

# **2009 Community Practice Review**

## **Southwest Region Findings**

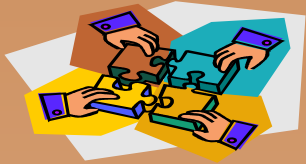
Early bird and on-site reviews held December 1-11, 2009



**Class Members: 46**  
**Number in Sample: 18 (39%)**

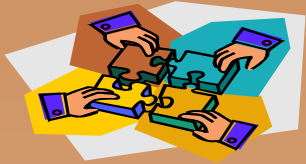
**Three Independent Case Management  
Agencies in Sample**

SCCM	12 in sample
Peak	4 in sample
Unidas	2 in sample



## Day and Residential Agencies in sample:

	<b>Day</b>	<b>Residential</b>
<u>Alternative Personal Care</u>	<u>1</u>	<u>1</u>
<u>Community Options</u>	<u>1</u>	<u>1</u>
<u>Lessons of Life</u>	<u>1</u>	<u>1</u>
<u>LifeQuest</u>	<u>1</u>	<u>1</u>
<u>Opportunity Center</u>	<u>1</u>	<u>1</u>
<u>Progressive</u>	<u>4</u>	<u>4</u>
<u>Tresco</u>	<u>9</u>	<u>9</u>



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

**Individuals Needing Immediate Attention: 3 people**

17 % of the sample

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

**Individuals Needing Special Attention: 7 people**

39% of sample

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

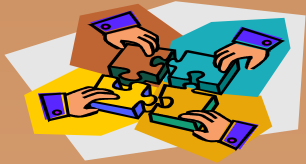
### **An incident report was filed for 1 person**

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

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

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

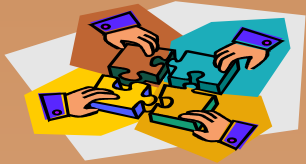
In 2006, 1 person required Special Attention (6%).  
No one required Immediate Attention.  
(18 people in the 2006 sample)



## **Indicators of Good Practice**

### **Some people have community memberships**

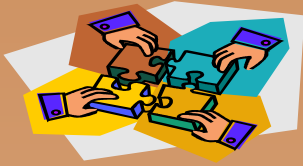
- ❑ Five people attend church.
- ❑ Seven people frequent the library.
- ❑ Four people are taking classes in the arts; one is a member of the moose lodge; and one is part of the canine club
- ❑ Four people are members of their community recreation centers/gymnasiums.
- ❑ Three people are active in the Special Olympics



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

- ❑ Two people are regulars at the pool, and four people are bowlers.
- ❑ Three people are volunteers – two are active in La Casa and the Rescue Mission and one volunteers at the animal shelter.
- ❑ Four people are active attendees at the Arc.

One person in the sample had no identified memberships or regular community involvement. Five people had one, six people had two, five people had three and one person had four identified memberships or regular activities.



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

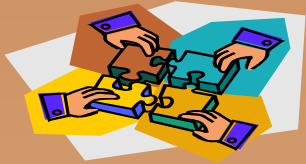
- ❑ Seventeen of eighteen people had at least one identified membership or other regular community role.
- ❑ Fifteen people were seen as adequately integrated into the community.

## **Some people have friends**

- ❑ Twelve people have non-paid friends with whom they visit and interact in the community, one has a significant other.

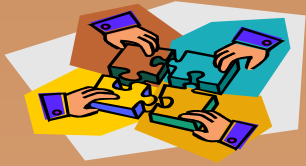
## **Some people are employed**

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



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

- ❑ Two people have case managers that have been with them for over five years.
- ❑ Seven people have residential staff that have been with them for at least five years, two of them for over 10 years!
- ❑ Five people have day staff that have been with them for at least five years, two of them for 10 years!



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

- Six people were identified as having actively involved guardians. (Seen at least 3 times a month)
- Sixteen people (89%) have case managers who are adequately available to them.
- Sixteen people (89%) have case managers who fully understand their role/job.
- Thirteen guardians (93%) found the case manager to be helpful (4 CND).



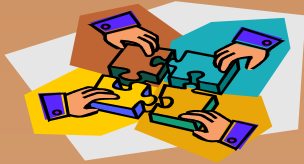
## **Some people have shown evidence of progress**

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



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

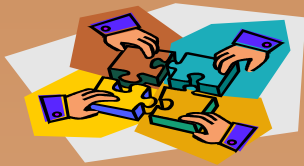
- 128 assistive technology and adaptive equipment devices are needed by the individuals in the sample; 118 are in good repair, available, and used when needed. (92%).



# Findings by Area

## A. Expectations for Growth and Quality of Life

Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
31. Does the case manager have an appropriate expectation of growth for this person?	47% Yes (7) 47% Partial (7) 7% No (1)	57% Yes (8) 43% Partial (6)	44% Yes (8) 50% Partial (9) 6% No (1)	31% Yes (5) 56% Partial (9) 13% No (2)	56% Yes (10) 33% Partial (6) 11% No (2)	89% Yes (16) 11% Partial (2)
42. Does the [day services] direct service staff have an appropriate expectation of growth for this person?	60% Yes (9) 40% Partial (6)	64% Yes (9) 36% Partial (5)	67% Yes (12) 33% Partial (6)	88% Yes (14) 13% Partial (2)	61% Yes (11) 33% Partial (6) 6% No (1)	94% Yes (17) 6% Partial (1)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	53% Yes (8) 40% Partial (6) 7% No (1)	77% Yes (10) 23% Partial (3) (1 not scored)	72% Yes (13) 28% Partial (5)	88% Yes (14) 13% Partial (2)	56% Yes (10) 44% Partial (8)	89% Yes (16) 11% Partial (2)
84. Based on all of the evidence, in the opinion of the reviewer, has the person achieved progress in the past year?	64% Yes (9) 29% Partial (4) 7% No (1) (1 CND)	43% Yes (6) 57% Partial (8)	50% Yes (9) 44% Partial (8) 6% No (1)	81% Yes (13) 19% Partial (3)	44% Yes (8) 44% Partial (8) 11% No (2)	72% Yes (13) 28% Partial (5)
85. Overall, does the IDT have an appropriate expectation of growth for this person?	13% Yes (2) 87% Partial (13)	50% Yes (7) 50% Partial (7)	33% Yes (6) 67% Partial (12)	38% Yes (6) 63% Partial (10)	33% Yes (6) 67% Partial (12)	67% Yes (12) 33% Partial (6)
86. Was the person provided the assistance and support needed to participate meaningfully in the planning process?	90% Yes (9) 10% Partial (1)  (5 CND)	71% Yes (10) 29% Partial (4)	67% Yes (12) 33% Partial (6)	81% Yes (13) 13% Partial (2) 6% No (1)	63% Yes (10) 31% Partial (5) 6% No (1) (2 CND)	72% Yes (13) 22% Partial (4) 6% No (1)

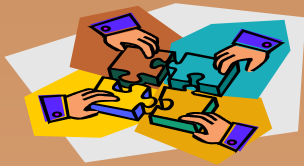


## 2009 Community Practice Review Southwest Region

### Findings by Area

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

Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
87. Is the person offered a range of opportunities for participation in each of the life areas?	40% Yes (6) 60% Partial (9)	57% Yes (8) 43% Partial (6)	50% Yes (9) 44% Partial (8) 6% No (1)	88% Yes (14) 13% Partial (2)	41% Yes (7) 53% Partial (9) 6% No (1) (1 CND)	94% Yes (17) 6% Partial (1)
88. Does the person have the opportunity to make informed choices?	77% Yes (10) 23% Partial (3)  (2 CND)	70% Yes (7) 30% Partial (3)  (4 CND)	54% Yes (7) 46% Partial (6)  (5 CND)	75% Yes (6) 25% Partial (2)  (8 CND)	57% Yes (4) 43% Partial (3)  (11 CND)	85% Yes (11) 15% Partial (2)  (5 CND)
89. About where and with whom to live?	50% Yes (6) 33% Partial (4) 17% No (2) (3 CND)	70% Yes (7) 30% Partial (3)  (4 CND)	70% Yes (7) 20% Partial (2) 10% No (1) (8 CND)	100% Yes (8)   (8 CND)	63% yes (5) 13% Partial (1) 25% No (2) (10 CND)	91% Yes (10) 9% Partial (1)  (7 CND)
90. About where and with whom to work/spend his/her day?	69% Yes (9) 31% Partial (4)  (2 CND)	70% Yes (7) 30% Partial (3)  (4 CND)	69% Yes (9) 8% Partial (1) 23% No (3) (5 CND)	78% Yes (7) 22% Partial (2)  (7 CND)	56% Yes (5) 44% Partial (4)  (9 CND)	92% Yes (12) 8% Partial (1)  (5 CND)
91. About where and with whom to socialize/spend leisure time?	67% Yes (8) 33% Partial (4)  (3 CND)	90% Yes (9) 10% Partial (1)  (4 CND)	67% Yes (10) 27% Partial (4) 7% No (1) (3 CND)	88% Yes (7) 13% Partial (1)  (8 CND)	50% Yes (4) 38% Partial (3) 13% No (1) (10 CND)	83% Yes (10) 17% Partial (2)  (6 CND)
92. Does the evidence support that providers do not prevent the person from pursuing relationships and are respecting the rights of this person?	79% Yes (11) 14% Partial (2) 7% No (1) (1 CND)	100% Yes (14)	89% Yes (16) 11% Partial (2)	100% Yes (15)   (1 CND)	88% Yes (15) 12% Partial (2)  (1 CND)	100% Yes (18)

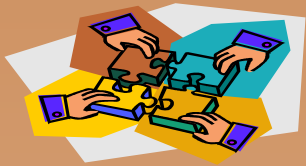


## 2009 Community Practice Review Southwest Region

### Findings by Area

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

Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
93. Overall, were the direct service staff interviewed trained on the provider's complaint process and on abuse, neglect and exploitation?	13% Yes (2) 87% Partial (13)	57% Yes (8) 43% Partial (6)	33% Yes (6) 67% Partial (12)	44% Yes (7) 56% Partial (9)	56% Yes (10) 44% Partial (8)	44% Yes (8) 56% Partial (10)
94. Does this person and/or guardian have adequate access to the available complaint processes/procedures?	50% Yes (6) 42% Partial (5) 8% No (1) (3 CND)	82% Yes (9) 9% Partial (1) 9% No (1) (3 CND)	59% Yes (10) 41% Partial (7)  (1 CND)	81% Yes (13) 6% Partial (1) 13% No (2)	88% Yes (15) 6% Partial (1) 6% No (1) (1 CND)	81% Yes (13) 19% Partial (3)  (2 CND)
95. Does this person know his/her guardian?	86% Yes (6) 14% No (1) (1 N/A, 7 CND)	100% Yes (6)  (8 CND)	88% Yes (7) 13% No (1) (1 N/A, 9 CND)	100% Yes (6)  (10 CND)	100% Yes (5)  (2 N/A, 11 CND)	100% Yes (9)  (9 CND)
96. Does this person believe the guardian is helpful?	50% Yes (2) 50% Partial (2) (1 N/A, 10 CND)	100% Yes (2)  (12 CND)	100% Yes (5)  (1 N/A, 12 CND)	100% Yes (3)  (13 CND)	100% Yes (1)  (2 N/A, 15 CND)	100% Yes (4)  (14 CND)
97. What is the level of participation of the legal guardian in this person's life and service planning?	14% Active (2) 29% Moderate (4) 50% Limited (7) 7% None (1) (1 N/A)	31% Active (4) 31% Moderate (4) 31% Limited (4) 8% None (1) (1 N/A)	12% Active (2) 47% Moderate (8) 35% Limited (6) 6% None (1) (1 N/A)	25% Active (4) 50% Moderate (8) 19% Limited (3) 6% None (1)	47% Active (8) 29% Moderate (5) 24% Limited (4)  (1 N/A)	33% Active (6) 61% Moderate (11) 6% Limited (1)
98. In the Reviewer's opinion, does the person need a friend advocate?	33% Yes (5) 67% No (10)	7% Yes (1) 93% No (13)	17% Yes (3) 83% No (15)	100% No (16)	22% Yes (4) 78% No (14)	6% Yes (1) 94% No (17)
99. Does the person have a friend advocate?	0% Yes 100% No (5) (10 N/A)	0% Yes 100% No (1) (13 N/A)	0% Yes 100% No (3) (15 N/A)	  (16 N/A)	0% Yes 100% No (4) (14 N/A)	0% Yes 100% No (1) (17 N/A)



## 2009 Community Practice Review Southwest Region

### Findings by Area

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

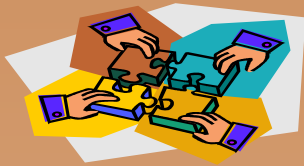
Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
100. If the person is retired, does he/she have adequate opportunities to engage in activities of interest during the day?	33% Yes (1) 67% Partial (2) (12 N/A)	100% Yes (1) (13 N/A)	0% Yes 100% Partial (1) (17N/A)	50% Yes (1) 50% Yes (1) (14 N/A)	0% Yes (18 N/A)	100% Yes (2) (16 N/A)
101. Does the person have daily choices/appropriate autonomy over his/her life?	67% Yes (10) 20% Partial (3) 13% No (2)	79% Yes (11) 21% Partial (3)	50% Yes (9) 50% Partial (9)	81% Yes (13) 19% Partial (3)	67% Yes (12) 33% Partial (6)	100% Yes (18)
102. Have the person's cultural preferences been accommodated?	77% Yes (10) 23% Partial (3) (1 N/A, 1 CND)	100% Yes (12) (2 CND)	80% Yes (12) 20% Partial (3) (3 CND)	100% Yes (16)	83% Yes (15) 17% Partial (3)	100% Yes (17) (1 CND)
103. Is the person treated with dignity and respect?	73% Yes (11) 20% Partial (3) 7% No (1)	64% Yes (9) 36% Partial (5)	28% Yes (5) 72% Partial (13)	69% Yes (11) 31% Partial (5)	78% Yes (14) 22% Partial (4)	67% Yes (12) 33% Partial (6)



## A. Expectations for Growth and Quality of Life

### Noteworthy Practice

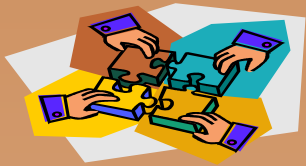
- **17 of 18 individuals (94%) are offered a range of opportunities for participation in each life area.** (40% in 2008, 57% in 2007, 50% in 2006, 88% in 2005, 41% in 2004)
- **18 individuals (100%) have providers that do not prevent the person from pursuing relationships and are respecting the rights of the person.** (88% in 2008, 100% in 2007, 89% in 2006, 100% in 2005; 79% in 2004)
- **18 individuals (100%) were found to have daily choices/appropriate autonomy over their lives.** (67% in 2008, 81% in 2007, 50% in 2006, 79% in 2005, 67% in 2004)



# 2009 Community Practice Review Southwest Region Findings by Area

## B. Satisfaction

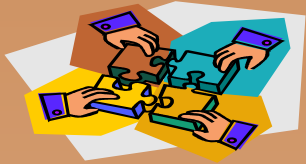
Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
104. Overall, is the person satisfied with the current services?	58% Yes (7) 25% Partial (3) 17% No (2) (3 CND)	67% Yes (6) 33% Partial (3)  (5 CND)	44% Yes (4) 56% Partial (5)  (9 CND)	88% Yes (7) 13% Partial (1)  (8 CND)	75% Yes (3) 25% Partial (1)  (14 CND)	100% Yes (9)   (9 CND)
105. Does the person get along with the case manager?	100% Yes (5)  (10 CND)	100% Yes (5)  (9 CND)	80% Yes (4) 20% Partial (1) (13 CND)	100% Yes (3)  (13 CND)	100% Yes (3)  (15 CND)	100% Yes (5)  (13 CND)
106. Does the person find the case manager helpful?	100% Yes (3)  (12 CND)	100% Yes (3)  (11 CND)	50% Yes (2) 50% Partial (2) (14 CND)	100% Yes (3)  (13 CND)	100% Yes (3)  (15 CND)	100% Yes (4)  (14 CND)
107. Does the legal guardian find the case manager helpful?	78% Yes (7) 11% Partial (1) 11% No (1) (1 N/A, 5 CND)	86% Yes (6) 14% Partial (1)  (2 N/A, 5 CND)	50% Yes (6) 42% Partial (5) 8% No (1) (1 N/A, 5 CND)	79% Yes (11) 21% No (3)  (2 CND)	87% Yes (13) 7% Partial (1) 7% No (1) (1 N/A, 2 CND)	93% Yes (13) 7% Partial (1)  (4 CND)
108. Does the person have adequate food and drink available?	83% Yes (10) 17% Partial (2)  (3 CND)	92% Yes (12) 8% Partial (1)  (1 CND)	93% Yes (13) 7% Partial (1)  (4 CND)	100% Yes (16)   (16 CND)	94% Yes (15)  6% No (1) (2 CND)	100% Yes (17)   (1 CND)
109. Does the person have adequate transportation to meet his/her needs?	87% Yes (13) 7% Partial (1) 7% No (1)	93% Yes (13) 7% Partial (1)	94% Yes (16) 6% Partial (1)  (1 CND)	100% Yes (15)   (1 CND)	78% Yes (14) 22% Partial (4)	100% Yes (18)



## 2009 Community Practice Review Southwest Region Findings by Area

### B. Satisfaction (cont'd)

Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
110. Does the person have sufficient personal money?	89% Yes (8)  11% No (1) (6 CND)	67% Yes (8) 33% Partial (4)  (2 CND)	79% Yes (11) 21% Partial (3)  (4 CND)	94% Yes (15) 6% Partial (1)	72% Yes (13) 22% Partial (4) 6% No (1)	94% Yes (17) 6% Partial (1)
111. Does the person get along with their day program/employment staff?	89% Yes (8) 11% Partial (1)  (6 CND)	89% Yes (8) 11% Partial (1)  (5 CND)	100% Yes (14)  (4 CND)	100% Yes (8)  (8 CND)	100% Yes (9)  (9 CND)	100% Yes (13)  (5 CND)
112. Does the person get along with the residential provider staff?	86% Yes (12) 14% Partial (2)  (1 CND)	91% Yes (10) 9% Partial (1)  (1 N/A, 2 CND)	93% Yes (13) 7% Partial (1)  (4 CND)	100% Yes (15)  (1 CND)	100% Yes (10)  (8 CND)	100% Yes (14)  (4 CND)



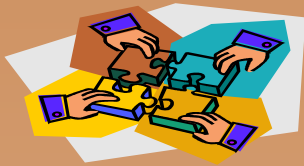
## B. Satisfaction

### Noteworthy Practice

- **17 individuals (100%, 1 CND) were found to have adequate food and drink available. (94% in 2008, 100% in 2007; 93% in 2006; 92% in 2005; 83% in 2004)**

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

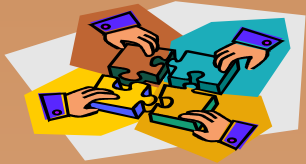
- **93% of guardians (13 of 14, 4 CND) found the case manager helpful. (100% in 2008 and 2007; 50% in 2006; 100% in 2005 and 2004)**
- **100% got along with their day/employment staff. (13 of 13, 5 CND) (100% in 2008, 2007 and 2006; 89% in 2005 & 2004)**
- **100% got along with their residential staff. (14 of 14, 4 CND) (100% in 2008 and 2007; 93% in 2006; 91% in 2005; 86% in 2004)**



# 2009 Community Practice Review Southwest Region Findings by Area

## C. Assessments

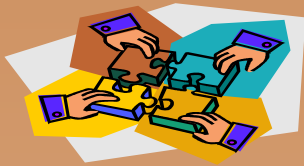
Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
57. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts?	53% Yes (8) 47% Partial (7)	57% Yes (8) 43% Partial (6)	44% Yes (8) 56% Partial (10)	56% Yes (9) 44% Partial (7)	44% Yes (8) 56% Partial (10)	72% Yes (13) 28% Partial (5)
58. Did the team arrange for and obtain the needed, relevant assessments?	13% Yes (2) 80% Partial (12) 7% No (1)	43% Yes (6) 57% Partial (8)	11% Yes (2) 89% Partial (16)	38% Yes (6) 63% Partial (10)	28% Yes (5) 67% Partial (12) 6% No (1)	61% Yes (11) 39% Partial (7)
59. Are the assessments adequate for planning?	27% Yes (4) 67% Partial (10) 7% No (1)	64% Yes (9) 36% Partial (5)	50% Yes (9) 50% Partial (9)	69% Yes (11) 31% Partial (5)	56% Yes (10) 44% Partial (8)	67% Yes (12) 33% Partial (6)
60. Were the recommendations from assessments used in planning?	13% Yes (2) 73% Partial (11) 13% No (2)	64% Yes (9) 36% Partial (5)	44% Yes (8) 56% Partial (10)	31% Yes (5) 56% Partial (9) 13% No (2)	50% Yes (9) 50% Partial (9)	56% Yes (10) 44% Partial (8)



## C. Assessments

### Practice Improvements

- **13 of 18 people (72%) had IDTs that considered what assessments the person needs and would be relevant to planning.** (44% in 2008, 56% in 2007, 44% in 2006, 57% in 2005, 53% in 2004)
- **61% of IDTs (11 of 18) arranged for and obtain needed, relevant assessments.** (28% in 2008, 38% in 2007, 11% in 2006, 43% in 2005, 13% in 2004)
- **67% of individuals (12 of 18) had assessments that are adequate for planning.** (56% in 2008, 69% in 2007, 50% in 2006, 64% in 2005, 27% in 2004)



## 2009 Community Practice Review Southwest Region

### Findings by Area

# D. Adequacy of Planning and Adequacy of Services

Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
61. Is there a document called an Individual Service Plan (ISP) that was developed within the last year?	100% Yes (15)	100% Yes (14)	100% Yes (18)	100% Yes (16)	100% Yes (18)	100% Yes (18)
62. Was the ISP developed by an appropriately constituted IDT?	27% Yes (4) 73% Partial (11)	57% Yes (8) 43% Partial (6)	33% Yes (6) 67% Partial (12)	63% Yes (10) 38% Partial (6)	44% Yes (8) 56% Partial (10)	50% Yes (9) 50% Partial (9)
63. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP?	15% Yes (2) 46% Partial (6) 38% No (5) (2 N/A)	0% Yes 67% Partial (4) 33% No (2) (8 N/A)	38% Yes (5) 38% Partial (5) 23% No (3) (5 N/A)	33% Yes (3) 11% Partial (1) 56% No (5) (7 N/A)	33% Yes (5) 27% Partial (4) 40% No (6) (3 N/A)	50% Yes (7) 36% Partial (5) 14% No (2) (4 N/A)
64. Overall, is the long-term vision adequate?	27% Yes (4) 60% Partial (9) 13% No (2)	43% Yes (6) 57% Partial (8)	67% Yes (12) 28% Partial (5) 6% No (1)	63% Yes (10) 38% Partial (6)	39% Yes (7) 44% Partial (8) 17% No (3)	78% Yes (14) 22% Partial (4)
65. Overall, does the Narrative and/or PTRLTV Section of the ISP give adequate guidance to achieving the person's long-term vision?	27% Yes (4) 53% Partial (8) 20% No (3)	64% Yes (9) 36% Partial (5)	44% Yes (8) 44% Partial (8) 11% No (2)	63% Yes (10) 31% Partial (5) 6% No (1)	39% Yes (7) 56% Partial (10) 6% No (1)	78% Yes (14) 22% Partial (4)
66. Overall, is the Progress Towards Reaching The Long Term Vision Section of the ISP used as the basis for outcome development?	40% Yes (6) 40% Partial (6) 20% No (3)	64% Yes (9) 29% Partial (4) 7% No (1)	56% Yes (10) 39% Partial (7) 6% No (1)	38% Yes (6) 56% Partial (9) 6% No (1)	78% Yes (14) 22% Partial (4)	83% Yes (15) 17% Partial (3)



## 2009 Community Practice Review Southwest Region

### Findings by Area

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

Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
67. Overall, do the goals in the ISP include criteria by which the team can determine when the outcome (s) have been achieved?	0% Yes 60% Partial (9) 40% No (6)	36% Yes (5) 57% Partial (8) 7% No (1)	50% Yes (9) 33% Partial (6) 17% No (3)	19% Yes (3) 81% Partial (13)	39% Yes (7) 33% Partial (6) 28% No (5)	56% Yes (10) 44% Partial (8)
68. Overall, do the ISP outcomes relate to achieving the person's long-term vision?	27% Yes (4) 53% Partial (8) 20% No (3)	36% Yes (5) 64% Partial (9)	50% Yes (9) 44% Partial (8) 6% No (1)	81% Yes (13) 19% Partial (3)	72% Yes (13) 22% Partial (4) 6% No (1)	89% Yes (16) 11% Partial (2)
69. Overall, do the outcomes in the ISP address the person's major needs?	20% Yes (3) 73% Partial (11) 7% No (1)	43% Yes (6) 57% Partial (8)	44% Yes (8) 50% Partial (9) 6% No (1)	38% Yes (6) 63% Partial (10)	39% Yes (7) 56% Partial (10) 6% No (1)	78% Yes (14) 22% Partial (4)
70. Overall, are the Action Plans specific and relevant to assisting the person in achieving his/her outcomes?	27% Yes (4) 33% Partial (5) 40% No (6)	29% Yes (4) 64% Partial (9) 7% No (1)	39% Yes (7) 44% Partial (8) 17% No (3)	56% Yes (9) 44% Partial (7)	44% Yes (8) 44% Partial (8) 11% No (2)	67% Yes (12) 33% Partial (6)
71. Overall, are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned?	27% Yes (4) 33% Partial (5) 40% No (6)	43% Yes (6) 43% Partial (6) 14% No (2)	39% Yes (7) 39% Partial (7) 22% No (4)	36% Yes (5) 36% Partial (5) 29% No (4) (2 N/A)	22% Yes (4) 33% Partial (6) 44% No (8)	50% Yes (9) 33% Partial (6) 17% No (3)
72. Overall, are the recommendations and/or objectives/strategies of ancillary providers integrated into the outcomes, Action Plans and Teaching and Support Strategies of the ISP?	14% Yes (2) 50% Partial (7) 36% No (5) (1 N/A)	64% Yes (9) 29% Partial (4) 7% No (1)	44% Yes (8) 28% Partial (5) 28% No (5)	19% Yes (3) 44% Partial (7) 38% No (6)	38% Yes (6) 31% Partial (5) 31% No (5) (2 N/A)	61% Yes (11) 22% Partial (4) 17% No (3)

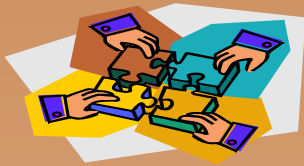


## 2009 Community Practice Review Southwest Region

### Findings by Area

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

Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
73. If needed, does the ISP contain a specific Crisis Prevention and Intervention Plan that meets the person's needs?	29% Yes (4) 50% Partial (7) 21% No (3) (1 N/A)	64% Yes (7) 27% Partial (3) 9% No (1) (3 N/A)	53% Yes (9) 35% Partial (6) 12% No (2) (1 N/A)	57% Yes (8) 29% Partial (4) 14% No (2) (2 N/A)	56% Yes (10) 33% Partial (6) 11% No (2)	53% Yes (9) 35% Partial (6) 12% No (2) (1 N/A)
74. Does the ISP contain specific arrangements for primary health (medical) care?	60% Yes (9) 33% Partial (5) 7% No (1)	86% Yes (12) 14% Partial (2)	78% Yes (14) 22% Partial (4)	75% Yes (12) 25% Partial (4)	83% Yes (15) 17% Partial (3)	89% Yes (16) 11% Partial (2)
74a. Does the ISP face sheet contain contact information for the PCP?				81% Yes (13) 13% Partial (2) 6% No (1)	89% Yes (16) 11% Partial (2)	89% Yes (16) 11% Partial (2)
74b. Is the healthcare Coordinator's name and contact information listed in the ISP?				100% Yes (16)	94% Yes (17) 6% Partial (1)	94% Yes (17) 6% Partial (1)
74c. Was the ISP (the most current Annual) developed using the new ISP format?				100% Yes (16)	Question Eliminated	
75. Does the ISP reflect how the person will get to work/day activities, shopping, social activities?	80% Yes (12) 13% Partial (2) 7% No (1)	93% Yes (13) 7% No (1)	94% Yes (17) 6% Partial (1)	69% Yes (11) 19% Partial (3) 13% No (2)	56% Yes (10) 28% Partial (5) 17% No (3)	92% Yes (11) 8% Partial (1) (6 N/A)
76. Does the ISP reflect how the person will obtain prescribed medications?	67% Yes (10) 20% Partial (3) 13% No (2)	64% Yes (9) 21% Partial (3) 14% No (2)	76% Yes (13) 18% Partial (3) 6% No (1) (1 N/A)	63% Yes (10) 38% Partial (6)	78% Yes (14) 22% Partial (4)	89% Yes (16) 11% Partial (2)
77. Does the ISP contain a list of adaptive equipment needed and who will provide it?	22% Yes (2) 44% Partial (4) 33% No (3) (6 N/A)	75% Yes (6) 25% Partial (2) (6 N/A)	38% Yes (6) 38% Partial (6) 25% No (4) (2 N/A)	15% Yes (2) 62% Partial (8) 23% No (3) (3 N/A)	43% Yes (6) 43% Partial (6) 14% No (2) (4 N/A)	62% Yes (8) 31% Partial (4) 8% No (1) (5 N/A)



## 2009 Community Practice Review Southwest Region

### Findings by Area

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

Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
78. Overall, is the ISP adequate to meet the person's needs?	7% Yes (1) 73% Partial (11) 20% No (3)	0% Yes 100% Partial	11% Yes (2) 89% Partial (16)	6% Yes (1) 94% Partial (15)	11% Yes (2) 83% Partial (15) 6% No (1)	33% Yes (6) 67% Partial (12)
79. If #78 is rated "2", is the ISP being implemented?	0% Yes 100% Partial (1) (14 N/A)	(14 N/A)	100% Yes (2) (16 N/A)	100% Yes (1) (15 N/A)	50% Yes (1) 50% Partial (1) (16 N/A)	83% Yes (5) 17% Partial (1) (12 N/A)
80a. If there is no ISP, or if #78 is rated "0" or "1", are current services adequate to meet the person's needs? <i>(Numbered as #80 in all years prior to 2009)</i>	7% Yes (1) 79% Partial (11) 14% No (2) (1 N/A)	21% Yes (3) 79% Partial (11)	25% Yes (4) 75% Partial (12)  (2 N/A)	40% Yes (6) 60% Partial (9)  (1 N/A)	25% Yes (4) 75% Partial (12)  (2 N/A)	42% Yes (5) 58% Partial (7)  (6 N/A)
80b. If there is no ISP, or if #78 is rated "0" or "1", are current services adequate to meet the person's needs?						50% Yes (6) 50% Partial (6)  (6 N/A)
81. Overall, were the direct service staff trained on the implementation of the ISP?	60% Yes (9) 33% Partial (5) 7% No (1)	79% Yes (11) 21% Partial (3)	28% Yes (5) 72% Partial (13)	50% Yes (8) 50% Partial (8)	44% Yes (8) 56% Partial (10)	50% Yes (9) 50% Partial (9)
82. Overall, were the direct service staff able to describe their responsibilities in providing daily care/support to the person?	60% Yes (9) 40% Partial (6)	93% Yes (13) 7% Partial (1)	33% Yes (6) 67% Partial (12)	56% Yes (9) 44% Partial (7)	33% Yes (6) 67% Partial (12)	67% Yes (12) 33% Partial (6)
83. Overall, do the progress notes or other documentation in the case management record reflect the status of the goals and services of the key life areas stated in the ISP?	20% Yes (3) 67% Partial (10) 13% No (2)	36% Yes (5) 57% Partial (8) 7% No (1)	17% Yes (3) 78% Partial (14) 6% No (1)	19% Yes (3) 69% Partial (11) 13% No (2)	28% Yes (5) 67% Partial (12) 6% No (1)	50% Yes (9) 50% Partial (9)



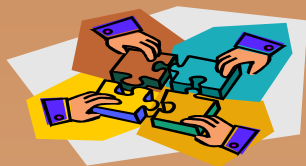
## D. Adequacy of Planning and Adequacy of Services

### Noteworthy Practice

- **14 of 18 individuals (78%) had adequate long-term visions within their ISPs.** (39% in 2008, 63% in 2007, 67% in 2006, 43% in 2005, 27% in 2004)
- **89% of ISPs (16 of 18) had outcomes related to achieving the person's long-term vision.** (72% in 2008, 81% 2007, 50% in 2006, 36% in 2005, 27% in 2004)

### Practice Challenges

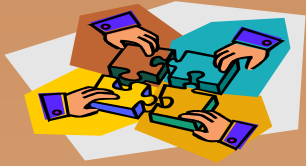
- **9 of 18 (50%) of the teaching and support strategies were not sufficient to ensure consistent implementation of the services planned.** (77% were not in 2008, 65% in 2007, 61% in 2006, 57% in 2005, 73% in 2004)
- **67% of ISPs (12 of 18) were not adequate to meet the person's needs.** (89% were not in 2008, 94% in 2007, 89% in 2006, 100% in 2005, 93% in 2004)



## 2009 Community Practice Review Southwest Region Findings by Area

### E. Individual Service Planning & Summary

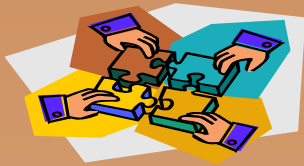
Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
141. Does the person have an ISP that includes live, work/learn, fun/relationships and health/other that correlates with the person's desires and capabilities, in accordance with DOH regulations?	67% Yes (10) 33% Partial (5)	71% Yes (10) 29% Partial (4)	78% Yes (14) 22% Partial (4)	94% Yes (15) 6% Partial (1)	89% Yes (16) 11% Partial (2)	83% Yes (15) 17% Partial (3)
142. Does the person have an ISP that contains a Progress Towards the Long Term Vision section that is based on a long-term view?	67% Yes (10) 27% Partial (4) 7% No (1)	79% Yes (11) 21% Partial (3)	83% Yes (15) 11% Partial (2) 6% No (1)	81% Yes (13) 13% Partial (2) 6% No (1)	50% Yes (9) 39% Partial (7) 11% No (2)	78% Yes (14) 22% Partial (4)
143. Does the person receive services and supports recommended in the ISP?	40% Yes (6) 53% Partial (8) 7% No (1)	64% Yes (9) 36% Partial (5)	61% Yes (11) 39% Partial (7)	81% Yes (13) 19% Partial (3)	78% Yes (14) 22% Partial (4)	78% Yes (14) 22% Partial (4)
144. Does the person have adequate access to and use of generic services and natural supports?	27% Yes (4) 60% Partial (9) 13% No (2)	50% Yes (7) 50% Partial (7)	61% Yes (11) 39% Partial (7)	81% Yes (13) 19% Partial (3)	44% Yes (8) 50% Partial (9) 6% No (1)	94% Yes (17) 6% Partial (1)
145. Is the person adequately integrated into the community?	33% Yes (5) 53% Partial (8) 13% No (2)	50% Yes (7) 50% Partial (7)	22% Yes (4) 78% Partial (14)	81% Yes (13) 19% Partial (3)	22% Yes (4) 67% Partial (12) 11% No (2)	83% Yes (15) 17% Partial (3)
146. Overall, is the ISP adequate to meet the person's needs?	7% Yes (1) 73% Partial (11) 20% No (3)	0% Yes 100% Partial (14)	11% Yes (2) 89% Partial (16)	6% Yes (1) 94% Partial (15)	11% Yes (2) 83% Partial (15) 6% No (1)	33% Yes (6) 67% Partial (12)
147. Is the program of the level of intensity adequate to meet this person's needs?	7% Yes (1) 87% Partial (13) 7% No (1)	7% Yes (1) 93% Partial (13)	11% Yes (2) 89% Partial (16)	38% Yes (6) 63% Partial (10)	17% Yes (3) 78% Partial (14) 6% No (1)	44% Yes (8) 56% Partial (10)



## E. Individual Service Planning & Summary

### Noteworthy Practice:

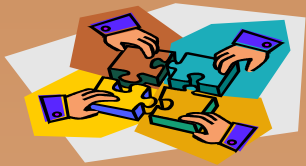
- **83% of people (15 of 18) had ISPs that addressed live, work/learn, fun/relationships and health/other that correlated with the person's desire and capabilities, in accordance with DOH regulations. (89% in 2008, 94% in 2007, 78% in 2006, 71% in 2005, 67% in 2004)**
- **94% of individuals (17 of 18) have adequate access to and use of generic services and natural supports. (44% in 2008, 81% in 2007, 61% in 2006, 50% in 2005, 27% in 2004)**
- **83% of the sample (15 of 18) was found to be adequately integrated into the community. (22% in 2008, 81% in 2007, 22% in 2006, 50% in 2005, 33% in 2004)**



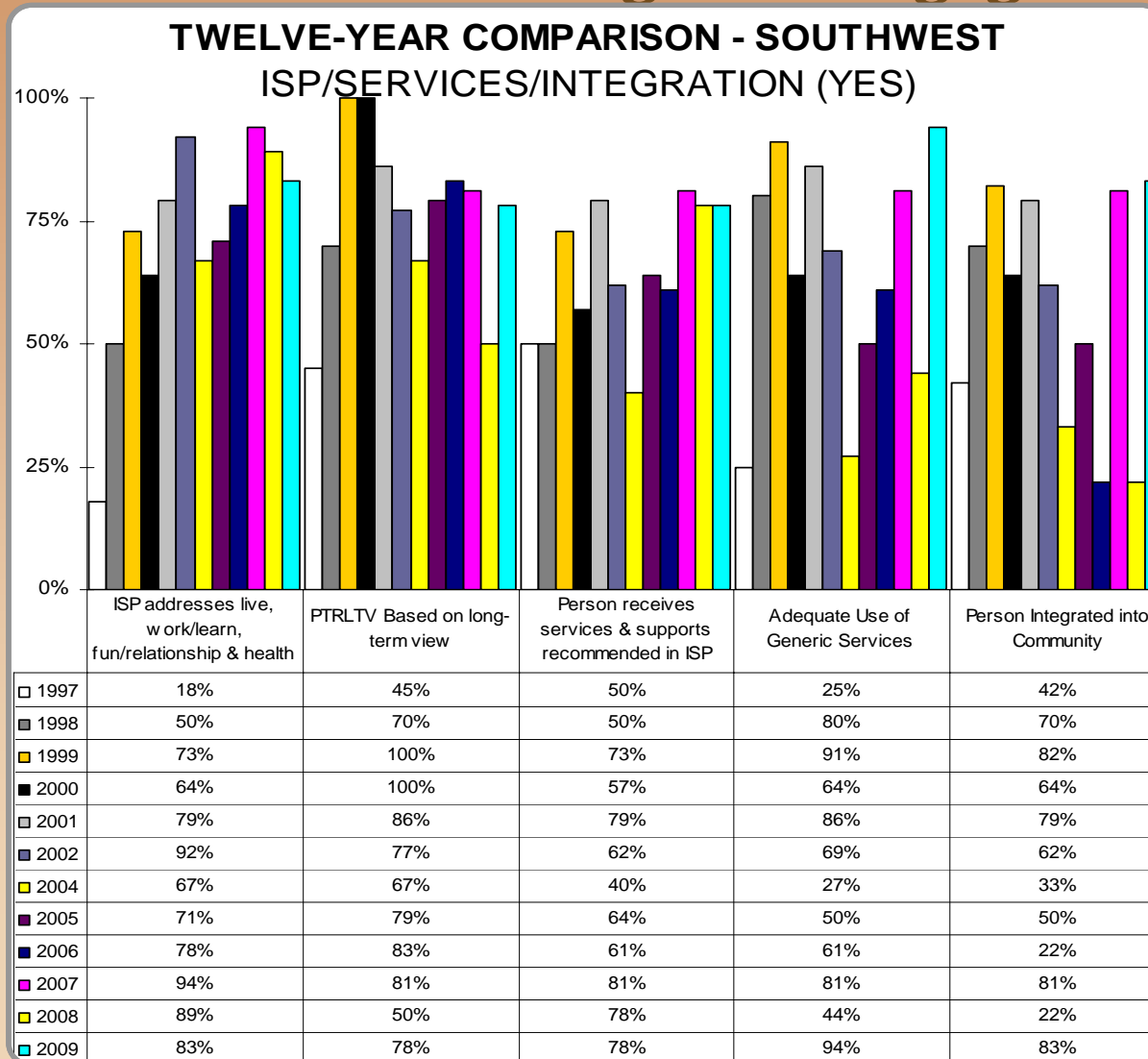
2009 Community Practice Review  
 Southwest Region  
 Findings by Area

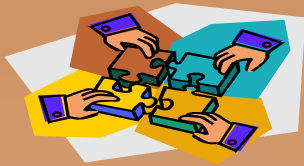
## E. Individual Service Planning – Historical Scoring

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



## E. Individual Service Planning – Disengagement

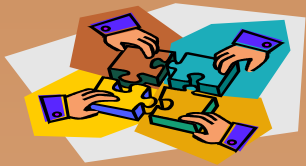




# 2009 Community Practice Review Southwest Region Findings by Area

## F. Team Process

Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
113. Is there evidence that the ISP was reviewed by the IDT within the last six months?	100% Yes (13)  (2 N/A)	100% Yes (13)  (1 N/A)	82% Yes (14) 18% No (3) (1 N/A)	Question Deleted in 2007		
114. Are the individual members of the IDT following up on their responsibilities?	13% Yes (2) 80% Partial (12) 7% No (1)	43% Yes (6) 57% Partial (8)	17% Yes (3) 83% Partial (15)	25% Yes (4) 75% Partial (12)	28% Yes (5) 72% Partial (13)	39% Yes (7) 61% Partial (11)
115. If there is evidence of team conflict, has the team made efforts to build consensus?	40% Yes (2) 40% Partial (2) 20% No (1) (10 N/A)	0% Yes 100% Partial (2)  (12 N/A)	43% Yes (3) 57% Partial (4)  (11 N/A)	60% Yes (3) 40% Partial (2)  (11 N/A)	60% Yes (3) 20% Partial (1) 20% No (1) (13 N/A)	100% Yes (2)   (16 N/A)
116. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs?	70% Yes (7) 30% No (3) (4 N/A, 1 CND)	75% Yes (9) 25% No (3) (2 N/A)	72% Yes (13) 28% No (5)	86% Yes (12) 14% No (2) (2 N/A)	69% Yes (11) 31% No (5) (2 N/A)	82% Yes (14) 18% No (3) (1 N/A)
117. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented?	40% Yes (6) 53% Partial (8) 7% No (1)	79% Yes (11) 21% Partial (3)	39% Yes (7) 56% Partial (10) 6% No (1)	63% Yes (10) 38% Partial (6)	56% Yes (10) 44% Partial (8)	89% Yes (16) 11% Partial (2)
118. Do you recommended Team Process Training for this IDT?	13% Yes (2) 87% No (13)	7% Yes (1) 93% No (13)	17% Yes (3) 83% No (15)	13% Yes (2) 88% No (14)	17% Yes (3) 83% No (15)	11% Yes (2) 89% No (16)

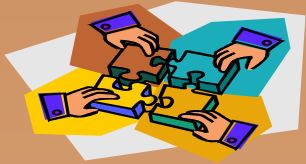


## 2009 Community Practice Review Southwest Region

### Findings by Area

### F. Team Process (cont'd)

Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
119. Is there evidence or documentation of physical regression in the last year?	29% Yes (4) 71% No (10) (1 CND)	36% Yes (5) 64% No (9)	35% Yes (6) 65% No (11) (1 CND)	33% Yes (5) 67% No (10) (1 CND)	33% Yes (6) 67% No (12)	28% Yes (5) 72% No (13)
120. Is there evidence or documentation of behavioral or functional regression in the last year?	27% Yes (4) 73% No (11)	21% Yes (3) 79% No (11)	29% Yes (5) 71% No (12) (1 CND)	19% Yes (3) 81% No (13)	12% Yes (2) 88% No (15) (1 CND)	17% Yes (3) 83% No (15)
121. If #119 or 120 is Yes, is the IDT adequately addressing the regression?	0% Yes 60% Partial (3) 40% No (2) (10 N/A)	67% Yes (4) 33% Partial (2)  (8 N/A)	14% Yes (1) 71% Partial (5) 14% No (1) (11 N/A)	83% Yes (5) 17% Partial (1)  (10 N/A)	50% Yes (3) 50% Partial (3)  (12 N/A)	50% Yes (3) 50% Partial (3)  (12 N/A)
122. Has the person changed residential/day services in the last year? If Yes, was the change:	33% Yes (5) 67% No (10)	14% Yes (2) 86% No (12)	39% Yes (7) 61% No (11)	13% Yes (2) 88% No (14)	11% Yes (2) 89% No (16)	28% Yes (5) 72% No (13)
122a. Planned by the IDT?	50% Yes (2) 25% Partial (1) 25% No (1) (11 N/A)	100% Yes (2)  (12 N/A)	100% Yes (7)  (11 N/A)	100% Yes (2)  (14 N/A)	100% Yes (2)  (16 N/A)	67% Yes (4) 33% Partial (2)  (12 N/A)
122b. Appropriate to meet needs?	25% Yes (1) 50% Partial (2) 25% No (1) (11 N/A)	50% Yes (1) 50% Partial (1)  (12 N/A)	71% Yes (5) 29% Partial (2)  (11 N/A)	100% Yes (2)  (14 N/A)	100% Yes (2)  (16 N/A)	100% Yes (6)  (12 N/A)
123. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person?	13% Yes (2) 73% Partial (11) 13% No (2)	14% Yes (2) 86% Partial (12)	17% Yes (3) 83% Partial (15)	44% Yes (7) 56% Partial (9)	22% Yes (4) 72% Partial (13) 6% No (1)	56% Yes (10) 44% Partial (8)



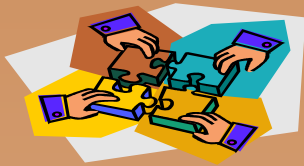
## **F. Team Process**

### **Noteworthy Practice**

- **82% of individuals (14 of 17, 1 CND) had teams that convened meetings as needed due to changed circumstances and/or needs.** (69% in 2008, 86% in 2007, 76% in 2006, 75% in 2005, 70% in 2004)
- **89% of IDTs (16 of 18), had adequate communication between team members to ensure the person's program was being implemented.** (56% in 2008, 63% in 2007, 39% in 2006, 79% in 2005, 40% in 2004)

### **Practice Challenges**

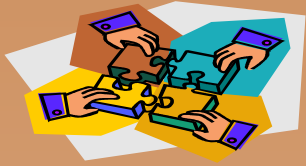
- **61% of IDTs (11 of 18) had members who were not adequately following up on their responsibilities.** (72% were not in 2008, 75% in 2007, 83% in 2006, 57% in 2005, 87% in 2004)
- **For 44% of the individuals (8 of 18), the IDT process was found to not be adequate for assessing, planning, implementing and monitoring of services.** (In 2008 it was not adequate for 78%, 56% in 2007, 83% in 2006, 86% in 2005 and 2004)



# 2009 Community Practice Review Southwest Region Findings by Area

## G. Health Related Needs

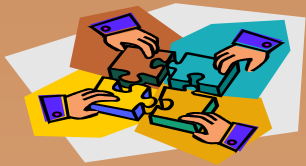
Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
30. Was the case manager able to describe the person's health related needs?	47% Yes (7) 53% Partial (8)	50% Yes (7) 50% Partial (7)	22% Yes (4) 72% Partial (13) 6% No (1)	63% Yes (10) 38% Partial (6)	50% Yes (9) 50% Partial (9)	61% Yes (11) 33% Partial (6) 6% No (1)
38. Was the [day/employment] direct service staff able to describe the person's health related needs?	33% Yes (5) 53% Partial (8) 13% No (2)	86% Yes (12) 14% Partial (2)	39% Yes (7) 56% Partial (10) 6% No (1)	44% Yes (7) 50% Partial (8) 6% No (1)	67% Yes (12) 33% Partial (6)	44% Yes (8) 56% Partial (10)
48. Was the residential service staff able to describe the person's health related needs?	40% Yes (6) 60% Partial (9)	92% Yes (12) 8% Partial (1) (1 not scored)	56% Yes (10) 44% Partial (8)	50% Yes (8) 50% Partial (8)	44% Yes (8) 50% Partial (9) 6% No (1)	50% Yes (9) 50% Partial (9)
54. Overall, were the team members interviewed able to describe the person's health-related needs?	20% Yes (3) 80% Partial (12)	50% Yes (7) 50% Partial (7)	6% Yes (1) 94% Partial (17)	31% Yes (5) 69% Partial (11)	17% Yes (3) 83% Partial (15)	39% Yes (7) 61% Partial (11)
55. Is there evidence that the IDT discussed the person's health-related issues?	53% Yes (8) 33% Partial (5) 13% No (2)	79% Yes (11) 21% Partial (3)	39% Yes (7) 61% Partial (11)	56% Yes (9) 44% Partial (7)	50% Yes (9) 50% Partial (9)	67% Yes (12) 28% Partial (5) 6% No (1)
56. In the opinion of the reviewer, are the person's health supports/needs being adequately addressed?	20% Yes (3) 47% Partial (7) 33% No (5)	43% Yes (6) 57% Partial (8)	22% Yes (4) 78% Partial (14)	50% Yes (8) 50% No (8)	39% Yes (7) 56% Partial (10) 6% No (1)	33% Yes (6) 67% Partial (12)



## G. Health Related Needs

### Practice Challenges

- **61% of teams, overall, (11 of 18) were not adequately able to describe the person's health-related needs. (83% were not in 2008, 69% in 2007, 94% in 2006, 50% in 2005, 80% in 2004)**
- **67% of people (12 of 18) had health supports/needs that were not being adequately addressed. (62% were not in 2008, 50% in 2007, 78% in 2006, 57% in 2005, 80% in 2004)**



# 2009 Community Practice Review Southwest Region Findings by Area

## H. Supported Employment

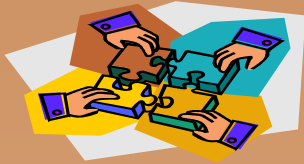
Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
124. Has the IDT, or the reviewer recommended a supported employment assessment for the person?	100% Yes (15)	79% Yes (11) 21% No (3)	89% Yes (16) 11% No (2)	88% Yes (14) 13% No (2)	94% Yes (17) 6% No (1)	61% Yes (11) 39% No (7)
125. In the opinion of the IDT or the reviewer, does the person need supported employment?	67% Yes (10) 33% No (5)	71% Yes (10) 29% No (4)	78% Yes (14) 22% No (4)	75% Yes (12) 25% No (4)	94% Yes (17) 6% No (1)	61% Yes (11) 39% No (7)
126. Did the person receive a supported employment assessment?	100% Yes (15)	83% Yes (10) 17% No (2) (2 N/A)	75% Yes (12) 25% No (4) (2 N/A)	93% Yes (13) 7% No (1) (2 N/A)	71% Yes (12) 29% No (5) (1 N/A)	100% Yes (11) (7 N/A)
127. Does the supported employment assessment conform to the DOH regulations?	40% Yes (6) 60% Partial (9)	33% Yes (4) 33% Partial (4) 33% No (4) (2 N/A)	31% Yes (5) 31% Partial (5) 38% No (6) (2 N/A)	57% Yes (8) 36% Partial (5) 7% No (1) (2 N/A)	31% Yes (5) 25% Partial (4) 44% No (7) (2 N/A)	73% Yes (8) 18% Partial (2) 9% No (1) (7 N/A)
128. Does the person have a career development plan (based on assessments) that meets the person's needs?	40% Yes (4) 50% Partial (5) 10% No (1) (5 N/A)	20% Yes (2) 50% Partial (5) 30% No (3) (4 N/A)	21% Yes (3) 50% Partial (7) 29% No (4) (4 N/A)	42% Yes (5) 50% Partial (6) 8% No (1) (4 N/A)	18% Yes (3) 29% Partial (5) 53% No (9) (1 N/A)	64% Yes (7) 18% Partial (2) 18% No (2) (7 N/A)
129. Is the person engaged in supported employment?	50% Yes (5) 50% No (5) (5 N/A)	30% Yes (3) 70% No (7) (4 N/A)	29% Yes (4) 71% No (10) (4 N/A)	83% Yes (10) 17% No (2) (4 N/A)	24% Yes (4) 76% No (13) (1 N/A)	82% Yes (9) 18% No (2) (7 N/A)



## 2009 Community Practice Review Southwest Region Findings by Area

### H. Supported Employment (cont'd)

Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
130. Is the supported work provided in accordance with the following?	20% Yes (2) 20% Partial (2) 60% No (6) (5 N/A)	20% Yes (2) 20% Partial (2) 60% No (6) (4 N/A)	21% Yes (3) 14% Partial (2) 64% No (9) (4 N/A)	58% Yes (7) 25% Partial (3) 17% No (2) (4 N/A)	18% Yes (3) 6% Partial (1) 76% No (13) (1 N/A)	36% Yes (4) 27% Partial (3) 36% No (4) (7 N/A)
130a. At least a 10-hour work week?	20% Yes (2) 80% No (8) (5 N/A)	20% Yes (2) 80% No (8) (4 N/A)	21% Yes (3) 79% No (11) (4 N/A)	58% Yes (7) 42% No (5) (4 N/A)	18% Yes (3) 82% No (14) (1 N/A)	36% Yes (4) 64% No (7) (7 N/A)
130b. Person earns at least ½ of minimum wage?	30% Yes (3) 70% No (7) (5 N/A)	40% Yes (4) 60% No (6) (4 N/A)	29% Yes (4) 71% No (10) (4 N/A)	75% Yes (9) 25% No (3) (4 N/A)	24% Yes (4) 76% No (13) (1 N/A)	64% Yes (7) 36% No (4) (7 N/A)
130c. Work setting is at least 50% non-handicapped co-workers?	40% Yes (4) 60% No (6) (5 N/A)	40% Yes (4) 60% No (6) (4 N/A)	29% Yes (4) 71% No (10) (4 N/A)	83% Yes (10) 17% No (2) (4 N/A)	24% Yes (4) 76% No (13) (1 N/A)	64% Yes (7) 36% No (4) (7 N/A)
130d. There is a reasonable expectation that the job will continue?	30% Yes (3) 70% No (7) (5 N/A)	40% Yes (4) 60% No (6) (4 N/A)	36% Yes (5) 64% No (9) (4 N/A)	83% Yes (10) 17% No (2) (4 N/A)	24% Yes (4) 76% No (13) (1 N/A)	64% Yes (7) 36% No (4) (7 N/A)



## H. Supported Employment

### Noteworthy Practice

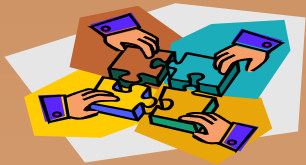
- **100% of individuals (11 of 11, 7 N/A) who were determined to need a supported employment assessment had received one.** (71% in 2008, 93% in 2007, 75% in 2006, 83% in 2005, 100% in 2004)
- **73% of supported employment assessments (8 of 11, 7 N/A) conformed to DOH Regulations.** (31% in 2008, 57% in 2007, 31% in 2006, 33% in 2005, 40% in 2004)
- **82% of individuals (9 of 11, 7 N/A) were found to be engaged in supported employment** (Note: this question does not measure their involvement in relation to DOH standards.) (24% were in 2008, 83% in 2007, 29% in 2006, 30% in 2005, 50% in 2004)



2009 Community Practice Review  
Southwest Region  
Findings by Area

## H. Supported Employment - Historical Scoring

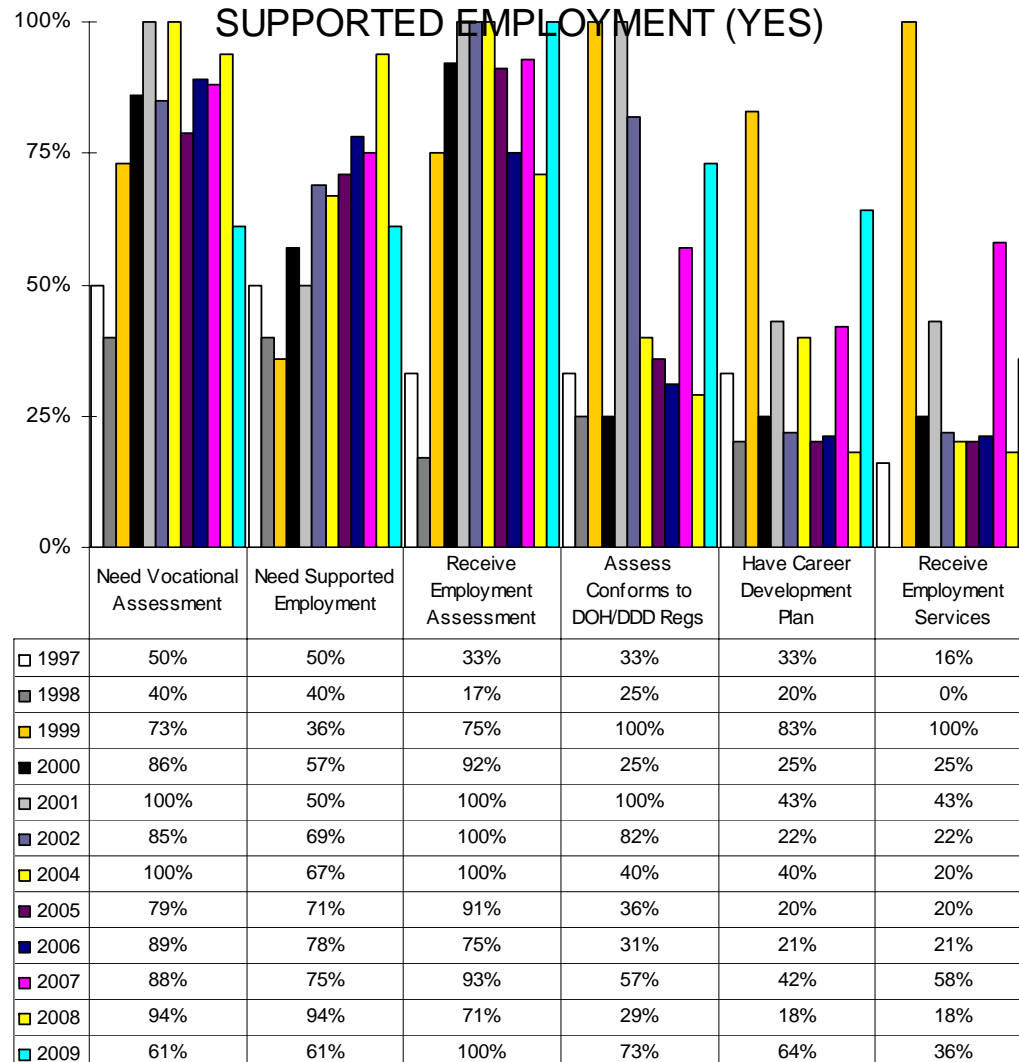
Question	2000	2001	2002	2004	2005	2006	2007	2008	2009
Need an employment assessment?	86%	100%	85%	100%	79%	89%	88%	94%	61%
Need supported employment?	57%	50%	69%	67%	71%	78%	75%	94%	61%
Receive supported employment assessment?	92%	100%	100%	100%	91%	75%	93%	71%	100%
Assessment conforms to DOH Regulations?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

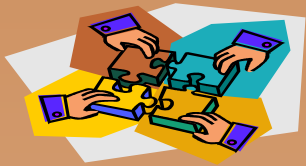


## H. Supported Employment – Disengagement

**TWELVE-YEAR COMPARISON - SOUTHWEST**

**SUPPORTED EMPLOYMENT (YES)**



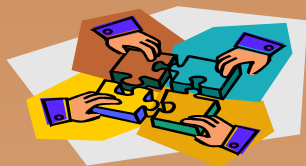


# 2009 Community Practice Review Southwest Region

## Findings by Area

### I. Day Services

Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
35. Does the day/employment direct services staff "know" the person?	67% Yes (10) 33% Partial (5)	79% Yes (11) 21% Partial (3)	72% Yes (13) 28% Partial (5)	94% Yes (15) 6% Partial (1)	89% Yes (16) 11% Partial (2)	89% Yes (16) 11% Partial (2)
36. Does the direct service staff have adequate input into the person's ISP?	47% Yes (7) 40% Partial (6) 13% No (2)	86% Yes (12) 7% Partial (1) 7% No (1)	67% Yes (12) 28% Partial (5) 6% No (1)	63% Yes (10) 31% Partial (5) 6% No (1)	72% Yes (13) 28% Partial (5)	78% Yes (14) 22% Partial (4)
37. Did the direct service staff receive training on implementing this person's ISP?	67% Yes (10) 27% Partial (4) 7% No (1)	86% Yes (12) 14% Partial (2)	56% Yes (10) 39% Partial (7) 6% No (1)	69% Yes (11) 31% Partial (5)	67% Yes (12) 33% Partial (6)	72% Yes (13) 28% Partial (5)
38. Was the direct service staff able to describe this person's health related needs?	33% Yes (5) 53% Partial (8) 13% No (2)	86% Yes (12) 14% Partial (2)	39% Yes (7) 56% Partial (10) 6% No (1)	44% Yes (7) 50% Partial (8) 6% No (1)	67% Yes (12) 33% Partial (6)	44% Yes (8) 56% Partial (10)
39. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	73% Yes (11) 27% Partial (4)	100% Yes (14)	56% Yes (10) 44% Partial (8)	69% Yes (11) 31% Partial (5)	50% Yes (9) 50% Partial (9)	83% Yes (15) 17% Partial (3)
39.a. Was the direct service staff able to provide specific information regarding the person's daily activities, including the exact times of the day?			78% Yes (14) 22% Partial (4)	100% Yes (16)	89% Yes (16) 11% Partial (2)	94% Yes (17) 6% Partial (1)
39.b. Can the direct service staff describe his/her responsibilities in implementing the person's ISP goals/objectives/outcomes/action plans?			56% Yes (10) 44% Partial (8)	69% Yes (11) 19% Partial (3) 13% No (2)	56% Yes (10) 39% Partial (7) 6% No (1)	78% Yes (14) 22% Partial (4)
40. Did the direct service staff have training in the ISP process?	60% Yes (9) 20% Partial (3) 20% No (3)	93% Yes (13) 7% Partial (1)	56% Yes (10) 39% Partial (7) 6% No (1)	44% Yes (7) 56% Partial (9)	44% Yes (8) 39% Partial (7) 17% No (3)	72% Yes (13) 22% Partial (4) 6% No (1)



## 2009 Community Practice Review Southwest Region Findings by Area

### I. Day Services (cont'd)

Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
41. Did the direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	13% Yes (2) 80% Partial (12) 7% No (1)	57% Yes (8) 43% Partial (6)	50% Yes (9) 50% Partial (9)	50% Yes (8) 44% Partial (7) 6% No (1)	78% Yes (14) 22% Partial (4)	61% Yes (11) 39% Partial (7)
41.a. Have training on the provider's complaint process?		64% Yes (9) 21% Partial (3) 14% No (2)	67% Yes (12) 28% Partial (5) 6% No (1)	56% Yes (9) 25% Partial (4) 19% No (3)	89% Yes (16) 11% Partial (2)	78% Yes (14) 11% Partial (2) 11% No (2)
41.b. Have training on how and to whom to report abuse, neglect and exploitation?		79% Yes (11) 21% Partial (3)	78% Yes (14) 17% Partial (3) 6% No (1)	69% Yes (11) 25% Partial (4) 6% No (1)	83% Yes (15) 11% Partial (2) 6% No (1)	72% Yes (13) 28% Partial (5)
42. Does the direct service staff have an appropriate expectation of growth for this person?	60% Yes (9) 40% Partial (6)	64% Yes (9) 36% Partial (5)	67% Yes (12) 33% Partial (6)	88% Yes (14) 13% Partial (2)	61% Yes (11) 33% Partial (6) 6% No (1)	94% Yes (17) 6% Partial (1)
43. Is the day/employment environment generally clean, free of safety hazards and conducive to the work/activity intended?	89% Yes (8) 11% Partial (1) (4 N/A, 2 CND)	100% Yes (9) (3 N/A, 2 CND)	79% Yes (11) 21% Partial (3) (4 CND)	100% Yes (11) (3 N/A, 2 CND)	92% Yes (11) 8% Partial (1) (4 N/A., 2 CND)	100% Yes (12) (5 N/A, 1 CND)



## I. Day Services

### Noteworthy Practice

- **89% (16 of 18) of day direct service staff interviewed “knew” the person. (89% in 2008, 94% in 2007, 72% in 2006, 79% in 2005, 67% in 2004)**
- **94% (17 of 18) of day/employment staff were able to provide specific information regarding the person’s daily activities. (89% in 2008, 100% in 2007, 78% in 2006)**
- **94% (17 of 18) of day/employment direct service staff have an appropriate expectation of growth for the person. (61% in 2008, 88% in 2007, 67% in 2006, 64% in 2005, 60% in 2004)**



## 2009 Community Practice Review Southwest Region

### Findings by Area

## J. Residential Services \*1 person in '05 not scored, receives Assisted Living services only

Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
44. Does the residential direct services staff "know" the person?	73% Yes (11) 27% Partial (4)	100% Yes (13)	78% Yes (14) 22% Partial (4)	88% Yes (14) 13% Partial (2)	83% Yes (15) 17% Partial (3)	89% Yes (16) 11% Partial (2)
45. Does the direct service staff have adequate input into the person's ISP?	60% Yes (9) 20% Partial (3) 20% No (3)	77% Yes (10) 15% Partial (2) 8% No (1)	44% Yes (8) 39% Partial (7) 17% No (3)	56% Yes (9) 44% Partial (7)	56% Yes (10) 39% Partial (7) 6% No (1)	56% Yes (10) 33% Partial (6) 11% No (2)
46. Did the direct service staff receive training on the implementing this person's ISP?	73% Yes (11) 20% Partial (3) 7% No (1)	92% Yes (12) 8% Partial (1)	44% Yes (8) 56% Partial (10)	81% Yes (13) 19% Partial (3)	67% Yes (12) 28% Partial (5) 6% No (1)	56% Yes (10) 44% Partial (8)
47. Is the residence safe for individuals (void of hazards)?	80% Yes (12) 20% No (3)	77% Yes (10) 23% No (3)	89% Yes (16) 11% No (2)	88% Yes (14) 13% No (2)	89% Yes (16) 11% No (2)	94% Yes (17) 6% No (1)
48. Was the residential direct service staff able to describe this person's health-related needs?	40% Yes (6) 60% Partial (9)	92% Yes (12) 8% Partial (1)	56% Yes (10) 44% Partial (8)	50% Yes (8) 50% Partial (8)	44% Yes (8) 50% Partial (9) 6% No (1)	50% Yes (9) 50% Partial (9)
49. Was the residential direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	67% Yes (10) 33% Partial (5)	92% Yes (12) 8% Partial (1)	56% Yes (10) 39% Partial (7) 6% No (1)	88% Yes (14) 13% Partial (2)	56% Yes (10) 44% Partial (8)	78% Yes (14) 22% Partial (4)
49.a. Was the staff able to provide specific information regarding the person's daily activities?			89% Yes (16) 6% Partial (1) 6% No (1)	100% Yes (16)	83% Yes (15) 17% Partial (3)	100% Yes (18)
49.b. Can the direct service staff describe his/her responsibilities in implementing the person's ISP goals & objectives?			56% Yes (10) 22% Partial (4) 22% No (4)	88% Yes (14) 6% Partial (1) 6% Yes (1)	61% Yes (11) 28% Partial (5) 11% No (2)	78% Yes (14) 17% Partial (3) 6% No (1)

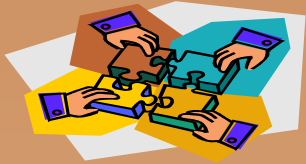


## 2009 Community Practice Review Southwest Region

### Findings by Area

## J. Residential Services (cont'd) \*1 person in '05 not scored, receives Assisted Living services only

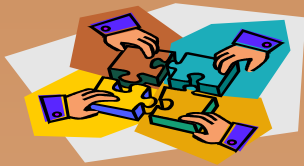
Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
50. Did the residential direct service staff have training in the ISP process?	60% Yes (9) 20% Partial (3) 20% No (3)	100% Yes (13)	56% Yes (10) 39% Partial (7) 6% No (1)	75% Yes (12) 19% Partial (3) 6% No (1)	39% Yes (7) 50% Partial (9) 11% No (2)	56% Yes (10) 39% Partial (7) 6% No (1)
51. Did the residential direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	33% Yes (5) 67% Partial (10)	85% Yes (11) 15% Partial (2)	50% Yes (9) 44% Partial (8) 6% No (1)	63% Yes (10) 38% Partial (6)	72% Yes (13) 28% Partial (5)	67% Yes (12) 33% Partial (6)
51.a. Have training on the provider's complaint process?		92% Yes (12) 8% Partial (1)	61% Yes (11) 22% Partial (4) 17% No (3)	88% Yes (14) 6% Partial (1) 6% No (1)	83% Yes (15) 17% Partial (3)	78% Yes (14) 17% Partial (3) 6% No (1)
51.b. Have training on how and to whom to report abuse, neglect and exploitation?		92% Yes (12) 8% Partial (1)	61% Yes (11) 28% Partial (5) 11% No (2)	75% Yes (12) 19% Partial (3) 6% No (1)	78% Yes (14) 17% Partial (3) 6% No (1)	78% Yes (14) 22% Partial (4)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	53% Yes (8) 40% Partial (6) 7% No (1)	77% Yes (10) 23% Partial (3)	72% Yes (13) 28% Partial (5)	88% Yes (14) 13% Partial (2)	56% Yes (10) 44% Partial (8)	89% Yes (16) 11% Partial (2)
53. Does the person's residential environment offer a minimal level of quality of life?	87% Yes (13) 13% Partial (2)	62% Yes (8) 38% Partial (5)	83% Yes (15) 17% Partial (3)	94% Yes (15) 6% Partial (1)	94% Yes (17) 6% Partial (1)	94% Yes (17) 6% Partial (1)



## J. Residential Services

### Noteworthy Practice

- **89% (16 of 18) of interviewed residential direct support were found to “know” the person.** (83% in 2008, 88% in 2007, 78% in 2006, 100% in 2005, 73% in 2004)
- **94% (17 of 18) of residences were found to be safe for individuals (void of hazards).** (89% in 2008, 88% in 2007, 89% in 2006, 77% in 2005, 80% in 2004)
- **100% (18 of 18) of staff were able to provide specific information regarding the person’s daily activities.** (83% in 2008, 100% in 2007, 89% in 2006)
- **89% (16 of 18) of residential staff had an appropriate expectation of growth for the individual.** (56% in 2008, 88% in 2007, 72% in 2006, 77% in 2005, 53% in 2004)



# 2009 Community Practice Review Southwest Region Findings by Area

## K. Case Management

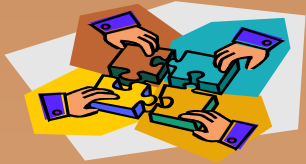
Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
26. Does the case manager "know" the person?	67% Yes (10) 33% Partial (5)	71% Yes (10) 29% Partial (4)	33% Yes (6) 61% Partial (11) 6% No (1)	88% Yes (14) 13% Partial (2)	72% Yes (13) 28% Partial (5)	89% Yes (16) 11% Partial (2)
27. Does the case manager understand his/her role/job?	67% Yes (10) 33% Partial (5)	79% Yes (11) 21% Partial (3)	33% Yes (6) 61% Partial (11) 6% No (1)	56% Yes (9) 44% Partial (7)	50% Yes (9) 44% Partial (8) 6% No (1)	89% Yes (16) 11% Partial (2)
28. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person?	67% Yes (10) 27% Partial (4) 7% No (1)	93% Yes (13) 7% Partial (1)	44% Yes (8) 50% Partial (9) 6% No (1)	63% Yes (10) 38% Partial (6)	78% Yes (14) 22% Partial (4)	89% Yes (16) 11% Partial (2)
29. Is the case manager available to the person?	73% Yes (11) 27% Partial (4)	71% Yes (10) 29% Partial (4)	33% Yes (6) 67% Partial (12)	75% Yes (12) 25% Partial (4)	83% Yes (15) 17% Partial (3)	89% Yes (16) 11% Partial (2)
30. Was the case manager able to describe the person's health related needs?	47% Yes (7) 53% Partial (8)	50% Yes (7) 50% Partial (7)	22% Yes (4) 72% Partial (13) 6% No (1)	63% Yes (10) 38% Partial (6)	50% Yes (9) 50% Partial (9)	61% Yes (11) 33% Partial (6) 6% No (1)
31. Does the case manager have an appropriate expectation of growth for this person?	47% Yes (7) 47% Partial (7) 7% No (1)	57% Yes (8) 43% Partial (6)	44% Yes (8) 50% Partial (9) 6% No (1)	31% Yes (5) 56% Partial (9) 13% No (2)	56% Yes (10) 33% Partial (6) 11% No (2)	89% Yes (16) 11% Partial (2)



# 2009 Community Practice Review Southwest Region Findings by Area

## K. Case Management (cont'd)

Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
32. Does the case management record contain documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP?	40% Yes (6) 53% Partial (8) 7% No (1)	64% Yes (9) 29% Partial (4) 7% No (1)	17% Yes (3) 78% Partial (14) 6% No (1)	56% Yes (9) 44% Partial (7)	39% Yes (7) 56% Partial (10) 6% No (1)	67% Yes (12) 33% Partial (6)
33. Does the case manager provide case management services at the level needed by this person?	40% Yes (6) 47% Partial (7) 13% No (2)	21% Yes (3) 79% Partial (11)	11% Yes (2) 89% Partial (16)	56% Yes (9) 44% Partial (7)	22% Yes (4) 78% Partial (14)	83% Yes (15) 11% Partial (2) 6% No (1)
34. Does the case manager receive the type and level of support needed to do his/her job?	87% Yes (13) 13% Partial (2)	79% Yes (11) 21% Partial (3)	67% Yes (12) 33% Partial (6)	88% Yes (14) 13% Partial (2)	83% Yes (15) 17% Partial (3)	94% Yes (17) 6% Partial (1)



## K. Case Management

### Noteworthy Practice

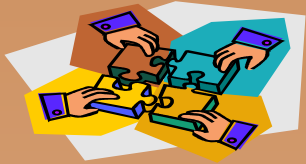
- **89% of case manager (16 of 18) were found to adequately “know” the person.** (72% in 2008, 88% in 2007, 33% in 2006, 71% in 2005, 67% in 2004)
- **89% of case managers (16 of 18) were found to be adequately available to the person.** (83% in 2008, 75% in 2007, 33% in 2006, 71% in 2005, 73% in 2004)
- **83% of case managers (15 of 18) were found to provide services at the level needed.** (22% in 2008, 56% in 2007, 11% in 2006, 21% in 2005, 40% in 2004)



# 2009 Community Practice Review Southwest Region Findings by Area

## L. Behavioral Support Services

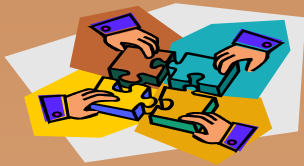
Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
131. Is the person considered by the IDT to need behavior services now?	67% Yes (10) 33% No (5)	79% Yes (11) 21% No (3)	83% Yes (15) 17% No (3)	81% Yes (13) 19% No (3)	61% Yes (11) 39% No (7)	78% Yes (14) 22% No (4)
132. In the opinion of the reviewer, does the person need behavior services?	67% Yes (10) 33% No (5)	71% Yes (10) 29% No (4)	78% Yes (14) 22% No (4)	75% Yes (12) 25% No (4)	61% Yes (11) 39% No (7)	72% Yes (13) 28% No (5)
133. Have adequate behavioral assessments been completed?	70% Yes (7) 20% Partial (2) 10% No (1) (5 N/A)	80% Yes (8) 20% Partial (2) (4 N/A)	80% Yes (12) 13% Partial (2) 7% No (1) (3 N/A)	46% Yes (6) 46% Partial (6) 8% No (1) (3 N/A)	73% Yes (8) 27% Partial (3) (7 N/A)	79% Yes (11) 14% Partial (2) 7% No (1) (4 N/A)
134. Does the person have behavior support plans developed out of the behavior assessments that meet the person's needs?	80% Yes (8) 20% Partial (2) (5 N/A)	90% Yes (9) 10% Partial (1) (4 N/A)	73% Yes (11) 27% Partial (4) (3 N/A)	77% Yes (10) 23% Partial (3) (3 N/A)	64% Yes (7) 27% Partial (3) 9% No (1) (7 N/A)	86% Yes (12) 14% Partial (2) (4 N/A)
135. Have the staff been trained on the behavior support plan?	80% Yes (8) 20% Partial (2) (5 N/A)	100% Yes (10) (4 N/A)	53% Yes (8) 47% Partial (7) (3 N/A)	92% Yes (12) 8% No (1) (3 N/A)	82% Yes (9) 18% Partial (2) (7 N/A)	86% Yes (12) 14% Partial (2) (4 N/A)
136. Does the person receive behavioral services consistent with his/her needs?	80% Yes (8) 20% Partial (2) (5 N/A)	80% Yes (8) 20% Partial (2) (4 N/A)	80% Yes (12) 20% Partial (3) (3 N/A)	85% Yes (11) 15% Partial (2) (3 N/A)	64% Yes (7) 27% Partial (3) 9% No (1) (7 N/A)	86% Yes (12) 14% Partial (2) (4 N/A)
137. Are behavior support services integrated into the ISP?	40% Yes (4) 30% Partial (3) 30% No (3) (5 N/A)	60% Yes (6) 20% Partial (2) 20% No (2) (4 N/A)	53% Yes (8) 47% Partial (7) (3 N/A)	23% Yes (3) 38% Partial (5) 38% No (5) (3 N/A)	36% Yes (4) 55% Partial (6) 9% No (1) (7 N/A)	64% Yes (9) 29% Partial (4) 7% No (1) (4 N/A)



## L. Behavioral Support Services

### Noteworthy Practice

- **86% (12 of 14, 4 N/A) of individuals had a positive behavior support plan developed out of the behavior assessments that met the person's needs. (64% did in 2008, 77% in 2007, 73% in 2006, 90% in 2005, 80% in 2004)**
- **86% (12 of 14, 4 N/A) of the sample had staff that had been trained on the behavior support plan (82% in 2008, 92% in 2007, 53% in 2006, 100% in 2005, 80% in 2004)**
- **86% (12 of 14, 4 N/A) of individuals received behavioral services consistent with his/her needs. (64% in 2008, 85% in 2007, 80% in 2006, 2005, and 2004)**



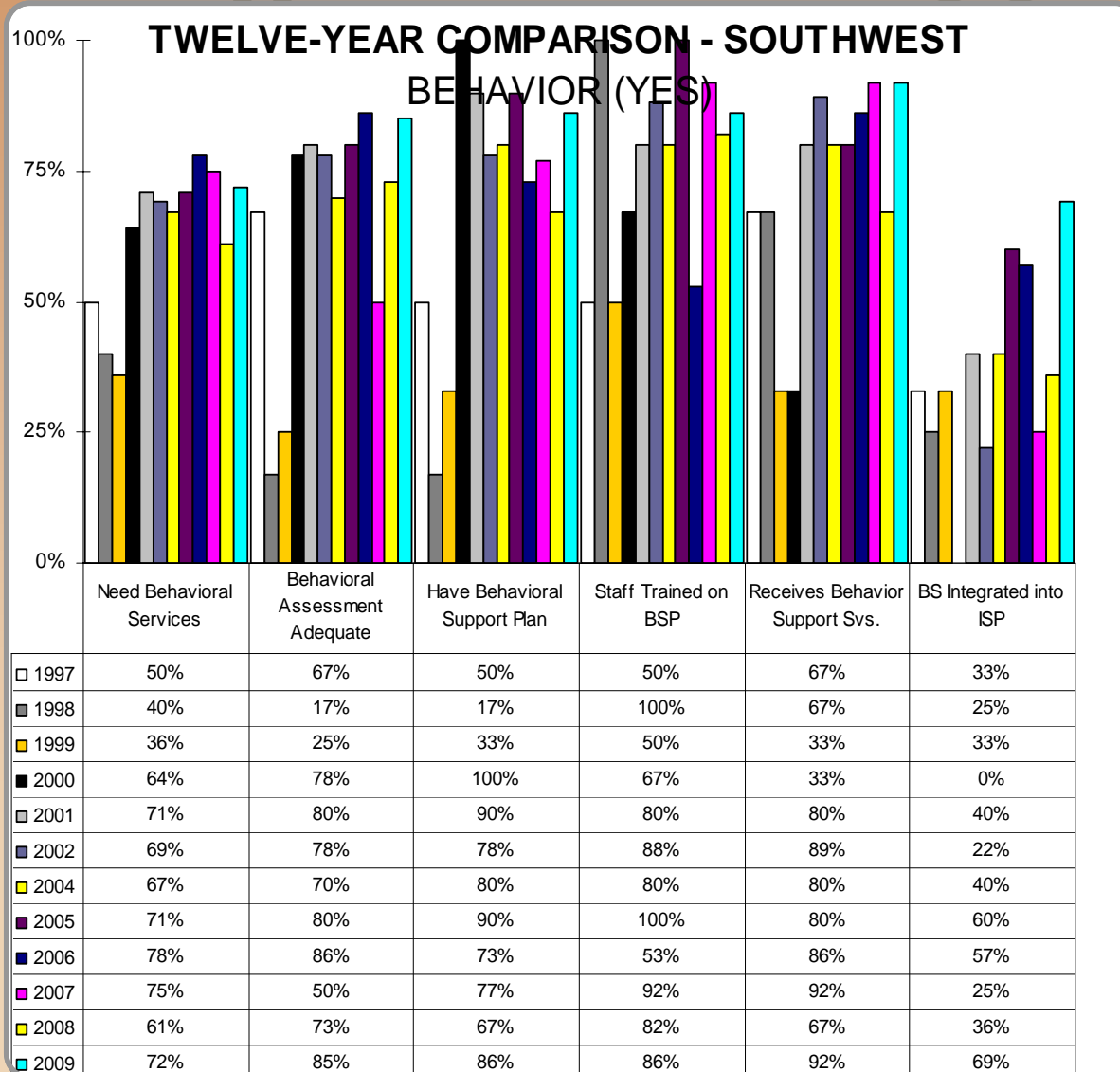
2009 Community Practice Review  
 Southwest Region  
 Findings by Area

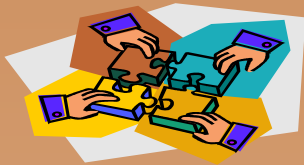
## L. Behavioral Support Services – Historical Scoring

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



# L. Behavioral Support Services – Disengagement

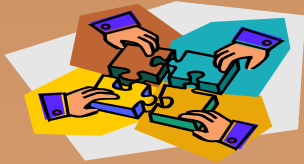




2009 Community Practice Review  
Southwest Region  
Findings by Area

## M. Adaptive Equipment/Augmentative Communication

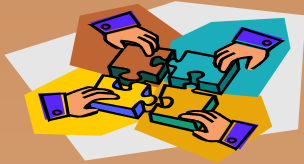
Question	2004 (sample=15)	2005 (sample=14)	2006 (sample=18)	2007 (sample=16)	2008 (sample=18)	2009 (sample=18)
138. Has the person received all adaptive equipment needed?	38% Yes (3) 63% Partial (5) (7 N/A)	78% Yes (7) 22% Partial (2) (5 N/A)	27% Yes (4) 73% Partial (11) (3 N/A)	67% Yes (6) 33% Partial (3) (7 N/A)	80% Yes (8) 20% Partial (2) (8 N/A)	100% Yes (7)  (11 N/A)
139. Has the person received all assistive technology needed?	56% Yes (5) 44% Partial (4)  (6 N/A)	57% Yes (4) 43% Partial (3)  (7 N/A)	42% Yes (5) 33% Partial (4) 25% No (3) (6 N/A)	55% Yes (6) 36% Partial (4) 9% No (1) (5 N/A)	54% Yes (7) 38% Partial (5) 8% No (1) (5 N/A)	92% Yes (11) 8% Partial (1)  (6 N/A)
140. Has the person received all communication assessments and services?	33% Yes (4) 42% Partial (5) 25% No (3) (3 N/A)	80% Yes (8) 20% Partial (2)  (4 N/A)	50% Yes (7) 43% Partial (6) 7% No (1) (4 N/A)	45% Yes (5) 55% Partial (6)  (5 N/A)	63% Yes (10) 25% Partial (4) 13% No (2) (2 N/A)	93% Yes (13) 7% Partial (1)  (4 N/A)



## M. Adaptive Equipment/Augmentative Communication

### Noteworthy Practice

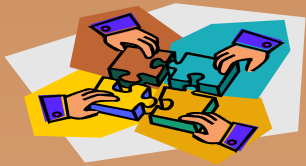
- **7 individuals (100%, 11 N/A) identified as needing adaptive equipment received all of the devices they needed.** (80% did in 2008, 67% in 2007, 27% in 2006, 78% in 2005, 38% in 2004)
- **11 of 12 individuals (92%, 6 N/A) identified as needing assistive technology received all of the devices they needed.** (54% did in 2008, 55% in 2007, 42% in 2006, 57% in 2005, 56% in 2004)
- **13 of 14 individuals (93%, 4 N/A) identified as needing communication assessment and services received all the support they needed.** (63% did in 2008, 45% in 2007, 50% in 2006, 80% in 2005, 33% in 2004)



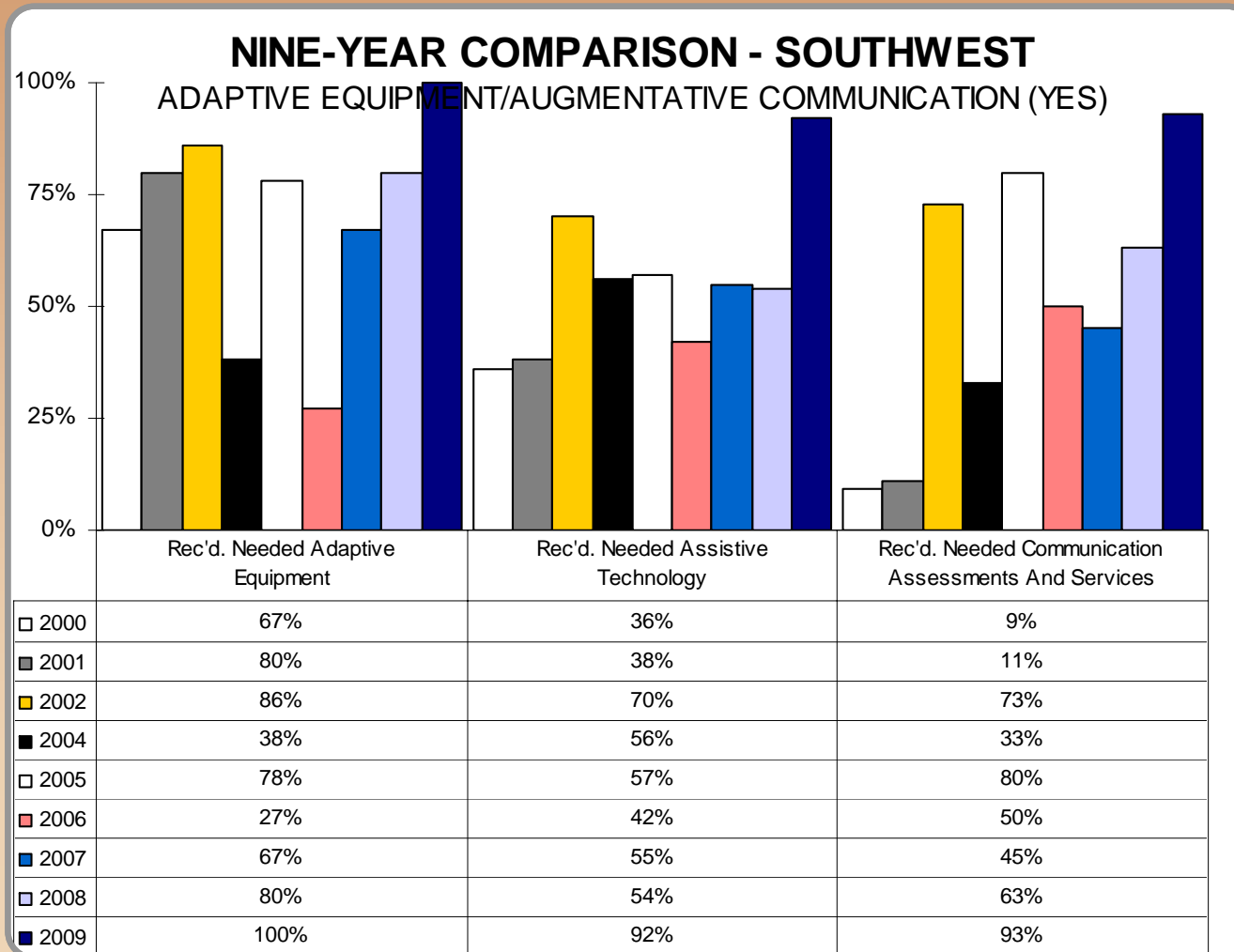
2009 Community Practice Review  
 Southwest Region  
 Findings by Area

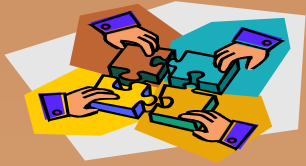
## M. Adaptive Equipment/Augmentative Communication Historical Scoring

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



# M. Adaptive Equipment/Augmentative Communication Disengagement





# Thank you!

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