

2014 Community Practice Review

Statewide Findings Report

FINAL Updated: 11/21/2014



Class Members: **301** (at the start of the review; now 295)

Number in Sample: **97 (32%)**

Number of Agencies in the Sample:

Independent Case Management: **16**

State agency Case Management: (NE) **1**

Employment/Day Agencies: **36**

Residential Agencies: **37**



Class Members with Immediate or Special Needs

Individuals Needing Immediate Attention: 12 People

Individuals for whom urgent health, safety, environment and/or abuse/neglect/exploitation issues were identified which the team is not successfully and actively in the process of addressing in a timely fashion. 12% of sample

Individuals Needing Special Attention: 14 People

Individuals for whom issues have been identified that, if not effectively addressed, are likely to become an urgent health and safety concern. 14% of sample

Incident Reports were filed on 6 People (6% of sample)

In 2011, twelve people required Immediate Attention (11%) and twenty-three people required Special Attention (21%). (109 people in the 2011 sample)

In 2009, sixteen people required Immediate Attention (15%) and twenty-eight people required Special Attention (26%). (108 people in the 2009 sample)

In 2007, two people required Immediate Attention (2%) and eight people required Special Attention (7%). (110 people in the 2007 sample)

In 2013, ten people required Immediate Attention (10%) and twenty-one people required Special Attention (21%), and three IRs were filed. (102 people in the 2013 sample)

In 2010, fifteen people required Immediate Attention (14%) and sixteen people required Special Attention (15%). (107 people in the 2010 sample)

In 2008, seven people required Immediate Attention (7%) and fourteen people required Special Attention (13%). (108 people in the 2008 sample)



Identified Indicators of Good Practice

Some people have community memberships

- ❑ 6 people are part of the Special Olympics and 2 people are active members of their tribes
- ❑ 50 people utilize their community recreation centers/gymnasiums
- ❑ 5 people take classes in the community, including ceramics and art
- ❑ 11 are members of organizations/clubs, including People First, the Special Orchestra, Praise Band, the Reins of Life, and the Community Concert Series

3 people had no identified membership/community role, 7 people had one, 22 people had two, 25 had three, 20 had four, 14 had five, 4 had six, and one person had seven identified memberships/roles.



2014 Community Practice Review Statewide Report Identified Indicators of Good Practice

Some people are active/known in the community

- ❑ **17 people are swimmers and patrons at their pools.**
- ❑ **28 people regularly visit an aquarium, biology park or zoo.**
- ❑ **23 people are regular bowlers.**
- ❑ **45 people attend church.**
- ❑ **58 people frequent the library.**
- ❑ **36 people volunteer in the community, filling a variety of important roles with various organizations.**



2014 Community Practice Review Statewide Report Identified Indicators of Good Practice

Some people are part of and integrated into their communities

- 65 individuals were seen as adequately integrated into the community.

Some people have friends

- 68 people have non-paid friends with whom they meet and/or interact in the community.

Some people are employed

- 18 people are engaged employed, and all of those work in settings with more than 50% non-handicapped workers.



2014 Community Practice Review Statewide Report Identified Indicators of Good Practice

People benefit from long term, caring and respectful staff

- ❑ **46 people have residential staff that have been with them for at least five years, 17 for over ten years!**
- ❑ **28 people have day/employment staff that have been with them for at least five years, 7 for over ten years!**
- ❑ **32 people have case managers that have been with them for at least five years, 12 for over ten years!**
- ❑ **73 people were seen as being treated with dignity and respect.**



2014 Community Practice Review Statewide Report Identified Indicators of Good Practice

People have proactive advocates Case Manager/Guardian

- ❑ **37 people were identified as having actively involved guardians. (Seen at least 3 times a month)**
- ❑ **73 Guardians found the case manager helpful.**
- ❑ **78 people have case managers who are adequately available to them.**
- ❑ **38 people have case managers who provide services at the level they need.**



2014 Community Practice Review Statewide Report Identified Indicators of Good Practice

Some people have shown evidence of progress

- ❑ **76 people are going more places or participating more while in the community.**
- ❑ **35 people have increased their communication ability and/or their interactions with others.**
- ❑ **28 people have shown a decrease in identified behaviors.**
- ❑ **58 people are becoming more independent in daily tasks, including house cleaning, laundry, cooking, gardening and personal care.**
- ❑ **10 people have better physical health/mobility.**
- ❑ **31 people have increased their choice making.**



2014 Community Practice Review Statewide Report Identified Indicators of Good Practice

Some people have the technology and devices they need

- ❑ **1082 assistive technology and adaptive equipment items are needed by individuals in the sample; 1000 are in good repair, available, and used when needed. (92%)**



Findings by Area

A. Expectations for Growth and Quality of Life

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|--|--|---|---|--|---|
| 31. Does the case manager have an appropriate expectation of growth for this person? | 61% Yes (65) 35% Partial (37) 5% No (5) | 62% Yes (67) 32% Partial (35) 6% No (6) | 75% Yes (79) 20% Partial (21) 6% No (6) (1 not scored) | 69% Yes (75) 29% Partial (32) 2% No (2) | 64% Yes (65) 35% Partial (36) 1% No (1) | 51% Yes (49) 48% Partial (47) 1% No (1) |
| 42. Does the [day services] direct service staff have an appropriate expectation of growth for this person? | 68% Yes (73) 26% Partial (28) 6% No (6) | 80% Yes (86) 17% Partial (18) 4% No (4) | 83% Yes (86) 17% Partial (18) (3 not scored) | 65% Yes (71) 32% Partial (35) 3% No (3) | 75% Yes (77) 23% Partial (23) 2% No (2) | 63% Yes (60) 35% Partial (33) 2% No (2) (2 not scored) |
| 52. Does the residential direct service staff have an appropriate expectation of growth for this person? | 65% Yes (70) 29% Partial (31) 6% No (6) | 71% Yes (76) 28% Partial (30) 1% No (1) | 81% Yes (86) 18% Partial (19) 1% No (1) (1 not scored) | 93% Yes (101) 5% Partial (5) 3% No (3) | 68% Yes (69) 32% Partial (33) | 60% Yes (58) 36% Partial (35) 4% No (4) |
| 84. Based on all of the evidence, in the opinion of the reviewer, has the person achieved progress in the past year? | 56% Yes (58) 40% Partial (42) 4% No (4) (3 CND) | 59% Yes (63) 40% Partial (43) 1% No (1) (1 CND) | 55% Yes (58) 42% Partial (45) 3% No (3) (1 CND) | 64% Yes (70) 35% Partial (38) 1% No (1) | 68% Yes (69) 30% Partial (31) 2% No (2) | 52% Yes (50) 47% Partial (45) 1% No (1) (1 CND) |
| 85. Overall, does the IDT have an appropriate expectation of growth for this person? | 45% Yes (48) 55% Partial (59) | 45% Yes (49) 54% Partial (58) 1% No (1) | 63% Yes (67) 37% Partial (39) (1 not scored) | 46% Yes (50) 54% Partial (59) | 51% Yes (52) 49% Partial (50) | 30% Yes (29) 69% Partial (67) 1% No (1) |
| 86. Was the person provided the assistance and support needed to participate meaningfully in the planning process? | 73% Yes (73) 24% Partial (24) 3% No (3) (7 CND) | 77% Yes (82) 21% Partial (22) 2% No (2) (2 CND) | 84% Yes (89) 16% Partial (17) (1 CND) | 86% Yes (94) 14% Partial (15) | 85% Yes (86) 14% Partial (14) 1% No (1) (1 CND) | 72% Yes (67) 25% Partial (23) 3% No (3) (4 CND) |



2014 Community Practice Review Statewide Report Findings by Area

A. Expectations for Growth and Quality of Life

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|---|--|--|--|--|---|
| 87. Is the person offered a range of opportunities for participation in each of the life areas? | 63% Yes (59) 35% Partial (33) 2% No (2) (13 CND) | 82% Yes (81) 15% Partial (15) 3% No (3) (9 CND) | 70% Yes (69) 25% Partial (27) 3% No (3) (8 CND) | 73% Yes (75) 27% Partial (28) (6 CND) | 84% Yes (81) 16% Partial (15) (6 CND) | 75% Yes (69) 25% Partial (23) (5 CND) |
| 88. Does the person have the opportunity to make informed choices? | 57% Yes (26) 43% Partial (20) (61 CND) | 74% Yes (39) 26% Partial (14) (55 CND) | 84% Yes (36) 16% Partial (7) (64 CND) | 81% Yes (44) 19% Partial (10) (55 CND) | 79% Yes (34) 21% Partial (9) (59 CND) | 77% Yes (27) 23% Partial (8) (62 CND) |
| 89. About where and with whom to live? | 71% Yes (30) 19% Partial (8) 10% No (4) (65 CND) | 82% Yes (37) 16% Partial (7) 2% No (1) (63 CND) | 86% Yes (38) 9% Partial (4) 5% No (2) (63 CND) | 86% Yes (38) 11% Partial (5) 2% No (1) (65 CND) | 85% Yes (33) 13% Partial (5) 3% No (1) (63 CND) | 89% Yes (24) 7% Partial (2) 4% No (1) (70 CND) |
| 90. About where and with whom to work/spend his/her day? | 71% Yes (35) 29% Partial (14) (58 CND) | 85% Yes (46) 15% Partial (8) (54 CND) | 84% Yes (38) 16% Partial (7) (62 CND) | 89% Yes (40) 11% Partial (5) (64 CND) | 86% Yes (37) 14% Partial (6) (59 CND) | 82% Yes (28) 18% Partial (6) (63 CND) |
| 91. About where and with whom to socialize/spend leisure time? | 67% Yes (35) 29% Partial (15) 4% No (2) (55 CND) | 83% Yes (49) 17% Partial (10) (49 CND) | 86% Yes (37) 14% Partial (6) (64 CND) | 89% Yes (39) 11% Partial (5) (65 CND) | 90% Yes (36) 10% No (4) (62 CND) | 86% Yes (32) 14% Partial (5) (60 CND) |
| 92. Does the evidence support that providers do not prevent the person from pursuing relationships and are respecting the rights of this person? | 93% Yes (97) 7% Partial (7) (3 CND) | 96% Yes (99) 3% Partial (3) 1% No (1) (5 CND) | 99% Yes (100) 1% Partial (1) (6 CND) | 96% Yes (98) 4% Partial (4) (7 CND) | 98% Yes (97) 2% Partial (2) (3 CND) | 98% Yes (90) 2% Partial (2) (4 CND) |



2014 Community Practice Review Statewide Report Findings by Area

A. Expectations for Growth and Quality of Life

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|--|---|--|---|---|---|
| 93. Overall, were the direct service staff interviewed trained on the provider's complaint process and on abuse, neglect and exploitation? | 61% Yes (65) 39% Partial (42) | 62% Yes (67) 38% Partial (41) | 75% Yes (80) 25% Partial (27) | 78% Yes (85) 22% Partial (24) | 75% Yes (76) 25% Partial (26) | 76% Yes (74) 24% Partial (23) |
| 94. Does this person and/or guardian have adequate access to the available complaint processes/procedures? | 90% Yes (86) 8% Partial (8) 2% No (2) (11 CND) | 85% Yes 87 10% Partial (10) 5% No (5) (6 CND) | 97% Yes (99) 2% Partial (2) 1% No (1) (5 CND) | 96% Yes (102) 3% Partial (3) 1% No (1) (3 CND) | 92% Yes (90) 7% Partial (7) 1% No (1) (4 CND) | 92% Yes (85) 8% Partial (7) (5 CND) |
| 95. Does this person know his/her guardian? | 97% Yes (30) 3% No (1) (3 NA, 73 CND) | 100% Yes (45) (2 N/A, 61 CND) | 100% Yes (35) (4 N/A, 68 CND) | 98% Yes (46) 2% No (1) (62 CND) | 100% Yes (46) (1 N/A, 55 CND) | 100% Yes (29) (1 NA, 67 CND) |
| 96. Does this person believe the guardian is helpful? | 100% Yes (7) (2 N/A, 98 CND) | 100% Yes (14) (2 N/A, 92 CND) | 100% Yes (9) (4 N/A, 94 CND) | 100% Yes (16) (93 CND) | 93% Yes (13) 7% No (1) (1 N/A, 87 CND) | 100% Yes (8) (1 N/A, 88 CND) |
| 97. What is the level of participation of the legal guardian in this person's life and service planning? | 53% Active (56) 26% Moderate (28) 18% Limited (19) 3% None (3) (1 N/A) | 39% Active (41) 48% Moderate (50) 13% Limited (14) (3 N/A) | 45% Active (47) 35% Moderate (36) 16% Limited (17) 4% None (4) (3 N/A) | 42% Active (46) 44% Moderate (48) 13% Limited (14) 1% None (1) | 38% Active (39) 43% Moderate (43) 19% Limited (19) (1 N/A) | 39% Active (37) 35% Moderate (33) 28% Limited (26) (1 N/A) |
| 98. In the Reviewer's opinion, does the person need a friend advocate? | 8% Yes (9) 92% No (98) | 6% Yes (6) 94% No (102) | 7% Yes (8) 93% No (99) | 7% Yes (8) 93% No (101) | 3% Yes (3) 97% No (99) | 10% Yes (10) 90% No (87) |
| 99. Does the person have a friend advocate? | 0% Yes 100% No (10) (97 N/A) | 0% Yes 100% No (6) (102 N/A) | 22% Yes (2) 78% No (7) (98 N/A) | 13% Yes (1) 88% No (7) (101 N/A) | 0% Yes 100% No (3) (99 N/A) | 0% Yes 100% No (10) (87 N/A) |



2014 Community Practice Review Statewide Report Findings by Area

A. Expectations for Growth and Quality of Life

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|---|--|--|---|---|--|
| 100. If the person is retired, does he/she have adequate opportunities to engage in activities of interest during the day? | 57% Yes (8) 43% Partial (6) (92 N/A, 1 CND) | 88% Yes (14) 13% Partial (2) (91 N/A, 1 CND) | 91% Yes (21) 9% Partial (2) (84 N/A) | 77% Yes (23) 23% Partial (7) (79 N/A) | 71% Yes (15) 24% Partial (5) 5% No (1) (80 N/A, 1 CND) | 91% Yes (21) 4% Partial (1) 4% No (1) (73 N/A, 1 CND) |
| 101. Does the person have daily choices/appropriate autonomy over his/her life? | 65% Yes (70) 32% Partial (34) 3% No (3) | 80% Yes (86) 19% Partial (20) 2% No (2) | 79% Yes (85) 17% Partial (18) 4% No (4) | 78% Yes (85) 21% Partial (23) 1% No (1) | 79% Yes (81) 18% Partial (18) 3% No (3) | 76% Yes (74) 23% Partial (22) 1% No (1) |
| 102. Have the person's cultural preferences been accommodated? | 90% Yes (90) 10% Partial (10) (7 CND) | 98% Yes (99) 2% Partial (2) (7 CND) | 91% Yes (96) 9% Partial (9) (2 CND) | 94% Yes (100) 5% Partial (5) 1% No (1) (3 CND) | 96% Yes (96) 4% Partial (4) (2 CND) | 99% Yes (94) 1% Partial (1) (2 CND) |
| 103. Is the person treated with dignity and respect? | 64% Yes (69) 36% Partial (38) | 56% Yes (60) 44% Partial (48) | 75% Yes (80) 25% Partial (26) (1 not scored) | 70% Yes (76) 30% Partial (33) | 70% Yes (71) 30% Partial (31) | 75% Yes (73) 25% Partial (24) |



A. Expectations for Growth and Quality of Life

Noteworthy Practice

- For 98% of the sample (90 of 92, 4 CND), evidence supported that providers do not prevent the person from pursuing relationships and are respecting the rights of the person. (98% in 2013, 96% in 2011, 99% in 2010, 96% in 2009, 93% in 2008) **#92**
- Of the 92 persons for whom it could be determined, 85 people and/or guardians (92%, 5 CND) had adequate access to the available complaint process/procedures. (92% in 2013, 96% in 2011, 97% in 2010, 86% in 2009, 90% in 2008) **#94**
- 94 of 95 individuals (99%, 2 CND) had their cultural preferences accommodated. (96% in 2013, 94% in 2011, 91% in 2010, 98% in 2009, 90% in 2008) **#102**



A. Expectations for Growth and Quality of Life

Practice Challenges

- 68 of 97 people had an IDT that did not have an appropriate expectation of growth for them. (70%). (49% did not in 2013, 54% in 2011, 37% in 2010, 54% in 2009, 55% in 2008) **#85**
- 63% of individuals (59 of 96, 1 N/A) did not have guardians who are active in the person's life and service planning. (62% did not in 2013, 58% in 2011, 55% in 2010, 61% in 2009, 47% in 2008, 61% in 2007) **#97**
- 25% of the individuals (24 of 97) were not found to be adequately treated with dignity and respect. (30% were not in 2013 and 2011, 25% in 2010, 44% in 2009, 36% in 2008) **#103**



2014 Community Practice Review Statewide Report Findings by Area

B. Satisfaction

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|---|--|---|---|---|---|
| 104. Overall, is the person satisfied with the current services? | 85% Yes (23) 15% Partial (4) (80 CND) | 91% Yes (41) 9% Partial (4) (63 CND) | 90% Yes (36) 10% Partial (4) (67 CND) | 89% Yes (31) 11% Partial (4) (74 CND) | 85% Yes (23) 15% Partial (4) (75 CND) | 86% Yes (25) 14% Partial (4) (68 CND) |
| 105. Does the person get along with the case manager? | 100% Yes (15) (92 CND) | 95% Yes (21) 5% Partial (1) (86 CND) | 100% Yes (16) (91 CND) | 100% Yes (21) (88 CND) | 100% Yes (13) (89 CND) | 100% Yes (7) (90 CND) |
| 106. Does the person find the case manager helpful? | 100% Yes (7) (100 CND) | 93% Yes (13) 7% Partial (1) (94 CND) | 100% Yes (6) (101 CND) | 100% Yes (11) (98 CND) | 100% Yes (10) (92 CND) | 100% Yes (5) (92 CND) |
| 107. Does the legal guardian find the case manager helpful? | 94% Yes (78) 2% Partial (2) 4% No (3) | 90% Yes (78) 9% Partial (8) 1% No (1) (1 N/A, 20 CND) | 94% Yes (63) 6% Partial (4) (3 N/A, 37 CND) | 93% Yes (90) 5% Partial (5) 2% No (2) (12 CND) | 93% Yes (81) 6% Partial (5) 1% No (1) (1 NA, 14 CND) | 89% Yes (73) 7% Partial (6) 4% No (3) (15 CND) |
| 108. Does the person have adequate food and drink available? | 99% Yes (91) 1% No (1) (9 CND) | 98% Yes (94) 2% Partial (2) (12 CND) | 100% Yes (97) (10 CND) | 99% Yes (101) 1% Partial (1) (7 CND) | 100% Yes (99) (3 CND) | 100% Yes (96) (1 CND) |
| 109. Does the person have adequate transportation to meet his/her needs? | 86% Yes (89) 14% Partial (14) (4 CND) | 87% Yes (92) 12% Partial (13) 1% No (1) (2 CND) | 93% Yes (98) 7% Partial (7) (2 CND) | 96% Yes (105) 4% Partial (4) | 93% Yes (95) 7% Partial (7) | 93% Yes (90) 6% Partial (6) 1% No (1) |
| 110. Does the person have sufficient personal money? | 91% Yes (86) 8% Partial (8) 1% No (1) (21 CND) | 89% Yes (86) 11% Partial (11) (11 CND) | 89% Yes (88) 10% Partial (10) 1% No (1) (7 CND, 1 not scored) | 91% Yes (98) 9% Partial (10) (1 CND) | 93% Yes (93) 7% Partial (7) (2 CND) | 88% Yes (84) 13% Partial (12) (1 CND) |



2014 Community Practice Review Statewide Report Findings by Area

B. Satisfaction

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|---|---|---|----------------------------------|--|--|---|
| 111. Does the person get along with their day program/employment staff? | 97% Yes (63) 3% Partial (2) (1 N/A, 41 CND) | 99% Yes (70) 1% Partial (1) (1 N/A, 36 CND) | 100% Yes (58) (1 N/A, 48 CND) | 100% Yes (61) (48 CND) | 97% Yes (62) 3% Partial (2) (38 CND) | 98% Yes (56) 2% Partial (1) (2 N/A, 38 CND) |
| 112. Does the person get along with the residential provider staff? | 100% Yes (73) (34 CND) | 99% Yes (78) 1% Partial (1) (29 CND) | 100% Yes (75) (32 CND) | 99% Yes (75) 1% Partial (1) (33 CND) | 99% Yes (77) 1% Partial (1) (24 CND) | 98% Yes (63) 2% Partial (1) (33 CND) |



B. Satisfaction

Noteworthy Practice

Of individuals for whom a determination could be made:

- 7 get along with the case manager (100%, 90 CND) and 5 found their case manager helpful (100%, 92 CND) #105 & #106
- 56 get along with their day program/employment staff (98%, 2 N/A, 38 CND) #111
- 63 get along with their residential provider staff (98%, 33 CND) #112



2014 Community Practice Review Statewide Report Findings by Area

C. Assessments

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|---|---|---|---|---|---|---|
| 57. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts? | 63% Yes (67) 36% Partial (39) 1% No (1) | 65% Yes (70) 35% Partial (38) | 49% Yes (52) 51% Partial (55) | 58% Yes (63) 42% Partial (46) | 45% Yes (46) 55% Partial (56) | 40% Yes (39) 59% Partial (57) 1% No (1) |
| 58. Did the team arrange for and obtain the needed, relevant assessments? | 39% Yes (42) 60% Partial (64) 1% No (1) | 47% Yes (51) 53% Partial (57) | 40% Yes (43) 60% Partial (64) | 41% Yes (45) 58% Partial (63) 1% No (1) | 37% Yes (38) 63% Partial (64) | 25% Yes (24) 74% Partial (72) 1% No (1) |
| 59. Are the assessments adequate for planning? | 64% Yes (68) 36% Partial (39) | 64% Yes (69) 36% Partial (39) | 59% Yes (63) 40% Partial (43) 1% No (1) | 48% Yes (52) 52% Partial (57) | 34% Yes (35) 66% Partial (67) | 41% Yes (40) 57% Partial (55) 2% No (2) |
| 60. Were the recommendations from assessments used in planning? | 47% Yes (50) 47% Partial (50) 7% No (7) | 47% Yes (51) 50% Partial (54) 3% No (3) | 46% Yes (49) 49% Partial (52) 6% No (6) | 43% Yes (47) 56% Partial (61) 1% No (1) | 37% Yes (38) 62% Partial (63) 1% No (1) | 40% Yes (39) 57% Partial (55) 3% No (3) |



C. Assessments

Practice Challenges

- Teams for 75% of the persons in the sample (73 of 97) did not arrange for and obtain the needed, relevant assessments. (63% did not in 2013, 59% in 2011, 60% in 2010, 53% in 2009, 61% in 2008) **#58**
- 59% of the persons in the sample (57 of 97) did not have assessments adequate for planning. (66% did not in 2013, 52% in 2011, 41% in 2010, 36% in 2008 and 2009) **#59**
- For 60% of the persons in the sample (58 of 97) the recommendations from assessments were not adequately used in planning. (63% were not in 2013, 57% in 2011, 55% in 2010, 53% in 2009, 54% in 2008) **#60**



2014 Community Practice Review Statewide Report Findings by Area

D. Adequacy of Planning and Adequacy of Services

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|---|--|---|--|---|---|
| 61. Is there a document called an Individual Service Plan (ISP) that was developed within the last year? | 100% Yes (107) | 99% Yes (107) 1% No (1) | 100% Yes (107) | 100% Yes (109) | 100% Yes (102) | 100% Yes (97) |
| 62. Was the ISP developed by an appropriately constituted IDT? | 50% Yes (53) 50% Partial (54) | 55% Yes (59) 45% Partial (48) (1 N/A) | 54% Yes (58) 45% Partial (48) 1% No (1) | 50% Yes (54) 50% Partial (55) | 48% Yes (49) 52% Partial (53) | 44% Yes (43) 56% Partial (54) |
| 63. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP? | 36% Yes (28) 36% Partial (28) 28% No (22) (29 CND) | 53% Yes (44) 28% Partial (23) 19% Yes (16) (25 N/A) | 56% Yes (45) 40% Partial (32) 5% No (4) (26 N/A) | 45% Yes (38) 44% Partial (37) 11% No (9) (25 N/A) | 31% Yes (24) 56% Partial (44) 13% No (10) (24 N/A) | 36% Yes (28) 56% Partial (44) 8% No (6) (19 N/A) |
| 64. Overall, is the long-term vision adequate? | 50% Yes (54) 39% Partial (42) 10% No (11) | 58% Yes (62) 41% Partial (44) 1% No (1) (1 N/A) | 61% Yes (65) 37% Partial (40) 2% No (2) | 55% Yes (60) 41% Partial (45) 4% No (4) | 60% Yes (61) 38% Partial (39) 2% No (2) | 48% Yes (47) 48% Partial (47) 3% No (3) |
| 65*. Overall, does the Narrative and/or Progress Towards Reaching the Long-Term Vision Section of the ISP give adequate guidance to achieving the person's long-term vision? | 60% Yes (64) 37% Partial (40) 3% No (3) | 72% Yes (77) 28% Partial (30) (1 N/A) | 69% Yes (74) 29% Partial (31) 2% No (2) | 70% Yes (76) 28% Partial (30) 3% No (3) | 75% Yes (76) 25% Partial (26) | 61% Yes (59) 36% Partial (35) 3% No (3) |
| 66*. Overall, is Vision Section of the ISP used as the basis for outcome development? | 77% Yes (82) 21% Partial (23) 2% No (2) | 86% Yes (92) 14% Partial (15) (1 N/A) | 80% Yes (86) 19% Partial (20) 1% No (1) | 82% Yes (89) 17% Partial (18) 2% No (2) | 75% Yes (77) 24% Partial (24) 1% No (1) | 72% Yes (70) 25% Partial (24) 3% No (3) |



2014 Community Practice Review Statewide Report Findings by Area

D. Adequacy of Planning and Adequacy of Services

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|---|--|--|--|--|--|--|
| 67*. Overall, do the outcomes in the ISP include criteria by which the team can determine when the outcome (s) have been achieved? | 33% Yes (35) 47% Partial (50) 21% No (22) | 51% Yes (55) 44% Partial (47) 5% No (5) (1 N/A) | 64% Yes (68) 33% Partial (35) 4% No (4) | 66% Yes (72) 28% Partial (31) 6% No (6) | 57% Yes (58) 35% Partial (36) 8% No (8) | 43% Yes (42) 57% Partial (55) |
| 68*. Overall, are the ISP outcomes related to achieving the person's long-term vision? | 75% Yes (80) 22% Partial (24) 3% No (3) | 87% Yes (93) 13% Partial (14) (1 N/A) | 84% Yes (90) 16% Partial (17) | 73% Yes (80) 24% Partial (26) 3% No (3) | 62% Yes (63) 35% Partial (36) 3% No (3) | 69% Yes (67) 30% Partial (29) 1% No (1) |
| 69*. Overall, do the ISP outcomes address the person's major needs? | 41% Yes (44) 50% Partial (54) 8% No (9) | 60% Yes (64) 40% Partial (43) (1 N/A) | 63% Yes (67) 36% Partial (38) 2% No (2) | 61% Yes (67) 36% Partial (39) 3% No (3) | 68% Yes (69) 29% Partial (30) 3% No (3) | 60% Yes (58) 36% Partial (35) 4% No (4) |
| 70*. Overall, are the Action Plans specific and relevant to assisting the person in achieving his/her outcomes? | 46% Yes (49) 50% Partial (54) 4% No (4) | 64% Yes (68) 34% Partial (37) 2% No (2) (1 N/A) | 60% Yes (64) 36% Partial (39) 4% No (4) | 49% Yes (53) 42% Partial (46) 9% No (10) | 43% Yes (44) 54% Partial (55) 3% No (3) | 39% Yes (38) 55% Partial (53) 6% No (6) |
| 71*. Overall, are the Teaching and Support strategies sufficient to ensure consistent implementation of the services provided? | 43% Yes (45) 41% Partial (43) 16% No (17) (2 N/A) | 53% Yes (56) 37% Partial (39) 10% No (11) (2 N/A) | 49% Yes (52) 41% Partial (43) 10% No (11) (1 N/A) | 43% Yes (47) 52% Partial (57) 5% No (5) | 29% Yes (30) 64% Partial (65) 7% No (7) | 40% Yes (39) 52% Partial (50) 8% No (8) |
| 72*. Overall, are the recommendations and/or objectives/strategies of ancillary providers integrated into the outcomes, action plans, and Teaching and Support Strategies of the ISP? | 38% Yes (40) 43% Partial (45) 18% No (19) (3 N/A) | 48% Yes (51) 45% Partial (48) 7% No (7) (2 N/A) | 48% Yes (51) 40% Partial (42) 12% No (13) (1 N/A) | 48% Yes (52) 44% Partial (47) 8% No (9) (1 N/A) | 42% Yes (41) 53% Partial (52) 5% No (5) (4 N/A) | 34% Yes (32) 59% Partial (56) 7% No (7) (2 N/A) |



2014 Community Practice Review Statewide Report Findings by Area

D. Adequacy of Planning and Adequacy of Services

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|--|--|--|--|--|--|
| 73*. If needed, does the ISP contain a specific Crisis Prevention Plan that meets the person's needs? | 63% Yes (64) 30% Partial (31) 7% No (7) (5 N/A) | 54% Yes (56) 43% Partial (45) 3% No (3) (4 N/A) | 66% Yes (69) 32% Partial (33) 2% No (2) (3 N/A) | 76% Yes (80) 24% Partial (25) (4 N/A) | 77% Yes (74) 22% Partial (21) 1% No (1) (6 N/A) | 80% Yes (74) 19% Partial (18) 1% No (1) (4 N/A) |
| 73a. If needed, does the ISP contain a specific Crisis Prevention Plan for dangerous behavior that meets the person's needs? | Added in 2011 | | | 87% Yes (33) 11% Partial (4) 3% No (1) (71 N/A) | 77% Yes (23) 20% Partial (6) 3% No (1) (72 N/A) | 88% Yes (28) 13% Partial (4) (65 N/A) |
| 73b. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? | Added in 2011 | | | 68% Yes (73) 30% Partial (32) 2% No (2) (3 N/A) | 73% Yes (71) 26% Partial (25) 1% No (1) (5 N/A) | 78% Yes (74) 21% Partial (20) 1% No (1) (2 N/A) |
| 74*. Does the ISP contain information regarding primary health (medical) care? | 82% Yes (88) 18% Partial (19) | 87% Yes (93) 13% Partial (14) (1 N/A) | 93% Yes (99) 7% Partial (8) | 90% Yes (98) 10% Partial (11) | 87% Yes (89) 12% Partial (12) 1% No (1) | 93% Yes (90) 7% Partial (7) |
| 74a*. Does the ISP face sheet contain contact information for the PCP? | 87% Yes (93%) 10% Partial (11) 3% No (3) | 93% Yes (99) 7% Partial (7) 1% No (1) (1 CND) | 93% Yes (100) 5% Partial (5) 2% No (2) | 92% Yes (100) 6% Partial (7) 2% No (2) | 93% Yes (95) 6% Partial (6) 1% No (1) | 96% Yes (93) 4% Partial (4) |
| 74b*. Is the Healthcare Coordinator's name and contact information listed in the ISP? | 96% Yes (103) 3% Partial (3) 1% No (1) | 93% Yes (100) 4% Partial (4) 3% No (3) (1 N/A) | 97% Yes (104) 3% Partial (3) | 95% Yes (104) 3% Partial (3) 2% No (2) | 90% Yes (92) 8% Partial (8) 2% No (2) | 99% Yes (96) 1% Partial (1) |



2014 Community Practice Review Statewide Report Findings by Area

D. Adequacy of Planning and Adequacy of Services

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|---|---|---|---|--|--|--|
| 75. Does the ISP reflect how the person will get to work/day activities, shopping, social activities? | 49% Yes (52) 27% Partial (29) 24% No (25) | 74% Yes (57) 14% Partial (11) 12% No (9) (31 N/A) | 86% Yes (48) 7% Partial (4) 7% No (4) (51 N/A) | 87% Yes (47) 6% Partial (3) 7% No (4) (55 N/A) | 88% Yes (42) 10% Partial (5) 2% No (1) (54 N/A) | 81% Yes (35) 12% Partial (5) 7% No (3) (54 N/A) |
| 76. Does the ISP reflect how the person will obtain prescribed medications? | 82% Yes (88) 15% Partial (16) 3% No (3) | 89% Yes (95) 10% Partial (11) 1% No (1) (1 N/A) | 93% Yes (100) 7% Partial (7) | 90% Yes (98) 7% Partial (8) 3% No (3) | 90% Yes (92) 9% Partial (9) 1% No (1) | 92% Yes (89) 8% Partial (8) |
| 77. Does the ISP contain a list of adaptive equipment needed and who will provide it? | 34% Yes (32) 53% Partial (49) 13% No (12) (14 N/A) | 42% Yes (37) 45% Partial (40) 13% No (12) (19 N/A) | 60% Yes (56) 38% Partial (36) 2% No (2) (13 N/A) | 42% Yes (43) 48% Partial (49) 10% No (10) (7 N/A) | 49% Yes (46) 44% Partial (43) 4% No (4) (9 N/A) | 44% Yes (41) 49% Partial (46) 6% No (6) (4 N/A) |
| 78. Overall, is the ISP adequate to meet the person's needs? | 17% Yes (18) 81% Partial (87) 2% No (2) | 26% Yes (28) 74% Partial (79) (1 N/A) | 23% Yes (25) 77% Partial (82) | 28% Yes (30) 72% Partial (79) | 13% Yes (13) 87% Partial (89) | 11% Yes (11) 89% Partial (86) |
| 79. If #78 is rated "2", is the ISP being implemented? | 44% Yes (8) 50% Partial (9) 6% No (1) (89 N/A) | 64% Yes (18) 36% Partial (10) (80 N/A) | 44% Yes (11) 56% Partial (14) (82 N/A) | 73% Yes (22) 27% Partial (8) (79 N/A) | 54% Yes (7) 46% Partial (6) (89 N/A) | 73% Yes (8) 33% Partial (3) (86 N/A) |



2014 Community Practice Review Statewide Report Findings by Area

D. Adequacy of Planning and Adequacy of Services

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|---|---|--|---|---|--|---|
| 80a. If there no ISP or if #78 is rated "0" or "1" or "n/a", is the ISP being implemented? | Added in 2009 | 41% Yes (33) 59% Partial (47) (28 N/A) | 39% Yes (32) 60% Partial (49) 1% No (1) (25 N/A) | 39% Yes (31) 58% Partial (46) 3% No (2) (30 N/A) | 38% Yes (34) 61% Partial (54) 1% No (1) (13% N/A) | 51% Yes (44) 49% Partial (42) (11 N/A) |
| 80b. If there is no ISP, or if #78 is rated "0" or "1", are current services adequate to meet the person's needs? | 34% Yes (30) 66% Partial (59) (18 N/A) | 39% Yes (31) 51% Partial (41) 10% No (8) (28 N/A) | 32% Yes (26) 66% Partial (54) 2% No (2) (25 N/A) | 28% Yes (22) 72% Partial (57) (30 N/A) | 33% Yes (29) 67% Partial (60) (13 N/A) | 41% Yes (35) 58% Partial (50) 1% No (1) (11 N/A) |
| 81. Overall, were the direct service staff trained on the implementation of the ISP? | 60% Yes (64) 40% Partial (43) | 64% Yes (69) 36% Partial (39) | 66% Yes (71) 34% Partial (36) | 72% Yes (78) 28% Partial (31) | 69% Yes (70) 31% Partial (32) | 73% Yes (71) 27% Partial (26) |
| 82. Overall, were the direct service staff able to describe their responsibilities in providing daily care/support to the person? | 51% Yes (55) 49% Partial (53) | 56% Yes (61) 44% Partial (47) | 64% Yes (69) 36% Partial (38) | 69% Yes (75) 31% Partial (34) | 68% Yes (69) 32% Partial (33) | 69% Yes (67) 31% Partial (30) |
| 83. Overall, do the progress notes or other documentation in the case management record reflect the status of the goals and services of the key life areas stated in the ISP? | 29% Yes (31) 65% Partial (70) 6% No (6) | 39% Yes (42) 56% Partial (60) 6% No (6) | 43% Yes (46) 46% Partial (49) 11% No (12) | 39% Yes (42) 60% Partial (65) 2% No (2) | 21% Yes (21) 75% Partial (76) 5% No (5) | 25% Yes (24) 74% Yes (72) 1% No (1) |



D. Adequacy of Planning and Adequacy of Services

Noteworthy Practice

- 99% of ISPs (96 of 97) list the Healthcare Coordinator's name and contact information. (90% in 2013, 95% in 2011, 97% in 2010, 93% in 2009, 96% in 2008) **#74b**

Practice Challenges

- 86 of 97 individuals (89%) did not have an ISP adequate to meet their needs. (87% did not in 2013, 72% did not in 2011, 77% in 2010, 74% in 2009, 83% in 2008) **#78**
- 51% of individuals (50 of 97) did not have an adequate long term vision. (40% did not in 2013, 45% in 2011, 39% in 2010, 42% in 2009, 49% did not in 2008) **#64**



2014 Community Practice Review Statewide Report Findings by Area

E. Individual Service Planning and Summary

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|---|---|---|---|---|---|
| 141. Does the person have an ISP that addresses living, learning/working and social/leisure that correlates with the person's desire and capabilities, in accordance with DOH regulations? | 88% Yes (94) 12% Partial (13) | 90% Yes (97) 9% Partial (10) 1% No (1) | 95% Yes (102) 5% Partial (5) | 85% Yes (93) 15% Partial (16) | 89% Yes (91) 10% Partial (10) 1% No (1) | 92% Yes (89) 8% Partial (8) |
| 142*. Does the person have an ISP that contains a Progress Towards Reaching the Long Term Vision section that is based on a long-term view? | 65% Yes (70) 31% Partial (33) 4% No (4) | 74% Yes (80) 22% Partial (24) 4% No (4) | 68% Yes (73) 32% Partial (34) | 63% Yes (69) 32% Partial (35) 5% No (5) | 69% Yes (70) 29% Partial (30) 2% No (2) | 55% Yes (53) 44% Partial (43) 1% No (1) |
| 143. Does the person receive services and supports recommended in the ISP? | 74% Yes (79) 26% Partial (26) | 76% Yes (82) 23% Partial (25) 1% No (1) | 78% Yes (83) 22% Partial (24) | 83% Yes (90) 17% Partial (19) | 81% Yes (83) 19% Partial (19) | 78% Yes (76) 22% Partial (21) |
| 144. Does the person have adequate access to and use of generic services and natural supports? | 74% Yes (79) 25% Partial (27) 1% No (1) | 82% Yes (89) 17% Partial (18) 1% No (1) | 80% Yes (86) 19% Partial (20) 1% No (1) | 79% Yes (86) 21% Partial (23) | 88% Yes (90) 12% Partial (12) | 80% Yes (78) 19% Partial (18) 1% No (1) |
| 145. Is the person adequately integrated into the community? | 51% Yes (55) 45% Partial (48) 4% No (4) | 68% Yes (73) 31% Partial (34) 1% No (1) | 70% Yes (75) 29% Partial (31) 1% No (1) | 69% Yes (75) 29% Partial (32) 2% No (2) | 82% Yes (84) 18% Partial (18) | 67% Yes (65) 31% Partial (30) 2% No (2) |
| 146. Overall, is the ISP adequate to meet the person's needs? | 17% Yes (18) 81% Partial (87) 2% No (2) | 26% Yes (28) 73% Partial (79) 1% No (1) | 23% Yes (25) 77% Partial (82) | 28% Yes (30) 72% Partial (79) | 13% Yes (13) 87% Partial (89) | 11% Yes (11) 89% Partial (86) |
| 147. Is the program of the level of intensity adequate to meet this person's needs? | 32% Yes (34) 67% Partial (72) 1% No (1) | 31% Yes (33) 69% Partial (75) | 27% Yes (29) 71% Partial (76) 2% No (2) | 28% Yes (30) 72% Partial (79) | 27% Yes (28) 72% Partial (73) 1% No (1) | 26% Yes (25) 74% Partial (72) |



E. Individual Service Planning

Noteworthy Practice

- 92% of persons (89 of 97) were found to have ISPs that adequately addressed live, work/learn, fun/relationships and health/other...in accordance with DOH regulations. (89% in 2013, 85% in 2011, 95% in 2010, 90% in 2009, 88% in 2008) **#141**

Practice Challenge

- 74% of the sample (72 of 97) did not have a total program of the level of intensity adequate to meet the person's needs. (73% did not in 2013, 72% in 2011, 73% in 2010, 69% in 2009, 68% did not in 2008) **#147**



2014 Community Practice Review Statewide Report Findings by Area

E. Individual Service Planning – Historical Scoring

| Question | 2000 | 2001 | 2002 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2013 | 2014 |
|---|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Does the person have an ISP that addresses living, learning/working and social/leisure... | 79% | 84% | 75% | 57% | 68% | 72% | 86% | 88% | 90% | 95% | 85% | 89% | 92% |
| Does the person have an ISP that contains a Progress Towards Reaching the Long Term Vision section that is based on a long-term view? | 90% | 89% | 82% | 59% | 77% | 84% | 72% | 65% | 74% | 68% | 63% | 69% | 55% |
| Does the person receive services and supports recommended in the ISP? | 67% | 69% | 70% | 47% | 58% | 58% | 70% | 74% | 76% | 78% | 83% | 81% | 78% |
| Does the person have adequate access to and use of generic services and natural supports? | 57% | 78% | 73% | 44% | 65% | 61% | 66% | 74% | 82% | 80% | 79% | 88% | 80% |
| Is the person adequately integrated into the community? | 63% | 71% | 66% | 32% | 53% | 38% | 57% | 51% | 68% | 70% | 69% | 82% | 67% |



2014 Community Practice Review Statewide Report Findings by Area

E. Individual Service Planning – Historical Scoring

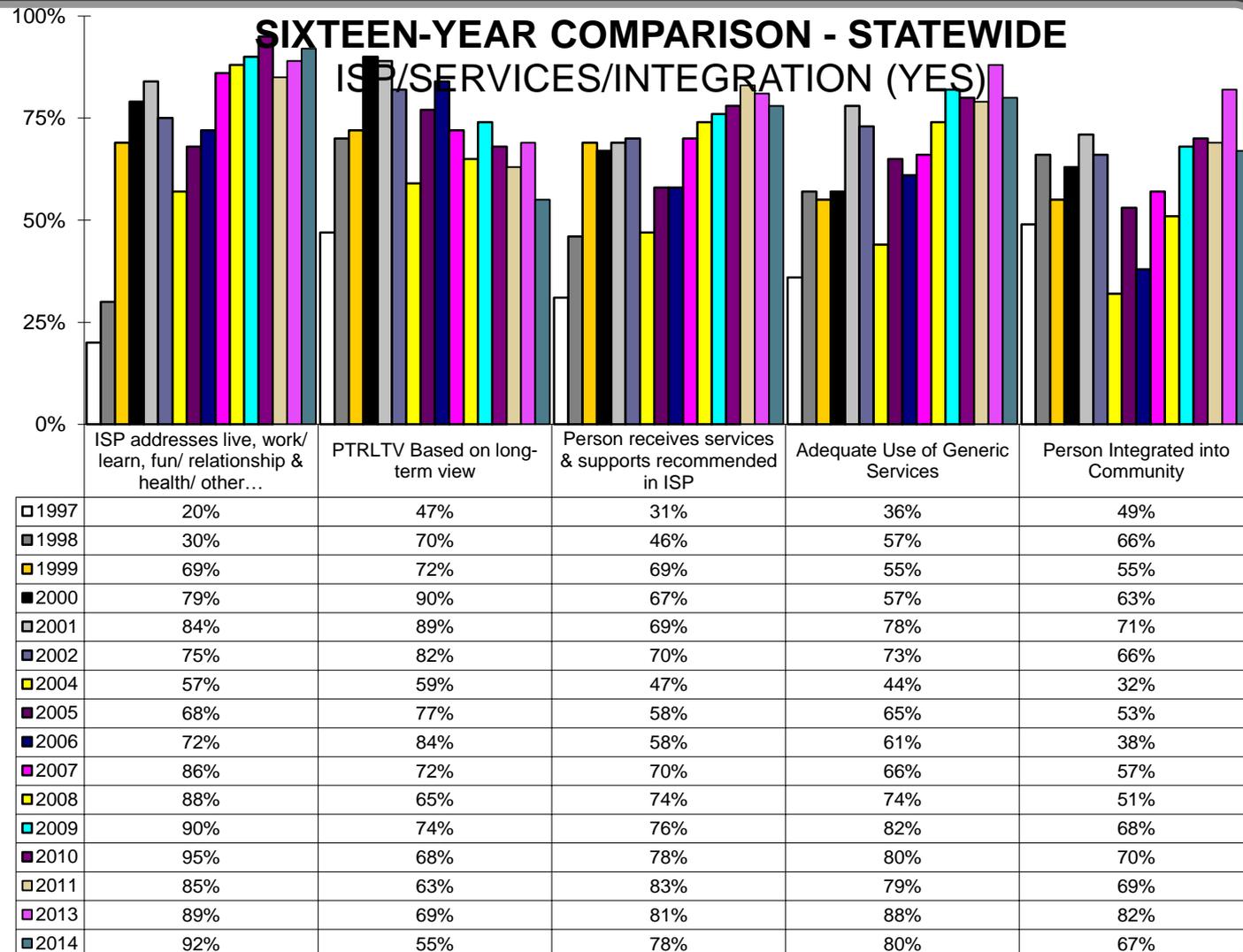
Summary Questions

| Question | 2000 | 2001 | 2002 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2013 | 2014 |
|--|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Overall, is the ISP adequate to meet the person's needs? | 33% | 34% | 29% | 5% | 21% | 6% | 13% | 17% | 26% | 23% | 28% | 13% | 11% |
| Is the program of the level of intensity adequate to meet this person's needs? | 42% | 53% | 36% | 18% | 29% | 19% | 35% | 32% | 31% | 27% | 28% | 27% | 26% |



2014 Community Practice Review Statewide Report Findings by Area

E. Individual Service Planning – Disengagement





2014 Community Practice Review Statewide Report Findings by Area

F. Team Process

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|--|--|---|--|---|--|
| 114. Are the individual members of the IDT following up on their responsibilities? | 28% Yes (30) 71% Partial (76) 1% No (1) | 31% Yes (33) 69% Partial (74) 1% No (1) | 27% Yes (29) 71% Partial (76) 2% No (2) | 30% Yes (33) 67% Partial (73) 3% No (3) | 22% Yes (22) 78% Partial (80) | 22% Yes (21) 77% Partial (75) 1% No (1) |
| 115. If there is evidence of team conflict, has the team made efforts to build consensus? | 67% Yes (16) 29% Partial (7) 4% No (1) (83 N/A) | 72% Yes (23) 25% Partial (8) 3% No (1) (76 N/A) | 59% Yes (22) 35% Partial (13) 5% No (2) (70 N/A) | 75% Yes (30) 25% Partial (10) (69 N/A) | 71% Yes (22) 16% Partial (5) 13% No (4) (71 N/A) | 63% Yes (24) 26% Partial (10) 11% No (4) (59 N/A) |
| 116. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs? | 78% Yes (74) 22% No (21) (11 N/A, 1 CND) | 72% Yes (76) 28% No (29) (2 N/A, 1 CND) | 74% Yes (76) 26% No (27) (4 N/A) | 78% Yes (81) 22% No (23) (4 N/A, 1 CND) | 74% Yes (67) 26% No (24) (8 N/A, 3 CND) | 69% Yes (65) 31% No (29) (2 N/A, 1 CND) |
| 117. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? | 70% Yes (75) 30% Partial (32) | 81% Yes (87) 19% Partial (20) 1% No (1) | 79% Yes (85) 21% Partial (22) | 75% Yes (82) 24% Partial (26) 1% No (1) | 77% Yes (79) 22% Partial (22) 1% No (1) | 85% Yes (82) 15% Partial (15) |
| 118. Do you recommended Team Process Training for this IDT? | 7% Yes (7) 93% No (100) | 10% Yes (11) 90% Partial (97) | 13% Yes (14) 87% No (93) | 5% Yes (5) 95% No (104) | 7% Yes (7) 93% No (95) | 7% Yes (7) 93% Partial (90) |



2014 Community Practice Review Statewide Report Findings by Area

F. Team Process

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|---|--|--|---|---|---|
| 119. Is there evidence or documentation of physical regression in the last year? | 38% Yes (40) 62% No (66) (1 CND) | 36% Yes (39) 64% No (69) | 37% Yes (40) 63% No (67) | 50% Yes (54) 50% No (54) (1 CND) | 31% Yes (31) 69% No (70) (1 CND) | 34% Yes (33) 66% No (63) (1 CND) |
| 120. Is there evidence or documentation of behavioral or functional regression in the last year? | 23% Yes (24) 77% No (81) (2 CND) | 24% Yes (26) 76% No (82) | 33% Yes (35) 67% No (71) (1 CND) | 35% Yes (38) 65% No (71) | 28% Yes (28) 72% No (73) (1 CND) | 30% Yes (28) 70% No (66) (3 CND) |
| 121. If #119 or 120 is Yes, is the IDT adequately addressing the regression? | 61% Yes (30) 33% Partial (16) 6% No (3) (58 N/A) | 67% Yes (33) 29% Partial (14) 4% No (2) (59 N/A) | 56% Yes (31) 31% Partial (17) 13% No (7) (52 N/A) | 67% Yes (41) 30% Partial (18) 3% No (2) (48 N/A) | 58% Yes (25) 37% Partial (16) 5% No (2) (59 N/A) | 59% Yes (27) 33% Partial (15) 9% No (4) (51 N/A) |
| 122. Has the person changed residential/day services in the last year? If Yes, was the change: | 17% Yes (18) 83% No (89) | 19% Yes (21) 81% No (87) | 17% Yes (18) 83% No (89) | 24% Yes (26) 76% No (83) | 16% Yes (16) 84% No (86) | 16% Yes (16) 84% No (81) |
| 122a. Planned by the IDT? | 72% Yes (13) 22% Partial (4) 6% No (1) (89 N/A) | 68% Yes (15) 23% Partial (5) 9% No (2) (86 N/A) | 78% Yes (14) 11% Partial (2) 11% No (2) (89 N/A) | 81% Yes (21) 12% Partial (3) 8% No (2) (83 N/A) | 89% Yes (17) 5% Partial (1) 5% No (1) (83 N/A) | 71% Yes (12) 29% Partial (5) (80 N/A) |
| 122b. Appropriate to meet needs? | 78% Yes (14) 17% Partial (3) 6% No (1) (89 N/A) | 91% Yes (20) 9% Partial (2) (85 N/A) (1 not scored) | 89% Yes (17) 5% Partial (1) 5% No (1) (88 N/A) | 88% Yes (23) 12% Partial (3) (83 N/A) | 84% Yes (16) 16% Partial (3) (83 N/A) | 71% Yes (12) 29% Partial (5) (80 N/A) |
| 123. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person? | 31% Yes (33) 64% Partial (69) 5% No (5) | 39% Yes (42) 57% Partial (62) 4% No (4) | 30% Yes (32) 67% Partial (72) 3% No (3) | 35% Yes (38) 65% Partial (71) | 18% Yes (18) 81% Partial (83) 1% No (1) | 24% Yes (23) 76% Partial (74) |



F. Team Process

Practice Challenges

- 76 of 97 persons (78%) had teams with individuals who were not following up on their responsibilities. (78% did not in 2013, 70% did not in 2011, 73% in 2010, 70% in 2009, 72% in 2008) **#114**
- The IDT process for 74 of 97 individuals in the sample (76%) was not adequate for assessing, planning, implementing and monitoring of their services. (82% were not in 2013, 65% in 2011, 70% in 2010, 61% in 2009, 69% in 2008) **#123**



2014 Community Practice Review Statewide Report Findings by Area

G. Health Related Needs

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|---|---|---|---|---|---|--|
| 30. Was the case manager able to describe the person's health related needs? | 54% Yes (58) 45% Partial (48) 1% No (1) | 61% Yes (66) 38% Partial (41) 1% No (1) | 62% Yes (66) 38% Partial (41) | 73% Yes (80) 27% Partial (29) | 72% Yes (73) 28% Partial (29) | 63% Yes (61) 37% Partial (36) |
| 38. Was the [day/employment] direct service staff able to describe the person's health related needs? | 60% Yes (64) 37% Partial (40) 3% No (3) | 51% Yes(55) 46% Partial (50) 3% No (3) | 61%Yes (64) 39% Partial (41) (2 not scored) | 60% Yes (65) 40% Partial (44) | 63% Yes (64) 35% Partial (36) 2% No (2) | 61% Yes (58) 39% Partial (37) (2 not scored) |
| 48. Was the residential service staff able to describe the person's health related needs? | 60% Yes (64) 39% Partial (42) 1% No (1) | 50% Yes (54) 48% Partial (51) 2% No (2) | 64% Yes (69) 36% Partial (38) | 72% Yes (78) 28% Partial (31) | 66% Yes (67) 33% Partial (34) 1% No (1) | 58% Yes (56) 41% Partial (40) 1% No (1) |
| 54. Overall, were the team members interviewed able to describe the person's health-related needs? | 27% Yes (29) 73% Partial (78) | 32% Yes (35) 68% Partial (73) | 38% Yes (41) 62% Partial (66) | 39% Yes (43) 61% Partial (66) | 39% Yes (40) 61% Partial (62) | 31% Yes (30) 69% Partial (67) |
| 55. Is there evidence that the IDT discussed the person's health-related issues? | 57% Yes (61) 42% Partial (45) 1% No (1) | 63% Yes (68) 35% Partial (38) 2% No (2) | 64% Yes (69) 35% Partial (37) 1% No (1) | 64% Yes (70) 36% Partial (39) | 64% Yes (65) 36% Partial (37) | 53% Yes (51) 47% Partial (46) |
| 56. In the opinion of the reviewer, are the person' health supports/needs being adequately addressed? | 31% Yes (33) 65% Partial (70) 4% No (4) | 26% Yes (28) 72% Partial (78) 2% No (2) | 21% Yes (23) 78% Partial (83) 1% No (1) | 36% Yes (39) 63% Partial (69) 1% No (1) | 30% Yes (31) 66% Partial (67) 4% No (4) | 24% Yes (23) 76% Partial (74) |



G. Health Related Needs

Practice Challenges

- 67 of 97 persons (69%) had teams that, overall, could not adequately describe their health-related needs. (61% could not in 2013 and 2011, 62% could not in 2010, 68% in 2009, 73% could not in 2008) **#54**
- 46 of 97 IDTs (47%) were found to not discuss the person's health-related issues. (36% did not in 2013, 2011 and 2010, 37% in 2009, 43% in 2008) **#55**
- 74 of 97 people (76%) did not have their health supports/needs being adequately addressed. (70% did not in 2013, 64% in 2011, 79% in 2010, 74% in 2009, 69% in 2008) **#56**



2014 Community Practice Review Statewide Report Findings by Area

H. Supported Employment

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|---|---|---|---|---|---|---|
| 124. Has the IDT, or the reviewer recommended a supported employment assessment for the person? | 66% Yes (71) 34% No (36) | 71% Yes (77) 29% No (31) | 73% Yes (78) 27% No (29) | 65% Yes (71) 35% No (38) | 75% Yes (76) 25% No (26) | 77% Yes (74) 23% No (22) (1 not scored) |
| 125. In the opinion of the IDT or the reviewer, does the person need supported employment? | 55% Yes (59) 45% No (48) | 53% Yes (57) 47% No (51) | 56% Yes (60) 44% No (47) | 45% Yes (49) 55% No (60) | 63% Yes (64) 37% No (38) | 65% Yes (62) 35% No (34) (1 not scored) |
| 126. Did the person receive a supported employment assessment? | 62% Yes (44) 38% No (27) (36 N/A) | 68% Yes (54) 32% No (25) (29 N/A) | 65% Yes (55) 35% No (29) (23 N/A) | 58% Yes (41) 28% No (30) (38 N/A) | 63% Yes (48) 37% No (28) (26 N/A) | 52% Yes (39) 38% No (36) (21 N/A) (1 not scored) |
| 127. Does the supported employment assessment conform to the DOH regulations? | 30% Yes (21) 19% Partial (13) 51% No (35) (38 N/A) | 40% Yes (30) 19% Partial (14) 41% No (31) (33 N/A) | 29% Yes (23) 39% Partial (31) 33% No (26) (27 N/A) | 29% Yes (20) 23% Partial (16) 48% No (33) (40 N/A) | 16% Yes (12) 45% Partial (34) 39% No (29) (27 N/A) | 15% Yes (11) 25% Partial (18) 60% No (44) (23 N/A) (1 not scored) |
| 128. Does the person have a career development plan (based on assessments) that meets the person's needs? | 20% Yes (12) 28% Partial (17) 52% No (32) (46 N/A) | 33% Yes (21) 24% Partial (15) 43% No (27) (45 N/A) | 15% Yes (10) 48% Partial (32) 36% No (24) (41 N/A) | 29% Yes (16) 36% Partial (20) 35% No (19) (54 N/A) | 7% Yes (5) 34% Partial (23) 59% No (40) (34 N/A) | 11% Yes (7) 18% Partial (12) 71% No (46) (31 N/A) (1 not scored) |
| 129. Is the person engaged in supported employment? | 28% Yes (17) 72% No (44) (46 N/A) | 51% Yes (30) 49% No (29) (49 N/A) | 36% Yes (23) 64% No (41) (43 N/A) | 36% Yes (18) 64% No (32) (59 N/A) | 36% Yes (23) 64% No (41) (38 N/A) | 27% Yes (17) 73% No (47) (32 N/A) (1 not scored) |



2014 Community Practice Review Statewide Report Findings by Area

H. Supported Employment

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|---|--|--|---|--|--|--|
| 130. Is the supported work provided in accordance with the following? | 10% Yes (6) 18% Partial (11) 72% No (43) (47 N/A) | 30% Yes (17) 18% Partial(10) 52% No (29) (52 N/A) | 22% Yes (14) 16% Partial (10) 62% No (39) (44 N/A) | 14% Yes (7) 28% Partial (14) 58% No (29) (59 N/A) | 20% Yes (13) 13% Partial (8) 67% No (43) (38 N/A) | 17% Yes (11) 11% Partial (7) 72% No (46) (32 N/A) (1 not scored) |
| 130a. At least a 10-hour work week? | 13% Yes 98 87% No (52) (47 N/A) | 32% Yes (18) 68% No (38) (52 N/A) | 22% Yes (14) 78% No (49) (44 N/A) | 20% Yes (10) 80% No (40) (59 N/A) | 23% Yes (15) 77% No (49) (38 N/A) | 17% Yes (11) 83% No (53) (32 N/A) (1 not scored) |
| 130b. Person earns at least ½ of minimum wage? | 22% Yes (13) 78% No (46) (48 N/A) | 48% Yes (27) 52% No (29) (52 N/A) | 35% Yes (22) 65% No (41) (44 N/A) | 36% Yes (18) 64% No (32) (59 N/A) | 31% Yes (20) 69% No (44) (38 N/A) | 24% Yes (15) 75% No (48) (32 N/A) (2 not scored) |
| 130c. Work setting is at least 50% non-handicapped co-workers? | 24% Yes (14) 76% No (45) (48 N/A) | 41% Yes (24) 56% No (31) (53 N/A) | 37% Yes (23) 63% No (40) (44 N/A) | 36% Yes (18) 64% No (32) (59 N/A) | 31% Yes (20) 69% No (44) (38 N/A) | 28% Yes (18) 72% No (46) (32 N/A) (1 not scored) |
| 130d. There is a reasonable expectation that the job will continue? | 25% Yes (15) 75% No (44) (48 N/A) | 48% Yes (27) 52% No (29) (52 N/A) | 38% Yes (24) 62% No (39) (44 N/A) | 34% Yes (17) 66% No (33) (59 N/A) | 33% Yes (21) 67% No (43) (38 N/A) | 28% Yes (18) 72% No (46) (32 N/A) (1 not scored) |



H. Supported Employment

Practice Challenges

- Of the supported employment assessments that were performed, 85% (62 of 73, 23 N/A) did not conform to DOH regulations. (84% did not in 2013, 71% did not in 2011, 72% in 2010, 60% in 2009, 70% did not in 2008) **#127**
- 58 of 65 individuals (89%, 31 N/A) identified for supported employment services did not have a career development plan that met their needs. (93% did not in 2013, 71% in 2011, 87% in 2010, 67% in 2009, 80% in 2008) **#128**
- Of those in supported employment, 53 of 64 (83%, 32 N/A) were not involved in accordance with DOH regulations. (80% were not in 2013, 86% in 2011, 78% in 2010, 70% in 2009, 90% in 2008, 70% in 2007) **#130**



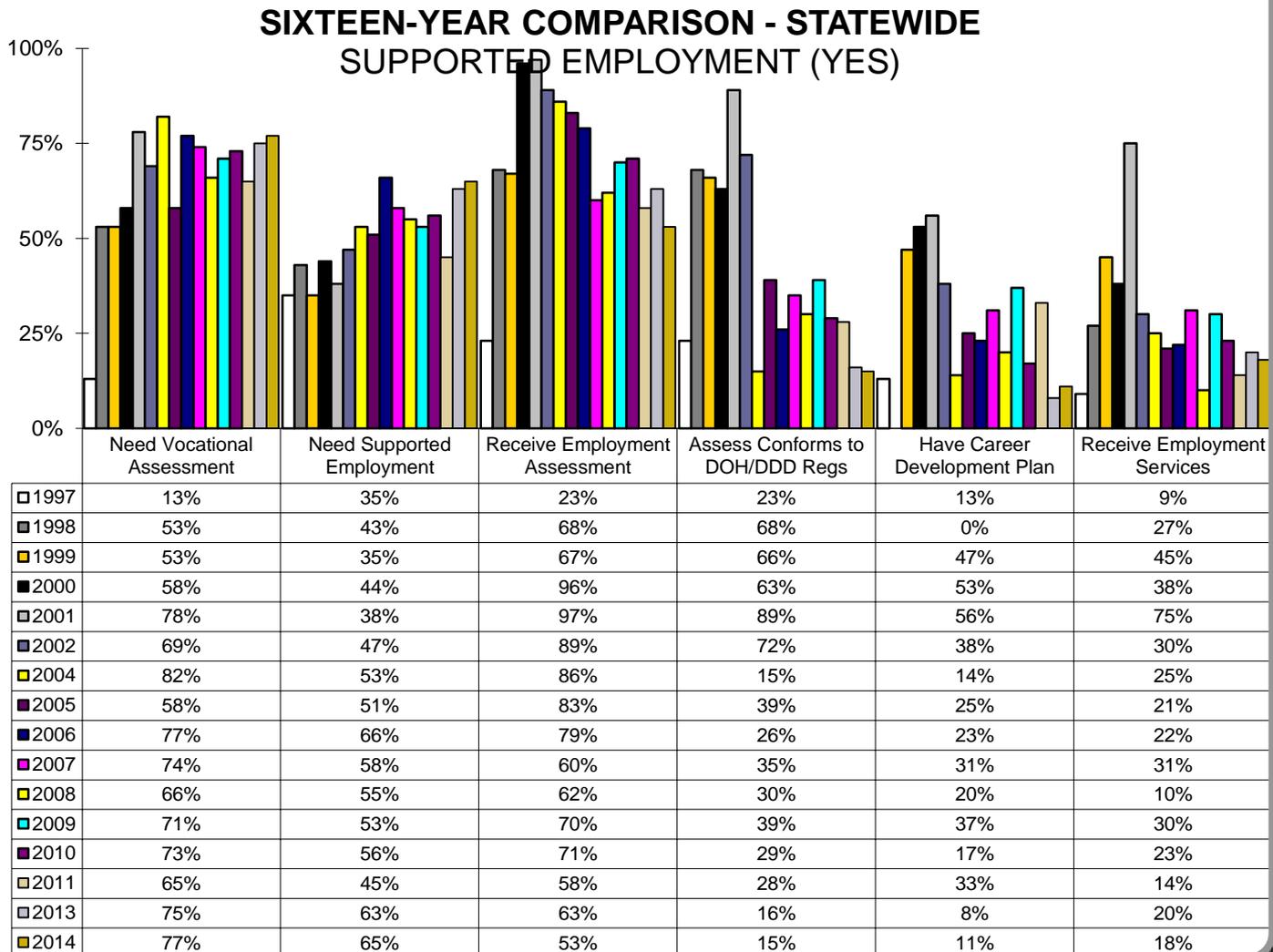
2014 Community Practice Review Statewide Report Findings by Area

H. Supported Employment – Historical Scoring

| Question | 2000 | 2001 | 2002 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2013 | 2014 |
|---|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Need an employment assessment? | 58% | 78% | 69% | 82% | 58% | 77% | 74% | 66% | 71% | 73% | 65% | 75% | 77% |
| Need supported employment? | 44% | 38% | 47% | 53% | 51% | 66% | 58% | 55% | 53% | 56% | 45% | 63% | 65% |
| Receive supported employment assessment? | 96% | 97% | 89% | 86% | 83% | 79% | 60% | 62% | 70% | 71% | 58% | 63% | 53% |
| Assessment conforms to DOH Regulations? | 63% | 89% | 72% | 15% | 39% | 26% | 35% | 30% | 39% | 29% | 28% | 16% | 15% |
| Has a Career Development Plan? | 53% | 56% | 38% | 14% | 25% | 23% | 31% | 20% | 37% | 17% | 33% | 8% | 11% |
| Is supported employment provided in line with requirements? | 38% | 75% | 30% | 25% | 21% | 22% | 31% | 10% | 30% | 23% | 14% | 20% | 18% |



H. Supported Employment – Disengagement





2014 Community Practice Review Statewide Report Findings by Area

I. Day Services

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|---|---|---|---|---|---|
| 35. Does the day/employment direct services "know" the person? | 87% Yes (93) 12% Partial (13) 1% No (1) | 90% Yes (97) 10% Partial (11) | 90% Yes (95) 10% Partial (10) (2 not scored) | 95% Yes (104) 5% Partial (5) | 92% Yes (94) 8% Partial (8) | 96% Yes (91) 4% Partial (4) (2 not scored) |
| 36. Does the direct service staff have adequate input into the person's ISP? | 65% Yes (70) 29% Partial (31) 6% No (6) | 65% Yes (70) 31% Partial (33) 5% No (5) | 71% Yes (75) 28% Partial (29) 1% No (1) (2 not scored) | 73% Yes (80) 25% Partial (27) 2% No (2) | 56% Yes (57) 39% Partial (40) 5% No (5) | 69% Yes (64) 29% Partial (27) 2% No (2) (4 not scored) |
| 37. Did the direct service staff receive training on implementing this person's ISP? | 77% Yes (82) 21% Partial (23) 2% No (2) | 76% Yes (82) 24% Partial (26) | 82% Yes (86) 18% Partial (19) (2 not scored) | 83% Yes (91) 17% Partial (18) | 81% Yes (83) 19% Partial (19) | 80% Yes (75) 20% Partial (19) (3 not scored) |
| 38. Was the direct service staff able to describe this person's health related needs? | 60% Yes (64) 37% Partial (40) 3% No (3) | 51% Yes (55) 46% Partial (50) 3% No (3) | 61% Yes (64) 39% Partial (41) (2 not scored) | 60% Yes (65) 40% Partial (44) | 63% Yes (64) 35% Partial (36) 2% No (2) | 61% Yes (58) 39% Partial (37) (2 not scored) |
| 39. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? | 65% Yes (70) 34% Partial (36) 1% No (1) | 72% Yes (78) 28% Partial (30) | 71% Yes (75) 29% Partial (30) (2 not scored) | 82% Yes (89) 18% Partial (20) | 81% Yes (83) 19% Partial (19) | 78% Yes (74) 22% Partial (21) (2 not scored) |
| 39.a. Was the direct service staff able to provide specific information regarding the person's daily activities, including the exact times of the day? | 92% Yes (98) 7% Partial (8) 1% No (1) | 93% Yes (100) 6% Partial (6) 2% No (2) | 90% Yes (95) 10% Partial (10) (2 not scored) | 95% Yes (104) 5% Partial (5) | 93% Yes (95) 7% Partial (7) | 86% Yes (82) 14% Partial (13) (2 not scored) |
| 39.b. Can the direct service staff describe his/her responsibilities in implementing the person's ISP goals/objectives/outcomes/action plans? | 67% Yes (72) 29% Partial (31) 4% No (4) | 70% Yes (76) 27% Partial (29) 3% No (3) | 75% Yes (79) 25% Partial (26) (2 not scored) | 83% Yes (91) 17% Partial (18) | 87% Yes (89) 13% Partial (13) | 86% Yes (81) 13% Partial (12) 1% No (1) (3 not scored) |



2014 Community Practice Review Statewide Report Findings by Area

I. Day Services

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|--|---|---|---|--|---|
| 40. Did the direct service staff have training in the ISP process? | 57% Yes (61) 33% Partial (35) 10% No (11) | 68% Yes (73) 30% Partial (32) 3% No (3) | 85% Yes (89) 13% Partial (14) 2% No (2) (2 not scored) | 79% Yes (86) 18% Partial (20) 3% No (3) | 77% Yes (79) 20% Partial (20) 3% No (3) | 66% Yes (61) 32% Partial (30) 2% No (2) (4 not scored) |
| 41. Did the direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation? | 80% Yes (86) 18% Partial (19) 2% No (2) | 76% Yes (82) 22% Partial (24) 2% No (2) | 83% Yes (87) 17% Partial (18) (2 not scored) | 88% Yes (96) 12% Partial (13) | 85% Yes (87) 14% Partial (14) 1% No (1) | 80% Yes (76) 20% Partial (19) (2 not scored) |
| 41.a. Have training on the provider's complaint process? | 89% Yes (95) 6% Partial (6) 6% No (6) | 84% Yes (91) 9% Partial (10) 6% No (7) | 87% Yes (91) 11% Partial (12) 2% No (2) (2 not scored) | 93% Yes (101) 6% Partial (6) 2% No (2) | 91% Yes (93) 7% Partial (7) 2% No (2) | 88% Yes (84) 8% Partial (8) 3% No (3) (2 not scored) |
| 41.b. Have training on how and to whom to report abuse, neglect and exploitation? | 87% Yes (93) 8% Partial (9) 5% No (5) | 84% Yes (91) 13% Partial (14) 3% No (3) | 91% Yes (96) 7% Partial (7) 2% No (2) (2 not scored) | 94% Yes (103) 6% Partial (6) | 91% Yes (93) 7% Partial (7) 2% No (2) | 91% Yes (86) 9% Partial (9) (2 not scored) |
| 42. Does the direct service staff have an appropriate expectation of growth for this person? | 68% Yes (73) 26% Partial (28) 6% No (6) | 80% Yes (86) 17% Partial (18) 4% No (4) | 83% Yes (86) 17% Partial (18) (3 not scored) | 65% Yes (71) 32% Partial (35) 3% No (3) | 75% Yes (77) 23% Partial (23) 2% No (2) | 63% Yes (60) 35% Partial (33) 2% No (2) (2 not scored) |
| 43. Is the day/employment environment generally clean, free of safety hazards and conducive to the work/activity intended? | 91% Yes (79) 8% Partial (7) 1% No (1) (12 N/A, 8 CND) | 93% Yes (81) 7% Partial (6) (15 N/A, 6 CND) | 95% Yes (97) 5% Partial (5) (2 CND) (3 not scored) | 97% Yes (105) 3% Partial (3) (1 CND) | 97% Yes (98) 2% Partial (2) 1% No (1) (1 N/A) | 92% Yes (87) 8% Partial (8) (2 not scored) |



2014 Community Practice Review Statewide Report Findings by Area

I. Day Services

Noteworthy Practice

- 91 of 95 persons (96%, 2 not scored) who had direct service day staff interviewed (and are to know the person best) were found to “know” the person. (92% in 2013, 95% in 2011, 90% in 2010 and 2009, 87% in 2008) **#35**
- 82 of 95 individuals (86%, 2 not scored) had direct service staff interviewed (and are to know the person best) were able to provide specific information regarding daily activities. (93% in 2013, 95% in 2011, 90% in 2010, 93% in 2009, 92% in 2008) **#39a**
- 88% of direct service staff (84 of 95, 2 not scored) had adequate training on the provider’s complaint process. (91% in 2013, 93% in 2011, 87% in 2010, 84% in 2009, 89% in 2008) **#41a**
- 87 of 95 individuals (92%; 2 not scored) had day/employment environments that were generally clean, free of safety hazards, and conducive to the work/activity intended. (97% in 2011 and 2013, 95% in 2010, 93% in 2009, 91% in 2008, 92% in 2007) **#43**



2014 Community Practice Review Statewide Report Findings by Area

J. Home/Residential

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|---|---|---|---|---|---|
| 44. Does the residential direct services staff "know" the person? | 84% Yes (90) 16% Partial (17) | 89% Yes (95) 11% Partial (12) (1 not scored) | 89% Yes (95) 11% Partial (12) | 97% Yes (106) 3% Partial (3) | 97% Yes (99) 3% Partial (3) | 98% Yes (95) 2% Partial (2) |
| 45. Does the direct service staff have adequate input into the person's ISP? | 65% Yes (70) 28% Partial (30) 7% No (7) | 69% Yes (74) 24% Partial (26) 7% No (7) (1 not scored) | 68% Yes (73) 29% Partial (31) 3% No (3) | 72% Yes (78) 27% Partial (29) 2% No (2) | 75% Yes (77) 20% Partial (20) 5% No (5) | 74% Yes (71) 24% Partial (23) 2% No (2) (1 not scored) |
| 46. Did the direct service staff receive training on the implementing this person's ISP? | 73% Yes (78) 24% Partial (26) 3% No (3) | 73% Yes (78) 26% Partial (28) 1% No (1) (1 not scored) | 70% Yes (75) 30% Partial (32) | 84% Yes (92) 16% Partial (17) | 81% Yes (83) 18% Partial (18) 1% No (1) | 88% Yes (84) 13% Partial (12) (1 not scored) |
| 47. Is the residence safe for individuals (void of hazards)? | 95% Yes (102) 5% No (5) | 92% Yes (98) 8% No (8) (2 not scored) | 97% Yes (100) 3% No (3) (2 not scored) | 96% Yes (105) 3% No (3) (1 not scored) | 91% Yes (93) 9% No (9) | 93% Yes (90) 7% No (7) |
| 48. Was the residential direct service staff able to describe this person's health-related needs? | 60% Yes (64) 39% Partial (42) 1% No (1) | 50% Yes (54) 48% Partial (51) 2% No (2) (1 not scored) | 64% Yes (69) 36% Partial (38) | 72% Yes (78) 28% Partial (31) | 66% Yes (67) 33% Partial (34) 1% No (1) | 58% Yes (56) 41% Partial (40) 1% No (1) |
| 49. Was the residential direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? | 72% Yes (77) 28% Partial (30) | 71% Yes (76) 29% Partial (31) | 76% Yes (81) 24% Partial (26) | 79% Yes (86) 21% Partial (23) | 77% Yes (79) 23% Partial (23) | 81% Yes (79) 19% Partial (18) |
| 49.a. Was the staff able to provide specific information regarding the person's daily activities? | 96% Yes (103) 4% Partial (4) | 91% Yes (97) 9% Partial (10) | 92% Yes (98) 8% Partial (9) | 91% Yes (99) 9% Partial (10) | 96% Yes (98) 4% Partial (4) | 94% Yes (90) 6% Partial (6) (1 not scored) |



2014 Community Practice Review Statewide Report Findings by Area

J. Home/Residential

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|--|---|---|---|---|---|
| 49.b. Can the direct service staff describe his/her responsibilities in implementing the person's ISP goals & objectives? | 74% Yes (79) 18% Partial (19) 8% No (49) | 76% Yes (81) 21% Partial (23) 3% No (3) | 79% Yes (85) 19% Partial (20) 2% No (2) | 81% Yes (88) 19% Partial (21) | 79% Yes (80) 21% Partial (21) | 83% Yes (80) 16% Partial (15) 1% No (1) (1 not scored) |
| 50. Did the residential direct service staff have training in the ISP process? | 58% Yes (62) 34% Partial (36) 8% No (9) | 68% Yes (73) 29% Partial (31) 3% No (3) | 80% Yes (86) 14% Partial (15) 6% No (6) | 76% Yes (83) 23% Partial (25) 1% No (1) | 72% Yes (73) 22% Partial (22) 7% No (7) | 72% Yes (68) 25% Partial (24) 3% No (3) (2 not scored) |
| 51. Did the residential direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation? | 71% Yes (76) 28% Partial (30) 1% No (1) | 80% Yes (86) 20% Partial (21) | 83% Yes (89) 17% Partial (18) | 88% Yes (96) 12% Partial (13) | 84% Yes (86) 16% Partial (16) | 87% Yes (84) 13% Partial (13) |
| 51.a. Have training on the provider's complaint process? | 82% Yes (88) 12% Partial (13) 6% No (6) | 87% Yes (93) 7% Partial (7) 7% No (7) | 89% Yes (95) 6% Partial (6) 6% No (6) | 93% Yes (101) 5% Partial (5) 3% No (3) | 89% Yes (91) 9% Partial (9) 2% No (2) | 91% Yes (87) 8% Partial (8) 1% No (1) (1 not scored) |
| 51.b. Have training on how and to whom to report abuse, neglect and exploitation? | 79% Yes (84) 16% Partial (17) 6% No (6) | 89% Yes (95) 10% Partial (11) 1% No (1) | 94% Yes (101) 4% Partial (4) 2% No (2) | 91% Yes (99) 7% Partial (8) 2% No (2) | 94% Yes (96) 5% Partial (5) 1% No (1) | 92% Yes (89) 8% Partial (8) |
| 52. Does the residential direct service staff have an appropriate expectation of growth for this person? | 65% Yes (70) 29% Partial (31) 6% No (6) | 71% Yes (76) 28% Partial (30) 1% No (1) (1 not scored) | 81% Yes (86) 18% Partial (19) 1% No (1) (1 not scored) | 72% Yes (78) 26% Partial (28) 3% No (3) | 68% Yes (69) 32% Partial (33) | 60% Yes (58) 36% Partial (35) 4% No (4) |
| 53. Does the person's residential environment offer a minimal level of quality of life? | 90% Yes (96) 10% Partial (11) | 93% Yes (99) 7% Partial (8) (1 not scored) | 94% Yes (98) 6% Partial (6) (1 CND) (2 not scored) | 95% Yes (104) 4% Partial (4) (1 not scored) | 91% Yes (93) 9% Partial (9) | 86% Yes (83) 13% Partial (13) 1% No (1) |



J. Home/Residential

Noteworthy Practice:

- 95 of 97 residential direct service staff (98%) interviewed (and are to know the person best) were found to “know” the person. (97% in 2013 and 2011, 89% in 2010 and 2009, 84% in 2008) **#44**
- 93% of residences (90 of 97) were found to be safe for individuals (void of hazards). (91% in 2013, 96% in 2011, 97% in 2010, 92% in 2009, 95% in 2008) **#47**
- 90 of 96 residential provider staff (94%, 1 not scored) interviewed (and are to know the person best) were able to provide specific information regarding the person’s daily activities. (96% in 2013, 91% in 2011, 92% in 2010, 91% in 2009, 96% in 2008) **#49a**
- 86% of residential environments (83 of 97) offered a minimal quality of life. (91% in 2013, 95% in 2011, 94% in 2010, 93% in 2009, 90% in 2008) **#53**



2014 Community Practice Review Statewide Report Findings by Area

K. Case Management

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|---|---|---|---|---|---|---|
| 26. Does the case manager “know” the person? | 88% Yes (94) 12% Partial (13) | 93% Yes (100) 7% Partial (8) | 89% Yes (95) 10% Partial (11) 1% No (1) | 94% Yes (102) 6% Partial (7) | 95% Yes (97) 5% Partial (5) | 93% Yes (90) 6% Partial (6) 1% No (1) |
| 27. Does the case manager understand his/her role/job? | 66% Yes (71) 32% Partial (34) 2% No (2) | 60% Yes (65) 39% Partial (42) 1% No (1) | 69% Yes (74) 29% Partial (31) 2% No (2) | 55% Yes (60) 45% Partial (49) | 51% Yes (52) 49% Partial (50) | 48% Yes (47) 52% Partial (50) |
| 28. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person? | 78% Yes (83) 21% Partial (23) 1% No (1) | 87% Yes (94) 13% Partial (14) | 90% Yes (96) 10% Partial (11) | 85% Yes (93) 15% Partial (16) | 80% Yes (82) 20% Partial (20) | 79% Yes (77) 21% Partial (20) |
| 29. Is the case manager available to the person? | 87% Yes (93) 13% Partial (14) | 81% Yes (87) 19% Partial (21) | 87% Yes (93) 12% Partial (13) 1% No (1) | 87% Yes (95) 13% Partial (14) | 86% Yes (88) 14% Partial (14) | 80% Yes (78) 20% Partial (19) |
| 30. Was the case manager able to describe the person’s health related needs? | 54% Yes (58) 45% Partial (48) 1% No (1) | 61% Yes (66) 38% Partial (41) 1% No (1) | 62% Yes (66) 38% Partial (41) | 73% Yes (80) 27% Partial (29) | 72% Yes (73) 28% Partial (29) | 63% Yes (61) 37% Partial (36) |
| 31. Does the case manager have an appropriate expectation of growth for this person? | 61% Yes (65) 35% Partial (37) 5% No (5) | 62% Yes (67) 32% Partial (35) 6% No (6) | 75% Yes (79) 20% Partial (21) 6% No (6) (1 not scored) | 69% Yes (75) 29% Partial (32) 2% No (2) | 64% Yes (65) 35% Partial (36) 1% No (1) | 51% Yes (49) 48% Partial (47) 1% No (1) |
| 32. Does the case management record contain documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP? | 49% Yes (52) 49% Partial (52) 3% No (3) | 44% Yes (47) 54% Partial (58) 3% No (3) | 40% Yes (43) 57% Partial (61) 3% No (3) | 41% Yes (45) 58% Partial (63) 1% No (1) | 25% Yes (25) 75% Partial (77) | 30% Yes (29) 69% Partial (67) 1% No (1) |



2014 Community Practice Review Statewide Report Findings by Area

K. Case Management

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|---|---|---|---|----------------------------------|---|
| 33. Does the case manager provide case management services at the level needed by this person? | 44% Yes (47) 52% Partial (56) 4% No (4) | 49% Yes (53) 47% Partial (51) 4% No (4) | 49% Yes (52) 49% Partial (52) 3% No (3) | 41% Yes (45) 57% Partial (62) 2% No (2) | 37% Yes (38) 63% Partial (64) | 39% Yes (38) 60% Partial (58) 1% No (1) |
| 34. Does the case manager receive the type and level of support needed to do his/her job? | 86% Yes (92) 12% Partial (13) 2% No (2) | 91% Yes (98) 9% Partial (10) | 89% Yes (95) 11% Partial (12) | 92% Yes (100) 8% Partial (9) | 91% Yes (93) 9% Partial (9) | 87% Yes (84) 13% Partial (13) |



K. Case Management

Noteworthy Practice

- 93% of case managers (90 of 97) were found to adequately “know” the person. (95 in 2013, 94% in 2011, 89% in 2010, 93% in 2009, 88% in 2008) **#26**
- 80% of case managers (78 of 97) were found to be adequately available to the person they supported. (86% in 2013, 87% in 2011 and 2010, 81% in 2009, 87% in 2008) **#29**

Practice Challenges

- 70% of case management records (68 of 97) did not contain adequate documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP. (75% did not in 2013, 59% in 2011, 60% in 2010, 57% in 2009, 52% in 2008) **#32**
- 61% of case managers (59 of 97) were not providing case management services at the level needed by the person. (63% were not in 2013, 59% in 2011, 52% in 2010, 51% in 2009, 56% in 2008) **#33**



2014 Community Practice Review Statewide Report Findings by Area

L. Behavioral Support Services

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|--|--|--|---|---|---|
| 131. Is the person considered by the IDT to need behavior services now? | 61% Yes (63) 39% No (40) (4 N/A) | 68% Yes (73) 32% No (34) (1 N/A) | 62% Yes (66) 38% No (40) (1 N/A) | 68% Yes (72) 32% No (34) (3 N/A) | 57% Yes (55) 43% No (41) (6 N/A) | 59% Yes (55) 41% No (39) (3 N/A) |
| 132. In the opinion of the reviewer, does the person need behavior services? | 60% Yes (62) 40% No (42) (3 N/A) | 66% Yes (71) 34% No (36) (1 N/A) | 60% Yes (62) 40% No (42) (3 N/A) | 65% Yes (69) 35% No (37) (3 N/A) | 58% Yes (55) 42% No (40) (7 N/A) | 60% Yes (57) 40% No (38) (2 N/A) |
| 133. Have adequate behavioral assessments been completed? | 78% Yes (50) 16% Partial (10) 6% No (4) (43 N/A) | 86% Yes (63) 12% Partial (9) 1% No (1) (35 N/A) | 88% Yes (61) 10% Partial (7) 1% No (1) (38 N/A) | 80% Yes (59) 16% Partial (12) 4% No (3) (35 N/A) | 77% Yes (44) 16% Partial (9) 7% No (4) (45 N/A) | 71% Yes (41) 26% Partial (15) 3% No (2) (39 N/A) |
| 134. Does the person have behavior support plans developed out of the behavior assessments that meet the person's needs? | 77% Yes (49) 17% Partial (11) 6% No (4) (43 N/A) | 79% Yes (57) 21% Partial (15) (36 N/A) | 84% Yes (56) 13% Partial (9) 3% No (2) (40 N/A) | 89% Yes (64) 8% Partial (6) 3% No (2) (37 N/A) | 86% Yes (48) 11% Partial (6) 4% No (2) (46 N/A) | 76% Yes (44) 19% Partial (11) 5% No (3) (39 N/A) |
| 135. Have the staff been trained on the behavior support plan? | 86% Yes (54) 13% Partial (8) 2% No (1) (44 N/A) | 83% Yes (60) 15% Partial (11) 1% No (10) (36 N/A) | 83% Yes (55) 15% Partial (10) 2% No (1) (41 N/A) | 92% Yes (66) 7% Partial (5) 1% No (1) (37 N/A) | 80% Yes (45) 16% Partial (9) 4% No (2) (46 N/A) | 90% Yes (52) 5% Partial (3) 5% No (3) (39 N/A) |
| 136. Does the person receive behavioral services consistent with his/her needs? | 77% Yes (49) 17% Partial (11) 6% No (4) (43 N/A) | 81% Yes (58) 17% Partial (12) 3% No (2) (36 N/A) | 85% Yes (58) 10% Partial (7) 4% No (3) (39 N/A) | 77% Yes (57) 19% Partial (14) 4% No (3) (35 N/A) | 67% Yes (38) 30% Partial (17) 4% No (2) (45 N/A) | 78% Yes (45) 19% Partial (11) 3% No (2) (39 N/A) |
| 137. Are behavior support services integrated into the ISP? | 57% Yes (36) 29% Partial (18) 14% No (9) (44 N/A) | 68% Yes (49) 25% Partial (18) 7% No (5) (36 N/A) | 54% Yes (36) 34% Partial (23) 12% No (8) (40 N/A) | 68% Yes (49) 28% Partial (20) 4% No (3) (37 N/A) | 59% Yes (33) 34% Partial (19) 7% No (4) (46 N/A) | 41% Yes (24) 52% Partial (30) 7% No (4) (39 N/A) |



L. Behavioral Support Services

Noteworthy Practice

- **90% of service staff (52 of 58, 39 N/A) were adequately trained on the behavior support plan. (80% in 2013, 92% in 2011, 83% in 2010 and 2009, 86% in 2008) #135**



2014 Community Practice Review Statewide Report Findings by Area

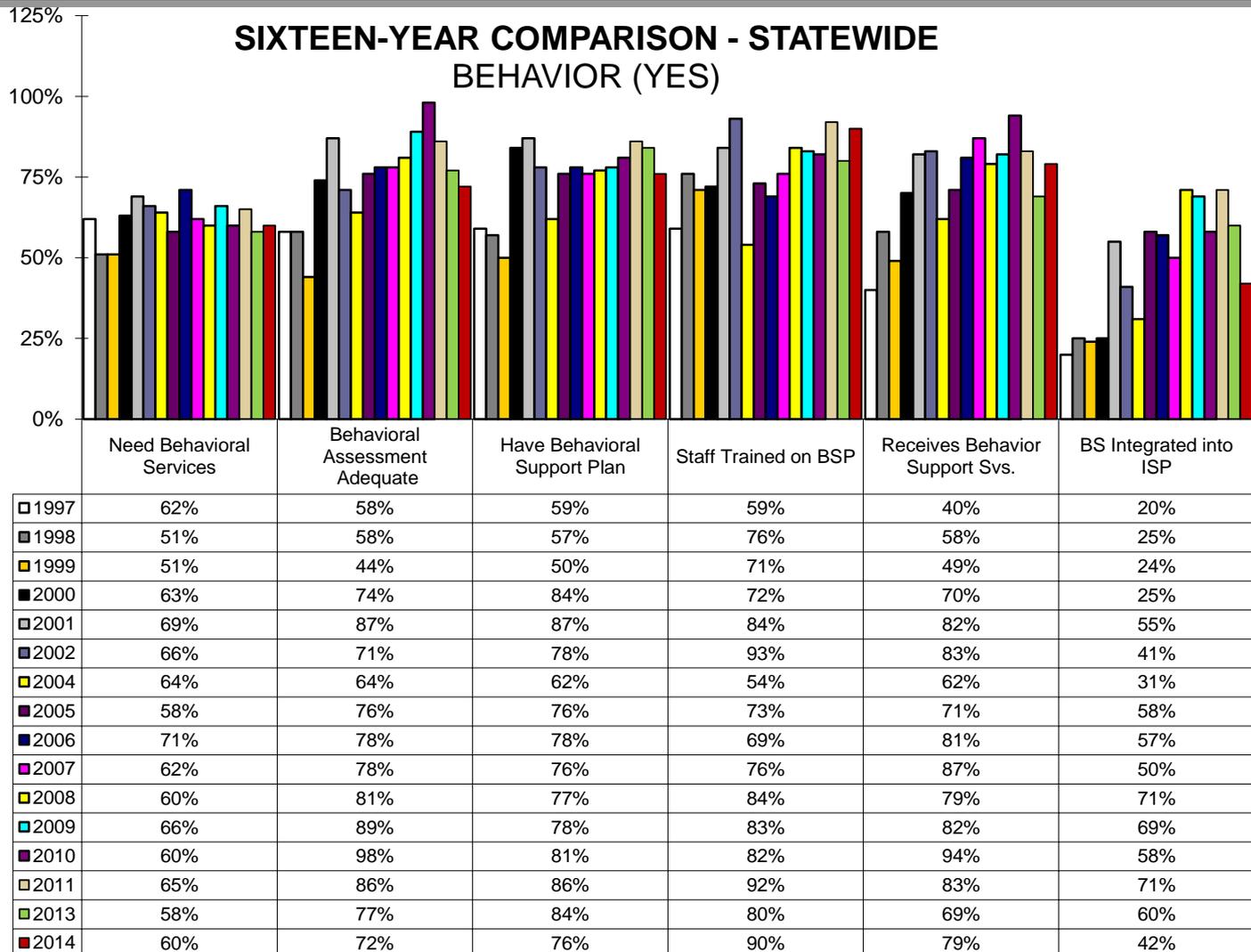
L. Behavioral Support Services – Historical Scoring

| Question | 2000 | 2001 | 2002 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2013 | 2014 |
|--|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Does the person need behavioral services? | 63% | 69% | 66% | 64% | 58% | 71% | 62% | 60% | 66% | 60% | 65% | 58% | 60% |
| Have adequate behavioral assessments been completed? | 74% | 87% | 71% | 64% | 76% | 78% | 78% | 81% | 89% | 98% | 86% | 77% | 72% |
| Does the person have behavior support plan developed out of the behavior assessments that meet the person's needs? | 84% | 87% | 78% | 62% | 76% | 78% | 76% | 77% | 78% | 81% | 86% | 84% | 76% |
| Have the staff been trained on the behavior support plan? | 72% | 84% | 93% | 54% | 73% | 69% | 76% | 84% | 83% | 82% | 92% | 80% | 90% |
| Does the person receive behavioral services consistent with his/her needs? | 70% | 82% | 83% | 62% | 71% | 81% | 87% | 79% | 82% | 94% | 83% | 69% | 79% |
| Are behavioral support services integrated into the ISP? | 25% | 55% | 41% | 31% | 58% | 57% | 50% | 71% | 69% | 58% | 71% | 60% | 42% |



2014 Community Practice Review Statewide Report Findings by Area

L. Behavioral Support Services – Disengagement





2014 Community Practice Review Statewide Report Findings by Area

M. Adaptive Equipment/Augmentative Communication

| Question | 2008 (sample=107) | 2009 (sample=108) | 2010 (sample=107) | 2011 (sample=109) | 2013 (sample=102) | 2014 (sample=97) |
|--|---|---|---|---|---|---|
| 138. Has the person received all adaptive equipment needed? | 79% Yes (70) 21% Partial (19) (18 N/A) | 84% Yes (68) 16% Partial (13) (27 N/A) | 83% Yes (78) 17% Partial (16) (13 N/A) | 81% Yes (81) 19% Partial (19) (9 N/A) | 78% Yes (72) 21% Partial (19) 1% No (1) (10 N/A) | 75% Yes (67) 24% Partial (21) 1% No (1) (8 N/A) |
| 139. Has the person received all assistive technology needed? | 68% Yes (53) 26% Partial (20) 6% No (5) (29 N/A) | 71% Yes (55) 25% Partial (19) 4% No (3) (31 N/A) | 72% Yes (59) 23% Partial (19) 5% No (4) (25 N/A) | 70% Yes (59) 29% Partial (24) 1% No (1) (25 N/A) | 73% Yes (49) 25% Partial (17) 2% No (1) (35 N/A) | 68% Yes (48) 31% Partial (22) 1% No (1) (26 N/A) |
| 140. Has the person received all communication assessments and services? | 68% Yes (65) 22% Partial (21) 9% No (9) (12 N/A) | 75% Yes (69) 24% Partial (22) 1% No (1) (16 N/A) | 75% Yes (75) 21% Partial (21) 4% No (4) (7 N/A) | 68% Yes (65) 32% Partial (31) (13 N/A) | 80% Yes (72) 18% Partial (16) 2% No (2) (12 N/A) | 83% Yes (71) 17% Partial (15) (11 N/A) |



M. Adaptive Equipment/Augmentative Communication

Noteworthy Practice

- 71 of the 86 persons (83%, 11 N/A) identified to need communication assessments and services had adequately received them. (80% in 2013, 68% in 2011, 75% in 2010 and 2009, 68% in 2008) **#140**



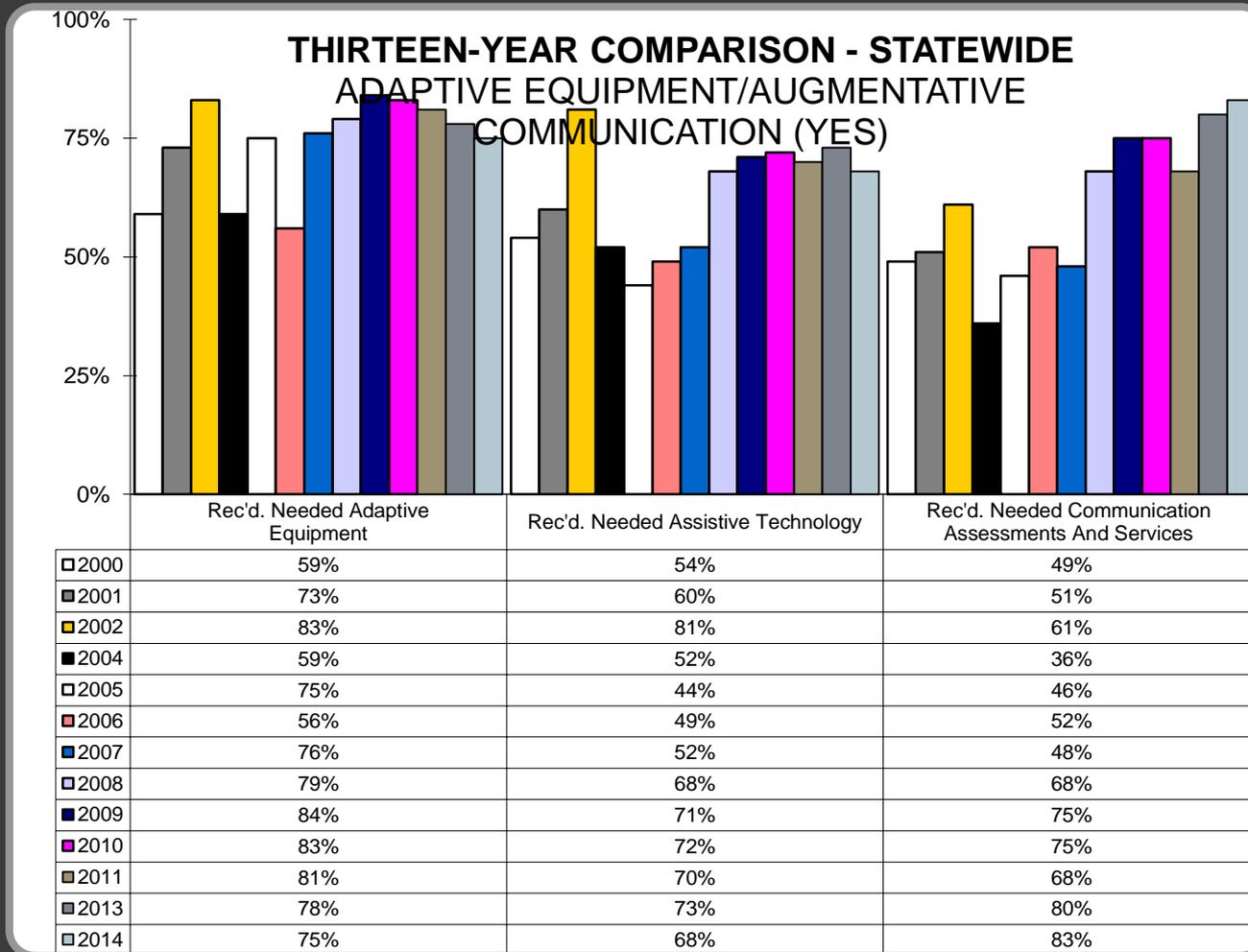
2014 Community Practice Review Statewide Report Findings by Area

M. Adaptive Equipment/Augmentative Communication Historical Scoring

| Question | 2000 | 2001 | 2002 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2013 | 2014 |
|---|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 138. Has the person received all adaptive equipment needed? | 59% | 73% | 83% | 59% | 75% | 56% | 76% | 79% | 84% | 83% | 81% | 78% | 75% |
| 139. Has the person received all assistive technology needed? | 54% | 60% | 81% | 52% | 44% | 49% | 52% | 68% | 71% | 72% | 70% | 73% | 68% |
| 140. Has the person received all communication assessments and services needed? | 49% | 51% | 61% | 36% | 46% | 52% | 48% | 68% | 75% | 75% | 68% | 80% | 83% |



M. Adaptive Equipment/Augmentative Communication Disengagement





Thank you!

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See also: www.jacksoncommunityreview.org