DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES

BRIAN SCHWEITZER
GOVERNOR

JOAN MILES
DIRECTOR

STATE OF MONTANA

www.dphhs.mt.gov

Developmental Disabilities Program
226 6th Street South
PO Box 472
Glasgow, Montana 59230
(406) 228-8264

Date: June 30, 2008

To: Candy Marsh, Director
Glen-Wood, Inc.

From: Sandra L. Carpenter, QIS

Subject: Comprehensive Evaluation of Services Review through FY' 07

Please find attached report for the Quality Assurance Review for Glenwood, Inc. I wish to express my appreciation to you and your staff for all the assistance provided to Cindy Frederickson and I during the course of this review and when we were on-site December, 2007.

This report contains findings, comments and suggestions noted during my review of day services, group home services, supported living services and community supports from checking agency and client records and client and staff interviews. It also includes a review of observations from the above time frame as well as a desk review of incident trends, medication errors, Adult Protective Services issues, client rights issues, transportation and Individual Plan issues, etc. Also reviewed were licensing and fiscal reports.

During the review, the use of Quality Assurance Observation Sheets (QAOS) was used to record exemplary practices and indicated deficiencies. The QAOS is a record of what is observed and which Administrative Rule, DDP Policy or contract requirement is surpassed or deficient. There were **8** commendations and **2** deficiencies listed in the following table that outlines the review.

I look forward to continued success with Glenwood, Inc. Thanks to you and your staff for the ongoing effort to provide quality services to individuals with developmental disabilities.

cc: Ray Brenteson, President, GWI Board of Directors
Dain Christianson, Region 1 Regional Manager
Tim Plaska, Bureau Chief, DDP
John Zeeck, Quality Assurance Specialist, DDP
Perry Jones, Waiver Specialist, DDP
DDP Contract File

Attachments

Glen-Wood, Inc.
Quality Assurance Review
Through FY 2007

Scope of Review

The purpose of this summary is to evaluate the quality of services provided to individuals with developmental disabilities by Glenwood, Inc. The services reviewed are the following: Community Home, Supported Living, Work/Day services and Transportation. GWI also serves 1 individual with funding through Community Supports. Information was garnered through personal observations, interviews and review of documentation on-site as well as a desk review of data collected through the review period including quarterly reports.

Administrative

- Glenwood, Inc. is a non-profit corporation governed by a Board of Directors. Daily operations are under the direction of Executive Director, Candy Marsh. GWI last received accreditation in 2000 and have chosen to not go through accreditation at this time. Glenwood, Inc. serves 21 consumers. The group home, "Our House", is licensed.
- Financial reports and audit reports were reviewed. GWI uses a system of daily tallies of staff and individuals hours which can then be checked against attendance & time sheets for accuracy. GWI had an audit to analyze how GWI was doing in regards to the new rates systems and to look at 10 general audit objectives. The audit found no recommendations and that generally, it costs GWI more to provide services that what the rates paid prior to July 1, 2007.
- GWI implemented a "Back to Work" program, a safety committee and has re-vamped policies and procedures to bring down their workman's compensation costs and to ensure healthy employees.
- GWI has purchased the adjoining property for a bus barn and headquarters for their venture into community transportation called Quality Transit.
- Executive Director, Candy Marsh, was honored with a Leadership award during the 2007 DDP Direct Care conference.
- GWI has a highly motivated board of directors. Members are involved and committed to their mission. Members are visible and work hard on issues and fund raising to keep GWI a viable part of the community and to provide important services to individuals with disabilities.
- Staff training and development are a tremendous strength for the agency. GWI has full staff participation in the College of Direct Supports (QAOS #7). Additional training is always being sought after and staff are encouraged to enrich their jobs with this training. It shows in the quality of staff who are providing direct care and staff who are administrative and administrative support. Everybody gets training at GWI!
- Glenwood, Inc. has fully implemented the Developmental Disabilities Program Incident Management Policy and has done an excellent job of following through with Critical Incident investigations and meeting weekly as a committee. They are using the Incident Management Committee to take actions and improve services as a result. Trend analysis is documented and sent into the DDP office regularly.
- During staff interviews, staff were knowledgeable in most areas with strengths being apparent in APS reporting, client rights and confidentiality (QAOS #5) presenting different scenarios to staff to train what is reportable and when to

call. I would like to suggest that APS come into the agency to offer training as well.
- GWI uses the daily health care checklists to track and follow-up with medical concerns (QAOS #6).

Residential Services

- Glen-Wood, Inc. has 1 licensed group home, "Our House" which is home to 8 individuals. There are 3 men and 5 women.
- Data keeping at the group home is an area needing improvement. In one file, the recent planning document was not to be found. In response to QAOS #1, GWI did not know what had happened to it but think it may have been misplaced. It was replaced immediately. Additionally, there were some missing data for objectives, especially for objectives for individuals to have assistance in communicating with friends and family (QAOS #9). Glen-Wood, Inc responded that 1 individual's data was there but that staff did not understand about the others objective for assistance with correspondence. Both objectives and any other communication programs for all facilities were discussed at a staff meeting and progress is being followed and monitored with results being reported on in the quarterly reports.
- Individuals at the group home have increased their leisure activities from the previous review (QAOS # 2). Good job, group home, for bringing variety to the individuals, such as beading, basketball, crafts, etc. and recording it so satisfactorily.
- Overall, services provided at "Our House" are meeting expectations and individuals live meaningful lives and are involved in their daily living.

Supported Living

- GWI has a congregate SL that consists of 3 apartment buildings located next to each other with 10 individuals having their own apartments. Individuals have 1-2 staff during wake hours and on-site overnight supervision.
- GWI also supports 2 individuals in their own homes.
- Supported Living has clean and orderly data books and very impressive medication administration records (QAOS #3). It was a pleasure to gather information from these records and will make direct care services more efficient to individuals.
- Individuals are happy and healthy living in their own apartments. They are active in the community and are regular local sports fans. They attend church and volunteer. They have friends over and entertain guests. Individuals in supported living are learning to be as independent as they can possibly be. Good Job.

Work/Day Services

- GWI has an awesome work center that keeps folks busy and active in a variety of jobs and tasks (QAOS #10). Everybody has a job and many go

out into the community to work on job crews for contracts Glen-Wood, Inc. hold for janitorial services. Work services are meaningful and offer opportunities for many different interests and ability levels.

- Data keeping and internal monitoring fell during this last review period. Data was missing for several objectives and gaps in service delivery were evident (QAOS #1) GWI responded by saying that there was a lack of prioritizing and a break down in the checks and balances surrounding the programs. GWI developed a comprehensive check-list that is color-coded and staff really seems to buy into it as a tool. The manager checks the frequency and improvement has been seen as evidenced on-site by QIS and by quarterly reporting.

Community Supports

- Glen-Wood, Inc. serves 1 individual in Community Supports. All staffing and administrative standards apply across to this individual. Again, lack of data was apparent (QAOS #1) and the same resolution is being sought.
- Community Supports purchases assistance for study help so the individual may take the written drivers exam. It also purchases budgeting and shopping assistance and transportation for the individual to get to appointments and to visit family.

Transportation

- Glen-Wood, Inc. has ventured into transportation with Quality Transit. They have consolidated their resources with the community's resources for this service (QAOS # 4). Quality Transit has its own coordinator and they have met all applicable Federal, State and local laws and regulations. GWI had all staff pass a 15 passenger van safety course.
- All staff who are drivers must have a mandatory drug test at the time of hire and are subject to random testing there after (QAOS #8). This will discourage drug use among staff and will ensure that drivers are safe.

Conclusion

Glen-Wood, Inc. operates a variety of activities and ventures keeping staff and individuals busy and happy. Quality is a driving factor for GWI and ongoing improvement is a constant goal. I commend GWI, its Board of Directors and its staff for the amazing array of services and supports it offers to adults with developmental disabilities. Families and individuals are happy and satisfied!

There are no open findings.

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson

DESK REVIEW:

Accreditation:

Acreditation is no longer required by the state contract.

Significant Events from the Agency:

*Agency purchased adjacent property to house the Transit vehicles
*Executive Director received the DDP Leadership Award at the Direct Care Conference
*All staff completed an on-line 15 passenger van safety training
*Glen-Wood, Inc. has maintained outside contracts for producation, effectively keeping consumers employed and busy
*The agency has a highly motivated board of directors -- members are often on-site working on fundraising, visiting, and being a part of the community.
*Staff development has expanded with the addition of the College of Direct Supports. The agency have 100% of staff completing Tier I of the training.
*Director has re-vamped the staff evaluations for greater staff input, personal satisfaction and growth.

Agency Internal Communications Systems:

*GWI uses a system of carbonless copy internal memos and pass on communication books.
*GWI has weekly meetings for managers
*Shift reports

Policies and Administrative (DDP) Directives

*GWI has been working throught the growing pains of adapting to the new rates system. The remain in close contact with the regional office working through snafus.
*GWI is fully implemented in the Incident Management policy with 2 coordinators trained in investigations.
*GWI is using and completing the Annual Health Care checklist but are also choosing to do a daily one with a coordinator following up on any issues of concern.

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson

DESK REVIEW:

Fiscal (audits, cost plans, invoices):

* GWI uses a system of daily tallies of staff and individuals hours which can be checked against attendance and & time sheets for accuracy. ICP hours are tracked with each IP/PSP for each year.
* GWI participated in a DPHHS Quality Assurance Division Financial Audit to analyze how GWI was doing in regards to the new rates system. The audit looked at 10 general audit objectives and had no recommendations to make. Overall, GWI's costs to provide services were at the same amount or greater than what the rates paid prior to July 1, 2007.
* GWI has implemented a "back to work" program, a safety committee and have re-vamped policies in order to bring their workman's comp. insurance down to better save the agency money and to ensure healthy employees.
*

Licensing:

*GWI had 1 deficiency in their licensing report: they failed to check references for a re-hire. They did do a back ground check but this person had been known to the board and administration and was a good employee previously so it just got overlooked.

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson

DESK REVIEW:

Quality Assurance Observation Sheets: (trends from past year)

No trends to report.

Medication Errors: (trending from past year)

GWI had a total of 31 medication errors from July 1, 2006 to June 30, 2007. (9 were when consumers were away from GWI while with family)
GH: 9; SL: 15; WAC: 7

GWI takes medication errors very seriously; they are addressed in policy. Additionally, if a system seems to have a weak link, they brainstorm and try another way. Medication records are precise. Some errors in Supported Living are due to individuals being in charge of their own lives or spending time away with family; trends are addressed in staffing and with IP/PSP teams.

Incident Management: (summary trends, steps to address trends, investigation summmaries)

Glen-Wood, Inc. has 2 coordinators who are also investigators. All investigations are detailed and complete. No issues noted. No APS involvement.

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson

Staff Related:

Evidence Found of Orientation Training (mark 'yes' if present, 'no' if not present)

staff initials	DH	CM	BSK						
yes/no	yes	yes	yes						

Note where evidence found:
staff training records

Evidence Found DDCPT or equivalent:

staff initials	DH	CM	BSK						
yes/no	yes	yes	yes						

Note where evidence found:
staff training records

Evidence of Criminal Background Checks:

staff initials	DH	CM	BSK						
yes/no	yes	yes	yes						

Note where evidence found:
staff training records

Evidence of Staff Survey:

staff initials	DH	CM	BSK						
yes/no	yes	yes	yes						

Note where evidence found:
GWI has implented a new system of employee performance evaluations that includes a feedback/improvement section.

Comments: (regarding staff hiring, screening, training, supervision)

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson

Staff Related:

Evidence Found of Staff Training: (mark 'X' if present, 'no' if not present)

staff initials	DH	CM	BSK				
1st aid/CPR	✓	✓	✓				
Abuse Prevention	✓	✓	✓				
Client Rights	✓	✓	✓				
Incident Reporting	✓	✓	✓				
Confidentiality	✓	✓	✓				
IP/PSP Process	✓	✓	✓				
CDS complete w/in 6 months of hire date?	✓	✓	✓				
Medication Cert	✓	✓	⊘				

Note where evidence found:

Comments:

*BSK is not med certified and does not help with administering of medications.

*Drug testing is mandatory for all drivers upon hire & randomly thereafter; including executive director

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson Note Site Reviewed:

IP Checklist: check if evidenced									
Consumer Initials		SL1	SL2	SL3	GH1	GH2			
Onsite	Consumer/Family Survey	✔	✔	✔	✔	✔			
	PSP/IP Doc Avail to all Staff	✔	✔	✔	⊘	✔			
	IPP/Actions Implemented	✔	✔	✔	⊘	✔			
	Data for IPP/Actions	✔	✔	✔	⊘	✔			
	Data Internally Monitored	✔	✔	✔	⊘	⊘			
	Self Medication Objective	✔	✔	✔	✔	✔			
	Consumer informed of grievance procedure	✔	✔	✔	✔	✔			
	SL consumer choice of SL staff	✔	✔	✔	n/a	n/a			
	Rights Restrictions	n/a	n/a	n/a	n/a	✔			
CMI INPUT	PSP/IP Checklist	✔	✔	✔	✔	✔			
	PSP/IP Annually?	✔	✔	✔	✔	✔			
	Individual Needs Addressed?	✔	✔	✔	✔	✔			
	Assessment Based?	✔	✔	✔	✔	✔			
	Quartery Reports?	✔	✔	✔	✔	✔			
	Incident Reports Addressed?	✔	✔	✔	✔	✔			
	Behavioral Supports Addressed?	n/a	n/a	n/a	n/a	✔			
	Functional Analysis Needed?	n/a	n/a	n/a	n/a	✔			
	Free from Aversive Procedures?	✔	✔	✔	✔	✔			

Comments: (regarding service planning and delivery)

*IP/PSP not available for consumer at GH. Staff thought it was there and pointed to where it should be in the book but it wasn't there; IP/PSP actions not implemented; lack of internal monitoring
*There was a general lack of data for all folks at the WAC and lack of internal monitoring.

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson Note Site Reviewed:

IP Checklist: check if evidenced									
Consumer Initials		CS1							
Onsite	Consumer/Family Survey	✔							
	PSP/IP Doc Avail to all Staff	✔							
	IPP/Actions Implemented	✔							
	Data for IPP/Actions	⊘							
	Data Internally Monitored	⊘							
	Self Medication Objective	✔							
	Consumer informed of grievance procedure	✔							
	SL consumer choice of SL staff	✔							
	Rights Restrictions	n/a							
CM INPUT	PSP/IP Checklist	✔							
	PSP/IP Annually?	✔							
	Individual Needs Addressed?	✔							
	Assessment Based?	✔							
	Quartery Reports?	✔							
	Incident Reports Addressed?	✔							
	Behavioral Supports Addressed?	n/a							
	Functional Analysis Needed?	n/a							
	Free from Aversive Procedures?	✔							

Comments: (regarding service planning and delivery)

*lack of data; no internal monitoring; addressed in QAOS # 1 as staff are the same at the WAC and for CS.

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson Make note of site reviewed

Residential Site Checklist: check if evidenced or mark data as appropriate

Site Name		SL1	SL2	SL3	GH1	GH2		
Health Safety	Bathing procedures posted	✓	✓	✓	✓	✓		
	Clean/Sanitary Environment	✓	✓	✓	✓	✓		
	Egress	✓	✓	✓	✓	✓		
	Hot Water Temps	120	118	115	110	110		
	Emergency Assistance	✓	✓	✓	✓	✓		
	Fire Extinguishers/smoke Detectors	✓	✓	✓	✓	✓		
	1st Aid/CPR Supplies Accessible/Available	✓	✓	✓	✓	✓		
	PRN Medications	✓	✓	✓	✓	✓		
		✓		✓				
	Medication Procedures	✓	✓	✓	✓	✓		
	Medication Locked Storage	✓	✓	✓	✓	✓		
	Medication Administration Records	✓	✓	✓	✓	✓		
	Staff Ratios or ICP staffing	✓	✓	✓	✓	✓		
	Awake Overnight Staff	n/a	n/a	n/a	✓	✓		
	Adequate Supplies	✓	✓	✓	✓	✓		
	Storage of Supplies	✓	✓	✓	✓	✓		
	Free from aversive procedures?	✓	✓	✓	✓	✓		
Daily	Weekly integrated activities	n/a	n/a	n/a	✓	✓		
	House or Site Rules	✓	✓	✓	✓	✓		
	Opp for choice, self determination	✓	✓	✓	✓	✓		
	Meal Prep, Mealtime	✓	✓	✓	✓	✓		
	Engagement in Daily Life	✓	✓	✓	✓	✓		
	Participation in Daily Living Skills	✓	✓	✓	✓	✓		
	Daily Leisure Opportunities	n/a	n/a	n/a	✓	✓		
	Staff Trained in Individual Specifics	✓	✓	✓	✓	✓		

Comments:
*Supported Living Medication procedures/medication logs were outstanding. A first time staff could look at them and have a good idea on how to help SL folks with their medications.
*Group Home leisures have really improved over the previous years reviews! Good Job group home!
*Data books at Supported Living were well-organized and easy to follow.
*WAC folks are busy with their jobs and stay active throughout the day doing meaningful acitivities.

Provider: Glen-Wood, Inc

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson Make note of site reviewed

Residential Site Checklist: check if evidenced or mark data as appropriate

Site Name		CS1						
Health Safety	Bathing procedures posted	n/a						
	Clean/Sanitary Environment	✓						
	Egress	✓						
	Hot Water Temps	119						
	Emergency Assistance	✓						
	Fire Extinguishers/smoke Detectors	✓						
	1st Aid/CPR Supplies Accessible/Available	n/a						
	PRN Medications	n/a						
	Medication Procedures	n/a						
	Medication Locked Storage	n/a						
	Medication Administration Records	n/a						
	Staff Ratios or ICP staffing	n/a						
	Awake Overnight Staff	n/a						
	Adequate Supplies	n/a						
	Storage of Supplies	n/a						
	Free from aversive procedures?	✓						
Daily	Weekly integrated activities	n/a						
	House or Site Rules	n/a						
	Opp for choice, self determination	✓						
	Meal Prep, Mealtime	n/a						
	Engagement in Daily Life	✓						
	Participation in Daily Living Skills	✓						
	Daily Leisure Opportunities	n/a						
	Staff Trained in Individual Specifics	✓						

Comments:

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson

Residential Site Checklist: check if evidenced

Site Name		1	2	3	4			
Transportation	Driver Orientation Program	✓	✓	✓	✓			
	Wheelchair tie downs	✓	✓	✓	✓			
	Wheelchair Lift	✓	✓	✓	✓			
	Driver's Licenses	✓	✓	✓	✓			
	Emergency Supplies	✓	✓	✓	✓			
	Fire Extinguisher	✓	✓	✓	✓			
	Transportation Log	✓	✓	✓	✓			
	Scheduled Maintenance Program	✓	✓	✓	✓			
	Training--Staff Doing Maintenance Checks	✓	✓	✓	✓			
	Procedures for Timely Repairs	✓	✓	✓	✓			
	MDT inspection on file (MDT vehicles only)	✓	✓	✓	✓			
	Comments: GWI operates under a 5311 grant as "Quality Transit" for all local transportation needs for the individuals of Sheridan County. GWI is consolidated with Quality Transit and has a transportation coordinator. Quality Transit is in compliance with all applicable federal, state and local rules and laws.							

Comments:

Provider: Glen-Wood, Inc
Eval Date: December 2007
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Staff Survey: check if 'met', 0 if 'unmet'		2yrs	1 yr	7 yrs				
Staff Initials		LT	BSK	JJ				
Abuse	Allegations are reported to? (APS)	✔		✔				
	Do you notify Supervisor first? (NO)	✔	✔					
	Steps to take if abuse is discovered?		✔	✔				
	Comments:							
rights	Suspect theft of gloves, steps to take?		✔	✔				
	IP/PSP requests Doctors appt	✔						
	No jacket, -25 consumer wants to leave	✔		✔				
	Review Rts Restriction		✔					
	Comments:							
bmp	describe consumer behaviors	✔	✔	✔				
	staff response to behaviors by plan	✔	✔					
	list proactive or environmental strategies	✔		✔				
	Comments: *maybe add a refresher on behavior management plans; staff were a little vague on the particulars.							
orientation	former employee wants info	✔	✔	✔				
	what is consumer information?	✔						
	training to meet health and safety needs?			✔				
	emergency evacuation procedures?		✔					
	Comments: *received very strong responses in areas of confidentiality! *overall, staff responses were accurate and they were secure in their answers with strengths noted in areas of confidentiality, APS reporting and Client Rights! Good Job!							

Provider: Glen-Wood, Inc
Eval Date: December 2007
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Staff Survey: check if 'met', 0 if 'unmet' with notation of incorrect answer

	Staff Initials	TL	BSK	JJ				
medications	describe procedure to assist with meds							
	if med is unavailable?		✓					
	if gave wrong med?			✓				
	if moving to a new place or gets new med?	✓						
	requirement to assist with meds?		✓					
	describe PRN or OTC is to be given	✓						
	what constitutes a med error?			✓				
	Comments: *JJ wanted to call Candy 1st whenever a med error occurred.							
ERC	steps to avoid power struggles		✓	✓				
	how to respond to someone who is upset	✓						
	what is you start to lose control?	✓	✓	✓				
	Comments:							
incident reports	when do you fill out an incident report?	✓		✓				
	notifications for ER?		✓					
	consumer to consumer incidents	✓						
	who writes the IR?		✓	✓				
	Comments:							

Provider: Glen-Wood, Inc
Eval Date: December 2007
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Staff Survey: check if 'met', 0 if 'unmet' with notation of incorrect answer

Staff Initials		TL	BSK	JJ				
behaviors	consumer destroying things	✔	✔					
	staff pinches consumer back	✔		✔				
	how do you know a support plan is needed?		✔	✔				
	Comments:							
IP/PSP	what is IP/PSP based on?	✔		✔				
	you have an idea for an objective.....		✔					
	why do assessments?			✔				
	How do you find out what someone would like to do?	✔	✔					
	Comments:							

Comments:

Provider: Glen-Wood, Inc
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Consumer Questionnaire (used by QIS). Check if evidenced. 0 if not asked Bolded questions are mandatory

			SL1	SL2	SL3	GH2		Appendix or QAOS
Consumer intials								
Consumer has/showsID card? (if PSP documents this is not applicable, mark NA)			✔	✔	✔	✔		
consumer	Do you have nice staff at home/work?		yes	yes	yes	yes		
	Is anyone mean to you at home/work?		no	no	no	no		
	Do you like where you live/work?		yes	yes	yes	yes		
	Are you ever afraid of anyone?		sometimes	no	no	no		
	Someone hits/hurts you, who can you tell?		Candy	Mom	Candy	Candy/Judy		
	Does anyone talk to you about this?		yes	yes	yes	yes		
	Can you get help when you need it?		yes	yes	yes	yes		
	from staff?		yes	yes	yes	yes		
	from Case Manager?		yes	yes	yes	yes		
	Can you get your own food/drink?		yes	yes	yes	yes		
	Do people come into your house/room w/o							
	knocking/permission?		nope	no	no	no		
	Do staff ever take things from you?		nope	no	no	no		
	Can you get rides to places you need to go?		yes	yes	yes	yes		
	Rides to the places you want to go?		yes	yes	yes	yes		
	Who is your Case Manager?		Leann	Leann	Leann	Leann		
	Does s/he talk to you about waiver services?		✔	✔	✔	✔		
	Does s/he help you get what you need?		✔	✔	✔	✔		

Comments:

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson

Consumer Questionnaire (used by QIS). Check if evidenced. 0 if not asked Bolded questions are mandatory								**Appendix or QAOS**
Consumer intials			CS1					
Consumer has/showsID card? (if PSP documents this is not applicable, mark NA)			✔					
consumer	Do you have nice staff at home/work?		yes					
	Is anyone mean to you at home/work?		no					
	Do you like where you live/work?		yes					
	Are you ever afraid of anyone?		no					
	Someone hits/hurts you, who can you tell?		family					
	Does anyone talk to you about this?		yes					
	Can you get help when you need it?		yes					
	from staff?		yes					
	from Case Manager?		maybe					
	Can you get your own food/drink?		yes					
	Do people come into your house/room w/o		no					
	knocking/permission?							
	Do staff ever take things from you?		no					
	Can you get rides to places you need to go?		yes					
	Rides to the places you want to go?		yes					
	Who is your Case Manager?		Leann					
	Does s/he talk to you about waiver services?		yes					
	Does s/he help you get what you need?		yes					

Comments:

Provider: Glen-Wood, Inc
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Consumer Questionnaire (used by QIS). Check if evidenced. 0 if Bolded questions are mandatory

Consumer intials		GH1						
Support	Who helps this person and how?							
	Are there some staff/peers they like better?							
	Staff/peers they don't like? Why?							
	Current needs not being met?							
	Health and Safety related?							
	Who do you talk to about these concerns?							
	Does the person have input to his/her life?							
	If you have concerns, who do you talk to?							
	are they resolved?							
	What are this persons wishes/dreams?							
	is the plan moving that direction?							
	what would make things better?							
	does this person ever seem afraid?							
	are you afraid for them?							
	Does this person know how or where to report abuse?	yes						
	who provided that training?	?						
	Who will the individual call or report to?							
	who provided that info?							
	Does the person have transportation to all							
	services and places s/he would like to go?							
	who is the person's case manager?	Leann						
	Does CM help the person access services?	Yes						
	Does the CM explain waiver services?	Yes						
	Does the person understand this info?	No						

Comments:

*Staff felt that staff who knew this individual and how he communicated non-verbally would be able to understand that something was wrong.

*Staff were not too sure what kind of services might be available but were sure that the CM was helping.

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson
For consumer's sampled, list the PSP actions and documentation supporting the delivery of those services. List all protocols and determine whether staff were able to accurately describe the supports necessary for the individual.

consumer: SL1 (IP 12/13/2006) Total Res/Day Hours per ICP: 14.32/week	
Actions per PSP	**Evidence support provided consistently?**
1. plan meal, shop, prepare meal and store	yes
2. fill med box according to TA	yes
3. deposit into burial fund	yes
4. increase paid work to 7 hours per week	yes
5. staff will keep baseline of stealing behavior	yes
6. assist with maintain health	yes
7. balance checkbook/pay bills	yes
8. hygience list	yes
9. encourage community/social outings of choice	yes
10. prompting for social cues/communication/relationship	yes
11. income reporting to maintain eligibility for assistance programs	yes

Protocols:	Evidence staff clearly understood and were able to implement protocol?
2. TA for medications	yes

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson
For consumer's sampled, list the PSP actions and documentation supporting the delivery of those services. List all protocols and determine whether staff were able to accurately describe the supports necessary for the individual.

consumer: SL2 (IP 4/25/07) Total Res/Day Hours per ICP: 18.1 hour/week	
Actions per PSP	**Evidence support provided consistently?**
1. improve laundry skills at SL	yes
2. plan menu, shop and prepare meal	yes
3. depost into burial account	yes
4. fill med box per TA	yes
5. balance checkbook/pay bills/deposit	yes
6. follow hygiene/apt cleaning checklists	yes
7. monthly fire drills	yes
8. wash/dry rags at WAC per TA	Yes
9. Basic Skills assessment	yes
10. 2x weekly, 1 on 1 time per TA	no (part of WAC QAOS)
11. medical coordinator to maintain health	yes
12. appropriate behavior according to TA	yes
13. encourage social events	yes
14. when waiting around laundry, redirect back to work at WAC	yes
15. assist with income reporting to maintian assistance programs	yes

Protocols:	Evidence staff clearly understood and were able to implement protocol?
4. med TA	yes
8. wash/dry rags TA	yes
10. 1 on 1 one time TA	yes
12. appropriate behavior TA	YES

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson
For consumer's sampled, list the PSP actions and documentation supporting the delivery of those services. List all protocols and determine whether staff were able to accurately describe the supports necessary for the individual.

consumer: SL3 (IP 1/11/07) Total Res/Day hours per ICP: 14.97 hrs/week	
Actions per PSP	**Evidence support provided consistently?**
1. balance checkbook/pay bills	yes
2. follow posted hygiene checklist	yes
3. plan menu, shop	yes
4. maintain household	yes
5. resupply bathrooms at WAC	no
6. daily neck exercises WAC	no
7. medical coordinator will assist to maintain health	yes
8. 1/4ly deep cleaning in apt.	yes
9. medication support	yes
10. assist with income reporting for assistance programs	yes

Protocols:	Evidence staff clearly understood and were able to implement protocol?

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson
For consumer's sampled, list the PSP actions and documentation supporting the delivery of those services. List all protocols and determine whether staff were able to accurately describe the supports necessary for the individual.

consumer: GH1 (IP 5/30/07) Total Res/Day Hours per ICP: 41.3/week	
Actions per PSP	**Evidence support provided consistently?**
1. hand washing	yes
2. table setting to increase household skills	yes
3. use self-help skills per TA	yes
4. medication	yes
5. 3x weekly, crush cans	no
6. drinking cup to dirty dish pan after lunch at WAC	yes
7. stamp sales sacks 2x weekly at WAC	no
8. 1 on 1 time 2x daily per TA	no
9. social cues for hugging	yes
10. signing time at GH	yes
11. Toileting schedule	yes
12. 1 x monthly, correspond w/ family	no
13. feet/leg check for soreness from braces	yes
14. signing time at WAC	no
15. assist with income reporting to maintain assistance programs	yes

Protocols:	Evidence staff clearly understood and were able to implement protocol?
3. self-help skills TA	yes
5. can crushing TA	yes
8. 1 on 1 Time TA	yes

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson
For consumer's sampled, list the PSP actions and documentation supporting the delivery of those services. List all protocols and determine whether staff were able to accurately describe the supports necessary for the individual.

consumer: GH2 Total Res/Day hours per ICP: 75 hours/week	
Actions per PSP	**Evidence support provided consistently?**
1. choose cleaning chore from list	yes
2. refill med box	yes
3. 1x monthly plan/prepare meal	no
4. 10 minutes exercise daily	yes
5. assist with laundry per TA	yes
6. access to clothes per TA (rights restriction)	yes
7. rinse supper dishes/load dishwasher/take out garbage each Tuesd	yes
8. no stolen items (rights restriction)	yes
9. Meals on Wheels labeling at WAC per TA	yes
10. 2x weekly, practice writing	yes
11. DRI/DRO for aggressive outbursts (rights restriction)	yes
12. cut seams at WAC per TA	no
13. 1x monthly, writing letter to family or friend	no
14. 1 on 1 time while paying bills	yes
15. Bathing protocol	yes
16. assist with income reporting to maintain assistance programs	yes

Protocols:	Evidence staff clearly understood and were able to implement protocol?
5. Laundry TA	yes
6. access to clothes TA	yes
8. Stolen items TA	yes
9. Meals of Wheels TA	yes
10. Name writing TA	yes
11. DRI/DRO	yes
12. Seam cutting TA	yes

Provider: Glen-Wood, Inc
Eval Date: December 2007
Evaluators: S. Carpenter/C. Frederickson
For consumer's sampled, list the PSP actions and documentation supporting the delivery of those services. List all protocols and determine whether staff were able to accurately describe the supports necessary for the individual.

consumer: CS1 **Hour per ICP: up to 24 hrs/mo**	
Actions per PSP	**Evidence support provided consistently?**
1. study for written driver's exam	no
2. deposit into savings with help of payee	yes
3. weekly, plan menu and shop	no
4. transportation up to 250 miles per month	yes
5. assist with income reporting to maintain assistance programs	yes

Protocols:	Evidence staff clearly understood and were able to implement protocol?