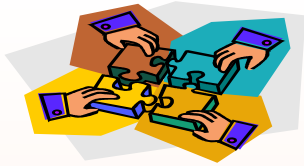


# **2009 Community Practice Review Northwest Region Findings**

Northwest Review (Early Bird and On-site)  
held April 5-16, 2010



**Class Members: 24**  
**Number in Sample: 10 (42%)**

**Two Independent Case Management  
Agencies in Sample**

**Excel 7 in sample**  
**Peak 3 in sample**



## **Day and Residential Agencies in sample:**

	<b>Day</b>	<b>Residential</b>
<b><u>DSI</u></b>	<b><u>1</u></b>	<b><u>1</u></b>
<b><u>Mosaic</u></b>	<b><u>4</u></b>	<b><u>5</u></b>
<b><u>Ramah Care Services</u></b>	<b><u>1</u></b>	<b><u>1</u></b>
<b><u>PMS Shield</u></b>	<b><u>1</u></b>	
<b><u>Silver Linings</u></b>	<b><u>1</u></b>	
<b><u>Su Vida</u></b>		<b><u>1</u></b>
<b><u>Zee</u></b>	<b><u>2</u></b>	<b><u>2</u></b>



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

**3 individuals were found to have Special Attention Needs**  
(Issues were identified that may, if not addressed, effect the person's health, safety and/or welfare.)

**2 Individuals were found to be needing Immediate Attention**  
(Individuals for whom health, safety, environment and/or abuse or neglect issues were identified during the review.)

**1 Incident Report was filed.**

In 2007 and 2008, no one needed Immediate Attention or Special Attention. There were 12 people in the 2007 sample and 10 people in the 2008 sample.

In 2006, there were no people who needed Immediate Attention, and three people required Special Attention. There were 10 people in the 2006 sample.

In 2005, there were no people who needed Immediate Attention and two people required Special Attention. There were 12 people in the 2005 sample.



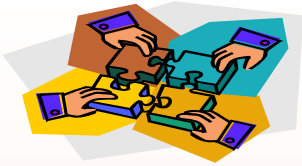
# Identified Indicators of Good Practice

## **People are active in their communities and have roles/memberships**

- ❑ Five people regularly attend church.
- ❑ Six people frequent the library.
- ❑ Three people are seen as ‘regulars’ at the Bowling Alley, and three people go swimming and frequent the pool.
- ❑ Three people are members of their local community centers.
- ❑ One person is a member of the Special Olympics, and three people volunteer at the senior center, with the Fair Committee, on the Arts Council, and at the animal shelter.

All people in the sample had an identified membership/community role.

Three people had one, four had two, one had three, one had five and one person had six identified memberships.



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

- ❑ One person is an ancillary member on the Pueblo.
- ❑ Seven people (70%) were seen as adequately integrated into the community.

## **Some people have friends**

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



## **Some people have proactive advocates Case Manager/Guardian**

- ❑ **Two people were identified as having actively involved guardians. (Seen at least 3 times a month)**
- ❑ **Four people (40%) have case managers who are adequately available to them.**
- ❑ **Three people (30%) have case managers who fully understand their role/job.**



2009 Community Practice Review  
Northwest Region  
Identified Indicators of Good Practice

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

- Seven people are going more places or interacting more while in the community.
- Two people have increased their communication skills.
- During the past year, six people have increased choice making.
- Two people are becoming more independent in their daily home life; two people have made progress at work.
- Four people have shown decreases in identified behaviors.



2009 Community Practice Review  
Northwest Region  
Identified Indicators of Good Practice

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

- ❑ 107 assistive technology and adaptive equipment devices are needed by the individuals in the sample; 89 are in good repair, available, and used when needed. (83%).



# Findings by Area

## A. Expectations for Growth and Quality of Life

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
31. Does the case manager have an appropriate expectation of growth for this person?	38% Yes (5) 62% Partial (8)	67% Yes (8) 33% Partial (4)	50% Yes (5) 50% Partial (5)	75% Yes (9) 25% Partial (3)	60% Yes (6) 30% Partial (3) 10% No (1)	30% Yes (3) 40% Partial (4) 30% No (3)
42. Does the [day services] direct service staff have an appropriate expectation of growth for this person?	46% Yes (6) 54% Partial (7)	50% Yes (6) 50% Partial (6)	60% Yes (6) 40% Partial (4)	58% Yes (7) 33% Partial (4) 8% No (1)	60% Yes (6) 30% Partial (3) 10% No (1)	90% Yes (9) 0% Partial 10% No (1)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	50% Yes (6) 50% Partial (6)	75% Yes (9) 25% Partial (3)	60% Yes (6) 40% Partial (4)	58% Yes (7) 33% Partial (4) 8% No (1)	50% Yes (5) 50% Partial (5)	50% Yes (5) 40% Partial (4) 10% No (1)
84. Based on all of the evidence, in the opinion of the reviewer, has the person achieved progress in the past year?	50% Yes (5) 50% Partial (5)  (3 CND)	73% Yes (8) 18% Partial (2) 9% No (1)  (1 CND)	20% Yes (2) 80% Partial (8)	36% Yes (4) 64% Partial (7)  (1 CND)	78% Yes (7) 22% Partial (2)  (1 CND)	40% Yes (4) 60% Partial (6)
85. Overall, does the IDT have an appropriate expectation of growth for this person?	23% Yes (3) 77% Partial (10)	42% Yes (5) 58% Partial (7)	30% Yes (3) 70% Partial (7)	58% Yes (7) 42% Partial (5)	50% Yes (5) 50% Partial (5)	20% Yes (2) 70% Partial (7) 10% No (1)
86. Was the person provided the assistance and support needed to participate meaningfully in the planning process?	67% Yes (8) 25% Partial (3) 8% No (1)  (1 CND)	100% Yes (10)   (2 CND)	60% Yes (6) 30% Partial (3) 10% No (1)	91% Yes (10) 9% Partial (1)  (1 CND)	38% Yes (3) 62% Partial (5)  (2 CND)	30% Yes (3) 60% Partial (6) 10% No (1)



## 2009 Community Practice Review Northwest Region Findings by Area

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

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
87. Is the person offered a range of opportunities for participation in each of the life areas?	36% Yes (4) 45% Partial (5) 18% No (2) (2 CND)	58% Yes (7) 33% Partial (4) 8% No (1)	60% Yes (6) 20% Partial (2) 20% No (2)	44% Yes (4) 56% Partial (5)  (3 CND)	57% Yes (4) 43% Partial (3)  (3 CND)	63% Yes (5) 25% Partial (2) 13% No (1) (2 CND)
88. Does the person have the opportunity to make informed choices?	50% Yes (5) 40% Partial (4) 10% No (1) (3 CND)	50% Yes (2) 50% Partial (2)  (8 CND)	100% Yes (1) (9 CND)	33% Yes (1) 67% Partial (2)  (9 CND)	75% Yes (3) 25% Partial (1)  (6 CND)	50% Yes (1) 50% Partial (1)  (8 CND)
89. About where and with whom to live?	44% Yes (4) 11% Partial (1) 44% No (4) (4 CND)	67% Yes (2) 33% Partial (1)  (9 CND)	100% Yes (1) (9 CND)	100% Yes (5)  (7 CND)	100% Yes (3)  (7 CND)	100% Yes (1)  (9 CND)
90. About where and with whom to work/spend his/her day?	50% Yes (4) 25% Partial (2) 25% No (2) (5 CND)	100% Yes (3)  (9 CND)	  (10 CND)	100% Yes (3)  (9 CND)	67% Yes (2) 33% Partial (1)  (7 CND)	50% Yes (1) 50% Partial (1)  (8 CND)
91. About where and with whom to socialize/spend leisure time?	43% Yes (3) 43% Partial (3) 14% No (1) (6 CND)	67% Yes (2) 33% Partial (1)  (9 CND)	100% Yes (1) (9 CND)	50% Yes (2) 50% Partial (2)  (8 CND)	75% Yes (3) 25% Partial (1)  (6 CND)	67% Yes (2) 33% Partial (1)  (7 CND)



## 2009 Community Practice Review Northwest Region Findings by Area

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

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
92. Does the evidence support that providers do not prevent the person from pursuing relationships and are respecting the rights of this person?	83% Yes (10) 17% Partial (2) (1 CND)	100% Yes (12)	90% Yes (9) 10% No (1)	100% Yes (12)	90% Yes (9) 10% Partial (1)	88% Yes (7) 13% Partial (1) (2 CND)
93. Overall, were the direct service staff interviewed trained on the provider's complaint process and on abuse, neglect and exploitation?	100% Partial (13)	33% Yes (4) 58% Partial (7) 8% No (1)	40% Yes (4) 60% Partial (6)	67% Yes (8) 33% Partial (4)	50% Yes (5) 50% Partial (5)	40% Yes (4) 60% Partial (6)
94. Does this person and/or guardian have adequate access to the available complaint processes/procedures?	50% Yes (4) 25% Partial (2) 25% No (2) (5 CND)	80% Yes (8) 10% Partial (1) 10% No (1) (2 CND)	50% Yes (3) 33% Partial (2) 17% No (1) (4 CND)	90% Yes (9) 10% Partial (1)  (2 CND)	100% Yes (8)  (2 CND)	90% Yes (9)  10% No (1)
95. Does this person know his/her guardian?	83% Yes (5) 17% No (1) (7 CND)	100% Yes (4)  (8 CND)	100% Yes (2)  (8 CND)	80% Yes (4) 20% No (1) (7 CND)	100% Yes (1)  (1 N/A, 8 CND)	100% Yes (3)  (7 CND)
96. Does this person believe the guardian is helpful?	100% Yes (1)  (12 CND)	50% Yes (1) 50% No (1) (10 CND)	  (10 CND)	100% Yes (2)  (10 CND)	  (10 CND)	  (10 CND)
97. What is the level of participation of the legal guardian in this person's life and service planning?	38% Active (5) 31% Moderate (4) 31% Limited (4)	33% Active (4) 33% Moderate (4) 33% Limited (4)	30% Active (3) 20% Moderate (2) 40% Limited (4) 10% None (1)	33% Active (4) 42% Moderate (5) 25% Limited (3)	50% Active (5) 10% Moderate (1) 30% Limited (3) 10% None (1)	20% Active (2) 30% Moderate (3) 50% Limited (5)



## 2009 Community Practice Review Northwest Region Findings by Area

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

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
98. In the Reviewer's opinion, does the person need a friend advocate?	15% Yes (2) 85% No (11)	8% Yes (1) 92% No (11)	30% Yes (3) 70% No (7)	17% Yes (2) 83% No (10)	10% Yes (1) 90% No (9)	10% Yes (1) 90% No (9)
99. Does the person have a friend advocate?	100% No (4) (9 N/A)	100% No (1) (11 N/A)	100% No (3) (7 N/A)	100% No (3) (9 N/A)	100% No (1) (9 N/A)	100% No (1) (9 N/A)
100. If the person is retired, does he/she have adequate opportunities to engage in activities of interest during the day?	(13 N/A)	(12 N/A)	(10 N/A)	100% Yes (1) (10 N/A) (1 CND)	(10 N/A)	(10 N/A)
101. Does the person have daily choices/appropriate autonomy over his/her life?	46% Yes (6) 46% Partial (6) 8% No (1)	75% Yes (9) 25% Partial (3)	70% Yes (7) 20% Partial (2) 10% No (1)	50% Yes (6) 50% Partial (6)	30% Yes (3) 50% Partial (5) 20% No (2)	60% Yes (6) 30% Partial (3) 10% No (1)
102. Have the person's cultural preferences been accommodated?	91% Yes (10) 9% Partial (1) (1 N/A, 1 CND)	92% Yes (11) 8% Partial (1)	80% Yes (8) 20% Partial (2)	100% Yes (12)	100% Yes (9)  (1 CND)	100% Yes (10)
103. Is the person treated with dignity and respect?	38% Yes (5) 62% Partial (8)	75% Yes (9) 25% Partial (3)	10% Yes (1) 80% Partial (8) 10% No (1)	33% Yes (4) 67% Partial (8)	30% Yes (3) 70% Partial (7)	30% Yes (3) 70% Partial (7)



## A. Expectations for Growth and Quality of Life

### Noteworthy Practice

- **7 of 8 individuals (88%, 2 CND) have providers that do not prevent them from pursuing relationships and are respecting the rights of the person. (90% in 2008, 100% in 2007, 90% in 2006, 100% in 2005, 83% in 2004) (Q#92)**
- **9 of 10 individuals (90%) and/or their guardians had adequate access of the available complaint processes/procedures. (100% in 2008 & 2007, 90% in 2006; 80% in 2005, 83% in 2004) (Q#94)**
- **10 individuals (100%) had their cultural preferences accommodated. (100% in 2008 & 2007, 80% in 2006; 92% in 2005, 91% in 2004) (Q#102)**



## A. Expectations for Growth and Quality of Life

### Practice Challenges

- **8 of 10 persons in the sample (80%) had teams who did not have an adequate appropriate expectation of growth for them. (50% had not in 2008, 42% in 2007, 70% in 2006, 58% in 2005, 77% in 2004) (Q#85)**
- **7 of 10 people (70%) were not provided adequate assistance and support needed to participate meaningfully in the planning process. (62% were not in 2008, 9% in 2007, 40% in 2006; 0% in 2005, 33% in 2004) (Q#86)**
- **7 of 10 people (70%) were not found to be treated with adequate dignity and respect. (70% did not in 2008, 67% in 2007, 90% in 2006; 25% in 2005, 62% in 2004) (Q#103)**



# 2009 Community Practice Review Northwest Region Findings by Area

## B. Satisfaction

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
104. Overall, is the person satisfied with the current services?	57% Yes (4) 43% Partial (3) (6 CND)	67% Yes (2) 33% Partial (1) (9 CND)	100% Yes (1) (9 CND)	100% Yes (1) (11 CND)	100% Yes (1) (9 CND)	(10 CND)
105. Does the person get along with the case manager?	100% Yes (2) (11 CND)	100% Yes (1) (11 CND)	(10 CND)	100% Yes (3) (9 CND)	(10 CND)	(10 CND)
106. Does the person find the case manager helpful?	100% Yes (1) (12 CND)	(12 CND)	(10 CND)	(12 CND)	(10 CND)	(10 CND)
107. Does the legal guardian find the case manager helpful?	88% Yes (7) 12% Partial (1) (5 CND)	55% Yes (6) 18% Partial (2) 27% No (3) (1 CND)	33% Yes (1) 33% Partial (1) 33% No (1) (7 CND)	100% Yes (9) (3 CND)	100% Yes (5) (5 CND)	100% Yes (6) (4 CND)
108. Does the person have adequate food and drink available?	100% Yes (12) (1 CND)	100% Yes (12)	100% Yes (9) (1 CND)	100% Yes (12)	100% Yes (9) (1 CND)	88% Yes (7) 13% Partial (1) (2 CND)
109. Does the person have adequate transportation to meet his/her needs?	75% Yes (9) 25% Partial (3) (1 CND)	83% Yes (10) 17% Partial (2)	90% Yes (9) 10% Partial (1)	73% Yes (8) 27% Partial (3) (1 CND)	90% Yes (9) 10% Partial (1)	80% Yes (8) 20% Partial (2)



## 2009 Community Practice Review Northwest Region Findings by Area

### B. Satisfaction (cont'd)

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
110. Does the person have sufficient personal money?	82% Yes (9) 18% Partial (2) (2 CND)	100% Yes (10) (2 CND)	80% Yes (8) 20% Partial (2)	90% Yes (9) 10% Partial (1) (2 CND)	100% Yes (7) (3 CND)	78% Yes (7) 22% Partial (2) (1 CND)
111. Does the person get along with their day program/employment staff?	88% Yes (7) 12% Partial (1) (5 CND)	100% Yes (8) (4 CND)	100% Yes (6) (4 CND)	100% Yes (9) (3 CND)	100% Yes (5) (5 CND)	100% Yes (6) (4 CND)
112. Does the person get along with the residential provider staff?	89% Yes (8) 11% Partial (1) (4 CND)	100% Yes (10) 2 CND)	100% Yes (5) (5 CND)	100% Yes (7) (5 CND)	100% Yes (6) (4 CND)	100% Yes (4) (6 CND)



## **B. Satisfaction**

### **Noteworthy Practice**

- **7 of 8 individuals (88%, 2 CND) had adequate food and drink available. (100% in 2008, 2007, 2006, 2004 and 2004) (Q#108)**
- **Of the class members for whom a determination could be made:**
  - **100% of guardians found the case manager helpful. (6 of 6, 4 CND) (Q#107)**
  - **100% got along with their day/employment staff. (6 of 6, 4 CND) (Q#111)**
  - **100% got along with their residential staff. (4 of 4, 6 CND) (Q#112)**



## 2009 Community Practice Review Northwest Region Findings by Area

### C. Assessments

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
57. Did the team consider what assessments the person needs and would be relevant to the team's planning efforts?	46% Yes (6) 54% Partial (7)	58% Yes (7) 42% Partial (5)	40% Yes (4) 60% Partial (6)	75% Yes (9) 25% Partial (3)	60% Yes (6) 40% Partial (4)	40% Yes (4) 60% Partial (6)
58. Did the team arrange for and obtain the needed, relevant assessments?	8% Yes (1) 92% Partial (12)	42% Yes (5) 58% Partial (7)	0% Yes 100% Partial (10)	33% Yes (4) 67% Partial (8)	40% Yes (4) 60% Partial (6)	10% Yes (1) 90% Partial (9)
59. Are the assessments adequate for planning?	8% Yes (1) 92% Partial (12)	33% Yes (4) 67% Partial (8)	20% Yes (2) 80% Partial (8)	42% Yes (5) 58% Partial (7)	50% Yes (5) 50% Partial (5)	60% Yes (6) 40% Partial (4)
60. Were the recommendations from assessments used in planning?	15% Yes (2) 77% Partial (10) 8% No (1)	50% Yes (6) 42% Partial (5) 8% No (1)	30% Yes (3) 70% Partial (7)	8% Yes (1) 83% Partial (10) 8% No (1)	50% Yes (5) 40% Partial (4) 10% No (1)	10% Yes (1) 80% Partial (8) 10% No (1)



## C. Assessments

### Practice Challenges

- **60% of IDTs did not consider what assessments the person needs and would be relevant to the team's planning efforts. (40% did not in 2008, 25% in 2007, 60% in 2006, 42% in 2005, 54% in 2004) (Q#57)**
- **90% of individuals did not have assessments adequate for planning. (60% did not in 2008, 67% in 2007, 100% in 2006, 58% in 2005, 92% in 2004) (Q#58)**
- **90% of individuals had recommendations from assessments that were not adequately used in planning. (50% were not in 2008, 91% in 2007, 70% in 2005, 50% in 2005, 85% in 2004) (Q#60)**



## 2009 Community Practice Review Northwest Region Findings by Area

### D. Adequacy of Planning and Adequacy of Services

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
61. Is there a document called an Individual Service Plan (ISP) that was developed within the last year?	100% Yes (13)	100% Yes (12)	100% Yes (10)	100% Yes (12)	100% Yes (10)	90% Yes (9) 10% No (1)
62. Was the ISP developed by an appropriately constituted IDT?	38% Yes (5) 54% Partial (7) 8% No (1)	50% Yes (6) 50% Partial (6)	10% Yes (1) 90% Partial (9)	33% Yes (4) 67% Partial (8)	20% Yes (2) 80% Partial (8)	11% Yes (1) 89% Partial (8) (1 N/A)
63. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP?	42% Yes (5) 25% Partial (3) 33% No (4) (1 N/A)	50% Yes (5) 10% Partial (1) 40% No (4) (2 N/A)	0% Yes 67% Partial (6) 33% No (3) (1 N/A)	9% Yes (1) 73% Partial (8) 18% No (2) (1 N/A)	22% Yes (2) 33% Partial (3) 44% No (4) (1 N/A)	13% Yes (1) 75% Partial (6) 13% No (1) (2 N/A)
64. Overall, is the long-term vision adequate?	15% Yes (2) 69% Partial (9) 15% No (2)	58% Yes (7) 42% Partial (5)	50% Yes (5) 50% Partial (5)	50% Yes (6) 50% Partial (6)	50% Yes (5) 20% Partial (2) 30% No (3)	67% Yes (6) 33% Partial (3) (1 N/A)
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?	38% Yes (5) 46% Partial (6) 15% No (2)	75% Yes (9) 25% Partial (3)	70% Yes (7) 30% Partial (3)	67% Yes (8) 33% Partial (4)	60% Yes (6) 40% Partial (4)	78% Yes (7) 22% Partial (2)  (1 N/A)
66*. Overall, is the Progress Towards Reaching the Long Term Vision Section of the ISP used as the basis for outcome development?	38% Yes (5) 31% Partial (4) 31% No (4)	75% Yes (9) 17% Partial (2) 8% No (1)	60% Yes (6) 40% Partial (4)	58% Yes (7) 33% Partial (4) 8% No (1)	60% Yes (6) 30% Partial (3) 10% No (1)	100% Yes (9)  (1 N/A)
67*. Overall, do the outcomes in the ISP include criteria by which the team can determine when the outcome (s) have been achieved?	54% Partial (7) 46% No (6)	67% Yes (8) 17% Partial (2) 17% No (2)	30% Yes (3) 70% Partial (7)	42% Yes (5) 42% Partial (5) 17% No (2)	20% Yes (2) 60% Partial (6) 20% No (2)	67% Yes (6) 33% Partial (3) (1 N/A)



## 2009 Community Practice Review Northwest Region Findings by Area

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

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
68*. Overall, are the ISP outcomes related to achieving the person's long-term vision?	46% Yes (6) 31% Partial (4) 23% No (3)	58% Yes (7) 42% Partial (5)	60% Yes (6) 40% Partial (4)	83% Yes (10) 17% Partial (2)	90% Yes (9)  10% No (1)	100% Yes (9)  (1 N/A)
69*. Overall, do the ISP outcomes address the person's major needs?	15% Yes (2) 54% Partial (7) 31% No (4)	75% Yes (9) 25% Partial (3)	90% Yes (9) 10% Partial (1)	58% Yes (7) 42% Partial (5)	30% Yes (3) 60% Partial (6) 10% No (1)	67% Yes (6) 33% Partial (3) (1 N/A)
70*. Overall, are the Action Plans specific and relevant to assisting the person in achieving his/her outcomes?	8% Yes (1) 62% Partial (8) 31% No (4)	58% Yes (7) 25% Partial (3) 17% No (2)	30% Yes (3) 60% Partial (6) 10% No (1)	33% Yes (4) 58% Partial (7) 8% No (1)	70% Yes (7) 30% Partial (3)	67% Yes (6) 22% Partial (2) 11% No (1) (1 N/A)
71*. Overall, are the Teaching and Support strategies sufficient to ensure consistent implementation of the services provided?	23% Yes (3) 62% Partial (8) 15% No (2)	33% Yes (4) 58% Partial (7) 8% No (1)	40% Yes (4) 50% Partial (5) 10% No (1)	42% Yes (5) 42% Partial (5) 17% No (2)	56% Yes (5) 22% Partial (2) 22% No (2) (1 N/A)	22% Yes (2) 56% Partial (5) 22% No (2) (1 N/A)
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?	8% Yes (1) 69% Partial (9) 23% No (3)	45% Yes (5) 45% Partial (5) 10% No (1) (1 N/A)	22% Yes (2) 67% Partial (6) 11% No (1) (1 N/A)	8% Yes (1) 75% Partial (9) 17% No (2)	33% Yes (3) 56% Partial (5) 11% No (1) (1 N/A)	44% Yes (4) 33% Partial (3) 22% No (2) (1 N/A)
73*. If needed, does the ISP contain a specific Crisis Prevention and Intervention Plan that meets the person's needs?	23% Yes (3) 54% Partial (7) 23% No (3)	70% Yes (7) 30% Partial (3)  (2 N/A)	70% Yes (7) 30% Partial (3)	80% Yes (8) 10% Partial (1) 10% No (1) (2 N/A)	89% Yes (8) 11% Partial (1)  (1 N/A)	56% Yes (5) 33% Partial (3) 11% No (1) (1 N/A)



## 2009 Community Practice Review Northwest Region Findings by Area

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

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
74*. Does the ISP contain information regarding primary health (medical) care?	62% Yes (8) 31% Partial (4) 8% No (1)	75% Yes (9) 25% Partial (3)	90% Yes (9) 10% Partial (1)	75% Yes (9) 25% Partial (3)	100% Yes (10)	100% Yes (9)  (1 N/A)
74a*. Does the ISP face sheet contain contact information for the PCP?				92% Yes (11) 8% No (1)	100% Yes (10)	100% Yes (9) (1 N/A)
74b*. Is the Healthcare Coordinator's name and contact information listed in the ISP?				82% Yes (9) 18% Partial (2)  (1 N/A)	100% Yes (10)	89% Yes (8) 11% Partial (1)  (1 N/A)
74c*. Was the ISP (the most current Annual) developed using the new ISP format?				92% Yes (11) 8% No (1)	Eliminated due to new ISP policy	
75. Does the ISP reflect how the person will get to work/day activities, shopping, social activities?	69% Yes (9) 23% Partial (3) 8% No (1)	83% Yes (10) 17% Partial (2)	90% Yes (9)  10% No (1)	33% Yes (4) 33% Partial (4) 33% No (4)	60% Yes (6) 40% Partial (4)	67% Yes (4) 33% Partial (2) (4 N/A)
76. Does the ISP reflect how the person will obtain prescribed medications?	62% Yes (8) 23% Partial (3) 15% No (2)	55% Yes (6) 36% Partial (4) 9% No (1) (1 N/A)	60% Yes (6) 40% Partial (4)	83% Yes (10) 8% Partial (1) 8% No (1)	100% Yes (10)	100% Yes (9)   (1 N/A)
77. Does the ISP contain a list of adaptive equipment needed and who will provide it?	50% Yes (6) 33% Partial (4) 17% No (2) (1 N/A)	78% Yes (7) 11% Partial (1) 11% No (1) (3 N/A)	63% Yes (5) 25% Partial (2) 12% No (1) (2 N/A)	25% Yes (3) 42% Partial (5) 33% No (4)	22% Yes (2) 67% Yes (6) 11% No (1) (1 N/A)	38% Yes (3) 63% Partial (5)  (2 N/A)



## 2009 Community Practice Review Northwest Region Findings by Area

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

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
78. Overall, is the ISP adequate to meet the person's needs?	0% Yes 85% Partial (11) 15% No (2)	25% Yes (3) 75% Partial (9)	0% Yes 100% Partial (10)	0% Yes 100% Partial (12)	10% Yes (1) 90% Partial (9)	22% Yes (2) 78% Partial (7) (1 N/A)
79. If #78 is rated "2", is the ISP being implemented?	100% Partial (1) (12 N/A)	50% Yes (2) 50% Partial (2) (8 N/A)	(10 N/A)	(12 N/A)	100% Partial (1) (9 N/A)	100% Partial (2) (8 N/A)
80a. If there is no ISP, or if #78 is rated "0" or "1", is the ISP being implemented?	100% Partial (13)	25% Yes (2) 75% Partial (6) (4 N/A)	0% Yes 100% Partial (10)	8% Yes (1) 92% Partial (11)	22% Yes (2) 78% Partial (7) (1 N/A)	13% Yes (1) 88% Partial (7) (2 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?						13% Yes (1) 63% Partial (5) 25% No (2) (2 N/A)
81. Overall, were the direct service staff trained on the implementation of the ISP?	38% Yes (5) 38% Partial (5) 23% No (3)	58% Yes (7) 42% Partial (5)	60% Yes (6) 40% Partial (4)	50% Yes (6) 50% Partial (6)	60% Yes (6) 40% Partial (4)	30% Yes (3) 70% Partial (7)
82. Overall, were the direct service staff able to describe their responsibilities in providing daily care/support to the person?	54% Yes (7) 38% Partial (5) 8% No (1)	67% Yes (8) 33% Partial (4)	30% Yes (3) 70% Partial (7)	58% Yes (7) 42% Partial (5)	50% Yes (5) 50% Partial (5)	40% Yes (4) 60% Partial (6)
83. Overall, do the progress notes or other documentation in the case management record reflect the status of the goals and services of the key life areas stated in the ISP?	15% Yes (2) 69% Partial (9) 15% No (2)	50% Yes (6) 42% Partial (5) 8% No (1)	0% Yes 100% Partial (10)	25% Yes (3) 67% Partial (8) 8% No (1)	20% Yes (2) 70% Partial (7) 10% No (1)	20% Yes (2) 60% Partial (6) 20% No (2)



## **D. Adequacy of Planning and Adequacy of Services**

### **Noteworthy Practice**

- **9 people (100%, 1 N/A) have ISP vision sections that are used as the basis for outcome development. (60% in 2008, 58% in 2007, 60% in 2006, 58% in 2005, 60% in 2004) (Q#66)**
- **9 people (100%, 1 N/A) have ISP outcomes that relate to achieving their long-term vision. (90% in 2008, 83% in 2007, 60% in 2006, 58% in 2005, 46% in 2004) (Q#68)**
- **9 people (100%, 1 N/A) have ISPs that contain specific arrangements for primary health care. (75% in 2007, 90% in 2006, 75% in 2005, 62% in 2004) (Q#74)**
- **9 of 9 (100%, 1 N/A) ISPs reflect how the person will obtain prescribed medications. (83% in 2007, 60% in 2006, 55% in 2005, 62% in 2004) (Q#76)**



## **D. Adequacy of Planning and Adequacy of Services**

### **Practice Challenges**

- **One Person did not have a current ISP.**
- **Only two ISPs were found to be adequate to meet the person's needs. (22%, 1 N/A) (Q#78)**
- **8 of 9 people (89%, 1 N/A) had an ISP that was not developed by an appropriately constituted team. (80% were not in 2008, 67% in 2007, 90% in 2006, 50% in 2005, 62%in 2004) (Q#62)**
- **55% of ISPs (5 of 9, 1 N/A) do not have the recommendations and/or objectives/strategies of ancillary providers adequately integrated into the outcomes, action plans and Teaching and Support Strategies. (67% did not in 2008, 92% in 2007, 78% in 2006, 55% in 2005, 92% in 2004) (Q#72)**



## 2009 Community Practice Review Northwest Region Findings by Area

### E. Individual Service Planning & Summary

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
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?	69% Yes (9) 23% Partial (3) 8% No (1)	58% Yes (7) 42% Partial (5)	100% Yes (10)	83% Yes (10) 17% Partial (2)	90% Yes (9) 10% Partial (1)	80% Yes (8) 10% Partial (1) 10% No (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?	54% Yes (7) 38% Partial (5) 8% No (1)	100% Yes (12)	100% Yes (10)	67% Yes (8) 25% Partial (3) 8% No (1)	60% Yes (6) 30% Partial (3) 10% No (1)	70% Yes (7) 10% Partial (1) 20% No (2)
143. Does the person receive services and supports recommended in the ISP?	38% Yes (5) 62% Partial (8)	42% Yes (5) 58% Partial (7)	70% Yes (7) 30% Partial (3)	50% Yes (6) 50% Partial (6)	60% Yes (6) 40% Partial (4)	40% Yes (4) 50% Partial (5) 10% No (1)
144. Does the person have adequate access to and use of generic services and natural supports?	23% Yes (3) 77% Partial (10)	50% Yes (6) 50% Partial (6)	80% Yes (8) 20% Partial (2)	50% Yes (6) 50% Partial (6)	100% Yes (10)	90% Yes (9) 10% Partial (1)
145. Is the person adequately integrated into the community?	38% Yes (5) 62% Partial (8)	58% Yes (7) 42% Partial (5)	50% Yes (5) 40% Partial (4) 10% No (1)	25% Yes (3) 75% Partial (9)	70% Yes (7) 20% Partial (2) 10% No (1)	70% Yes (7) 30% Partial (3)
146. Overall, is the ISP adequate to meet the person's needs?	0% Yes 85% Partial (11) 15% No (2)	25% Yes (3) 75% Partial (9)	0% Yes 100% Partial (10)	0% Yes 100% Partial (12)	10% Yes (1) 90% Partial (9)	20% Yes (2) 70% Partial (7) 10% No (1)
147. Is the program of the level of intensity adequate to meet this person's needs?	8% Yes (1) 85% Partial (11) 8% No (1)	8% Yes (1) 92% Partial (11)	10% Yes (1) 80% Partial (8) 10% No (1)	8% Yes (1) 92% Partial (11)	30% Yes (3) 70% Partial (7)	0% Yes 100% Partial (10)



## **E. Individual Service Planning**

### **Noteworthy Practice:**

- **80% (8 of 10) of individuals have an ISP that addresses all life areas and correlates with their desires and capabilities. (90% did in 2008, 83% in 2007, 100% in 2006, 58% in 2005, 69% in 2004) (Q#141)**
- **90% (9 of 10) of the sample were found to have adequate access to and use of generics services and natural supports. (100% did in 2008, 50% in 2007, 80% in 2006, 50% in 2005, 23% in 2004) (Q#144)**

### **Practice Challenges:**

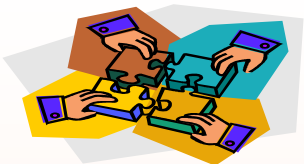
- **60% of the sample (6 of 10) were not receiving services and supports recommended in the ISP. (40% did not in 2008, 50% in 2007, 30% in 2006; 58% in 2005, 62% in 2004, 93% in 2004) (Q#143)**
- **100% (10 of 10) of the sample did not have a total program of the level of intensity adequate to meet their needs. (70% did not in 2008, 92% in 2007, 90% in 2006, 92% in 2005) (Q#147)**



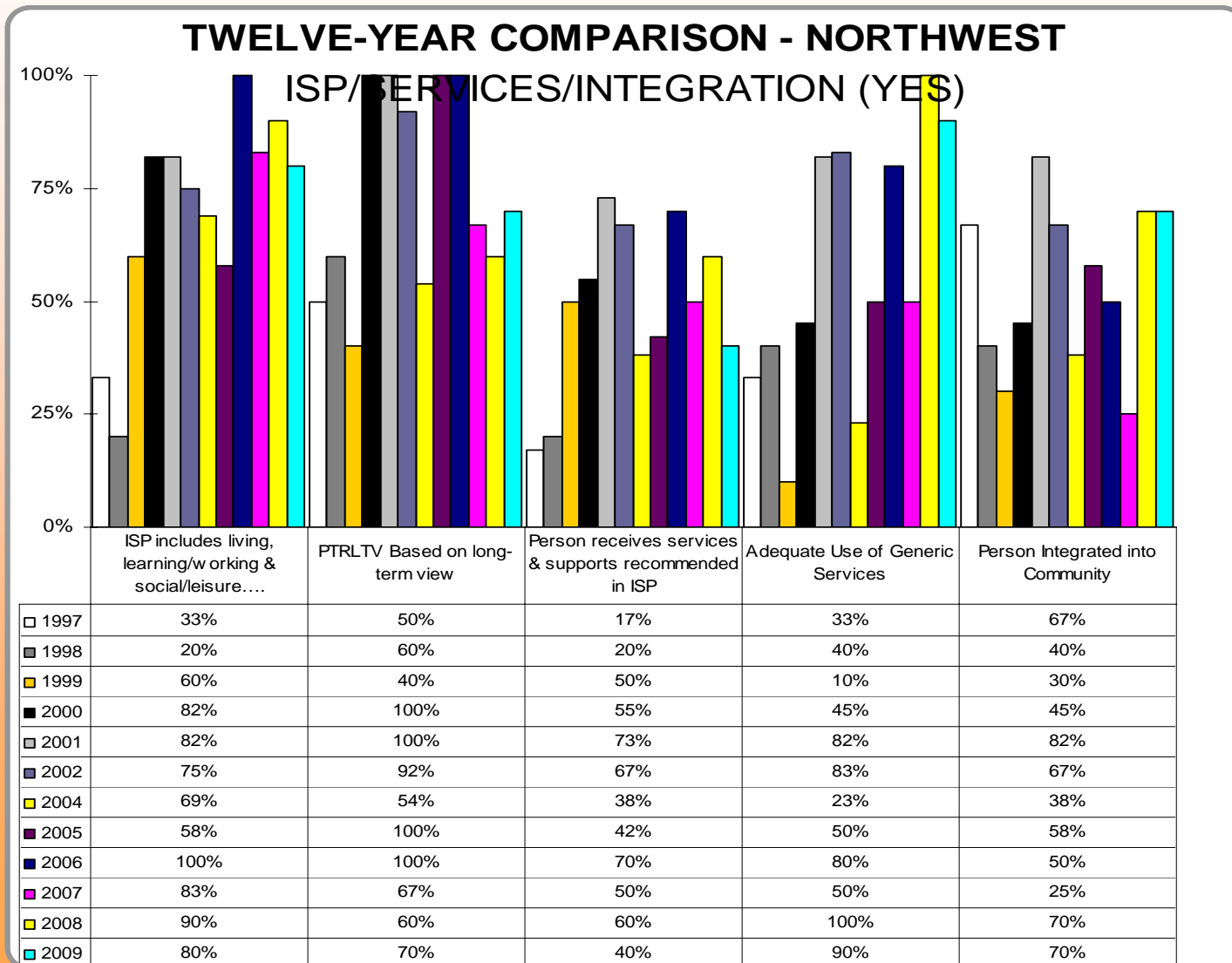
## 2009 Community Practice Review Northwest Region Findings by Area

### E. Individual Service Planning – Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009
141. Does the person have an ISP that includes living, learning/working and social/leisure that correlates to ...	82%	82%	75%	69%	58%	100%	83%	90%	80%
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%	100%	92%	54%	100%	100%	67%	60%	70%
143. Does the person receive services and supports recommended in the ISP?	55%	73%	67%	38%	42%	70%	50%	60%	40%
144. Does the person have adequate access to and use of generic services and natural supports?	45%	82%	83%	23%	50%	80%	50%	100%	90%
145. Is the person adequately integrated into the community?	45%	82%	67%	38%	58%	50%	25%	70%	70%



## E. Individual Service Planning – Disengagement





## 2009 Community Practice Review Northwest Region Findings by Area

### F. Team Process

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
113. Is there evidence that the ISP was reviewed by the IDT within the last six months?	100% Yes (10) (3 N/A)	100% Yes (12)	100% Yes (7) (3 N/A)	*question removed as a result of new ISP standards*		
114. Are the individual members of the IDT following up on their responsibilities?	23% Yes (3) 69% Partial (9) 8% No (1)	33% Yes (4) 67% Partial (8)	0% Yes 100% Partial (10)	17% Yes (2) 83% Partial (10)	20% Yes (2) 80% Partial (8)	0% Yes 100% Partial (10)
115. If there is evidence of team conflict, has the team made efforts to build consensus?	50% Yes (2) 50% Partial (2)  (9 N/A)	50% Yes (1) 50% Partial (1)  (10 N/A)	50% Yes (2) 50% Partial (2)  (6 N/A)	25% Yes (1) 50% Partial (2) 25% No (1) (8 N/A)	   (10 N/A)	80% Yes (4) 20% Partial (1)  (5 N/A)
116. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs?	54% Yes (7) 46% No (6)	73% Yes (8) 27% No (3) (1 N/A)	60% Yes (6) 40% No (4)	100% Yes (9)  (3 N/A)	78% Yes (7) 22% No (2) (1 N/A)	60% Yes (6) 40% No (4)
117. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented?	38% Yes (5) 54% Partial (7) 8% No (1)	33% Yes (4) 67% Partial (8)	50% Yes (5) 40% Partial (4) 10% No (1)	58% Yes (7) 42% Partial (5)	60% Yes (6) 40% Partial (4)	60% Yes (6) 40% Partial (4)
118. Do you recommended Team Process Training for this IDT?	15% Yes (2) 85% No (11)	8% Yes (1) 92% No (11)	20% Yes (2) 80% No (8)	8% Yes (1) 92% No (11)	100% No (10)	20% Yes (2) 80% No (8)



## 2009 Community Practice Review Northwest Region Findings by Area

### F. Team Process (continued)

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
119. Is there evidence or documentation of physical regression in the last year?	27% Yes (3) 73% No (8) (2 CND)	25% Yes (3) 75% No (9)	50% Yes (5) 50% No (5)	17% Yes (2) 83% No (10)	20% Yes (2) 80% No (8)	50% Yes (5) 50% No (5)
120. Is there evidence or documentation of behavioral or functional regression in the last year?	18% Yes (2) 82% No (9) (2 CND)	17% Yes (2) 83% No (10)	20% Yes (2) 80% No (8)	8% Yes (1) 92% No (11)	100% No (10)	30% Yes (3) 70% No (7)
121. If #119 or 120 is Yes, is the IDT adequately addressing the regression?	0% Yes 50% Partial (2) 50% No (2) (9 N/A)	75% Yes (3) 25% Partial (1)  (8 N/A)	67% Yes (4) 33% Partial (2)  (4 CND)	33% Yes (1) 33% Partial (1) 33% No (1) (9 CND)	50% Yes (1) 50% Partial (1)  (8 N/A)	67% Yes (4) 33% Partial (2)  (4 N/A)
122. Has the person changed residential/day services in the last year? If Yes, was the change:	31% Yes (4) 69% No (9)	25% Yes (3) 75% No (9)	30% Yes (3) 70% No (7)	33% Yes (4) 67% No (8)	10% Yes (1) 90% No (9)	10% Yes (1) 90% No (9)
122a. Planned by the IDT?	25% Yes (1) 25% Partial (1) 50% No (2) (9 N/A)	100% Yes (3)  (9 N/A)	33% Yes (1) 33% Partial (1) 33% No (1) (7 N/A)	100% (4)  (8 N/A)	100% Yes (1)  (9 N/A)	0% Yes 100% Partial (1)  (9 N/A)
122b. Appropriate to meet needs?	25% Yes (1) 50% Partial (2) 25% No (1) (9 N/A)	100% Yes (3)  (9 N/A)	100% Yes (3)  (7 N/A)	75% Yes (3) 25% Partial (1)  (8 N/A)	100% Yes (1)  (9 N/A)	100% Yes (1)  (9 N/A)
123. Has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person?	15% Yes (2) 69% Partial (9) 15% No (2)	8% Yes (1) 92% Partial (11)	0% Yes 100% Partial (10)	17% Yes (2) 83% Partial (10)	20% Yes (2) 70% Partial (7) 10% No (1)	10% Yes (1) 80% Partial (8) 10% No (1)



## **F. Team Process**

### **Practice Challenges**

- **100% of IDTs (10 of 10) had members who were not adequately following up on their responsibilities. (80% were not in 2008, 83% were not in 2007, 100% in 2006, 67% in 2005, 77% in 2004) (Q#114)**
- **For 90% of the individuals (9 of 10), the IDT process was found to only be partially adequate for assessing, planning, implementing and monitoring of services. (In 2008 the process was not adequate for 80%, 83% in 2007, 100% in 2006, 92% in 2005, 84% in 2004) (Q#123)**



## 2009 Community Practice Review Northwest Region Findings by Area

### G. Health Related Needs

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
30. Was the case manager able to describe the person's health related needs?	46% Yes (6) 54% Partial (7)	67% Yes (8) 33% Partial (4)	40% Yes (4) 60% Partial (6)	67% Yes (8) 33% Partial (4)	30% Yes (3) 70% Partial (7)	70% Yes (7) 30% Partial (3)
38. Was the [day/employment] direct service staff able to describe the person's health related needs?	38% Yes (5) 54% Partial (7) 8% No (1)	58% Yes (7) 42% Partial (5)	60% Yes (6) 40% Partial (4)	58% Yes (7) 42% Partial (5)	50% Yes (5) 50% Partial (5)	20% Yes (2) 80% Partial (8)
48. Was the residential service staff able to describe the person's health related needs?	50% Yes (6) 50% Partial (6) (1 N/A)	67% Yes (8) 33% Partial (4)	50% Yes (5) 50% Partial (5)	58% Yes (7) 42% Partial (5)	30% Yes (3) 70% Partial (7)	50% Yes (5) 50% Partial (5)
54. Overall, were the team members interviewed able to describe the person's health-related needs?	23% Yes (3) 77% Partial (10)	42% Yes (5) 58% Partial (7)	10% Yes (1) 90% Partial (9)	33% Yes (4) 67% Partial (8)	20% Yes (2) 80% Partial (8)	10% Yes (1) 90% Partial (9)
55. Is there evidence that the IDT discussed the person's health-related issues?	46% Yes (6) 54% Partial (7)	75% Yes (9) 25% Partial (3)	70% Yes (7) 30% Partial (3)	67% Yes (8) 33% Partial (4)	50% Yes (5) 50% Partial (5)	60% Yes (6) 40% Partial (4)
56. In the opinion of the reviewer, are the person's health supports/needs being adequately addressed?	8% Yes (1) 62% Partial (8) 31% No (4)	25% Yes (3) 67% Partial (8) 8% No (1)	10% Yes (1) 90% Partial (9)	25% Yes (3) 75% Partial (9)	0% Yes (0) 100% Partial (10)	0% Yes (0) 100% Partial (10)



## **G. Health Related Needs**

### **Practice Challenges**

- **90% of teams, overall, were not able to describe the person's health-related needs. (80% were not in 2008, 67% in 2007, 90% in 2006, 58% in 2005, 77% in 2004) (Q#54)**
  - **80% of day service staff could not adequately describe the person's health-related needs. (50% could not in 2008, 42% in 2007, 40% in 2006, 42% in 2005, 62% in 2004) (Q#38)**
  - **50% of residential staff could not adequately describe the person's health-related needs. (70% could not in 2008, 42% in 2007, 50% in 2006, 33% in 2005, 50% in 2004) (Q#48)**
- **All individuals (100%) in the sample had health supports/needs that were not being adequately addressed. (100% were not in 2008, 75% in 2007, 90% in 2006, 75% in 2005, 93% in 2004) (Q#56)**



## 2009 Community Practice Review Northwest Region Findings by Area

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

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
124. Has the IDT, or the reviewer recommended a supported employment assessment for the person?	62% Yes (8) 38% No (5)	67% Yes (8) 33% No (4)	90% Yes (9) 10% No (1)	67% Yes (8) 33% No (4)	90% Yes (9) 10% No (1)	80% Yes (8) 20% No (2)
125. In the opinion of the IDT or the reviewer, does the person need supported employment?	46% (6) 54% (7)	75% Yes (9) 25% No (3)	70% Yes (7) 30% No (3)	58% Yes (7) 42% No (5)	80% Yes (8) 20% No (2)	60% Yes (6) 40% No (4)
126. Did the person receive a supported employment assessment?	75% Yes (6) 25% No (2) (5 N/A)	89% Yes (8) 11% No (1) (3 N/A)	90% Yes (9) 10% No (1)	25% Yes (2) 75% No (6) (4 N/A)	100% Yes (9) (1 N/A)	88% Yes (7) 13% No (1) (2 N/A)
127. Does the supported employment assessment conform to the DOH regulations?	13% Yes (1) 63% Partial (5) 25% No (2) (5 N/A)	33% Yes (3) 22% Partial (2) 44% No (4) (3 N/A)	20% Yes (2) 60% Partial (6) 20% No (2)	25% Yes (2) 75% No (6) (4 N/A)	44% Yes (4) 22% Partial (2) 33% No (3) (1 N/A)	38% Yes (3) 25% Partial (2) 38% No (3) (2 N/A)
128. Does the person have a career development plan (based on assessments) that meets the person's needs?	0% Yes 83% Partial (5) 17% No (1) (7 N/A)	22% Yes (2) 33% Partial (3) 44% No (4) (3 N/A)	29% Yes (2) 29% Partial (2) 42% No (3) (3 N/A)	0% Yes 29% Partial (2) 71% No (5) (5 N/A)	0% Yes (0) 50% Partial (4) 50% No (4) (2 N/A)	29% Yes (2) 29% Partial (2) 43% No (3) (3 N/A)
129. Is the person engaged in supported employment?	50% Yes (3) 50% No (3) (7 N/A)	44% Yes (4) 56% No (5) (3 N/A)	29% Yes (2) 71% No (5) (3 N/A)	0% Yes 100% No (7) (5 N/A)	38% Yes (3) 62% No (5) (2 N/A)	50% Yes (3) 50% No (3) (4 N/A)



## 2009 Community Practice Review Northwest Region Findings by Area

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

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
130. Is the supported work provided in accordance with the following?	40% Yes (2) 20% Partial (1) 40% No (2) (8 N/A)	38% Yes (3) 13% Partial (1) 50% No (4) (4 N/A)	29% Yes (2)  71% No (5) (3 N/A)	0% Yes  100% No (7) (5 N/A)	13% Yes (1) 13% Partial (1) 75% No (6) (2 N/A)	60% Yes (3)  40% No (2) (5 N/A)
130a. At least a 10-hour work week?	20% Yes (1) 80% No (4) (8 N/A)	38% Yes (3) 62% No (5) (4 N/A)	14% yes (1) 86% No (6) (3 N/A)	0% Yes 100% No (7) (5 N/A)	13% Yes (1) 88% No (7) (2 N/A)	60% Yes (3) 40% No (2) (5 N/A)
130b. Person earns at least ½ of minimum wage?	60% Yes (3) 40% No (2) (8 N/A)	38% Yes (3) 62% No (5) (4 N/A)	43% Yes (3) 57% No (4) (3 N/A)	0% Yes 100% No (7) (5 N/A)	25% Yes (2) 75% No (6) (2 N/A)	60% Yes (3) 40% No (2) (5 N/A)
130c. Work setting is at least 50% non-handicapped co-workers?	60% Yes (3) 40% No (2) (8 N/A)	50% Yes (4) 50% No (4) (4 N/A)	29% Yes (2) 71% No (5) (3 N/A)	0% Yes 100% No (7) (5 N/A)	25% Yes (2) 75% No (6) (2 N/A)	60% Yes (3) 40% No (2) (5 N/A)
130d. There is a reasonable expectation that the job will continue?	60% Yes (3) 40% No (2) (8 N/A)	50% Yes (4) 50% No (4) (4 N/A)	29% Yes (2) 71% No (5) (3 N/A)	0% Yes 100% No (7) (5 N/A)	25% Yes (2) 75% No (6) (2 N/A)	60% Yes (3) 40% No (2) (5 N/A)



## H. Supported Employment

### Practice Challenges

- **29% of individuals (2 of 7, 3 N/A) in need of a career development plan had a plan that met their needs. (0% did in 2008 and 2007, 29% in 2006, 22% in 2005, 0% in 2004) (Q#128)**
- **38% of supported employment assessments (3 of 8, 2 N/A) conformed to DOH Regulations. (44% in 2008, 25% in 2007, 20% in 2006, 33% in 2005, 13% in 2004) (Q#127)**
- **50% of individuals (3 of 6, 4 N/A) identified as needing supported employment services were engaged in supported employment. (38% in 2008, 0% in 2007, 29% in 2006, 44% in 2005, 50% in 2004) (Q#129)**



2009 Community Practice Review  
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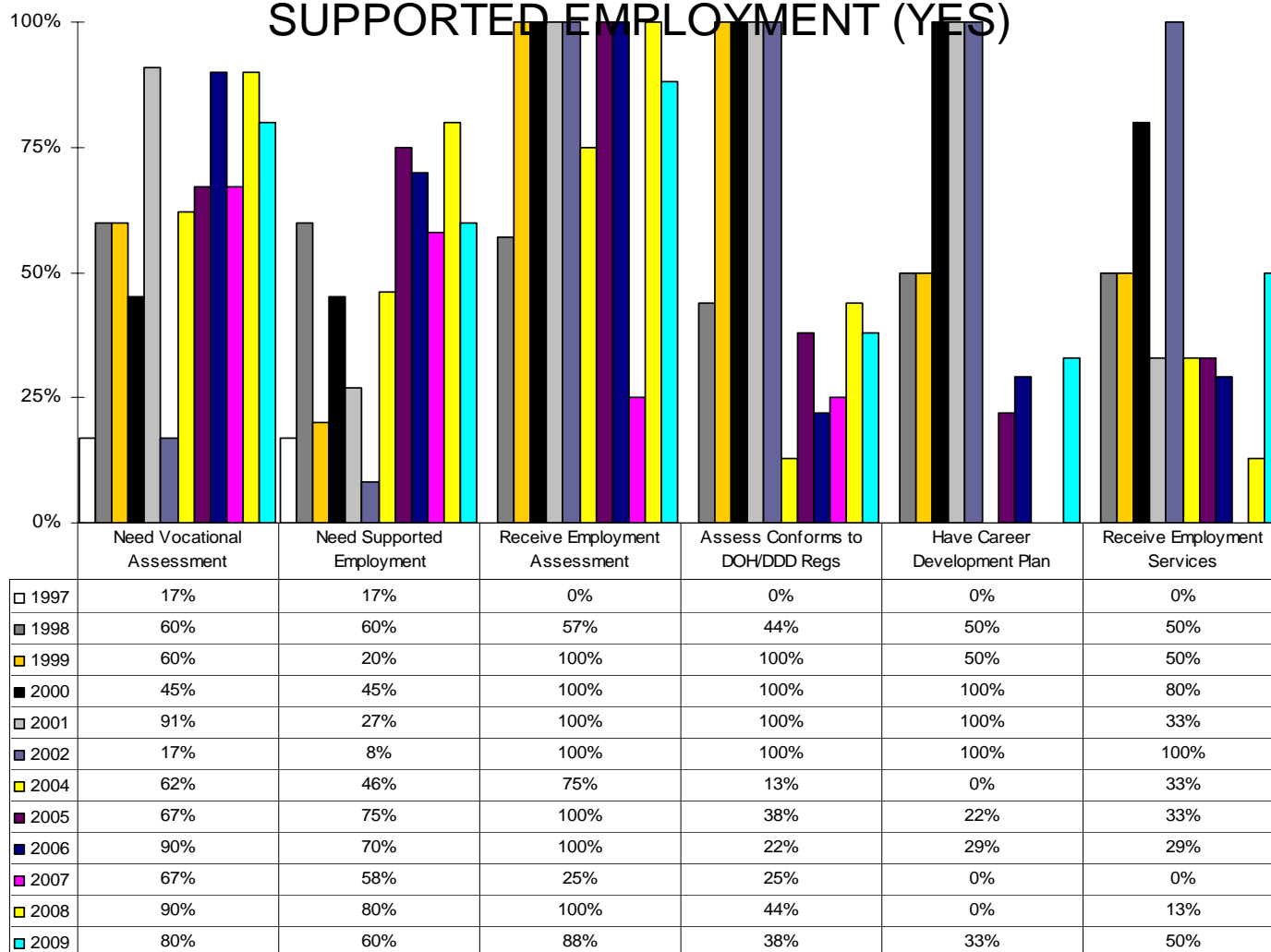
## H. Supported Employment - Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009
Need an employment assessment?	45%	91%	17%	62%	67%	90%	67%	90%	80%
Need supported employment?	45%	27%	8%	46%	75%	70%	58%	80%	60%
Receive supported employment assessment?	100%	100%	100%	75%	100%	100%	25%	100%	88%
Assessment conforms to DOH Regulations?	100%	100%	100%	13%	38%	22%	25%	44%	38%
Has a Career Development Plan?	100%	100%	100%	0%	22%	29%	0%	0%	33%
Is supported employment provided in line with requirements?	80%	33%	100%	33%	33%	29%	0%	13%	50%



## H. Supported Employment – Disengagement

**TWELVE-YEAR COMPARISON - NORTHWEST  
SUPPORTED EMPLOYMENT (YES)**





## 2009 Community Practice Review Northwest Region Findings by Area

### I. Day Services

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
35. Does the day/employment direct services "know" the person?	62% Yes (8) 38% Partial (5)	83% Yes (10) 17% Partial (2)	90% Yes (9) 10% Partial (1)	92% Yes (11) 8% Partial (1)	70% Yes (7) 30% Partial (3)	80% Yes (8) 20% Partial (2)
36. Does the direct service staff have adequate input into the person's ISP?	46% Yes (6) 38% Partial (5) 15% No (2)	50% Yes (6) 42% Partial (5) 8% No (1)	60% Yes (6) 30% Partial (3) 10% No (1)	50% Yes (6) 42% Partial (5) 8% No (1)	70% Yes (7) 30% Partial (3)	70% Yes (7) 10% Partial (1) 20% No (2)
37. Did the direct service staff receive training on implementing this person's ISP?	46% Yes (6) 38% Partial (5) 15% No (2)	58% Yes (7) 42% Partial (5)	70% Yes (7) 30% Partial (3)	75% Yes (9) 25% Partial (3)	70% Yes (7) 30% Partial (3)	60% Yes (6) 40% Partial (4)
38. Was the direct service staff able to describe this person's health related needs?	38% Yes (5) 54% Partial (7) 8% No (1)	58% Yes (7) 42% Partial (5)	60% Yes (6) 40% Partial (4)	58% Yes (7) 42% Partial (5)	50% Yes (5) 50% Partial (5)	20% Yes (2) 80% Partial (8)
39. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	69% Yes (9) 31% Partial (4)	75% Yes (9) 25% Partial (3)	50% Yes (5) 50% Partial (5)	75% Yes (9) 25% Partial (3)	70% Yes (7) 30% Partial (3)	60% Yes (6) 40% Partial (4)
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?			90% Yes (9) 10% Partial (1)	92% Yes (11) 8% Partial (1)	90% Yes (9) 10% Partial (1)	90% Yes (9) 10% No (1)
39.b. Can the direct service staff describe his/her responsibilities in implementing the person's ISP goals/objectives/outcomes/action plans?			50% Yes (5) 50% Partial (5)	75% Yes (9) 25% Partial (3)	70% Yes (7) 30% Partial (3)	50% Yes (5) 50% Partial (5)



## 2009 Community Practice Review Northwest Region Findings by Area

### I. Day Services

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
40. Did the direct service staff have training in the ISP process?	62% Yes (8) 15% Partial (2) 23% No (3)	67% Yes (8) 33% Partial (4)	70% Yes (7) 20% Partial (2) 10% No (1)	50% Yes (6) 42% Partial (5) 8% No (1)	80% Yes (8) 20% Partial (2)	80% Yes (8) 20% Partial (2)
41. Did the direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	38% Yes (5) 62% Partial (8)	33% Yes (4) 50% Partial (6) 17% No (2)	70% Yes (7) 30% Partial (3)	67% Yes (8) 33% Partial (4)	70% Yes (7) 20% Partial (2) 10% No (1)	70% Yes (7) 30% Partial (3)
41.a. Have training on the provider's complaint process?		33% Yes (4) 33% Partial (4) 33% No (4)	80% Yes (8) 10% Partial (1) 10% No (1)	83% Yes (10) 17% Partial (2)	80% Yes (8)  20% No (2)	90% Yes (9) 10% Partial (1)
41.b. Have training on how and to whom to report abuse, neglect and exploitation?		50% Yes (6) 42% Partial (5) 8% No (1)	70% Yes (7) 30% Partial (3)	83% Yes (10) 17% Partial (2)	80% Yes (8) 10% Partial (1) 10% No (1)	70% Yes (7) 30% Partial (3)
42. Does the direct service staff have an appropriate expectation of growth for this person?	46% Yes (6) 54% Partial (7)	50% Yes (6) 50% Partial (6)	60% Yes (6) 40% Partial (4)	58% Yes (7) 33% Partial (4) 8% No (1)	60% Yes (6) 30% Partial (3) 10% No (1)	90% Yes (9)  10% No (1)
43. Is the day/employment environment generally clean, free of safety hazards and conducive to the work/activity intended?	56% Yes (5) 44% Partial (4) (1 N/A, 3 CND)	80% Yes (8) 20% Partial (2) (1 N/A, 1 CND)	90% Yes (9) 10% Partial (1)	100% Yes (12)	100% Yes (8)  (2 N/A)	90% Yes (9) 10% Partial (1)



## I. Day Services

### Noteworthy Practice

- **90% of day staff interviewed (9 of 10) could provide specific information regarding the person's daily activities. (90% in 2008, 92% in 2007, 90% in 2006) (Q#39A)**
- **90% (9 of 10) had adequate training on the provider's complaint process. (80% in 2008, 83% in 2007, 80% in 2006, 33% in 2005) (Q#41A)**
- **90% of day direct service staff (9 of 10) had an appropriate expectation of growth for this person. (60% in 2008, 58% in 2007, 60% in 2006, 50% in 2005, 46% in 2004) (Q#42)**
- **90% of the day/employment environments (9 of 10) were adequately clean and free of safety hazards. (100% in 2008 and 2007, 90% in 2006, 67% in 2005, 55% in 2004) (Q#43)**



## 2009 Community Practice Review Northwest Region Findings by Area

### J. Residential Services

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
44. Does the residential direct services staff "know" the person?	83% Yes (10) 17% Partial (2) (1 not scored)	83% Yes (10) 17% Partial (2)	70% Yes (7) 30% Partial (3)	83% Yes (10) 17% Partial (2)	60% Yes (6) 40% Partial (4)	80% Yes (8) 20% Partial (2)
45. Does the direct service staff have adequate input into the person's ISP?	67% Yes (8) 8% Partial (1) 25% No (3) (1 not scored)	58% Yes (7) 42% Partial (5)	70% Yes (7) 20% Partial (2) 10% No (1)	83% Yes (10) 8% Partial (1) 8% No (1)	50% Yes (5) 50% Partial (5)	40% Yes (4) 60% Partial (6)
46. Did the direct service staff receive training on the implementing this person's ISP?	50% Yes (6) 25% Partial (3) 25% No (3) (1 not scored)	75% Yes (9) 25% Partial (3)	90% Yes (9) 10% Partial (1)	67% Yes (8) 33% Partial (4)	70% Yes (7) 30% Partial (3)	40% Yes (4) 60% Partial (6)
47. Is the residence safe for individuals (void of hazards)?	75% Yes (9) 25% No (3) (1 not scored)	100% Yes (12)	90% Yes (9) 10% No (1)	100% Yes (12)	100% Yes (10)	80% Yes (8) 20% No (2)
48. Was the residential direct service staff able to describe this person's health-related needs?	50% Yes (6) 50% Partial (6) (1 not scored)	67% Yes (8) 33% Partial (4)	50% Yes (5) 50% Partial (5)	58% Yes (7) 42% Partial (5)	30% Yes (3) 70% Partial (7)	50% Yes (5) 50% Partial (5)
49. Was the residential direct service staff able to describe his/her responsibilities in providing daily care/supports to the person?	75% Yes (9) 25% Partial (3)  (1 not scored)	92% Yes (11) 8% Partial (1)	50% Yes (5) 50% Partial (5)	58% Yes (7) 42% Partial (5)	70% Yes (7) 30% Partial (3)	60% Yes (6) 40% Partial (4)
49.a. Was the staff able to provide specific information regarding the person's daily activities?			100% Yes (10)	75% Yes (9) 25% Partial (3)	100% Yes (10)	100% Yes (10)



## 2009 Community Practice Review Northwest Region Findings by Area

### J. Residential Services

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
49.b. Can the direct service staff describe his/her responsibilities in implementing the person's ISP goals & objectives?			50% Yes (5) 50% Partial (5)	58% Yes (7) 33% Partial (4) 8% No (1)	70% Yes (7) 20% Partial (2) 10% No (1)	60% Yes (6) 30% Partial (3) 10% No (1)
50. Did the residential direct service staff have training in the ISP process?	33% Yes (4) 33% Partial (4) 33% No (4) (1 not scored)	67% Yes (8) 25% Partial (3) 8% No (1)	50% Yes (5) 30% Partial (3) 20% No (2)	67% Yes (8) 25% Partial (3) 8% No (1)	70% Yes (7) 20% Partial (2) 10% No (1)	70% Yes (7) 30% Partial (3)
51. Did the residential direct service staff have training on the provider's complaint process and on abuse, neglect and exploitation?	17% Yes (2) 67% Partial (8) 17% No (2) (1 not scored)	50% Yes (6) 42% Partial (5) 8% No (1)	50% Yes (5) 40% Partial (4) 10% No (1)	83% Yes (10) 17% Partial (2)	60% Yes (6) 40% Partial (4)	70% Yes (7) 30% Partial (3)
51.a. Have training on the provider's complaint process?		75% Yes (9) 17% Partial (2) 8% No (1)	70% Yes (7) 20% Partial (2) 10% No (1)	92% Yes (11) 8% No (1)	70% Yes (7) 30% Partial (3)	70% Yes (7) 10% Partial (1) 20% No (2)
51.b. Have training on how and to whom to report abuse, neglect and exploitation?		50% Yes (6) 50% Partial (6)	70% Yes (7) 20% Partial (2) 10% No (1)	92% Yes (11) 8% No (1)	70% Yes (7) 30% Partial (3)	90% Yes (9) 10% Partial (1)
52. Does the residential direct service staff have an appropriate expectation of growth for this person?	50% Yes (6) 50% Partial (6) (1 not scored)	75% Yes (9) 25% Partial (3)	60% Yes (6) 40% Partial (4)	58% Yes (7) 33% Partial (4) 8% No (1)	50% Yes (5) 50% Partial (5)	50% Yes (5) 40% Partial (4) 10% No (1)
53. Does the person's residential environment offer a minimal level of quality of life?	67% Yes (8) 33% Partial (4) (1 not scored)	92% Yes (11) 8% Partial (1)	90% Yes (9) 10% Partial (1)	92% Yes (11) 8% No (1)	90% Yes (9) 10% No (1)	90% Yes (9) 10% Partial (1)



## **J. Residential Services**

### **Noteworthy Practice**

- **80% of residences (8 of 10) were safe for individuals (void of hazards). (100% in 2008 and 2007, 90% in 2006, 100% in 2005, 75% in 2004) (Q#47)**
- **100% of interviewed support staff were adequately able to provide specific information regarding the person's daily abilities. (100% were in 2008, 75% in 2007, 100% in 2006) (Q#49A)**

### **Practice Challenges**

- **60% of residential direct service staff (6 of 10) did not have adequate input into the person's ISP. (50% did not in 2008, 16% in 2007, 30% in 2006, 42% in 2005, 33% in 2004) (Q#45)**



## 2009 Community Practice Review Northwest Region Findings by Area

### K. Case Management

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
26. Does the case manager "know" the person?	62% Yes (8) 38% Partial (5)	67% Yes (8) 33% Partial (4)	70% Yes (7) 30% Partial (3)	92% Yes (11) 8% Partial (1)	70% Yes (7) 30% Partial (3)	100% Yes (10)
27. Does the case manager understand his/her role/job?	69% Yes (9) 31% Partial (4)	92% Yes (11) 8% Partial (1)	40% Yes (4) 60% Partial (6)	67% Yes (8) 33% Partial (4)	60% Yes (6) 40% Partial (4)	30% Yes (3) 70% Partial (7)
28. Did the case manager receive training on the topics needed to assist him/her in meeting the needs of this person?	54% Yes (7) 46% Partial (6)	100% Yes (12)	80% Yes (8) 20% Partial (2)	92% Yes (11) 8% Partial (1)	70% Yes (7) 20% Partial (2) 10% No (1)	80% Yes (8) 20% Partial (2)
29. Is the case manager available to the person?	69% Yes (9) 31% Partial (4)	75% Yes (9) 25% Partial (3)	100% Yes (10)	92% Yes (11) 8% Partial (1)	60% Yes (6) 40% Partial (4)	40% Yes (4) 60% Partial (6)
30. Was the case manager able to describe the person's health related needs?	46% Yes (6) 54% Partial (7)	67% Yes (8) 33% Partial (4)	40% Yes (4) 60% Partial (6)	67% Yes (8) 33% Partial (4)	30% Yes (3) 70% Partial (7)	70% Yes (7) 30% Partial (3)
31. Does the case manager have an appropriate expectation of growth for this person?	38% Yes (5) 62% Partial (8)	67% Yes (8) 33% Partial (4)	50% Yes (5) 50% Partial (5)	75% Yes (9) 25% Partial (3)	60% Yes (6) 30% Partial (3) 10% No (1)	30% Yes (3) 40% Partial (4) 30% No (3)
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?	31% Yes (4) 69% Partial (9)	33% Yes (4) 67% Partial (8)	30% Yes (3) 70% Partial (7)	42% Yes (5) 58% Partial (7)	40% Yes (4) 60% Partial (6)	10% Yes (1) 60% Partial (6) 30% No (3)
33. Does the case manager provide case management services at the level needed by this person?	31% Yes (4) 69% Partial (9)	50% Yes (6) 50% Partial (6)	40% Yes (4) 60% Partial (6)	33% Yes (4) 67% Partial (8)	40% Yes (4) 50% Partial (5) 10% No (1)	10% Yes (1) 70% Partial (7) 20% No (2)
34. Does the case manager receive the type and level of support needed to do his/her job?	77% Yes (10) 23% Partial (3)	83% Yes (10) 17% Partial (2)	70% Yes (7) 30% Partial (3)	58% Yes (7) 42% Partial (5)	70% Yes (7) 20% Partial (2) 10% No (1)	100% Yes (10)



## **K. Case Management**

### **Practice Challenges**

- **60% of case managers (6 of 10) were found to not be adequately available to the person. (40% were not in 2008, 8% in 2007, 0% in 2006, 25% in 2005, 31% in 2004) (Q#29)**
- **90% of case management records (9 of 10) did not adequately contain documentation needed for the monitoring and tracking of the delivery of services. (60% did not in 2008, 58% in 2007, 70% in 2006, 67% in 2005, 69% in 2004) (Q#32)**
- **90% of case managers (9 of 10) were not found to provide services at the level needed by the person. (60% were not in 2008, 67% in 2007, 60% in 2006, 50% in 2005, 69% in 2004) (Q#33)**



## 2009 Community Practice Review Northwest Region Findings by Area

### L. Behavioral Support Services

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
131. Is the person considered by the IDT to need behavior services now?	23% Yes (3) 77% No (10)	50% Yes (6) 50% No (6)	44% Yes (4) 56% No (5) (1 N/A)	42% Yes (5) 58% No (7)	20% Yes (2) 80% No (8)	60% Yes (6) 40% No (4)
132. In the opinion of the reviewer, does the person need behavior services?	38% Yes (5) 62% No (8)	50% Yes (6) 50% No (6)	33% Yes (3) 67% No (6) (1 N/A)	45% Yes (5) 55% No (6) (1 N/A)	20% Yes (2) 80% No (8)	60% Yes (6) 40% No (4)
133. Have adequate behavioral assessments been completed?	75% Yes (3) 25% No (1) (9 N/A)	83% Yes (5) 17% Partial (1) (6 N/A)	75% Yes (3) 25% No (1) (6 N/A)	80% Yes (4) 20% No (1) (7 N/A)	100% Yes (2) (8 N/A)	83% Yes (5) 17% Partial (1) (4 N/A)
134. Does the person have behavior support plans developed out of the behavior assessments that meet the person's needs?	75% Yes (3) 25% No (1) (9 N/A)	100% Yes (5) (7 N/A)	75% Yes (3) 25% Partial (1) 6 (N/A)	80% Yes (4) 20% Partial (1) (7 N/A)	100% Yes (2) (8 N/A)	100% Yes (6) (4 N/A)
135. Have the staff been trained on the behavior support plan?	67% Yes (2) 33% Partial (1) (10 N/A)	100% Yes (5) (7 N/A)	50% Yes (2) 50% Partial (2) (6 N/A)	60% Yes (3) 40% Partial (2) (7 N/A)	100% Yes (2) (8 N/A)	50% Yes (3) 50% Partial (3) (4 N/A)
136. Does the person receive behavioral services consistent with his/her needs?	75% Yes (3) 25% No (1) (9 N/A)	80% Yes (4) 20% No (1) (7 N/A)	75% Yes (3) 25% Partial (1) (6 N/A)	80% Yes (4) 20% Partial (1) (7 N/A)	50% Yes (1) 50% Partial (1) (8 N/A)	67% Yes (4) 33% Partial (2) (4 N/A)
137. Are behavior support services integrated into the ISP?	67% Yes (2) 33% Partial (1) (10 N/A)	80% Yes (4) 20% No (1) (7 N/A)	75% Yes (3) 25% Partial (1) (6 N/A)	40% Yes (2) 20% Partial (1) 40% No (2) (7 N/A)	50% Yes (1) 50% Partial (1) (8 N/A)	83% Yes (5) 17% No (1) (4 N/A)



## **L. Behavioral Support Services**

### **Noteworthy Practice**

**Of those in the sample for whom it was applicable...**

- **83% had adequate behavioral assessments completed. (100% in 2008, 80% in 2007, 75% in 2006, 83% in 2005, 75% in 2004) (Q#133)**
- **100% had behavior support plans developed out of behavior assessments that meet the person's needs. (100% in 2008, 80% in 2007, 75% in 2006, 100% in 2005, 75% in 2004) (Q#134)**
- **83% of behavior support services were integrated into the ISP. (50% in 2008, 40% in 2007, 75% in 2006, 80% in 2005, 67% in 2004) (Q#137)**



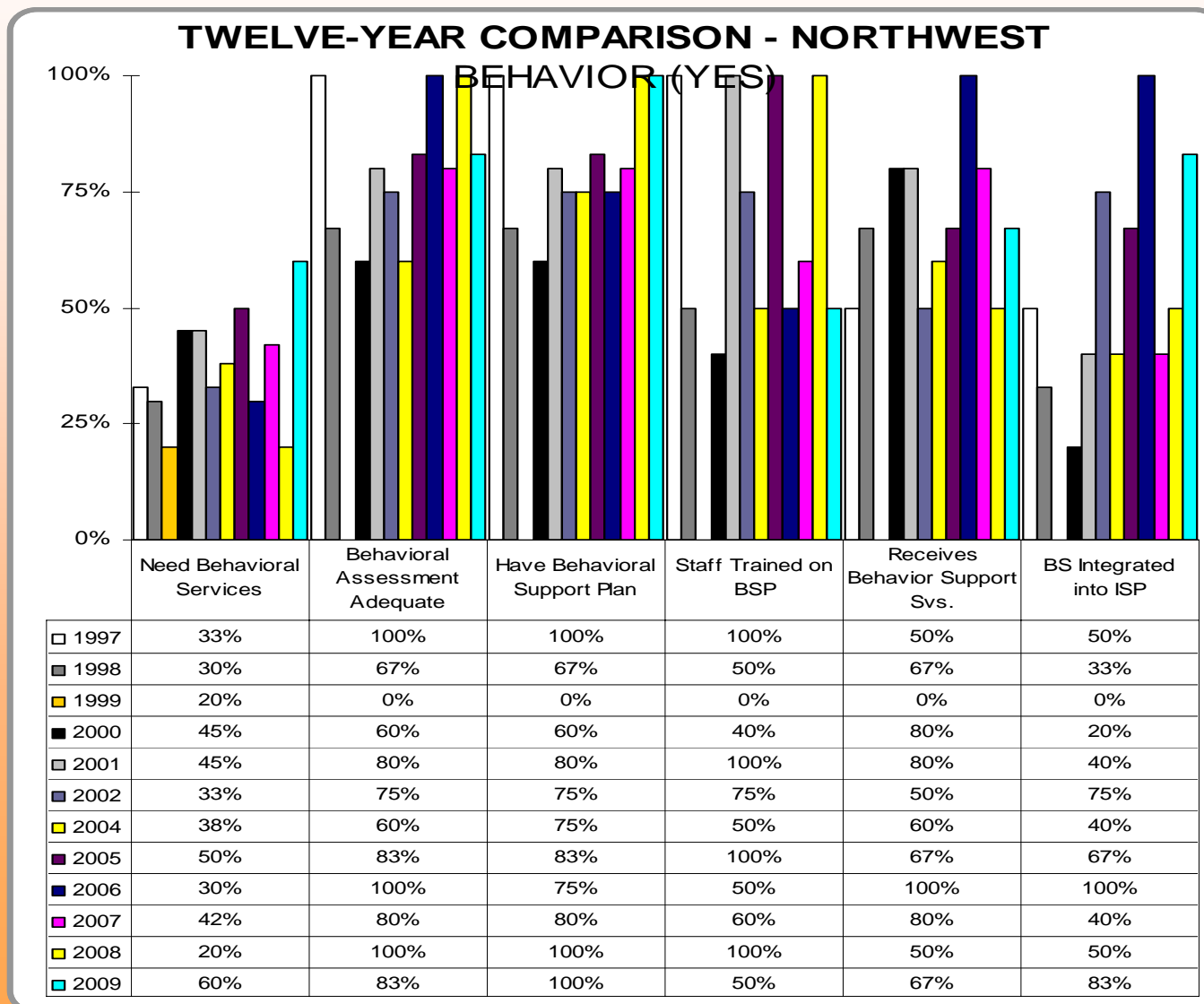
2009 Community Practice Review  
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## L. Behavioral Support Services – Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009
Does the person need behavioral services?	45%	45%	33%	38%	50%	30%	42%	20%	60%
Have adequate behavioral assessments been completed?	60%	80%	75%	60%	83%	100%	80%	100%	83%
Does the person have behavior support plan developed out of the behavior assessments that meet the person's needs?	60%	80%	75%	75%	83%	75%	80%	100%	100%
Have the staff been trained on the behavior support plan?	40%	100%	75%	50%	100%	50%	60%	100%	50%
Does the person receive behavioral services consistent with his/her needs?	80%	80%	50%	60%	67%	100%	80%	50%	67%
Are behavioral support services integrated into the ISP?	20%	40%	75%	40%	67%	100%	40%	50%	83%



## L. Behavioral Support Services – Disengagement





## 2009 Community Practice Review Northwest Region Findings by Area

### M. Adaptive Equipment/Augmentative Communication

Question	2004 (sample=13)	2005 (sample=12)	2006 (sample=10)	2007 (sample=12)	2008 (sample=10)	2009 (sample=10)
138. Has the person received all adaptive equipment needed?	45% Yes (5) 55% Partial (6) (2 N/A)	88% Yes (7) 12% Partial (1) (4 N/A)	89% Yes (8) 11% Partial (1) (1 N/A)	83% Yes (10) 17% Partial (2)	60% Yes (6) 40% Partial (4)	67% Yes (6) 33% Partial (3) (1 N/A)
139. Has the person received all assistive technology needed?	64% Yes (7) 27% Partial (3) 9% No (1) (2 N/A)	38% Yes (3) 38% Partial (3) 24% No (2) (4 N/A)	33% Yes (3) 67% Partial (6) (1 N/A)	50% Yes (5) 50% Partial (5) (2 N/A)	56% Yes (5) 33% Partial (3) 11% No (1) (1 N/A)	50% Yes (4) 50% Partial (4) (2 N/A)
140. Has the person received all communication assessments and services?	17% Yes (2) 50% Partial (6) 33% No (4) (1 N/A)	45% Yes (5) 45% Partial (5) 10% No (1) (1 N/A)	11% Yes (1) 89% Partial (8) (1 N/A)	17% Yes (2) 75% Partial (9) 8% No (1)	50% Yes (5) 40% Partial (4) 10% No (1)	50% Yes (5) 50% Partial (5)



## **M. Adaptive Equipment/Augmentative Communication**

### **Practice Challenges**

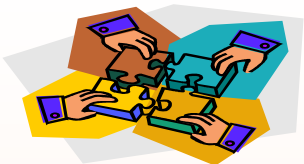
- **3 of 9 people (33%, 1 N/A) identified as needing adaptive equipment did not receive the devices they needed. (17% did not in 2007, 11% in 2006, 12% in 2005, 55% in 2004) (Q#138)**
- **4 of 8 people (50%, 2 N/A) identified as needing assistive technology did not receive the devices they needed. (50% did not in 2007, 67% in 2006, 62% in 2005, 36% in 2004) (Q#139)**
- **5 of 10 people (50%) identified as needing communication assessments/services did not adequately receive them. (83% did not in 2007, 89% in 2006, 55% in 2005, 83% in 2004) (Q#140)**



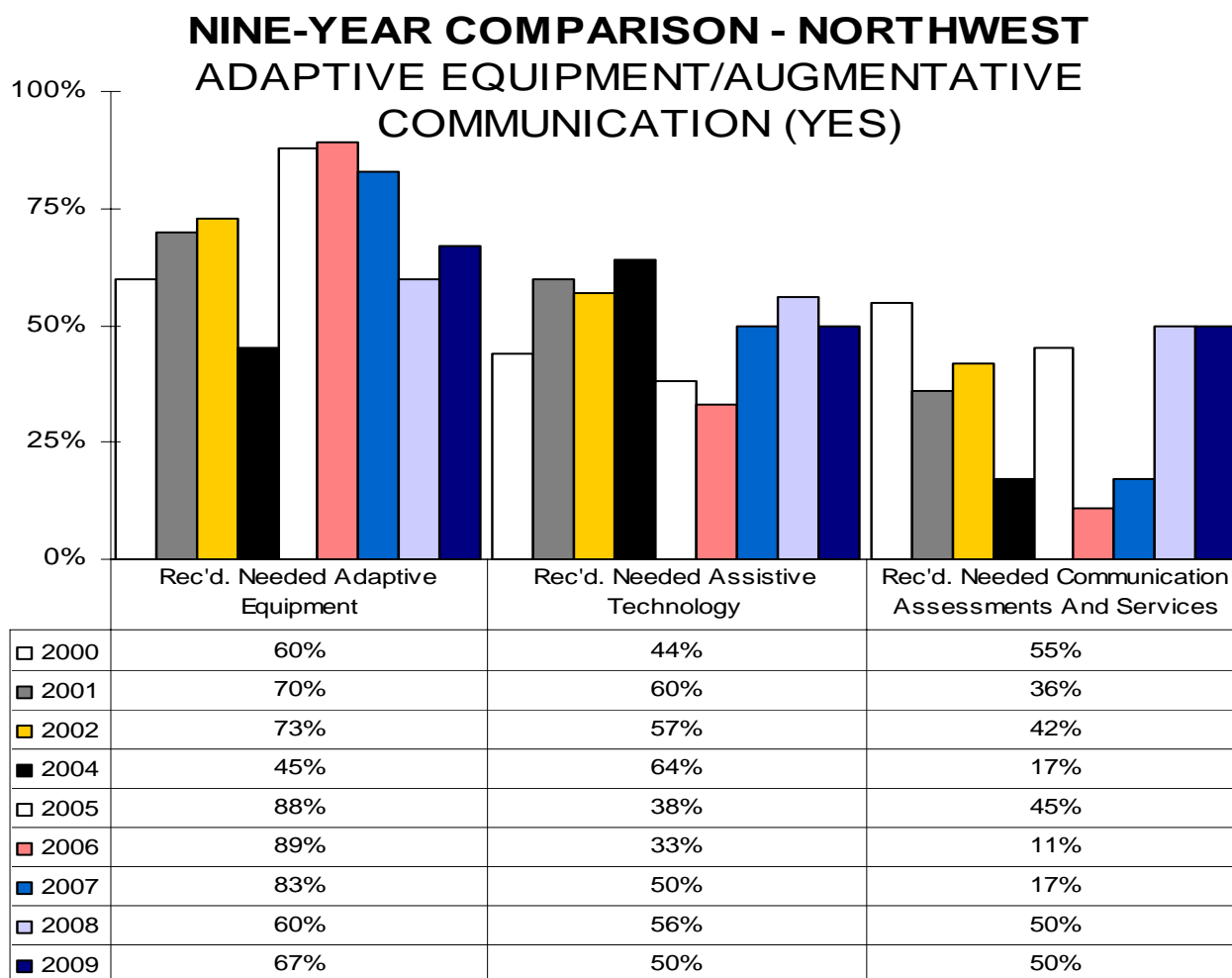
2009 Community Practice Review  
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## M. Adaptive Equipment/Augmentative Communication Historical Scoring

Question	2000	2001	2002	2004	2005	2006	2007	2008	2009
Has the person received all adaptive equipment needed?	60%	70%	73%	45%	88%	89%	83%	60%	67%
Has the person received all assistive technology needed?	44%	60%	57%	64%	38%	33%	50%	56%	50%
Has the person received all communication assessments and services needed?	55%	36%	42%	17%	45%	11%	17%	50%	50%



## M. Adaptive Equipment/Augmentative Communication Disengagement





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**Thank you!**

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