)	18% Yes (2) 9% Many (1) 73% No (8) (4 N/A, 1 not scored)	18% Yes (2) 36% Needs Impv (4) 45% No (5) (4 N/A, 1 not scored)	18% Yes (2) 18% Needs Impv (2) 39% No (7) (4 N/A, 1 not scored)	45% Yes (5) 55% No (6) (4 N/A, 1 not scored)
Unique Opportunities (2)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% Needs Impv (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)

**4. JCMs Involved in Supported Employment**

- Question #150. Is (Name) involved in the DVR Outreach Project?
- Question #151. Is the individual engaged in Supported Employment?
- Question #152. Is the individual working in accordance with the following?
- Question #153. Does the person have a Career Development Plan?



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

Res. Agency (# in sample)	Question			
	#150	#151	#152	#153
Ability First (1)	0% Yes 100% No (1)	(1 N/A)	(1 N/A)	(1 N/A)
Adelante (9)	0% Yes 100% No (8) (1 N/A)	0% Yes 100% No (8) (1 N/A)	0% Yes 100% No (8) (1 N/A)	0% Yes 100% No (1) (8 N/A)
Alegria (1)	0% Yes 100% No (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Arca (7)	0% Yes 100% No (6) (1 not scored)	0% Yes 100% No (5) (1 N/A, 1 not scored)	0% Yes 100% No (5) (1 N/A, 1 not scored)	0% Yes 100% No (1) (6 N/A, 1 not scored)

Res. Agency (# in sample)	Question			
	#150	#151	#152	#153
At Home Advocacy (1)	0% Yes 100% No (1)	(1 N/A)	(1 N/A)	(1 N/A)
Bright Horizons (2)	0% Yes 100% No (2)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	(2 N/A)
Cornucopia (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Dungarvin (3)	0% Yes 100% No (3)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (1) (2 N/A)
Expressions of Life (3)	33% Yes (1) 67% No (2)	50% Yes (1) 50% No (1) (1 N/A)	0% Yes 50% Many (1) 50% No (1) (1 N/A)	0% Yes 100% Many (1) (2 N/A)
LLCP (9)	0% Yes 100% No (9)	50% Yes (2) 50% No (2) (5 N/A)	25% Yes (1) 25% Many (1) 50% No (2) (5 N/A)	0% Yes 50% Many (1) 50% Needs Impv (1) (7 N/A)
MaxCare (2)	0% Yes 100% No (2)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	(2 N/A)
Optihealth (2)	0% Yes 100% No (2)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	(2 N/A)
Su Vida (1)	(1 not scored)	(1 not scored)	(1 not scored)	(1 not scored)
The New Beginnings (4)	0% Yes 100% No (4)	0% Yes 100% No (2) (2 N/A)	0% Yes 100% No (2) (2 N/A)	0% Yes 100% No (2) (2 N/A)
TLC (1)	100% No (1)	(1 N/A)	(1 N/A)	(1 N/A)

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

CM Agency (# in sample)	Question			
	#150	#151	#152	#153
A New Vision (3)	0% Yes 100% No (3)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (2) (1 N/A)	(3 N/A)
A Step Above (8)	0% Yes 100% No (8)	0% Yes 100% No (5) (3 N/A)	0% Yes 100% No (5) (3 N/A)	(8 N/A)
Amigo (4)	0% Yes 100% No (4)	0% Yes 100% No (2) (2 N/A)	0% Yes 100% No (2) (2 N/A)	(4 N/A)
Carino (6)	0% Yes 100% No (5) (1 not scored)	33% Yes (1) 67% No (2) (2 N/A, 1 not scored)	33% Yes (1) 67% No (2) (2 N/A, 1 not scored)	0% Yes 100% Many (1) (4 N/A, 1 not scored)
NMQCM (3)	0% Yes 100% No (3)	0% Yes 100% No (2) (1 N/A)	0% Yes 100% No (2) (1 N/A)	(3 N/A)
Peak (5)	0% Yes 100% No (5)	0% Yes 100% No (2) (3 N/A)	0% Yes 100% No (2) (3 N/A)	(5 N/A)
Unidas (16)	0% Yes 100% No (15) (1 not scored)	27% Yes (3) 73% No (8) (4 N/A, 1 not scored)	0% Yes 18% Many (2) 82% No (9) (4 N/A, 1 not scored)	0% Yes 20% Many (1) 20% Needs Impv (1) 60% No (3) (10 N/A, 1 not scored)
Unique Opportunities (2)	0% Yes 100% No (2)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	(2 N/A)

## I. IQR Scored Protocol Questions

Below are all of the questions in the protocol and the scores of the Metro Region Reviews. The questions that are highlighted below are also included in the data above.

Question	2018 (sample=47)
<b>CASE MANAGEMENT</b>	
24. Does the case manager “know” the person? CPRQ26; ‘17IQR#8c	85% Yes (40) 11% Many (5) 4% Needs Impv (2)
25. Does the case manager understand his/her role/job? CPRQ27 ‘17IQR#16	26% Yes (12) 49% Many (23) 26% Needs Impv (12)
26. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person? CPRQ28	77% Yes (36) 17% Many (8) 6% Needs Impv (3)
27. Is the case manager available to the person? CPRQ29; ‘17IQR#16a	66% Yes (31) 32% Many (15) 2% Needs Impv (1)
28. Was the case manager able to describe the person’s health related needs? CPRQ30	66% Yes (31) 23% Many (11) 11% Needs Impv (5)
29. Does the case manager have an appropriate expectation of growth for this person? CPRQ31	70% Yes (33) 26% Many (12) 2% Needs Impv (1) 2% No (1)
30. Does the case management record contain documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP? CPRQ32; ‘17IQR#16b	11% Yes (5) 49% Many (23) 40% Needs Impv (19)
31. Does the case manager provide case management services at the level needed by this person? CPRQ33; ‘17IQR#16c	19% Yes (9) 51% Many (24) 30% Needs Impv (14)
32. Does the case manager receive the type and level of support needed to do his/her job? CPRQ34	74% Yes (35) 21% Many (10) 4% Needs Impv (2)

Question	2018 (sample=47)
<b>EMPLOYMENT AND DAY</b>	2 people did not have day services and were not scored
33. Does the direct services staff "know" the person? CPRQ35; '17IQR#8a	96% Yes (43) 2% Many (1) 2% Needs Impv (1)
34. Does the direct service staff have input into the person's ISP? CPRQ36	76% Yes (34) 13% Many (6) 9% Needs Impv (4) 2% No (1)
35. Did the direct service staff receive training on implementing this person's ISP? CPRQ37	78% Yes (35) 20% Many (9) 2% Needs Imp (1)
36. Was the direct service staff able to describe this person's health-related needs? CPRQ38	58% Yes (26) 22% Many (10) 20% Needs Impv (9)
37. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39	67% Yes (30) 29% Many (13) 4% Needs Impv (2)
37a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ39a	93% Yes (42) 4% Many (2) 2% No (1)
37b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ39b	69% Yes (31) 20% Many (9) 11% Needs Impv (5)
38. Did the direct service staff have training in the ISP process? CPRQ40	64% Yes (29) 18% Many (8) 11% Needs Impv (5) 7% No (3)
39. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41	82% Yes (37) 18% Many (8)
40. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42	71% Yes (32) 20% Many (9) 7% Needs Impv (3) 2% No (1)
41. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43	93% Yes (42) 7% Many (3)

Question	2018 (sample=47)
<b>RESIDENTIAL</b>	
42. Does the residential direct services staff “know” the person? CPRQ44; ‘17IQR#8b	94% Yes (44) 4% Many (2) 2% Needs Impv (1)
43. Does the direct service staff have input into the person’s ISP? CPRQ45	83% Yes (39) 6% Many (3) 4% Needs Impv (2) 6% No (3)
44. Did the direct service staff receive training on implementing this person’s ISP? CPRQ46	87% Yes (41) 9% Many (4) 4% Needs Impv (2)
45. Is the residence safe for individuals (void of hazards)? CPRQ47	87% Yes (41) 9% Many (4) 4% Needs Impv (2)
46. Was the residential direct service staff able to describe this person’s health-related needs? CPRQ48	57% Yes (27) 34% Many (16) 9% Needs Impv (4)
47. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49	74% Yes (35) 23% Many (11) 2% Needs Impv (1)
47a. Was the direct service staff able to provide specific information regarding the person’s daily activities? CPRQ49a	91% Yes (43) 9% Many (4)
47b. Can the direct service staff describe his/her responsibilities in implementing this person’s ISP, including outcomes, action plans, and WDSIs? CPRQ49b	74% Yes (35) 23% Many (11) 2% No (1)
48. Did the residential direct service staff have training in the ISP process? CPRQ50	64% Yes (30) 15% Many (7) 9% Needs Impv (4) 13% No (6)
49. Did the direct service staff have training on the provider’s complaint process and how to report abuse, neglect and exploitation? CPRQ51	98% Yes (46) 2% Needs Impv (1)
50. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52	74% Yes (35) 17% Many (8) 4% Needs Impv (2) 4% No (2)

Question	2018 (sample=47)
51. Does the person's residential environment offer a minimal level of quality of life? CPRQ53	83% Yes (39) 13% Many (6) 4% Needs Impv (2)
<b>HEALTH</b>	
52. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b	34% Yes (16) 57% Many (27) 9% Needs Impv (4)
53. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21	28% Yes (13) 47% Many (22) 26% Needs Impv (12)
54. Was the eChat updated timely? '17IQR#18g	51% Yes (24) 15% Many (7) 26% Needs Impv (12) 9% No (4)
55. Are all of the individual's needed medical treatments timely received? 17IQR#19	32% Yes(15) 45% Many (21) 21% Needs Impv (10) 2% No (1)
56. Does the individual receive routine/scheduled medical treatment? 17IQR#19a	43% Yes (20) 43% Many (20) 15% Needs Impv (7)
57. Does the individual receive medication as prescribed? 17IQR#19e	45% Yes (21) 36% Many (17) 17% Needs Impv (8) 2% No (1)
58. Does my nurse provide oversight of health needs (i.e. weight records, vitals, lab reports, PRN medication use, seizure records) in order to ensure accuracy, identify and respond to new issues? '17IQR#20b	23% Yes (11) 32% Many (15) 43% Needs Impv (20) 2% No (1)
59. Are nursing services provided as needed by the individual? 17IQR#20	30% Yes (14) 30% Many (14) 38% Needs Impv (18) 2% No (1)
60. Is the CARMP is accurate? '17IQR#21f	34% Yes (14) 46% Many (19) 15% Needs Impv (6)

Question	2018 (sample=47)
	5% No (2) (6 N/A)
61. Is the CARMP consistently implemented as intended?	65% Yes (26) 28% Many (11) 8% Needs Impv (3) (6 N/A, 1 CND)
62. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19	6% Yes (3) 45% Many (21) 47% Needs Impv (22) 2% No (1)
<b>ASSESSMENTS</b>	
63. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts? CPRQ57	30% Yes (14) 57% Many (27) 13% Needs Impv (6)
64. Has the individual received all age and gender appropriate health screenings, in accordance with national best practice and/or as recommended by his/her PCP or other health care professionals? '17IQR#18a	26% Yes (12) 53% Many (25) 17% Needs Impv (8) 4% No (2)
65. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18	19% Yes (9) 64% Many (30) 15% Needs Impv (7) 2% No (1)
66. Are the assessments adequate for planning? CPRQ59; '17IQR#4f	13% Yes (6) 49% Many (23) 36% Needs Impv (17) 2% No (1)
67. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5	28% Yes (13) 32% Many (15) 26% Needs Impv (12) 15% No (7)
68. For medical, clinical or health related rec's, has a DCF been completed if the individual and/or their guardian/health care decision maker have decided not to follow all or part of an order, rec, or suggestion? '17IQR#5c	45% Yes (13) 10% Many (3) 7% Needs Impv (2) 38% No (11) (18 N/A)

Question	2018 (sample=47)
<b>ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES</b>	
69. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9	100% Yes (47)
70. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3	43% Yes (20) 47% Many (22) 11% Needs Impv (5)
71. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP? CPRQ63; '17IQR#3d	55% Yes (22) 18% Many (7) 13% Needs Impv (5) 15% No (6) (7 N/A)
72. Does my ISP contain current and accurate information? '17IQR#6	23% Yes (11) 38% Many (18) 38% Needs Impv (18)
73. Overall, does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b	40% Yes (19) 32% Many (15) 23% Needs Impv (11) 4% No (2)
74. Overall, does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c	51% Yes (24) 19% Many (9) 19% Need Impv (9) 11% No (5)
75. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a	17% Yes (8) 26% Many (12) 38% Needs Impv (18) 19% No (9)
76. Does the data kept identify what the person does so a determination regarding progress/lack of progress? '17IQR#12b	11% Yes (5) 21% Many (10) 28% Needs Impv (13) 40% No (19)
77. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c	6% Yes (3) 28% Many (13) 43% Needs Impv (20) 23% No (11)
78. If the person is not successful in achieving actions steps, has the team tried to determine why, and change their approach if needed? 17IQR#12d	41% Yes (15) 8% Many (3) 22% Needs Impv (8)

Question	2018 (sample=47)
	30% No (11) (10 N/A)
79. If the person achieves action steps, does the team move to the next in the progression of steps or develops a new one? '17IQR#12e	12% Yes (5) 12% Many (5) 24% Needs Impv (10) 51% No (21) (6 N/A)
80. Has the person made measurable progress on actions steps during this past year?'17IQR#13b	6% Yes (3) 21% Many (10) 36% Needs Impv (17) 36% No (17)
81. Overall, do the outcomes in the ISP include criteria by which the team can determine when the outcome(s) have been achieved? CPRQ67; '17IQR#7e	23% Yes (11) 19% Many (9) 32% Needs Impv (15) 26% No (12)
82. Overall, are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d	74% Yes (35) 13% Many (6) 11% Needs Impv (5) 2% No (1)
83. Overall, do the ISP outcomes address the person's major needs? CPRQ69; '17IQR#7g	53% Yes (25) 23% Many (11) 21% Needs Impv (10) 2% No (1)
84. Overall, are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i	19% Yes (9) 26% Many (12) 40% Needs Impv (19) 15% No (7)
85. Overall, are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m	26% Yes (12) 21% Many (10) 32% Needs Impv (15) 21% No (10)
86. Has the person made measurable progress in therapy this year? '17IQR#13a	23% Yes (11) 23% Many (11) 34% Needs Impv (16) 19% No (9)
87. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c	55% Yes (26) 26% Many (12) 17% Needs Impv (8)

Question	2018 (sample=47)
	2% No (1)
88. Does the ISP contain information regarding primary health (medical) care? CPRQ74	87% Yes (41) 11% Many (5) 2% No (1)
88a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a	94% Yes (44) 6% Many (3)
88b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b	96% Yes (45) 2% Many (1) 2% Needs Impv (1)
89. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76	89% Yes (42) 9% Many (4) 2% No (1)
90. Does the ISP reflect how the person will get to work/day activities, shopping, and social activities? CPRQ75	66% Yes (31) 21% Many (10) 4% Needs Impv (2) 9% No (4)
91. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a	34% Yes (16) 43% Many (20) 13% Needs Impv (6) 4% No (2)
92. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7	0% Yes 55% Many (26) 45% Needs Impv (21)
93. Is the ISP being implemented? (If 92 is "3") CPRQ79 '17IQR#12	0% Yes (47 N/A)
94a. Is the ISP being implemented? (If 92 is "0", "1", or "2") CPRQ80a '17IQR#12	9% Yes (4) 45% Many (21) 43% Needs Impv (20) 4% No (2)
94b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11	23% Yes (11) 47% Many (22) 30% Needs Impv (14)
95. Overall, was the direct service staff trained on the implementation of this person's ISP? CPRQ81	74% Yes (35) 23% Many (11) 2% Needs Impv (1)

Question	2018 (sample=47)
96. Overall, were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82;	72% Yes (34) 26% Many (12) 2% Needs Impv (1)
97. Overall, do the progress notes or other documentation in the record reflect the status of the outcomes and services of the key life areas stated in the ISP? CPRQ83	2% Yes (1) 36% Many (17) 45% Needs Impv (21) 17% No (8)
<b>EXPECTATION OF GROWTH AND QUALITY OF LIFE, SATISFACTION</b>	
98. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13	15% Yes (7) 51% Many (24) 28% Needs Impv (13) 6% No (3)
99. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d	49% Yes (23) 45% Many (21) 6% Needs Impv (3)
100. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b	62% Yes (29) 26% Many (12) 6% Needs Impv (3) 6% No (3)
101. Is the person offered a range of opportunities for participation in each life area? CPRQ87	62% Yes (29) 23% Many (11) 9% Needs Impv (4) 6% No (3)
102. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30	76% Yes (13) 18% Many (3) 6% No (1) (30 CND)
102a. About where and with whom to live? CPRQ89; '17IQR#23c	78% Yes (7) 22% No (2) (38 CND)
102b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d	71% Yes (15) 14% Many (3) 5% Needs Impv (1) 10% No (2) (26 CND)

Question	2018 (sample=47)
102c. About where and with whom to socialize/spend leisure time? CPRQ91	83% Yes (15) 11% Many (2) 6% Needs Impv (1) (29 CND)
103. Does the evidence support that providers do not prevent the person from pursuing relationships and are respecting the rights of this person? CPRQ92; '17IQR#31f	96% Yes (45) 2% Many (1) 2% Needs Impv (1)
105. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a	87% Yes (41) 13% Many (6)
106. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94	89% Yes (42) 4% Many (2) 6% No (3)
107. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h	72% Yes (34) 28% No (13)
108. If there are restrictions that should be reviewed by HRC, have the restrictions been reviewed (quarterly) and approved (annually) by the HRC? If no, describe why. '17IQR#34i	50% Yes (17) 12% Many (4) 32% Needs Impv (11) 6% No (2) (13 N/A)
109. If there are restrictions that should be reviewed by HRC, is a plan to enable the individual to regain his/her rights and reduce or eliminate these restrictions? '17IQR#34j	16% Yes (5) 13% Many (4) 3% Needs Impv (1) 69% No (22) (15 N/A)
110. Is the person protected from abuse, neglect and exploitation? '17IQR#35	70% Yes (33) 19% Many (9) 4% Needs Impv (2) 6% No (3)
111. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b	54% Yes (15) 18% Many (5) 21% Needs Impv (6) 7% No (2) (19 N/A)
112. Is the individual safe? '17IQR#24	79% Yes (37) 13% Many (6) 9% Needs Impv (4)

Question	2018 (sample=47)
113. What is the level of participation of the legal guardian in this person's life and service planning? CPRQ 97; '17IQR#15a	32% Active (15) 34% Moderate (16) 34% Limited (16)
114. If the person is retired, does he/she have opportunities to engage in activities of interest during the day? CPRQ 100; '17IQR#29b	56% Yes (9) 25% Many (4) 19% Needs Impv (3) (31 N/A)
115. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30	91% Yes (43) 4% Many (2) 4% Needs Impv (2)
116. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e	94% Yes (44) 6% Many (3)
117. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c	36% Yes (17) 43% Many (20) 21% Needs Impv (10)
118. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e	94% Yes (44) 4% Many (2) 2% Needs Impv (1)
119. Does the person have sufficient personal money? CPRQ110 '17IQR#34f	98% Yes (46) 2% Many (1)
120. Does the person get along with their day program/employment provider staff? CPRQ111	100% Yes (35) (12 CND)
121. Does the person get along with their residential provider staff? CPRQ112	100% Yes (40) (7 CND)
<b>TEAM PROCESS</b>	
122. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10	17% Yes (8) 53% Many (25) 30% Needs Impv (14)
123. If there is evidence of situations in which the team failed to reach a consensus on the person's service and support needs, has the team made efforts to build consensus? CPRQ 115; '17IQR#17c	89% Yes (8) 11% Many (1) (38 N/A)
124. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs? CPRQ 116; '17IQR#17d	44% Yes (20) 38% Many (17) 9% Needs Impv (4) 9% No (4)

Question	2018 (sample=47)
	(2 N/A)
125. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? CPRQ117	85% Yes (40) 9% Many (4) 6% Needs Impv (3)
126. Do you recommend Dispute Resolution for this IDT? CPRQ118	2% Yes (1) 98% No (46)
127. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#14a	36% Yes (17) 64% No (30)
128. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c	28% Yes (13) 72% No (34)
129. If #127 OR #128 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121;	70% Yes (14) 30% No (6) (27 N/A)
130. Has the person changed residential/day services in the last year? CPRQ122	21% Yes (10) 79% No (37)
131. If #130 is Yes, was the change Planned by the IDT? CPRQ122a	80% Yes (8) 20% No (2) (37 N/A)
132. If #130 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b	90% Yes (9) 10% No (1) (37 N/A)
133. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person? CPRQ123; '17IQR#7n	6% Yes (3) 49% Many (23) 45% Needs Impv (21)
<b>SUPPORTED EMPLOYMENT</b>	2 people did not have day services and were not scored
134. Does (Name) have a current Person Centered Assessment?	9% Yes (4) 13% Many (6) 60% Needs Impv (27) 18% No (8)
135. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a	7% Yes (2) 28% Needs Impv (7) 68% No (19) (17 N/A)
136. Did the individual participate personally in the Person Centered Assessment?	31% Yes (14)

Question	2018 (sample=47)
	69% No (31)
137. Did the Guardian participate in the Person Centered Assessment?	20% Yes (9) 80% No (36)
138. Is the individual engaged in the Informed Choice Project?	9% Yes (4) 91% No (43)
139. Has the individual been offered the opportunity to participate in work or job exploration including volunteer work and/or trial work opportunities? '17IQR#26e	24% Yes (7) 76% No (22) (16 N/A)
140. If #139 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section?	29% Yes (2) 14% Many (1) 43% Needs Impv (3) 14% No (1) (38 N/A)
141. If #139 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs?	0% Yes 14% Needs Impv (3) 86% No (19) (23 N/A)
142. Has the Guardian had the opportunity to gain information on how the individual responded during job exploration activities such as volunteering and/or trial work experiences?	18% Yes (5) 4% Many (1) 7% Needs Impv (2) 71% No (20) (17 N/A)
143. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c	7% Yes (2) 4% Many (1) 14% Needs Impv (4) 75% No (21) (17 N/A)
144. Has the Guardian received information regarding the range of employment options available for the individual?	14% Yes (4) 29% Needs Impv (8) 57% No (16) (17 N/A)
145. If there are barriers to employment, has the Team, including the individual, addressed how to overcome those barriers to employment and integrating clinical info., AT, & therapies as necessary ... '17IQR#27b	11% Yes (3) 18% Needs Impv (5) 71% No (20) (17 N/A)
146. If there are barriers to employment, has the Team addressed with the Guardian how to overcome those barriers to employment and integrating clinical info., AT, & therapies as necessary ...?	11% Yes (3) 7% Many (2)

Question	2018 (sample=47)
	82% No (23) (17 N/A)
147. Has the individual participated in work or volunteer activities during the past year?	18% Yes (5) 50% Needs Impv (14) 32% No (9) (17 N/A)
148. Has the individual identified what type of work or volunteer activities he/she would like to do?	11% Yes (3) 4% Many (1) 25% Needs Impv (7) 61% No (17) (17 N/A)
149. Does the Guardian support him/her working?	39% Yes (11) 61% No (17) (17 N/A)
150. Is (Name) is involved in the DVR Outreach Project?	2% Yes (1) 98% No (44)
151. Is the individual engaged in Supported Employment? CPRQ129	14% Yes (4) 86% No (24) (17 N/A)
152. Is the individual Working in accordance with the following: CPRQ 130 '17IQR#28	4% Yes (1) 7% Many (2) 89% No (25) (17 N/A)
153. Does the person have a Career Development Plan? CPRQ128	0% Yes 33% Many (2) 17% Needs Impv (1) 50% No (3) (39 N/A)
<b>BEHAVIOR</b>	
154. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d	57% Yes (27) 43% No (20)
155. Does the person need behavior services now? CPRQ132 '17IQR#11e	62% Yes (29) 38% No (18)
156. Have behavioral assessments been completed? CPRQ133	54% Yes (15) 21% Many (6) 18% Needs Impv (5)

Question	2018 (sample=47)
	7% No (2) (19 N/A)
157. Does the person have a positive behavior support plan developed out of the behavior assessments that meets the person's needs? CPRQ134 '17IQR#5g	81% Yes (22) 11% Many (3) 7% No (2) (20 N/A)
158. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d	85% Yes (22) 12% Many (3) 4% Needs Impv (1) (21 N/A)
159. If needed, does the person have a Behavior Crisis Intervention Plan that meets the person's needs? CPRQ 73a; '17IQR#5h	69% Yes (9) 23% Many (3) 8% No (1) (34 N/A)
160. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i	68% Yes (19) 14% Many (4) 7% Needs Impv (2) 11% No (3) (19 N/A)
161. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d	57% Yes (16) 14% Many (4) 4% Needs Imp (1) 25% No (7) (19 N/A)
<b>ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION</b>	
162. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b	59% Yes (26) 30% Many (13) 11% Needs Impv (5) (3 N/A)
163. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c	78% Yes (28) 8% Many (3) 14% Needs Impv (5) (11 N/A)
164. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f	93% Yes (41) 5% Many (2) 2% Needs Impv (1) (3 N/A)

Question	2018 (sample=47)
165. Is the person's equipment and technology in good repair? '17IQR#25d	77% Yes (33) 16% Many (7) 7% Needs Impv (3) (4 N/A)
166. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e	54% Yes (28) 32% Many (14) 5% Needs Impv (2) (3 N/A)
167. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b	71% Yes (30) 24% Many (10) 5% Needs Impv (2) (5 N/A)
<b>INDIVIDUAL SERVICE PLANNING</b>	
168. Does the person have an ISP that addresses live, work/learn, fun/relationships and health/other that correlates with the person's desires and capabilities, in accordance with DOH Regulations? CPRQ141 '17IQR#7o	100% Yes (47)
169. Does the person have an ISP that contains a complete Vision Section that is based on a long-term view? CPRQ142 '17IQR#7a	47% Yes (22) 21% Many (10) 28% Needs Impv (13) 4% No (2)
170. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a	81% Yes (38) 11% Many (5) 9% Needs Impv (4)
171. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f	57% Yes (27) 26% Many (12) 17% Needs Impv (8)
172. Is the person integrated into the community? CPRQ145; '17IQR#29g	32% Yes (15) 17% Many (8) 47% Needs Impv (22) 4% No (2)
173. Overall is the ISP adequate to meet the person's needs? CPRQ146; '17IQR#7	0% Yes 55% Many (26) 45% Needs Impv (21)
174. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36	2% Yes (1) 66% Many (31) 32% Needs Impv (15)