



2018 Individual Quality Review
Metro 4 Report

2018 Individual Quality Review Metro Region Round 4 Findings

Metro4 Phone interviews and On-site: November 13 – December 4, 2018

Final Updated: February 12, 2019



Class Members: 149

Metro 4 Sample: 17 (11%)

Six Independent Case Management
Agencies Represented in the Sample

A Step Above 1 in sample

Carino 2 in sample

NMQCM 2 in sample

PEAK 2 in sample

Unidas 8 in sample

Unique Opportunitites 1 in sample

1 person in the sample receives Mi Via services



Number Reviewed by Day and Residential Provider

| | Day | Residential |
|----------------------------|----------|-------------|
| <u>Active Solutions</u> | <u>1</u> | <u>0</u> |
| <u>Adelante</u> | <u>1</u> | <u>0</u> |
| <u>At Home Advocacy</u> | <u>0</u> | <u>1</u> |
| <u>Bright Horizons</u> | <u>0</u> | <u>1</u> |
| <u>CFC</u> | <u>2</u> | <u>0</u> |
| <u>Dungarvin</u> | <u>1</u> | <u>1</u> |
| <u>Expressions of Life</u> | <u>0</u> | <u>2</u> |
| <u>LifeROOTS</u> | <u>1</u> | <u>0</u> |
| <u>LLCP</u> | <u>8</u> | <u>7</u> |
| <u>Optihealth</u> | <u>1</u> | <u>1</u> |
| <u>Share Your Care</u> | <u>1</u> | <u>0</u> |
| <u>The New Beginnings</u> | <u>1</u> | <u>2</u> |
| <u>TLC</u> | <u>0</u> | <u>1</u> |

1 person in the sample receives Mi Via services



Class Members with Immediate or Special Needs

Individuals found to Need Immediate Attention: 4 People
(24% of sample)

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

Individuals Needing Special Attention: 8 People

(47% of sample)
Individuals for whom issues have been identified that, if not effectively addressed, are likely to become an urgent health and safety concern.

In 2017 the Metro sample had 9 Immediate Attention (35%) and 9 Special Attention (35%). (26 people in the sample)

In 2016 the Metro sample had 2 Immediate Attention (4%) and 9 Special Attention (18%). (49 people in the sample)

In 2015 there were 10 Immediate Attention (20%); 16 Special Attention (32%) and 2 IRs filed (4%). (50 people in the sample)

In 2014 there were 5 Immediate Attention (11%), 6 Special Attention (13%) and 1 IR filed (2%). (47 people in the sample)

In 2013 there were 3 Immediate Attention (6%) and 12 Special Attention (26%). (47 people in the sample)

In 2011 there were 6 Immediate Attention (12%) and 9 Special Attention (18%). (50 people in the sample)

In 2010 there were 7 Immediate Attention (14%) and 10 Special Attention (20%). (49 people in the sample)

In 2009 there were 7 Immediate Attention (15%) and 13 Special Attention (28%). (47 people in the sample)

In 2008 there were 5 Immediate Attention (11%) and 10 Special Attention (21%). (47 people in the sample)

In 2007 there were 2 Immediate Attention (4%) and 5 Special Attention (10%). (49 people in the sample)

In 2006 there were 0 Immediate Attention and 8 Special Attention (16%). (49 people in the sample)

In 2005 there were 3 Immediate Attention (7%) and 7 Special Attention (16%). (43 people in the sample)



2018 Individual Quality Review Metro 4 Report

Findings by Area

CASE MANAGEMENT

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|--|----------------------------------|---|---|---|--|--|
| 24. Does the case manager "know" the person? CPRQ26; '17IQR#8c | 98% Yes (46) 2% Partial (1) | 89% Yes (42) 9% Partial (4) 2% No (1) | 94% Yes (47) 6% Partial (3) | 82% Yes (40) 16% Partial (8) 2% No (1) | 69% Yes (18) 15% Many (4) 15% Need Impv (4) | 81% Yes (13) 13% Many (2) 6% Needs Impv (1) |
| 25. Does the case manager understand his/her role/job? CPRQ27 '17IQR#16 | 60% Yes (28) 40% Partial (19) | 55% Yes (26) 45% Partial (21) | 50% Yes (25) 50% Partial (25) | 53% Yes (26) 47% Partial (23) | 4% Yes (1) 58% Many (15) 38% Need Impv (10) | 19% Yes (3) 63% Many (10) 19% Needs Impv (3) |
| 26. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person? CPRQ28 | 81% Yes (38) 19% Partial (9) | 72% Yes (34) 28% Partial (13) | 84% Yes(42) 16% Partial (8) | 78% Yes (38) 22% Partial (11) | | 81% Yes (13) 13% Many (2) 6% Needs Impv (1) |
| 27. Is the case manager available to the person? CPRQ29; '17IQR#16a | 85% Yes (40) 15% Partial 97) | 83% Yes (39) 17% Partial (8) | 78% Yes (39) 22% Partial (11) | 73% Yes (36) 27% Partial (13) | 81% Yes (21) 12% Many (3) 8% Need Impv (2) | 69% Yes (11) 31% Many (5) |
| 28. Was the case manager able to describe the person's health related needs? CPRQ30 | 74% Yes (35) 26% Partial (12) | 68% Yes (32) 32% Yes (15) | 60% Yes (30) 40% Partial (20) | 71% Yes (35) 29% Partial (14) | | 63% Yes (10) 19% Many (3) 19% Needs Impv (3) |
| 29. Does the case manager have an appropriate expectation of growth for this person? CPRQ31 | 74% Yes (35) 26% Partial (12) | 40% Yes (19) 57% Partial (27) 2% No (1) | 62% Yes(31) 32% Partial (16) 6% No (3) | 69% Yes (34) 29% Partial (14) 2% No (1) | | 75% Yes (12) 25% Many (4) |
| 30. 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 | 30% Yes (14) 70% Partial (33) | 28% Yes (13) 70% Partial (33) 2% No (1) | 30% Yes(15) 68% Partial (34) 2% No (1) | 24% Yes (12) 76% Partial (37) | 8% Yes (2) 35% Many (9) 46% Need Impv (12) 12% No (3) | 19% Yes (3) 50% Many (8) 31% Needs Imp (5) |
| 31. Does the case manager provide case management services at the level needed by this person? CPRQ33; '17IQR#16c | 40% Yes (19) 60% Partial (28) | 49% Yes (23) 49% Partial (23) 2% No (1) | 30% Yes (15) 68% Partial (34) 2% No (1) | 41% Yes (20) 59% Partial (29) | 38% Yes (10) 31% Many (8) 31% Need Impv (8) | 13% Yes (2) 63% Many (10) 25% Needs Impv (4) |
| 32. Does the case manager receive the type and level of support needed to do his/her job? CPRQ34 | 85% Yes (40) 15% Partial (7) | 81% Yes (38) 19% Partial (9) | 86% Yes (43) 14% Partial (7) | 84% Yes (41) 16% Partial (8) | | 75% Yes (12) 25% Many (4) |



2018 Individual Quality Review Metro 4 Report Findings by Area

EMPLOYMENT AND DAY

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|---|---|---|---|--|---|--|
| 33. Does the direct services staff "know" the person? CPRQ35; '17IQR#8a | 89% Yes (42) 11% Partial (5) | 96% Yes (45) 4% Partial (2) | 92% Yes (44) 8% Partial (4) (2 not scored) | 96% Yes (45) 4% Partial (2) (2 not scored) | 79% Yes (19) 13% Many (3) 8% Need Impv (2) (2 N/A) | 94% Yes (15) 6% Many (1) |
| 34. Does the direct service staff have input into the person's ISP? CPRQ36 | 62% Yes (29) 32% Partial (15) 6% No (3) | 64% Yes (30) 34% Partial (16) 2% No (1) | 85% Yes (41) 15% Partial (7) (2 not scored) | 85% Yes (40) 13% Partial (6) 2% No (1) (2 not scored) | | 75% Yes (12) 13% Many (2) 13% Needs Impv (2) |
| 35. Did the direct service staff receive training on implementing this person's ISP? CPRQ37 | 79% Yes (37) 21% Partial (10) | 81% Yes (38) 19% Partial (9) | 88% Yes (42) 13% Partial (6) (2 not scored) | 91% Yes (43) 9% Partial (4) (2 not scored) | | 75% Yes (12) 25% Many (4) |
| 36. Was the direct service staff able to describe this person's health-related needs? CPRQ38 | 60% Yes (28) 36% Partial (17) 4% No (2) | 62% Yes (29) 38% Partial (18) | 54% Yes (26) 44% Partial (21) 2% No (1) (2 not scored) | 70% Yes (33) 30% Partial (14) (2 not scored) | | 75% Yes (12) 19% Many (3) 6% Needs Impv (1) |
| 37. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39 | 85% Yes (40) 15% Partial (7) | 81% Yes (38) 19% Partial (9) | 71% Yes (34) 29% Partial (14) (2 not scored) | 91% Yes (43) 9% Partial (4) (2 not scored) | | 75% Yes (12) 19% Many (3) 6% Needs Impv (1) |
| 37a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ39a | 96% Yes (45) 4% Partial (2) | 87% Yes (41) 13% Partial (6) | 94% Yes (45) 6% Partial (3) (2 not scored) | 96% Yes (45) 4% Partial (2) (2 not scored) | | 94% Yes (15) 6% No (1) |
| 37b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ39b | 89% Yes (42) 11% Partial (5) | 89% Yes (42) 9% Partial (4) 2% No (1) | 75% Yes (36) 25% Partial (12) (2 not scored) | 91% Yes (43) 9% Partial (4) (2 not scored) | | 75% Yes (12) 13% Many (2) 13% Needs Impv (2) |



2018 Individual Quality Review Metro 4 Report Findings by Area

EMPLOYMENT AND DAY (continued)

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|--|--|---|--|---|---------------------|---|
| 38. Did the direct service staff have training in the ISP process? CPRQ40 | 79% Yes (37) 19% Partial (9) 2% No (1) | 70% Yes (33) 28% Partial (13) 2% No (1) | 81% Yes (39) 17% Partial (8) 2% No (1) (2 not scored) | 81% Yes (38) 19% Partial (9) (2 not scored) | | 63% Yes (10) 31% Many (5) 6% Needs Impv (1) |
| 39. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41 | 85% Yes (40) 15% Partial (7) | 83% Yes (39) 17% Partial (8) | 83% Yes (40) 17% Partial (8) (2 not scored) | 70% Yes (33) 30% Partial (14) (2 not scored) | | 88% Yes (14) 13% Many (2) |
| 40. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42 | 85% Yes (40) 15% Partial (7) | 60% Yes (28) 38% Partial (18) 2% No (1) | 79% Yes (38) 19% Partial (9) 2% No (1) (2 not scored) | 70% Yes (33) 28% Partial (13) 2% No (1) (2 not scored) | | 94% Yes (15) 6% Many (1) |
| 41. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43 | 96% Yes (45) 4% Partial (2) | 94% Yes (44) 6% Partial (3) | 94% Yes (45) 6% Partial (3) (2 not scored) | 98% Yes (43) 2% Partial (1) (3 CND) (2 not scored) | | 100% Yes (16) |



2018 Individual Quality Review Metro 4 Report Findings by Area

| RESIDENTIAL | | | | | | |
|---|--|---|---|---|---|---|
| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
| 42. Does the residential direct services staff “know” the person? CPRQ44; '17IQR#8b | 96% Yes (45) 4% Partial (2) | 98% Yes (46) 2% Partial (1) | 92% Yes(46) 8% Partial (4) | 98% Yes (48) 2% Partial (1) | 85% Yes (22) 8% Many (2) 8% Need Impv (2) | 94% Yes (15) 6% Needs Impv (1) |
| 43. Does the direct service staff have input into the person’s ISP? CPRQ45 | 83% Yes (39) 11% Partial (5) 6% No (3) | 81% Yes (38) 19% Partial (9) | 94% Yes (47) 6% Partial (3) | 88% Yes (43) 12% Partial (6) | | 88% Yes (14) 6% Many (1) 6% No (1) |
| 44. Did the direct service staff receive training on implementing this person’s ISP? CPRQ46 | 87% Yes (41) 13% Partial (6) | 94% Yes (44) 6% Partial (3) | 88% Yes (44) 12% Partial (6) | 94% Yes (46) 4% Partial (2) 2% No (1) | | 100% Yes (16) |
| 45. Is the residence safe for individuals (void of hazards)? CPRQ45 | 89% Yes (42) 11% No (5) | 96% Yes (45) 4% No (2) | 98% Yes (49) 2% No (1) | 92% Yes (45) 8% No (4) | | 88% Yes (14) 6% Many (1) 6% Needs Impv (1) |
| 46. Was the residential direct service staff able to describe this person’s health-related needs? CPRQ48 | 72% Yes (34) 28% Partial (13) | 64% Yes (30) 34% Partial (16) 2% No (1) | 60% Yes (30) 38% Partial (19) 2% No (1) | 78% Yes (38) 22% Partial (11) | | 50% Yes (8) 50% Many (8) |
| 47. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49 | 89% Yes (42) 11% Partial (5) | 87% Yes (41) 13% Partial (6) | 82% Yes (41) 18% Partial (9) | 90% Yes (44) 10% Partial (5) | | 75% Yes (12) 19% Many (3) 6% Needs Impv (1) |
| 47a. Was the direct service staff able to provide specific information regarding the person’s daily activities? CPRQ49a | 98% Yes (46) 2% Partial (1) | 96% Yes (45) 4% Partial (2) | 94% Yes (47) 6% Partial (3) | 100% Yes (49) | | 94% Yes (15) 6% Many (1) |
| 47b. Can the direct service staff describe his/her responsibilities in implementing this person’s ISP, including outcomes, action plans, and WDSIs? CPRQ49b | 91% Yes (43) 9% Partial (4) | 89% Yes (42) 11% Partial (5) | 84% Yes(42) 16% Partial (8) | 90% Yes (44) 10% Partial (5) | | 81% Yes (13) 13% Many (2) 6% No (1) |



2018 Individual Quality Review Metro 4 Report Findings by Area

RESIDENTIAL (continued)

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|--|---|---|--|---|---------------------|--|
| 48. Did the residential direct service staff have training in the ISP process? CPRQ50 | 72% Yes (34) 21% Partial (10) 6% No (3) | 77% Yes (36) 23% Partial (11) | 78% Yes (39) 16% Partial (8) 6% No (3) | 76% Yes (37) 22% Partial (11) 2% No (1) | | 69% Yes (11) 19% Many (3) 6% Needs Impv (1) 6% No (1) |
| 49. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51 | 81% Yes (38) 19% Partial (9) | 85% Yes (40) 15% Partial (7) | 78% Yes(39) 22% Partial (11) | 73% Yes (36) 27% Partial (13) | | 100% Yes (16) |
| 50. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52 | 72% Yes (34) 28% Partial (13) | 66% Yes (31) 32% Partial (15) 2% No (1) | 66% Yes (33) 34% Partial (17) | 82% Yes (40) 18% Partial (9) | | 81% Yes (13) 6% Many (1) 6% Needs Impv (1) 6% No (1) |
| 51. Does the person's residential environment offer a minimal level of quality of life? CPRQ53 | 91% Yes (43) 9% Partial (4) | 89% Yes (42) 11% Partial (5) | 88% Yes (44) 12% Partial (6) | 90% Yes (44) 10% Partial (5) | | 75% Yes (12) 25% Many (4) |



2018 Individual Quality Review Metro 4 Report Findings by Area

| HEALTH | | | | | | |
|---|----------------------------------|----------------------------------|---|----------------------------------|--|---|
| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
| 52. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b | 43% Yes (20) 57% Partial (27) | 40% Yes (19) 60% Partial (28) | 35% Yes(17) 65% Partial (32) (1 person not scored) | 49% Yes (24) 51% Partial (25) | 73% Yes (19) 19% Many (5) 8% Need Impv (2) | 31% Yes (5) 63% Many (10) 6% Needs Impv (1) |
| 53. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21 | 64% Yes (30) 36% Partial (17) | 45% Yes (21) 55% Partial (26) | 41% Yes (20) 59% Partial (29) (1 person not scored) | 31% Yes (15) 69% Partial (34) | 12% Yes (3) 69% Many (8) 19% Need Impv (5) | 25% Yes (4) 63% Many (10) 13% Needs Impv (2) |
| 54. Was the eChat updated timely? '17IQR#18g | | | | | 23% Yes (6) 42% Many (11) 35% Need Impv (9) | 50% Yes (8) 13% Many (2) 25% Needs Impv (4) 13% No (2) |
| 55. Are all of the individual's needed medical treatments timely received? 17IQR#19 | | | | | 23% Yes (6) 46% Many (12) 31% Need Impv (8) | 38% Yes (6) 44% Many (7) 13% Needs Impv (2) 6% No (1) |
| 56. Does the individual receive routine/scheduled medical treatment? 17IQR#19a | | | | | 56% Yes (14) 28% Many (7) 16% Need Impv (4) (1 CND) | 50% Yes (8) 31% Many (5) 19% Needs Impv (3) |
| 57. Does the individual receive medication as prescribed? 17IQR#19e | | | | | 68% Yes (17) 8% Many (8) 24% Need Impv (6) (1 CND) | 31% Yes (5) 38% Many (6) 25% Needs Impv (4) 6% No (1) |



2018 Individual Quality Review Metro 4 Report Findings by Area

HEALTH (continued)

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|---|---|----------------------------------|--|---------------------------------|--|---|
| 58. Does my nurse provide oversight of health needs (i.e. weight records, vitals, lab reports, PRN medication use, seizure records) in order to ensure accuracy, identify and respond to new issues? '17IQR#20b | | | | | 23% Yes (6) 12% Many (3) 62% Need Impv (16) 4% No (1) | 6% Yes (1) 25% Many (4) 63% Needs Impv (10) 6% No (1) |
| 59. Are nursing services provided as needed by the individual? 17IQR#20 | | | | | 4% Yes (1) 35% Many (9) 62% Need Impv (16) | 6% Yes (1) 31% Many (5) 63% Needs Impv (10) |
| 60. Is the CARMP is accurate? '17IQR#21f | | | | | 64% Yes (14) 9% Many (2) 27% Need Impv (6) (2 N/A, 2 CND) | 38% Yes (5) 38% Many (5) 15% Needs Impv (2) 8% No (1) (3 N/A) |
| 61. Is the CARMP consistently implemented as intended? | | | | | | 54% Yes (7) 46% Many (6) (3 N/A) |
| 62. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19 | 36% Yes (17) 62% Partial (29) 2% No (1) | 30% Yes (14) 70% Partial (33) | 14% Yes(7) 82% Partial (40) 4% No (2) (1 person not scored) | 12% Yes (6) 88% Partial (43) | | 0% Yes 56% Many (9) 44% Needs Impv (7) |



2018 Individual Quality Review Metro 4 Report Findings by Area

ASSESSMENTS

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|--|----------------------------------|---|--|---|--|---|
| 63. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts? CPRQ57 | 43% Yes (20) 57% Partial (27) | 47% Yes (22) 53% Partial (25) | 37% Yes (18) 63% Partial (31) (1 not scored) | 45% Yes (22) 55% Partial (27) | | 25% Yes (4) 69% Many (11) 6% Needs Impv (1) |
| 64. Has the individual received all age and gender appropriate health screenings, in accordance with national best practice and/or as recommended by his/her PCP or other health care professionals? '17IQR#18a | | | | | 27% Yes (7) 42% Many (11) 27% Need Impv (7) 4% No (1) | 6% Yes (1) 81% Many (13) 13% Needs Impv (2) |
| 65. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18 | 38% Yes (18) 62% Yes (29) | 28% Yes (13) 70% Partial (33) 2% No (1) | 33% Yes (16) 67% Partial (33) (1 not scored) | 24% Yes (12) 76% Partial (37) | 4% Yes (1) 65% Many (17) 31% Need Impv (8) | 19% Yes (3) 63% Many (10) 19% Needs Impv (3) |
| 66. Are the assessments adequate for planning? CPRQ59; '17IQR#4f | 40% Yes (19) 60% Partial (28) | 45% Yes (21) 53% Partial (25) 2% No (1) | 22% Yes (11) 73% Partial (36) 4% No (2) (1 not scored) | 14% Yes (7) 86% Partial (42) | 15% Yes (4) 54% Many (14) 31% Need Impv (8) | 19% Yes (3) 44% Many (7) 38% Needs Impv (6) |
| 67. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5 | 49% Yes (23) 51% Partial (24) | 43% Yes (20) 53% Partial (25) 4% No (2) | 22% Yes (11) 65% Partial (32) 12% No (6) (1 not scored) | 20% Yes (10) 78% Partial (38) 2% No (1) | 19% Yes (5) 38% Many (10) 42% Need Impv (11) | 19% Yes (3) 50% Many (8) 19% Needs Impv (3) 13% No (2) |
| 68. 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 | | | | | 14% Yes (2) 21% Many (3) 36% Need Impv (5) 29% No (4) (12 N/A) | 44% Yes (4) 22% Needs Impv (2) 33% No (3) (7 N/A) |



2018 Individual Quality Review Metro 4 Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|---|--|---|--|--|--|--|
| 69. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9 | 100% Yes (47) | 100% Yes (47) | 100% Yes (49) (1 not scored) | 100% Yes (49) | 88% Yes (23) 12% Many (3) | 100% Yes (16) |
| 70. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3 | 47% Yes (22) 53% Partial (25) | 51% Yes (24) 49% Partial (23) | 59% Yes (29) 41% Partial (20) (1 not scored) | 55% Yes (27) 45% Partial (22) | 38% Yes (10) 38% Many (10) 23% Need Impv (6) | 50% Yes (8) 44% Many (7) 6% Needs Impv (1) |
| 71. 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 | 36% Yes (13) 47% Partial (17) 17% No (6) (11 N/A) | 38% Yes (14) 54% Partial (20) 8% No (3) (10 N/A) | 45% Yes (17) 37% Partial (14) 18% No (7) (11 N/A) (1 not scored) | 34% Yes (12) 49% Partial (17) 17% No (6) (14 N/A) | 57% Yes (12) 14% Many (3) 19% Need Impv (4) 10% No (2) (5 N/A) | 69% Yes (9) 8% Many (1) 8% Needs Impv (1) 15% No (2) (3 N/A) |
| 72. Does my ISP contain current and accurate information? '17IQR#6 | | | | | 15% Yes (4) 38% Many (10) 46% Need Impv (12) | 13% Yes (2) 50% Many (8) 38% Needs Impv (6) |
| 73. Overall, does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b | 64% Yes (30) 36% Partial (17) | 53% Yes (25) 40% Partial (19) 6% No (3) | 47% Yes (23) 45% Partial (22) 8% No (4) (1 not scored) | 49% Yes (24) 51% Partial (25) | 46% Yes (12) 19% Many (5) 35% Need Impv (9) | 31% Yes (5) 44% Many (7) 25% Needs Impv (4) |
| 74. Overall, does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c | 74% Yes (35) 26% Partial (12) | 53% Yes (25) 43% Partial (20) 4% No (2) | 49% Yes (24) 51% Partial (25) (1 not scored) | 47% Yes (23) 49% Partial (24) 4% No (2) | 31% Yes (8) 23% Many (6) 46% Need Impv (12) | 56% Yes (9) 25% Many (4) 19% Needs Impv (3) |
| 75. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a | | | | | 12% Yes (3) 35% Many (9) 46% Need Impv (12) 8% No (2) | 31% Yes (5) 19% Many (3) 25% Needs Impv (4) 25% No (4) |



2018 Individual Quality Review Metro 4 Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|--|--|----------------------------------|---|---|--|---|
| 76. Does the data kept identify what the person does so a determination regarding progress/lack of progress? '17IQR#12b | | | | | 4% Yes (1) 8% Many (2) 65% Need Impv (17) 23% No (6) | 19% Yes (3) 25% Many (4) 19% Needs Impv (3) 38% No (6) |
| 77. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c | | | | | 8% Yes (2) 15% Many (4) 65% Need Impv (17) 12% No (3) | 6% Yes (1) 31% Many (5) 38% Needs Impv (6) 25% No (4) |
| 78. If the person is not successful in achieving actions steps, has the team tried to determine why, and change their approach if needed? | | | | | 21% Yes (5) 8% Many (2) 63% Need Impv (15) 8% No (2) (1 N/A, 1 CND) | 45% Yes (5) 18% Many (2) 9% Needs Impv (1) 27% No (3) (5 N/A) |
| 79. 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 | | | | | 26% Yes (6) 4% Many (1) 48% Need Impv (11) 22% No (5) (2 N/A, 1 CND) | 14% Yes (2) 7% Many (1) 21% Needs Impv (3) 57% No (8) (2 N/A) |
| 80. Has the person made measurable progress on actions steps during this past year?'17IQR#13b | | | | | 0% Yes 23% Many (6) 62% Need Impv (16) 15% No (4) | 0% Yes 38% Many (6) 25% Needs Impv (4) 38% No (6) |
| 81. Overall, do the outcomes in the ISP include criteria by which the team can determine when the outcome(s) have been achieved? CPRQ67; '17IQR#7e | 74% Yes (35) 17% Partial (8) 9% No (4) | 45% Yes (21) 55% Partial (26) | 35% Yes (17) 59% Partial (29) 6% No (3) (1 not scored) | 22% Yes (11) 55% Partial (27) 22% No (11) | 31% Yes (8) 8% Many (2) 50% Need Impv (13) 12% No (3) | 38% Yes (6) 19% Many (3) 31% Needs Impv (5) 13% No (2) |



2018 Individual Quality Review Metro 4 Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|--|--|---|---|--|--|---|
| 82. Overall, are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d | 66% Yes (31) 34% Partial (16) | 64% Yes (30) 36% Partial (17) | 76% Yes (37) 20% Partial (10) 4% No (2) (1 not scored) | 57% Yes (28) 41% Partial (20) 2% No (1) | 42% Yes (11) 12% Many (3) 46% Need Impv (12) | 88% Yes (14) 13% Many (2) |
| 83. Overall, do the ISP outcomes address the person's major needs? CPRQ69; '17IQR#7g | 66% Yes (31) 32% Partial (15) 2% No (1) | 55% Yes (26) 38% Partial (18) 6% No (3) | 43% Yes (21) 57% Partial (28) (1 not scored) | 49% Yes (24) 45% Partial (22) 6% No (3) | 35% Yes (9) 19% Many (5) 46% Need Impv (12) | 63% Yes (10) 25% Many (4) 6% Need Impv (1) 6% No (1) |
| 84. Overall, are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i | 73% Yes (33) 24% Partial (11) 2% No (1) (2 N/A) | 76% Yes (35) 24% Partial (11) (1 N/A) | 78% Yes (38) 18% Partial (9) 4% No (2) (1 not scored) | 57% Yes (27) 40% Partial (19) 2% No (1) (2 N/A) | 15% Yes (4) 23% Many (6) 54% Need Impv (14) 8% No (2) | 25% Yes (4) 19% Many (3) 44% Needs Impv (7) 13% No (2) |
| 85. Overall, are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m | 89% Yes (42) 9% Partial (4) 2% No (1) | 96% Yes (45) 4% No (2) | 88% Yes (43) 12% Partial (6) (1 not scored) | 86% Yes (42) 14% Partial (7) | 15% Yes (4) 19% Many (5) 58% Need Impv (15) 8% No (2) | 44% Yes (7) 19% Many (3) 25% Needs Impv (4) 13% No (2) |
| 86. Has the person made measurable progress in therapy this year? '17IQR#13a | | | | | 8% Yes (2) 23% Many (6) 65% Need Impv (17) 4% No (1) | 44% Yes (7) 19% Many (3) 25% Needs Impv (4) 13% No (2) |
| 87. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c | 73% Yes (33) 24% Partial (11) 2% No (1) (2 N/A) | 76% Yes (35) 24% Partial (11) (1 N/A) | 78% Yes (38) 18% Partial (9) 4% No (2) (1 not scored) | 57% Yes (27) 40% Partial (19) 2% No (1) (2 N/A) | 38% Yes (10) 31% Many (8) 31% Need Impv (8) | 38% Yes (6) 31% Many (5) 25% Needs Impv (4) 6% No (1) |
| 88. Does the ISP contain information regarding primary health (medical) care? CPRQ74 | 89% Yes (42) 9% Partial (4) 2% No (1) | 96% Yes (45) 4% No (2) | 88% Yes (43) 12% Partial (6) (1 not scored) | 86% Yes (42) 14% Partial (7) | | 94% Yes (15) 6% Many (1) |



2018 Individual Quality Review Metro 4 Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|--|--|--|--|--|--|---|
| 88a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a | 94% Yes (44) 4% Partial (2) 2% No (1) | 98% Yes (46) 2% Partial (1) | 98% Yes (48) 2% No (1) (1 not scored) | 94% Yes (46) 6% Partial (3) | | 100% Yes (16) |
| 88b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b | 94% Yes (44) 4% Partial (2) 2% No (1) | 100% Yes (47) | 90% Yes(44) 6% Partial (3) 4% No (2) (1 not scored) | 86% Yes (42) 12% Partial (6) 2% No (1) | | 100% Yes (16) |
| 89. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76 | 94% Yes (44) 6% Partial (3) | 94% Yes (44) 6% Partial (3) | 92% Yes(45) 8% Partial (4) (1 not scored) | 90% Yes (44) 8% Partial (4) 2% No (1) | | 88% Yes (14) 13% Many (2) |
| 90. Does the ISP reflect how the person will get to work/day activities, shopping, and social activities? CPRQ75 | 82% Yes (18) 14% Partial (3) 9% No (1) (25 N/A) | 73% Yes (11) 20% Partial (3) 7% No (1) (32 N/A) | 85% Yes (11) 8% Partial (1) 8% No (1) (36 N/A) (1 not scored) | 86% Yes (12) 14% Partial (2) (35 N/A) | | 100% Yes (16) |
| 91. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a | 48% Yes (20) 48% Partial (20) 5% No (2) (5 N/A) | 36% Yes (16) 55% Partial (24) 9% No (4) (3 N/A) | 39% Yes (18) 57% Partial (26) 4% No (2) (3 N/A) (1 not scored) | 50% Yes (22) 45% Partial (20) 5% No (2) (5 N/A) | 27% Yes (7) 27% Many (7) 42% Need Impv (11) 4% No (1) | 38% Yes (6) 38% Many (6) 13% Needs Impv (2) |
| 92. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7 | 15% Yes (7) 85% Partial (40) | 15% Yes (7) 85% Partial (40) | 8% Yes (4) 92% Partial (45) (1 not scored) | 6% Yes (3) 94% Partial (46) | 0% Yes 27% Many (7) 73% Need Impv (19) | 0% Yes 69% Many (11) 31% Needs Impv (5) |



2018 Individual Quality Review Metro 4 Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|---|--|--|--|--|---|--|
| 93. Is the ISP being implemented? (If 92 is "3") CPRQ79 '17IQR#12 | 57% Yes (4) 43% Partial (3) (40 N/A) | 71% Yes (5) 29% Partial (2) (40 N/A) | 25% Yes (1) 75% Partial (3) (45 N/A) (1 not scored) | 67% Yes (2) 33% Partial (1) (46 N/A) | 0% Yes 19% Many (5) 77% Need Impv (20) 4% No (1) | (16 N/A) |
| 94a. Is the ISP being implemented? (If 92 is "0", "1", or "2") CPRQ80a '17IQR#12 | 48% Yes (19) 50% Partial (20) 3% No (1) (7 N/A) | 65% Yes (26) 35% Partial (14) (7 N/A) | 31% Yes (14) 69% Partial (31) (4 N/A) (1 not scored) | 26% Yes (12) 74% Partial (34) (3 N/A) | 0% Yes 19% Many (5) 77% Need Impv (20) 4% No (1) | 13% Yes (2) 50% Many (8) 31% Needs Impv (5) 6% No (1) |
| 94b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11 | 43% Yes (17) 58% Partial (23) (7 N/A) | 55% Yes (22) 43% Partial (17) 3% No (1) (7 N/A) | 29% Yes (13) 71% Partial (32) (4 N/A) (1 not scored) | 20% Yes (9) 80% Partial (37) (3 N/A) | 4% Yes (1) 54% Many (14) 42% Need Impv (11) | 31% Yes (5) 56% Many (9) 13% Needs Impv (2) |
| 95. Overall, was the direct service staff trained on the implementation of this person's ISP? CPRQ81 | 70% Yes (33) 30% Partial (14) | 79% Yes (37) 21% Partial (10) | 80% Yes(39) 20% Partial (10) (1 not scored) | 86% Yes (42) 14% Partial (7) | | 81% Yes (13) 19% Many (3) |
| 96. Overall, were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82; | 81% Yes (38) 19% Partial (9) | 77% Yes (36) 23% Partial (11) | 63% Yes (31) 37% Partial (18) (1 not scored) | 86% Yes (42) 14% Partial (7) | | 75% Yes (12) 19% Many (3) 6% Needs Impv (1) |
| 97. Overall, do the progress notes or other documentation in the record reflect the status of the outcomes and services of the key life areas stated in the ISP? CPRQ83 | 26% Yes (12) 74% Partial (35) | 28% Yes (13) 72% Partial (34) | 14% Yes (7) 82% Partial (40) 4% No (2) (1 not scored) | 12% Yes (6) 84% Partial (41) 4% No (2) | | 0% 50% Many (8) 44% Needs Impv (7) 6% No (1) |



2018 Individual Quality Review Metro 4 Report Findings by Area

EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|---|---|--|--|---|--|---|
| 98. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13 | 77% Yes (36) 21% Partial (10) 2% No (1) | 57% Yes (27) 40% Partial (19) 2% No (1) | 47% Yes (23) 51% Partial (25) 2% No (1) (1 not scored) | 41% Yes (20) 59% Partial (29) | 0% Yes 35% Many (39) 65% Need Impv (17) | 13% Yes (2) 69% Many (11) 19% Needs Impv (3) |
| 99. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d | 64% Yes (30) 36% Partial (17) | 26% Yes (12) 72% Partial (34) 2% No (1) | 41% Yes (20) 59% Partial (29) (1 not scored) | 57% Yes (28) 43% Partial (21) | 69% Yes (18) 15% Many (4) 15% Need Impv (4) | 63% Yes (10) 38% Many (6) |
| 100. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b | 83% Yes (39) 15% Partial (7) 2% No (1) | 70% Yes (32) 26% Partial (12) 4% No (2) (1 CND) | 81% Yes (39) 19% Partial (9) (1 CND) (1 not scored) | 78% Yes (38) 18% Partial (9) 4% No (2) | 65% Yes (17) 27% Many (7) 8% Need Impv (2) | 63% Yes (10) 19% Many (3) 13% Needs Impv (2) 6% No (1) |
| 101. Is the person offered a range of opportunities for participation in each life area? CPRQ87 | 86% Yes (38) 14% Partial (6) (3 CND) | 73% Yes (33) 27% Partial (12) (2 CND) | 76% Yes (35) 22% Partial (10) 2% No (1) (3 CND) (1 not scored) | 76% Yes (31) 24% Partial (10) (8 CND) | | 75% Yes (12) 19% Many (3) 6% Needs Impv (1) |
| 102. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30 | 86% Yes (19) 14% Partial (3) (25 CND) | 75% Yes (12) 25% Partial (4) (31 CND) | 71% Yes(12) 29% Partial (5) (32 CND) (1 not scored) | 50% Yes (3) 50% Partial (3) (43 CND) | 46% Yes (12) 35% Many (9) 19% Need Impv (5) | 75% Yes (6) 13% Many (1) 13% No (1) (8 CND) |
| 102a. About where and with whom to live? CPRQ89; '17IQR#23c | 94% Yes (15) 6% No (1) (31 CND) | 93% Yes (13) 7% Partial (1) (33 CND) | 73% Yes (8) 18% Partial (2) 9% No (1) (38 CND) (1 not scored) | 75% Yes (3) 25% Partial (1) (45 CND) | 33% Yes (1) 33% Need Impv (1) 33% No (1) (23 CND) | 80% Yes (4) 20% No (1) (11 CND) |



2018 Individual Quality Review Metro 4 Report Findings by Area

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

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|--|--|---|--|--|--|--|
| 102b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d | 90% Yes (18) 10% Partial (2) (27 CND) | 80% Yes (12) 20% Partial (3) (32 CND) | 82% Yes (14) 18% Partial (3) (32 CND) (1 not scored) | 33% Yes (1) 67% Partial (2) (46 CND) | 80% Yes (4) 20% Need Impv (1) (21 CND) | 75% Yes (6) 13% Many (1) 13% No (1) (8 CND) |
| 102c. About where and with whom to socialize/spend leisure time? CPRQ91 | 86% Yes (18) 14% Partial (3) (26 CND) | 81% Yes (13) 19% Partial (3) (31 CND) | 84% Yes (16) 11% Partial (2) 5% No (1) (30 CND) (1 not scored) | 100% Yes (3) (46 CND) | | 71% Yes (5) 14% Many (1) 14% No (1) (9 CND) |
| 103. Does the evidence support that providers do not prevent the person from pursuing relationships and are respecting the rights of this person? CPRQ92; '17IQR#31f | 98% Yes (45) 2% Partial (1) (1 CND) | 95% Yes (42) 5% Partial (2) (3 CND) | 96% Yes (44) 4% Partial (2) (3 CND) (1 not scored) | 98% Yes (47) 2% Partial (1) (1 CND) | 94% Yes (16) 6% Need Impv (1) (7 N/A, 2 CND) | 100% Yes (16) |
| 105. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a | 72% Yes (34) 28% Partial (13) (1 CND) | 77% Yes (36) 23% Partial (11) (2 CND) | 71% Yes (35) 29% Partial (14) (1 not scored) | 55% Yes (27) 45% Partial (22) | 46% Yes (12) 27% Many (7) 27% Need Impv (7) | 94% Yes (15) 6% Many (1) |
| 106. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94 | 93% Yes (43) 4% Partial (2) 2% No (1) (1 CND) | 91% Yes (41) 9% Partial (4) (2 CND) | 90% Yes (43) 7% Partial (3) 4% No (2) (1 CND) (1 not scored) | 91% Yes (43) 6% Partial (3) 2% No (1) (2 CND) | | 100% Yes (16) |
| 107. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h | | | | | | 81% Yes (13) 19% No (3) |



2018 Individual Quality Review Metro 4 Report Findings by Area

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

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|--|---------------------|---------------------|---------------------|---------------------|---|--|
| 108. 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 | | | | | 44% Yes (8) 28% Need Impv (5) 28% No (5) (8 N/A) | 69% Yes (9) 8% Many (1) 23% Needs Impv (3) (3 N/A) |
| 109. 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 | | | | | 0% Yes (0) 57% Need Impv (8) 43% No (6) (12 N/A) | 36% Yes (4) 9% Many (1) 55% No (6) (5 N/A) |
| 110. Is the person protected from abuse, neglect and exploitation? '17IQR#35 | | | | | 38% Yes (10) 42% Many (11) 19% Need Impv (5) | 75% Yes (12) 6% Many (1) 13% Needs Impv (2) 6% No (1) |
| 111. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b | | | | | 70% Yes (14) 5% Many (1) 25% Need Impv (5) | 78% Yes (7) 11% Many (1) 11% Needs Impv (7 N/A) |
| 112. Is the individual safe? '17IQR#24 | | | | | 46% Yes (12) 46% Many (12) 8% Need Impv (2) | 63% Yes (10) 31% Many (5) 6% Needs Impv (1) |
| 113. What is the level of participation of the legal guardian in this person's life and service planning? CPRQ 97; '17IQR#15a | | | | | 54% Active (14) 23% Moderate (6) 19% Limited (5) 4% None (1) | 31% Active (5) 31% Moderate (5) 38% Limited (6) |
| 114. If the person is retired, does he/she have opportunities to engage in activities of interest during the day? CPRQ 100; '17IQR#29b | | | | | 40% Yes (2) 40% Many (2) 20% No (1) (21 N/A) | 71% Yes (5) 29% Needs Impv (2) (9 N/A) |



2018 Individual Quality Review Metro 4 Report Findings by Area

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

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|---|---|---|--|---|--|---|
| 115. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30 | 83% Yes (39) 15% Partial (7) 2% No (1) | 81% Yes (38) 19% Partial (9) | 82% Yes (40) 14% Partial (7) 4% No (2) (1 not scored) | 80% Yes (39) 18% Partial (9) 2% No (1) | 46% Yes (12) 35% Many (9) 19% Need Impv (5) | 94% Yes (15) 6% Needs Impv (1) |
| 116. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e | 93% Yes (43) 7% Partial (3) (1 CND) | 98% Yes (45) 2% Partial (1) (1 CND) | 96% Yes (46) 4% Partial (2) (1 CND) (1 not scored) | 96% Yes (47) 4% Partial (2) | 83% Yes (20) 13% Many (3) 4% Need Impv (1) (1 N/A, 1 CND) | 94% Yes (15) 6% Many (1) |
| 117. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c | 70% Yes (33) 30% Partial (14) | 74% Yes (35) 26% Partial (12) | 61% Yes (30) 39% Partial (19) (1 not scored) | 35% Yes (17) 65% Partial (32) | 50% Yes (13) 31% Many (8) 19% Need Impv (5) | 31% Yes (5) 50% Many (8) 19% Needs Impv (3) |
| 118. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e | 100% Yes (45) (2 CND) | 100% Yes (47) | 100% Yes (49) (1 not scored) | 100% Yes (49) | 100% Yes (25) (1 CND) | 94% Yes (15) 6% Needs Impv (1) |
| 119. Does the person have sufficient personal money? CPRQ110 '17IQR#34f | 91% Yes (42) 9% Partial (4) (1 CND) | 94% Yes (44) 6% Partial (3) | 96% Yes (45) 4% Partial (2) (2 CND) (1 not scored) | 92% Yes (45) 6% Partial (3) 2% No (1) | 96% Yes (25) 4% Many (1) | 100% Yes (16) |
| 120. Does the person get along with their day program/employment provider staff? CPRQ111 | 97% Yes (30) 3% Partial (1) (16 CND) | 100% Yes (28) (19 CND) | 100% Yes (33) (1 N/A, 15 CND) (1 not scored) | 95% Yes (19) 5% Partial (1) (1 N/A, 28 CND) | | 100% Yes (12) (4 CND) |
| 121. Does the person get along with their residential provider staff? CPRQ112 | 97% Yes (34) 3% Partial (1) (12 CND) | 96% Yes (27) 4% Partial (1) (19 CND) | 100% Yes (33) (16 CND) (1 not scored) | 100% Yes (26) (23 CND) | | 100% Yes (13) (3 CND) |



2018 Individual Quality Review Metro 4 Report Findings by Area

| TEAM PROCESS | | | | | | |
|---|---|---|---|--|--|--|
| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
| 122. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10 | 28% Yes (13) 72% Partial (34) | 26% Yes (12) 74% Partial (35) | 37% Yes (18) 63% Partial (31) (1 not scored) | 18% Yes (9) 82% Partial (40) | 31% Yes (8) 58% Many (15) 12% Need Impv (3) | 13% Yes (2) 50% Many (8) 38% Needs Impv (6) |
| 123. 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 | 69% Yes (11) 19% Partial (3) 13% No (2) (31 N/A) | 53% Yes (8) 40% Partial (6) 7% No (1) (32 N/A) | 50% Yes (6) 42% Partial (5) 8% No (1) (37 N/A) (1 not scored) | 71% Yes (5) 29% Partial (2) (42 N/A) | 57% Yes (4) 43% Many (3) (19 N/A) | (16 NA) |
| 124. 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 | 69% Yes (27) 31% No (12) (7 N/A, 1 CND) | 70% Yes (33) 30% No (14) | 70% Yes(32) 30% No (14) (2 N/A, 1 CND) (1 not scored) | 62% Yes (28) 38% No (17) (4 N/A) | 75% Yes (15) 5% Many (1) 15% Need Impv (3) 5% No (1) (6 N/A) | 50% Yes (7) 36% Many (5) 7% Needs Impv (1) 7% No (1) (2 N/A) |
| 125. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? CPRQ117 | 77% Yes (36) 23% Partial (11) | 85% Yes (40) 15% Partial (7) | 80% Yes(39) 20% Partial (10) (1 not scored) | 88% Yes (43) 12% Partial (6) | | 94% Yes (15) 6% Many (1) |
| 126. Do you recommend Dispute Resolution for this IDT? CPRQ118 | 6% Yes (3) 94% No (44) | 6% Yes (3) 94% No (44) | 2% Yes (1) 98% No (48) (1 not scored) | 4% Yes (2) 96% No (47) | | 0% Yes 100% No (16) |
| 127. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#17d | 26% Yes (12) 74% No (35) | 37% Yes (17) 63% No (29) (1 CND) | 35% Yes(17) 65% No (32) (1 not scored) | 22% Yes (11) 78% No (38) | 35% Yes (9) 65% No (17) | 25% Yes (4) 75% No (12) |



2018 Individual Quality Review Metro 4 Report Findings by Area

TEAM PROCESS (continued)

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|---|---|---|---|--|---|--|
| 128. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c | | 20% Yes (9) 80% No (36) (2 CND) | 21% Yes (10) 79% No (38) (1 CND) (1 not scored) | 21% Yes (10) 79% No (38) (1 CND) | 15% Yes (4) 85% No (22) | 19% Yes (3) 81% No (13) |
| 129. If #127 OR #128 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121; | 71% Yes (12) 29% Partial (5) (30 N/A) | 70% Yes (14) 20% Partial (4) 10% No (2) (27 N/A) | 52% Yes(11) 38% Partial (8) 10% No (2) (27 N/A, 1 CND) (1 not scored) | 69% Yes (11) 25% Partial (4) 6% No (1) (33 N/A) | | 100% Yes (4) (12 N/A) |
| 130. Has the person changed residential/day services in the last year? CPRQ122 | 15% Yes (7) 85% No (40) | 11% Yes (5) 89% No (42) | 6% Yes (3) 94% No (46) (1 not scored) | 18% Yes (9) 82% No (40) | | 13% Yes (2) 88% No (14) |
| 131. If #130 is Yes, was the change Planned by the IDT? CPRQ122a | 90% Yes (9) 10% No (1) (37 N/A) | 67% Yes (4) 33% Partial (2) (41 N/A) | 50% Yes(1) 50% No (1) (47 N/A) (1 not scored) | 63% Yes (5) 38% Partial (3) (41 N/A) | | 100% Yes (2) (14 N/A) |
| 132. If #130 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b | 90% Yes (9) 10% Partial (1) (37 N/A) | 83% Yes (5) 17% Partial (1) (41 N/A) | 100% Yes (3) (46 N/A) (1 not scored) | 88% Yes (7) 13% No (1) (41 N/A) | | 100% Yes (2) (14 N/A) |
| 133. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person? CPRQ123; '17IQR#7n | 28% Yes (13) 70% Partial (33) 2% No (1) | 26% Yes (12) 74% Partial (35) | 24% Yes (12) 76% Partial (37) (1 not scored) | 24% Yes (12) 76% Partial (37) | 4% Yes (1) 42% Many (11) 54% Need Impv (14) | 6% Yes (1) 56% Many (9) 38% Needs Impv (6) |



2018 Individual Quality Review Metro 4 Report Findings by Area

SUPPORTED EMPLOYMENT

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|---|---|---|---|---|---|---|
| 134. Does (Name) have a current Person Centered Assessment? | | | | | | 6% Yes (1) 31% Many (5) 56% Needs Impv (9) 6% No (1) |
| 135. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a | 43% Yes (15) 57% No (20) (12 N/A) | 35% Yes (13) 65% No (24) (10 N/A) | 30% Yes (10) 70% No (23) (16 N/A) (1 not scored) | 45% Yes (13) 55% No (16) (19 N/A) (1 not scored) | 9% Yes (2) 22% Many (3) 22% Need Impv (5) 57% No (13) (3 N/A) | 22% Yes (2) 22% Needs Impv (2) 56% No (5) (7 N/A) |
| 136. Did the individual participate personally in the Person Centered Assessment? | | | | | | 63% Yes (10) 38% No (6) |
| 137. Did the Guardian participate in the Person Centered Assessment? | | | | | | 25% Yes (4) 75% No (12) |
| 138. Is the individual engaged in the Informed Choice Project? | | | | | | 19% Yes (3) 81% No (13) |
| 139. Has the individual been offered the opportunity to participate in work or job exploration including volunteer work and/or trial work opportunities? '17IQR#26e | | | | | 0% Yes 9% Many (2) 26% Need Impv (6) 65% No (15) (3 N/A) | 33% Yes (3) 67% No (6) (7 N/A) |
| 140. If #139 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section? | | | | | | 67% Yes (2) 33% Many (1) (13 N/A) |
| 141. If #139 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs? | | | | | | 0% Yes 17% Needs Impv (1) 83% No (5) (10 N/A) |



2018 Individual Quality Review Metro 4 Report Findings by Area

SUPPORTED EMPLOYMENT (continued)

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|--|---------------------|---------------------|---------------------|---------------------|---|--|
| 142. 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? | | | | | | 44% Yes (4) 56% No (5) (7 N/A) |
| 143. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c | | | | | 4% Yes (1) 52% Need Impv (12) 43% No (10) (3 N/A) | 22% Yes (2) 11% Many (1) 33% Needs Impv (3) 33% No (3) (7 N/A) |
| 144. Has the Guardian received information regarding the range of employment options available for the individual? | | | | | | 33% Yes (3) 22% Needs Impv (2) 44% No (4) (7 N/A) |
| 145. 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 | | | | | 4% Yes (1) 13% Many (3) 9% Need Impv (2) 79% No (17) | 33% Yes (3) 22% Needs Impv (2) 44% No (4) (7 N/A) |
| 146. 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 ...? | | | | | | 22% Yes (2) 11% Many (1) 67% No (6) (7 N/A) |
| 147. Has the individual participated in work or volunteer activities during the past year? | | | | | | 44% Yes (4) 56% No (5) (7 N/A) |
| 148. Has the individual identified what type of work or volunteer activities he/she would like to do? | | | | | | 33% Yes (3) 22% Needs Impv (2) 44% No (4) (7 N/A) |



2018 Individual Quality Review Metro 4 Report Findings by Area

SUPPORTED EMPLOYMENT (continued)

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|--|--|--|--|---|--|--|
| 149. Does the Guardian support him/her working? | | | | | | 33% Yes (3) 67% No (6) (7 N/A) |
| 150. Is (Name) is involved in the DVR Outreach Project? | | | | | | 6% Yes (1) 94% No (15) |
| 151. Is the individual engaged in Supported Employment? CPRQ129 | 28% Yes (9) 72% No (23) (15 N/A) | 18% Yes (6) 82% No (28) (13 N/A) | 18% Yes (5) 82% No (23) (21 N/A) (1 not scored) | 23% Yes (6) 77% No (20) (22 N/A) (1 not scored) | | 33% Yes (3) 67% No (6) (7 N/A) |
| 152. Is the individual Working in accordance with the following: CPRQ 130 17IQR#28 | 13% Yes (4) 6% Partial (2) 81% No (26) (15 N/A) | 12% Yes (4) 9% Partial (3) 79% No (27) (13 N/A) | 11% Yes (3) 7% Partial (2) 82% No (23) (21 N/A) (1 not scored) | 12% Yes (3) 12% Partial (3) 77% No (20) (22 N/A) (1 not scored) | 0% Yes 10% Need Impv (2) 90% No (19) (5 N/A) | 11% Yes (1) 22% Many (2) 67% No (6) (7 N/A) |
| 153. Does the person have a Career Development Plan? CPRQ128 17IQR#26e | 0% Yes 24% Partial (8) 76% No (26) (13 N/A) | 6% Yes (2) 9% Partial (3) 86% No (30) (12 N/A) | 4% Yes (1) 21% Partial (6) 75% No (21) (21 N/A) (1 not scored) | 4% Yes (1) 31% Partial (8) 65% No (17) (22 N/A) (1 not scored) | 0% Yes 9% Many (2) 26% Need Impv (6) 65% No (15) (3 N/A) | 0% Yes 69% Many (2) 33% Needs Impv (1) (13 N/A) |



2018 Individual Quality Review Metro 4 Report

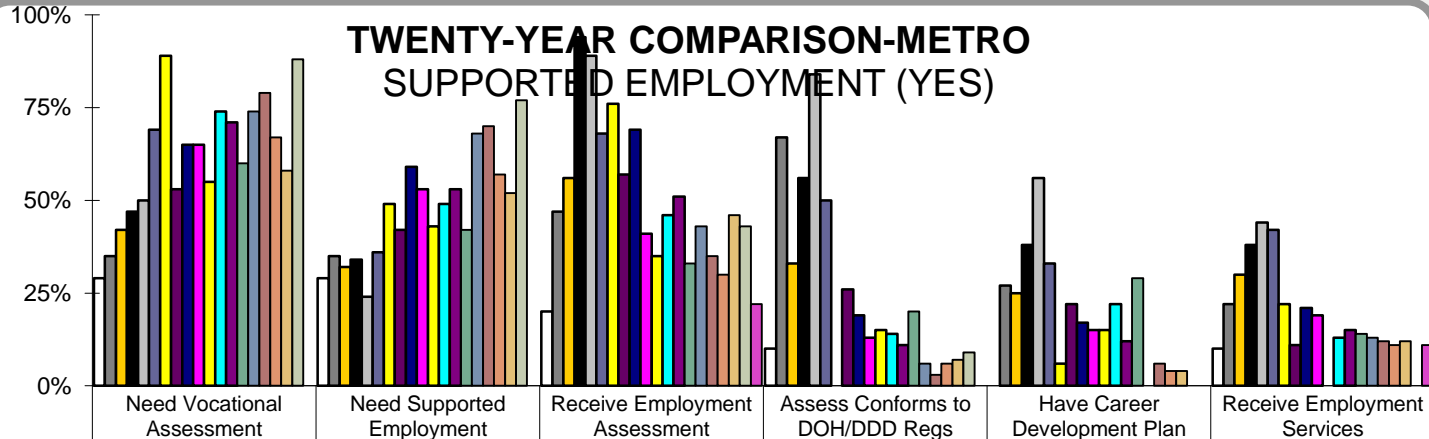
SUPPORTED EMPLOYMENT - Historical Scoring

| Question | 2000 | 2001 | 2002 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2013 | 2014 | 2015 | 2016 | 2017 IQR | 2018 IQR |
|--|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|----------|----------|
| Need an employment assessment? | 47% | 50% | 69% | 89% | 53% | 65% | 67% | 55% | 74% | 71% | 60% | 74% | 79% | 67% | 58% | 88% | |
| Need supported employment? | 34% | 24% | 36% | 49% | 42% | 59% | 53% | 43% | 49% | 53% | 42% | 68% | 70% | 57% | 52% | 77% | |
| Receive supported employment assessment? 2018#135 | 94% | 89% | 68% | 76% | 57% | 69% | 42% | 35% | 46% | 51% | 33% | 43% | 35% | 30% | 46% | 43% | 22% |
| Assessment conforms to DOH Regulations? | 56% | 84% | 50% | 0% | 26% | 19% | 12% | 15% | 14% | 11% | 20% | 6% | 3% | 6% | 7% | 9% | |
| Has a Career Development Plan? 2018#153 | 38% | 56% | 33% | 6% | 22% | 17% | 15% | 15% | 22% | 12% | 29% | 0% | 6% | 4% | 4% | 0% | 0% |
| Is supported employment provided in line with requirements? 2018#152 | 38% | 44% | 42% | 22% | 11% | 21% | 19% | 0% | 13% | 15% | 14% | 13% | 12% | 11% | 12% | 0% | 11% |



2018 Individual Quality Review Metro 4 Report

SUPPORTED EMPLOYMENT – Disengagement



| Year | Need Vocational Assessment | Need Supported Employment | Receive Employment Assessment | Assess Conforms to DOH/DDD Regs | Have Career Development Plan | Receive Employment Services |
|------|----------------------------|---------------------------|-------------------------------|---------------------------------|------------------------------|-----------------------------|
| 1997 | 29% | 29% | 20% | 10% | 0% | 10% |
| 1998 | 35% | 35% | 47% | 67% | 27% | 22% |
| 1999 | 42% | 32% | 56% | 33% | 25% | 30% |
| 2000 | 47% | 34% | 94% | 56% | 38% | 38% |
| 2001 | 50% | 24% | 89% | 84% | 56% | 44% |
| 2002 | 69% | 36% | 68% | 50% | 33% | 42% |
| 2004 | 89% | 49% | 76% | 0% | 6% | 22% |
| 2005 | 53% | 42% | 57% | 26% | 22% | 11% |
| 2006 | 65% | 59% | 69% | 19% | 17% | 21% |
| 2007 | 65% | 53% | 41% | 13% | 15% | 19% |
| 2008 | 55% | 43% | 35% | 15% | 15% | 0% |
| 2009 | 74% | 49% | 46% | 14% | 22% | 13% |
| 2010 | 71% | 53% | 51% | 11% | 12% | 15% |
| 2011 | 60% | 42% | 33% | 20% | 29% | 14% |
| 2013 | 74% | 68% | 43% | 6% | 0% | 13% |
| 2014 | 79% | 70% | 35% | 3% | 6% | 12% |
| 2015 | 67% | 57% | 30% | 6% | 4% | 11% |
| 2016 | 58% | 52% | 46% | 7% | 4% | 12% |
| 2017 | 88% | 77% | 43% | 9% | 0% | 0% |
| 2018 | | | 22% | | 0% | 11% |



2018 Individual Quality Review Metro 4 Report Findings by Area

BEHAVIOR

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|---|---|--|---|---|---|--|
| 154. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d | 52% Yes (23) 48% No (21) (3 N/A) | 56% Yes (25) 44% No (20) (2 N/A) | 57% Yes (26) 43% No (20) (3 N/A) (1 not scored) | 62% Yes (29) 38% No (18) (2 N/A) | 38% Yes (10) 62% No (62) | 56% Yes (9) 44% No (7) |
| 155. Does the person need behavior services now? CPRQ132 '17IQR#11e | 51% Yes (22) 49% No (21) (4 N/A) | 55% Yes (26) 45% No (21) | 52% Yes (24) 48% No (22) (3 N/A) (1 not scored) | 60% Yes (29) 40% No (19) (1 N/A) | 42% Yes (11) 58% Many (15) | 56% Yes (9) 44% No (7) |
| 156. Have behavioral assessments been completed? CPRQ133 | 72% Yes (18) 16% Partial (4) 12% No (3) (22 N/A) | 70% Yes (19) 26% Partial (7) 4% No (1) (20 N/A) | 59% Yes (16) 30% Partial (8) 10% No (3) (22 N/A) (1 not scored) | 69% Yes (20) 31% Partial (9) (20 N/A) | | 56% Yes (5) 22% Many (2) 22% Needs Impv (2) (7 N/A) |
| 157. Does the person have a positive behavior support plan developed out of the behavior assessments that meets the person's needs? CPRQ134 '17IQR#5g | 79% Yes (19) 17% Partial (4) 4% No (1) (23 N/A) | 70% Yes (19) 22% Partial (6) 7% No (2) (20 N/A) | 54% Yes (14) 35% Partial (9) 16% No (3) (23 N/A) (1 not scored) | 83% Yes (24) 17% Partial (5) (20 N/A) | 70% Yes (16) 20% Many (2) 10% Need Impv (1) (16 N/A) | 78% Yes (7) 22% Many (2) (7 N/A) |
| 158. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d | 79% Yes (19) 17% Partial (4) 4% No (1) (23 N/A) | 85% Yes (23) 7% Partial (2) 7% No (2) (20 N/A) | 77% Yes (20) 19% Partial (5) 4% No (1) (23 N/A) (1 not scored) | 90% Yes (26) 10% Partial (3) (20 N/A) | 70% Yes (7) 20% Many (2) 10% Need Impv (2) (16 N/A) | 89% Yes (8) 11% Many (1) (7 N/A) |



2018 Individual Quality Review Metro 4 Report Findings by Area

BEHAVIOR (continued)

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|---|---|---|---|---|--|--|
| 159. If needed, does the person have a Behavior Crisis Intervention Plan that meets the person's needs? CPRQ 73a; '17IQR#5h | 80% Yes (12) 20% Partial (3) (32 N/A) | 84% Yes (16) 16% Partial (3) (28 N/A) | 79% Yes(11) 21% Partial (3) (35 N/A) (1 not scored) | 75% Yes (12) 25% Partial (4) (33 N/A) | 83% Yes (5) 17% Many (1) (20 N/A) | 50% Yes (2) 50% No (2) (12 N/A) |
| 160. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i | 68% Yes (17) 24% Partial (6) 8% No (2) (22 N/A) | 70% Yes (19) 26% Partial (7) 4% No (1) (20 N/A) | 58% Yes (15) 31% Partial (8) 12% No (3) (23 N/A) (1 not scored) | 79% Yes (23) 21% Partial (6) (20 N/A) | 55% Yes (6) 18% Many (2) 27% Need Impv (3) (15 N/A) | 78% Yes (7) 22% Many (2) (7 N/A) |
| 161. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d | 50% Yes (12) 46% Partial (11) 4% No (1) (23 N/A) | 37% Yes (10) 56% Partial (15) 7% No (2) (20 N/A) | 23% Yes (6) 50% Partial (13) 27% No (7) (23 N/A) (1 not scored) | 38% Yes (11) 59% Partial (17) 3% No (1) (20 N/A) | 40% Yes (4) 10% Many (1) 50% Need Impv (5) | 89% Yes (8) 11% Many (1) (7 N/A) |



2018 Individual Quality Review Metro 4 Report

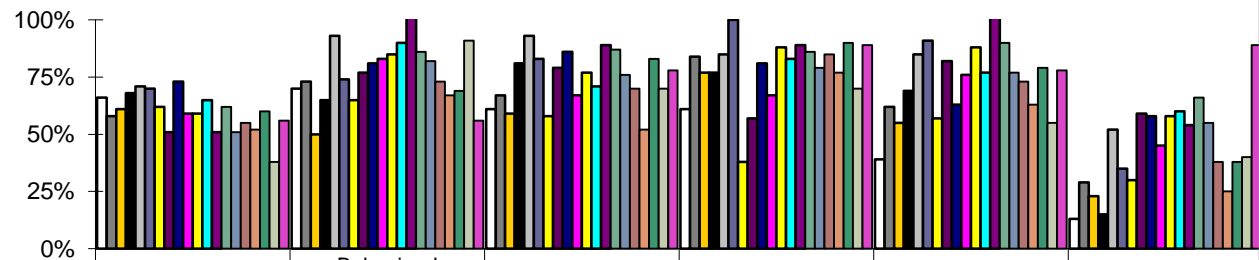
BEHAVIOR - Historical Scoring

| Question | 2000 | 2001 | 2002 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2013 | 2014 | 2015 | 2016 | 2017 IQR | 2018 IQR |
|--|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|----------|----------|
| Does the person need behavioral services? | 68% | 71% | 70% | 62% | 51% | 73% | 59% | 59% | 65% | 51% | 62% | 51% | 55% | 52% | 60% | 38% | 56% |
| Have adequate behavioral assessments been completed? | 65% | 93% | 74% | 65% | 77% | 81% | 83% | 85% | 90% | 108% | 86% | 82% | 73% | 67% | 69% | 91% | 56% |
| Does the person have a behavior support plan developed out of the behavior assessments that meet the person's needs? | 81% | 93% | 83% | 58% | 79% | 86% | 67% | 77% | 71% | 89% | 87% | 76% | 70% | 52% | 83% | 70% | 78% |
| Have the staff been trained on the behavior support plan? | 77% | 85% | 100% | 38% | 57% | 81% | 67% | 88% | 83% | 89% | 86% | 79% | 85% | 77% | 90% | 70% | 89% |
| Does the person receive behavioral services consistent with his/her needs? | 69% | 85% | 91% | 57% | 82% | 83% | 76% | 88% | 77% | 108% | 90% | 77% | 73% | 63% | 79% | 55% | 78% |
| Are behavioral support services integrated into the ISP? | 15% | 52% | 35% | 30% | 59% | 58% | 45% | 58% | 60% | 54% | 66% | 55% | 38% | 25% | 38% | 40% | 89% |



BEHAVIOR – Disengagement

**TWENTY-YEAR COMPARISON - METRO
BEHAVIOR (YES)**



| | Need Behavioral Services | Behavioral Assessment Adequate | Have Behavioral Support Plan | Staff Trained on BSP | Receives Behavior Support Svs. | BS Integrated into ISP |
|------|--------------------------|--------------------------------|------------------------------|----------------------|--------------------------------|------------------------|
| 1997 | 66% | 70% | 61% | 61% | 39% | 13% |
| 1998 | 58% | 73% | 67% | 84% | 62% | 29% |
| 1999 | 61% | 50% | 59% | 77% | 55% | 23% |
| 2000 | 68% | 65% | 81% | 77% | 69% | 15% |
| 2001 | 71% | 93% | 93% | 85% | 85% | 52% |
| 2002 | 70% | 74% | 83% | 100% | 91% | 35% |
| 2004 | 62% | 65% | 58% | 38% | 57% | 30% |
| 2005 | 51% | 77% | 79% | 57% | 82% | 59% |
| 2006 | 73% | 81% | 86% | 81% | 63% | 58% |
| 2007 | 59% | 83% | 67% | 67% | 76% | 45% |
| 2008 | 59% | 85% | 77% | 88% | 88% | 58% |
| 2009 | 65% | 90% | 71% | 83% | 77% | 60% |
| 2010 | 51% | 108% | 89% | 89% | 108% | 54% |
| 2011 | 62% | 86% | 87% | 86% | 90% | 66% |
| 2013 | 51% | 82% | 76% | 79% | 77% | 55% |
| 2014 | 55% | 73% | 70% | 85% | 73% | 38% |
| 2015 | 52% | 67% | 52% | 77% | 63% | 25% |
| 2016 | 60% | 69% | 83% | 90% | 79% | 38% |
| 2017 | 38% | 91% | 70% | 70% | 55% | 40% |
| 2018 | 56% | 56% | 78% | 89% | 78% | 89% |



2018 Individual Quality Review Metro 4 Report Findings by Area

ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|---|--|--|--|--|---|--|
| 162. Has the person received all adaptive equipment needed? CPRQ138; '171QR#25b | 83% Yes (34) 15% Partial (6) 2% No (1) (6 N/A) | 86% Yes (37) 14% Partial (6) (4 N/A) | 66% Yes (29) 34% Partial (15) (5 N/A) (1 not scored) | 71% Yes (30) 29% Partial (12) (7 N/A) | 48% Yes (12) 28% Many (7) 24% Need Impv (6) (1 N/A) | 79% Yes (11) 14% Many (2) 7% Needs Impv (1) (2 N/A) |
| 163. Has the person received all assistive technology needed? CPRQ139; '171QR#25c | 81% Yes (25) 16% Partial (5) 3% No (1) (16 N/A) | 65% Yes (24) 35% Partial (13) (10 N/A) | 76% Yes (25) 24% Partial (8) (16 N/A) (1 not scored) | 76% Yes (28) 24% Partial (7) 5% No (2) (12 N/A) | 57% Yes (8) 21% Many (3) 14% Need Impv (2) 7% No (1) (12 N/A) | 100% Yes (10) (6 N/A) |
| 164. Do direct care staff know how to appropriately help the person use his/her equipment? '171QR#25f | | | | | 84% Yes (21) 4% Many (1) 12% Need Impv (3) | 100% Yes (14) (2 N/A) |
| 165. Is the person's equipment and technology in good repair?'171QR#25d | | | | | 68% Yes (17) 20% Many (5) 12% Need Impv (3) (1 CND) | 92% Yes (12) 8% Many (1) (3 N/A) |
| 166. Is the person's equipment/technology available in all appropriate environments? '171QR#25e | | | | | 56% Yes (14) 24% Many (6) 20% Need Impv (5) (1 CND) | 86% Yes (12) 14% Many (2) (2 N/A) |
| 167. Has the person received all communication assessments and services? CPRQ140 ; '171QR#10b | 84% Yes (36) 14% Partial (6) 2% No (1) (4 N/A) | 81% Yes (34) 19% Partial (8) (5 N/A) | 66% Yes (31) 30% Partial (14) 4% No (2) (2 N/A) (1 not scored) | 81% Yes (38) 19% Partial (9) (2 N/A) | 88% Yes (21) 4% Many (1) 8% Need Impv (2) (2 N/A) | 92% Yes (11) 8% Many (1) (4 N/A) |



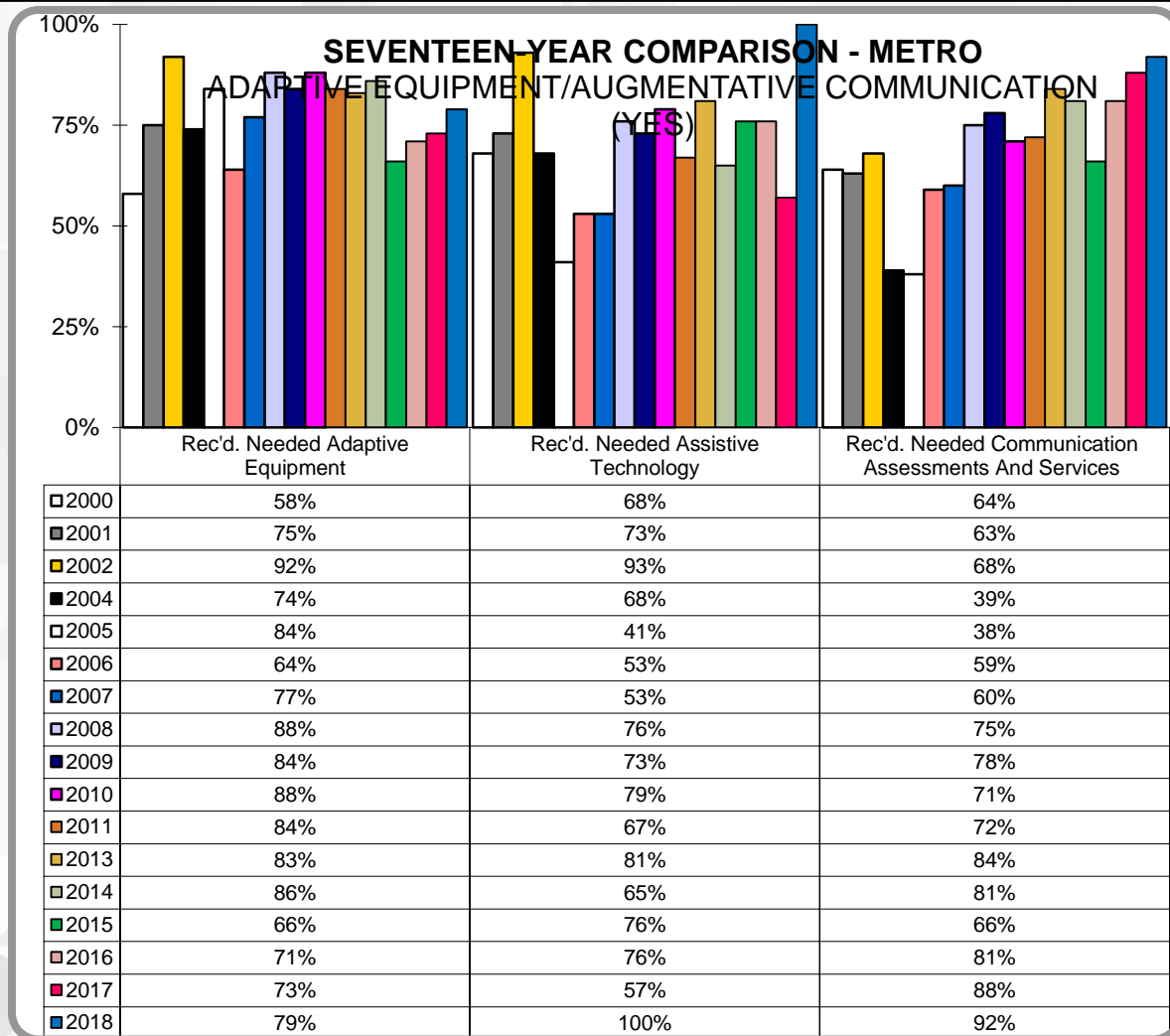
2018 Individual Quality Review Metro 4 Report

ADAPTIVE EQUIPMENT/AUGMENTATIVE COMMUNICATION - Historical Scoring

| Question | 2000 | 2001 | 2002 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2013 | 2014 | 2015 | 2016 | 2017 IQR | 2018 IQR |
|--|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|-------------|-------------|
| Has the person received all adaptive equipment needed? | 58% | 75% | 92% | 74% | 84% | 64% | 77% | 88% | 84% | 88% | 84% | 83% | 86% | 66% | 71% | 73% | 79% |
| Has the person received all assistive technology needed? | 68% | 73% | 93% | 68% | 41% | 53% | 53% | 76% | 73% | 79% | 67% | 81% | 65% | 76% | 76% | 57% | 100% |
| Has the person received all communication assessments and services needed? | 64% | 63% | 68% | 39% | 38% | 59% | 60% | 75% | 78% | 71% | 72% | 84% | 81% | 66% | 81% | 88% | 92% |



ADAPTIVE EQUIPMENT/AUGMENTATIVE COMMUNICATION - Disengagement





2018 Individual Quality Review Metro 4 Report Findings by Area

INDIVIDUAL SERVICE PLANNING

| Question | 2013 (sample=47) | 2014 (sample=47) | 2015 (sample=50) | 2016 (sample=49) | 2017 (sample=26) | 2018 (sample=16) |
|--|----------------------------------|---|--|---|---|--|
| 168. 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 | 96% Yes (45) 4% Partial (2) | 94% Yes (44) 6% Partial (3) | 98% Yes (48) 2% Partial (1) (1 not scored) | 90% Yes (44) 8% Partial (4) 2% No (1) | 92% Yes (24) 4% Need Impv (1) 4% No (1) | 100% Yes (16) |
| 169. Does the person have an ISP that contains a complete Vision Section that is based on a long-term view? CPRQ142 '17IQR#7a | 79% Yes (37) 21% Partial (10) | 57% Yes (27) 43% Partial (20) | 53% Yes (26) 35% Partial (17) 12% No (6) (1 not scored) | 53% Yes (26) 47% Partial (23) | 50% Yes (13) 19% Many (5) 31% Need Impv (8) | 50% Yes (8) 31% Many (5) 19% Needs Impv (3) |
| 170. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a | 81% Yes (38) 19% Partial (9) | 81% Yes (38) 19% Partial (9) | 67% Yes (33) 33% Partial (16) (1 not scored) | 71% Yes (35) 29% Partial (14) | 50% Yes (13) 31% Many (8) 19% Need Impv (5) | 100% Yes (16) |
| 171. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f | 85% Yes (40) 15% Partial (7) | 74% Yes (35) 23% Partial (11) 2% No (1) | 80% Yes(39) 20% Partial (10) (1 not scored) | 76% Yes (37) 24% Partial (12) | 58% Yes (15) 23% Many (6) 19% Need Impv (5) | 56% Yes (9) 38% Many (6) 6% Needs Impv (1) |
| 172. Is the person integrated into the community? CPRQ145; '17IQR#29g | 81% Yes (38) 19% Partial (9) | 64% Yes (30) 34% Partial (16) 2% No (1) | 59% Yes (29) 35% Partial (17) 6% No (3) (1 not scored) | 49% Yes (24) 51% Partial (25) | 28% Yes (7) 16% Many (4) 40% Need Impv (10) 16% No (4) | 50% Yes (8) 13% Many (2) 31% Needs Impv (5) 6% No (1) |
| 173. Overall is the ISP adequate to meet the person's needs? CPRQ146; '17IQR#7 | 15% Yes (7) 85% Partial (40) | 15% Yes (7) 85% Partial (40) | 8% Yes(4) 92% Partial (45) (1 not scored) | 6% Yes (3) 94% Partial (46) | 0% Yes 27% Many (7) 73% Need Impv (19) | 0% Yes 69% Many (11) 31% Needs Impv (5) |
| 174. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36 | 38% Yes (18) 62% Partial (29) | 28% Yes (13) 72% Partial (34) | 12% Yes (6) 86% Partial (42) 2% No (1) (1 not scored) | 14% Yes (7) 86% Partial (42) | 0% Yes 46% Many (12) 54% Need Impv (14) | 6% Yes (1) 63% Many (10) 31% Needs Imp (5) |



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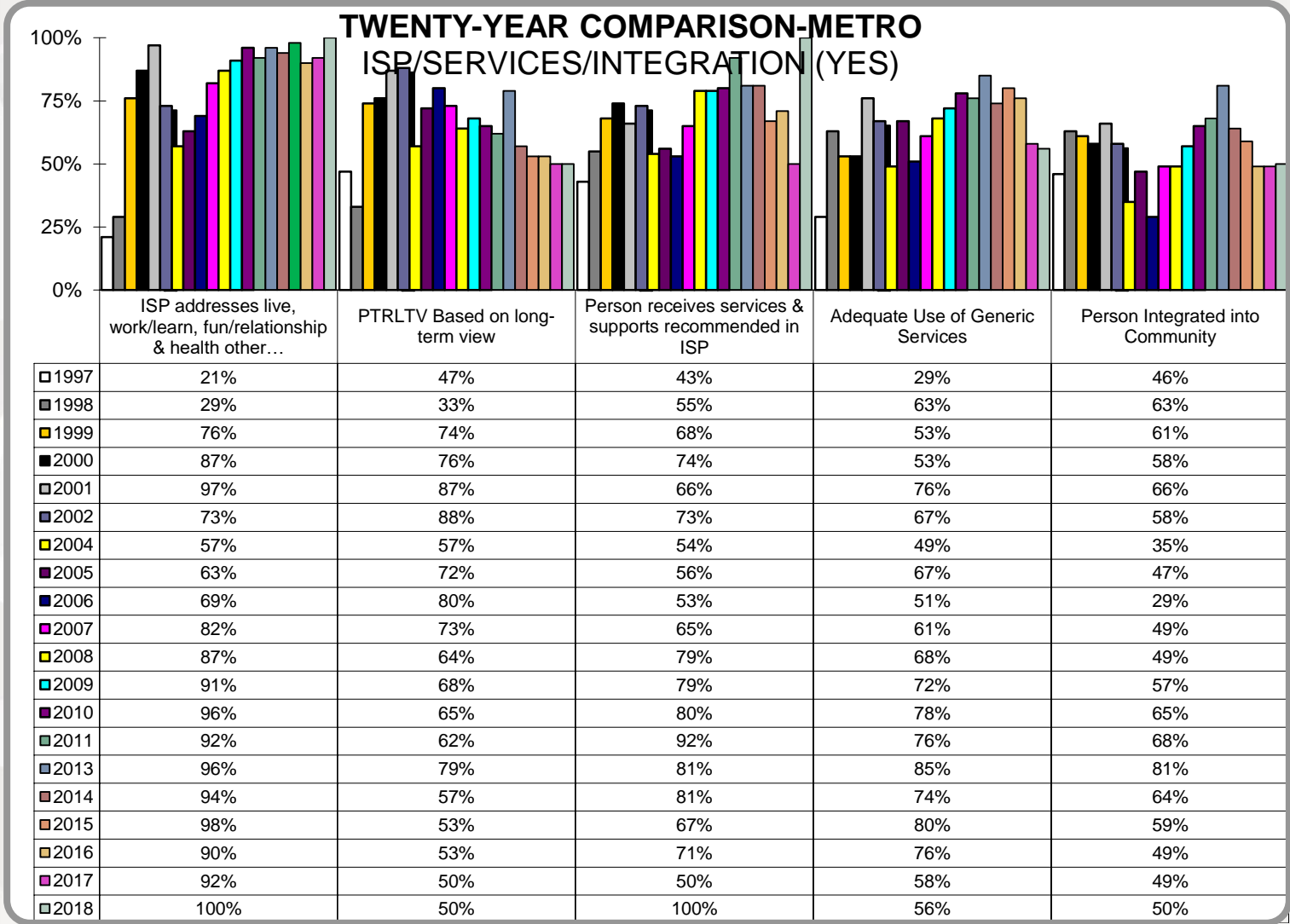
INDIVIDUAL SERVICE PLANNING – HISTORICAL SCORING

| Question | 2000 | 2001 | 2002 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2013 | 2014 | 2015 | 2016 | 2017 IQR | 2018 IQR |
|---|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|----------|----------|
| Does the person have an ISP that addresses living, learning/working and social/leisure... | 87% | 97% | 73% | 57% | 63% | 69% | 82% | 87% | 91% | 96% | 92% | 96% | 94% | 97% | 90% | 92% | 100% |
| Does the person have an ISP that contains a Progress Towards Reaching the Long Term Vision section that is based on a long-term view? | 76% | 87% | 88% | 57% | 72% | 80% | 73% | 64% | 68% | 65% | 62% | 79% | 57% | 50% | 53% | 50% | 50% |
| Does the person receive services and supports recommended in the ISP? | 74% | 66% | 73% | 54% | 56% | 53% | 65% | 79% | 79% | 80% | 92% | 81% | 81% | 69% | 71% | 50% | 100% |
| Does the person have adequate access to and use of generic services and natural supports? | 53% | 76% | 67% | 49% | 67% | 51% | 61% | 68% | 72% | 78% | 76% | 85% | 74% | 84% | 76% | 58% | 56% |
| Is the person adequately integrated into the community? | 58% | 66% | 58% | 35% | 47% | 29% | 49% | 49% | 57% | 65% | 68% | 81% | 64% | 59% | 49% | 28% | 50% |



2018 Individual Quality Review Metro 4 Report

INDIVIDUAL SERVICE PLANNING- Disengagement



**2018 Individual Quality Review
Metro 4 Report**

Thank you!

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See also: www.jacksoncommunityreview.org