



# **2020 (FY21) Individual Quality Review Northwest Region Findings**

Northwest Review: April 12 – May 21, 2021

**Final: 6.21.2021**



# Northwest Class Members: 15

## Northwest Sample: 7 (46.7%)

4 Independent Case Management  
Agencies Represented in the Sample

<u>Agency</u>	<u># in sample</u>
<u>PCCS</u>	<u>1</u>
<u>Excel</u>	<u>4</u>
<u>Peak</u>	<u>1</u>
<u>Rio Puerco</u>	<u>1</u>

There were no class members receiving services through the Mi Via Waiver in this sample



## Number Reviewed by CCS and Residential Provider

	CCS	Residential
<u>Dungarvin</u>	<u>4</u>	<u>4</u>
<u>PMS Shield</u>	<u>1</u>	<u>0</u>
<u>Tungland</u>	<u>3</u>	<u>3</u>

**One person in the sample receives CCS services from two agencies**



# Class Members with Immediate or Special Needs

## Individuals Needing Immediate Attention: 1 Person

*Individuals for whom urgent health, safety, environment and/or (14.3% 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: 3 People

*Individuals for whom issues have been identified that, if not (57.1% of sample) effectively addressed, are likely to become an urgent health and safety concern.*

*In 2019 the Northwest sample had 5 individuals needing Immediate Attention (56%) and 3 needing Special Attention (33%). (8 people in the sample)*

*In 2018 the Northwest sample had 4 individuals found to need Special Attention (44%). (9 people in the sample)*

*In 2017 the Northwest sample had 3 individuals found to need Special Attention (33%). (9 people in the sample)*

*In 2016 the Northwest sample had NO Special Attention or Immediate Need Findings. (9 people in the sample)*

*In 2015 three individuals were found to need Special Attention. There were 10 people in the 2015 sample.*

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

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

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

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

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



# 2020 (FY2021) Individual Quality Review Northwest Region Report Findings by Area

## CASE MANAGEMENT

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
24. Does the case manager “know” the person? CPRQ26; ‘17IQR#8c, ‘18IQR24	90% Yes (9) 10% Partial (1)	100% Yes (9)	88% Yes (7) 13% Many (1)	100% Yes (8)	62.5% Yes (5) 37.5% Many (3)	85.7% Yes (6) 14.3% Many (1)
25. Does the case manager understand his/her role/job? CPRQ27 ‘17IQR#16, ‘18IQR25	60% Yes (6) 40% Partial (4)	67% Yes (6) 33% Partial (3)	13% Yes (1) 50% Many (4) 38% Needs Imp (3)	63% Yes (5) 38% Many (3)	12.5% Yes (1) 50% Many (4) 37.5% Need Imp (3)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)
26. Is the case manager available to the person? CPRQ29; ‘17IQR#16a, ‘18IQR27	80% Yes (8) 20% Partial (2)	89% Yes (8) 11% Partial (1)	88% Yes (7) 13% Many (1)	100% Yes (8)	87.5% Yes (7) 12.5% Many (1)	85.7% Yes (6) 14.3% Many (1)
27. Was the case manager able to describe the person’s health related needs? CPRQ30, , ‘18IQR28	20% Yes (2) 70% Partial (7) 10% No (1)	44% Yes (4) 44% Partial (4) 11% No (1)		100% Yes (8)	12.5% Yes (1) 87.5% Many (7)	28.6% Yes (2) 71.4% Many (5)
28. Does the case manager have an appropriate expectation of growth for this person? CPRQ31, ‘18IQR29	30% Yes (3) 70% Partial (7)	22% Yes (2) 78% Partial (7)	13% Yes (1) 13% Yes (1) 50% Needs Imp (4) 25% No (2)	63% Yes (5) 13% Many (1) 25% Needs Imp (2)	100% Yes (8)	85.7% Yes (6) 14.3% 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	70% Yes (7) 30% Partial (3)	67% Yes (6) 22% Partial (2) 11% No (1)	25% Yes (2) 50% Many (4) 25% Needs Imp (2)	63% Yes (5) 38% Many (3)	12.5% Yes (1) 87.5% Many (7)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)
30. Does the case manager provide case management services at the level needed by this person? CPRQ33; ‘17IQR#16c, ‘18IQR31	80% Yes (8) 20% Partial (2)	89% Yes (8) 11% Partial (1)		63% Yes (5) 25% Many (2) 13% Needs Imp (1)	0% Yes 100% Many (8)	14.3% Yes (1) 85.7% Many (6)



# 2020 (FY2021) Individual Quality Review Northwest Region Report Findings by Area

## EMPLOYMENT AND DAY

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
31. Does the direct services staff “know” the person? CPRQ35; '17IQR#8a, '18IQR33	80% Yes (8) 20% Partial (2)	100% Yes (9)	100% Yes (8)	100% Yes (8)	87.5% Yes (7) 12.5% Many (1)	85.7% Yes (6) 14.3% Many (1)
32. Does the direct service staff have input into the person's ISP? CPRQ36, '18IQR34	80% Yes (8) 20% Partial (2)	89% Yes (8) 11% Partial (1)		100% Yes (8)	62.5% Yes (5) 37.5% Many (3)	71.4% Yes (5) 14.3% Many (1) 14.3% No (1)
33. Did the direct service staff receive training on implementing this person's ISP? CPRQ37, '18IQR35	80% Yes (8) 10% Partial (1) 10% No (1)	100% Yes (9)		75% Yes (6) 13% Many (1) 13% Needs Imp (1)	50% Yes (4) 37.5% Many (3) 12.5% Need Imp (1)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)
34. Was the direct service staff able to describe this person's health-related needs? CPRQ38, '18IQR36	50% Yes (5) 50% Partial (5)	89% Yes (8) 11% Partial (1)		50% Yes (4) 50% Many (4)	37.5% Yes (3) 37.5% Many (3) 25% Needs Imp (2)	42.9% Yes (3) 57.1% Many (4)
35. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39, '18IQR37	80% Yes (8) 20% Partial (2)	89% Yes (8) 11% Partial (1)		75% Yes (6) 13% Many (1) 13% Needs Imp (1)	37.5% Yes (3) 62.5% Many (5)	14.3% Yes (1) 57.1% Many (4) 14.3% Needs Impv (1) 14.3% No (1)
35a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ39a, '18IQR37a	90% Yes (9) 10% Partial (1)	100% Yes (9)		75% Yes (6) 25% Many (2)	75% Yes (6) 12.5% Many (1) 12.5% Need Imp (1)	71.4% Yes (5) 14.3% Many (1) 14.3% 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	90% Yes (9) 10% Partial (1)	89% Yes (8) 11% Partial (1)		75% Yes (6) 25% Needs Imp (2)	50% Yes (4) 50% Many (4)	14.3% Yes (1) 57.1% Many (4) 14.3% Needs Impv (1) 14.3% No (1)



# 2020 (FY2021) Individual Quality Review Northwest Region Report **Findings by Area**

## EMPLOYMENT AND DAY (continued)

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
36. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41, '18IQR39	70% Yes (7) 30% Partial (3)	67% Yes (6) 33% Partial (3)		100% Yes (8)	75% Yes (6) 12.5% Many (1) 12.5% No (1)	100% Yes (7)
37. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42, '18IQR40	60% Yes (6) 40% Partial (4)	89% Yes (8) 11% Partial (1)		100% Yes (8)	50% Yes (4) 25% Many (2) 25% Needs Imp (2)	85.7% Yes (6) 14.3% Many (1)
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 (10)	89% Yes (8) 11% Partial (1)		100% Yes (8)	100% Yes (2) (6 CND)	(7 CND)



# 2020 (FY2021) Individual Quality Review Northwest Region Report Findings by Area

## RESIDENTIAL

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
39. Does the residential direct services staff “know” the person? CPRQ44; ‘17IQR#8b, ‘18IQR42	90% Yes (9) 10% Partial (1)	89% Yes (8) 11% Partial (1)	100% Yes (8)	100% Yes (8)	75% Yes (6) 25% Many (2)	85.7% Yes (6) 14.3% Many (1)
40. Does the direct service staff have input into the person’s ISP? CPRQ45, ‘18IQR43	100% Yes (10)	78% Yes (7) 22% Partial (2)		75% Yes (6) 13% Many (1) 13% No (1)	62.5% Yes (5) 37.5% Many (3)	57.1% Yes (4) 14.3% Many (1) 28.6% Needs Impv (2)
41. Did the direct service staff receive training on implementing this person’s ISP? CPRQ46, ‘18IQR44	80% Yes (8) 20% Partial (2)	78% Yes (7) 22% Partial (2)		63% Yes (5) 25% Many (2) 13% Needs Imp (1)	37.5% Yes (3) 50% Many (4) 12.5% Need Imp (1)	42.9% Yes (3) 57.1% Many (4)
42. Is the residence safe for individuals (void of hazards)? CPRQ47, ‘18IQR45	100% Yes (10)	78% Yes (7) 22% No (2)		88% Yes (7) 13% Many (1)	100% Yes (6) (2 CND)	100% Yes (6) (1 CND)
43. Was the residential direct service staff able to describe this person’s health-related needs? CPRQ48, ‘18IQR46	70% Yes (7) 30% Partial (3)	89% Yes (8) 11% Partial (1)		50% Yes (4) 50% Many (4)	12.5% Yes (1) 75% Many (6) 12.5% Need Imp (1)	28.6% Yes (2) 71.4% Many (5)
44. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49, ‘18IQR47	90% Yes (9) 10% Partial (1)	78% Yes (7) 22% Partial (2)		75% Yes (6) 25% Many (2)	25% Yes (2) 75% Many (6)	28.6% Yes (2) 71.4% Many (5)
44a. Was the direct service staff able to provide specific information regarding the person’s daily activities? CPRQ49a, ‘18IQR47a	100% Yes (10)	100% Yes (9)		100% Yes (8)	62.5% Yes (5) 37.5% Many (3)	100% Yes (7)
44b. Can the direct service staff describe his/her responsibilities in implementing this person’s ISP, including outcomes, action plans, and WDSIs? CPRQ49b, ‘18IQR47b	90% Yes (9) 10% Partial (1)	78% Yes (7) 22% Partial (2)		75% Yes (6) 25% Many (2)	25% Yes (2) 75% Many (6)	28.6% Yes (2) 71.4% Many (5)





# 2020 (FY2021) Individual Quality Review Northwest Region Report **Findings by Area**

## RESIDENTIAL (continued)

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
45. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51, '18IQR49	70% Yes (7) 20% Partial (2) 10% No (1)	89% Yes (8) 11% Partial (1)		88% Yes (7) 13% No (1)	87.5% Yes (7) 12.5% Many (1)	100% Yes (7)
46. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52, '18IQR50	60% Yes (6) 40% Partial (4)	67% Yes (6) 22% Partial (2) 11% No (1)		75% Yes (6) 13% Many (1) 13% No (1)	75% Yes (6) 12.5% Need Imp (1) 12.5% No (1)	85.7% Yes (6) 14.3% Many (1)
47. Does the person's residential environment offer a minimal level of quality of life? CPRQ53, '18IQR51	90% Yes (9) 10% Partial (1)	78% Yes (7) 22% Partial (2)		88% Yes (7) 13% Many (1)	100% Yes (4) (4 CND)	100% Yes (6) (1 CND)



# 2020 (FY2021) Individual Quality Review Northwest Region Report **Findings by Area**

## HEALTH

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
48. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b, '18IQR52	30% Yes (3) 70% Partial (7)	78% Yes (7) 22% Partial (2)	50% Yes (4) 38% Many (3) 13% Needs Imp (1)	13% Yes (1) 88% Many (7)	0% Yes 87.5% Many (7) 12.5% Need Imp (1)	28.6% Yes (2) 71.4% Many (5)
49. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21, '18IQR53	40% Yes (4) 60% Partial (6)	33% Yes (3) 67% Partial (6)	25% Yes (2) 63% Many (5) 13% Needs Imp (1)	50% Yes (4) 38% Many (3) 13% Needs Imp (1)	12.5% Yes (1) 62.5% Many (5) 25% Needs Imp (2)	42.9% Yes (3) 57.1% Many (4)
50. Was the eChat updated timely? '17IQR#18g, '18IQR54			75% Yes (6) 13% Many (1) 13% Needs Imp (1)	25% Yes (2) 50% Many (4) 13% Needs Imp (1) 13% No (1)	0% Yes 75% Many (6) 25% Needs Imp (2)	14.3% Yes (1) 85.7% Many (6)
50a. Is the eChat updated timely with the ISP and after changes in condition?					50% Yes (4) 25% Many (2) 25% Needs Imp (2)	57.1% Yes (4) 14.3% Many (1) 14.3% Needs Impv (1) 14.3% No (1)
50b. Is the eChat complete?					25% Yes (2) 50% Many (4) 25% Needs Imp (2)	42.9% Yes (3) 57.1% Many (4)
50c. Is the eChat accurate?					25% Yes (2) 37.5% Many (3) 37.5% Need Imp (3)	28.6% Yes (2) 42.9% Many (3) 28.6% Needs Impv (2)



# 2020 (FY2021) Individual Quality Review Northwest Region Report Findings by Area

<b>HEALTH (continued)</b>						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
51. Are all of the individual's needed medical treatments, including routine, scheduled and chronic needs, timely received? 17IQR#19, '18IQR55			13% Yes (1) 63% Many (5) 25% Needs Imp (2)	25% Yes (2) 75% Many (6)	25% Yes (2) 75% Many (6)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)
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>			75% Yes (6) 13% Many (1) 13% Needs Imp (1)	75% Yes (6) 25% Many (2)	0% Yes 100% Many (8)	0% Yes 71.4% Many (5) 28.6% Needs Impv (2)
53. Does the individual receive medication as prescribed? 17IQR#19e, '18IQR57			75% Yes (6) 13% Needs Imp (1) 13% No (1)	63% Yes (5) 38% Many (3)	12.5% Yes (1) 37.5% Many (3) 50% Needs Imp (4)	0% Yes 42.9% Many (3) 57.1% Needs Impv (4)
54. Are nursing services provided as needed by the individual? 17IQR#20, '18IQR59			38% Yes (3) 50% Many (4) 13% Needs Imp (1)	38% Yes (3) 50% Many (4) 13% Needs Imp (1)	0% Yes 62.5% Many (5) 37.5% Need Imp (3)	0% Yes 57.1% Many (4) 42.9% Needs Impv (3)
55. Is the CARMP consistent with recommendation in other healthcare documents? <i>(Is the CARMP is accurate? '17IQR#21f, '18IQR60)</i>			100% Yes (8)	63% Yes (5) 38% Many (3)	12.5% Yes (1) 50% Many (4) 37.5% Needs Imp (3)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)
56. Is the CARMP consistently implemented as intended? , '18IQR61				75% Yes (6) 25% Many (2)	71.4% Yes (5) 28.6% Many (2) (1 CND)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)



# 2020 (FY2021) Individual Quality Review Northwest Region Report **Findings by Area**

## HEALTH (continued)

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
57. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19, '18IQR62	10% Yes (1) 90% Partial (9)	22% Yes (2) 78% Partial (7)		0% Yes 75% Many (6) 25% Needs Imp (2)	12.5% Yes (1) 87.5% Many (7)	0% Yes 100% Many (7)
57a. Are assessment recommendations followed up on in a timely way?					37.5% Yes (3) 50% Many (4) 12.5% Need Imp (1)	0% Yes 85.7% Many (6) 14.3% Needs Impv (1)
57b. Were needed equipment/communication devices delivered timely?					87.5% Yes (7) 12.5% Many (1)	100% Yes (6) (1 N/A)
57c. Were medical specialist appointments attended timely?					62.5% Yes (5) 25% Many (2) 12.5% Need Imp (1)	28.6% Yes (2) 71.4% Many (5)
57d. Were changes in personal condition, if any, responded to timely?					75% Yes (6) 12.5% Many (1) 12.5% Need Imp (1)	85.7% Yes (6) 14.3% Many (1)
57e. Were Health Care Plans available, accurate and consistently implemented?					25% Yes (2) 37.5% Many (3) 37.5% Needs Imp (3)	0% Yes 100% Many (7)



# 2020 (FY2021) Individual Quality Review Northwest Region Report Findings by Area

ASSESSMENTS						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
58. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18, '18IQR65	70% Yes (7) 30% Partial (3)	44% Yes (4) 56% Partial (5)	25% Yes (2) 50% Many (4) 25% Needs Imp (2)	25% Yes (2) 75% Many (6)	12.5% Yes (1) 75% Many (6) 12.5% Need Imp (1)	14.3% Yes (1) 85.7% Many (6)
59. Are the assessments adequate for planning? CPRQ59; '17IQR#4f, '18IQR66	30% Yes (3) 70% Partial (7)	11% Yes (1) 78% Partial (7) 11% No (1)	13% Yes (1) 63% Many (5) 25% Needs Imp (1)	13% Yes (1) 63% Many (5) 25% Needs Imp (2)	0% Yes 75% Many (6) 25% Need Imp (2)	0% Yes 100% Many (7)
59a. Were assessments provided timely?					25% Yes (2) 50% Many (4) 25% Need Imp (2)	0% Yes 100% Many (7)
59b. Did assessments contain accurate information?					0% Yes 62.5% Many (5) 37.5% Need Imp (3)	14.3% Yes (1) 85.7% Many (6)
59c. Did assessments contain information accurate to guide planning?					0% Yes 50% Many (4) 50% Need Imp (4)	14.3% Yes (1) 85.7% Many (6)
59d. Did assessments contain recommendations?					37.5% Yes (3) 12.5% Many (1) 50% Need Imp (4)	42.9% Yes (3) 57.1% Many (4)
60. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5, '18IQR67	40% Yes (4) 60% Partial (6)	33% Yes (3) 44% Partial (4) 22% No (2)	25% Yes (2) 63% Many (5) 13% Needs Imp (1)	25% Yes (2) 63% Many (5) 13% Needs Imp (1)	25% Yes (2) 50% Many (4) 25% Need Imp (2)	42.9% Yes (3) 42.9% Many (3) 14.3% Needs Impv (1)
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			50% Yes (3) 17% Needs Imp (1) 33% No (2) (2 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (3 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (3 N/A)	50% Yes (3) 16.7% Many (1) 16.7% Needs Impv (1) 16.7% No (1) (1 N/A)



# 2020 (FY2021) Individual Quality Review Northwest 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=8)	2020 (sample=7)
62. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9, '18IQR69	100% Yes (10)	100% Yes (9)	88% Yes (7) 13% Many (1)	100% Yes (8)	100% Yes (8)	100% Yes (7)
63. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3, '18IQR70	40% Yes (4) 60% Partial (6)	50% Yes (4) 38% Partial (3) 13% No (1) (1 N/A)	63% Yes (5) 13% Many (1) 25% Needs Imp (2)	13% Yes (1) 88% Maybe (7)	25% Yes (2) 62.5% Many (5) 12.5% Needs Imp (1)	28.6% Yes (2) 28.6% Many (2) 42.9% Needs Impv (3)
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	40% Yes (4) 50% Partial (5) 10% No (1)	63% Yes (5) 38% Partial (3)  (1 N/A)	50% Yes (2) 25% Many (1) 25% No (1) (4 N/A)	25% Yes (2) 75% Maybe (6)	14.3% Yes (1) 57.1% Many (4) 28.6% Needs Imp (2) (1 N/A)	0% Yes 20% Many (1) 20% Needs Impv (1) 60% No (3) (2 N/A)
65. Does my ISP contain current and accurate information? '17IQR#6, '18IQR72			13% Yes (1) 13% Many (1) 75% Needs Imp (6)	25% Yes (2) 75% Maybe (6)	25% Yes (2) 62.5% Many (5) 12.5% Needs Imp (1)	42.9% Yes (3) 42.9% Many (3) 14.3% Needs Impv (1)
66. Does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b, '18IQR73	60% Yes (6) 30% Partial (3) 10% No (1)	89% Yes (8) 11% Partial (1)	38% Yes (3) 38% Many (3) 25% Needs Imp (2)	100% Yes (8)	25% Yes (2) 63% Many (5) 12.5% Needs Imp (1)	71.4% Yes (5) 14.3% Many (1) 14.3% No (1)
67. Does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c, '18IQR74	50% Yes (5) 40% Partial (4) 10% No (1)	67% Yes (6) 33% Partial (3)	38% Yes (3) 38% Many (3) 25% Needs Imp (2)	88% Yes (7) 13% Many (1)	75% Yes (6) 13% Many (1) 13% Needs Imp (1)	57.1% Yes (4) 42.9% Many (3)



# 2020 (FY2021) Individual Quality Review Northwest 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=8)	2020 (sample=7)
68. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a, '18IQR75			13% Yes (1) 25% Many (2) 50% Needs Imp (4) 13% No (1)	13% Yes (1) 38% Many (3) 50% Needs Imp (4)	13% Yes (1) 38% Many (3) 50% Needs Imp (4)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)
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) 63% Needs Imp (5) 25% No (2)	13% Yes (1) 13% Many (1) 25% Needs Imp (2) 50% No (4)	0% Yes 50% Many (4) 25% Needs Imp (2) 25% No (2)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)
70. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c, '18IQR77			25% Yes (2) 25% Many (2) 38% Needs Imp (3) 13% No (1)	25% Yes (2) 50% Many (4) 25% Needs Imp (2)	12.5% Yes (1) 25% Many (2) 50% Needs Imp (4) 12.5% No (1)	14.3% Yes (1) 42.9% Many (3) 28.6% Needs Impv (2) 14.3% No (1)
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			29% Yes (2) 43% Needs Imp (3) 29% No (2) (1 N/A)	57% Yes (4) 14% Many (1) 14% Needs Imp (1) 14% No (1) (1 N/A)	17% Yes (1) 50% Many (3) 33% No (2) (2 NA)	40% Yes (2) 60% Many (3) (2 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			25% Yes (1) 25% Many (1) 50% No (2) (3 N/A, 1 CND)	50% Yes (3) 33% Many (2) 17% No (1) (2 N/A)	20% Yes (1) 60% Many (3) 20% Needs Impv (1) (3 N/A)	33.3% Yes (2) 16.7% Many (1) 33.3% Needs Impv (2) 16.7% No (1) (1 N/A)
73. Has the person made measurable progress on actions steps during this past year?'17IQR#13b, '18IQR80			13% Yes (1) 75% Needs Imp (6) 13% No (1)	13% Yes (1) 38% Many (3) 25% Needs Imp (2) 25% No (2)	0% Yes 38% Many (3) 50% Needs Impv (4) 12.5% No (1)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)





# 2020 (FY2021) Individual Quality Review Northwest 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=8)	2020 (sample=7)
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	80% Yes (8) 20% Partial (2)	56% Yes (5) 33% Partial (3) 11% No (1)	25% Yes (2) 13% Many (1) 38% Needs Imp (3) 25% No (2)	25% Yes (2) 25% Many (2) 50% Needs Imp (4)	25% Yes (2) 62.5% Many (5) 12.5% No (1)	57.1% Yes (4) 14.3% Many (1) 14.3% Needs Impv (1) 14.3% No (1)
75. Are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d, '18IQR82	80% Yes (8) 20% Partial (2)	89% Yes (8) 11% Partial (1)	63% Yes (5) 25% Many (2) 13% Needs Imp (1)	88% Yes (7) 13% Many (1)	75% Yes (6) 25% Many (2)	85.7% Yes (6) 14.3% Many (1)
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	40% Yes (4) 60% Partial (6)	56% Yes (5) 33% Partial (3) 11% No (1)	38% Yes (3) 38% Many (3) 25% Needs Imp (2)	88% Yes (7) 13% Many (1)	25% Yes (2) 62.5% Many (5) 12.5% Need Imp (1)	42.9% Yes (3) 28.6% Many (2) 14.3% Needs Impv (1) 14.3% No (1)
77. Are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i, '18IQR84	60% Yes (6) 30% Partial (3) 10% No (1)	22% Yes (2) 67% Partial (6) 11% No (1)	25% Yes (2) 13% Many (1) 50% Needs Imp (4)	25% Yes (2) 38% Many (3) 38% Needs Imp (3)	37.5% Yes (3) 50% Many (4) 12.5% Need Imp (1)	14.3% Yes (1) 71.4% Many (5) 14.3% No (1)
78. Are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m, '18IQR85	40% Yes (4) 60% Partial (6)	0% Yes 78% Partial (7) 22% No (2)	13% Yes (1) 38% Many (3) 38% Needs Imp (3) 13% No (1)	25% Yes (2) 25% Many (2) 38% Needs Imp (3) 13% No (1)	12.5% Yes (1) 62.5% Many (5) 25% Need Imp (2)	14.3% Yes (1) 57.1% Many (4) 14.3% Needs Impv (1) 14.3% No (1)
79. Has the person made measurable progress in therapy this year? '17IQR#13a, '18IQR86			25% Yes (2) 25% Many (2) 50% Needs Imp (4)	25% Yes (2) 25% Many (2) 38% Needs Imp (3) 13% No (1)	0% Yes 50% Many (4) 37.5% Need Imp (3) 12.5% No (1)	0% Yes 100% Many (7)





# 2020 (FY2021) Individual Quality Review Northwest 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=8)	2020 (sample=7)
80. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c, '18IQR87	70% Yes (7) 30% Partial (3)	78% Yes (7) 22% Partial (2)	63% Yes (5) 25% Many (2) 13% Needs Imp (1)	50% Yes (4) 38% Many (3) 13% Needs Imp (1)	25% Yes (2) 50% Many (4) 25% Needs Imp (2)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)
81. Does the ISP contain information regarding primary health (medical) care? CPRQ74, '18IQR88	90% Yes (9) 10% Partial (1)	100% Yes (9)		88% Yes (7) 13% Many (1)	75% Yes (6) 25% Many (2)	71.4% Yes (5) 28.6% Many (2)
81a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a, '18IQR88a	90% Yes (9) 10% Partial (1)	100% Yes (9)		100% Yes (8)	75% Yes (6) 25% Many (2)	71.4% Yes (5) 28.6% Many (2)
81b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b, '18IQR88b	100% Yes (10)	100% Yes (9)		100% Yes (8)	100% Yes (8)	100% Yes (7)
82. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76, '18IQR89	100% Yes (10)	100% Yes (9)		100% Yes (8)	62.5% Yes (5) 37.5% Many (3)	71.4% Yes (5) 14.3% Many (1) 14.3% 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 (1)  (9 N/A)	20% Yes (1) 60% Partial (3) 20% No (1) (4 N/A)		75% Yes (6) 13% Many (1) 13% No (1)	100% Yes (8)	100% Yes (7)
84. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a, '18IQR91	67% Yes (6) 33% Partial (3)  (1 N/A)	56% Yes (5) 33% Partial (3) 11% No (1)	38% Yes (3) 38% Many (3) 13% Needs Imp (1) 13% No (1)	25% Yes (2) 38% Many (3) 38% Needs Imp (3)	37.5% Yes (3) 62.5% Many (5)	28.6% Yes (2) 42.9% Many (3) 28.6% Needs Impv (2)
85. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7, '18IQR92	30% Yes (3) 70% Partial (7)	22% Yes (2) 78% Partial (7)	0% Yes 38% Many (3) 63% Needs Imp (5)	0% Yes 100% Many (8)	0% Yes 87.5% Many (7) 12.5% Need Imp (1)	0% Yes 100% Many (7)



# 2020 (FY2021) Individual Quality Review Northwest 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=8)	2020 (sample=7)
86. Is the ISP being implemented? (If 85 is "3") CPRQ79 '17IQR#12, '18IQR93	0% Yes 100% Partial (3) (7 N/A)	0% Yes 100% Partial (2) (7 N/A)	13% Yes (1) 25% Many (2) 50% Needs Imp (4) 13% No (1)	(8 N/A)	(8 N/A)	0% Yes 100% Many (1) (6 N/A)
87a. Is the ISP being implemented? (If 85 is "0", "1", or "2") CPRQ80a '17IQR#12, '18IQR94a	14% Yes (1) 86% Partial (6) (3 N/A)	29% Yes (2) 71% Partial (5) (2 N/A)	13% Yes (1) 25% Many (2) 50% Needs Imp (4) 13% No (1)	0% Yes 100% Many (8)	0% Yes 75% Many (6) 25% Need Imp (2)	0% Yes 100% Many (7)
87b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11, '18IQR94b	14% Yes (1) 86% Partial (6) (3 N/A)	0% Yes 100% Partial (7) (2 N/A)	0% Yes 75% Many (6) 25% Needs Imp (2)	38% Yes (3) 50% Many (4) 13% Needs Imp (1)	0% Yes 62.5% Many (5) 37.5% Need Imp (3)	0% Yes 100% Many (7)
88. Was the direct service staff trained on the implementation of this person's ISP? CPRQ81, '18IQR95	60% Yes (6) 40% Partial (4)	78% Yes (7) 22% Partial (2)		63% Yes (5) 13% Many (1) 25% Needs Imp (2)	37.5% Yes (3) 37.5% Many (3) 25% Need Imp (2)	28.6% Yes (2) 57.1% Many (4) 14.3% Needs Impv (1)
89. Were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82, '18IQR96	70% Yes (7) 30% Partial (3)	78% Yes (7) 22% Partial (2)		75% Yes (6) 13% Many (1) 13% Needs Imp (1)	12.5% Yes (1) 87.5% Many (7)	14.3% Yes (1) 71.4% Many (5) 14.3% Needs Impv (1)



# 2020 (FY2021) Individual Quality Review Northwest 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=8)	2020 (sample=7)
90. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13, '18IQR98	40% Yes (4) 60% Partial (6)	44% Yes (4) 56% Partial (5)	0% Yes 63% Many (5) 38% Needs Imp (3)	13% Yes (1) 63% Many (5) 25% Needs Imp (2)	0% Yes 62.5% Many (5) 37.5% Need Imp (3)	14.3% Yes (1) 85.7% Many (6)
91. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d, '18IQR99	20% Yes (2) 80% Partial (8)	33% Yes (3) 67% Partial (6)	63% Yes (6) 25% Many (2) 13% Needs Imp (1)	75% Yes (6) 25% Many (2)	37.5% Yes (3) 50% Many (4) 12.5% Need Imp (1)	85.7% Yes (6) 14.3% Many (1)
92. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b, '18IQR100	100% Yes (10)	78% Yes (7) 22% Partial (2)	88% Yes (7) 13% Many (1)	38% Yes (3) 50% Many (4) 13% Needs Imp (1)	50% Yes (4) 37.5% Many (3) 12.5% Need Imp (1)	57.1% Yes (4) 42.9% Many (3)
93. Is the person offered a range of opportunities for participation in each life area? CPRQ87; '18IQR101	86% Yes (6) 14% Partial (1)  (3 CND)	67% Yes (6) 22% Partial (2) 11% No (1)		88% Yes (7) 13% Many (1)	87.5% Yes (7) 12.5% Many (1)	71.4% Yes (5) 28.6% Many (2)
94. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30, '18IQR102	33% Yes (1) 67% Partial (2)  (7 CND)	25% Yes (1) 75% Partial (3)  (5 CND)	88% Yes (7) 13% Many (1)	60% Yes (3) 40% Many (2)  (3 CND)	80% Yes (4) 20% Many (1) (3 CND)	83.3% Yes (5) 16.7% Many (1) (1 CND)
94a. About where and with whom to live? CPRQ89; '17IQR#23c, '18IQR102a	50% Yes (1) 50% Partial (1) (8 CND)	50% Yes (1) 50% Partial (1) (7 CND)	100% Yes (1)  (7 CND)	100% Yes (1)  (7 CND)	100% Yes (4) (4 CND)	83.3% Yes (5) 16.7% Many (1) (1 CND)



# 2020 (FY2021) Individual Quality Review Northwest 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=8)	2020 (sample=7)
94b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d, '18IQR102b	67% Yes (2) 33% Partial (1)  (7 CND)	25% Yes (1) 75% Partial (3)  (5 CND)	100% Yes (8)	60% Yes (3) 40% Many (2)  (3 CND)	60% Yes (3) 20% Many (1) 20% Need Imp (1) (3 CND)	60% Yes (3) 40% Many (2) (2 CND)
94c. About where and with whom to socialize/spend leisure time? CPRQ91, '18IQR102c	67% Yes (2) 33% Partial (1)  (7 CND)	33% Yes (1) 67% Partial (2)  (6 CND)		60% Yes (3) 40% Many (2)  (3 CND)	80% Yes (4) 20% Many (1) (3 CND)	80% Yes (4) 20% Many (1) (2 CND)
95. Does the evidence support that providers do not prevent the person from pursuing relationships? CPRQ92; '17IQR#31f, '18IQR103 ( <i>and are respecting the rights of this person</i> )	100% Yes (10)	100% Yes (9)	100% Yes (3)  (4 N/A, 1 CND)	88% Yes (7) 13% Many (1)	100% Yes (8)	100% Yes (7)
96. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a, '18IQR105	60% Yes (6) 40% Partial (4)	67% Yes (6) 33% Partial (3)	50% Yes (4) 13% Many (1) 38% Needs Imp (3)	50% Yes (4) 50% Many (4)	37.5% Yes (3) 62.5% Many (5)	71.4% Yes (5) 28.6% Many (2)
97. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94, '18IQR106	89% Yes (8) 11% Partial (1)  (1 CND)	100% Yes (9)		100% Yes (8)	87.5% Yes (7) 12.5% Many (1)	57.1% Yes (4) 28.6% Many (2) 14.3% No (1)
98. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h, '18IQR107				88% Yes (7) 13% No (1)	87.5% Yes (7) 12.5% No (1)	100% Yes (7)



# 2020 (FY2021) Individual Quality Review Northwest 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=8)	2020 (sample=7)
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) 33% Many (2) 17% Needs Imp (1) 33% No (2)	57% Yes (4) 14% Many (1) 14% Needs Imp (1) 14% No (1) (1 N/A)	71.4% Yes (5) 14.3% Many (1) 14.3% Need Imp (1) (1 N/A)	85.7% Yes (6) 14.3% Many (1)
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 25% Many (2) 13% Needs Imp (1) 38% No (3)	57% Yes (4) 14% Many (1) 29% No (2) (1 N/A)	57.1% Yes (4) 14.3% Many (1) 14.3% Need Imp (1) 14.3% No (1) (1 N/A)	85.7% Yes (6) 14.3% Many (1)
101. Is the person protected from abuse, neglect and exploitation? '17IQR#35, '18IQR110			50% Yes (4) 25% Many (2) 25% Needs Imp (2)	75% Yes (6) 25% Many (2)	25% Yes (2) 25% Many (2) 50% Need Imp (4)	71.4% Yes (5) 28.6% Many (2)
102. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b, '18IQR111			80% Yes (4) 20% Many (2) (3 N/A)	67% Yes (4) 33% Many (2) (2 N/A)	71.4% Yes (5) 28.6% Need Imp (2) (1 N/A)	83.3% Yes (5) 16.7% Many (1) (1 N/A)
103. Is the individual safe? '17IQR#24, '18IQR112			75% Yes (6) 25% Many (2)	88% Yes (7) 13% Many (1)	42.9% Yes (3) 28.6% Many (2) 28.6% Need Imp (2) (1 CND)	85.7% Yes (6) 14.3% Needs Impv (1)
104. What is the level of participation of the legal guardian in this person's life and service planning? CPRQ 97; '17IQR#15a, '18IQR113			50% Active (4) 25% Moderate (2) 13% Limited (1) 13% None (1)	25% Active (2) 13% Moderate (1) 63% Limited (5)	25% Active (2) 25% Moderate (2) 50% Limited (4)	0% Active 57.1% Moderate (4) 42.9% Limited (3)
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			67% Yes (2) 33% Many (1) (5 N/A)	100% Yes (4) (4 N/A)	100% Yes (3) (5 N/A)	100% Yes (3) (4 N/A)



# 2020 (FY2021) Individual Quality Review Northwest 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=8)	2020 (sample=7)
106. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30, '18IQR115	80% Yes (8) 20% Partial (2)	78% Yes (7) 22% Partial (2)	88% Yes (7) 13% Many (1)	88% Yes (7) 13% Many (1)	62.5% Yes (5) 37.5% Many (3)	100% Yes (7)
107. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e, '18IQR116	89% Yes (8) 11% Partial (1) (1 CND)	100% Yes (9)	88% Yes (7) 13% Needs Imp (1)	100% Yes (8)	100% Yes (8)	100% Yes (7)
108. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c, '18IQR117	40% Yes (4) 60% Partial (6)	56% Yes (5) 44% Partial (4)	63% Yes (5) 13% Many (1) 25% Needs Imp (2)	25% Yes (2) 63% Many (5) 13% Needs Imp (1)	37.5% Yes (3) 50% Many (4) 12.5% Need Imp (1)	42.9% Yes (3) 42.9% Many (3) 14.3% Needs Impv (1)
109. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e, '18IQR118	100% Yes (9)  (1 CND)	100% Yes (9)	100% Yes (8)	88% Yes (7) 13% Many (1)	87.5% Yes (7) 12.5% Need Imp (1)	85.7% Yes (6) 14.3% Needs Impv (1)
110. Does the person have sufficient personal money? CPRQ110 '17IQR#34f, '18IQR119	100% Yes (10)	89% Yes (8) 11% Partial (1)	100% Yes (8)	75% Yes (6) 25% Many (2)	100% Yes (8)	100% Yes (7)
111. Does the person get along with their day program/employment provider staff? CPRQ111, '18IQR120	100% Yes (4)  (6 CND)	100% Yes (7)  (2 CND)		100% Yes (8)	100% Yes (4) (4 CND)	100% Yes (5) (2 CND)
112. Does the person get along with their residential provider staff? CPRQ112, '18IQR121	100% Yes (5)  (5 CND)	100% Yes (8)  (1 CND)		100% Yes (8)	100% Yes (6) (2 CND)	100% Yes (5) (2 CND)





# 2020 (FY2021) Individual Quality Review Northwest Region Report Findings by Area

<b>TEAM PROCESS</b>						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
113. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10, '18IQR122	30% Yes (3) 70% Partial (7)	33% Yes (3) 67% Partial (6)	25% Yes (2) 63% Many (5) 13% Needs Imp (1)	25% Yes (2) 63% Many (5) 13% Needs Imp (1)	0% Yes 100% Many (8)	0% Yes 100% Many (7)
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 (2)  (8 N/A)	100% Yes (3)  (6 N/A)	33% Yes (1) 67% No (2) (5 N/A)	100% Yes (1)  (7 N/A)	33.3% Yes (1) 66.7% Many (2) (5 N/A)	66.7% Yes (2) 33.3% Needs Impv (1) (4 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	90% Yes (9) 10% No (1)	75% Yes (6) 25% No (2) (1 N/A)	83% Yes (5) 17% Needs Imp (1) (2 N/A)	63% Yes (5) 38% Many (3)	50% Yes (4) 37.5% Many (3) 12.5% Need Imp (1)	42.9% Yes (3) 57.1% Many (4)
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 (10)	100% Yes (9)		63% Yes (5) 38% Many (3)	62.5% Yes (5) 37.5% Many (3)	57.1% Yes (4) 42.9% Many (3)
117. Do you recommend Dispute Resolution for this IDT? CPRQ118, '18IQR126	0% Yes 100% No (10)	0% Yes 100% No (9)		0% Yes 100% No (8)	0% Yes 100% No (8)	14.3% Yes (1) 85.7% No (6)
118. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#17d, '18IQR127	30% Yes (3) 70% No (7)	44% Yes (4) 56% No (5)	38% Yes (3) 63% No (5)	50% Yes (4) 50% No (4)	87.5% Yes (7) 12.5% No (1)	71.4% Yes (5) 28.6% No (2)



# 2020 (FY2021) Individual Quality Review Northwest Region Report **Findings by Area**

## TEAM PROCESS (continued)

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
119. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c, '18IQR128	10% Yes (1) 90% No (9)	11% Yes (1) 89% No (8)	0% Yes 100% No (8)	13% Yes (1) 88% No (7)	37.5% Yes (3) 62.5% No (5)	14.3% Yes (1) 85.7% No (6)
120. If #118 OR #119 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121; '18IQR129	0% Yes 67% Partial (2) 33% No (1) (7 N/A)	67% Yes (4) 33% Partial (2)  (3 N/A)		100% Yes (4)  (4 N/A)	71.4% Yes (5) 28.6% No (2) (1 N/A)	60% Yes (3) 40% No (2) (2 N/A)
121. Has the person changed residential/day services in the last year? CPRQ122, '18IQR130	0% Yes 100% No (10)	11% Yes (1) 89% No (8)		25% Yes (2) 75% No (6)	12.5% Yes (1) 87.5% No (7)	28.6% Yes (2) 71.4% No (5)
122. If #121 is Yes, was the change Planned by the IDT? CPRQ122a, '18IQR131	(10 N/A)	0% Yes 100% Partial (1) (8 N/A)		100% Yes (2)  (6 N/A)	100% Yes (1) (7 N/A)	50% Yes (1) 50% No (1) (5 N/A)
123. If #121 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b, '18IQR132	(10 N/A)	100% Yes (1)  (8 N/A)		75% Yes (3) 25% No (1) (4 N/A)	100% Yes (1) (7 N/A)	50% Yes (1) 50% No (1) (5 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	50% Yes (5) 50% Partial (5)	11% Yes (1) 89% Partial (8)	13% Yes (1) 38% Many (3) 50% Needs Imp (4)	25% Yes (2) 75% Many (6)	0% Yes 87.5% Many (7) 12.5% Need Imp (1)	0% Yes 100% Many (7)





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## SUPPORTED EMPLOYMENT

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
125. Does (Name) have a current Person-Centered Assessment? '18IQR134				0% Yes 25% Many (2) 75% Needs Imp (6)	50% Yes (4) 25% Many (2) 25% Needs Imp (2)	50% Yes (3) 50% Many (4)
126. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a, '18IQR135	100% Yes (6)  (4 N/A)	43% Yes (3) 57% No (4) (2 N/A)	0% Yes 13% Many (1) 50% Needs Imp (4) 38% No (3)	0% Yes 25% Many (1) 75% Needs Imp (3) (4 N/A)	57.1% Yes (4) 28.6% Many (2) 14.3% No (1) (1 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (2 N/A)
127. Did the individual participate personally in the Person Centered Assessment? '18IQR136				13% Yes (1) 88% No (7)	87.5% Yes (7) 12.5% No (1)	85.7% Yes (6) 14.3% No (1)
128. Did the Guardian participate in the Person Centered Assessment? '18IQR137				13% Yes (1) 88% No (7)	25% Yes (2) 75% No (6)	57.1% Yes (4) 42.9% No (3)
129. Is the individual engaged in the Informed Choice Project? '18IQR138				0% Yes 100% No (8)	0% Yes 100% No (8)	(7 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 17% Many (1) 50% Needs Imp (3) 33% No (2) (2 N/A)	60% Yes (3) 40% No (2) (3 N/A)	100% Yes (5) (3 N/A)	60% Yes (3) 40% No (2) (2 N/A)
131. If #130 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section? '18IQR140				100% Yes (3)  (5 N/A)	100% Yes (5) (3 N/A)	100% Yes (2) (5 N/A)



# 2020 (FY2021) Individual Quality Review Northwest Region Report **Findings by Area**

## SUPPORTED EMPLOYMENT (continued)

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
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 (2) (6 N/A)	(8 N/A)	66.7% Yes (2) 33.3% Many (1) (4 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				0% Yes 20% Many (1) 60% Needs Imp (3) 20% No (1) (3 CND)	80% Yes (4) 20% Many (1) (3 N/A)	80% Yes (4) 20% Many (1) (2 N/A)
134. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c, '18IQR143			13% Yes (1) 25% Needs Imp (2) 63% No (5)	0% Yes 25% Many (1) 50% Needs Imp (2) 25% No (1) (4 N/A)	60% Yes (3) 40% Many (2) (3 N/A)	100% Yes (5) (2 N/A)
135. Has the Guardian received information regarding the range of employment options available for the individual? '18IQR144				25% Yes (1) 50% Needs Imp (2) 25% No (1) (4 N/A)	60% Yes (3) 40% Many (2) (3 N/A)	100% Yes (5) (2 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 60% Needs Imp (3) 40% No (2) (3 N/A)	25% Yes (1) 25% Many (1) 25% Needs Imp (1) 25% No (1) (4 N/A)	80% Yes (4) 20% Many (1) (3 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (2 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				25% Yes (1) 25% Many (1) 25% Needs Imp (1) 25% No (1) (4 N/A)	60% Yes (3) 40% Many (2) (3 N/A)	60% Yes (3) 40% No (2) (2 N/A)



# 2020 (FY2021) Individual Quality Review Northwest Region Report **Findings by Area**

## SUPPORTED EMPLOYMENT (continued)

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
138. Has the individual participated in work or volunteer activities during the past year? '18IQR147				33% Yes (2) 67% Many (4) (2 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (3 N/A)	40% Yes (2) 20% Many (1) 40% No (2) (2 N/A)
139. Has the individual identified what type of work or volunteer activities he/she would like to do? '18IQR148				50% Yes (3) 33% Many (2) 17% Needs Imp (1) (2 N/A)	80% Yes (4) 20% No (1) (3 N/A)	40% Yes (2) 40% Many (2) 20% No (1) (2 N/A)
140. Does the Guardian support him/her working? '18IQR149				40% Yes (2) 60% No (3) (3 N/A)	40% Yes (2) 60% No (3) (3 N/A)	40% Yes (2) 60% No (3) (2 N/A)
142. Is the individual engaged in Supported Employment? CPRQ129, '18IQR151				0% Yes 100% No (4)	20% Yes (1) 80% No (4) (3 N/A)	20% Yes (1) 80% No (4) (2 N/A)
144. Does the person have a Career Development Plan? CPRQ128 17IQR#26e, '18IQR153	25% Yes (1) 25% Partial (1) 50% No (2) (6 N/A)	0% Yes 33% Partial (2) 67% No (4) (3 N/A)	0% Yes 20% Many (1) 60% Needs Imp (3) 40% No (2) (2 N/A)	0% Yes 100% No (1) (7 N/A)	100% Yes (1) (7 N/A)	0% Yes 100% Many (1) (6 N/A)



# 2020 (FY2021) Individual Quality Review Northwest Region Report **Findings by Area**

## BEHAVIOR

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
145. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d, '18IQR154	25% Yes (2) 75% No (6) (2 N/A)	56% Yes (5) 44% No (4)	38% Yes (3) 63% No (5)	50% Yes (4) 50% No (4)	25% Yes (2) 75% No (6)	28.6% Yes (2) 71.4% No (5)
146. Does the person need behavior services now? CPRQ132 '17IQR#11e, '18IQR155	25% Yes (2) 75% No (6) (2 N/A)	56% Yes (5) 44% No (4)	50% Yes (4) 50% No (4)	50% Yes (4) 50% No (4)	50% Yes (4) 50% No (4)	28.6% Yes (2) 71.4% No (5)
147. Have behavioral assessments been completed? CPRQ133, '18IQR156	50% Yes (1) 50% Partial (1) (8 N/A)	60% Yes (3) 40% Partial (2) (4 N/A)		75% Yes (3) 25% Many (1) (4 N/A)	0% Yes 50% Many (2) 50% No (2) (4 N/A)	0% Yes 100% Many (2) (5 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	100% Yes (2)  (8 N/A)	100% Yes (5)  (4 N/A)	100% Yes (2)  (6 N/A)	100% Yes (4)  (4 N/A)	25% Yes (1) 25% Many (1) 50% No (2) (4 N/A)	100% Yes (2) (5 N/A)
149. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d, '18IQR158	100% Yes (2)  (8 N/A)	100% Yes (5)  (4 N/A)	67% Yes (2) 33% Many (1) (5 N/A)	100% Yes (4)  (4 N/A)	25% Yes (1) 25% Many (1) 50% No (2) (4 N/A)	50% Yes (1) 50% Many (1) (5 N/A)



## 2020 (FY2021) Individual Quality Review Northwest Region Report **Findings by Area**

<b>BEHAVIOR (continued)</b>						
Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
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 (1)  (9 N/A)	100% Yes (1)  (8 N/A)	0% Yes 100% Needs Imp (1) (7 N/A)	100% Yes (1)  (7 N/A)	(8 N/A)	(7 N/A)
151. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i, '18IQR160	100% Yes (2)  (8 N/A)	60% Yes (3) 40% Partial (2)  (4 N/A)	50% Yes (2) 25% Many (1) 25% No (1) (4 N/A)	75% Yes (3) 25% Many (1)  (4 N/A)	25% Yes (1) 25% Need Imp (1) 50% No (2) (4 N/A)	50% Yes (1) 50% Many (1) (5 N/A)
152. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d, '18IQR161	0% Yes 100% Partial (2)  (8 N/A)	40% Yes (2) 40% Partial (2) 20% No (1) (4 N/A)	63% Yes (5) 38% Needs Imp (3)	75% Yes (3) 25% No (1)  (4 N/A)	25% Yes (1) 25% Many (1) 50% No (2) (4 N/A)	0% Yes 100% Many (2) (5 N/A)



# 2020 (FY2021) Individual Quality Review Northwest Region Report **Findings by Area**

## ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
153. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b, '18IQR162	75% Yes (6) 25% Partial (2) (2 N/A)	67% Yes (6) 33% Partial (3)	75% Yes (6) 25% Needs Imp (2)	63% Yes (5) 25% Many (2) 13% Needs Imp (1)	75% Yes (6) 25% Many (2)	85.7% Yes (6) 14.3% Many (1)
154. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c, '18IQR163	71% Yes (5) 29% Partial (2)  (3 N/A)	43% Yes (3) 57% Partial (4)  (2 N/A)	50% Yes (4) 25% Many (2) 25% Needs Imp (2)	63% Yes (5) 38% Many (3)	87.5% Yes (7) 12.5% Need Imp (1)	100% Yes (7)
155. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f, '18IQR164			75% Yes (6) 25% Needs Imp (2)	100% Yes (8)	87.5% Yes (7) 12.5% Many (1)	100% Yes (7)
156. Is the person's equipment and technology in good repair?'17IQR#25d, '18IQR165			75% Yes (6) 13% Many (1) 13% Needs Imp (1)	75% Yes (6) 25% Many (2)	100% Yes (8)	85.7% Yes (6) 14.3% Many (1)
157. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e, '18IQR166			75% Yes (6) 13% Many (1) 13% Needs Imp (1)	63% Yes (5) 38% Many (3)	75% Yes (6) 25% Many (2)	100% Yes (7)
158. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b, '18IQR167	80% Yes (8) 20% Partial (2)	63% Yes (5) 38% Partial (3)  (1 N/A)	25% Yes (2) 63% Many (5) 13% Needs Imp (1)	57% Yes (4) 43% Many (3)  (1 N/A)	50% Yes (4) 25% Many (2) 25% Need Imp (2)	66.7% Yes (4) 33.3% Many (2) (1 N/A)



# 2020 (FY2021) Individual Quality Review Northwest Region Report Findings by Area

## INDIVIDUAL SERVICE PLANNING

Question	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)	2020 (sample=7)
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	100% Yes (10)	100% Yes (9)	63% Yes (5) 25% Many (2) 13% Needs Imp (1)	100% Yes (8)	87.5% Yes (7) 12.5% Many (1)	100% Yes (7)
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	50% Yes (5) 40% Partial (4) 10% No (1)	67% Yes (6) 33% Partial (3)	38% Yes (3) 38% Many (3) 25% Needs Imp (1)	100% Yes (8)	25% Yes (2) 75% Many (6)	57.1% Yes (4) 42.9% Many (3)
161. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a, '18IQR170	70% Yes (7) 30% Partial (3)	44% Yes (4) 56% Partial (5)	63% Yes (5) 25% Many (2) 13% Needs Imp (1)	88% Yes (7) 13% Many (1)	100% Yes (8)	85.7% Yes (6) 14.3% Many (1)
162. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f, '18IQR171	70% Yes (7) 30% Partial (3)	78% Yes (7) 22% Partial (2)	100% Yes (8)	75% Yes (6) 25% Many (2)	75% Yes (6) 25% Many (2)	100% Yes (7)
163. Is the person integrated into the community? CPRQ145; '17IQR#29g, '18IQR172	60% Yes (6) 40% Partial (4)	56% Yes (5) 33% Partial (3) 11% No (1)	13% Yes (1) 38% Many (3) 38% Needs Imp (3) 13% No (1)	63% Yes (5) 38% Many (3)	62.5% Yes (5) 37.5% Many (3)	57.1% Yes (4) 42.9% Many (3)
164. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36, '18IQR174	10% Yes (1) 90% Partial (9)	0% Yes 100% Partial (9)	0% Yes 63% Many (2) 38% Needs Imp (1)	0% Yes 100% Many (8)	0% Yes 87.5% Many (7) 12.5% Need Imp (1)	0% Yes 100% Many (7)



# Thank you!

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