

**STATE OF MONTANA  
Developmental Disabilities Program  
Comprehensive Evaluation  
Glen-Wood, Inc.**

Evaluators: S. Carpenter  
Date: January 27, 28, 29 2009

<b>DESK REVIEW:</b>	<b>Appendix or QAOS</b>
<p><b>Accreditation:</b> Accreditation is no longer required by the state contract.</p>	
<p><b>Significant Events from the Agency:</b>            **GWI has re-implemented a safety committee. This safety committee is composed of the executive director, transit employees, maintenance employees and a direct care staff. The committee meets 1 time monthly to review concerns and how they can be addressed.            **Staff turnover has decreased 4%.            **Direct care staff (24 total) attended the Annual Board of Directors Meeting and were introduced to the Board of Directors. All program coordinators were in attendance and required to submit an annual report.            **GWI is involved in the MACD as a member, they attend the small provider meetings and participate in the monthly conference call for all providers. GWI also participates in quarterly Region 1 providers meetings by phone conference when possible.            **Fundraising            **Executive Director, Candy Marsh, has been nominated to give a leadership webinar to Rocky Mountain Bank.            **GWI continues to achieve high marks in services indicated in the previous QA (see QAOS #8)</p>	QAOS #8
<p><b>Agency Internal Communications Systems:</b>            **GWI utilizes a system of duplicate memos as well as pass-on communication logs. They also have daily shift detail logs and shift reporting.            ** GWI holds weekly coordinator meetings.</p>	
<p><b>Policies and Administrative (DDP) Directives</b>            ** GWI strives to have their policy manual be not only in compliance with other rules and regulations but also to incorporate the many DDP policies. GWI actively reviews and updates their policies. GWI utilizes outside sources to review the policy manual for any discrepancies.</p>	

**STATE OF MONTANA**  
**Developmental Disabilities Program**  
**Comprehensive Evaluation**  
**Glen-Wood, Inc.**

Evaluators: S. Carpenter  
Date: January 27, 28, 29 2009

<b>DESK REVIEW:</b>	<b>Appendix or QAOS</b>
<p><b>Fiscal (audits, cost plans, invoices):</b></p> <p>An on-site review showed detailed cross examination of hours served against employee time against Individual Cost Plan amounts. Overall, the hours staff are working exceed the amount available to be billed.</p>	
<p><b>Licensing:</b></p> <p>"Our House" group home was re-issued a Community Home License for October 31, 2008 through October 30, 2009. There was only 1 deficiency noted: hot water temps were above 120 degrees F. A licensed plumber was called in and stated that rust had built up in the regulator; he fiddled with it and it came down to 118 degrees F. The group home now checks the hot water 2x daily and records it to better indicate a problem in over-heating the water.</p>	

**STATE OF MONTANA  
Developmental Disabilities Program  
Comprehensive Evaluation  
Glen-Wood, Inc.**

Evaluators: S. Carpenter  
Date: January 27, 28, 29 2009

<b>DESK REVIEW:</b>	<b>Appendix or QAOS</b>
<p><b>Quality Assurance Observation Sheets: (trends from past year)</b></p> <p>No trends to report.</p>	
<p><b>Medication Errors: (trending from past year)</b></p> <p>GWI takes each medication error seriously. Trends are closely monitored with the goal to be 100% error free. To that end, continuing internal quality improvement is noted. A new procedure has been implemented that includes the pharmacist setting up the medications for each individual (as the nursing home has similarly done) and additional staff competencies implemented in addition to the Montana Medication Certification Exam required by staff to assist individuals with medications.</p>	QAOS 2
<p><b>Incident Management: (summary trends, steps to address trends, investigation summaries)</b></p> <p>Glen-Wood, Inc. has 2 coordinators who are also investigators. All investigations are detailed and complete. No issues noted. No APS involvement. IMT committee meets regularly and minutes are recorded. Trend reporting is occurring at the end of each month now. GWI actively problem solves through this committee and services to individuals definitely benefit from this committee.</p>	

STATE OF MONTANA  
 Developmental Disabilities Program  
 Comprehensive Evaluation  
 Glen-Wood, Inc.

Evaluators: S. Carpenter  
 Date: January 27, 28, 29 2009

Staff Related:											Appendix or QAOS
<b>Evidence Found of Orientation Training (mark 'yes' if present, 'no' if not present)</b>											
staff initials	MY	KW	PS	MH							
yes/no	yes	yes	yes	yes							
<b>Note where evidence found:</b> staff training records											
<b>Evidence Found DDCPT or equivalent:</b>											
staff initials	MY	KW	PS	MH							
yes/no	n/a	n/a	n/a	n/a							
<b>Note where evidence found:</b> staff training records											
<b>Evidence of Criminal Background Checks:</b>											
staff initials	MY	KW	PS	MH							
yes/no	yes	yes	yes	yes							
<b>Note where evidence found:</b> staff training records											
<b>Evidence of Staff Survey:</b>											
staff initials	MY	KY	PS	MH							
yes/no	No	No	No	No							
<b>Note where evidence found:</b>											
<b>Comments: (regarding staff hiring, screening, training, supervision)</b>											

STATE OF MONTANA  
 Developmental Disabilities Program  
 Comprehensive Evaluation  
 Glen-Wood, Inc.

Evaluators: S. Carpenter  
 Date: January 27, 28, 29 2009

Staff Related:								Appendix or QAOS
<b>Evidence Found of Staff Training: (mark 'X' if present, 'no' if not present)</b>								
<b>staff initials</b>	MY	KW	PS	MH				
1st aid/CPR	✓	✓	✓	✓				
Abuse Prevention	✓	✓	✓	✓				
Client Rights	✓	✓	✓	✓				
Incident Reporting	✓	✓	✓	✓				
Confidentiality	✓	✓	✓	✓				
IP/PSP Process	✓	✓	✓	✓				
CDS complete w/in 6 months of hire date?	✓	✓	✓	✓				
Medication Cert	n/a	✓	✓	✓				
<b>Note where evidence found: staff training records</b>								
<b>Comments:</b> MY is only an DSP aide due to being an student. On-going training is accomplished during monthly staffings and specialized training as scheduled such as wheelchair lift training. Training is highly valued as shown with 3 staff attending the DD conference. Other training in character education was also done this year through the "Character Counts" program. GWI has achieved all staff completing the CDS Tier 2!! Way to go GWI!								QAOS #4

**STATE OF MONTANA  
Developmental Disabilities Program  
Comprehensive Evaluation  
Glen-Wood, Inc.**

Evaluators: S. Carpenter  
Date: January 27, 28, 29 2009

<b>IP Checklist: check if evidenced</b>								<b>Appendix or QAOS</b>
Consumer Initials		SL1	SL2	GH1	GH2			
<b>O n s i t e</b>	Consumer/Family Survey	⊙	⊙	⊙	⊙			<b>QAOS #7</b>
	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	✓			
<b>C M  I N T E R V I E W</b>	PSP/IP Checklist	✓	✓	✓	✓			<b>QAOS #5</b>
	PSP/IP Annually?	✓	✓	✓	✓			
	Individual Needs Addressed?	✓	✓	✓	✓			
	Assessment Based?	✓	✓	✓	✓			
	Quarterly Reports?	✓	✓	✓	✓			
	Incident Reports Addressed?	✓	✓	✓	✓			
	Behavioral Supports Addressed?	✓	✓	✓	✓			
	Functional Analysis Needed?	n/a	n/a	n/a	n/a			
Free from Aversive Procedures?	✓	✓	✓	✓				
<p><b>Comments: (regarding service planning and delivery)</b></p> <p>Data collection at the GH is markedly improved over previous years. Data is being recorded and is being internally monitored. Sometimes the intent of an action (grocery shopping) is being neglected due to opportunity or lack of understanding. Staff seem much more competent on the intent of the PSP and books had a copy of the PSP as well as the quarterly statements and monthly reviews in place.</p> <p>A sheet is included in each book to write comments, suggestions for PSP planning. This allows staff the opportunity to have input or when they notice something particular to have a central place to write them down for future PSP use or amendments.</p> <p>Consumer and Family Surveys have not been carried out separately since the implementation of the PSP process. Assessments are completed that do include some consumer satisfaction and the CM's do an annual interview as well.</p>								<b>QAOS #5</b>

**STATE OF MONTANA  
Developmental Disabilities Program  
Comprehensive Evaluation  
Glen-Wood, Inc.**

Evaluators: S. Carpenter  
Date: January 27, 28, 29 2009

IP Checklist: check if evidenced										Appendix or QAOS
Consumer Initials		CS1								
<b>O n s i t e</b>	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								
<b>C M  I N T E R P R E T</b>	PSP/IP Checklist	✓								
	PSP/IP Annually?	✓								
	Individual Needs Addressed?	✓								
	Assessment Based?	✓								
	Quarterly Reports?	✓								
	Incident Reports Addressed?	✓								
	Behavioral Supports Addressed?	n/a								
	Functional Analysis Needed?	n/a								
Free from Aversive Procedures?	✓									
<b>Comments: (regarding service planning and delivery)</b>										QAOS #6
Data was missing for several months. There was information located in a calendar and logs. Some data sheets were missing the year and it was difficult to tell which year it might have been.										

STATE OF MONTANA  
 Developmental Disabilities Program  
 Comprehensive Evaluation  
 Glen-Wood, Inc.

Evaluators: S. Carpenter  
 Date: January 27, 28, 29 2009

Residential Site Checklist: check if evidenced or mark data as appropriate							Appendix or QAOS
Site Name		SL1	SL2	GH1	GH2	WAC	
<b>H e a l t h  S a f e t y</b>	Bathing procedures posted	✓	✓	✓	✓	n/a	QAOS #2
	Clean/Sanitary Environment	✓	✓	✓	✓	✓	
	Egress	✓	✓	✓	✓	✓	
	Hot Water Temps	119	121	116	116	120	
	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?	✓	✓	✓	✓	✓		
<b>D a i l y</b>	Weekly integrated activities	n/a	n/a	⊙	⊙	n/a	QAOS #1
	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	✓	✓	✓	✓	✓	

**STATE OF MONTANA  
Developmental Disabilities Program  
Comprehensive Evaluation  
Glen-Wood, Inc.**

Evaluators: S. Carpenter  
Date: January 27, 28, 29 2009

**Comments:**

\*\*At the Group Home, leisure's are being documented daily achieving 95% of time for the year 2008. The leisure's are basic and do not indicate much choice or opportunity to learn. We are back to lots of coloring and watching TV & Movies along with listening to music in their rooms. If other opportunities are being offered, data does not indicate such.

\*\*At the Group Home recreation activities are not occurring on a weekly basis. (QAOS #1) Only 63% of weeks for the 2008 show any outings. Even during nice weather, there are weeks where individuals are not having outings.

\*\*Group Home is neat and well maintained. Individuals enjoy their own rooms decorated to their specifics. Positive interactions occurs between individuals and staff. Meals are not served wholly family style due to individuals needing assistance with portion controls. Individuals do participate in the kitchen with their own meals and serving themselves with staff supervision. Individuals are encouraged to participate in daily life with chores as well as deciding what to watch on TV. Staff are encouraging individuals to participate instead of staff just doing. Also noticed were reminders for staff to help an individual return books to the library which was very nice to see. Opportunities for learning are occurring.

\*\*QAOS #2: GWI strives to be medication error free...they've implemented rigorous controls for staff including using their local pharmacy as a resource.

**STATE OF MONTANA  
Developmental Disabilities Program  
Comprehensive Evaluation  
Glen-Wood, Inc.**

Evaluators: S. Carpenter  
Date: January 27, 28, 29 2009

Make note of site reviewed

Residential Site Checklist: check if evidenced or mark data as appropriate										Appendix or QAOS
Site Name		CS1								
<b>H e a l t h  S a f e t y</b>	Bathing procedures posted									
	Clean/Sanitary Environment									
	Egress									
	Hot Water Temps									
	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									
	Adequate Supplies									
	Storage of Supplies									
Free from aversive procedures?										
<b>D a i l y</b>	Weekly integrated activities									
	House or Site Rules									
	Opp for choice, self determination									
	Meal Prep, Mealtime									
	Engagement in Daily Life									
	Participation in Daily Living Skills									
	Daily Leisure Opportunities									
	Staff Trained in Individual Specifics									
<b>Comments:</b> **Unable to determine any onsite specifics as consumer has moved away from Plentywood to Sidney and is exiting GWI services.										

**STATE OF MONTANA  
Developmental Disabilities Program  
Comprehensive Evaluation  
Glen-Wood, Inc.**

Evaluators: S. Carpenter  
Date: January 27, 28, 29 2009

Residential Site Checklist: check if evidenced								Appendix or QAOS
Site Name		1	2	3	4			
<b>T r a n s p o r t a t i o n</b>	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.								
<b>Comments:</b>  <div style="background-color: #e0ffff; height: 150px; border: 1px solid black;"></div>								

**STATE OF MONTANA  
Developmental Disabilities Program  
Comprehensive Evaluation  
Glen-Wood, Inc.**

Evaluators: S. Carpenter  
Date: January 27, 28, 29 2009

Staff Survey: "✓" if met, "⊙" if unmet		Time w/agency:	6 wks	3 mo	5 mo					Appendix or QAOS
		Staff Initials:	TN	VS	PS					
<b>A b u s e</b>	Allegations are reported to? (APS)		✓	✓	⊙					
	Do you notify Supervisor first? (NO)		✓	✓						
	Steps to take if abuse is discovered?			✓	✓					
	Comments: PS was very nervous in answering questions. She was pretty sure she'd want to talk to her supervisor if she suspected abuse, neglect or exploitation. As a suggestion, it maybe beneficial to emphasize the mandatory reporting procedure with this staff as all other staff were very sure on the procedure and last year's review was clear on this issue.									
<b>R i g h t s</b>	Suspect theft of gloves, steps to take?			✓						
	IP/PSP requests Doctors appt				✓					
	No jacket, -25 consumer wants to leave	✓								
	Review Rts Restriction	✓	✓	✓						
Comments: new staff was able to respond appropriately in regards to Rights Restrictions -- Nice training folks.										
<b>b m p</b>	describe consumer behaviors		✓	✓	✓					
	staff response to behaviors by plan		✓		✓					
	list proactive or environmental strategies			✓						
	Comments: New staff was able to give correct answers and knew where to look when not sure of answers.									QAOS #3
<b>H e a l t h a n d S a f e t y</b>	former employee wants info		✓	✓						
	what is consumer information?			✓						
	training to meet health and safety needs?				✓					
	emergency evacuation procedures?		✓		✓					
Comments: WAC staff knew evacuation procedure and her role. In asking staff about other emergencies, such as tornado or flood, staff were not sure what was to be done or if there was a policy.										

**STATE OF MONTANA**  
**Developmental Disabilities Program**  
**Comprehensive Evaluation**  
**Glen-Wood, Inc.**

Evaluators: S. Carpenter  
 Date: January 27, 28, 29 2009

Staff Survey: "✓" if met, "⊗" if unmet								Appendix or QAOS
Staff Initials:		TN	VS	PS				
<b>m e d i c a t i o n s</b>	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: TN not medication certified yet. PS not medication certified yet.							
<b>E R C</b>	steps to avoid power struggles	✓		✓				
	how to respond to someone who is upset		✓					
	what if you start to lose control?	✓	✓	✓				
	Comments: TN answered with choice, redirection and still said if he didn't want to get on the van, they would have to make arrangements.							
<b>H O M E H O L D I N G P R O C E D U R E</b>	when do you fill out an incident report?	✓		✓				
	notifications for ER?		✓					
	consumer to consumer incidents		✓					
	who writes the IR?	✓		✓				
	Comments:							

**STATE OF MONTANA  
Developmental Disabilities Program  
Comprehensive Evaluation  
Glen-Wood, Inc.**

Evaluators: S. Carpenter  
Date: January 27, 28, 29 2009

Staff Survey: "✓" if met, "⊗" if unmet								Appendix or QAOS
Staff Initials		TN	VS	PS				
<b>b e h a v i o r</b>	consumer destroying things	✓	✓					
	staff pinches consumer back	✓		✓				
	how do you know a support plan is needed?		✓	✓				
	Comments:							
<b>I P / P S P</b>	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: VS said she hasn't learned about the PSP's yet (like at the meeting) but was able to tell about the "books" that come back and what is in them. PS said she didn't really know too much about the PSP's yet but was learning about them and was looking forward to more training in February with State trainer.							
Comments: QAOS #3: GWI is to be commended on orientation and training of staff to individuals behavior management plans. Staff were very well versed in the particulars, even newer staff! These plans are detailed and several pages long so it's very impressive to see staff understanding these plans and being able to carry them out with consistency! Good Job!								

STATE OF MONTANA  
 Developmental Disabilities Program  
 Comprehensive Evaluation  
 Glen-Wood, Inc.

Evaluators: S. Carpenter  
 Date: January 27, 28, 29 2009

Consumer Questionnaire (used by QIS). Check if evidenced. 0 if not asked, bolded questions are mandatory							Appendix or QAOS
Consumer initials			SL1	SL2	GH1	GH2	
Consumer has/shows ID card? (if PSP documents this is not applicable, mark NA)			yes	yes	n/a	n/a	
<b>c o n s u m e r</b>	Do you have nice staff at home/work?		yes	yes		yes	
	Is anyone mean to you at home/work?		yes	no		no	
	Do you like where you live/work?		yes	yup		yes	
	Are you ever afraid of anyone?		no	no		no	
	<b>Someone hits/hurts you, who can you tell?</b>		staff/dr	staff			
	<b>Does anyone talk to you about this?</b>		not really	no			
	Can you get help when you need it?		yes	yes		yes	
	from staff?		yes	yes		yes	
	from Case Manager?		yes	yes		yes	
	Can you get your own food/drink?		yes	yes		no	
	Do people come into your house/room w/o knocking/permission?		no	yes			
	Do staff ever take things from you?		no	no		no	
	Can you get rides to places you need to go?		yes	yes		yes	
	Rides to the places you want to go?		yes	yes		yes	
	<b>Who is your Case Manager?</b>		Leann	Leann	Leann	Leann	
<b>Does s/he talk to you about waiver services?</b>		some	yes	yes	yes		
<b>Does s/he help you get what you need?</b>		yes	yes	yes	yes		
<b>Comments:</b>							
<p>GH1 and GH2 were asked these questions as well as their support staff. Please see support survey for those Responses.</p> <p>GH2 wants to go home to her brother. GH2 said she can get a drink of water if she needs to but has to have staff if she wants to get something to eat.</p> <p>SL1 and SL2 support staff also asked. Please see support survey for those responses.</p> <p>SL2 said 2 individuals do enter his apt w/o permission but that's because he's always home and they come for coffee and to watch the game on TV.</p>							

STATE OF MONTANA  
 Developmental Disabilities Program  
 Comprehensive Evaluation  
 Glen-Wood, Inc.

Evaluators: S. Carpenter  
 Date: January 27, 28, 29 2009

<b>Consumer Questionnaire (used by QIS). Check if evidenced. 0 if not asked, bolded questions are mandatory.</b>							<b>Appendix or QAOS</b>
Consumer initials		CS1					
<b>Consumer has/shows ID card? (if PSP documents this is not applicable, mark NA)</b>							
Consumer	Do you have nice staff at home/work?						
	Is anyone mean to you at home/work?						
	Do you like where you live/work?						
	Are you ever afraid of anyone?						
	<b>Someone hits/hurts you, who can you tell?</b>						
	<b>Does anyone talk to you about this?</b>						
	Can you get help when you need it?						
	from staff?						
	from Case Manager?						
	Can you get your own food/drink?						
	Do people come into your house/room w/o knocking/permission?						
	Do staff ever take things from you?						
	Can you get rides to places you need to go?						
	Rides to the places you want to go?						
	<b>Who is your Case Manager?</b>						
<b>Does s/he talk to you about waiver services?</b>							
<b>Does s/he help you get what you need?</b>							
<b>Comments:</b>							
**Unable to complete a consumer survey due to individual moving away from Plentywood.							

**STATE OF MONTANA  
Developmental Disabilities Program  
Comprehensive Evaluation  
Glen-Wood, Inc.**

Evaluators: S. Carpenter  
Date: January 27, 28, 29 2009

Consumer Questionnaire (used by QIS). Check if evidenced. 0 if Bolded questions are mandatory								Appendix or QAOS
Consumer initials		GH1	GH2	SL1	SL2			
<b>S u p p o r t</b>	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	yes	yes	yes			
	who provided that training?	nk	nk	idk	idk			
	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?	yes	yes	Leann	Leann			
Does CM help the person access services?	yes	yes	yes	yes				
Does the CM explain waiver services?	yes	yes	yes	yes				
Does the person understand this info?	yes	yes	yes	yes				
<b>Comments:</b>								
<p>Staff thinks GH1 would tell someone like staff or but doesn't think GH1 would know who else to talk to. Same with GH2, she'd tell staff (and probably anyone if they asked first...)</p> <p>Staff was new and was not sure if individuals receive specific training on how to report abuse. New staff was asked the question and did not yet know who the CM is. Other staff asked and was able to respond that the CM was Leann.</p>								

**STATE OF MONTANA  
Developmental Disabilities Program  
Comprehensive Evaluation  
Glen-Wood, Inc.**

Evaluators: S. Carpenter  
Date: January 27, 28, 29 2009

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.

<b>Consumer: SL1 Hours of Support:</b>		<b>Date of PSP: January 30, 2008</b>
<b>Actions per PSP</b>	<b>Evidence support provided consistently?</b>	
will check classified weekly for houses interested in buying	Yes	
ask for assistance for viewing homes to buy	Yes	
check website 1x monthly for homes for sale	QAOS	
if finds a home, Candy will assist in finding a lawyer for legal aspects	pending action	
will purchase a home	pending action	
choose a tour package for vaca	completed	
Jan & Debbie will assist in filling out paperwork for trip	completed	
go on trip to Branson	completed	
paying jobs to maintain paycheck	yes	
do neck exercises	yes	
fill out job applications for jobs he's interested in	yes, no filled out any applications; hasn't found any that interest him	
cleaning checklist 1x weekly	yes, but has a hard time doing all of it...apt very untidy but not too bad.	
IS medication box	yes	
weekly menu, shopping 1x weekly	yes	
annual healthcare checklist	yes	
medical	yes	
make appointments	yes	
pay bill/balance checkbook 1x weekly	yes	
assistance with lawyer for issues with fathers estate	yes	

<b>Protocols:</b>	<b>Evidence staff clearly understood and were able to implement protocol?</b>
medication box	yes, this has been d/c'd due to agency policy of pharmacist filling boxes
daily cleaning list	yes
weekly menu/shopping	yes
hygiene	yes
quarterly cleaning	yes, but his apartment really needs a thorough cleaning!!!

**STATE OF MONTANA  
Developmental Disabilities Program  
Comprehensive Evaluation  
Glen-Wood, Inc.**

Evaluators: S. Carpenter  
Date: January 27, 28, 29 2009

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.

Actions per PSP	Evidence support provided consistently?
pay bills/balance checkbook 1x weekly	yes
blood pressure check 1x weekly	yes
medical concerns	yes
medications	yes
safe walking rules	yes
grocery list 1x weekly	yes
job crews	yes
daily kitchen schedule	yes

Protocols:	Evidence staff clearly understood and were able to implement protocol?
pay bills	yes
blood pressure checks	yes
medications	d/c'd due to agency policy to have pharmacist fill boxes
grocery shopping	yes

**STATE OF MONTANA  
Developmental Disabilities Program  
Comprehensive Evaluation  
Glen-Wood, Inc.**

Evaluators: S. Carpenter  
Date: January 27, 28, 29 2009

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.

Actions per PSP	Evidence support provided consistently?
IS increase # of paying jobs	yes
Candy will check with payroll to see if checks increased	yes
increase paycheck	paychecks fluctuate
Deposit Money into Savings	Yes
After saving \$1500, think about trip to Disneyland	pending completion of previous action
Decide if ready to go on the trip	pending completion of previous action
IS for when to place 911 call	yes
IS for how to place 911 call	pending completion of previous action
Household chores	yes
bathing protocol	yes
contact family 1x monthly	yes
pay bills 2x monthly	yes
medical appointment	yes
15 min of exercise 5x weekly	yes
social outings/walks	This is done per opportunity
follow doctor recommended diet	yes
schedule a mammo	yes; completed
legal affairs	yes
IS name writing	yes
IS Circles Curriculum	yes
IS role play social situations	yes

Protocols:	Evidence staff clearly understood and were able to implement protocol?
Clean mirrors	yes
Clean sinks	pending completion of previous action
Clean toilets	pending completion of previous action
when to place 911 call	yes
how to call 911	not started yet; pending completion of previous action
bathing protocol	yes (new staff didn't know as she hasn't worked mornings yet)
household chore protocol	yes
name writing	yes
Circles Curriculum	yes
role play	yes

**STATE OF MONTANA  
Developmental Disabilities Program  
Comprehensive Evaluation  
Glen-Wood, Inc.**

Evaluators: S. Carpenter  
Date: January 27, 28, 29 2009

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.

Actions per PSP	Evidence support provided consistently?
GH cleaning list	yes
IS medication	yes; d/c's due to change in agency medication policy to have pharmacist fill med boxes
plan, shop, prepare meal	yes -- not a lot of shopping being done
IS laundry	yes
Household Chores	yes
IS check for stolen property	yes
IS DRI/DRO	yes
Verbal abuse reinforcement added	yes
medical	yes
bathing protocol	yes
10 min exercise daily	yes
mani/pedi as often as professional recommends	yes
1 on 1 doing bank statements	yes
legal assistance	yes
assist w/ Meals on Wheels	yes
name writing	yes
cut straight seam	yes

Protocols:	Evidence staff clearly understood and were able to implement protocol?
medications	yes
laundry	yes
stolen property	yes
DRI/DRO	yes
Meals on Wheels	yes
name writing	yes

**STATE OF MONTANA  
Developmental Disabilities Program  
Comprehensive Evaluation  
Glen-Wood, Inc.**

Evaluators: S. Carpenter  
Date: January 27, 28, 29 2009

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**

**Hours of Support: Variable as per CS agreement**

**Date of PSP: June 25, 2008**

Actions per PSP	Evidence support provided consistently?
1x weekly study for drivers exam	No, data is missing for January through June 2008
saving 1x monthly	No, data is missing for January through June 2008
2x monthly laundry	No data present
weekly shop for groceries	No, data is missing for January through June 2008
transportation	yes
maintain assistance programs (food stamps, ssi, etc.)	yes
	**There is evidence of some supports for missing months but data was not taken. There is a log of activities and an appointment book.

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