



# **2019 Individual Quality Review Northwest Region Findings**

Northwest Review Interviews: April 6 - 14 and April 27 - May 5, 2020



**Class Members: 17 (NW region)**

**Northwest Sample: 9 (53%)**

4 Independent Case Management  
Agencies Represented in the Sample

<u>Agency</u>	<u># in sample</u>
<u>A Step Above</u>	<u>1</u>
<u>Excel</u>	<u>3</u>
<u>Peak</u>	<u>2</u>
<u>Rio Puerco</u>	<u>2</u>

1 Person in the sample receives services through the Mi Via Waiver



## Number Reviewed by CCS and Residential Provider

	<b>CCS</b>	<b>Residential</b>
<b><u>Dungarvin</u></b>	<b>3</b>	<b>3</b>
<b><u>Empowerment</u></b>	<b>1</b>	<b>0</b>
<b><u>Ramah Care</u></b>	<b>2</b>	<b>3</b>
<b><u>Tungland</u></b>	<b>2</b>	<b>2</b>

**1 person receives services through the Mi Via Waiver**



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

### **Individuals Needing Immediate Attention: 5 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* **(56% of sample)**

### **Individuals Needing Special Attention: 3 People**

*Individuals for whom issues have been identified that, if not effectively addressed, are likely to become an urgent health and safety concern.* **(33% of sample)**

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

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

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

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

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

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

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

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

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



# Findings by Area

## CASE MANAGEMENT

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
24. Does the case manager "know" the person? CPRQ26; '17IQR#8c, '18IQR24	89% Yes (8) 11% Partial (1)	90% Yes (9) 10% Partial (1)	100% Yes (9)	88% Yes (7) 13% Many (1)	100% Yes (8)	62.5% Yes (5) 37.5% Many (3)
25. Does the case manager understand his/her role/job? CPRQ27 '17IQR#16, '18IQR25	33% Yes (3) 67% Partial (6)	60% Yes (6) 40% Partial (4)	67% Yes (6) 33% Partial (3)	13% Yes (1) 50% Many (4) 38% Needs Imp (3)	63% Yes (5) 38% Many (3)	12.5% Yes (1) 50% Many (4) 37.5% Need Imp (3)
26. Is the case manager available to the person? CPRQ29; '17IQR#16a, '18IQR27	67% Yes (6) 33% Partial (3)	80% Yes (8) 20% Partial (2)	89% Yes (8) 11% Partial (1)	88% Yes (7) 13% Many (1)	100% Yes (8)	87.5% Yes (7) 12.5% Many (1)
27. Was the case manager able to describe the person's health related needs? CPRQ30, , '18IQR28	44% Yes (4) 56% Partial (5)	20% Yes (2) 70% Partial (7) 10% No (1)	44% Yes (4) 44% Partial (4) 11% No (1)		100% Yes (8)	12.5% Yes (1) 87.5% Many (7)
28. Does the case manager have an appropriate expectation of growth for this person? CPRQ31, '18IQR29	44% Yes (4) 56% Partial (5)	30% Yes (3) 70% Partial (7)	22% Yes (2) 78% Partial (7)	13% Yes (1) 13% Yes (1) 50% Needs Imp (4) 25% No (2)	63% Yes (5) 13% Many (1) 25% Needs Imp (2)	100% Yes (8)
29. Does the case management record contain documentation that the case manager is monitoring and tracking the delivery of services as outlined in the ISP? CPRQ32; '17IQR#16b, '18IQR30	22% Yes (2) 78% Partial (7)	70% Yes (7) 30% Partial (3)	67% Yes (6) 22% Partial (2) 11% No (1)	25% Yes (2) 50% Many (4) 25% Needs Imp (2)	63% Yes (5) 38% Many (3)	12.5% Yes (1) 87.5% Many (7)
30. Does the case manager provide case management services at the level needed by this person? CPRQ33; '17IQR#16c, '18IQR31	78% Yes (7) 22% Partial (2)	80% Yes (8) 20% Partial (2)	89% Yes (8) 11% Partial (1)		63% Yes (5) 25% Many (2) 13% Needs Imp (1)	0% Yes 100% Many (8)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

## EMPLOYMENT AND DAY

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
31. Does the direct services staff "know" the person? CPRQ35; '17IQR#8a, '18IQR33	78% Yes (7) 22% Partial (2)	80% Yes (8) 20% Partial (2)	100% Yes (9)	100% Yes (8)	100% Yes (8)	87.5% Yes (7) 12.5% Many (1)
32. Does the direct service staff have input into the person's ISP? CPRQ36, '18IQR34	89% Yes (8) 11% Partial (1)	80% Yes (8) 20% Partial (2)	89% Yes (8) 11% Partial (1)		100% Yes (8)	62.5% Yes (5) 37.5% Many (3)
33. Did the direct service staff receive training on implementing this person's ISP? CPRQ37, '18IQR35	56% Yes (5) 44% Partial (4)	80% Yes (8) 10% Partial (1) 10% No (1)	100% Yes (9)		75% Yes (6) 13% Many (1) 13% Needs Imp (1)	50% Yes (4) 37.5% Many (3) 12.5% Need Imp (1)
34. Was the direct service staff able to describe this person's health-related needs? CPRQ38, '18IQR36	44% Yes (4) 56% Partial (5)	50% Yes (5) 50% Partial (5)	89% Yes (8) 11% Partial (1)		50% Yes (4) 50% Many (4)	37.5% Yes (3) 37.5% Many (3) 25% Needs Imp (2)
35. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ39, '18IQR37	44% Yes (4) 56% Partial (5)	80% Yes (8) 20% Partial (2)	89% Yes (8) 11% Partial (1)		75% Yes (6) 13% Many (1) 13% Needs Imp (1)	37.5% Yes (3) 62.5% Many (5)
35a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ39a, '18IQR37a	67% Yes (6) 33% Partial (3)	90% Yes (9) 10% Partial (1)	100% Yes (9)		75% Yes (6) 25% Many (2)	75% Yes (6) 12.5% Many (1) 12.5% Need Imp (1)
35b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ39b, '18IQR37b	67% Yes (6) 33% Partial (3)	90% Yes (9) 10% Partial (1)	89% Yes (8) 11% Partial (1)		75% Yes (6) 25% Needs Imp (2)	50% Yes (4) 50% Many (4)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

## EMPLOYMENT AND DAY (continued)

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
36. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ41, '18IQR39	78% Yes (7) 22% Partial (2)	70% Yes (7) 30% Partial (3)	67% Yes (6) 33% Partial (3)		100% Yes (8)	75% Yes (6) 12.5% Many (1) 12.5% No (1)
37. Does the direct service staff have an appropriate expectation of growth for this person? CPRQ42, '18IQR40	67% Yes (6) 33% Partial (3)	60% Yes (6) 40% Partial (4)	89% Yes (8) 11% Partial (1)		100% Yes (8)	50% Yes (4) 25% Many (2) 25% Needs Imp (2)
38. Does the person's day/work environment generally clean, free of safety hazards and conducive to the work/activity intended? CPRQ43, '18IQR41	56% Yes (5) 44% Partial (4)	100% Yes (10)	89% Yes (8) 11% Partial (1)		100% Yes (8)	100% Yes (2) (6 CND)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

<b>RESIDENTIAL</b>						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
39. Does the residential direct services staff "know" the person? CPRQ44, '17IQR#8b, '18IQR42	100% Yes (9)	90% Yes (9) 10% Partial (1)	89% Yes (8) 11% Partial (1)	100% Yes (8)	100% Yes (8)	75% Yes (6) 25% Many (2)
40. Does the direct service staff have input into the person's ISP? CPRQ45, '18IQR43	100% Yes (9)	100% Yes (10)	78% Yes (7) 22% Partial (2)		75% Yes (6) 13% Many (1) 13% No (1)	62.5% Yes (5) 37.5% Many (3)
41. Did the direct service staff receive training on implementing this person's ISP? CPRQ46, '18IQR44	78% Yes (7) 22% Partial (2)	80% Yes (8) 20% Partial (2)	78% Yes (7) 22% Partial (2)		63% Yes (5) 25% Many (2) 13% Needs Imp (1)	37.5% Yes (3) 50% Many (4) 12.5% Need Imp (1)
42. Is the residence safe for individuals (void of hazards)? CPRQ47, '18IQR45	78% Yes (7) 22% No (2)	100% Yes (10)	78% Yes (7) 22% No (2)		88% Yes (7) 13% Many (1)	100% Yes (6) (2 CND)
43. Was the residential direct service staff able to describe this person's health-related needs? CPRQ48, '18IQR46	56% Yes (5) 44% Partial (4)	70% Yes (7) 30% Partial (3)	89% Yes (8) 11% Partial (1)		50% Yes (4) 50% Many (4)	12.5% Yes (1) 75% Many (6) 12.5% Need Imp (1)
44. Was the direct service staff able to describe his/her responsibilities in providing daily care/supports to the person? CPRQ49, '18IQR47	67% Yes (6) 33% Partial (3)	90% Yes (9) 10% Partial (1)	78% Yes (7) 22% Partial (2)		75% Yes (6) 25% Many (2)	25% Yes (2) 75% Many (6)
44a. Was the direct service staff able to provide specific information regarding the person's daily activities? CPRQ49a, '18IQR47a	100% Yes (9)	100% Yes (10)	100% Yes (9)		100% Yes (8)	62.5% Yes (5) 37.5% Many (3)
44b. Can the direct service staff describe his/her responsibilities in implementing this person's ISP, including outcomes, action plans, and WDSIs? CPRQ49b, '18IQR47b	67% Yes (6) 33% Partial (3)	90% Yes (9) 10% Partial (1)	78% Yes (7) 22% Partial (2)		75% Yes (6) 25% Many (2)	25% Yes (2) 75% Many (6)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

## RESIDENTIAL (continued)

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
45. Did the direct service staff have training on the provider's complaint process and how to report abuse, neglect and exploitation? CPRQ51, '18IQR49	100% Yes (9)	70% Yes (7) 20% Partial (2) 10% No (1)	89% Yes (8) 11% Partial (1)		88% Yes (7) 13% No (1)	87.5% Yes (7) 12.5% Many (1)
46. Does the residential direct service staff have an appropriate expectation of growth for this person? CPRQ52, '18IQR50	44% Yes (4) 44% Partial (4) 11% No (1)	60% Yes (6) 40% Partial (4)	67% Yes (6) 22% Partial (2) 11% No (1)		75% Yes (6) 13% Many (1) 13% No (1)	75% Yes (6) 12.5% Need Imp (1) 12.5% No (1)
47. Does the person's residential environment offer a minimal level of quality of life? CPRQ53, '18IQR51	78% Yes (7) 11% Partial (1) 11% No (1)	90% Yes (9) 10% Partial (1)	78% Yes (7) 22% Partial (2)		88% Yes (7) 13% Many (1)	100% Yes (4) (4 CND)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

## HEALTH

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
48. Overall, were the team members interviewed able to describe the person's health-related needs? CPRQ54; '17IQR#21b, '18IQR52	22% Yes (2) 78% Partial (7)	30% Yes (3) 70% Partial (7)	78% Yes (7) 22% Partial (2)	50% Yes (4) 38% Many (3) 13% Needs Imp (1)	13% Yes (1) 88% Many (7)	0% Yes 87.5% Many (7) 12.5% Need Imp (1)
49. Is there evidence that the IDT discussed the person's health related issues? CPRQ55; '17IQR#21, '18IQR53	67% Yes (6) 33% Partial (3)	40% Yes (4) 60% Partial (6)	33% Yes (3) 67% Partial (6)	25% Yes (2) 63% Many (5) 13% Needs Imp (1)	50% Yes (4) 38% Many (3) 13% Needs Imp (1)	12.5% Yes (1) 62.5% Many (5) 25% Needs Imp (2)
50. Was the eChat updated timely? '17IQR#18g, '18IQR54				75% Yes (6) 13% Many (1) 13% Needs Imp (1)	25% Yes (2) 50% Many (4) 13% Needs Imp (1) 13% No (1)	0% Yes 75% Many (6) 25% Needs Imp (2)
50a. Is the eChat updated timely with the ISP and after changes in condition?						50% Yes (4) 25% Many (2) 25% Needs Imp (2)
50b. Is the eChat complete?						25% Yes (2) 50% Many (4) 25% Needs Imp (2)
50c. Is the eChat accurate?						25% Yes (2) 37.5% Many (3) 37.5% Need Imp (3)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

<b>HEALTH (continued)</b>						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
51. Are all of the individual's needed medical treatments, including routine, scheduled and chronic needs, timely received? 17IQR#19, '18IQR55				13% Yes (1) 63% Many (5) 25% Needs Imp (2)	25% Yes (2) 75% Many (6)	25% Yes (2) 75% Many (6)
52. Has the individual received all age and gender appropriate health screening/immunizations in accordance with national best practice and/or as recommended ... (Does the individual receive routine/scheduled medical treatment? 17IQR#19a, '18IQR56)				75% Yes (6) 13% Many (1) 13% Needs Imp (1)	75% Yes (6) 25% Many (2)	0% Yes 100% Many (8)
53. Does the individual receive medication as prescribed? 17IQR#19e, '18IQR57				75% Yes (6) 13% Needs Imp (1) 13% No (1)	63% Yes (5) 38% Many (3)	12.5% Yes (1) 37.5% Many (3) 50% Needs Imp (4)
54. Are nursing services provided as needed by the individual? 17IQR#20, '18IQR59				38% Yes (3) 50% Many (4) 13% Needs Imp (1)	38% Yes (3) 50% Many (4) 13% Needs Imp (1)	0% Yes 62.5% Many (5) 37.5% Need Imp (3)
55. Is the CARMP consistent with recommendation in other healthcare documents? (Is the CARMP is accurate? '17IQR#21f, '18IQR60)				100% Yes (8)	63% Yes (5) 38% Many (3)	12.5% Yes (1) 50% Many (4) 37.5% Needs Imp (3)
56. Is the CARMP consistently implemented as intended? , '18IQR61					75% Yes (6) 25% Many (2)	71.4% Yes (5) 28.6% Many (2) (1 CND)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

<b>HEALTH (continued)</b>						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
57. Are the person's health supports/needs being adequately addressed? CPRQ56; '17IQR#19, '18IQR62	22% Yes (2) 78% Partial (7)	10% Yes (1) 90% Partial (9)	22% Yes (2) 78% Partial (7)		0% Yes 75% Many (6) 25% Needs Imp (2)	12.5% Yes (1) 87.5% Many (7)
57a. Are assessment recommendations followed up on in a timely way?						37.5% Yes (3) 50% Many (4) 12.5% Need Imp (1)
57b. Were needed equipment/communication devices delivered timely?						87.5% Yes (7) 12.5% Many (1)
57c. Were medical specialist appointments attended timely?						62.5% Yes (5) 25% Many (2) 12.5% Need Imp (1)
57d. Were changes in personal condition, if any, responded to timely?						75% Yes (6) 12.5% Many (1) 12.5% Need Imp (1)
57e. Were Health Care Plans available, accurate and consistently implemented?						25% Yes (2) 37.5% Many (3) 37.5% Needs Imp (3)



# 2019 Individual Quality Review Northwest Region Report Findings by Area

## ASSESSMENTS

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
58. Did the team arrange for and obtain the needed, relevant assessments? CPRQ58; '17IQR#18, '18IQR65	44% Yes (4) 56% Partial (5)	70% Yes (7) 30% Partial (3)	44% Yes (4) 56% Partial (5)	25% Yes (2) 50% Many (4) 25% Needs Imp (2)	25% Yes (2) 75% Many (6)	12.5% Yes (1) 75% Many (6) 12.5% Need Imp (1)
59. Are the assessments adequate for planning? CPRQ59; '17IQR#4f, '18IQR66	67% Yes (6) 22% Partial (2) 11% No (1)	30% Yes (3) 70% Partial (7)	11% Yes (1) 78% Partial (7) 11% No (1)	13% Yes (1) 63% Many (5) 25% Needs Imp (1)	13% Yes (1) 63% Many (5) 25% Needs Imp (2)	0% Yes 75% Many (6) 25% Need Imp (2)
59a. Were assessments provided timely?						25% Yes (2) 50% Many (4) 25% Need Imp (2)
59b. Did assessments contain accurate information?						0% Yes 62.5% Many (5) 37.5% Need Imp (3)
59c. Did assessments contain information accurate to guide planning?						0% Yes 50% Many (4) 50% Need Imp (4)
59d. Did assessments contain recommendations?						37.5% Yes (3) 12.5% Many (1) 50% Need Imp (4)
60. Were the recommendations from assessments used in planning? CPRQ60; '17IQR#5, '18IQR67	44% Yes (4) 44% Partial (4) 11% No (1)	40% Yes (4) 60% Partial (6)	33% Yes (3) 44% Partial (4) 22% No (2)	25% Yes (2) 63% Many (5) 13% Needs Imp (1)	25% Yes (2) 63% Many (5) 13% Needs Imp (1)	25% Yes (2) 50% Many (4) 25% Need Imp (2)
61. For medical, clinical or health related rec's, has a DCF been completed if the individual and/or their guardian/health care decision maker have decided not to follow all or part of an order, rec, or suggestion? '17IQR#5c, '18IQR68				50% Yes (3) 17% Needs Imp (1) 33% No (2) (2 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (3 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (3 N/A)



# 2019 Individual Quality Review Northwest Region Report Findings by Area

## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
62. Is there a document called an Individual Service Plan (ISP) that was developed within the past year? CPRQ61; '17IQR#9, '18IQR69	100% Yes (9)	100% Yes (10)	100% Yes (9)	88% Yes (7) 13% Many (1)	100% Yes (8)	100% Yes (8)
63. Was the ISP developed by an appropriately constituted IDT? CPRQ62; '17IQR#3, '18IQR70	33% Yes (3) 67% Partial (6)	40% Yes (4) 60% Partial (6)	50% Yes (4) 38% Partial (3) 13% No (1) (1 N/A)	63% Yes (5) 13% Many (1) 25% Needs Imp (2)	13% Yes (1) 88% Maybe (7)	25% Yes (2) 62.5% Many (5) 12.5% Needs Imp (1)
64. For any team members not physically present at the IDT meeting, is there evidence of their participation in the development of the ISP? CPRQ63; '17IQR#3d, '18IQR71	25% Yes (2) 75% Partial (6)  (1 N/A)	40% Yes (4) 50% Partial (5) 10% No (1)	63% Yes (5) 38% Partial (3)  (1 N/A)	50% Yes (2) 25% Many (1) 25% No (1) (4 N/A)	25% Yes (2) 75% Maybe (6)	14.3% Yes (1) 57.1% Many (4) 28.6% Needs Imp (2) (1 N/A)
65. Does my ISP contain current and accurate information? '17IQR#6, '18IQR72				13% Yes (1) 13% Many (1) 75% Needs Imp (6)	25% Yes (2) 75% Maybe (6)	25% Yes (2) 62.5% Many (5) 12.5% Needs Imp (1)
66. Does the long term vision show expectations for growth and skill building? CPRQ64; '17IQR#7b, '18IQR73	44% Yes (4) 56% Partial (5)	60% Yes (6) 30% Partial (3) 10% No (1)	89% Yes (8) 11% Partial (1)	38% Yes (3) 38% Many (3) 25% Needs Imp (2)	100% Yes (8)	25% Yes (2) 63% Many (5) 12.5% Needs Imp (1)
67. Does the ISP give adequate guidance to achieving the person's long-term vision? CPRQ65; '17IQR#7c, '18IQR74	67% Yes (6) 33% Partial (3)	50% Yes (5) 40% Partial (4) 10% No (1)	67% Yes (6) 33% Partial (3)	38% Yes (3) 38% Many (3) 25% Needs Imp (2)	88% Yes (7) 13% Many (1)	75% Yes (6) 13% Many (1) 13% Needs Imp (1)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
68. Is measurable data kept which verifies the consistent implementation of each of the action steps? '17IQR#12a, '18IQR75				13% Yes (1) 25% Many (2) 50% Needs Imp (4) 13% No (1)	13% Yes (1) 38% Many (3) 50% Needs Imp (4)	13% Yes (1) 38% Many (3) 50% Needs Imp (4)
69. Does the data kept identify what the person does so a determination regarding progress/lack of progress can be made? '17IQR#12b, '18IQR76				13% Yes (1) 63% Needs Imp (5) 25% No (2)	13% Yes (1) 13% Many (1) 25% Needs Imp (2) 50% No (4)	0% Yes 50% Many (4) 25% Needs Imp (2) 25% No (2)
70. Is each action step in the ISP implemented at a frequency that enables the person to learn new skills? '17IQR#12c, '18IQR77				25% Yes (2) 25% Many (2) 38% Needs Imp (3) 13% No (1)	25% Yes (2) 50% Many (4) 25% Needs Imp (2)	12.5% Yes (1) 25% Many (2) 50% Needs Imp (4) 12.5% No (1)
71. If the person is not successful in achieving actions steps, has the team tried to determine why, and change their approach if needed? '18IQR78				29% Yes (2) 43% Needs Imp (3) 29% No (2) (1 N/A)	57% Yes (4) 14% Many (1) 14% Needs Imp (1) 14% No (1) (1 N/A)	17% Yes (1) 50% Many (3) 33% No (2) (2 NA)
72. If the person achieves action steps, does the team move to the next in the progression of steps or develops a new one? '17IQR#12c, '18IQR79				25% Yes (1) 25% Many (1) 50% No (2) (3 N/A, 1 CND)	50% Yes (3) 33% Many (2) 17% No (1) (2 N/A)	20% Yes (1) 60% Many (3) 20% Needs Imp (1) (3 N/A)
73. Has the person made measurable progress on actions steps during this past year? '17IQR#13b, '18IQR80				13% Yes (1) 75% Needs Imp (6) 13% No (1)	13% Yes (1) 38% Many (3) 25% Needs Imp (2) 25% No (2)	0% Yes 38% Many (3) 50% Needs Imp (4) 12.5% No (1)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
74. Do the outcomes in the ISP include criteria by which the team can determine when the outcome(s) have been achieved? CPRQ67; '17IQR#7e, '18IQR81	56% Yes (5) 44% Partial (4)	80% Yes (8) 20% Partial (2)	56% Yes (5) 33% Partial (3) 11% No (1)	25% Yes (2) 13% Many (1) 38% Needs Imp (3) 25% No (2)	25% Yes (2) 25% Many (2) 50% Needs Imp (4)	25% Yes (2) 62.5% Many (5) 12.5% No (1)
75. Are the ISP outcomes related to achieving the person's long-term vision? CPRQ68; '17IQR#7d, '18IQR82	78% Yes (7) 22% Partial (2)	80% Yes (8) 20% Partial (2)	89% Yes (8) 11% Partial (1)	63% Yes (5) 25% Many (2) 13% Needs Imp (1)	88% Yes (7) 13% Many (1)	75% Yes (6) 25% Many (2)
76. Do the ISP outcomes and related action plans and teaching strategies address the person's major needs as identified in the Personal Challenges and Obstacles That Need to be Addressed In Order to Achieve the Desired Outcomes section of the ISP/Action plans?" CPRQ69; '17IQR#7g, '18IQR83	44% Yes (4) 56% Partial (5)	40% Yes (4) 60% Partial (6)	56% Yes (5) 33% Partial (3) 11% No (1)	38% Yes (3) 38% Many (3) 25% Needs Imp (2)	88% Yes (7) 13% Many (1)	25% Yes (2) 62.5% Many (5) 12.5% Need Imp (1)
77. Are the Teaching and Support Strategies sufficient to ensure consistent implementation of the services planned? CPRQ71; '17IQR#7i, '18IQR84	44% Yes (4) 44% Partial (4) 11% No (1)	60% Yes (6) 30% Partial (3) 10% No (1)	22% Yes (2) 67% Partial (6) 11% No (1)	25% Yes (2) 13% Many (1) 50% Needs Imp (4)	25% Yes (2) 38% Many (3) 38% Needs Imp (3)	37.5% Yes (3) 50% Many (4) 12.5% Need Imp (1)
78. Are the recommendations and/or objectives/strategies of ancillary providers integrated into the ISP? CPRQ72; '17IQR#7m, '18IQR85	33% Yes (3) 67% Partial (6)	40% Yes (4) 60% Partial (6)	0% Yes 78% Partial (7) 22% No (2)	13% Yes (1) 38% Many (3) 38% Needs Imp (3) 13% No (1)	25% Yes (2) 25% Many (2) 38% Needs Imp (3) 13% No (1)	12.5% Yes (1) 62.5% Many (5) 25% Need Imp (2)
79. Has the person made measurable progress in therapy this year? '17IQR#13a, '18IQR86				25% Yes (2) 25% Many (2) 50% Needs Imp (4)	25% Yes (2) 25% Many (2) 38% Needs Imp (3) 13% No (1)	0% Yes 50% Many (4) 37.5% Need Imp (3) 12.5% No (1)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
80. If needed, does the ISP contain a specific Medical Emergency Response Plan (MERP)? CPRQ73b '17IQR#20c, '18IQR87	88% Yes (7) 13% Partial (1)  (1 N/A)	70% Yes (7) 30% Partial (3)	78% Yes (7) 22% Partial (2)	63% Yes (5) 25% Many (2) 13% Needs Imp (1)	50% Yes (4) 38% Many (3) 13% Needs Imp (1)	25% Yes (2) 50% Many (4) 25% Needs Imp (2)
81. Does the ISP contain information regarding primary health (medical) care? CPRQ74, '18IQR88	100% Yes (9)	90% Yes (9) 10% Partial (1)	100% Yes (9)		88% Yes (7) 13% Many (1)	75% Yes (6) 25% Many (2)
81a. Does the ISP face sheet contain contact information for the PCP? CPRQ74a, '18IQR88a	100% Yes (9)	90% Yes (9) 10% Partial (1)	100% Yes (9)		100% Yes (8)	75% Yes (6) 25% Many (2)
81b. Is the Healthcare coordinator's name and contact information listed in the ISP? CPRQ74b, '18IQR88b	100% Yes (9)	100% Yes (10)	100% Yes (9)		100% Yes (8)	100% Yes (8)
82. Does the ISP reflect how the person will obtain prescribed medications? CPRQ76, '18IQR89	89% Yes (8) 11% Partial (1)	100% Yes (10)	100% Yes (9)		100% Yes (8)	62.5% Yes (5) 37.5% Many (3)
83. Based on the evidence, is adequate transportation available for the person? ( <i>Does the ISP reflect how the person will get to work/day activities, shopping, and social activities?</i> ) CPRQ75, '18IQR90	60% Yes (3) 40% Partial (2)  (4 N/A)	100% Yes (1)  (9 N/A)	20% Yes (1) 60% Partial (3) 20% No (1) (4 N/A)		75% Yes (6) 13% Many (1) 13% No (1)	100% Yes (8)
84. Does the ISP contain a list of adaptive equipment needed and who will provide it? CPRQ77; '17IQR#25a, '18IQR91	67% Yes (6) 33% Partial (3)	67% Yes (6) 33% Partial (3)  (1 N/A)	56% Yes (5) 33% Partial (3) 11% No (1)	38% Yes (3) 38% Many (3) 13% Needs Imp (1) 13% No (1)	25% Yes (2) 38% Many (3) 38% Needs Imp (3)	37.5% Yes (3) 62.5% Many (5)
85. Overall, is the ISP adequate to meet the person's needs? CPRQ78; '17IQR#7, '18IQR92	0% Yes 100% Partial (9)	30% Yes (3) 70% Partial (7)	22% Yes (2) 78% Partial (7)	0% Yes 38% Many (3) 63% Needs Imp (5)	0% Yes 100% Many (8)	0% Yes 87.5% Many (7) 12.5% Need Imp (1)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

## ADEQUACY OF PLANNING AND ADEQUACY OF SERVICES (continued)

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
86. Is the ISP being implemented? (If 85 is "3") CPRQ79 '17IQR#12, '18IQR93	(9 N/A)	0% Yes 100% Partial (3) (7 N/A)	0% Yes 100% Partial (2) (7 N/A)	13% Yes (1) 25% Many (2) 50% Needs Imp (4) 13% No (1)	(8 N/A)	(8 N/A)
87a. Is the ISP being implemented? (If 85 is "0", "1", or "2") CPRQ80a '17IQR#12, '18IQR94a	22% Yes (2) 78% Partial (7)	14% Yes (1) 86% Partial (6) (3 N/A)	29% Yes (2) 71% Partial (5) (2 N/A)	13% Yes (1) 25% Many (2) 50% Needs Imp (4) 13% No (1)	0% Yes 100% Many (8)	0% Yes 75% Many (6) 25% Need Imp (2)
87b. Are current services adequate to meet the person's needs? CPRQ80b '17IQR#11, '18IQR94b	56% Yes (5) 44% Partial (4)	14% Yes (1) 86% Partial (6) (3 N/A)	0% Yes 100% Partial (7) (2 N/A)	0% Yes 75% Many (6) 25% Needs Imp (2)	38% Yes (3) 50% Many (4) 13% Needs Imp (1)	0% Yes 62.5% Many (5) 37.5% Need Imp (3)
88. Was the direct service staff trained on the implementation of this person's ISP? CPRQ81, '18IQR95	56% Yes (5) 44% Partial (4)	60% Yes (6) 40% Partial (4)	78% Yes (7) 22% Partial (2)		63% Yes (5) 13% Many (1) 25% Needs Imp (2)	37.5% Yes (3) 37.5% Many (3) 25% Need Imp (2)
89. Were the direct service staff able to describe their responsibilities in providing daily care/supports to the person? CPRQ82, '18IQR96	33% Yes (3) 67% Partial (6)	70% Yes (7) 30% Partial (3)	78% Yes (7) 22% Partial (2)		75% Yes (6) 13% Many (1) 13% Needs Imp (1)	12.5% Yes (1) 87.5% Many (7)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

## EXPECTATIONS FOR GROWTH, QUALITY OF LIFE, SATISFACTION

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
90. Based on all of the evidence, has the person achieved progress in the past year? CPRQ84; '17IQR#13, '18IQR98	38% Yes (3) 63% Partial (5)  (1 CND)	40% Yes (4) 60% Partial (6)	44% Yes (4) 56% Partial (5)	0% Yes 63% Many (5) 38% Needs Imp (3)	13% Yes (1) 63% Many (5) 25% Needs Imp (2)	0% Yes 62.5% Many (5) 37.5% Need Imp (3)
91. Overall, does the IDT have an appropriate expectation of growth for this person? CPRQ85; '17IQR#8d, '18IQR99	22% Yes (2) 78% Partial (7)	20% Yes (2) 80% Partial (8)	33% Yes (3) 67% Partial (6)	63% Yes (6) 25% Many (2) 13% Needs Imp (1)	75% Yes (6) 25% Many (2)	37.5% Yes (3) 50% Many (4) 12.5% Need Imp (1)
92. Was the person provided the assistance and support needed to participate meaningfully in the planning process? CPRQ86; '17IQR#1b, '18IQR100	67% Yes (6) 33% Partial (3)	100% Yes (10)	78% Yes (7) 22% Partial (2)	88% Yes (7) 13% Many (1)	38% Yes (3) 50% Many (4) 13% Needs Imp (1)	50% Yes (4) 37.5% Many (3) 12.5% Need Imp (1)
93. Is the person offered a range of opportunities for participation in each life area? CPRQ87, '18IQR101	56% Yes (5) 44% Partial (4)	86% Yes (6) 14% Partial (1)  (3 CND)	67% Yes (6) 22% Partial (2) 11% No (1)		88% Yes (7) 13% Many (1)	87.5% Yes (7) 12.5% Many (1)
94. Does the person have the opportunity to make informed choices? CPRQ88; '17IQR#30, '18IQR102	100% Yes (2)  (7 CND)	33% Yes (1) 67% Partial (2)  (7 CND)	25% Yes (1) 75% Partial (3)  (5 CND)	88% Yes (7) 13% Many (1)	60% Yes (3) 40% Many (2)  (3 CND)	80% Yes (4) 20% Many (1)  (3 CND)
94a. About where and with whom to live? CPRQ89; '17IQR#23c, '18IQR102a	100% Yes (1)  (8 CND)	50% Yes (1) 50% Partial (1) (8 CND)	50% Yes (1) 50% Partial (1) (7 CND)	100% Yes (1)  (7 CND)	100% Yes (1)  (7 CND)	100% Yes (4)  (4 CND)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

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

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
94b. About where and with whom to work/spend his/her day? CPRQ90; '17IQR#23d, '18IQR102b	100% Yes (3)  (6 CND)	67% Yes (2) 33% Partial (1)  (7 CND)	25% Yes (1) 75% Partial (3)  (5 CND)	100% Yes (8)	60% Yes (3) 40% Many (2)  (3 CND)	60% Yes (3) 20% Many (1) 20% Need Imp (1) (3 CND)
94c. About where and with whom to socialize/spend leisure time? CPRQ91, '18IQR102c	100% Yes (2)  (7 CND)	67% Yes (2) 33% Partial (1)  (7 CND)	33% Yes (1) 67% Partial (2)  (6 CND)		60% Yes (3) 40% Many (2)  (3 CND)	80% Yes (4) 20% Many (1)  (3 CND)
95. Does the evidence support that providers do not prevent the person from pursuing relationships? CPRQ92; '17IQR#31f, '18IQR103 ( <i>and are respecting the rights of this person</i> )	100% Yes (9)	100% Yes (10)	100% Yes (9)	100% Yes (3)  (4 N/A, 1 CND)	88% Yes (7) 13% Many (1)	100% Yes (8)
96. Overall, were all team members interviewed trained or knowledgeable on how to report abuse, neglect and exploitation? CPR 93*; '17IQR#35a, '18IQR105	78% Yes (7) 22% Partial (2)	60% Yes (6) 40% Partial (4)	67% Yes (6) 33% Partial (3)	50% Yes (4) 13% Many (1) 38% Needs Imp (3)	50% Yes (4) 50% Many (4)	37.5% Yes (3) 62.5% Many (5)
97. Does this person and/or guardian have access to the complaint processes/procedures? CPRQ94, '18IQR106	100% Yes (7)  (2 CND)	89% Yes (8) 11% Partial (1)  (1 CND)	100% Yes (9)		100% Yes (8)	87.5% Yes (7) 12.5% Many (1)
98. Does the individual have restrictions that should be reviewed by a Human Rights Committee? '17IQR#34h, '18IQR107					88% Yes (7) 13% No (1)	87.5% Yes (7) 12.5% No (1)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

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

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
99. If there are restrictions that should be reviewed by HRC, have the restrictions been reviewed (quarterly) and approved (annually) by the HRC? If no, describe why. '17IQR#34i, '18IQR108				17% Yes (1) 33% Many (2) 17% Needs Imp (1) 33% No (2)	57% Yes (4) 14% Many (1) 14% Needs Imp (1) 14% No (1) (1 N/A)	71.4% Yes (5) 14.3% Many (1) 14.3% Need Imp (1) (1 N/A)
100. If there are restrictions that should be reviewed by HRC, is a plan to enable the individual to regain his/her rights and reduce or eliminate these restrictions? '17IQR#34j, '18IQR109				0% Yes 25% Many (2) 13% Needs Imp (1) 38% No (3)	57% Yes (4) 14% Many (1) 29% No (2) (1 N/A)	57.1% Yes (4) 14.3% Many (1) 14.3% Need Imp (1) 14.3% No (1) (1 N/A)
101. Is the person protected from abuse, neglect and exploitation? '17IQR#35, '18IQR110				50% Yes (4) 25% Many (2) 25% Needs Imp (2)	75% Yes (6) 25% Many (2)	25% Yes (2) 25% Many (2) 50% Need Imp (4)
102. Have all incidents of suspected abuse, neglect and exploitation been reported and investigated? '17IQR#35b, '18IQR111				80% Yes (4) 20% Many (2) (3 N/A)	67% Yes (4) 33% Many (2) (2 N/A)	71.4% Yes (5) 28.6% Need Imp (2) (1 N/A)
103. Is the individual safe? '17IQR#24, '18IQR112				75% Yes (6) 25% Many (2)	88% Yes (7) 13% Many (1)	42.9% Yes (3) 28.6% Many (2) 28.6% Need Imp (2) (1 CND)
104. What is the level of participation of the legal guardian in this person's life and service planning? CPRQ 97; '17IQR#15a, '18IQR113				50% Active (4) 25% Moderate (2) 13% Limited (1) 13% None (1)	25% Active (2) 13% Moderate (1) 63% Limited (5)	25% Active (2) 25% Moderate (2) 50% Limited (4)
105. If the person is retired, does he/she have opportunities to engage in activities of interest during the day? CPRQ 100; '17IQR#29b, '18IQR114				67% Yes (2) 33% Many (1) (5 N/A)	100% Yes (4) (4 N/A)	100% Yes (3) (5 N/A)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

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

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
106. Does the person have daily choices/appropriate autonomy over his/her life? CPRQ101 '17IQR#30, '18IQR115	67% Yes (6) 33% Partial (3)	80% Yes (8) 20% Partial (2)	78% Yes (7) 22% Partial (2)	88% Yes (7) 13% Many (1)	88% Yes (7) 13% Many (1)	62.5% Yes (5) 37.5% Many (3)
107. Have the person's cultural preferences been accommodated? CPRQ102; '17IQR#31e, '18IQR116	100% Yes (9)	89% Yes (8) 11% Partial (1) (1 CND)	100% Yes (9)	88% Yes (7) 13% Needs Imp (1)	100% Yes (8)	100% Yes (8)
108. Is the person treated with dignity and respect? CPRQ103; '17IQR#34c, '18IQR117	56% Yes (5) 44% Partial (4)	40% Yes (4) 60% Partial (6)	56% Yes (5) 44% Partial (4)	63% Yes (5) 13% Many (1) 25% Needs Imp (2)	25% Yes (2) 63% Many (5) 13% Needs Imp (1)	37.5% Yes (3) 50% Many (4) 12.5% Need Imp (1)
109. Does the person have food and drink available according to their specific nutritional needs and recommendations? CPRQ108; '17IQR#23e, '18IQR118	100% Yes (9)	100% Yes (9) (1 CND)	100% Yes (9)	100% Yes (8)	88% Yes (7) 13% Many (1)	87.5% Yes (7) 12.5% Need Imp (1)
110. Does the person have sufficient personal money? CPRQ110 '17IQR#34f, '18IQR119	63% Yes (5) 38% Partial (3) (1 CND)	100% Yes (10)	89% Yes (8) 11% Partial (1)	100% Yes (8)	75% Yes (6) 25% Many (2)	100% Yes (8)
111. Does the person get along with their day program/employment provider staff? CPRQ111, '18IQR120	100% Yes (5)  (4 CND)	100% Yes (4)  (6 CND)	100% Yes (7)  (2 CND)		100% Yes (8)	100% Yes (4)  (4 CND)
112. Does the person get along with their residential provider staff? CPRQ112, '18IQR121	100% Yes (4)  (5 CND)	100% Yes (5)  (5 CND)	100% Yes (8)  (1 CND)		100% Yes (8)	100% Yes (6)  (2 CND)



# 2019 Individual Quality Review Northwest Region Report Findings by Area

<b>TEAM PROCESS</b>						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
113. Are the individual members of the IDT following up on their responsibilities? CPRQ 114; '17IQR#10, '18IQR122	11% Yes (1) 89% Partial (8)	30% Yes (3) 70% Partial (7)	33% Yes (3) 67% Partial (6)	25% Yes (2) 63% Many (5) 13% Needs Imp (1)	25% Yes (2) 63% Many (5) 13% Needs Imp (1)	0% Yes 100% Many (8)
114. If there is evidence of situations in which the team failed to reach a consensus on the person's service and support needs, has the team made efforts to build consensus? CPRQ 115; '17IQR#17c, '18IQR123	33% Yes (1) 67% No (2) (6 N/A)	100% Yes (2) (8 N/A)	100% Yes (3) (6 N/A)	33% Yes (1) 67% No (2) (5 N/A)	100% Yes (1) (7 N/A)	33.3% Yes (1) 66.7% Many (2) (5 N/A)
115. Do records or facts exist to indicate that the team convened meetings as needed due to changed circumstances and/or needs? CPRQ 116; '17IQR#17d, '18IQR124	63% Yes (5) 38% No (3) (1 CND)	90% Yes (9) 10% No (1)	75% Yes (6) 25% No (2) (1 N/A)	83% Yes (5) 17% Needs Imp (1) (2 N/A)	63% Yes (5) 38% Many (3)	50% Yes (4) 37.5% Many (3) 12.5% Need Imp (1)
116. Is there adequate communication among team members between meetings to ensure the person's program can be/is being implemented? CPRQ117, '18IQR125	89% Yes (8) 11% Partial (1)	100% Yes (10)	100% Yes (9)		63% Yes (5) 38% Many (3)	62.5% Yes (5) 37.5% Many (3)
117. Do you recommend Dispute Resolution for this IDT? CPRQ118, '18IQR126	11% Yes (1) 89% Yes (8)	0% Yes 100% No (10)	0% Yes 100% No (9)		0% Yes 100% No (8)	0% Yes 100% No (8)
118. Is there evidence or documentation of physical regression in the last year? CPRQ119 '17IQR#17d, '18IQR127	44% Yes (4) 56% No (5)	30% Yes (3) 70% No (7)	44% Yes (4) 56% No (5)	38% Yes (3) 63% No (5)	50% Yes (4) 50% No (4)	87.5% Yes (7) 12.5% No (1)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

## TEAM PROCESS (continued)

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
119. Is there evidence or documentation of behavioral or functional regression in the last year? CPRQ120; '17IQR14c, '18IQR128	33% Yes (3) 67% No (6)	10% Yes (1) 90% No (9)	11% Yes (1) 89% No (8)	0% Yes 100% No (8)	13% Yes (1) 88% No (7)	37.5% Yes (3) 62.5% No (5)
120. If #118 OR #119 is scored "Yes", is the IDT adequately addressing the regression? CPRQ121; '18IQR129	83% Yes (5) 17% Partial (1)  (3 N/A)	0% Yes 67% Partial (2) 33% No (1) (7 N/A)	67% Yes (4) 33% Partial (2)  (3 N/A)		100% Yes (4)  (4 N/A)	71.4% Yes (5) 28.6% No (2) (1 N/A)
121. Has the person changed residential/day services in the last year? CPRQ122, '18IQR130	22% Yes (2) 78% No (7)	0% Yes 100% No (10)	11% Yes (1) 89% No (8)		25% Yes (2) 75% No (6)	12.5% Yes (1) 87.5% No (7)
122. If #121 is Yes, was the change Planned by the IDT? CPRQ122a, '18IQR131	50% Yes (1) 50% Partial (1) (7 N/A)	(10 N/A)	0% Yes 100% Partial (1) (8 N/A)		100% Yes (2)  (6 N/A)	100% Yes (1) (7 N/A)
123. If #121 is Yes, did the change meet the person's needs and/or preferences? CPRQ122b, '18IQR132	50% Yes (1) 50% Partial (1) (7 N/A)	(10 N/A)	100% Yes (1)  (8 N/A)		75% Yes (3) 25% No (1) (4 N/A)	100% Yes (1) (7 N/A)
124. Overall, has the IDT process been adequate for assessing, planning, implementing and monitoring of services for this person? CPRQ123; '17IQR#7n, '18IQR133	22% Yes (2) 78% Partial (7)	50% Yes (5) 50% Partial (5)	11% Yes (1) 89% Partial (8)	13% Yes (1) 38% Many (3) 50% Needs Imp (4)	25% Yes (2) 75% Many (6)	0% Yes 87.5% Many (7) 12.5% Need Imp (1)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

## SUPPORTED EMPLOYMENT

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
125. Does (Name) have a current Person-Centered Assessment? '18IQR134					0% Yes 25% Many (2) 75% Needs Imp (6)	50% Yes (4) 25% Many (2) 25% Needs Imp (2)
126. Did this assessment address vocational interests, abilities and needs? CPRQ126; '17IQR#26a, '18IQR135	100% Yes (8)  (1 N/A)	100% Yes (6)  (4 N/A)	43% Yes (3) 57% No (4) (2 N/A)	0% Yes 13% Many (1) 50% Needs Imp (4) 38% No (3)	0% Yes 25% Many (1) 75% Needs Imp (3) (4 N/A)	57.1% Yes (4) 28.6% Many (2) 14.3% No (1) (1 N/A)
127. Did the individual participate personally in the Person Centered Assessment? '18IQR136					13% Yes (1) 88% No (7)	87.5% Yes (7) 12.5% No (1)
128. Did the Guardian participate in the Person Centered Assessment? '18IQR137					13% Yes (1) 88% No (7)	25% Yes (2) 75% No (6)
129. Is the individual engaged in the Informed Choice Project? '18IQR138					0% Yes 100% No (8)	0% Yes 100% No (8)
130. Has the individual been offered the opportunity to participate in work or job exploration including volunteer work and/or trial work opportunities? '17IQR#26e, '18IQR139				0% Yes 17% Many (1) 50% Needs Imp (3) 33% No (2) (2 N/A)	60% Yes (3) 40% No (2) (3 N/A)	100% Yes (5) (3 N/A)
131. If #130 is Yes, are these new experiences clearly documented in the ISP Work, Education and/or Volunteer History section? '18IQR140					100% Yes (3)  (5 N/A)	100% Yes (5) (3 N/A)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

## SUPPORTED EMPLOYMENT (continued)

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	
132. If #131 is No, is the individual trying new discovery experiences in the community to determine interests, abilities, skills and needs? '18IQR141					0% Yes 100% No (2) (6 N/A)	(8 N/A)
133. Has the Guardian had the opportunity to gain information on how the individual responded during job exploration activities such as volunteering and/or trial work experiences? '18IQR142					0% Yes 20% Many (1) 60% Needs Imp (3) 20% No (1) (3 CND)	80% Yes (4) 20% Many (1) (3 N/A)
134. Has the individual received information regarding the range of employment options available to him/her? '17IQR#26c, '18IQR143				13% Yes (1) 25% Needs Imp (2) 63% No (5)	0% Yes 25% Many (1) 50% Needs Imp (2) 25% No (1) (4 N/A)	60% Yes (3) 40% Many (2) (3 N/A)
135. Has the Guardian received information regarding the range of employment options available for the individual? '18IQR144					25% Yes (1) 50% Needs Imp (2) 25% No (1) (4 N/A)	60% Yes (3) 40% Many (2) (3 N/A)
136. If there are barriers to employment, has the Team, including the individual, addressed how to overcome those barriers to employment and integrating clinical info., AT, & therapies as necessary ... '17IQR#27b, '18IQR145				0% Yes 60% Needs Imp (3) 40% No (2) (3 N/A)	25% Yes (1) 25% Many (1) 25% Needs Imp (1) 25% No (1) (4 N/A)	80% Yes (4) 20% Many (1) (3 N/A)
137. If there are barriers to employment, has the Team addressed with the Guardian how to overcome those barriers to employment and integrating clinical info., AT, & therapies as necessary ...? '18IQR146					25% Yes (1) 25% Many (1) 25% Needs Imp (1) 25% No (1) (4 N/A)	60% Yes (3) 40% Many (2) (3 N/A)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

## SUPPORTED EMPLOYMENT (continued)

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
138. Has the individual participated in work or volunteer activities during the past year? '18IQR147					33% Yes (2) 67% Many (4) (2 N/A)	60% Yes (3) 20% Many (1) 20% No (1) (3 N/A)
139. Has the individual identified what type of work or volunteer activities he/she would like to do? '18IQR148					50% Yes (3) 33% Many (2) 17% Needs Imp (1) (2 N/A)	80% Yes (4) 20% No (1) (3 N/A)
140. Does the Guardian support him/her working? '18IQR149					40% Yes (2) 60% No (3) (3 N/A)	40% Yes (2) 60% No (3) (3 N/A)
142. Is the individual engaged in Supported Employment? CPRQ129, '18IQR151					0% Yes 100% No (4)	20% Yes (1) 80% No (4) (3 N/A)
144. Does the person have a Career Development Plan? CPRQ128 17IQR#26e, '18IQR153	25% Yes (1) 25% Partial (1) 50% No (2) (6 N/A)	25% Yes (1) 25% Partial (1) 50% No (2) (6 N/A)	0% Yes 33% Partial (2) 67% No (4) (3 N/A)	0% Yes 20% Many (1) 60% Needs Imp (3) 40% No (2) (2 N/A)	0% Yes 100% No (1) (7 N/A)	100% Yes (1) (7 N/A)



# 2019 Individual Quality Review Northwest Region Report Findings by Area

<b>BEHAVIOR</b>						
Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
145. Is the person considered by the IDT to need behavior services now? CPRQ131; '17IQR#5d, '18IQR154	63% Yes (5) 38% No (3) (1 N/A)	25% Yes (2) 75% No (6) (2 N/A)	56% Yes (5) 44% No (4)	38% Yes (3) 63% No (5)	50% Yes (4) 50% No (4)	25% Yes (2) 75% No (6)
146. Does the person need behavior services now? CPRQ132 '17IQR#11e, '18IQR155	63% Yes (5) 38% No (3) (1 N/A)	25% Yes (2) 75% No (6) (2 N/A)	56% Yes (5) 44% No (4)	50% Yes (4) 50% No (4)	50% Yes (4) 50% No (4)	50% Yes (4) 50% No (4)
147. Have behavioral assessments been completed? CPRQ133, '18IQR156	100% (5) (4 N/A)	50% Yes (1) 50% Partial (1) (8 N/A)	60% Yes (3) 40% Partial (2) (4 N/A)		75% Yes (3) 25% Many (1) (4 N/A)	0% Yes 50% Many (2) 50% No (2) (4 N/A)
148. Does the person have a positive behavior support plan developed out of the behavior assessments that meets the person's needs? CPRQ134 '17IQR#5g, '18IQR157	100% (5) (4 N/A)	100% Yes (2) (8 N/A)	100% Yes (5) (4 N/A)	100% Yes (2) (6 N/A)	100% Yes (4) (4 N/A)	25% Yes (1) 25% Many (1) 50% No (2) (4 N/A)
149. Has the staff been trained on the Positive Behavior Support Plan? CPRQ135; '17IQR#10d, '18IQR158	80% Yes (4) 20% Partial (1) (4 N/A)	100% Yes (2) (8 N/A)	100% Yes (5) (4 N/A)	67% Yes (2) 33% Many (1) (5 N/A)	100% Yes (4) (4 N/A)	25% Yes (1) 25% Many (1) 50% No (2) (4 N/A)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

## BEHAVIOR (continued)

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
150. If needed, does the person have a Behavior Crisis Intervention Plan that meets the person's needs? CPRQ 73a; '17IQR#5h, '18IQR159	100% Yes (3)  (6 N/A)	100% Yes (1)  (9 N/A)	100% Yes (1)  (8 N/A)	0% Yes 100% Needs Imp (1) (7 N/A)	100% Yes (1)  (7 N/A)	(8 N/A)
151. Does the person receive behavioral services consistent with his/her needs? CPRQ 136 '17IQR#5i, '18IQR160	100% (5)  (4 N/A)	100% Yes (2)  (8 N/A)	60% Yes (3) 40% Partial (2)  (4 N/A)	50% Yes (2) 25% Many (1) 25% No (1) (4 N/A)	75% Yes (3) 25% Many (1)  (4 N/A)	25% Yes (1) 25% Need Imp (1) 50% No (2) (4 N/A)
152. Are behavior support services integrated into the ISP? CPRQ 137; '17IQR#11d, '18IQR161	60% Yes (3) 40% Partial (2)  (4 N/A)	0% Yes 100% Partial (2)  (8 N/A)	40% Yes (2) 40% Partial (2) 20% No (1) (4 N/A)	63% Yes (5) 38% Needs Imp (3)	75% Yes (3) 25% No (1)  (4 N/A)	25% Yes (1) 25% Many (1) 50% No (2) (4 N/A)



# 2019 Individual Quality Review Northwest Region Report **Findings by Area**

## ADAPTIVE EQUIPMENT / AUGMENTATIVE COMMUNICATION

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
153. Has the person received all adaptive equipment needed? CPRQ138; '17IQR#25b, '18IQR162	44% Yes (4) 56% Partial (5)	75% Yes (6) 25% Partial (2) (2 N/A)	67% Yes (6) 33% Partial (3)	75% Yes (6) 25% Needs Imp (2)	63% Yes (5) 25% Many (2) 13% Needs Imp (1)	75% Yes (6) 25% Many (2)
154. Has the person received all assistive technology needed? CPRQ139; '17IQR#25c, '18IQR163	71% Yes (5) 29% Partial (2)  (2 N/A)	71% Yes (5) 29% Partial (2)  (3 N/A)	43% Yes (3) 57% Partial (4)  (2 N/A)	50% Yes (4) 25% Many (2) 25% Needs Imp (2)	63% Yes (5) 38% Many (3)	87.5% Yes (7) 12.5% Need Imp (1)
155. Do direct care staff know how to appropriately help the person use his/her equipment? '17IQR#25f, '18IQR164				75% Yes (6) 25% Needs Imp (2)	100% Yes (8)	87.5% Yes (7) 12.5% Many (1)
156. Is the person's equipment and technology in good repair?'17IQR#25d, '18IQR165				75% Yes (6) 13% Many (1) 13% Needs Imp (1)	75% Yes (6) 25% Many (2)	100% Yes (8)
157. Is the person's equipment/technology available in all appropriate environments? '17IQR#25e, '18IQR166				75% Yes (6) 13% Many (1) 13% Needs Imp (1)	63% Yes (5) 38% Many (3)	75% Yes (6) 25% Many (2)
158. Has the person received all communication assessments and services? CPRQ140 ; '17IQR#10b, '18IQR167	86% Yes (6) 14% Partial (1)  (2 N/A)	80% Yes (8) 20% Partial (2)	63% Yes (5) 38% Partial (3)  (1 N/A)	25% Yes (2) 63% Many (5) 13% Needs Imp (1)	57% Yes (4) 43% Many (3)  (1 N/A)	50% Yes (4) 25% Many (2) 25% Need Imp (2)



# 2019 Individual Quality Review Northwest Region Report Findings by Area

## INDIVIDUAL SERVICE PLANNING

Question	2014 (sample=9)	2015 (sample=10)	2016 (sample=9)	2017 (sample=9)	2018 (sample=9)	2019 (sample=8)
159. Does the person have an ISP that addresses live, work/learn, fun/relationships and health/other that correlates with the person's desires and capabilities, in accordance with DOH Regulations? CPRQ141 '17IQR#7o, '18IQR168	89% Yes (8) 11% Partial (1)	100% Yes (10)	100% Yes (9)	63% Yes (5) 25% Many (2) 13% Needs Imp (1)	100% Yes (8)	87.5% Yes (7) 12.5% Many (1)
160. Does the person have an ISP that contains a complete Vision Section that is based on a long-term view? CPRQ142 '17IQR#7a, '18IQR169	33% Yes (3) 67% Partial (6)	50% Yes (5) 40% Partial (4) 10% No (1)	67% Yes (6) 33% Partial (3)	38% Yes (3) 38% Many (3) 25% Needs Imp (1)	100% Yes (8)	25% Yes (2) 75% Many (6)
161. Does the person receive services and supports recommended in the ISP? CPRQ143; '17IQR#11a, '18IQR170	78% Yes (7) 22% Partial (2)	70% Yes (7) 30% Partial (3)	44% Yes (4) 56% Partial (5)	63% Yes (5) 25% Many (2) 13% Needs Imp (1)	88% Yes (7) 13% Many (1)	100% Yes (8)
162. Does the person have adequate access to and use of generic services and natural supports? CPRQ144; '17IQR#33f, '18IQR171	67% Yes (6) 33% Partial (3)	70% Yes (7) 30% Partial (3)	78% Yes (7) 22% Partial (2)	100% Yes (8)	75% Yes (6) 25% Many (2)	75% Yes (6) 25% Many (2)
163. Is the person integrated into the community? CPRQ145; '17IQR#29g, '18IQR172	78% Yes (7) 22% Partial (2)	60% Yes (6) 40% Partial (4)	56% Yes (5) 33% Partial (3) 11% No (1)	13% Yes (1) 38% Many (3) 38% Needs Imp (3) 13% No (1)	63% Yes (5) 38% Many (3)	62.5% Yes (5) 37.5% Many (3)
164. Is the total program of the level of intensity adequate to meet this person's needs? CPRQ147; '17IQR#36, '18IQR174	11% Yes (1) 89% Partial (8)	10% Yes (1) 90% Partial (9)	0% Yes 100% Partial (9)	0% Yes 63% Many (2) 38% Needs Imp (1)	0% Yes 100% Many (8)	0% Yes 87.5% Many (7) 12.5% Need Imp (1)



# Thank you!

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