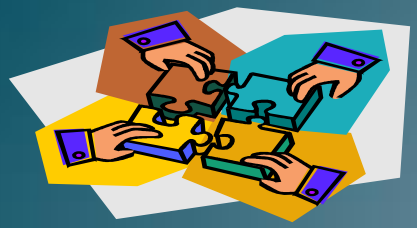
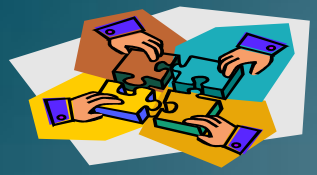


2015 Community Practice Review

Metro Round 1 Region Findings

Metro1 Phone interviews, Early Bird and On-site
February 23 – March 6, 2015

FINAL: 5/15/15



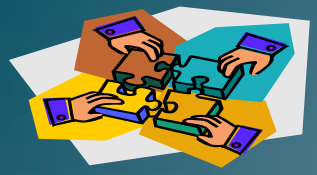
Class Members: 167

Number in Sample: 17 (27%)

Nine Independent Case Management Agencies Represented in the Sample

A New Vision	*1 in sample*	*A Step Above*	*5 in sample*
Agave	*1 in sample*	*Amigo*	*1 in sample*
Carino	*1 in sample*	*NMQCM*	*2 in sample*
PEAK	*2 in sample*	*Unidas*	*3 in sample*

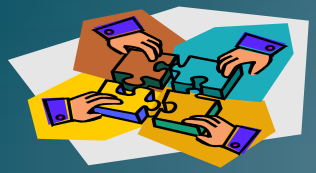
Unique Opportunities 1 in sample



Number Reviewed by Day and Residential Provider

**Note: some individuals have more than one Day provider*

	Day	Residential
A Better Way		1
Ability First		1
Active Solutions		1
Adelante	11	10
Advantage Communications		1
Alegria	1	1
At Home Advocacy		2
CFC	2	
Connections	2	
Cornucopia	1	
Share Your Care	1	



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: 3 People (18% of sample)

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

An Incident Report was filed for 2 people (12% of 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)

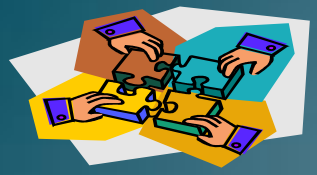
In 2009 there were 7 Immediate Attention (15%) and 13 Special Attention (28%). (47 people in the sample)

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)

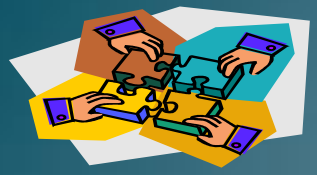


Identified Indicators of Good Practice

Some people have community memberships

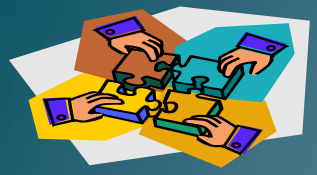
- Ten people attend church.
- Twelve people frequent the library.
- Eight people utilize their community recreation centers/gymnasiums.
- Seven people are frequent swimmers, patronizing their local pools.
- Four people are bowlers.

Two people had one identified community membership, two had two, three had three, six had four, and five people had five identified community memberships/activities.
(Includes data from this and the following slide)



Some people are active in their communities

- Ten people are active volunteers with community organizations including the food rescue, Meals on Wheels, community gardens and local churches.
- Seven people regularly visit an aquarium, biology park or zoo.
- Two people are part of the Special Olympics.
- One person is a community club member.



Some people are a part of and integrated into their communities

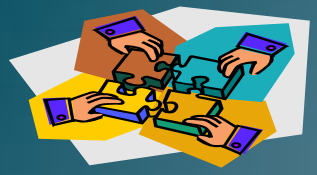
- Nine people were seen as adequately integrated into the community.

Some people have friends

- Fifteen people have friends with whom they regularly meet and interact.

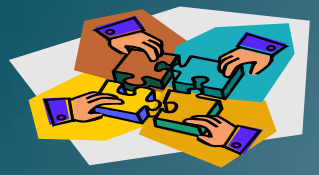
Some people are employed

- Two people are actively engaged in supported employment.



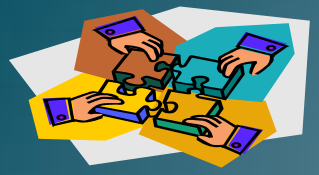
People benefit from long term, caring and respectful staff

- Six people have residential staff that have been with them for at least five years, two of which have had the same staff for 10 years or more.
- Three people have day support staff that have been with them for at least five years, one of which have been with them for over 10 years.
- Eleven people have case managers who have been with them for at least five years – four of those people have had the same case manager for ten years or more.
- Nine people were identified as being treated with dignity and respect.



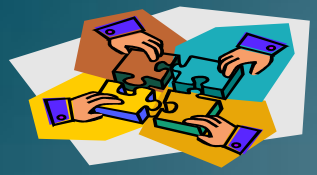
People have proactive advocates
Case Manager/Guardian

- One person was identified as having an actively involved guardian. (Seen at least 3 times a month)
- Fifteen guardians found the case manager helpful.
- Twelve people have case managers who are adequately available to them.
- Three people have case managers who provide services at the level they need.



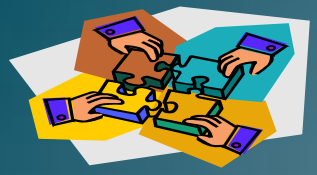
Some people have shown evidence of progress

- Sixteen people are going more places and/or interacting more while in the community.
- Ten people have increased their communication abilities.
- One people has become more physically active or have increased their mobility.
- Nine people have increased their choice making.
- Seven people have shown decreases in identified behaviors.
- Eleven people have become more independent in their daily lives or employment; including doing tasks such as laundry, personal care, cooking, and cleaning.



Some people have the technology and devices they need

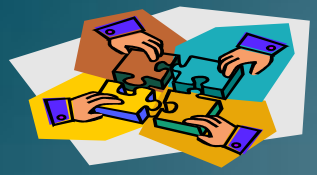
- 156 assistive technology and adaptive equipment devices are needed by the individuals in the sample; 152 are in good repair, available, and used when needed. (97%)



Findings by Area

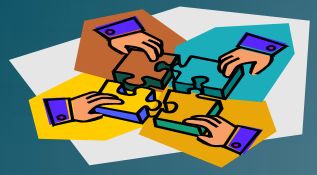
A. Expectations for Growth and Quality of Life

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
31. Does the case manager have an appropriate expectation of growth for this person?	53% Yes (25) 43% Partial (20) 4% No (2)	77% Yes (37) 21% Partial (10) 2% No (1)	64% Yes (32) 32% Partial (16) 4% No (2)	74% Yes (35) 26% Partial (12)	40% Yes (19) 57% Partial (27) 2% No (1)	41% Yes (7) 41% Partial (7) 18% No (3)
42. Does the [day services] direct service staff have an appropriate expectation of growth for this person?	64% Yes (30) 32% Partial (15) 4% No (2)	85% Yes (39) 15% Partial (7) (2 people not scored)	66% Yes (33) 28% Partial (14) 6% No (3)	85% Yes (40) 15% Partial (7)	60% Yes (28) 38% Partial (18) 2% No (1)	63% Yes (10) 31% Partial (5) 6% No (1) (1 person not scored)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	61% Yes (28) 39% Partial (18) (1 person not scored)	81% Yes (39) 19% Partial (9) (1 person not scored)	72% Yes (36) 22% Partial (11) 6% No (3)	72% Yes (34) 28% Partial (13)	66% Yes (31) 32% Partial (15) 2% No (1)	47% Yes (8) 53% Partial (9)
84. Based on all of the evidence, in the opinion of the reviewer, has the person achieved progress in the past year?	52% Yes (24) 46% Partial (21) 2% No (1) (1 CND)	57% Yes (28) 42% Partial (20) (1 CND)	64% Yes (32) 34% Partial (17) 2% No (1)	77% Yes (36) 21% Partial (10) 2% No (1)	57% Yes (27) 40% Partial (19) 2% No (1)	44% Yes (7) 50% Partial (8) 6% No (1) (1 person not scored)
85. Overall, does the IDT have an appropriate expectation of growth for this person?	36% Yes (17) 64% Partial (30)	65% Yes (31) 35% Partial (17) (1 person not scored)	42% Yes (21) 58% Partial (29)	64% Yes (30) 36% Partial (17)	26% Yes (12) 72% Partial (34) 2% No (1)	13% Yes (2) 88% Partial (14) (1 person not scored)
86. Was the person provided the assistance and support needed to participate meaningfully in the planning process?	80% Yes (36) 20% Partial (9) (2 CND)	82% Yes (40) 18% Partial (9)	88% Yes (44) 12% Partial (6)	83% Yes (39) 15% Partial (7) 2% No (1)	70% Yes (32) 26% Partial (12) 4% No (2) (1 CND)	67% Yes (10) 33% Partial (5) (1 CND) (1 person not scored)



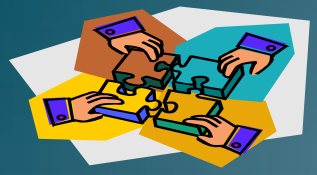
A. Expectations for Growth and Quality of Life

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
87. Is the person offered a range of opportunities for participation in each of the life areas?	76% Yes (32) 21% Partial (9) 2% No (1) (5 CND)	80% Yes (36) 20% Partial (9) (4 CND)	74% Yes (34) 26% Partial (12) (4 CND)	86% Yes (38) 14% Partial (6) (3 CND)	73% Yes (33) 27% Partial (12) (2 CND)	67% Yes (10) 33% Partial (5) (1 CND) (1 person not scored)
88. Does the person have the opportunity to make informed choices?	69% Yes (11) 31% Partial (5) (31 CND)	81% Yes (17) 19% Partial (4) (28 CND)	80% Yes (20) 20% Partial (5) (25 CND)	86% Yes (19) 14% Partial (3) (25 CND)	75% Yes (12) 25% Partial (4) (31 CND)	60% Yes (3) 40% Partial (2) (11 CND) (1 person not scored)
89. About where and with whom to live?	73% Yes (11) 27% Partial (4) (32 CND)	86% Yes (18) 10% Partial (2) 5% No (1) (28 CND)	94% Yes (15) 6% No (1) (34 CND)	94% Yes (15) 6% No (1) (31 CND)	93% Yes (13) 7% Partial (1) (33 CND)	100% Yes (2) (14 CND) (1 person not scored)
90. About where and with whom to work/spend his/her day?	94% Yes (15) 6% Partial (1) (31 CND)	84% Yes (16) 16% Partial (3) (30 CND)	89% Yes (17) 11% Partial (2) (31 CND)	90% Yes (18) 10% Partial (2) (27 CND)	80% Yes (12) 20% Partial (3) (32 CND)	60% Yes (3) 40% Partial (2) (11 CND) (1 person not scored)
91. About where and with whom to socialize/spend leisure time?	90% Yes (18) 10% Partial (2) (27 CND)	88% Yes (15) 12% Partial (2) (32 CND)	89% Yes (17) 11% Partial (2) (31 CND)	86% Yes (18) 14% Partial (3) (26 CND)	81% Yes (13) 19% Partial (3) (31 CND)	67% Yes (4) 33% Partial (2) (10 CND) (1 person not scored)



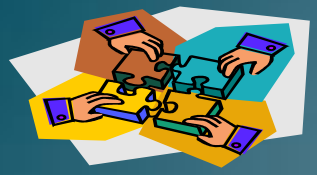
A. Expectations for Growth and Quality of Life

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
92. Does the evidence support that providers do not prevent the person from pursuing relationships and are respecting the rights of this person?	93% Yes (41) 5% Partial (2) 2% No (1) (3 CND)	100% Yes (46) (3 CND)	93% Yes (43) 7% Partial (3) (4 CND)	98% Yes (45) 2% Partial (1) (1 CND)	95% Yes (42) 5% Partial (2) (3 CND)	94% Yes (15) 6% Partial (1) (1 person not scored)
93. Overall, were the direct service staff interviewed trained on the provider's complaint process and on abuse, neglect and exploitation?	68% Yes (32) 32% Partial (15)	84% Yes (41) 16% Partial (8)	78% Yes (39) 22% Partial (11)	72% Yes (34) 28% Partial (13)	77% Yes (36) 23% Partial (11)	69% Yes (11) 31% Partial (5) (1 person not scored)
94. Does this person and/or guardian have adequate access to the available complaint processes/procedures?	84% Yes (37) 9% Partial (4) 7% No (3) (3 CND)	96% Yes (45) 2% Partial (1) 2% No (1) (2 CND)	96% Yes (47) 2% Partial (1) 2% No (1) (1 CND)	93% Yes (43) 4% Partial (2) 2% No (1) (1 CND)	91% Yes (41) 9% Partial (4) (2 CND)	100% Yes (16) (1 person not scored)
95. Does this person know his/her guardian?	100% Yes (16) (31 CND)	100% Yes (14) (2 N/A, 33 CND)	95% Yes (18) 5% No (1) (31 CND)	100% Yes (22) (25 CND)	100% Yes (19) (28 CND)	75% Yes (3) 25% No (1) (1 N/A, 11 CND) (1 person not scored)
96. Does this person believe the guardian is helpful?	100% Yes (4) (43 CND)	100% Yes (4) (2 N/A, 43 CND)	100% Yes (7) (43 CND)	75% Yes (3) 25% No (1) (43 CND)	100% Yes (5) (42 CND)	(1 N/A, 15 CND) (1 person not scored)
97. What is the level of participation of the legal guardian in this person's life and service planning?	37% Active (17) 46% Moderate (21) 17% Limited (8) (1 N/A)	49% Yes (23) 36% Moderate (17) 15% Limited (7) (2 N/A)	40% Active (20) 42% Moderate (21) 18% Limited (9)	34% Active (16) 45% Moderate (21) 21% Limited (10)	36% Active (17) 38% Moderate (18) 26% Limited (12)	7% Active (1) 67% Moderate (10) 13% Limited (2) 13% None (2) (1 N/A (1 person not scored)



A. Expectations for Growth and Quality of Life

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
98. In the Reviewer's opinion, does the person need a friend advocate?	6% Yes (3) 94% No (44)	6% Yes (3) 94% No (46)	12% Yes (6) 88% No (44)	2% Yes (1) 98% No (46)	11% Yes (5) 89% No (42)	13% Yes (2) 88% No (14) (1 person not scored)
99. Does the person have a friend advocate?	0% Yes 100% No (3) (44 N/A)	25% Yes (1) 75% No (3) (45 N/A)	0% Yes 100% No (6) (44 N/A)	0% Yes 100% No (1) (46 N/A)	0% Yes 100% No (5) (42 N/A)	0% Yes 100% No (2) (14 N/A) (1 person not scored)
100. If the person is retired, does he/she have adequate opportunities to engage in activities of interest during the day?	75% Yes (3) 25% Partial (1) (42 N/A, 1 CND)	91% Yes (10) 9% Partial (1) (38 N/A)	77% Yes (10) 23% Partial (3) (37 N/A)	86% Yes (6) 14% Partial (1) (39 N/A, 1 CND)	89% Yes (8) 11% Partial (1) (38 N/A)	67% Yes (4) 17% Partial (1) 17% No (1) (10 N/A) (1 person not scored)
101. Does the person have daily choices/appropriate autonomy over his/her life?	72% Yes (34) 26% Partial (12) 2% No (1)	92% Yes (45) 8% Partial (4)	78% Yes (39) 20% Partial (10) 2% No (1)	83% Yes (39) 15% Partial (7) 2% No (1)	81% Yes (38) 19% Partial (9)	75% Yes (12) 19% Partial (3) 6% No (1) (1 person not scored)
102. Have the person's cultural preferences been accommodated?	95% Yes (39) 5% Partial (2) (6 CND)	94% Yes (44) 6% Partial (3) (2 CND)	96% Yes (47) 4% Partial (2) (1 CND)	93% Yes (43) 7% Partial (3) (1 CND)	98% Yes (45) 2% Partial (1) (1 CND)	93% Yes (14) 7% Partial (1) (1 CND) (1 person not scored)
103. Is the person treated with dignity and respect?	49% Yes (23) 51% Partial (24)	83% Yes (40) 17% Partial (8) (1 person not scored)	66% Yes (33) 34% Partial (17)	70% Yes (33) 30% Partial (14)	74% Yes (35) 26% Partial (12)	56% Yes (9) 44% Partial (7) (1 person not scored)



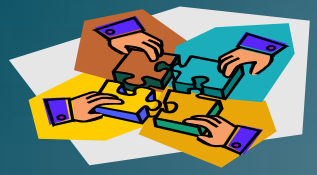
A. Expectations for Growth and Quality of Life

Noteworthy Practice

- **15 of 16 individuals (94%, 1 not scored) have providers that do not prevent them from pursuing relationships and are adequately respecting their rights.** (95% in 2014, 98% in 2013, 93% in 2011, 100% in 2010, 93% in 2009) #92

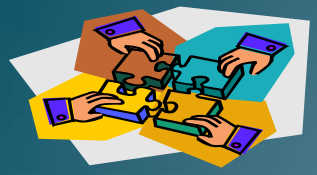
- **100% of persons and/or their guardians (16 of 16, 1 not scored) have adequate access to the available complaint processes/procedures.** (91% in 2014, 93% in 2013, 96% in 2011 and 2010, 84% in 2009) #94

- **14 of 15 persons in the sample (93%, 1 CND, 1 not scored) had their cultural preferences accommodated.** (98% in 2014, 93% in 2013, 96% in 2011, 94% in 2010, 95% in 2009) #102



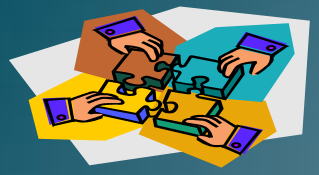
B. Satisfaction

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
104. Overall, is the person satisfied with the current services?	88% Yes (14) 13% Partial (2) (31 CND)	92% Yes (22) 8% Partial (2) (25 CND)	94% Yes (15) 6% Partial (1) (34 CND)	82% Yes (9) 18% Partial (2) (36 CND)	80% Yes (8) 20% Partial (2) (37 CND)	100% Yes (4) (12 CND) (1 person not scored)
105. Does the person get along with the case manager?	89% Yes (8) 11% Partial (1) (38 CND)	100% Yes (9) (40 CND)	100% Yes (9) (41 CND)	100% Yes (5) (42 CND)	100% Yes (2) (45 CND)	100% Yes (2) (14 CND) (1 person not scored)
106. Does the person find the case manager helpful?	80% Yes (4) 20% Partial (1) (42 CND)	100% Yes (1) (48 CND)	100% Yes (5) (45 CND)	100% Yes (3) (44 CND)	100% Yes (2) (45 CND)	100% Yes (1) (15 CND) (1 person not scored)
107. Does the legal guardian find the case manager helpful?	85% Yes (34) 13% Partial (5) 3% No (1) (7 CND)	93% Yes (28) 7% Partial (2) (2 N/A, 17 CND)	93% Yes (41) 5% Partial (2) 2% No (1) (6 CND)	88% Yes (38) 12% Partial (5) (4 CND)	88% Yes (35) 8% Partial (3) 5% No (2) (7 CND)	100% Yes (15) (1 CND) (1 person not scored)
108. Does the person have adequate food and drink available?	98% Yes (42) 2% Partial (1) (4 CND)	100% Yes (46) (3 CND)	100% Yes (47) (3 CND)	100% Yes (45) (2 CND)	100% Yes (47)	100% Yes (16) (1 person not scored)
109. Does the person have adequate transportation to meet his/her needs?	87% Yes (39) 13% Partial (6) (2 CND)	94% Yes (46) 6% Partial (3)	94% Yes (47) 6% Partial (3)	91% Yes (43) 9% Partial (4)	94% Yes (44) 4% Partial (2) 2% No (1)	94% Yes (15) 6% No (1) (1 person not scored)



B. Satisfaction

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
110. Does the person have sufficient personal money?	87% Yes (34) 13% Partial (5) (8 CND)	91% Yes (42) 7% Partial (3) 2% No (1) (2 CND) (1 not scored)	88% Yes (43) 12% Partial (6) (1 CND)	91% Yes (42) 9% Partial (4) (1 CND)	94% Yes (44) 6% Partial (3)	93% Yes (14) 7% Partial (1) (1 CND) (1 person not scored)
111. Does the person get along with their day program/employment staff?	100% Yes (26) (21 CND)	100% Yes (29) (1 N/A, 19 CND)	100% Yes (24) (26 CND)	97% Yes (30) 3% Partial (1) (16 CND)	100% Yes (28) (19 CND)	100% Yes (11) (5 CND) (1 person not scored)
112. Does the person get along with the residential provider staff?	100% Yes (33) (14 CND)	100% Yes (36) (13 CND)	97% Yes (33) 3% Partial (1) (16 CND)	97% Yes (34) 3% Partial (1) (12 CND)	96% Yes (27) 4% Partial (1) (19 CND)	100% Yes (11) (5 CND) (1 person not scored)

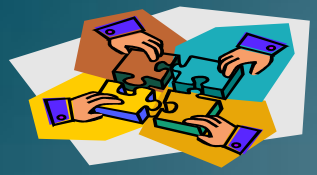


B. Satisfaction

Noteworthy Practice

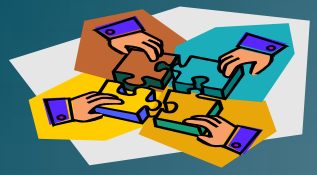
**The region scored well, overall, in this area.
Of individuals for whom a determination could be made (1 was not scored):**

- **100% of people (16 of 16) had adequate food and drink available #108**
- **15 of 16 (94%) had adequate transportation to meet their needs #109**
- **11 of 11 get along with their day program/employment staff (100%, 5 CND) and 11 of 11 get along with their residential provider staff. (100%, 5 CND) #111, #112**



C. Assessments

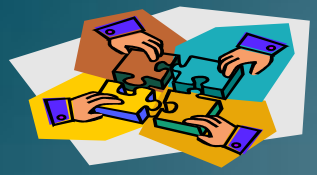
Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
57. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts?	64% Yes (30) 36% Partial (17)	51% Yes (25) 49% Partial (24)	54% Yes (27) 46% Partial (23)	43% Yes (20) 57% Partial (27)	47% Yes (22) 53% Partial (25)	25% Yes (4) 75% Partial (12) (1 person not scored)
58. Did the team arrange for and obtain the needed, relevant assessments?	43% Yes (20) 57% Partial (27)	47% Yes (23) 53% Partial (26)	38% Yes (19) 62% Partial (31)	38% Yes (18) 62% Yes (29)	28% Yes (13) 70% Partial (33) 2% No (1)	13% Yes (2) 88% Partial (14) (1 person not scored)
59. Are the assessments adequate for planning?	60% Yes (28) 40% Partial (19)	67% Yes (33) 31% Partial (15) 2% No (1)	44% Yes (22) 56% Partial (28)	40% Yes (19) 60% Partial (28)	45% Yes (21) 53% Partial (25) 2% No (1)	13% Yes (2) 81% Partial (13) 6% No (1) (1 person not scored)
60. Were the recommendations from assessments used in planning?	45% Yes (21) 53% Partial (25) 2% No (1)	51% Yes (25) 47% Partial (23) 2% No (1)	44% Yes (22) 54% Partial (27) 2% No (1)	49% Yes (23) 51% Partial (24)	43% Yes (20) 53% Partial (25) 4% No (2)	19% Yes (3) 63% Partial (10) 19% No (3) (1 person not scored)



C. Assessments

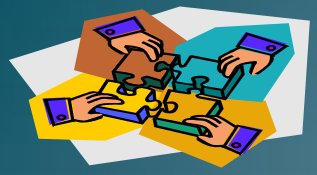
Practice Challenges

- **Teams for 14 of 16 persons in the sample (88%, 1 not scored) did not arrange for and obtain the needed, relevant assessments.** (72% did not in 2014, 62% in 2013 and 2011, 53% in 2010, 57% in 2009) #58
- **For 14 of 16 persons in the sample (87%, 1 not scored) assessments obtained were not adequate for planning.** (55% were not in 2014, 60% in 2013, 56% in 2011, 34% in 2010, 40% in 2009) #59
- **For 13 of 16persons in the sample (82%, 1 not scored) the recommendations from assessments were not adequately used in planning.** (57% were not in 2014, 51% in 2013, 56% in 2011, 49% in 2010, 60% in 2009) #60



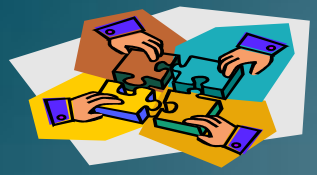
D. Adequacy of Planning & Adequacy of Services

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
61. Is there a document called an Individual Service Plan (ISP) that was developed within the last year?	100% Yes (47)	100% Yes (49)	100% Yes (50)	100% Yes (47)	100% Yes (47)	100% Yes (16) (1 person not scored)
62. Was the ISP developed by an appropriately constituted IDT?	53% Yes (25) 47% Partial (22)	59% Yes (29) 39% Partial (19) 2% No (1)	46% Yes (23) 54% Partial (27)	47% Yes (22) 53% Partial (25)	51% Yes (24) 49% Partial (23)	69% Yes (11) 31% Partial (5) (1 person not scored)
63. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP?	51% Yes (20) 21% Partial (8) 28% No (11) (8 N/A)	64% Yes (23) 33% Partial (12) 3% No (1) (13 N/A)	42% Yes (16) 50% Partial (19) 8% No (3) (12 N/A)	36% Yes (13) 47% Partial (17) 17% No (6) (11 N/A)	38% Yes (14) 54% Partial (20) 8% No (3) (10 N/A)	50% Yes (6) 25% Partial (3) 25% No (3) (4 N/A) (1 person not scored)
64. Overall, is the long-term vision adequate?	43% Yes (20) 55% Partial (26) 2% No (1)	61% Yes (30) 39% Partial (19)	56% Yes (28) 38% Partial (19) 6% No (3)	64% Yes (30) 36% Partial (17)	53% Yes (25) 40% Partial (19) 6% No (3)	38% Yes (6) 38% Partial (6) 25% No (4) (1 person not scored)
65*. Overall, does the Narrative and/or Progress Towards Reaching the Long-Term Vision Section of the ISP give adequate guidance to achieving the person's long-term vision?	60% Yes (28) 40%Partial (19)	69% Yes (34) 29% Partial (14) 2% No (1)	70% Yes (35) 26% Partial (13) 4% No (2)	74% Yes (35) 26% Partial (12)	53% Yes (25) 43% Partial (20) 4% No (2)	44% Yes (7) 56% Partial (9) (1 person not scored)
66*. Overall, is Vision Section of the ISP used as the basis for outcome development?	85% Yes (40) 15% Partial (7)	80% Yes (39) 18% Partial (9) 2% No (1)	88% Yes (44) 10% Partial (5) 2% No (1)	79% Yes (37) 21% Partial (10)	74% Yes (35) 19% Partial (9) 6% No (3)	56% Yes (9) 44% Partial (7) (1 person not scored)



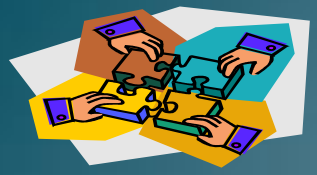
D. Adequacy of Planning & Adequacy of Services

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
67*. Overall, do the outcomes in the ISP include criteria by which the team can determine when the outcome (s) have been achieved?	40% Yes (19) 49% Partial (23) 11% No (5)	61% Yes (30) 33% Partial (16) 6% No (3)	74% Yes (37) 22% Partial (11) 4% No (2)	74% Yes (35) 17% Partial (8) 9% No (4)	45% Yes (21) 55% Partial (26)	38% Yes (6) 56% Partial (9) 6% No (1) (1 person not scored)
68*. Overall, are the ISP outcomes related to achieving the person's long-term vision?	83% Yes (39) 17% Partial (8)	84% Yes (41) 16% Partial (8)	84% Yes (42) 12% Partial (6) 4% No (2)	66% Yes (31) 34% Partial (16)	64% Yes (30) 36% Partial (17)	81% Yes (13) 13% Partial (2) 6% No (1) (1 person not scored)
69*. Overall, do the ISP outcomes address the person's major needs?	47% Yes (22) 53% Partial (25)	71% Yes (35) 29% Partial (14)	62% Yes (31) 36% Partial (18) 2% No (1)	66% Yes (31) 32% Partial (15) 2% No (1)	55% Yes (26) 38% Partial (18) 6% No (3)	31% Yes (5) 69% Partial (11) (1 person not scored)
70*. Overall, are the Action Plans specific and relevant to assisting the person in achieving his/her outcomes?	57% Yes (27) 40% Partial (19) 2% No (1)	53% Yes (26) 41% Partial (20) 6% No (3)	48% Yes (24) 44% Partial (22) 8% No (4)	49% Yes (23) 49% Partial (23) 2% No (1)	45% Yes (21) 49% Partial (23) 6% No (3)	63% Yes (10) 31% Partial (5) 6% No (1) (1 person not scored)
71*. Overall, are the Teaching and Support strategies sufficient to ensure consistent implementation of the services provided?	51% Yes (24) 38% Partial (18) 11% No (5)	49% Yes (24) 45% Partial (22) 6% No (3)	42% Yes (21) 54% Partial (27) 4% No (2)	32% Yes (15) 62% Partial (29) 6% No (3)	38% Yes (18) 60% Partial (28) 2% No (1)	38% Yes (6) 56% Partial (9) 6% No (1) (1 person not scored)
72*. Overall, are the recommendations and/or objectives/strategies of ancillary providers integrated into the Teaching and Support Strategies of the ISP?	39% Yes (18) 57% Partial (26) 4% No (2) (1 N/A)	49% Yes (24) 43% Partial (21) 8% No (4)	46% Yes (23) 48% Partial (24) 6% No (3)	38% Yes (18) 60% Partial (28) 2% No (1)	39% Yes (18) 52% Partial (24) 9% No (4) (1 N/A)	31% Yes (5) 63% Partial (10) 6% No (1) (1 person not scored)



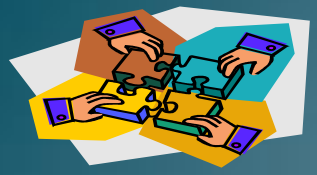
D. Adequacy of Planning & Adequacy of Services

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
73*. If needed, does the ISP contain a specific Crisis Prevention Plan that meets the person's needs?	47% Yes (21) 53% Partial (24) (2 N/A)	73% Yes (35) 25% Partial (12) 2% No (1) (1 N/A)	76% Yes (37) 24% Partial (12) (1 N/A)	82% Yes (37) 16% Partial (7) 2% No (1) (2 N/A)	78% Yes (36) 22% Partial (10) (1 N/A)	75% Yes (12) 13% Partial (2) 13% No (2) (1 person not scored)
73a. If needed, does the ISP contain a specific Crisis Prevention Plan for dangerous behavior that meets the person's needs?	Question added in 2011		89% Yes (17) 11% Partial (2) (31 N/A)	80% Yes (12) 20% Partial (3) (32 N/A)	84% Yes (16) 16% Partial (3) (28 N/A)	67% Yes (2) 33% Partial (1) (13 N/A) (1 person not scored)
73b. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)?	Question added in 2011		68% Yes (34) 31% Partial (15) 2% No (1) (1 N/A)	73% Yes (33) 24% Partial (11) 2% No (1) (2 N/A)	76% Yes (35) 24% Partial (11) (1 N/A)	75% Yes (12) 13% Partial (2) 13% No (2) (1 person not scored)
74*. Does the ISP contain information regarding primary health (medical) care?	89% Yes (42) 11% Partial (5)	92% Yes (45) 8% Partial (4)	86% Yes (43) 14% Partial (7)	89% Yes (42) 9% Partial (4) 2% No (1)	96% Yes (45) 4% No (2)	75% Yes (12) 25% Partial (4) (1 person not scored)
74a*. Does the ISP face sheet contain contact information for the PCP?	91% Yes (43) 6% Partial (3) 2% No (1)	94% Yes (46) 4% Partial (2) 2% No (1)	88% Yes (44) 8% Partial (4) 4% No (2)	94% Yes (44) 4% Partial (2) 2% No (1)	98% Yes (46) 2% Partial (1)	94% Yes (15) 6% No (1) (1 person not scored)
74b*. Is the Healthcare Coordinator's name and contact information listed in the ISP?	98% Yes (46) 2% Partial (1)	98% Yes (48) 2% Partial (1)	94% Yes (47) 4% Partial (2) 2% No (1)	94% Yes (44) 4% Partial (2) 2% No (1)	100% Yes (47)	81% Yes (13) 13% Partial (2) 6% No (1) (1 person not scored)



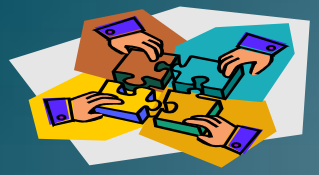
D. Adequacy of Planning & Adequacy of Services

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
75. Does the ISP reflect how the person will get to work/day activities, shopping, social activities?	71% Yes (22) 13% Partial (4) 16% No (5) (16 N/A)	84% Yes (21) 4% Partial (1) 12% No (3) (24 N/A)	79% Yes (19) 13% Partial (3) 8% No (2) (26 N/A)	82% Yes (18) 14% Partial (3) 9% No (1) (25 N/A)	73% Yes (11) 20% Partial (3) 7% No (1) (32 N/A)	75% Yes (3) 25% No (1) (12 N/A) (1 person not scored)
76. Does the ISP reflect how the person will obtain prescribed medications?	85% Yes (40) 15% Partial (7)	92% Yes (45) 8% Partial (4)	86% Yes (43) 10% Partial (5) 4% No (2)	94% Yes (44) 6% Partial (3)	94% Yes (44) 6% Partial (3)	88% Yes (14) 13% Partial (2) (1 person not scored)
77. Does the ISP contain a list of adaptive equipment needed and who will provide it?	33% Yes (13) 45% Partial (18) 23% No (9) (7 N/A)	45% Yes (19) 52% Partial (22) 2% No (1) (7 N/A)	33% Yes (15) 57% Partial (26) 11% No (5) (4 N/A)	48% Yes (20) 48% Partial (20) 5% No (2) (5 N/A)	36% Yes (16) 55% Partial (24) 9% No (4) (3 N/A)	31% Yes (4) 62% Partial (8) 8% No (1) (3 N/A) (1 person not scored)
78. Overall, is the ISP adequate to meet the person's needs?	13% Yes (6) 87% Partial (41)	22% Yes (11) 78% Partial (38)	24% Yes (12) 76% Partial (38)	15% Yes (7) 85% Partial (40)	15% Yes (7) 85% Partial (40)	13% Yes (2) 88% Partial (14) (1 person not scored)
79. If #78 is rated "2", is the ISP being implemented?	83% Yes (5) 17% Partial (1) (41 N/A)	18% Yes (2) 82% Partial (9) (38 N/A)	100% Yes (12) (38 N/A)	57% Yes (4) 43% Partial (3) (40 N/A)	71% Yes (5) 29% Partial (2) (40 N/A)	50% Yes (1) 50% Partial (2) (14 N/A) (1 person not scored)



D. Adequacy of Planning & Adequacy of Services

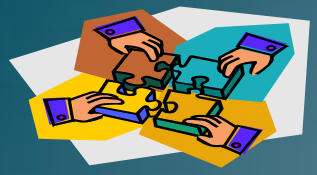
Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
80a. If there is no ISP, or if #78 is rated "0" or "1", is the ISP being implemented? *(Was Q#80 2004-2008)*	37% Yes (15) 63% Partial (26) (6 N/A)	50% Yes (19) 47% Partial (18) 3% No (1) (11 N/A)	46% Yes (18) 51% Partial (20) 3% No (1) (11 N/A)	48% Yes (19) 50% Partial (20) 3% No (1) (7 N/A)	65% Yes (26) 35% Partial (14) (7 N/A)	21% Yes (3) 79% Partial (11) (2 N/A) (1 person not scored)
80b. If there is no ISP, or if #78 is rated "0" or "1", are current services adequate to meet the person's needs? *(Was Q#80 2004-2008)*	37% Yes (15) 54% Partial (22) 10% No (4) (6 N/A)	50% Yes (19) 47% Partial (18) 3% No (1) (11 N/A)	26% Yes (10) 74% Partial (28) (12 N/A)	43% Yes (17) 58% Partial (23) (7 N/A)	55% Yes (22) 43% Partial (17) 3% No (1) (7 N/A)	29% Yes (4) 71% Partial (10) (2 N/A) (1 person not scored)
81. Overall, were the direct service staff trained on the implementation of the ISP?	60% Yes (28) 40% Partial (19)	76% Yes (37) 24% Partial (12)	74% Yes (37) 26% Partial (13)	70% Yes (33) 30% Partial (14)	79% Yes (37) 21% Partial (10)	75% Yes (12) 25% Partial (4) (1 person not scored)
82. Overall, were the direct service staff able to describe their responsibilities in providing daily care/support to the person?	49% Yes (23) 51% Partial (24)	78% Yes (38) 22% Partial (11)	72% Yes (36) 28% Partial (14)	81% Yes (38) 19% Partial (9)	77% Yes (36) 23% Partial (11)	56% Yes (9) 44% Partial (7) (1 person not scored)
83. Overall, do the progress notes or other documentation in the CM record reflect the status of the goals and services of the key life areas stated in the ISP?	34% Yes (16) 60% Partial (28) 6% No (3)	43% Yes (21) 47% Partial (23) 10% Yes (5)	36% Yes (18) 62% Partial (31) 2% No (1)	26% Yes (12) 74% Partial (35)	28% Yes (13) 72% Partial (34)	13% Yes (2) 75% Partial (12) 13% No (2) (1 person not scored)



D. Adequacy of Planning and Adequacy of Services

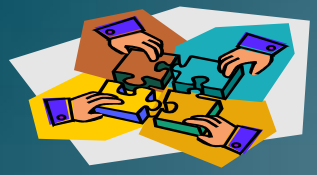
Practice Challenges

- **14 of 16 individuals (88%, 1 not scored) did not have an ISP adequate to meet their needs.** (85% did not in 2014 and 2013, 76% in 2011, 78% in 2010, 87% in 2009) #78
- **10 of 16 individuals (62%, 1 not scored) did not have Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned.** (62% did not in 2014, 68% in 2013, 58% in 2011, 51% in 2010, 49% in 2009) #71
- **11 of 16 individuals (69%, 1 not scored) did not have the recommendations and/or objectives/strategies of ancillary providers integrated into the Teaching and Support Strategies of the ISP.** (61% did not in 2014, 62% in 2013, 54% in 2011, 51% in 2010, 61% in 2009) #72
- **88% of individuals (14 of 16, 1 not scored) did not have documentation in their record that reflected the status of the outcomes and services of the key life areas stated in their ISP.** (72% did not in 2014, 74% in 2013, 64% in 2011, 57% in 2010, 66% did not in 2009) #83



E. Individual Service Planning and Summary

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
141. Does the person have an ISP that addresses live, work/learn, fun/relationships and health/other that correlates with the person's desire and capabilities, in accordance with DOH regulations?	91% Yes (43) 9% Partial (4)	96% Yes (47) 4% Partial (2)	92% Yes (46) 8% Partial (4)	96% Yes (45) 4% Partial (2)	94% Yes (44) 6% Partial (3)	100% Yes (16) (1 person not scored)
142*. 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?	68% Yes (32) 30% Partial (14) 2% No (1)	65% Yes (32) 35% Partial (17)	62% Yes (31) 30% Partial (15) 8% No (4)	79% Yes (37) 21% Partial (10)	57% Yes (27) 43% Partial (20)	44% Yes (7) 25% Partial (4) 31% No (5) (1 person not scored)
143. Does the person receive services and supports recommended in the ISP?	79% Yes (37) 21% Partial (10)	80% Yes (39) 20% Partial (10)	92% Yes (46) 8% Partial	81% Yes (38) 19% Partial (9)	81% Yes (38) 19% Partial (9)	69% Yes (11) 31% Partial (5) (1 person not scored)
144. Does the person have adequate access to and use of generic services and natural supports?	72% Yes (34) 26% Partial (12) 2% No (1)	78% Yes (38) 20% Partial (10) 2% No (1)	76% Yes (38) 24% Partial (12)	85% Yes (40) 15% Partial (7)	74% Yes (35) 23% Partial (11) 2% No (1)	88% Yes (14) 13% Partial (2) (1 person not scored)
145. Is the person adequately integrated into the community?	57% Yes (27) 40% Partial (19) 2% No (1)	65% Yes (32) 35% Partial (17)	68% Yes (34) 28% Partial (14) 4% No (2)	81% Yes (38) 19% Partial (9)	64% Yes (30) 34% Partial (16) 2% No (1)	56% Yes (9) 31% Partial (5) 13% No (2) (1 person not scored)
146. Overall, is the ISP adequate to meet the person's needs?	13% Yes (6) 87% Partial (41)	22% Yes (11) 78% Partial (38)	24% Yes (12) 76% Partial (38)	15% Yes (7) 85% Partial (40)	15% Yes (7) 85% Partial (40)	13% Yes (2) 88% Partial (14) (1 person not scored)
147. Is the program of the level of intensity adequate to meet this person's needs?	30% Yes (14) 70% Partial (33)	33% Yes (16) 65% Partial (32) 2% No (1)	30% Yes (15) 70% Partial (35)	38% Yes (18) 62% Partial (29)	28% Yes (13) 72% Partial (34)	19% Yes (3) 81% Partial (13) (1 person not scored)



E. Individual Service Planning

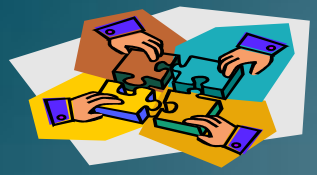
Noteworthy Practice:

- **16 of 16 persons in the sample (100%, 1 not scored) had an ISP that addresses live, work/learn, fun/relationships and health/other that correlates with the person's desire and capabilities.** (94% in 2014, 96% in 2013, 92% in 2011, 96% in 2010, 91% in 2009) #141

- **14 of 16 individuals (88%, 1 not scored) have adequate access to and use of generic services and natural supports.** (74% in 2014, 85% in 2013, 76% in 2011, 78% in 2010, 72% in 2009) #144

Practice Challenges

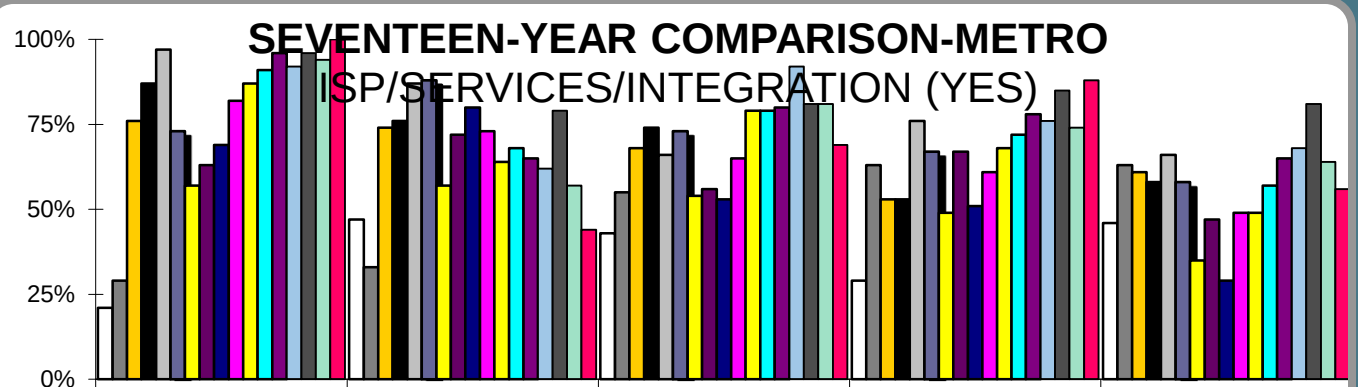
- **13 of 16 individuals (81%, 1 not scored) did not have a program of the level of intensity adequate to meet their needs.** (72% did not in 2014, 62% in 2013, 70% in 2010, 67% did not in 2010, 70% in 2009) #147



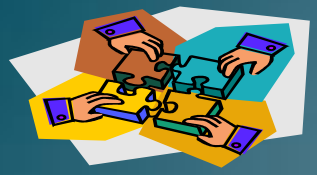
E. Individual Service Planning – Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015
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%	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%	44%
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%
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%	88%
Is the person adequately integrated into the community?	58%	66%	58%	35%	47%	29%	49%	49%	57%	65%	68%	81%	64%	56%

E. Individual Service Planning – Disengagement

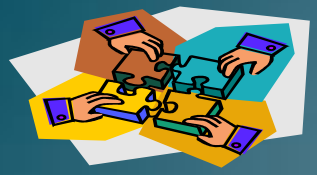


	ISP addresses live, work/learn, fun/relationship & health other…	PTRLTV Based on long-term view	Person receives services & supports recommended in ISP	Adequate Use of Generic Services	Person Integrated into Community
1997	21%	47%	43%	29%	46%
1998	29%	33%	55%	63%	63%
1999	76%	74%	68%	53%	61%
2000	87%	76%	74%	53%	58%
2001	97%	87%	66%	76%	66%
2002	73%	88%	73%	67%	58%
2004	57%	57%	54%	49%	35%
2005	63%	72%	56%	67%	47%
2006	69%	80%	53%	51%	29%
2007	82%	73%	65%	61%	49%
2008	87%	64%	79%	68%	49%
2009	91%	68%	79%	72%	57%
2010	96%	65%	80%	78%	65%
2011	92%	62%	92%	76%	68%
2013	96%	79%	81%	85%	81%
2014	94%	57%	81%	74%	64%
2015	100%	44%	69%	88%	56%



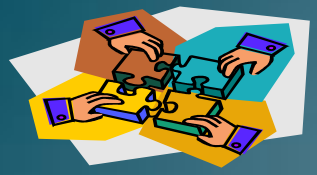
F. Team Process

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
114. Are the individual members of the IDT following up on their responsibilities?	26% Yes (12) 72% Partial (34) 2% No (1)	29% Yes (14) 69% Partial (34) 2% No (1)	30% Yes (15) 66% Partial (33) 4% No (2)	28% Yes (13) 72% Partial (34)	26% Yes (12) 74% Partial (35)	38% Yes (6) 63% Partial (10) (1 person not scored)
115. If there is evidence of team conflict, has the team made efforts to build consensus?	56% Yes (10) 39% Partial (7) 6% No (1) (29 N/A)	59% Yes (10) 41% Partial (7) (32 N/A)	74% Yes (14) 26% Partial (5) (31 N/A)	69% Yes (11) 19% Partial (3) 13% No (2) (31 N/A)	53% Yes (8) 40% Partial (6) 7% No (1) (32 N/A)	100% Yes (2) (14 N/A) (1 person not scored)
116. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs?	60% Yes (28) 40% No (19)	71% Yes (32) 29% No (13) (4 N/A)	81% Yes (39) 19% No (9) (2 N/A)	69% Yes (27) 31% No (12) (7 N/A, 1 CND)	70% Yes (33) 30% No (14)	56% Yes (9) 44% No (4) (1 person not scored)
117. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented?	70% Yes (33) 28% Partial (13) 2% No (1)	80% Yes (39) 20% Partial (10)	72% Yes (36) 26% Partial (13) 2% No (1)	77% Yes (36) 23% Partial (11)	85% Yes (40) 15% Partial (7)	81% Yes (13) 19% Partial (3) (1 person not scored)
118. Do you recommended Team Process Training for this IDT?	13% Yes (6) 87% No (41)	8% Yes (4) 92% No (45)	6% Yes (3) 94% No (47)	6% Yes (3) 94% No (44)	6% Yes (3) 94% No (44)	6% Yes (1) 94% No (15) (1 person not scored)
119. Is there evidence or documentation of physical regression in the last year?	32% Yes (15) 68% No (32)	41% Yes (20) 59% No (29)	48% Yes (24) 52% No (26)	26% Yes (12) 74% No (35)	37% Yes (17) 63% No (29) (1 CND)	38% Yes (6) 63% No (10) (1 person not scored)



F. Team Process

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
120. Is there evidence or documentation of behavioral or functional regression in the last year?	30% Yes (14) 70% No (33)	41% Yes (20) 59% No (29)	38% Yes (19) 62% No (31)	26% Yes (12) 74% No (34) (1 CND)	20% Yes (9) 80% No (36) (2 CND)	19% Yes (3) 81% No (13) (1 person not scored)
121. If #119 or 120 is Yes, is the IDT adequately addressing the regression?	65% Yes (15) 30% Partial (7) 4% No (1) (24 N/A)	70% Yes (21) 23% Partial (7) 7% No (2) (19 N/A)	70% Yes (19) 30% Partial (8) (23 N/A)	71% Yes (12) 29% Partial (5) (30 N/A)	70% Yes (14) 20% Partial (4) 10% No (2) (27 N/A)	43% Yes (3) 43% Partial (3) 14% No (1) (9 N/A) (1 person not scored)
122. Has the person changed residential/day services in the last year? If Yes, was the change:	13% Yes (6) 87% No (41)	24% Yes (12) 76% No (37)	30% Yes (15) 70% No (35)	15% Yes (7) 85% No (40)	11% Yes (5) 89% No (42)	6% Yes (1) 94% No (15) (1 person not scored)
122a. Planned by the IDT?	67% Yes (4) 33% No (2) (41 N/A)	83% Yes (10) 17% No (2) (37 N/A)	87% Yes (13) 7% Partial (1) 7% No (1) (35 N/A)	90% Yes (9) 10% No (1) (37 N/A)	67% Yes (4) 33% Partial (2) (41 N/A)	(16 N/A) (1 person not scored)
122b. Appropriate to meet needs?	100% Yes (5) (41 N/A)	85% Yes (11) 8% Partial (1) 8% No (1) (36 N/A)	100% Yes (15) (35 N/A)	90% Yes (9) 10% Partial (1) (37 N/A)	83% Yes (5) 17% Partial (1) (41 N/A)	100% Yes (1) (15 N/A) (1 person not scored)
123. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person?	34% Yes (16) 62% Partial (29) 4% No (2)	33% Yes (16) 63% Partial (31) 4% No (2)	30% Yes (15) 70% Partial (35)	28% Yes (13) 70% Partial (33) 2% No (1)	26% Yes (12) 74% Partial (35)	25% Yes (4) 75% Partial (12) (1 person not scored)

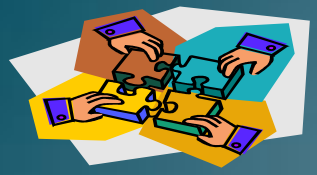


F. Team Process

Practice Challenges

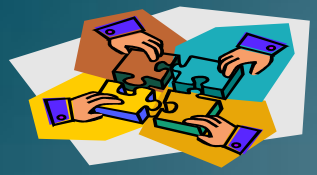
- **10 of 16 persons (63%,1 not scored) had teams with individuals who were not following up on their responsibilities.** (74% were not in 2014, 72% in 2013, 70% were not in 2011, 71% in 2010, 74% in 2009) #114

- **The IDT process for 12 of 16 persons (75%, 1 not scored) was not adequate for assessing, planning, implementing and monitoring of their services.** (In 2014 the process was not adequate for 74%, 72% in 2013, 70% in 2011, 67% in 2010, 66% in 2009) #123



G. Health Related Needs

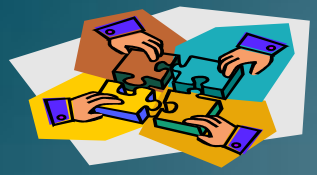
Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
30. Was the case manager able to describe the person's health related needs?	55% Yes (26) 45% Partial (21)	73% Yes (36) 27% Partial (13)	72% Yes (36) 28% Partial (14)	74% Yes (35) 26% Partial (12)	68% Yes (32) 32% Partial (15)	59% Yes (10) 41% Partial (7)
38. Was the [day/employment] direct service staff able to describe the person's health related needs?	55% Yes (26) 38% Partial (18) 6% No (3)	66% Yes (31) 34% Partial (16) (2 not scored)	58% Yes (29) 42% Partial (21)	60% Yes (28) 36% Partial (17) 4% No (2)	62% Yes (29) 38% Partial (18)	50% Yes (8) 50% Partial (8) (1 person not scored)
48. Was the residential service staff able to describe the person's health related needs?	48% Yes (22) 48% Partial (22) 4% No (2) (1 not scored)	76% Yes (37) 24% Partial (12)	74% Yes (37) 26% Partial (13)	72% Yes (34) 28% Partial (13)	64% Yes (30) 34% Partial (16) 2% No (1)	65% Yes (11) 35% Partial (6)
54. Overall, were the team members interviewed able to describe the person's health-related needs?	28% Yes (38) 72% Partial (34)	45% Yes (22) 55% Partial (27)	36% Yes (18) 64% Partial (32)	43% Yes (20) 57% Partial (27)	40% Yes (19) 60% Partial (28)	31% Yes (5) 69% Partial (11) (1 person not scored)
55. Is there evidence that the IDT discussed the person's health-related issues?	55% Yes (26) 43% Partial (20) 2% No (1)	63% Yes (31) 35% Partial (17) 2% No (1)	66% Yes (33) 34% Partial (17)	64% Yes (30) 36% Partial (17)	45% Yes (21) 55% Partial (26)	50% Yes (8) 50% Partial (8) (1 person not scored)
56. In the opinion of the reviewer, are the person' health supports/needs being adequately addressed?	23% Yes (11) 74% Partial (35) 2% No (1)	24% Yes (12) 76% Partial (37)	34% Yes (17) 64% Partial (32) 2% No (1)	36% Yes (17) 62% Partial (29) 2% No (1)	30% Yes (14) 70% Partial (33)	6% Yes (1) 81% Partial (13) 13% No (2) (1 person not scored)



G. Health Related Needs

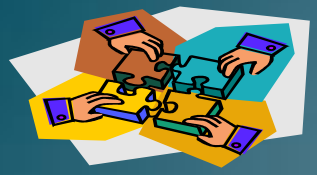
Practice Challenges

- **11 of 16 persons (69%, 1 not scored) had teams that, overall, could not adequately describe their health-related needs.** (60% could not in 2014, 57% could not in 2013, 64% in 2011, 55% in 2010, 72% in 2009) #54
- **15 of 16 people (94%, 1 not scored) did not have their health supports/needs being adequately addressed.** (70% did not in 2014, 64% did not in 2013, 66% in 2011, 76%in 2010 and 2009) #56



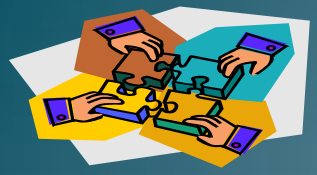
H. Supported Employment

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
124. Has the IDT, or the reviewer recommended a supported employment assessment for the person?	74% Yes (35) 26% No (12)	71% Yes (35) 29% No (14)	60% Yes (30) 40% No (20)	74% Yes (35) 26% No (12)	79% Yes (37) 21% No (10)	63% Yes (10) 38% No (6) (1 person not scored)
124A. Has the Team recommended a supported employment assessment for the person?	Added in 2015					19% Yes (3) 38% No (13) (1 person not scored)
124B. Is the reviewer recommending a supported employment assessment for the person?	Added in 2015					56% Yes (9) 44% No (7) (1 person not scored)
125. In the opinion of the IDT or the reviewer, does the person need supported employment?	49% Yes (23) 51% No (24)	53% Yes (26) 47% No (23)	42% Yes (21) 58% No (29)	68% Yes (32) 32% No (15)	70% Yes (33) 30% No (14)	56% Yes (9) 44% No (7) (1 person not scored)
125A. Does the Team recommend supported employment for the person?	Added in 2015					13% Yes (2) 88% No (14) (1 person not scored)
125B. Is the Reviewer recommending supported employment for the person?	Added in 2015					56% Yes (9) 44% No (7) (1 person not scored)



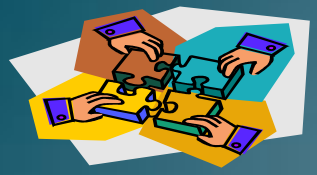
H. Supported Employment

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
126. Did the person receive a supported employment assessment?	44% Yes (16) 56% No (20) (11 N/A)	47% Yes (18) 53% No (20) (11 N/A)	33% Yes (10) 67% No (20) (20 N/A)	43% Yes (15) 57% No (20) (12 N/A)	35% Yes (13) 65% No (24) (10 N/A)	30% Yes (3) 70% No (7) (6 N/A) (1 person not scored)
127. Does the supported employment assessment conform to the DOH regulations?	15% Yes (5) 18% Partial (6) 67% No (22) (14 N/A)	11% Yes (4) 40% Partial (14) 49% No (17) (14 N/A)	21% Yes (6) 10% Partial (3) 69% No (20) (21 N/A)	6% Yes (2) 35% Partial (12) 59% No (20) (13 N/A)	3% Yes (1) 24% Partial (9) 73% No (27) (10 N/A)	10% Yes (1) 90% No (9) (6 N/A) (1 person not scored)
128. Does the person have a career development plan (based on assessments) that meets the person's needs?	19% Yes (5) 15% Partial (4) 65% No (17) (21 N/A)	10% Yes (3) 31% Partial (9) 59% No (17) (20 N/A)	26% Yes (6) 17% Partial (4) 57% No (13) (27 N/A)	0% Yes 24% Partial (8) 76% No (26) (13 N/A)	6% Yes (2) 9% Partial (3) 86% No (30) (12 N/A)	11% Yes (1) 22% Partial (2) 67% No (6) (7 N/A) (1 person not scored)
129. Is the person engaged in supported employment?	20% Yes (5) 80% No (20) (22 N/A)	21% Yes (6) 79% No (23) (20 N/A)	29% Yes (6) 71% No (15) (29 N/A)	28% Yes (9) 72% No (23) (15 N/A)	18% Yes (6) 82% No (28) (13 N/A)	22% Yes (2) 78% No (7) (7 N/A) (1 person not scored)
129A. Is the person working?	Added in 2015					22% Yes (2) 78% No (7) (7 N/A) (1 person not scored)



H. Supported Employment

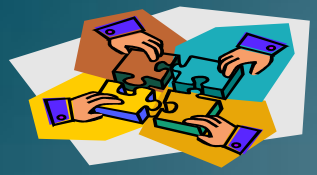
Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
130. Is the supported work provided in accordance with the following?	13% Yes (3) 4% Partial (1) 83% No (19) (24 N/A)	14% Yes (4) 10% Partial (3) 76% No (22) (20 N/A)	14% Yes (3) 19% Partial (4) 67% No (14) (29 N/A)	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 (1) 11% Partial (1) 78% No (7) (7 N/A) (1 person not scored)
130a. At least a 10-hour work week?	17% Yes (4) 83% No (19) (24 N/A)	14% Yes (4) 86% No (25) (20 N/A)	24% Yes (5) 76% No (16) (29 N/A)	16% Yes (5) 84% No (27) (15 N/A)	12% Yes (4) 88% No (30) (13 N/A)	11% Yes (1) 89% No (8) (7 N/A) (1 person not scored)
130b. Person earns at least ½ of minimum wage?	22% Yes (5) 78% No (18) (24 N/A)	21% Yes (6) 79% No (23) (20 N/A)	29% Yes (6) 71% No (15) (29 N/A)	16% Yes (5) 84% No (27) (15 N/A)	15% Yes (5) 85% No (29) (13 N/A)	22% Yes (2) 78% No (7) (7 N/A) (1 person not scored)
130c. Work setting is at least 50% non-handicapped co-workers?	17% Yes (4) 83% No (19) (24 N/A)	24% Yes (7) 76% No (22) (20 N/A)	35% Yes (7) 67% No (14) (29 N/A)	19% Yes (6) 81% No (26) (15 N/A)	21% Yes (7) 79% No (27) (13 N/A)	22% Yes (2) 78% No (7) (7 N/A) (1 person not scored)
130d. There is a reasonable expectation that the job will continue?	17% Yes (4) 83% No (19) (24 N/A)	24% Yes (7) 76% No (22) (20 N/A)	24% Yes (5) 76% No (16) (29 N/A)	19% Yes (6) 81% No (26) (15 N/A)	21% Yes (7) 79% No (27) (13 N/A)	22% Yes (2) 78% No (7) (7 N/A) (1 person not scored)



H. Supported Employment

Practice Challenges

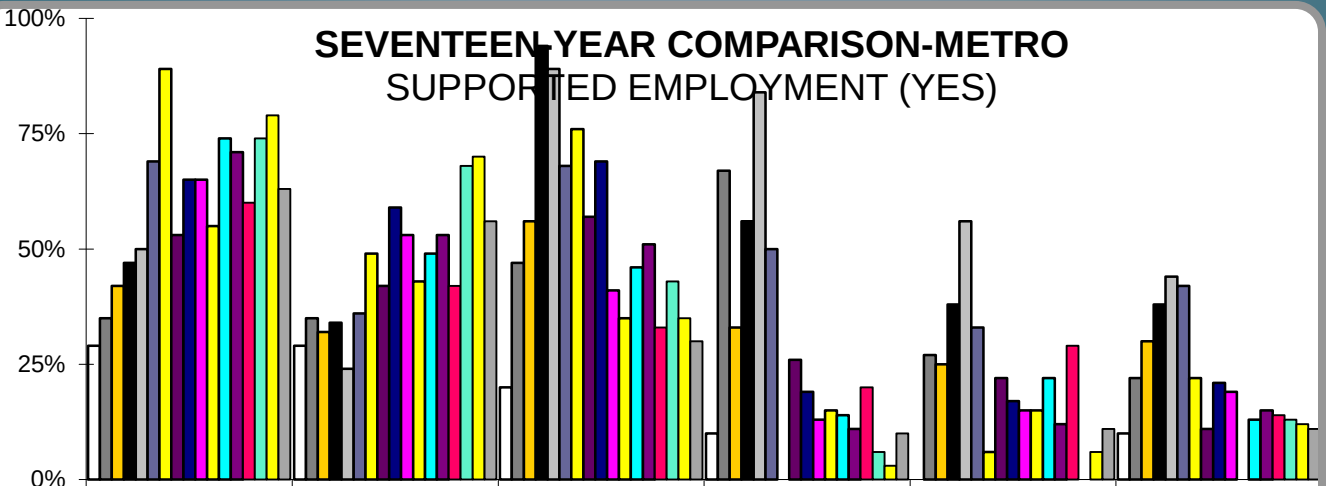
- **Of the assessments that were performed, 90% did not adequately conform to DOH regulations. (9 of 10, 6 N/A, 1 not scored)** (97% did not in 2014, 94% did not in 2013, 79% did not in 2011, 89% in 2010, 85% in 2009) #127
- **8 of 9 individuals identified for supported employment services (89%, 7 N/A, 1 not scored) did not have a career development plan that met their needs.** (94% did not in 2014, 100% did not in 2013, 71% in 2011, 90% in 2010, 80% in 2009) #128
- **8 of the 9 persons for whom it was applicable were not engaged in supported employment in accordance with DOH standards. (89%, 7 N/A, 1 not scored)** (88% were not in 2014, 87% were not in 2013, 86% in 2010 and 2011, 87% in 2009) #130



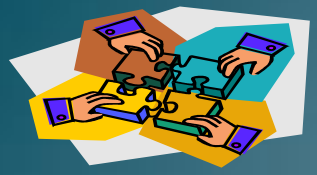
H. Supported Employment – Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015
Need an employment assessment?	47%	50%	69%	89%	53%	65%	67%	55%	74%	71%	60%	74%	79%	63%
Need supported employment?	34%	24%	36%	49%	42%	59%	53%	43%	49%	53%	42%	68%	70%	56%
Receive supported employment assessment?	94%	89%	68%	76%	57%	69%	42%	35%	46%	51%	33%	43%	35%	30%
Assessment conforms to DOH Regulations?	56%	84%	50%	0%	26%	19%	12%	15%	14%	11%	20%	6%	3%	10%
Has a Career Development Plan?	38%	56%	33%	6%	22%	17%	15%	15%	22%	12%	29%	0%	6%	11%
Is supported employment provided in line with requirements?	38%	44%	42%	22%	11%	21%	19%	0%	13%	15%	14%	13%	12%	11%

H. Supported Employment – Disengagement

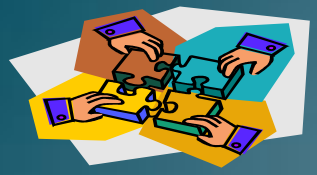


	Need Vocational Assessment	Need Supported Employment	Receive Employment Assessment	Assess Conforms to DOH/DDD Regs	Have Career Development Plan	Receive Employment Services
1997	29%	29%	20%	10%	0%	10%
1998	35%	35%	47%	67%	27%	22%
1999	42%	32%	56%	33%	25%	30%
2000	47%	34%	94%	56%	38%	38%
2001	50%	24%	89%	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	63%	56%	30%	10%	11%	11%



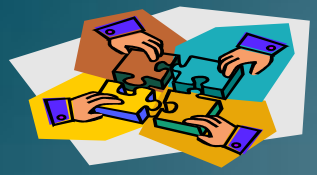
I. Day Services

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
35. Does the day/employment direct services "know" the person?	89% Yes (42) 11% Partial (5)	94% Yes (44) 6% Partial (3)	98% Yes (49) 2% Partial (1)	89% Yes (42) 11% Partial (5)	96% Yes (45) 4% Partial (2)	81% Yes (13) 19% Partial (3) (1 person not scored)
36. Does the direct service staff have adequate input into the person's ISP?	53% Yes (25) 43% Partial (20) 4% No (2)	66% Yes (31) 34% Partial (16)	76% Yes (38) 22% Partial (11) 2% No (1)	62% Yes (29) 32% Partial (15) 6% No (3)	64% Yes (30) 34% Partial (16) 2% No (1)	94% Yes (15) 6% Partial (1) (1 person not scored)
37. Did the direct service staff receive training on implementing this person's ISP?	72% Yes (34) 28% Partial (13)	83% Yes (39) 17% Partial (8)	90% Yes (45) 10% Partial (5)	79% Yes (37) 21% Partial (10)	81% Yes (38) 19% Partial (9)	88% Yes (14) 13% Partial (2) (1 person not scored)
38. Was the direct service staff able to describe this person's health related needs?	55% Yes (26) 38% Partial (18) 6% No (3)	66% Yes (31) 34% Partial (16)	58% Yes (29) 42% Partial (21)	60% Yes (28) 36% Partial (17) 4% No (2)	62% Yes (29) 38% Partial (18)	50% Yes (8) 50% Partial (8) (1 person not scored)
39. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	66% Yes (31) 34% Partial (16)	81% Yes (38) 19% Partial (9)	84% Yes (42) 16% Partial (8)	85% Yes (40) 15% Partial (7)	81% Yes (38) 19% Partial (9)	63% Yes (10) 38% Partial (6) (1 person not scored)
39.a. Was the direct service staff able to provide specific information regarding the person's daily activities, including the exact times of the day?	89% Yes (42) 11% Partial (5)	94% Yes (44) 6% Partial (3)	92% Yes (46) 8% Partial (4)	96% Yes (45) 4% Partial (2)	87% Yes (41) 13% Partial (6)	88% Yes (14) 13% Partial (2) (1 person not scored)
39.b. Can the direct service staff describe his/her responsibilities in implementing the person's ISP goals/objectives/outcomes/ action plans?	68% Yes (32) 28% Partial (13) 4% No (2)	85% Yes (40) 15% Partial (7)	86% Yes (43) 14% Partial (7)	89% Yes (42) 11% Partial (5)	89% Yes (42) 9% Partial (4) 2% No (1)	69% Yes (11) 31% Partial (5) (1 person not scored)



I. Day Services

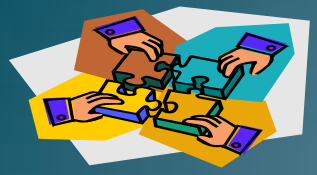
Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
40. Did the direct service staff have training in the ISP process?	60% Yes (28) 38% Partial (18) 2% No (1)	89% Yes (42) 11% Partial (5)	84% Yes (42) 16% Partial (8)	79% Yes (37) 19% Partial (9) 2% No (1)	70% Yes (33) 28% Partial (13) 2% No (1)	69% Yes (11) 31% Partial (5) (1 person not scored)
41. Did the direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	85% Yes (40) 15% Partial (7)	91% Yes (43) 9% Partial (4)	92% Yes (46) 8% Partial (4)	85% Yes (40) 15% Partial (7)	83% Yes (39) 17% Partial (8)	88% Yes (14) 13% Partial (2) (1 person not scored)
41.a. Have training on the provider's complaint process?	89% Yes (42) 6% Partial (3) 4% No (2)	94% Yes (44) 4% Partial (2) 2% No (1)	98% Yes (49) 2% Partial (1)	89% Yes (42) 9% Partial (4) 2% No (1)	87% Yes (41) 11% Partial (5) 2% No (1)	100% Yes (16) (1 person not scored)
41.b. Have training on how and to whom to report abuse, neglect and exploitation?	94% Yes (44) 6% Partial (3)	96% Yes (45) 4% Partial (2)	94% Yes (47) 6% Partial (3)	94% Yes (44) 6% Partial (3)	94% Yes (44) 6% Partial (3)	88% Yes (14) 13% Partial (2) (1 person not scored)
42. Does the direct service staff have an appropriate expectation of growth for this person?	64% Yes (30 32% Partial (15) 4% No (2)	85% Yes (39) 15% Partial (7) (1 addt'l not scored)	66% Yes (33) 28% Partial (14) 6% No (3)	85% Yes (40) 15% Partial (7)	60% Yes (28) 38% Partial (18) 2% No (1)	63% Yes (10) 31% Partial (5) 6% No (1) (1 person not scored)
43. Is the day/employment environment generally clean, free of safety hazards and conducive to the work/activity intended?	92% Yes (33) 8% Partial (3) (8 N/A, 3 CND)	96% Yes (44) 4% Partial (2) (1 addt'l not scored)	98% Yes (49) 2% Partial (1)	96% Yes (45) 4% Partial (2)	94% Yes (44) 6% Partial (3)	88% Yes (14) 13% Partial (2) (1 person not scored)



I. Day Services

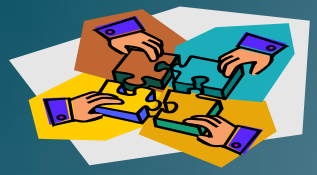
Noteworthy Practice

- **13 of 16 day/employment services staff (81%, 1 not scored) were found to adequately "know" the person.** (96% did in 2014, 89% did in 2013, 98% in 2011, 94% in 2010, 89% in 2009) #35
- **88% of staff (14 of 16, 1 not scored) were able to provide specific information regarding the person's daily activities, including the exact times of day the person is doing what.** (87% in 2014, 96% in 2013, 92% in 2011, 94% in 2010, 89% in 2009) #39A
- **14 of 16 day/employment environments (88%, 1 not scored) were found to be generally clean, free of safety hazards and conducive for the work/activity intended.** (94% in 2014, 96% in 2011, 98% in 2011, 96% in 2010, 92% in 2009) #43



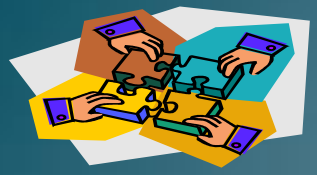
J. Home/Residential

Question	2009 (sample=46)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
44. Does the residential direct services staff "know" the person?	87%Yes (40) 13% Partial (6)	94% Yes (46) 6% Partial (3)	96% Yes (48) 4% Partial (2)	96% Yes (45) 4% Partial (2)	98% Yes (46) 2% Partial (1)	88% Yes (15) 12% Partial (2)
45. Does the direct service staff have adequate input into the person's ISP?	74% Yes (34) 20% Partial (9) 7% No (3)	82% Yes (40) 18% Partial (9)	80% Yes (40) 18% Partial (9) 2% No (1)	83% Yes (39) 11% Partial (5) 6% No (3)	81% Yes (38) 19% Partial (9)	100% Yes (17)
46. Did the direct service staff receive training on the implementing this person's ISP?	74% Yes (34) 24% Partial (11) 2% No (1)	82% Yes (40) 18% Partial (9)	84% Yes (42) 16% Partial (8)	87% Yes (41) 13% Partial (6)	94% Yes (44) 6% Partial (3)	88% Yes (15) 12% Partial (2)
47. Is the residence safe for individuals (void of hazards)?	96% Yes (43) 4% No (2)	100% Yes (46) (3 Not scored: 1 person deceased, 2 homes not viewed)	96% Yes (48) 4% No (2)	89% Yes (42) 11% No (5)	96% Yes (45) 4% No (2)	94% Yes (16) 6% No (1)
48. Was the residential direct service staff able to describe this person's health-related needs?	48% Yes (22) 48% Partial (22) 4% No (2)	76% Yes (37) 24% Partial (12)	74% Yes (37) 26% Partial (13)	72% Yes (34) 28% Partial (13)	64% Yes (30) 34% Partial (16) 2% No (1)	65% Yes (11) 35% Partial (6)
49. Was the residential direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	65% Yes (3) 35% Partial (16)	90% Yes (44) 10% Partial (5)	80% Yes (40) 20% Partial (10)	89% Yes (42) 11% Partial (5)	87% Yes (41) 13% Partial (6)	82% Yes (14) 18% Partial (3)
49.a. Was the staff able to provide specific information regarding the person's daily activities?	87% Yes (40) 13% Partial (6)	94% Yes (46) 6% Partial (3)	86% Yes (43) 14% Partial (7)	98% Yes (46) 2% Partial (1)	96% Yes (45) 4% Partial (2)	100% Yes (17)



J. Home/Residential

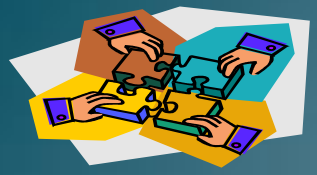
Question	2009 (sample=46)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
49.b. Can the direct service staff describe his/her responsibilities in implementing the person's ISP goals & objectives?	72% Yes (33) 26% Partial (12) 2% No (1)	92% Yes (45) 6% Partial (3) 2% No (1)	82% Yes (41) 18% Partial (9)	91% Yes (43) 9% Partial (4)	89% Yes (42) 11% Partial (5)	82% Yes (14) 18% Partial (3)
50. Did the residential direct service staff have training in the ISP process?	65% Yes (30) 33% Partial (15) 2% No (1)	88% Yes (43) 10% Partial (5) 2% No (1)	76% Yes (38) 22% Partial (11) 2% No (1)	72% Yes (34) 21% Partial (10) 6% No (3)	77% Yes (36) 23% Partial (11)	71% Yes (12) 24% Partial (4) 6% No (1)
51. Did the residential direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	83% Yes (38) 17% Partial (8)	86% Yes (42) 14% Partial (7)	82% Yes (41) 18% Partial (9)	81% Yes (38) 19% Partial (9)	85% Yes (40) 15% Partial (7)	71% Yes (12) 29% Partial (5)
51.a. Have training on the provider's complaint process?	91% Yes (42) 4% Partial (2) 4% No (2)	94% Yes (46) 4% Partial (2) 2% No (1)	90% Yes (45) 6% Partial(3) 4% No (2)	87% Yes (41) 11% Partial (5) 2% No (1)	91% Yes (43) 9% Partial (4)	76% Yes (13) 18% Partial (3) 6% No (1)
51.b. Have training on how and to whom to report abuse, neglect and exploitation?	89% Yes (49) 11% Partial (5)	92% Yes (45) 6% Partial (3) 2% No (1)	84% Yes (42) 14% Partial (7) 2% No (1)	91% Yes (43) 9% Partial (4)	87% Yes (41) 13% Partial (6)	94% Yes (16) 6% Partial (1)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	61% Yes (28) 39% Partial (18)	81% Yes (39) 19% Partial (9) (1 not scored)	72% Yes (36) 22% Partial (11) 6% No (3)	72% Yes (34) 28% Partial (13)	66% Yes (31) 32% Partial (15) 2% No (1)	47% Yes (8) 53% Partial (9)
53. Does the person's residential environment offer a minimal level of quality of life?	91% Yes (42) 9% Partial (4)	96% Yes (45) 4% Partial (2) (2 not scored)	96% Yes (48) 4% Partial (2)	91% Yes (43) 9% Partial (4)	89% Yes (42) 11% Partial (5)	82% Yes (14) 18% Partial (3)



J. Home/Residential

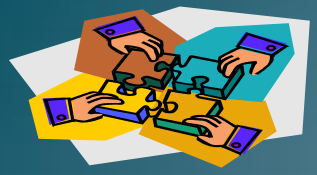
Noteworthy Practice:

- **15 of 17 residential direct service staff (88%) were found to adequately "know" the person.** (98% in 2014, 96% in 2013 and 2011, 94% in 2010, 87% in 2009) #44
- **94% of residences (16 of 17) were found to be safe for individuals (void of hazards).** (96% in 2014, 89% in 2013, 96% in 2011, 100% in 2010, 96% in 2009) #47
- **17 of 17 direct support staff (100%) could adequately provide specific information regarding the person's daily activities.** (96% in 2014, 98% in 2013, 86% in 2011, 94% in 2010, 87% in 2009) #49A



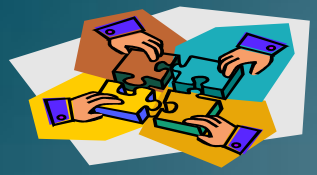
K. Case Management

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
26. Does the case manager "know" the person?	91% Yes (43) 9% Partial (4)	92% Yes (45) 8% Partial (4)	96% Yes (48) 4% Partial (2)	98% Yes (46) 2% Partial (1)	89% Yes (42) 9% Partial (4) 2% No (1)	94% Yes (16) 6% Partial (1)
27. Does the case manager understand his/her role/job?	45% Yes (21) 53% Partial (25) 2% No (1)	67% Yes (33) 31% Partial (15) 2% No (1)	56% Yes (28) 44% Partial (22)	60% Yes (28) 40% Partial (19)	55% Yes (26) 45% Partial (21)	41% Yes (7) 59% Partial (10)
28. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person?	85% Yes (40) 15% Partial (7)	88% Yes (43) 12% Partial (6)	84% Yes (42) 16% Partial (8)	81% Yes (38) 19% Partial (9)	72% Yes (34) 28% Partial (13)	71% Yes (12) 29% Partial (5)
29. Is the case manager available to the person?	85% Yes (40) 15% Partial (7)	84% Yes (41) 16% Partial (8)	98% Yes (49) 2% Partial (1)	85% Yes (40) 15% Partial 97)	83% Yes (39) 17% Partial (8)	71% Yes (12) 29% Partial (5)
30. Was the case manager able to describe the person's health related needs?	55% Yes (26) 45% Partial (21)	73% Yes (36) 27% Partial (13)	72% Yes (36) 28% Partial (14)	74% Yes (35) 26% Partial (12)	68% Yes (32) 32% Yes (15)	59% Yes (10) 41% Partial (7)
31. Does the case manager have an appropriate expectation of growth for this person?	53% Yes (25) 43% Partial (20) 4% No (2)	77% Yes (37) 21% Partial (10) 2% No (1) (1 not scored)	64% Yes (32) 32% Partial (16) 4% No (2)	74% Yes (35) 26% Partial (12)	40% Yes (19) 57% Partial (27) 2% No (1)	41% Yes (7) 41% Partial (7) 18% No (3)



K. Case Management

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
32. Does the case management record contain documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP?	30% Yes (14) 70% Partial (33)	35% Yes (17) 63% Partial (31) 2% No (1)	42% Yes (21) 58% Partial (29)	30% Yes (14) 70% Partial (33)	28% Yes (13) 70% Partial (33) 2% No (1)	35% Yes (6) 59% Partial (10) 6% No (1)
33. Does the case manager provide case management services at the level needed by this person?	34% Yes (16) 64% Partial (30) 2% No (1)	51% Yes (25) 47% Partial (23) 2% No (1)	48% Yes (24) 50% Partial (25) 2% No (1)	40% Yes (19) 60% Partial (28)	49% Yes (23) 49% Partial (23) 2% No (1)	18% Yes (3) 82% Partial (14)
34. Does the case manager receive the type and level of support needed to do his/her job?	85% Yes (40) 15% Partial (7)	92% Yes (45) 8% Partial (4)	92% Yes (46) 8% Partial (4)	85% Yes (40) 15% Partial (7)	81% Yes (38) 19% Partial (9)	100% Yes (17)



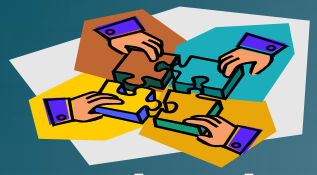
K. Case Management

Noteworthy Practice

- **94% of the case managers (16 of 17) adequately "know" the person they support.** (89% in 2014, 98% in 2013, 96% in 2011, 92% in 2010, 91% in 2009) #26

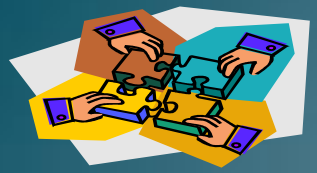
Practice Challenges

- **65% of case management records (11 of 17) did not adequately contain documentation of monitoring and tracking the delivery of services as outlined in the ISP.** (72% did not in 2014, 70% in 2013, 58% in 2011, 65% in 2010, 70% in 2009, 55% in 2008) #32
- **14 of 17 persons (82%) did not have case management services provided at the levels needed.** (51% did not in 2014, 60% in 2013, 52% in 2011, 49% in 2010, 56% in 2009, 66% did not in 2008) #33



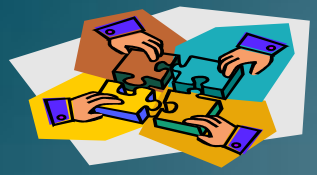
L. Behavioral Support Services

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
131. Is the person considered by the IDT to need behavior services now?	67% Yes (31) 33% No (15) (1 N/A)	56% Yes (27) 44% No (21) (1 N/A)	60% Yes (29) 40% No (19) (2 N/A)	52% Yes (23) 48% No (21) (3 N/A)	56% Yes (25) 44% No (20) (2 N/A)	53% Yes (8) 47% No (7) (1 N/A) (1 person not scored)
132. In the opinion of the reviewer, does the person need behavior services?	65% Yes (30) 35% No (16) (1 N/A)	51% Yes (24) 49% No (23) (2 N/A)	62% Yes (29) 38% No (18) (3 N/A)	51% Yes (22) 49% No (21) (4 N/A)	55% Yes (26) 45% No (21)	47% Yes (7) 53% No (8) (1 N/A) (1 person not scored)
133. Have adequate behavioral assessments been completed?	87% Yes (27) 12% Partial (4) (16 N/A)	93% Yes (26) 7% Partial (2) (21 N/A)	83% Yes (25) 13% Partial (4) 3% No (1) (20 N/A)	72% Yes (18) 16% Partial (4) 12% No (3) (22 N/A)	70% Yes (19) 26% Partial (7) 4% No (1) (20 N/A)	44% Yes (4) 33% Partial (3) 22% No (2) (7 N/A) (1 person not scored)
134. Does the person have behavior support plans developed out of the behavior assessments that meet the person's needs?	73% Yes (22) 27% Partial (8) (17 N/A)	89% Yes (25) 11% Partial (3) (21 N/A)	90% Yes (26) 7% Partial (2) 3% No (1) (21 N/A)	79% Yes (19) 17% Partial (4) 4% No (1) (23 N/A)	70% Yes (19) 22% Partial (6) 7% No (2) (20 N/A)	56% Yes (5) 22% Partial (2) 22% No (2) (7 N/A) (1 person not scored)
135. Have the staff been trained on the behavior support plan?	83% Yes (25) 16% Partial (5) (17 N/A)	89% Yes (25) 11% Partial (3) (21 N/A)	86% Yes (25) 10% Partial (3) 3% No (1) (21 N/A)	79% Yes (19) 17% Partial (4) 4% No (1) (23 N/A)	85% Yes (23) 7% Partial (2) 7% No (2) (20 N/A)	56% Yes (5) 33% Partial (3) 11% No (1) (7 N/A) (1 person not scored)



L. Behavioral Support Services

Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
136. Does the person receive behavioral services consistent with his/her needs?	77% Yes (23) 23% Partial (7) (17 N/A)	93% Yes (26) 7% Partial (2) (21 N/A)	87% Yes (26) 10% Partial (3) 3% No (1) (20 N/A)	68% Yes (17) 24% Partial (6) 8% No (2) (22 N/A)	70% Yes (19) 26% Partial (7) 4% No (1) (20 N/A)	56% Yes (5) 22% Partial (2) 22% No (2) (7 N/A) (1 person not scored)
137. Are behavior support services integrated into the ISP?	60% Yes (18) 33% Partial (10) 7% No (2) (17 N/A)	46% Yes (13) 50% Partial (14) 7% No (1) (21 N/A)	66% Yes (19) 34% Partial (10) (21 N/A)	50% Yes (12) 46% Partial (11) 4% No (1) (23 N/A)	37% Yes (10) 56% Partial (15) 7% No (2) (20 N/A)	33% Yes (3) 33% Partial (3) 33% No (3) (7 N/A) (1 person not scored)

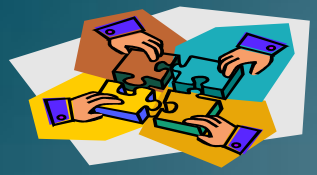


L. Behavioral Support Services

Practice Challenges

- **44% of staff had not been adequately trained on the behavior support plan. (4 of 9, 7 N/A, 1 not scored)** (14% had not in 2014, 21% in 2013, 13% in 2011, 11% in 2010, 16% in 2009) #135

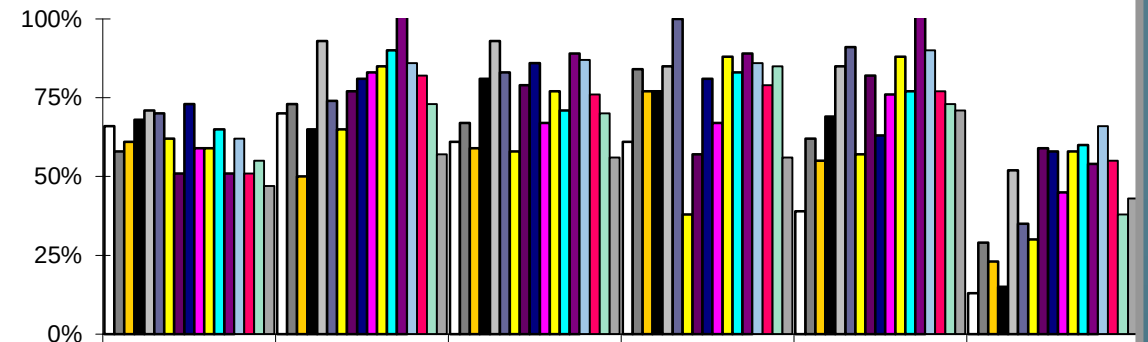
- **66% of behavior support services (6 of 9, 7 N/A, 1 not scored) are not integrated into the ISP.** (63% were not in 2014, 50% were not in 2013, 34% were not in 2011, 57% in 2010, 40% in 2009) #137



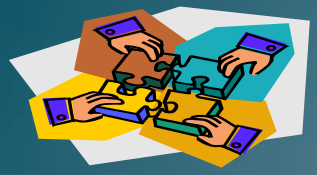
L. Behavioral Support Services – Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015
Does the person need behavioral services?	68%	71%	70%	62%	51%	73%	59%	59%	65%	51%	62%	51%	55%	47%
Have adequate behavioral assessments been completed?	65%	93%	74%	65%	77%	81%	83%	85%	90%	108%	86%	82%	73%	57%
Does the person have 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%	56%
Have the staff been trained on the behavior support plan?	77%	85%	100%	38%	57%	81%	67%	88%	83%	89%	86%	79%	85%	56%
Does the person receive behavioral services consistent with his/her needs?	69%	85%	91%	57%	82%	83%	76%	88%	77%	108%	90%	77%	73%	71%
Are behavioral support services integrated into the ISP?	15%	52%	35%	30%	59%	58%	45%	58%	60%	54%	66%	55%	38%	43%

L. Behavioral Support Services – Disengagement

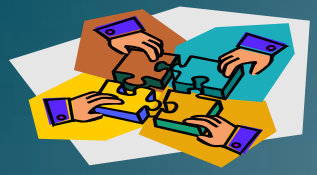


	Need Behavioral Services	Behavioral Assessment Adequate	Have Behavioral Support Plan	Staff Trained on BSP	Receives Behavior Support Svs.	BS Integrated into ISP
1997	66%	70%	61%	61%	39%	13%
1998	58%	73%	67%	84%	62%	29%
1999	61%	50%	59%	77%	55%	23%
2000	68%	65%	81%	77%	69%	15%
2001	71%	93%	93%	85%	85%	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	47%	57%	56%	56%	71%	43%



M. Adaptive Equipment/Augmentative Communication

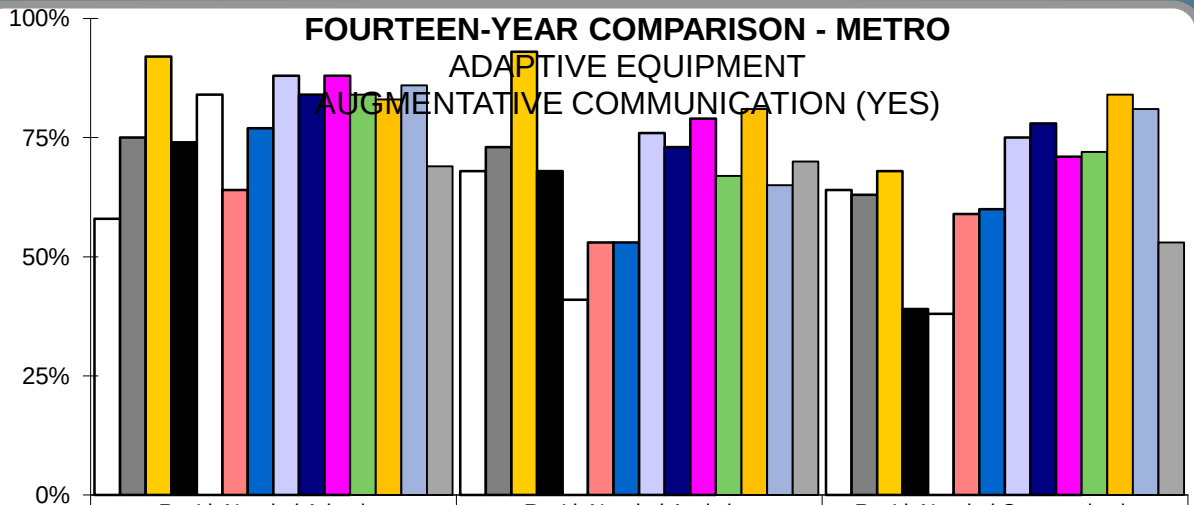
Question	2009 (sample=47)	2010 (sample=49)	2011 (sample=50)	2013 (sample=47)	2014 (sample=47)	2015 (sample=17)
138. Has the person received all adaptive equipment needed?	84% Yes (32) 16% Partial (6) (9 N/A)	88% Yes (37) 12% Partial (5) (7 N/A)	84% Yes (38) 16% Partial (7) (5 N/A)	83% Yes (34) 15% Partial (6) 2% No (1) (6 N/A)	86% Yes (37) 14% Partial (6) (4 N/A)	69% Yes (9) 31% Partial (4) (3 N/A) (1 person not scored)
139. Has the person received all assistive technology needed?	73% Yes (24) 18% Partial (6) 9% No (3) (14 N/A)	79% Yes (30) 18% Partial (7) 3% No (1) (11 N/A)	67% Yes (26) 31% Partial (12) 3% No (1) (11 N/A)	81% Yes (25) 16% Partial (5) 3% No (1) (16 N/A)	65% Yes (24) 35% Partial (13) (10 N/A)	70% Yes (7) 30% Partial (3) (6 N/A) (1 person not scored)
140. Has the person received all communication assessments and services?	78% Yes (32) 20% Partial (8) 2% No (1) (6 N/A)	71% Yes (32) 27% Partial (12) 2% No (1) (4 N/A)	72% Yes (34) 28% Partial (13) (3 N/A)	84% Yes (36) 14% Partial (6) 2% No (1) (4 N/A)	81% Yes (34) 19% Partial (8) (5 N/A)	53% Yes (8) 40% Partial (6) 7% No (1) (1 N/A) (1 person not scored)



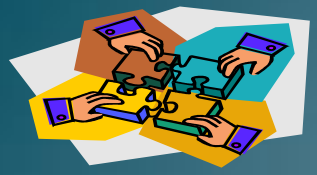
M. Adaptive Equipment/Augmentative Communication Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015
138. Has the person received all adaptive equipment needed?	58%	75%	92%	74%	84%	64%	77%	88%	84%	88%	84%	83%	86%	69%
139. Has the person received all assistive technology needed?	68%	73%	93%	68%	41%	53%	53%	76%	73%	79%	67%	81%	65%	70%
140. Has the person received all communication assessments and services needed?	64%	63%	68%	39%	38%	59%	60%	75%	78%	71%	72%	84%	81%	53%

M. Adaptive Equipment/Augmentative Communication Disengagement



	Rec'd. Needed Adaptive Equipment	Rec'd. Needed Assistive Technology	Rec'd. Needed Communication Assessments And Services
2000	58%	68%	64%
2001	75%	73%	63%
2002	92%	93%	68%
2004	74%	68%	39%
2005	84%	41%	38%
2006	64%	53%	59%
2007	77%	53%	60%
2008	88%	76%	75%
2009	84%	73%	78%
2010	88%	79%	71%
2011	84%	67%	72%
2013	83%	81%	84%
2014	86%	65%	81%
2015	69%	70%	53%



Thank you!

Lyn Rucker
Community Monitor
rpaltd@aol.com
Office: 785-258-2214
Toll-free: 866-302-2214
See also: www.jacksoncommunityreview.org