A. Jackson Class Member Demographics – Metro Region

As of April 24, 2019, there were 146 Active Jackson Class Members in the Metro Region. Details regarding individuals in current review sample are provided in the tables below. There were 17 class members reviewed in the Metro region for the first review of the 2019 IQR.

Age	
30-39	3
40-49	22
50-59	55
60-69	47
70-79	16
80+	3
Average Age:	59

Ethnicity	
Hispanic	67
Caucasian	56
Native American	15
Black	8

Gender	
Male	89
Female	59

Day Service Type	
Adult Habilitation (AH)	113
Adult Hab/Supp Empl (SE)	17
Adult Hab/Community Access (CA)	6
Community Access	2
Supported Employment	2
None	3
Mi Via	3

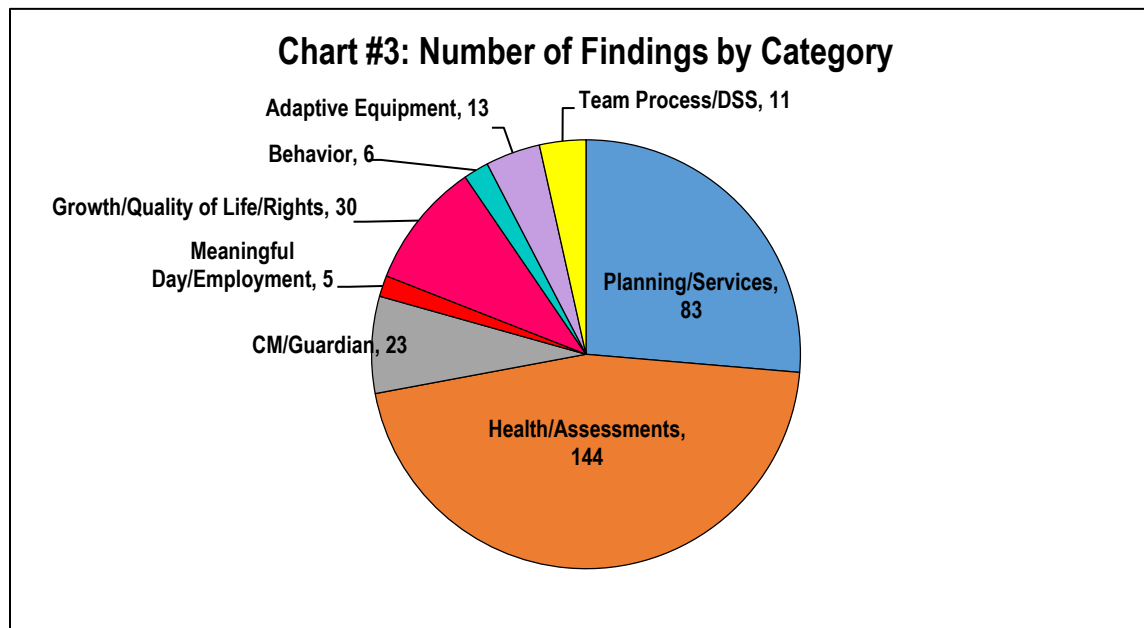| Residential Service Type	
Supported Living	115
Family Living	27
Independent Living	1
Mi Via	3

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

Case Management	A New Vision (14)	A Step Above (24)	Amigo (11)	Carino (22)	NMQCM (12)	Peak (14)	Unidas (40)
	Unique Opportunities (6)						Mi Via (3)
Residential	A Better Way (1)	Abilities First (1)	Adelante (33)	ADID Care (1)	Advantage Communications (1)	Alegria (2)	Alianza (1)
	Alta Mira (1)	Arca (13)	At Home Advocacy (4)	Bright Horizons (8)	Community Options (1)	Cornucopia (2)	Dungarvin (9)

	Expressions of Life (6)	Expressions Unlimited (1)	La Vida Felicidad (1)	Life Mission (1)	LLCP (31)	Mandy's Farm (1)	MaxCare (2)
	Onyx (2)	Optihealth (5)	Su Vida (2)	The New Beginnings (11)	TLC (2)		Mi Via (3)
Day *Note some JCMs have more than one Day provider*	A Better Way (3)	Active Solutions (3)	Adelante (49)	ADID Care (1)	Advantage Communications (1)	Advocacy Partners (1)	Alianza (2)
	Arca (3)	Bright Horizons (4)	CFC (8)	Community Options (1)	Cornucopia (3)	Dungarvin (7)	Expressions Unlimited (2)
	La Vida (2)	LifeRoots (5)	LLCP (31)	Mandy's Farm (2)	MaxCare (2)	NONE (3)	Onyx (2)
	OptiHealth (3)	Share Your Care (6)	Su Vida (2)	The New Beginnings (6)			Mi Via (3)

B. Most Frequently Identified Findings by Category

Metro Region Round 1 had a total of 315 Findings. The table below shows into what categories those findings fall.

Chart #3: Number of Findings by Category
- Adaptive Equipment, 13
- Team Process/DSS, 11
- Behavior, 6
- Growth/Quality of Life/Rights, 30
- Meaningful Day/Employment, 5
- CM/Guardian, 23
- Planning/Services, 83
- Health/Assessments, 144

C. Most Frequently Repeated Findings by Category

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

Of the 315 Findings in the Metro1 Regional Review, there were 43 that were identified as "repeat findings". Repeat findings are those which have been identified by the IQR within the last ten years. The category where 'repeat findings' are most frequently identified is in the area of Planning and Services, followed by Health/Assessments. The chart below summarizes, by agency, the number of repeat findings which were identified by topic area.

Chart #4: Repeat Findings by Area and Residential Provider									
Area	A Better Way (1)	Adelante (8)	ADID Care (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (2)	Dungarvin (1)	Onyx (1)	Total
Adaptive Equipment / Augmentative Comm								1		1
Behavior										0
Case Manager/ Guardian		4	1			1	1			7
Expectations of Growth/ Quality of Life / Rights		6		1						7
Health/Assessments		7					3	1	1	12
Meaningful Day / Empl										0
Planning and Services		6	1		1	1	2	1	3	15
Team Process/DSS		1								1
TOTAL	0	24	2	1	1	2	6	3	4	43

Chart #5: Repeat Findings by Area and Case Management Agency							
Area	A New Vision (4)	A Step Above (5)	Amigo (2)	Carino (1)	NMQCM (2)	Peak (1)	Unique Opportunities (2)	Total
Adaptive Equipment / Augmentative Comm							1	1
Behavior								0
Case Manager/ Guardian	2	3				1	1	7
Expectations of Growth/ Quality of Life / Rights	5	1		1				7
Health/Assessments	3		3		2	3	1	12
Meaningful Day / Empl								0
Planning and Services	3	3	1		3	3	2	15
Team Process/DSS		1						1
TOTAL	13	8	4	1	5	7	5	43

D. Immediate and Special Findings

There were 17 Class Members reviewed in Metro Round 1 as part of the 2019 IQR. Eleven (11) individuals (65% of the sample) were found to have immediate and/or special findings. Six (6) individuals (35% of the sample) were found to have Immediate Needs. Two of these six also had Special Findings. Five (5) additional individuals were found to have Special Needs. A total of seven (7) individuals were identified with Special Need (50% of the sample). There were nine (9) Immediate findings and eleven (11) Special findings. Details of the issues of these findings are identified in the table below.

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

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

Chart #6: Immediate/Special Identified Individual Issues – 2019 IQR Metro Region Round 1

Reg	CM	Res	Day	Immd	Spec	IR	Issue
**Immediate/Special Identified Individual Issues – 2019 Metro #1 IQR**
**Health Oversight Issues**
M1	A Step Above	ADID Care	ADID Care		X		BM logs not monitored; many gaps not reported; up to 11 days with no documented BM.
**Medication/Side Effects**
M1	A Step Above	Adelante	Adelante		X		Receiving Dilantin in 1 dose; should be split per FDA. Invite Team to review and confirm with perscriber.
M1	Amigo	Arca	None	X			ER Discharge indicates take acetaminophen; per eChat this medication has a possible reaction with other medication.
M1	Amigo	Arca	None		X		Medication Administration Record(MAR)/Dr.'s Orders/Med Box do not match in multiple locations
M1	A Step Above	ADID Care	ADID Care		X		MAR lists Erythromycin as a medication the person should take, she is allergic to this med.
M1	Peak	Adelante	Adelante		X		Dr Order for benefiber is 6tsp/day; she is getting 11 per day on weekdays.
M1	A New Vision	Adelante	Adelante	X			Order for Creon is 2 cap/po 3x day; via applesauce pudding or puree; Staff notes he is always tube fed; unsure how he is getting Creon, if he is.
**Not following orders/recommendations**
M1	A New Vision	Adelante	Adelante	X			Dr Order says to not use gauze; Nursing says it is a nursing decision to put pads on external bolster; MAR says to put gauze on Stoma. Invited Team to double check under what circumstances gauze can be used for stoma care.
**Symptoms/Issues not being followed up**
M1	NMQCM	Adelante	Adelante		X		Insomnia continues although medication has been tried; naps taken during day; PCP has not been asked about it.
M1	Peak	Adelante	Adelante		X		All staff note she is in pain; no evidence how much, why or how being addressed.
M1	A New Vision	Adelante	Adelante		X		DCF says will f/up will be done every 3 months for masses/tumors/lesions; no f/up noted.
**Aspiration/CARMP Issues**
M1	NMQCM	Adelante	Adelante	X			Multiple versions of CARMP; most current is incorrect; Nurse did not know the current version
M1	A Step Above	Adelante	Adelante	X			Staff not following CARMP at observed mealtime
M1	Unique Oppor.	Adelante	Adelante	X			CARMP has a discrepancy within itself; positioning is unclear
M1	A Step Above	Alta Mira	Active Solutions	X			Staff not following instructions on bolus vs. syringe push feedings

| Immediate/Special Identified Individual Issues – 2019 Metro #1 IQR							
Reg	CM	Res	Day	Immd	Spec	IR	Issue
M1	A Step Above	Alta Mira	Active Solutions	X			CARMP elevation/positioning not being followed (45 vs. 30 degrees)
Equipment Issues							
M1	Unique Oppor.	Adelante	Adelante	X			W/C is not in good repair; his tilt is not working;
M1	Peak	Adelante	Adelante		X		W/C has issues per all staff – except PT; needs repair
DNR issues							
M1	A New Vision	Adelante	Adelante		X		DNR is on file; Res & Day staff did not know
Other							
M1	Peak	Adelante	Adelante		X		Number of staff in home is not adequate; she requires 2-person lift; ANE was file in 2018 regarding this issue; remains an issue

E. Health, Assessments and Overall Wellness

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

Question #51. Are all of the individual's needed medical treatments, including routine, scheduled and chronic needs, timely received?
Question #52. Has the individual received … appropriate health screening/immunizations in accordance with national best practice and/or as recommended
Question #53: Does the individual receive medication as prescribed?

Chart #7: Does the Indivdiual Receive Needed Medical Attention/Treatment?
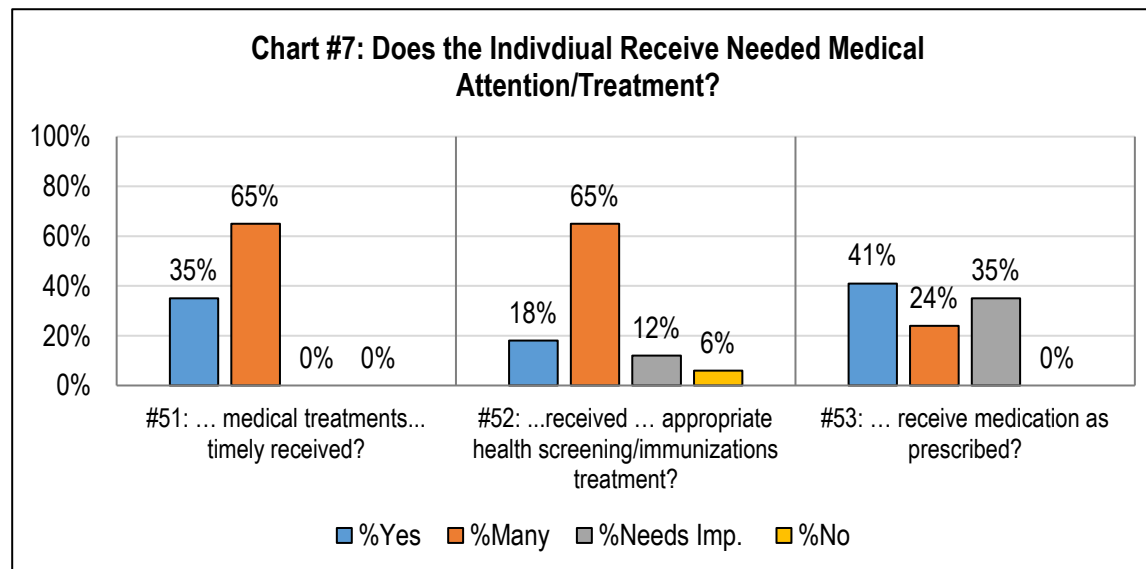
Ensuring individuals have the medical treatment they require includes scheduling and obtaining needed assessments, and using information from those assessments to influence treatment and inform future planning. The IQR also evaluates the assessments needed by the individual and whether or not those assessments are obtained by the teams as summarized below.

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

Chart #8: Are Assessments Considered, Obtain, Adequate and Used in Planning?
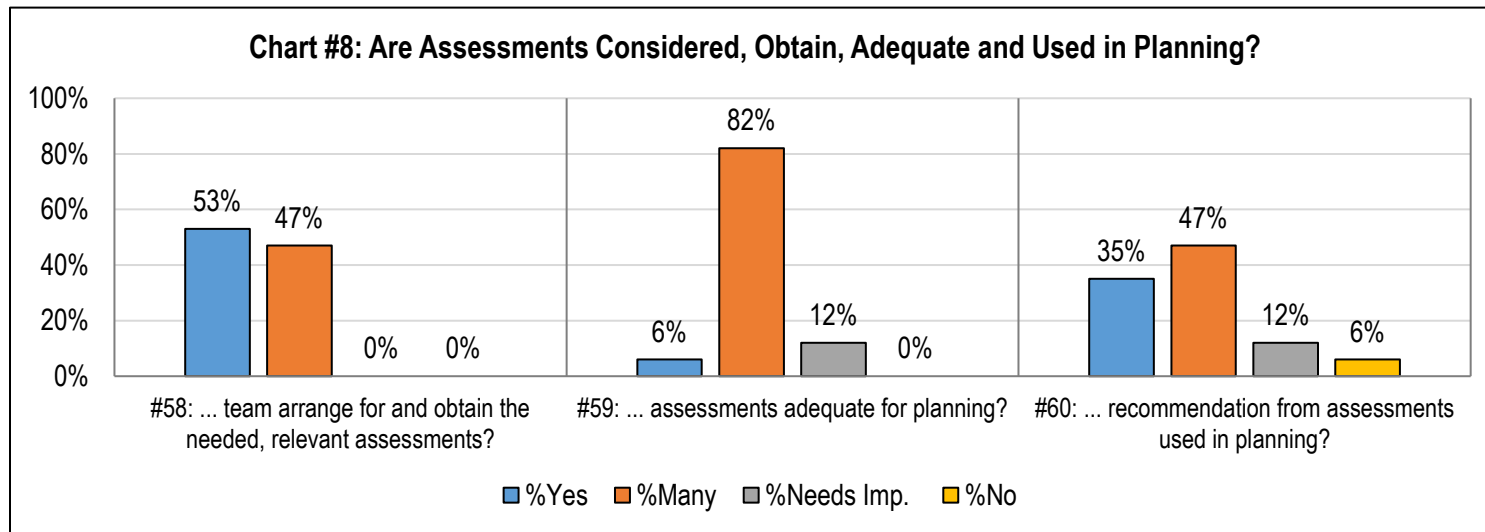
Beyond the protocol questions, a letter of Findings is issued for each class member. This letter is developed by the Surveyor, reviewed by the Case Judge, Community Monitor, Regional and State DDSD and DHI staff, the individual and his/her team prior to becoming final. The table below summarizes some of the issues which were identified. It is important to note that the information below identifies the number of issues found; not the number of findings. For example, if one individual was found to have a Medication Administration Record (MAR) which called for the administration of a medication for which a doctors order was not found AND was also found to have been given a medication twice a day when the doctor's order called for one time a day, that might be ONE finding regarding medication but TWO different issues.

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

1. The Medication Administration Record (MAR), the Medication label and the Doctor's orders do not match;
2. Per Federal recommendations, individuals have not received or consulted with their PCPs to determine the need for the Hepatitis B or C vaccine.
3. Medication delivery instructions are unclear or the instructions are conflicting.

This information also helps identify agencies which may need the most support in this area. For example, Alta Mira had 14 findings in this area for the one person they serve in this review; ARCA had and average of 11.5 findings per person for the two individuals they had in this review and Adelante had 6 findings, on average for each of the 8 people they serve who were in this review.

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

The number in the parenthesis next to the agencies name represents the number of individuals that agency had in this review.

Area	A Better Way (1)	Adelante (8)	ADID Care (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (2)	Dungarvin (1)	Onyx (1)	Total
Audiology/ABR: Not current/missing/ inaccurate		2				1			1	4
Vision: Not current/Missing/inaccurate		1					1			2
Dental follow up not done as recommended						1		1		2
Neurological recommended, not completed		1								1
MAAT incorrect/inconsistent/not timely		2								2
ARST incorrect/inconsistent/not timely		3								3
MAR/Medication/Dr. Order do not match		4				7	12		1	24
Medication not available as prescribed			1							1
Medication on MAR not found in home			1							1
Meds not administered/given as required		1								1
PRN/Med order not current		1								1
Medication review needed		1	1				1			3
MAR not updated/incorrect							1	2	1	4
MARs inconsistent between Res/Day		2								2
Med delivery instructions unclear/conflicting		8					1		1	10
Med found in home but not on MAR							2			2
HepB and/or HepC vaccine not done		7	1	1	1	1	1			12
Shingles vaccine not done		6			1	1				8
TB screen not done		1								1
Colon cancer screen not done		1			1	1	1			4
TDap not completed as recommended		1			1					2
Labs missing		4					3			7
Flu vaccine not done						1				1
Dexa/Bone Density not done		2				1				3
Pain Management Needed		1								1
Totals	0	49	4	1	4	14	23	3	4	102

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

Question #50: Was the eChat updated timely?
Question #50b: Is the eChat complete?
Question #50c: Is the eChat accurate?
Question #54: Are nursing services provided as needed by the individual?

Question #55: Is the CARMP consistent with recommendations in other healthcare documents?
Question #56: Is the CARMP consistently implemented as intended?

Chart #10: Nursing Oversight and Overall Health Supports
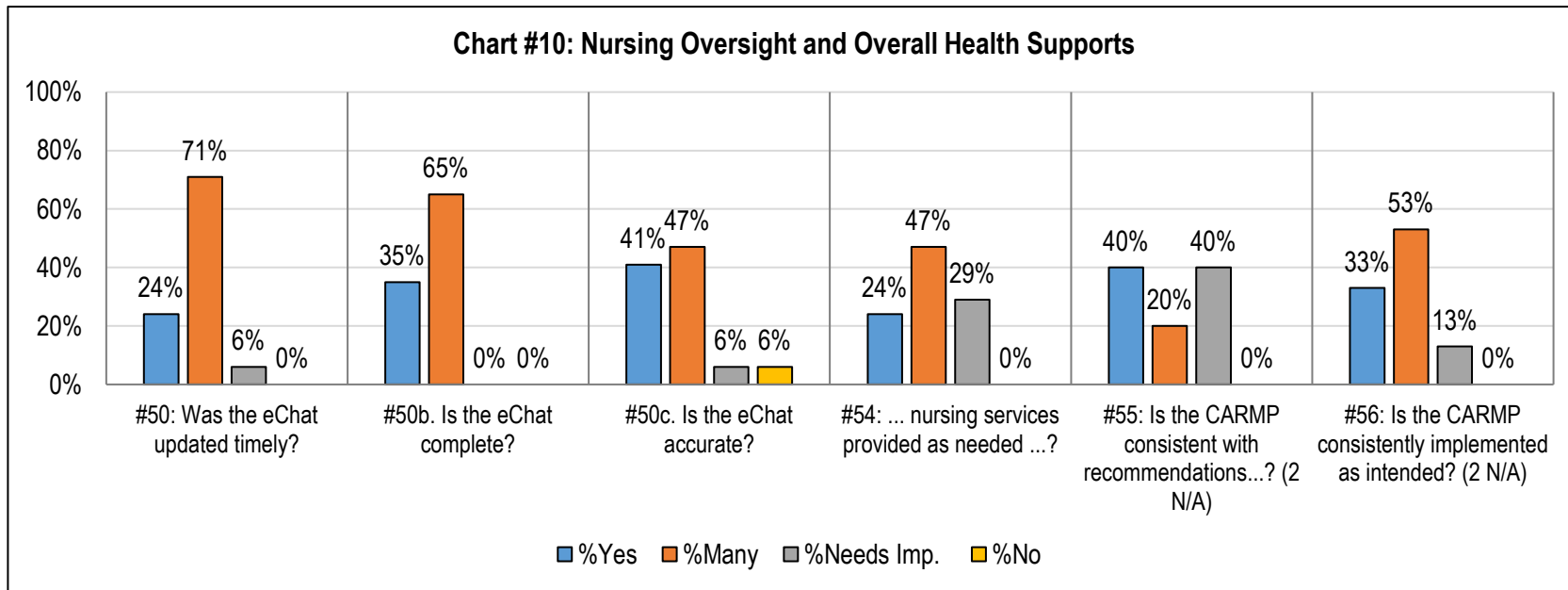
Oversight provided by nurses is a critical safeguard for Jackson Class Members, direct support professionals and their supervisors. The table below provides specific details, by Residential provider, of nursing related issues identified during the 2019 Metro 1 IQR. Again, this represents the <u>number of issues found</u>; not the number of findings.

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

1. The individual's Medical Emergency Response Plans (MERPs) and/or their Health Care Plans were not founded, not specific to the needs of the person and/or the information contained in these plans was incorrect.
2. The individual's Comprehensive Aspiration Risk Management Plan (CARMP) was found to contain inaccurate information, incomplete information and/or the CARMP available to staff was not current.
3. The individual's Electronic Comprehensive Health Assessment Tool (eChat) contains incorrect information, is inconsistent with other documents and/or is not updated timely.

This information also helps identify agencies which may need the most support in this area. For example, Alta Mira had 15 findings in this area for the one person they serve in this review; Adelante had an average of 10 findings per person for the 8 individuals they had in this review, ADID had 7 findings in this area for the one person they serve in this review and ARCA had an average of 6 findings per person.

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

The number in the parenthesis next to the agencies name represents the number of individuals that agency had in this review.

Area	A Better Way (1)	Adelante (8)	ADID Care (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (2)	Dungarvin (1)	Onyx (1)	Total
MERPs/HCPs Not found/not specific/incorrect		31	2	2		6	7	8	1	**57**
eChat incorrect/inconsistent/not updated timely	2	10	2	1		2	1	2		**20**
CARMP inaccurate/incomplete/not current		22		1		4	2	2	1	**33**
MTP/CARMP not implemented correctly		5				2			1	**8**
CARMP not available/found in residence									1	**1**
Inconsistency between HCP/CARMP/MERP/eChat/MAR/Plans		3				1	2			**6**
Nursing Annual/Quarterly/ Monthly report not timely completed/missing		2								**2**
Nursing not providing/discussing info with team/PCP as needed		3								**3**
Nurse report not accurate/missing information	2									**2**
Nurse documentation not accurate/complete		4	3							**7**
Nurse not aware of medication delivery method		1								**1**
Totals	**4**	**81**	**7**	**5**	**0**	**15**	**12**	**12**	**4**	**140**

In addition to the issues and questions noted above, the individual's nurse is responsible, with the assistance of the rest of the Team, to assure that the documents presented and created for planning, such as the ISP, are accurate and thorough and contain the needed plans and information required. The protocol questions related to ensuring this is done include:
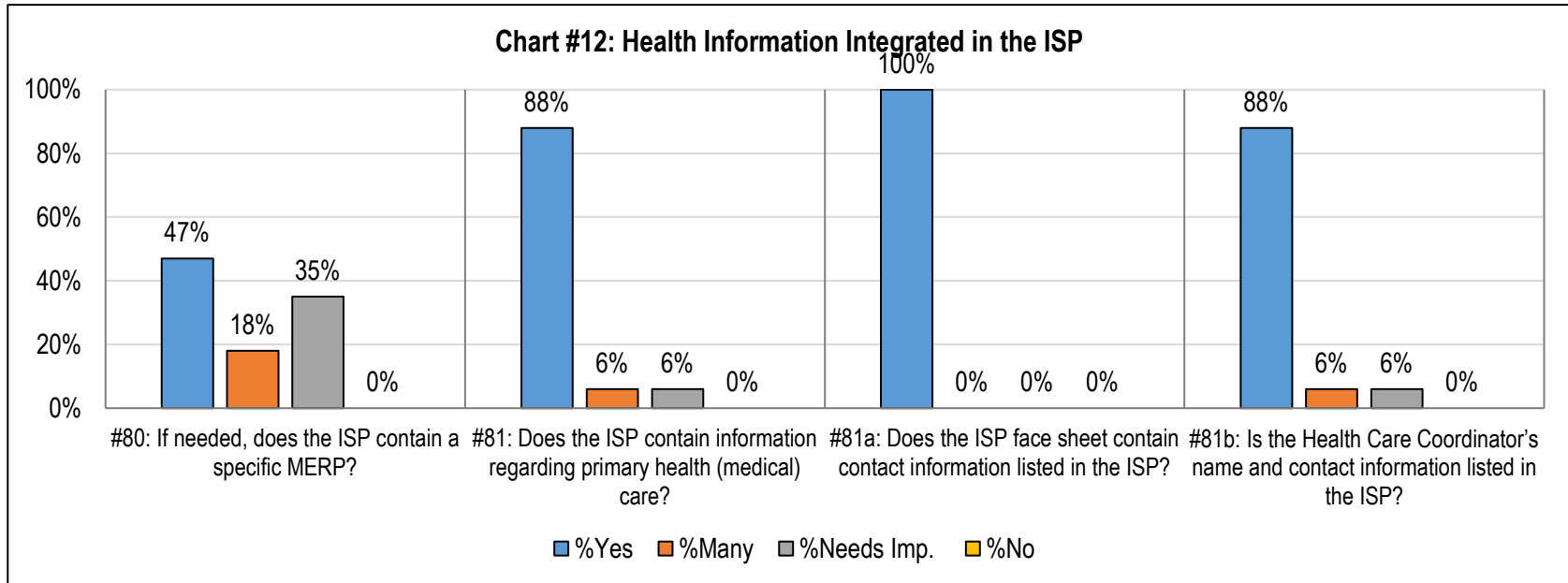
      Question #80: If needed, does the ISP contain a specific MERP?
      Question #81: Does the ISP contain information regarding primary health (medical) care?
      Question #81a: Does the ISP face sheet contain contact information listed in the ISP?
   Question #81b: Is the Health Care Coordinator's name and contact information listed in the ISP?

Overall, the ISP does contain correct contact information on the face sheet (100%), does contain information regarding primary health care (88%) and has the individuals Health Care Coordinator's name and contact information listed (88%).

Chart #12: Health Information Integrated in the ISP

	#80: If needed, does the ISP contain a specific MERP?	#81: Does the ISP contain information regarding primary health (medical) care?	#81a: Does the ISP face sheet contain contact information listed in the ISP?	#81b: Is the Health Care Coordinator's name and contact information listed in the ISP?
%Yes	47%	88%	100%	88%
%Many	18%	6%	0%	6%
%Needs Imp.	35%	6%	0%	6%
%No	0%	0%	0%	0%

■ %Yes ■ %Many ■ %Needs Imp. ■ %No

There are many components to ensuring the health and safety of individuals with I/DD. These components vary and are unique to each individual. While the scored protocol questions cannot encompass each and every issue, it does allow for a general score that measures the adequacy of response to the individual's overall health needs. That question is   **#57: Are the person's health supports/needs being adequately addressed?**

As noted in the chart below, for the 17 people scored in Metro Round 1 reviews, overall, two individuals had their health supports/needs adequately addressed (12% Yes). There were thirteen people who had many of their needs addressed (76%) and two are receiving supports that need improvement (12%).

Chart #13: Supports/needs being adequately addressed?
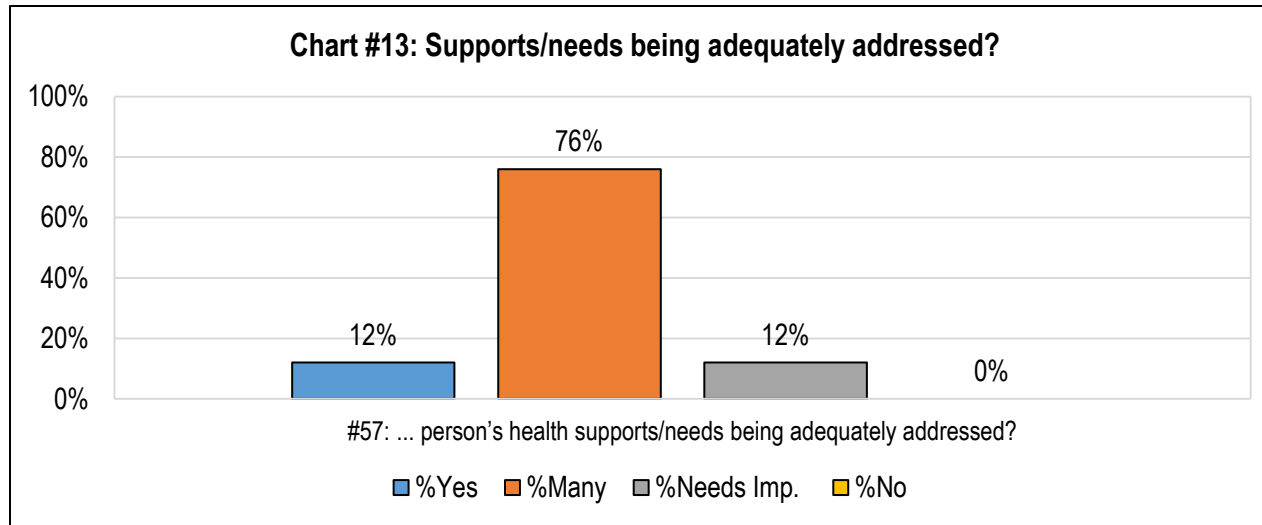
As noted earlier, beyond the scored protocol questions, the Findings Letters issued for each class member in a review provides person-specific detail about the issues which impact the answer to protocol question #57. This includes the adequacy and incorporation of needed tracking, ancillary support services, and other areas to ensure the health and safety of the individual being reviewed. Again, it is important to note that the indications are number of issues found; not the number of findings in the Findings letters. For example, if one individual had a finding that noted four different inconsistencies in that person's seizure tracking, that would be counted as a "4", for the number of issues, not just a "1" for the individual to whom the findings apply.

As the numbers in the following chart show, the issue of not tracking individual potential change in status including weight, fluid input/output, bowel movement frequency (BM tracking), vitals tracking (blood pressure, heart rate…) and seizure tracking presents the most risk for individuals (19 citations). The most frequently noted issue for therapists is the lack of a baseline (what is the starting ability for this person so we can see if the intervention is making things better, same or worse) and what progress the person has made since the intervention being provided started (27 citations).

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

The number in the parenthesis next to the agencies name represents the number of individuals that agency had in this review.

Area	A Better Way (1)	Adelante (8)	ADID Care (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (2)	Dungarvin (1)	Onyx (1)	Total
Weight Tracking issues		9								**9**
Fluid Input/Urine Output Tracking issues		1						1		**2**
Seizure Tracking issues		1								**1**
Bowel Tracking issues		4	1					1		**6**
Repositioning/Sleep Tracking issues								1		**1**
Psychiatric Symptoms Tracking issues					1					**1**
Vitals Tracking issues		1								**1**

Area	A Better Way (1)	Adelante (8)	ADID Care (1)	Alegria (1)	Alianza (1)	Alta Mira (1)	Arca (2)	Dungarvin (1)	Onyx (1)	Total
Nutrition: Not Current/Missing/inaccurate		3		1				1	3	8
Nutrition Assessment Rec's not implemented		1								1
PT Report/Eval not available/timely for planning/use		2			1					3
PT Evaluation does not identify baseline/progress			1		1					2
PT Report inaccurate/inadequate		3	1						5	9
PT WDSI missing/not specific						2			1	3
OT Report/Eval not available/timely for planning/use		2					1			3
OT Report inaccurate/inadequate		7	1							8
OT Evaluation does not identify baseline/progress		1							1	2
OT WDSI missing/not specific		1							2	3
SLP Report/Eval not available/timely for planning/use		4								4
SLP Evaluation/Report does not identify baseline/progress		11	1		2			2	5	21
SLP WDSI missing/not specific		2								2
BSC Report/Eval not available/timely for planning/use	1									1
Behavior Eval does not identify baseline/progress			1	1						2
Behavior Eval not provided / missing		1								1
Behavior Report inaccurate/inadequate	2			1						3
Behavior Crisis Plan not adequate				1						1
Totals	3	54	6	4	5	2	1	6	17	98

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

Before a plan can be implemented, it must first be created. The ISPs that provide details regarding the individuals' visions and outcomes are supposed to be developed by an Interdisciplinary Team that includes the Individual and those who know and provide supports to that person. This includes the Case Manager, Guardian, the Direct Support Staff, Therapists, Nurse, any additional invited by the class member and persons who are needed to ensure the implementation of the Plan. The 2019 IQR protocol specifically probes many of the aspects of the planning process, including detail of who participates in plan creation. The chart below lists answers to related questions in the 2019 Metro1 review.

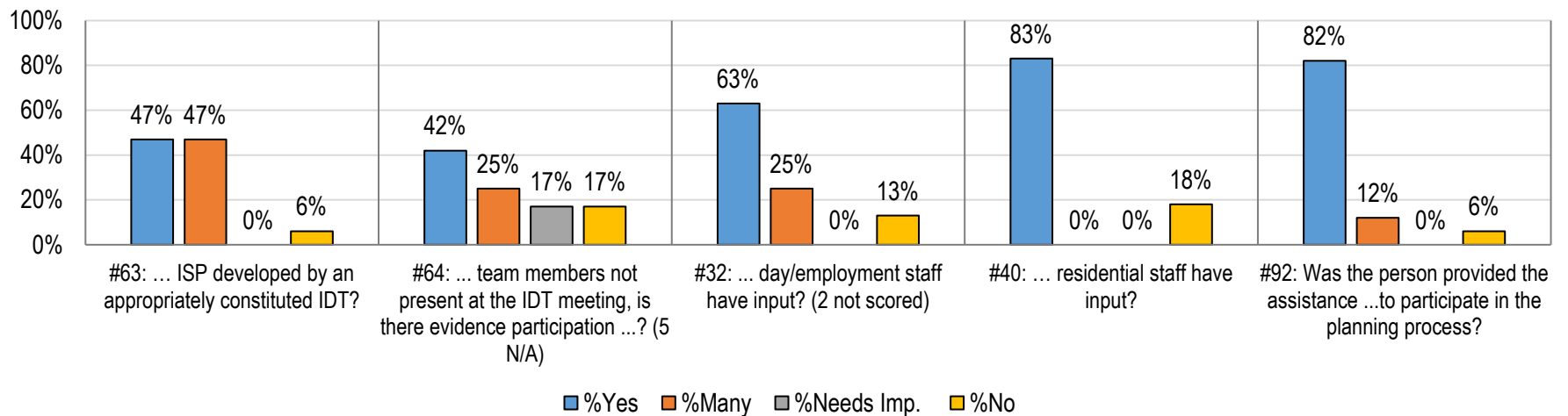   Question #63: Was the ISP developed by an appropriately constituted IDT?
    Question #64: For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP?
    Question #32: Did the [day/employment] direct service staff have input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

Chart #15: Participation in the ISP planning meeting

Legend: ■ %Yes ■ %Many ■ %Needs Imp. ■ %No

Data shown in chart:

Question	%Yes	%Many	%Needs Imp.	%No
#63: … ISP developed by an appropriately constituted IDT?	47%	47%	0%	6%
#64: … team members not present at the IDT meeting, is there evidence participation ...? (5 N/A)	42%	25%	17%	17%
#32: … day/employment staff have input? (2 not scored)	63%	25%	0%	13%
#40: … residential staff have input?	83%	0%	0%	18%
#92: Was the person provided the assistance ...to participate in the planning process?	82%	12%	0%	6%

Chart #16: ISP Development Participation, by Residential Provider

The number in the parenthesis next to the agencies name represents the number of individuals that agency had in this review.

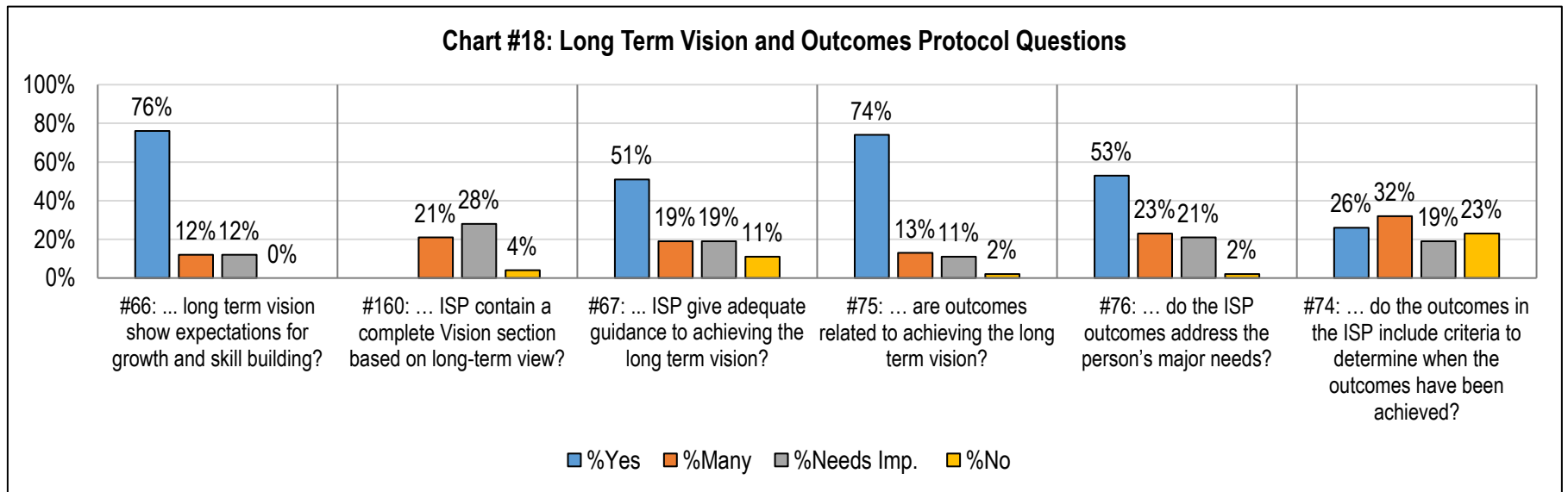| Res. Agency (# in sample)	Question				
	#63	#64	#32	#40	#92
A Better Way (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Adelante (8)	50% Yes (4) 50% Many (4)	67% Yes (4) 33% Many (2) (2 N/A)	63% Yes (5) 38% Many (3)	88% Yes (7) 13% No (1)	75% Yes (6) 13% Many (1) 13% No (1)
ADID Care (1)	0% Yes 100% No (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% No (1)	100% Yes (1)
Alegria (1)	100% Yes (1)	(1 N/A)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)
Alianza (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Alta Mira (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Arca (2)	0% Yes 100% Many (2)	0% Yes 50% Needs Impv (1)	100% Yes (1) (1 not scored)	100% Yes (2)	100% Yes (2)

Res. Agency (# in sample)	Question				
	#63	#64	#32	#40	#92
		50% No (1)			
Dungarvin (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	100% Yes (1)
Onyx (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)

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

CM Agency (# in sample)	Question				
	#63	#64	#32	#40	#92
A New Vision (4)	25% Yes (1) 75% Many (3)	50% Yes (2) 25% Many (1) 25% No (1)	50% Yes (2) 50% Many (2)	75% Yes (3) 25% No (1)	50% Yes (2) 25% Many (1) 25% No (1)
A Step Above (5)	80% Yes (4) 20% No (1)	67% Yes (2) 33% Many (1) (2 N/A)	100% Yes (5)	80% Yes (4) 20% No (1)	80% Yes (4) 20% No (1)
Amigo (2)	50% Yes (1) 50% Many (1)	0% Yes 100% Needs Impv (1) (1 N/A)	100% Yes (1) (1 not scored)	100% Yes (2)	100% Yes (2)
Carino (1)	100% Yes (1)	(1 N/A)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)
NMQCM (2)	50% Yes (1) 50% Many (1)	0% Yes 100% Needs Impv (1) (1 N/A)	50% Yes (1) 50% No (1)	100% Yes (2)	100% Yes (2)
Peak (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)
Unique Opportunities (2)	0% Yes 100% Many (2)	50% Yes (1) 50% No (1)	50% Yes (1) 50% No (1)	50% Yes (1) 50% No (1)	100% Yes (2)

One foundational component of an individual's ISP is the Long Term Vision, which summarizes what the individual wants to accomplish in the near future (3 to 5 years) in each life area. To that end, Outcomes are to be developed by the Team in a way that results in an accomplishable path to the visions. The 2019 IQR protocol specifically probes the content of identified visions as well as the content and clarity of related outcomes. The chart below details the findings related to the following identified questions related to class members ISP in the 2019 Metro1 review.

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

Chart #18: Long Term Vision and Outcomes Protocol Questions

It is important to note that 4 agencies with 4 people in this sample of 17 scored 100% on each of these questions. Those agencies are highlighted in green below.

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

Res Agency (# in sample)	Question					
	#66	#160	#67	#75	#76	#74
A Better Way (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Adelante (8)	88% Yes (7) 13% Many (1)	50% Yes (4) 25% Many (2) 25% Needs Impv (2)	63% Yes (5) 25% Many (2) 13% Needs Impv (1)	75% Yes (6) 13% Many (1) 13% No (1)	38% Yes (3) 38% Many (3) 13% Needs Impv (1) 13% No (1)	38% Yes (3) 25% Many (2) 13% Needs Impv (1) 25% No (2)
ADID Care (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)

Res Agency (# in sample)	Question					
	#66	#160	#67	#75	#76	#74
Alegria (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Alianza (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Alta Mira (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)
Arca (2)	50% Yes (1) 50% Needs Impv (1)	50% Yes (1) 50% Many (1)	100% Yes (2)	100% Yes (2)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Needs Impv (1)
Dungarvin (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Onyx (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)

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

CM Agency (# in sample)	Question					
	#66	#160	#67	#75	#76	#74
A New Vision (4)	75% Yes (3) 25% Many (1)	50% Yes (2) 25% Many (1) 25% Needs Impv (1)	75% Yes (3) 25% Many (1)	75% Yes (3) 25% No (1)	25% Yes (1) 50% Many (2) 25% No (1)	50% Yes (2) 50% No (2)
A Step Above (5)	80% Yes (4) 20% Needs Impv (1)	60% Yes (3) 40% Needs Impv (2)	60% Yes (3) 40% Needs Impv (2)	60% Yes (3) 20% Many (1) 20% No (1)	60% Yes (3) 20% Many (1) 20% Needs Impv (1)	60% Yes (3) 40% Many (2)
Amigo (2)	50% Yes (1) 50% Many (1)	100% Yes (2)	100% Yes (2)	100% Yes (2)	50% Yes (1) 50% Many (1)	100% Yes (2)
Carino (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
NMQCM (2)	50% Yes (1) 50% Many (1)	100% Yes (2)	100% Yes (2)	100% Yes (2)	50% Yes (1) 50% Many (1)	100% Yes (2)
Peak (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)
Unique Opportunities (2)	100% Yes (2)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)	100% Yes (2)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Needs Impv (1)

Additional components of an individual's ISP include Action Steps, which should be written in measurable terms, in sequential order which logically leads to the achievement of the related outcome. The data gathered during the implementation of the Action Steps should also be written in measurable terms, so team members can

review them and determine if measurable progress toward the outcome is being made. The chart below details the findings related to specific questions which probe the action steps and data collection intended to verify progress and opportunity for class members.

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

Chart #21 Data Measurability and Action Steps
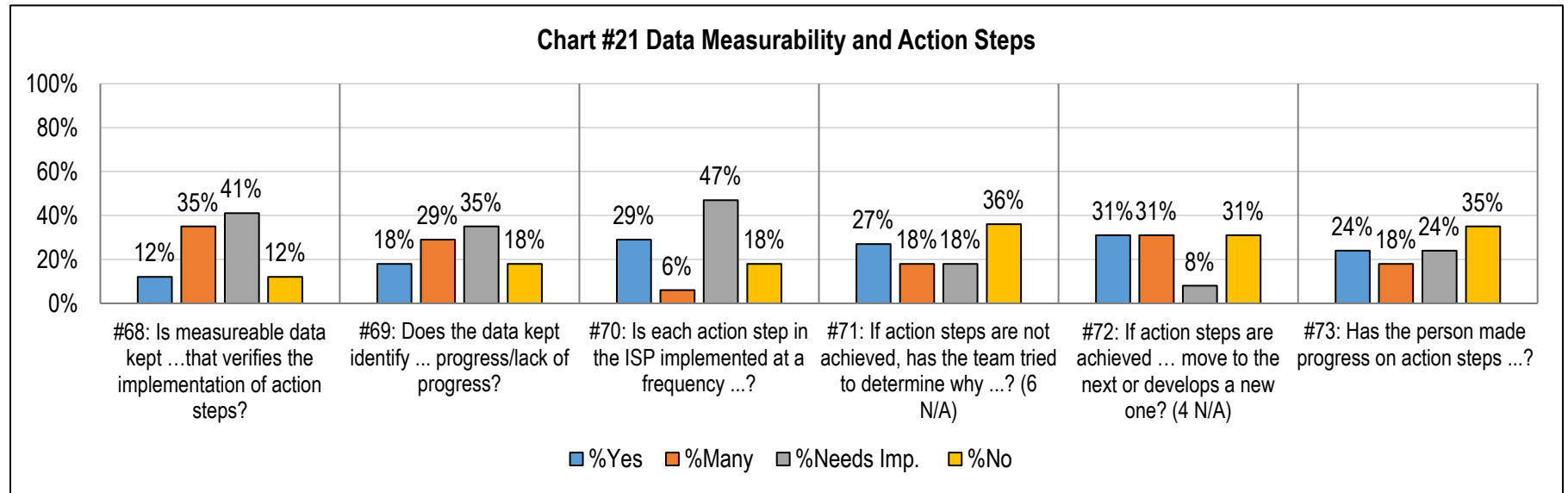
As these charts show, data collection needed to verify progress being made and/or the frequency with which the person has the opportunity to engage in his/her ISP Action Steps continues to be a significant issue for the majority of class members and the agencies which support them.

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

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

	Question					
Res Agency (# in sample)	**#68**	**#69**	**#70**	**#71**	**#72**	**#73**
Adelante (8)	0% Yes 50% Many (4) 50% No (4)	0% Yes 38% Yes (3) 50% Needs Impv (4) 13% No (1)	25% Yes (2) 75% Needs Impv (6)	33% Yes (2) 17% Many (1) 17% Needs Impv (1) 33% No (2) (2 N/A)	29% Yes (2) 29% Many (2) 43% No (3) (1 N/A)	13% Yes (1) 25% Many (2) 13% Needs Impv (1) 50% No (4)
ADID Care (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	(1 N/A)	(1 N/A)	0% Yes 100% No (1)
Alegria (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)
Alianza (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)
Alta Mira (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)
Arca (2)	0% Yes 50% Needs Impv (1) 50% No (1)	50% Yes (1) 50% Needs Impv (1)	0% Yes 100% No (2)	0% Yes 50% Many (1) 50% No (1)	0% Yes 100% No (1) (1 N/A)	0% Yes 50% Many (1) 50% Needs Impv (1)
Dungarvin (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)	(1 N/A)	0% Yes 100% Needs Impv (1)
Onyx (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	(1 N/A)	0% Yes 100% Many (1)	0% Yes 100% No (1)

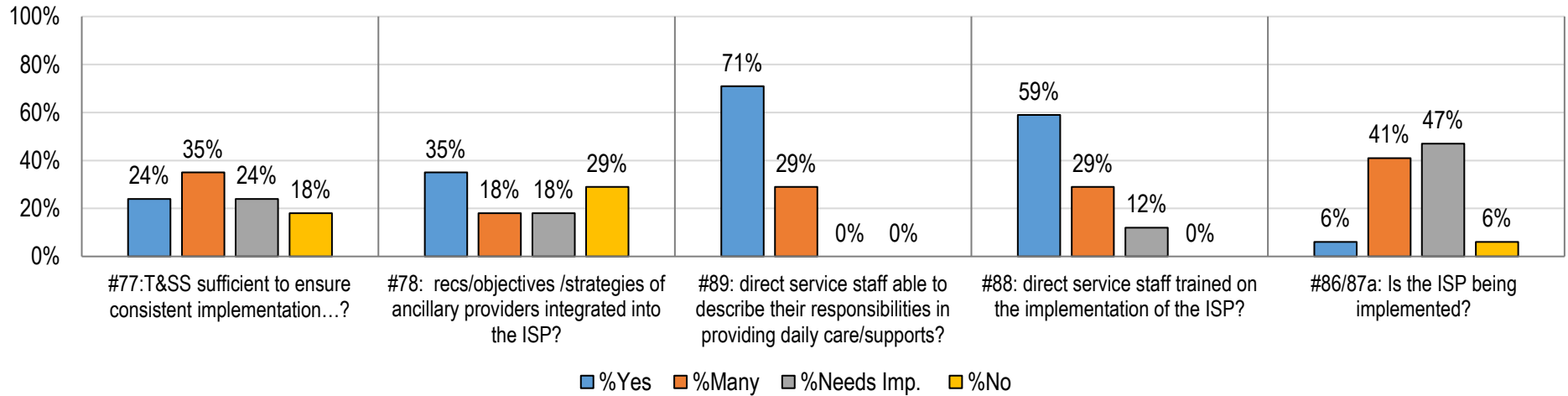**Chart #23: Data and Related Action Step Scores by Case Management Agency**

	Question					
CM Agency (# in sample)	**#68**	**#69**	**#70**	**#71**	**#72**	**#73**
A New Vision (4)	0% Yes 50% Many (2) 25% Needs Impv (1) 25% No (1)	0% Yes 25% Many (1) 50% Needs Impv (2) 25% No (1)	0% Yes 75% Needs Impv (3) 25% No (1)	25% Yes (1) 75% No (3)	0% No 33% Many (1) 67% No (2) (1 N/A)	0% Yes 50% Needs Impv (2) 50% No (2)
A Step Above (5)	20% Yes (1) 20% Many (1) 60% Needs Impv (3)	0% Yes 60% Many (3) 40% Needs Impv (2)	20% Yes (1) 20% Many (1) 60% Needs Impv (3)	0% Yes 100% Needs Impv (2) (3 N/A)	50% Yes (2) 25% Needs Impv (1) 25% No (1) (1 N/A)	40% Yes (2) 20% Needs Impv (1) 40% No (2)
Amigo (2)	50% Yes (1) 50% Needs Impv (1)	100% Yes (2)	50% Yes (1) 50% No (1)	0% Yes 100% Many (1)	50% Yes (1) 50% No (1)	50% Yes (1) 50% Many (1)

CM Agency (# in sample)	Question					
	#68	#69	#70	#71	#72	#73
				(1 N/A)		
Carino (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)
NMQCM (2)	0% Yes 50% Many (1) 50% No (1)	0% Yes 50% Needs Impv (1) 50% No (1)	50% Yes (1) 50% No (1)	100% Yes (1) (1 N/A)	50% Yes (1) 50% Many (1)	0% Yes 100% No (2)
Peak (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	(1 N/A)	(1 N/A)	0% Yes 100% Many (1)
Unique Opportunities (2)	0% Yes 100% Needs Impv (2)	0% Yes 25% Needs Impv (1) 25% No (1)	0% Yes 100% Needs Impv (2)	0% Yes 25% Many (1) 25% No (1)	0% Yes 100% Many (1) (1 N/A)	0% Yes 25% Many (1) 25% Needs Impv (1)

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

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

Chart #24: T&SS and Implementation

Legend: ■ %Yes ■ %Many ■ %Needs Imp. □ %No

Question	%Yes	%Many	%Needs Imp.	%No
#77:T&SS sufficient to ensure consistent implementation…?	24%	35%	24%	18%
#78: recs/objectives /strategies of ancillary providers integrated into the ISP?	35%	18%	18%	29%
#89: direct service staff able to describe their responsibilities in providing daily care/supports?	71%	29%	0%	0%
#88: direct service staff trained on the implementation of the ISP?	59%	29%	12%	0%
#86/87a: Is the ISP being implemented?	6%	41%	47%	6%

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

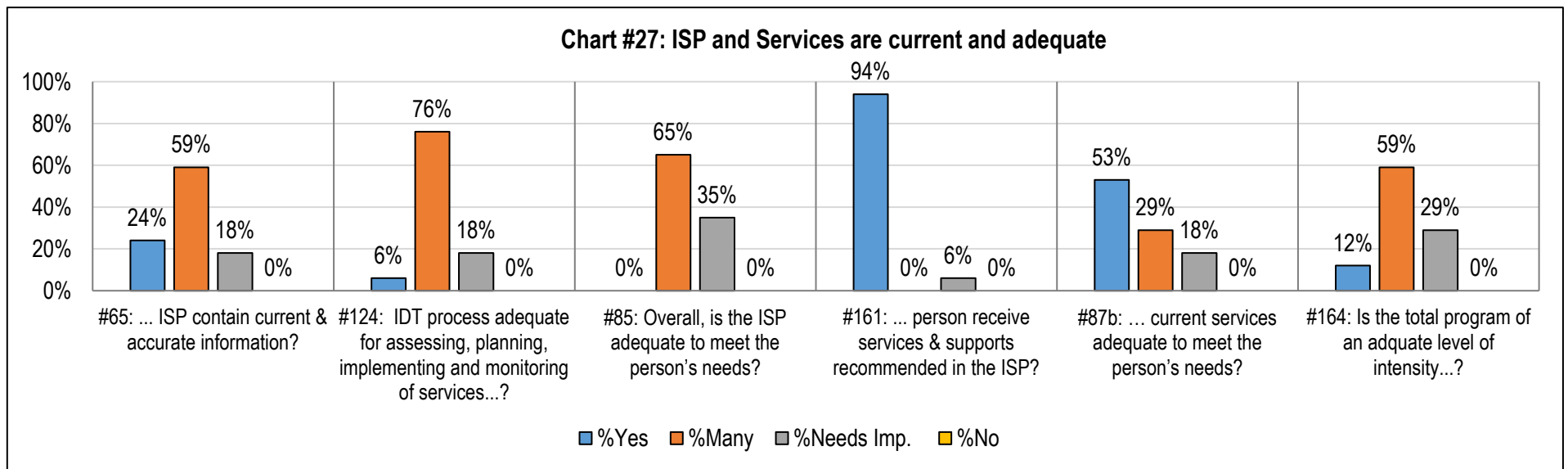| Res. Agency (# in sample)	Question				
	#77	#78	#89	#88	#87a
A Better Way (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Adelante (8)	13% Yes (1) 50% Many (4) 13% Needs Impv (1) 25% No (2)	38% Yes (3) 38% Many (3) 13% Needs Impv (1) 13% No (1)	63% Yes (5) 38% Many (3)	38% Yes (3) 38% Many (3) 25% Needs Impv (2)	0% Yes 25% Many (2) 75% Needs Impv (6)
ADID Care (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Alegria (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Alianza (1)	100% Yes (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
Alta Mira (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)
Arca (2)	0% Yes	0% Yes	100% Yes (2)	100% Yes (2)	0% Yes

Res. Agency (# in sample)	#77	#78	#89	#88	#87a
	50% Many (1) 50% Needs Impv (1)	100% No (2)			50% Many (1) 50% No (1)
Dungarvin (1)	0% Yes 100% No (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)
Onyx (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)

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

CM Agency (# in sample)	#77	#78	#89	#88	#87a
A New Vision (4)	0% Yes 75% Many (3) 25% No (1)	0% Yes 50% Many (2) 50% No (2)	50% Yes (2) 50% Many (2)	25% Yes (1) 50% Many (2) 25% Needs Impv (1)	0% Yes 25% Many (1) 50% Needs Impv (2) 25% No (1)
A Step Above (5)	60% Yes (3) 25% Needs Impv (1) 25% No (1)	60% Yes (3) 40% Needs Impv (2)	60% Yes (3) 40% Many (2)	60% Yes (3) 20% Many (1) 20% Needs Impv (1)	0% Yes 40% Many (2) 60% Needs Impv (3)
Amigo (2)	50% Yes (1) 50% Needs Impv (1)	0% Yes 100% No (2)	100% Yes (2)	100% Yes (2)	50% Yes (1) 50% Many (1)
Carino (1)	0% Yes 100% Need Impv (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
NMQCM (2)	0% Yes 100% Many (2)	50% Yes (1) 50% No (1)	100% Yes (2)	100% Yes (2)	0% Yes 50% Many (1) 50% Needs Impv (1)
Peak (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)
Unique Opportunities (2)	0% Yes 50% Needs Impv (1) 50% No (1)	50% Yes (1) 50% Needs Impv (1)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)	0% Yes 100% Needs Impv (2)

As evidenced above, the different components of each person's ISP are evaluated. Based on that analysis, an overview of the adequacy of ISP content as well as implementation and effectiveness of the ISP can be determined. There are multiple questions in the 2019 IQR protocol that probe these items, and the level of intensity of services that individuals in the review receive.

Question #65: Does my ISP contain current and accurate information?
Question #124: Overall, has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person?
Question #85: Overall, is the ISP adequate to meet the person's needs?
Question #161: Does the person receive services and supports recommended in the ISP?
Question #87b: Are current services adequate to meet the person's needs?
Question #164: Is the total program of the level of intensity adequate to meet this person's needs?

Chart #27: ISP and Services are current and adequate

Question	%Yes	%Many	%Needs Imp.	%No
#65: ... ISP contain current & accurate information?	24%	59%	18%	0%
#124: IDT process adequate for assessing, planning, implementing and monitoring of services...?	6%	76%	18%	0%
#85: Overall, is the ISP adequate to meet the person's needs?	65%	35%	0%	0%
#161: ... person receive services & supports recommended in the ISP?	94%	6%	0%	0%
#87b: ... current services adequate to meet the person's needs?	53%	29%	18%	0%
#164: Is the total program of an adquate level of intensity...?	12%	59%	29%	0%

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

Res. Agency (# in sample)	Question					
	#65	#124	#85	#161	#87b	#164
A Better Way (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)

Res. Agency (# in sample)	#65	#124	#85	#161	#87b	#164
			Question			
Adelante (8)	13% Yes (1) 63% Many (5) 25% Needs Impv (2)	0% Yes 88% Many (7) 13% Needs Impv (1)	0% Yes 63% Many (5) 38% Needs Impv (3)	100% Yes (8)	50% Yes (3) 25% Many (2) 25% Needs Impv (2)	0% Yes 50% Many (4) 50% Needs Impv (4)
ADID Care (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Alegria (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)
Alianza (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% Many (1)
Alta Mira (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Needs Impv (1)
Arca (2)	50% Yes (1) 50% Needs Impv (1)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 50% Many (1) 50% Needs Impv (1)	100% Yes (2)	50% Yes (1) 50% Many (1)	0% Yes 100% Many (2)
Dungarvin (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Needs Impv (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)
Onyx (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)

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

CM Agency (# in sample)	#65	#124	#85	#161	#87b	#164
			Question			
A New Vision (4)	25% Yes (1) 75% Many (3)	0% Yes 50% Many (2) 50% Needs Impv (2)	0% Yes 25% Many (1) 75% Needs Impv (3)	100% Yes (4)	50% Yes (2) 50% Many (2)	0% Yes 50% Many (2) 50% Needs Impv (2)
A Step Above (5)	20% Yes (1) 60% Many (3) 20% Needs Impv (1)	20% Yes (1) 60% Many (3) 20% Needs Impv (1)	0% Yes 60% Many (3) 40% Needs Impv (2)	80% Yes (4) 20% Needs Impv (1)	40% Yes (2) 20% Many (1) 40% Needs Impv (2)	20% Yes (1) 40% Many (2) 40% Needs Impv (2)
Amigo (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 100% Many (2)	0% Yes 100% Many (2)	100% Yes (2)	100% Yes (2)	0% Yes 100% Many (2)
Carino (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)

CM Agency (# in sample)	Question					
	#65	#124	#85	#161	#87b	#164
NMQCM (2)	50% Yes (1) 50% Many (1)	0% Yes 100% Many (2)	0% Yes 100% Many (2)	100% Yes (2)	100% Yes (2)	50% Yes (1) 50% Needs Impv (1)
Peak (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% Many (1)
Unique Opportunities (2)	0% Yes 100% Many (2)	0% Yes 100% Many (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	100% Yes (20	50% Yes (1) 50% Many (1)	0% Yes 100% Many (2)

G. Case Management

Case Management services are intended to be person-centered and are key to enabling people to pursue their desired life outcomes while gaining greater independence and access to needed services and supports. While the number of findings in the 2019 Metro Region Round 1 IQR in the Case Management area are the third highest of the findings area, the region scored well on, "does the case manager know the person" as pictured below. The charts below detail the related findings.

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

Chart #30: Case Management Services
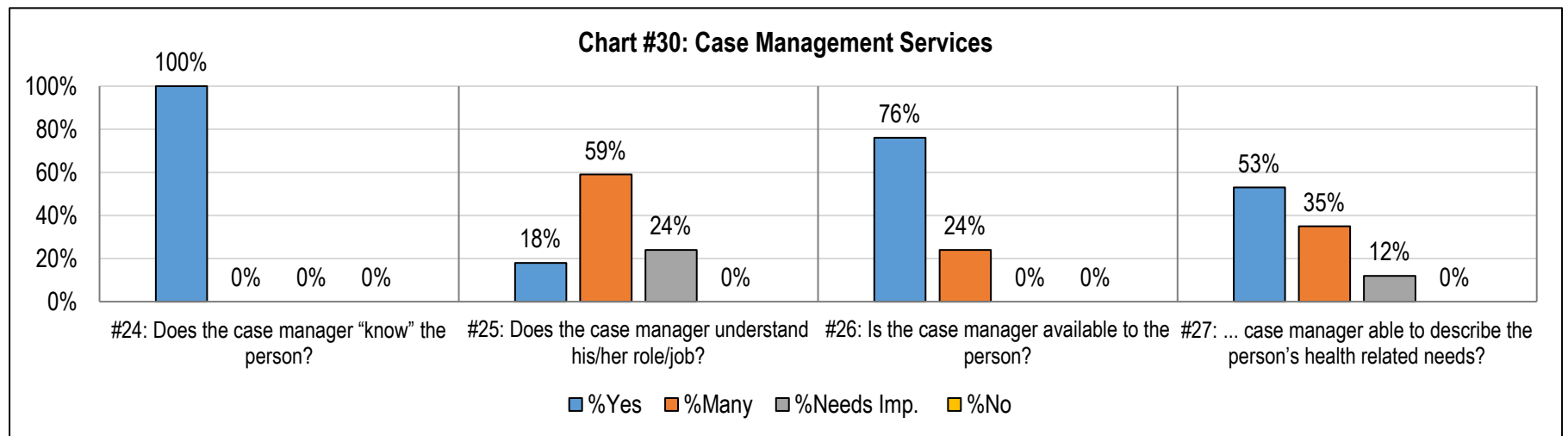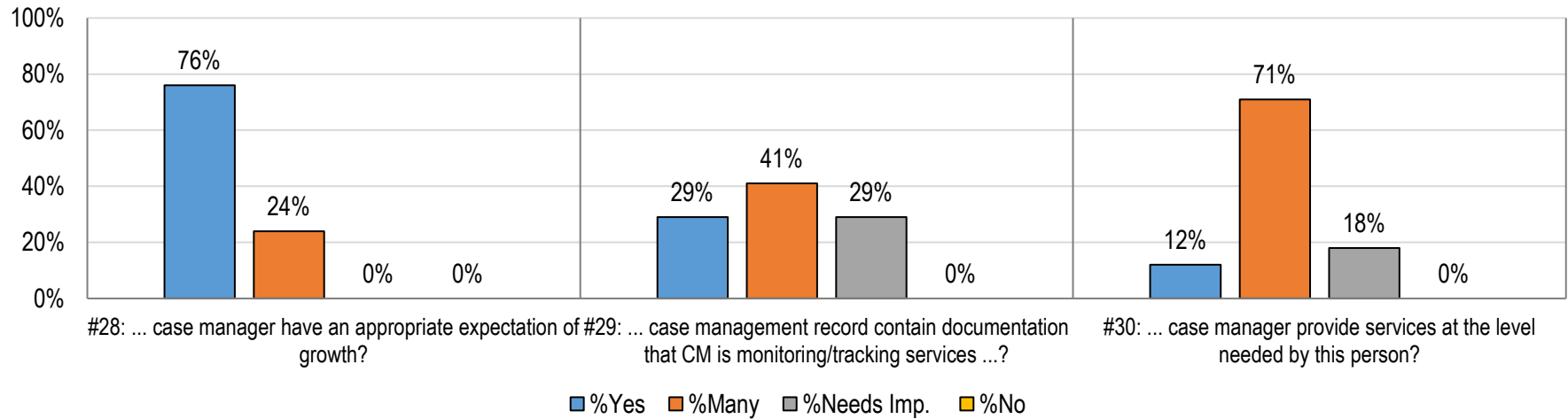
Chart #31: Case Management Scores, by Case Management Agency

CM Agency (# in sample)	Question			
	#24	**#25**	**#26**	**#27**
A New Vision (4)	100% Yes (4)	50% Yes (2) 25% Many (1) 25% Needs Impv (1)	75% Yes (3) 25% Many (1)	50% Yes (2) 25% Many (1) 25% Needs Impv (1)
A Step Above (5)	100% Yes (5)	0% Yes 60% Many (3) 40% Need Impv (2)	60% Yes (3) 40% Many (2)	60% Yes (3) 20% Many (1) 20% Needs Impv (1)
Amigo (2)	100% Yes (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	100% Yes (2)	50% Yes (1) 50% Many (1)
Carino (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)	100% Yes (1)
NMQCM (2)	100% Yes (2)	0% Yes 100% Many (2)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)
Peak (1)	100% Yes (1)	0% Yes 100% Many (1)	100% Yes (1)	100% Yes (1)
Unique Opportunities (2)	100% Yes (2)	0% Yes 100% Many (2)	100% Yes (2)	0% Yes 100% Many (2)

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

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

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

Chart #32: Case Management Services, continued

Legend: ■ %Yes ■ %Many ■ %Needs Imp. ■ %No

- #28: ... case manager have an appropriate expectation of growth? — Yes 76%, Many 24%, Needs Imp. 0%, No 0%
- #29: ... case management record contain documentation that CM is monitoring/tracking services ...? — Yes 29%, Many 41%, Needs Imp. 29%, No 0%
- #30: ... case manager provide services at the level needed by this person? — Yes 12%, Many 71%, Needs Imp. 18%, No 0%

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

CM Agency (# in sample)	Question		
	#28	#29	#30
A New Vision (4)	50% Yes (2) 50% Many (2)	25% Yes (1) 50% Many (2) 25% Needs Impv (1)	0% Yes 75% Many (2) 25% Needs Impv (1)
A Step Above (5)	80% Yes (4) 20% Many (1)	40% Yes (2) 60% Needs Impv (3)	0% Yes 60% Many (3) 40% Needs Impv (2)
Amigo (2)	100% Yes (2)	0% Yes 50% Many (1) 50% Needs Impv (1)	0% Yes 100% Many (2)
Carino (1)	100% Yes (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)
NMQCM (2)	100% Yes (2)	50% Yes (1)	50% Yes (1)

CM Agency (# in sample)	Question		
	#28	#29	#30
		50% Many (1)	50% Many (1)
Peak (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)
Unique Opportunities (2)	100% Yes (2)	50% Yes (1) 50% Many (1)	50% Yes (1) 50% Many (1)

H. Supported Employment

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

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

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

> Informed choice generally includes the following:
> Also, the following contains information from 2018 DD Waiver Standards Chapter 4.5 and 6.6.3.4
> 1. *Assessment:* The first step in making an informed choice about employment starts with the assessment process.
> 2. *Information:* ...discussing with the person/guardian what was learned through the assessment (4.5) is also expected and helpful. In addition, providing information about different work options and resources available to the person in a way that is understandable by the person is important.
> 3. *Experience:* If a person has no volunteer or work history, then the individual and guardian should consider trying new discovery experiences in the community to determine interests, skills, abilities, and needs. Opportunity for Trial Work or Volunteering: ... providing the individual with access to job exploration activities including volunteer work and/or trial work opportunities, if the individual and guardian are interested, is key.
> 4. *Identification of barriers:* considering potential impact on the person's life, health and safety and creating strategies to address any related issues that may arise.

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

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

Chart #34: Supported Employment
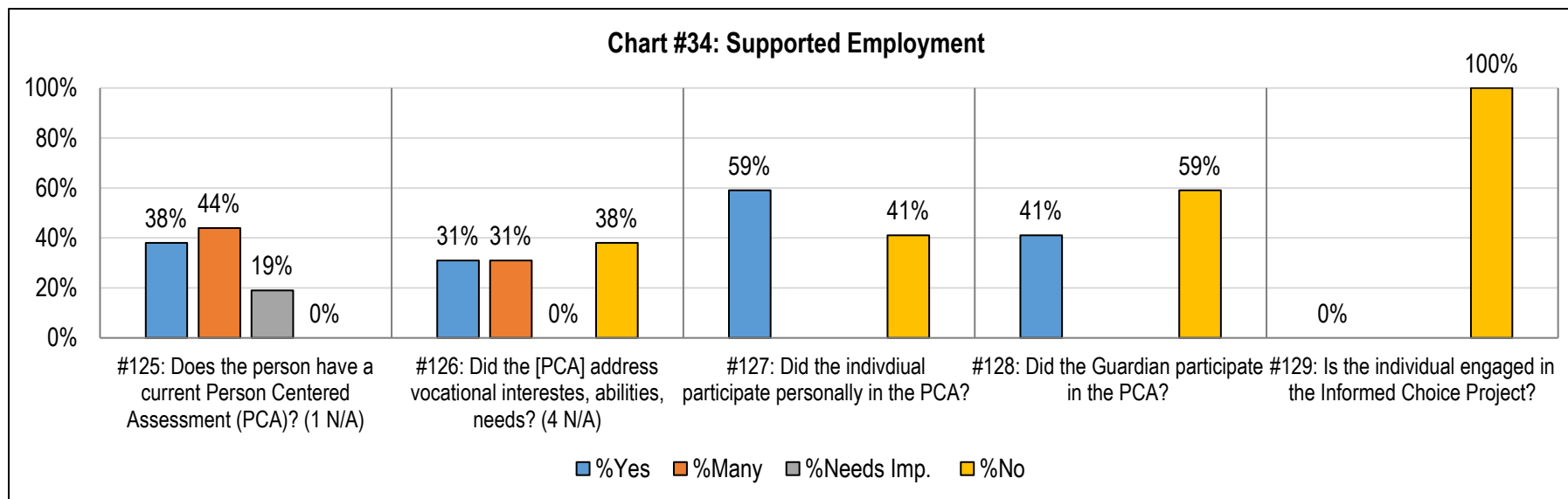
Chart #35: Supported Employment Scores by Provider Agency

Res. Agency (# in sample)	Question				
	#125	#126	#127	#128	#129
A Better Way (1)	100% Yes	100% Yes	100% Yes	0% Yes 100% No (1)	0% Yes 100% No (1)
Adelante (8)	13% Yes (1) 63% Many (5) 25% Needs Impv (2)	14% Yes (1) 43% Many (3) 43% No (3)	25% Yes (2) 75% No (6)	38% Yes (3) 63% No (5)	0% Yes 100% No (8)

Res. Agency (# in sample)	Question				
	#125	#126	#127	#128	#129
		(1 N/A)			
ADID Care (1)	100% Yes	100% Yes	100% Yes	0% Yes 100% No (1)	0% Yes 100% No (1)
Alegria (1)	100% Yes	(1 N/A)	100% Yes	100% Yes	0% Yes 100% No (1)
Alianza (1)	100% Yes	0% Yes 100% Many (1)	100% Yes	100% Yes	0% Yes 100% No (1)
Alta Mira (1)	0% Yes 100% Many (1)	(1 N/A)	100% Yes	100% Yes	0% Yes 100% No (1)
Arca (2)	100% Yes (1) (1 N/A)	100% Yes (1) (1 N/A)	50% Yes (1) 50% No (1)	0% Yes 100% No (2)	0% Yes 100% No (2)
Dungarvin (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)	100% Yes	0% Yes 100% No (1)	0% Yes 100% No (1)
Onyx (1)	0% Yes 100% Needs Impv (1)	0% Yes 100% No (1)	100% Yes	100% Yes	0% Yes 100% No (1)

Chart #36: Supported Employment Scores by Case Management Agency

CM Agency (# in sample)	Question				
	#125	#126	#127	#128	#129
A New Vision (4)	25% Yes (1) 50% Many (2) 25% Needs Impv (1)	25% Yes (1) 25% Many (1) 50% No (2)	25% Yes (1) 75% No (3)	25% Yes (1) 75% No (3)	0% Yes 100% No (4)
A Step Above (5)	40% Yes (2) 40% Many (2) 20% Needs Impv (1)	100% Yes (3) (2 N/A)	80% Yes (4) 20% No (1)	40% Yes (2) 60% No (3)	0% Yes 100% No (5)
Amigo (2)	100% Yes (1) (1 N/A)	0% Yes 100% Many (1) (1 N/A)	50% Yes (1) 50% No (1)	50% Yes (1) 50% No (1)	0% Yes 100% No (2)
Carino	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)
NMQCM (2)	50% Yes (1) 50% Needs Impv (1)	0% Yes 50% Many (1) 50% No (1)	50% Yes (1) 50% No (1)	50% Yes (1) 50% No (1)	0% Yes 100% No (2)

CM Agency (# in sample)	Question				
	#125	#126	#127	#128	#129
Peak (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)
Unique Opportunities (2)	0% Yes 100% Many (2)	0% Yes 50% Many (1) 50% No (1)	50% Yes (1) 50% No (1)	0% Yes 100% No (2)	0% Yes 100% No (2)

2. Components of Informed Choice: Information and Experience

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

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

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

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

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

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

Chart #37: Supported Employment, continued
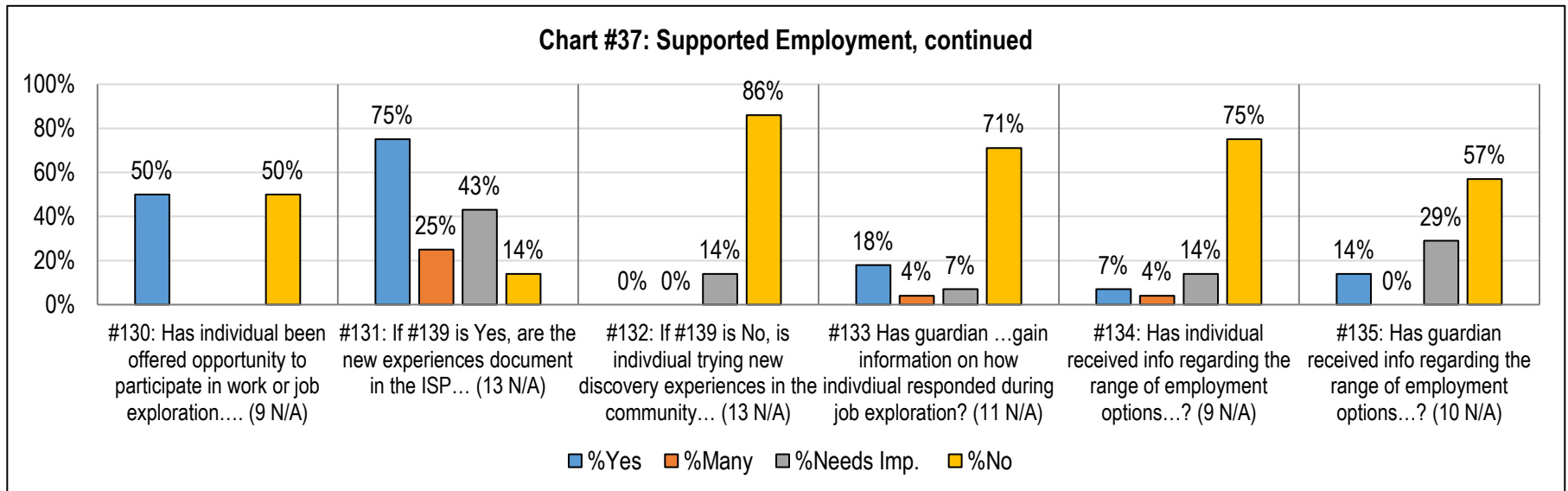
Chart #38: Supported Employment Scores by Provider Agency

Res. Agency (# in sample)	Question					
	#130	**#131**	**#132**	**#133**	**#134**	**#135**
A Better Way (1)	100% Yes (1)	100% Yes (1)	(1 N/A)	(1 N/A)	100% Yes (1)	(1 N/A)
Adelante (8)	75% Yes (3) 25% No (1) (4 N/A)	67% Yes (2) 33% Many (1) (5 N/A)	0% Yes 100% Many (1) (7 N/A)	25% Yes (1) 25% Many (1) 50% No (2) (4 N/A)	0% Yes 25% Needs Impv (1) 75% No (3) (4 N/A)	0% Yes 25% Many (1) 25% Needs Impv (1) 50% No (2) (4 N/A)
ADID Care (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Alegria (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Alianza (1)	0% Yes 100% No (1)	(1 N/A)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	100% Yes (1)
Alta Mira (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Arca (2)	(2 N/A)	(2 N/A)	(2 N/A)	(2 N/A)	(2 N/A)	(2 N/A)
Dungarvin (1)	0% Yes 100% No (1)	(1 N/A)	0% Yes 100% No (1)	(1 N/A)	0% Yes 100% No (1)	100% Yes (1)
Onyx (1)	0% Yes 100% No (1)	(1 N/A)	100% Yes (1)	100% Yes (1)	0% Yes 100% No (1)	100% Yes (1)

Chart #39: Supported Employment Scores by Case Management Agency

CM Agency (# in sample)	Question					
	#130	**#131**	**#132**	**#133**	**#134**	**#135**
A New Vision (4)	67% Yes (2) 33% No (1) (1 N/A)	100% Yes (2) (2 N/A)	0% Yes 100% Many (1) (3 N/A)	33% Yes (1) 33% Many (1) 33% No (1) (1 N/A)	0% Yes 33% Needs Impv (1) 67% No (2) (1 N/A)	0% Yes 33% Many (1) 67% No (2) (1 N/A)
A Step Above (5)	100% Yes (1) (4 N/A)	100% Yes (1) (4 N/A)	(5 N/A)	(5 N/A)	100% Yes (1) (4 N/A)	(5 N/A)
Amigo (2)	0% Yes 100% No (1)	(2 N/A)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	100% Yes (1) (1 N/A)

CM Agency (# in sample)	Question					
	#130	#131	#132	#133	#134	#135
	(1 N/A)		(1 N/A)	(1 N/A)	(1 N/A)	
Carino (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
NMQCM (2)	0% Yes 100% No (1) (1 N/A)	(2 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	100% Yes (1) (1 N/A)
Peak (1)	100% Yes	0% Yes 100% Many (1)	(1 N/A)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% Needs Impv (1)
Unique Opportunities (2)	0% Yes 100% No (1) (1 N/A)	(2 N/A)	0% Yes 100% No (1) (1 N/A)	(2 N/A)	0% Yes 100% No (1) (1 N/A)	100% Yes (1) (1 N/A)

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

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

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

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

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

Chart #40: Supported Employment, continued

Legend: %Yes (blue), %Many (orange), %Needs Imp. (gray), %No (yellow)

- #136: If there are barriers to employmet has… addressed how to overcome...? (9 N/A): 25% Yes, 25% Many, 0%, 50% No
- #137: If there are barries to employmnet has Team addressed with Guardian…? (10 N/A): 29% Yes, 14% Many, 0%, 57% No
- #138: Has the individual participated in work or volunteer activities…? (9 N/A): 38% Yes, 25% Many, 0%, 38% No
- #139: Has the indivdiual identified what type of work or volunteer activities…? (9 N/A): 13% Yes, 25% Many, 13% Needs Imp., 50% No

Chart #41: Supported Employment Scores by Provider Agency

Res. Agency (# in sample)	Question			
	#136	#137	#138	#139
A Better Way (1)	100% Yes (1)	(1 N/A)	100% Yes (1)	100% Yes (1)
Adelante (8)	25% Yes (1) 75% No (3) (4 N/A)	25% Yes (1) 75% No (3) (4 N/A)	50% Yes (2) 50% Many (2) (4 N/A)	0% Yes 50% Many (2) 25% Needs Impv (1) 25% No (1) (4 N/A)
ADID Care (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Alegria (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Alianza (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Alta Mira (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
Arca (2)	(2 N/A)	(2 N/A)	(2 N/A)	(2 N/A)

Res. Agency (# in sample)	Question			
	#136	#137	#138	#139
Dungarvin (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Onyx (1)	0% Yes 100% Many (1)	100% Yes (1)	0% Yes 100% No (1)	0% Yes 100% No (1)

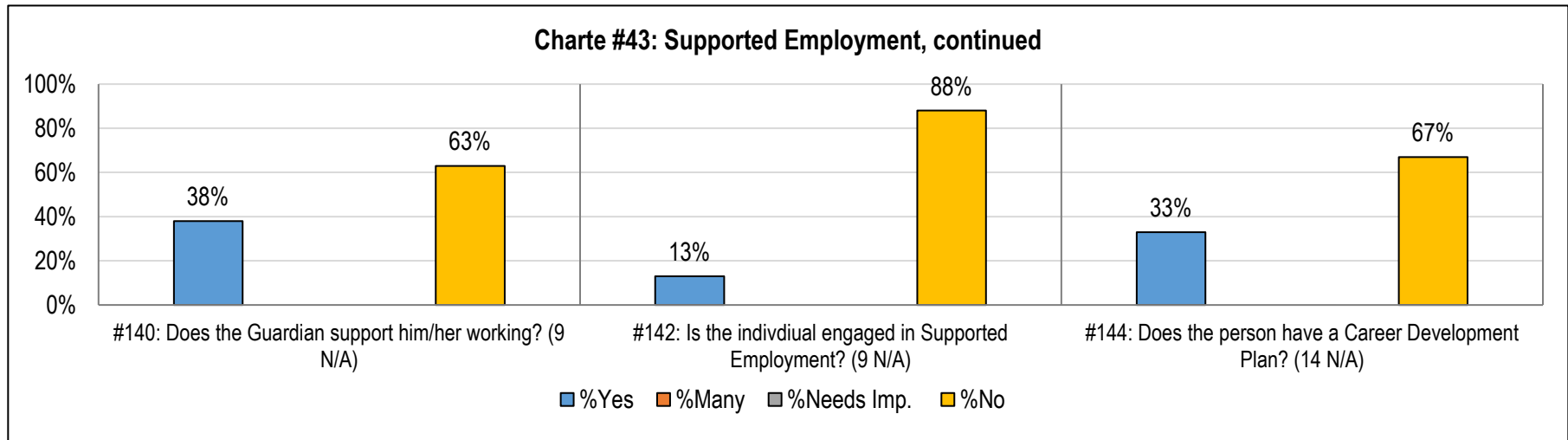**Chart #42: Supported Employment Scores by Case Management Agency**

CM Agency (# in sample)	Question			
	#136	#137	#138	#139
A New Vision (4)	33% Yes (1) 67% No (2) (1 N/A)	33% Yes (1) 67% No (2) (1 N/A)	67% Yes (2) 33% Many (1) (1 N/A)	0% Yes 25% Many (1) 25% Needs Impv (1) 25% No (1) (1 N/A)
A Step Above (5)	100% Yes (4 N/A)	(5 N/A)	100% Yes (4 N/A)	100% Yes (4 N/A)
Amigo (2)	0% Yes 100% Many (1) (1 N/A)	0% Yes 100% Many (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)
Carino (1)	(1 N/A)	(1 N/A)	(1 N/A)	(1 N/A)
NMQCM (2)	0% Yes 100% Many (1) (1 N/A)	100% Yes (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)
Peak (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% Many (1)	0% Yes 100% Many (1)
Unique Opportunities (2)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)

4. **JCMs Involved in Supported Employment**
   Question #140. Does the Guardian support him/her working?
   Question #142. Is the individual engaged in Supported Employment?

Question #144. Does the person have a Career Development Plan?

Charte #43: Supported Employment, continued

Legend: ■ %Yes ■ %Many ■ %Needs Imp. ■ %No

- #140: Does the Guardian support him/her working? (9 N/A) — Yes 38%, No 63%
- #142: Is the indivdiual engaged in Supported Employment? (9 N/A) — Yes 13%, No 88%
- #144: Does the person have a Career Development Plan? (14 N/A) — Yes 33%, No 67%

Chart #44: Supported Employment Scores by Provider Agency

Res. Agency (# in sample)	Question		
	#140	#142	#144
A Better Way (1)	(1 N/A)	100% Yes (1)	100% Yes (1)
Adelante (8)	25% Yes (1) 75% No (3) (4 N/A)	0% Yes 100% No (4) (4 N/A)	0% Yes 100% No (1) (7 N/A)
ADID Care (1)	0% Yes 100% No (1)	(1 N/A)	(1 N/A)
Alegria (1)	(1 N/A)	(1 N/A)	(1 N/A)
Alianza (1)	0% Yes 100% No (1)	100% Yes (1)	(1 N/A)
Alta Mira (1)	(1 N/A)	(1 N/A)	(1 N/A)
Arca (2)	(2 N/A)	(2 N/A)	(2 N/A)
Dungarvin (1)	0% Yes 100% No (1)	0% Yes 100% No (1)	0% Yes 100% No (1)
Onyx (1)	100% Yes (1)	0% Yes 100% No (1)	(1 N/A)

Chart #45: Supported Employment Scores by Case Management Agency

CM Agency (# in sample)	Question		
	#140	**#142**	**#144**
A New Vision (4)	0% Yes 100% No (3) (1 N/A)	0% Yes 100% No (3) (1 N/A)	0% Yes 100% No (1) (3 N/A)
A Step Above (5)	0% Yes 100% No (1) (4 N/A)	100% Yes (1) (4 N/A)	100% Yes (1) (4 N/A)
Amigo (2)	100% Yes (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	(2 N/A)
Carino (1)	(1 N/A)	(1 N/A)	(1 N/A)
NMQCM (2)	100% Yes (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	(2 N/A)
Peak (1)	100% Yes (1)	0% Yes 100% No (1)	(1 N/A)
Unique Opportunities (2)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)	0% Yes 100% No (1) (1 N/A)

I. IQR Scored Protocol Questions

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

Question	2019 (sample=17)
CASE MANAGEMENT	
24. Does the case manager "know" the person? CPRQ26; '17IQR#8c, '18IQR24	100% Yes (17)
25. Does the case manager understand his/her role/job? CPRQ27 '17IQR#16, '18IQR25	18% Yes (3) 59% Many (10) 24% Needs Impv (4)
26. Is the case manager available to the person? CPRQ29; '17IQR#16a, '18IQR27	76% Yes (13) 24% Many (4)
27. Was the case manager able to describe the person's health related needs? CPRQ30, '18IQR28	53% Yes (9) 35% Many (6) 12% Needs Impv (2)
28. Does the case manager have an appropriate expectation of growth for this person? CPRQ31, '18IQR29	76% Yes (13) 24% Many (4)
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	29% Yes (5) 41% Many (7) 29% Needs Impv (5)
30. Does the case manager provide case management services at the level needed by this person? CPRQ33; '17IQR#16c, '18IQR31	12% Yes (2) 71% Many (12) 18% Needs Impv (3)
EMPLOYMENT AND DAY *1 Person did not have Day services*	
31. Does the direct services staff "know" the person? CPRQ35; '17IQR#8a, '18IQR33	88% Yes (14) 6% Many (1) 6% Needs Impv (1)
32. Does the direct service staff have input into the person's ISP? CPRQ36, '18IQR34	63% Yes (10) 25% Many (4)

Question	2019 (sample=17)
	13% No (2)
33. Did the direct service staff receive training on implementing this person's ISP? CPRQ37, '18IQR35	63% Yes (10) 31% Many (5) 6% Needs Impv (1)
34. Was the direct service staff able to describe this person's health-related needs? CPRQ38, '18IQR36	63% Yes (10) 31% Many (5) 6% 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	75% Yes (12) 19% Many (3) 6% Needs Impv (1)
35a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ39a, '18IQR37a	94% Yes (15) 6% Needs Impv (1)
35b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ39b, '18IQR37b	81% Yes (13) 19% Many (3)
36. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41, '18IQR39	94% Yes (15) 6% No (1)
37. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42, '18IQR40	69% Yes (11) 13% Many (2) 13% Needs Impv (2) 6% No (1)
38. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43, '18IQR41	75% Yes (12) 13% Many (2) 13% Needs Impv (2)
RESIDENTIAL	
39. Does the residential direct services staff "know" the person? CPRQ44; '17IQR#8b, '18IQR42	88% Yes (15) 6% Many (1) 6% Needs Impv (1)
40. Does the direct service staff have input into the person's ISP? CPRQ45, '18IQR43	82% Yes (14) 18% No (3)

Question	2019 (sample=17)
41. Did the direct service staff receive training on implementing this person's ISP? CPRQ46, '18IQR44	65% Yes (11) 18% Many (3) 18% Needs Impv (3)
42. Is the residence safe for individuals (void of hazards)? CPRQ45, '18IQR45	88% Yes (15) 6% Many (1) 6% Needs Impv (1)
43. Was the residential direct service staff able to describe this person's health-related needs? CPRQ48, '18IQR46	53% Yes (9) 29% Many (5) 18% Yes (3)
44. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49, '18IQR47	65% Yes (11) 24% Many (4) 12% Needs Impv (2)
44a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ49a, '18IQR47a	82% Yes (14) 12% Many (2) 6% No (1)
44b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ49b, '18IQR47b	65% Yes (11) 24% Many (4) 12% Needs Impv (2)
45. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51, '18IQR49	88% Yes (15) 12% No (2)
46. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52, '18IQR50	82% Yes (14) 18% Many (3)
47. Does the person's residential environment offer a minimal level of quality of life? CPRQ53, '18IQR51	82% Yes (14) 6% Many (1) 12% Needs Impv (2)
HEALTH	
48. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b, '18IQR52	35% Yes (6) 53% Many (9) 12% Needs Impv (2)

Question	2019 (sample=17)
49. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21, '18IQR53	35% Yes (6) 41% Many (7) 24% Needs Impv (4)
50. Was the eChat updated timely? '17IQR#18g, '18IQR54	24% Yes (4) 71% Many (12) 6% No (1)
50a. Is the eChat updated timely with the ISP and after changes in condition?	76% Yes (13) 12% Many (2) 6% Needs Impv (1) 6% No (1)
50b. Is the eChat complete?	35% Yes (6) 65% Many (11)
50c. Is the eChat accurate?	41% Yes (7) 47% Many (8) 6% Needs Impv (1) 6% No (1)
51. Are all of the individual's needed medical treatments, including routine, scheduled and chronic needs, timely received? 17IQR#19, '18IQR55	35% Yes (6) 65% Many (11)
52. Has the individual received all age and gender appropriate health screening/immunizations in accordance with national best practice and/or as recommended …(*Does the individual receive routine/scheduled medical treatment? 17IQR#19a, '18IQR56*)	18% Yes (3) 65% Many (11) 12% Needs Impv (2) 6% No (1)
53. Does the individual receive medication as prescribed? 17IQR#19e, '18IQR57	41% Yes (7) 24% Many (4) 35% Needs Impv (6)
54. Are nursing services provided as needed by the individual? 17IQR#20, '18IQR59	24% Yes (4) 47% Many (8) 29% Needs Impv (5)
55. Is the CARMP consistent with recommendation in other healthcare documents? *(Is the CARMP is accurate? '17IQR#21f, '18IQR60)*	40% Yes (6) 20% Many (3) 40% Needs Impv (6) (2 N/A)

Question	2019 (sample=17)
56. Is the CARMP consistently implemented as intended? , '18IQR61	33% Yes (5) 53% Many (8) 13% Needs Impv (2) (2 N/A)
57. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19, '18IQR62	12% Yes (2) 76% Many (13) 12% Needs Impv (2)
57a. Are assessment recommendations followed up on in a timely way?	59% Yes (10) 29% Many (5) 12% Needs Impv (2)
57b. Were needed equipment/communication devices delivered timely?	71% Yes (10) 14% Many (2) 14% Needs Impv (2) (3 N/A)
57c. Were medical specialist appointments attended timely?	41% Yes (7) 41% Many (7) 12% Needs Impv (2) 6% No (1)
57d. Were changes in personal condition, if any, responded to timely?	59% Yes (10) 12% Many (2) 6% No (1) (4 N/A)
57e. Were Health Care Plans available, accurate and consistently implemented?	24% Yes (4) 24% Many (4) 53% Needs Impv (9)
ASSESSMENTS	
58. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18, '18IQR65	53% Yes (9) 47% Many (8)
59. Are the assessments adequate for planning? CPRQ59; '17IQR#4f, '18IQR66	6% Yes (1) 82% Many (14) 12% Needs Impv (2)

Question	2019 (sample=17)
59a. Were assessments provided timely?	18% Yes (3) 76% Many (13) 6% Needs Impv (1)
59b. Did assessments contain accurate information?	24% Yes (4) 65% Many (11) 12% Need Impv (2)
59c. Did assessments contain information accurate to guide planning?	18% Yes (3) 41% Many (7) 35% Needs Impv (6) 6% No (1)
59d. Did assessments contain recommendations?	35% Yes (6) 53% Many (9) 6% Needs Impv (1) 6% No (1)
60. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5, '18IQR67	35% Yes (6) 47% Many (8) 12% Needs Impv (2) 6% No (1)
61. For medical, clinical or health related rec's, has a DCF been completed if the individual and/or their guardian/health care decision maker have decided not to follow all or part of an order, rec, or suggestion? '17IQR#5c, '18IQR68	31% Yes (4) 23% Many (3) 23% Needs Impv (3) 23% No (3) (4 N/A)
ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES	
62. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9, '18IQR69	100% Yes (17)
63. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3, '18IQR70	47% Yes (8) 47% Many (8) 6% 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	42% Yes (5) 25% Many (3)

Question	2019 (sample=17)
	17% Needs Impv (2) 17% No (2) (5 N/A)
65. Does my ISP contain current and accurate information? '17IQR#6, '18IQR72	24% Yes (4) 59% Many (10) 18% Needs Impv (3)
66. Does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b, '18IQR73	76% Yes (13) 12% Many (2) 12% Needs Impv (2)
67. Does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c, '18IQR74	76% Yes (13) 12% Many (2) 12% Needs Impv (2)
68. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a, '18IQR75	12% Yes (2) 35% Many (6) 41% Needs Impv (7) 12% No (2)
69. Does the data kept identify what the person does so a determination regarding progress/lack of progress can be made? '17IQR#12b, '18IQR76	18% Yes (3) 29% Many (5) 35% Needs Impv (6) 18% No (3)
70. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c, '18IQR77	29% Yes (5) 6% Many (1) 47% Needs Impv (8) 18% No (3)
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	27% Yes (3) 18% Many (2) 18% Needs Impv (2) 36% No (4) (6 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	31% Yes (4) 31% Many (4) 8% Needs Impv (1) 31% No (4)

Question	2019 (sample=17)
	(4 N/A)
73. Has the person made measurable progress on actions steps during this past year?'17IQR#13b, '18IQR80	24% Yes (4) 18% Many (3) 24% Needs Impv (4) 35% No (6)
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	59% Yes (10) 18% Many (3) 12% Needs Impv (2) 12% No (2)
75. Are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d, '18IQR82	82% Yes (14) 6% Many (1) 12% No (2)
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	53% Yes (9) 35% Many (6) 6% Needs Impv (1) 6% No (1)
77. Are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i, '18IQR84	24% Yes (4) 35% Many (6) 24% Needs Impv (4) 18% No (3)
78. Are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m, '18IQR85	35% Yes (6) 18% Many (3) 18% Needs Impv (3) 29% No (5)
79. Has the person made measurable progress in therapy this year? '17IQR#13a, '18IQR86	18% Yes (3) 12% Many (2) 65% Needs Impv (11) 6% No (1)
80. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c, '18IQR87	47% Yes (8) 18% Many (3) 35% Needs Impv (6)
81. Does the ISP contain information regarding primary health (medical) care? CPRQ74, '18IQR88	88% Yes (15)

Question	2019 (sample=17)
	6% Many (1) 6% Needs Impv (1)
81a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a, '18IQR88a	100% Yes (17)
81b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b, '18IQR88b	88% Yes (15) 6% Many (1) 6% No (1)
82. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76, '18IQR89	88% Yes (15) 6% Many (1) 6% No (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)*	100% Yes (17)
84. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a, '18IQR91	47% Yes (7) 47% Many (7) 7% Needs Impv (1) (2 N/A)
85. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7, '18IQR92	0% Yes 65% Many (11) 35% Needs Impv (6)
86. Is the ISP being implemented? (If 85 is "3") CPRQ79 '17IQR#12, '18IQR93	0% Yes (17 N/A)
87a. Is the ISP being implemented? (If 85 is "0", "1", or "2") CPRQ80a '17IQR#12, '18IQR94a	6% Yes (1) 41% Many (7) 47% Needs Impv (8) 6% No (1)
87b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11, '18IQR94b	53% Yes (9) 29% Many (5) 18% Needs Impv (3)
88. Was the direct service staff trained on the implementation of this person's ISP? CPRQ81, '18IQR95	59% Yes (10) 29% Many (5) 12% Needs Impv (2)

Question	2019 (sample=17)
89. Were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82, '18IQR96	71% Yes (12) 29% Many (5)
EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION	
90. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13, '18IQR98	29% Yes (5) 24% Many (4) 47% Needs Impv (8)
91. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d, '18IQR99	41% Yes (7) 59% Many (10)
92. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b, '18IQR100	82% Yes (14) 12% Many (2) 6% No (1)
93. Is the person offered a range of opportunities for participation in each life area? CPRQ87, '18IQR101	41% Yes (7) 41% Many (7) 18% Needs Impv (3)
94. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30, '18IQR102	56% Yes (5) 22% Many (2) 22% Needs Impv (2) (8 CND)
94a. About where and with whom to live? CPRQ89; '17IQR#23c, '18IQR102a	71% Yes (5) 14% Needs Impv (1) 14% No (1) (10 CND)
94b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d, '18IQR102b	75% Yes (6) 13% Many (1) 13% Needs Imp (1) (9 CND)
94c. About where and with whom to socialize/spend leisure time? CPRQ91, '18IQR102c	67% Yes (6) 22% Many (2) 11% Needs Impv (1) (8 CND)

Question	2019 (sample=17)
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)*	94% Yes (16) 6% 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	88% Yes (15) 6% Many (1) 6% Needs Impv (1)
97. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94, '18IQR106	100% Yes (17)
98. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h, '18IQR107	35% Yes (6) 65% No (11)
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	33% Yes (2) 17% Many (1) 50% No (3) (11 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	25% Yes (1) 75% No (3) (13 N/A)
101. Is the person protected from abuse, neglect and exploitation? '17IQR#35, '18IQR110	71% Yes (12) 24% Many (4) 6% Needs Impv (1)
102. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b, '18IQR111	50% Yes (5) 30% Many (3) 10% Needs Impv (1) 10% No (1) (7 N/A)
103. Is the individual safe? '17IQR#24, '18IQR112	65% Yes (11) 18% Many (3) 18% Needs Impv (3)
104. What is the level of participation of the legal guardian in this person's life and service planning? CPRQ 97; '17IQR#15a, '18IQR113	44% Active (7) 38% Moderate (6) 19% Limited (3) (1 N/A)

Question	2019 (sample=17)
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	70% Yes (7) 20% Many (2) 10% Needs Impv (1) (7 N/A)
106. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30, '18IQR115	76% Yes (13) 12% Many (2) 12% Needs Impv (2)
107. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e, '18IQR116	94% Yes (16) 6% Many (1)
108. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c, '18IQR117	53% Yes (9) 29% Many (5) 18% Needs Impv (3)
109. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e, '18IQR118	94% Yes (16) 6% Many (1)
110. Does the person have sufficient personal money? CPRQ110 '17IQR#34f, '18IQR119	100% Yes (17)
111. Does the person get along with their day program/employment provider staff? CPRQ111, '18IQR120	100% Yes (12) (1 N/A, 4 CND)
112. Does the person get along with their residential provider staff? CPRQ112, '18IQR121	100% Yes (13) (4 CND)
TEAM PROCESS	
113. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10, '18IQR122	35% Yes (6) 41% Many (7) 24% Needs Impv (4)
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	25% Yes (1) 75% Many (3) (13 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	54% Yes (7) 15% Many (2) 23% Needs Impv (3)

Question	2019 (sample=17)
	8% No (1) (4 N/A)
116. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? CPRQ117, '18IQR125	82% Yes (14) 12% Many (2) 6% Needs Impv (1)
117. Do you recommend Dispute Resolution for this IDT? CPRQ118, '18IQR126	18% Yes (3) 82% No (14)
118. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#17d, '18IQR127	35% Yes (6) 65% No (11)
119. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c, '18IQR128	12% Yes (2) 88% No (15)
120. If #118 OR #119 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121; '18IQR129	33% Yes (2) 67% No (4) (11 N/A)
121. Has the person changed residential/day services in the last year? CPRQ122, '18IQR130	53% Yes (9) 47% No (8)
122. If #121 is Yes, was the change Planned by the IDT? CPRQ122a, '18IQR131	56% Yes (5) 44% No (4) (8 N/A)
123. If #121 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b, '18IQR132	89% Yes (8) 11% No (1) (8 N/A)
124. Overall, has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person? CPRQ123; '17IQR#7n, '18IQR133	6% Yes (1) 76% Many (13) 18% Needs Impv (3)
SUPPORTED EMPLOYMENT	
125. Does (Name) have a current Person-Centered Assessment? '18IQR134	38% Yes (6) 44% Many (7) 19% Needs Impv (3) (1 N/A)

Question	2019 (sample=17)
126. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a, '18IQR135	31% Yes (4) 31% Many (4) 38% No (5) (4 N/A)
127. Did the individual participate personally in the Person Centered Assessment? '18IQR136	59% Yes (10) 41% No (7)
128. Did the Guardian participate in the Person Centered Assessment? '18IQR137	41% Yes (7) 59% No (10)
129. Is the individual engaged in the Informed Choice Project? '18IQR138	0% Yes 100% No (17)
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	50% Yes (4) 50% No (4) (9 N/A)
131. If #130 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section? '18IQR140	75% Yes (3) 25% Many (1) (13 N/A)
132. If #131 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs? '18IQR141	25% Yes (1) 25% Many (1) 66% No (2) (13 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	33% Yes (2) 17% Many (1) 50% No (3) (11 N/A)
134. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c, '18IQR143	13% Yes (1) 13% Needs Impv (1) 75% No (6) (9 N/A)
135. Has the Guardian received information regarding the range of employment options available for the individual? '18IQR144	43% Yes (3) 14% Many (1) 14% Needs Impv (1) 29% No (2)

Question	2019 (sample=17)
	(10 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	25% Yes (2) 25% Many (2) 50% No (4) (9 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	29% Yes (2) 14% Many (1) 57% No (4) (10 N/A)
138. Has the individual participated in work or volunteer activities during the past year? '18IQR147	38% Yes (3) 25% Many (2) 38% No (3) (9 N/A)
139. Has the individual identified what type of work or volunteer activities he/she would like to do? '18IQR148	13% Yes (1) 25% Many (2) 13% Needs Impv (1) 50% No (4) (9 N/A)
140. Does the Guardian support him/her working? '18IQR149	38% Yes (3) 63% No (5) (9 N/A)
142. Is the individual engaged in Supported Employment? CPRQ129, '18IQR151	13% Yes (1) 88% No (7) (9 N/A)
144. Does the person have a Career Development Plan? CPRQ128 17IQR#26e, '18IQR153	33% Yes (1) 67% No (2) (14 N/A)
BEHAVIOR	
145. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d, '18IQR154	29% Yes (5) 71% No (12)

Question	2019 (sample=17)
146. Does the person need behavior services now? CPRQ132 '17IQR#11e, '18IQR155	35% Yes (6) 65% No (11)
147. Have behavioral assessments been completed? CPRQ133, '18IQR156	17% Yes (1) 67% Many (4) 17% No (1) (11 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	67% Yes (4) 17% Many (1) 17% No (1) (11 N/A)
149. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d, '18IQR158	67% Yes (4) 17% Many (1) 17% No (1) (11 N/A)
150. If needed, does the person have a Behavior Crisis Intervention Plan that meets the person's needs? CPRQ 73a; '17IQR#5h, '18IQR159	0% Yes 100% Needs Impv (1) (16 N/A)
151. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i, '18IQR160	50% Yes (3) 33% Many (2) 17% No (1) (11 N/A)
152. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d, '18IQR161	50% Yes (3) 50% No (3) (11 N/A)
ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION	
153. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b, '18IQR162	71% Yes (10) 14% Many (2) 14% Needs Impv (2) (3 N/A)
154. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c, '18IQR163	75% Yes (9)

Question	2019 (sample=17)
	17% Many (2) 8% No (1) (5 N/A)
155. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f, '18IQR164	86% Yes (12) 7% Many (1) 7% Needs Impv (1) (3 N/A)
156. Is the person's equipment and technology in good repair?'17IQR#25d, '18IQR165	71% Yes (10) 14% Many (2) 14% Needs Impv (2) (3 N/A)
157. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e, '18IQR166	64% Yes (9) 29% Many (4) 7% Needs Impv (1) (3 N/A)
158. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b, '18IQR167	69% Yes (11) 31% Many (5) (1 N/A)
INDIVIDUAL SERVICE PLANNING	
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	88% Yes (15) 12% Many (2)
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	59% Yes (10) 24% Many (4) 18% Needs Impv (3)
161. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a, '18IQR170	94% Yes (16) 6% Needs Impv (1)
162. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f, '18IQR171	65% Yes (11) 35% Many (6)

Question	2019 (sample=17)
163. Is the person integrated into the community? CPRQ145; '17IQR#29g, '18IQR172	47% Yes (8) 29% Many (5) 18% Needs Impv (3) 6% No (1)
164. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36, '18IQR174	12% Yes (2) 59% Many (10) 29% Needs Impv (5)