



2020 (FY21)
Individual
Quality Review
Northeast
Region Findings

Northeast Survey: 5.14.2021 – 7.2.2021

Final: 7.28.2021



Class Members: 20 (NE region)

Northeast Sample: 10 (50%)

2 Case Management Agencies
Represented in the Sample

Agency # in sample

Unidas 2

Visions 6

2 People in the sample receive services through the Mi Via Waiver



Number Reviewed by CCS and Residential Provider

	CCS	Residential
Benchmark	2	2
CDD	1	1
Community Options	2	2
EnSuenos y Los Angelitos	1	1
Family Options	1	1
NNMQC	0	1

2 people receive services through the Mi Via Waiver



Class Members with Immediate or Special Needs

Individuals Needing Immediate Attention: 1 Person

Individuals for whom urgent health, safety, environment and/or (10% of sample) 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: 6 People

Individuals for whom issues have been identified that, if not (60% of sample) effectively addressed, are likely to become an urgent health and safety concern.

In 2019, five people (50%) needed Special Attention and eight (80%) required Immediate Attention.

In 2018, five people (50%) needed Special Attention and five (50%) required Immediate Attention.

In 2017, three people (33%) needed Special Attention; four people (44%) required Immediate Attention.

In 2016, one person (9%) needed Immediate Attention and one person (9%) required Special Attention.

In 2015, three people (23%) needed Special Attention; no one required Immediate Attention

In 2014, two people (14%) needed Immediate Attention; two people (14%) required Special Attention.

In 2013, two people (14%) needed Immediate Attention; two people (14%) required Special Attention.

In 2011, no one was found to need Immediate Attention; one person (7%) required Special Attention.

In 2010, no one was found to need Immediate Attention; three people (20%) required Special Attention.

In 2009, two people (12%) needed Immediate Attention; two people (12%) required Special Attention.



Key:

“No” = No compliance

“Needs Improvement” = Few of the indicators are met, many are inconsistently met

“Many” = Many indicators met, but not all

“Yes” = Full compliance

“NA” = Not Applicable, which represents an item that does not apply to the individual

“CND” = Can Not Determine which means there was not enough information



Findings by Area

CASE MANAGEMENT

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
24. Does the case manager “know” the person? CPRQ26; ‘17IQR#8c, ‘18IQR24	100% Yes (11)	100% Yes (9)	75% Yes (6) 25% Many (2)	100% Yes (8)	57.1% Yes (4) 42.9% Many (3)	75% Yes (6) 25% Many (2)
25. Does the case manager understand his/her role/job? CPRQ27 ‘17IQR#16, ‘18IQR25	64% Yes (7) 36% Partial (4)	33% Yes (3) 67% Partial (6)	0% Yes 38% Many (3) 63% Needs Impv(5)	0% Yes 63% Many (5) 38% Needs Impv(3)	0% Yes 100% Many (7)	37.5% Yes (3) 62.5% Many (5)
26. Is the case manager available to the person? CPRQ29; ‘17IQR#16a, ‘18IQR27	91% Yes(10) 9% Partial(1)	44% Yes (4) 56% Partial (5)	57% Yes (4) 43% Needs Impv(3) (1 N/A)	88% Yes (7) 13% Many (1)	42.9% Yes (3) 57.1% Many (4)	100% Yes (8)
27. Was the case manager able to describe the person’s health related needs? CPRQ30, , ‘18IQR28	91% Yes(10) 9% Partial(1)	78% Yes (7) 22% Partial (2)		38% Yes (3) 50% Many (4) 13% Needs Impv(1)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)	62.5% Yes (5) 37.5% Many (3)
28. Does the case manager have an appropriate expectation of growth for this person? CPRQ31, ‘18IQR29	82% Yes (9) 18% Partial (2)	56% Yes (5) 44% Partial (4)		100% Yes (8)	0% Yes 100% Many (7)	87.5% Yes (7) 12.5% 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	27% Yes (3) 73% Partial (8)	22% Yes (2) 78% Partial (7)	0% Yes 25% Many (2) 50% Needs Impv(4) 25% No (2)	13% Yes (1) 25% Many (2) 63% Needs Impv(5)	0% Yes 100% Many (7)	37.5% Yes (3) 62.5% Many (5)
30. Does the case manager provide case management services at the level needed by this person? CPRQ33; ‘17IQR#16c, ‘18IQR31	64% Yes (7) 36% Partial (4)	44% Yes (4) 56% Partial (5)	25% Yes (2) 13% Many (1) 63% Needs Impv(5)	0% Yes 75% Many (6) 25% Needs Impv(2)	0% Yes 71.4% Many (5) 28.6% Needs Impv (2)	37.5% Yes (3) 62.5% Many (5)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

EMPLOYMENT AND DAY						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
31. Does the direct services staff “know” the person? CPRQ35, ‘17IQR#8a, ‘18IQR33	91% Yes(10) 9% Partial(1)	100% Yes(8) (1 notscored)	75% Yes (6) 13% Many (1) 13% Needs Impv (1)	86% Yes (6) 14% Many (1)	85.7% Yes (6) 14.3% Many (1)	71.4% Yes (5) 28.6% Many (2) (1 NA)
32. Does the direct service staff have input into the person’s ISP? CPRQ36, ‘18IQR34	91% Yes (10) 9% No (1)	50% Yes (4) 50% Partial(4) (1 not scored)		43% Yes (3) 43% Many (3) 14% No (1)	57.1% Yes (4) 42.9% Many (3)	71.4% Yes (5) 14.3% Many (1) 14.3% No (1) (1 NA)
33. Did the direct service staff receive training on implementing this person’s ISP? CPRQ37, ‘18IQR35	82% Yes (9) 18% Partial(2)	75% Yes (6) 25% Partial(2) (1 notscored)		71% Yes (5) 29% Many (2)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)	14.2% Yes (1) 42.9% Many (3) 42.9% Needs Impv (3) (1 NA)
34. Was the direct service staff able to describe this person’s health-related needs? CPRQ38, ‘18IQR36	55% Yes (6) 45% Partial(5)	75% Yes (6) 25% Partial(2) (1 notscored)		29% Yes (2) 71% Many (5)	0% Yes 57.1% Many (4) 42.9% Needs Impv (3)	28.6% Yes (2) 71.4% Many (5) (1 NA)
35. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39, ‘18IQR37	91% Yes(10) 9% Partial(1)	75% Yes (6) 25% Partial(2) (1 notscored)		57% Yes (4) 43% Many (3)	0% Yes 100% Many (7)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1) (1 NA)
35a. Was the direct service staff able to provide specific information regarding the person’s daily activities? CPRQ39a, ‘18IQR37a	100% Yes (11)	75% Yes (6) 25% Partial(2) (1 notscored)		86% Yes (6) 14% Many (1)	71.4% Yes (5) 28.6% Many (2)	71.4% Yes (5) 28.6% Many (2) (1 NA)
35b. Can the direct service staff describe his/her responsibilities in implementing this person’s ISP, including outcomes, action plans, and WDSIs? CPRQ39b, ‘18IQR37b	91% Yes(10) 9% Partial(1)	88% Yes (7) 13% Partial(1) (1 notscored)		57% Yes (4) 43% Many (3)	14.3% Yes (1) 57.1% Many (4) 28.6% Needs Impv (2)	14.3% Yes (1) 57.1% Many (4) 28.6% Needs Impv (2) (1 NA)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

EMPLOYMENT AND DAY (continued)

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
36. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41, '18IQR39	82% Yes (9) 18% Partial (2)	88% Yes (7) 13% Partial (1) (1 not scored)		71% Yes (5) 14% Many (1) 14% No (1)	85.7% Yes (6) 14.3% Needs Impv (1)	100% Yes (7) (1 NA)
37. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42, '18IQR40	82% Yes (9) 18% Partial (2)	63% Yes (5) 25% Partial (2) 13% No (1) (1 not scored)		86% Yes (6) 14% No (1)	100% Yes (7)	85.7% Yes (6) 14.3% Many (1) (1 NA)
38. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43, '18IQR41	100% Yes (11)	75% Yes (6) 25% Partial (2) (1 not scored)		86% Yes (6) 14% Many (1)	100% Yes (4) (3 CND)	(7 CND, 1 NA)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

RESIDENTIAL						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
39. Does the residential direct services staff “know” the person? CPRQ44; ‘17IQR#8b, ‘18IQR42	100% Yes (11)	78% Yes (7) 22% Partial (2)	71% Yes (5) 29% Needs Impv(2) (1 CND)	100% Yes (8)	42.9% Yes (3) 57.1% Many (4)	87.5% Yes (7) 12.5% Many (1)
40. Does the direct service staff have input into the person’s ISP? CPRQ45, ‘18IQR43	91% Yes (10) 9% No (1)	78% Yes (7) 22% Partial (2)		63% Yes (5) 25% Many (2) 13% Needs Impv(1)	57.1% Yes (4) 28.6% Many (2) 14.3% No (1)	75% Yes (6) 25% Many (2)
41. Did the direct service staff receive training on implementing this person’s ISP? CPRQ46, ‘18IQR44	91% Yes(10) 9% Partial(1)	89% Yes (8) 11% Partial (1)		88% Yes (7) 13% Many (1)	28.6% Yes (2) 71.4% Many (5)	25% Yes (2) 62.5% Many (5) 12.5% Needs Impv (1)
42. Is the residence safe for individuals (void of hazards)? CPRQ47, ‘18IQR45	100% Yes (11)	78% Yes (7) 22% No(2)		88% Yes (7) 13% Many (1)	71.4% Yes (5) 28.6% Many (2)	87.5% Yes (7) 12.5% Many (1)
43. Was the residential direct service staff able to describe this person’s health-related needs? CPRQ48, ‘18IQR46	45% Yes (5) 55% Partial (6)	44% Yes (4) 56% Partial (5)		50% Yes (4) 50% Many (4)	28.6% Yes (2) 71.4% Many (5)	50% Yes (4) 50% Many (4)
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)	78% Yes (7) 22% Partial (2)		63% Yes (5) 38% Many (3)	28.6% Yes (2) 71.4% Many (5)	37.5% Yes (3) 62.5% Many (5)
44a. Was the direct service staff able to provide specific information regarding the person’s daily activities? CPRQ49a, ‘18IQR47a	100% Yes (11)	89% Yes (8) 11% Partial (1)		100% Yes (8)	28.6% Yes (2) 42.9% Many (3) 28.6% Needs Impv (2)	87.5% Yes (7) 12.5% Many (1)
44b. Can the direct service staff describe his/her responsibilities in implementing this person’s ISP, including outcomes, action plans, and WDSIs? CPRQ49b, ‘18IQR47b	82% Yes (9) 18% Partial (2)	67% Yes (6) 33% Partial (3)		63% Yes (5) 38% Many (3)	57.1% Yes (4) 42.9% Many (3)	37.5% Yes (3) 50% Many (4) 12.5% Needs Impv (1)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

RESIDENTIAL (continued)

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
45. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51, '18IQR49	91% Yes(10) 9% Partial(1)	78% Yes (7) 22% Partial(2)		100% Yes (8)	100% Yes (7)	87.5% Yes (7) 12.5% Many (1)
46. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52, '18IQR50	82% Yes (9) 9% Partial (1) 9% No (1)	78% Yes (7) 11% Partial (1) 11% No (1)		88% Yes (7) 13% Needs Impv(1)	71.4% Yes (5) 14.3% Many (1) 14.3% No (1)	87.5% Yes (7) 12.5% 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)	67% Yes (6) 33% Partial(3)		88% Yes (7) 13% Needs Impv(1)	57.1% Yes (4) 42.9% Many (3)	100% Yes (8)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

HEALTH						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
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)	44% Yes (4) 56% Partial (5)	75% Yes (6) 13% Many (1) 13% Needs Impv (1)	13% Yes (1) 88% Many (7)	0% Yes 85.7% Many (6) 14.3% Needs Impv (1)	25% Yes (2) 75% Many (6)
49. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21, '18IQR53	64% Yes (7) 36% Partial (4)	22% Yes (2) 78% Partial (7)	38% Yes (3) 38% Many (3) 25% Needs Impv (2)	13% Yes (1) 63% Many (5) 25% Needs Impv (2)	42.9% Yes (3) 42.9% Many (3) 14.3% Needs Impv (1)	50% Yes (4) 50% Many (4)
50. Was the eChat updated timely? '17IQR#18g, '18IQR54			63% Yes (5) 25% Needs Impv (2) 13% No (1)	25% Yes (2) 38% Many (3) 38% Needs Impv (3)	0% Yes 71.4% Many (5) 14.3% Needs Impv (1) 14.3% No (1)	0% Yes 87.5% Many (7) 12.5% Needs Impv (1)
50a. Is the eChat updated timely with the ISP and after changes in condition?					57.1% Yes (4) 28.6% Many (2) 14.3% No (1)	75% Yes (6) 12.5% Many (1) 12.5% Needs Impv (1)
50b. Is the eChat complete?					0% Yes 85.7% Many (6) 14.3% No (1)	50% Yes (4) 50% Many (4)
50c. Is the eChat accurate?					28.6% Yes (2) 14.3% Many (1) 28.6% Needs Impv (2) 28.6% No (2)	25% Yes (2) 75% Many (6)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

HEALTH (continued)						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
51. Are all of the individual's needed medical treatments, including routine, scheduled and chronic needs, timely received? 17IQR#19, '18IQR55			13% Yes (1) 50% Many (4) 38% Needs Impv (3)	13% Yes (1) 75% Many (6) 13% Needs Impv (1)	42.9% Yes (3) 42.9% Many (3) 14.3% Needs Impv (1)	25% Yes (2) 75% Many (6)
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? 17IQR#19a, '18IQR56)</i>			63% Yes (5) 25% Many (2) 13% Needs Impv (1)	25% Yes (2) 50% Many (4) 25% Needs Impv (2)	0% Yes 71.4% Many (5) 28.6% Needs Impv (2)	12.5% Yes (1) 62.5% Many (5) 25% Needs Impv (2)
53. Does the individual receive medication as prescribed?			43% Yes (3) 29% Many (2) 29% Needs Impv (2) (1 CND)	13% Yes (1) 50% Many (4) 38% Needs Impv (3)	0% Yes 28.6% Many (2) 71.4% Needs Impv (5)	37.5% Many (3) 62.5% Needs Impv (5)
54. Are nursing services provided as needed by the individual? 17IQR#20, '18IQR59			13% Yes (1) 38% Many (3) 50% Needs Impv (4)	0% Yes 75% Many (6) 25% Needs Impv (2)	14.3% Yes (1) 14.3% Many (1) 71.4% Needs Impv (5)	0% Yes 75% Many (6) 25% Needs Impv (2)
55. Is the CARMP consistent with recommendation in other healthcare documents? <i>(Is the CARMP is accurate? '17IQR#21f, '18IQR60)</i>			67% Yes (4) 17% Many (1) 17% Needs Impv (1) (1 N/A, 1 CND)	14% Yes (1) 71% Many (5) 14% Needs Impv (1) (1 N/A)	0% Yes 83.3% Many (5) 16.7% Needs Impv (1) (1 N/A)	0% Yes 100% Many (7) (1 NA)
56. Is the CARMP consistently implemented as intended? , '18IQR61				71% Yes (5) 14% Many (1) 14% Needs Impv (1) (1 N/A)	50% Yes (3) 16.7% Many (1) 33.3% Needs Impv (2) (1 N/A)	100% Yes (7) (1 NA)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

HEALTH (continued)						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
57. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19, '18IQR62	27% Yes (3) 73% Partial (8)	22% Yes (2) 78% Partial (7)		0% Yes 63% Many (5) 38% Needs Impv (3)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)	0% Yes 100% Many (8)
57a. Are assessment recommendations followed up on in a timely way?					14.3% Yes (1) 85.7% Many (6)	12.5% Yes (1) 87.5% Many (7)
57b. Were needed equipment/communication devices delivered timely?					85.7% Yes (6) 14.3% No (1)	50% Yes (3) 50% Many (3) (2 NA)
57c. Were medical specialist appointments attended timely?					42.9% Yes (3) 42.9% Many (3) 14.3% No (1)	12.5% Yes (1) 87.5% Many (7)
57d. Were changes in personal condition, if any, responded to timely?					85.7% Yes (6) 14.3% Many (1)	87.5% Yes (7) 12.5% Many (1)
57e. Were Health Care Plans available, accurate and consistently implemented?					28.6% Yes (2) 28.6% Many (2) 28.6% Needs Impv (2) 14.3% No (1)	25% Yes (2) 62.5% Many (5) 12.5% Needs Impv (1)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

ASSESSMENTS						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
58. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18, '18IQR65	64% Yes (7) 36% Partial (4)	11% Yes (1) 89% Partial (8)	13% Yes (1) 25% Many (2) 63% Needs Impv (5)	13% Yes (1) 75% Many (6) 13% Needs Impv (1)	14.3% Yes (1) 57.1% Many (4) 28.6% Needs Impv (2)	12.5% Yes (1) 87.5% Many (7)
59. Are the assessments adequate for planning? CPRQ59; '17IQR#4f, '18IQR66	55% Yes (6) 45% Partial (5)	11% Yes (1) 89% Partial (8)	18% Yes (1) 50% Many (4) 38% Needs Impv (3)	0% Yes 63% Many (5) 38% Needs Impv (3)	0% Yes 57.1% Many (4) 42.9% Needs Impv (3)	0% Yes 100% Many (8)
59a. Were assessments provided timely?					0% Yes 71.4% Many (5) 28.6% Needs Impv (2)	25% Yes (2) 75% Many (6)
59b. Did assessments contain accurate information?					0% Yes 71.4% Many (5) 28.6% Needs Impv (2)	37.5% Yes (3) 62.5% Many (5)
59c. Did assessments contain information accurate to guide planning?					0% Yes 57.1% Many (4) 42.9% Needs Impv (3)	12.5% Yes (1) 87.5% Many (7)
59d. Did assessments contain recommendations?					28.6% Yes (2) 71.4% Many (5)	50% Yes (4) 50% Many (4)
60. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5, '18IQR67	45% Yes (5) 45% Partial (5) 9% No (1)	11% Yes (1) 78% Partial (7) 11% No (1)	25% Yes (2) 50% Many (4) 25% Needs Impv (2)	0% Yes 63% Many (5) 25% Needs Impv (2) 13% No (1)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)	25% Yes (2) 75% Many (6)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=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			67% Yes(2) 33% No(1) (5 N/A)	17% Yes (1) 50% Many (3) 33% Needs Impv(2) (2 N/A)	50% Yes (2) 50% No(2) (3 N/A)	28.6% Yes (2) 42.8% Many (3) 28.6% No (2) (1 NA)
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(9)	71% Yes (5) 29% Needs Impv(2) (1 N/A)	100% Yes (8)	100% Yes (7)	100% Yes (8)
63. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3, '18IQR70	64% Yes (7) 36% Partial(4)	56% Yes (5) 44% Partial(4)	50% Yes (4) 25% Many (2) 25% Needs Impv(2)	25% Yes (2) 50% Many (4) 13% Needs Impv(1) 13% No(1)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)	37.5% Yes (3) 62.5% Many (5)
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	63% Yes (5) 38% Partial(3) (3 N/A)	50% Yes (4) 38% Partial(3) 13% No(1) (1 N/A)	67% Yes (4) 17% Needs Impv(1) 17% No (1) (2 N/A)	0% Yes 67% Many (4) 33% Needs Impv(2) (2 N/A)	20% Yes (1) 40% Many (2) 40% Needs Impv(2) (2 N/A)	80% Yes (4) 20% Many (1) (3 NA)
65. Does my ISP contain current and accurate information? '17IQR#6, '18IQR72			38% Yes (3) 25% Many (2) 38% Needs Impv(3)	0% Yes 75% Many (6) 25% Needs Impv(2)	14.3% Yes (1) 57.1% Many (4) 14.3% Needs Impv (1) 14.3% No (1)	37.5% Yes (3) 50% Many (4) 12.5% Needs Impv (1)
66. Does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b, '18IQR73	36% Yes (4) 64% Partial(7)	56% Yes (5) 44% Partial(4)	50% Yes (4) 38% Needs Impv(3) 13% No (1)	50% Yes (4) 25% Many (2) 13% Needs Impv(1) 13% No (1)	42.9% Yes (3) 28.6% Many (2) 14.3% Needs Impv (1) 14.3% No (1)	75% Yes (6) 12.5% Many (1) 12.5% Needs Impv (1)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
67. Does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c, '18IQR74	55% Yes (6) 45% Partial(5)	56% Yes (5) 44% Partial(4)	50% Yes (4) 13% Many (1) 25% Needs Impv(2) 13% No (1)	75% Yes (6) 13% Many (1) 13% Needs Impv(1)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)	100% Yes (8)
68. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a, '18IQR75			25% Yes (2) 13% Many (1) 38% Needs Impv(3) 25% No (2)	0% Yes 38% Many (3) 50% Needs Impv(4) 13% No (1)	14.3% Yes (1) 57.1% Many (4) 28.6% Needs Impv (2)	25% Yes (2) 25% Many (2) 50% Needs Impv (4)
69. Does the data kept identify what the person does so a determination regarding progress/lack of progress can be made? '17IQR#12b, '18IQR76			13% Yes (1) 50% Needs Impv(4) 38% No (3)	0% Yes 25% Many (2) 25% Needs Impv(2) 50% No (4)	14.3% Yes (1) 28.6% Many (2) 42.9% Needs Impv (3) 14.3% No (1)	0% Yes 62.5% Many (5) 25% Needs Impv (2) 12.5% No (1)
70. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c, '18IQR77			0% Yes 13% Many (1) 50% Needs Impv(4) 38% No (3)	0% Yes 25% Many (2) 25% Needs Impv(2) 50% No (4)	0% Yes 57.1% Many (4) 42.9% Needs Impv (3)	12.5% Yes (1) 62.5% Many (5) 25% Needs Impv (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			0% Yes 43% Needs Impv(3) 57% No (4) (1 N/A)	14% Yes (1) 14% Many (1) 43% Needs Impv (3) 29% No (2) (1 N/A)	28.6% Yes (2) 14.3% Many (1) 42.9% Needs Impv (3) 14.3% No (1)	37.5% Yes (3) 12.5% Many (1) 12.5% Needs Impv (1) 37.5% No (3)
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 25% Many (1) 25% Needs Impv(1) 50% No (2) (4 N/A)	14% Yes (1) 29% Needs Impv(2) 57% No (4) (1 N/A)	50% Yes (3) 33.3% Many (2) 16.7% Needs Impv (1) (1 N/A)	50% Yes (3) 33.3% Many (2) 16.7% Needs Impv (1) (2 NA)



2020 (FY21) Individual Quality Review Northeast Region Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
73. Has the person made measurable progress on actions steps during this past year? '17IQR#13b, '18IQR80			0% Yes 63% Needs Impv (5) 38% No (3)	0% Yes 38% Many (3) 25% Needs Impv (2) 38% No (3)	0% Yes 42.9% Many (3) 57.1% Needs Impv (4)	0% Yes 75% Many (6) 12.5% Needs Impv (1) 12.5% No (1)
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)	22% Yes (2) 67% Partial (6) 11% No (1)	38% Yes (3) 50% Needs Impv (4) 13% No (1)	50% Yes (4) 13% Many (1) 25% Needs Impv (2) 13% No (1)	42.9% Yes (3) 28.6% Many (2) 28.6% Needs Impv (2)	37.5% Yes (3) 62.5% Many (5)
75. Are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d, '18IQR82	45% Yes (5) 55% Partial (6)	56% Yes (5) 44% Partial (4)	38% Yes (3) 13% Many (1) 50% Needs Impv (4)	100% Yes (8)	57.1% Yes (4) 28.6% Many (2) 14.3% Needs Impv (1)	100% Yes (8)
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	45% Yes (5) 55% Partial (6)	44% Yes (4) 56% Partial (5)	25% Yes (2) 25% Yes (2) 50% Needs Impv (4)	50% Yes (4) 25% Many (2) 13% Needs Impv (1) 13% No (1)	14.3% Yes (1) 85.7% Many (6)	50% Yes (4) 50% Many (4)
77. Are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i, '18IQR84	36% Yes (4) 64% Partial (7)		0% Yes 17% Many (1) 71% Needs Impv (5) 17% Many (1) (1 N/A)	13% Yes (1) 13% Many (1) 38% Needs Impv (3) 38% No (3)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)	50% Yes (4) 50% Many (4)
78. Are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m, '18IQR85	30% Yes (3) 70% Partial (7) (1 N/A)		13% Yes (1) 25% Many (2) 50% Needs Impv (4) 13% No (1)	13% Yes (1) 13% Many (1) 75% Needs Impv (6)	0% Yes 71.4% Many (5) 14.3% Needs Impv (1) 14.3% No (1)	37.5% Yes (3) 37.5% Many (3) 25% Needs Impv (2)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
79. Has the person made measurable progress in therapy this year? '17IQR#13a, '18IQR86			13% No (1) 25% Many (2) 38% Needs Impv(3) 25% No (2)	13% Yes (1) 13% Many (1) 75% Needs Impv(6)	0% Yes 57.1% Many (4) 42.9% Needs Impv (3)	12.5% Yes (1) 62.5% Many (5) 25% Needs Impv (2)
80. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c, '18IQR87	91% Yes(10) 9% Partial(1)	89% Yes (8) 11% Partial(1)	50% Yes (4) 13% Many (1) 38% Needs Impv(3)	25% Yes (2) 38% Many (3) 38% Needs Impv(3)	14.3% Yes (1) 42.9% Many (3) 28.6% Needs Impv(2) 14.3% No (1)	12.5% Yes (1) 75% Many (6) 12.5% Needs Impv (1)
81. Does the ISP contain information regarding primary health (medical) care? CPRQ74, '18IQR88	91% Yes(10) 9% Partial(1)	78% Yes (7) 22% Partial(2)		75% Yes (6) 25% Many (2)	71.4% Yes (5) 28.6% Many (2)	62.5% Yes (5) 12.5% Many (1) 25% Needs Impv (2)
81a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a, '18IQR88a	100% Yes (11)	89% Yes (8) 11% Partial(1)		88% Yes(7) 13% No(1)	85.7% Yes(6) 14.3% No(1)	87.5% Yes (7) 12.5% Many (1)
81b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b, '18IQR88b	91% Yes(10) 9% Partial(1)	78% Yes (7) 22% Partial(2)		88% Yes (7) 13% Many (1)	85.7% Yes(6) 14.3% No(1)	62.5% Yes (5) 12.5% Many (1) 12.5% Needs Impv (1) 12.5% No (1)
82. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76, '18IQR89	91% Yes(10) 9% Partial(1)	78% Yes (7) 22% Partial(2)		88% Yes (7) 13% Many (1)	57.1% Yes (4) 28.6% Many (2) 14.3% No (1)	50% Yes (4) 25% Many (2) 12.5% Needs Impv (1) 12.5% No (1)
83. Based on the evidence, is adequate transportation available for the person? (Does the ISP reflect how the person will get to work/day activities, shopping, and social activities? CPRQ75, '18IQR90)	100% Yes (4) (7 N/A)	33% Yes (1) 67% Partial(2) (6 N/A)		88% Yes(7) 13% No(1)	100% Yes (7)	100% Yes (8)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
84. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a, '18IQR91	70% Yes (7) 30% Partial(3) (1 N/A)	63% Yes (5) 25% Partial(2) 13% No (1) (1 N/A)	50% Yes (4) 25% Many (2) 13% Needs Impv(1) 13% No (1)	38% Yes (3) 50% Many (4) 13% No (1)	42.9% Yes (3) 28.6% Many (2) 14.3% Needs Impv (1) 14.3% No (1)	12.5% Yes (1) 75% Many (6) 12.5% Needs Impv (1)
85. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7, '18IQR92	9% Yes (1) 91% Partial(10)	11% Yes(1) 89% Partial(8)	0% Yes 25% Many (2) 75% Needs Impv(6)	0% Yes 63% Many (5) 38% Needs Impv(3)	0% Yes 85.7% Many (6) 14.3% Needs Impv (1)	0% Yes 100% Many (8)
86. Is the ISP being implemented? (If 85 is "3") CPRQ79 '17IQR#12, '18IQR93	0% Yes 100% Partial(1) (10 N/A)	100% Yes(1) (8 N/A)	0% Yes 13% Many (1) 63% Needs Impv(5) 25% No (2)	(8 N/A)	(7 N/A)	(8 NA)
87a. Is the ISP being implemented? (If 85 is "0", "1", or "2") CPRQ80a '17IQR#12, '18IQR94a	30% Yes (3) 70% Partial(7) (1 N/A)	38% Yes (3) 63% Partial(5) (1 N/A)	0% Yes 13% Many (1) 63% Needs Impv(5) 25% No (2)	0% Yes 38% Many (3) 63% Needs Impv(5)	0% Yes 71.4% Many (5) 28.6% Needs Impv(2)	0% Yes 75% Many (6) 25% Needs Impv (2)
87b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11, '18IQR94b	30% Yes (3) 70% Partial(7) (1 N/A)	13% Yes (1) 87% Partial(7) (1 N/A)	0% Yes 63% Many (5) 38% Needs Impv(3)	25% Yes (2) 38% Many (3) 25% Needs Impv(2) 13% No (1)	0% Yes 57.1% Many (4) 42.9% Needs Impv(3)	12.5% Yes (1) 75% Many (6) 12.5% Needs Impv (1)
88. Was the direct service staff trained on the implementation of this person's ISP? CPRQ81, '18IQR95	82% Yes (9) 18% Partial(2)	78% Yes (7) 22% Partial(2)		75% Yes (6) 25% Many (2)	14.3% Yes (1) 85.7% Many (6)	0% Yes 87.5% Many (7) 12.5% Needs Impv (1)
89. Were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82, '18IQR96	82% Yes (9) 18% Partial(2)	78% Yes (7) 22% Partial(2)		50% Yes (4) 50% Many (4)	0% Yes 85.7% Many (6) 14.3% Needs Impv(1)	25% Yes (2) 75% Many (6)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
90. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13, '18IQR98	64% Yes (7) 27% Partial (3) 9% No (1)	67% Yes (6) 33% Partial (3)	0% Yes 25% Yes (2) 75% Needs Impv (6)	0% Yes 50% Many (4) 50% Needs Impv (4)	0% Yes 71.4% Many (5) 28.6% Needs Impv (2)	0% Yes 75% Many (6) 25% Needs Impv (2)
91. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d, '18IQR99	64% Yes (7) 36% Partial (4)	33% Yes (3) 56% Partial (5) 11% No (1)	63% Yes (5) 38% Many (3)	75% Yes (6) 25% Many (2)	71.4% Yes (5) 28.6% Many (2)	75% Yes (6) 25% Many (2)
92. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b, '18IQR100	91% Yes (10) 9% Partial (1)	78% Yes (7) 22% Partial (2)	57% Yes (4) 14% Many (1) 29% Needs Impv (2) (1 CND)	38% Yes (3) 38% Many (3) 25% Needs Impv (2)	42.9% Yes (3) 57.1% Many (4)	62.5% Yes (5) 37.5% Many (3)
93. Is the person offered a range of opportunities for participation in each life area? CPRQ87; '18IQR101	70% Yes (7) 30% Partial (3) (1 CND)	71% Yes (5) 29% Partial (2) (2 CND)		50% Yes (4) 38% Many (3) 13% Needs Impv (1)	71.4% Yes (5) 28.6% Many (2)	100% Yes (8)
94. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30, '18IQR102	100% Yes (3) (8 CND)	 (9 CND)	38% Yes (3) 63% Many (5)	50% Yes (2) 25% Many (1) 25% Needs Impv (1) (4 CND)	100% Yes (5) (2 CND)	85.7% Yes (6) 14.3% Many (1) (1 CND)
94a. About where and with whom to live? CPRQ89; '17IQR#23c, '18IQR102a	 (11 CND)	 (9 CND)	0% Yes 100% Needs Impv (1) (7 CND)	 (8 CND)	60% Yes (3) 40% Many (2) (2 CND)	100% Yes (6) (2 CND)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

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

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
94b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d, '18IQR102b	100% Yes (3) (8 CND)	(9 CND)	100% Yes (3) (5 CND)	100% Yes (3) (5 CND)	80% Yes (4) 20% Many (1) (2 CND)	83.3% Yes (5) 16.7% Many (1) (2 CND)
94c. About where and with whom to socialize/spend leisure time? CPRQ91, '18IQR102c	100% Yes (3) (8 CND)	(9 CND)		67% Yes (2) 33% Many (1) (5 CND)	80% Yes (4) 20% Many (1) (2 CND)	66.7% Yes (4) 33.3% Many (2) (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)	100% Yes (11)	100% Yes (9)	100% Yes (4) (4 N/A)	88% Yes (7) 13% Needs Impv (1)	100% Yes (7)	100% Yes (8)
96. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a, '18IQR105	73% Yes (8) 27% Partial (3)	78% Yes (7) 22% Partial (2)	38% Yes (3) 13% Many (1) 50% Needs Impv (4)	88% Yes (7) 13% Many (1)	71.4% Yes (5) 28.6% Many (2)	87.5% Yes (7) 12.5% Many (1)
97. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94, '18IQR106	91% Yes (10) 9% Partial (1)	100% Yes (9)		88% Yes (7) 13% Many (1)	85.7% Yes (6) 14.3% Many (1)	87.5% Yes (7) 12.5% Many (1)
98. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h, '18IQR107				50% Yes (4) 50% No (4)	71.4% Yes (5) 28.6% No (2)	87.5% Yes (7) 12.5% No (1)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

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

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
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			50% Yes(2) 50% No(2) (3 N/A, 1 CND)	50% Yes(2) 50% No(2) (4 N/A)	40% Yes (2) 20% Needs Impv (1) 40% No (2) (2 N/A)	42.9% Yes (3) 42.9% Many (3) 14.2% Needs Impv (1) (1 NA)
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			50% Yes(1) 50% No(1) (6 N/A)	50% Yes(2) 50% No(2) (4 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (2 N/A)	25% Yes (1) 75% Many (3) (4 NA)
101. Is the person protected from abuse, neglect and exploitation? '17IQR#35, '18IQR110			38% Yes (3) 38% Many (3) 25% Needs Impv(2)	63% Yes (5) 38% Needs Impv(3)	57.1% Yes (4) 14.3% Many (1) 14.3% Needs Impv (1) 14.3% No (1)	62.5% Yes (5) 37.5% Many (3)
102. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b, '18IQR111			57% Yes (4) 29% Many (2) 14% Needs Impv(1) (1 N/A)	40% Yes (2) 60% Many (3) (3 N/A)	80% Yes (4) 20% Many (1) (2 N/A)	60% Yes (3) 40% Many (2) (3 NA)
103. Is the individual safe? '17IQR#24, '18IQR112			100% Yes (7) (1 CND)	75% Yes (6) 25% Many (2)	71.4% Yes (5) 14.3% Many (1) 14.3% Needs Impv (1)	75% Yes (6) 25% Many (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	27% Active (3) 55% Moderate(6) 18% Limited (2)	44% Active(4) 33% Moderate (3) 22% Limited (2)	50% Active (4) 25% Moderate (2) 13% Limited (1) 13% None (1)	38% Yes (3) 38% Many (3) 25% Needs Impv (2)	42.9% Active (3) 42.9% Moderate (3) 14.3% Limited (1)	37.5% Active (3) 37.5% Moderate (3) 25% Limited (2)
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			50% Yes (1) 50% Needs Impv(1) (6 N/A)	33% Yes (2) 50% Many (3) 17% Needs Impv(1) (2 N/A)	100% Yes (2) (5 N/A)	100% Yes (6) (2 NA)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

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

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
106. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30, '18IQR115	82% Yes (9) 18% Partial (2)	100% Yes (9)	38% Yes (3) 63% Many (5)	75% Yes (6) 13% Many (1) 13% Needs Impv (1)	85.7% Yes (6) 14.3% Many (1)	87.5% Yes (7) 12.5% Many (1)
107. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e, '18IQR116	100% Yes (11)	89% Yes (8) 11% Partial (1)	100% Yes (7) (1 CND)	88% Yes (7) 13% Needs Impv (1)	100% Yes (7)	100% Yes (8)
108. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c, '18IQR117	73% Yes (8) 27% Partial (3)	56% Yes (5) 44% Partial (4)	50% Yes (4) 50% Needs Impv (4)	13% Yes (1) 38% Many (3) 50% Needs Impv (4)	42.9% Yes (3) 57.1% Many (4)	37.5% Yes (3) 62.5% Many (5)
109. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e, '18IQR118	91% Yes (10) 9% Partial (1)	100% Yes (9)	86% Yes (6) 14% Needs Impv (1) (1 CND)	88% Yes (7) 13% Many (1)	100% Yes (6) (1 CND)	100% Yes (8)
110. Does the person have sufficient personal money? CPRQ110 '17IQR#34f, '18IQR119	82% Yes (9) 18% Partial (2)	100% Yes (9)	88% Yes (7) 13% Many (1)	88% Yes (7) 13% No (1)	85.7% Yes (6) 14.3% Many (1)	87.5% Yes (7) 12.5% Many (1)
111. Does the person get along with their day program/employment provider staff? CPRQ111, '18IQR120	100% Yes (5) (6 CND)	100% Yes (5) (4 CND)		100% Yes (7) (1 not scored)	100% Yes (7)	100% Yes (7) (1 NA)
112. Does the person get along with their residential provider staff? CPRQ112, '18IQR121	100% Yes (6) (5 CND)	100% Yes (7) (2 CND)		100% Yes (8)	100% Yes (7)	100% Yes (8)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

TEAM PROCESS						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
113. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10, '18IQR122	27% Yes (3) 73% Partial (8)	11% Yes (1) 89% Partial (8)	38% Yes (3) 50% Many (4) 13% Needs Impv (1)	13% Yes (1) 63% Many (5) 25% Needs Impv (2)	0% Yes 85.7% Many (6) 14.3% No (1)	12.5% Yes (1) 75% Many (6) 12.5% Needs Impv (1)
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	0% Yes 100% No(1) (10 N/A)	 (9 N/A)	0% Yes 100% No (1) (7 N/A)	50% Yes (2) 25% Needs Impv (1) 25% No (1) (4 N/A)	50% Yes (1) 50% No (1) (5 N/A)	66.7% Yes (2) 33.3% Needs Impv (1) (5 NA)
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	89% Yes (8) 11% No(1) (2 N/A)	57% Yes (4) 43% No(3) (2 N/A)	50% Yes (3) 33% Many (2) 17% Needs Impv (1) (2 N/A)	13% Yes (1) 75% Many (6) 13% Needs Impv (1)	14.3% Yes (1) 85.7% Many (6)	37.5% Yes (3) 50% Many (4) 12.5% Needs Impv (1)
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)	89% Yes (8) 11% Partial (1)		50% Yes (4) 25% Many (2) 25% Needs Impv (2)	42.9% Yes (3) 14.3% Many (1) 42.9% Needs Impv (3)	37.5% Yes (3) 50% Many (4) 12.5% Needs Impv (1)
117. Do you recommend Dispute Resolution for this IDT? CPRQ118, '18IQR126	0% Yes 100% No(11)	0% Yes 100% No(9)		13% Yes(1) 88% No(7)	14.3% Yes(1) 85.7% No(6)	12.5% Yes (1) 87.5% No (7)
118. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#17d, '18IQR127	18% Yes (2) 82% No(9)	33% Yes (3) 67% No(6)	50% Yes(4) 50% No(4)	38% Yes(3) 63% No(5)	28.6% Yes (2) 71.4% No(5)	62.5% Yes (5) 37.5% No (3)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

TEAM PROCESS (continued)						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
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)	13% Yes(1) 88% No(7)	25% Yes(2) 75% No(6)	28.6% Yes(2) 71.4% No(5)	50% Yes (4) 50% No (4)
120. If #118 OR #119 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121; '18IQR129	100% Yes (4) (7 N/A)	100% Yes (3) (6 N/A)		75% Yes(3) 25% No(1) (4 N/A)	66.7% Yes(2) 33.3% No(1) (4 N/A)	100% Yes (5) (3 NA)
121. Has the person changed residential/day services in the last year? CPRQ122, '18IQR130	27% Yes(3) 73%No(8)	33% Yes (3) 67% Partial(6)		13% Yes(1) 88% No(7)	14.3% Yes(1) 85.7% No(6)	12.5% Yes (1) 87.5% No (7)
122. If #121 is Yes, was the change Planned by the IDT? CPRQ122a, '18IQR131	33% Yes (1) 33% Partial(1) 33% No(1) (8 N/A)	67% Yes (2) 33% Partial(1) (6 N/A)		0% Yes 100% No (1) (7 N/A)	0% Yes 100% No (1) (6 N/A)	0% Yes 100% No (1) (7 NA)
123. If #121 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b, '18IQR132	100% Yes (3) (8 N/A)	75% Yes (3) 25% Partial(1) (5 N/A)		100% Yes (1) (7 N/A)	100% Yes (1) (6 N/A)	100% Yes (1) (7 NA)
124. Overall, has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person? CPRQ123; '17IQR#7n, '18IQR133	45% Yes (5) 55% Partial (6)	11% Yes (1) 89% Partial(8)	0% Yes 38% Many (3) 50% Needs Impv(4) 13% No (1)	13% Yes (1) 38% Many (3) 38% Needs Impv(3) 13% No (1)	0% Yes 85.7% Many (6) 14.3% Needs Impv (1)	0% Yes 87.5% Many (7) 12.5% Needs Impv (1)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

SUPPORTED EMPLOYMENT						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
125. Does (Name) have a current Person-Centered Assessment? '18IQR134				25% Yes (2) 25% Many (2) 38% Needs Impv(3) 13% No (1)	66.7% Yes (4) 33.3% Many (2) (1 N/A)	85.7% Yes (6) 14.3% Many (1) (1 NA)
126. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a, '18IQR135	57% Yes (4) 43% No(3) (4 N/A)	60% Yes (3) 40% No(2) (3 N/A, 1 Not Scored)	0% Yes 17% Many (1) 17% Needs Impv(1) 67% No (4) (2 N/A)	67% Yes (2) 33% Needs Impv(1) (5 N/A)	40% Yes (2) 40% Many (2) 20% No (1) (2 N/A)	100% Yes (2) (6 NA)
127. Did the individual participate personally in the Person Centered Assessment? '18IQR136				75% Yes(6) 25% No(2)	66.7% Yes (4) 33.3% No(2) (1 N/A)	85.7% Yes (6) 14.3% No (1) (1 NA)
128. Did the Guardian participate in the Person Centered Assessment? '18IQR137				50% Yes(4) 50% No(4)	57.1% Yes (4) 42.9% No (3)	71.4% Yes (5) 28.6% No (2) (1 NA)
129. Is the individual engaged in the Informed Choice Project? '18IQR138				25% Yes(2) 75% No(6)	0% Yes 100% No (7)	(8 NA)
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 33% Needs Impv (2) 67% No (4) (2 N/A)	67% Yes(2) 33% No(1) (5 N/A)	20% Yes (1) 80% No(4) (2 N/A)	100% Yes (2) (6 NA)
131. If #130 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section? '18IQR140				100% Yes (2) (6 N/A)	100% Yes (1) (6 N/A)	100% Yes (2) (6 NA)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

SUPPORTED EMPLOYMENT (continued)

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
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 100% No (1) (7 N/A)	0% Yes 50% Many (2) 50% No (2) (3 N/A)	(8 NA)
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				67% Yes(2) 33% No(1) (5 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (2 N/A)	50% Yes (1) 50% Many (1) (6 NA)
134. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c, '18IQR143			0% Yes 17% Many (1) 83% No (5) (2 N/A)	33% Yes (1) 33% Many (1) 33% Needs Impv (1) (5 N/A)	20% Yes (1) 40% Many (2) 20% Needs Impv (1) 20% No (1) (2 N/A)	50% Yes (1) 50% Many (1) (6 NA)
135. Has the Guardian received information regarding the range of employment options available for the individual? '18IQR144				67% Yes (2) 33% Needs Impv (1) (5 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (2 N/A)	50% Yes (1) 50% Many (1) (6 NA)
136. If there are barriers to employment, has the Team, including			0% Yes 13% Many (1) 33% Needs Impv (3) 50% No (3) (2 N/A)	67% Yes (2) 33% Many (1) (5 N/A)	40% Yes (2) 20% Many (1) 40% No (2) (2 N/A)	100% Yes (1) (7 NA)
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				67% Yes (2) 33% Needs Impv (1) (5 N/A)	40% Yes (2) 20% Many (1) 20% Needs Impv (1) 20% No (1) (2 N/A)	100% Yes (1) (7 NA)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

SUPPORTED EMPLOYMENT (continued)						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
138. Has the individual participated in work or volunteer activities during the past year? '18IQR147				33% Yes (1) 33% Many (1) 33% Needs Impv(1) (5 N/A)	20% Yes (1) 20% Many (1) 60% No (3) (2 N/A)	100% Yes (1) (7 NA)
139. Has the individual identified what type of work or volunteer activities he/she would like to do? '18IQR148				67% Yes (2) 33% No(1) (5 N/A)	40% Yes (2) 20% Many (1) 20% Needs Impv(1) 20% No (1) (2 N/A)	100% Yes (2) (6 NA)
140. Does the Guardian support him/her working? '18IQR149				100% Yes (3) (5 N/A)	33.3% Yes (2) 66.7% No(4) (1 N/A)	100% Yes (2) (6 NA)
142. Is the individual engaged in Supported Employment? CPRQ129, '18IQR151				67% Yes (2) 33% No(1) (5 N/A)	20% Yes (1) 80% No (4) (2 N/A)	0% Yes 100% No (2) (6 NA)
144. Does the person have a Career Development Plan? CPRQ128 17IQR#26e, '18IQR153	29% Yes (2) 14% Partial (1) 57% No (4) (4 N/A)	0% Yes 50% Partial (2) 50% No (2) (4 N/A, (1 NotScored)	0% Yes 33% Needs Impv(2) 67% No (4) (2 N/A)	0% Yes 50% Many (1) 50% No (1) (6 N/A)	50% Yes (1) 50% Many (1) (5 N/A)	100% Yes (1) (7 NA)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

BEHAVIOR						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
145. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d, '18IQR154	64% Yes (7) 36% No(4)	89% Yes (8) 11% No(1)	50% Yes(4) 50% Yes(4)	88% Yes(7) 13% No(1)	57.1% Yes (4) 42.9% No(3)	87.5% Yes (7) 12.5% No (1)
146. Does the person need behavior services now? CPRQ132 '17IQR#11e, '18IQR155	64% Yes (7) 36% No(4)	89% Yes (8) 11% No(1)	38% Yes(3) 63% No(5)	88% Yes(7) 13% No(1)	57.1% Yes (4) 42.9% No(3)	87.5% Yes (7) 12.5% No (1)
147. Have behavioral assessments been completed? CPRQ133, '18IQR156	57% Yes (4) 43% Partial (3) (4 N/A)	75% Yes (6) 13% Partial (1) 13% No(1) (1 N/A)		57% Yes (4) 14% Many (1) 14% Needs Impv(1) 14% No (1) (1 N/A)	25% Yes (1) 50% Many (2) 25% No (1) (3 N/A)	28.6% Yes (2) 71.4% Many (5) (1 NA)
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	86% Yes (6) 14% Partial (1) (4 N/A)	50% Yes (4) 50% Partial (4) (1 N/A)	75% Yes(3) 25% No(1) (4 N/A)	71% Yes (5) 29% Needs Impv(2) (1 N/A)	50% Yes (2) 25% Many (1) 25% Needs Impv (1) (3 N/A)	28.6% Yes (2) 28.6% Many (2) 28.6% Needs Impv (2) 14.2% No (1) (1 NA)
149. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d, '18IQR158	86% Yes (6) 14% Partial (1) (4 N/A)	88% Yes (7) 13% Partial (1) (1 N/A)	75% Yes (3) 25% Needs Impv(1) (4 N/A)	100% Yes (7) (1 N/A)	50% Yes (2) 25% Many (1) 25% Needs Impv (1) (3 N/A)	85.7% Yes (6) 14.3% Needs Impv (1) (1 NA)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

BEHAVIOR (continued)						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
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 (2) (9 N/A)	50% Yes (1) 50% Partial (1) (7 N/A)	100% Yes (1) (7 N/A)	0% Yes 100% Many (1) (7 N/A)	0% Yes 100% Needs Impv (2) (5 N/A)	(8 NA)
151. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i, '18IQR160	71% Yes (5) 29% Partial (2) (4 N/A)	50% Yes (4) 50% Partial (4) (1 N/A)	60% Yes (3) 20% Many (1) 20% Needs Impv (1) (3 N/A)	71% Yes (5) 14% Many (1) 14% Needs Impv (1) (1 N/A)	25% Yes (1) 25% Many (1) 50% Needs Impv (2) (3 N/A)	28.6% Yes (2) 57.1% Many (4) 14.3% No (1) (1 NA)
152. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d, '18IQR161	57% Yes (4) 43% Partial (3) (4 N/A)	38% Yes (3) 38% Partial (3) 25% No (2) (1 N/A)	50% Yes (2) 25% Many (1) 25% Needs Impv (1) (4 N/A)	29% Yes (2) 29% Many (2) 29% Needs Impv (2) 14% No (1) (1 N/A)	25% Yes (1) 50% Many (2) 25% Needs Impv (1) (3 N/A)	42.9% Yes (3) 42.9% Many (3) 14.2% No (1) (1 NA)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
153. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b, '18IQR162	67% Yes (6) 33% Partial (3) (2 N/A)	63% Yes (5) 38% Partial (3) (1 N/A)	57% Yes (4) 29% Many (2) 14% Needs Impv(1) (1 CND)	53% Yes (5) 38% Many (3)	50% Yes (3) 50% Many (3) (1 N/A)	62.5% Yes (5) 37.5% Many (3)
154. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c, '18IQR163	56% Yes (5) 33% Partial (3) 11% No (1) (2 N/A)	71% Yes (5) 29% Partial (2) (2 N/A)	83% Yes (5) 17% Needs Impv(1) (1 N/A, 1 CND)	60% Yes (3) 20% Many (1) 20% Needs Impv(1) (3 N/A)	50% Yes (3) 33.3% Many (2) 16.7% Needs Impv(1) (1 N/A)	85.7% Yes (6) 14.3% Many (1) (1 NA)
155. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f, '18IQR164			100% Yes (7) (1 CND)	88% Yes (7) 13% Many (1)	71.4% Yes (5) 14.3% Many (1) 14.3% Needs Impv (1)	62.5% Yes (5) 25% Many (2) 12.5% Needs Impv (1)
156. Is the person's equipment and technology in good repair?'17IQR#25d, '18IQR165			75% Yes (6) 25% Needs Impv(2)	75% Yes (6) 25% Many (2)	71.4% Yes (5) 28.6% Many (2)	75% Yes (6) 25% Many (2)
157. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e, '18IQR166			71% Yes (5) 29% Needs Impv(2) (1 CND)	63% Yes (5) 25% Many (2) 13% Needs Impv(1)	85.7% Yes (6) 14.3% Many (1)	75% Yes (6) 25% Many (2)
158. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b, '18IQR167	89% Yes (8) 11% Partial (1) (2 N/A)	50% Yes (4) 50% Partial (4) (1 N/A)	71% Yes (5) 29% Needs Impv(2) (1 N/A)	57% Yes (4) 14% Many (1) 29% Needs Impv(2) (1 N/A)	28.6% Yes (2) 42.9% Many (3) 14.3% Needs Impv (1) 14.3% No (1)	42.9% Yes (3) 57.1% Many (4) (1 NA)



2020 (FY21) Individual Quality Review Northeast Region Report **Findings by Area**

INDIVIDUAL SERVICE PLANNING						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=7)	2020 (sample=8)
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)	89% Yes (8) 11% Partial (1)	88% Yes (7) 13% Many (1)	100% Yes (8)	100% Yes (7)	100% Yes (8)
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	55% Yes (6) 45% Partial (5)	44% Yes (4) 56% Partial (5)	63% Yes (5) 25% Needs Impv (2) 13% No (1)	50% Yes (4) 13% Many (1) 25% Needs Impv (2) 13% No (1)	42.9% Yes (3) 42.9% Many (3) 14.3% Needs Impv (1)	100% Yes (8)
161. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a, '18IQR170	45% Yes (5) 55% Partial (6)	89% Yes (8) 11% Partial (1)	25% Yes (2) 38% Many (3) 38% Needs Impv (3)	100% Yes (8)	71.4% Yes (5) 28.6% Many (2)	75% Yes (6) 25% Many (2)
162. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f, '18IQR171	73% Yes (8) 27% Partial (3)	89% Yes (8) 11% Partial (1)	100% Yes (8)	63% Yes (5) 38% Many (3)	71.4% Yes (5) 28.6% Many (2)	100% Yes (8)
163. Is the person integrated into the community? CPRQ145; '17IQR#29g, '18IQR172	45% Yes (5) 55% Partial (6)	67% Yes (6) 33% Partial (3)	25% Yes (2) 13% Many (1) 50% Needs Impv (4) 13% No (1)	75% Yes (6) 25% Needs Impv (2)	85.7% Yes (6) 14.3% Many (1)	100% Yes (8)
164. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36, '18IQR174	18% Yes (2) 82% Partial (9)	11% Yes (1) 89% Partial (8)	0% Yes 38% Many (3) 63% Needs Impv (5)	0% Yes 63% Many (5) 38% Needs Impv (3)	0% Yes 85.7% Many (6) 14.3% Needs Impv (1)	0% Yes 87.5% Many (7) 12.5% Needs Impv (1)



Thank you!

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