



2018 Individual Quality Review Metro Region Round 3 Findings

Metro3 Phone interviews and On-site: July 16 – August 15, 2018

Final: October 8, 2018



Class Members: 150
Metro 1 Sample: 17 (11%)

Seven Independent Case Management
Agencies Represented in the Sample

<u>A New Vision</u>	<u>2 in sample</u>	<u>A Step Above</u>	<u>4 in sample</u>
<u>Amigo</u>	<u>2 in sample</u>	<u>Carino</u>	<u>3 in sample</u>
<u>NMQCM</u>	<u>1 in sample</u>	<u>PEAK</u>	<u>1 in sample</u>
	<u>Unidas</u>		<u>4 in sample</u>



Number Reviewed by Day and Residential Provider

	Day	Residential
Active Solutions	1	0
Adelante	3	0
Advocacy Partners	1	0
ARCA	0	4
Bright Horizons	1	1
CFC	3	0
Cornucopia	1	1
Dungarvin	0	2
Expressions of Life	0	1
LLCP	2	2
MaxCare	1	2
Optihealth	0	1
Share Your Care	1	0
Su Vida	0	1
The New Beginnings	1	2

*2 individuals were not receiving Day services



Class Members with Immediate or Special Needs

Individuals found to Need Immediate Attention: 9 People

Individuals for whom urgent health, safety, environment and/or abuse/neglect/exploitation issues were identified which the team is not successfully and actively in the process of addressing in a timely fashion **(53% of sample)**

Individuals Needing Special Attention: 7 People

Individuals for whom issues have been identified that, if not effectively addressed, are likely to become an urgent health and safety concern. **(41% of sample)**

In 2017 the Metro sample had 9 Immediate Attention (35%) and 9 Special Attention (35%). (26 people in the sample)

In 2016 the Metro sample had 2 Immediate Attention (4%) and 9 Special Attention (18%). (49 people in the sample)

In 2015 there were 10 Immediate Attention (20%); 16 Special Attention (32%) and 2 IRs filed (4%). (50 people in the sample)

In 2014 there were 5 Immediate Attention (11%), 6 Special Attention (13%) and 1 IR filed (2%). (47 people in the sample)

In 2013 there were 3 Immediate Attention (6%) and 12 Special Attention (26%). (47 people in the sample)

In 2011 there were 6 Immediate Attention (12%) and 9 Special Attention (18%). (50 people in the sample)

In 2010 there were 7 Immediate Attention (14%) and 10 Special Attention (20%). (49 people in the sample)

In 2009 there were 7 Immediate Attention (15%) and 13 Special Attention (28%). (47 people in the sample)

In 2008 there were 5 Immediate Attention (11%) and 10 Special Attention (21%). (47 people in the sample)

In 2007 there were 2 Immediate Attention (4%) and 5 Special Attention (10%). (49 people in the sample)

In 2006 there were 0 Immediate Attention and 8 Special Attention (16%). (49 people in the sample)

In 2005 there were 3 Immediate Attention (7%) and 7 Special Attention (16%). (43 people in the sample)



2018 Individual Quality Review Metro 3 Report

Findings by Area

CASE MANAGEMENT

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
24. Does the case manager "know" the person? CPRQ26; '17IQR#8c	98% Yes (46) 2% Partial (1)	89% Yes (42) 9% Partial (4) 2% No (1)	94% Yes (47) 6% Partial (3)	82% Yes (40) 16% Partial (8) 2% No (1)	69% Yes (18) 15% Many (4) 15% Need Impv (4)	94% Yes (16) 6% Needs Impv (1)
25. Does the case manager understand his/her role/job? CPRQ27 '17IQR#16	60% Yes (28) 40% Partial (19)	55% Yes (26) 45% Partial (21)	50% Yes (25) 50% Partial (25)	53% Yes (26) 47% Partial (23)	4% Yes (1) 58% Many (15) 38% Need Impv (10)	24% Yes (4) 47% Many (8) 29% Needs Impv (5)
26. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person? CPRQ28	81% Yes (38) 19% Partial (9)	72% Yes (34) 28% Partial (13)	84% Yes(42) 16% Partial (8)	78% Yes (38) 22% Partial (11)		76% Yes (13) 18% Many (3) 6% Needs Impv (1)
27. Is the case manager available to the person? CPRQ29; '17IQR#16a	85% Yes (40) 15% Partial 97)	83% Yes (39) 17% Partial (8)	78% Yes (39) 22% Partial (11)	73% Yes (36) 27% Partial (13)	81% Yes (21) 12% Many (3) 8% Need Impv (2)	64% Yes (11) 35% Many (6)
28. Was the case manager able to describe the person's health related needs? CPRQ30	74% Yes (35) 26% Partial (12)	68% Yes (32) 32% Yes (15)	60% Yes (30) 40% Partial (20)	71% Yes (35) 29% Partial (14)		59% Yes (10) 29% Many (5) 12% Needs Impv (2)
29. Does the case manager have an appropriate expectation of growth for this person? CPRQ31	74% Yes (35) 26% Partial (12)	40% Yes (19) 57% Partial (27) 2% No (1)	62% Yes(31) 32% Partial (16) 6% No (3)	69% Yes (34) 29% Partial (14) 2% No (1)		76% Yes (13) 24% Many (4)
30. Does the case management record contain documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP? CPRQ32; '17IQR#16b	30% Yes (14) 70% Partial (33)	28% Yes (13) 70% Partial (33) 2% No (1)	30% Yes(15) 68% Partial (34) 2% No (1)	24% Yes (12) 76% Partial (37)	8% Yes (2) 35% Many (9) 46% Need Impv (12) 12% No (3)	12% Yes (2) 53% Many (9) 35% Needs Impv (6)
31. Does the case manager provide case management services at the level needed by this person? CPRQ33; '17IQR#16c	40% Yes (19) 60% Partial (28)	49% Yes (23) 49% Partial (23) 2% No (1)	30% Yes (15) 68% Partial (34) 2% No (1)	41% Yes (20) 59% Partial (29)	38% Yes (10) 31% Many (8) 31% Need Impv (8)	24% Yes (4) 59% Many (10) 18% Needs Imp (3)
32. Does the case manager receive the type and level of support needed to do his/her job? CPRQ34	85% Yes (40) 15% Partial (7)	81% Yes (38) 19% Partial (9)	86% Yes (43) 14% Partial (7)	84% Yes (41) 16% Partial (8)		82% Yes (14) 12% Many (2) 6% Needs Impv (1)



2018 Individual Quality Review Metro 3 Report Findings by Area

EMPLOYMENT AND DAY

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
33. Does the direct services staff "know" the person? CPRQ35; '17IQR#8a	89% Yes (42) 11% Partial (5)	96% Yes (45) 4% Partial (2)	92% Yes (44) 8% Partial (4) (2 not scored)	96% Yes (45) 4% Partial (2) (2 not scored)	79% Yes (19) 13% Many (3) 8% Need Impv (2) (2 N/A)	100% Yes (15) (2 not scored)
34. Does the direct service staff have input into the person's ISP? CPRQ36	62% Yes (29) 32% Partial (15) 6% No (3)	64% Yes (30) 34% Partial (16) 2% No (1)	85% Yes (41) 15% Partial (7) (2 not scored)	85% Yes (40) 13% Partial (6) 2% No (1) (2 not scored)		67% Yes (10) 27% Many (4) 7% Needs Impv (7) (2 not scored)
35. Did the direct service staff receive training on implementing this person's ISP? CPRQ37	79% Yes (37) 21% Partial (10)	81% Yes (38) 19% Partial (9)	88% Yes (42) 13% Partial (6) (2 not scored)	91% Yes (43) 9% Partial (4) (2 not scored)		93% Yes (14) 7% Needs Impv (1) (2 not scored)
36. Was the direct service staff able to describe this person's health-related needs? CPRQ38	60% Yes (28) 36% Partial (17) 4% No (2)	62% Yes (29) 38% Partial (18)	54% Yes (26) 44% Partial (21) 2% No (1) (2 not scored)	70% Yes (33) 30% Partial (14) (2 not scored)		47% Yes (7) 27% Many (4) 27% Needs Impv (4) (2 not scored)
37. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39	85% Yes (40) 15% Partial (7)	81% Yes (38) 19% Partial (9)	71% Yes (34) 29% Partial (14) (2 not scored)	91% Yes (43) 9% Partial (4) (2 not scored)		67% Yes (10) 33% Many (5) (2 not scored)
37a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ39a	96% Yes (45) 4% Partial (2)	87% Yes (41) 13% Partial (6)	94% Yes (45) 6% Partial (3) (2 not scored)	96% Yes (45) 4% Partial (2) (2 not scored)		93% Yes (14) 7% Many (1) (2 not scored)
37b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ39b	89% Yes (42) 11% Partial (5)	89% Yes (42) 9% Partial (4) 2% No (1)	75% Yes (36) 25% Partial (12) (2 not scored)	91% Yes (43) 9% Partial (4) (2 not scored)		73% Yes (11) 27% Many (4) (2 not scored)



2018 Individual Quality Review Metro 3 Report Findings by Area

EMPLOYMENT AND DAY (continued)

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
38. Did the direct service staff have training in the ISP process? CPRQ40	79% Yes (37) 19% Partial (9) 2% No (1)	70% Yes (33) 28% Partial (13) 2% No (1)	81% Yes (39) 17% Partial (8) 2% No (1) (2 not scored)	81% Yes (38) 19% Partial (9) (2 not scored)		60% Yes (9) 13% Many (2) 13% Needs Impv (2) 13% No (2) (2 not scored)
39. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41	85% Yes (40) 15% Partial (7)	83% Yes (39) 17% Partial (8)	83% Yes (40) 17% Partial (8) (2 not scored)	70% Yes (33) 30% Partial (14) (2 not scored)		93% Yes (14) 7% Many (1) (2 not scored)
40. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42	85% Yes (40) 15% Partial (7)	60% Yes (28) 38% Partial (18) 2% No (1)	79% Yes (38) 19% Partial (9) 2% No (1) (2 not scored)	70% Yes (33) 28% Partial (13) 2% No (1) (2 not scored)		80% Yes (12) 7% Many (1) 7% Needs Impv (1) 7% No (1) (2 not scored)
41. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43	96% Yes (45) 4% Partial (2)	94% Yes (44) 6% Partial (3)	94% Yes (45) 6% Partial (3) (2 not scored)	98% Yes (43) 2% Partial (1) (3 CND) (2 not scored)		80% Yes (12) 20% Many (3) (2 not scored)



2018 Individual Quality Review Metro 3 Report Findings by Area

RESIDENTIAL						
Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
42. Does the residential direct services staff “know” the person? CPRQ44; '17IQR#8b	96% Yes (45) 4% Partial (2)	98% Yes (46) 2% Partial (1)	92% Yes(46) 8% Partial (4)	98% Yes (48) 2% Partial (1)	85% Yes (22) 8% Many (2) 8% Need Impv (2)	100% Yes (17)
43. Does the direct service staff have input into the person’s ISP? CPRQ45	83% Yes (39) 11% Partial (5) 6% No (3)	81% Yes (38) 19% Partial (9)	94% Yes (47) 6% Partial (3)	88% Yes (43) 12% Partial (6)		76% Yes (13) 6% Many (1) 6% Needs Impv (1) 12% No (2)
44. Did the direct service staff receive training on implementing this person’s ISP? CPRQ46	87% Yes (41) 13% Partial (6)	94% Yes (44) 6% Partial (3)	88% Yes (44) 12% Partial (6)	94% Yes (46) 4% Partial (2) 2% No (1)		82% Yes (14) 12% Many (2) 6% Needs Impv (1)
45. Is the residence safe for individuals (void of hazards)? CPRQ45	89% Yes (42) 11% No (5)	96% Yes (45) 4% No (2)	98% Yes (49) 2% No (1)	92% Yes (45) 8% No (4)		88% Yes (15) 6% Many (1) 6% Needs Impv (1)
46. Was the residential direct service staff able to describe this person’s health-related needs? CPRQ48	72% Yes (34) 28% Partial (13)	64% Yes (30) 34% Partial (16) 2% No (1)	60% Yes (30) 38% Partial (19) 2% No (1)	78% Yes (38) 22% Partial (11)		65% Yes (11) 24% Many (4) 12% Needs Impv (2)
47. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49	89% Yes (42) 11% Partial (5)	87% Yes (41) 13% Partial (6)	82% Yes (41) 18% Partial (9)	90% Yes (44) 10% Partial (5)		76% Yes (13) 24% Many (4)
47a. Was the direct service staff able to provide specific information regarding the person’s daily activities? CPRQ49a	98% Yes (46) 2% Partial (1)	96% Yes (45) 4% Partial (2)	94% Yes (47) 6% Partial (3)	100% Yes (49)		94% Yes (16) 6% Many (1)
47b. Can the direct service staff describe his/her responsibilities in implementing this person’s ISP, including outcomes, action plans, and WDSIs? CPRQ49b	91% Yes (43) 9% Partial (4)	89% Yes (42) 11% Partial (5)	84% Yes(42) 16% Partial (8)	90% Yes (44) 10% Partial (5)		76% Yes (13) 24% Many (4)



2018 Individual Quality Review Metro 3 Report Findings by Area

RESIDENTIAL (continued)

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
48. Did the residential direct service staff have training in the ISP process? CPRQ50	72% Yes (34) 21% Partial (10) 6% No (3)	77% Yes (36) 23% Partial (11)	78% Yes (39) 16% Partial (8) 6% No (3)	76% Yes (37) 22% Partial (11) 2% No (1)		59% Yes (10) 12% Many (2) 6% Needs Impv (1) 24% No (4)
49. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51	81% Yes (38) 19% Partial (9)	85% Yes (40) 15% Partial (7)	78% Yes(39) 22% Partial (11)	73% Yes (36) 27% Partial (13)		100% Yes (17)
50. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52	72% Yes (34) 28% Partial (13)	66% Yes (31) 32% Partial (15) 2% No (1)	66% Yes (33) 34% Partial (17)	82% Yes (40) 18% Partial (9)		82% Yes (14) 6% Many (1) 6% Needs Impv (1) 6% No (1)
51. Does the person's residential environment offer a minimal level of quality of life? CPRQ53	91% Yes (43) 9% Partial (4)	89% Yes (42) 11% Partial (5)	88% Yes (44) 12% Partial (6)	90% Yes (44) 10% Partial (5)		88% Yes (15) 6% Many (1) 6% Needs Impv (1)



2018 Individual Quality Review Metro 3 Report Findings by Area

HEALTH						
Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
52. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b	43% Yes (20) 57% Partial (27)	40% Yes (19) 60% Partial (28)	35% Yes(17) 65% Partial (32) (1 person not scored)	49% Yes (24) 51% Partial (25)	73% Yes (19) 19% Many (5) 8% Need Impv (2)	41% Yes (7) 53% Many (9) 6% Needs Imp (1)
53. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21	64% Yes (30) 36% Partial (17)	45% Yes (21) 55% Partial (26)	41% Yes (20) 59% Partial (29) (1 person not scored)	31% Yes (15) 69% Partial (34)	12% Yes (3) 69% Many (8) 19% Need Impv (5)	24% Yes (4) 41% Many (7) 35% Needs Impv (6)
54. Was the eChat updated timely? '17IQR#18g					23% Yes (6) 42% Many (11) 35% Need Impv (9)	41% Yes (7) 18% Many (3) 29% Needs Impv (5) 12% No (2)
55. Are all of the individual's needed medical treatments timely received? 17IQR#19					23% Yes (6) 46% Many (12) 31% Need Impv (8)	29% Yes (5) 47% Many (8) 24% Needs Impv (4)
56. Does the individual receive routine/scheduled medical treatment? 17IQR#19a					56% Yes (14) 28% Many (7) 16% Need Impv (4) (1 CND)	41% Yes (7) 47% Many (8) 12% Needs Impv (2)
57. Does the individual receive medication as prescribed? 17IQR#19e					68% Yes (17) 8% Many (8) 24% Need Impv (6) (1 CND)	47% Yes (8) 41% Many (7) 12% Needs Impv (2)



2018 Individual Quality Review

Metro 3 Report

Findings by Area

HEALTH (continued)

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
58. Does my nurse provide oversight of health needs (i.e. weight records, vitals, lab reports, PRN medication use, seizure records) in order to ensure accuracy, identify and respond to new issues? '17IQR#20b					23% Yes (6) 12% Many (3) 62% Need Impv (16) 4% No (1)	29% Yes (5) 35% Many (6) 35% Needs Impv (6)
59. Are nursing services provided as needed by the individual? 17IQR#20					4% Yes (1) 35% Many (9) 62% Need Impv (16)	53% Yes (9) 29% Many (5) 18% Needs Impv (3)
60. Is the CARMP is accurate? '17IQR#21f					64% Yes (14) 9% Many (2) 27% Need Impv (6) (2 N/A, 2 CND)	27% Yes (4) 47% Many (7) 27% Needs Impv (4) (2 N/A)
61. Is the CARMP consistently implemented as intended?						60% Yes (9) 27% Many (4) 13% Needs Impv (2) (2 N/A)
62. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19	36% Yes (17) 62% Partial (29) 2% No (1)	30% Yes (14) 70% Partial (33)	14% Yes(7) 82% Partial (40) 4% No (2) (1 person not scored)	12% Yes (6) 88% Partial (43)		12% Yes (2) 47% Many (8) 35% Needs Impv (6) 6% No (1)



2018 Individual Quality Review Metro 3 Report Findings by Area

ASSESSMENTS						
Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
63. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts? CPRQ57	43% Yes (20) 57% Partial (27)	47% Yes (22) 53% Partial (25)	37% Yes (18) 63% Partial (31) (1 not scored)	45% Yes (22) 55% Partial (27)		35% Yes (6) 65% Many (11)
64. Has the individual received all age and gender appropriate health screenings, in accordance with national best practice and/or as recommended by his/her PCP or other health care professionals? '17IQR#18a					27% Yes (7) 42% Many (11) 27% Need Impv (7) 4% No (1)	24% Yes (4) 53% Many (9) 18% Needs Imp (3) 6% No (1)
65. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18	38% Yes (18) 62% Yes (29)	28% Yes (13) 70% Partial (33) 2% No (1)	33% Yes (16) 67% Partial (33) (1 not scored)	24% Yes (12) 76% Partial (37)	4% Yes (1) 65% Many (17) 31% Need Impv (8)	12% Yes (2) 88% Many (15)
66. Are the assessments adequate for planning? CPRQ59; '17IQR#4f	40% Yes (19) 60% Partial (28)	45% Yes (21) 53% Partial (25) 2% No (1)	22% Yes (11) 73% Partial (36) 4% No (2) (1 not scored)	14% Yes (7) 86% Partial (42)	15% Yes (4) 54% Many (14) 31% Need Impv (8)	6% Yes (1) 71% Many (12) 18% Needs Imp (3) 6% No (1)
67. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5	49% Yes (23) 51% Partial (24)	43% Yes (20) 53% Partial (25) 4% No (2)	22% Yes (11) 65% Partial (32) 12% No (6) (1 not scored)	20% Yes (10) 78% Partial (38) 2% No (1)	19% Yes (5) 38% Many (10) 42% Need Impv (11)	29% Yes (5) 24% Many (4) 29% Needs Imp (5) 18% No (3)
68. For medical, clinical or health related rec's, has a DCF been completed if the individual and/or their guardian/health care decision maker have decided not to follow all or part of an order, rec, or suggestion? '17IQR#5c					14% Yes (2) 21% Many (3) 36% Need Impv (5) 29% No (4) (12 N/A)	73% Yes (8) 9% Many (1) 18% No (2) (6 N/A)



2018 Individual Quality Review Metro 3 Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
69. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9	100% Yes (47)	100% Yes (47)	100% Yes (49) (1 not scored)	100% Yes (49)	88% Yes (23) 12% Many (3)	100% Yes (17)
70. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3	47% Yes (22) 53% Partial (25)	51% Yes (24) 49% Partial (23)	59% Yes (29) 41% Partial (20) (1 not scored)	55% Yes (27) 45% Partial (22)	38% Yes (10) 38% Many (10) 23% Need Impv (6)	41% Yes (7) 41% Many (7) 18% Needs Impv (3)
71. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP? CPRQ63; '17IQR#3d	36% Yes (13) 47% Partial (17) 17% No (6) (11 N/A)	38% Yes (14) 54% Partial (20) 8% No (3) (10 N/A)	45% Yes (17) 37% Partial (14) 18% No (7) (11 N/A) (1 not scored)	34% Yes (12) 49% Partial (17) 17% No (6) (14 N/A)	57% Yes (12) 14% Many (3) 19% Need Impv (4) 10% No (2) (5 N/A)	31% Yes (4) 31% Many (4) 15% Needs Impv (2) 23% No (3) (4 N/A)
72. Does my ISP contain current and accurate information? '17IQR#6					15% Yes (4) 38% Many (10) 46% Need Impv (12)	18% Yes (3) 41% Many (7) 41% Needs Impv (7)
73. Overall, does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b	64% Yes (30) 36% Partial (17)	53% Yes (25) 40% Partial (19) 6% No (3)	47% Yes (23) 45% Partial (22) 8% No (4) (1 not scored)	49% Yes (24) 51% Partial (25)	46% Yes (12) 19% Many (5) 35% Need Impv (9)	41% Yes (7) 24% Many (4) 29% Needs Impv (5) 6% No (1)
74. Overall, does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c	74% Yes (35) 26% Partial (12)	53% Yes (25) 43% Partial (20) 4% No (2)	49% Yes (24) 51% Partial (25) (1 not scored)	47% Yes (23) 49% Partial (24) 4% No (2)	31% Yes (8) 23% Many (6) 46% Need Impv (12)	47% Yes (8) 24% Many (4) 12% Needs Impv (2) 18% No (3)
75. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a					12% Yes (3) 35% Many (9) 46% Need Impv (12) 8% No (2)	12% Yes (2) 35% Many (6) 29% Needs Impv (5) 24% No (4)



2018 Individual Quality Review Metro 3 Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
76. Does the data kept identify what the person does so a determination regarding progress/lack of progress? '17IQR#12b					4% Yes (1) 8% Many (2) 65% Need Impv (17) 23% No (6)	6% Yes (1) 24% Many (4) 18% Needs Impv (3) 53% No (9)
77. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c					8% Yes (2) 15% Many (4) 65% Need Impv (17) 12% No (3)	6% Yes (1) 24% Many (4) 47% Needs Impv (8) 24% No (4)
78. If the person is not successful in achieving actions steps, has the team tried to determine why, and change their approach if needed?					21% Yes (5) 8% Many (2) 63% Need Impv (15) 8% No (2) (1 N/A, 1 CND)	25% Yes (3) 8% Many (1) 17% Needs Impv (2) 50% No (6) (5 N/A)
79. If the person achieves action steps, does the team move to the next in the progression of steps or develops a new one? '17IQR#12c					26% Yes (6) 4% Many (1) 48% Need Impv (11) 22% No (5) (2 N/A, 1 CND)	8% Yes (1) 15% Many (2) 23% Needs Impv (3) 54% No (7) (4 N/A)
80. Has the person made measurable progress on actions steps during this past year?'17IQR#13b					0% Yes 23% Many (6) 62% Need Impv (16) 15% No (4)	6% Yes (1) 18% Many (3) 29% Needs Impv (5) 47% No (8)
81. Overall, do the outcomes in the ISP include criteria by which the team can determine when the outcome(s) have been achieved? CPRQ67; '17IQR#7e	74% Yes (35) 17% Partial (8) 9% No (4)	45% Yes (21) 55% Partial (26)	35% Yes (17) 59% Partial (29) 6% No (3) (1 not scored)	22% Yes (11) 55% Partial (27) 22% No (11)	31% Yes (8) 8% Many (2) 50% Need Impv (13) 12% No (3)	12% Yes (2) 29% Many (5) 35% Needs Impv (6) 24% No (4)



2018 Individual Quality Review Metro 3 Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
82. Overall, are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d	66% Yes (31) 34% Partial (16)	64% Yes (30) 36% Partial (17)	76% Yes (37) 20% Partial (10) 4% No (2) (1 not scored)	57% Yes (28) 41% Partial (20) 2% No (1)	42% Yes (11) 12% Many (3) 46% Need Impv (12)	76% Yes (13) 12% Many (2) 12% Needs Impv (2)
83. Overall, do the ISP outcomes address the person's major needs? CPRQ69; '17IQR#7g	66% Yes (31) 32% Partial (15) 2% No (1)	55% Yes (26) 38% Partial (18) 6% No (3)	43% Yes (21) 57% Partial (28) (1 not scored)	49% Yes (24) 45% Partial (22) 6% No (3)	35% Yes (9) 19% Many (5) 46% Need Impv (12)	47% Yes (8) 29% Many (5) 24% Needs Impv (4)
84. Overall, are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i	73% Yes (33) 24% Partial (11) 2% No (1) (2 N/A)	76% Yes (35) 24% Partial (11) (1 N/A)	78% Yes (38) 18% Partial (9) 4% No (2) (1 not scored)	57% Yes (27) 40% Partial (19) 2% No (1) (2 N/A)	15% Yes (4) 23% Many (6) 54% Need Impv (14) 8% No (2)	18% Yes (3) 35% Many (6) 29% Needs Impv (5) 18% No (3)
85. Overall, are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m	89% Yes (42) 9% Partial (4) 2% No (1)	96% Yes (45) 4% No (2)	88% Yes (43) 12% Partial (6) (1 not scored)	86% Yes (42) 14% Partial (7)	15% Yes (4) 19% Many (5) 58% Need Impv (15) 8% No (2)	18% Yes (3) 12% Many (2) 35% Needs Impv (6) 35% No (6)
86. Has the person made measurable progress in therapy this year? '17IQR#13a					8% Yes (2) 23% Many (6) 65% Need Impv (17) 4% No (1)	12% Yes (2) 18% Many (3) 35% Needs Impv (6) 35% No (6)
87. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c	73% Yes (33) 24% Partial (11) 2% No (1) (2 N/A)	76% Yes (35) 24% Partial (11) (1 N/A)	78% Yes (38) 18% Partial (9) 4% No (2) (1 not scored)	57% Yes (27) 40% Partial (19) 2% No (1) (2 N/A)	38% Yes (10) 31% Many (8) 31% Need Impv (8)	59% Yes (10) 29% Many (5) 12% Needs Impv (2)
88. Does the ISP contain information regarding primary health (medical) care? CPRQ74	89% Yes (42) 9% Partial (4) 2% No (1)	96% Yes (45) 4% No (2)	88% Yes (43) 12% Partial (6) (1 not scored)	86% Yes (42) 14% Partial (7)		88% Yes (15) 12% Many (2)



2018 Individual Quality Review Metro 3 Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
88a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a	94% Yes (44) 4% Partial (2) 2% No (1)	98% Yes (46) 2% Partial (1)	98% Yes (48) 2% No (1) (1 not scored)	94% Yes (46) 6% Partial (3)		94% Yes (16) 6% Many (1)
88b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b	94% Yes (44) 4% Partial (2) 2% No (1)	100% Yes (47)	90% Yes(44) 6% Partial (3) 4% No (2) (1 not scored)	86% Yes (42) 12% Partial (6) 2% No (1)		94% Yes (16) 6% Needs Impv (1)
89. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76	94% Yes (44) 6% Partial (3)	94% Yes (44) 6% Partial (3)	92% Yes(45) 8% Partial (4) (1 not scored)	90% Yes (44) 8% Partial (4) 2% No (1)		82% Yes (14) 12% Many (2) 6% No (1)
90. Does the ISP reflect how the person will get to work/day activities, shopping, and social activities? CPRQ75	82% Yes (18) 14% Partial (3) 9% No (1) (25 N/A)	73% Yes (11) 20% Partial (3) 7% No (1) (32 N/A)	85% Yes (11) 8% Partial (1) 8% No (1) (36 N/A) (1 not scored)	86% Yes (12) 14% Partial (2) (35 N/A)		59% Yes (10) 24% Many (4) 18% No (3)
91. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a	48% Yes (20) 48% Partial (20) 5% No (2) (5 N/A)	36% Yes (16) 55% Partial (24) 9% No (4) (3 N/A)	39% Yes (18) 57% Partial (26) 4% No (2) (3 N/A) (1 not scored)	50% Yes (22) 45% Partial (20) 5% No (2) (5 N/A)	27% Yes (7) 27% Many (7) 42% Need Impv (11) 4% No (1)	31% Yes (5) 68% Many (6) 19% Needs Impv (3) 13% No (2)
92. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7	15% Yes (7) 85% Partial (40)	15% Yes (7) 85% Partial (40)	8% Yes (4) 92% Partial (45) (1 not scored)	6% Yes (3) 94% Partial (46)	0% Yes 27% Many (7) 73% Need Impv (19)	0% Yes 53% Many (9) 47% Needs Impv (8)



2018 Individual Quality Review Metro 3 Report Findings by Area

ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
93. Is the ISP being implemented? (If 92 is "3") CPRQ79 '17IQR#12	57% Yes (4) 43% Partial (3) 40 N/A	71% Yes (5) 29% Partial (2) 40 N/A	25% Yes (1) 75% Partial (3) (45 N/A) (1 not scored)	67% Yes (2) 33% Partial (1) (46 N/A)	0% Yes 19% Many (5) 77% Need Impv (20) 4% No (1)	0% Yes 100% No (1) (16 N/A)
94a. Is the ISP being implemented? (If 92 is "0", "1", or "2") CPRQ80a '17IQR#12	48% Yes (19) 50% Partial (20) 3% No (1) (7 N/A)	65% Yes (26) 35% Partial (14) (7 N/A)	31% Yes (14) 69% Partial (31) (4 N/A) (1 not scored)	26% Yes (12) 74% Partial (34) (3 N/A)	0% Yes 19% Many (5) 77% Need Impv (20) 4% No (1)	6% Yes (1) 47% Many (8) 41% Needs Impv (7) 6% No (1)
94b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11	43% Yes (17) 58% Partial (23) (7 N/A)	55% Yes (22) 43% Partial (17) 3% No (1) (7 N/A)	29% Yes (13) 71% Partial (32) (4 N/A) (1 not scored)	20% Yes (9) 80% Partial (37) (3 N/A)	4% Yes (1) 54% Many (14) 42% Need Impv (11)	29% Yes (5) 47% Many (8) 24% Needs Impv (4)
95. Overall, was the direct service staff trained on the implementation of this person's ISP? CPRQ81	70% Yes (33) 30% Partial (14)	79% Yes (37) 21% Partial (10)	80% Yes(39) 20% Partial (10) (1 not scored)	86% Yes (42) 14% Partial (7)		76% Yes (13) 24% Many (4)
96. Overall, were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82;	81% Yes (38) 19% Partial (9)	77% Yes (36) 23% Partial (11)	63% Yes (31) 37% Partial (18) (1 not scored)	86% Yes (42) 14% Partial (7)		76% Yes (13) 24% Many (4)
97. Overall, do the progress notes or other documentation in the record reflect the status of the outcomes and services of the key life areas stated in the ISP? CPRQ83	26% Yes (12) 74% Partial (35)	28% Yes (13) 72% Partial (34)	14% Yes (7) 82% Partial (40) 4% No (2) (1 not scored)	12% Yes (6) 84% Partial (41) 4% No (2)		6% Yes (1) 35% Many (6) 35% Needs Impv (6) 24% No (4)



2018 Individual Quality Review Metro 3 Report Findings by Area

EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
98. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13	77% Yes (36) 21% Partial (10) 2% No (1)	57% Yes (27) 40% Partial (19) 2% No (1)	47% Yes (23) 51% Partial (25) 2% No (1) (1 not scored)	41% Yes (20) 59% Partial (29)	0% Yes 35% Many (39) 65% Need Impv (17)	18% Yes (3) 41% Many (7) 29% Needs Impv (5) 12% No (2)
99. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d	64% Yes (30) 36% Partial (17)	26% Yes (12) 72% Partial (34) 2% No (1)	41% Yes (20) 59% Partial (29) (1 not scored)	57% Yes (28) 43% Partial (21)	69% Yes (18) 15% Many (4) 15% Need Impv (4)	65% Yes (11) 24% Many (4) 12% Needs Impv (2)
100. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b	83% Yes (39) 15% Partial (7) 2% No (1)	70% Yes (32) 26% Partial (12) 4% No (2) (1 CND)	81% Yes (39) 19% Partial (9) (1 CND) (1 not scored)	78% Yes (38) 18% Partial (9) 4% No (2)	65% Yes (17) 27% Many (7) 8% Need Impv (2)	53% Yes (9) 35% Many (6) 6% Needs Impv (1) 6% No (1)
101. Is the person offered a range of opportunities for participation in each life area? CPRQ87	86% Yes (38) 14% Partial (6) (3 CND)	73% Yes (33) 27% Partial (12) (2 CND)	76% Yes (35) 22% Partial (10) 2% No (1) (3 CND) (1 not scored)	76% Yes (31) 24% Partial (10) (8 CND)		59% Yes (10) 29% Many (5) 12% No (2)
102. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30	86% Yes (19) 14% Partial (3) (25 CND)	75% Yes (12) 25% Partial (4) (31 CND)	71% Yes(12) 29% Partial (5) (32 CND) (1 not scored)	50% Yes (3) 50% Partial (3) (43 CND)	46% Yes (12) 35% Many (9) 19% Need Impv (5)	86% Yes (6) 14% Many (1) (10 CND)
102a. About where and with whom to live? CPRQ89; '17IQR#23c	94% Yes (15) 6% No (1) (31 CND)	93% Yes (13) 7% Partial (1) (33 CND)	73% Yes (8) 18% Partial (2) 9% No (1) (38 CND) (1 not scored)	75% Yes (3) 25% Partial (1) (45 CND)	33% Yes (1) 33% Need Impv (1) 33% No (1) (23 CND)	75% Many (3) 25% No (1) (13 CND)



2018 Individual Quality Review Metro 3 Report Findings by Area

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

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
102b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d	90% Yes (18) 10% Partial (2) (27 CND)	80% Yes (12) 20% Partial (3) (32 CND)	82% Yes (14) 18% Partial (3) (32 CND) (1 not scored)	33% Yes (1) 67% Partial (2) (46 CND)	80% Yes (4) 20% Need Impv (1) (21 CND)	80% Yes (8) 10% Many (1) 10% No (1) (7 CND)
102c. About where and with whom to socialize/spend leisure time? CPRQ91	86% Yes (18) 14% Partial (3) (26 CND)	81% Yes (13) 19% Partial (3) (31 CND)	84% Yes (16) 11% Partial (2) 5% No (1) (30 CND) (1 not scored)	100% Yes (3) (46 CND)		89% Yes (8) 11% Many (1) (8 CND)
103. Does the evidence support that providers do not prevent the person from pursuing relationships and are respecting the rights of this person? CPRQ92; '17IQR#31f	98% Yes (45) 2% Partial (1) (1 CND)	95% Yes (42) 5% Partial (2) (3 CND)	96% Yes (44) 4% Partial (2) (3 CND) (1 not scored)	98% Yes (47) 2% Partial (1) (1 CND)	94% Yes (16) 6% Need Impv (1) (7 N/A, 2 CND)	94% Yes (16) 6% Many (1)
105. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a	72% Yes (34) 28% Partial (13) (1 CND)	77% Yes (36) 23% Partial (11) (2 CND)	71% Yes (35) 29% Partial (14) (1 not scored)	55% Yes (27) 45% Partial (22)	46% Yes (12) 27% Many (7) 27% Need Impv (7)	94% Yes (16) 6% Many (1)
106. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94	93% Yes (43) 4% Partial (2) 2% No (1) (1 CND)	91% Yes (41) 9% Partial (4) (2 CND)	90% Yes (43) 7% Partial (3) 4% No (2) (1 CND) (1 not scored)	91% Yes (43) 6% Partial (3) 2% No (1) (2 CND)		94% Yes (16) 6% No (1)
107. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h						76% Yes (13) 24% No (4)



2018 Individual Quality Review Metro 3 Report Findings by Area

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

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
108. If there are restrictions that should be reviewed by HRC, have the restrictions been reviewed (quarterly) and approved (annually) by the HRC? If no, describe why. '17IQR#34i					44% Yes (8) 28% Need Impv (5) 28% No (5) (8 N/A)	38% Yes (5) 23% Many (3) 31% Needs Impv (4) 8% No (1) (4 N/A)
109. If there are restrictions that should be reviewed by HRC, is a plan to enable the individual to regain his/her rights and reduce or eliminate these restrictions? '17IQR#34j					0% Yes () 57% Need Impv (8) 43% No (6) (12 N/A)	8% Yes (1) 23% Many (3) 8% Needs Impv (1) 62% No (8) (4 N/A)
110. Is the person protected from abuse, neglect and exploitation? '17IQR#35					38% Yes (10) 42% Many (11) 19% Need Impv (5)	71% Yes (12) 24% Many (4) 6% No (1)
111. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b					70% Yes (14) 5% Many (1) 25% Need Impv (5)	36% Yes (4) 27% Many (3) 27% Needs Impv (3) 9% No (1) (6 N/A)
112. Is the individual safe? '17IQR#24					46% Yes (12) 46% Many (12) 8% Need Impv (2)	88% Yes (15) 6% Many (1) 6% Needs Impv (1)
113. What is the level of participation of the legal guardian in this person's life and service planning? CPRQ 97; '17IQR#15a					54% Active (14) 23% Moderate (6) 19% Limited (5) 4% None (1)	47% Active (8) 24% Moderate (4) 29% Limited (5)
114. If the person is retired, does he/she have opportunities to engage in activities of interest during the day? CPRQ 100; '17IQR#29b					40% Yes (2) 40% Many (2) 20% No (1) (21 N/A)	43% Yes (3) 57% Many (4) (10 N/A)



2018 Individual Quality Review Metro 3 Report Findings by Area

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

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
115. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30	83% Yes (39) 15% Partial (7) 2% No (1)	81% Yes (38) 19% Partial (9)	82% Yes (40) 14% Partial (7) 4% No (2) (1 not scored)	80% Yes (39) 18% Partial (9) 2% No (1)	46% Yes (12) 35% Many (9) 19% Need Impv (5)	88% Yes (15) 6% Many (1) 6% Needs Impv (1)
116. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e	93% Yes (43) 7% Partial (3) (1 CND)	98% Yes (45) 2% Partial (1) (1 CND)	96% Yes (46) 4% Partial (2) (1 CND) (1 not scored)	96% Yes (47) 4% Partial (2)	83% Yes (20) 13% Many (3) 4% Need Impv (1) (1 N/A, 1 CND)	94% Yes (16) 6% Many (1)
117. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c	70% Yes (33) 30% Partial (14)	74% Yes (35) 26% Partial (12)	61% Yes (30) 39% Partial (19) (1 not scored)	35% Yes (17) 65% Partial (32)	50% Yes (13) 31% Many (8) 19% Need Impv (5)	35% Yes (6) 35% Many (6) 29% Needs Impv (5)
118. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e	100% Yes (45) (2 CND)	100% Yes (47)	100% Yes (49) (1 not scored)	100% Yes (49)	100% Yes (25) (1 CND)	88% Yes (15) 12% Many (2)
119. Does the person have sufficient personal money? CPRQ110 '17IQR#34f	91% Yes (42) 9% Partial (4) (1 CND)	94% Yes (44) 6% Partial (3)	96% Yes (45) 4% Partial (2) (2 CND) (1 not scored)	92% Yes (45) 6% Partial (3) 2% No (1)	96% Yes (25) 4% Many (1)	100% Yes (17)
120. Does the person get along with their day program/employment provider staff? CPRQ111	97% Yes (30) 3% Partial (1) (16 CND)	100% Yes (28) (19 CND)	100% Yes (33) (1 N/A, 15 CND) (1 not scored)	95% Yes (19) 5% Partial (1) (1 N/A, 28 CND)		100% Yes (14) (3 CND)
121. Does the person get along with their residential provider staff? CPRQ112	97% Yes (34) 3% Partial (1) (12 CND)	96% Yes (27) 4% Partial (1) (19 CND)	100% Yes (33) (16 CND) (1 not scored)	100% Yes (26) (23 CND)		100% Yes (16) (1 CND)



2018 Individual Quality Review Metro 3 Report Findings by Area

TEAM PROCESS

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
122. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10	28% Yes (13) 72% Partial (34)	26% Yes (12) 74% Partial (35)	37% Yes (18) 63% Partial (31) (1 not scored)	18% Yes (9) 82% Partial (40)	31% Yes (8) 58% Many (15) 12% Need Impv (3)	18% Yes (3) 71% Many (12) 12% Needs Impv (2)
123. If there is evidence of situations in which the team failed to reach a consensus on the person's service and support needs, has the team made efforts to build consensus? CPRQ 115; '17IQR#17c	69% Yes (11) 19% Partial (3) 13% No (2) (31 N/A)	53% Yes (8) 40% Partial (6) 7% No (1) (32 N/A)	50% Yes (6) 42% Partial (5) 8% No (1) (37 N/A) (1 not scored)	71% Yes (5) 29% Partial (2) (42 N/A)	57% Yes (4) 43% Many (3) (19 N/A)	80% Yes (4) 20% Many (1) (12 N/A)
124. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs? CPRQ 116; '17IQR#17d	69% Yes (27) 31% No (12) (7 N/A, 1 CND)	70% Yes (33) 30% No (14)	70% Yes(32) 30% No (14) (2 N/A, 1 CND) (1 not scored)	62% Yes (28) 38% No (17) (4 N/A)	75% Yes (15) 5% Many (1) 15% Need Impv (3) 5% No (1) (6 N/A)	29% Yes (5) 53% Many (9) 6% Needs Impv (1) 12% No (2)
125. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? CPRQ117	77% Yes (36) 23% Partial (11)	85% Yes (40) 15% Partial (7)	80% Yes(39) 20% Partial (10) (1 not scored)	88% Yes (43) 12% Partial (6)		76% Yes (13) 12% Many (2) 12% Needs Impv (2)
126. Do you recommend Dispute Resolution for this IDT? CPRQ118	6% Yes (3) 94% No (44)	6% Yes (3) 94% No (44)	2% Yes (1) 98% No (48) (1 not scored)	4% Yes (2) 96% No (47)		6% Yes (1) 94% No (16)
127. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#17d	26% Yes (12) 74% No (35)	37% Yes (17) 63% No (29) (1 CND)	35% Yes(17) 65% No (32) (1 not scored)	22% Yes (11) 78% No (38)	35% Yes (9) 65% No (17)	53% Yes (9) 47% No (8)



2018 Individual Quality Review Metro 3 Report Findings by Area

TEAM PROCESS (continued)

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
128. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c		20% Yes (9) 80% No (36) (2 CND)	21% Yes (10) 79% No (38) (1 CND) (1 not scored)	21% Yes (10) 79% No (38) (1 CND)	15% Yes (4) 85% No (22)	41% Yes (7) 59% No (10)
129. If #127 OR #128 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121;	71% Yes (12) 29% Partial (5) (30 N/A)	70% Yes (14) 20% Partial (4) 10% No (2) (27 N/A)	52% Yes(11) 38% Partial (8) 10% No (2) (27 N/A, 1 CND) (1 not scored)	69% Yes (11) 25% Partial (4) 6% No (1) (33 N/A)		70% Yes (7) 30% No (3) (7 N/A)
130. Has the person changed residential/day services in the last year? CPRQ122	15% Yes (7) 85% No (40)	11% Yes (5) 89% No (42)	6% Yes (3) 94% No (46) (1 not scored)	18% Yes (9) 82% No (40)		29% Yes (5) 71% No (12)
131. If #130 is Yes, was the change Planned by the IDT? CPRQ122a	90% Yes (9) 10% No (1) (37 N/A)	67% Yes (4) 33% Partial (2) (41 N/A)	50% Yes(1) 50% No (1) (47 N/A) (1 not scored)	63% Yes (5) 38% Partial (3) (41 N/A)		60% Yes (3) 40% No (2) (12 N/A)
132. If #130 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b	90% Yes (9) 10% Partial (1) (37 N/A)	83% Yes (5) 17% Partial (1) (41 N/A)	100% Yes (3) (46 N/A) (1 not scored)	88% Yes (7) 13% No (1) (41 N/A)		80% Yes (4) 20% No 91) (12 N/A)
133. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person? CPRQ123; '17IQR#7n	28% Yes (13) 70% Partial (33) 2% No (1)	26% Yes (12) 74% Partial (35)	24% Yes (12) 76% Partial (37) (1 not scored)	24% Yes (12) 76% Partial (37)	4% Yes (1) 42% Many (11) 54% Need Impv (14)	12% Yes (2) 53% Many (9) 35% Needs Impv (6)



2018 Individual Quality Review Metro 3 Report Findings by Area

SUPPORTED EMPLOYMENT

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
134. Does (Name) have a current Person Centered Assessment?						7% Yes (1) 47% Needs Impv (7) 47% No (7) (2 not scored)
135. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a	43% Yes (15) 57% No (20) (12 N/A)	35% Yes (13) 65% No (24) (10 N/A)	30% Yes (10) 70% No (23) (16 N/A) (1 not scored)	45% Yes (13) 55% No (16) (19 N/A) (1 not scored)	9% Yes (2) 22% Many (3) 22% Need Impv (5) 57% No (13) (3 N/A)	0% Yes 14% Needs Impv (1) 86% No (6) (8 N/A, 2 not scored)
136. Did the individual participate personally in the Person Centered Assessment?						20% Yes (3) 80% No (12) (2 not scored)
137. Did the Guardian participate in the Person Centered Assessment?						20% Yes (3) 80% No (12) (2 not scored)
138. Is the individual engaged in the Informed Choice Project?						6% Yes (1) 94% No (16)
139. Has the individual been offered the opportunity to participate in work or job exploration including volunteer work and/or trial work opportunities? '17IQR#26e					0% Yes 9% Many (2) 26% Need Impv (6) 65% No (15) (3 N/A)	13% Yes (1) 88% No (7) (7 N/A) (2 not scored)
140. If #139 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section?						0% Yes 100% Needs Impv (1) (14 N/A, 2 not scored)



2018 Individual Quality Review Metro 3 Report Findings by Area

SUPPORTED EMPLOYMENT (continued)

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
141. If #139 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs?						0% Yes 33% Needs Impv (2) 67% No (4) (9 N/A) (2 not scored)
142. Has the Guardian had the opportunity to gain information on how the individual responded during job exploration activities such as volunteering and/or trial work experiences?						14% Yes (1) 86% No (6) (8 N/A) (2 not scored)
143. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c					4% Yes (1) 52% Need Impv (12) 43% No (10) (3 N/A)	0% Yes 100% No (7) (8 N/A) (2 not scored)
144. Has the Guardian received information regarding the range of employment options available for the individual?						14% Yes (1) 43% Needs Impv (3) 43% No (3) (8 N/A) (2 not scored)
145. If there are barriers to employment, has the Team, including the individual, addressed how to overcome those barriers to employment and integrating clinical info., AT, & therapies as necessary ... '17IQR#27b					4% Yes (1) 13% Many (3) 9% Need Impv (2) 79% No (17)	0% Yes 29% Needs Impv (2) 71% No (5) (8 N/A) (2 not scored)
146. If there are barriers to employment, has the Team addressed with the Guardian how to overcome those barriers to employment and integrating clinical info., AT, & therapies as necessary ...?						14% Yes (1) 86% No (6) (8 N/A) (2 not scored)



2018 Individual Quality Review Metro 3 Report Findings by Area

SUPPORTED EMPLOYMENT (continued)

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
147. Has the individual participated in work or volunteer activities during the past year?						0% Yes 71% Needs Impv (5) 29% No (2) (8 N/A) (2 not scored)
148. Has the individual identified what type of work or volunteer activities he/she would like to do?						0% Yes 29% Needs Impv (2) 71% No (5) (8 N/A) (2 not scored)
149. Does the Guardian support him/her working?						29% Yes (2) 71% No (5) (8 N/A) (2 not scored)
150. Is (Name) is involved in the DVR Outreach Project?						0% Yes 100% No (15) (2 not scored)
151. Is the individual engaged in Supported Employment? CPRQ129	28% Yes (9) 72% No (23) (15 N/A)	18% Yes (6) 82% No (28) (13 N/A)	18% Yes (5) 82% No (23) (21 N/A) (1 not scored)	23% Yes (6) 77% No (20) (22 N/A) (1 not scored)		0% Yes 100% No (7) (8 N/A) (2 not scored)



2018 Individual Quality Review Metro 3 Report Findings by Area

SUPPORTED EMPLOYMENT (continued)

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
152. Is the individual Working in accordance with the following: CPRQ 130 171QR#28	13% Yes (4) 6% Partial (2) 81% No (26) (15 N/A)	12% Yes (4) 9% Partial (3) 79% No (27) (13 N/A)	11% Yes (3) 7% Partial (2) 82% No (23) (21 N/A) (1 not scored)	12% Yes (3) 12% Partial (3) 77% No (20) (22 N/A) (1 not scored)	0% Yes 10% Need Impv (2) 90% No (19) (5 N/A)	0% Yes 100% No (7) (8 N/A) (2 not scored)
153. Does the person have a Career Development Plan? CPRQ128 171QR#26e	0% Yes 24% Partial (8) 76% No (26) (13 N/A)	6% Yes (2) 9% Partial (3) 86% No (30) (12 N/A)	4% Yes (1) 21% Partial (6) 75% No (21) (21 N/A) (1 not scored)	4% Yes (1) 31% Partial (8) 65% No (17) (22 N/A) (1 not scored)	0% Yes 9% Many (2) 26% Need Impv (6) 65% No (15) (3 N/A)	0% Yes 100% No (1) (14 N/A) (2 not scored)



2018 Individual Quality Review Metro 3 Report

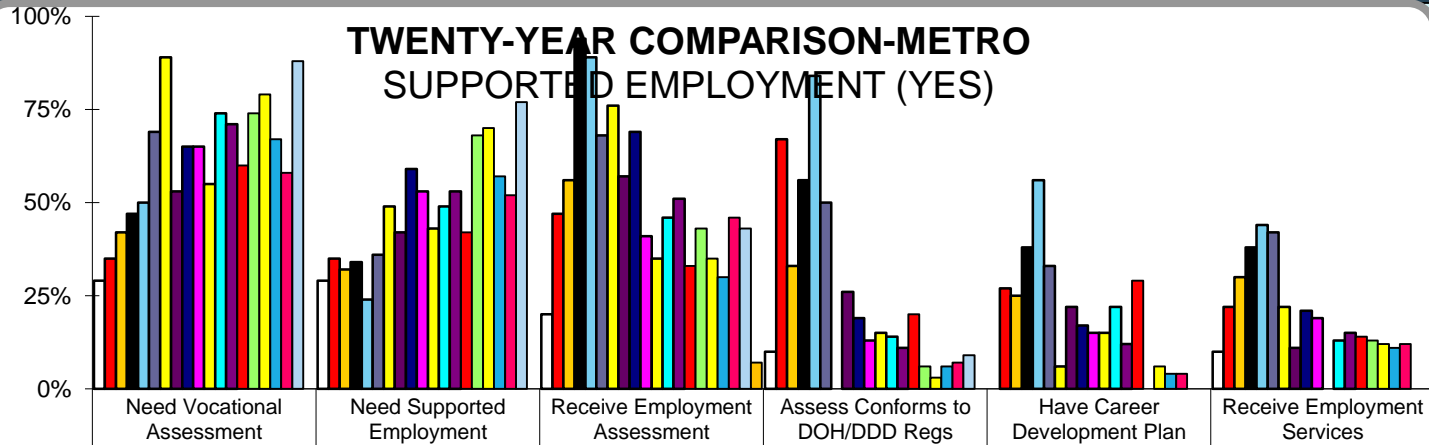
SUPPORTED EMPLOYMENT - Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016	2017 IQR	2018 IQR
Need an employment assessment?	47%	50%	69%	89%	53%	65%	67%	55%	74%	71%	60%	74%	79%	67%	58%	88%	
Need supported employment?	34%	24%	36%	49%	42%	59%	53%	43%	49%	53%	42%	68%	70%	57%	52%	77%	
Receive supported employment assessment? 2018#135	94%	89%	68%	76%	57%	69%	42%	35%	46%	51%	33%	43%	35%	30%	46%	43%	7%
Assessment conforms to DOH Regulations?	56%	84%	50%	0%	26%	19%	12%	15%	14%	11%	20%	6%	3%	6%	7%	9%	
Has a Career Development Plan? 2018#153	38%	56%	33%	6%	22%	17%	15%	15%	22%	12%	29%	0%	6%	4%	4%	0%	0%
Is supported employment provided in line with requirements? 2018#152	38%	44%	42%	22%	11%	21%	19%	0%	13%	15%	14%	13%	12%	11%	12%	0%	0%



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SUPPORTED EMPLOYMENT – Disengagement



Year	Need Vocational Assessment	Need Supported Employment	Receive Employment Assessment	Assess Conforms to DOH/DDD Regs	Have Career Development Plan	Receive Employment Services
1997	29%	29%	20%	10%	0%	10%
1998	35%	35%	47%	67%	27%	22%
1999	42%	32%	56%	33%	25%	30%
2000	47%	34%	94%	56%	38%	38%
2001	50%	24%	89%	84%	56%	44%
2002	69%	36%	68%	50%	33%	42%
2004	89%	49%	76%	0%	6%	22%
2005	53%	42%	57%	26%	22%	11%
2006	65%	59%	69%	19%	17%	21%
2007	65%	53%	41%	13%	15%	19%
2008	55%	43%	35%	15%	15%	0%
2009	74%	49%	46%	14%	22%	13%
2010	71%	53%	51%	11%	12%	15%
2011	60%	42%	33%	20%	29%	14%
2013	74%	68%	43%	6%	0%	13%
2014	79%	70%	35%	3%	6%	12%
2015	67%	57%	30%	6%	4%	11%
2016	58%	52%	46%	7%	4%	12%
2017	88%	77%	43%	9%	0%	0%
2018			7%		0%	0%



2018 Individual Quality Review Metro 3 Report Findings by Area

BEHAVIOR

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
154. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d	52% Yes (23) 48% No (21) (3 N/A)	56% Yes (25) 44% No (20) (2 N/A)	57% Yes (26) 43% No (20) (3 N/A) (1 not scored)	62% Yes (29) 38% No (18) (2 N/A)	38% Yes (10) 62% No (62)	71% Yes (12) 29% No (5)
155. Does the person need behavior services now? CPRQ132 '17IQR#11e	51% Yes (22) 49% No (21) (4 N/A)	55% Yes (26) 45% No (21)	52% Yes (24) 48% No (22) (3 N/A) (1 not scored)	60% Yes (29) 40% No (19) (1 N/A)	42% Yes (11) 58% Many (15)	76% Yes (13) 24% No (4)
156. Have behavioral assessments been completed? CPRQ133	72% Yes (18) 16% Partial (4) 12% No (3) (22 N/A)	70% Yes (19) 26% Partial (7) 4% No (1) (20 N/A)	59% Yes (16) 30% Partial (8) 10% No (3) (22 N/A) (1 not scored)	69% Yes (20) 31% Partial (9) (20 N/A)		67% Yes (8) 17% Many (2) 17% Needs Impv (2) (5 N/A)
157. Does the person have a positive behavior support plan developed out of the behavior assessments that meets the person's needs? CPRQ134 '17IQR#5g	79% Yes (19) 17% Partial (4) 4% No (1) (23 N/A)	70% Yes (19) 22% Partial (6) 7% No (2) (20 N/A)	54% Yes (14) 35% Partial (9) 16% No (3) (23 N/A) (1 not scored)	83% Yes (24) 17% Partial (5) (20 N/A)	70% Yes (16) 20% Many (2) 10% Need Impv (1) (16 N/A)	92% Yes (11) 8% Many (1) (5 N/A)
158. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d	79% Yes (19) 17% Partial (4) 4% No (1) (23 N/A)	85% Yes (23) 7% Partial (2) 7% No (2) (20 N/A)	77% Yes (20) 19% Partial (5) 4% No (1) (23 N/A) (1 not scored)	90% Yes (26) 10% Partial (3) (20 N/A)	70% Yes (7) 20% Many (2) 10% Need Impv (2) (16 N/A)	92% Yes (11) 8% Many (1) (5 N/A)



2018 Individual Quality Review Metro 3 Report Findings by Area

BEHAVIOR (continued)

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
159. If needed, does the person have a Behavior Crisis Intervention Plan that meets the person's needs? CPRQ 73a; '17IQR#5h	80% Yes (12) 20% Partial (3) (32 N/A)	84% Yes (16) 16% Partial (3) (28 N/A)	79% Yes(11) 21% Partial (3) (35 N/A) (1 not scored)	75% Yes (12) 25% Partial (4) (33 N/A)	83% Yes (5) 17% Many (1) (20 N/A)	80% Yes (4) 20% Many (1) (12 N/A)
160. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i	68% Yes (17) 24% Partial (6) 8% No (2) (22 N/A)	70% Yes (19) 26% Partial (7) 4% No (1) (20 N/A)	58% Yes (15) 31% Partial (8) 12% No (3) (23 N/A) (1 not scored)	79% Yes (23) 21% Partial (6) (20 N/A)	55% Yes (6) 18% Many (2) 27% Need Impv (3) (15 N/A)	83% Yes (10) 15% Needs Impv (2) (5 N/A)
161. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d	50% Yes (12) 46% Partial (11) 4% No (1) (23 N/A)	37% Yes (10) 56% Partial (15) 7% No (2) (20 N/A)	23% Yes (6) 50% Partial (13) 27% No (7) (23 N/A) (1 not scored)	38% Yes (11) 59% Partial (17) 3% No (1) (20 N/A)	40% Yes (4) 10% Many (1) 50% Need Impv (5)	50% Yes (6) 25% Many (3) 25% No (3) (5 N/A)



2018 Individual Quality Review Metro 3 Report

BEHAVIOR - Historical Scoring

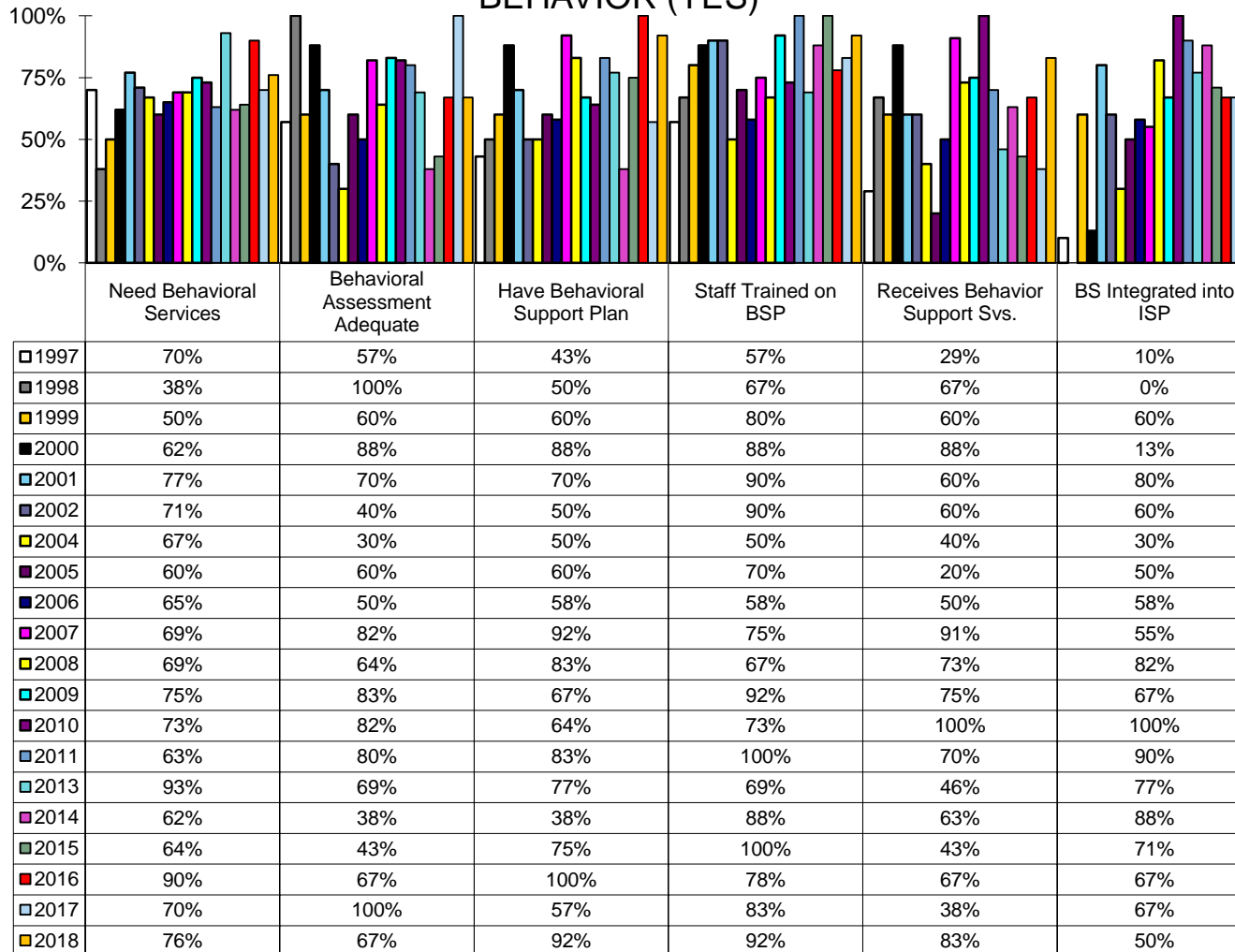
Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016	2017 IQR	2018 IQR
Does the person need behavioral services?	68%	71%	70%	62%	51%	73%	59%	59%	65%	51%	62%	51%	55%	52%	60%	38%	76%
Have adequate behavioral assessments been completed?	65%	93%	74%	65%	77%	81%	83%	85%	90%	108%	86%	82%	73%	67%	69%	91%	67%
Does the person have a behavior support plan developed out of the behavior assessments that meet the person's needs?	81%	93%	83%	58%	79%	86%	67%	77%	71%	89%	87%	76%	70%	52%	83%	70%	92%
Have the staff been trained on the behavior support plan?	77%	85%	100%	38%	57%	81%	67%	88%	83%	89%	86%	79%	85%	77%	90%	70%	92%
Does the person receive behavioral services consistent with his/her needs?	69%	85%	91%	57%	82%	83%	76%	88%	77%	108%	90%	77%	73%	63%	79%	55%	83%
Are behavioral support services integrated into the ISP?	15%	52%	35%	30%	59%	58%	45%	58%	60%	54%	66%	55%	38%	25%	38%	40%	50%



2018 Individual Quality Review Metro 3 Report

BEHAVIOR – Disengagement

TWENTY-YEAR COMPARISON - METRO BEHAVIOR (YES)





2018 Individual Quality Review Metro 3 Report Findings by Area

ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
162. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b	83% Yes (34) 15% Partial (6) 2% No (1) (6 N/A)	86% Yes (37) 14% Partial (6) (4 N/A)	66% Yes (29) 34% Partial (15) (5 N/A) (1 not scored)	71% Yes (30) 29% Partial (12) (7 N/A)	48% Yes (12) 28% Many (7) 24% Need Impv (6) (1 N/A)	44% Yes (7) 44% Many (7) 13% Needs Impv (2) (1 N/A)
163. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c	81% Yes (25) 16% Partial (5) 3% No (1) (16 N/A)	65% Yes (24) 35% Partial (13) (10 N/A)	76% Yes (25) 24% Partial (8) (16 N/A) (1 not scored)	76% Yes (28) 24% Partial (7) 5% No (2) (12 N/A)	57% Yes (8) 21% Many (3) 14% Need Impv (2) 7% No (1) (12 N/A)	64% Yes (9) 14% Many (2) 21% Needs Impv (3) (3 N/A)
164. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f					84% Yes (21) 4% Many (1) 12% Need Impv (3)	88% Yes (14) 6% Many (1) 6% Needs Impv (1) (1 N/A)
165. Is the person's equipment and technology in good repair?'17IQR#25d					68% Yes (17) 20% Many (5) 12% Need Impv (3) (1 CND)	75% Yes (12) 19% Many (3) 6% Needs Impv (1) (1 N/A)
166. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e					56% Yes (14) 24% Many (6) 20% Need Impv (5) (1 CND)	44% Yes (7) 44% Many (7) 13% Needs Impv (2) (1 N/A)
167. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b	84% Yes (36) 14% Partial (6) 2% No (1) (4 N/A)	81% Yes (34) 19% Partial (8) (5 N/A)	66% Yes (31) 30% Partial (14) 4% No (2) (2 N/A) (1 not scored)	81% Yes (38) 19% Partial (9) (2 N/A)	88% Yes (21) 4% Many (1) 8% Need Impv (2) (2 N/A)	63% Yes (10) 25% Many (4) 13% Needs Impv (2) (1 N/A)



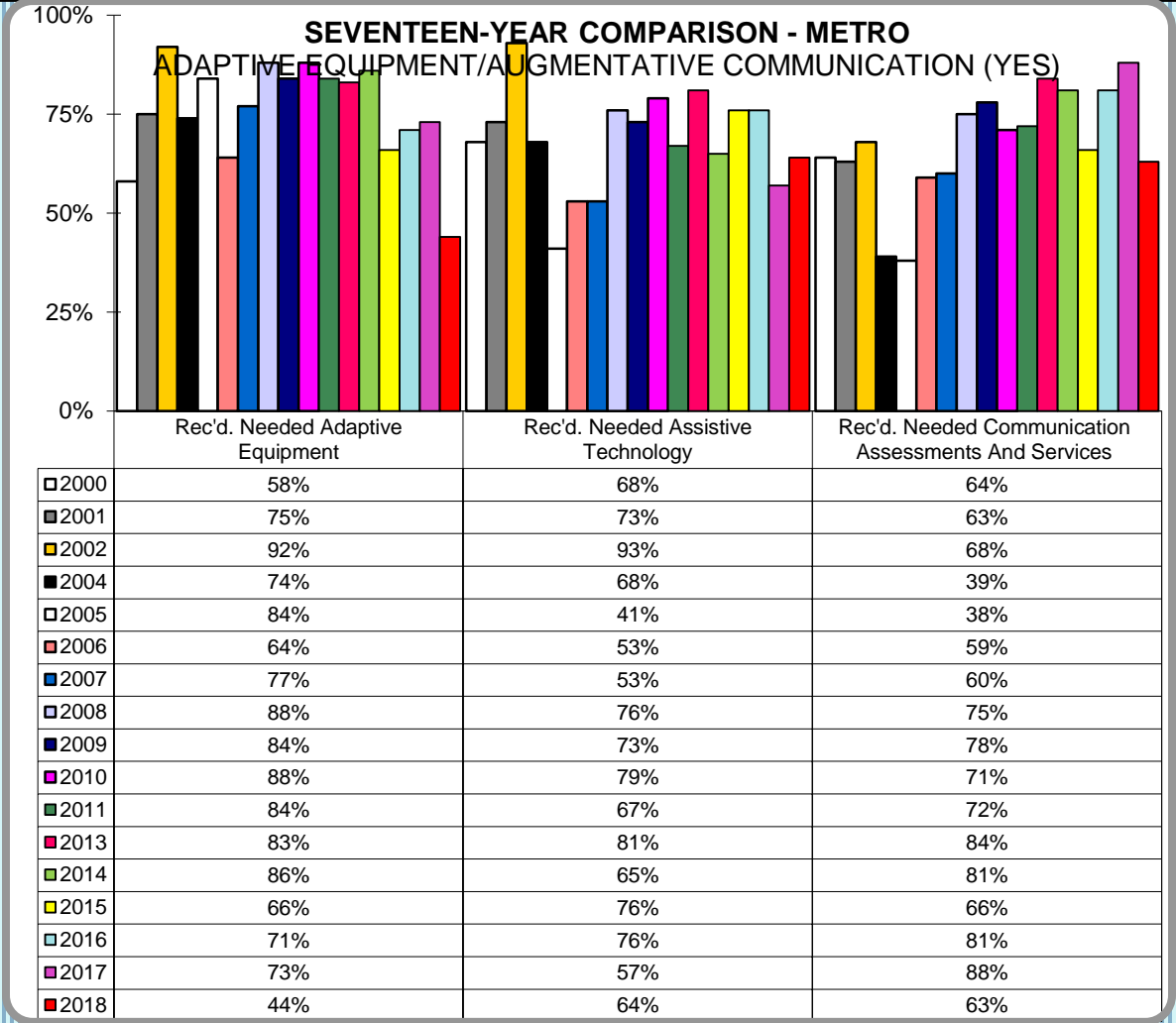
2018 Individual Quality Review Metro 3 Report

ADAPTIVE EQUIPMENT/AUGMENTATIVE COMMUNICATION - Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016	2017 IQR	2018 IQR
138. Has the person received all adaptive equipment needed?	58%	75%	92%	74%	84%	64%	77%	88%	84%	88%	84%	83%	86%	66%	71%	73%	44%
139. Has the person received all assistive technology needed?	68%	73%	93%	68%	41%	53%	53%	76%	73%	79%	67%	81%	65%	76%	76%	57%	64%
140. Has the person received all communication assessments and services needed?	64%	63%	68%	39%	38%	59%	60%	75%	78%	71%	72%	84%	81%	66%	81%	88%	63%



ADAPTIVE EQUIPMENT/AUGMENTATIVE COMMUNICATION - Disengagement





2018 Individual Quality Review Metro 3 Report Findings by Area

INDIVIDUAL SERVICE PLANNING

Question	2013 (sample=47)	2014 (sample=47)	2015 (sample=50)	2016 (sample=49)	2017 (sample=26)	2018 (sample=17)
168. Does the person have an ISP that addresses live, work/learn, fun/relationships and health/other that correlates with the person's desires and capabilities, in accordance with DOH Regulations? CPRQ141 '17IQR#7o	96% Yes (45) 4% Partial (2)	94% Yes (44) 6% Partial (3)	98% Yes (48) 2% Partial (1) (1 not scored)	90% Yes (44) 8% Partial (4) 2% No (1)	92% Yes (24) 4% Need Impv (1) 4% No (1)	100% Yes (17)
169. Does the person have an ISP that contains a complete Vision Section that is based on a long-term view? CPRQ142 '17IQR#7a	79% Yes (37) 21% Partial (10)	57% Yes (27) 43% Partial (20)	53% Yes (26) 35% Partial (17) 12% No (6) (1 not scored)	53% Yes (26) 47% Partial (23)	50% Yes (13) 19% Many (5) 31% Need Impv (8)	47% Yes (8) 24% Many (4) 24% Needs Impv (4) 6% No (1)
170. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a	81% Yes (38) 19% Partial (9)	81% Yes (38) 19% Partial (9)	67% Yes (33) 33% Partial (16) (1 not scored)	71% Yes (35) 29% Partial (14)	50% Yes (13) 31% Many (8) 19% Need Impv (5)	71% Yes (12) 18% Many (3) 12% Needs Impv (2)
171. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f	85% Yes (40) 15% Partial (7)	74% Yes (35) 23% Partial (11) 2% No (1)	80% Yes(39) 20% Partial (10) (1 not scored)	76% Yes (37) 24% Partial (12)	58% Yes (15) 23% Many (6) 19% Need Impv (5)	65% Yes (11) 35% Many (6)
172. Is the person integrated into the community? CPRQ145; '17IQR#29g	81% Yes (38) 19% Partial (9)	64% Yes (30) 34% Partial (16) 2% No (1)	59% Yes (29) 35% Partial (17) 6% No (3) (1 not scored)	49% Yes (24) 51% Partial (25)	28% Yes (7) 16% Many (4) 40% Need Impv (10) 16% No (4)	24% Yes (4) 29% Many (5) 41% Needs Impv (7) 6% No (1)
173. Overall is the ISP adequate to meet the person's needs? CPRQ146; '17IQR#7	15% Yes (7) 85% Partial (40)	15% Yes (7) 85% Partial (40)	8% Yes(4) 92% Partial (45) (1 not scored)	6% Yes (3) 94% Partial (46)	0% Yes 27% Many (7) 73% Need Impv (19)	0% Yes 53% Many (9) 47% Needs Impv (8)
174. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36	38% Yes (18) 62% Partial (29)	28% Yes (13) 72% Partial (34)	12% Yes (6) 86% Partial (42) 2% No (1) (1 not scored)	14% Yes (7) 86% Partial (42)	0% Yes 46% Many (12) 54% Need Impv (14)	0% Yes 76% Many (13) 24% Needs Impv (4)



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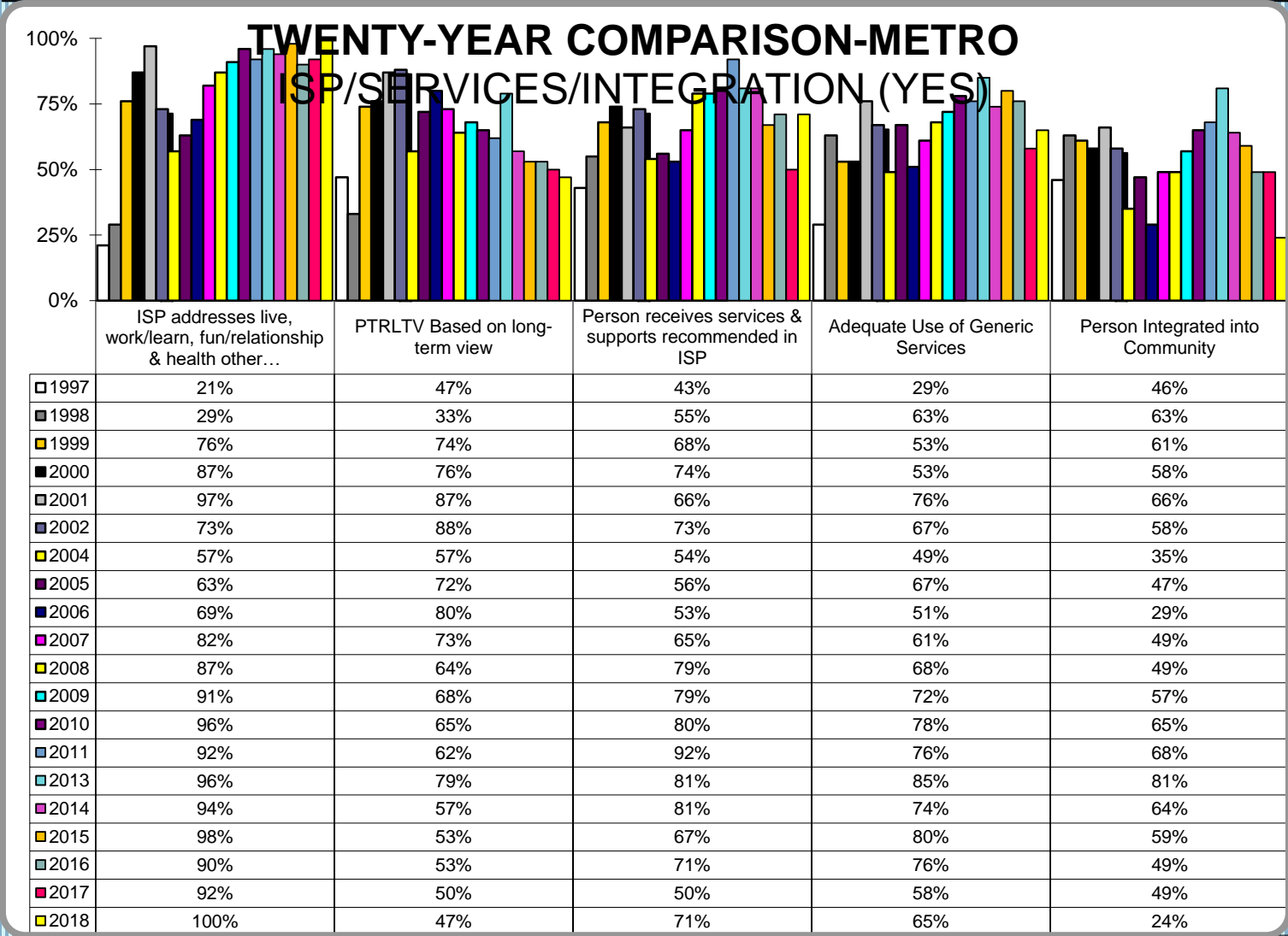
INDIVIDUAL SERVICE PLANNING – HISTORICAL SCORING

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009	2010	2011	2013	2014	2015	2016	2017 IQR	2018 IQR
Does the person have an ISP that addresses living, learning/working and social/leisure...	87%	97%	73%	57%	63%	69%	82%	87%	91%	96%	92%	96%	94%	97%	90%	92%	100%
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?	76%	87%	88%	57%	72%	80%	73%	64%	68%	65%	62%	79%	57%	50%	53%	50%	47%
Does the person receive services and supports recommended in the ISP?	74%	66%	73%	54%	56%	53%	65%	79%	79%	80%	92%	81%	81%	69%	71%	50%	71%
Does the person have adequate access to and use of generic services and natural supports?	53%	76%	67%	49%	67%	51%	61%	68%	72%	78%	76%	85%	74%	84%	76%	58%	65%
Is the person adequately integrated into the community?	58%	66%	58%	35%	47%	29%	49%	49%	57%	65%	68%	81%	64%	59%	49%	28%	24%



2018 Individual Quality Review Metro 3 Report

INDIVIDUAL SERVICE PLANNING- Disengagement



**2018 Individual Quality Review
Metro 3 Report**

Thank you!

**Lyn Rucker
Community Monitor
rpaltd@aol.com
Office: 785-258-2214
Cell: 785-366-6468**

See also: www.jacksoncommunityreview.org