



**2019 Individual Quality Review
Statewide Report**

2019 Individual Quality Review Statewide Findings

FINAL: August 27, 2020



2019 Individual Quality Review Statewide Report

Class Members:

244 (at the end 2018 IQR there were 244 JCM's, start of 2019 IQR year there were 233; 2019 ended with 230 JCM's).

Number in Sample:

87 in sample (37%)
(83 DDW and 4 Mi Via)

Number of Agencies in the Sample:

Independent Case Management:	14
State Agency Case Management (SE and NE Regional Offices):	2
Employment/Day Agencies:	38
Residential Agencies:	38
Mi Via Wavier: (Not included in scores)	4



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Class Members with Immediate or Special Needs

Individuals found to Need Immediate Attention: 40 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. (46% of sample)

Individuals Found Who Did Not Need Immediate Attention: 47 People (54% of sample)

Individuals Needing Special Attention: 42 People

Individuals for whom issues have been identified that, if not effectively addressed, are likely to become an urgent health and safety concern (48% of sample)

Individuals Who Did Not Need Special Attention: 45 People (52% of sample)

Incident Reports were filed for 6 People

In 2018, thirty people required Immediate Attention (34%) and thirty-eight people required Special Attention (44%). (87 people in sample)

In 2017, nineteen people required Immediate Attention (29%) and twenty-three people required Special Attention (35%). (65 people in sample)

In 2016, four people required Immediate Attention (4%) and thirteen people required Special Attention (14%). One IR was filed. (93 people in sample)

In 2015, eleven people required Immediate Attention (11%) and twenty-seven people required Special Attention (27%). Two IRs were filed. (97 people in sample)

In 2014, twelve people required Immediate Attention (12%) and fourteen people required Special Attention (14%). Six IRs were filed. (97 people in 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 sample)

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

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

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



2019 Individual Quality Review Statewide Report

Findings by Area

Note: Questions not numbers are left for historical perspective as these were removed from the 2019 IQR process

CASE MANAGEMENT

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
24. Does the case manager "know" the person? CPRQ26; '17IQR#8c	93% Yes (90) 6% Partial (6) 1% No (1)	95% Yes (91) 5% Partial (5)	88% Yes (79) 11% Partial (10) 1% No (1)	79% Yes (49) 19% Many (12) 2% Need Impv (1)	88% Yes (72) 9% Many (7) 4% Needs Impv (3)	82% Yes (68) 17% Many (14) 1% Needs Impv (1)
25. Does the case manager understand his/her role/job? CPRQ27 '17IQR#16	48% Yes (47) 52% Partial (50)	56% Yes (54) 44% Partial (42)	56% Yes (50) 44% Partial (40)	3% Yes (2) 55% Many (34) 42% Need Impv (26)	33% Yes (27) 45% Many (37) 22% Needs Impv (18)	25% Yes (21) 57% Many (47) 18% Needs Impv (15)
Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person? CPRQ28; '18IQR#26; '19IQR question removed	79% Yes (77) 21% Partial (20)	86% Yes (83) 14% Partial (13)	82% Yes (74) 18% Partial (16)		76% Yes (62) 17% Many (14) 7% Needs Impv (6)	
26. Is the case manager available to the person? CPRQ29; '17IQR#16a; '18IQR#27	80% Yes (78) 20% Partial (19)	82% Yes (79) 18% Partial (17)	78% Yes (70) 22% Partial (20)	74% Yes (45) 13% Many (8) 13% Need Impv (8) (1 N/A)	72% Yes (59) 26% Many (21) 2% Needs Impv (2)	86.7% Yes (72) 13.3% Many (11)
27. Was the case manager able to describe the person's health related needs? CPRQ30; '18IQR#28	63% Yes (61) 37% Partial (36)	66% Yes (63) 34% Partial (33)	78% Yes (70) 22% Partial (20)		63% Yes (52) 27% Many (22) 10% Needs Impv (8)	43.4% Yes (36) 47% Many (39) 9.6% Needs Impv (8)
28. Does the case manager have an appropriate expectation of growth for this person? CPRQ31; '18IQR29	51% Yes (49) 48% Partial (47) 1% No (1)	57% Yes (55) 39% Partial (37) 4% No (4)	67% Yes (60) 31% Partial (28) 2% No (2)		76% Yes (62) 20% Many (16) 4% Needs Impv (3) 1% No (1)	89.2% Yes (74) 10.8% Many (9)



2019 Individual Quality Review Statewide Report Findings by Area

CASE MANAGEMENT (continued)

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
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; '18IQR#30	30% Yes (29) 69% Partial (67) 1% No (1)	33% Yes (32) 65% Partial (62) 2% No (2)	21% Yes (19) 79% Partial (71)	5% Yes (3) 29% Man (18) 48% Need Impv (30) 18% No (11)	23% Yes (19) 38% Many (31) 39% Needs Impv (32)	20.5% Yes (17) 61.4% Many (51) 18.1% Needs Impv (15)
30. Does the case manager provide case management services at the level needed by this person? CPRQ33; '17IQR#16c; '18IQR#31	39% Yes (38) 60% Partial (58) 1% No (1)	44% Yes (42) 55% Partial (53) 1% No (1)	42% Yes (38) 57% Partial (51) 1% No (1)	26% Yes (16) 34% Many (21) 40% Need Impv (25)	29% Yes (24) 48% Many (39) 23% Needs Impv (19)	24.1% Yes (20) 62.7% Many (52) 13.3% Needs Impv (11)
Does the case manager receive the type and level of support needed to do his/her job? CPRQ34; '18IQR#32; '19IQR question removed	87% Yes (84) 13% Partial (13)	88% Yes (84) 13% Partial (12)	86% Yes (77) 14% Partial (13)		76% Yes (62) 21% Many (17) 4% Needs Impv (3)	



2019 Individual Quality Review Statewide Report Findings by Area

EMPLOYMENT AND DAY

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
31. Does the direct services staff "know" the person? CPRQ35; '17IQR#8a; '18IQR#33	96% Yes (91) 4% Partial (4) (2 not scored)	87% Yes (82) 13% Partial (12) (2 not scored)	97% Yes (84) 3% Partial (3) (3 not scored)	83% Yes (50) 10% Many (6) 7% Need Impv (4) (2 N/A)	95% Yes (75) 4% Many (3) 1% Needs Impv (1) (3 not scored)	88.9% Yes (72) 9.9% Many (8) 1.2% Needs Impv (1)
32. Does the direct service staff have input into the person's ISP? CPRQ36; '18IQR#34	69% Yes (64) 29% Partial (27) 2% No (2) (4 not scored)	84% Yes (79) 14% Partial (13) 2% No (2) (2 not scored)	80% Yes (70) 18% Partial (16) 1% No (1) (3 not scored)		72% Yes (57) 16% Many (13) 8% Needs Impv (6) 4% No (3) (3 not scored)	67.9% Yes (55) 28.4% Many (23) 1.2% Needs Impv (1) 2.5% No (2) (2 not scored)
33. Did the direct service staff receive training on implementing this person's ISP? CPRQ37; '18IR#35	80% Yes (75) 20% Partial (19) (3 not scored)	83% Yes (78) 16% Partial (15) 1% No (1) (2 not scored)	90% Yes (78) 10% Partial (9) (3 not scored)		75% Yes (59) 18% Many (14) 8% Needs Impv (6) (3 not scored)	54.3% Yes (44) 35.8% Many (29) 9.9% Needs Impv (8) (2 not scored)
34. Was the direct service staff able to describe this person's health-related needs? CPRQ38; '18IQR#36	61% Yes (58) 39% Partial (37) (2 not scored)	48% Yes (45) 51% Partial (48) 1% No (1) (2 not scored)	76% Yes (66) 24% Partial (21) (3 not scored)		54% Yes (43) 30% Many (24) 14% Needs Impv (11) 1% No (1) (3 not scored)	45.6% Yes (37) 34.6% Many (28) 19.8% Needs Impv (16) (2 not scored)
35. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39; '18IQR#37	78% Yes (74) 22% Partial (21) (2 not scored)	72% Yes (68) 28% Partial (26) (2 not scored)	90% Yes (78) 10% Partial (9) (3 not scored)		66% Yes (52) 28% Many (22) 6% Needs Impv (5) (3 not scored)	54.3% Yes (44) 42% Many (34) 3.7% Needs Impv (3) (2 not scored)
35a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ39a; '18IQR#37a	86% Yes (82) 14% Partial (13) (2 not scored)	95% Yes (89) 5% Partial (5) (2 not scored)	95% Yes (83) 5% Partial (4) (3 not scored)		89% Yes (70) 10% Many (8) 1% No (1) (3 not scored)	87.7% Yes (71) 8.6% Many (7) 3.7% Needs Impv (3) (2 not scored)



2019 Individual Quality Review Statewide Report Findings by Area

EMPLOYMENT AND DAY (continued)

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
35b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ39b; '18IQR#37b	86% Yes (81) 13% Partial (12) 1% No (1) (3 not scored)	76% Yes (71) 23% Partial (22) 1% No (1) (2 not scored)	91% Yes (79) 9% Partial (8) (3 not scored)		68% Yes (54) 18% Many (14) 14% Needs Impv (11) (3 not scored)	56.8% Yes (46) 34.6% Many (28) 8.6% Needs Impv (7) (2 not scored)
Did the direct service staff have training in the ISP process? CPRQ40; '18IQR#38; '19IQR question removed	66% Yes (61) 32% Partial (30) 2% No (2) (4 not scored)	74% Yes (70) 22% Partial (21) 3% No (3) (2 not scored)	79% Yes (69) 21% Partial (18) (3 not scored)		65% Yes (51) 16% Many (13) 13% Needs Impv (10) 6% No (5) (3 not scored)	
36. Did the direct service staff have training on how to report abuse, neglect and exploitation? CPRQ41; '18IQR#39; '19 question modified	80% Yes (76) 20% Partial (19) (2 not scored)	79% Yes (74) 20% Partial (19) 1% No (1) (2 not scored)	76% Yes (66) 24% Partial (21) (3 not scored)		87% Yes (69) 11% Many (9) 1% No (1) (3 not scored)	93.8% Yes (76) 2.5% Many (2) 1.2% Needs Impv (1) 2.5% No (2) (2 not scored)
37. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42; '18IQR#40	63% Yes (60) 35% Partial (33) 2% No (2) (2 not scored)	74% Yes (70) 21% Partial (20) 4% No (4) (2 not scored)	71% Yes (62) 26% Partial (23) 2% No (2) (3 not scored)		76% Yes (60) 16% Many (13) 5% Needs Impv (4) 3% No (2) (3 not scored)	73.8% Yes (59) 16.2% Many (13) 6.2% Needs Impv (5) 3.8% No (3) (1 CND) (2 not scored)
38. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43; '18IQR#41	92% Yes (87) 8% Partial (8) (2 not scored)	95% Yes (89) 5% Partial (5) (2 not scored)	94% Yes (78) 6% Partial (5) (4 CND) (3 not scored)		92% Yes (73) 8% Many (6) (3 not scored)	87.5% Yes (56) 6.25% Many (4) 6.25% Needs Impv (4) (17 CND) (2 not scored)



2019 Individual Quality Review Statewide Report Findings by Area

RESIDENTIAL

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
39. Does the residential direct services staff "know" the person? CPRQ44; '17IQR#8b; '18IQR#42	98% Yes (95) 2% Partial (2)	92% Yes (88) 8% Partial (8)	96% Yes (86) 4% Partial (4)	89% Yes (54) 3% Many (2) 8% Need Impv (5) (1 CND)	95% Yes (78) 2% Many (2) 2% Needs Impv (2)	85.5% Yes (71) 13.3% Many (11) 1.2% Needs Impv (1)
40. Does the direct service staff have input into the person's ISP? CPRQ45; '18IQR#43	74% Yes (71) 24% Partial (23) 2% No (2) (1 not scored)	89% Yes (85) 10% Partial (10) 1% No (1)	84% Yes (76) 16% Partial (14)		79% Yes (65) 11% Many (9) 5% Needs Impv (4) 5% No (4)	78.4% Yes (65) 9.6% Many (8) 1.2% Needs Impv (1) 10.8% No (9)
41. Did the direct service staff receive training on implementing this person's ISP? CPRQ46; '18IQR#44	88% Yes (84) 13% Partial (12) (1 not scored)	89% Yes (85) 11% Partial (11)	91% Yes (82) 8% Partial (7) 1% No (1)		79% Yes (65) 16% Many (13) 5% Needs Impv (4)	57.8% Yes (48) 32.5% Many (27) 9.7% Needs Impv (8)
42. Is the residence safe for individuals (void of hazards)? CPRQ47; '18IQR#45	93% Yes (90) 7% No (7)	99% Yes (95) 1% No (1)	89% Yes (80) 11% No (10)		87% Yes (71) 10% Many (8) 4% Needs Impv (3)	86.5% Yes (64) 10.8% Many (8) 2.7% Needs Impv (2) (9 CND)
43. Was the residential direct service staff able to describe this person's health-related needs? CPRQ48; '18IQR#46	58% Yes (56) 41% Partial (40) 1% No (1)	60% Yes (58) 39% Partial (37) 1% No (1)	79% Yes (71) 21% Partial (19)		59% Yes (48) 35% Many (29) 6% Needs Impv (5)	44.6% Yes (37) 44.6% Many (37) 10.8% Needs Impv (9)
44. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49; '18IQR#47	81% Yes (79) 19% Partial (18)	84% Yes (81) 16% Partial (15)	88% Yes (79) 12% Partial (11)		73% Yes (60) 26% Many (21) 1% Needs Impv (1)	56.6% Yes (47) 37.4% Many (31) 6% Needs Improv (5)
44a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ49a; '18IQR#47a	94% Yes (90) 6% Partial (6) (1 not scored)	96% Yes (92) 4% Partial (4)	99% Yes (89) 1% Partial (1)		94% Yes (77) 6% Many (5)	81.9% Yes (68) 14.5% Many (12) 2.4% Needs Impv (2) 1.2% No (1)



2019 Individual Quality Review Statewide Report Findings by Area

RESIDENTIAL (continued)

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
44b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ49b; '18IQR#47b	83% Yes (80) 16% Partial (15) 1% No (1) (1 not scored)	86% Yes (83) 14% Partial (13)	87% Yes (78) 12% Partial (11) 1% No (1)		72% Yes (59) 26% Many (21) 1% Needs Impv (1) 1% No (1)	59% Yes (49) 32.5% Many (27) 7.3% Needs Impv (6) 1.2% No (1)
Did the residential direct service staff have training in the ISP process? CPRQ50; '19IQR question removed	72% Yes (68) 25% Partial (24) 3% No (3) (2 not scored)	79% Yes (76) 17% Partial (16) 4% No (4)	79% Yes (71) 19% Partial (17) 2% No (2)		63% Yes (52) 21% Many (17) 9% Needs Impv (7) 7% No (6)	
45. Did the direct service staff have training on how to report abuse, neglect and exploitation? CPRQ51; '18IQR#49; '19IQR question modified	87% Yes (84) 13% Partial (13)	78% Yes (75) 21% Partial (20) 1% No (1)	80% Yes (72) 20% Partial (18)		96% Yes (79) 1% Many (1) 1% Needs Impv (1) 1% No (1)	92.8% Yes (77) 3.6% Many (3) 3.6% No (3)
46. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52; '18IQR#50	60% Yes (58) 36% Partial (35) 4% No (4)	66% Yes (63) 31% Partial (30) 3% No (3)	80% Yes (72) 18% Partial (16) 2% No (2)		77% Yes (63) 16% Many (13) 4% Needs Impv (3) 4% No (3)	81.7% Yes (67) 9.8% Many (8) 6.1% Needs Impv (5) 2.4% No (2) (1 CND)
47. Does the person's residential environment offer a minimal level of quality of life? CPRQ53; '18IQR#51	86% Yes (83) 13% Partial (13) 1% No (1)	88% Yes (84) 13% Partial (12)	88% Yes (79) 12% Partial (11)		82% Yes (67) 15% Many (12) 4% Needs Impv (3)	80.6% Yes (58) 15.3% Many (11) 4.1% Needs Impv (3) (11 CND)



2019 Individual Quality Review Statewide Report Findings by Area

HEALTH

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
48. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b; '18IQR#52	31% Yes (30) 69% Partial (67)	33% Yes (31) 67% Partial (64) (1 not scored)	59% Yes (53) 41% Partial (37)	66% Yes (41) 24% Many (15) 8% Need Impv (5) 2% No (1)	33% Yes (27) 60% Many (49) 7% Needs Impv (6)	24.1% Yes (20) 63.9% Many (53) 12% Needs Impv (10)
49. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21; '18IQR#53	53% Yes (51) 47% Partial (46)	47% Yes (45) 53% Partial (50) (1 not scored)	38% Yes (34) 62% Partial (56)	18% Yes (11) 66% Many (41) 16% Need Impv (10)	33% Yes (27) 44% Many (36) 23% Needs Impv (19)	36.1% Yes (30) 45.8% Many (38) 18.1% Needs Impv (15)
50. Was the eChat updated timely? '17IQR#18g; '18IQR#54				40% Yes (25) 27% Many (17) 29% Need Impv (18) 3% No (2)	48% Yes (39) 20% Many (16) 23% Needs Impv (19) 10% No (8)	15.7% Yes (13) 71.1% Many (59) 10.8% Needs Impv (9) 2.4% No (2)
50a. Is the eCHAT updated timely with the ISP and after changes in condition? '19IQR question expanded						63.9% Yes (53) 16.9% Many (14) 13.2% Needs Impv (11) 6% No (5)
50b. Is the eCHAT complete? '19IQR question expanded						33.8% Yes (28) 55.4% Many (46) 9.6% Needs Impv (8) 1.2% No (1)
50c. Is the eCHAT accurate? '19IQR question expanded						34.9% Yes (29) 42.2% Many (35) 19.3% Needs Impv (16) 3.6% No (3)



2019 Individual Quality Review Statewide Report Findings by Area

HEALTH (continued)

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=82)	2018 (sample=82)	2019 (sample=83)
51. Are all of the individual's needed medical treatments, including routine, scheduled, and chronic needs, timely received? 17IQR#19; '18IQR#55 & 56				23% Yes (14) 48% Many (30) 29% Need Impv (18)	30% Yes (25) 50% Many (41) 17% Needs Impv (14) 2% No (2)	35% Yes (29) 56.6% Many (47) 8.4% Needs Impv (7)
Does the individual receive routine/scheduled medical treatment? 17IQR#19a; '18IQR#55 & 56; '19IQR#51				61% Yes (37) 20% Many (12) 18% Need Impv (11) 2% No (1) (1 CND)	51% Yes (42) 34% Many (28) 15% Needs Impv (12)	
52: Has the individual received all age and gender appropriate health screenings and immunizations in accordance with National Best Practice and/or as recommended by his/her PCP or other healthcare professionals? '17IQR#18a; '18IQR#64				29% Yes (18) 42% Many (26) 23% Need Impv (14) 6% No (4)	24% Yes (20) 56% Many (46) 16% Many (13) 4% No (3)	22.9% Yes (19) 56.6% Many (47) 18.1% Needs Impv (15) 2.4% No (2)
53. Does the individual receive medication as prescribed? 17IQR#19e; '18IQR#57				70% Yes (42) 8% Many (5) 20% Need Impv (12) 2% No (1)	48% Yes (39) 30% Many (25) 21% Needs Impv (17) 1% No (1)	33.8% Yes (28) 30.1% Many (25) 36.1% Needs Impv (30)
54. Are nursing services provided as needed by the individual? 17IQR#20; '18IQR#59				8% Yes (5) 47% Many (29) 45% Need Impv (28)	29% Yes (24) 35% Many (29) 33% Needs Impv (27) 2% No (2)	12% Yes (10) 49.4% Many (41) 38.6% Needs Impv (32)
55. Is the CARMP consistent with recommendations in other health care documents? '17IQR#21f; '18IQR#60; '19IQR question modified				71% Yes (37) 6% Many (3) 21% Needs Imp (11) 2% No (1) (7 N/A, 3 CND)	38% Yes (27) 43% Many (31) 14% Need Impv (10) 6% No (4) (10 N/A)	28.4% Yes (21) 41.8% Many (31) 28.4% Needs Impv (21) 1.4% No (1) (9 N/A)



2019 Individual Quality Review Statewide Report Findings by Area

HEALTH (continued)

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=82)	2018 (sample=82)	2019 (sample=83)
56. Is the CARMP consistently implemented as intended? '18IQR#61					61% Yes (43) 26% Many (18) 11% Needs Impv (8) 1% No (1) (10 N/A, 2 CND)	57.5% Yes (42) 32.9% Many (24) 8.2% Needs Impv (6) 1.4% No (1) (9 N/A) (1 CND)
57. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19; '18IQR#62	24% Yes (23) 76% Partial (74)	17% Yes (16) 80% Partial (76) 3% No (3) (1 not scored)	18% Yes (16) 82% Partial (74)		61% Yes (43) 26% Many (18) 11% Needs Impv (8) 1% No (1) (10 N/A, 2 CND)	10.8% Yes (9) 83.2% Many (69) 6% Needs Impv (5)
57a: Are assessment recommendations followed up on in a timely way?						37.4% Yes (31) 53% Many (44) 9.6% Needs Imprv (8)
57b: Were needed equipment/communication devices delivered timely?						67.6% Yes (50) 24.3% Many (18) 6.8% Needs Imprv (5) 1.4% No (1) (9 N/A)
57c: Were medical specialist appointments attended timely?						57.8% Yes (48) 32.5% Many (27) 6% Needs Impv (5) 3.6% No (3)



2019 Individual Quality Review Statewide Report Findings by Area

HEALTH (continued)

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=82)	2018 (sample=82)	2019 (sample=83)
57d: Were changes in personal condition, if any, responded to timely?						73.8% Yes (56) 22.4% Many (17) 3.9% Needs Impv (3) (7 N/A)
57e: Were Health Care Plans available, accurate and consistently implemented?						26.2% Yes (21) 43.8% Many (35) 28.7% Needs Impv (23) 1.2% No (1) (3 N/A)
Does my nurse provide oversight of health needs (i.e. weight records, vitals, lab reports, PRN medication use, seizure records) in order to ensure accuracy, identify and respond to new issues? '17IQR#20b; '18IQR#58; '19IQR question removed				31% Yes (19) 18% Many (11) 50% Need Impv (31) 2% No (1)	17% Yes (14) 35% Many (29) 45% Needs Impv (37) 2% No (2)	



2019 Individual Quality Review Statewide Report Findings by Area

ASSESSMENTS

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
58. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18; '19IQR#65	25% Yes (24) 74% Partial (72) 1% No (1)	42% Yes(40) 57% Partial (54) 1% No (1) (1 not scored)	28% Yes (25) 72% Partial (65)	10% Yes (6) 56% Many (35) 34% Need Impv (21)	21% Yes (17) 66% Many (54) 12% Needs Impv (10) 1% No (1)	41% Yes (34) 51.8% Many (43) 7.2% Needs Impv (6)
59. Are the assessments adequate for planning? CPRQ59; '17IQR#4f; '18IQR#66	41% Yes (40) 57% Partial (55) 2% No (2)	29% Yes(28) 68% Partial (65) 2% No (2) (1 not scored)	14% Yes (13) 84% Partial (76) 1% No (1)	13% Yes (8) 58% Many (36) 29% Need Impv (18)	12% Yes (10) 49% Many (40) 38% Needs Impv (31) 1% No (1)	8.4% Yes (7) 78.3% Many (65) 13.3% Needs Impv (11)
59a: Were assessments provided timely?						10.8% Yes (9) 71.1% Many (59) 18.1% Needs Impv (15)
59b: Did assessments contain accurate information? '19IQR question						21.7% Yes (18) 66.3% Many (55) 12% Needs Impv (10)
59c: Did assessments contain information adequate to guide planning?						9.6% Yes (8) 63.9% Many (53) 25.3% Needs Impv (21) 1.2% No (1)
59d: Did assessments contain recommendations?						47% Yes (39) 42.2% Many (35) 9.6% Needs Impv (8) 1.2% No (1)
60. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5; '18IQR#67	40% Yes (39) 57% Partial (55) 3% No (3)	31% Yes (29) 61% Partial (58) 8% No (8) (1 not scored)	27% Yes (24) 69% Partial (62) 4% No (4)	23% Yes (14) 44% Many (27) 34% Need Impv (21)	24% Yes (20) 41% Many (34) 23% Needs Impv (19) 11% No (9)	33.7% Yes (28) 51.8% Many (43) 13.3% Needs Impv (11) 1.2% No (1)
61. For medical, clinical or health related rec's, has a DCF been completed if the individual and/or their guardian/health care decision maker have decided not to follow all or part of an order, rec, or suggestion? '17IQR#5c; '19IQR#68				31% Yes (11) 11% Many (4) 23% Need Impv (8) 34% No (12) (27 N/A)	38% Yes (19) 16% Many (8) 12% Needs Impv (6) 34% No (17) (32 N/A)	45.3% Yes (24) 18.8% Many (10) 17% Needs Impv (9) 18.9% No (10) (30 N/A)



2019 Individual Quality Review Statewide Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
62. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9; '18IQR#69	100% Yes (97)	100% Yes (95) (1 not scored)	100% Yes (90)	87% Yes (53) 8% Many (5) 5% Need Impv (3) (1 N/A)	100% Yes (82)	100% Yes (83)
63. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3; '18IQR#70	44% Yes (43) 56% Partial (54)	56% Yes (53) 44% Partial (42) (1 not scored)	54% Yes (48) 45% Partial (40) 1% No (1) (1 N/A)	39% Yes (24) 37% Many (23) 24% Need Impv (15)	40% Yes (33) 50% Many (41) 9% Needs Impv (7) 1% No (1)	53% Yes (44) 43.4% Many (36) 2.4% Needs Impv (2) 1.2% No (1)
64. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP? CPRQ63; '17IQR#3d; '18IQR#71	36% Yes (28) 56% Partial (44) 8% No (6) (19 N/A)	45% Yes (34) 32% Partial (30) 12% No (11) (20 N/A) (1 not scored)	41% Yes (28) 47% Partial (32) 12% No (8) (22 N/A)	52% Yes (25) 10% Many (5) 19% Need Impv (9) 19% No (9) (14 N/A)	45% Yes (29) 30% Many (19) 13% Needs Impv (8) 13% No (8) (18 N/A)	41.8% Yes (23) 36.4% Many (20) 14.5% Needs Impv (8) 7.3% No (4) (N/A 28)
65. Does my ISP contain current and accurate information? '17IQR#6; '18IQR#72				18% Yes (11) 35% Many (22) 47% Need Impv (29)	22% Yes (18) 49% Many (40) 29% Needs Impv (24)	16.9% Yes (14) 56.6% Many (47) 24.1% Needs Impv (20) 2.4% No (2)
66. Overall, does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b; '18IQR#73	48% Yes (47) 48% Partial (47) 3% No (3)	45% Yes (43) 49% Partial (47) 5% No (5) (1 not scored)	56% Yes (50) 44% Partial (40)	53% Yes (33) 15% Many (9) 31% Needs Impv (19) 2% No (1)	48% Yes (39) 27% Many (22) 21% Needs Impv (17) 5% No (4)	63.9% Yes (53) 22.9% Many (19) 9.6% Needs Impv (8) 3.6% No (3)
67. Overall, does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c; '18IQR#74	61% Yes (59) 36% Partial (35) 3% No (3)	46% Yes (44) 52% Partial (49) 2% No (2) (1 not scored)	52% Yes (47) 46% Partial (41) 2% No (2)	45% Yes (28) 21% Many (13) 29% Need Impv (18) 5% No (3)	57% Yes (47) 17% Many (14) 18% Needs Impv (15) 7% No (6)	67.5% Yes (56) 24.1% Many (20) 8.4% Needs Impv (7)
68. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a; '18IQR75				18% Yes (11) 21% Many (13) 47% Need Impv (29) 15% No (9)	15% Yes (12) 27% Many (22) 39% Needs Impv (32) 20% No (16)	18.1% Yes (15) 34.9% Many (29) 37.4% Needs Impv (31) 9.6% No (8)



2019 Individual Quality Review Statewide Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
69. Does the data kept identify what the person does so a determination regarding progress/lack of progress? '17IQR#12b; '18IQR#76				7% Yes (4) 10% Many (6) 49% Need Impv (30) 34% No (21) (1 N/A)	12% Yes (10) 17% Many (14) 28% Needs Impv (23) 43% No (35)	19.3% Yes (16) 28.9% Many (24) 33.7% Needs Impv (28) 18.1% No (15)
70. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12cl '18IQR#77				13% Yes (8) 16% Many (10) 45% Need Impv (28) 26% No (16)	9% Yes (7) 26% Many (21) 38% Needs Impv (31) 28% No (23)	22.9% Yes (19) 22.9% Many (19) 34.9% Needs Impv (29) 19.3% No (16)
71. If the person is not successful in achieving actions steps, has the team tried to determine why, and change their approach if needed? '17IQR#12d; '18IQR#78				15% Yes (8) 6% Many (3) 57% Need Impv (30) 23% No (12) (8 N/A, 1 CND)	39% Yes (27) 11% Many (8) 20% Needs Impv (14) 30% No (21) (12 N/A)	27.3% Yes (18) 25.8% Many (17) 21.2% Needs Impv (14) 25.7% No (17) (17 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#12e; '18IQR#79				17% Yes (7) 7% Many (3) 48% Need Impv (20) 29% No (12) (18 N/A, 2 CND)	15% Yes (10) 10% Many (7) 22% Needs Impv (15) 53% No (36) (14 N/A)	29% Yes (18) 27.4% Many (17) 21% Needs Impv (13) 22.6% No (14) (21 N/A)
73. Has the person made measurable progress on actions steps during this past year?'17IQR#13b; '18IQR#80				2% Yes (1) 16% Many (10) 60% Need Impv (37) 23% No (14)	6% Yes (5) 23% Many (19) 37% Needs Impv (30) 34% No (28)	12% Yes (10) 28.9% Many (24) 33.7% Needs Impv (28) 25.4% No (21)
74. Overall, do the outcomes in the ISP include criteria by which the team can determine when the outcome(s) have been achieved? CPRQ67; '17IQR#7e; '18IQR#81	43% Yes (42) 57% Partial (55)	38% Yes (36) 58% Partial (55) 4% No (4) (1 not scored)	29% Yes (26) 57% Partial (51) 14% No (13)	31% Yes (19) 8% Many (5) 47% Need Impv (29) 15% No (9)	26% Yes (21) 21% Many (17) 34% Needs Impv (28) 20% No (16)	48.2% Yes (40) 21.7% Many (18) 18.2% Needs Impv (15) 12% No (10)



2019 Individual Quality Review Statewide Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
75. Overall, are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d; '18IQR#82	69% Yes (67) 30% Partial (29) 1% No (1)	69% Yes (66) 28% Partial (27) 2% No (2) (1 not scored)	66% Yes (59) 33% Partial (30) 1% No (1)	45% Yes (28) 11% Many (7) 42% Needs Impv (26) 2% No (1)	77% Yes (63) 12% Many (10) 9% Needs Impv (7) 2% No (2)	74.7% Yes (62) 15.7% Many (13) 6% Needs Impv (5) 3.6% No (3)
76. Do the ISP outcomes and related action plans and teaching strategies address the person's major needs as identified in the Personal Challenges and Obstacles That Need to be Addressed In Order to Achieve the Desired Outcomes section of the ISP/Action plans. CPRQ69; '17IQR#7g; '18IQR#83; '19IQR wording changed:	60% Yes (58) 36% Partial (35) 4% No (4)	39% Yes (37) 57% Partial (54) 4% No (4) (1 not scored)	53% Yes (48) 42% Partial (38) 4% No (4)	32% Yes (20) 27% Many (17) 39% Need Impv (24) 2% No (1)	55% Yes (45) 26% Many (21) 16% Needs Impv (13) 4% No (3)	53% Yes (44) 36.1% Many (30) 6% Needs Impv (5) 4.9% No (4)
77. Overall, are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i; '18IQR#84	40% Yes (39) 52% Partial (50) 8% No (8)	36% Yes (34) 55% Partial (52) 9% No (8) (1 N/A) (1 not scored)	23% Yes (21) 73% Partial (66) 3% No (3)	15% Yes (9) 25% Many (15) 52% Need Impv (32) 8% No (5) (1 N/A)	22% Yes (18) 26% Many (21) 39% Needs Impv (32) 13% No (11)	28.9% Yes (24) 39.8% Many (33) 25.3% Needs Impv (21) 6% No (5)
78. Overall, are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m; '18IQR#85	34% Yes (32) 59% Partial (56) 7% No (7) (2 N/A)	31% Yes (29) 59% Partial (55) 10% No (9) (2 N/A) (1 not scored)	28% Yes (25) 57% Partial (51) 16% No (14)	16% Yes (10) 25% Many (15) 46% Need Impv (28) 13% No (8) (1 N/A)	24% Yes (20) 22% Many (18) 34% Needs Impv (28) 20% No (16)	28.9% Yes (24) 33.7% Many (28) 21.7% Needs Impv (18) 15.7% No (13)
79. Has the person made measurable progress in therapy this year? '17IQR#13a; '18IQR#86				11% Yes (7) 28% Many (17) 54% Need Impv (33) 7% No (4) (1 N/A)	22% Yes (18) 21% Many (17) 41% Needs Impv (34) 16% No (13)	8.6% Yes (7) 43.2% Many (35) 42% Needs Impv (34) 6.2% No (5) (2 N/A)
80. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c; '18IQR#87	78% Yes (74) 21% Partial (20) 1% No (1) (2 N/A)	80% Yes (75) 18% Partial (17) 2% No (2) (1 N/A) (1 not scored)	66% Yes (57) 33% Partial (29) 1% No (1) (3 N/A)	47% Yes (29) 24% Many (15) 27% Need Imp (17) 2% No (1)	54% Yes (44) 27% Many (22) 17% Needs Impv (14) 2% No (2)	39.8% Yes (33) 41% Many (34) 15.7% Needs Impv (13) 3.5% No (3)



2019 Individual Quality Review Statewide Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
81. Does the ISP contain information regarding primary health (medical) care? CPRQ74; '18IQR#88	93% Yes (90) 7% Partial (7)	85% Yes (81) 15% Partial (14) (1 not scored)	89% Yes (80) 11% Partial (10)		84% Yes (69) 12% Many (10) 2% Needs Impv (2) 1% No (1)	79.5% Yes (66) 14.5% Many (12) 6% Needs Impv (5)
81a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a; '18IQR#88a	96% Yes (93) 4% Partial (4)	96% Yes (91) 3% Partial (3) 1% No (1) (1 not scored)	94% Yes (85) 4% Partial (4) 1% No (1)		91% Yes (75) 4% Many (3) 5% No (4)	90.4% Yes (75) 6% Many (5) 1.2% Needs Impv(1) 2.4% No (2)
81b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b; '18IQR#88b	99% Yes (96) 1% Partial (1)	88% Yes (84) 6% Partial (6) 5% No (5) (1 not scored)	90% Yes (81) 9% Partial (8) 1% No (1)		94% Yes (77) 4% Many (3) 1% Needs Impv (1) 1% No (1)	88% Yes (73) 4.8% Many (4) 1.2% Needs Impv (1) 6% No (5)
82. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76; '18IQR#89	92% Yes (89) 8% Partial (8)	88% Yes (84%) 11% Partial (10) 1% No (1) (1 not scored)	91% Yes (82) 8% Partial (7) 1% No (1)		91% Yes (75) 6% Many (5) 2% No (2)	74.7% Yes (62) 13.3% Many (11) 6% Needs Impv (5) 6% No (5)
83. Based on the evidence, is adequate transportation available for the person? CPRQ75; '18IQR#90; '19IQR wording changed:	81% Yes (35) 12% Partial (5) 7% No (3) (54 N/A)	91% Yes (29) 6% Partial (2) 3% No (1) (63 N/A) (1 not scored)	64% Yes (16) 32% Partial (8) 4% No (1) (65 N/A)		71% Yes (58) 17% Many (14) 5% Needs Impv (4) 7% No (6)	92.8% Yes (77) 6% Many (5) 1.2% Needs Impv (1)
84. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a; '18IQR#91	44% Yes (41) 49% Partial (46) 6% No (6) (4 N/A)	53% Yes (46) 43% Partial (37) 5% No (4) (8 N/A) (1 not scored)	61% Yes (49) 34% Partial (27) 5% No (4) (10 N/A)	38% Yes (23) 26% Many (16) 30% Need Impv (18) 7% No (4) (1 N/A)	37% Yes (30) 39% Many (32) 16% Needs Impv (13) 5% No (4)	40.8% Yes (31) 46.1% Many (35) 9.2% Needs Impv (7) 3.9% No (3) (7 N/A)



2019 Individual Quality Review Statewide Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
85. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7; '18IQR#92	11% Yes (11) 89% Partial (86)	11% Yes (10) 89% Partial (85) (1 not scored)	12% Yes (11) 88% Partial (79)	0% Yes 27% Many (17) 73% Need Impv (45)	0% Yes 55% Many (45) 44% Needs Impv (36) 1% No (1)	1.2% Yes (1) 73.5% Many (61) 25.3% Needs Impv (21)
86. Is the ISP being implemented? (If 85 is "3") CPRQ79 '17IQR#12; '18IQR#93	73% Yes (8) 33% Partial (3) (86 N/A)	20% Yes (2) 80% Partial (8) (85 N/A) (1 not scored)	36% Yes (4) 64% Partial (7) (79 N/A)	3% Yes (2) 19% Many (12) 68% Need Impv (42) 10% No (6)	(82 N/A)	100% Yes (1) (82 N/A)
87a. Is the ISP being implemented? (If 85 is "0", "1", or "2") CPRQ80a '17IQR#12; '18IQR#94a	51% Yes (44) 49% Partial (42) (11 N/A)	32% Yes (27) 67% Partial (57) 1% No (1) (10 N/A) (1 not scored)	30% Yes (24) 70% Partial (55) (11 N/A)	3% Yes (2) 19% Many (12) 68% Need Impv (42) 10% No (6)	5% Yes (4) 52% Many (43) 37% Needs Impv (30) 6% No (5)	3.7% Yes (3) 62.2% Many (51) 30.5% Needs Impv (25) 3.6% No (3) (1 N/A)
87b. Are current services adequate to meet the person's needs? (If #85 is "0", "1", or "2") CPRQ80b '17IQR#11; '18IQR#94b	41% Yes (35) 58% Partial (50) 1% No (1) (11 N/A)	29% Yes (25) 69% Partial (59) 1% No (1) (10 N/A) (1 not scored)	14% Yes (11) 86% Partial (68) (11 N/A)	3% Yes (2) 53% Many (33) 44% Need Impv (27)	30% Yes (25) 41% Many (34) 27% Needs Impv (22) 1% No (1)	39% Yes (32) 37.8% Many (31) 23.2% Needs Impv (19) (1 N/A)
88. Overall, was the direct service staff trained on the implementation of this person's ISP? CPRQ81; '18IQR#95	73% Yes (71) 27% Partial (26)	74% Yes (70) 26% Partial (25) (1 not scored)	81% Yes (73) 19% Partial (17)		74% Yes (61) 18% Many (15) 7% Needs Impv (6)	47% Yes (39) 43.4% Many (36) 8.4% Needs Impv (7) 1.2% No (1)
89. Overall, were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82; '18IQR#96	69% Yes (67) 31% Partial (30)	66% Yes (63) 34% Partial (32) (1 not scored)	84% Yes (76) 16% Partial (14)		66% Yes (54) 32% Many (26) 2% Needs Impv (2)	48.2% Yes (40) 49.4% Many (41) 2.4% Needs Impv (2)
Overall, do the progress notes or other documentation in the record reflect the status of the outcomes and services of the key life areas stated in the ISP? CPRQ83; '19IQR question removed	25% Yes (24) 74% Yes (72) 1% No (1)	12% Yes (11) 83% Partial (79) 5% No (5) (1 not scored)	8% Yes (7) 88% Partial (79) 4% No (4)		4% Yes (3) 41% Many (34) 39% Needs Impv (32) 16% No (13)	



2019 Individual Quality Review Statewide Report Findings by Area

EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
90. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13; '18IQR#98	52% Yes (50) 47% Partial (45) 1% No (1) (1 CND)	46% Yes (44) 48% Partial (46) 5% No (5) (1 not scored)	42% Yes (38) 57% Partial (51) 1% No (1)	0% Yes 37% Many (23) 61% Need Impv (38) 2% No (1)	11% Yes (9) 57% Many (47) 28% Needs Impv (23) 4% No (3)	13.3% Yes (11) 45.8% Many (38) 38.6% Needs Impv (32) 2.3% No (2)
91. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d; '18IQR#99	30% Yes (29) 69% Partial (67) 1% No (1)	39% Yes (37) 61% Partial (58) (1 not scored)	51% Yes (46) 48% Partial (43) 1% No (1)	63% Yes (39) 23% Many (14) 13% Need Impv (8) 2% No (1)	56% Yes (46) 39% Many (32) 5% Needs Impv (4)	59% Yes (49) 36.2% Many (30) 4.8% Needs Impv (4)
92. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b; '18IQR#100	72% Yes (67) 25% Partial (23) 3% No (3) (4 CND)	87% Yes (80) 13% Partial (12) (3 CND) (1 not scored)	79% Yes (71) 19% Partial (17) 2% No (2)	69% Yes (42) 19% Many (12) 10% Need Impv (6) 2% No (1) (1 CND)	60% Yes (49) 27% Many (22) 10% Needs Impv (8) 4% No (3)	71.1% Yes (59) 26.5% Many (22) 1.2% Needs Impv (1) 1.2% No (1)
93. Is the person offered a range of opportunities for participation in each life area? CPRQ87; '18IQR#101	75% Yes (69) 25% Partial (23) (5 CND)	79% Yes (67) 20% Partial (17) 1% No (1) (10 CND) (1 not scored)	79% Yes (59) 20% Partial (15) 1% No (1) (15 CND)		62% Yes (51) 22% Many (18) 11% Needs Impv (9) 5% No (4)	75.9% Yes (63) 19.3% Many (16) 4.8% Needs Impv (4)
94. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30; '18IQR#102	77% Yes (27) 23% Partial (8) (62 CND)	76% Yes (25) 24% Partial (8) (62 CND) (1 not scored)	47% Yes (9) 53% Partial (10) (71 CND)	47% Yes (29) 44% Many (27) 10% Need Impv (6)	71% Yes (25) 20% Many (7) 6% Needs Impv (2) 3% No (1) (47 CND)	75% Yes (39) 21.2% Many (11) 3.8% Needs Impv (2) (31 CND)
94a. About where and with whom to live? CPRQ89; '17IQR#23c; '18IQR#102a	89% Yes (24) 7% Partial (2) 4% No (1) (70 CND)	78% Yes (18) 17% Partial (4) 4% No (1) (72 CND) (1 not scored)	70% Yes (7) 30% Partial (3) (80 CND)	50% Yes (3) 33% Need Impv (2) 17% No (1) (56 CND)	76% Yes (13) 6% Many (1) 6% Needs Impv (1) 12% No (2) (65 CND)	82.1% Yes (32) 10.3% Many (4) 5.1% Needs Impv (2) 2.5% No (1) (44 CND)



2019 Individual Quality Review Statewide Report Findings by Area

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

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
94b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d; '18IQR#102b	82% Yes (28) 18% Partial (6) (63 CND)	85% Yes (28) 12% Partial (4) 3% No (1) (62 CND) (1 not scored)	50% Yes (8) 50% Partial (8) (74 CND)	85% Yes (17) 5% Many(1) 10% Needs Impv (2) (42 CND)	58% Yes (26) 18% Many(7) 5% Need Impv (2) 8% No (3) (44 CND)	87.5% Yes (42) 8.3% Many (4) 4.2% Needs Impv (2) (35 CND)
94c. About where and with whom to socialize/spend leisure time? CPRQ91; '18IQR#102c	86% Yes (32) 14% Partial (5) (60 CND)	86% Yes(30) 9% Partial(3) 6% No (2) (60 CND) (1 not scored)	80% Yes (12) 20% Partial (3) (75 CND)		80% Yes (28) 17% Many(6) 3% Needs Impv (1) (47 CND)	86% Yes (43) 8% Many (4) 6% Needs Impv (3) (33 CND)
95. Does the evidence support that providers do not prevent the person from pursuing relationships ? CPRQ92; '17IQR#31f; '18IQR#103; '19IQR wording changed	98% Yes (90) 2% Partial (2) (4 CND)	97% Yes (88) 3% Partial (3) (4 CND) (1 not scored)	99% Yes (88) 1% Partial (1) (1 CND)	92% Yes (34) 8% Need Impv (3) (22 N/A, 3 CND)	95% Yes (78) 2% Many (2) 2% Needs Impv (2)	94% Yes (78) 6% Many (5)
96. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a; '18IQR#105	76% Yes (74) 24% Partial (23)	68% Yes (65) 32% Partial (30) (1 not scored)	66% Yes (59) 34% Partial (31)	55% Yes (34) 21% Many (13) 24% Need Impv (15)	78% Yes (64) 18% Many (15) 4% Needs Impv (3)	77.1% Yes (64) 21.7% Many (18) 1.2% Needs Impv (1)
97. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94; '18IQR#106	92% Yes (85) 8% Partial (7) (5 CND)	90% Yes (83) 8% Partial (7) 2% No (2) (3 CND) (1 not scored)	94% Yes (83) 5% Partial (4) 1% No (1) (2 CND)		91% Yes (75) 4% Many (3) 1% Needs Impv (1) 4% No (3)	86.7% Yes (72) 7.3% Many (6) 3.6% Needs Impv (3) 2.4% No (2)
98. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h; '18IQR#107				73% Yes (38) 4% Many (2) 19% Needs Impv (10) 4% No (2) (1 N/A, 9 CND)	74% Yes (61) 26% No (21)	65.1% Yes (54) 34.9% No (29)



2019 Individual Quality Review Statewide Report Findings by Area

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

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
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; '18IQR#108				68% Yes (42) 32% No (20)	57% Yes (35) 10% Many (6) 21% Needs Impv (13) 11% No (7) (21 N/A)	63% Yes (34) 13% Many (7) 9.3% Needs Impv (5) 14.7% No (8) (29 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; '18IQR#109				11% Yes (4) 11% Many (4) 23% Need Impv (14) 23% No (14)	22% Yes (13) 12% Many (7) 5% Needs Impv (3) 61% No (36) (23 N/A)	33.3% Yes (17) 19.6% Many (10) 9.8% Needs Impv (5) 37.3% No (19) (32 N/A)
101. Is the person protected from abuse, neglect and exploitation? '17IQR#35; '18IQR#110				44% Yes (27) 34% Many (21) 21% Need Impv (13) (1 N/A)	67% Yes (55) 21% Many (17) 7% Needs Impv (6) 5% No (4)	59% Yes (49) 18.1% Many (15) 19.3% Needs Impv (16) 3.6% No (3)
102. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b; '18IQR#111				67% Yes (33) 14% Many (7) 18% Need Impv (9) (13 N/A)	62% Yes (34) 20% Many (11) 13% Needs Impv (7) 5% No (3) (27 N/A)	71.4% Yes (40) 12.5% Many (7) 12.5% Needs Impv (7) 3.6% No (2) (27 N/A)
103. Is the individual safe? '17IQR#24; '18IQR#112				62% Yes (38) 20% Many (18) 8% Need Impv (5) (1 CND)	78% Yes (64) 13% Many (11) 9% Needs Impv (7)	65.9% Yes (54) 20.7% Many (17) 12.2% Needs Impv (10) 1.2% No (1) (1 CND)
104. What is the level of participation of the legal guardian in this person's life and service planning? CPRQ 97; '17IQR#15a; '18IQR#113	39% Active (37) 35% Moderate (33) 28% Limited (26) (1 N/A)	32% Active (30) 53% Moderate (50) 12% Limited (11) 3% None (3) (1 N/A) (1 not scored)	33% Active (29) 48% Moderate (48) 19% Limited (17) (2 N/A)	40% Active (25) 31% Moderate (19) 21% Limited (13) 8% None (5)	33% Active (27) 34% Moderate (28) 33% Limited (27)	33.8% Active (27) 45% Moderate (36) 21.2% Limited (17) (3 N/A)



2019 Individual Quality Review Statewide Report Findings by Area

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

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
105. If the person is retired, does he/she have opportunities to engage in activities of interest during the day? CPRQ 100; '17IQR#29b; '18IQR#114	91% Yes (21) 4% Partial (1) 4% No (1) (73 N/A, 1 CND)	83% Yes (20) 13% Partial (3) 4% No (1) (69 N/A, 2 CND) (1 not scored)	63% Yes (17) 37 Partial (10) (63 N/A)	53% Yes (8) 27% Many (4) 13% Need Impv (2) 7% No (1) (47 N/A)	61% Yes (20) 24% Many (8) 15% Needs Impv (5) (49 N/A)	78.8% Yes (26) 9.1% Many (3) 12.1% Needs Impv (4) (50 N/A)
106. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30; '18IQR#115	76% Yes (74) 23% Partial (22) 1% No (1)	82% Yes (78) 16% Partial (15) 2% No (2) (1 not scored)	84% Yes (76) 14% Partial (13) 1% No (1)	47% Yes (29) 44% Many (27) 10% Need Impv (6)	85% Yes (70) 7% Many (6) 7% Needs Impv (6)	84.3% Yes (70) 13.3% Many (11) 2.4% Needs Impv (2)
107. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e; '18IQR#116	99% Yes (94) 1% Partial (1) (2 CND)	95% Yes (88) 5% Partial (5) (2 CND) (1 not scored)	96% Yes (85) 4% Partial (4) (1 CND)	86% Yes (51) 10% Many (6) 3% Need Impv (2) (1 N/A, 2 CND)	95% Yes (78) 4% Many (3) 1% Needs Impv (1)	92.8% Yes (77) 7.2% Many (6)
108. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c; '18IQR#117	75% Yes (73) 25% Partial (24)	66% Yes (63) 34% Partial (32) (1 not scored)	43% Yes (39) 57% Partial (51)	49% Yes (30) 20% Many (12) 31% Need Impv (19) (1 N/A)	34% Yes (28) 43% Many (35) 23% Needs Impv (19)	38.6% Yes (32) 43.4% Many (36) 18% Needs Impv (15)
109. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e; '18IQR#118	100% Yes (96) (1 CND)	99% Yes (91) 1% Partial (1) (3 CND) (1 not scored)	100% Yes (90)	98% Yes (59) 2% Need Impv (1) (2 CND)	93% Yes (76) 5% Many (4) 2% Needs Impv (2)	96.1% Yes (74) 2.6% Many (2) 1.3% Needs Impv (1) (6 CND)
110. Does the person have sufficient personal money? CPRQ110 '17IQR#34f; '18IQR#119	88% Yes (84) 13% Partial (12) (1 CND)	91% Yes (85) 9% Partial (8) (2 CND) (1 not scored)	91% Yes (82) 8% Partial (7) 1% No (1)	88% Yes (53) 8% Many (5) 3% Need Impv (2) (2 CND)	94% Yes (77) 5% Many (4) 1% No (1)	89.2% Yes (74) 8.4% Many (7) 2.4% Needs Impv (2)
111. Does the person get along with their day program/employment provider staff? CPRQ111; '18IQR#120	98% Yes (56) 2% Partial (1) (2 N/A, 38 CND)	100% Yes (57) (1 N/A, 37 CND) (1 not scored)	98% Yes (42) 2% Partial (1) (1 N/A, 46 CND)		100% Yes (66) (1 N/A, 15 CND)	96.6% Yes (58) 1.7% Many (1) 1.7% No (1) (2 N/A) (21 CND)
112. Does the person get along with their residential provider staff? CPRQ112; '18IQR#121	98% Yes (63) 2% Partial (1) (33 CND)	100% Yes (61) (34 CND) (1 not scored)	100% Yes (55) (35 CND)		100% Yes (71) (11 CND)	98.6% Yes (68) 1.4% Many (1) (14 CND)



2019 Individual Quality Review Statewide Report Findings by Area

TEAM PROCESS

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
113. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10; '18IQR#122	22% Yes (21) 77% Partial (75) 1% No (1)	38% Yes (36) 62% Partial (59) (1 not scored)	17% Yes (15) 83% Partial (75)	32% Yes (20) 53% Many (33) 15% Need Impv (9)	21% Yes (17) 54% Many (44) 26% Needs Impv (21)	18.1% Yes (15) 59% Many (49) 21.7% Needs Impv (18) 1.2% No (1)
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; '18IQR#123	63% Yes (24) 26% Partial (10) 11% No (4) (59 N/A)	58% Yes (11) 32% Partial (6) 11% No (2) (76 N/A) (1 not scored)	85% Yes (11) 15% Partial (2) (77 N/A)	57% Yes (8) 43% No (6) (48 N/A)	81% Yes (17) 10% Many (2) 5% Needs Impv (1) 5% No (1) (61 N/A)	43.5% Yes (10) 39.1% Many (9) 8.7% Needs Impv (2) 8.7% No (2) (60 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; '18IQR#124	69% Yes (65) 31% No (29) (2 N/A, 1 CND)	79% Yes (71) 21% No (19) (4 N/A, 1 CND) (1 not scored)	68% Yes (56) 32% No (26) (8 N/A)	73% Yes (36) 10% Many (5) 12% Need Impv (6) 4% No (2) (13 N/A)	46% Yes (37) 41% Many (33) 6% Needs Impv (5) 6% No (5) (2 N/A)	42.8% Yes (33) 37.7% Many (29) 14.3% Needs Impv (11) 5.2% No (4) (6 N/A)
116. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? CPRQ117; '18IQR#125	85% Yes (82) 15% Partial (15)	88% Yes (84) 11% Partial (10) 1% No (1) (1 not scored)	88% Yes (79) 12% Partial (11)		78% Yes (64) 15% Many (12) 7% Needs Impv (6)	69.9% Yes (58) 19.3% Many (16) 10.8% Needs Impv (9)
117. Do you recommend Dispute Resolution for this IDT? CPRQ118; '18IQR#126	7% Yes (7) 93% Partial (90)	1% Yes (1) 99% No (94) (1 not scored)	3% Yes (3) 97% No (87)		2% Yes (2) 98% No (80)	7.2% Yes (6) 92.8% No (77)
118. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#14a; '18IQR#127	34% Yes (33) 66% No (63) (1 CND)	37% Yes (35) 63% No (60) (1 not scored)	23% Yes (21) 77% No (69)	37% Yes (23) 63% No (39)	40% Yes (33) 60% No (49)	39.8% Yes (33) 60.2% No (50)



2019 Individual Quality Review Statewide Report Findings by Area

TEAM PROCESS (continued)

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
119. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c; '18IQR#128	30% Yes (28) 70% No (66) (3 CND)	21% Yes (20) 79% No (74) (1 CND) (1 not scored)	17% Yes (15) 83% No (73) (2 CND)	13% Yes (8) 87% No (54)	26% Yes (21) 74% No (61)	22.9% Yes (19) 77.1% No (64)
120. If #118 OR #119 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121; '18IQR#129	59% Yes (27) 33% Partial (15) 9% No (4) (51 N/A)	53% Yes (23) 37% Partial (16) 9% No (4) (51 N/A 1 CND) (1 not scored)	63% Yes (19) 33% Partial (10) 3% No (1) (60 N/A)		77% Yes (30) 23% No (9) (43 N/A)	64.9% Yes (24) 35.1% No (13) (46 N/A)
121. Has the person changed residential/day services in the last year? CPRQ122; '18IQR#130	16% Yes (16) 84% No (81)	9% Yes (9) 91% No (86) (1 not scored)	17% Yes (15) 83% No (75)		21% Yes (17) 79% No (65)	21.7% Yes (18) 78.3% No (65)
122. If #121 is Yes, was the change Planned by the IDT? CPRQ122a; '18IQR#131	71% Yes (12) 29% Partial (5) (80 N/A)	50% Yes (4) 25% Partial (2) 25% No (2) (87 N/A) (1 not scored)	64% Yes (9) 36% Partial (5) (76 N/A)		76% Yes (13) 24% No (4) (65 N/A)	50% Yes (9) 50% No (9) (65 N/A)
123. If #121 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b; '19IQR#132	71% Yes (12) 29% Partial (5) (80 N/A)	89% Yes (8) 11% Partial (1) (86 N/A) (1 not scored)	80% Yes (12) 13% Partial (2) 7% No (1) (75 N/A)		89% Yes (17) 11% No (2) (63 N/A)	83.3% Yes (15) 16.7% No (3) (65 N/A)
124. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person? CPRQ123; '17IQR#7n; '18IQR#133	24% Yes (23) 76% Partial (74)	28% Yes (27) 72% Partial (68) (1 not scored)	22% Yes (20) 78% Partial (70)	3% Yes (2) 34% Many (21) 58% Need Impv (36) 5% No (3)	11% Yes (9) 50% Many (41) 38% Needs Impv (31) 1% No (1)	1.2% Yes (1) 79.5% Many (66) 19.3% Needs Impv (16)



2019 Individual Quality Review Statewide Report Findings by Area

SUPPORTED EMPLOYMENT

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
125. Does (Name) have a current Person Centered Assessment? '18IQR#134					11% Yes (9) 16% Many (13) 59% Needs Impv (47) 14% No (11) (2 not scored)	44.3% Yes (35) 41.7% Many (33) 12.7% Needs Impv (10) 1.3% No (1) (4 N/A)
126. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a; '18IQR#135	52% Yes (39) 38% No (36) (21 N/A) (1 not scored)	49% Yes (32) 51% No (33) (30 N/A) (1 not scored)	52% Yes (30) 48% No (28) (30 N/A) (2 not scored)	6% Yes (3) 17% Many (9) 32% Need Impv (17) 45% No (24) (9 N/A)	8% Yes (4) 6% Many (3) 29% Needs Impv (14) 56% No (27) (32 N/A, 2 not scored)	42.6% Yes (26) 26.2% Many (16) 4.9% Needs Impv (3) 26.2% No (16) (22 N/A)
127. Did the individual participate personally in the Person Centered Assessment? '18IQR#136					39% Yes (31) 61% No (49) (2 not scored)	67.1% Yes (53) 32.9% No (26) (4 N/A)
128. Did the Guardian participate in the Person Centered Assessment? '18IQR#137					25% Yes (20) 75% No (60) (2 not scored)	48.8% Yes (40) 51.2% No (42) (1 N/A)
129. Is the individual engaged in the Informed Choice Project? '18IQR#138					10% Yes (8) 90% No (74)	9.9% Yes (8) 90.1% No (73) (2 not scored)
130. Has the individual been offered the opportunity to participate in work or job exploration including volunteer work and/or trial work opportunities? '17IQR#26e; '18IQR#139				0% Yes 14% Many (7) 31% Need Impv (16) 66% No (28) (11 N/A)	30% Yes (15) 70% No (35) (30 N/A, 2 not scored)	50.9% Yes (27) 49.1% No (26) (30 N/A)
131. If #130 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section? '18IQR#140					27% Yes (4) 33% Many (5) 20% Needs Impv (3) 20% No (3) (65 N/A, 2 not scored)	85.2% Yes (23) 3.7% Many (1) 11.1% No (3) (56 N/A)



2019 Individual Quality Review Statewide Report Findings by Area

SUPPORTED EMPLOYMENT (continued)

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
132. If #130 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs? '18IQR#141					0% Yes 14% Needs Impv (5) 86% No (30) (45 N/A, 2 not scored)	32.1% Yes (9) 17.9% Many (5) 7.1% Needs Impv (2) 42.9% No (12) (55 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? '18IQR#142					16% Yes (8) 6% Many (3) 16% Needs Impv (8) 61% No (30) (31 N/A, 2 not scored)	56% Yes (28) 14% Many (7) 6% Needs Impv (3) 24% No (12) (33 N/A)
134. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c; '18IQR#143				4% Yes (2) 8% Many (4) 43% Needs Impv (23) 45% No (24)	8% Yes (4) 10% Many (5) 15% Needs Impv (7) 67% No (32) (32 N/A, 2 not scored)	51.9% Yes (27) 15.4% Many (8) 3.8% Needs Impv (2) 28.9% No (15) (31 N/A)
135. Has the Guardian received information regarding the range of employment options available for the individual? '18IQR#144					17% Yes (8) 4% Many (2) 25% Needs Impv (12) 54% No (26) (32 N/A, 2 not scored)	60% Yes (30) 14% Many (7) 8% Needs Impv (4) 18% No (9) (33 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; '18IQR#145				6% Yes (3) 16% Many (8) 24% Need Impv (12) 54% No (27) (12 N/A)	15% Yes (7) 6% Many (3) 19% Needs Impv (9) 60% No (29) (32 N/A, 2 not scored)	53.8% Yes (28) 15.4% Many (8) 3.8% Needs Impv (2) 27% No (14) (31 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 ...? '18IQR#146					15% Yes (7) 9% Many (4) 6% Needs Impv (3) 70% No (33) (33 N/A, 2 not scored)	50% Yes (25) 10% Many (5) 4% Needs Impv (2) 36% No (18) (33 N/A)



2019 Individual Quality Review Statewide Report Findings by Area

SUPPORTED EMPLOYMENT (continued)

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
138. Has the individual participated in work or volunteer activities during the past year? '18IQR#147					20% Yes (10) 14% Many (7) 36% Needs Impv (18) 30% No (15) (30 N/A, 2 not scored)	38.8% Yes (21) 9.3% Many (5) 1.9% Needs Impv (1) 50% No (27) (29 N/A)
139. Has the individual identified what type of work or volunteer activities he/she would like to do? '18IQR#148					25% Yes (13) 8% Many (4) 20% Needs Impv (10) 47% No (24) (29 N/A, 2 not scored)	47.3% Yes (26) 10.9% Many (6) 3.6% Needs Impv (2) 38.2% No (21) (28 N/A)
140. Does the Guardian support him/her working? '18IQR#149					49% Yes (24) 51% No (25) (31 N/A, 2 not scored)	39.6% Yes (21) 60.4% No (32) (30 N/A)
Is (Name) is involved in the DVR Outreach Project? '18IQR#150; '19IQR#141 question deleted					8% Yes (6) 93% No (74) (2 not scored)	
142. Is the individual engaged in Supported Employment? CPRQ129; '18IQR#151	27% Yes (17) 73% No (47) (32 N/A) (1 not scored)	28% Yes (16) 72% No (41) (38 N/A) (1 not scored)	30% Yes (15) 70% No (35) (38 N/A) (2 not scored)		15% Yes (7) 85% No (41) (32 N/A, 2 not scored)	17.3% Yes (9) 82.7% No (43) (31 N/A)
Is the individual Working in accordance with the following: CPRQ 130 '17IQR#28; '18IQR#152; '19IQR#143 question deleted	17% Yes (11) 11% Partial (7) 72% No (46) (32 N/A) (1 not scored)	9% Yes (5) 21% Partial (12) 70% No (40) (38 N/A) (1 not scored)	14% Yes (7) 12% Partial (6) 74% No (37) (38 N/A) (2 not scored)	0% Yes 11% Many (5) 19% Need Impv (9) 71% No (34) (14 N/A)	2% Yes (1) 8% Many (4) 4% Needs Impv (2) 85% No (41) (32 N/A, 2 not scored)	
144. Does the person have a Career Development Plan? CPRQ128 17IQR#26e; '18IQR#153	11% Yes (7) 18% Partial (12) 71% No (46) (31 N/A) (1 not scored)	11% Yes (6) 26% Partial (15) 63% No (36) (38 N/A) (1 not scored)	6% Yes (3) 34% Partial (17) 60% No (30) (38 N/A) (2 not scored)	0% Yes 14% Many (7) 31% Need Impv (16) 66% No (28) (11 N/A)	0% Yes 30% Many (3) 20% Needs Impv (2) 50% No (5) (70 N/A, 2 not scored)	71.4% Yes (10) 14.3% Many (2) 14.3% No (2) (69 N/A)



2019 Individual Quality Review Statewide Report

SUPPORTED EMPLOYMENT - Historical Scoring

Question	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016	2017 IQR	2018 IQR	2019 IQR
Need an employment assessment?	78%	69%	82%	58%	77%	74%	66%	71%	73%	65%	75%	77%	68%	64%	82%		
Need supported employment?	38%	47%	53%	51%	66%	58%	55%	53%	56%	45%	63%	65%	59%	56%	74%		
Receive supported employment assessment? 2018#135; 2019#126	97%	89%	86%	83%	79%	60%	62%	70%	71%	58%	63%	53%	49%	54%	15%	8%	42.6%
Assessment conforms to DOH Regulations?	89%	72%	15%	39%	26%	35%	30%	39%	29%	28%	16%	15%	14%	14%	6%		
Has a Career Development Plan? 2018#153; 2019#144	56%	38%	14%	25%	23%	31%	20%	37%	17%	33%	8%	11%	11%	6%	3%	0%	71.4%
Is supported employment provided in line with requirements? 2018#152	75%	30%	25%	21%	22%	31%	10%	30%	23%	14%	20%	18%	9%	14%	0%	2%	



2019 Individual Quality Review Statewide Report Findings by Area

BEHAVIOR

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
145. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d; '18IQR#154	59% Yes (55) 41% No (39) (3 N/A)	61% Yes (55) 39% No (35) (5 N/A) (1 not scored)	68% Yes (60) 32% No (28) (2 N/A)	55% Yes (34) 45% No (28)	63% Yes (52) 37% No (30)	53% Yes (44) 47% No (39)
146. Does the person need behavior services now? CPRQ132 '17IQR#11e; '18IQR#155	60% Yes (57) 40% No (38) (2 N/A)	56% Yes (50) 44% No (40) (5 N/A) (1 not scored)	66% Yes (59) 34% No (30) (1 N/A)	58% Yes (36) 42% No (26)	68% Yes (56) 32% No (26)	57.8% Yes (48) 42.2% No (35)
147. Have behavioral assessments been completed? CPRQ133; '18IQR#156	71% Yes (41) 26% Partial (15) 3% No (2) (39 N/A)	54% Yes (30) 41% Partial (23) 5% No (3) (39 N/A) (1 not scored)	65% Yes (39) 32% Partial (19) 3% No (2) (30 N/A)		59% Yes (32) 20% Many (11) 11% Needs Impv (6) 9% No (5) (28 N/A)	39.6% Yes (19) 50% Many (24) 10.4% No (5) (35 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; '18IQR#157	76% Yes (44) 19% Partial (11) 5% No (3) (39 N/A)	62% Yes (34) 33% Partial (18) 5% no (3) (40 N/A) (1 not scored)	81% Yes (48) 19% Partial (11) (31 N/A)	76% Yes (26) 12% Many (4) 9% Need Impv (3) 3% No (1) (28 N/A)	83% Yes (43) 8% Many (4) 4% Needs Impv (2) 6% No (3) (30 N/A)	75% Yes (36) 10.4% Many (5) 6.2% Needs Impv (3) 8.4% No (4) (35 N/A)
149. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d; '18IQR#158	90% Yes (52) 5% Partial (3) 5% No (3) (39 N/A)	87% Yes (48) 11% Partial (6) 2% No (1) (40 N/A) (1 not scored)	90% Yes (53) 10% Partial (6) (31 N/A)	73% Yes (24) 18% Many (6) 6% Need Impv (2) 3% No (1) (29 N/A)	86% Yes (44) 8% Many (4) 4% Needs Impv (2) 2% No (1) (31 N/A)	70.8% Yes (34) 10.4% Many (5) 10.4% Needs Impv (5) 8.4% No (4) (35 N/A)



2019 Individual Quality Review Statewide Report Findings by Area

BEHAVIOR (continued)

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
150. If needed, does the person have a Behavior Crisis Intervention Plan that meets the person's needs? CPRQ 73a; '17IQR#5h; '18IQR#159	88% Yes (28) 13% Partial (4) (65 N/A)	82% Yes (23) 18% Partial (5) (67 N/A) (1 not scored)	81% Yes (21) 19% Partial (5) (64 N/A)	71% Yes (10) 21% Many (3) 7% Need Impv (1) (48 N/A)	73% Yes (16) 18% Many (4) 9% No (2) (60 N/A)	56.5% Yes (13) 17.4% Many (4) 21.7% Needs Impv (5) 4.4% No (1) (60 N/A)
151. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i; '18IQR#160	78% Yes (45) 19% Partial (11) 3% No (2) (39 N/A)	56% Yes (31) 36% Partial (20) 7% No (4) (40 N/A) (1 not scored)	73% Yes (43) 27% Partial (16) (31 N/A)	53% Yes (20) 29% Many (11) 13% Need Impv (5) 5% No (2) (24 N/A)	67% Yes (36) 19% Many (10) 7% Need Impv (4) 7% No (4) (28 N/A)	52.1% Yes (25) 31.2% Many (15) 8.3% Needs Impv (4) 8.4% No (4) (35 N/A)
152. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d; '18IQR#161	41% Yes (24) 52% Partial (30) 7% No (4) (39 N/A)	33% Yes (18) 49% Partial (27) 18% No (10) (40 N/A) (1 not scored)	42% Yes (25) 49% Partial (29) 8% No (5) (31 N/A)	48% Yes (16) 9% Many (3) 39% Need Impv (13) 3% No (1) (29 N/A)	47% Yes (25) 17% Many (9) 15% Needs Impv (8) 21% No (11) (29 N/A)	43.8% Yes (21) 31.2% Many (15) 12.5% Needs Impv (6) 12.5% No (6) (35 N/A)



2019 Individual Quality Review Statewide Report

BEHAVIOR - Historical Scoring

Question	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016	2017 IQR	2018 IQR	2019 IQR
Does the person need behavioral services? 19IQR#146	69%	66%	64%	58%	71%	62%	60%	66%	60%	65%	58%	60%	56%	66%	55%	68%	57.8%
Have adequate behavioral assessments been completed? 19IQR Q147: Have behavioral assessments been completed	87%	71%	64%	76%	78%	78%	81%	89%	98%	86%	77%	725	60%	66%	82%	59%	39.6%
Does the person have a behavior support plan developed out of the behavior assessments that meet the person's needs? 19IQR#148	87%	78%	62%	76%	78%	76%	77%	78%	81%	86%	84%	76%	61%	80%	76%	83%	75%
Have the staff been trained on the behavior support plan? 19IQR#149	84%	93%	54%	73%	69%	76%	84%	83%	82%	92%	80%	90%	87%	90%	73%	86%	70.8%
Does the person receive behavioral services consistent with his/her needs? 19IQR#151	82%	83%	62%	71%	81%	87%	79%	82%	94%	83%	69%	79%	62%	73%	53%	67%	52.1%
Are behavioral support services integrated into the ISP? 19IQR#152	55%	41%	31%	58%	57%	50%	71%	69%	58%	71%	60%	42%	36%	42%	48%	47%	43.8%



2019 Individual Quality Review Statewide Report Findings by Area

ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
153. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b; '18IQR#162	75% Yes (67) 24% Partial (21) 1% No (1) (8 N/A)	72% Yes (61) 27% Partial (23) 1% No (1) (10 N/A) (1 not scored)	72% Yes (55) 28% Partial (21) (14 N/A)	57% Yes (33) 22% Many (13) 21% Need Impv (12) (3 N/A, 1 CND)	60% Yes (46) 29% Many (22) 10% Needs Impv (8) 1% No (1) (5 N/A)	69.3% Yes (52) 28% Many (21) 2.7% Needs Impv (2) (8 N/A)
154. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c; '18IQR#163	68% Yes (48) 31% Partial (22) 1% No (1) (26 N/A)	74% Yes (49) 23% Partial (15) 3% No (2) (29 N/A) (1 not scored)	72% Yes (48) 25% Partial (17) 2% No (2) (23 N/A)	56% Yes (24) 19% Many (8) 21% Need Impv (9) 5% No (2) (18 N/A, 1 CND)	71% Yes (44) 16% many (10) 11% Needs Impv (7) 2% No (1) (20 N/A)	71.4% Yes (45) 20.6% Many (13) 6.3% Needs Impv (4) 1.7% No (1) (20 N/A)
155. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f; '18IQR#164				86% Yes (50) 5% Many (3) 9% Need Impv (5) (1 N/A, 3 CND)	92% Yes (70) 6% Many (5) 1% Needs Impv (1) (6 N/A)	87.5% Yes (63) 6.9% Many (5) 5.6% Needs Impv (4) (10 N/A) (1 CND)
156. Is the person's equipment and technology in good repair?'17IQR#25d; '18IQR#165				71% Yes (42) 17% Many (10) 12% Need Impv (7) (1 N/A, 2 CND)	76% Yes (58) 18% Many (14) 5% Needs Impv (4) (6 N/A)	86.3% Yes (63) 9.6% Many (7) 4.1% Needs Impv (3) (9 N/A) (1 CND)
157. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e; '18IQR#166				61% Yes (36) 22% Many (13) 15% Need Impv (9) 2% No (1) (1 N/A, 2 CND)	66% Yes 51) 27% Many (21) 6% Needs Impv (5) (5 N/A)	71.2% Yes (52) 26% Many (19) 2.8% Needs Impv (2) (9 N/A) (1 CND)
158. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b; '18IQR#167	80% Yes (72) 18% Partial (16) 2% No (2) (12 N/A)	83% Yes (71) 17% Partial (15) (11 N/A)	76% Yes (68) 20% Partial (18) 3% No (3) (6 N/A) (1 not scored)	77% Yes (44) 7% Many (4) 16% Need Impv (9) (5 N/A)	66% Yes (46) 23% Many (16) 10% Needs Impv (7) 1% No (1) (12 N/A)	61.8% Yes (47) 28.9% Many (22) 5.4% Needs Impv (4) 3.9% No (3) (7 N/A)



2019 Individual Quality Review Statewide Report

ADAPTIVE EQUIPMENT/AUGMENTATIVE COMMUNICATION - Historical Scoring

Question	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016	2017 IOR	2018 IOR	2019 IOR
Has the person received all adaptive equipment needed? 19IQR#153	73%	83%	59%	75%	56%	76%	79%	84%	83%	81%	78%	75%	72%	72%	57%	60%	69.3%
Has the person received all assistive technology needed? 19IQR#154	60%	81%	52%	44%	49%	52%	68%	71%	72%	70%	73%	68%	74%	72%	56%	71%	71.4%
Has the person received all communication assessments and services needed? 19IQR#158	51%	61%	36%	46%	52%	48%	68%	75%	75%	68%	80%	83%	76%	76%	77%	66%	61.8%



2019 Individual Quality Review Statewide Report Findings by Area

INDIVIDUAL SERVICE PLANNING

Question	2014 (sample=97)	2015 (sample=96)	2016 (sample=90)	2017 (sample=62)	2018 (sample=82)	2019 (sample=83)
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; '18IQR#168	92% Yes (89) 8% Partial (8)	94% Yes (89) 6% Partial (6) (1 not scored)	90% Yes (81) 9% Partial (8) 1% No (1)	82% Yes (51) 8% Many (5) 8% Need Impv (5) 2% No (1)	96% Yes (79) 1% Many (1) 2% Needs Impv (2)	89.2% Yes (74) 10.8% Many (9)
160. Does the person have an ISP that contains a complete Vision Section that is based on a long-term view? CPRQ142 '17IQR#7a; '18IQR#169	55% Yes (53) 44% Partial (43) 1% No (1)	49% Yes (47) 42% Partial (40) 8% No (8) (1 not scored)	58% Yes (52) 42% Partial (38)	53% Yes (33) 21% Many (13) 23% Need Impv (14) 3% No (2)	55% Yes (45) 18% Many (15) 23% Needs Impv (19) 4% No (3)	60.3% Yes (50) 28.9% Many (24) 10.8% Needs Impv (9)
161. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a; '18IQR#170	78% Yes (76) 22% Partial (21)	65 % Yes (62) 35% Partial (33) (1 not scored)	68% Yes (61) 32% Partial (29)	47% Yes (29) 27% Many (17) 26% Need Impv (16)	84% Yes (69) 10% Many (8) 6% Needs Impv (5)	83.1% Yes (69) 15.7% Many (13) 1.2% Needs Impv (1)
162. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f; '18IQR#171	80% Yes (78) 19% Partial (18) 1% No (1)	77% Yes (73) 23% Partial (22) (1 not scored)	80% Yes (72) 20% Partial (18)	76% Yes (47) 15% Many (9) 10% Need Impv (6)	63% Yes (52) 23% Many (19) 13% Needs Impv (11)	71.1% Yes (59) 27.7% Many (23) 1.2% Needs Impv (1)
163. Is the person integrated into the community? CPRQ145; '17IQR#29g; '18IQR#172	67% Yes (65) 31% Partial (30) 2% No (2)	58% Yes (55) 38% Partial (36) 4% No (4) (1 not scored)	53% Yes (48) 46% Partial (41) 1% No (1)	25% Yes (15) 21% Many (13) 43% Need Impv (26) 11% No (7)	41% Yes (34) 18% Many (15) 38% Needs Impv (31) 2% No (2)	61.4% Yes (51) 26.5% Many (22) 10.8% Needs Impv (9) 1.3% No (1)
Overall is the ISP adequate to meet the person's needs? CPRQ146; '17IQR#7; '18IQR#173; '19IQR question deleted	11% Yes (11) 89% Partial (86)	11% Yes (10) 89% Partial (85) (1 not scored)	12% Yes (11) 88% Partial (79)	0% Yes 27% Many (17) 73% Need Impv (45)	0% Yes 55% Many (45) 44% Needs Impv (36) 1% No (1)	
164. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36; '18IQR#174	26% Yes (25) 74% Partial (72)	14% Yes (13) 85% Partial (81) 1% No (1) (1 not scored)	12% Yes (11) 88% Partial (79)	0% Yes 44% Many (27) 56% Need Impv (35)	2% Yes (2) 67% Many (55) 30% Needs Impv (25)	8.4% Yes (7) 72.3% Many (60) 19.3% Needs Impv (16)



2019 Individual Quality Review Statewide Report

INDIVIDUAL SERVICE PLANNING – HISTORICAL SCORING

Question	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016	2017 IQR	2018 IQR	2019 IQR
Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7; '18IQR#92; '19IQR#85												11%	11%	12%	0%	0%	1.2%
Does the person have an ISP that addresses living, learning/working and social/leisure... 19IQR#159	84%	75%	57%	68%	72%	86%	88%	90%	95%	85%	89%	92%	94%	90%	82%	96%	89.2%
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?	89%	82%	59%	77%	84%	72%	65%	74%	68%	63%	69%	55%	49%	58%	53%	55%	
Does the person receive services and supports recommended in the ISP? 19IQR#161	69%	70%	47%	58%	58%	70%	74%	76%	78%	83%	81%	78%	65%	68%	47%	84%	83.1%
Does the person have adequate access to and use of generic services and natural supports? 19IQR#162	34%	29%	5%	21%	6%	13%	17%	26%	23%	28%	13%	11%	11%	12%	0%	0%	71.1%
Is the person adequately integrated into the community? 19IQR#163	53%	36%	18%	29%	19%	35%	32%	31%	27%	28%	27%	26%	14%	12%	0%	2%	61.4%
Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36; '18IQR#174; '19IQR164												26%	14%	12%	0%	2%	8.4%

Thank you!

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See also:

<https://www.nmhealth.org/about/dhi/cbp/qmb/iqr/>