



**2020 (FY21) Individual Quality Review  
Southeast Region Report**

**2020 (FY21) Individual  
Quality Review  
Southeast Region  
Draft Findings Report**

Southeast Phone Interviews and On-site: September 8 – October 16, 2020

**FINAL: November 6, 2020**



# 2020 (FY21) Individual Quality Review Southeast Region Report

**Class Members: 25**

**Southeast Sample: 10 (40%)**

**Independent Case Management Agencies**

J&J                      10

## **Community Inclusion and Residential Providers**

	<b>CCS/CIE</b>	<b>Residential</b>
<u>Aspire</u>	<u>2</u>	<u>2</u>
<u>ENMRSH</u>	<u>2</u>	<u>2</u>
<u>Leaders</u>	<u>1</u>	<u>1</u>
<u>Nezzy Care</u>	<u>1</u>	<u>1</u>
<u>Tobosa</u>	<u>4</u>	<u>4</u>



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## Class Members with Immediate or Special Needs

### Individuals found to Need Immediate Attention: 2 People (20% of sample)

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

### Individuals Needing Special Attention: 5 People (50% of sample)

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

*In 2019, five people were found to need Immediate Attention, three people required Special Attention. There were 10 people in the sample.*

*In 2018, five people were found to need Immediate Attention, three people required Special Attention. There were 10 people in the sample.*

*In 2017, one person was found to need Immediate Attention, five people required Special Attention. There were 10 people in the sample.*

*In 2016, no individuals were found to need Immediate Attention; one person required Special Attention. There were 10 people in the sample.*

*In 2015, one person was found to need Immediate Attention, two people required Special Attention. There were 11 people in the sample.*

*In 2014, one person was found to need Immediate Attention, two people required Special Attention., and one incident report was filed. There were 14 people in the sample.*

*In 2013, one person was found to need Immediate Attention; one person required Special Attention. There were 15 people in the sample.*

*In 2011, one person was found to need Immediate Attention; five people required Special Attention. There were 16 people in the sample.*



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## Findings by Area

CASE MANAGEMENT						
Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
24. Does the case manager "know" the person? CPRQ26; '17IQR#8c, '18IQR24	100% Yes (11)	100% Yes (10)	90% Yes (9) 10% Many (1)	78% Yes (7) 11% Many (1) 11% Needs Impv (1)	90% Yes (9) 10% Many (1)	90% Yes (9) 10% Many (1)
25. Does the case manager understand his/her role/job? CPRQ27 '17IQR#16, '18IQR25	64% Yes (7) 36% Partial (4)	50% Yes (5) 50% Partial (5)	0% Yes 60% Many (6) 40% Needs Impv (4)	44% Yes (4) 44% Many (4) 11% Needs Impv (1)	30% Yes (3) 50% Many (5) 20% Needs Impv (2)	0% Yes 70% Many (7) 30% Needs Impv (3)
26. Is the case manager available to the person? CPRQ29; '17IQR#16a, '18IQR27	82% Yes (9) 18% Partial (2)	100% Yes (10)	70% Yes (7) 10% Many (1) 20% Needs Impv (2)	56% Yes (5) 44% Many (4)	90% Yes (9) 10% Many (1)	70% Yes (7) 30% Many (3)
27. Was the case manager able to describe the person's health related needs? CPRQ30, , '18IQR28	82% Yes (9) 18% Partial (2)	80% Yes (8) 20% Partial (2)		44% Yes (4) 56% Many (5)	40% Yes (4) 50% Many (5) 10% Needs Impv (1)	50% Yes (5) 50% Many (5)
28. Does the case manager have an appropriate expectation of growth for this person? CPRQ31, '18IQR29	36% Yes (4) 64% Partial (7)	60% Yes (6) 40% Partial (4)		89% Yes (8) 11% Needs Impv (1)	90% Yes (9) 10% Many (1)	90% Yes (9) 10% Many (1)
29. Does the case management record contain documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP? CPRQ32; '17IQR#16b, '18IQR30	64% Yes (7) 36% Partial (4)	30% Yes (3) 70% Partial (7)	0% Yes 30% Many (3) 40% Needs Impv (4) 30% No (3)	33% Yes (3) 44% Many (4) 22% Needs Impv (2)	30% Yes (3) 50% Many (5) 20% Needs Impv (2)	0% Yes 80% Many (8) 20% Needs Impv (2)
30. Does the case manager provide case management services at the level needed by this person? CPRQ33; '17IQR#16c, '18IQR31	45% Yes (5) 55% Partial (6)	30% Yes (3) 70% Partial (7)	20% Yes (2) 20% Many (2) 60% Needs Impv (6)	56% Yes (5) 33% Many (3) 11% Needs Impv (1)	20% Yes (2) 60% Many (6) 20% Needs Impv (2)	0% Yes 70% Many (7) 30% Needs Impv (3)



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## EMPLOYMENT AND DAY

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
31. Does the direct services staff "know" the person? CPRQ35; '17IQR#8a, '18IQR33	82% Yes (9) 18% Partial (2)	100% Yes (10)	100% Yes (10)	100% Yes (9)	89% Yes (8) 11% Many (1)	60% Yes (6) 40% Many (4)
32. Does the direct service staff have input into the person's ISP? CPRQ36, '18IQR34	73% Yes (8) 18% Partial (2) 9% No (1)	90% Yes (9) 10% Partial (1)		56% Yes (5) 22% Many (2) 22% Needs Impv (2)	100% Yes (9)	80% Yes (8) 10% Many (1) 10% Needs Impv (1)
33. Did the direct service staff receive training on implementing this person's ISP? CPRQ37, '18IQR35	73% Yes (8) 27% Partial (3)	90% Yes (9) 10% Partial (1)		78% Yes (7) 11% Many (1) 11% Needs Impv (1)	56% Yes (5) 33% Many (3) 11% Needs Impv (1)	40% Yes (4) 50% Many (5) 10% Needs Imprv (1)
34. Was the direct service staff able to describe this person's health-related needs? CPRQ38, '18IQR36	45% Yes (5) 55% Partial (6)	90% Yes (9) 10% Partial (1)		44% Yes (4) 44% Many (4) 11% Needs Impv (1)	67% Yes (6) 22% Many (2) 11% Needs Impv (1)	10% Yes (1) 90% Many (9)
35. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39, '18IQR37	64% Yes (7) 36% Partial (4)	100% Yes (10)		78% Yes (7) 11% Many (1) 11% Needs Impv (1)	67% Yes (6) 33% Many (3)	30% Yes (3) 50% Many (5) 20% Needs Impv (2)
35a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ39a, '18IQR37a	100% Yes (11)	100% Yes (10)		89% Yes (8) 11% Many (1)	100% Yes (9)	80% Yes (8) 10% Many (1) 10% Needs Impv (1)
35b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ39b, '18IQR37b	64% Yes (7) 27% Partial (3) 9% No (1)	100% Yes (10)		78% Yes (7) 11% Many (1) 11% Needs Impv (1)	56% Yes (5) 33% Many (3) 11% Needs Impv (1)	30% Yes (3) 40% Many (4) 30% Needs Impv (3)



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## EMPLOYMENT AND DAY (continued)

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
36. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41, '18IQR39	73% Yes (8) 27% Partial (3)	100% Yes (10)		89% Yes (8) 11% Many (1)	100% Yes (9)	90% Yes (9) 10% No (1)
37. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42, '18IQR40	64% Yes (7) 18% Partial (2) 18% No (2)	80% Yes (8) 20% Partial (2)		89% Yes (8) 11% Many (1)	67% Yes (6) 33% Many (3)	80% Yes (8) 20% Many (2)
38. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43, '18IQR41	91% Yes (10) 9% Partial (1)	90% Yes (9) 10% Partial (1)		89% Yes (8) 11% Many (1)	100% Yes (9)	66.7% Yes (2) 33.3% Many (1) (7 CND)



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## RESIDENTIAL

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
39. Does the residential direct services staff "know" the person? CPRQ44; '17IQR#8b, '18IQR42	82% Yes (9) 18% Partial (2)	100% Yes (10)	90% Yes (9) 10% Needs Impv (1)	100% Yes (9)	100% Yes (10)	100% Yes (10)
40. Does the direct service staff have input into the person's ISP? CPRQ45, '18IQR43	82% Yes (9) 18% Partial (2)	80% Yes (8) 20% Partial (2)		67% Yes (6) 22% Many (2) 11% Needs Impv (1)	70% Yes (7) 10% Many (1) 10% Needs Impv (1) 10% No (1)	80% Yes (8) 20% Many (2)
41. Did the direct service staff receive training on implementing this person's ISP? CPRQ46, '18IQR44	91% Yes (10) 9% Partial (1)	90% Yes (9) 10% Partial (1)		67% Yes (6) 33% Many (3)	60% Yes (6) 40% Many (4)	30% Yes (3) 70% Many (7)
42. Is the residence safe for individuals (void of hazards)? CPRQ47, '18IQR45	100% Yes (11)	100% Yes (10)		78% Yes (7) 22% Many (2)	89% Yes (8) 11% Many (1) (1 CND)	80% Yes (8) 10% Many (1) 10% No (1)
43. Was the residential direct service staff able to describe this person's health-related needs? CPRQ48, '18IQR46	55% Yes (6) 45% Partial (5)	100% Yes (10)		67% Yes (6) 33% Many (3)	30% Yes (3) 60% Many (6) 10% Needs Impv (1)	20% Yes (2) 60% Many (6) 20% Needs Impv (2)
44. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49, '18IQR47	82% Yes (9) 18% Partial (2)	100% Yes (10)		89% Yes (8) 11% Many (1)	70% Yes (7) 30% Many (3)	30% Yes (3) 70% Many (7)
44a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ49a, '18IQR47a	91% Yes (10) 9% Partial (1)	100% Yes (10)		89% Yes (8) 11% Many (1)	100% Yes (10)	100% Yes (10)
44b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ49b, '18IQR47b	91% Yes (10) 9% Partial (1)	100% Yes (10)		78% Yes (7) 22% Many (2)	70% Yes (7) 30% Many (3)	30% Yes (3) 40% Many (4) 30% Needs Impv (3)



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## RESIDENTIAL (continued)

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
45. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51, '18IQR49	82% Yes (9) 18% Partial (2)	100% Yes (10)		100% Yes (9)	80% Yes (8) 20% Many (2)	90% Yes (9) 10% No (1)
46. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52, '18IQR50	45% Yes (5) 45% Partial (5) 9% No (1)	90% Yes (9) 10% Partial (1)		89% Yes (8) 11% Many (1)	90% Yes (9) 10% Many (1)	90% Yes (9) 10% Many (1)
47. Does the person's residential environment offer a minimal level of quality of life? CPRQ53, '18IQR51	82% Yes (9) 18% Partial (2)	90% Yes (9) 10% Partial (1)		89% Yes (8) 11% Many (1)	70% Yes (7) 30% Many (3)	70% Yes (7) 20% Many (2) 10% No (1)





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## HEALTH

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
48. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b, '18IQR52	36% Yes (4) 64% Partial (7)	80% Yes (8) 20% Partial (2)	80% Yes (8) 10% Many (1) 10% Needs Impv (1)	33% Yes (3) 67% Many (6)	20% Yes (2) 70% Many (7) 10% Needs Impv (1)	10% Yes (1) 90% Many (9)
49. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21, '18IQR53	36% Yes (4) 64% Partial (7)	70% Yes (7) 30% Partial (3)	30% Yes (3) 60% Many (6) 10% Needs Impv (1)	33% Yes (3) 44% Many (4) 22% Needs Impv (2)	40% Yes (4) 40% Many (4) 20% Needs Impv (2)	20% Yes (2) 70% Many (7) 10% Needs Impv (1)
50. Was the eChat updated timely? '17IQR#18g, '18IQR54			30% Yes (3) 20% Many (2) 40% Needs Impv (4) 10% No (1)	67% Yes (6) 11% Many (1) 11% Needs Impv (1) 11% No (1)	20% Yes (2) 60% Many (6) 20% Needs Impv (2)	0% Yes 90% Many (9) 10% Needs Impv (1)
50a. Is the eChat updated timely with the ISP and after changes in condition?					60% Yes (6) 10% Many (1) 30% Needs Impv (3)	40% Yes (4) 50% Many (5) 10% Needs Impv (1)
50b. Is the eChat complete?					30% Yes (3) 50% Many (5) 20% Needs Impv (2)	30% Yes (3) 70% Many (7)
50c. Is the eChat accurate?					30% Yes (3) 40% Many (4) 30% Needs Impv (3)	40% Yes (4) 40% Many (4) 20% Needs Impv (2)



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## HEALTH (continued)

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
51. Are all of the individual's needed medical treatments, including routine, scheduled and chronic needs, timely received? 17IQR#19, '18IQR55			40% Yes (4) 30% Many (3) 30% Needs Impv (3)	44% Yes (4) 44% Many (4) 11% Needs Impv (1)	10% Yes (1) 70% Many (7) 20% Needs Impv (2)	20% Yes (2) 80% Many (8)
52. Has the individual received all age and gender appropriate health screening/immunizations in accordance with national best practice and/or as recommended ... <i>(Does the individual receive routine/scheduled medical treatment?</i> 17IQR#19a, '18IQR56)			60% Yes (6) 10% Many (1) 30% Needs Impv (3)	89% Yes (8) 11% Many (1)	20% Yes (2) 30% Many (3) 50% Needs Impv (5)	20% Yes (2) 60% Many (6) 20% Needs Impv (2)
53. Does the individual receive medication as prescribed? 17IQR#19e, '18IQR57			60% Yes (6) 10% Many (1) 30% Needs Impv (3)	67% Yes (6) 33% Needs Impv (3)	40% Yes (4) 40% Many (4) 20% Needs Impv (2)	20% Yes (2) 40% Many (4) 40% Needs Impv (4)
54. Are nursing services provided as needed by the individual? 17IQR#20, '18IQR59			0% Yes 70% Many (7) 30% Needs Impv (3)	56% Yes (5) 11% Many (1) 22% Needs Impv (2) 11% No (1)	20% Yes (2) 50% Many (5) 30% Needs Impv (3)	10% Yes (1) 50% Many (5) 40% Needs Impv (4)
55. Is the CARMP consistent with recommendation in other healthcare documents? <i>(Is the CARMP is accurate?</i> '17IQR#21f, '18IQR60)			88% Yes (7) 13% Needs Impv (1) (2 N/A)	29% Yes (2) 43% Many (3) 14% Needs Impv (1) 14% NO (1) (2 N/A)	13% Yes (1) 63% Many (5) 25% Needs Impv (2) (2 N/A)	0% Yes 57.1% Many (4) 42.9% Needs Impv (3) (3 N/A)
56. Is the CARMP consistently implemented as intended? , '18IQR61				50% Yes (3) 32% Needs Impv (2) 17% No (1) (3 N/A)	63% Yes (5) 25% Many (2) 13% No (1) (2 N/A)	57.1% Yes (4) 42.9% Many (3) (3 N/A)



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<b>HEALTH (continued)</b>						
<b>Question</b>	<b>2015 (sample=11)</b>	<b>2016 (sample=10)</b>	<b>2017 (sample=10)</b>	<b>2018 (sample=9)</b>	<b>2019 (sample=10)</b>	<b>2020 (sample=10)</b>
57. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19, '18IQR62	18% Yes (2) 73% Partial (8) 9% No (1)	30% Yes (3) 70% Partial (7)		0% Yes 89% Many (8) 11% Needs Impv (1)	0% Yes 90% Many (9) 10% Needs Impv (1)	0% Yes 100% Many (10)
57a. Are assessment recommendations followed up on in a timely way?					20% Yes (2) 50% Many (5) 30% Needs Impv (3)	10% Yes (1) 70% Many (7) 20% Needs Impv (2)
57b. Were needed equipment/communication devices delivered timely?					56% Yes (5) 44% Many (4) (1 N/A)	62.5% Yes (5) 37.5% Many (3) (2 N/A)
57c. Were medical specialist appointments attended timely?					60% Yes (6) 30% Many (3) 10% Needs Impv (1)	20% Yes (2) 70% Many (7) 10% Needs Impv (1)
57d. Were changes in personal condition, if any, responded to timely?					78% Yes (7) 11% Many (1) 11% Needs Impv (1) (1 N/A)	80% Yes (8) 10% Many (1) 10% Needs Impv (1)
57e. Were Health Care Plans available, accurate and consistently implemented?					30% Yes (3) 50% Many (5) 10% Needs Impv (1)	0% Yes 100% Many (10)



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## ASSESSMENTS

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
58. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18, '18IQR65	45% Yes (5) 55% Partial (6)	30% Yes (3) 70% Partial (7)	20% Yes (2) 50% Many (5) 30% Needs Impv (1)	11% Yes (1) 89% Many (8)	30% Yes (3) 50% Many (5) 20% Needs Impv (2)	10% Yes (1) 90% Many (9)
59. Are the assessments adequate for planning? CPRQ59; '17IQR#4f, '18IQR66	36% Yes (4) 64% Partial (7)	10% Yes (1) 90% Partial (9)	10% Yes (1) 70% Many (7) 20% Needs Impv (2)	22% Yes (2) 44% Many (4) 33% Needs Impv (3)	10% Yes (1) 70% Many (7) 20% Needs Impv (2)	0% Yes 100% Many (10)
59a. Were assessments provided timely?					10% Yes (1) 60% Many (6) 30% Needs Impv (3)	0% Yes 90% Many (9) 10% Needs Impv (1)
59b. Did assessments contain accurate information?					30% Yes (3) 70% Many (7)	0% Yes 100% Many (10)
59c. Did assessments contain information accurate to guide planning?					20% Yes (2) 40% Many (4) 40% Needs Impv (4)	0% Yes 60% Many (6) 40% Needs Impv (4)
59d. Did assessments contain recommendations?					50% Yes (5) 30% Many (3) 20% Needs Impv (2)	30% Yes (3) 70% Many (7)
60. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5, '18IQR67	55% Yes (6) 45% Partial (5)	40% Yes (4) 60% Partial (6)	20% Yes (2) 50% Many (4) 50% Needs Impv (4)	33% Yes (3) 56% Many (5) 11% Needs Impv (1)	40% Yes (4) 50% Many (5) 10% Needs Impv (1)	20% Yes (2) 80% Many (8)
61. For medical, clinical or health related rec's, has a DCF been completed if the individual and/or their guardian/health care decision maker have decided not to follow all or part of an order, rec, or suggestion? '17IQR#5c, '18IQR68			25% Yes (1) 75% No (3) (6 N/A)	17% Yes (1) 17% Many (1) 67% No (4) (3 N/A)	33% Yes (2) 17% Many (1) 17% Needs Impv (1) 33% No (2) (4 N/A)	40% Yes (2) 20% Many (1) 20% Needs Impv (1) 20% No (1) (5 N/A)



# 2020 (FY21) Individual Quality Review Southeast Region Report

## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
62. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9, '18IQR69	100% Yes (11)	100% Yes (10)	90% Yes (9) 10% Needs Impv (1)	100% Yes (9)	100% Yes (10)	100% Yes (10)
63. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3, '18IQR70	45% Yes (5) 55% Partial (6)	50% Yes (5) 50% Partial (5)	20% Yes (2) 50% Many (5) 30% Needs Impv (3)	56% Yes (5) 33% Many (3) 11% Needs Impv (1)	30% Yes (3) 70% Many (7)	50% Yes (5) 30% Many (3) 20% Needs Impv (2)
64. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP? CPRQ63; '17IQR#3d, '18IQR71	44% Yes (4) 44% Partial (4) 11% No (1) (2 N/A)	25% Yes (2) 75% Partial (6)  (2 N/A)	44% Yes (4) 22% Needs Impv (2) 33% No (3) (1 N/A)	67% Yes (4) 17% Many (1) 17% Needs Impv (1) (3 N/A)	14% Yes (1) 57% Many (4) 14% Needs Impv (1) 14% No (1) (3 N/A)	37.5% Yes (3) 25% Many (2) 25% Needs Impv (2) 12.5% No (1) (2 N/A)
65. Does my ISP contain current and accurate information? '17IQR#6, '18IQR72			20% Yes (2) 50% Many (5) 30% Needs Impv (3)	33% Yes (3) 44% Many (4) 22% Needs Impv (2)	20% Yes (2) 60% Many (6) 20% Needs Impv (2)	20% Yes (2) 50% Many (5) 30% Needs Impv (3)
66. Does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b, '18IQR73	27% Yes (3) 73% Partial (8)	60% Yes (6) 40% Partial (4)	50% Yes (5) 10% Many (1) 40% Needs Impv (4)	33% Yes (3) 22% Many (2) 33% Needs Impv (3)	80% Yes (8) 10% Many (1) 10% Needs Impv (1)	30% Yes (3) 60% Many (6) 10% No (1)
67. Does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c, '18IQR74	36% Yes (4) 64% Partial (7)	40% Yes (4) 60% Partial (6)	60% Yes (6) 10% Many (1) 10% Needs Impv (1) 20% No (2)	56% Yes (5) 22% Many (2) 11% Needs Impv (1) 11% No (1)	90% Yes (9) 10% Many (1)	50% Yes (5) 10% Many (1) 20% Needs Impv (2) 20% No (2)
68. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a, '18IQR75			20% Yes (2) 60% Needs Impv (6) 20% No (2)	11% Yes (1) 44% Many (4) 22% Needs Impv (2) 22% No (2)	10% Yes (1) 20% Many (2) 50% Needs Impv (5) 20% No (2)	0% Yes 60% Many (6) 40% Needs Impv (4)



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## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
69. Does the data kept identify what the person does so a determination regarding progress/lack of progress can be made? '17IQR#12b, '18IQR76			0% Yes 10% Many (1) 30% Needs Impv (3) 60% No (6)	33% Yes (3) 33% Needs Impv (3) 33% No (3)	10% Yes (1) 20% Many (2) 50% Needs Impv (5) 20% No (2)	10% Yes (1) 30% Many (3) 30% Needs Impv (3) 30% No (3)
70. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c, '18IQR77			10% Yes (1) 30% Needs Impv (3) 60% No (6)	0% Yes 11% Many (1) 33% Needs Impv (3) 56% No (5)	20% Yes (2) 10% Many (1) 50% Needs Impv (5) 20% No (2)	0% Yes 40% Many (4) 40% Needs Impv (4) 20% No (2)
71. If the person is not successful in achieving actions steps, has the team tried to determine why, and change their approach if needed? '18IQR78			13% Yes (1) 63% Needs Impv (5) 25% No (2) (2 N/A)	33% Yes (3) 22% Needs Impv (2) 44% No (4)	22% Yes (2) 44% Many (4) 11% Needs Impv (1) 22% No (2) (1 N/A)	22.2% Yes (2) 33.3% Many (3) 33.3% Needs Impv (3) 11.2% No (1) (1 N/A)
72. If the person achieves action steps, does the team move to the next in the progression of steps or develops a new one? '17IQR#12c, '18IQR79			0% Yes 50% Needs Impv (3) 50% No (3) (4 N/A)	0% Yes 29% Needs Impv (2) 71% No (5) (2 N/A)	17% Yes (1) 17% Many (1) 33% Needs Impv (2) 33% No (2) (4 N/A)	14.3% Yes (1) 42.9% Many (3) 14.3% Needs Impv (1) 28.5% No (2) (3 N/A)
73. Has the person made measurable progress on actions steps during this past year?'17IQR#13b, '18IQR80			0% Yes 30% Many (3) 40% Needs Impv (4) 30% No (3)	11% Yes (1) 33% Many (3) 44% Needs Impv (4) 11% No (1)	10% Yes (1) 30% Many (3) 20% Needs Impv (2) 40% No (4)	10% Yes (1) 10% Many (1) 60% Needs Impv (6) 20% No (2)
74. Do the outcomes in the ISP include criteria by which the team can determine when the outcome(s) have been achieved? CPRQ67; '17IQR#7e, '18IQR81	36% Yes (4) 64% Partial (7)	30% Yes (3) 70% Partial (7)	20% Yes (2) 10% Many (1) 60% Needs Impv (6) 10% No (1)	22% Yes (2) 33% Many (3) 33% Needs Impv (3) 11% No (1)	50% Yes (5) 30% Needs Impv (3) 20% No (2)	20% Yes (2) 50% Many (5) 20% Needs Impv (2) 10% No (1)



# 2020 (FY21) Individual Quality Review Southeast Region Report

## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
75. Are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d, '18IQR82	27% Yes (3) 73% Partial (8)	70% Yes (7) 30% Partial (3)	30% Yes (3) 10% Many (1) 60% Needs Impv (6)	67% Yes (6) 11% Many (1) 11% Needs Impv (1) 11% No (1)	60% Yes (6) 20% Many (2) 20% Needs Impv (2)	70% Yes (7) 10% Many (1) 20% Needs Impv (2)
76. Do the ISP outcomes and related action plans and teaching strategies address the person's major needs as identified in the Personal Challenges and Obstacles That Need to be Addressed In Order to Achieve the Desired Outcomes section of the ISP/Action plans?" CPRQ69; '17IQR#7g, '18IQR83	9% Yes (1) 82% Partial (9) 9% No (1)	60% Yes (6) 40% Partial (4)	20% Yes (2) 30% Many (3) 50% Needs Impv (1)	56% Yes (5) 22% Many (2) 11% Needs Impv (1) 11% No (1)	50% Yes (5) 30% Many (3) 10% Needs Impv (1) 10% No (1)	20% Yes (2) 60% Many (6) 10% Needs Impv (1) 10% No (1)
77. Are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i, '18IQR84	45% Yes (5) 55% Partial (6)	70% Yes (7) 30% Partial (3)	20% Yes (2) 30% Many (3) 50% Needs Impv (5)	33% Yes (3) 33% Many (3) 22% Needs Impv (2) 11% No (1)	30% Yes (3) 50% Many (5) 20% Needs Impv (2)	20% Yes (2) 60% Many (6) 20% No (2)
78. Are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m, '18IQR85	70% Yes (7) 30% Partial (3)  (1 N/A)	80% Yes (8) 20% Partial (2)	33% Yes (3) 33% Many (3) 22% Needs Impv (2) 11% No (1) (1 N/A)	33% Yes (3) 33% Many (3) 11% Needs Impv (1) 22% No (2)	30% Yes (3) 30% Many (3) 20% Needs Impv (2) 20% No (2)	10% Yes (1) 50% Many (5) 20% Needs Impv (2) 20% No (2)
79. Has the person made measurable progress in therapy this year? '17IQR#13a, '18IQR86			11% Yes (1) 44% Many (2) 33% Needs Impv (3) 11% No (1) (1 N/A)	33% Yes (3) 22% Many (2) 22% Needs Impv (2) 22% No (2)	0% Yes 22% Many (2) 67% Needs Impv (6) 11% No (1) (1 N/A)	0% Yes 55.6% Many (5) 44.4% Needs Impv (4) (1 N/A)
80. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c, '18IQR87	90% Yes (9) 10% Partial (1) (1 N/A)	60% Yes (6) 40% Partial (4)	70% Yes (7) 20% Needs Impv (2) 10% No (1)	67% Yes (6) 22% Many (2) 11% No (1)	10% Yes (1) 70% Many (7) 10% Needs Impv (1) 10% No (1)	40% Yes (4) 50% Many (5) 10% Needs Impv (1)
81. Does the ISP contain information regarding primary health (medical) care? CPRQ74, '18IQR88	64% Yes (7) 36% Partial (4)	100% Yes (10)		89% Yes (8) 11% No (1)	60% Yes (6) 20% Many (2) 20% Needs Impv (2)	80% Yes (8) 20% Many (2)



# 2020 (FY21) Individual Quality Review Southeast Region Report

## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=20)
81a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a, '18IQR88a	91% Yes (10) 9% Partial (1)	100% Yes (10)		89% Yes (8) 11% No (1)	90% Yes (9) 10% Needs Impv (1)	90% Yes (9) 10% Many (1)
81b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b, '18IQR88b	73% Yes (8) 9% Partial (1) 18% No (2)	100% Yes (10)		89% Yes (8) 11% No (1)	60% Yes (6) 20% Many (2) 20% No (2)	90% Yes (9) 10% No (1)
82. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76, '18IQR89	73% Yes (8) 18% Partial (2) 9% No (1)	100% Yes (10)		89% Yes (8) 11% No (1)	80% Yes (8) 20% Needs Impv (2)	80% Yes (8) 10% Many (1) 10% No (1)
83. Based on the evidence, is adequate transportation available for the person? <i>(Does the ISP reflect how the person will get to work/day activities, shopping, and social activities?</i> CPRQ75, '18IQR90)	100% Yes (7)  (4 N/A)	50% Yes (1) 50% Partial (1)  (8 N/A)		78% Yes (7) 22% Many (2)	100% Yes (10)	80% Yes (8) 20% Many (2)
84. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a, '18IQR91	73% Yes (8) 27% Partial (3)	100% Yes (7)  (3 N/A)	56% Yes (5) 22% Many (2) 22% Needs Impv (2) (1 N/A)	67% Yes (6) 22% Many (2) 11% Needs Impv (1)	44% Yes (4) 44% Many (4) 11% Needs Impv (1) (1 N/A)	44.4% Yes (4) 22.3% Many (2) 33.3% Needs Impv (3) (1 N/A)
85. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7, '18IQR92	0% Yes 100% Partial (11)	30% Yes (3) 70% Partial (7)	0% Yes 10% Many (1) 90% Needs Impv (9)	0% Yes 56% Many (5) 33% Needs Impv (3) 11% No (1)	0% Yes 70% Many (7) 30% Needs Impv (3)	0% Yes 80% Many (8) 20% Needs Impv (2)





# 2020 (FY21) Individual Quality Review Southeast Region Report

## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
86. Is the ISP being implemented? (If 85 is "3") CPRQ79 '17IQR#12, '18IQR93	(11 N/A)	0% Yes 100% Partial (3)  (7 N/A)	0% Yes 20% Many (2) 70% Needs Impv (7) 10% No (1)	(9 N/A)	(10 N/A)	(10 N/A)
87a. Is the ISP being implemented? (If 85 is "0", "1", or "2") CPRQ80a '17IQR#12, '18IQR94a	45% Yes (5) 55% Partial (6)	43% Yes (3) 57% Partial (4)  (3 N/A)	0% Yes 20% Many (2) 70% Needs Impv (7) 10% No (1)	0% Yes 67% Many (6) 22% Needs Impv (2) 11% No (1)	0% Yes 60% Many (6) 30% Needs Impv (3) 10% No (1)	0% Yes 50% Many (5) 50% Needs Impv (5)
87b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11, '18IQR94b	27% Yes (3) 64% Partial (7) 9% No (1)	0% Yes 100% Partial (7)  (3 N/A)	40% Yes (4) 20% Many (2) 40% Needs Impv (4)	56% Yes (5) 33% Many (3) 11% Needs Impv (1)	40% Yes (4) 20% Many (2) 40% Needs Impv (4)	10% Yes (1) 60% Many (6) 30% Needs Impv (3)
88. Was the direct service staff trained on the implementation of this person's ISP? CPRQ81, '18IQR95	64% Yes (7) 36% Partial (4)	80% Yes (8) 20% Partial (2)		89% Yes (8) 11% Many (1)	60% Yes (6) 30% Many (3) 10% Needs Impv (1)	10% Yes (1) 90% Many (9)
89. Were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82, '18IQR96	64% Yes (7) 36% Partial (4)	100% Yes (10)		67% Yes (6) 33% Many (3)	40% Yes (4) 60% Many (6)	10% Yes (1) 80% Many (8) 10% Needs Impv (1)



# 2020 (FY21) Individual Quality Review Southeast Region Report

## EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
90. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13, '18IQR98	45% Yes (5) 36% Partial (4) 18% No (2)	20% Yes (2) 70% Partial (7) 10% No (1)	0% Yes 30% Many (2) 60% Needs Impv (6) 10% No (1)	0% Yes 89% Yes (8) 11% Many (1)	30% Yes (3) 20% Many (2) 40% Needs Impv (4) 10% No (1)	0% Yes 50% Many (5) 50% Needs Impv (5)
91. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d, '18IQR99	27% Yes (3) 73% Partial (8)	50% Yes (5) 50% Partial (5)	50% Yes (5) 20% Many (2) 20% Needs Impv (2) 10% No (1)	56% Yes (5) 44% Many (4)	70% Yes (7) 30% Many (3)	70% Yes (7) 30% Many (3)
92. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b, '18IQR100	100% Yes (11)	90% Yes (9) 10% Partial (1)	7% Yes (7) 10% Many (1) 10% Needs Impv (1) 10% No (1)	78% Yes (7) 11% Many (1) 11% Needs Impv (1)	70% Yes (7) 30% Many (3)	50% Yes (5) 40% Many (4) 10% No (1)
93. Is the person offered a range of opportunities for participation in each life area? CPRQ87, '18IQR101	91% Yes (10) 9% Partial (1)	100% Yes (8)  (2 CND)		67% Yes (6) 11% Many (1) 22% Needs Impv (2)	70% Yes (7) 30% Many (3)	60% Yes (6) 40% Many (4)
94. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30, '18IQR102	86% Yes (6) 14% Partial (1)  (4 CND)	75% Yes (3) 25% Partial (1)  (6 CND)	50% Yes (5) 50% Many (5)	83% Yes (5) 17% Many (1)  (3 CND)	86% Yes (6) 14% Many (1)  (3 CND)	75% Yes (6) 12.5% Many (1) 12.5% Needs Impv (1) (2 CND)
94a. About where and with whom to live? CPRQ89; '17IQR#23c, '18IQR102a	86% Yes (6) 14% Partial (1)  (4 CND)	0% Yes 100% Partial (1)  (9 CND)		100% Yes (5)   (4 CND)	100% Yes (5)   (5 CND)	100% Yes (8) (2 CND)



# 2020 (FY21) Individual Quality Review Southeast Region Report

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

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
94b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d, '18IQR102b	86% Yes (6)  14% No (1) (4 CND)	100% Yes (4)  (6 CND)	100% Yes (5)  (5 CND)	67% Yes (4) 33% Many (2)  (3 CND)	100% Yes (6)  (4 CND)	85.7% Yes (6) 14.3% Many (1) (3 CND)
94c. About where and with whom to socialize/spend leisure time? CPRQ91, '18IQR102c	86% Yes (6)  14% No (1) (4 CND)	100% Yes (4)  (6 CND)		83% Yes (5) 17% Many (1)  (3 CND)	100% Yes (7)  (3 CND)	75% Yes (6) 12.5% Many (1) 12.5% No (1) (2 CND)
95. Does the evidence support that providers do not prevent the person from pursuing relationships? CPRQ92; '17IQR#31f, '18IQR103 (and are respecting the rights of this person)	91% Yes (10) 9% Partial (1)	100% Yes (10)	86% Yes (6) 14% Needs Impv (1)  (3 CND)	100% Yes (9)	100% Yes (10)	100% Yes (10)
96. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a, '18IQR105	64% Yes (7) 36% Partial (4)	100% Yes (10)	70% Yes (7) 20% Many (2) 10% Needs Impv (1)	78% Yes (7) 22% Many (2)	60% Yes (6) 40% Many (4)	50% Yes (5) 40% Many (4) 10% Needs Impv (1)
97. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94, '18IQR106	80% Yes (8) 20% Partial (2)  (1 CND)	90% Yes (9) 10% Partial (1)		89% Yes (8) 11% Needs Impv (1)	80% Yes (8) 10% Many (1) 10% No (1)	100% Yes (10)
98. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h, '18IQR107				78% Yes (7) 22% No (2)	60% Yes (6) 40% No (4)	70% Yes (7) 30% No (3)



# 2020 (FY21) Individual Quality Review Southeast Region Report

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

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
99. If there are restrictions that should be reviewed by HRC, have the restrictions been reviewed (quarterly) and approved (annually) by the HRC? If no, describe why. '17IQR#34i, '18IQR108			17% Yes (1) 17% Many (1) 50% Needs Impv (3) 17% No (1) (4 N/A)	50% Yes (3) 17% Many (1) 33% No (2)  (3 N/A)	83% Yes (5) 17% Needs Impv (1) (4 N/A)	28.6% Yes (2) 42.8% Many (3) 14.3% Needs Impv (1) 14.3% No (1) (3 N/A)
100. If there are restrictions that should be reviewed by HRC, is a plan to enable the individual to regain his/her rights and reduce or eliminate these restrictions? '17IQR#34j, '18IQR109			0% Yes 17% Many (1) 50% Needs Impv (3) 33% No (2) (4 N/A)	17% Yes (1) 17% Needs Impv (1) 67% No (4)  (3 N/A)	33% Yes (2) 33% Many (2) 33% No (2)  (4 N/A)	57.1% Yes (4) 14.3% Many (1) 14.3% Needs Impv (1) 14.3% No (1) (3 N/A)
101. Is the person protected from abuse, neglect and exploitation? '17IQR#35, '18IQR110			33% Yes (3) 33% Many (3) 33% Needs Impv (3) (1 N/A)	67% Yes (6) 22% Many (2) 11% No (1)	70% Yes (7) 10% Many (1) 20% Needs Impv (2)	30% Yes (3) 60% Many (6) 10% Needs Impv (1)
102. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b, '18IQR111			50% Yes (4) 25% Many (2) 25% Needs Impv (2) (2 N/A)	75% (6) 13% Needs Impv (1) 13% No (1) (1 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (5 N/A)	100% Yes (7) (3 N/A)
103. Is the individual safe? '17IQR#24, '18IQR112			60% Yes (6) 20% Many (2) 20% Needs Impv (2)	78% Yes (7) 11% Many (1) 11% Needs Impv (1)	60% Yes (6) 40% Many (4)	60% Yes (6) 20% Many (2) 20% Needs Impv (2)
104. What is the level of participation of the legal guardian in this person's life and service planning? CPRQ 97; '17IQR#15a, '18IQR113			20% Active (2) 40% Moderate (4) 20% Limited (2) 20% None (2)	33% Active 33% Moderate 33% Limited	38% Active (3) 25% Moderate (2) 38% Limited (3) (2 N/A)	30% Active (3) 30% Moderate (3) 40% Limited (4)
105. If the person is retired, does he/she have opportunities to engage in activities of interest during the day? CPRQ 100; '17IQR#29b, '18IQR114			100% Yes (2)  (8 N/A)	75% Yes (3) 25% Needs Impv (1) (5 N/A)	33% Yes (1) 67% Needs Impv (2) (7 N/A)	40% Yes (2) 40% Many (2) 20% Needs Impv (1) (5 N/A)



# 2020 (FY21) Individual Quality Review Southeast Region Report

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

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
106. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30, '18IQR115	91% Yes (10) 9% Partial (1)	100% Yes (10)	50% Yes (5) 50% Many (5)	78% Yes (7) 11% Many (1) 11% Needs Impv (1)	70% Yes (7) 30% Many (3)	70% Yes (7) 20% Many (2) 10% No (1)
107. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e, '18IQR116	91% Yes (10) 9% Partial (1)	100% Yes (9)  (1 CND)	100% Yes (10)	100% Yes (9)	100% Yes (10)	100% Yes (10)
108. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c, '18IQR117	82% Yes (9) 18% Partial (2)	60% Yes (6) 40% Partial (4)	30% Yes (3) 10% Many (1) 60% Needs Impv (6)	44% Yes (4) 44% Many (4) 11% Needs Impv (1)	20% Yes (2) 50% Many (5) 30% Needs Impv (3)	20% Yes (2) 60% Many (6) 10% Needs Impv (1) 10% No (1)
109. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e, '18IQR118	100% Yes (10)  (1 CND)	100% Yes (10)	100% Yes (10)	100% Yes (9)	100% Yes (9)  (1 CND)	80% Yes (8) 10% Many (1) 10% Needs Impv (1)
110. Does the person have sufficient personal money? CPRQ110 '17IQR#34f, '18IQR119	73% Yes (8) 27% Partial (3)	90% Yes (9) 10% Partial (1)	60% Yes (6) 20% Many (2) 20% Needs Impv (2)	100% Yes (9)	60% Yes (6) 30% Many (3) 10% Needs Impv (1)	100% Yes (10)
111. Does the person get along with their day program/employment provider staff? CPRQ111, '18IQR120	100% Yes (8)  (3 CND)	100% Yes (6)  (4 CND)		100% Yes (8)  (1 CND)	100% Yes (8)  (1 N/A, 1 CND)	100% Yes (8)  (2 CND)
112. Does the person get along with their residential provider staff? CPRQ112, '18IQR121	100% Yes (9)  (2 CND)	100% Yes (6)  (4 CND)		100% Yes (8)  (1 CND)	100% Yes (9)  (1 CND)	100% Yes (10)



# 2020 (FY21) Individual Quality Review Southeast Region Report

## TEAM PROCESS

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
113. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10, '18IQR122	45% Yes (5) 55% Partial (6)	0% Yes 100% Partial (10)	30% Yes (3) 40% Many (4) 30% Needs Impv (3)	33% Yes (3) 56% Many (5) 11% Needs Impv (1)	20% Yes (2) 40% Many (4) 40% Needs Impv (4)	0% Yes 60% Many (6) 40% Needs Impv (4)
114. If there is evidence of situations in which the team failed to reach a consensus on the person's service and support needs, has the team made efforts to build consensus? CPRQ 115; '17IQR#17c, '18IQR123	100% Yes (1)  (10 N/A)	100% Yes (2)  (8 N/A)	100% Yes (1)  (9 N/A)	100% Yes (3)  (6 N/A)	67% Yes (2) 33% Many (1)  (7 N/A)	100% Yes (1)  (9 N/A)
115. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs? CPRQ 116; '17IQR#17d, '18IQR124	91% Yes (10) 9% No (1)	78% Yes (7) 22% No (2) (1 N/A)	88% Yes (7) 13% Many (1) (2 N/A)	56% Yes (5) 44% Many (4)	50% Yes (5) 30% Many (3) 20% Needs Impv (2)	20% Yes (2) 60% Many (6) 20% Needs Impv (2)
116. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? CPRQ117, '18IQR125	100% Yes (11)	80% Yes (8) 20% Partial (2)		89% Yes (8) 11% Many (1)	70% Yes (7) 10% Many (1) 20% Needs Impv (2)	20% Yes (2) 70% Many (7) 10% Needs Impv (1)
117. Do you recommend Dispute Resolution for this IDT? CPRQ118, '18IQR126	0% Yes 100% No (11)	0% Yes 100% No (10)		0% Yes 100% No (9)	10% Yes (1) 90% No (9)	0% Yes 100% No (10)
118. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#17d, '18IQR127	45% Yes (5) 55% No (6)	20% Yes (2) 80% No (8)	30% Yes (3) 70% No (7)	33% Yes (3) 67% No (6)	60% Yes (6) 40% No (4)	50% Yes (5) 50% No (5)



# 2020 (FY21) Individual Quality Review Southeast Region Report

## TEAM PROCESS (continued)

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
119. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c, '18IQR128	36% Yes (4) 64% No (7)	11% Yes (1) 89% No (8) (1 CND)	0% Yes 100% No (10)	33% Yes (3) 67% No (6)	50% Yes (5) 50% No (5)	40% Yes (4) 60% No (6)
120. If #118 OR #119 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121; '18IQR129	50% Yes (3) 33% Partial (2) 17% No (1) (5 N/A)	33% Yes (1) 67% Partial (2)  (7 N/A)		80% Yes (4) 20% No (1)  (4 N/A)	57% Yes (4) 43% No (3)  (3 N/A)	71.4% Yes (5) 28.6% No (2) (3 N/A)
121. Has the person changed residential/day services in the last year? CPRQ122, '18IQR130	27% Yes (3) 73% No (8)	10% Yes (1) 90% No (9)		22% Yes (2) 78% No (7)	10% Yes (1) 90% No (9)	0% Yes 100% No (10)
122. If #121 is Yes, was the change Planned by the IDT? CPRQ122a, '18IQR131	67% Yes (2) 33% Partial (1) (8 N/A)	100% Yes (1)  (9 N/A)		50% Yes (1) 50% No (1) (7 N/A)	100% Yes (1)  (9 N/A)	(10 N/A)
123. If #121 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b, '18IQR132	67% Yes (2) 33% Partial (1) (8 N/A)	100% Yes (1)  (9 N/A)		100% Yes (2)  (7 N/A)	100% Yes (1)  (9 N/A)	(10 N/A)
124. Overall, has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person? CPRQ123; '17IQR#7n, '18IQR133	27% Yes (3) 73% Partial (8)	30% Yes (3) 70% Partial (7)	0% Yes 30% Many (3) 60% Needs Impv (6) 10% No (1)	22% Yes (2) 56% Many (5) 22% Needs Impv (2)	0% Yes 60% Many (6) 40% Needs Impv (4)	60% Many (6) 40% Needs Impv (4)



# 2020 (FY21) Individual Quality Review Southeast Region Report

## SUPPORTED EMPLOYMENT

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
125. Does (Name) have a current Person-Centered Assessment? '18IQR134				11% Yes (1) 22% Many (2) 44% Needs Impv (4) 22% No (2)	44% Yes (4) 33% Many (3) 11% Needs Impv (1) 11% No (1) (1 N/A)	80% Yes (8) 20% Many (2)
126. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a, '18IQR135	80% Yes (8) 20% No (2) (1 N/A)	67% Yes (4) 33% No (2) (4 N/A)	0% Yes 22% Many (2) 44% Needs Impv (4) 33% No (3) (1 N/A)	0% Yes 33% Many (2) 17% Needs Impv (1) 50% No (3) (3 N/A)	33% Yes (2) 17% Many (1) 17% Needs Impv (1) 33% No (2) (4 N/A)	57.1% Yes (4) 14.3% Many (1) 14.3% Needs Impv (1) 14.3% No (1) (3 N/A)
127. Did the individual participate personally in the Person Centered Assessment? '18IQR136				67% Yes (6) 33% No (3)	78% Yes (7) 22% No (2) (1 N/A)	90% Yes (9) 10% No (1)
128. Did the Guardian participate in the Person Centered Assessment? '18IQR137				33% Yes (3) 67% No (6)	44% Yes (4) 56% No (5) (1 N/A)	80% Yes (8) 20% No (2)
129. Is the individual engaged in the Informed Choice Project? '18IQR138 <i>Note: this question is no longer asked as project has ended.</i>				11% Yes (1) 89% No (8)	0% Yes 100% No (10)	(10 N/A)
130. Has the individual been offered the opportunity to participate in work or job exploration including volunteer work and/or trial work opportunities? '17IQR#26e, '18IQR139			0% Yes 11% Many (1) 22% Needs Impv (2) 67% No (6) (1 N/A)	33% Yes (2) 67% No (4)  (3 N/A)	67% Yes (4) 33% No (2)  (4 N/A)	100% Yes (7) (3 N/A)
131. If #130 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section? '18IQR140				0% Yes 50% Many (1) 50% No (1) (7 N/A)	100% Yes (4)  (6 N/A)	71.4% Yes (5) 14.3% Many (1) 14.3% Needs Impv (1) (3 N/A)





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## SUPPORTED EMPLOYMENT (continued)

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
132. If #131 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs? '18IQR141				0% Yes 25% Needs Impv (1) 75% No (3) (5 N/A)	50% Yes (1) 50% Many (1)  (8 N/A)	100% Yes (1) (9 N/A)
133. Has the Guardian had the opportunity to gain information on how the individual responded during job exploration activities such as volunteering and/or trial work experiences? '18IQR142				17% Yes (1) 83% No (5) (3 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (5 N/A)	85.7% Yes (6) 14.3% Needs Impv (1) (3 N/A)
134. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c, '18IQR143			0% Yes 11% Many (1) 56% Needs Impv (5) 33% No (3) (1 N/A)	17% Yes (1) 17% Many (1) 67% No (4)  (3 N/A)	100% Yes (6)   (4 N/A)	71.4% Yes (5) 14.3% Many (1) 14.3% Needs Impv (1) (3 N/A)
135. Has the Guardian received information regarding the range of employment options available for the individual? '18IQR144				17% Yes (1) 17% Needs Impv (1) 67% No (4) (3 N/A)	80% Yes (4) 20% Many (1)  (5 N/A)	85.7% Yes (6) 14.3% Needs Impv (1) (3 N/A)
136. If there are barriers to employment, has the Team, including the individual, addressed how to overcome those barriers to employment and integrating clinical info., AT, & therapies as necessary ... '17IQR#27b, '18IQR145			0% Yes 11% Many (1) 44% Needs Impv (4) 44% No (4) (1 N/A)	17% Yes (1) 17% Many (1) 33% Needs Impv (2) 33% No (2) (3 N/A)	71% Yes (5)   29% No (2) (3 N/A)	83.3% Yes (5) 16.7% Needs Impv (1) (4 N/A)
137. If there are barriers to employment, has the Team addressed with the Guardian how to overcome those barriers to employment and integrating clinical info., AT, & therapies as necessary ...? '18IQR146				20% Yes (1) 20% Many (1) 20% Needs Impv (1) 40% No (2) (4 N/A)	67% Yes (4)   33% No (2) (4 N/A)	83.3% Yes (5) 16.7% Needs Impv (1) (4 N/A)



# 2020 (FY21) Individual Quality Review Southeast Region Report

## SUPPORTED EMPLOYMENT (continued)

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
138. Has the individual participated in work or volunteer activities during the past year? '18IQR147				33% Yes (2) 33% Many (2) 17% Needs Impv (1) 17% No (1) (3 N/A)	29% Yes (2) 14% Many (1)  57% No (4) (3 N/A)	85.7% Yes (6) 14.3% No (1) (3 N/A)
139. Has the individual identified what type of work or volunteer activities he/she would like to do? '18IQR148				57% Yes (4) 13% Needs Impv (1) 25% No (2) (2 N/A)	57% Yes (4)  43% No (3) (3 N/A)	85.7% Yes (6) 14.3% No (1) (3 N/A)
140. Does the Guardian support him/her working? '18IQR149				83% Yes (5) 17% No (1) (3 N/A)	60% Yes (3) 40% No (2) (5 N/A)	85.7% Yes (6) 14.3% No (1) (3 N/A)
142. Is the individual engaged in Supported Employment? CPRQ129, '18IQR151	50% Yes (5) 50% No (5) (1 N/A)	40% Yes (2) 60% No (3) (5 N/A)		17% Yes (1) 63% No (5) (3 N/A)	0% Yes 100% No (7) (3 N/A)	42.9% Yes (3) 57.1% No (4) (3 N/A)
144. Does the person have a Career Development Plan? CPRQ128 17IQR#26e, '18IQR153	10% Yes (1) 50% Partial (5) 40% No (4) (1 N/A)	20% Yes (1) 60% Partial (3) 20% No (1) (5 N/A)		0% Yes 100% Needs Impv (1) (8 N/A)	50% Yes (1) 50% Many (1) (8 N/A)	100% Yes (4) (6 N/A)



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<b>BEHAVIOR</b>						
<b>Question</b>	<b>2015 (sample=11)</b>	<b>2016 (sample=10)</b>	<b>2017 (sample=10)</b>	<b>2018 (sample=9)</b>	<b>2019 (sample=10)</b>	<b>2020 (sample=10)</b>
145. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d, '18IQR154	73% Yes (8) 27% No (3)	90% Yes (9) 10% No (1)	70% Yes (7) 30% No (3)	78% Yes (7) 22% No (2)	80% Yes (8) 20% No (2)	90% Yes (9) 10% No (1)
146. Does the person need behavior services now? CPRQ132 '17IQR#11e, '18IQR155	64% Yes (7) 36% No (4)	90% Yes (9) 10% No (1)	80% Yes (8) 20% No (2)	78% Yes (7) 22% No (2)	90% Yes (9) 10% No (1)	90% Yes (9) 10% No (1)
147. Have behavioral assessments been completed? CPRQ133, '18IQR156	38% Yes (3) 63% Partial (5)  (3 N/A)	67% Yes (6) 33% Partial (3)  (1 N/A)		57% Yes (4) 29% Many (2) 14% No (1) (2 N/A)	44% Yes (4) 44% Many (4) 11% No (1) (1 N/A)	22.2% Yes (2) 66.7% Many (6) 11.1% Needs Impv (1) (1 N/A)
148. Does the person have a positive behavior support plan developed out of the behavior assessments that meets the person's needs? CPRQ134 '17IQR#5g, '18IQR157	75% Yes (6) 25% Partial (2)  (3 N/A)	100% Yes (9)  (1 N/A)	57% Yes (4) 14% Many (1) 29% Needs Impv (2) (3 N/A)	83% Yes (5) 17% Many (1)  (3 N/A)	67% Yes (6) 11% Many (1) 11% Needs Impv (1) 11% No (1) (1 N/A)	55.6% Yes (5) 22.2% Many (2) 22.2% Needs Impv (2) (1 N/A)
149. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d, '18IQR158	100% Yes (8)  (3 N/A)	78% Yes (7) 22% Partial (2)  (1 N/A)	83% Many (5) 17% Needs Impv (1)  (4 N/A)	100% Yes (6)  (3 N/A)	56% Yes (5) 11% Many (1) 22% Needs Impv (2) 11% No (1) (1 N/A)	66.7% Yes (6) 22.2% Many (2) 11.1% No (1) (1 N/A)



# 2020 (FY21) Individual Quality Review Southeast Region Report

## BEHAVIOR (continued)

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
150. If needed, does the person have a Behavior Crisis Intervention Plan that meets the person's needs? CPRQ 73a; '17IQR#5h, '18IQR159	100% Yes (4)  (7 N/A)	100% Yes (2)  (8 N/A)	0% Yes 100% Many (2)  (8 N/A)	100% Yes (2)  (7 N/A)	75% Yes (3) 25% No (1)  (6 N/A)	33.3% Yes (1) 33.3% Many (1) 33.4% No (1) (7 N/A)
151. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i, '18IQR160	38% Yes (3) 63% Partial (5)  (3 N/A)	67% Yes (6) 33% Partial (3)  (1 N/A)	38% Yes (3) 50% Many (4) 13% No (1) (2 N/A)	71% Yes (5) 29% Many (2)  (2 N/A)	56% Yes (5) 22% Many (2) 11% Needs Impv (1) 11% No (1) (1 N/A)	33.4% Yes (3) 33.3% Many (3) 33.3% Needs Impv (3) (1 N/A)
152. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d, '18IQR161	63% Yes (5) 25% Partial (2) 13% No (1) (3 N/A)	67% Yes (6) 22% Partial (2) 11% No (1) (1 N/A)	67% Yes (4) 17% Needs Impv (1) 17% No (1) (4 N/A)	50% Yes (3) 33% Many (2) 17% Needs Impv (1) (3 N/A)	78% Yes (7) 11% Many (1) 11% No (1) (1 N/A)	44.4% Yes (4) 22.3% Many (2) 33.3% Needs Impv (3) (1 N/A)



# 2020 (FY21) Individual Quality Review Southeast Region Report

## ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
153. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b, '18IQR162	91% Yes (10) 9% Partial (1)	50% Yes (3) 50% Partial (3)  (4 N/A)	67% Yes (6) 22% Many (2) 11% Needs Impv (1) (1 N/A)	86% Yes (6) 14% Many (1)  (2 N/A)	56% Yes (5) 44% Many (4) (1 N/A)	77.8% Yes (7) 22.2% Many (2) (1 N/A)
154. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c, '18IQR163	100% Yes (7)  (4 N/A)	83% Yes (5) 17% Partial (1)  (4 N/A)	50% Yes (3) 17% Many (1) 33% Needs Impv (2) (4 N/A)	60% Yes (3) 40% Many (2)  (4 N/A)	63% Yes (5) 13% Many (1) 25% Needs Impv (2) (2 N/A)	50% Yes (4) 37.5% Many (3) 12.5% Needs Impv (1) (2 N/A)
155. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f, '18IQR164			100% Yes (9) (1 N/A)	86% Yes (6) 14% Many (1) (2 N/A)	88% Yes (7) 13% Needs Impv (1) (2 N/A)	88.9% Yes (8) 11.1% Many (1) (1 N/A)
156. Is the person's equipment and technology in good repair? '17IQR#25d, '18IQR165			78% Yes (7) 11% Many (1) 11% Needs Impv (1) (1 N/A)	100% Yes (7)  (2 N/A)	89% Yes (8)  (1 N/A)	88.9% Yes (8) 11.1% Many (1) (1 N/A)
157. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e, '18IQR166			78% Yes (7) 11% Many (1) 11% Needs Impv (1) (1 N/A)	100% Yes (7)  (2 N/A)	44% Yes (4) 44% Many (4) 11% Needs Impv (1) (1 N/A)	55.6% Yes (5) 44.4% Many (4) (1 N/A)
158. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b, '18IQR167	100% Yes (10)  (1 N/A)	75% Yes (6) 25% Partial (2)  (2 N/A)	67% Yes (6) 11% Many (1) 22% Needs Impv (2) (1 N/A)	83% Yes (5) 17% Many (1)  (3 N/A)	67% Yes (6) 11% Many (1) 11% Needs Impv (1) 11% No (1) (1 N/A)	44.4% Yes (4) 44.4% Many (4) 11.2% Needs Impv (1) (1 N/A)



# 2020 (FY21) Individual Quality Review Southeast Region Report

## INDIVIDUAL SERVICE PLANNING

Question	2015 (sample=11)	2016 (sample=10)	2017 (sample=10)	2018 (sample=9)	2019 (sample=10)	2020 (sample=10)
159. Does the person have an ISP that addresses live, work/learn, fun/relationships and health/other that correlates with the person's desires and capabilities, in accordance with DOH Regulations? CPRQ141 '17IQR#7o, '18IQR168	82% Yes (9) 18% Partial (2)	80% Yes (8) 20% Partial (2)	70% Yes (7) 10% Many (1) 20% Needs Impv (2)	89% Yes (8) 11% Many (1)	90% Yes (9) 10% Many (1)	90% Yes (9) 10% Many (1)
160. Does the person have an ISP that contains a complete Vision Section that is based on a long-term view? CPRQ142 '17IQR#7a, '18IQR169	27% Yes (3) 64% Partial (7) 9% No (1)	70% Yes (7) 30% Partial (3)	50% Yes (5) 20% Many (2) 20% Needs Impv (2) 10% No (1)	67% Yes (6) 11% Many (1) 22% Needs Impv (2)	90% Yes (9) 10% Needs Impv (1)	50% Yes (5) 40% Many (4) 10% No (1)
161. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a, '18IQR170	73% Yes (8) 27% Partial (3)	60% Yes (6) 40% Partial (4)	40% Yes (4) 20% Many (2) 40% Needs Impv (4)	78% Yes (7) 22% Many (2)	90% Yes (9) 10% Many (1)	70% Yes (7) 30% Many (3)
162. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f, '18IQR171	82% Yes (9) 18% Partial (2)	90% Yes (9) 10% Partial (1)	80% Yes (8) 10% Many (2) 10% Needs Impv (1)	89% Yes (8) 11% Many (1)	80% Yes (8) 20% Many (2)	90% Yes (9) 10% Many (1)
163. Is the person integrated into the community? CPRQ145; '17IQR#29g, '18IQR172	73% Yes (8) 18% Partial (2) 9% No (1)	70% Yes (7) 30% Partial (3)	30% Yes (3) 20% Many (2) 50% Needs Impv (5)	67% Yes (6) 11% Many (1) 22% Needs Impv (2)	70% Yes (7) 20% Many (2) 10% Needs Impv (1)	70% Yes (7) 30% Many (3)
164. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36, '18IQR174	27% Yes (3) 73% Partial (8)	20% Yes (2) 80% Partial (8)	0% Yes 30% Many (3) 70% Needs Impv (7)	11% Yes (1) 78% Many (7) 11% Needs Impv (1)	0% Yes 60% Many (6) 40% Needs Impv (4)	0% Yes 90% Many (9) 10% Needs Impv (1)



# Thank you!

Lundy Tvedt  
DHI-Quality Management Bureau  
Individual Quality Review, Supervisor  
Lundy.Tvedt@state.nm.us  
Cell: 505/231-9047

See also: <https://www.nmhealth.org/about/dhi/cbp/qmb/iqr/>