



# **FY2022 Individual Quality Review Northwest Region Findings**

Northwest Review: April 4 – May 13, 2022



# **Northwest Class Members: 17**

## **Northwest Sample: 8 (47%)**

4 Independent Case Management  
Agencies Represented in the Sample

<u>Agency</u>	<u># in sample</u>
<u>A Step Above</u>	<u>1</u>
<u>Excel</u>	<u>3</u>
<u>Mi Via (Consumer Direct)</u>	<u>1</u>
<u>Peak</u>	<u>2</u>
<u>Rio Puerco</u>	<u>1</u>



**Number Reviewed  
by CCS and Residential Provider**

	<b>CCS</b>	<b>Residential</b>
<u><b>Dungarvin</b></u>	<u><b>2</b></u>	<u><b>2</b></u>
<u><b>Animas Valley Caring Hands</b></u>	<u><b>1</b></u>	<u><b>1</b></u>
<u><b>Mi Via (At Home Advocacy)</b></u>	<u><b>1</b></u>	<u><b>1</b></u>
<u><b>Ramah Care</b></u>	<u><b>3</b></u>	<u><b>3</b></u>
<u><b>Tungland</b></u>	<u><b>1</b></u>	<u><b>1</b></u>
<u><b>ZEE/Empowerment</b></u>	<u><b>1</b></u>	<u><b>0</b></u>

**One person in the sample receives CCS services from two agencies**



# Class Members with Immediate or Special Needs

## Individuals Needing Immediate Attention: 0 (0% of sample)

*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.*

## Individuals Needing Special Attention: 0 (0% of sample)

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

*In FY2021 the Northwest sample had 1 individual needing Immediate Attention (14.3%) and 3 individuals needing Special Attention (57.1%). (8 people in the sample)*

*In 2019 the Northwest sample had 5 individuals needing Immediate Attention (56%) and 3 needing Special Attention (33%). (8 people in the sample)*

*In 2018 the Northwest sample had 0 individuals needing Immediate Attention and 4 individuals needing Special Attention (44%). (9 people in the sample)*

*In 2017 the Northwest sample had 0 individuals needing Immediate Attention and 3 individuals needing Special Attention (33%). (9 people in the sample)*

*In 2016 the Northwest sample had NO Special Attention or Immediate Need Findings. (9 people in the sample)*

*In 2015 the Northwest sample had 0 individuals needing Immediate Attention and 3 individuals needing Special Attention. (10 people in the sample)*

*In 2014 the Northwest sample had 2 individuals needing Immediate Attention and 1 needing Special Attention.; 1 IR was filed. (9 people in the sample)*

*In 2013 the Northwest sample had 2 individuals needing Immediate Attention and 3 needing Special Attention; 1 IR was filed. (10 people in the sample)*



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## CASE MANAGEMENT

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
24. Does the case manager "know" the person? CPRQ26; '17IQR#8c, '18IQR24	100% Yes (9)	88% Yes (7) 13% Many (1)	100% Yes (8)	62.5% Yes (5) 37.5% Many (3)	85.7% Yes (6) 14.3% Many (1)	71.4% Yes (5) 28.6% Many (2)
25. Does the case manager understand his/her role/job? CPRQ27 '17IQR#16, '18IQR25	67% Yes (6) 33% Partial (3)	13% Yes (1) 50% Many (4) 38% Needs Impv (3)	63% Yes (5) 38% Many (3)	12.5% Yes (1) 50% Many (4) 37.5% Need Impv (3)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)	57.1% Yes (4) 28.6% Many (2) 14.3% Needs Impv (1)
26. Is the case manager available to the person? CPRQ29; '17IQR#16a, '18IQR27	89% Yes (8) 11% Partial (1)	88% Yes (7) 13% Many (1)	100% Yes (8)	87.5% Yes (7) 12.5% Many (1)	85.7% Yes (6) 14.3% Many (1)	100% Yes (7)
27. Was the case manager able to describe the person's health related needs? CPRQ30, , '18IQR28	44% Yes (4) 44% Partial (4) 11% No (1)		100% Yes (8)	12.5% Yes (1) 87.5% Many (7)	28.6% Yes (2) 71.4% Many (5)	14.3% Yes (1) 85.7% Many (6)
28. Does the case manager have an appropriate expectation of growth for this person? CPRQ31, '18IQR29	22% Yes (2) 78% Partial (7)	13% Yes (1) 13% Yes (1) 50% Needs Impv (4) 25% No (2)	63% Yes (5) 13% Many (1) 25% Needs Impv (2)	100% Yes (8)	85.7% Yes (6) 14.3% Many (1)	100% Yes (7)
29. Does the case management record contain documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP? CPRQ32; '17IQR#16b, '18IQR30	67% Yes (6) 22% Partial (2) 11% No (1)	25% Yes (2) 50% Many (4) 25% Needs Impv (2)	63% Yes (5) 38% Many (3)	12.5% Yes (1) 87.5% Many (7)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)	57.1% Yes (4) 42.9% Many (3)
30. Does the case manager provide case management services at the level needed by this person? CPRQ33; '17IQR#16c, '18IQR31	89% Yes (8) 11% Partial (1)		63% Yes (5) 25% Many (2) 13% Needs Impv (1)	0% Yes 100% Many (8)	14.3% Yes (1) 85.7% Many (6)	42.9% Yes (3) 42.9% Many (3) 14.2% Needs Impv (1)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## EMPLOYMENT/CCS

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
31. Does the direct services staff “know” the person? CPRQ35; ‘17IQR#8a, ‘18IQR33	100% Yes (9)	100% Yes (8)	100% Yes (8)	87.5% Yes (7) 12.5% Many (1)	85.7% Yes (6) 14.3% Many (1)	85.7% Yes (6) 14.3% Many (1)
32. Does the direct service staff have input into the person’s ISP? CPRQ36, ‘18IQR34	89% Yes (8) 11% Partial (1)		100% Yes (8)	62.5% Yes (5) 37.5% Many (3)	71.4% Yes (5) 14.3% Many (1) 14.3% No (1)	57.1% Yes (4) 14.3% Many (1) 14.3% Needs Impv (1) 14.3% No (1)
33. Did the direct service staff receive training on implementing this person’s ISP? CPRQ37, ‘18IQR35	100% Yes (9)		75% Yes (6) 13% Many (1) 13% Needs Impv (1)	50% Yes (4) 37.5% Many (3) 12.5% Need Impv (1)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)	42.9% Yes (3) 42.9% Many (3) 14.2% Needs Impv (1)
34. Was the direct service staff able to describe this person’s health-related needs? CPRQ38, ‘18IQR36	89% Yes (8) 11% Partial (1)		50% Yes (4) 50% Many (4)	37.5% Yes (3) 37.5% Many (3) 25% Needs Impv (2)	42.9% Yes (3) 57.1% Many (4)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)
35. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39, ‘18IQR37	89% Yes (8) 11% Partial (1)		75% Yes (6) 13% Many (1) 13% Needs Impv (1)	37.5% Yes (3) 62.5% Many (5)	14.3% Yes (1) 57.1% Many (4) 14.3% Needs Impv (1) 14.3% No (1)	42.9% Yes (3) 57.1% Many (4)
35a. Was the direct service staff able to provide specific information regarding the person’s daily activities? CPRQ39a, ‘18IQR37a	100% Yes (9)		75% Yes (6) 25% Many (2)	75% Yes (6) 12.5% Many (1) 12.5% Need Impv (1)	71.4% Yes (5) 14.3% Many (1) 14.3% Needs Impv (1)	57.1% Yes (4) 42.9% Many (3)
35b. Can the direct service staff describe his/her responsibilities in implementing this person’s ISP, including outcomes, action plans, and WDSIs? CPRQ39b, ‘18IQR37b	89% Yes (8) 11% Partial (1)		75% Yes (6) 25% Needs Impv (2)	50% Yes (4) 50% Many (4)	14.3% Yes (1) 57.1% Many (4) 14.3% Needs Impv (1) 14.3% No (1)	42.9% Yes (3) 42.9% Many (3) 14.2% Needs Impv (1)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## EMPLOYMENT/CCS (cont.)

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
36. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41, '18IQR39	67% Yes (6) 33% Partial (3)		100% Yes (8)	75% Yes (6) 12.5% Many (1) 12.5% No (1)	100% Yes (7)	100% Yes (7)
37. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42, '18IQR40	89% Yes (8) 11% Partial (1)		100% Yes (8)	50% Yes (4) 25% Many (2) 25% Needs Impv (2)	85.7% Yes (6) 14.3% Many (1)	100% Yes (7)
38. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43, '18IQR41	89% Yes (8) 11% Partial (1)		100% Yes (8)	100% Yes (2) (6 CND)	(7 CND)	80% Yes (4) 20% Many (1) (2 CND)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## RESIDENTIAL

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
39. Does the residential direct services staff "know" the person? CPRQ44; '17IQR#8b, '18IQR42	89% Yes (8) 11% Partial (1)	100% Yes (8)	100% Yes (8)	75% Yes (6) 25% Many (2)	85.7% Yes (6) 14.3% Many (1)	83.3% Yes (5) 16.7% Many (1) (1 CND)
40. Does the direct service staff have input into the person's ISP? CPRQ45, '18IQR43	78% Yes (7) 22% Partial (2)		75% Yes (6) 13% Many (1) 13% No (1)	62.5% Yes (5) 37.5% Many (3)	57.1% Yes (4) 14.3% Many (1) 28.6% Needs Impv (2)	83.3% Yes (5) 16.7% No (1) (1 CND)
41. Did the direct service staff receive training on implementing this person's ISP? CPRQ46, '18IQR44	78% Yes (7) 22% Partial (2)		63% Yes (5) 25% Many (2) 13% Needs Impv (1)	37.5% Yes (3) 50% Many (4) 12.5% Need Impv (1)	42.9% Yes (3) 57.1% Many (4)	66.6% Yes (4) 16.7% Many (1) 16.7% Needs Impv (1) (1 CND)
42. Is the residence safe for individuals (void of hazards)? CPRQ47, '18IQR45	78% Yes (7) 22% No (2)		88% Yes (7) 13% Many (1)	100% Yes (6) (2 CND)	100% Yes (6) (1 CND)	100% Yes (6) (1 CND)
43. Was the residential direct service staff able to describe this person's health-related needs? CPRQ48, '18IQR46	89% Yes (8) 11% Partial (1)		50% Yes (4) 50% Many (4)	12.5% Yes (1) 75% Many (6) 12.5% Need Impv (1)	28.6% Yes (2) 71.4% Many (5)	16.7% Yes (1) 66.6% Many (4) 16.7% Needs Impv (1) (1 CND)
44. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49, '18IQR47	78% Yes (7) 22% Partial (2)		75% Yes (6) 25% Many (2)	25% Yes (2) 75% Many (6)	28.6% Yes (2) 71.4% Many (5)	50% Yes (3) 50% Many (3) (1 CND)
44a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ49a, '18IQR47a	100% Yes (9)		100% Yes (8)	62.5% Yes (5) 37.5% Many (3)	100% Yes (7)	83.3% Yes (5) 16.7% Many (1) (1 CND)
44b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ49b, '18IQR47b	78% Yes (7) 22% Partial (2)		75% Yes (6) 25% Many (2)	25% Yes (2) 75% Many (6)	28.6% Yes (2) 71.4% Many (5)	50% Yes (3) 33.3% Many (2) 16.7% Needs Impv (1) (1 CND)





# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## RESIDENTIAL (cont.)

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
45. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51, '18IQR49	89% Yes (8) 11% Partial (1)		88% Yes (7) 13% No (1)	87.5% Yes (7) 12.5% Many (1)	100% Yes (7)	100% Yes (6) (1 CND)
46. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52, '18IQR50	67% Yes (6) 22% Partial (2) 11% No (1)		75% Yes (6) 13% Many (1) 13% No (1)	75% Yes (6) 12.5% Need Impv (1) 12.5% No (1)	85.7% Yes (6) 14.3% Many (1)	100% Yes (6) (1 CND)
47. Does the person's residential environment offer a minimal level of quality of life? CPRQ53, '18IQR51	78% Yes (7) 22% Partial (2)		88% Yes (7) 13% Many (1)	100% Yes (4) (4 CND)	100% Yes (6) (1 CND)	66.7% Yes (4) 33.3% Many (2) (1 CND)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## HEALTH

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
48. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b, '18IQR52	78% Yes (7) 22% Partial (2)	50% Yes (4) 38% Many (3) 13% Needs Impv (1)	13% Yes (1) 88% Many (7)	0% Yes 87.5% Many (7) 12.5% Need Impv (1)	28.6% Yes (2) 71.4% Many (5)	14.3% Yes (1) 85.7% Many (6)
49. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21, '18IQR53	33% Yes (3) 67% Partial (6)	25% Yes (2) 63% Many (5) 13% Needs Impv (1)	50% Yes (4) 38% Many (3) 13% Needs Impv (1)	12.5% Yes (1) 62.5% Many (5) 25% Needs Impv (2)	42.9% Yes (3) 57.1% Many (4)	57.1% Yes (4) 42.9% Many (3)
50. Was the eChat updated timely? '17IQR#18g, '18IQR54		75% Yes (6) 13% Many (1) 13% Needs Impv (1)	25% Yes (2) 50% Many (4) 13% Needs Impv (1) 13% No (1)	0% Yes 75% Many (6) 25% Needs Impv (2)	14.3% Yes (1) 85.7% Many (6)	42.9% Yes (3) 57.1% Many (4)
50a. Is the eChat updated timely with the ISP and after changes in condition?				50% Yes (4) 25% Many (2) 25% Needs Impv (2)	57.1% Yes (4) 14.3% Many (1) 14.3% Needs Impv (1) 14.3% No (1)	85.7% Yes (6) 14.3% Needs Impv (1)
50b. Is the eChat complete?				25% Yes (2) 50% Many (4) 25% Needs Impv (2)	42.9% Yes (3) 57.1% Many (4)	71.4% Yes (5) 28.6% Many (2)
50c. Is the eChat accurate?				25% Yes (2) 37.5% Many (3) 37.5% Need Impv (3)	28.6% Yes (2) 42.9% Many (3) 28.6% Needs Impv (2)	85.7% Yes (6) 14.3% Many (1)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

HEALTH (cont.)						
Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
51. Are all of the individual's needed medical treatments, including routine, scheduled and chronic needs, timely received? 17IQR#19, '18IQR55		13% Yes (1) 63% Many (5) 25% Needs Impv (2)	25% Yes (2) 75% Many (6)	25% Yes (2) 75% Many (6)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)	42.9% Yes (3) 57.1% Many (4)
52. Has the individual received all age and gender appropriate health screening/immunizations in accordance with national best practice and/or as recommended ... <i>(Does the individual receive routine/scheduled medical treatment? 17IQR#19a, '18IQR56)</i>		75% Yes (6) 13% Many (1) 13% Needs Impv (1)	75% Yes (6) 25% Many (2)	0% Yes 100% Many (8)	0% Yes 71.4% Many (5) 28.6% Needs Impv (2)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)
53. Does the individual receive medication as prescribed? 17IQR#19e, '18IQR57		75% Yes (6) 13% Needs Impv (1) 13% No (1)	63% Yes (5) 38% Many (3)	12.5% Yes (1) 37.5% Many (3) 50% Needs Impv (4)	0% Yes 42.9% Many (3) 57.1% Needs Impv (4)	28.6% Yes (2) 71.4% Many (5)
54. Are nursing services provided as needed by the individual? 17IQR#20, '18IQR59		38% Yes (3) 50% Many (4) 13% Needs Impv (1)	38% Yes (3) 50% Many (4) 13% Needs Impv (1)	0% Yes 62.5% Many (5) 37.5% Need Impv (3)	0% Yes 57.1% Many (4) 42.9% Needs Impv (3)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)
55. Is the CARMP consistent with recommendation in other healthcare documents? <i>(Is the CARMP is accurate? '17IQR#21f, '18IQR60)</i>		100% Yes (8)	63% Yes (5) 38% Many (3)	12.5% Yes (1) 50% Many (4) 37.5% Needs Impv (3)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)	42.9% Yes (3) 57.1% Many (4)
56. Is the CARMP consistently implemented as intended? , '18IQR61			75% Yes (6) 25% Many (2)	71.4% Yes (5) 28.6% Many (2) (1 CND)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)	71.4% Yes (5) 28.6% Many (2)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## HEALTH (cont.)

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
57. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19, '18IQR62	22% Yes (2) 78% Partial (7)		0% Yes 75% Many (6) 25% Needs Impv (2)	12.5% Yes (1) 87.5% Many (7)	0% Yes 100% Many (7)	28.6% Yes (2) 71.4% Many (5)
57a. Are assessment recommendations followed up on in a timely way?				37.5% Yes (3) 50% Many (4) 12.5% Need Impv (1)	0% Yes 85.7% Many (6) 14.3% Needs Impv (1)	42.9% Yes (3) 42.9% Many (3) 14.2% Needs Impv (1)
57b. Were needed equipment/communication devices delivered timely?				87.5% Yes (7) 12.5% Many (1)	100% Yes (6) (1 N/A)	100% Yes (5) (2 N/A)
57c. Were medical specialist appointments attended timely?				62.5% Yes (5) 25% Many (2) 12.5% Need Impv (1)	28.6% Yes (2) 71.4% Many (5)	42.9% Yes (3) 57.1% Many (4)
57d. Were changes in personal condition, if any, responded to timely?				75% Yes (6) 12.5% Many (1) 12.5% Need Impv (1)	85.7% Yes (6) 14.3% Many (1)	71.4% Yes (5) 28.6% Many (2)
57e. Were Health Care Plans available, accurate and consistently implemented?				25% Yes (2) 37.5% Many (3) 37.5% Needs Impv (3)	0% Yes 100% Many (7)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## ASSESSMENTS

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
58. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18, '18IQR65	44% Yes (4) 56% Partial (5)	25% Yes (2) 50% Many (4) 25% Needs Impv (2)	25% Yes (2) 75% Many (6)	12.5% Yes (1) 75% Many (6) 12.5% Need Impv (1)	14.3% Yes (1) 85.7% Many (6)	14.3% Yes (1) 85.7% Many (6)
59. Are the assessments adequate for planning? CPRQ59; '17IQR#4f, '18IQR66	11% Yes (1) 78% Partial (7) 11% No (1)	13% Yes (1) 63% Many (5) 25% Needs Impv (1)	13% Yes (1) 63% Many (5) 25% Needs Impv (2)	0% Yes 75% Many (6) 25% Needs Impv (2)	0% Yes 100% Many (7)	0% Yes 100% Many (7)
59a. Were assessments provided timely?				25% Yes (2) 50% Many (4) 25% Need Impv (2)	0% Yes 100% Many (7)	0% Yes 100% Many (7)
59b. Did assessments contain accurate information?				0% Yes 62.5% Many (5) 37.5% Need Impv (3)	14.3% Yes (1) 85.7% Many (6)	28.6% Yes (2) 71.4% Many (5)
59c. Did assessments contain information accurate to guide planning?				0% Yes 50% Many (4) 50% Need Impv (4)	14.3% Yes (1) 85.7% Many (6)	14.3% Yes (1) 85.7% Many (6)
59d. Did assessments contain recommendations?				37.5% Yes (3) 12.5% Many (1) 50% Need Impv (4)	42.9% Yes (3) 57.1% Many (4)	42.9% Yes (3) 57.1% Many (4)
60. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5, '18IQR67	33% Yes (3) 44% Partial (4) 22% No (2)	25% Yes (2) 63% Many (5) 13% Needs Impv (1)	25% Yes (2) 63% Many (5) 13% Needs Impv (1)	25% Yes (2) 50% Many (4) 25% Need Impv (2)	42.9% Yes (3) 42.9% Many (3) 14.3% Needs Impv (1)	42.9% Yes (3) 57.1% Many (4)
61. For medical, clinical or health related rec's, has a DCF been completed if the individual and/or their guardian/health care decision maker have decided not to follow all or part of an order, rec, or suggestion? '17IQR#5c, '18IQR68		50% Yes (3) 17% Needs Impv (1) 33% No (2) (2 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (3 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (3 N/A)	50% Yes (3) 16.7% Many (1) 16.7% Needs Impv (1) 16.7% No (1) (1 N/A)	66.6% Yes (4) 16.7% Many (1) 16.7% No (1) (1 N/A)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## ADEQUACY OF PLANNING

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
62. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9, '18IQR69	100% Yes (9)	88% Yes (7) 13% Many (1)	100% Yes (8)	100% Yes (8)	100% Yes (7)	100% Yes (7)
63. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3, '18IQR70	50% Yes (4) 38% Partial (3) 13% No (1) (1 N/A)	63% Yes (5) 13% Many (1) 25% Needs Impv (2)	13% Yes (1) 88% Maybe (7)	25% Yes (2) 62.5% Many (5) 12.5% Needs Impv (1)	28.6% Yes (2) 28.6% Many (2) 42.9% Needs Impv (3)	57.1% Yes (4) 28.6% Many (2) 14.3% No (1)
64. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP? CPRQ63; '17IQR#3d, '18IQR71	63% Yes (5) 38% Partial (3) (1 N/A)	50% Yes (2) 25% Many (1) 25% No (1) (4 N/A)	25% Yes (2) 75% Maybe (6)	14.3% Yes (1) 57.1% Many (4) 28.6% Needs Impv (2) (1 N/A)	0% Yes 20% Many (1) 20% Needs Impv (1) 60% No (3) (2 N/A)	25% Yes (1) 25% Many (1) 25% Needs Impv (1) 25% No (1) (3 N/A)
65. Does my ISP contain current and accurate information? '17IQR#6, '18IQR72		13% Yes (1) 13% Many (1) 75% Needs Impv (6)	25% Yes (2) 75% Maybe (6)	25% Yes (2) 62.5% Many (5) 12.5% Needs Impv (1)	42.9% Yes (3) 42.9% Many (3) 14.3% Needs Impv (1)	71.4% Yes (5) 28.6% Many (2)
66. Does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b, '18IQR73	89% Yes (8) 11% Partial (1)	38% Yes (3) 38% Many (3) 25% Needs Impv (2)	100% Yes (8)	25% Yes (2) 63% Many (5) 12.5% Needs Impv (1)	71.4% Yes (5) 14.3% Many (1) 14.3% No (1)	100% Yes (7)
67. Does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c, '18IQR74	67% Yes (6) 33% Partial (3)	38% Yes (3) 38% Many (3) 25% Needs Impv (2)	88% Yes (7) 13% Many (1)	75% Yes (6) 13% Many (1) 13% Needs Impv (1)	57.1% Yes (4) 42.9% Many (3)	57.1% Yes (4) 14.3% Needs Impv (1) 28.6% No (2)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## ADEQUACY OF PLANNING (cont.)

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
68. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a, '18IQR75		13% Yes (1) 25% Many (2) 50% Needs Impv (4) 13% No (1)	13% Yes (1) 38% Many (3) 50% Needs Impv (4)	13% Yes (1) 38% Many (3) 50% Needs Impv (4)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)
69. Does the data kept identify what the person does so a determination regarding progress/lack of progress can be made? '17IQR#12b, '18IQR76		13% Yes (1) 63% Needs Impv (5) 25% No (2)	13% Yes (1) 13% Many (1) 25% Needs Impv (2) 50% No (4)	0% Yes 50% Many (4) 25% Needs Impv (2) 25% No (2)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)	71.4% Yes (5) 28.6% Many (2)
70. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c, '18IQR77		25% Yes (2) 25% Many (2) 38% Needs Impv (3) 13% No (1)	25% Yes (2) 50% Many (4) 25% Needs Impv (2)	12.5% Yes (1) 25% Many (2) 50% Needs Impv (4) 12.5% No (1)	14.3% Yes (1) 42.9% Many (3) 28.6% Needs Impv (2) 14.3% No (1)	57.1% Yes (4) 14.3% Many (1) 28.6% Needs Impv (2)
71. If the person is not successful in achieving actions steps, has the team tried to determine why, and change their approach if needed? '18IQR78		29% Yes (2) 43% Needs Impv (3) 29% No (2) (1 N/A)	57% Yes (4) 14% Many (1) 14% Needs Impv (1) 14% No (1) (1 N/A)	17% Yes (1) 50% Many (3) 33% No (2) (2 NA)	40% Yes (2) 60% Many (3) (2 N/A)	50% Yes (1) 50% Many (1) (5 N/A)
72. If the person achieves action steps, does the team move to the next in the progression of steps or develops a new one? '17IQR#12c, '18IQR79		25% Yes (1) 25% Many (1) 50% No (2) (3 N/A, 1 CND)	50% Yes (3) 33% Many (2) 17% No (1) (2 N/A)	20% Yes (1) 60% Many (3) 20% Needs Impv (1) (3 N/A)	33.3% Yes (2) 16.7% Many (1) 33.3% Needs Impv (2) 16.7% No (1) (1 N/A)	40% Yes (2) 40% Many (2) 20% Needs Impv (1) (2 N/A)
73. Has the person made measurable progress on actions steps during this past year? '17IQR#13b, '18IQR80		13% Yes (1) 75% Needs Impv (6) 13% No (1)	13% Yes (1) 38% Many (3) 25% Needs Impv (2) 25% No (2)	0% Yes 38% Many (3) 50% Needs Impv (4) 12.5% No (1)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)	42.9% Yes (3) 42.9% Many (3) 14.2% Needs Impv (1)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## ADEQUACY OF PLANNING (cont.)

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
74. Do the outcomes in the ISP include criteria by which the team can determine when the outcome(s) have been achieved? CPRQ67; '17IQR#7e, '18IQR81	56% Yes (5) 33% Partial (3) 11% No (1)	25% Yes (2) 13% Many (1) 38% Needs Impv (3) 25% No (2)	25% Yes (2) 25% Many (2) 50% Needs Impv (4)	25% Yes (2) 62.5% Many (5) 12.5% No (1)	57.1% Yes (4) 14.3% Many (1) 14.3% Needs Impv (1) 14.3% No (1)	42.8% Yes (3) 28.6% Many (2) 28.6% No (2)
75. Are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d, '18IQR82	89% Yes (8) 11% Partial (1)	63% Yes (5) 25% Many (2) 13% Needs Impv (1)	88% Yes (7) 13% Many (1)	75% Yes (6) 25% Many (2)	85.7% Yes (6) 14.3% Many (1)	57.1% Yes (4) 42.9% Many (3)
76. Do the ISP outcomes and related action plans and teaching strategies address the person's major needs as identified in the Personal Challenges and Obstacles That Need to be Addressed In Order to Achieve the Desired Outcomes section of the ISP/Action plans?" CPRQ69; '17IQR#7g, '18IQR83	56% Yes (5) 33% Partial (3) 11% No (1)	38% Yes (3) 38% Many (3) 25% Needs Impv (2)	88% Yes (7) 13% Many (1)	25% Yes (2) 62.5% Many (5) 12.5% Need Impv (1)	42.9% Yes (3) 28.6% Many (2) 14.3% Needs Impv (1) 14.3% No (1)	42.8% Yes (3) 28.6% Many (2) 28.6% Needs Impv (2)
77. Are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i, '18IQR84	22% Yes (2) 67% Partial (6) 11% No (1)	25% Yes (2) 13% Many (1) 50% Needs Impv (4)	25% Yes (2) 38% Many (3) 38% Needs Impv (3)	37.5% Yes (3) 50% Many (4) 12.5% Need Impv (1)	14.3% Yes (1) 71.4% Many (5) 14.3% No (1)	42.8% Yes (3) 28.6% Many (2) 28.6% Needs Impv (2)
78. Are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m, '18IQR85	0% Yes 78% Partial (7) 22% No (2)	13% Yes (1) 38% Many (3) 38% Needs Impv (3) 13% No (1)	25% Yes (2) 25% Many (2) 38% Needs Impv (3) 13% No (1)	12.5% Yes (1) 62.5% Many (5) 25% Need Impv (2)	14.3% Yes (1) 57.1% Many (4) 14.3% Needs Impv (1) 14.3% No (1)	0% Yes 100% Many (7)
79. Has the person made measurable progress in therapy this year? '17IQR#13a, '18IQR86		25% Yes (2) 25% Many (2) 50% Needs Impv (4)	25% Yes (2) 25% Many (2) 38% Needs Impv (3) 13% No (1)	0% Yes 50% Many (4) 37.5% Need Impv (3) 12.5% No (1)	0% Yes 100% Many (7)	14.3% Yes (1) 85.7% Many (6)





# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## ADEQUACY OF PLANNING (cont.)

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
80. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c, '18IQR87	78% Yes (7) 22% Partial (2)	63% Yes (5) 25% Many (2) 13% Needs Impv (1)	50% Yes (4) 38% Many (3) 13% Needs Impv (1)	25% Yes (2) 50% Many (4) 25% Needs Impv (2)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)	85.7% Yes (6) 14.3% Many (1)
81. Does the ISP contain information regarding primary health (medical) care? CPRQ74, '18IQR88	100% Yes (9)		88% Yes (7) 13% Many (1)	75% Yes (6) 25% Many (2)	71.4% Yes (5) 28.6% Many (2)	85.7% Yes (6) 14.3% Many (1)
81a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a, '18IQR88a	100% Yes (9)		100% Yes (8)	75% Yes (6) 25% Many (2)	71.4% Yes (5) 28.6% Many (2)	100% Yes (7)
81b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b, '18IQR88b	100% Yes (9)		100% Yes (8)	100% Yes (8)	100% Yes (7)	85.7% Yes (6) 14.3% Many (1)
82. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76, '18IQR89	100% Yes (9)		100% Yes (8)	62.5% Yes (5) 37.5% Many (3)	71.4% Yes (5) 14.3% Many (1) 14.3% No (1)	85.7% Yes (6) 14.3% Many (1)
83. Based on the evidence, is adequate transportation available for the person? (Does the ISP reflect how the person will get to work/day activities, shopping, and social activities? CPRQ75, '18IQR90)	20% Yes (1) 60% Partial (3) 20% No (1) (4 N/A)		75% Yes (6) 13% Many (1) 13% No (1)	100% Yes (8)	100% Yes (7)	100% Yes (7)
84. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a, '18IQR91	56% Yes (5) 33% Partial (3) 11% No (1)	38% Yes (3) 38% Many (3) 13% Needs Impv (1) 13% No (1)	25% Yes (2) 38% Many (3) 38% Needs Impv (3)	37.5% Yes (3) 62.5% Many (5)	28.6% Yes (2) 42.9% Many (3) 28.6% Needs Impv (2)	28.6% Yes (2) 71.4% Many (5)
85. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7, '18IQR92	22% Yes (2) 78% Partial (7)	0% Yes 38% Many (3) 63% Needs Impv (5)	0% Yes 100% Many (8)	0% Yes 87.5% Many (7) 12.5% Need Impv (1)	0% Yes 100% Many (7)	14.3% Yes (1) 85.7% Many (6)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## ADEQUACY OF PLANNING (cont.)

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
86. Is the ISP being implemented? (If 85 is "3") CPRQ79 '17IQR#12, '18IQR93	0% Yes 100% Partial (2) (7 N/A)	13% Yes (1) 25% Many (2) 50% Needs Impv (4) 13% No (1)	(8 N/A)	(8 N/A)	0% Yes 100% Many (1) (6 N/A)	0% Yes 100% Many (1) (6 N/A)
87a. Is the ISP being implemented? (If 85 is "0", "1", or "2") CPRQ80a '17IQR#12, '18IQR94a	29% Yes (2) 71% Partial (5) (2 N/A)	13% Yes (1) 25% Many (2) 50% Needs Impv (4) 13% No (1)	0% Yes 100% Many (8)	0% Yes 75% Many (6) 25% Need Impv (2)	0% Yes 100% Many (7)	16.7% Yes (1) 66.6% Many (4) 16.7% Needs Impv (1) (1 N/A)
87b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11, '18IQR94b	0% Yes 100% Partial (7) (2 N/A)	0% Yes 75% Many (6) 25% Needs Impv (2)	38% Yes (3) 50% Many (4) 13% Needs Impv (1)	0% Yes 62.5% Many (5) 37.5% Need Impv (3)	0% Yes 100% Many (7)	0% Yes 83.3% Many (5) 16.7% Needs Impv (1) (1 N/A)
88. Was the direct service staff trained on the implementation of this person's ISP? CPRQ81, '18IQR95	78% Yes (7) 22% Partial (2)		63% Yes (5) 13% Many (1) 25% Needs Impv (2)	37.5% Yes (3) 37.5% Many (3) 25% Need Impv (2)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)
89. Were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82, '18IQR96	78% Yes (7) 22% Partial (2)		75% Yes (6) 13% Many (1) 13% Needs Impv (1)	12.5% Yes (1) 87.5% Many (7)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)	42.9% Yes (3) 57.1% Many (4)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
90. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13, '18IQR98	44% Yes (4) 56% Partial (5)	0% Yes 63% Many (5) 38% Needs Impv (3)	13% Yes (1) 63% Many (5) 25% Needs Impv (2)	0% Yes 62.5% Many (5) 37.5% Need Impv (3)	14.3% Yes (1) 85.7% Many (6)	57.1% Yes (4) 42.9% Many (3)
91. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d, '18IQR99	33% Yes (3) 67% Partial (6)	63% Yes (6) 25% Many (2) 13% Needs Impv (1)	75% Yes (6) 25% Many (2)	37.5% Yes (3) 50% Many (4) 12.5% Need Impv (1)	85.7% Yes (6) 14.3% Many (1)	100% Yes (7)
92. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b, '18IQR100	78% Yes (7) 22% Partial (2)	88% Yes (7) 13% Many (1)	38% Yes (3) 50% Many (4) 13% Needs Impv (1)	50% Yes (4) 37.5% Many (3) 12.5% Need Impv (1)	57.1% Yes (4) 42.9% Many (3)	85.7% Yes (6) 14.3% No (1)
93. Is the person offered a range of opportunities for participation in each life area? CPRQ87; '18IQR101	67% Yes (6) 22% Partial (2) 11% No (1)		88% Yes (7) 13% Many (1)	87.5% Yes (7) 12.5% Many (1)	71.4% Yes (5) 28.6% Many (2)	71.4% Yes (5) 28.6% Many (2)
94. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30, '18IQR102	25% Yes (1) 75% Partial (3) (5 CND)	88% Yes (7) 13% Many (1)	60% Yes (3) 40% Many (2) (3 CND)	80% Yes (4) 20% Many (1) (3 CND)	83.3% Yes (5) 16.7% Many (1) (1 CND)	71.4% Yes (5) 28.6% Many (2)
94a. About where and with whom to live? CPRQ89; '17IQR#23c, '18IQR102a	50% Yes (1) 50% Partial (1) (7 CND)	100% Yes (1) (7 CND)	100% Yes (1) (7 CND)	100% Yes (4) (4 CND)	83.3% Yes (5) 16.7% Many (1) (1 CND)	71.4% Yes (5) 28.6% Many (2)
94b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d, '18IQR102b	25% Yes (1) 75% Partial (3) (5 CND)	100% Yes (8)	60% Yes (3) 40% Many (2) (3 CND)	60% Yes (3) 20% Many (1) 20% Need Impv (1) (3 CND)	60% Yes (3) 40% Many (2) (2 CND)	71.4% Yes (5) 28.6% Many (2)
94c. About where and with whom to socialize/spend leisure time? CPRQ91; '18IQR102c	33% Yes (1) 67% Partial (2) (6 CND)		60% Yes (3) 40% Many (2) (3 CND)	80% Yes (4) 20% Many (1) (3 CND)	80% Yes (4) 20% Many (1) (2 CND)	71.4% Yes (5) 28.6% Many (2)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

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

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
95. Does the evidence support that providers do not prevent the person from pursuing relationships? CPRQ92; '17IQR#31f, '18IQR103 (and are respecting the rights of this person)	100% Yes (9)	100% Yes (3) (4 N/A, 1 CND)	88% Yes (7) 13% Many (1)	100% Yes (8)	100% Yes (7)	85.7% Yes (6) 14.3% Many (1)
96. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a, '18IQR105	67% Yes (6) 33% Partial (3)	50% Yes (4) 13% Many (1) 38% Needs Impv (3)	50% Yes (4) 50% Many (4)	37.5% Yes (3) 62.5% Many (5)	71.4% Yes (5) 28.6% Many (2)	71.4% Yes (5) 28.6% Many (2)
97. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94, '18IQR106	100% Yes (9)		100% Yes (8)	87.5% Yes (7) 12.5% Many (1)	57.1% Yes (4) 28.6% Many (2) 14.3% No (1)	71.4% Yes (5) 28.6% Many (2)
98. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h, '18IQR107			88% Yes (7) 13% No (1)	87.5% Yes (7) 12.5% No (1)	100% Yes (7)	85.7% Yes (6) 14.3% No (1)
99. If there are restrictions that should be reviewed by HRC, have the restrictions been reviewed (quarterly) and approved (annually) by the HRC? If no, describe why. '17IQR#34i, '18IQR108		17% Yes (1) 33% Many (2) 17% Needs Impv (1) 33% No (2)	57% Yes (4) 14% Many (1) 14% Needs Impv (1) 14% No (1) (1 N/A)	71.4% Yes (5) 14.3% Many (1) 14.3% Need Impv (1) (1 N/A)	85.7% Yes (6) 14.3% Many (1)	66.6% Yes (4) 16.7% Many (1) 16.7% Needs Impv (1) (1 N/A)
100. If there are restrictions that should be reviewed by HRC, is a plan to enable the individual to regain his/her rights and reduce or eliminate these restrictions? '17IQR#34j, '18IQR109		0% Yes 25% Many (2) 13% Needs Impv (1) 38% No (3)	57% Yes (4) 14% Many (1) 29% No (2) (1 N/A)	57.1% Yes (4) 14.3% Many (1) 14.3% Need Impv (1) 14.3% No (1) (1 N/A)	85.7% Yes (6) 14.3% Many (1)	60% Yes (3) 40% Many (2) (2 N/A)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

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

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
101. Is the person protected from abuse, neglect and exploitation? '17IQR#35, '18IQR110		50% Yes (4) 25% Many (2) 25% Needs Impv (2)	75% Yes (6) 25% Many (2)	25% Yes (2) 25% Many (2) 50% Need Impv (4)	71.4% Yes (5) 28.6% Many (2)	71.4% Yes (5) 28.6% Many (2)
102. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b, '18IQR111		80% Yes (4) 20% Many (2) (3 N/A)	67% Yes (4) 33% Many (2) (2 N/A)	71.4% Yes (5) 28.6% Need Impv (2) (1 N/A)	83.3% Yes (5) 16.7% Many (1) (1 N/A)	75% Yes (3) 25% Many (1) (3 N/A)
103. Is the individual safe? '17IQR#24, '18IQR112		75% Yes (6) 25% Many (2)	88% Yes (7) 13% Many (1)	42.9% Yes (3) 28.6% Many (2) 28.6% Need Impv (2) (1 CND)	85.7% Yes (6) 14.3% Needs Impv (1)	100% Yes (7)
104. What is the level of participation of the legal guardian in this person's life and service planning? CPRQ 97; '17IQR#15a, '18IQR113		50% Active (4) 25% Moderate (2) 13% Limited (1) 13% None (1)	25% Active (2) 13% Moderate (1) 63% Limited (5)	25% Active (2) 25% Moderate (2) 50% Limited (4)	0% Active 57.1% Moderate (4) 42.9% Limited (3)	42.8% Active (3) 28.6% Moderate (2) 28.6% Limited (2)
105. If the person is retired, does he/she have opportunities to engage in activities of interest during the day? CPRQ 100; '17IQR#29b, '18IQR114		67% Yes (2) 33% Many (1) (5 N/A)	100% Yes (4)  (4 N/A)	100% Yes (3) (5 N/A)	100% Yes (3) (4 N/A)	75% Yes (3) 25% Many (1) (3 N/A)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

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

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
106. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30, '18IQR115	78% Yes (7) 22% Partial (2)	88% Yes (7) 13% Many (1)	88% Yes (7) 13% Many (1)	62.5% Yes (5) 37.5% Many (3)	100% Yes (7)	85.7% Yes (6) 14.3% Many (1)
107. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e, '18IQR116	100% Yes (9)	88% Yes (7) 13% Needs Impv (1)	100% Yes (8)	100% Yes (8)	100% Yes (7)	100% Yes (7)
108. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c, '18IQR117	56% Yes (5) 44% Partial (4)	63% Yes (5) 13% Many (1) 25% Needs Impv (2)	25% Yes (2) 63% Many (5) 13% Needs Impv (1)	37.5% Yes (3) 50% Many (4) 12.5% Need Impv (1)	42.9% Yes (3) 42.9% Many (3) 14.3% Needs Impv (1)	42.9% Yes (3) 57.1% Many (4)
109. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e, '18IQR118	100% Yes (9)	100% Yes (8)	88% Yes (7) 13% Many (1)	87.5% Yes (7) 12.5% Need Impv (1)	85.7% Yes (6) 14.3% Needs Impv (1)	100% Yes (7)
110. Does the person have sufficient personal money? CPRQ110 '17IQR#34f, '18IQR119	89% Yes (8) 11% Partial (1)	100% Yes (8)	75% Yes (6) 25% Many (2)	100% Yes (8)	100% Yes (7)	100% Yes (7)
111. Does the person get along with their day program/employment provider staff? CPRQ111, '18IQR120	100% Yes (7) (2 CND)		100% Yes (8)	100% Yes (4) (4 CND)	100% Yes (5) (2 CND)	100% Yes (7)
112. Does the person get along with their residential provider staff? CPRQ112, '18IQR121	100% Yes (8) (1 CND)		100% Yes (8)	100% Yes (6) (2 CND)	100% Yes (5) (2 CND)	100% Yes (6) (1 CND)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

TEAM PROCESS						
Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
113. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10, '18IQR122	33% Yes (3) 67% Partial (6)	25% Yes (2) 63% Many (5) 13% Needs Impv (1)	25% Yes (2) 63% Many (5) 13% Needs Impv (1)	0% Yes 100% Many (8)	0% Yes 100% Many (7)	14.3% Yes (1) 85.7% Many (6)
114. If there is evidence of situations in which the team failed to reach a consensus on the person's service and support needs, has the team made efforts to build consensus? CPRQ 115; '17IQR#17c, '18IQR123	100% Yes (3) (6 N/A)	33% Yes (1) 67% No (2) (5 N/A)	100% Yes (1) (7 N/A)	33.3% Yes (1) 66.7% Many (2) (5 N/A)	66.7% Yes (2) 33.3% Needs Impv (1) (4 N/A)	(7 N/A)
115. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs? CPRQ 116; '17IQR#17d, '18IQR124	75% Yes (6) 25% No (2) (1 N/A)	83% Yes (5) 17% Needs Impv (1) (2 N/A)	63% Yes (5) 38% Many (3)	50% Yes (4) 37.5% Many (3) 12.5% Need Impv (1)	42.9% Yes (3) 57.1% Many (4)	71.4% Yes (5) 14.3% Many (1) 14.3% Needs Impv (1)
116. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? CPRQ117, '18IQR125	100% Yes (9)		63% Yes (5) 38% Many (3)	62.5% Yes (5) 37.5% Many (3)	57.1% Yes (4) 42.9% Many (3)	71.4% Yes (5) 28.6% Many (2)
117. Do you recommend Dispute Resolution for this IDT? CPRQ118, '18IQR126	0% Yes 100% No (9)		0% Yes 100% No (8)	0% Yes 100% No (8)	14.3% Yes (1) 85.7% No (6)	0% Yes 100% No (7)
118. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#17d, '18IQR127	44% Yes (4) 56% No (5)	38% Yes (3) 63% No (5)	50% Yes (4) 50% No (4)	87.5% Yes (7) 12.5% No (1)	71.4% Yes (5) 28.6% No (2)	28.6% Yes (2) 71.4% No (5)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## TEAM PROCESS (cont.)

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
119. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '171QR14c, '181QR128	11% Yes (1) 89% No (8)	0% Yes 100% No (8)	13% Yes (1) 88% No (7)	37.5% Yes (3) 62.5% No (5)	14.3% Yes (1) 85.7% No (6)	28.6% Yes (2) 71.4% No (5)
120. If #118 OR #119 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121; '181QR129	67% Yes (4) 33% Partial (2) (3 N/A)		100% Yes (4) (4 N/A)	71.4% Yes (5) 28.6% No (2) (1 N/A)	60% Yes (3) 40% No (2) (2 N/A)	100% Yes (2) (5 N/A)
121. Has the person changed residential/day services in the last year? CPRQ122, '181QR130	11% Yes (1) 89% No (8)		25% Yes (2) 75% No (6)	12.5% Yes (1) 87.5% No (7)	28.6% Yes (2) 71.4% No (5)	14.3% Yes (1) 85.7% No (6)
122. If #121 is Yes, was the change Planned by the IDT? CPRQ122a, '181QR131	0% Yes 100% Partial (1) (8 N/A)		100% Yes (2) (6 N/A)	100% Yes (1) (7 N/A)	50% Yes (1) 50% No (1) (5 N/A)	100% Yes (1) (6 N/A)
123. If #121 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b, '181QR132	100% Yes (1) (8 N/A)		75% Yes (3) 25% No (1) (4 N/A)	100% Yes (1) (7 N/A)	50% Yes (1) 50% No (1) (5 N/A)	100% Yes (1) (6 N/A)
124. Overall, has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person? CPRQ123; '171QR#7n, '181QR133	11% Yes (1) 89% Partial (8)	13% Yes (1) 38% Many (3) 50% Needs Impv (4)	25% Yes (2) 75% Many (6)	0% Yes 87.5% Many (7) 12.5% Need Impv (1)	0% Yes 100% Many (7)	14.3% Yes (1) 85.7% Many (6)





# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## SUPPORTED EMPLOYMENT

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
125. Does (Name) have a current Person-Centered Assessment? '18IQR134			0% Yes 25% Many (2) 75% Needs Impv (6)	50% Yes (4) 25% Many (2) 25% Needs Impv (2)	50% Yes (3) 50% Many (4)	85.7% Yes (6) 14.3% Many (1)
126. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a, '18IQR135	43% Yes (3) 57% No (4) (2 N/A)	0% Yes 13% Many (1) 50% Needs Impv (4) 38% No (3)	0% Yes 25% Many (1) 75% Needs Impv (3) (4 N/A)	57.1% Yes (4) 28.6% Many (2) 14.3% No (1) (1 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (2 N/A)	100% Yes (4) (3 N/A)
127. Did the individual participate personally in the Person Centered Assessment? '18IQR136			13% Yes (1) 88% No (7)	87.5% Yes (7) 12.5% No (1)	85.7% Yes (6) 14.3% No (1)	100% Yes (7)
128. Did the Guardian participate in the Person Centered Assessment? '18IQR137			13% Yes (1) 88% No (7)	25% Yes (2) 75% No (6)	57.1% Yes (4) 42.9% No (3)	100% Yes (7)
129. Is the individual engaged in the Informed Choice Project? '18IQR138			0% Yes 100% No (8)	0% Yes 100% No (8)	(7 N/A)	(7 N/A)
130. Has the individual been offered the opportunity to participate in work or job exploration including volunteer work and/or trial work opportunities? '17IQR#26e, '18IQR139		0% Yes 17% Many (1) 50% Needs Impv (3) 33% No (2) (2 N/A)	60% Yes (3) 40% No (2) (3 N/A)	100% Yes (5) (3 N/A)	60% Yes (3) 40% No (2) (2 N/A)	100% Yes (4) (3 N/A)
131. If #130 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section? '18IQR140			100% Yes (3) (5 N/A)	100% Yes (5) (3 N/A)	100% Yes (2) (5 N/A)	100% Yes (4) (3 N/A)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## SUPPORTED EMPLOYMENT (cont.)

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
132. If #131 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs? '18IQR141			0% Yes 100% No (2) (6 N/A)	(8 N/A)	66.7% Yes (2) 33.3% Many (1) (4 N/A)	100% Yes (1) (6 N/A)
133. Has the Guardian had the opportunity to gain information on how the individual responded during job exploration activities such as volunteering and/or trial work experiences? '18IQR142			0% Yes 20% Many (1) 60% Needs Impv (3) 20% No (1) (3 CND)	80% Yes (4) 20% Many (1) (3 N/A)	80% Yes (4) 20% Many (1) (2 N/A)	100% Yes (4) (3 N/A)
134. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c, '18IQR143		13% Yes (1) 25% Needs Impv (2) 63% No (5)	0% Yes 25% Many (1) 50% Needs Impv (2) 25% No (1) (4 N/A)	60% Yes (3) 40% Many (2) (3 N/A)	100% Yes (5) (2 N/A)	100% Yes (4) (3 N/A)
135. Has the Guardian received information regarding the range of employment options available for the individual? '18IQR144			25% Yes (1) 50% Needs Impv (2) 25% No (1) (4 N/A)	60% Yes (3) 40% Many (2) (3 N/A)	100% Yes (5) (2 N/A)	100% Yes (4) (3 N/A)
136. If there are barriers to employment, has the Team, including the individual, addressed how to overcome those barriers to employment and integrating clinical info., AT, & therapies as necessary ... '17IQR#27b, '18IQR145		0% Yes 60% Needs Impv (3) 40% No (2) (3 N/A)	25% Yes (1) 25% Many (1) 25% Needs Impv (1) 25% No (1) (4 N/A)	80% Yes (4) 20% Many (1) (3 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (2 N/A)	100% Yes (4) (3 N/A)
137. If there are barriers to employment, has the Team addressed with the Guardian how to overcome those barriers to employment and integrating clinical info., AT, & therapies as necessary ...? '18IQR146			25% Yes (1) 25% Many (1) 25% Needs Impv (1) 25% No (1) (4 N/A)	60% Yes (3) 40% Many (2) (3 N/A)	60% Yes (3) 40% No (2) (2 N/A)	75% Yes (3) 25% Many (1) (3 N/A)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## SUPPORTED EMPLOYMENT (cont.)

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
138. Has the individual participated in work or volunteer activities during the past year? '18IQR147			33% Yes (2) 67% Many (4) (2 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (3 N/A)	40% Yes (2) 20% Many (1) 40% No (2) (2 N/A)	50% Yes (2) 25% Many (1) 25% No (1) (3 N/A)
139. Has the individual identified what type of work or volunteer activities he/she would like to do? '18IQR148			50% Yes (3) 33% Many (2) 17% Needs Impv (1) (2 N/A)	80% Yes (4) 20% No (1) (3 N/A)	40% Yes (2) 40% Many (2) 20% No (1) (2 N/A)	100% Yes (4) (3 N/A)
140. Does the Guardian support him/her working? '18IQR149			40% Yes (2) 60% No (3) (3 N/A)	40% Yes (2) 60% No (3) (3 N/A)	40% Yes (2) 60% No (3) (2 N/A)	75% Yes (3) 25% No (1) (3 N/A)
142. Is the individual engaged in Supported Employment? CPRQ129, '18IQR151			0% Yes 100% No (4)	20% Yes (1) 80% No (4) (3 N/A)	20% Yes (1) 80% No (4) (2 N/A)	50% Yes (1) 50% No (1) (5 N/A)
144. Does the person have a Career Development Plan? CPRQ128 17IQR#26e, '18IQR153	0% Yes 33% Partial (2) 67% No (4) (3 N/A)	0% Yes 20% Many (1) 60% Needs Impv (3) 40% No (2) (2 N/A)	0% Yes 100% No (1) (7 N/A)	100% Yes (1) (7 N/A)	0% Yes 100% Many (1) (6 N/A)	100% Yes (1) (6 N/A)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## BEHAVIOR

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
145. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d, '18IQR154	56% Yes (5) 44% No (4)	38% Yes (3) 63% No (5)	50% Yes (4) 50% No (4)	25% Yes (2) 75% No (6)	28.6% Yes (2) 71.4% No (5)	28.6% Yes (2) 71.4% No (5)
146. Does the person need behavior services now? CPRQ132 '17IQR#11e, '18IQR155	56% Yes (5) 44% No (4)	50% Yes (4) 50% No (4)	50% Yes (4) 50% No (4)	50% Yes (4) 50% No (4)	28.6% Yes (2) 71.4% No (5)	28.6% Yes (2) 71.4% No (5)
147. Have behavioral assessments been completed? CPRQ133, '18IQR156	60% Yes (3) 40% Partial (2) (4 N/A)		75% Yes (3) 25% Many (1) (4 N/A)	0% Yes 50% Many (2) 50% No (2) (4 N/A)	0% Yes 100% Many (2) (5 N/A)	100% Yes (2) (5 N/A)
148. Does the person have a positive behavior support plan developed out of the behavior assessments that meets the person's needs? CPRQ134 '17IQR#5g, '18IQR157	100% Yes (5) (4 N/A)	100% Yes (2) (6 N/A)	100% Yes (4) (4 N/A)	25% Yes (1) 25% Many (1) 50% No (2) (4 N/A)	100% Yes (2) (5 N/A)	100% Yes (2) (5 N/A)
149. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d, '18IQR158	100% Yes (5) (4 N/A)	67% Yes (2) 33% Many (1) (5 N/A)	100% Yes (4) (4 N/A)	25% Yes (1) 25% Many (1) 50% No (2) (4 N/A)	50% Yes (1) 50% Many (1) (5 N/A)	100% Yes (2) (5 N/A)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## BEHAVIOR (cont.)

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
150. If needed, does the person have a Behavior Crisis Intervention Plan that meets the person's needs? CPRQ 73a; '17IQR#5h, '18IQR159	100% Yes (1) (8 N/A)	0% Yes 100% Needs Impv (1) (7 N/A)	100% Yes (1) (7 N/A)	(8 N/A)	(7 N/A)	(7 N/A)
151. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i, '18IQR160	60% Yes (3) 40% Partial (2) (4 N/A)	50% Yes (2) 25% Many (1) 25% No (1) (4 N/A)	75% Yes (3) 25% Many (1) (4 N/A)	25% Yes (1) 25% Need Impv (1) 50% No (2) (4 N/A)	50% Yes (1) 50% Many (1) (5 N/A)	0% Yes 100% Many (2) (5 N/A)
152. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d, '18IQR161	40% Yes (2) 40% Partial (2) 20% No (1) (4 N/A)	63% Yes (5) 38% Needs Impv (3)	75% Yes (3) 25% No (1) (4 N/A)	25% Yes (1) 25% Many (1) 50% No (2) (4 N/A)	0% Yes 100% Many (2) (5 N/A)	50% Yes (1) 50% Many (1) (5 N/A)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

EQUIPMENT						
Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
153. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b, '18IQR162	67% Yes (6) 33% Partial (3)	75% Yes (6) 25% Needs Impv (2)	63% Yes (5) 25% Many (2) 13% Needs Impv (1)	75% Yes (6) 25% Many (2)	85.7% Yes (6) 14.3% Many (1)	57.1% Yes (4) 42.9% Many (3)
154. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c, '18IQR163	43% Yes (3) 57% Partial (4) (2 N/A)	50% Yes (4) 25% Many (2) 25% Needs Impv (2)	63% Yes (5) 38% Many (3)	87.5% Yes (7) 12.5% Need Impv (1)	100% Yes (7)	85.7% Yes (6) 14.3% Many (1)
155. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f, '18IQR164		75% Yes (6) 25% Needs Impv (2)	100% Yes (8)	87.5% Yes (7) 12.5% Many (1)	100% Yes (7)	85.7% Yes (6) 14.3% Many (1)
156. Is the person's equipment and technology in good repair? '17IQR#25d, '18IQR165		75% Yes (6) 13% Many (1) 13% Needs Impv (1)	75% Yes (6) 25% Many (2)	100% Yes (8)	85.7% Yes (6) 14.3% Many (1)	85.7% Yes (6) 14.3% Many (1)
157. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e, '18IQR166		75% Yes (6) 13% Many (1) 13% Needs Impv (1)	63% Yes (5) 38% Many (3)	75% Yes (6) 25% Many (2)	100% Yes (7)	57.1% Yes (4) 42.9% Many (3)
158. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b, '18IQR167	63% Yes (5) 38% Partial (3) (1 N/A)	25% Yes (2) 63% Many (5) 13% Needs Impv (1)	57% Yes (4) 43% Many (3) (1 N/A)	50% Yes (4) 25% Many (2) 25% Need Impv (2)	66.7% Yes (4) 33.3% Many (2) (1 N/A)	85.7% Yes (6) 14.3% Many (1)



# FY2022 Individual Quality Review Northwest Region Report Findings by Area

## INDIVIDUAL SERVICE PLANNING

Question	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	FY2021 (sample=7)	FY2022 (sample=7)
159. Does the person have an ISP that addresses live, work/learn, fun/relationships and health/other that correlates with the person's desires and capabilities, in accordance with DOH Regulations? CPRQ141 '17IQR#7o, '18IQR168	100% Yes (9)	63% Yes (5) 25% Many (2) 13% Needs Impv (1)	100% Yes (8)	87.5% Yes (7) 12.5% Many (1)	100% Yes (7)	100% Yes (7)
160. Does the person have an ISP that contains a complete Vision Section that is based on a long-term view? CPRQ142 '17IQR#7a, '18IQR169	67% Yes (6) 33% Partial (3)	38% Yes (3) 38% Many (3) 25% Needs Impv (1)	100% Yes (8)	25% Yes (2) 75% Many (6)	57.1% Yes (4) 42.9% Many (3)	85.7% Yes (6) 14.3% No (1)
161. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a, '18IQR170	44% Yes (4) 56% Partial (5)	63% Yes (5) 25% Many (2) 13% Needs Impv (1)	88% Yes (7) 13% Many (1)	100% Yes (8)	85.7% Yes (6) 14.3% Many (1)	85.7% Yes (6) 14.3% Many (1)
162. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f, '18IQR171	78% Yes (7) 22% Partial (2)	100% Yes (8)	75% Yes (6) 25% Many (2)	75% Yes (6) 25% Many (2)	100% Yes (7)	71.4% Yes (5) 28.6% Many (2)
163. Is the person integrated into the community? CPRQ145; '17IQR#29g, '18IQR172	56% Yes (5) 33% Partial (3) 11% No (1)	13% Yes (1) 38% Many (3) 38% Needs Impv (3) 13% No (1)	63% Yes (5) 38% Many (3)	62.5% Yes (5) 37.5% Many (3)	57.1% Yes (4) 42.9% Many (3)	57.1% Yes (4) 28.6% Many (2) 14.3% Needs Impv (1)
164. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36, '18IQR174	0% Yes 100% Partial (9)	0% Yes 63% Many (2) 38% Needs Impv (1)	0% Yes 100% Many (8)	0% Yes 87.5% Many (7) 12.5% Need Impv (1)	0% Yes 100% Many (7)	0% Yes 100% Many (7)

**Thank you!**

**Lundy Tvedt**  
**DHI IQR Supervisor**  
**Lundy.Tvedt@state.nm.us**  
**Phone: 505/231-9047**