

# **2014 Community Practice Review Southwest Region Findings**

**Interviews, Early Bird and On-site Reviews held  
March 11– March 28, 2014**



**Class Members: 41**  
**Number in Sample: 14 (34%)**

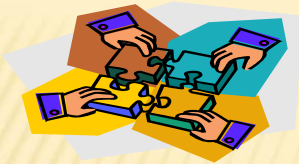
**Three Independent Case Management  
Agencies in Sample**

|        |              |
|--------|--------------|
| SCCM   | 11 in sample |
| Peak   | 3 in sample  |
| Unidas | 1 in sample  |



## **Day and Residential Agencies in sample:**

|                                      | <b>Day</b> | <b>Residential</b> |
|--------------------------------------|------------|--------------------|
| <u>Community Options</u>             | 1          | 1                  |
| <u>Lessons of Life</u>               | 2          | 2                  |
| <u>Progressive Res. Services</u>     | 1          | 1                  |
| <u>Tresco</u>                        | 10         | 9                  |
| <u>Mi Via Waiver (was Nezy Care)</u> | 1          | 1                  |



## **Class Members with Immediate or Special Needs**

### **Individuals Needing Immediate Attention: 2 people**

14 % of the sample

Individuals for whom health, safety, environment and/or abuse or neglect issues were identified during the review.

### **Individuals Needing Special Attention: 3 people**

21% of the sample

Issues were identified that, if not addressed, may effect the person's health, safety and/or welfare.

### **Incident Reports were filed on 2 people (13% of the sample)**

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

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

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

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

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

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

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

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



# Indicators of Good Practice

## Some people have community memberships

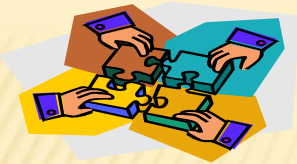
- ❑ Six people attend church.
- ❑ Six people frequent the library.
- ❑ Two people take classes in the community, including art and ceramics classes.
- ❑ Nine people are members of their community recreation centers/gymnasiums.



## **Some people are active/known in the community**

- ❑ Seven people are regular bowlers.
- ❑ Two people are community volunteers.
- ❑ One person is a regular swimmer.
- ❑ Two people are active in the Special Olympics

One person in the sample had no identified memberships or regular community involvement. One person had one, Four people had two, Two people had three, Three people had four, and one person had five identified memberships or regular activities. (From this and the previous slide)



## **Some people are a part of and integrated into their communities**

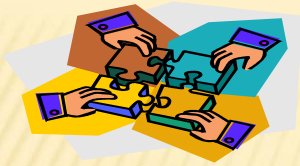
- ❑ Ten people were seen as adequately integrated into the community.

## **Some people have friends**

- ❑ Eleven people have non-paid friends with whom they visit and interact in the community.

## **Some people are employed**

- ❑ Four people are engaged in supported employment in accordance with DOH regulations.



## **Some people benefit from long term, caring and respectful staff**

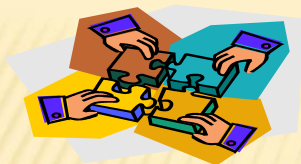
- Five people have case managers that have been with them for over five years.
  
- Five people have day staff that have been with them for at least five years; one of those for over 10 years!
  
- Six people have residential staff that have been with them for over five years, two of those for over 10 years!





## **Some people have informed and involved Case Managers/Guardians**

- Three people were identified as having actively involved guardians. (Seen at least 3 times a month)
- Twelve people have case managers who are adequately available to them.
- Ten people have case managers who fully understand their role/job.
- Twelve guardians found the case manager to be helpful.



## **Some people have shown evidence of progress**

- ❑ Thirteen people are going more places or interacting more while in the community.
- ❑ Three people have increased their choice making; one person has better mobility.
- ❑ Four people have increased their communication skills.
- ❑ During the past year, six people have shown a decrease in identified behaviors.
- ❑ Eleven people are becoming more independent with daily tasks, including: house cleaning, gardening, self-care, and work related responsibilities.



## **Some people have the technology and devices they need**

- ❑ 116 assistive technology and adaptive equipment devices are needed by the individuals in the sample; 105 are in good repair, available, and used when needed. (91%).



# Findings by Area

## A. Expectations for Growth and Quality of Life

| Question   | 2008<br>(sample=18)                                     | 2009<br>(sample=18)                          | 2010<br>(sample=17)             | 2011<br>(sample=18)             | 2013<br>(sample=16)                          | 2014<br>(sample=14)                                    |
|--|---|--|---------------------------------|---------------------------------|--|--|
| 31. Does the case manager have an appropriate expectation of growth for this person?                                 | 56% Yes (10)<br>33% Partial (6)<br>11% No (2)           | 89% Yes (16)<br>11% Partial (2)              | 71% Yes (12)<br>29% Partial (5) | 67% Yes (12)<br>33% Partial (6) | 50% Yes (8)<br>50% Partial (8)               | 64% Yes (9)<br>36% Partial (5)                         |
| 42. Does the [day services] direct service staff have an appropriate expectation of growth for this person?          | 61% Yes (11)<br>33% Partial (6)<br>6% No (1)            | 94% Yes (17)<br>6% Partial (1)               | 76% Yes (13)<br>24% Partial (4) | 61% Yes (11)<br>39% Partial (7) | 50% Yes (8)<br>38% Partial (6)<br>13% No (2) | 38% Yes (5)<br>62% Partial (8)                         |
| 52. Does the residential direct service staff have an appropriate expectation of growth for this person?             | 56% Yes (10)<br>44% Partial (8)                         | 89% Yes (16)<br>11% Partial (2)              | 76% Yes (13)<br>24% Partial (4) | 67% Yes (12)<br>33% Partial (6) | 50% Yes (8)<br>50% Partial (8)               | 36% Yes (5)<br>57% Partial (8)<br>7% No (1)            |
| 84. Based on all of the evidence, in the opinion of the reviewer, has the person achieved progress in the past year? | 44% Yes (8)<br>44% Partial (8)<br>11% No (2)            | 72% Yes (13)<br>28% Partial (5)              | 47% Yes (8)<br>53% Partial (9)  | 61% Yes (11)<br>39% Partial (7) | 63% Yes (10)<br>38% Partial (6)              | 50% Yes (7)<br>50% Partial (7)                         |
| 85. Overall, does the IDT have an appropriate expectation of growth for this person?                                 | 33% Yes (6)<br>67% Partial (12)                         | 67% Yes (12)<br>33% Partial (6)              | 59% Yes (10)<br>41% Partial (7) | 44% Yes (8)<br>56% Partial (10) | 31% Yes (5)<br>69% Partial (11)              | 14% Yes (2)<br>86% Partial (12)                        |
| 86. Was the person provided the assistance and support needed to participate meaningfully in the planning process?   | 63% Yes (10)<br>31% Partial (5)<br>6% No (1)<br>(2 CND) | 72% Yes (13)<br>22% Partial (4)<br>6% No (1) | 82% Yes (14)<br>18% Partial (3) | 83% Yes (15)<br>17% Partial (3) | 81% Yes (13)<br>19% Partial (3)              | 58% Yes (7)<br>33% Partial (4)<br>8% No (1)<br>(2 CND) |



# 2014 Community Practice Review Southwest Region Findings by Area

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

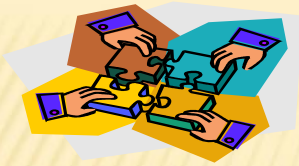
| Question   | 2008<br>(sample=18)                                      | 2009<br>(sample=18)                            | 2010<br>(sample=17)                                    | 2011<br>(sample=18)                            | 2013<br>(sample=16)                        | 2014<br>(sample=14)                           |
|--|--|--|--|--|--|---|
| 87. Is the person offered a range of opportunities for participation in each of the life areas?  | 41% Yes (7)<br>53% Partial (9)<br>6% No (1)<br>(1 CND)   | 94% Yes (17)<br>6% Partial (1)                 | 44% Yes (7)<br>50% Partial (8)<br>6% No (1)<br>(1 CND) | 72% Yes (13)<br>28% Partial (5)                | 75% Yes (12)<br>25% Partial (4)            | 69% Yes (9)<br>31% Partial (4)<br><br>(1 CND) |
| 88. Does the person have the opportunity to make informed choices?   | 57% Yes (4)<br>43% Partial (3)<br>(11 CND)               | 85% Yes (11)<br>15% Partial (2)<br>(5 CND)     | 78% Yes (7)<br>22% Partial (2)<br>(8 CND)              | 80% Yes (8)<br>20% Partial (2)<br>(8 CND)      | 88% Yes (7)<br>13% Partial (1)<br>(8 CND)  | 50% Yes (3)<br>50% Partial (3)<br>(8 CND)     |
| 89. About where and with whom to live?   | 63% yes (5)<br>13% Partial (1)<br>25% No (2)<br>(10 CND) | 91% Yes (10)<br>9% Partial (1)<br><br>(7 CND)  | 89% Yes (8)<br>11% Partial (1)<br><br>(8 CND)          | 78% Yes (7)<br>22% Partial (2)<br><br>(9 CND)  | 100% Yes (8)<br><br><br>(8 CND)            | 80% Yes (4)<br><br>20% No (1)<br>(9 CND)      |
| 90. About where and with whom to work/spend his/her day?   | 56% Yes (5)<br>44% Partial (4)<br>(9 CND)                | 92% Yes (12)<br>8% Partial (1)<br>(5 CND)      | 80% Yes (8)<br>20% Partial (2)<br>(7 CND)              | 100% Yes (8)<br><br><br>(10 CND)               | 83% Yes (5)<br>17% Partial (1)<br>(10 CND) | 71% Yes (5)<br>29% Partial (2)<br>(7 CND)     |
| 91. About where and with whom to socialize/spend leisure time?   | 50% Yes (4)<br>38% Partial (3)<br>13% No (1)<br>(10 CND) | 83% Yes (10)<br>17% Partial (2)<br><br>(6 CND) | 80% Yes (8)<br>20% Partial (2)<br><br>(7 CND)          | 88% Yes (7)<br>13% Partial (1)<br><br>(10 CND) | 100% Yes (4)<br><br><br>(12 CND)           | 83% Yes (5)<br>17% Partial (1)<br><br>(8 CND) |
| 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 (15)<br>12% Partial (2)<br>(1 CND)               | 100% Yes (18)                                  | 94% Yes (15)<br>6% Partial (1)<br>(1 CND)              | 94% Yes (15)<br>6% Partial (1)<br>(2 CND)      | 93% Yes (14)<br>7% Partial (1)<br>(1 CND)  | 100% Yes (13)<br><br><br>(1 not scored)       |



# 2014 Community Practice Review Southwest Region Findings by Area

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

| Question   | 2008<br>(sample=18)  | 2009<br>(sample=18)                                   | 2010<br>(sample=17)  | 2011<br>(sample=18)                 | 2013<br>(sample=16)  | 2014<br>(sample=14)                                   |
|--|--|---|--|-------------------------------------|--|---|
| 93. Overall, were the direct service staff interviewed trained on the provider's complaint process and on abuse, neglect and exploitation? | 56% Yes (10)<br>44% Partial (8)                                      | 44% Yes (8)<br>56% Partial (10)                       | 65% Yes (11)<br>35% Partial (6)                                      | 72% Yes (13)<br>28% Partial (5)     | 94% Yes (15)<br>6% Partial (1)                                       | 79% Yes (11)<br>21% Partial (3)                       |
| 94. Does this person and/or guardian have adequate access to the available complaint processes/procedures?                                 | 88% Yes (15)<br>6% Partial (1)<br>6% No (1)<br>(1 CND)               | 81% Yes (13)<br>19% Partial (3)<br><br>(2 CND)        | 100% Yes (16)<br><br>(1 CND)   | 100% Yes (17)<br><br>(1 CND)        | 100% Yes (15)<br><br>(1 CND)   | 93% Yes (13)<br>7% Partial (1)                        |
| 95. Does this person know his/her guardian?  | 100% Yes (5)<br><br>(2 N/A, 11 CND)                                  | 100% Yes (9)<br><br>(9 CND)                           | 100% Yes (4)<br><br>(13 CND)   | 100% Yes (7)<br><br>(11 CND)        | 100% Yes (3)<br><br>(1 N/A, 12 CND)                                  | 100% Yes (3)<br><br>(11 CND)                          |
| 96. Does this person believe the guardian is helpful?  | 100% Yes (1)<br><br>(2 N/A, 15 CND)                                  | 100% Yes (4)<br><br>(14 CND)                          | N/A<br><br>(17 CND)  | 100% Yes (2)<br><br>(16 CND)        | <br><br>(1 N/A, 15 CND)  | <br><br>(14 CND)                                      |
| 97. What is the level of participation of the legal guardian in this person's life and service planning?                                   | 47% Active (8)<br>29% Moderate (5)<br>24% Limited (4)<br><br>(1 N/A) | 33% Active (6)<br>61% Moderate (11)<br>6% Limited (1) | 29% Active (5)<br>47% Moderate(8)<br>12% Limited (2)<br>12% None (2) | 44% Active (8)<br>56% Moderate (10) | 40% Active (6)<br>40% Moderate (6)<br>20% Limited (3)<br><br>(1 N/A) | 21% Active (3)<br>64% Moderate (9)<br>14% Limited (2) |
| 98. In the Reviewer's opinion, does the person need a friend advocate?   | 22% Yes (4)<br>78% No (14)   | 6% Yes (1)<br>94% No (17)                             | 12% Yes (2)<br>88% No (15)   | 0% Yes (0)<br>100% No (18)          | 0% Yes (0)<br>100% No (16)   | 7% Yes (1)<br>93% No (13)                             |
| 99. Does the person have a friend advocate?  | 0% Yes<br>100% No (4)<br>(14 N/A)                                    | 0% Yes<br>100% No (1)<br>(17 N/A)                     | 0% Yes<br>100% No (2)<br>(15 N/A)                                    | <br><br>(18 N/A)                    | <br><br>(16 N/A)   | 0% Yes<br>100% No (1)<br>(13 N/A)                     |



# 2014 Community Practice Review Southwest Region Findings by Area

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

| Question   | 2008<br>(sample=18)             | 2009<br>(sample=18)             | 2010<br>(sample=17)                            | 2011<br>(sample=18)                                    | 2013<br>(sample=16)                       | 2014<br>(sample=14)                       |
|--|---------------------------------|---------------------------------|--|--|---|---|
| 100. If the person is retired, does he/she have adequate opportunities to engage in activities of interest during the day? | (18 N/A)                        | 100% Yes (2)<br><br>(16 N/A)    | 50% Yes (1)<br>50% Partial (1)<br><br>(15 N/A) | 50% Yes (3)<br>50% Partial (3)<br><br>(12 N/A)         | 75% Yes (3)<br><br>25% No (1)<br>(12 N/A) | 67% Yes (2)<br><br>33% No (1)<br>(11 N/A) |
| 101. Does the person have daily choices/appropriate autonomy over his/her life?  | 67% Yes (12)<br>33% Partial (6) | 100% Yes (18)                   | 71% Yes (12)<br>24% Partial (4)<br>6% No (1)   | 89% Yes (16)<br>11% Partial (2)                        | 75% Yes (12)<br>25% Partial (4)           | 71% Yes (10)<br>29% Partial (4)           |
| 102. Have the person's cultural preferences been accommodated?   | 83% Yes (15)<br>17% Partial (3) | 100% Yes (17)<br><br>(1 CND)    | 94% Yes (16)<br>6% Partial (1)                 | 88% Yes (15)<br>6% Partial (1)<br>6% No (1)<br>(1 CND) | 100% Yes (16)                             | 100% Yes 13<br><br>(1 CND)                |
| 103. Is the person treated with dignity and respect?   | 78% Yes (14)<br>22% Partial (4) | 67% Yes (12)<br>33% Partial (6) | 71% Yes (12)<br>29% Partial (5)                | 67% Yes (12)<br>33% Partial (6)                        | 63% Yes (10)<br>38% Partial (6)           | 79% Yes (11)<br>21% Partial (3)           |



## A. Expectations for Growth and Quality of Life

### Noteworthy Practice

- **13 of 14 individuals/Guardians (93%) have adequate access to complaint processes/procedures.** (100% in 2013, 2011 and 2010, 81% in 2009, 88% in 2008) #94
- **13 of 13 individuals (100%, 1 not scored) have providers that do not prevent the person from pursuing relationships and are respecting the rights of the person.** (93% in 2013, 94% in 2010 and 2011, 100% in 2009; 88% in 2008) #92
- **13 of 13 individuals (100%, 1 CND) have their cultural preference accommodated.** (100% in 2013, 84% in 2011, 94% in 2010, 100% in 2009, 83% in 2008) #102

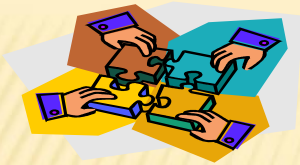




# 2014 Community Practice Review Southwest Region Findings by Area

## B. Satisfaction

| Question   | 2008<br>(sample=18)   | 2009<br>(sample=18)                       | 2010<br>(sample=17)                        | 2011<br>(sample=18)                                    | 2013<br>(sample=16)                         | 2014<br>(sample=14)                       |
|--|---|---|--|--|---|---|
| 104. Overall, is the person satisfied with the current services?         | 75% Yes (3)<br>25% Partial (1)<br>(14 CND)                    | 100% Yes (9)<br>(9 CND)                   | 75% Yes (3)<br>25% Partial (1)<br>(13 CND) | 67% Yes (4)<br>33% Partial (2)<br>(12 CND)             | 100% Yes (4)<br>(12 CND)                    | 80% Yes (4)<br>20% Partial (1)<br>(9 CND) |
| 105. Does the person get along with the case manager?                    | 100% Yes (3)<br>(15 CND)                                      | 100% Yes (5)<br>(13 CND)                  | 100% Yes (1)<br>(16 CND)                   | 100% Yes (4)<br>(14 CND)                               | 100% Yes (2)<br>(14 CND)                    | (14 CND)                                  |
| 106. Does the person find the case manager helpful?                      | 100% Yes (3)<br>(15 CND)                                      | 100% Yes (4)<br>(14 CND)                  | (17 CND)                                   | 100% Yes (1)<br>(17 CND)                               | 100% Yes (1)<br>(15 CND)                    | (14 CND)                                  |
| 107. Does the legal guardian find the case manager helpful?              | 87% Yes (13)<br>7% Partial (1)<br>7% No (1)<br>(1 N/A, 2 CND) | 93% Yes (13)<br>7% Partial (1)<br>(4 CND) | 100% Yes (11)<br>(6 CND)                   | 88% Yes (14)<br>6% Partial (1)<br>6% No (1)<br>(2 CND) | 92% Yes (12)<br>8% No (1)<br>(1 N/A, 2 CND) | 100% Yes (12)<br>(2 CND)                  |
| 108. Does the person have adequate food and drink available?             | 94% Yes (15)<br>6% No (1)<br>(2 CND)                          | 100% Yes (17)<br>(1 CND)                  | 100% Yes (16)<br>(1 CND)                   | 100% Yes (17)<br>(1 CND)                               | 100% Yes (16)                               | 100% Yes (14)                             |
| 109. Does the person have adequate transportation to meet his/her needs? | 78% Yes (14)<br>22% Partial (4)                               | 100% Yes (18)                             | 100% Yes (17)                              | 94% Yes (17)<br>6% Partial (1)                         | 94% Yes (15)<br>6% Partial (1)              | 100% Yes (14)                             |



# 2014 Community Practice Review Southwest Region Findings by Area

## B. Satisfaction (cont'd)

| Question  | 2008<br>(sample=18)                          | 2009<br>(sample=18)            | 2010<br>(sample=17)             | 2011<br>(sample=18)             | 2013<br>(sample=16)            | 2014<br>(sample=14)                |
|---|--|--------------------------------|---------------------------------|---------------------------------|--------------------------------|------------------------------------|
| 110. Does the person have sufficient personal money?                    | 72% Yes (13)<br>22% Partial (4)<br>6% No (1) | 94% Yes (17)<br>6% Partial (1) | 88% Yes (15)<br>12% Partial (2) | 89% Yes (16)<br>11% Partial (2) | 94% Yes (15)<br>6% Partial (1) | 86% Yes (12)<br>14% Partial (2)    |
| 111. Does the person get along with their day program/employment staff? | 100% Yes (9)<br><br>(9 CND)                  | 100% Yes (13)<br><br>(5 CND)   | 100% Yes (8)<br><br>(9 CND)     | 100% Yes (10)<br><br>(8 CND)    | 100% Yes (11)<br><br>(5 CND)   | 100% Yes (7)<br><br>(1 N/A, 6 CND) |
| 112. Does the person get along with the residential provider staff?     | 100% Yes (10)<br><br>(8 CND)                 | 100% Yes (14)<br><br>(4 CND)   | 100% Yes (12)<br><br>(5 CND)    | 100% Yes (12)<br><br>(6 CND)    | 100% Yes (14)<br><br>(2 CND)   | 100% Yes (12)<br><br>(2 CND)       |



## B. Satisfaction

### Noteworthy Practice

- **14 individuals (100%) were found to have adequate food and drink available.** (100% in 2009 , 2010, 2011 and 2013); 94% in 2008) #108

#### **For those for whom it could be determined:**

- **100% of guardians (12 of 12, 2 CND) found the case manager helpful.** (92% in 2013, 88% in 2011, 100% in 2010, 93% in 2009, 100% in 2008) #107
- **100% of individuals got along with their day/employment staff.** (7 of 7, 1 N/A, 6 CND) (100% in 2013, 2011, 2010, 2009 and 2008) #111
- **100% of individuals got along with their residential staff.** (12 of 12, 2 CND) (100% in 2013, 2011, 2010, 2009 and 2008 ) #112



# 2014 Community Practice Review Southwest Region Findings by Area

## C. Assessments

| Question  | 2008<br>(sample=18)                          | 2009<br>(sample=18)             | 2010<br>(sample=17)                          | 2011<br>(sample=18)                          | 2013<br>(sample=16)                         | 2014<br>(sample=14)             |
|---|--|---------------------------------|--|--|---|---------------------------------|
| 57. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts? | 44% Yes (8)<br>56% Partial (10)              | 72% Yes (13)<br>28% Partial (5) | 35% Yes (6)<br>65% Partial (11)              | 44% Yes (8)<br>56% Partial (10)              | 56% Yes (9)<br>44% Partial (7)              | 21% Yes (3)<br>79% Partial (11) |
| 58. Did the team arrange for and obtain the needed, relevant assessments?   | 28% Yes (5)<br>67% Partial (12)<br>6% No (1) | 61% Yes (11)<br>39% Partial (7) | 35% Yes (6)<br>65% Partial (11)              | 17% Yes (3)<br>78% Partial (14)<br>6% No (1) | 50% Yes (8)<br>50% Yes (8)                  | 21% Yes (3)<br>79% Partial (11) |
| 59. Are the assessments adequate for planning?  | 56% Yes (10)<br>44% Partial (8)              | 67% Yes (12)<br>33% Partial (6) | 59% Yes (10)<br>41% Partial (7)              | 39% Yes (7)<br>61% Partial (11)              | 25% Yes (4)<br>75% Partial (12)             | 36% Yes (5)<br>64% Partial (9)  |
| 60. Were the recommendations from assessments used in planning?   | 50% Yes (9)<br>50% Partial (9)               | 56% Yes (10)<br>44% Partial (8) | 35% Yes (6)<br>53% Partial (9)<br>12% No (2) | 28% Yes (5)<br>72% Partial (13)              | 38% Yes (6)<br>56% Partial (9)<br>6% No (1) | 36% Yes (5)<br>64% Partial (9)  |



## C. Assessments

### Practice Challenges:

- **11 of 14 people (79%) had IDTs that did not adequately consider what assessments the person needs and would be relevant to planning.** (44% did not in 2013, 56% in 2011, 65% in 2010, 28% in 2009, 56% in 2008) #57
- **79% of IDTs (11 of 14) did not arrange for and obtain needed, relevant assessments.** (50% did not in 2013, 84% in 2011, 65% in 2010, 39% in 2009, 73% in 2008) #58
- **64% of assessments found (9 of 14) were not adequate for planning.** (75% were not in 2013, 61% in 2011, 50% in 2010, 31% in 2009, 44% in 2008) #59
- **64% of individuals' teams (9 of 14) did not adequately use recommendations from assessments in planning.** (64% did not in 2013, 72% in 2011, 65% in 2010, 44% in 2009, 50% in 2008) #60



## D. Adequacy of Planning and Adequacy of Services

| Question  | 2008<br>(sample=18)                                     | 2009<br>(sample=18)                                     | 2010<br>(sample=17)                                    | 2011<br>(sample=18)                                     | 2013<br>(sample=16)                         | 2014<br>(sample=14)                                    |
|---|---|---|--|---|---|--|
| 61. Is there a document called an Individual Service Plan (ISP) that was developed within the last year?                                    | 100% Yes (18)   | 100% Yes (18)   | 100% Yes (17)  | 100% Yes (18)   | 100% Yes (16)                               | 100% Yes (14)  |
| 62. Was the ISP developed by an appropriately constituted IDT?  | 44% Yes (8)<br>56% Partial (10)                         | 50% Yes (9)<br>50% Partial (9)                          | 59% Yes (10)<br>41% Partial (7)                        | 56% Yes (10)<br>44% Partial (8)                         | 56% Yes (9)<br>44% Partial (7)              | 36% Yes (5)<br>64% Partial (9)                         |
| 63. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP? | 33% Yes (5)<br>27% Partial (4)<br>40% No (6)<br>(3 N/A) | 50% Yes (7)<br>36% Partial (5)<br>14% No (2)<br>(4 N/A) | 58% Yes (7)<br>33% Partial (4)<br>8% No (1)<br>(5 N/A) | 43% Yes (6)<br>43% Partial (6)<br>14% No (2)<br>(4 N/A) | 25% Yes (3)<br>75% Partial (9)<br>(4 N/A)   | 42% Yes (5)<br>50% Partial (6)<br>8% No (1)<br>(2 N/A) |
| 64. Overall, is the long-term vision adequate?  | 39% Yes (7)<br>44% Partial (8)<br>17% No (3)            | 78% Yes (14)<br>22% Partial (4)                         | 59% Yes (10)<br>35% Partial (6)<br>6% No (1)           | 61% Yes (11)<br>39% Partial (7)                         | 44% Yes (7)<br>50% Partial (8)<br>6% No (1) | 29% Yes (4)<br>71% Partial (10)                        |
| 65. Overall, does the Narrative and/or PTRLTV Section of the ISP give adequate guidance to achieving the person's long-term vision?         | 39% Yes (7)<br>56% Partial (10)<br>6% No (1)            | 78% Yes (14)<br>22% Partial (4)                         | 71% Yes (12)<br>29% Partial (5)                        | 83% Yes (15)<br>17% Partial (3)                         | 75% Yes (12)<br>25% Partial (4)             | 71% Yes (10)<br>29% Partial (4)                        |
| 66. Overall, is the Progress Towards Reaching The Long Term Vision Section of the ISP used as the basis for outcome development?            | 78% Yes (14)<br>22% Partial (4)                         | 83% Yes (15)<br>17% Partial (3)                         | 71% Yes (12)<br>29% Partial (5)                        | 94% Yes (17)<br>6% Partial (1)                          | 88% Yes (14)<br>13% Partial (2)             | 86% Yes (12)<br>14% Partial (2)                        |



# 2014 Community Practice Review Southwest Region Findings by Area

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

| Question  | 2008<br>(sample=18)                                     | 2009<br>(sample=18)                           | 2010<br>(sample=17)                                     | 2011<br>(sample=18)                           | 2013<br>(sample=16)                                    | 2014<br>(sample=14)                          |
|---|---|---|---|---|--|--|
| 67. Overall, do the goals in the ISP include criteria by which the team can determine when the outcome (s) have been achieved?  | 39% Yes (7)<br>33% Partial (6)<br>28% No (5)            | 56% Yes (10)<br>44% Partial (8)               | 65% Yes (11)<br>35% Partial (6)                         | 78% Yes (14)<br>17% Partial (3)<br>6% No (1)  | 63% Yes (10)<br>38% Partial (6)                        | 57% Yes (8)<br>43% Partial (6)               |
| 68. Overall, do the ISP outcomes relate to achieving the person's long-term vision?   | 72% Yes (13)<br>22% Partial (4)<br>6% No (1)            | 89% Yes (16)<br>11% Partial (2)               | 76% Yes (13)<br>24% Partial (4)                         | 72% Yes (13)<br>28% Partial (5)               | 63% Yes (10)<br>31% Partial (5)<br>6% No (1)           | 86% Yes (12)<br>14% Partial (2)              |
| 69. Overall, do the outcomes in the ISP address the person's major needs?   | 39% Yes (7)<br>56% Partial (10)<br>6% No (1)            | 78% Yes (14)<br>22% Partial (4)               | 53% Yes (9)<br>47% Partial (8)                          | 56% Yes (10)<br>39% Partial (7)<br>6% No (1)  | 63% Yes (10)<br>31% Partial (5)<br>6% No (1)           | 71% Yes (10)<br>29% Partial (4)              |
| 70. Overall, are the Action Plans specific and relevant to assisting the person in achieving his/her outcomes?  | 44% Yes (8)<br>44% Partial (8)<br>11% No (2)            | 67% Yes (12)<br>33% Partial (6)               | 59% Yes (10)<br>35% Partial (6)<br>6% No (1)            | 50% Yes (9)<br>50% Partial (9)                | 63% Yes (10)<br>38% Partial (6)                        | 29% Yes (4)<br>57% Partial (8)<br>14% No (2) |
| 71. Overall, are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned?  | 22% Yes (4)<br>33% Partial (6)<br>44% No (8)            | 50% Yes (9)<br>33% Partial (6)<br>17% No (3)  | 29% Yes (5)<br>29% Partial (5)<br>41% No (7)            | 22% Yes (4)<br>67% Partial (12)<br>11% No (2) | 25% Yes (4)<br>63% Partial (10)<br>13% No (2)          | 29% Yes (4)<br>57% Partial (8)<br>14% No (2) |
| 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? | 38% Yes (6)<br>31% Partial (5)<br>31% No (5)<br>(2 N/A) | 61% Yes (11)<br>22% Partial (4)<br>17% No (3) | 25% Yes (4)<br>50% Partial (8)<br>25% No (4)<br>(1 N/A) | 33% Yes (6)<br>50% Partial (9)<br>17% No (3)  | 40% Yes (6)<br>53% Partial (8)<br>7% No (1)<br>(1 N/A) | 29% Yes (4)<br>64% Partial (9)<br>7% No (1)  |



# 2014 Community Practice Review Southwest Region Findings by Area

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

| Question   | 2008<br>(sample=18)                           | 2009<br>(sample=18)                                     | 2010<br>(sample=17)                       | 2011<br>(sample=18)                                | 2013<br>(sample=16)                            | 2014<br>(sample=14)                          |
|--|---|---|---|--|--|--|
| 73. If needed, does the ISP contain a specific Crisis Prevention and Intervention Plan that meets the person's needs?        | 56% Yes (10)<br>33% Partial (6)<br>11% No (2) | 53% Yes (9)<br>35% Partial (6)<br>12% No (2)<br>(1 N/A) | 71% Yes (12)<br>29% Partial (5)           | 72% Yes (13)<br>28% Partial (5)                    | 73% Yes (11)<br>27% Partial (4)<br><br>(1 N/A) | 71% Yes (10)<br>21% Partial (3)<br>7% No (1) |
| 73a. If needed, does the ISP contain a specific Crisis Prevention Plan for dangerous behavior that meets the person's needs? |   |   |   | 88% Yes (7)<br>13% Partial (1)<br>(10 N/A)         | 100% Yes (4)<br><br>(12 N/A)                   | 86% Yes (6)<br>14% Partial (1)<br>(7 N/A)    |
| 74b. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)?                                      |   |   |   | 72% Yes (13)<br>28% Partial (5)                    | 73% Yes (11)<br>27% Partial (4)<br>(1 N/A)     | 71% Yes (10)<br>21% Partial (3)<br>7% No (1) |
| 74. Does the ISP contain specific arrangements for primary health (medical) care?  | 83% Yes (15)<br>17% Partial (3)               | 89% Yes (16)<br>11% Partial (2)                         | 94% Yes (16)<br>6% Partial (1)            | 89% Yes (16)<br>11% Partial (2)                    | 88% Yes (14)<br>13% Partial (2)                | 79% Yes (11)<br>21% Partial (3)              |
| 74a. Does the ISP face sheet contain contact information for the PCP?  | 89% Yes (16)<br>11% Partial (2)               | 89% Yes (16)<br>11% Partial (2)                         | 94% Yes (16)<br>6% Partial (1)            | 89% Yes (16)<br>11% Partial (2)                    | 94% Yes (15)<br>6% Partial (1)                 | 86% Yes (12)<br>14% Partial (2)              |
| 74b. Is the healthcare Coordinator's name and contact information listed in the ISP?   | 94% Yes (17)<br>6% Partial (1)                | 94% Yes (17)<br>6% Partial (1)                          | 94% Yes (16)<br>6% Partial (1)            | 100% Yes (18)                                      | 94% Yes (15)<br>6% Partial (1)                 | 100% Yes (14)                                |
| 74c. Was the ISP (the most current Annual) developed using the new ISP format?   | Question Eliminated                           |   |   |  |  |  |
| 75. Does the ISP reflect how the person will get to work/day activities, shopping, social activities?                        | 56% Yes (10)<br>28% Partial (5)<br>17% No (3) | 92% Yes (11)<br>8% Partial (1)<br>(6 N/A)               | 91% Yes (10)<br>9% Partial (1)<br>(6 N/A) | 82% Yes (9)<br>0% Partial<br>18% No (2)<br>(7 N/A) | 90% Yes (9)<br>10% Partial (1)<br><br>(6 N/A)  | 100% Yes (6)<br><br><br>(8 N/A)              |





# 2014 Community Practice Review Southwest Region Findings by Area

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

| Question   | 2008<br>(sample=18)                                     | 2009<br>(sample=18)                                    | 2010<br>(sample=17)                            | 2011<br>(sample=18)                                     | 2013<br>(sample=16)                                     | 2014<br>(sample=14)                           |
|--|---|--|--|---|---|---|
| 76. Does the ISP reflect how the person will obtain prescribed medications?  | 78% Yes (14)<br>22% Partial (4)                         | 89% Yes (16)<br>11% Partial (2)                        | 100% Yes (17)                                  | 94% Yes (17)<br>6% Partial (1)                          | 88% Yes (14)<br>13% Partial (2)                         | 93% Yes (13)<br>7% Partial (1)                |
| 77. Does the ISP contain a list of adaptive equipment needed and who will provide it?  | 43% Yes (6)<br>43% Partial (6)<br>14% No (2)<br>(4 N/A) | 62% Yes (8)<br>31% Partial (4)<br>8% No (1)<br>(5 N/A) | 79% Yes (11)<br>21% Partial (3)<br><br>(3 N/A) | 47% Yes (8)<br>29% Partial (5)<br>24% No (4)<br>(1 N/A) | 33% Yes (5)<br>53% Partial (8)<br>13% No (2)<br>(1 N/A) | 43% Yes (6)<br>57% Partial (8)                |
| 78. Overall, is the ISP adequate to meet the person's needs?   | 11% Yes (2)<br>83% Partial (15)<br>6% No (1)            | 33% Yes (6)<br>67% Partial (12)                        | 35% Yes (6)<br>65% Partial (11)                | 33% Yes (6)<br>67% Partial (12)                         | 13% Yes (2)<br>88% Partial (14)                         | 14% Yes (2)<br>86% Partial (12)               |
| 79. If #78 is rated "2", is the ISP being implemented?   | 50% Yes (1)<br>50% Partial (1)<br>(16 N/A)              | 83% Yes (5)<br>17% Partial (1)<br>(12 N/A)             | 67% Yes (4)<br>33% Partial (2)<br>(11 N/A)     | 50% Yes (3)<br>50% Partial (3)<br>(12 N/A)              | 50% Yes (1)<br>50% Partial (1)<br>(14 N/A)              | 100% Yes (2)<br><br>(12 N/A)                  |
| 80a. If there is no ISP, or if #78 is rated "0" or "1", are current services adequate to meet the person's needs?<br><i>(Numbered as #80 in all years prior to 2009)</i> | 25% Yes (4)<br>75% Partial (12)<br><br>(2 N/A)          | 42% Yes (5)<br>58% Partial (7)<br><br>(6 N/A)          | 36% Yes (4)<br>64% Partial (7)<br><br>(6 N/A)  | 42% Yes (5)<br>50% Partial (6)<br>8% No (1)<br>(6 N/A)  | 36% Yes (5)<br>64% Partial (9)<br><br>(2 N/A)           | 50% Yes (6)<br>50% Partial (6)<br><br>(2 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?  |   | 50% Yes (6)<br>50% Partial (6)<br>(6 N/A)              | 0% Yes (0)<br>100% Partial (11)<br>(6 N/A)     | 33% Yes (4)<br>67% Partial (8)<br>(6 N/A)               | 21% Yes (3)<br>79% Partial (11)<br>(2 N/A)              | 33% Yes (4)<br>67% Partial (8)<br>(2 N/A)     |



# 2014 Community Practice Review Southwest Region Findings by Area

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

| Question  | 2008<br>(sample=18)                          | 2009<br>(sample=18)             | 2010<br>(sample=17)                          | 2011<br>(sample=18)             | 2013<br>(sample=16)                          | 2014<br>(sample=14)             |
|---|--|---------------------------------|--|---------------------------------|--|---------------------------------|
| 81. Overall, were the direct service staff trained on the implementation of the ISP?  | 44% Yes (8)<br>56% Partial (10)              | 50% Yes (9)<br>50% Partial (9)  | 65% Yes (11)<br>35% Partial (6)              | 72% Yes (13)<br>28% Partial (5) | 38% Yes (6)<br>63% Partial (10)              | 64% Yes (9)<br>36% Partial (5)  |
| 82. Overall, were the direct service staff able to describe their responsibilities in providing daily care/support to the person?   | 33% Yes (6)<br>67% Partial (12)              | 67% Yes (12)<br>33% Partial (6) | 53% Yes (9)<br>47% Partial (8)               | 61% Yes (11)<br>39% Partial (7) | 50% Yes (8)<br>50% Partial (8)               | 50% Yes (7)<br>50% Partial (7)  |
| 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? | 28% Yes (5)<br>67% Partial (12)<br>6% No (1) | 50% Yes (9)<br>50% Partial (9)  | 41% Yes (7)<br>41% Partial (7)<br>18% No (3) | 33% Yes (6)<br>67% Partial (12) | 25% Yes (4)<br>69% Partial (11)<br>6% No (1) | 29% Yes (4)<br>71% Partial (10) |



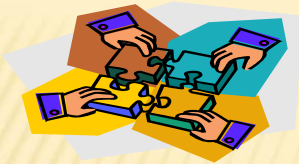
## D. Adequacy of Planning and Adequacy of Services

### Noteworthy Practice

- **13 of 14 individuals (93%) had ISPs that reflected how the person will obtain prescribed medications. (88% in 2013, 94% in 2011, 100% in 2010, 89% in 2009, 78% in 2008) #76**
- **100% of ISPs (6 of 6, 8 N/A) reflected how the person would get to work/day activities, shopping and social activities. (90% in 2013, 82% in 2011, 91% in 2010, 92% in 2009, 56% in 2008) #75**

### Practice Challenges

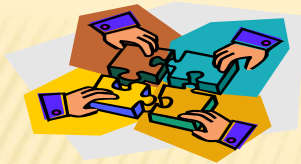
- **10 of 14 (71%) of the teaching and support strategies were not sufficient to ensure consistent implementation of the services planned. (75% were not in 2013, 78% in 2011, 70% in 2010, 50% in 2009, 77% in 2008) #71**
- **86% of ISPs (12 of 14) were not adequate to meet the person's needs. (88% were not in 2013, 67% in 2011, 65% in 2010, 67% in 2009, 89% in 2008) #78**



# 2014 Community Practice Review Southwest Region Findings by Area

## E. Individual Service Planning & Summary

| Question  | 2008<br>(sample=18)                           | 2009<br>(sample=18)             | 2010<br>(sample=17)                          | 2011<br>(sample=18)             | 2013<br>(sample=16)                          | 2014<br>(sample=14)                          |
|---|---|---------------------------------|--|---------------------------------|--|--|
| 141. Does the person have an ISP that includes live, work/learn, fun/relationships and health/other that correlates with the person's desires and capabilities, in accordance with DOH regulations? | 89% Yes (16)<br>11% Partial (2)               | 83% Yes (15)<br>17% Partial (3) | 94% Yes (16)<br>6% Partial (1)               | 89% Yes (16)<br>11% Partial (2) | 88% Yes (14)<br>13% Partial (2)              | 86% Yes (12)<br>14% Partial (2)              |
| 142. Does the person have an ISP that contains a Progress Towards the Long Term Vision section that is based on a long-term view?   | 50% Yes (9)<br>39% Partial (7)<br>11% No (2)  | 78% Yes (14)<br>22% Partial (4) | 71% Yes (12)<br>29% Partial (5)              | 67% Yes (12)<br>33% Partial (6) | 56% Yes (9)<br>38% Partial (6)<br>6% No (1)  | 36% Yes (5)<br>64% Partial (9)               |
| 143. Does the person receive services and supports recommended in the ISP?  | 78% Yes (14)<br>22% Partial (4)               | 78% Yes (14)<br>22% Partial (4) | 71% Yes (12)<br>29% Partial (5)              | 89% Yes (16)<br>11% Partial (2) | 94% Yes (15)<br>6% Partial (1)               | 79% Yes (11)<br>21% Partial (3)              |
| 144. Does the person have adequate access to and use of generic services and natural supports?  | 44% Yes (8)<br>50% Partial (9)<br>6% No (1)   | 94% Yes (17)<br>6% Partial (1)  | 82% Yes (14)<br>18% Partial (3)              | 72% Yes (13)<br>28% Partial (5) | 81% Yes (13)<br>19% Partial (3)              | 86% Yes (12)<br>14% Partial (2)              |
| 145. Is the person adequately integrated into the community?  | 22% Yes (4)<br>67% Partial (12)<br>11% No (2) | 83% Yes (15)<br>17% Partial (3) | 65% Yes (11)<br>29% Partial (5)<br>6% No (1) | 56% Yes (10)<br>44% Partial (8) | 75% Yes (12)<br>25% Partial (4)              | 71% Yes (10)<br>21% Partial (3)<br>7% No (1) |
| 146. Overall, is the ISP adequate to meet the person's needs?   | 11% Yes (2)<br>83% Partial (15)<br>6% No (1)  | 33% Yes (6)<br>67% Partial (12) | 35% Yes (6)<br>65% Partial (11)              | 33% Yes (6)<br>67% Partial (12) | 13% Yes (2)<br>88% Partial (14)              | 14% Yes (2)<br>86% Partial (12)              |
| 147. Is the program of the level of intensity adequate to meet this person's needs?   | 17% Yes (3)<br>78% Partial (14)<br>6% No (1)  | 44% Yes (8)<br>56% Partial (10) | 6% Yes (1)<br>94% Partial (16)               | 22% Yes (4)<br>78% Partial (14) | 31% Yes (5)<br>63% Partial (10)<br>6% No (1) | 21% Yes (3)<br>79% Partial (11)              |



## E. Individual Service Planning & Summary

### Noteworthy Practice

- **86% of people (12 of 14) had ISPs that addressed live, work/learn, fun/relationships and health/other that correlated with the person's desire and capabilities, in accordance with DOH regulations. (88% in 2013, 89% in 2011, 94% in 2010, 83% in 2009, 89% in 2008) #141**
- **86% of individuals (12 of 14) have adequate access to and use of generic services and natural supports. (81% in 2013, 72% in 2011, 82% in 2010, 94% in 2009, 44% in 2008) #144**

### Practice Challenges

- **79% of the sample (11 of 14) did not have a program of the level of intensity to meet individual's needs. (78% did not in 2013, 78% in 2011, 94% in 2010, 56% did not in 2009, 84% in 2008) #147**

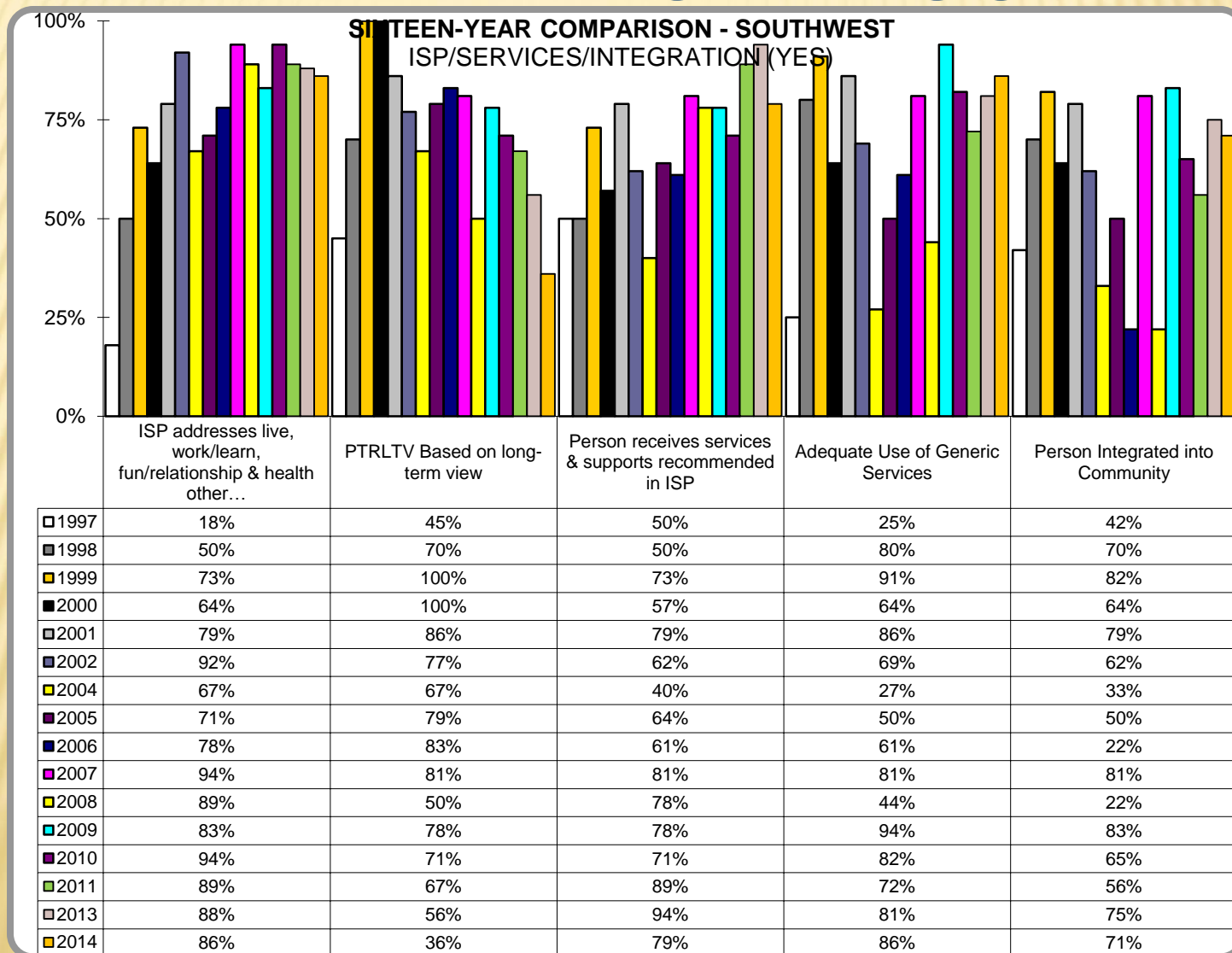


## E. Individual Service Planning – Historical Scoring

| Question  | 2000 | 2001 | 2002 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2013 | 2014 |
|---|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 141. Does the person have an ISP that includes live, work/learn, fun/relationships and health/other that correlates with the person's desires and capabilities, in accordance with DOH regulations? | 64%  | 79%  | 92%  | 67%  | 71%  | 78%  | 94%  | 89%  | 83%  | 94%  | 89%  | 88%  | 86%  |
| 142. Does the person have an ISP that contains a PTRLTV section that is based on a long-term view?  | 100% | 86%  | 77%  | 67%  | 79%  | 83%  | 81%  | 50%  | 78%  | 71%  | 67%  | 56%  | 36%  |
| 143. Does the person receive services and supports recommended in the ISP?  | 57%  | 79%  | 62%  | 40%  | 64%  | 61%  | 81%  | 78%  | 78%  | 71%  | 89%  | 94%  | 79%  |
| 144. Does the person have adequate access to and use of generic services and natural supports?  | 64%  | 86%  | 69%  | 27%  | 50%  | 61%  | 81%  | 44%  | 94%  | 82%  | 72%  | 81%  | 86%  |
| 145. Is the person adequately integrated into the community?  | 64%  | 79%  | 62%  | 33%  | 50%  | 22%  | 81%  | 22%  | 83%  | 65%  | 56%  | 75%  | 71%  |



## E. Individual Service Planning – Disengagement





# 2014 Community Practice Review Southwest Region Findings by Area

## F. Team Process

| Question   | 2008<br>(sample=18)                                      | 2009<br>(sample=18)                   | 2010<br>(sample=17)                                      | 2011<br>(sample=18)                          | 2013<br>(sample=16)                          | 2014<br>(sample=14)                         |
|--|--|---------------------------------------|--|--|--|---|
| 113. Is there evidence that the ISP was reviewed by the IDT within the last six months?  | Question Eliminated                                      |                                       |  |  |  |   |
| 114. Are the individual members of the IDT following up on their responsibilities?   | 28% Yes (5)<br>72% Partial (13)                          | 39% Yes (7)<br>61% Partial (11)       | 18% Yes (3)<br>82% Partial (14)                          | 28% Yes (5)<br>67% Partial (12)<br>6% No (1) | 13% Yes (2)<br>88% Partial (14)              | 29% Yes (4)<br>64% Partial (9)<br>7% No (1) |
| 115. If there is evidence of team conflict, has the team made efforts to build consensus?  | 60% Yes (3)<br>20% Partial (1)<br>20% No (1)<br>(13 N/A) | 100% Yes (2)<br><br>(16 N/A)          | 57% Yes (4)<br>29% Partial (2)<br>14% No (1)<br>(10 N/A) | 100% Yes (5)<br><br>(13 N/A)                 | 50% Yes (2)<br><br>50% No (2)<br>(12 N/A)    | 100% Yes (6)<br><br>(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?      | 69% Yes (11)<br>31% No (5)<br>(2 N/A)                    | 82% Yes (14)<br>18% No (3)<br>(1 N/A) | 71% Yes (12)<br>29% No (5)                               | 65% Yes (11)<br>35% No (6)<br>(1 N/A)        | 63% Yes (10)<br>38% No (6)                   | 64% Yes (9)<br>36% No (5)                   |
| 117. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? | 56% Yes (10)<br>44% Partial (8)                          | 89% Yes (16)<br>11% Partial (2)       | 88% Yes (15)<br>12% Partial (2)                          | 72% Yes (13)<br>28% Partial (5)              | 69% Yes (11)<br>25% Partial (4)<br>6% No (1) | 86% Yes (12)<br>14% Partial (2)             |
| 118. Do you recommended Team Process Training for this IDT?  | 17% Yes (3)<br>83% No (15)                               | 11% Yes (2)<br>89% No (16)            | 24% Yes (4)<br>76% No (13)                               | 0% Yes (0)<br>100% No (18)                   | 19% Yes (3)<br>81% No (13)                   | 0% Yes<br>100% No (14)                      |





# 2014 Community Practice Review Southwest Region Findings by Area

## F. Team Process (cont'd)

| Question   | 2008<br>(sample=18)                            | 2009<br>(sample=18)                            | 2010<br>(sample=17)                                     | 2011<br>(sample=18)                                     | 2013<br>(sample=16)                           | 2014<br>(sample=14)                                     |
|--|--|--|---|---|---|---|
| 119. Is there evidence or documentation of physical regression in the last year?   | 33% Yes (6)<br>67% No (12)                     | 28% Yes (5)<br>72% No (13)                     | 47% Yes (8)<br>53% No (9)                               | 59% Yes (10)<br>41% No (7)<br>(1 CND)                   | 44% Yes (7)<br>56% No (9)                     | 29% Yes (4)<br>71% No (10)                              |
| 120. Is there evidence or documentation of behavioral or functional regression in the last year?                         | 12% Yes (2)<br>88% No (15)<br>(1 CND)          | 17% Yes (3)<br>83% No (15)                     | 24% Yes (4)<br>76% No (13)                              | 44% Yes (8)<br>56% No (10)                              | 19% Yes (3)<br>81% No (13)                    | 36% Yes (5)<br>64% No (9)                               |
| 121. If #119 or 120 is Yes, is the IDT adequately addressing the regression?   | 50% Yes (3)<br>50% Partial (3)<br><br>(12 N/A) | 50% Yes (3)<br>50% Partial (3)<br><br>(12 N/A) | 33% Yes (3)<br>44% Partial (4)<br>22% No (2)<br>(8 N/A) | 80% Yes (8)<br>20% Partial (2)<br><br>(8 N/A)           | 25% Yes (2)<br>75% Partial (6)<br><br>(8 N/A) | 43% Yes (3)<br>43% Partial (3)<br>14% No (1)<br>(7 N/A) |
| 122. Has the person changed residential/day services in the last year? If Yes, was the change:                           | 11% Yes (2)<br>89% No (16)                     | 28% Yes (5)<br>72% No (13)                     | 18% Yes (3)<br>82% No (14)                              | 11% Yes (2)<br>89% No (16)                              | 19% Yes (3)<br>81% No (13)                    | 14% Yes (2)<br>86% No (12)                              |
| 122a. Planned by the IDT?  | 100% Yes (2)<br><br>(16 N/A)                   | 67% Yes (4)<br>33% Partial (2)<br><br>(12 N/A) | 67% Yes (2)<br>33% Partial (1)<br><br>(14 N/A)          | 0% Yes (0)<br>50% Partial (1)<br>50% No (1)<br>(16 N/A) | 100% Yes (3)<br><br>(13 N/A)                  | 100% Yes (2)<br><br>(12 N/A)                            |
| 122b. Appropriate to meet needs?   | 100% Yes (2)<br><br>(16 N/A)                   | 100% Yes (6)<br><br>(12 N/A)                   | 100% Yes (3)<br><br>(14 N/A)                            | 100% Yes (2)<br><br>(16 N/A)                            | 100% Yes (3)<br><br>(13 N/A)                  | 50% Yes (1)<br>50% Partial (1)<br>(12 N/A)              |
| 123. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person? | 22% Yes (4)<br>72% Partial (13)<br>6% No (1)   | 56% Yes (10)<br>44% Partial (8)                | 24% Yes (4)<br>71% Partial (12)<br>6% No (1)            | 39% Yes (7)<br>61% Partial (11)                         | 0% Yes<br>100% Partial (16)                   | 21% Yes (3)<br>79% Partial (11)                         |



## F. Team Process

### Practice Challenges

- **71% of IDTs (10 of 14) had members who were not adequately following up on their responsibilities. (88% were not in 2013, 73% in 2011, 82% in 2010, 61% in 2009, 72% were not in 2008, 75% in 2007) #114**
- **For 79% of the individuals (11 of 14), the IDT process was found to not be adequate for assessing, planning, implementing and monitoring of services. (In 2013 it was not adequate for 100%, 61% in 2010 and 2011, 44% in 2009, 78% in 2008) #123**



# 2014 Community Practice Review Southwest Region Findings by Area

## G. Health Related Needs

| Question   | 2008<br>(sample=18)                          | 2009<br>(sample=18)                          | 2010<br>(sample=17)             | 2011<br>(sample=18)             | 2013<br>(sample=16)                           | 2014<br>(sample=14)                              |
|--|--|--|---------------------------------|---------------------------------|---|--|
| 30. Was the case manager able to describe the person's health related needs?                           | 50% Yes (9)<br>50% Partial (9)               | 61% Yes (11)<br>33% Partial (6)<br>6% No (1) | 53% Yes (9)<br>47% Partial (8)  | 89% Yes (16)<br>11% Partial (2) | 94% Yes (15)<br>6% Partial (1)                | 64% Yes (9)<br>36% Partial (5)                   |
| 38. Was the [day/employment] direct service staff able to describe the person's health related needs?  | 67% Yes (12)<br>33% Partial (6)              | 44% Yes (8)<br>56% Partial (10)              | 41% Yes (7)<br>59% Partial (10) | 61% Yes (11)<br>39% Partial (7) | 81% Yes (13)<br>19% Partial (3)               | 46% Yes (6)<br>54% Partial (7)<br>(1 not scored) |
| 48. Was the residential service staff able to describe the person's health related needs?              | 44% Yes (8)<br>50% Partial (9)<br>6% No (1)  | 50% Yes (9)<br>50% Partial (9)               | 65% Yes (11)<br>35% Partial (6) | 67% Yes (12)<br>33% Partial (6) | 69% Yes (11)<br>31% Partial (5)               | 50% Yes (7)<br>50% Partial (7)                   |
| 54. Overall, were the team members interviewed able to describe the person's health-related needs?     | 17% Yes (3)<br>83% Partial (15)              | 39% Yes (7)<br>61% Partial (11)              | 24% Yes (4)<br>76% Partial (13) | 44% Yes (8)<br>56% Partial (10) | 50% Yes (8)<br>50% Partial (8)                | 21% Yes (3)<br>79% Partial (11)                  |
| 55. Is there evidence that the IDT discussed the person's health-related issues?                       | 50% Yes (9)<br>50% Partial (9)               | 67% Yes (12)<br>28% Partial (5)<br>6% No (1) | 53% Yes (9)<br>47% Partial (8)  | 67% Yes (12)<br>33% Partial (6) | 56% Yes (9)<br>44% Partial (7)                | 64% Yes (9)<br>36% Partial (5)                   |
| 56. In the opinion of the reviewer, are the person's health supports/needs being adequately addressed? | 39% Yes (7)<br>56% Partial (10)<br>6% No (1) | 33% Yes (6)<br>67% Partial (12)              | 29% Yes (5)<br>71% Partial (12) | 33% Yes (6)<br>67% Partial (12) | 13% Yes (2)<br>75% Partial (12)<br>13% No (2) | 14% Yes (2)<br>86% Partial (12)                  |



## G. Health Related Needs

### Practice Challenges

- **79% of teams, overall, (11 of 14) were not adequately able to describe the person's health-related needs.** (50% were not in 2013, 56% in 2011, 76% in 2010, 61% in 2009, 83% in 2008) #54
- **86% of people (12 of 14) had health supports/needs that were not being adequately addressed.** (88% were not in 2013, 67% in 2011, 71% in 2010, 67% were not in 2009, 62% in 2008) #56



## H. Supported Employment

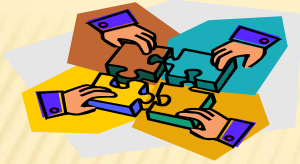
| Question  | 2008<br>(sample=18)                                     | 2009<br>(sample=18)                                     | 2010<br>(sample=17)                                     | 2011<br>(sample=18)                                     | 2013<br>(sample=16)                                     | 2014<br>(sample=14)                                     |
|---|---|---|---|---|---|---|
| 124. Has the IDT, or the reviewer recommended a supported employment assessment for the person?           | 94% Yes (17)<br>6% No (1)                               | 61% Yes (11)<br>39% No (7)                              | 76% Yes (13)<br>24% No (4)                              | 89% Yes (16)<br>11% No (2)                              | 63% Yes (10)<br>38% No (6)                              | 86% Yes (12)<br>14% No (2)                              |
| 125. In the opinion of the IDT or the reviewer, does the person need supported employment?                | 94% Yes (17)<br>6% No (1)                               | 61% Yes (11)<br>39% No (7)                              | 59% Yes (10)<br>41% No (7)                              | 61% Yes (11)<br>39% No (7)                              | 44% Yes (7)<br>56% No (9)                               | 71% Yes (10)<br>29% No (4)                              |
| 126. Did the person receive a supported employment assessment?  | 71% Yes (12)<br>29% No (5)<br>(1 N/A)                   | 100% Yes (11)<br>(7 N/A)                                | 73% Yes (11)<br>27% No (4)<br>(2 N/A)                   | 75% Yes (12)<br>25% No (4)<br>(2 N/A)                   | 100% Yes (10)<br>(6 N/A)                                | 92% Yes (11)<br>8% No (1)<br>(2 N/A)                    |
| 127. Does the supported employment assessment conform to the DOH regulations?                             | 31% Yes (5)<br>25% Partial (4)<br>44% No (7)<br>(2 N/A) | 73% Yes (8)<br>18% Partial (2)<br>9% No (1)<br>(7 N/A)  | 33% Yes (5)<br>33% Partial (5)<br>33% No (5)<br>(2 N/A) | 21% Yes (3)<br>36% Partial (5)<br>43% No (6)<br>(4 N/A) | 30% Yes (3)<br>50% Partial (5)<br>20% No (2)<br>(6 N/A) | 42% Yes (5)<br>17% Partial (2)<br>42% No (5)<br>(2 N/A) |
| 128. Does the person have a career development plan (based on assessments) that meets the person's needs? | 18% Yes (3)<br>29% Partial (5)<br>53% No (9)<br>(1 N/A) | 64% Yes (7)<br>18% Partial (2)<br>18% No (2)<br>(7 N/A) | 18% Yes (2)<br>55% Partial (6)<br>27% No (3)<br>(6 N/A) | 33% Yes (4)<br>50% Partial (6)<br>17% No (2)<br>(6 N/A) | 29% Yes (2)<br>57% Partial (4)<br>14% No (1)<br>(9 N/A) | 30% Yes (3)<br>40% Partial (4)<br>30% No (3)<br>(4 N/A) |
| 129. Is the person engaged in supported employment?   | 24% Yes (4)<br>76% No (13)<br>(1 N/A)                   | 82% Yes (9)<br>18% No (2)<br>(7 N/A)                    | 60% Yes (6)<br>40% No (4)<br>(7 N/A)                    | 36% Yes (4)<br>64% No (7)<br>(7 N/A)                    | 57% Yes (4)<br>43% No (3)<br>(9 N/A)                    | 60% Yes (6)<br>40% No (4)<br>(4 N/A)                    |



# 2014 Community Practice Review Southwest Region Findings by Area

## H. Supported Employment (cont'd)

| Question  | 2008<br>(sample=18)                                     | 2009<br>(sample=18)                                     | 2010<br>(sample=17)                                     | 2011<br>(sample=18)                                     | 2013<br>(sample=16)                  | 2014<br>(sample=14)                                     |
|---|---|---|---|---|--------------------------------------|---|
| 130. Is the supported work provided in accordance with the following? | 18% Yes (3)<br>6% Partial (1)<br>76% No (13)<br>(1 N/A) | 36% Yes (4)<br>27% Partial (3)<br>36% No (4)<br>(7 N/A) | 50% Yes (5)<br>10% Partial (1)<br>40% No (4)<br>(7 N/A) | 18% Yes (2)<br>27% Partial (3)<br>55% No (6)<br>(7 N/A) | 57% Yes (4)<br>43% No (3)<br>(9 N/A) | 40% Yes (4)<br>20% Partial (2)<br>40% No (4)<br>(4 N/A) |
| 130a. At least a 10-hour work week?                                   | 18% Yes (3)<br>82% No (14)<br>(1 N/A)                   | 36% Yes (4)<br>64% No (7)<br>(7 N/A)                    | 50% Yes (5)<br>50% No (5)<br>(7 N/A)                    | 18% Yes (2)<br>82% No (9)<br>(7 N/A)                    | 57% Yes (4)<br>43% No (3)<br>(9 N/A) | 40% Yes (4)<br>60% No (6)<br>(4 N/A)                    |
| 130b. Person earns at least ½ of minimum wage?                        | 24% Yes (4)<br>76% No (13)<br>(1 N/A)                   | 64% Yes (7)<br>36% No (4)<br>(7 N/A)                    | 60% Yes (6)<br>40% No (4)<br>(7 N/A)                    | 45% Yes (5)<br>55% No (6)<br>(7 N/A)                    | 57% Yes (4)<br>43% No (3)<br>(9 N/A) | 60% Yes (6)<br>40% No (4)<br>(4 N/A)                    |
| 130c. Work setting is at least 50% non-handicapped co-workers?        | 24% Yes (4)<br>76% No (13)<br>(1 N/A)                   | 64% Yes (7)<br>36% No (4)<br>(7 N/A)                    | 60% Yes (6)<br>40% No (4)<br>(7 N/A)                    | 45% Yes (5)<br>55% No (6)<br>(7 N/A)                    | 57% Yes (4)<br>43% No (3)<br>(9 N/A) | 60% Yes (6)<br>40% No (4)<br>(4 N/A)                    |
| 130d. There is a reasonable expectation that the job will continue?   | 24% Yes (4)<br>76% No (13)<br>(1 N/A)                   | 64% Yes (7)<br>36% No (4)<br>(7 N/A)                    | 60% Yes (6)<br>40% No (4)<br>(7 N/A)                    | 36% Yes (4)<br>64% No (7)<br>(7 N/A)                    | 57% Yes (4)<br>43% No (3)<br>(9 N/A) | 60% Yes (6)<br>40% No (4)<br>(4 N/A)                    |



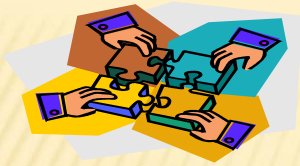
## H. Supported Employment

### Noteworthy Practice

- **92% of individuals (11 of 12, 2 N/A) who were determined to need a supported employment assessment had received one.** (100% in 2013, 75% in 2010 and 2011, 100% in 2009, 71% in 2008) #126

### Practice Challenges

- **59% of supported employment assessments (7 of 12, 2 N/A) did not conform to DOH Regulations.** (70% did not in 2013, 79% in 2011, 66% in 2010, 27% in 2009, 69% in 2008) #127
- **60% of individuals (6 of 10, 4 N/A) were not found to be engaged in supported employment in accordance with DOH standards** (43% were not in 2013, 82% in 2011, 50% in 2010, 63% were not in 2009, 82% in 2008) #130



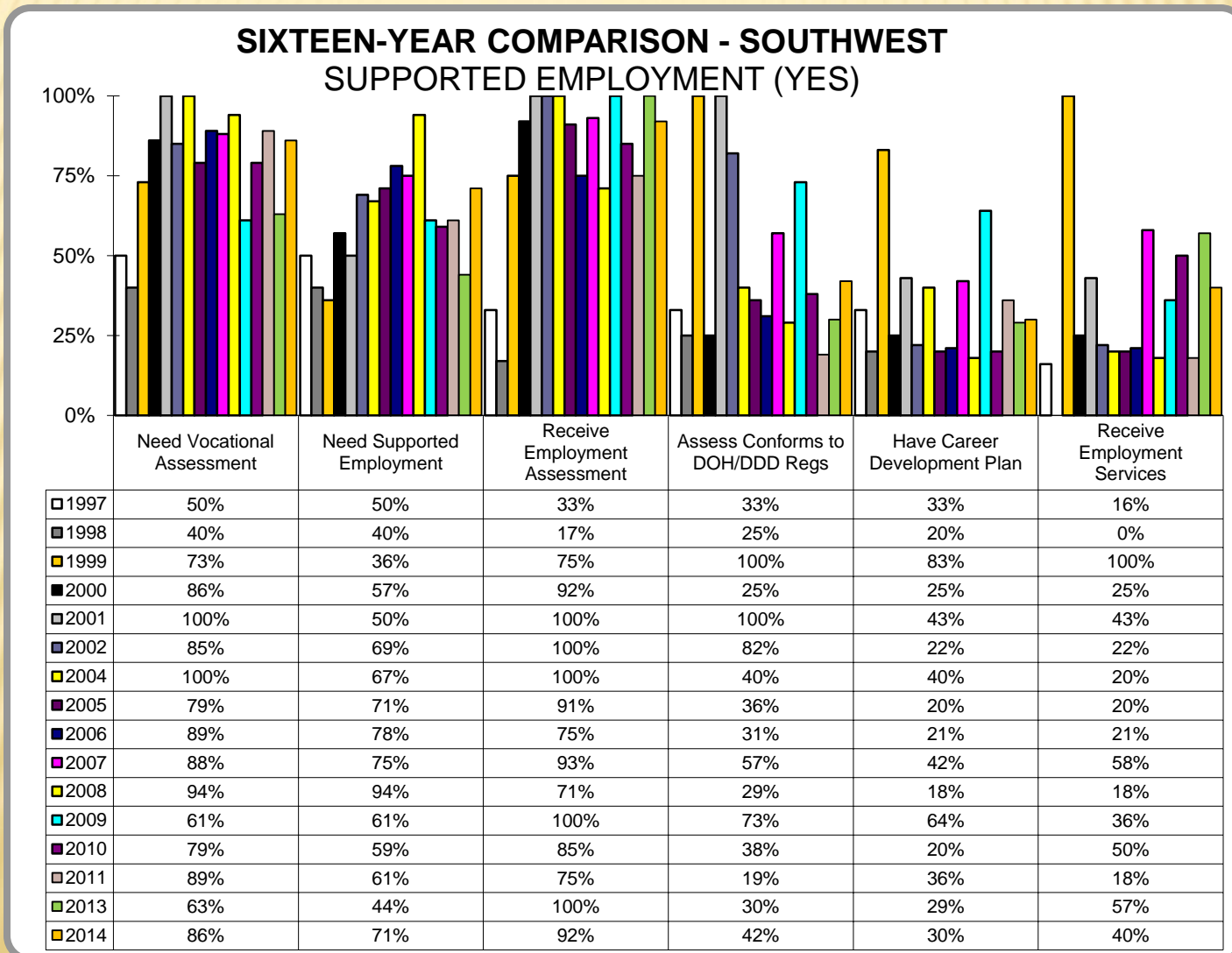
## H. Supported Employment - Historical Scoring

| Question  | 2000 | 2001 | 2002 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2013 | 2014 |
|---|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Need an employment assessment?                              | 86%  | 100% | 85%  | 100% | 79%  | 89%  | 88%  | 94%  | 61%  | 79%  | 89%  | 63%  | 86%  |
| Need supported employment?                                  | 57%  | 50%  | 69%  | 67%  | 71%  | 78%  | 75%  | 94%  | 61%  | 59%  | 61%  | 44%  | 71%  |
| Receive supported employment assessment?                    | 92%  | 100% | 100% | 100% | 91%  | 75%  | 93%  | 71%  | 100% | 85%  | 75%  | 100% | 92%  |
| Assessment conforms to DOH Regulations?                     | 25%  | 100% | 82%  | 40%  | 36%  | 31%  | 57%  | 29%  | 73%  | 38%  | 19%  | 30%  | 42%  |
| Has a Career Development Plan?                              | 25%  | 43%  | 22%  | 40%  | 20%  | 21%  | 42%  | 18%  | 64%  | 20%  | 36%  | 29%  | 30%  |
| Is supported employment provided in line with requirements? | 25%  | 43%  | 22%  | 20%  | 20%  | 21%  | 58%  | 18%  | 36%  | 50%  | 18%  | 57%  | 40%  |





## H. Supported Employment – Disengagement

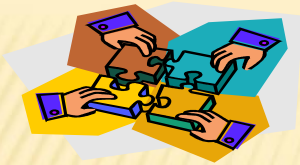




# 2014 Community Practice Review Southwest Region Findings by Area

## I. Day Services

| Question   | 2008<br>(sample=18)                          | 2009<br>(sample=18)                          | 2010<br>(sample=17)                          | 2011<br>(sample=18)                           | 2013<br>(sample=16)                          | 2014<br>(sample=14)                               |
|--|--|--|--|---|--|---|
| 35. Does the day/employment direct services staff “know” the person?   | 89% Yes (16)<br>11% Partial (2)              | 89% Yes (16)<br>11% Partial (2)              | 82% Yes (14)<br>18% Partial (3)              | 89% Yes (16)<br>11% Partial (2)               | 88% Yes (14)<br>13% Partial (2)              | 100% Yes (13)<br><br>(1 not scored)               |
| 36. Does the direct service staff have adequate input into the person’s ISP?   | 72% Yes (13)<br>28% Partial (5)              | 78% Yes (14)<br>22% Partial (4)              | 65% Yes (11)<br>35% Partial (6)              | 67% Yes (12)<br>33% Partial (6)               | 44% Yes (7)<br>50% Partial (8)<br>6% No (1)  | 83% Yes (10)<br>17% Partial (2)<br>(2 not scored) |
| 37. Did the direct service staff receive training on implementing this person’s ISP?   | 67% Yes (12)<br>33% Partial (6)              | 72% Yes (13)<br>28% Partial (5)              | 94% Yes (16)<br>6% Partial (1)               | 83% Yes (15)<br>17% Partial (3)               | 75% Yes (12)<br>25% Partial (4)              | 62% Yes (8)<br>38% Partial (5)<br>(1 not scored)  |
| 38. Was the direct service staff able to describe this person’s health related needs?  | 67% Yes (12)<br>33% Partial (6)              | 44% Yes (8)<br>56% Partial (10)              | 41% Yes (7)<br>59% Partial (10)              | 61% Yes (11)<br>39% Partial (7)               | 81% Yes (13)<br>19% Partial (3)              | 46% Yes (6)<br>54% Partial (7)<br>(1 not scored)  |
| 39. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?                             | 50% Yes (9)<br>50% Partial (9)               | 83% Yes (15)<br>17% Partial (3)              | 71% Yes (12)<br>29% Partial (5)              | 78% Yes (14)<br>22% Partial (4)               | 81% Yes (13)<br>19% Partial (3)              | 77% Yes (10)<br>23% Partial (3)<br>(1 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 (16)<br>11% Partial (2)              | 94% Yes (17)<br>6% Partial (1)               | 76% Yes (13)<br>24% Partial (4)              | 100% Yes (18)                                 | 100% Yes (16)                                | 92% Yes (12)<br>8% Partial (1)<br>(1 not scored)  |
| 39.b. Can the direct service staff describe his/her responsibilities in implementing the person’s ISP goals/objectives/outcomes/action plans?          | 56% Yes (10)<br>39% Partial (7)<br>6% No (1) | 78% Yes (14)<br>22% Partial (4)              | 82% Yes (14)<br>18% Partial (3)              | 78% Yes (14)<br>22% Partial (4)               | 81% Yes (13)<br>19% Partial (3)              | 83% Yes (10)<br>17% Partial (2)<br>(2 not scored) |
| 40. Did the direct service staff have training in the ISP process?   | 44% Yes (8)<br>39% Partial (7)<br>17% No (3) | 72% Yes (13)<br>22% Partial (4)<br>6% No (1) | 82% Yes (14)<br>12% Partial (2)<br>6% No (1) | 78% Yes (14)<br>11% Partial (2)<br>11% No (2) | 75% Yes (12)<br>19% Partial (3)<br>6% No (1) | 67% Yes (8)<br>33% Partial (4)<br>(2 not scored)  |



# 2014 Community Practice Review Southwest Region Findings by Area

## I. Day Services (cont'd)

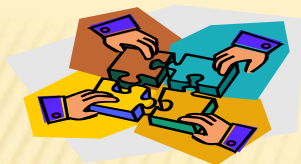
| Question   | 2008<br>(sample=18)                              | 2009<br>(sample=18)                           | 2010<br>(sample=17)             | 2011<br>(sample=18)             | 2013<br>(sample=16)                          | 2014<br>(sample=14)                               |
|--|--|---|---------------------------------|---------------------------------|--|---|
| 41. Did the direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation? | 78% Yes (14)<br>22% Partial (4)                  | 61% Yes (11)<br>39% Partial (7)               | 76% Yes (13)<br>24% Partial (4) | 89% Yes (16)<br>11% Partial (2) | 94% Yes (15)<br>6% Partial (1)               | 77% Yes (10)<br>23% Partial (3)<br>(1 not scored) |
| 41.a. Have training on the provider's complaint process?   | 89% Yes (16)<br>11% Partial (2)                  | 78% Yes (14)<br>11% Partial (2)<br>11% No (2) | 82% Yes (14)<br>18% Partial (3) | 94% Yes (17)<br><br>6% No (1)   | 100% Yes (16)                                | 100% Yes (13)<br><br>(1 not scored)               |
| 41.b. Have training on how and to whom to report abuse, neglect and exploitation?  | 83% Yes (15)<br>11% Partial (2)<br>6% No (1)     | 72% Yes (13)<br>28% Partial (5)               | 88% Yes (15)<br><br>12% No (2)  | 94% Yes (17)<br>6% Partial (1)  | 94% Yes (15)<br>6% Partial (1)               | 77% Yes (10)<br>23% Partial (3)<br>(1 not scored) |
| 42. Does the direct service staff have an appropriate expectation of growth for this person?                               | 61% Yes (11)<br>33% Partial (6)<br>6% No (1)     | 94% Yes (17)<br>6% Partial (1)                | 76% Yes (13)<br>24% Partial (4) | 61% Yes (11)<br>39% Partial (7) | 50% Yes (8)<br>38% Partial (6)<br>13% No (2) | 38% Yes (5)<br>62% Partial (8)<br>(1 not scored)  |
| 43. Is the day/employment environment generally clean, free of safety hazards and conducive to the work/activity intended? | 92% Yes (11)<br>8% Partial (1)<br>(4 N/A, 2 CND) | 100% Yes (12)<br><br>(5 N/A, 1 CND)           | 94% Yes (16)<br>6% Partial (1)  | 100% Yes (17)<br><br>(1 CND)    | 100% Yes (15)<br><br>(1 N/A)                 | 100% Yes (13)<br><br>(1 not scored)               |



## **I. Day Services**

### **Noteworthy Practice**

- **100% (13 of 13, 1 not scored) of day direct service staff interviewed “knew” the person. (88% in 2013, 89% in 2011, 82% in 2010, 89% in 2009 and 2008) #35**
- **92% (12 of 13, 1 not scored) of the day/employment direct service staff was able to provide specific information regarding the person’s daily activities, including the exact times of day the person is doing what. (100% in 2011 and 2013, 76% in 2010, 94% in 2009, 89% in 2008) #39A**
- **100% (13 of 13, 1 not scored) of the day/employment environments were found to be generally clean, free of safety hazards, and conducive to the work/activity intended. (100% in 2013 and 2011, 94% in 2010, 100% in 2009, 92% in 2008) #43**



# 2014 Community Practice Review Southwest Region Findings by Area

## J. Residential Services

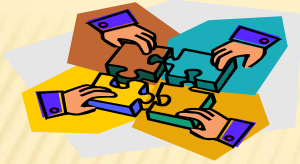
| Question   | 2008<br>(sample=18)                           | 2009<br>(sample=18)                           | 2010<br>(sample=17)                          | 2011<br>(sample=18)                         | 2013<br>(sample=16)             | 2014<br>(sample=14)                         |
|--|---|---|--|---|---------------------------------|---|
| 44. Does the residential direct services staff "know" the person?  | 83% Yes (15)<br>17% Partial (3)               | 89% Yes (16)<br>11% Partial (2)               | 88% Yes (15)<br>12% Partial (2)              | 94% Yes (17)<br>6% Partial (1)              | 100% Yes (16)                   | 93% Yes (13)<br>7% Partial (1)              |
| 45. Does the direct service staff have adequate input into the person's ISP?   | 56% Yes (10)<br>39% Partial (7)<br>6% No (1)  | 56% Yes (10)<br>33% Partial (6)<br>11% No (2) | 53% Yes (9)<br>41% Partial (7)<br>6% No (1)  | 44% Yes (8)<br>50% Partial (9)<br>6% No (1) | 69% Yes (11)<br>31% Partial (5) | 50% Yes (7)<br>43% Partial (6)<br>7% No (1) |
| 46. Did the direct service staff receive training on the implementing this person's ISP?   | 67% Yes (12)<br>28% Partial (5)<br>6% No (1)  | 56% Yes (10)<br>44% Partial (8)               | 71% Yes (12)<br>29% Partial (5)              | 83% Yes (15)<br>17% Partial (3)             | 56% Yes (9)<br>44% Partial (7)  | 93% Yes (13)<br>7% Partial (1)              |
| 47. Is the residence safe for individuals (void of hazards)?   | 89% Yes (16)<br>11% No (2)                    | 94% Yes (17)<br>6% No (1)                     | 94% Yes (16)<br>6% No (1)                    | 100% Yes (17)<br><br>(1 CND)                | 88% Yes (14)<br>13% No (2)      | 93% Yes (13)<br>7% No (1)                   |
| 48. Was the residential direct service staff able to describe this person's health-related needs?                                      | 44% Yes (8)<br>50% Partial (9)<br>6% No (1)   | 50% Yes (9)<br>50% Partial (9)                | 65% Yes (11)<br>35% Partial (6)              | 67% Yes (12)<br>33% Partial (6)             | 69% Yes (11)<br>31% Partial (5) | 50% Yes (7)<br>50% Partial (7)              |
| 49. Was the residential direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? | 56% Yes (10)<br>44% Partial (8)               | 78% Yes (14)<br>22% Partial (4)               | 71% Yes (12)<br>29% Partial (5)              | 67% Yes (12)<br>33% Partial (6)             | 56% Yes (9)<br>44% Partial (7)  | 64% Yes (9)<br>36% Partial (5)              |
| 49.a. Was the staff able to provide specific information regarding the person's daily activities?                                      | 83% Yes (15)<br>17% Partial (3)               | 100% Yes (18)                                 | 76% Yes (13)<br>24% Partial (4)              | 100% Yes (18)                               | 94% Yes (15)<br>6% Partial (1)  | 86% Yes (12)<br>14% Partial (2)             |
| 49.b. Can the direct service staff describe his/her responsibilities in implementing the person's ISP goals & objectives?              | 61% Yes (11)<br>28% Partial (5)<br>11% No (2) | 78% Yes (14)<br>17% Partial (3)<br>6% No (1)  | 82% Yes (14)<br>12% Partial (2)<br>6% No (1) | 67% Yes (12)<br>33% Partial (6)             | 56% Yes (9)<br>44% Partial (7)  | 71% Yes (10)<br>29% Partial (4)             |



# 2014 Community Practice Review Southwest Region Findings by Area

## J. Residential Services (cont'd)

| Question   | 2008<br>(sample=18)                          | 2009<br>(sample=18)                          | 2010<br>(sample=17)                          | 2011<br>(sample=18)                          | 2013<br>(sample=16)                          | 2014<br>(sample=14)                               |
|--|--|--|--|--|--|---|
| 50. Did the residential direct service staff have training in the ISP process?   | 39% Yes (7)<br>50% Partial (9)<br>11% No (2) | 56% Yes (10)<br>39% Partial (7)<br>6% No (1) | 65% Yes (11)<br>29% Partial (5)<br>6% No (1) | 67% Yes (12)<br>33% Partial (6)              | 63% Yes (10)<br>31% Partial (5)<br>6% No (1) | 77% Yes (10)<br>23% Partial (3)<br>(1 not scored) |
| 51. Did the residential direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation? | 72% Yes (13)<br>28% Partial (5)              | 67% Yes (12)<br>33% Partial (6)              | 76% Yes (13)<br>24% Partial (4)              | 83% Yes (15)<br>17% Partial (3)              | 100% Yes (16)                                | 86% Yes (12)<br>14% Partial (2)                   |
| 51.a. Have training on the provider's complaint process?   | 83% Yes (15)<br>17% Partial (3)              | 78% Yes (14)<br>17% Partial (3)<br>6% No (1) | 88% Yes (15)<br>12% Partial (2)              | 83% Yes (15)<br>11% Partial (2)<br>6% No (1) | 100% Yes (16)                                | 92% Yes (12)<br>8% Partial (1)<br>(1 not scored)  |
| 51.b. Have training on how and to whom to report abuse, neglect and exploitation?  | 78% Yes (14)<br>17% Partial (3)<br>6% No (1) | 78% Yes (14)<br>22% Partial (4)              | 88% Yes (15)<br>6% Partial (1)<br>6% No (1)  | 94% Yes (17)<br><br>6% No (1)                | 100% Yes (16)                                | 93% Yes (13)<br>7% Partial (1)                    |
| 52. Does the residential direct service staff have an appropriate expectation of growth for this person?                               | 56% Yes (10)<br>44% Partial (8)              | 89% Yes (16)<br>11% Partial (2)              | 76% Yes (13)<br>24% Partial (4)              | 67% Yes (12)<br>33% Partial (6)              | 50% Yes (8)<br>50% Partial (8)               | 36% Yes (5)<br>57% Partial (8)<br>7% No (1)       |
| 53. Does the person's residential environment offer a minimal level of quality of life?  | 94% Yes (17)<br>6% Partial (1)               | 94% Yes (17)<br>6% Partial (1)               | 100% Yes (17)                                | 94% Yes (16)<br>6% Partial (1)<br>(1 CND)    | 81% Yes (13)<br>19% Partial (3)              | 93% Yes (13)<br>7% Partial (1)                    |



## J. Residential Services

### Noteworthy Practice

- **93% (13 of 14) of interviewed residential direct support were found to “know” the person.** (100 % in 2013, 94% in 2011, 88% in 2010, 89% in 2009, 83% in 2008) #44
- **93% (13 of 14) of residences were found to be safe for individuals (void of hazards).** (88% in 2013, 100% in 2011, 94% in 2009 and 2010, 89% in 2008) #47
- **93% (13 of 14) of individual’s residential environments were found to offer a minimal level of quality of life.** (94% in 2011, 100% in 2010, 94% in 2009 and 2008) #53



# 2014 Community Practice Review Southwest Region Findings by Area

## K. Case Management

| Question  | 2008<br>(sample=18)                           | 2009<br>(sample=18)                          | 2010<br>(sample=17)             | 2011<br>(sample=18)             | 2013<br>(sample=16)             | 2014<br>(sample=14)             |
|---|---|--|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| 26. Does the case manager "know" the person?  | 72% Yes (13)<br>28% Partial (5)               | 89% Yes (16)<br>11% Partial (2)              | 88% Yes (15)<br>12% Partial (2) | 94% Yes (17)<br>6% Partial (1)  | 94% Yes (15)<br>6% Partial (1)  | 93% Yes (13)<br>7% Partial (1)  |
| 27. Does the case manager understand his/her role/job?  | 50% Yes (9)<br>44% Partial (8)<br>6% No (1)   | 89% Yes (16)<br>11% Partial (2)              | 76% Yes (13)<br>24% Partial (4) | 33% Yes (6)<br>67% Partial (12) | 38% Yes (6)<br>63% Partial (10) | 71% Yes (10)<br>29% Partial (4) |
| 28. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person? | 78% Yes (14)<br>22% Partial (4)               | 89% Yes (16)<br>11% Partial (2)              | 88% Yes (15)<br>12% Partial (2) | 89% Yes (16)<br>11% Partial (2) | 88% Yes (14)<br>13% Partial (2) | 93% Yes (13)<br>7% Partial (1)  |
| 29. Is the case manager available to the person?  | 83% Yes (15)<br>17% Partial (3)               | 89% Yes (16)<br>11% Partial (2)              | 88% Yes (15)<br>12% Partial (2) | 78% Yes (14)<br>22% Partial (4) | 94% Yes (15)<br>6% Partial (1)  | 86% Yes (12)<br>14% Partial (2) |
| 30. Was the case manager able to describe the person's health related needs?  | 50% Yes (9)<br>50% Partial (9)                | 61% Yes (11)<br>33% Partial (6)<br>6% No (1) | 53% Yes (9)<br>47% Partial (8)  | 89% Yes (16)<br>11% Partial (2) | 94% Yes (15)<br>6% Partial (1)  | 64% Yes (9)<br>36% Partial (5)  |
| 31. Does the case manager have an appropriate expectation of growth for this person?                                  | 56% Yes (10)<br>33% Partial (6)<br>11% No (2) | 89% Yes (16)<br>11% Partial (2)              | 71% Yes (12)<br>29% Partial (5) | 67% Yes (12)<br>33% Partial (5) | 50% Yes (8)<br>50% Partial (8)  | 64% Yes (9)<br>36% Partial (5)  |





# 2014 Community Practice Review Southwest Region Findings by Area

## K. Case Management (cont'd)

| Question  | 2008<br>(sample=18)                          | 2009<br>(sample=18)                          | 2010<br>(sample=17)                          | 2011<br>(sample=18)                          | 2013<br>(sample=16)             | 2014<br>(sample=14)            |
|---|--|--|--|--|---------------------------------|--------------------------------|
| 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? | 39% Yes (7)<br>56% Partial (10)<br>6% No (1) | 67% Yes (12)<br>33% Partial (6)              | 59% Yes (10)<br>35% Partial (6)<br>6% No (1) | 44% Yes (8)<br>56% Partial (10)              | 38% Yes (6)<br>63% Partial (10) | 36% Yes (5)<br>64% Partial (9) |
| 33. Does the case manager provide case management services at the level needed by this person?  | 22% Yes (4)<br>78% Partial (14)              | 83% Yes (15)<br>11% Partial (2)<br>6% No (1) | 47% Yes (8)<br>47% Partial (8)<br>6% No (1)  | 39% Yes (7)<br>56% Partial (10)<br>6% No (1) | 31% Yes (5)<br>69% Partial (11) | 36% Yes (5)<br>64% Partial (9) |
| 34. Does the case manager receive the type and level of support needed to do his/her job?   | 83% Yes (15)<br>17% Partial (3)              | 94% Yes (17)<br>6% Partial (1)               | 88% Yes (15)<br>12% Partial (2)              | 89% Yes (16)<br>11% Partial (2)              | 100% Yes (16)                   | 93% Yes (13)<br>7% Partial (1) |



## K. Case Management

### Noteworthy Practice

- **93% of case managers (13 of 14) were found to adequately “know” the person.** (94% in 2011 and 2013, 88% in 2010, 89% in 2009, 72% in 2008) #26
- **93% of case managers (13 of 14) were found to receive training on the topics needed to assist them in meeting the needs of the person.** (88% in 2013, 89% in 2011, 88% in 2010, 89% in 2009, 78% in 2008) #28
- **93% of case managers (13 of 14) were found to receive the type and level of support needed to do their job.** (100% in 2013, 89% in 2011, 88% in 2010, 94% in 2009, 83% in 2008) #34



# 2014 Community Practice Review Southwest Region Findings by Area

## L. Behavioral Support Services

| Question   | 2008<br>(sample=18)                                    | 2009<br>(sample=18)                                     | 2010<br>(sample=17)                                     | 2011<br>(sample=18)                                     | 2013<br>(sample=16)                                     | 2014<br>(sample=14)                                     |
|--|--|---|---|---|---|---|
| 131. Is the person considered by the IDT to need behavior services now?  | 61% Yes (11)<br>39% No (7)                             | 78% Yes (14)<br>22% No (4)                              | 59% Yes (10)<br>41% No (7)                              | 94% Yes (17)<br>6% No (1)                               | 56% Yes (9)<br>44% No (7)                               | 64% Yes (9)<br>36% No (5)                               |
| 132. In the opinion of the reviewer, does the person need behavior services?   | 61% Yes (11)<br>39% No (7)                             | 72% Yes (13)<br>28% No (5)                              | 65% Yes (11)<br>35% No (6)                              | 89% Yes (16)<br>11% No (2)                              | 56% Yes (9)<br>44% No (7)                               | 64% Yes (9)<br>36% No (5)                               |
| 133. Have adequate behavioral assessments been completed?  | 73% Yes (8)<br>27% Partial (3)<br><br>(7 N/A)          | 79% Yes (11)<br>14% Partial (2)<br>7% No (1)<br>(4 N/A) | 92% Yes (11)<br><br>8% No (1)<br>(5 N/A)                | 82% Yes (14)<br>18% Partial (3)<br><br>(1 N/A)          | 100% Yes (8)<br><br><br>(8 N/A)                         | 78% Yes (7)<br>22% Partial (2)<br><br>(5 N/A)           |
| 134. Does the person have behavior support plans developed out of the behavior assessments that meet the person's needs? | 64% Yes (7)<br>27% Partial (3)<br>9% No (1)<br>(7 N/A) | 86% Yes (12)<br>14% Partial (2)<br><br>(4 N/A)          | 82% Yes (9)<br>9% Partial (1)<br>9% No (1)<br>(6 N/A)   | 94% Yes (16)<br><br>6% No (1)<br>(1 N/A)                | 100% Yes (8)<br><br><br>(8 N/A)                         | 89% Yes (8)<br>11% Partial (1)<br><br>(5 N/A)           |
| 135. Have the staff been trained on the behavior support plan?   | 82% Yes (9)<br>18% Partial (2)<br><br>(7 N/A)          | 86% Yes (12)<br>14% Partial (2)<br><br>(4 N/A)          | 73% Yes (8)<br>18% Partial (2)<br>9% No (1)<br>(6 N/A)  | 94% Yes (16)<br>6% Partial (1)<br><br>(1 N/A)           | 88% Yes (7)<br>12% Partial (1)<br><br>(8 N/A)           | 100% Yes (9)<br><br><br>(5 N/A)                         |
| 136. Does the person receive behavioral services consistent with his/her needs?  | 64% Yes (7)<br>27% Partial (3)<br>9% No (1)<br>(7 N/A) | 86% Yes (12)<br>14% Partial (2)<br><br>(4 N/A)          | 82% Yes (9)<br>9% Partial (1)<br>9% No (1)<br>(6 N/A)   | 82% Yes (14)<br>12% Partial (2)<br>6% No (1)<br>(1 N/A) | 88% Yes (7)<br>12% Partial (1)<br><br>(8 N/A)           | 89% Yes (8)<br>11% Partial (1)<br><br>(5 N/A)           |
| 137. Are behavior support services integrated into the ISP?  | 36% Yes (4)<br>55% Partial (6)<br>9% No (1)<br>(7 N/A) | 64% Yes (9)<br>29% Partial (4)<br>7% No (1)<br>(4 N/A)  | 36% Yes (4)<br>27% Partial (3)<br>36% No (4)<br>(6 N/A) | 53% Yes (9)<br>41% Partial (7)<br>6% No (1)<br>(1 N/A)  | 63% Yes (5)<br>25% Partial (2)<br>12% No (1)<br>(8 N/A) | 33% Yes (3)<br>56% Partial (5)<br>11% No (1)<br>(5 N/A) |



## L. Behavioral Support Services

### Noteworthy Practice

- **89% (8 of 9, 5 N/A) of individuals had a positive behavior support plan developed out of the behavior assessments that met the person's needs. (100% in 2013, 94% in 2011, 82% in 2010, 86% did in 2009, 64% in 2008) #134**
- **100% of support staff (9 of 9, 5 N/A) have been trained on the individual's behavior support plan. (88% in 2013, 94% in 2011, 73% in 2010, 86% in 2009, 82% in 2008) #135**
- **89% (8 of 9, 5 N/A) of individuals received behavioral services consistent with his/her needs. (88% in 2013, 82% in 2010 and 2011, 86% in 2009, 64% in 2008) #136**

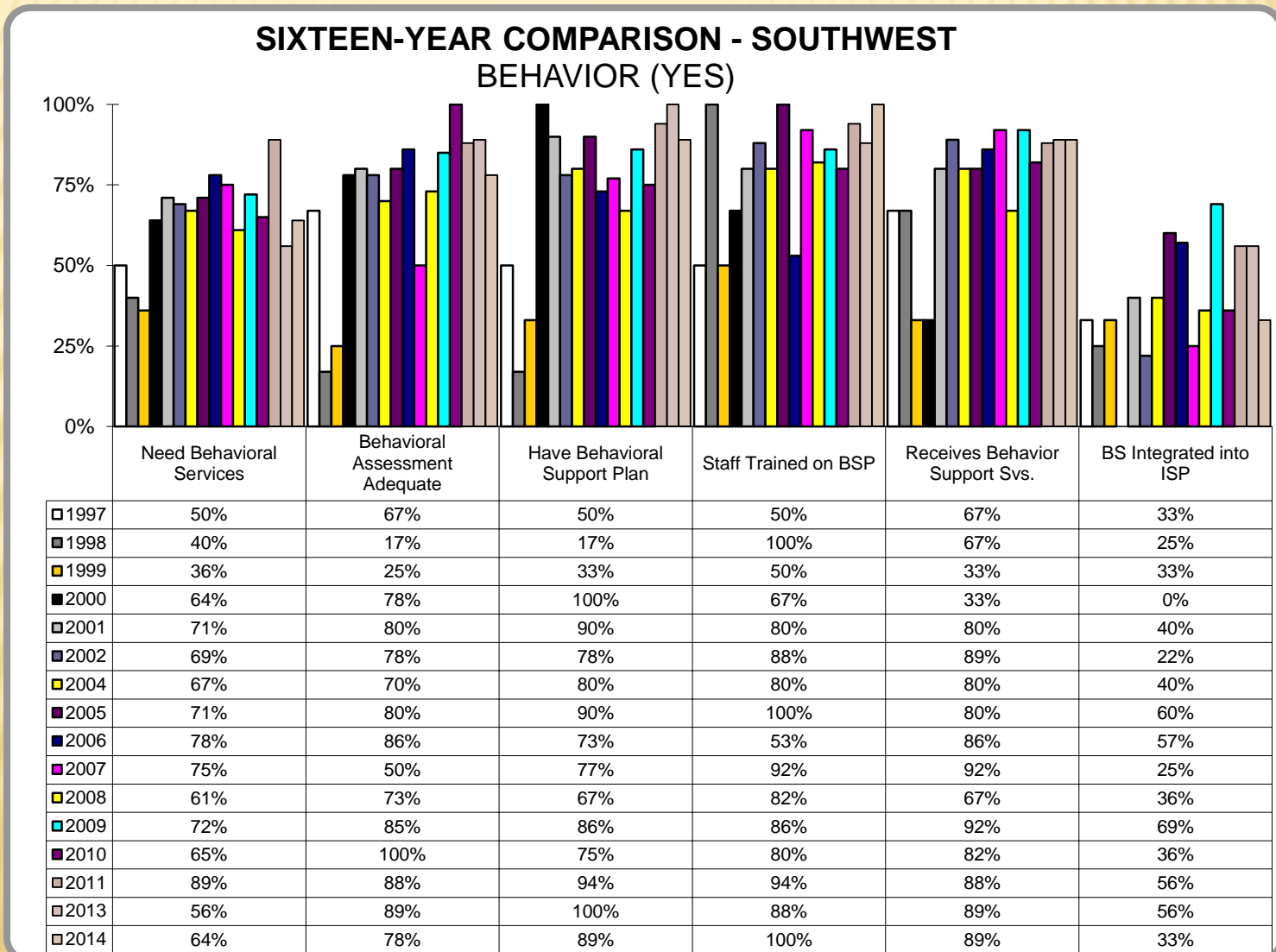


## L. Behavioral Support Services – Historical Scoring

| Question   | 2000 | 2001 | 2002 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2013 | 2014 |
|--|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Does the person need behavioral services?  | 64%  | 71%  | 69%  | 67%  | 71%  | 78%  | 75%  | 61%  | 72%  | 65%  | 89%  | 56%  | 64%  |
| Have adequate behavioral assessments been completed?   | 78%  | 80%  | 78%  | 70%  | 80%  | 86%  | 50%  | 73%  | 85%  | 100% | 88%  | 89%  | 78%  |
| Does the person have a positive behavior support plan developed out of the behavior assessments that meets the person's needs? | 100% | 90%  | 78%  | 80%  | 90%  | 73%  | 77%  | 67%  | 86%  | 75%  | 94%  | 100% | 89%  |
| Have the staff been trained on the behavior support plan?  | 67%  | 80%  | 88%  | 80%  | 100% | 53%  | 92%  | 82%  | 86%  | 80%  | 94%  | 88%  | 100% |
| Does the person receive behavioral services consistent with his/her needs?   | 33%  | 80%  | 89%  | 80%  | 80%  | 86%  | 92%  | 67%  | 92%  | 82%  | 88%  | 89%  | 89%  |
| Are behavioral support services integrated into the ISP?   | 0%   | 40%  | 22%  | 40%  | 60%  | 57%  | 25%  | 36%  | 69%  | 30%  | 56%  | 56%  | 33%  |



## L. Behavioral Support Services – Disengagement





# 2014 Community Practice Review Southwest Region Findings by Area

## M. Adaptive Equipment/Augmentative Communication

| Question   | 2008<br>(sample=18)                                      | 2009<br>(sample=18)                           | 2010<br>(sample=17)                            | 2011<br>(sample=18)                           | 2013<br>(sample=16)                            | 2014<br>(sample=14)                                    |
|--|--|---|--|---|--|--|
| 138. Has the person received all adaptive equipment needed?              | 80% Yes (8)<br>20% Partial (2)<br>(8 N/A)                | 100% Yes (7)<br><br>(11 N/A)                  | 71% Yes (10)<br>29% Partial (4)<br>(3 N/A)     | 94% Yes (15)<br>6% Partial (1)<br>(2 N/A)     | 86% Yes (12)<br>14% Partial (2)<br>(2 N/A)     | 75% Yes (9)<br>17% Partial (2)<br>8% No (1)<br>(2 N/A) |
| 139. Has the person received all assistive technology needed?            | 54% Yes (7)<br>38% Partial (5)<br>8% No (1)<br>(5 N/A)   | 92% Yes (11)<br>8% Partial (1)<br><br>(6 N/A) | 71% Yes (10)<br>29% Partial (4)<br><br>(3 N/A) | 64% Yes (9)<br>36% Partial (5)<br><br>(4 N/A) | 69% Yes (9)<br>31% Partial (4)<br><br>(3 N/A)  | 56% Yes (5)<br>44% Partial (4)<br><br>(5 N/A)          |
| 140. Has the person received all communication assessments and services? | 63% Yes (10)<br>25% Partial (4)<br>13% No (2)<br>(2 N/A) | 93% Yes (13)<br>7% Partial (1)<br><br>(4 N/A) | 94% Yes (16)<br><br><br>6% No (1)              | 50% Yes (8)<br>50% Partial (8)<br><br>(2 N/A) | 71% Yes (10)<br>29% Partial (4)<br><br>(2 N/A) | 85% Yes (11)<br>15% Partial (2)<br><br>(1 N/A)         |

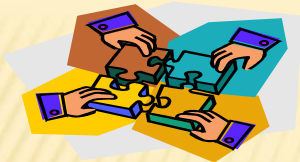


## M. Adaptive Equipment/Augmentative Communication

### Practice Challenges:

- **75 % of individuals (8 of 12, 2 N/A) identified as needing adaptive equipment received all of the devices they needed. (86% in 2013, 94% in 2011, 71% in 2010, 100% in 2009, 80% in 2008, 67% in 2007) #138**
- **56% of individuals (5 of 9, 5 N/A) received all assistive technology that were identified as needed. (54% in 2013, 92% in 2011, 71% in 2010, 64% in 2009, 69% in 2008) #139**



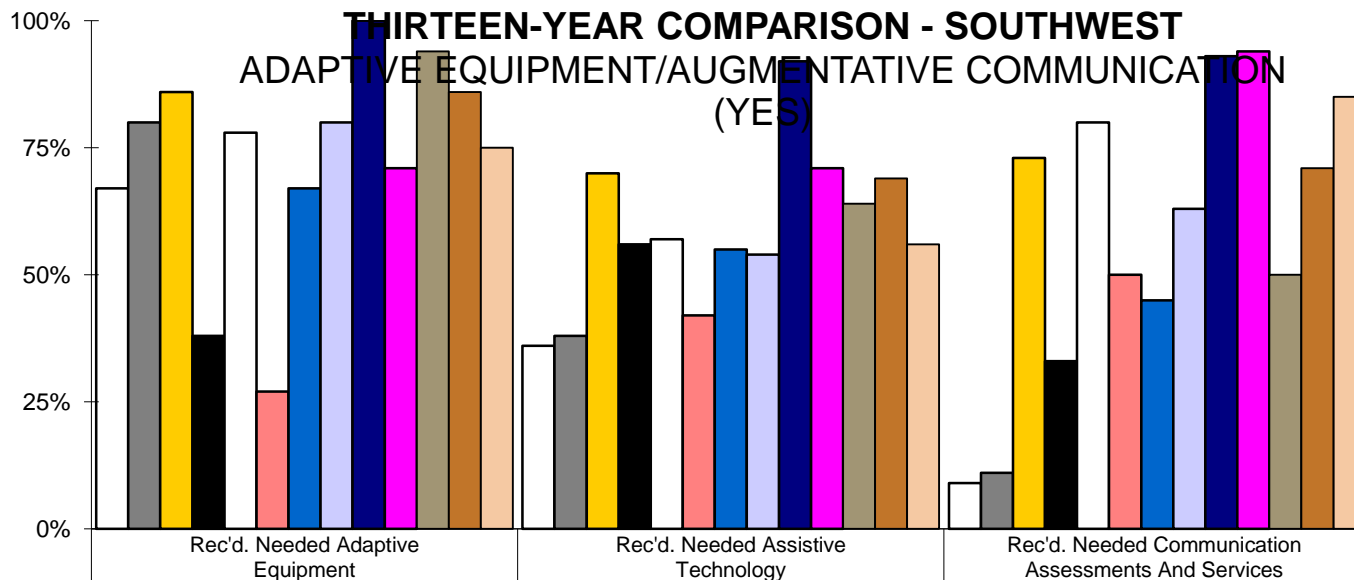


## M. Adaptive Equipment/Augmentative Communication Historical Scoring

| Question  | 2000 | 2001 | 2002 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2013 | 2014 |
|---|------|------|------|------|------|------|------|------|------|------|------|------|------|
| 138. Has the person received all adaptive equipment needed?                     | 67%  | 80%  | 86%  | 38%  | 78%  | 27%  | 67%  | 80%  | 100% | 71%  | 94%  | 86%  | 75%  |
| 139. Has the person received all assistive technology needed?                   | 36%  | 38%  | 70%  | 56%  | 57%  | 42%  | 55%  | 54%  | 92%  | 71%  | 64%  | 69%  | 56%  |
| 140. Has the person received all communication assessments and services needed? | 9%   | 11%  | 73%  | 33%  | 80%  | 50%  | 45%  | 63%  | 93%  | 94%  | 50%  | 71%  | 85%  |



# M. Adaptive Equipment/Augmentative Communication Disengagement



| Year | Rec'd. Needed Adaptive Equipment | Rec'd. Needed Assistive Technology | Rec'd. Needed Communication Assessments And Services |
|------|----------------------------------|------------------------------------|--|
| 2000 | 67%                              | 36%                                | 9%   |
| 2001 | 80%                              | 38%                                | 11%  |
| 2002 | 86%                              | 70%                                | 73%  |
| 2004 | 38%                              | 56%                                | 33%  |
| 2005 | 78%                              | 57%                                | 80%  |
| 2006 | 27%                              | 42%                                | 50%  |
| 2007 | 67%                              | 55%                                | 45%  |
| 2008 | 80%                              | 54%                                | 63%  |
| 2009 | 100%                             | 92%                                | 93%  |
| 2010 | 71%                              | 71%                                | 94%  |
| 2011 | 94%                              | 64%                                | 50%  |
| 2013 | 86%                              | 69%                                | 71%  |
| 2014 | 75%                              | 56%                                | 85%  |



# THANK YOU!

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