

2015 Community Practice Review Northwest Region Findings

Northwest Review held July 6-17, 2015

Final: 9.4.15



Class Members: 21
Number in Sample: 10 (48%)

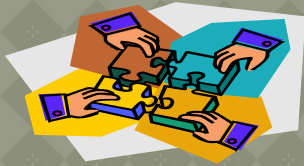
Four Independent Case Management Agencies in Sample

A Step Above	1 in sample
Excel	4 in sample
Peak	3 in sample
Rio Puerco	2 in sample



Day and Residential Agencies in sample:

	Day	Residential
<u>Dungarvin</u>	<u>4</u>	<u>4</u>
<u>Empowerment, Inc.</u>	<u>1</u>	
<u>HDFS</u>	<u>1</u>	<u>1</u>
<u>PMS Shield</u>	<u>2</u>	
<u>Ramah Care</u>	<u>1</u>	<u>2</u>
<u>Silver Linings</u>	<u>1</u>	<u>1</u>
<u>Tungland</u>		<u>2</u>



Class Members with Immediate or Special Needs

3 individuals were found to have Special Attention Needs

30% of sample

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

No Individuals were found to need Immediate Attention

(Individuals for whom 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.)

In 2011 two individuals needed Immediate Attention and three needed Special Attention. There were 10 people in the 2011 sample.

In 2013 two individuals needed Immediate Attention, three needed Special Attention, and one IR was filed. There were 10 people in the 2013 sample.

In 2014 two individuals needed Immediate Attention and one needed Special Attention.; 1 IR was filed. There were 9 people in the 2014 sample.

In 2007 and 2008, no one needed Immediate Attention or Special Attention. There were 12 people in the 2007 sample and 10 people in the 2008 sample.

In 2009 three individuals needed Immediate Attention and two needed Special Attention. One Incident Report was filed. There were 10 people in the 2009 sample.

In 2010 five individuals needed Immediate Attention and one needed Special Attention. One Incident Report was filed. There were 10 people in the 2010 sample.



Identified Indicators of Good Practice

People are active in their communities and have roles/memberships

- ❑ Six people regularly attend church
- ❑ Eight people frequent the library.
- ❑ One person is a regular visitor at the zoo/nature center.
- ❑ Four people are involved with their tribes and spend time on the pueblo.
- ❑ One person is a regular bowler and five people go swimming and frequent the pool.



Identified Indicators of Good Practice

People are active in their communities and have roles/memberships

- ❑ Six people are members of their local gym/recreational/community centers.
- ❑ Two people are active volunteers with community.
- ❑ One person is a member of People First.

One person in this sample had no identified membership or community roles, five people had three, two people had four, and two people had five identified memberships.



People are a part of and integrated into their communities

- ❑ Six people were seen as adequately integrated into the community.

Some people have friends

- ❑ Six people have non-paid, identified friends with whom they interact in the community and visit regularly.



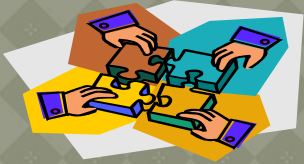
Some people have proactive advocates Case Manager/Guardian

- Six people were identified as having actively involved guardians. (Seen at least 3 times a month)
- Eight people have case managers who are adequately available to them.
- Six people have case managers who fully understand their role/job.



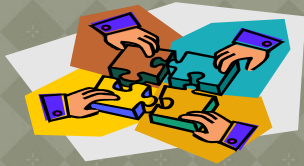
Some people have shown evidence of progress

- ❑ Eight people in sample are going more places or interacting more while in the community.
- ❑ Four people have increased their communication skills and three people have notably increased their choice making.
- ❑ Six people are becoming more independent in their daily home and work life and increasing their abilities to do more tasks.



Some people have the technology and devices they need

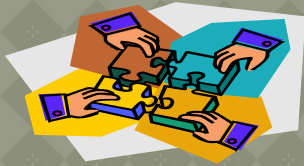
- ❑ 150 assistive technology and adaptive equipment devices are needed by the individuals in the sample; 145 are in good repair, available, and used when needed. (97%).



Findings by Area

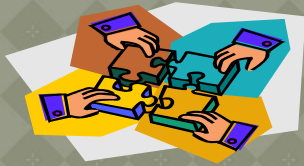
A. Expectations for Growth and Quality of Life

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
31. Does the case manager have an appropriate expectation of growth for this person?	30% Yes (3) 40% Partial (4) 30% No (3)	70% Yes (7) 20% Partial (2) 10% No (1)	100% Yes (10)	80% Yes (8) 20% Partial (2)	44% Yes (4) 56% Partial (5)	20% Yes (2) 70% Partial (7) 10% No (1)
42. Does the [day services] direct service staff have an appropriate expectation of growth for this person?	90% Yes (9) 0% Partial 10% No (1)	80% Yes (8) 20% Partial (2)	100% Yes (10)	90% Yes (9) 10% Partial (1)	67% Yes (6) 33% Partial (3)	60% Yes (6) 40% Partial (4)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	50% Yes (5) 40% Partial (4) 10% No (1)	80% Yes (8) 10% Partial (1) 10% No (1)	100% Yes (10)	90% Yes (9) 10% Partial (1)	44% Yes (4) 44% Partial (4) 11% No (1)	60% Yes (6) 40% Partial (4)
84. Based on all of the evidence, in the opinion of the reviewer, has the person achieved progress in the past year?	40% Yes (4) 60% Partial (6)	40% Yes (4) 50% Partial (5) 10% No (1)	70% Yes (7) 30% Partial (3)	70% Yes (7) 30% Partial (3)	38% Yes (3) 63% Partial (5) (1 CND)	40% Yes (4) 60% Partial (6)
85. Overall, does the IDT have an appropriate expectation of growth for this person?	20% Yes (2) 70% Partial (7) 10% No (1)	50% Yes (5) 50% Partial (5)	100% Yes (10)	70% Yes (7) 30% Partial (3)	22% Yes (2) 78% Partial (7)	20% Yes (2) 80% Partial (8)
86. Was the person provided the assistance and support needed to participate meaningfully in the planning process?	30% Yes (3) 60% Partial (6) 10% No (1)	78% Yes (7) 22% Partial (2) (1 CND)	90% Yes (9) 10% Partial (1)	90% Yes (9) 10% Partial (1)	67% Yes (6) 33% Partial (3)	100% Yes (10)



A. Expectations for Growth and Quality of Life (cont'd)

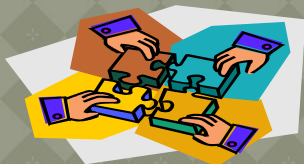
Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
87. Is the person offered a range of opportunities for participation in each of the life areas?	63% Yes (5) 25% Partial (2) 13% No (1) (2 CND)	56% Yes (5) 22% Partial (2) 22% No (2) (1 CND)	88% Yes (7) 13% Partial (1) (2 CND)	88% Yes (7) 12% Partial (1) (2 CND)	56% Yes (5) 44% Partial (4)	86% Yes (6) 14% Partial (1) (3 CND)
88. Does the person have the opportunity to make informed choices?	50% Yes (1) 50% Partial (1) (8 CND)	 (10 CND)	67% Yes (2) 33% Partial (1) (7 CND)	100% Yes (2) (8 CND)	100% Yes (2) (7 CND)	33% Yes (1) 67% Partial (2) (7 CND)
89. About where and with whom to live?	100% Yes (1) (9 CND)	100% Yes (1) (9 CND)	50% Yes (1) 50% Partial (1) (8 CND)	100% Yes (2) (8 CND)	100% Yes (1) (8 CND)	50% Yes (1) 50% Partial (1) (8 CND)
90. About where and with whom to work/spend his/her day?	50% Yes (1) 50% Partial (1) (8 CND)	 (10 CND)	75% Yes (3) 25% Partial (1) (6 CND)	100% Yes (3) (7 CND)	100% Yes (3) (6 CND)	67% Yes (2) 33% Partial (1) (7 CND)
91. About where and with whom to socialize/spend leisure time?	67% Yes (2) 33% Partial (1) (7 CND)	 (10 CND)	100% Yes (3) (7 CND)	100% Yes (2) (8 CND)	100% Yes (2) (7 CND)	67% Yes (2) 33% Partial (1) (7 CND)



2015 Community Practice Review Northwest Region Findings by Area

A. Expectations for Growth and Quality of Life (cont'd)

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
92. Does the evidence support that providers do not prevent the person from pursuing relationships and are respecting the rights of this person?	88% Yes (7) 13% Partial (1) (2 CND)	100% Yes (8) (2 CND)	100% Yes (10)	100% Yes (9) (1 CND)	100% Yes (9)	100% Yes (10)
93. Overall, were the direct service staff interviewed trained on the provider's complaint process and on abuse, neglect and exploitation?	40% Yes (4) 60% Partial (6)	40% Yes (4) 60% Partial (6)	90% Yes (9) 10% Partial (1)	70% Yes (7) 30% Partial (3)	78% Yes (7) 22% Partial (2)	60% Yes (6) 40% Partial (4)
94. Does this person and/or guardian have adequate access to the available complaint processes/procedures?	90% Yes (9) 10% No (1)	89% Yes (8) 11% Partial (1) (1 CND)	100% Yes (10)	89% Yes (8) 11% Partial (1) (1 CND)	100% Yes (7) (2 CND)	89% Yes (8) 11% Partial (1) (1 CND)
95. Does this person know his/her guardian?	100% Yes (3) (7 CND)	100% Yes (2) (8 CND)	100% Yes (5) (5 CND)	100% Yes (4) (6 CND)	100% Yes (2) (7 CND)	100% Yes (2) (8 CND)
96. Does this person believe the guardian is helpful?	(10 CND)	(10 CND)	100% Yes (1) (9 CND)	100% Yes (1) (9 CND)	(9 CND)	100% Yes (1) (9 CND)
97. What is the level of participation of the legal guardian in this person's life and service planning?	20% Active (2) 30% Moderate (3) 50% Limited (5)	20% Active (2) 30% Moderate (3) 40% Limited (4) 10% None (1)	30% Active (3) 40% Moderate (4) 20% Limited (2) 10% None (1)	20% Active (2) 60% Moderate (6) 20% Limited (2)	33% Active (3) 67% Limited (6)	60% Active (6) 20% Moderate (2) 20% Limited (2)



A. Expectations for Growth and Quality of Life (cont'd)

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
98. In the Reviewer's opinion, does the person need a friend advocate?	10% Yes (1) 90% No (9)	10% Yes (1) 90% No (9)	20% Yes (2) 80% No (8)	10% Yes (1) 90% No (9)	44% Yes (4) 56% No (5)	10% Yes (1) 90% No (9)
99. Does the person have a friend advocate?	100% No (1) (9 N/A)	100% No (1) (9 N/A)	50% Yes (1) 50% No (1) (8 N/A)	0% Yes 100% No (1) (9 N/A)	0% Yes 100% No (4) (5 N/A)	0% Yes 100% No (1) (9 N/A)
100. If the person is retired, does he/she have adequate opportunities to engage in activities of interest during the day?	(10 N/A)	100% Yes (3) (7 N/A)	0% Yes 100% Partial (1) (9 N/A)	(10 N/A)	(9 N/A)	(9 N/A, 1 CND)
101. Does the person have daily choices/appropriate autonomy over his/her life?	60% Yes (6) 30% Partial (3) 10% No (1)	60% Yes (6) 20% Partial (2) 20% No (2)	80% Yes (8) 20% Partial (2)	60% Yes (6) 30% Partial (3) 10% No (1)	67% Yes (6) 33% Partial (3)	80% Yes (8) 20% Partial (2)
102. Have the person's cultural preferences been accommodated?	100% Yes (10)	70% Yes (7) 30% Partial (3)	100% Yes (10)	100% Yes (10)	100% Yes (9)	89% Yes (8) 11% Partial (1) (1 CND)
103. Is the person treated with dignity and respect?	30% Yes (3) 70% Partial (7)	40% Yes (4) 60% Partial (6)	70% Yes (7) 30% Partial (3)	50% Yes (5) 50% Partial (5)	56% Yes (5) 44% Partial (4)	40% Yes (4) 60% Partial (6)



A. Expectations for Growth and Quality of Life

Practice Challenges

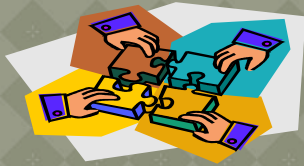
- **60% of individuals (6 of 10) did not achieve progress in the past year. (63% did not in 2014, 30% in 2013 and 2011, 60% in 2010 and 2009) (Q#84)**
- **80% of persons in the sample (8 of 10) had teams who did not have an appropriate expectation of growth for them. (78% did not in 2014, 30% in 2013, 100% did in 2011; 50% did not in 2010, 80% did not in 2009) (Q#85)**



2015 Community Practice Review Northwest Region Findings by Area

B. Satisfaction

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
104. Overall, is the person satisfied with the current services?	(10 CND)	(10 CND)	100% Yes (2) (8 CND)	100% Yes (2) (8 CND)	100% Yes (3) (6 CND)	100% Yes (2) (8 CND)
105. Does the person get along with the case manager?	(10 CND)	(10 CND)	(10 CND)	(10 CND)	100% Yes (1) (8 CND)	100% Yes (1) (9 CND)
106. Does the person find the case manager helpful?	(10 CND)	(10 CND)	(10 CND)	(10 CND)	(9 CND)	(10 CND)
107. Does the legal guardian find the case manager helpful?	100% Yes (6) (4 CND)	67% Yes (2) 33% Partial (1) (7 CND)	89% Yes (8) 11% Partial (1) (1 CND)	100% Yes (5) (5 CND)	71% Yes (5) 29% Partial (2) (2 CND)	100% Yes (9) (1 CND)
108. Does the person have adequate food and drink available?	88% Yes (7) 13% Partial (1) (2 CND)	100% Yes (8) (2 CND)	100% Yes (9) (1 CND)	100% Yes (10)	100% Yes (9)	100% Yes (9) (1 CND)
109. Does the person have adequate transportation to meet his/her needs?	80% Yes (8) 20% Partial (2)	89% Yes (8) 11% Partial (1) (1 CND)	100% Yes (10)	100% Yes (10)	100% Yes (9)	100% Yes (10)



2015 Community Practice Review Northwest Region Findings by Area

B. Satisfaction (cont'd)

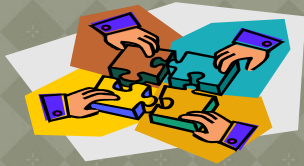
Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
110. Does the person have sufficient personal money?	78% Yes (7) 22% Partial (2) (1 CND)	63% Yes (5) 38% Partial (3) (2 CND)	80% Yes (8) 20% Partial (2)	100% Yes (10)	63% Yes (5) 38% Partial (3) (1 CND)	100% Yes (10)
111. Does the person get along with their day program/employment staff?	100% Yes (6) (4 CND)	100% Yes (2) (8 CND)	100% Yes (6) (4 CND)	100% Yes (6) (4 CND)	100% Yes (5) (4 CND)	100% Yes (4) (6 CND)
112. Does the person get along with the residential provider staff?	100% Yes (4) (6 CND)	100% Yes (4) (6 CND)	100% Yes (7) (3 CND)	100% Yes (8) (2 CND)	100% Yes (4) (5 CND)	100% Yes (5) (5 CND)



B. Satisfaction

Noteworthy Practice

- **9 of 9 individuals (100%, 1 CND) had adequate food and drink available. (100% in 2014, 2013, 2011 and 2010, 88% in 2009) (Q#108)**
- **Of the class members for whom a determination could be made:**
 - **100% got along with their day/employment staff. (4 of 4, 6 CND) (Q#111)**
 - **100% got along with their residential staff. (5 of 5, 5 CND) (Q#112)**



2015 Community Practice Review Northwest Region Findings by Area

C. Assessments

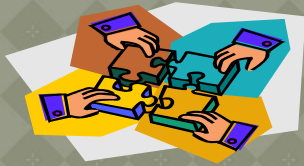
Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
57. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts?	40% Yes (4) 60% Partial (6)	30% Yes (3) 70% Partial (7)	60% Yes (6) 40% Partial (4)	40% Yes (4) 60% Partial (6)	44% Yes (4) 56% Partial (5)	40% Yes (4) 60% Partial (6)
58. Did the team arrange for and obtain the needed, relevant assessments?	10% Yes (1) 90% Partial (9)	0% Yes 100% Partial (10)	40% Yes (4) 60% Partial (6)	30% Yes (3) 70% Partial (7)	44% Yes (4) 56% Partial (5)	70% Yes (7) 30% Partial (3)
59. Are the assessments adequate for planning?	60% Yes (6) 40% Partial (4)	40% Yes (4) 60% Partial (6)	50% Yes (5) 50% Partial (5)	40% Yes (4) 60% Partial (6)	67% Yes (6) 22% Partial (2) 11% No (1)	30% Yes (3) 70% Partial (7)
60. Were the recommendations from assessments used in planning?	10% Yes (1) 80% Partial (8) 10% No (1)	20% Yes (2) 70% Partial (7) 10% No (1)	20% Yes (2) 80% Partial (8)	10% Yes (1) 90% Partial (9)	44% Yes (4) 44% Partial (4) 11% No (1)	40% Yes (4) 60% Partial (6)



C. Assessments

Practice Challenges

- **70% of individuals (7 of 10) did not have assessments adequate for planning. (33% did not in 2014, 60% in 2013, 50% in 2011, 60% in 2010, 40% did not in 2009) (Q#59)**
- **60% of individuals (6 of 10) had recommendations from assessments that were not adequately used in planning. (55% were not in 2014, 90% were not in 2013, 80% in 2011 and 2010, 90% in 2009) (Q#60)**



D. Adequacy of Planning and Adequacy of Services

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
61. Is there a document called an Individual Service Plan (ISP) that was developed within the last year?	90% Yes (9) 10% No (1)	100% Yes (10)	100% Yes (10)	100% Yes (10)	100% Yes (9)	100% Yes (10)
62. Was the ISP developed by an appropriately constituted IDT?	11% Yes (1) 89% Partial (8) (1 N/A)	0% Yes 100% Partial (10)	40% Yes (4) 60% Partial (6)	50% Yes (5) 50% Partial (5)	33% Yes (3) 67% Partial (6)	40% Yes (4) 60% Partial (6)
63. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP?	13% Yes (1) 75% Partial (6) 13% No (1) (2 N/A)	11% Yes (1) 78% Partial (7) 11% No (1) (1 N/A)	44% Yes (4) 33% Partial (3) 22% No (2) (1 N/A)	50% Yes (5) 40% Partial (4) 10% No (1)	25% Yes (2) 75% Partial (6) (1 N/A)	40% Yes (4) 50% Partial (5) 10% No (1)
64. Overall, is the long-term vision adequate?	67% Yes (6) 33% Partial (3) (1 N/A)	60% Yes (6) 40% Partial (4)	70% Yes (7) 30% Partial (3)	80% Yes (8) 20% Partial (2)	44% Yes (4) 56% Partial (5)	60% Yes (6) 30% Partial (3) 10% No (1)
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?	78% Yes (7) 22% Partial (2) (1 N/A)	50% Yes (5) 40% Partial (4) 10% No (1)	90% Yes (9) 10% Partial (1)	80% Yes (8) 20% Partial (2)	67% Yes (6) 33% Partial (3)	50% Yes (5) 40% Partial (4) 10% No (1)
66*. Overall, is the Progress Towards Reaching the Long Term Vision Section of the ISP used as the basis for outcome development?	100% Yes (9) (1 N/A)	70% Yes (7) 30% Partial (3)	80% Yes (8) 20% Partial (2)	90% Yes (9) 10% Partial (1)	67% Yes (6) 33% Partial (3)	100% Yes (10)
67*. Overall, do the outcomes in the ISP include criteria by which the team can determine when the outcome (s) have been achieved?	67% Yes (6) 33% Partial (3) (1 N/A)	60% Yes (6) 40% Partial (4)	70% Yes (7) 30% Partial (3)	30% Yes (3) 60% Partial (6) 10% No (1)	56% Yes (5) 44% Partial (4)	80% Yes (8) 20% Partial (2)



D. Adequacy of Planning and Adequacy of Services (cont'd)

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
68*. Overall, are the ISP outcomes related to achieving the person's long-term vision?	100% Yes (9) (1 N/A)	80% Yes (8) 20% Partial (2)	80% Yes (8) 20% Partial (2)	40% Yes (4) 60% Partial (6)	78% Yes (7) 22% Partial (2)	80% Yes (8) 20% Partial (2)
69*. Overall, do the ISP outcomes address the person's major needs?	67% Yes (6) 33% Partial (3) (1 N/A)	40% Yes (4) 40% Partial (4) 20% No (2)	100% Yes (10)	80% Yes (8) 20% Partial (2)	44% Yes (4) 56% Partial (5)	40% Yes (4) 60% Partial (6)
70*. Overall, are the Action Plans specific and relevant to assisting the person in achieving his/her outcomes?	67% Yes (6) 22% Partial (2) 11% No (1) (1 N/A)	40% Yes (4) 60% Partial (6)	40% Yes (4) 50% Partial (5) 10% No (1)	30% Yes (3) 60% Partial (6) 10% No (1)	22% Yes (2) 67% Partial (6) 11% No (1)	80% Yes (8) 20% Partial (2)
71*. Overall, are the Teaching and Support strategies sufficient to ensure consistent implementation of the services provided?	22% Yes (2) 56% Partial (5) 22% No (2) (1 N/A)	40% Yes (4) 50% Partial (5) 10% No (1)	40% Yes (4) 60% Partial (6)	0% Yes 100% Partial (10)	44% Yes (4) 44% Partial (4) 11% No (1)	60% Yes (6) 30% Partial (3) 10% No (1)
72*. Overall, are the recommendations and/or objectives/strategies of ancillary providers integrated into the outcomes, action plans, and Teaching and Support Strategies of the ISP?	44% Yes (4) 33% Partial (3) 22% No (2) (1 N/A)	20% Yes (2) 40% Partial (4) 40% No (4)	50% Yes (5) 40% Partial (4) 10% No (1)	20% Yes (2) 60% Partial (6) 20% No (2)	33% Yes (3) 67% Partial (6)	40% Yes (4) 60% Partial (6)



D. Adequacy of Planning and Adequacy of Services (cont'd)

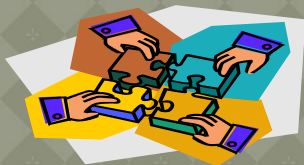
Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
73*. If needed, does the ISP contain a specific Crisis Prevention Plan that meets the person's needs?	56% Yes (5) 33% Partial (3) 11% No (1) (1 N/A)	40% Yes (4) 60% Partial (6)	89% Yes (8) 11% Partial (1) (1 N/A)	90% Yes (9) 10% Partial (1)	88% Yes (7) 13% Partial (1) (1 N/A)	70% Yes (7) 30% Partial (3)
73a. If needed, does the ISP contain a specific Crisis Prevention Plan for dangerous behavior that meets the person's needs?	Question started in 2011		100% Yes (2) (8 N/A)	100% Yes (3) (7 N/A)	100% Yes (3) (6 N/A)	100% Yes (1) (9 N/A)
73b. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)?	Question started in 2011		88% Yes (7) 13% Partial (1) (2 N/A)	80% Yes (8) 20% Partial (2)	88% Yes (7) 13% Partial (1) (1 N/A)	70% Yes (7) 30% Partial (3)
74*. Does the ISP contain information regarding primary health (medical) care?	100% Yes (9) (1 N/A)	90% Yes (9) 10% Partial (1)	100% Yes (10)	80% Yes (8) 20% Partial (2)	100% Yes (9)	90% Yes (9) 10% Partial (1)
74a*. Does the ISP face sheet contain contact information for the PCP?	100% Yes (9) (1 N/A)	90% Yes (9) 10% No (1)	100% Yes (10)	90% Yes (9) 10% Partial (1)	100% Yes (9)	90% Yes (9) 10% Partial (1)
74b*. Is the Healthcare Coordinator's name and contact information listed in the ISP?	89% Yes (8) 11% Partial (1) (1 N/A)	100% Yes (10)	90% Yes (9) 10% Partial (1)	80% Yes (8) 20% Partial (2)	100% Yes (9)	100% Yes (10)



2015 Community Practice Review Northwest Region Findings by Area

D. Adequacy of Planning and Adequacy of Services (cont'd)

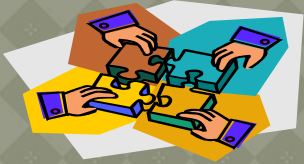
Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
75. Does the ISP reflect how the person will get to work/day activities, shopping, social activities?	67% Yes (4) 33% Partial (2) (4 N/A)	33% Yes (1) 33% Partial (1) 33% No (1) (7 N/A)	100% Yes (5) (5 N/A)	100% Yes (5) (5 N/A)	60% Yes (3) 40% Partial (2) (4 N/A)	100% Yes (1) (9 N/A)
76. Does the ISP reflect how the person will obtain prescribed medications?	100% Yes (9) (1 N/A)	80% Yes (8) 20% Partial (2)	90% Yes (9) 10% Partial (1)	90% Yes (9) 10% Partial (1)	89% Yes (8) 11% Partial (1)	100% Yes (10)
77. Does the ISP contain a list of adaptive equipment needed and who will provide it?	38% Yes (3) 63% Partial (5) (2 N/A)	70% Yes (7) 30% Partial (3)	40% Yes (4) 60% Partial (6)	67% Yes (6) 33% Partial (3) (1 N/A)	67% Yes (6) 33% Partial (3)	67% Yes (6) 33% Partial (3) (1 N/A)
78. Overall, is the ISP adequate to meet the person's needs?	22% Yes (2) 78% Partial (7) (1 N/A)	0% Yes 100% Partial (10)	30% Yes (3) 70% Partial (7)	0% Yes 100% Partial	0% Yes 100% Partial (9)	30% Yes (3) 70% Partial (7)
79. If #78 is rated "2", is the ISP being implemented?	100% Partial (2) (8 N/A)	(10 N/A)	33% Yes (1) 67% Partial (2) (7 N/A)	(10 N/A)	(9 N/A)	0% Yes 100% Partial (3) (7 N/A)



2015 Community Practice Review Northwest Region Findings by Area

D. Adequacy of Planning and Adequacy of Services (cont'd)

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=8)	2015 (sample=10)
80a. If there is no ISP, or if #78 is rated "0" or "1", is the ISP being implemented?	13% Yes (1) 88% Partial (7) (2 N/A)	0% Yes 100% Partial (10)	14% Yes (1) 86% Partial (6) (3 N/A)	30% Yes (3) 70% Partial (7)	22% Yes (2) 78% Partial (7)	14% Yes (1) 86% Partial (6) (3 N/A)
80b. If there is no ISP or if #78 is rated "0" or "1", are current services adequate to meet the person's needs?	13% Yes (1) 63% Partial (5) 25% No (2) (2 N/A)	0% Yes 90% Partial (9) 10% No (1)	29% Yes (2) 71% Partial (5) (3 N/A)	30% Yes (3) 70% Partial (7)	56% Yes (5) 44% Partial (4)	14% Yes (1) 86% Partial (6) (3 N/A)
81. Overall, were the direct service staff trained on the implementation of the ISP?	30% Yes (3) 70% Partial (7)	40% Yes (4) 60% Partial (6)	60% Yes (6) 40% Partial (4)	100% Yes (10)	56% Yes (5) 44% Partial (4)	60% Yes (6) 40% Partial (4)
82. Overall, were the direct service staff able to describe their responsibilities in providing daily care/support to the person?	40% Yes (4) 60% Partial (6)	40% Yes (4) 60% Partial (6)	70% Yes (7) 30% Partial (3)	70% Yes (7) 30% Partial (3)	33% Yes (3) 67% Partial (6)	70% Yes (7) 30% Partial (3)
83. Overall, do the progress notes or other documentation in the case management record reflect the status of the goals and services of the key life areas stated in the ISP?	20% Yes (2) 60% Partial (6) 20% No (2)	40% Yes (4) 40% Partial (4) 20% No (2)	40% Yes (4) 60% Partial (6)	10% Yes (1) 80% Partial (8) 10% No (1)	33% Yes (3) 56% Partial (5) 11% No (1)	10% Yes (1) 80% Partial (8) 10% No (1)



D. Adequacy of Planning and Adequacy of Services

Noteworthy Practice

- **9 of 10 people (90%) have ISPs that contain specific arrangements for primary health care. (100% in 2014, 90% in 2013, 100% in 2011, 90% in 2010, 100% in 2009) (Q#74)**
- **10 of 10 (100%) of ISPs reflect how the person will obtain prescribed medications. (89% in 2014, 90% in 2013 and 2011, 80% in 2010, 100% in 2009) (Q#76)**



D. Adequacy of Planning and Adequacy of Services

Practice Challenges

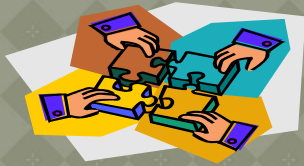
- **6 of 10 people (60%) do not have ISP Outcomes that address the person's major needs. (33% did not in 2014, 60% did not in 2013, 20% in 2010 and 56% in 2009) (Q#69)**
- **7 of 10 ISPs (70%) were not found to be adequate to meet the person's needs. (100% were not in 2014 and 2013, 70% in 2011, 100% in 2010, 78% in 2009) (Q#78)**
- **60% of ISPs (6 of 10) do not have the recommendations and/or objectives/strategies of ancillary providers adequately integrated into the outcomes, action plans and Teaching and Support Strategies. (67% did not in 2014, 80% did not in 2013, 50% did not in 2011, 80% in 2010, 55% in 2009) (Q#72)**



2015 Community Practice Review Northwest Region Findings by Area

E. Individual Service Planning & Summary

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
141. Does the person have an ISP that addresses living, learning/working and social/leisure that correlates with the person's desire and capabilities, in accordance with DOH regulations?	80% Yes (8) 10% Partial (1) 10% No (1)	90% Yes (9) 10% Partial (1)	90% Yes (9) 10% Partial (1)	100% Yes (10)	89% Yes (8) 11% Partial (1)	100% Yes (10)
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?	70% Yes (7) 10% Partial (1) 20% No (2)	70% Yes (7) 30% Partial (3)	80% Yes (8) 20% Partial (2)	80% Yes (8) 20% Partial (2)	33% Yes (3) 67% Partial (6)	50% Yes (5) 40% Partial (4) 10% No (1)
143. Does the person receive services and supports recommended in the ISP?	40% Yes (4) 50% Partial (5) 10% No (1)	60% Yes (6) 40% Partial (4)	60% Yes (6) 40% Partial (4)	70% Yes (7) 30% Partial (3)	78% Yes (7) 22% Partial (2)	70% Yes (7) 30% Partial (3)
144. Does the person have adequate access to and use of generic services and natural supports?	90% Yes (9) 10% Partial (1)	60% Yes (6) 40% Partial (4)	80% Yes (8) 20% Partial (2)	90% Yes (9) 10% Partial (1)	67% Yes (6) 33% Partial (3)	70% Yes (7) 30% Partial (3)
145. Is the person adequately integrated into the community?	70% Yes (7) 30% Partial (3)	60% Yes (6) 40% Partial (4)	100% Yes (10)	90% Yes (9) 10% Partial (1)	78% Yes (7) 22% Partial (2)	60% Yes (6) 40% Partial (4)
146. Overall, is the ISP adequate to meet the person's needs?	20% Yes (2) 70% Partial (7) 10% No (1)	0% Yes 100% Partial (10)	30% Yes (3) 70% Partial (7)	0% Yes 100% Partial (10)	0% Yes 100% Partial (9)	30% Yes (3) 70% Partial (7)
147. Is the program of the level of intensity adequate to meet this person's needs?	0% Yes 100% Partial (10)	10% Yes (1) 80% Partial (8) 10% No (1)	10% Yes (1) 90% Partial (9)	10% Yes (1) 90% Partial (9)	11% Yes (1) 89% Partial (8)	10% Yes (1) 90% Partial (9)



E. Individual Service Planning

Noteworthy Practice:

- **100% (10 of 10) of individuals have an ISP that addresses all life areas and correlates with their desires and capabilities. (89% in 2014, 100% in 2013, 90% in 2011 and 2010, 80% did in 2009) (Q#141)**

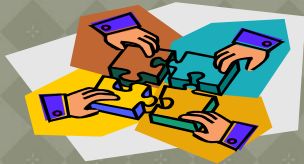
Practice Challenges:

- **90% (9 of 10) of the sample did not have a total program of the level of intensity adequate to meet their needs. (89% did not in 2014, 90% did not in 2013, 2011 and 2010, 100% in 2009) (Q#147)**



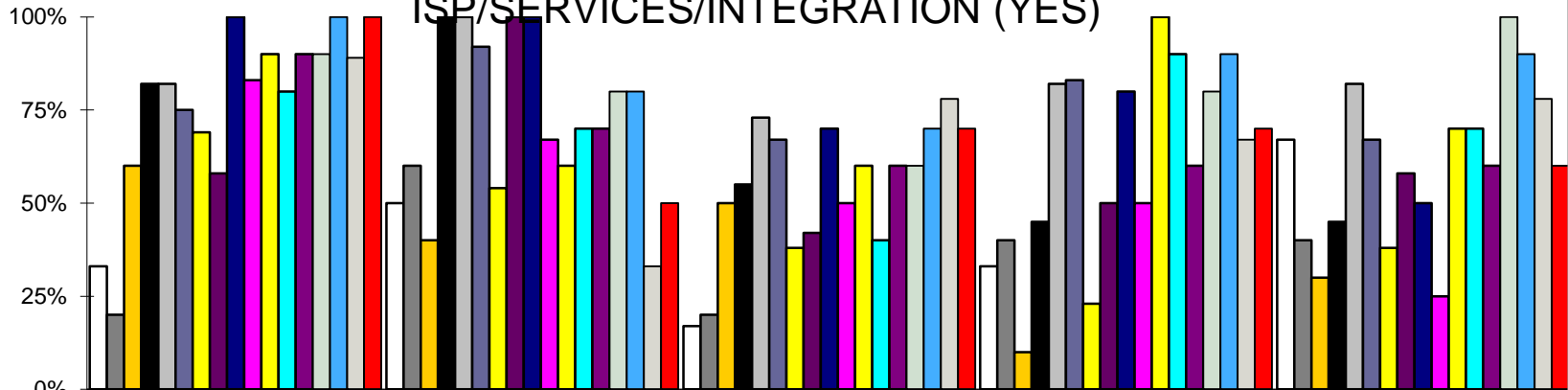
E. Individual Service Planning – Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015
141. Does the person have an ISP that includes living, learning/working and social/leisure that correlates to ...	82%	82%	75%	69%	58%	100%	83%	90%	80%	90%	90%	100%	89%	100%
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?	100%	100%	92%	54%	100%	100%	67%	60%	70%	70%	80%	80%	33%	50%
143. Does the person receive services and supports recommended in the ISP?	55%	73%	67%	38%	42%	70%	50%	60%	40%	60%	60%	70%	78%	70%
144. Does the person have adequate access to and use of generic services and natural supports?	45%	82%	83%	23%	50%	80%	50%	100%	90%	60%	80%	90%	67%	70%
145. Is the person adequately integrated into the community?	45%	82%	67%	38%	58%	50%	25%	70%	70%	60%	100%	90%	78%	60%



E. Individual Service Planning – Disengagement

SEVENTEEN-YEAR COMPARISON - NORTHWEST
ISP/SERVICES/INTEGRATION (YES)



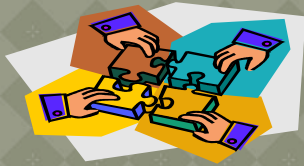
	ISP includes living, learning/working & social/leisure....	PTRLTV Based on long-term view	Person receives services & supports recommended in ISP	Adequate Use of Generic Services	Person Integrated into Community
□1997	33%	50%	17%	33%	67%
■1998	20%	60%	20%	40%	40%
■1999	60%	40%	50%	10%	30%
■2000	82%	100%	55%	45%	45%
□2001	82%	100%	73%	82%	82%
■2002	75%	92%	67%	83%	67%
■2004	69%	54%	38%	23%	38%
■2005	58%	100%	42%	50%	58%
■2006	100%	100%	70%	80%	50%
■2007	83%	67%	50%	50%	25%
■2008	90%	60%	60%	100%	70%
■2009	80%	70%	40%	90%	70%
■2010	90%	70%	60%	60%	60%
□2011	90%	80%	60%	80%	100%
■2013	100%	80%	70%	90%	90%
□2014	89%	33%	78%	67%	78%
■2015	100%	50%	70%	70%	60%



2015 Community Practice Review Northwest Region Findings by Area

F. Team Process

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
114. Are the individual members of the IDT following up on their responsibilities?	0% Yes 100% Partial (10)	10% Yes (1) 90% Partial (9)	10% Yes (1) 90% Partial (9)	10% Yes (1) 90% Partial (9)	11% Yes (1) 89% Partial (8)	30% Yes (3) 70% Partial (7)
115. If there is evidence of team conflict, has the team made efforts to build consensus?	80% Yes (4) 20% Partial (1) (5 N/A)	0% Yes 75% Partial (3) 25% No (1) (6 N/A)	100% Yes (3) (7 N/A)	100% Yes (3) (7 N/A)	33% Yes (1) 67% No (2) (6 N/A)	100% Yes (2) (8 N/A)
116. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs?	60% Yes (6) 40% No (4)	40% Yes (4) 60% No (6)	80% Yes (8) 20% No (2)	88% Yes (7) 12% No (1) (2 N/A)	63% Yes (5) 38% No (3) (1 CND)	90% Yes (9) 10% No (1)
117. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented?	60% Yes (6) 40% Partial (4)	20% Yes (2) 80% Partial (8)	70% Yes (7) 30% Partial (3)	90% Yes (9) 10% Partial (1)	89% Yes (8) 11% Partial (1)	100% Yes (10)
118. Do you recommended Team Process Training for this IDT?	20% Yes (2) 80% No (8)	40% Yes (4) 60% No (6)	0% Yes 100% No (10)	10% Yes (1) 90% No (9)	11% Yes (1) 89% No (8)	0% Yes 100% No (10)



2015 Community Practice Review Northwest Region Findings by Area

F. Team Process (continued)

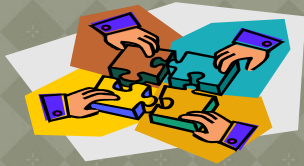
Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
119. Is there evidence or documentation of physical regression in the last year?	50% Yes (5) 50% No (5)	30% Yes (3) 70% No (7)	60% Yes (6) 40% No (4)	50% Yes (5) 50% No (5)	44% Yes (4) 56% No (5)	30% Yes (3) 70% No (7)
120. Is there evidence or documentation of behavioral or functional regression in the last year?	30% Yes (3) 70% No (7)	10% Yes (1) 90% No (9)	20% Yes (2) 80% No (8)	30% Yes (3) 70% No (7)	33% Yes (3) 67% No (6)	10% Yes (1) 90% No (9)
121. If #119 or 120 is Yes, is the IDT adequately addressing the regression?	67% Yes (4) 33% Partial (2) (4 N/A)	25% Yes (1) 50% Partial (2) 25% No (1) (6 N/A)	33% Yes (2) 67% Partial (4) (4 N/A)	60% Yes (3) 20% Partial (1) 20% No (1) (5 N/A)	83% Yes (5) 17% Partial (1) (3 N/A)	0% Yes 67% Partial (2) 33% No (1) (7 N/A)
122. Has the person changed residential/day services in the last year? If Yes, was the change:	10% Yes (1) 90% No (9)	0% Yes 100% No (10)	50% Yes (5) 50% No (5)	30% Yes (3) 70% No (7)	22% Yes (2) 78% No (7)	0% Yes 100% No (10)
122a. Planned by the IDT?	0% Yes 100% Partial (1) (9 N/A)	 (10 N/A)	100% Yes (5) (5 N/A)	100% Yes (3) (7 N/A)	50% Yes (1) 50% Partial (1) (7 N/A)	 (10 N/A)
122b. Appropriate to meet needs?	100% Yes (1) (9 N/A)	 (10 N/A)	60% Yes (3) 40% Partial (2) (5 N/A)	100% Yes (3) (7 N/A)	50% Yes (1) 50% Partial (1) (7 N/A)	 (10 N/A)
123. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person?	10% Yes (1) 80% Partial (8) 10% No (1)	0% Yes 100% Partial (10)	30% Yes (3) 70% Partial (7)	10% Yes (1) 90% Partial (9)	22% Yes (2) 78% Partial (7)	50% Yes (5) 50% Partial (5)



F. Team Process

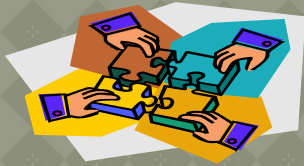
Practice Challenges

- **70% of IDTs (7 of 10) had members who were not adequately following up on their responsibilities. (89% were not in 2014, 90% in 2013, 2011, 2010, 100% in 2009) (Q#114)**
- **50% of the individuals (5 of 10) had an IDT process that was not adequate for assessing, planning, implementing and monitoring of services. (78% were not in 2014, 90% were not in 2013, 70% in 2011, 100% were not in 2010, 90% in 2009) (Q#123)**



G. Health Related Needs

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
30. Was the case manager able to describe the person's health related needs?	70% Yes (7) 30% Partial (3)	30% Yes (3) 70% Partial (7)	70% Yes (7) 30% Partial (3)	50% Yes (5) 50% Partial (5)	44% Yes (4) 56% Partial (5)	60% Yes (6) 40% Partial (4)
38. Was the [day/employment] direct service staff able to describe the person's health related needs?	20% Yes (2) 80% Partial (8)	50% Yes (5) 50% Partial (5)	70% Yes (7) 30% Partial (3)	80% Yes (8) 20% Partial (2)	44% Yes (4) 56% Partial (5)	50% Yes (5) 50% Partial (5)
48. Was the residential service staff able to describe the person's health related needs?	50% Yes (5) 50% Partial (5)	50% Yes (5) 50% Partial (5)	100% Yes (10)	80% Yes (8) 20% Partial (2)	56% Yes (5) 44% Partial (4)	70% Yes (7) 30% Partial (3)
54. Overall, were the team members interviewed able to describe the person's health-related needs?	10% Yes (1) 90% Partial (9)	20% Yes (2) 80% Partial (8)	60% Yes (6) 40% Partial (4)	30% Yes (3) 70% Partial (7)	22% Yes (2) 78% Partial (7)	30% Yes (3) 70% Partial (7)
55. Is there evidence that the IDT discussed the person's health-related issues?	60% Yes (6) 40% Partial (4)	50% Yes (5) 50% Partial (5)	70% Yes (7) 30% Partial (3)	70% Yes (7) 30% Partial (3)	67% Yes (6) 33% Partial (3)	40% Yes (4) 60% Partial (6)
56. In the opinion of the reviewer, are the person's health supports/needs being adequately addressed?	0% Yes (0) 100% Partial (10)	0% Yes 90% Partial (9) 10% No (1)	30% Yes (3) 70% Partial (7)	30% Yes (3) 70% Partial (7)	22% Yes (2) 78% Partial (7)	10% Yes (1) 90% Partial (9)

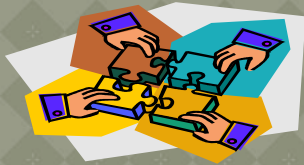


G. Health Related Needs

Practice Challenges

70% of teams, overall, (7 of 10) were not able to describe the person's health-related needs. (78% were not in 2014, 70% were not in 2013, 40% in 2011, 80% in 2010, 90% in 2009) (Q#54)

- 40% of case managers (4 of 10) could adequately describe the person's health-related needs. (56% could not in 2014, 50% in 2013, 30% in 2011, 70% could in 2010, 30% in 2009) (Q#30)**
- 50% of day service staff (5 of 10) could not adequately describe the person's health-related needs. (56% could not in 2014, 20% in 2013, 30% in 2011, 50% in 2010, 80% in 2009) (Q#38)**
- 30% of residential staff (3 of 10) could not adequately describe the person's health-related needs. (44% could not in 2014, 20% in 2013, All could in 2011, 50% in 2010 and 2009) (Q#48)**



2015 Community Practice Review Northwest Region Findings by Area

H. Supported Employment (cont'd)

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
124. Has the IDT, or the reviewer recommended a supported employment assessment for the person?	80% Yes (8) 20% No (2)	90% Yes (9) 10% No (1)	80% Yes (8) 20% No (2)	90% Yes (9) 10% No (1)	89% Yes (8) 11% No (1)	60% Yes (6) 40% No (4)
124A. Has the team recommended a supported employment assessment for the person?	Started in 2015					20% Yes (2) 80% No (8)
124B. Is the Reviewer recommending a supported employment assessment for the person?	Started in 2015					50% Yes (5) 50% No (5)
125. In the opinion of the IDT or the reviewer, does the person need supported employment?	60% Yes (6) 40% No (4)	70% Yes (7) 30% No (3)	60% Yes (6) 40% No (4)	50% Yes (5) 50% Yes (5)	89% Yes (8) 11% No (1)	40% Yes (4) 60% No (6)
125A. Does the team recommended supported employment the person?	Started in 2015					10% Yes (1) 90% No (9)
125B. Is the Reviewer recommending supported employment for the person?	Started in 2015					40% Yes (4) 60% No (6)
126. Did the person receive a supported employment assessment?	88% Yes (7) 13% No (1) (2 N/A)	100% Yes (9) (1 N/A)	75% Yes (6) 25% No (2) (2 N/A)	78% Yes (7) 22% No (2) (1 N/A)	100% Yes (8) (1 N/A)	100% Yes (6) (4 N/A)
127. Does the supported employment assessment conform to the DOH regulations?	38% Yes (3) 25% Partial (2) 38% No (3) (2 N/A)	22% Yes (2) 78% Partial (7) (1 N/A)	50% Yes (4) 25% Partial (2) 25% No (2) (2 N/A)	44% Yes (4) 33% Partial (3) 22 No (2) (1 N/A)	13% Yes (1) 63% Partial (5) 25% No (2) (1 N/A)	17% Yes (1) 50% Partial (3) 33% No (2) (4 N/A)



2015 Community Practice Review Northwest Region Findings by Area

H. Supported Employment (cont'd)

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
128. Does the person have a career development plan (based on assessments) that meets the person's needs?	29% Yes (2) 29% Partial (2) 43% No (3) (3 N/A)	0% Yes 86% Partial (6) 14% No (1) (3 N/A)	25% Yes (2) 63% Partial (5) 13% No (1) (2 N/A)	0% Yes 71% Partial (5) 29% No (2) (3 N/A)	13% Yes (1) 38% Partial (3) 50% No (4) (1 N/A)	25% Yes (1) 25% Partial (1) 50% No (2) (6 N/A)
129. Is the person engaged in supported employment?	50% Yes (3) 50% No (3) (4 N/A)	14% Yes (1) 86% No (6) (3 N/A)	43% Yes (3) 57% No (4) (3 N/A)	60% Yes (3) 40% No (2) (5 N/A)	38% Yes (3) 63% No (5) (1 N/A)	50% Yes (2) 50% No (2) (6 N/A)
129A. Is the person working?	Started in 2015					50% Yes (2) 50% No (2) (6 N/A)
130. Is the supported work provided in accordance with the following?	60% Yes (3) 40% No (2) (5 N/A)	14% Yes (1) 86% No (6) (3 N/A)	14% Yes (1) 43% Partial (3) 43% No (3) (3 N/A)	40% Yes (2) 20% Partial (1) 40% No (2) (5 N/A)	13% Yes (1) 25% Partial (2) 63% No (5) (1 N/A)	25% Yes (1) 25% Partial (1) 50% No (2) (6 N/A)
130a. At least a 10-hour work week?	60% Yes (3) 40% No (2) (5 N/A)	14% Yes (1) 86% No (6) (3 N/A)	29% Yes (2) 71% No (5) (3 N/A)	40% Yes (2) 60% No (3) (5 N/A)	13% Yes (1) 88% No (7) (1 N/A)	25% Yes (1) 75% No (3) (6 N/A)
130b. Person earns at least ½ of minimum wage?	60% Yes (3) 40% No (2) (5 N/A)	14% Yes (1) 86% No (6) (3 N/A)	29% Yes (2) 71% No (5) (3 N/A)	40% Yes (2) 60% No (3) (5 N/A)	29% Yes (2) 71% No (5) (1 N/A, 1 Not Scored)	25% Yes (1) 75% No (3) (6 N/A)



H. Supported Employment (cont'd)

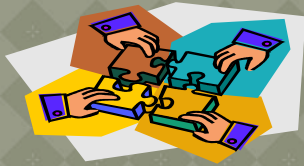
Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
130c. Work setting is at least 50% non-handicapped co-workers?	60% Yes (3) 40% No (2) (5 N/A)	14% Yes (1) 86% No (6) (3 N/A)	43% Yes (3) 57% No (4) (3 N/A)	40% Yes (2) 60% No (3) (5 N/A)	38% Yes (3) 63% No (5) (1 N/A)	50% Yes (2) 50% No (2) (6 N/A)
130d. There is a reasonable expectation that the job will continue?	60% Yes (3) 40% No (2) (5 N/A)	14% Yes (1) 86% No (6) (3 N/A)	57% Yes (4) 43% No (3) (3 N/A)	40% Yes (2) 60% No (3) (5 N/A)	38% Yes (3) 63% No (5) (1 N/A)	50% Yes (2) 50% No (2) (6 N/A)



H. Supported Employment

Practice Challenges

- **75% of individuals (3 of 4, 6 N/A) in need of a career development plan did not have a plan that met their needs. (88% did not in 2014, 100% in 2013, 75% in 2011, 100% did not in 2010 and 2009) (Q#128)**
- **83% of individuals did not have supported employment assessments (5 of 6, 4 N/A) that conformed to DOH Regulations. (88% did not in 2014, 54% in 2013, 50% in 2011, 78% in 2010, 62% in 2009) (Q#127)**
- **50% of individuals (2 of 4, 6 N/A) identified as needing supported employment services were not engaged in supported employment. (63% were not in 2014, 40% were 2013, 57% in 2011, 86% were not in 2010, 50% in 2009) (Q#129)**



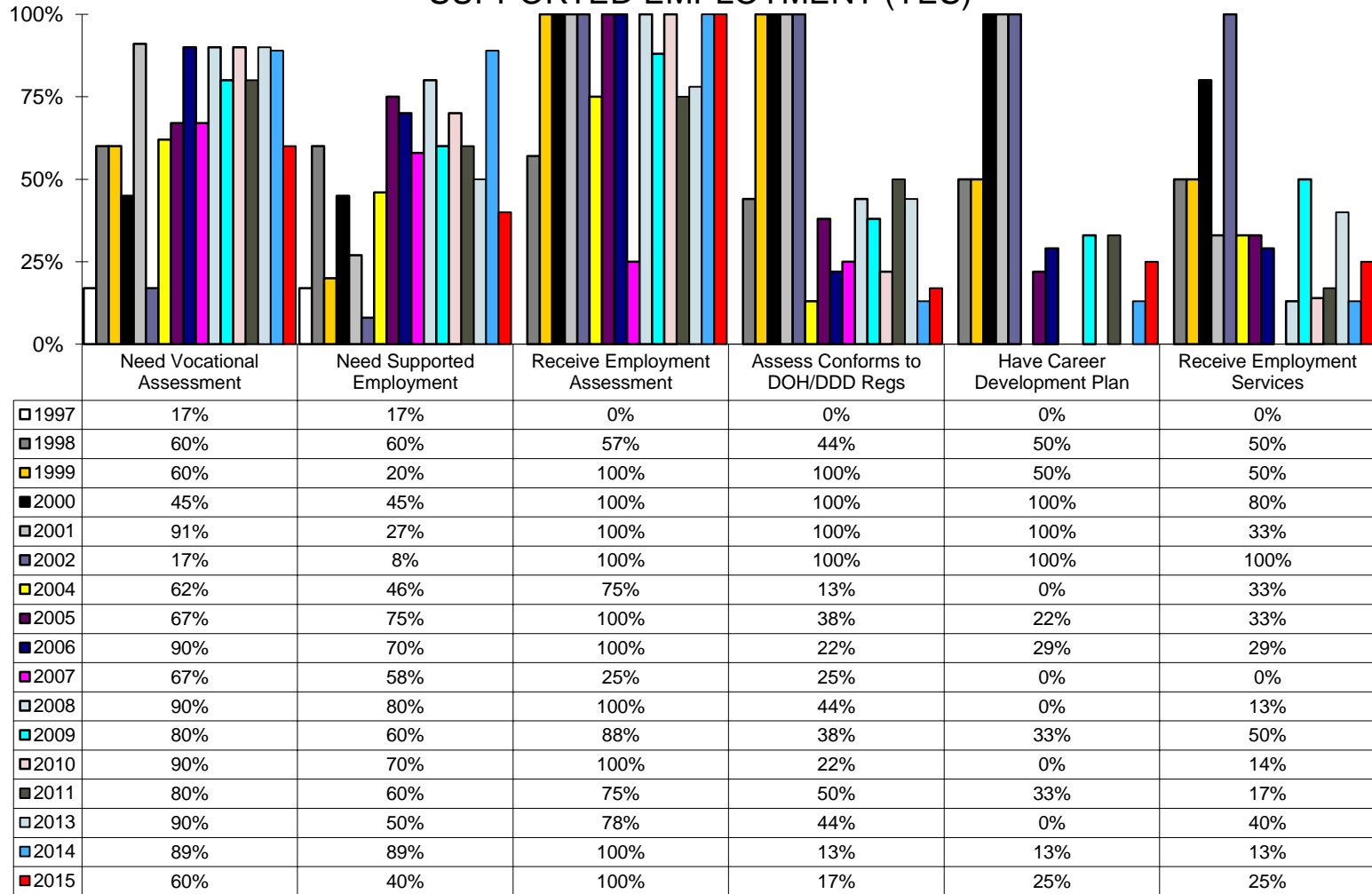
H. Supported Employment - Historical Scoring

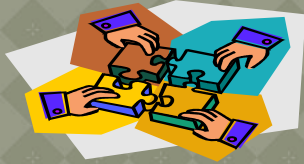
Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015
Need an employment assessment?	45%	91%	17%	62%	67%	90%	67%	90%	80%	90%	80%	90%	89%	60%
Need supported employment?	45%	27%	8%	46%	75%	70%	58%	80%	60%	70%	60%	50%	89%	40%
Receive supported employment assessment?	100%	100%	100%	75%	100%	100%	25%	100%	88%	100%	75%	78%	100%	100%
Assessment conforms to DOH Regulations?	100%	100%	100%	13%	38%	22%	25%	44%	38%	22%	50%	44%	13%	17%
Has a Career Development Plan?	100%	100%	100%	0%	22%	29%	0%	0%	33%	0%	33%	0%	13%	25%
Is supported employment provided in line with requirements?	80%	33%	100%	33%	33%	29%	0%	13%	50%	14%	17%	40%	13%	25%



H. Supported Employment – Disengagement

**SEVENTEEN-YEAR COMPARISON - NORTHWEST
SUPPORTED EMPLOYMENT (YES)**

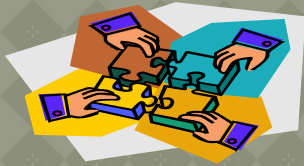




2015 Community Practice Review Northwest Region Findings by Area

I. Day Services

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
35. Does the day/employment direct services “know” the person?	80% Yes (8) 20% Partial (2)	80% Yes (8) 20% Partial (2)	80% Yes (8) 20% Partial (2)	90% Yes (9) 10% Partial (10)	78% Yes (7) 22% Partial (2)	80% Yes (8) 20% Partial (2)
36. Does the direct service staff have adequate input into the person’s ISP?	70% Yes (7) 10% Partial (1) 20% No (2)	80% Yes (8) 10% Partial (1) 10% No (1)	80% Yes (8) 20% Partial (2)	80% Yes (8) 20% Partial (2)	89% Yes (8) 11% Partial (1)	80% Yes (8) 20% Partial (2)
37. Did the direct service staff receive training on implementing this person’s ISP?	60% Yes (6) 40% Partial (4)	60% Yes (6) 40% Partial (4)	60% Yes (6) 40% Partial (4)	100% Yes (10)	56% Yes (5) 44% Partial (4)	80% Yes (8) 10% Partial (1) 10% No (1)
38. Was the direct service staff able to describe this person’s health related needs?	20% Yes (2) 80% Partial (8)	50% Yes (5) 50% Partial (5)	70% Yes (7) 30% Partial (3)	80% Yes (8) 20% Partial (2)	44% Yes (4) 56% Partial (5)	50% Yes (5) 50% Partial (5)
39. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	60% Yes (6) 40% Partial (4)	50% Yes (5) 50% Partial (5)	70% Yes (7) 30% Partial (3)	80% Yes (8) 20% Partial (2)	44% Yes (4) 56% Partial (5)	80% Yes (8) 20% Partial (2)
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?	90% Yes (9) 10% No (1)	90% Yes (9) 10% Partial (1)	100% Yes (10)	100% Yes (10)	67% Yes (6) 33% Partial (3)	90% Yes (9) 10% Partial (1)
39.b. Can the direct service staff describe his/her responsibilities in implementing the person’s ISP goals/objectives/outcomes/action plans?	50% Yes (5) 50% Partial (5)	50% Yes (5) 50% Partial (5)	70% Yes (7) 30% Partial (3)	80% Yes (8) 20% Partial (2)	67% Yes (6) 33% Partial (3)	90% Yes (9) 10% Partial (1)



2015 Community Practice Review Northwest Region Findings by Area

I. Day Services

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
40. Did the direct service staff have training in the ISP process?	80% Yes (8) 20% Partial (2)	60% Yes (6) 30% Partial (3) 10% No (1)	60% Yes (6) 40% Partial (4)	80% Yes (8) 20% Partial (2)	44% Yes (4) 56% Partial (5)	80% Yes (8) 10% Partial (1) 10% No (1)
41. Did the direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	70% Yes (7) 30% Partial (3)	60% Yes (6) 40% Partial (4)	90% Yes (9) 10% Partial (1)	90% Yes (9) 10% Partial (1)	78% Yes (7) 22% Partial (2)	70% Yes (7) 30% Partial (3)
41.a. Have training on the provider's complaint process?	90% Yes (9) 10% Partial (1)	60% Yes (6) 30% Partial (3) 10% No (1)	90% Yes (9) 10% No (1)	90% Yes (9) 10% Partial (1)	89% Yes (8) 11% Partial (1)	90% Yes (9) 10% No (1)
41.b. Have training on how and to whom to report abuse, neglect and exploitation?	70% Yes (7) 30% Partial (3)	80% Yes (8) 20% Partial (2)	100% Yes (10)	100% Yes (10)	89% Yes (8) 11% Partial (1)	80% Yes (8) 10% Partial (1) 10% No (1)
42. Does the direct service staff have an appropriate expectation of growth for this person?	90% Yes (9) 10% No (1)	80% Yes (8) 20% Partial (2)	100% Yes (10)	90% Yes (9) 10% Partial (1)	67% Yes (6) 33% Partial (3)	60% Yes (6) 40% Partial (4)
43. Is the day/employment environment generally clean, free of safety hazards and conducive to the work/activity intended?	90% Yes (9) 10% Partial (1)	100% Yes (10)	90% Yes (9) 10% Partial (1)	90% Yes (9) 10% No (1)	56% Yes (5) 44% Partial (4)	100% Yes (10)



I. Day Services

Note worth Practice

- **80% of day staff interviewed (8 of 10) adequately “knew” the person. (78% in 2014, 90% in 2013, 80% in 2011, 2010, and 2009) (Q#35)**
- **80% of day staff interviewed (8 of 10) has adequate input into the person’s ISP. (89% in 2014, 80% in 2013, 2011 and 2010, 70% in 2009) (Q#36)**
- **80% of day staff interviewed (8 of 10) were able to adequately describe their responsibilities in providing daily care/supports. (44% in 2014, 80% in 2013, 70% in 2011, 50% in 2010, 60% in 2009) (Q#39)**



2015 Community Practice Review Northwest Region Findings by Area

J. Residential Services

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
44. Does the residential direct services staff “know” the person?	80% Yes (8) 20% Partial (2)	60% Yes (6) 40% Partial (4)	100% Yes (10)	100% Yes (10)	100% Yes (9)	90% Yes (9) 10% Partial (1)
45. Does the direct service staff have adequate input into the person’s ISP?	40% Yes (4) 60% Partial (6)	50% Yes (5) 30% Partial (3) 20% No (2)	100% Yes (10)	80% Yes (8) 10% Partial (1) 10% No (1)	100% Yes (9)	100% Yes (10)
46. Did the direct service staff receive training on the implementing this person’s ISP?	40% Yes (4) 60% Partial (6)	40% Yes (4) 60% Partial (6)	100% Yes (10)	100% Yes (10)	78% Yes (7) 22% Partial (2)	80% Yes (8) 20% Partial (2)
47. Is the residence safe for individuals (void of hazards)?	80% Yes (8) 20% No (2)	90% Yes (9) 10% No (1)	100% Yes (10)	90% Yes (9) 10% No (1)	78% Yes (7) 22% No (2)	100% Yes (10)
48. Was the residential direct service staff able to describe this person’s health-related needs?	50% Yes (5) 50% Partial (5)	50% Yes (5) 50% Partial (5)	100% Yes (10)	80% Yes (8) 20% Partial (2)	56% Yes (5) 44% Partial (4)	70% Yes (7) 30% Partial (3)
49. Was the residential direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	60% Yes (6) 40% Partial (4)	50% Yes (5) 50% Partial (5)	100% Yes (10)	80% Yes (8) 20% Partial (2)	67% Yes (6) 33% Partial (3)	90% Yes (9) 10% Partial (1)
49.a. Was the staff able to provide specific information regarding the person’s daily activities?	100% Yes (10)	100% Yes (10)	100% Yes (10)	100% Yes (10)	100% Yes (9)	100% Yes (10)



2015 Community Practice Review Northwest Region Findings by Area

J. Residential Services

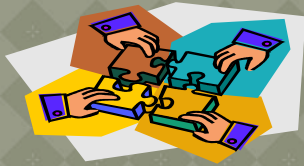
Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
49.b. Can the direct service staff describe his/her responsibilities in implementing the person's ISP goals & objectives?	60% Yes (6) 30% Partial (3) 10% No (1)	50% Yes (5) 50% Partial (5)	100% Yes (10)	80% Yes (8) 20% Partial (2)	67% Yes (6) 33% Partial (3)	90% Yes (9) 10% Partial (1)
50. Did the residential direct service staff have training in the ISP process?	70% Yes (7) 30% Partial (3)	70% Yes (7) 10% Partial (1) 20% No (2)	90% Yes (9) 10% Partial (1)	90% Yes (9) 10% Partial (1)	78% Yes (7) 22% Partial (2)	70% Yes (7) 20% Partial (2) 10% No (1)
51. Did the residential direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	70% Yes (7) 30% Partial (3)	40% Yes (4) 60% Partial (6)	100% Yes (10)	70% Yes (7) 30% Partial (3)	100% Yes (9)	70% Yes (7) 20% Partial (2) 10% No (1)
51.a. Have training on the provider's complaint process?	70% Yes (7) 10% Partial (1) 20% No (2)	40% Yes (4) 20% Partial (2) 40% No (4)	100% Yes (10)	80% Yes (8) 10% Partial (1) 10% No (1)	100% Yes (9)	80% Yes (8) 20% No (2)
51.b. Have training on how and to whom to report abuse, neglect and exploitation?	90% Yes (9) 10% Partial (1)	100% Yes (10)	100% Yes (10)	90% Yes (9) 10% Partial (1)	100% Yes (9)	80% Yes (8) 10% Partial (1) 10% No (1)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	50% Yes (5) 40% Partial (4) 10% No (1)	80% Yes (8) 10% Partial (1) 10% No (1)	100% Yes (10)	90% Yes (9) 10% Partial (1)	44% Yes (4) 44% Partial (4) 11% No (1)	60% Yes (6) 40% Partial (4)
53. Does the person's residential environment offer a minimal level of quality of life?	90% Yes (9) 10% Partial (1)	80% Yes (8) 20% Partial (2)	100% Yes (10)	100% Yes (10)	78% Yes (7) 11% Partial (1) 11% No (1)	90% Yes (9) 10% Partial (1)



J. Residential Services

Noteworthy Practice

- **90% of individuals (9 of 10) have residential staff who “know” them. (100% in 2014, 2013 and 2011, 60% in 2010, 80% in 2009) (Q#44)**
- **100% (10 of 10) of interviewed support staff were adequately able to provide specific information regarding the person’s daily abilities. (100% were in 2014, 2013, 2011, 2010 and 2009) (Q#49A)**
- **100% of residential direct service staff (10 of 10) had adequate input into the person’s ISP. (100% in 2014, 80% in 2013, 100% in 2011, 50% in 2010, 40% in 2009) (Q#45)**



2015 Community Practice Review Northwest Region Findings by Area

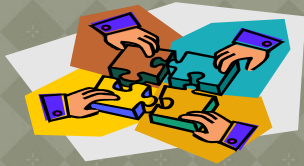
K. Case Management

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
26. Does the case manager “know” the person?	100% Yes (10)	60% Yes (6) 30% Partial (3) 10% No (1)	100% Yes (10)	90% Yes (9) 10% Partial (1)	89% Yes (8) 11% Partial (1)	90% Yes (9) 10% Partial (1)
27. Does the case manager understand his/her role/job?	30% Yes (3) 70% Partial (7)	30% Yes (3) 60% Partial (6) 10% No (1)	60% Yes (6) 40% Partial (4)	70% Yes (7) 30% Partial (3)	33% Yes (3) 67% Partial (6)	60% Yes (6) 40% Partial (4)
28. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person?	80% Yes (8) 20% Partial (2)	80% Yes (8) 20% Partial (2)	80% Yes (8) 20% Partial (2)	80% Yes (8) 20% Partial (2)	67% Yes (6) 33% Partial (3)	90% Yes (9) 10% Partial (1)
29. Is the case manager available to the person?	40% Yes (4) 60% Partial (6)	80% Yes (8) 10% Partial (1) 10% No (1)	70% Yes (7) 30% Partial (3)	80% Yes (8) 20% Partial (2)	67% Yes (6) 33% Partial (3)	80% Yes (8) 20% Partial (2)
30. Was the case manager able to describe the person’s health related needs?	70% Yes (7) 30% Partial (3)	30% Yes (3) 70% Partial (7)	70% Yes (7) 30% Partial (3)	50% Yes (5) 50% Partial (5)	44% Yes (4) 56% Partial (5)	60% Yes (6) 40% Partial (4)
31. Does the case manager have an appropriate expectation of growth for this person?	30% Yes (3) 40% Partial (4) 30% No (3)	70% Yes (7) 20% Partial (2) 10% No (1)	100% Yes (10)	80% Yes (8) 20% Partial (2)	44% Yes (4) 56% Partial (5)	20% Yes (2) 70% Partial (7) 10% No (1)
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?	10% Yes (1) 60% Partial (6) 30% No (3)	10% Yes (1) 80% Partial (8) 10% No (1)	20% Yes (2) 80% Partial (8)	80% Yes (8) 20% Partial (2)	44% Yes (4) 56% Partial (5)	30% Yes (3) 70% Partial (7)



K. Case Management

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
33. Does the case manager provide case management services at the level needed by this person?	10% Yes (1) 70% Partial (7) 20% No (2)	10% Yes (1) 80% Partial (8) 10% No (1)	20% Yes (2) 80% Partial (8)	30% Yes (3) 70% Partial (7)	22% Yes (2) 78% Partial (7)	70% Yes (7) 30% Partial (3)
34. Does the case manager receive the type and level of support needed to do his/her job?	100% Yes (10)	80% Yes (8) 20% Partial (2)	90% Yes (9) 10% No (1)	100% Yes (10)	78% Yes (7) 22% Partial (2)	80% Yes (8) 20% Partial (2)



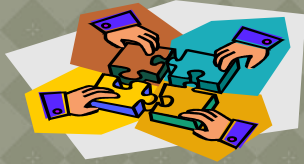
K. Case Management

Noteworthy Practice

- 90% of case managers (9 of 10) were found to adequately “know” the person. (89% did in 2014, 90% 2013, 100% did in 2011, 60% in 2010, 100% in 2009) (Q#26)

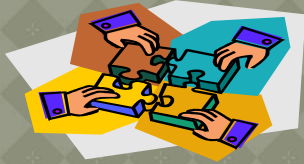
Practice Challenges

- 70% of case management records (7 of 10) did not adequately contain documentation needed for the monitoring and tracking of the delivery of services. (56% did not in 2014, 80% in 2013 and 2011, 90% in 2010 and 2009) (Q#32)



L. Behavioral Support Services

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
131. Is the person considered by the IDT to need behavior services now?	60% Yes (6) 40% No (4)	50% Yes (5) 50% No (5)	56% Yes (5) 44% No (4) (1 N/A)	38% Yes (3) 63% No (5) (2 N/A)	63% Yes (5) 38% No (3) (1 N/A)	25% Yes (2) 75% No (6) (2 N/A)
132. In the opinion of the reviewer, does the person need behavior services?	60% Yes (6) 40% No (4)	40% Yes (4) 60% No (6)	50% Yes (5) 50% No (5)	38% Yes (3) 63% No (5) (2 N/A)	63% Yes (5) 38% No (3) (1 N/A)	25% Yes (2) 75% No (6) (2 N/A)
133. Have adequate behavioral assessments been completed?	83% Yes (5) 17% Partial (1) (4 N/A)	100% Yes (5) (5 N/A)	100% Yes (5) (5 N/A)	100% Yes (3) (7 N/A)	100% (5) (4 N/A)	50% Yes (1) 50% Partial (1) (8 N/A)
134. Does the person have behavior support plans developed out of the behavior assessments that meet the person's needs?	100% Yes (6) (4 N/A)	80% Yes (4) 20% No (1) (5 N/A)	100% Yes (5) (5 N/A)	100% Yes (3) (7 N/A)	100% (5) (4 N/A)	100% Yes (2) (8 N/A)
135. Have the staff been trained on the behavior support plan?	50% Yes (3) 50% Partial (3) (4 N/A)	75% Yes (3) 25% Partial (1) (6 N/A)	100% Yes (5) (5 N/A)	100% Yes (3) (7 N/A)	80% Yes (4) 20% Partial (1) (4 N/A)	100% Yes (2) (8 N/A)
136. Does the person receive behavioral services consistent with his/her needs?	67% Yes (4) 33% Partial (2) (4 N/A)	60% Yes (3) 20% Partial (1) 20% No (1) (5 N/A)	100% Yes (5) (5 N/A)	100% Yes (3) (7 N/A)	100% (5) (4 N/A)	100% Yes (2) (8 N/A)
137. Are behavior support services integrated into the ISP?	83% Yes (5) 17% No (1) (4 N/A)	25% Yes (1) 50% Partial (2) 25% No (1) (6 N/A)	80% Yes (4) 20% Partial (1) (5 N/A)	33% Yes (1) 33% Partial (1) 33% No (1) (7 N/A)	60% Yes (3) 40% Partial (2) (4 N/A)	0% Yes 100% Partial (2) (8 N/A)



L. Behavioral Support Services

Noteworthy Practice

- **100% (2 of 2, 8 N/A) had behavior support plans developed out of behavior assessments that meet the person's needs. (100% in 2014, 2013 and 2011, 80% in 2010, 100% in 2009) (Q#134)**
- **100% (2 of 2, 8 N/A) of individuals received behavior support services consistent with his/her needs. (100% in 2014, 2013 and 2011, 60% in 2010, 67% in 2009) (Q#134)**



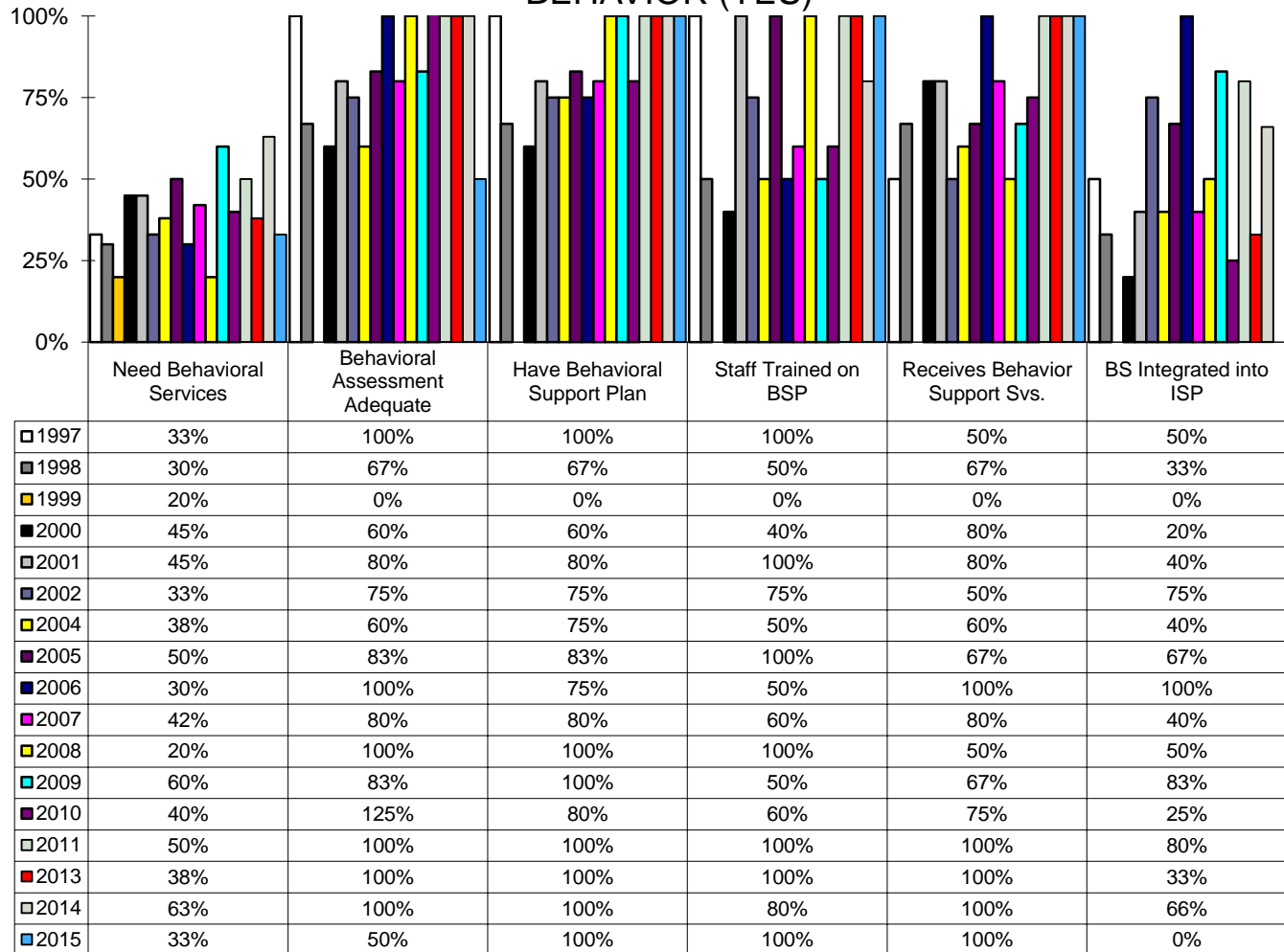
L. Behavioral Support Services – Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015
Does the person need behavioral services?	45%	45%	33%	38%	50%	30%	42%	20%	60%	40%	50%	38%	63%	33%
Have adequate behavioral assessments been completed?	60%	80%	75%	60%	83%	100%	80%	100%	83%	125%	100%	100%	100%	50%
Does the person have behavior support plan developed out of the behavior assessments that meet the person's needs?	60%	80%	75%	75%	83%	75%	80%	100%	100%	80%	100%	100%	100%	100%
Have the staff been trained on the behavior support plan?	40%	100%	75%	50%	100%	50%	60%	100%	50%	60%	100%	100%	80%	100%
Does the person receive behavioral services consistent with his/her needs?	80%	80%	50%	60%	67%	100%	80%	50%	67%	75%	100%	100%	100%	100%
Are behavioral support services integrated into the ISP?	20%	40%	75%	40%	67%	100%	40%	50%	83%	25%	80%	33%	66%	0%



L. Behavioral Support Services – Disengagement

**SEVENTEEN-YEAR COMPARISON - NORTHWEST
BEHAVIOR (YES)**





M. Adaptive Equipment/Augmentative Communication

Question	2009 (sample=10)	2010 (sample=10)	2011 (sample=10)	2013 (sample=10)	2014 (sample=9)	2015 (sample=10)
138. Has the person received all adaptive equipment needed?	67% Yes (6) 33% Partial (3) (1 N/A)	70% Yes (7) 30% Partial (3)	60% Yes (6) 40% Partial (4)	89% Yes (8) 11% Partial (1) (1 N/A)	44% Yes (4) 56% Partial (5)	75% Yes (6) 25% Partial (2) (2 N/A)
139. Has the person received all assistive technology needed?	50% Yes (4) 50% Partial (4) (2 N/A)	44% Yes (4) 56% Partial (5) (1 N/A)	78% Yes (7) 22% Partial (2) (1 N/A)	63% Yes (5) 38% Partial (3) (2 N/A)	71% Yes (5) 29% Partial (2) (2 N/A)	71% Yes (5) 29% Partial (2) (3 N/A)
140. Has the person received all communication assessments and services?	50% Yes (5) 50% Partial (5)	70% Yes (7) 20% Partial (2) 10% No (1)	38% Yes (3) 63% Partial (5) (2 N/A)	50% Yes (5) 40% Partial (4) 10% No (1)	86% Yes (6) 14% Partial (1) (2 N/A)	80% Yes (8) 20% Partial (2)



M. Adaptive Equipment/Augmentative Communication

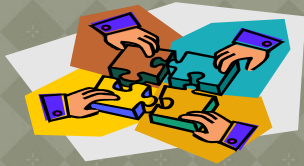
Noteworthy Practice:

- **8 of 10 people (80%) of persons adequately received needed communication assessments and services. (86% did in 2014, 30% in 2013, 38% in 2011, 70% in 2010, 50% in 2009) (Q# 140)**

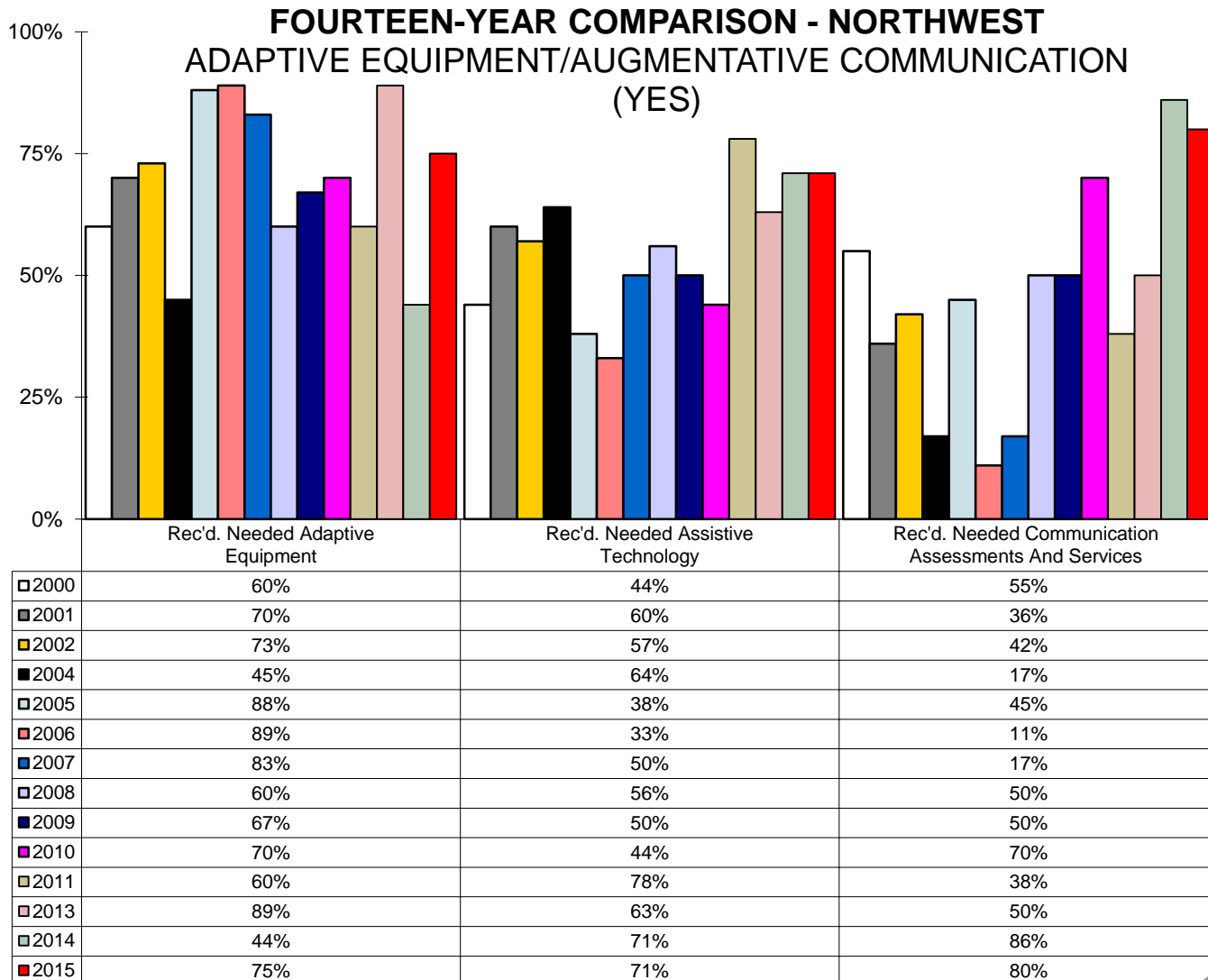


M. Adaptive Equipment/Augmentative Communication Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015
Has the person received all adaptive equipment needed?	60%	70%	73%	45%	88%	89%	83%	60%	67%	70%	60%	89%	44%	75%
Has the person received all assistive technology needed?	44%	60%	57%	64%	38%	33%	50%	56%	50%	44%	75%	63%	71%	71%
Has the person received all communication assessments and services needed?	55%	36%	42%	17%	45%	11%	17%	50%	50%	70%	38%	50%	86%	80%



M. Adaptive Equipment/Augmentative Communication





THANK YOU!

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