



2019 Individual Quality Review Southwest Region Findings Report

Southwest Phone Interviews and On-site: December 16, 2019 – January 28, 2020

Final: March 27, 2020



Class Members: 31

Southwest Sample: 10 (32%)

Four Independent Case Management Agencies

<u>Heart of NM</u>	<u>1</u>	<u>Peak</u>	<u>2</u>
<u>SCCM</u>	<u>5</u>	<u>Unidas</u>	<u>2</u>

Day and Residential Providers

	Day	Residential
<u>Community Options</u>	<u>1</u>	<u>1</u>
<u>Lessons of Life</u>	<u>3</u>	<u>3</u>
<u>Nezzy Care</u>	<u>1</u>	<u>1</u>
<u>PRS</u>	<u>1</u>	<u>1</u>
<u>Tresco</u>	<u>4</u>	<u>4</u>



Class Members with Immediate or Special Needs

Individuals found to Need Immediate Attention: 3 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 **(30% of sample)**

Individuals Needing Special Attention: 5 People

Individuals for whom issues have been identified that, if not effectively addressed, are likely to become an urgent health and safety concern. **50% of sample)**

In 2017, 3 people required Immediate Attention (30%). 7 people required Special Attention (70%) An IR was filed on 1 person. (10 people in the sample)

In 2015, 3 people required Special Attention (20%) (14 people in the sample)

In 2013, 2 people required Immediate Attention (13%). 3 people required Special Attention (19%) IRs were filed on 2 people. (16 people in the sample)

In 2010, 3 people required Immediate Attention (18%). No one required Special Attention. (17 people in the sample)

In 2008, 2 people required Special Attention (6%). No one required Immediate Attention. (18 people in the sample)

In 2006, 1 person required Special Attention (6%). No one required Immediate Attention. (18 people in the sample)

In 2018, 3 people required Immediate Attention (30%). 3 people required Special Attention (30%) An IR was filed on 2 people. (10 people in the sample)

In 2016, 1 person required Immediate Attention (7%). 2 people required Special Attention (14%) An IR was filed on 1 person. (13 people in the sample)

In 2014, 2 people required Immediate Attention (14%). 2 people required Special Attention (21%) IRs were filed on 2 people. (15 people in the sample)

In 2011, 2 people required Immediate Attention (11%). 4 people required Special Attention (22%). (18 people in the sample)

In 2009, 3 people required Immediate Attention (17%). 7 people required Special Attention (39%). One IR was filed. (18 people in the sample)

In 2007, 1 person required Special Attention (6%). No one required Immediate Attention. (16 people in the sample)

In 2005, 3 people required Immediate Attention (21%) and 5 people required Special Attention (36%). (14 people in the sample)



Findings by Area

CASE MANAGEMENT

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
24. Does the case manager “know” the person? CPRQ26; '17IQR#8c, '18IQR24	93% Yes (13) 7% Partial (1)	93% Yes (13) 7% Partial (1)	85% Yes (11) 15% Partial (2)	80% Yes (8) 20% Many (2)	90% Yes (9) 10% Many (1)	90% Yes (9) 10% Needs Impv (1)
25. Does the case manager understand his/her role/job? CPRQ27 '17IQR#16, '18IQR25	71% Yes (10) 29% Partial (4)	64% Yes (9) 36% Partial (5)	77% Yes (10) 23% Partial (3)	0% Yes 60% Many (6) 40% Needs Impv (4)	60% Yes (6) 20% Many (2) 20% Needs Impv (2)	30% Yes (3) 50% Many (5) 20% Needs Impv (2)
26. Is the case manager available to the person? CPRQ29; '17IQR#16a, '18IQR27	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)	92% Yes (12) 8% Partial (1)	0% Yes 60% Many (6) 40% Needs Impv (4)	80% Yes (8) 10% Many (1) 10% Needs Impv (1)	100% Yes (10)
27. Was the case manager able to describe the person’s health related needs? CPRQ30, , '18IQR28	64% Yes (9) 36% Partial (5)	57% Yes (8) 43% Partial (6)	85% Yes (11) 15% Partial (2)		80% Yes (8) 20% Needs Impv (2)	40% Yes (4) 50% Many (5) 10% Needs Impv (1)
28. Does the case manager have an appropriate expectation of growth for this person? CPRQ31, '18IQR29	64% Yes (9) 36% Partial (5)	64% Yes (9) 36% Partial (5)	85% Yes (11) 15% Partial (2)		50% Yes (5) 40% Many (4) 10% Needs Impv (1)	100% Yes (10)
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	36% Yes (5) 64% Partial (9)	29% Yes (4) 64% Partial (9) 7% No (1)	0% Yes 100% Partial (13)	60% Yes (6) 30% Many (3) 10% Need Impv (1)	50% Yes (5) 10% Many (1) 40% Needs Impv (4)	30% Yes (3) 60% Many (6) 10% Needs Impv (1)
30. Does the case manager provide case management services at the level needed by this person? CPRQ33; '17IQR#16c, '18IQR31	36% Yes (5) 64% Partial (9)	57% Yes (8) 43% Partial (6)	38% Yes (5) 62% Partial (8)	0% Yes 60% Many (6) 40% Needs Impv (4)	50% Yes (5) 30% Many (3) 20% Needs Impv (2)	40% Yes (4) 60% Many (6)



2019 Individual Quality Review Southwest Region Report Findings by Area

EMPLOYMENT AND DAY

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
31. Does the direct services staff “know” the person? CPRQ35; ‘17IQR#8a, ‘18IQR33	100% Yes (13) (1 not scored)	79% Yes (11) 21% Partial (3)	92% Yes (12) 8% Partial (1)	70% Yes (7) 20% Many (2) 10% Needs Impv (1)	90% Yes (9) 10% Many (1)	90% Yes (9) 10% Many (1)
32. Does the direct service staff have input into the person’s ISP? CPRQ36, ‘18IQR34	83% Yes (10) 17% Partial (2) (2 not scored)	86% Yes (12) 14% Partial (2)	69% Yes (9) 31% Partial (4)		70% Yes (7) 20% Many (2) 10% No (1)	90% Yes (9) 10% Many (1)
33. Did the direct service staff receive training on implementing this person’s ISP? CPRQ37, ‘18IQR35	62% Yes (8) 38% Partial (5) (1 not scored)	79% Yes (11) 21% Partial (3)	85% Yes (11) 15% Partial (2)		60% Yes (6) 10% Many (1) 30% Needs Impv (3)	40% Yes (4) 40% Many (4) 20% Needs Impv (2)
34. Was the direct service staff able to describe this person’s health-related needs? CPRQ38, ‘18IQR36	46% Yes (6) 54% Partial (7) (1 not scored)	21% Yes (3) 79% Partial (11)	77% Yes (10) 23% Partial (3)		70% Yes (7) 10% Many (1) 10% Needs Impv (1) 10% No (1)	30% Yes (3) 60% Many (6) 10% 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	77% Yes (10) 23% Partial (3) (1 not scored)	64% Yes (9) 36% Partial (5)	85% Yes (11) 15% Partial (2)		50% Yes (5) 40% Many (4) 10% Needs Impv (1)	40% Yes (4) 50% Many (5) 10% Needs Impv (1)
35a. Was the direct service staff able to provide specific information regarding the person’s daily activities? CPRQ39a, ‘18IQR37a	92% Yes (12) 8% Partial (1) (1 not scored)	93% Yes (13) 7% Partial (1)	100% Yes (13)		80% Yes (8) 20% Many (2)	80% Yes (8) 10% Many (1) 10% 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	83% Yes (10) 17% Partial (2) (2 not scored)	64% Yes (9) 36% Partial (5)	85% Yes (11) 15% Partial (2)		60% Yes (6) 10% Many (1) 30% Needs Impv (3)	40% Yes (4) 50% Many (5) 10% Needs Impv (1)



2019 Individual Quality Review
 Southwest Region Report
 Findings by Area

EMPLOYMENT AND DAY (continued)

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
36. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41, '18IQR39	77% Yes (10) 23% Partial (3) (1 not scored)	79% Yes (11) 21% Partial (3)	77% Yes (10) 23% Partial (3)		90% Yes (9) 10% No (1)	100% Yes (10)
37. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42, '18IQR40	38% Yes (5) 62% Partial (8) (1 not scored)	71% Yes (10) 21% Partial (3) 7% No (1)	62% Yes (8) 38% Partial (5)		60% Yes (6) 30% Many (3) 10% Needs Impv (1)	100% Yes (9) (1 CND)
38. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43, '18IQR41	100% Yes (13) (1 not scored)	93% Yes (13) 7% Partial (1)	100% Yes (12) (1 CND)		90% Yes (9) 10% Many (1)	90% Yes (9) 10% Many (1)



2019 Individual Quality Review Southwest Region Report Findings by Area

RESIDENTIAL

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
39. Does the residential direct services staff “know” the person? CPRQ44, ‘17IQR#8b, ‘18IQR42	93% Yes (13) 7% Partial (1)	93% Yes (13) 7% Partial (1)	100% Yes (13)	100% Yes (10)	90% Yes (9) 10% Needs Impv (1)	100% Yes (10)
40. Does the direct service staff have input into the person’s ISP? CPRQ45, ‘18IQR43	50% Yes (7) 43% Partial (6) 7% No (1)	64% Yes (9) 36% Partial (5)	85% Yes (11) 15% Partial (2)		90% Yes (9) 10% Many (1)	90% Yes (9) 10% Many (1)
41. Did the direct service staff receive training on implementing this person’s ISP? CPRQ46, ‘18IQR44	93% Yes (13) 7% Partial (1)	93% Yes (13) 7% Partial (1)	92% Yes (12) 8% Partial (1)		60% Yes (6) 30% Many (3) 10% Needs Impv (1)	70% Yes (7) 30% Many (3)
42. Is the residence safe for individuals (void of hazards)? CPRQ47, ‘18IQR45	93% Yes (13) 7% No (1)	100% Yes (14)	85% Yes (11) 15% No (2)		90% Yes (9) 10% Needs Impv (1)	80% Yes (8) 20% Many (2)
43. Was the residential direct service staff able to describe this person’s health-related needs? CPRQ48, ‘18IQR46	50% Yes (7) 50% Partial (7)	71% Yes (10) 29% Partial (4)	85% Yes (11) 15% Partial (2)		70% Yes (7) 20% Many (2) 10% Needs Impv (1)	50% Yes (5) 40% Many (4) 10% Needs Impv (1)
44. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49, ‘18IQR47	64% Yes (9) 36% Partial (5)	93% Yes (13) 7% Partial (1)	85% Yes (11) 15% Partial (2)		60% Yes (6) 40% Many (4)	70% Yes (7) 30% Many (3)
44a. Was the direct service staff able to provide specific information regarding the person’s daily activities? CPRQ49a, ‘18IQR47a	86% Yes (12) 14% Partial (2)	100% Yes (14)	100% Yes (13)		100% Yes (10)	90% Yes (9) 10% Many (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	71% Yes (10) 29% Partial (4)	93% Yes (13) 7% Partial (1)	85% Yes (11) 8% Partial (1) 8% No (1)		60% Yes (6) 30% Many (3) 10% Needs Impv (1)	70% Yes (7) 30% Many (3)



2019 Individual Quality Review Southwest Region Report Findings by Area

RESIDENTIAL (continued)

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
45. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51, '18IQR49	86% Yes (12) 14% Partial (2)	71% Yes (10) 29% Partial (4)	85% Yes (11) 15% Partial (2)		90% Yes (9) 10% Many (1)	100% Yes (10)
46. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52, '18IQR50	36% Yes (5) 57% Partial (8) 7% No (1)	71% Yes (10) 21% Partial (3) 7% No (1)	77% Yes (10) 23% Partial (3)		70% Yes (7) 30% Many (3)	80% Yes (8) 10% Many (1) 10% Needs Impv (1)
47. Does the person's residential environment offer a minimal level of quality of life? CPRQ53, '18IQR51	93% Yes (13) 7% Partial (1)	93% Yes (13) 7% Partial (1)	100% Yes (13)		60% Yes (6) 40% Many (4)	70% Yes (7) 30% Many (3)



2019 Individual Quality Review Southwest Region Report Findings by Area

HEALTH						
Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
48. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b, '18IQR52	21% Yes (3) 79% Partial (11)	21% Yes (3) 79% Partial (11)	77% Yes (10) 23% Partial (3)	40% Yes (4) 50% Many (5) 10% Needs Impv (1)	60% Yes (6) 20% Many (2) 20% Needs Impv (2)	20% Yes (2) 60% Many (6) 20% Needs Impv (2)
49. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21, '18IQR53	64% Yes (9) 36% Partial (5)	71% Yes (10) 29% Partial (4)	54% Yes (7) 46% Partial (6)	0% Yes 90% Many (9) 10% Needs Impv (1)	60% Yes (6) 20% Many (2) 20% Needs Impv (2)	20% Yes (2) 70% Many (7) 10% Needs Impv (1)
50. Was the eChat updated timely? '17IQR#18g, '18IQR54					50% Yes (5) 10% Many (1) 20% Needs Impv (2) 20% No (2)	20% Yes (2) 80% Many (8)
50a. Is the eChat updated timely with the ISP and after changes in condition?						80% Yes (8) 10% Needs Impv (1) 10% No (1)
50b. Is the eChat complete?						40% Yes (4) 60% Many (6)
50c. Is the eChat accurate?						40% Yes (4) 50% Many (5) 10% Needs Impv (1)



2019 Individual Quality Review Southwest Region Report Findings by Area

HEALTH						
Question	2013 (sample=16)	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2019 (sample=10)
51. Are all of the individual's needed medical treatments, including routine, scheduled and chronic needs , timely received? 17IQR#19, '18IQR55					20% Yes (2) 60% Many (6) 20% Needs Impv (2)	50% Yes (5) 40% Many (4) 10% No (1)
52. Has the individual received all age and gender appropriate health screening/immunizations in accordance with national best practice and/or as recommended ... <i>(Does the individual receive routine/scheduled medical treatment? 17IQR#19a, '18IQR56)</i>					60% Yes (6) 10% Many (1) 20% Needs Impv (2) 10% No (1)	40% Yes (4) 60% Many (6)
53. Does the individual receive medication as prescribed? 17IQR#19e, '18IQR57					100% Yes (10)	30% Yes (3) 50% Many (5) 20% Needs Impv (2)
54. Are nursing services provided as needed by the individual? 17IQR#20, '18IQR59					0% Yes 60% Many (6) 40% Needs Impv (4)	0% Yes 80% Many (8) 20% Needs Impv (2)
55. Is the CARMP consistent with recommendation in other healthcare documents? <i>(Is the CARMP is accurate? '17IQR#21f, '18IQR60)</i>					50% Yes (4) 50% Needs Impv (4) (2 N/A)	20% Yes (2) 50% Many (5) 30% Needs Impv (3)
56. Is the CARMP consistently implemented as intended? , '18IQR61						80% Yes (8) 20% Many (2)



2019 Individual Quality Review Southwest Region Report Findings by Area

HEALTH (continued)						
Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
57. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19, '18IQR62	14% Yes (2) 86% Partial (12)	21% Yes (3) 79% Partial (11)	23% Yes (3) 77% Partial (10)		10% Yes (1) 50% Many (5) 40% Needs Impv (4)	10% Yes (1) 90% Many (9)
57a. Are assessment recommendations followed up on in a timely way?						30% Yes (3) 60% Many (6) 10% Needs Impv (1)
57b. Were needed equipment/communication devices delivered timely?						56% Yes (5) 44% Many (4) (1 N/A)
57c. Were medical specialist appointments attended timely?						70% Yes (7) 30% Many (3)
57d. Were changes in personal condition, if any, responded to timely?						70% Yes (7) 30% Many (3)
57e. Were Health Care Plans available, accurate and consistently implemented?						20% Yes (2) 70% Many (7) 10% Needs Impv (1)



2019 Individual Quality Review Southwest Region Report Findings by Area

ASSESSMENTS						
Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
58. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18, '18IQR65	21% Yes (3) 79% Partial (11)	36% Yes (5) 57% Partial (8) 7% No (1)	38% Yes (5) 62% Partial (8)	0% Yes 70% Many (7) 30% Needs Impv (3)	40% Yes (4) 40% Many (4) 20% Needs Impv (2)	70% Yes (7) 30% Many (3)
59. Are the assessments adequate for planning? CPRQ59; '17IQR#4f, '18IQR66	36% Yes (5) 64% Partial (9)	29% Yes (4) 71% Partial (10)	23% Yes (3) 77% Partial (10)	10% Yes (1) 60% Many (6) 30% Needs Impv (3)	10% Yes (1) 30% Many (3) 60% Needs Impv (6)	20% Yes (2) 80% Many (8)
59a. Were assessments provided timely?						10% Yes (1) 90% Many (9)
59b. Did assessments contain accurate information?						20% Yes (2) 80% Many (8)
59c. Did assessments contain information accurate to guide planning?						10% Yes (1) 80% Many (8) 10% Needs Impv (1)
59d. Did assessments contain recommendations?						80% Yes (8) 20% Many (2)
60. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5, '18IQR67	36% Yes (5) 64% Partial (9)	21% Yes (3) 71% Partial (10) 7% No (1)	46% Yes (6) 54% Partial (7)	30% Yes (3) 40% Many (4) 30% Needs Impv (3)	20% Yes (2) 40% Many (4) 30% Needs Impv (3) 10% No (1)	40% Yes (4) 60% Many (6)
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				38% Yes (3) 13% Many (1) 25% Needs Impv (2) 25% No (2) (2 N/A)	25% Yes (1) 50% Needs Impv (2) 25% No (1) (6 N/A)	40% Yes (2) 20% Many (1) 20% Needs Impv (1) 20% No (1) (5 N/A)



2019 Individual Quality Review Southwest Region Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
62. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9, '18IQR69	100% Yes (14)	100% Yes (14)	100% Yes (13)	90% Yes (9) 10% Many (1)	100% Yes (10)	100% Yes (10)
63. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3, '18IQR70	36% Yes (5) 64% Partial (9)	57% Yes (8) 43% Partial (6)	54% Yes (7) 46% Partial (6)	30% Yes (3) 50% Many (5) 20% Needs Impv (2)	50% Yes (5) 50% Many (5)	90% Yes (9) 10% Many (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) 50% Partial (6) 8% No (1) (2 N/A)	40% Yes (4) 40% Partial (4) 20% No (2) (4 N/A)	56% Yes (5) 33% Partial (3) 11% No (1) (4 N/A)	38% Yes (3) 13% Many (1) 25% Needs Impv (2) 25% No (2) (2 N/A)	25% Yes (1) 25% Many (1) 50% No (2) (6 N/A)	67% Yes (2) 33% Many (1) (7 N/A)
65. Does my ISP contain current and accurate information? '17IQR#6, '18IQR72				10% Yes (1) 40% Many (4) 50% Needs Impv (5)	20% Yes (2) 60% Many (6) 20% Needs Impv (2)	10% Yes (1) 40% Many (4) 50% Needs Impv (5)
66. Does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b, '18IQR73	29% Yes (4) 71% Partial (10)	50% Yes (7) 50% Partial (7)	54% Yes (7) 46% Partial (6)	90% Yes (9) 10% Needs Impv (1)	50% Yes (5) 30% Many (3) 20% Needs Impv (2)	70% Yes (7) 20% Many (2) 10% No (1)
67. Does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c, '18IQR74	71% Yes (10) 29% Partial (4)	36% Yes (5) 57% Partial (8) 7% No (1)	69% Yes (9) 31% Partial (4)	70% Yes (7) 20% Many (2) 10% Needs Impv (1)	50% Yes (5) 10% Many (1) 40% Needs Impv (4)	60% Yes (6) 40% Many (4)
68. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a, '18IQR75				30% Yes (3) 10% Many (1) 40% Needs Impv (4) 20% No (2)	20% Yes (2) 40% Needs Impv (4) 40% No (4)	40% Yes (4) 40% Many (4) 10% Needs Impv (1) 10% No (1)



2019 Individual Quality Review Southwest Region Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
69. Does the data kept identify what the person does so a determination regarding progress/lack of progress can be made? '17IQR#12b, '18IQR76				11% Yes (1) 33% Many (3) 11% Needs Impv (1) 44% No (4) (1 N/A)	10% Yes (1) 10% Many (1) 30% Needs Impv (3) 50% No (5)	30% Yes (3) 30% Maybe (3) 30% Needs Impv (3) 10% No (1)
70. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c, '18IQR77				30% Yes (3) 30% Many (3) 10% Needs Impv (1) 30% No (3)	20% Yes (2) 10% Many (1) 40% Needs Impv (4) 30% No (3)	40% Yes (4) 30% Many (3) 10% Needs Impv (1) 20% No (2)
71. If the person is not successful in achieving actions steps, has the team tried to determine why, and change their approach if needed? '18IQR78				0% Yes 14% Many (1) 57% Needs Impv (4) 29% No (2) (3 N/A)	40% Yes (4) 30% Many (3) 30% No (3)	25% Yes (2) 25% Many (2) 38% Needs Impv (3) 13% No (1) (2 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				0% Yes 100% Needs Impv (5) (5 N/A)	14% Yes (1) 14% Needs Impv (1) 71% No (5) (3 N/A)	43% Yes (3) 14% Many (1) 29% Needs Impv (2) 14% No (1) (3 N/A)
73. Has the person made measurable progress on actions steps during this past year?'17IQR#13b, '18IQR80				0% Yes 10% Many (1) 60% Needs Impv (6) 30% No (3)	0% Yes 50% Needs Impv (5) 50% No (5)	10% Yes (1) 40% Many (4) 30% Needs Impv (3) 20% No (2)
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	57% Yes (8) 43% Partial (6)	21% Yes (3) 71% Partial (10) 7% No (1)	38% Yes (5) 62% Partial (8)	40% Yes (4) 10% Many (1) 30% Needs Impv (3) 20% No (2)	20% Yes (2) 20% Many (2) 40% Needs Impv (4) 20% No (2)	50% Yes (5) 30% Many (3) 20% Needs Impv (2)



2019 Individual Quality Review Southwest Region Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
75. Are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d, '18IQR82	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% No (1)	85% Yes (11) 15% Partial (2)	60% Yes (6) 30% Needs Impv (3) 10% No (1)	70% Yes (7) 20% Many (2) 10% Needs Impv (1)	90% Yes (9) 10% Many (1)
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	71% Yes (10) 29% Partial (4)	43% Yes (6) 36% Partial (5) 21% No (3)	69% Yes (9) 31% Partial (4)	40% Yes (4) 40% Many (4) 10% Needs Impv (1) 10% No (1)	40% Yes (4) 50% Many (5) 10% Needs Impv (1)	80% Yes (8) 10% Many (1) 10% No (1)
77. Are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i, '18IQR84	29% Yes (4) 57% Partial (8) 14% No (2)	29% Yes (4) 64% Partial (9) 7% No (1)	23% Yes (3) 77% Partial (10)	10% Yes (1) 40% Many (4) 40% Needs Impv (4) 10% No (1)	30% Yes (3) 20% Many (2) 50% Needs Impv (5)	40% Yes (4) 20% Many (2) 40% Needs Impv (4)
78. Are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m, '18IQR85	29% Yes (4) 64% Partial (9) 7% No (1)	36% Yes (5) 43% Partial (6) 21% No (3)	31% Yes (4) 54% Partial (7) 15% No (2)	10% Yes (1) 30% Many (3) 40% Needs Impv (4) 20% No (2)	20% Yes (2) 20% Many (2) 30% Needs Impv (3) 30% No (3)	20% Yes (2) 10% Many (1) 50% Needs Impv (5) 20% No (2)
79. Has the person made measurable progress in therapy this year? '17IQR#13a, '18IQR86				10% Yes (1) 30% Many (3) 60% Needs Impv (6)	10% Yes (1) 10% Many (1) 70% Need Impv (7) 10% No (1)	0% Yes 80% Many (8) 20% Needs Impv (2)
80. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c, '18IQR87	71% Yes (10) 21% Partial (3) 7% No (1)	79% Yes (11) 21% Partial (3)	75% Yes (9) 25% Partial (3) (1 N/A)	30% Yes (3) 40% Many (2) 30% Needs Impv (3)	60% Yes (6) 20% Many (2) 20% Needs Impv (2)	70% Yes (7) 30% Many (3)
81. Does the ISP contain information regarding primary health (medical) care? CPRQ74, '18IQR88	79% Yes (11) 21% Partial (3)	86% Yes (12) 14% Partial (2)	92% Yes (12) 8% Partial (1)		70% Yes (7) 20% Many (2) 10% Needs Impv (1)	70% Yes (7) 20% Many (2) 10% Needs Impv (1)



2019 Individual Quality Review Southwest Region Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
81a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a, '18IQR88a	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)	92% Yes (12) 8% No (1)		80% Yes (8) 20% No (2)	80% Yes (8) 10% Many (1) 10% No (1)
81b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b, '18IQR88b	100% Yes (14)	86% Yes (12) 7% Partial (1) 7% No (1)	100% Yes (13)		90% Yes (9) 10% Many (1)	90% Yes (9) 10% Needs Impv (1)
82. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76, '18IQR89	93% Yes (13) 7% Partial (1)	79% Yes (11) 21% Partial (3)	92% Yes (12) 8% Partial (1)		100% Yes (10)	70% Yes (7) 30% Needs Impv (3)
83. Based on the evidence, is adequate transportation available for the person? <i>(Does the ISP reflect how the person will get to work/day activities, shopping, and social activities? CPRQ75, '18IQR90)</i>	100% Yes (6) (8 N/A)	86% Yes (6) 14% Partial (1) (7 N/A)	100% Yes (1) (12 N/A)		70% Yes (7) 10% Many (1) 20% Needs Impv (2)	100% Yes (10)
84. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a, '18IQR91	43% Yes (6) 57% Partial (8)	64% Yes (7) 18% Partial (2) 18% No (2) (3 N/A)	83% Yes (10) 17% Partial (2) (1 N/A)	40% Yes (4) 20% Many (2) 30% Needs Impv (3) 10% No (1)	30% Yes (3) 30% Many (3) 30% Needs Impv (3) 10% No (1)	44% Yes (4) 56% Many (5) (1 N/A)
85. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7, '18IQR92	14% Yes (2) 86% Partial (12)	14% Yes (2) 86% Partial (12)	15% Yes (2) 85% Partial (11)	0% Yes 40% Many (4) 60% Needs Impv (6)	0% Yes 20% Many (2) 80% Needs Impv (8)	0% Yes 100% Many (10)



2019 Individual Quality Review Southwest Region Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
86. Is the ISP being implemented? (If 85 is "3" CPRQ79 '17IQR#12, '18IQR93	100% Yes (2) (12 N/A)	50% Yes (1) 50% Partial (1) (12 N/A)	50% Yes (1) 50% Partial (1) (11 N/A)	20% Yes (2) 40% Many (4) 20% Needs Impv (2) 20% No (2)	(10 N/A)	(10 N/A)
87a. Is the ISP being implemented? (If 85 is "0", "1", or "2") CPRQ80a '17IQR#12, '18IQR94a	50% Yes (6) 50% Partial (6) (2 N/A)	33% Yes (4) 58% Partial (7) 8% No (1) (2 N/A)	36% Yes (4) 64% Partial (7) (2 N/A)	20% Yes (2) 40% Many (4) 20% Needs Impv (2) 20% No (2)	0% Yes 50% Many (5) 30% Needs Impv (3) 20% No (2)	10% Yes (1) 80% Many (8) 10% Needs Impv (1)
87b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11, '18IQR94b	33% Yes (4) 67% Partial (8) (2 N/A)	42% Yes (5) 58% Partial (7) (2 N/A)	9% Yes (1) 91% Partial (11) (2 N/A)	0% Yes 60% Many (6) 40% Needs Impv (4)	40% Yes (4) 20% Many (2) 40% Needs Impv (4)	60% Yes (6) 40% Many (4)
88. Was the direct service staff trained on the implementation of this person's ISP? CPRQ81, '18IQR95	64% Yes (9) 36% Partial (5)	64% Yes (9) 36% Partial (5)	69% Yes (9) 31% Partial (4)		70% Yes (7) 30% Needs Impv (3)	30% Yes (3) 60% Many (6) 10% Needs Impv (1)
89. Were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82, '18IQR96	50% Yes (7) 50% Partial (7)	64% Yes (9) 36% Partial (5)	77% Yes (10) 23% Partial (3)		40% Yes (4) 60% Many (6)	40% Yes (4) 60% Many (6)



2019 Individual Quality Review Southwest Region Report Findings by Area

EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
90. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13, '18IQR98	50% Yes (7) 50% Partial (7)	36% Yes (5) 57% Partial (8) 7% No (1)	46% Yes (6) 54% Partial (7)	0% Yes 40% Many (4) 60% Needs Impv (6)	10% Yes (1) 60% Many (6) 30% Needs Impv (3)	0% Yes 50% Many (5) 50% Needs Impv (5)
91. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d, '18IQR99	14% Yes (2) 86% Partial (12)	36% Yes (5) 64% Partial (9)	54% Yes (7) 46% Partial (6)	60% Yes (6) 30% Many (3) 10% Needs Impv (1)	60% Yes (6) 30% Many (3) 10% Needs Impv (1)	80% Yes (8) 10% Many (1) 10% Needs Impv (1)
92. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b, '18IQR100	58% Yes (7) 33% Partial (4) 8% No (1) (2 CND)	83% Yes (10) 27% Partial (2) (2 CND)	77% Yes (10) 23% Partial (3)	70% Yes (7) 20% Many (2) 10% Needs Impv (1)	70% Yes (7) 20% Many (2) 10% Needs Impv (1)	90% Yes (9) 10% Many (1)
93. Is the person offered a range of opportunities for participation in each life area? CPRQ87, '18IQR101	69% Yes (9) 31% Partial (4) (1 CND)	82% Yes (9) 18% Partial (2) (3 CND)	90% Yes (9) 10% Partial (1) (3 CND)		50% Yes (5) 20% Many (2) 20% Needs Impv (2) 10% No (1)	90% Yes (9) 10% Many (1)
94. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30, '18IQR102	50% Yes (3) 50% Partial (3) (8 CND)	100% Yes (3) (11 CND)	40% Yes (2) 60% Partial (3) (8 CND)	20% Yes (2) 70% Many (7) 10% Needs Impv (1)	67% Yes (2) 33% Needs Impv (1) (7 CND)	100% Yes (7) (3 CND)
94a. About where and with whom to live? CPRQ89; '17IQR#23c, '18IQR102a	80% Yes (4) 20% No (1) (9 CND)	100% Yes (3) (11 CND)	100% Yes (3) (10 CND)	100% Yes (1) (9 CND)	0% Yes 50% Many (1) 50% Needs Impv (1) (8 CND)	100% Yes (6) (4 CND)



2019 Individual Quality Review Southwest Region Report Findings by Area

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

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
94b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d, '18IQR102b	71% Yes (5) 29% Partial (2) (7 CND)	100% Yes (3) (11 CND)	40% Yes (2) 60% Partial (3) (8 CND)	75% Yes (3) 25% Needs Impv (1) (6 CND)	33% Yes (1) 33% Needs Impv (1) 33% No (1) (7 CND)	100% Yes (8) (2 CND)
94c. About where and with whom to socialize/spend leisure time? CPRQ91, '18IQR102c	83% Yes (5) 17% Partial (1) (8 CND)	100% Yes (3) (11 CND)	80% Yes (4) 20% Partial (1) (8 CND)		100% Yes (3) (7 CND)	100% Yes (8) (2 CND)
95. Does the evidence support that providers do not prevent the person from pursuing relationships? CPRQ92; '17IQR#31f, '18IQR103 (<i>and are respecting the rights of this person</i>)	100% Yes (13) (1 not scored)	100% Yes (13) (1 CND)	100% Yes (13)	83% Yes (5) 17% Needs Impv (1) (4 N/A)	100% Yes (10)	80% Yes (8) 20% Many (2)
96. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a, '18IQR105	79% Yes (11) 21% Partial (3)	64% Yes (9) 36% Partial (5)	69% Yes (9) 31% Partial (4)	80% Yes (8) 20% Many (2)	50% Yes (5) 20% Many (2) 30% Needs Impv (3)	100% Yes (10)
97. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94, '18IQR106	93% Yes (13) 7% Partial (1)	100% Yes (14)	100% Yes (13)		100% Yes (10)	80% Yes (8) 10% Many (1) 10% Needs Impv (1)
98. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h, '18IQR107					90% Yes (9) 10% No (1)	60% Yes (6) 40% No (4)



2019 Individual Quality Review Southwest Region Report Findings by Area

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

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
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 (3) 11% Many (1) 55% Needs Impv (1) (1 N/A)	89% Yes (8) 11% Needs Impv (1) (1 N/A)	33% Yes (2) 33% Many (2) 17% Needs Impv (1) 17% No (1) (4 NA)
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				30% Yes (3) 10% Many (1) 50% Needs Impv (5) 20% No (2)	0% Yes 22% Many (2) 11% Needs Impv (1) 67% No (6) (1 N/A)	33% Yes (2) 33% Many (2) 17% Needs Impv (1) 17% No (1) (4 NA)
101. Is the person protected from abuse, neglect and exploitation? '17IQR#35, '18IQR110				70% Yes (7) 20% Many (2) 10% Needs Impv (1)	50% Yes (5) 40% Many (4) 10% Needs Impv (1)	80% Yes (8) 20% Many (2)
102. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b, '18IQR111				77% Yes (7) 11% Many (1) 11% Needs Impv (1) (1 N/A)	88% Yes (7) 13% Many (1) (2 N/A)	100% Yes (7) (3 N/A)
103. Is the individual safe? '17IQR#24, '18IQR112				70% Yes (7) 20% Many (2) 10% Needs Impv (1)	70% Yes (7) 10% Many (1) 20% Needs Impv (2)	90% Yes (9) 10% Many (1)
104. What is the level of participation of the legal guardian in this person's life and service planning? CPRQ 97; '17IQR#15a, '18IQR113				10% Active (1) 50% Moderate (5) 40% Limited (4)	40% Active (4) 50% Moderate (5) 10% Limited (1)	40% Active (4) 50% Moderate (5) 10% Limited (1)
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				33% Yes (1) 33% Many (1) 33% Needs Impv (1) (7 N/A)	67% Yes (2) 33% Many (1) (7 N/A)	100% Yes (3) (7 N/A)



2019 Individual Quality Review Southwest Region Report Findings by Area

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

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
106. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30, '18IQR115	71% Yes (10) 29% Partial (4)	79% Yes (11) 21% Partial (3)	85% Yes (11) 15% Partial (2)	20% Yes (2) 70% Many (7) 10% Needs Impv (1)	70% Yes (7) 10% Many (1) 20% Needs Impv (2)	100% Yes (10)
107. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e, '18IQR116	100% Yes 13 (1 CND)	93% Yes (13) 7% Partial (1)	92% Yes (12) 8% Partial (1)	70% Yes (7) 30% Many (3)	100% Yes (10)	100% Yes (10)
108. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c, '18IQR117	79% Yes (11) 21% Partial (3)	86% Yes (12) 14% Partial (2)	46% Yes (6) 54% Partial (7)	55% Yes (5) 22% Many (2) 22% Needs Impv (2) (1 CND)	40% Yes (4) 30% Many (3) 30% Needs Impv (3)	30% Yes (3) 50% Many (5) 20% Needs Impv (2)
109. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e, '18IQR118	100% Yes (14)	100% Yes (13) (1 CND)	100% Yes (13)	100% Yes (10)	90% Yes (9) 10% Needs Impv (1)	100% Yes (10)
110. Does the person have sufficient personal money? CPRQ110 '17IQR#34f, '18IQR119	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)	85% Yes (11) 15% Partial (2)	88% Yes (7) 17% Many (1) (2 CND)	90% Yes (9) 10% Many (1)	90% Yes (9) 10% Many (1)
111. Does the person get along with their day program/employment provider staff? CPRQ111, '18IQR120	100% Yes (7) (1 N/A, 6 CND)	100% Yes (7) (7 CND)	100% Yes (5) (8 CND)		100% Yes (8) (2 CND)	88% Yes (7) 12% No (1) (2 CND)
112. Does the person get along with their residential provider staff? CPRQ112, '18IQR121	100% Yes (12) (2 CND)	100% Yes (8) (6 CND)	100% Yes (8) (5 CND)		100% Yes (7) (3 CND)	100% Yes (10)



2019 Individual Quality Review Southwest Region Report Findings by Area

TEAM PROCESS

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
113. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10, '18IQR122	29% Yes (4) 64% Partial (9) 7% No (1)	50% Yes (7) 50% Partial (7)	.15% Yes (2) 85% Partial (11)	40% Yes (4) 50% Many (5) 10% Needs Impv (1)	30% Yes (3) 40% Maybe (4) 30% Needs Impv (3)	10% Yes (1) 70% Many (7) 20% Need Impv (2)
114. If there is evidence of situations in which the team failed to reach a consensus on the person's service and support needs, has the team made efforts to build consensus? CPRQ 115; '17IQR#17c, '18IQR123	100% Yes (6) (8 N/A)	67% Yes (2) 33% Partial (1) (11 N/A)	100% Yes (1) (12 N/A)	100% Yes (2) (8 N/A)	75% Yes (3) 25% Many (1) (6 N/A)	100% Yes (2) (8 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	64% Yes (9) 36% No (5)	86% Yes (12) 14% No (2)	85% Yes (11) 15% No (2)	67% Yes (6) 11% Many (1) 11% Needs Impv (1) 11% No (1) (1 N/A)	60% Yes (6) 30% Many (3) 10% No (1)	50% Yes (5) 50% Many (5)
116. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? CPRQ117, '18IQR125	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% No (1)	85% Yes (11) 15% Partial (2)		70% Yes (7) 20% Many (2) 10% Needs Impv (1)	70% Yes (7) 20% Many (2) 10% Needs Impv (1)
117. Do you recommend Dispute Resolution for this IDT? CPRQ118, '18IQR126	0% Yes 100% No (14)	0% Yes 100% No (14)	8% Yes (1) 92% No (12)		0% Yes 100% No (10)	0% Yes 100% No (10)
118. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#17d, '18IQR127	29% Yes (4) 71% No (10)	57% Yes (8) 43% No (6)	8% Yes (1) 92% No (12)	40% Yes (4) 60% No (6)	60% Yes (6) 40% No (4)	20% Yes (2) 80% No (8)



2019 Individual Quality Review Southwest Region Report Findings by Area

TEAM PROCESS (continued)

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
119. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c, '18IQR128	36% Yes (5) 64% No (9)	7% Yes (1) 93% No (13)	15% Yes (2) 85% No (11)	30% Yes (3) 70% No (7)	20% Yes (2) 80% No (8)	10% Yes (1) 90% No (9)
120. If #118 OR #119 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121; '18IQR129	43% Yes (3) 43% Partial (3) 14% No (1) (7 N/A)	56% Yes (5) 44% Partial (4) (5 N/A)	0% Yes 100% Partial (2) (11 N/A)		83% Yes (5) 17% No (1) (4 N/A)	50% Yes (1) 50% No (1) (8 N/A)
121. Has the person changed residential/day services in the last year? CPRQ122, '18IQR130	14% Yes (2) 86% No (12)	0% Yes 100% No (14)	8% Yes (1) 92% No (12)		20% Yes (2) 80% No (8)	0% Yes 100% No (10)
122. If #121 is Yes, was the change Planned by the IDT? CPRQ122a, '18IQR131	100% Yes (2) (12 N/A)	 (14 N/A)	100% Yes (1) (12 N/A)		100% Yes (2) (8 N/A)	 (10 N/A)
123. If #121 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b, '18IQR132	50% Yes (1) 50% Partial (1) (12 N/A)	 (14 N/A)	0% Yes 100% Partial (1) (12 N/A)		100% Yes (2) (8 N/A)	 (10 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	21% Yes (3) 79% Partial (11)	14% Yes (2) 86% Partial (12)	23% Yes (3) 77% Partial (10)	80% Yes (8) 10% Many (1) 20% Needs Impv (1)	10% Yes (1) 40% Many (4) 50% Needs Impv (5)	0% Yes 90% Many (9) 10% Needs Impv (1)



2019 Individual Quality Review Southwest Region Report Findings by Area

SUPPORTED EMPLOYMENT

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
125. Does (Name) have a current Person-Centered Assessment? '18IQR134					20% Yes (2) 10% Many (1) 70% Needs Impv (7)	40% Yes (4) 60% Many (6)
126. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a, '18IQR135	92% Yes (11) 8% No (1) (2 N/A)	44% Yes (4) 56% No (5) (5 N/A)	64% Yes (7) 36% No (4) (2 N/A)	14% Yes (1) 29% Many (2) 43% Needs Impv (3) 14% No (1) (3 N/A)	0% Yes 29% Needs Impv (2) 71% No (5) (3 N/A)	63% Yes (5) 25% Many (2) 13% No (1) (2 N/A)
127. Did the individual participate personally in the Person Centered Assessment? '18IQR136					40% Yes (4) 60% No (6)	80% Yes (8) 20% No (2)
128. Did the Guardian participate in the Person Centered Assessment? '18IQR137					30% Yes (3) 70% No (7)	100% Yes (10)
129. Is the individual engaged in the Informed Choice Project? '18IQR138					10% Yes (1) 90% No (9)	20% Yes (2) 80% No (8)
130. Has the individual been offered the opportunity to participate in work or job exploration including volunteer work and/or trial work opportunities? '17IQR#26e, '18IQR139				0% Yes 43% Many (3) 43% Needs Impv (3) 14% No (1) (3 N/A)	14% Yes (1) 86% No (6) (3 N/A)	71% Yes (5) 29% No (2) (3 N/A)
131. If #130 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section? '18IQR140					0% Yes 100% No (1) (9 N/A)	80% Yes (4) 20% No (1) (5 N/A)



2019 Individual Quality Review Southwest Region Report Findings by Area

SUPPORTED EMPLOYMENT (continued)

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
132. If #131 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs? '18IQR141					0% Yes 17% Needs Impv (1) 83% No (5) (4 N/A)	33% Yes (1) 33% Needs Impv (1) 33% No (1) (7 N/A)
133. Has the Guardian had the opportunity to gain information on how the individual responded during job exploration activities such as volunteering and/or trial work experiences? '18IQR142					0% Yes 14% Many (1) 43% Needs Impv (3) 43% No (3) (3 N/A)	71% Yes (5) 14% Many (1) 14% No (1) (3 N/A)
134. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c, '18IQR143				0% Yes 29% Many (2) 57% Needs Impv (4) 14% No (1) (3 N/A)	0% Yes 14% Many (1) 86% No (6) (3 N/A)	86% Yes (6) 14% No (1) (3 N/A)
135. Has the Guardian received information regarding the range of employment options available for the individual? '18IQR144					0% Yes 29% Many (2) 71% No (5) (3 N/A)	86% Yes (6) 14% No (1) (3 N/A)
136. If there are barriers to employment, has the Team, including the individual, addressed how to overcome those barriers to employment and integrating clinical info., AT, & therapies as necessary ... '17IQR#27b, '18IQR145				29% Yes (2) 43% Many (3) 14% Needs Impv (1) 14% No (1) (3 N/A)	0% Yes 14% Needs Impv (1) 86% No (6) (3 N/A)	83% Yes (5) 17% No (1) (4 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					0% Yes 100% No (7) (3 N/A)	67% Yes (4) 33% No (2) (4 N/A)



2019 Individual Quality Review Southwest Region Report Findings by Area

SUPPORTED EMPLOYMENT (continued)

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
138. Has the individual participated in work or volunteer activities during the past year? '18IQR147					0% Yes 29% Needs Impv (2) 71% No (5) (3 N/A)	43% Yes (3) 57% No (4) (3 N/A)
139. Has the individual identified what type of work or volunteer activities he/she would like to do? '18IQR148					14% Yes (1) 14% Many (1) 14% Needs Impv (1) 57% No (4) (3 N/A)	43% Yes (3) 14% Many (1) 43% No (3) (3 N/A)
140. Does the Guardian support him/her working? '18IQR149					43% Yes (3) 57% No (4) (3 N/A)	25% Yes (2) 75% No (6) (2 N/A)
142. Is the individual engaged in Supported Employment? CPRQ129, '18IQR151	60% Yes (6) 40% No (4) (4 N/A)	25% Yes (2) 75% No (6) (6 N/A)	33% Yes (3) 67% No (6) (4 N/A)		0% Yes 100% No (7) (3 N/A)	14% Yes (1) 86% No (6) (3 N/A)
144. Does the person have a Career Development Plan? CPRQ128 17IQR#26e, '18IQR153	30% Yes (3) 40% Partial (4) 30% No (3) (4 N/A)	13% Yes (1) 25% Partial (2) 63% No (5) (6 N/A)	11% Yes (1) 22% Partial (2) 67% No (6) (4 N/A)		(10 N/A)	100% Yes (1) (9 N/A)



2019 Individual Quality Review Southwest Region Report Findings by Area

BEHAVIOR

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
145. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d, '18IQR154	64% Yes (9) 36% No (5)	86% Yes (12) 14% No (2)	69% Yes (9) 31% No (4)	100% Yes (10)	70% Yes (7) 30% No (3)	80% Yes (8) 20% No (2)
146. Does the person need behavior services now? CPRQ132 '17IQR#11e, '18IQR155	64% Yes (9) 36% No (5)	71% Yes (10) 29% No (4)	62% Yes (8) 38% No (5)	100% Yes (10)	90% Yes (9) 10% No (1)	80% Yes (8) 20% No (2)
147. Have behavioral assessments been completed? CPRQ133, '18IQR156	78% Yes (7) 22% Partial (2) (5 N/A)	50% Yes (6) 50% Partial (6) (2 N/A)	44% Yes (4) 44% Partial (4) 11% No (1) (4 N/A)		75% Yes (6) 13% Many (1) 13% No (1) (2 N/A)	50% Yes (4) 50% Many (4) (2 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	89% Yes (8) 11% Partial (1) (5 N/A)	50% Yes (6) 50% Partial (6) (2 N/A)	75% Yes (6) 25% Partial (2) (5 N/A)	90% Yes (9) 10% Many (1)	88% Yes (7) 13% No (1) (2 N/A)	88% Yes (7) 13% Needs Impv (1) (2 N/A)
149. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d, '18IQR158	100% Yes (9) (5 N/A)	100% Yes (12) (2 N/A)	100% Yes (8) (5 N/A)	70% Yes (7) 20% Many (2) 10% No (1)	63% Yes (5) 13% Many (1) 13% Needs Impv (1) 13% No (1) (2 N/A)	88% Yes (7) 13% Needs Impv (1) (2 N/A)



2019 Individual Quality Review Southwest Region Report Findings by Area

BEHAVIOR (continued)

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
150. If needed, does the person have a Behavior Crisis Intervention Plan that meets the person's needs? CPRQ 73a; '17IQR#5h, '18IQR159	86% Yes (6) 14% Partial (1) (7 N/A)	71% Yes (5) 29% Partial (2) (7 N/A)	100% Yes (5) (8 N/A)	100% Yes (4) (6 N/A)	80% Yes (4) 20% No (1) (5 N/A)	60% Yes (3) 20% Needs Impv (1) 20% No (1) (5 N/A)
151. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i, '18IQR160	89% Yes (8) 11% Partial (1) (5 N/A)	50% Yes (6) 42% Partial (5) 8% No (1) (2 N/A)	88% Yes (7) 13% Partial (1) (5 N/A)	60% Yes (6) 30% Many (3) 10% Needs Impv (1)	50% Yes (4) 25% Many (2) 13% Needs Impv (1) 13% No (1) (2 N/A)	75% Yes (6) 25% Many (2) (2 N/A)
152. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d, '18IQR161	33% Yes (3) 56% Partial (5) 11% No (1) (5 N/A)	25% Yes (3) 58% Partial (7) 17% No (2) (2 N/A)	38% Yes (3) 63% Partial (5) (5 N/A)	60% Yes (6) 10% Many (2) 30% Needs Impv (3)	13% Yes (1) 13% Many (1) 50% Needs Impv (4) 25% No (2) (2 NA)	50% Yes (4) 38% Many (3) 13% Needs Impv (1) (2 N/A)



2019 Individual Quality Review Southwest Region Report Findings by Area

ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
153. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b, '18IQR162	75% Yes (9) 17% Partial (2) 8% No (1) (2 N/A)	77% Yes (10) 15% Partial (2) 8% No (1) (1 N/A)	100% Yes (11) (2 N/A)	56% Yes (5) 22% Many (2) 22% Needs Impv (2) (1 N/A)	40% Yes (4) 30% Many (3) 20% Needs Impv (2) 10% No (1)	89% Yes (8) 11% Many (1) (1 N/A)
154. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c, '18IQR163	56% Yes (5) 44% Partial (4) (5 N/A)	70% Yes (7) 20% Partial (2) 10% No (1) (4 N/A)	70% Yes (7) 30% Partial (3) (3 N/A)	44% Yes (4) 22% Many (2) 22% Needs Impv (2) 11% No (1) (1 N/A)	63% Yes (5) 13% Many (1) 13% Needs Impv (1) 13% No (1) (2 N/A)	63% Yes (5) 28% Many (3) (2 N/A)
155. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f, '18IQR164				78% Yes (7) 22% Needs Impv (2) (1 N/A)	89% Yes (8) 11% Many (1) (1 N/A)	78% Yes (7) 22% Many (2) (1 N/A)
156. Is the person's equipment and technology in good repair?'17IQR#25d, '18IQR165				67% Yes (9) 33% Many (3) (1 N/A)	60% Yes (6) 30% Many (3) 10% Needs Impv (1)	89% Yes (8) 11% Many (1) (1 N/A)
157. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e, '18IQR166				40% Yes (4) 50% Many (5) 10% No (1)	60% Yes (6) 20% Many (2) 20% Nees Impv (2)	67% Yes (6) 33% Many (3) (1 N/A)
158. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b, '18IQR167	85% Yes (11) 15% Partial (2) (1 N/A)	85% Yes (11) 8% Partial (1) 8% No (1) (1 N/A)	82% Yes (9) 18% Partial (2) (2 N/A)	67% Yes (6) 22% Many (2) 11% Needs Impv (1) (1 N/A)	38% Yes (3) 25% Many (2) 25% Needs Impv (2) 13% No (1) (2 N/A)	56% Yes (5) 44% Many (4) (1 N/A)



2019 Individual Quality Review Southwest Region Report Findings by Area

INDIVIDUAL SERVICE PLANNING

Question	2014 (sample=14)	2015 (sample=14)	2016 (sample=13)	2017 (sample=10)	2018 (sample=10)	2019 (sample=10)
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	86% Yes (12) 14% Partial (2)	93% Yes (13) 7% Partial (1)	92% Yes (12) 8% Partial (1)	80% Yes (8) 10% Many (1) 10% Needs Impv (1)	80% Yes (8) 20% Needs Impv (2)	100% Yes (10)
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	36% Yes (5) 64% Partial (9)	50% Yes (7) 50% Partial (7)	69% Yes (9) 31% Partial (4)	70% Yes (7) 20% Many (2) 10% Needs Impv (1)	50% Yes (5) 30% Many (3) 20% Needs Impv (2)	50% Yes (5) 40% Many (4) 10% Needs Impv (1)
161. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a, '18IQR170	79% Yes (11) 21% Partial (3)	64% Yes (9) 36% Partial (5)	62% Yes (8) 38% Partial (5)	50% Yes (5) 20% Many (2) 30% Needs Impv (3)	90% Yes (9) 10% Needs Impv (1)	90% Yes (9) 10% Many (1)
162. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f, '18IQR171	86% Yes (12) 14% Partial (2)	71% Yes (10) 29% Partial (4)	85% Yes (11) 15% Partial (2)	80% Yes (8) 20% Many (2)	60% Yes (6) 10% Many (1) 30% Needs Impv (3)	80% Yes (8) 20% Many (2)
163. Is the person integrated into the community? CPRQ145; '17IQR#29g, '18IQR172	71% Yes (10) 21% Partial (3) 7% No (1)	50% Yes (7) 50% Partial (7)	46% Yes (6) 54% Partial (7)	11% Yes (1) 44% Many (4) 33% Needs Impv (3) 11% No (1) (1 CND)	20% Yes (2) 20% Many (2) 60% Needs Impv (6)	50% Yes (5) 50% Many (5)
164. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36, '18IQR174	21% Yes (3) 79% Partial (11)	7% Yes (1) 93% Partial (13)	8% Yes (1) 92% Partial (12)	0% Yes 40% Many (4) 60% Needs Impv (6)	0% Yes 40% Many (4) 60% Needs Impv (6)	10% Yes (1) 90% Many (9)



Thank you!

Lyn Rucker
Community Monitor
rpaltd@aol.com
Office: 785-258-2214
Cell: 785-366-6468

See also: www.jacksoncommunityreview.org