



2010 Community Practice Review Southeast Region **DRAFT** Findings

Southeast Review held January 17 - February 4, 2011



Class Members: 37

Number in Sample: 16 (43%)

3 Independent Case

**Management Agencies in Sample;
1 individual served by SERO**

J & J 10 in sample

PRMC 4 in sample

SCCM 1 in sample



Day and Residential Agencies in sample:

	Day	Residential
ENMRSH	4	4
Tobosa	4	4
Esperanza	2	2
Leaders	2	2
Casa Alegre	1	1
Door of Opportunity	1	1
High Desert	1	1
CARC	1	1



Class Members with Immediate or Special Needs

One individual was found to need Immediate Attention.

1 of 16; 6%

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

Two individuals were found to have Special Attention Needs.

2 of 16; 13%

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

In 2009, two people were found to need Immediate Attention, and three people required Special Attention. One RORI and one Incident were filed for two different individuals. There were 16 people in the 2009 sample.

In 2007, no one reviewed was found to need Immediate Attention; one person required Special Attention. There were 16 people in the 2007 sample.

In 2008, two people were found to need Immediate Attention, and one person required Special Attention. There were 16 people in the 2008 sample.

In 2005, two people were found to need Immediate Attention, and seven people required Special Attention. There were 15 people in the 2005 sample.

In 2006, no one reviewed was found to need Immediate Attention; two people required Special Attention. There were 17 people in the 2006 sample.



Identified Indicators of Good Practice

People are active in their communities and have roles/memberships

- ❑ Ten people attend church.
- ❑ Ten people frequent the library.
- ❑ Five people are regulars at the Bowling Alley
- ❑ Ten people are active at their local recreation/community centers.

All individuals in the sample had an identified membership/
community role (see this and the next slide). Two people had one,
six had two, four had three, two had four, and
two had five identified memberships/roles.



Identified Indicators of Good Practice

People are active in their communities and have roles/memberships

- ❑ Two individuals are members of the Special Olympics
- ❑ One person is a registered voter; one person is a member of their Tribe
- ❑ Two people volunteer with Meals on Wheels
- ❑ One person is a member of the Piñata Festival committee and a member of the Chamber of Commerce; one person is a volunteer at the Light House Mission
- ❑ One person is a member of the Lion's Club; and one is a member of the People's Rights committee



Some people are a part of and integrated into their communities

- ❑ Fifteen people have adequate access to and use of generic services and natural supports.
- ❑ Thirteen people were seen as adequately integrated into the community.

Some people have friends

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



Some people benefit from long term, caring and respectful staff

- ❑ Four people have residential staff that have been with them for at least five years. Three of those have had staff for ten years or more!
- ❑ Five people have day staff that have been with them for at least five years, two for over ten years!
- ❑ Three people have case managers that have been with them for over five years!
- ❑ Fifteen people have case managers who “know” them and can describe their preferences, wants and needs.



Some people have proactive advocates Case Manager/Guardian

- ❑ Eight people were identified as having actively involved guardians. (Seen at least 3 times a month)
- ❑ Fifteen people have case managers who are adequately available to them.
- ❑ Twelve people have case managers who fully understand their role/job.



Some people have shown evidence of progress

- Eleven people are going more places or interacting more while in the community.
- Three people have shown a decrease in identified behaviors.
- Two people have increased their choice making..
- Five people are becoming more independent in their personal or home care or have increased their work skills.
- Six people have increased their communication abilities.



Some people have the technology and devices they need

- 109 assistive technology and adaptive equipment devices are needed by the individuals in the sample; 97 are in good repair, available, and used when needed. (89%).**



Findings by Area

A. Expectations for Growth and Quality of Life

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
31. Does the case manager have an appropriate expectation of growth for this person?	53% Yes (8) 40% Partial (6) 7% No (1)	41% Yes (7) 47% Partial (8) 12% No (2)	75% Yes (12) 25% Partial (4)	88% Yes (14) 13% Partial (2)	63% Yes (10) 31% Partial (5) 6% No (1)	81% Yes (13) 6% Partial (1) 13% No (2)
42. Does the [day services] direct service staff have an appropriate expectation of growth for this person?	67% Yes (10) 27% Partial (4) 7% No (1)	53% Yes (9) 41% Partial (7) 6% No (1)	88% Yes (14) 6% Partial (1) 6% Partial (1)	88% Yes (14) 6% Partial (1) 6% No (1)	100% Yes (16)	94% Yes (15) 6% Partial (1)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	60% Yes (9) 33% Partial (5) 7% No (1)	53% Yes (9) 47% Partial (8)	69% Yes (11) 31% Partial (5)	81% Yes (13) 6% Partial (1) 13% No (2)	88% Yes (14) 13% Partial (2)	94% Yes (15) 6% Partial (1)
84. Based on all of the evidence, in the opinion of the reviewer, has the person achieved progress in the past year?	53% Yes (8) 33% Partial (5) 13% No (2)	53% Yes (9) 47% Partial (8)	69% Yes (11) 31% Partial (5)	73% Yes (11) 27% Partial (4) (1 CND)	69% Yes (11) 31% Partial (5)	69% Yes (11) 31% Partial (5)
85. Overall, does the IDT have an appropriate expectation of growth for this person?	47% Yes (7) 47% Partial (7) 7% No (1)	12% Yes (2) 88% Partial (15)	63% Yes (10) 38% Partial (6)	69% Yes (11) 31% Partial (5)	56% Yes (9) 44% Partial (7)	81% Yes (13) 19% Partial (3)
86. Was the person provided the assistance and support needed to participate meaningfully in the planning process?	87% Yes (13) 13% No (2)	56% Yes (9) 38% Partial (6) 6% No (1) (1 CND)	100% Yes (15) (1 CND)	87% Yes (13) 7% Partial (1) 7% No (1) (1 CND)	94% Yes (15) 6% Partial (1)	94% Yes (15) 6% Partial (1)



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

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
87. Is the person offered a range of opportunities for participation in each of the life areas?	86% Yes (12) 7% Partial (1) 7% No (1) (1 CND)	35% Yes (6) 59% Partial (10) 6% No (1)	88% Yes (14) 13% Partial (2)	86% Yes (12) 14% Partial (2) (2 CND)	93% Yes (14) 7% Partial (1) (1 CND)	87% Yes (13) 13% Partial (2) (1 CND)
88. Does the person have the opportunity to make informed choices?	60% Yes (6) 30% Partial (3) 10% No (1) (5 CND)	36% Yes (4) 64% Partial (7) (6 CND)	80% Yes (8) 20% Partial (2) (6 CND)	75% Yes (6) 25% Partial (2) (8 CND)	80% Yes (8) 20% Partial (2) (6 CND)	100% Yes (6) (10 CND)
89. About where and with whom to live?	90% Yes (9) 10% No (1) (5 CND)	73% Yes (8) 27% Partial (3) (6 CND)	89% Yes (8) 11% Partial (1) (7 CND)	67% Yes (4) 17% Partial (1) 17% No (1) (10 CND)	90% Yes (9) 10% No (1) (6 CND)	86% Yes (6) 14% Partial (1) (9 CND)
90. About where and with whom to work/spend his/her day?	73% Yes (8) 18% Partial (2) 9% No (1) (4 CND)	55% Yes (6) 45% Partial (5) (6 CND)	80% Yes (8) 20% Partial (2) (6 CND)	100% Yes (7) (9 CND)	83% Yes (10) 17% Partial (2) (4 CND)	100% Yes (8) (8 CND)
91. About where and with whom to socialize/spend leisure time?	73% Yes (8) 18% Partial (2) 9% No (1) (4 CND)	45% Yes (5) 55% Partial (6) (6 CND)	90% Yes (9) 10% Partial (1) (6 CND)	100% Yes (9) (7 CND)	83% Yes (10) 17% Partial (2) (4 CND)	100% Yes (8) (8 CND)



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

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2009 (sample=16)	2010 (sample=16)
92. Does the evidence support that providers do not prevent the person from pursuing relationships and are respecting the rights of this person?	87% Yes (13) 7% Partial (1) 7% No (1)	94% Yes (16) 6% Partial (1)	100% Yes (15) (1 CND)	100% Yes (16)	100% Yes (16)
93. Overall, were the direct service staff interviewed trained on the provider's complaint process and on abuse, neglect and exploitation?	47% Yes (7) 53% Partial (8)	47% Yes (8) 53% Partial (9)	69% Yes (11) 31% Partial (5)	63% Yes (10) 38% Partial (6)	81% Yes (13) 19% Partial (3)
94. Does this person and/or guardian have adequate access to the available complaint processes/procedures?	77% Yes (10) 23% Partial (3) (2 CND)	80% Yes (12) 13% Partial (2) 7% No (1) (2 CND)	93% Yes (14) 7% Partial (1) (1 CND)	87% Yes (13) 13% Partial (2) (1 CND)	100% Yes (16)
95. Does this person know his/her guardian?	100% Yes (9) (2 N/A, 4 CND)	100% Yes (9) (8 CND)	100% Yes (7) (9 CND)	100% Yes (9) (2 N/A, 5 CND)	100% Yes (7) (2 N/A, 7 CND)
96. Does this person believe the guardian is helpful?	100% Yes (3) (2 N/A, 10 CND)	100% Yes (4) (13 CND)	100% Yes (5) (11 CND)	100% Yes (4) (2 N/A, 10 CND)	100% Yes (4) (2 N/A, 10 CND)
97. What is the level of participation of the legal guardian in this person's life and service planning?	46% Active (6) 31% Moderate (4) 23% Limited (3) (2 N/A)	29% Active (5) 47% Moderate (8) 18% Limited (3) 6% None (1)	31% Active (5) 31% Moderate (5) 38% Limited (6)	43% Active (6) 57% Moderate (8) (2 N/A)	53% Active (8) 27% Moderate (4) 13% Limited (2) 7% None (1) (1 N/A)



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

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
98. In the Reviewer's opinion, does the person need a friend advocate?	7% Yes (1) 93% No (14)	18% Yes (3) 82% No (14)	13% Yes (2) 88% No (14)	100% No (16)	100% No (16)	100% No (16)
99. Does the person have a friend advocate?	0% Yes 100% No (1) (14 N/A)	20% Yes (1) 80% No (4) (12 N/A)	100% Yes (2) (14 N/A)	(16 N/A)	(16 N/A)	(16 N/A)
100. If the person is retired, does he/she have adequate opportunities to engage in activities of interest during the day?	100% Yes (6) (8 N/A, 1 CND)	(17 N/A)	100% Yes (3) (13 N/A)	100% Yes (1) (15 N/A)	67% Yes (2) 33% Partial (1) (13 N/A)	100% Yes (3) (13 N/A)
101. Does the person have daily choices/appropriate autonomy over his/her life?	67% Yes (10) 27% Partial (4) 7% No (1)	65% Yes (11) 29% Partial (5) 6% No (1)	63% Yes (10) 31% Partial (5) 6% No (1)	94% Yes (15) 6% Partial (1)	88% Yes (14) 13% Partial (2)	81% Yes (13) 19% Partial (3)
102. Have the person's cultural preferences been accommodated?	77% Yes (10) 15% Partial (2) 8% No (1) (2 CND)	100% Yes (17)	93% Yes (13) 7% Partial (1) (2 CND)	100% Yes (16)	100% Yes (16)	88% Yes (14) 13% Partial (2)
103. Is the person treated with dignity and respect?	87% Yes (13) 13% Partial (2)	59% Yes (10) 41% Partial (7)	81% Yes (13) 19% Partial (3)	63% Yes (10) 38% Partial (6)	69% Yes (11) 31% Partial (5)	81% Yes (13) 19% Partial (3)



A. Expectations for Growth and Quality of Life

Noteworthy Practice

- **15 of 16 individuals (94%) were provided adequate assistance and support needed to participate meaningfully in the planning process.** (94% in 2009, 87% in 2008, 100% in 2007, 56% in 2006, 87% in 2005) Q# 86
- **13 of 15 individuals (87%, 1 CND) were offered a range of opportunities for participation in each life area.** (93% in 2009, 86% in 2008, 88% in 2007, 35% in 2006, 86% in 2005) Q# 87
- **13 of 16 individuals (81%) were found to have daily choices/appropriate autonomy over their lives.** (88% in 2009, 94% in 2008, 63% in 2007, 65% in 2006, 67% in 2005) Q#101
- **14 of 16 individuals (88%) were found to have their cultural preferences accommodated.** (100% in 2009 and 2008, 93% in 2007, 100% in 2006, 77% in 2005) Q# 102



B. Satisfaction

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
104. Overall, is the person satisfied with the current services?	75% Yes (6) 25% Partial (2) (7 CND)	63% Yes (5) 38% Partial (3) (9 CND)	100% Yes (5) (11 CND)	50% Yes (1) 50% Partial (1) (14 CND)	82% Yes (9) 18% Partial (2) (5 CND)	86% Yes (6) 14% Partial (1) (9 CND)
105. Does the person get along with the case manager?	100% Yes (6) (9 CND)	100% Yes (3) (14 CND)	100% Yes (5) (10 CND, 1 No Case Manager)	100% Yes (2) (14 CND)	100% Yes (6) (10 CND)	100% Yes (5) (11 CND)
106. Does the person find the case manager helpful?	100% Yes (4) (11 CND)	100% Yes (3) (14 CND)	100% Yes (3) (12 CND, 1 No Case Manager)	(16 CND)	100% Yes (3) (13 CND)	100% Yes (5) (11 CND)
107. Does the legal guardian find the case manager helpful?	92% Yes (11) 8% No (1) (2 N/A, 1 CND)	71% Yes (10) 21% Partial (3) 7% No (1) (3 CND)	93% Yes (13) 7% Partial (1) (1 CND, 1 No Case Manager)	93% Yes (13) 7% No (1) (1 N/A, 1 CND)	82% Yes (9) 18% Partial (2) (1 N/A, 4 CND)	100% Yes (13) (1 N/A, 2 CND)
108. Does the person have adequate food and drink available?	100% Yes (14) (1 CND)	100% Yes (15) (2 CND)	93% Yes (14) 7% Partial (1) (1 CND)	100% Yes (14) (2 CND)	100% Yes (15) (1 CND)	100% Yes (13) (3 CND)
109. Does the person have adequate transportation to meet his/her needs?	87% Yes (13) 13% Partial (2)	94% Yes (16) 6% No (1)	87% Yes (13) 13% Partial (2) (1 CND)	93% Yes (14) 7% Partial (1) (1 CND)	100% Yes (16)	87% Yes (13) 13% Partial (2) (1 CND)



B. Satisfaction (cont'd)

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
110. Does the person have sufficient personal money?	93% Yes (13) 7% Partial (1) (1 CND)	75% Yes (12) 25% Partial (4) (1 CND)	93% Yes (14) 7% Partial (1) (1 CND)	93% Yes (14) 7% Partial (1) (1 CND)	88% Yes (14) 13% Partial (2)	100% Yes (15) (1 CND)
111. Does the person get along with their day program/employment staff?	85% Yes (11) 15% Partial (2) (1 N/A, 1 CND)	86% Yes (12) 14% Partial (2) (3 CND)	100% Yes (11) (5 CND)	100% Yes (12) (4 CND)	93% Yes (14) 7% Partial (1) (1 CND)	100% Yes (11) (5 CND)
112. Does the person get along with the residential provider staff?	100% Yes (14) (1 CND)	100% Yes (15) (2 CND)	100% Yes (11) (5 CND)	100% Yes (11) (5 CND)	93% Yes (14) 7% Partial (1) (1 CND)	100% Yes (12) (4 CND)



B. Satisfaction

Noteworthy Practice

- **13 of 13 individuals (100%, 3 CND) had adequate food and drink available.** (100% in 2009 and 2008, 93% in 2007, 100% in 2006 and 2005) Q#108
- **87% of individuals (13 of 15, 1 CND) had adequate transportation to meet his/her needs.** (100% in 2009, 93% in 2008, 100% in 2007, 94% in 2006, 87% in 2005) #109
- **Of the class members for whom a determination could be made:**
 - **100% of guardians found the case manager helpful.** Q#107
 - **100% got along with their day/employment staff.** Q#111
 - **100% got along with their residential staff.** Q#112



C. Assessments

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
57. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts?	53% Yes (8) 40% Partial (6) 7% No (1)	41% Yes (7) 53% Partial (9) 6% No (1)	75% Yes (12) 19% Partial (3) 6% No (1)	81% Yes (13) 13% Partial (2) 6% No (1)	69% Yes (11) 31% Partial (5)	75% Yes (12) 25% Partial (4)
58. Did the team arrange for and obtain the needed, relevant assessments?	40% Yes (6) 53% Partial (8) 7% No (1)	18% Yes (3) 76% Partial (13) 6% No (1)	69% Yes (11) 25% Partial (4) 6% No (1)	44% Yes (7) 56% Partial (9)	56% Yes (9) 44% Partial (7)	50% Yes (8) 50% Partial (8)
59. Are the assessments adequate for planning?	67% Yes (10) 27% Partial (4) 7% No (1)	35% Yes (6) 53% Partial (9) 12% No (2)	81% Yes (13) 13% Partial (2) 6% No (1)	56% Yes (9) 44% Partial (7)	56% Yes (9) 44% Partial (7)	56% Yes (9) 44% Partial (7)
60. Were the recommendations from assessments used in planning?	60% Yes (9) 33% Partial (5) 7% No (1)	29% Yes (5) 65% Partial (11) 6% No (1)	69% Yes (11) 25% Partial (4) 6% No (1)	44% Yes (7) 50% Partial (8) 6% No (1)	50% Yes (8) 44% Partial (7) 6% No (1)	56% Yes (9) 44% Partial (7)



C. Assessments

Practice Challenges

- **50% of teams (8 of 16) did not adequately arrange for and obtain the needed, relevant assessments.** (44% did not in 2009, 56% in 2008, 31% in 2007, 82% in 2006, 60% in 2005) Q# 58
- **44% of assessments (7 of 16) were not adequate for planning.** (44% were not in 2009 and 2008, 19% in 2007, 65% in 2006, 34% in 2005) Q# 59
- **44% of individuals (7 of 16) had recommendations from assessments that were not adequately used in planning.** (50% were not in 2009, 56% in 2008, 31% in 2007, 71% in 2006, 40% in 2005) Q# 60



D. Adequacy of Planning and Adequacy of Services

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
61. Is there a document called an Individual Service Plan (ISP) that was developed within the last year?	93% Yes (14) 7% No (1)	94% Yes (16) 6% No (1)	100% Yes (16)	100% Yes (16)	100% Yes (16)	100% Yes (16)
62. Was the ISP developed by an appropriately constituted IDT?	64% Yes (9) 36% Partial (5) (1 N/A)	44% Yes (7) 50% Partial (8) 6% No (1) (1 N/A)	63% Yes (10) 31% Partial (5) 6% No (1)	63% Yes (10) 38% Partial (6)	63% Yes (10) 38% Partial (6)	69% Yes (11) 31% Partial (5)
63. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP?	43% Yes (3) 57% Partial (4) (8 N/A)	50% Yes (7) 21% Partial (3) 29% No (4) (3 N/A)	58% Yes (7) 25% Partial (3) 17% No (2) (4 N/A)	55% Yes (6) 27% Partial (3) 18% No (2) (5 N/A)	77% Yes (10) 15% Partial (2) 8% No (1) (3 N/A)	75% Yes (9) 25% Partial (3) (4 N/A)
64. Overall, is the long-term vision adequate?	50% Yes (7) 50% Partial (7) (1 N/A)	31% Yes (5) 63% Partial (10) 6% No (1) (1 N/A)	75% Yes (12) 25% Partial (4)	69% Yes (11) 25% Partial (4) 6% No (1)	56% Yes (9) 44% Partial (7)	44% Yes (7) 56% Partial (9)
65*. Overall, does the Narrative and/or Progress Towards Reaching the Long-Term Vision Section of the ISP give adequate guidance to achieving the person's long-term vision?	71% Yes (10) 29% Partial (4) (1 N/A)	63% Yes (10) 31% Partial (5) 6% No (1) (1 N/A)	75% Yes (12) 25% Partial (4)	63% Yes (10) 38% Partial (6)	81% Yes (13) 19% Partial (3)	69% Yes (11) 31% Partial (5)
66*. Overall, is Vision Section of the ISP used as the basis for outcome development?	57% Yes (8) 29% Partial (4) 14% No (2) (1 N/A)	75% Yes (12) 19% Partial (3) 6% No (1) (1 N/A)	75% Yes (12) 25% Partial (4)	81% Yes (13) 13% Partial (2) 6% No (1)	88% Yes (14) 13% Partial (2)	94% Yes (15) 6% Partial (1)
67*. Overall, do the outcomes in the ISP include criteria by which the team can determine when the outcome (s) have been achieved?	64% Yes (9) 29% Partial (4) 7% No (1) (1 N/A)	31% Yes (5) 56% Partial (9) 13% No (2) (1 N/A)	31% Yes (5) 63% Partial (10) 6% No (1)	69% Yes (11) 19% Partial (3) 13% No (2)	50% Yes (8) 50% Partial (8)	63% Yes (10) 31% Partial (5) 6% No (1)



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

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
68*. Overall, are the ISP outcomes related to achieving the person's long-term vision?	57% Yes (8) 29% Partial (4) 14% No (2) (1 N/A)	56% Yes (9) 44% Partial (7) (1 N/A)	75% Yes (12) 25% Partial (4)	81% Yes (13) 13% Partial (2) 6% No (1)	94% Yes (15) 6% Partial (1)	94% Yes (15) 6% Partial (1)
69*. Overall, do the ISP outcomes address the person's major needs?	50% Yes (7) 50% Partial (7) (1 N/A)	44% Yes (7) 44% Partial (7) 13% No (2) (1 N/A)	63% Yes (10) 31% Partial (5) 6% No (1)	44% Yes (7) 38% Partial (6) 19% No (3)	69% Yes (11) 31% Partial (5)	44% Yes (7) 56% Partial (9)
70*. Overall, are the Action Plans specific and relevant to assisting the person in achieving his/her outcomes?	71% Yes (10) 21% Partial (3) 7% No (1) (1 N/A)	38% Yes (6) 56% Partial (9) 6% No (1) (1 N/A)	69% Yes (11) 25% Partial (4) 6% No (1)	69% Yes (11) 25% Partial (4) 6% No (1)	69% Yes (11) 31% Partial (5)	81% Yes (13) 19% Partial (3)
71*. Overall, are the Teaching and Support strategies sufficient to ensure consistent implementation of the services provided?	79% Yes (11) 21% Partial (3) (1 N/A)	56% Yes (9) 31% Partial (5) 13% No (2) (1 N/A)	73% Yes (11) 27% Partial (4) (1 N/A)	56% Yes (9) 38% Partial (6) 6% No (1)	81% Yes (13) 19% Partial (3)	69% Yes (11) 31% Partial (5)
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?	50% Yes (6) 42% Partial (5) 8% No (1) (3 N/A)	60% Yes (9) 33% Partial (5) 7% No (1) (2 N/A)	47% Yes (7) 47% Partial (7) 7% No (1) (1 N/A)	69% Yes (11) 25% Partial (4) 6% No (1)	56% Yes (9) 44% Partial (7)	88% Yes (14) 13% Partial (2)
73*. If needed, does the ISP contain a specific Crisis Prevention and Intervention Plan that meets the person's needs?	92% Yes (12) 8% Partial (1) (2 N/A)	56% Yes (9) 38% Partial (6) 6% No (1) (1 N/A)	93% Yes (13) 7% Partial (1)	56% Yes (9) 38% Partial (6) 6% No (1)	56% Yes (9) 44% Partial (7)	67% Yes (10) 27% Partial (4) 7% No (1) (1 N/A)



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

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
74*. Does the ISP contain information regarding primary health (medical) care?	86% Yes (12) 14% Partial (2) (1 N/A)	75% Yes (12) 25% Partial (4) (1 N/A)	94% Yes (15) 6% Partial (1)	100% Yes (16)	88% Yes (14) 13% Partial (2)	94% Yes (15) 6% Partial (1)
74a*. Does the ISP face sheet contain contact information for the PCP?			100% Yes (16)	100% Yes (16)	94% Yes (15) 6% Partial (1)	94% Yes (15) 6% Partial (1)
74b*. Is the Healthcare Coordinator's name and contact information listed in the ISP?			100% Yes (16)	100% Yes (16)	94% Yes (15) 6% Partial (1)	100% Yes (16)
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?	100% Yes (14) (1 N/A)	69% Yes (11) 31% Partial (5) (1 N/A)	75% Yes (12) 13% Partial (2) 13% No (2)	50% Yes (8) 31% Partial (5) 19% No (3)	100% Yes (13) (3 N/A)	100% Yes (9) (7 N/A)
76. Does the ISP reflect how the person will obtain prescribed medications?	86% Yes (12) 14% Partial (2) (1 N/A)	69% Yes (11) 31% Partial (5) (1 N/A)	100% Yes (15) (1 N/A)	100% Yes (16)	100% Yes (16)	100% Yes (16)
77. Does the ISP contain a list of adaptive equipment needed and who will provide it?	75% Yes (9) 25% Partial (3) (3 N/A)	25% Yes (4) 63% Partial (10) 13% No (2) (1 N/A)	46% Yes (6) 46% Partial (6) 8% No (1) (3 N/A)	67% Yes (10) 20% Partial (3) 13% No (2) (1 N/A)	47% Yes (7) 53% Partial (8) (1 N/A)	88% Yes (14) 13% Partial (2)



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

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
78. Overall, is the ISP adequate to meet the person's needs?	36% Yes (5) 64% Partial (9) (1 N/A)	6% Yes (1) 94% Partial (15) (1 N/A)	25% Yes (4) 75% Partial (12)	31% Yes (5) 63% Partial (10) 6% No (1)	38% Yes (6) 63% Partial (10)	25% Yes (4) 75% Partial (12)
79. If #78 is rated "2", is the ISP being implemented?	80% Yes (4) 20% Partial (1) (10 N/A)	0% Yes 100% Partial (1) (16 N/A)	100% Yes (4) (12 N/A)	40% Yes (2) 40% Partial (2) 20% No (1) (11 N/A)	33% Yes (2) 67% Partial (4) (10 N/A)	75% Yes (3) 25% Partial (1) (12 N/A)
80a. If there is no ISP, or if #78 is rated "0" or "1", is the ISP being implemented?	10% Yes (1) 80% Partial (8) 10% No (1) (5 N/A)	25% Yes (4) 75% Partial (12) (1 N/A)	50% Yes (6) 50% Partial (6) (4 N/A)	18% Yes (2) 82% Partial (9) (5 N/A)	50% Yes (5) 50% Partial (5) (6 N/A)	38% Yes (5) 62% Partial (8) (3 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?	67% Yes (10) 27% Partial (4) 7% No (1)	53% Yes (9) 41% Partial (7) 6% No (1)	81% Yes (13) 19% Partial (3)	69% Yes (11) 31% Partial (5)	30% Yes (3) 50% Partial (5) 20% No (2) (6 N/A)	38% Yes (5) 62% Partial (8) (3 N/A)
81. Overall, were the direct service staff trained on the implementation of the ISP?	67% Yes (10) 27% Partial (4) 7% No (1)	53% Yes (9) 41% Partial (7) 6% No (1)	81% Yes (13) 19% Partial (3)	69% Yes (11) 31% Partial (5)	81% Yes (13) 19% Partial (3)	56% Yes (9) 44% Partial (7)
82. Overall, were the direct service staff able to describe their responsibilities in providing daily care/support to the person?	73% Yes (11) 27% Partial (4)	47% Yes (8) 53% Partial (9)	63% Yes (10) 38% Partial (6)	69% Yes (11) 31% Partial (5)	63% Yes (10) 38% Partial (6)	69% Yes (11) 31% Partial (5)
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?	53% Yes (8) 40% Partial (6) 7% No (1)	24% Yes (4) 59% Partial (10) 18% No (3)	44% Yes (7) 44% Partial (7) 13% No (2)	44% Yes (7) 56% Partial (9)	31% Yes (5) 63% Partial (10) 6% No (1)	44% Yes (7) 56% Partial (9)



D. Adequacy of Planning and Adequacy of Services

Noteworthy Practice

- **15 of 16 people (94%) have an ISP Vision Section used as the basis for outcome development.** (88% in 2009, 81% in 2008, 75% in 2007, 75% in 2006, 57% in 2005) Q# 66
- **94% of individuals (15 of 16) have ISP outcomes that relate to achieving their long-term vision.** (94% in 2009, 81% in 2008, 75% in 2007, 56% in 2006, 57% in 2005) Q#68
- **15 of 16 people (94%) have ISPs that contain specific arrangements for primary health care.** (88% in 2009, 100% in 2008, 94% in 2007, 75% in 2006, 86% in 2005) Q# 74



D. Adequacy of Planning and Adequacy of Services

Practice Challenges

- **56% of ISPs (9 of 16) do not have outcomes that address the person's major needs. (31% did not in 2009, 2008 and 2007, 62% in 2006, 28% in 2005) Q#69**
- **12 of 16 ISPs (75%) were not found to be adequate to meet the person's needs. (63% were not in 2009, 69% in 2008, 75% in 2007, 94% in 2006, 64% in 2005) Q#78**
- **56% of ISPs (9 of 16) progress notes or other documentation in the case management record did not adequately reflect the status of the outcomes and services of the key life areas stated in the ISP. (69% did not in 2009, 56% in 2008, 57% in 2007, 77% in 2006, 47% in 2005) Q#83**



E. Individual Service Planning & Summary

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
141. Does the person have an ISP that addresses living, learning/working and social/leisure that correlates with the person's desire and capabilities, in accordance with DOH regulations?	73% Yes (11) 20% Partial (3) 7% No (1)	71% Yes (12) 24% Partial (4) 6% No (1)	100% Yes (16)	94% Yes (15) 6% Partial (1)	88% Yes (14) 13% Partial (2)	94% Yes (15) 6% Partial (1)
142*. Does the person have an ISP that contains a Progress Towards Reaching the Long Term Vision section that is based on a long-term view?	73% Yes (11) 20% Partial (3) 7% No (1)	88% Yes (15) 12% No (2)	81% Yes (13) 19% Partial (3)	81% Yes (13) 13% Partial (2) 6% No (1)	81% Yes (13) 13% Partial (2) 6% No (1)	63% Yes (10) 38% Partial (6)
143. Does the person receive services and supports recommended in the ISP?	47% Yes (7) 47% Partial (7) 7% No (1)	47% Yes (8) 47% Partial (8) 6% No (1)	94% Yes (15) 6% Partial (1)	63% Yes (10) 38% Partial (6)	81% Yes (13) 19% Partial (3)	88% Yes (14) 13% Partial (2)
144. Does the person have adequate access to and use of generic services and natural supports?	87% Yes (13) 7% Partial (1) 7% No (1)	59% Yes (10) 41% Partial (7)	81% Yes (13) 19% Partial (3)	94% Yes (15) 6% Partial (1)	88% Yes (14) 13% Partial (2)	94% Yes (15) 6% Partial (1)
145. Is the person adequately integrated into the community?	67% Yes (10) 20% Partial (3) 13% No (2)	41% Yes (7) 53% Partial (9) 6% No (1)	69% Yes (11) 31% Partial (5)	69% Yes (11) 31% Partial (5)	63% Yes (10) 38% Partial (6)	81% Yes (13) 19% Partial (3)
146. Overall, is the ISP adequate to meet the person's needs?	33% Yes (5) 60% Partial (9) 7% No (1)	6% Yes (1) 88% Partial (15) 6% No (1)	25% Yes (4) 75% Partial (12)	31% Yes (5) 63% Partial (10) 6% No (1)	38% Yes (6) 63% Partial (10)	25% Yes (4) 75% Partial (12)
147. Is the program of the level of intensity adequate to meet this person's needs?	33% Yes (5) 60% Partial (9) 7% No (1)	24% Yes (4) 76% Partial (13)	75% Yes (12) 25% Partial (4)	31% Yes (5) 69% Partial (11)	38% Yes (6) 63% Partial (10)	38% Yes (6) 63% Partial (10)



E. Individual Service Planning

Noteworthy Practice:

- **94% of individuals (15 of 16) have an ISP that addresses all life areas and correlates with their desires and capabilities. (88% in 2009, 94% in 2008, 100% in 2007, 71% in 2006, 73% in 2005) Q#141**
- **14 of 16 individuals (88%) receive the services and support recommended in the ISP. (81% in 2009, 63% in 2008, 63% in 2007, 47% in 2006, 47% in 2005) Q# 143**
- **94% of the sample (15 of 16) were found to have adequate access to and use of generics services and natural supports. (88% in 2009, 94% in 2008, 81% in 2007, 59% in 2006, 87% in 2005) Q# 144**

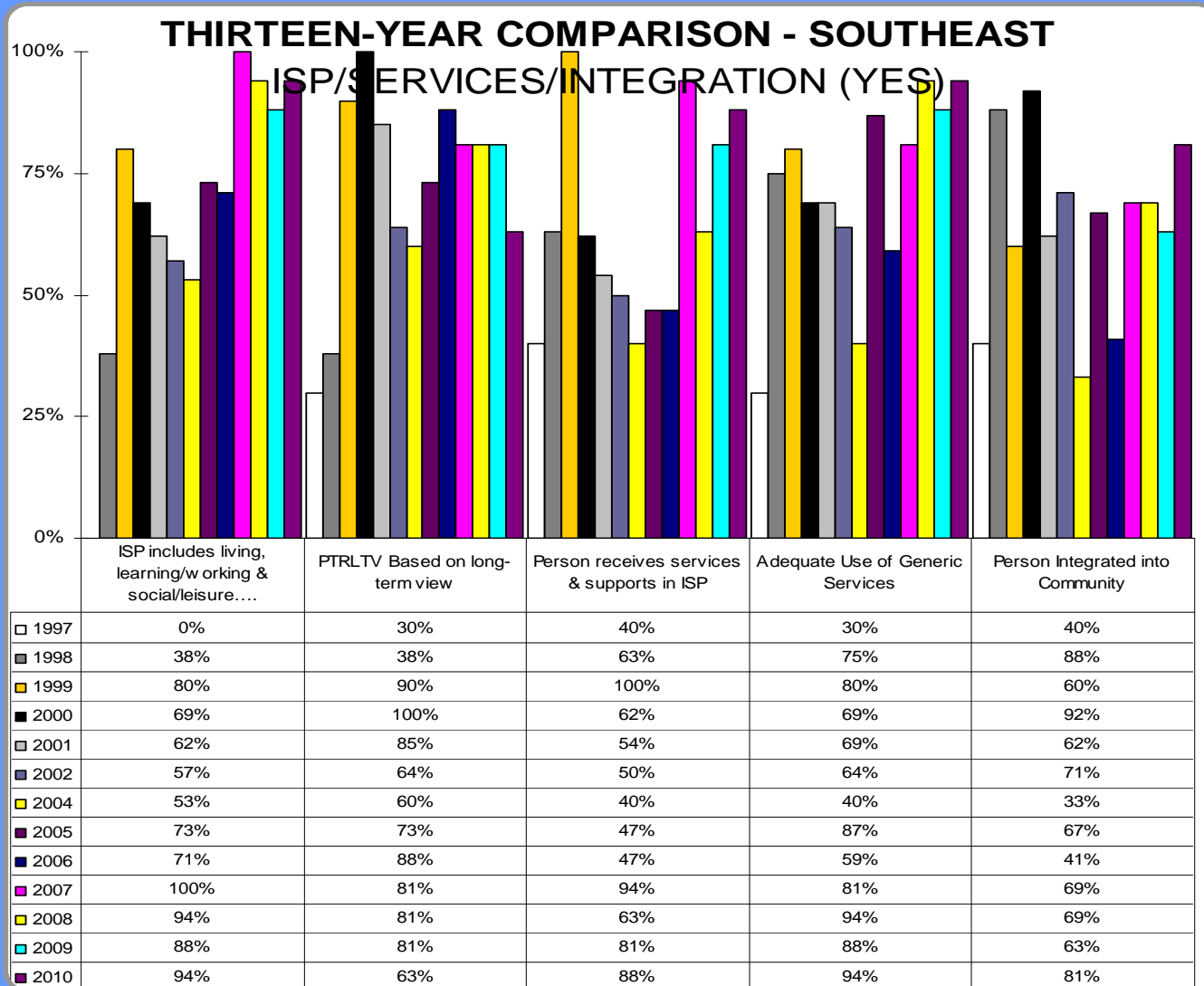


E. Individual Service Planning – Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010
141. Does the person have an ISP that includes living, learning/working and social/leisure that correlates to ...	69%	62%	57%	53%	73%	71%	100%	94%	88%	94%
142. Does the person have an ISP that contains a Progress Towards Reaching the Long Term Vision section that is based on a long-term view?	100%	85%	64%	60%	73%	88%	81%	81%	81%	63%
143. Does the person receive services and supports recommended in the ISP?	62%	54%	50%	40%	47%	47%	94%	63%	81%	88%
144. Does the person have adequate access to and use of generic services and natural supports?	69%	69%	64%	40%	87%	59%	81%	94%	88%	94%
145. Is the person adequately integrated into the community?	92%	62%	71%	33%	67%	41%	69%	69%	63%	81%



E. Individual Service Planning – Disengagement





F. Team Process

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
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 (14) (3 N/A)	Question eliminated			
114. Are the individual members of the IDT following up on their responsibilities?	27% Yes (4) 73% Partial (11)	29% Yes (5) 59% Partial (10) 12% No (2)	56% Yes (9) 44% Partial (7)	38% Yes (6) 56% Partial (9) 6% No (1)	31% Yes (5) 69% Partial (11)	31% Yes (5) 69% Partial (11)
115. If there is evidence of team conflict, has the team made efforts to build consensus?	50% Yes (1) 50% Partial (1) (13 N/A)	75% Yes (3) 25% Partial (1) (13 N/A)	50% Yes (1) 50% Partial (1) (14 N/A)	33% Yes (1) 67% Partial (2) (13 N/A)	100% Yes (3) (13 N/A)	80% Yes (4) 20% Partial (1) (11 N/A)
116. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs?	87% Yes (13) 13% No (2)	75% Yes (12) 25% No (4) (1 N/A)	93% Yes (14) 7% No (1) (1 N/A)	71% Yes (10) 29% No (4) (2 N/A)	80% Yes (12) 20% No (3) (1 N/A)	94% Yes (15) 6% No (1)
117. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented?	80% Yes (12) 20% Partial (3)	71% Yes (12) 24% Partial (4) 6% No (1)	100% Yes (16)	81% Yes (13) 19% Partial (3)	94% Yes (15) 6% Partial (1)	100% Yes (16)
118. Do you recommended Team Process Training for this IDT?	13% Yes (2) 87% No (13)	6% Yes (1) 94% No (16)	100% No (16)	100% No (16)	6% Yes (1) 94% No (15)	100% No (16)



F. Team Process (continued)

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
119. Is there evidence or documentation of physical regression in the last year?	14% Yes (2) 86% No (12) (1 CND)	18% Yes (3) 82% No (14)	19% Yes (3) 81% No (13)	38% Yes (6) 63% No (10)	56% Yes (9) 44% No (7)	25% Yes (4) 75% No (12)
120. Is there evidence or documentation of behavioral or functional regression in the last year?	7% Yes (1) 93% No (14)	12% Yes (2) 88% No (15)	13% Yes (2) 87% No (13) (1 CND)	19% Yes (3) 81% No (13)	19% Yes (3) 81% No (13)	19% Yes (3) 81% No (13)
121. If #119 or 120 is Yes, is the IDT adequately addressing the regression?	50% Yes (1) 50% No (1) (13 N/A)	50% Yes (2) 50% Partial (2) (13 N/A)	75% Yes (3) 25% Partial (1) (12 N/A)	75% Yes (6) 13% Partial (1) 13% No (1) (8 N/A)	78% Yes (7) 22% Partial (2) (7 N/A)	60% Yes (3) 20% Partial (1) 20% No (1) (11 N/A)
122. Has the person changed residential/day services in the last year? If Yes, was the change:	20% Yes (3) 80% No (12)	29% Yes (5) 71% No (12)	6% Yes (1) 94% No (15)	13% Yes (2) 88% No (14)	13% Yes (2) 88% No (14)	100% No (16)
122a. Planned by the IDT?	100% Yes (3) (12 N/A)	80% Yes (4) 20% Partial (1) (12 N/A)	100% Yes (1) (15 N/A)	100% Yes (2) (14 N/A)	50% Yes (1) 50% Partial (1) (14 N/A)	(16 N/A)
122b. Appropriate to meet needs?	67% Yes (2) 33% Partial (1) (12 N/A)	80% Yes (4) 20% Partial (1) (12 N/A)	100% Yes (1) (15 N/A)	100% Yes (2) (14 N/A)	100% Yes (2) (14 N/A)	(16 N/A)
123. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person?	33% Yes (5) 60% Partial (9) 7% No (1)	24% Yes (4) 65% Partial (11) 12% No (2)	75% Yes (12) 25% Partial (4)	25% Yes (4) 63% Partial (10) 13% No (2)	50% Yes (8) 50% Partial (8)	38% Yes (6) 63% Partial (10)



F. Team Process

Practice Challenges

- **69% of IDTs (11 of 16) had members who were not adequately following up on their responsibilities.** (69% were not in 2009, 62% in 2008, 44% were not in 2007, 71% in 2006, 73% in 2005) Q#114
- **For 63% of the individuals (10 of 16), the IDT process was found to only be partially adequate for assessing, planning, implementing and monitoring of services.** (50% in 2009, 76% in 2008, 25% in 2007, 77% in 2006, 67% in 2005) Q#123



G. Health Related Needs

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
30. Was the case manager able to describe the person's health related needs?	53% Yes (8) 40% Partial (6) 7% No (1)	47% Yes (8) 41% Partial (7) 12% No (2)	81% Yes (13) 19% Partial (3)	69% Yes (11) 25% Partial (4) 6% No (1)	63% Yes (10) 38% Partial (6)	69% Yes (11) 31% Yes (5)
38. Was the [day/employment] direct service staff able to describe the person's health related needs?	67% Yes (10) 27% Partial (4) 7% No (1)	71% Yes (12) 29% Partial (5)	81% Yes (13) 19% Partial (3)	56% Yes (9) 38% Partial (6) 6% No (1)	75% Yes (12) 25% Partial (4)	75% Yes (12) 25% Partial (4)
48. Was the residential service staff able to describe the person's health related needs?	53% Yes (8) 40% Partial (6) 7% No (1)	88% Yes (15) 12% Partial (2)	56% Yes (9) 38% Partial (6) 6% No (1)	75% Yes (12) 25% Partial (4)	63% Yes (10) 38% Partial (6)	69% Yes (11) 31% Partial (5)
54. Overall, were the team members interviewed able to describe the person's health-related needs?	27% Yes (4) 67% Partial (10) 7% No (1)	47% Yes (8) 53% Partial (9)	44% Yes (7) 56% Partial (9)	31% Yes (5) 69% Partial (11)	50% Yes (8) 50% Partial (8)	63% Yes (10) 38% Partial (6)
55. Is there evidence that the IDT discussed the person's health-related issues?	60% Yes (9) 33% Partial (5) 7% No (1)	59% Yes (10) 35% Partial (6) 6% No (1)	81% Yes (13) 19% Partial (3)	69% Yes (11) 31% Partial (5)	63% Yes (10) 38% Partial (6)	75% Yes (12) 25% Partial (4)
56. In the opinion of the reviewer, are the person's health supports/needs being adequately addressed?	20% Yes (3) 73% Partial (11) 7% No (1)	24% Yes (4) 71% Partial (12) 6% No (1)	56% Yes (9) 44% Partial (7)	44% Yes (7) 56% Partial (9)	38% Yes (6) 63% Partial (10)	13% Yes (2) 88% Partial (14)



G. Health Related Needs

Practice Challenges

- **38% of teams (6 of 16), overall, were not able to describe the person's health-related needs. (50% were not in 2009, 69% in 2008, 56% in 2007, 53% in 2006, 74% in 2005) Q#54**
 - **31% of case managers (5 of 16) could not adequately describe the person's health-related needs. (38% could not in 2009, 31% in 2008, 19% in 2007, 53% in 2006, 47% in 2005) Q#30**
 - **25% of day service staff (4 of 16) could not adequately describe the person's health-related needs. (25% could not in 2009, 44% in 2008, 19% in 2007, 29% in 2006, 34% in 2005) Q#38**
 - **31% of residential staff (6 of 16) could not adequately describe the person's health-related needs. (38% could not in 2009, 25% in 2008, 44% in 2007, 12% in 2006, 47% in 2005) Q#48**
- **88% of individuals in the sample (14 of 16) had health supports/needs that were not being adequately addressed. (63% could not in 2009, 56% in 2008, 44% in 2007, 77% in 2006, 80% in 2005) Q#56**



H. Supported Employment (cont'd)

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
124. Has the IDT, or the reviewer recommended a supported employment assessment for the person?	47% Yes (7) 53% No (8)	88% Yes (15) 12% No (2)	81% Yes (13) 19% No (3)	56% Yes (9) 44% No (7)	88% Yes (14) 13% No (2)	81% Yes (13) 19% No (3)
125. In the opinion of the IDT or the reviewer, does the person need supported employment?	40% Yes (6) 60% No (9)	65% Yes (11) 35% No (6)	56% Yes (9) 44% No (7)	50% Yes (8) 50% No (8)	63% Yes (10) 38% No (6)	63% Yes (10) 38% No (6)
126. Did the person receive a supported employment assessment?	88% Yes (7) 13% No (1) (7 N/A)	80% Yes (12) 20% No (3) (2 N/A)	85% Yes (11) 15% No (2) (3 N/A)	78% Yes (7) 22% No (2) (7 N/A)	87% Yes (13) 13% No (2) (1 N/A)	85% Yes (11) 15% No (2) (3 N/A)
127. Does the supported employment assessment conform to the DOH regulations?	38% Yes (3) 50% Partial (4) 13% No (1) (7 N/A)	21% Yes (3) 64% Partial (9) 14% No (2) (3 N/A)	69% Yes (9) 15% Partial (2) 15% Partial (2) (3 N/A)	75% Yes (6) 13% Partial (1) 13% Partial (1) (8 N/A)	57% Yes (8) 29% Partial (4) 14% No (2) (2 N/A)	69% Yes (9) 15% Partial (2) 15% No (2) (3 N/A)
128. Does the person have a career development plan (based on assessments) that meets the person's needs?	14% Yes (1) 57% Partial (4) 29% No (2) (8 N/A)	9% Yes (1) 64% Partial (7) 27% No (3) (6 N/A)	64% Yes (7) 27% Partial (3) 9% No (1) (5 N/A)	63% Yes (5) 13% Partial (1) 25% No (2) (8 N/A)	42% Yes (5) 33% Partial (4) 25% Yes (3) (4 N/A)	36% Yes (4) 55% Partial (6) 9% No (1) (5 N/A)
129. Is the person engaged in supported employment?	50% Yes (3) 50% No (3) (9 N/A)	36% Yes (4) 64% No (7) (6 N/A)	80% Yes (8) 20% No (2) (6 N/A)	63% Yes (5) 38% No (3) (8 N/A)	80% Yes (8) 20% No (2) (6 N/A)	80% Yes (8) 20% No (2) (6 N/A)



H. Supported Employment (cont'd)

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
130. Is the supported work provided in accordance with the following?	17% Yes (1) 33% Partial (2) 50% No (3) (9 N/A)	9% Yes (1) 27% Partial (3) 64% No (7) (6 N/A)	70% Yes (7) 10% Partial (1) 20% No (2) (6 N/A)	25% Yes (2) 38% Partial (3) 38% No (3) (8 N/A)	60% Yes (6) 20% Partial (2) 20% No (2) (6 N/A)	40% Yes (4) 40% Partial (4) 20% No (2) (6 N/A)
130a. At least a 10-hour work week?	50% Yes (3) 50% No (3) (9 N/A)	18% Yes (2) 82% No (9) (6 N/A)	70% Yes (7) 30% No (3) (6 N/A)	25% Yes (2) 75% No (6) (8 N/A)	60% Yes (6) 40% No (4) (6 N/A)	40% Yes (4) 60% No (6) (6 N/A)
130b. Person earns at least ½ of minimum wage?	17% Yes (1) 83% No (5) (9 N/A)	45% Yes (5) 55% No (6) (6 N/A)	70% Yes (7) 30% No (3) (6 N/A)	63% Yes (5) 38% No (3) (8 N/A)	80% Yes (8) 20% No (2) (6 N/A)	70% Yes (7) 30% No (3) (6 N/A)
130c. Work setting is at least 50% non-handicapped co-workers?	50% Yes (3) 50% No (3) (9 N/A)	27% Yes (3) 73% No (8) (6 N/A)	80% Yes (8) 20% No (2) (6 N/A)	63% Yes (5) 38% No (3) (8 N/A)	67% Yes (6) 33% No (3) (7 N/A)	70% Yes (7) 30% No (3) (6 N/A)
130d. There is a reasonable expectation that the job will continue?	50% Yes (3) 50% No (3) (9 N/A)	45% Yes (5) 55% No (6) (6 N/A)	80% Yes (8) 20% No (2) (6 N/A)	63% Yes (5) 38% No (3) (8 N/A)	80% Yes (8) 20% No (2) (6 N/A)	80% Yes (8) 20% No (2) (6 N/A)



H. Supported Employment

Practice Improvements

- **85% of individuals (11 of 13, 3 N/A) in need of a supported employment assessment had an assessment that adequately conformed to DOH regulations. (87% in 2009, 75% in 2008, 69% in 2007, 21% in 2006; 38% in 2005) Q#126**

Practice Challenges

- **60% of individuals (6 of 10, 6 N/A) were not provided with supported employment services in accordance with DOH regulations. (40% were not in 2008, 76% in 2008, 30% in 2007, 91% in 2006, 83% in 2005) Q#130**

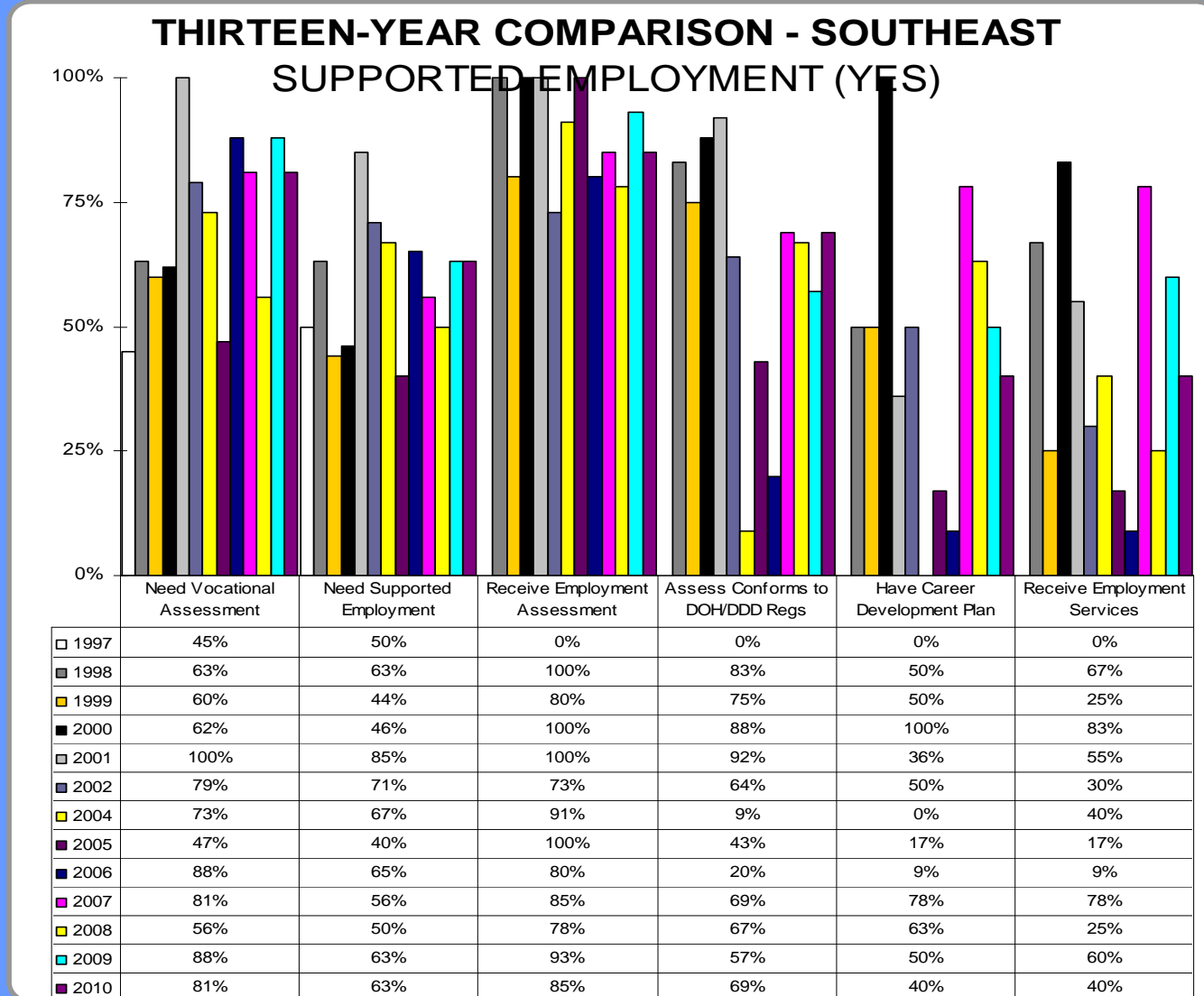


H. Supported Employment - Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010
Need an employment assessment?	62%	100%	79%	73%	47%	88%	81%	56%	88%	81%
Need supported employment?	46%	85%	71%	67%	40%	65%	56%	50%	63%	63%
Receive supported employment assessment?	100%	100%	73%	91%	100%	80%	85%	78%	93%	85%
Assessment conforms to DOH Regulations?	88%	92%	64%	9%	43%	20%	69%	67%	57%	69%
Has a Career Development Plan?	100%	36%	50%	0%	17%	9%	78%	63%	50%	40%
Is supported employment provided in line with requirements?	83%	55%	30%	40%	17%	9%	78%	25%	60%	40%



H. Supported Employment – Disengagement





2010 Community Practice Review

DRAFT Southeast Region

Findings by Area

I. Day Services

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
35. Does the day/employment direct services "know" the person?	80% Yes (12) 20% Partial (3)	82% Yes (14) 18% Partial (3)	100% Yes (16)	94% Yes (15) 6% Partial (1)	100% Yes (16)	88% Yes (14) 13% Partial (2)
36. Does the direct service staff have adequate input into the person's ISP?	60% Yes (9) 27% Partial (4) 13% No (2)	59% Yes (10) 35% Partial (6) 6% No (1)	88% Yes (14) 13% Partial (2)	81% Yes (13) 19% Partial (3)	81% Yes (13) 19% Partial (3)	88% Yes (14) 13% Partial (2)
37. Did the direct service staff receive training on implementing this person's ISP?	73% Yes (11) 27% Partial (4)	59% Yes (10) 41% Partial (7)	88% Yes (14) 13% Partial (2)	81% Yes (13) 19% Partial (3)	88% Yes (14) 13% Partial (2)	81% Yes (13) 19% Partial (3)
38. Was the direct service staff able to describe this person's health related needs?	67% Yes (10) 27% Partial (4) 7% No (1)	71% Yes (12) 29% Partial (5)	81% Yes (13) 19% Partial (3)	56% Yes (9) 38% Partial (6) 6% No (1)	75% Yes (12) 25% Partial (4)	75% Yes (12) 25% Partial (4)
39. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	87% Yes (13) 13% Partial (2)	59% Yes (10) 35% Partial (6) 6% No (1)	81% Yes (13) 19% Partial (3)	75% Yes (12) 25% Partial (4)	81% Yes (13) 19% Partial (3)	81% Yes (13) 19% 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?		76% Yes (13) 24% Partial (4)	94% Yes (15) 6% Partial (1)	100% Yes (16)	100% Yes (16)	100% Yes (16)
39.b. Can the direct service staff describe his/her responsibilities in implementing the person's ISP goals/objectives/outcomes/action plans?		71% Yes (12) 24% Partial (4) 6% No (1)	81% Yes (13) 19% Partial (3)	75% Yes (12) 25% Partial (4)	81% Yes (13) 19% Partial (3)	75% Yes (12) 25% Partial (4)



2010 Community Practice Review

DRAFT Southeast Region

Findings by Area

I. Day Services

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
40. Did the direct service staff have training in the ISP process?	67% Yes (10) 27% Partial (4) 7% No (1)	53% Yes (9) 47% Partial (8)	88% Yes (14) 13% Partial (2)	56% Yes (9) 38% Partial (6) 6% No (1)	75% Yes (12) 19% Partial (3) 6% No (1)	88% Yes (14) 13% Partial (2)
41. Did the direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	60% Yes (9) 33% Partial (5) 7% No (1)	59% Yes (10) 41% Partial (7)	94% Yes (15) 6% Partial (1)	81% Yes (13) 19% Partial (3)	69% Yes (11) 25% Partial (4) 6% No (1)	88% Yes (14) 13% Partial (2)
41.a. Have training on the provider's complaint process?	73% Yes (11) 7% Partial (1) 20% No (3)	65% Yes (11) 29% Partial (5) 6% No (1)	94% Yes (15) 6% No (1)	88% Yes (14) 6% Partial (1) 6% No (1)	81% Yes (13) 13% Partial (2) 6% No (1)	94% Yes (15) 6% Partial (1)
41.b. Have training on how and to whom to report abuse, neglect and exploitation?	67% Yes (10) 27% Partial (4) 7% No (1)	88% Yes (15) 6% Partial (1) 6% No (1)	100% Yes (16)	94% Yes (15) 6% Partial (1)	81% Yes (13) 6% Partial (1) 13% No (2)	88% Yes (14) 13% Partial (2)
42. Does the direct service staff have an appropriate expectation of growth for this person?	67% Yes (10) 27% Partial (4) 7% No (1)	53% Yes (9) 41% Partial (7) 6% No (1)	88% Yes (14) 6% Partial (1) 6% No (1)	88% Yes (14) 6% Partial (1) 6% No (1)	100% Yes (16)	94% Yes (15) 6% Partial (1)
43. Is the day/employment environment generally clean, free of safety hazards and conducive to the work/activity intended?	91% Yes (10) 9% Partial (1) (4 N/A)	87% Yes (13) 13% Partial (2) (1 N/A, 1 CND)	94% Yes (15) 6% Partial (1)	79% Yes (11) 21% Partial (3) (1 N/A, 1 CND)	87% Yes (13) 13% Partial (2) (1 CND)	93% Yes (14) 7% Partial (1) (1 CND)



I. Day Services

Noteworthy Practice

- **88% of day staff interviewed (14 of 16) adequately “knew” the person.** (100% in 2009, 94% in 2008, 100% in 2007, 82% in 2006, 80% in 2005) Q#35
- **81% of day direct service staff (13 of 16) received training on the individual’s ISP.** (88% in 2009, 81% in 2008, 88% in 2007, 59% in 2006, 73% in 2005) Q#37
- **100% of day direct service staff (16 of 16) were able to provide specific information about the person’s daily activities.** (100% in 2009 and 2008, 94% in 2007, 76% in 2006) Q#39a
- **94% of the day/employment staff (15 of 16) had an appropriate expectation of growth for the individual.** (100% in 2009, 88% in 2008 and 2007, 53% in 2006, 67% in 2005) Q#42



J. Residential Services

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
44. Does the residential direct services staff "know" the person?	87% Yes (13) 13% Partial (2)	88% Yes (15) 12% Partial (2)	100% Yes (16)	94% Yes (15) 6% Partial (1)	94% Yes (15) 6% Partial (1)	94% Yes (15) 6% Partial (1)
45. Does the direct service staff have adequate input into the person's ISP?	80% Yes (12) 13% Partial (2) 7% No (1)	76% Yes (13) 24% Partial (4)	88% Yes (14) 6% Partial (1) 6% No (1)	69% Yes (11) 19% Partial (3) 13% No (2)	88% Yes (14) 13% Partial (2)	75% Yes (12) 25% Partial (4)
46. Did the direct service staff receive training on the implementing this person's ISP?	80% Yes (12) 20% Partial (3)	94% Yes (16) 6% Partial (1)	81% Yes (13) 19% Partial (3)	88% Yes (14) 6% Partial (1) 6% No (1)	81% Yes (13) 19% Partial (3)	56% Yes (9) 44% Partial (7)
47. Is the residence safe for individuals (void of hazards)?	100% Yes (15)	94% Yes (16) 6% No (1)	94% Yes (15) 6% No (1)	94% Yes (15) 6% No (1)	94% Yes (15) 6% No (1)	93% Yes (14) 7% No (1) (1 CND)
48. Was the residential direct service staff able to describe this person's health-related needs?	53% Yes (8) 40% Partial (6) 7% No (1)	88% Yes (15) 12% Partial (2)	56% Yes (9) 38% Partial (6) 6% No (1)	75% Yes (12) 25% Partial (4)	63% Yes (10) 38% Partial (6)	69% Yes (11) 31% Partial (5)
49. Was the residential direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	80% Yes (12) 20% Partial (3)	81% Yes (13) 19% Partial (3) (1 Not Scored)	63% Yes (10) 38% Partial (6)	88% Yes (14) 13% Partial (2)	69% Yes (11) 31% Partial (5)	81% Yes (13) 19% Partial (3)
49.a. Was the staff able to provide specific information regarding the person's daily activities?		81% Yes (13) 19% Partial (3) (1 Not Scored)	88% Yes (14) 13% Partial (2)	100% Yes (16)	81% Yes (13) 19% Partial (3)	100% Yes (16)



J. Residential Services

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
49.b. Can the direct service staff describe his/her responsibilities in implementing the person's ISP goals & objectives?		94% Yes (14) 6% Partial (2) (1 Not Scored)	69% Yes (11) 31% Partial (5)	88% Yes (14) 13% No (2)	75% Yes (12) 25% Partial (4)	81% Yes (13) 19% Partial (3)
50. Did the residential direct service staff have training in the ISP process?	73% Yes (11) 20% Partial (3) 7% No (1)	75% Yes (12) 25% Partial (4) (1 Not Scored)	75% Yes (12) 25% Partial (4)	75% Yes (12) 19% Partial (3) 6% No (1)	75% Yes (12) 19% Partial (3) 6% No (1)	75% Yes (12) 19% Partial (3) 6% No (1)
51. Did the residential direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	60% Yes (9) 40% Partial (6)	82% Yes (14) 18% Partial (3)	75% Yes (12) 25% Partial (4)	69% Yes (11) 31% Partial (5)	75% Yes (12) 25% Partial (4)	94% Yes (15) 6% Partial (1)
51.a. Have training on the provider's complaint process?	87% Yes (13) 7% Partial (1) 7% No (1)	94% Yes (16) 6% Partial (1)	81% Yes (13) 19% Partial (3)	81% Yes (13) 6% Partial (1) 13% No (2)	81% Yes (13) 6% Partial (1) 13% No (2)	94% Yes (15) 6% No (1)
51.b. Have training on how and to whom to report abuse, neglect and exploitation?	73% Yes (11) 27% Partial (4)	88% Yes (15) 12% Partial (2)	88% Yes (14) 13% Partial (2)	81% Yes (13) 13% Partial (2) 6% No (1)	88% Yes (14) 6% Partial (1) 6% No (1)	100% Yes (16)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	60% Yes (9) 33% Partial (5) 7% No (1)	53% Yes (9) 47% Partial (8)	69% Yes (11) 31% Partial (5)	81% Yes (13) 6% Partial (1) 13% No (2)	88% Yes (14) 13% Partial (2)	94% Yes (15) 6% Partial (1)
53. Does the person's residential environment offer a minimal level of quality of life?	93% Yes (14) 7% No (1)	82% Yes (14) 18% Partial (3)	100% Yes (16)	75% Yes (12) 25% Partial (4)	94% Yes (15) 6% Partial (1)	100% Yes (15) (1 CND)



J. Residential Services

Noteworthy Practice

- **94% of residential direct services staff (15 of 16) adequately “knew” the person.** (94% in 2009 and 2008, 100% in 2007, 88% in 2006, 87% in 2005) Q#44
- **93% of residences (14 of 15, 1 CND) were safe for individuals (void of hazards).** (94% in 2009 and 2008, 2007 and 2006, 100% in 2005) Q# 47
- **94% of residential direct service staff (15 of 16) had an appropriate expectation of growth for the individual.** (88% in 2009, 81% in 2008, 69% in 2007, 53% in 2006, 60% in 2005) Q# 52



K. Case Management

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
26. Does the case manager "know" the person?	80% Yes (12) 13% Partial (2) 7% No (1)	53% Yes (9) 47% Partial (8)	88% Yes (14) 13% Partial (2)	100% Yes (16)	94% Yes (15) 6% Partial (1)	94% Yes (15) 6% Partial (1)
27. Does the case manager understand his/her role/job?	87% Yes (13) 7% Partial (1) 7% No (1)	44% Yes (7) 50% Partial (8) 6% No (1) (1 Not Scored)	100% Yes (15) (1 Not Scored)	81% Yes (13) 13% Partial (2) 6% No (1)	63% Yes (10) 38% Partial (6)	75% Yes (12) 25% Partial (4)
28. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person?	87% Yes (13) 7% Partial (1) 7% No (1)	41% Yes (7) 47% Partial (8) 12% No (2)	100% Yes (15) (1 Not Scored)	88% Yes (14) 13% Partial (2)	94% Yes (15) 6% Partial (1)	100% Yes (16)
29. Is the case manager available to the person?	87% Yes (13) 7% Partial (1) 7% No (1)	56% Yes (9) 44% Partial (7) (1 Not Scored)	94% Yes (15) 6% Partial (1)	100% Yes (16)	69% Yes (11) 31% Partial (5)	94% Yes (15) 6% Partial (1)
30. Was the case manager able to describe the person's health related needs?	53% Yes (8) 40% Partial (6) 7% No (1)	47% Yes (8) 41% Partial (7) 12% No (2)	81% Yes (13) 19% Partial (3)	69% Yes (11) 25% Partial (4) 6% No (1)	63% Yes (10) 38% Partial (6)	69% Yes (11) 31% Partial (5)
31. Does the case manager have an appropriate expectation of growth for this person?	53% Yes (8) 40% Partial (6) 7% No (1)	41% Yes (7) 47% Partial (8) 12% No (2)	75% Yes (12) 25% Partial (4)	88% Yes (14) 13% Partial (2)	63% Yes (10) 31% Partial (5) 6% No (1)	81% Yes (13) 6% Partial (1) 13% No (2)



K. Case Management

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
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?	80% Yes (12) 13% Partial (2) 7% No (1)	31% Yes (5) 56% Partial (9) 13% No (2) (1 Not Scored)	75% Yes (12) 25% Partial (4)	69% Yes (11) 31% Partial (5)	44% Yes (7) 56% Partial (9)	38% Yes (6) 63% Partial (10)
33. Does the case manager provide case management services at the level needed by this person?	47% Yes (7) 47% Partial (7) 7% No (1)	38% Yes (6) 44% Partial (7) 19% No (3) (1 Not Scored)	80% Yes (12) 20% Partial (3) (1 Not Scored)	69% Yes (11) 25% Partial (4) 6% No (1)	44% Yes (7) 56% Partial (9)	56% Yes (9) 44% Partial (7)
34. Does the case manager receive the type and level of support needed to do his/her job?	87% Yes (13) 7% Partial (1) 7% No (1)	69% Yes (11) 25% Partial (4) 6% No (1) (1 Not Scored)	100% Yes (15) (1 Not Scored)	81% Yes (13) 13% Partial (2) 6% No (1)	100% Yes (16)	94% Yes (15) 6% Partial (1)



K. Case Management

Noteworthy Practice

- **94% of case managers (15 of 16) were found to adequately “know” the person.** (94% in 2009, 100% in 2008, 88% in 2007, 53% in 2006, 80% in 2005) Q#26
- **100% of case managers (16 of 16) received training on the topics needed to assist them in meeting the needs of the person.** (94% in 2009, 80% in 2008, 100% in 2007, 41% in 2006, 87% in 2005) Q#28
- **94% of case managers (15 of 16) were found to receive the type and level of support needed to do his/her job.** (100% in 2009, 81% in 2008, 100% in 2007, 69% in 2006, 87% in 2005) Q#34



L. Behavioral Support Services

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
131. Is the person considered by the IDT to need behavior services now?	60% Yes (9) 40% No (6)	69% Yes (11) 31% No (5) (1 N/A)	75% Yes (12) 25% No (4)	69% Yes (11) 31% No (5)	75% Yes (12) 25% No (4)	69% Yes (11) 31% No (5)
132. In the opinion of the reviewer, does the person need behavior services?	67% Yes (10) 33% No (5)	75% Yes (12) 25% No (4) (1 N/A)	69% Yes (11) 31% No (5)	69% Yes (11) 31% No (5)	75% Yes (12) 25% No (4)	73% Yes (11) 27% No (4) (1 N/A)
133. Have adequate behavioral assessments been completed?	60% Yes (6) 20% Partial (2) 20% No (2) (5 N/A)	50% Yes (6) 42% Partial (5) 8% No (1) (5 N/A)	75% Yes (9) 25% Partial (3) (4 N/A)	58% Yes (7) 33% Partial (4) 8% No (1) (4 N/A)	83% Yes (10) 17% Partial (2) (4 N/A)	82% Yes (9) 18% Partial (2) (5 N/A)
134. Does the person have behavior support plans developed out of the behavior assessments that meet the person's needs?	60% Yes (6) 20% Partial (2) 20% No (2) (5 N/A)	58% Yes (7) 33% Partial (4) 8% No (1) (5 N/A)	92% Yes (11) 8% Partial (1) (4 N/A)	83% Yes (10) 8% Partial (1) 8% No (1) (4 N/A)	67% Yes (8) 33% Partial (4) (4 N/A)	64% Yes (7) 36% Partial (4) (5 N/A)
135. Have the staff been trained on the behavior support plan?	78% Yes (7) 11% Partial (1) 11% No (1) (6 N/A)	64% Yes (7) 27% Partial (3) 9% No (1) (6 N/A)	75% Yes (9) 25% Partial (3) (4 N/A)	73% Yes (8) 27% Partial (3) (5 N/A)	92% Yes (11) 8% No (1) (4 N/A)	73% Yes (8) 27% Partial (3) (5 N/A)
136. Does the person receive behavioral services consistent with his/her needs?	20% Yes (2) 40% Partial (4) 40% No (4) (5 N/A)	50% Yes (6) 42% Partial (5) 8% No (1) (5 N/A)	83% Yes (10) 17% Partial (2) (4 N/A)	67% Yes (8) 25% Partial (3) 8% No (1) (4 N/A)	75% Yes (9) 8% Partial (1) 17% No (2) (4 N/A)	100% Yes (11) (5 N/A)
137. Are behavior support services integrated into the ISP?	50% Yes (5) 20% Partial (2) 30% No (3) (5 N/A)	64% Yes (7) 27% Partial (3) 9% No (1) (6 N/A)	55% Yes (6) 27% Partial (3) 18% No (2) (5 N/A)	82% Yes (9) 9% Partial (1) 9% No (1) (5 N/A)	67% Yes (8) 25% Partial (3) 8% No (1) (4 N/A)	100% Yes (11) (5 N/A)



L. Behavioral Support Services

Noteworthy Practice

For those in the sample for whom it was applicable....

- **82% of individuals (9 of 11) received adequate behavioral assessments.** (83% in 2009, 58% in 2008, 75% in 2007, 50% in 2006, 60% in 2005) Q#133
- **100% of individuals (11 of 11) receive behavioral services consistent with his/her needs.** (75% in 2009, 67% in 2008, 83% in 2007, 50% in 2006, 20% in 2005) Q#135

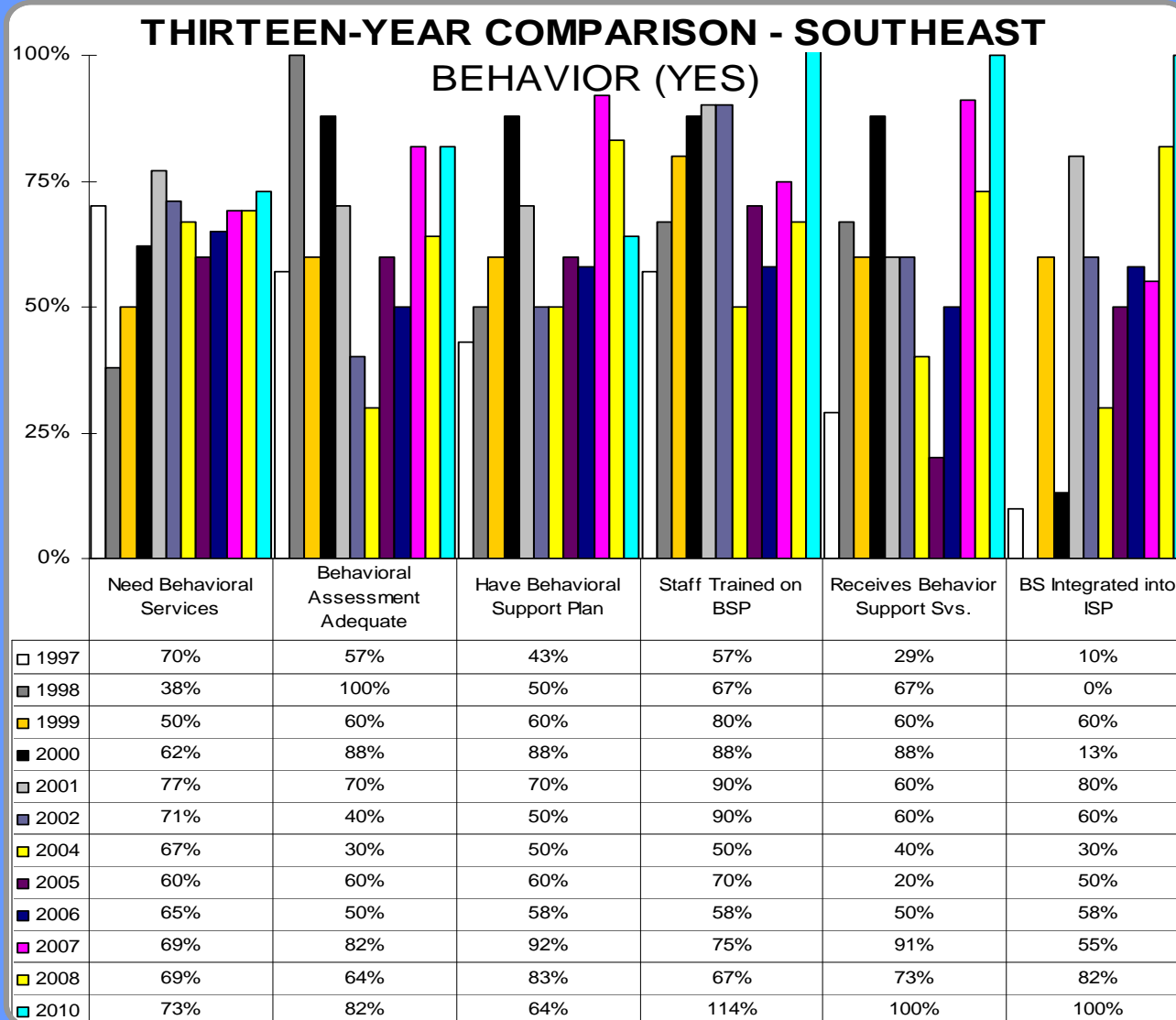


L. Behavioral Support Services – Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010
Does the person need behavioral services?	62%	77%	71%	67%	60%	65%	69%	69%	75%	73%
Have adequate behavioral assessments been completed?	88%	70%	40%	30%	60%	50%	82%	64%	83%	82%
Does the person have behavior support plan developed out of the behavior assessments that meet the person's needs?	88%	70%	50%	50%	60%	58%	92%	83%	67%	64%
Have the staff been trained on the behavior support plan?	88%	90%	90%	50%	70%	58%	75%	67%	92%	114%
Does the person receive behavioral services consistent with his/her needs?	88%	60%	60%	40%	20%	50%	91%	73%	75%	100%
Are behavioral support services integrated into the ISP?	13%	80%	60%	30%	50%	58%	55%	82%	67%	100%



L. Behavioral Support Services – Disengagement





M. Adaptive Equipment/Augmentative Communication

Question	2005 (sample=15)	2006 (sample=17)	2007 (sample=17)	2008 (sample=16)	2009 (sample=16)	2010 (sample=16)
138. Has the person received all adaptive equipment needed?	50% Yes (6) 42% Partial (5) 8% No (1) (3 N/A)	31% Yes (5) 69% Partial (11) (1 N/A)	86% Yes (12) 14% Partial (2) (2 N/A)	80% Yes (12) 20% Partial (3) (1 N/A)	85% Yes (11) 15% Partial (2) (3 N/A)	94% Yes (15) 6% Partial (1)
139. Has the person received all assistive technology needed?	50% Yes (6) 33% Partial (4) 17% No (2) (3 N/A)	46% Yes (6) 54% Partial (7) (4 N/A)	78% Yes (7) 22% Partial (2) (7 N/A)	69% Yes (9) 15% Partial (2) 15% No (2) (3 N/A)	82% Yes (9) 18% Partial (2) (5 N/A)	90% Yes (9) 10% Partial (1) (6 N/A)
140. Has the person received all communication assessments and services?	46% Yes (6) 38% Partial (5) 15% No (2) (2 N/A)	63% Yes (10) 31% Partial (5) 6% No (1) (1 N/A)	70% Yes (7) 30% Partial (3) (6 N/A)	80% Yes (12) 13% Partial (2) 7% No (1) (1 N/A)	77% Yes (10) 23% Yes (3) (3 N/A)	81% Yes (13) 19% Partial (3)



M. Adaptive Equipment/Augmentative Communication

Noteworthy Practice

- **15 of 16 people (94%) identified as needing adaptive equipment received the adaptive equipment they needed. (85% in 2009, 80% in 2008, 86% in 2007, 31% in 2006, 50% in 2005) Q#138**
- **9 of 10 people (90%, 6 N/A) identified as needing assistive technology received the assistive technology they needed. (82% in 2009, 69% in 2008, 78% in 2007, 43% in 2006, 50% in 2005) Q#139**
- **13 of 16 (81%) people received needed communication assessments and services. (77% in 2009, 80% in 2008, 70% in 2007, 63% in 2006, 46% in 2005) Q#140**

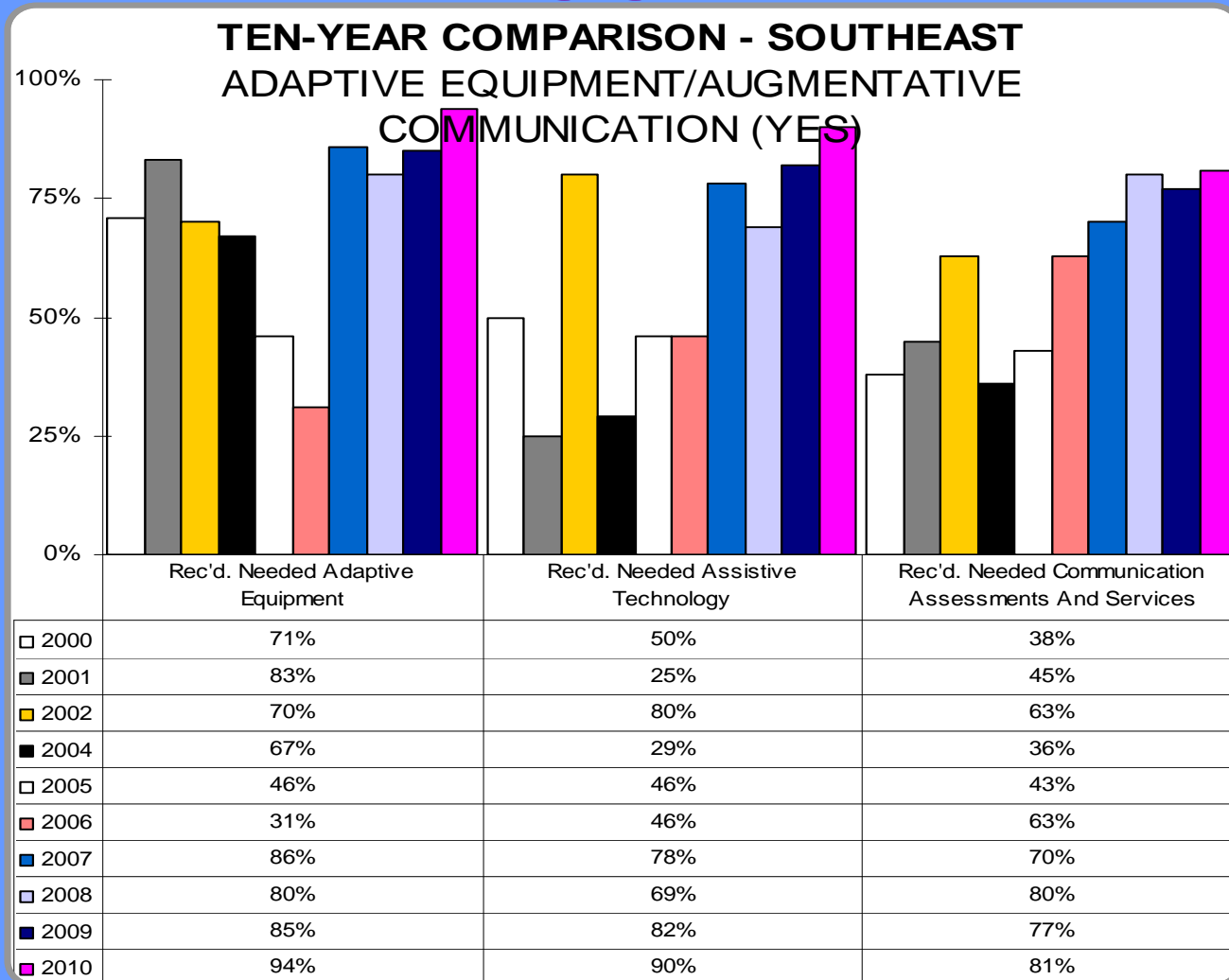


M. Adaptive Equipment/Augmentative Communication Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010
Has the person received all adaptive equipment needed?	59%	73%	83%	67%	50%	31%	86%	80%	85%	94%
Has the person received all assistive technology needed?	54%	60%	81%	29%	50%	46%	78%	69%	82%	90%
Has the person received all communication assessments and services needed?	49%	51%	61%	36%	46%	63%	70%	80%	77%	81%



M. Adaptive Equipment/Augmentative Communication Disengagement





Thank you!

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