

Comprehensive Evaluation
6/1/2010

Agency: RSD-Hardin, Red Lodge, and Lewistown
Evaluators: Mark Kluksdahl

DESK REVIEW:	Appendix or QAOS
<p>Accreditation: Accreditation is no longer required by the state contract.</p>	
<p>Significant Events from the Agency: RSD recently hired a maintenance tech to help maintain there facilities. RSD has had new carpeting and updates to the BI workshop in the last year.</p>	
<p>Agency Internal Communications Systems: RSD has management meetings monthly with representative from the satellite offices in attendance. The management staff all have email access to assist in communicating with the main office and the DDP office. RSD has a conference call weekly to complete incident management. They utilize e-mail, faxes, and conference calls to discuss issues and develop plans to serve the consumers.</p>	
<p>Policies and Administrative (DDP) Directives RSD is adjusting to the new PSP policy. QAOS #1 and # 2 in Lewistown demonstrates that they are still adapting to the new policy for PSP's which took effect in July of 09. There seems to be questions concerning assessments as well. In Lewistown there are certain areas of that program that are doing assessments (SE and GH) but others are not. I have requested that the Area Manager start doing assessments in all programs for Lewistown in the coming weeks. Also in Red Lodge there are issues that are being resolved concerning interpretation of the new PSP policy. This continues to be worked out as we move towards compliance with the new policy. All other policies are being followed and are in accordance with current Policies and Administrative Rules. RSD had two policy revisions in there policy manual to reflect the changes in our system. They are the bathing policy which they updated to reflect the latest approved bathing policy and the choice of staff for SL consumers which was in their policy manual but not clearly stated. This has since been corrected. This reflects a willingness to keep current on DDP policies.</p>	

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	Appendix or QAOS
<p>DESK REVIEW:</p> <p>Fiscal (audits, cost plans, invoices):</p> <p>See Shannon Merchen's report.</p>	
<p>Licensing:</p> <p>There are currently no licensing issues for the RSD Hardin Crawford Group Home, RSD Lewistown Snowy Mountain Group Home, RSD Red Lodge Cooper Group Home, or the RSD Red Lodge White Group Home at the time of this review.</p>	

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DESK REVIEW:	Appendix or QAOS
<p>Quality Assurance Observation Sheets: (trends from past year)</p> <p>There are no QAOS sheets over the last fiscal year. During the Quality Assurance Review two QAOS sheets were noted. QAOS # 1 was given for having the wrong year in an individuals book. They also had problems getting a current copy of the PSP. QAOS # 2 was the lack of consistent data in one individuals book.</p>	
<p>Medication Errors: (trending from past year)</p> <p>See Attached</p>	
<p>Incident Management: (summary trends, steps to address trends, investigation summaries)</p> <p>RSD continues to meet on a regular bases for Incident Management. The corporation maintains a committee that includes agency participants from each community providing services to individuals in DD services. The Coordinator continues the implementation of this policy across a wide geographic area. In October they have begun to use Therap and have started to enter incidents in that system.</p> <p>-The breakdown of critical incidents within RSD are as follows: There were a total of 21 critical incidents for RSD as a whole. they had a total of 328 reportable incidents, and had a total of 310 internal incidents. The break down of Lewistown, Hardin, and Red Lodge are as follows:</p> <p>Lewistown- 26 internal incidents, 122 reportable incidents, and 10 critical incidents. Red Lodge- 77 internal incidents, 80 reportable incidents, and 11 critical incidents Hardin- 4 internals, 17 reportable, and 4 critical incidents.</p>	

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Staff Related:									Appendix or QAOS
Evidence Found of Orientation Training (mark 'yes' if present, 'no' if not present)									
staff initials	SW-SMI	EO-SMI	CA-SMI-CS	JBB-BHI	SW-BHI	JR-BI	DB-BI		
yes/no	X	X	X	X	X	X	X		
Note where evidence found: In personnel files									
Evidence Found DDCPT or equivalent:									
staff initials	SW-SMI	EO-SMI	CA-SMI-CS	JBB-BHI	SW-BHI	JR-BI	DB-BI		
yes/no	X	X	X	X	X	X	*		
Note where evidence found: All staff have CDS tier I and/or Tier II. Found in personnel files and training records.									
Evidence of Criminal Background Checks:									
staff initials	SW-SMI	EO-SMI	CA-SMI-CS	JBB-BHI	SW-BHI	JR-BI	DB-BI		
yes/no	X	X	X	X	X	X	X		
Note where evidence found: Personnel files and training records									
Evidence of Staff Survey:									
staff initials	SW-SMI	EO-SMI	CA-SMI-CS	JBB-BHI	SW-BHI	JR-BI	DB-BI		
yes/no	X	X	X	X	X	X	X		
Note where evidence found: RSD initiated a safety survey that all staff participated in.									
<p>Comments: (regarding staff hiring, screening, training, supervision) Hiring packet has an old bathing procedure given to staff. This will be updated and the new bathing policy will replace the old policy in the packet. This has since been updated and completed. * DB-BI is a new hire and is currently working on completing her training. Hired on 9/08</p>									

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Staff Related:								Appendix or QAOS
Evidence Found of Staff Training: (mark 'X' if present, 'no' if not present)								
staff initials	SW-SMI	EO-SMI	CA-SMI-CS	JBB-BHI	SW-BHI	JR-BI	DB-BI	
1st aid/CPR	X	X	X	X	X	X	X	
Abuse Prevention	X	X	X	X	X	X	X	
Client Rights	X	X	X	X	X	X	X	
Incident Reporting	X	X	X	X	X	X	X	
Confidentiality	X	X	X	X	X	X	X	
IP/PSP Process	?	?	?	?	?	?	?	
CDS complete w/in 6 months of hire date?	X	X	X	X	X	X	*	
Medication Cert	X	X	X	X	X	X	X	
Note where evidence found:								
Comments: SW at BHI was hired in August of 09. She is currently in the process of completing her training. *DB at BI was hired in 9/09 and is currently working through her training								

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Note Site Reviewed:

		Red Lodge				Hardin				Appendix or QAOS
IP Checklist: check if evidenced		GH-C	GH-W	SL	Day	SE	SE	SL	Day	
Consumer Initials										
O n s i t e	Consumer/Family Survey	X	X	X	X	X	X	X	X	
	PSP/IP Doc Avail to all Staff	X	X	X	X	X	X	X	X	
	IPP/Actions Implemented	X	X	X	X	X	X	X	X	
	Data for IPP/Actions	X	X	X	X	X	X	X	X	
	Data Internally Monitored	X	X	X	X	X	X	X	X	
	Self Medication Objective	N/A	N/A	NO	N/A	N/A	N/A	N/A	N/A	
	Consumer informed of grievance procedure	X	X	X	X	X	X	X	X	
	SL consumer choice of SL staff	N/A	N/A	X	N/A	N/A	X	X	N/A	
	Rights Restrictions	N/A	N/A	N/A	N/A	N/A	N/A	N/A	X	
C O M M U N I T Y	PSP/IP Checklist	X	X	X	X	X	X	X	X	
	PSP/IP Annually?	X	X	X	X	X	X	X	X	
	Individual Needs Addressed?	X	X	X	X	X	X	X	X	
	Assessment Based?	X	X	X	X	X	X	X	X	
	Incident Reports Addressed?	X	X	X	X	X	X	X	X	
	Behavioral Supports Addressed?	N/A	N/A	N/A	X	X	N/A	N/A	N/A	
	Functional Analysis Needed?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Free from Aversive Procedures?	X	X	X	X	X	X	X	X		
Comments: (regarding service planning and delivery)										
<p>New policy being refined to meet the choice of SL staff. Has reached maximum potential for medication Adm. -Does all of his own medications-staff check to make sure there are no problems. Day-OK-Some questions on Data Procedures. Data needs to tighten up-more narrative to explain what is going on. -Career Plan in file and complete for RSD-Red Lodge-BI -Data was present but some of the actions no longer apply agreed to drop those. Suggested tighter reports on each action assigned to SE. At WGH and CGH for RSD-BI Data reviewed weekly. Daily checklists completed that included the actions that the GH was responsible to report on. It is suggested that when recording records that staff indicate a daily leisure activities are done. Both GH clients have reached there maximum potential for medication administration. Hardin -Has a career plan and is in the file -Data needs to have more narrative to it and indicate what is being recorded. Data is reviewed daily by Senior Instructor and monthly by Area Manager at the Day program.</p>										

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Note Site Reviewed:

IP Checklist: check if evidenced		Hardin	Lewistown						
		GH	SL	SE	Day	Trans	SMI-GH	CS-(Day)	CS-(Day)
Consumer Initials									
O n s i t e	Consumer/Family Survey	X	X	X	X	X	X	X	X
	PSP/IP Doc Avail to all Staff	X	See Below	See Below	X	X	X	X	X
	IPP/Actions Implemented	X	X	X	X	X	*X	X	X
	Data for IPP/Actions	X	X	No	X	X	*X	X	X
	Data Internally Monitored	X	X	No	X	X	X	X	X
	Self Medication Objective	N/A	X	N/A	N/A	X	N/A	N/A	N/A
	Consumer informed of grievance	X	X	X	x	X	X	X	X
	SL consumer choice of SL staff	N/A	X	N/A	N/A	N/A	N/A	N/A	N/A
Rights Restrictions	N/A	N/A	N/A	N/A	X	N/A	N/A	N/A	
M I P I H	PSP/IP Checklist	X	X	X	X	X	X	X	X
	PSP/IP Annually?	X	X	X	X	x	X	X	X
	Individual Needs Addressed?	X	X	X	X	x	X	X	X
	Assessment Based?	X	See Below	X	X	New Man.	New Man.	X	X
	Quarterly Reports?	X	X	X	X	Check on	X	X	X
	Behavioral Supports Addressed?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Functional Analysis Needed?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Free from Aversive Procedures?	X	X	X	X	X	X	X	X	

Comments: (regarding service planning and delivery)

needs to complete assessments based on the new policy. They had the annual health and safety checklist completed but no evidence was found that indicated any living skills assessment was completed.
SMI-09 PSP not mailed out yet for 08 PSP available to staff.
SMI- has a current Career Plan. Has a current assessment. Incorrect PSP in file for -QAOS #1
SMI-PSP's need to be available to staff in SE, SL, Day, and GH. Although the PSP was available it is not easily accessible to staff and staff were not quite sure where it was although they were able to find it eventually.
SMI-Trans-Data and PSP are available-needs to be tightened up. More information needs to be reported on.
SMI-GH-Data present needs more information reported on. New manager. Actions are being reported but difficult to see what is being reported on-suggest more thorough data collection system. Manager is new and is working on correcting this.

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Note Site Reviewed:

Lewistown

IP Checklist: check if evidenced		CS-(Day)	CS-Res	CS-Res	CS-Res			
Consumer Initials								
O n s i t e	Consumer/Family Survey	X	X	X	Respite only			
	PSP/IP Doc Avail to all Staff	X	X	X	Respite only			
	IPP/Actions Implemented	X	X	X	Respite only			
	Data for IPP/Actions	X	X	X	Respite only			
	Data Internally Monitored	X	X	X	Respite only			
	Self Medication Objective	N/A	*NO	N/A	Respite only			
	Consumer informed of grievance	X	X	X	Respite only			
	SL consumer choice of SL staff	N/A	X	X	Respite only			
Rights Restrictions	N/A	N/A	N/A	Respite only				
M H P I H	PSP/IP Checklist	X	X	X	Respite only			
	PSP/IP Annually?	X	X	X	Respite only			
	Individual Needs Addressed?	X	X	X	Respite only			
	Assessment Based?	X	X	X	Respite only			
	Quarterly Reports?	X	X	X	Respite only			
	Behavioral Supports Addressed?	N/A	N/A	N/A	Respite only			
	Functional Analysis Needed?	N/A	N/A	N/A	Respite only			
Free from Aversive Procedures?	X	X	X	Respite only				

Comments: (regarding service planning and delivery)

*Family assists with all medical appointments and takes care of his medications including making sure he takes them.

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Make note of site reviewed

Residential Site Checklist: check if evidenced or mark data as appropriate							Appendix or QAOS
Site Name	RSD-SMI-GH	RSD-BHI-GH	RSD-BI-W	RSD-BI-C	RSD-SMI-TR		
H e a l t h S a f e t y	Bathing procedures posted	X	X	X	X	X	
	Clean/Sanitary Environment	X	X	X	X	X	
	Egress	N/A	N/A	N/A	N/A	N/A	
	Hot Water Temps	110	100	105	110	95	
	Emergency Assistance	x	X	X	X	X	
	Fire Extinguishers/smoke Detectors	X	X	X	X	X	
	1st Aid/CPR Supplies Accessible/Available	X	X	X	X	*X	
	PRN Medications	X	X	X	X	X	
	Medication Procedures	X	X	X	X	*X	
	Medication Locked Storage	X	X	X	X	X	
	Medication Administration Records	*X	X	X	X	X	
	Staff Ratios or ICP staffing	X	X	X	X	X	
	Awake Overnight Staff	Yes	Yes	Yes	Yes	NO	
	Adequate Supplies	X	X	X	X	X	
Storage of Supplies	X	X	X	X	X		
Free from aversive procedures?	X	X	x	X	X		
D a i l y	Weekly integrated activities	X	X	X	X	X	
	House or Site Rules	NO	NO	NO	NO	NO	
	Opp for choice, self determination	X	X	X	X	X	
	Meal Prep, Mealtime	X	X	X	X	X	
	Engagement in Daily Life	X	X	X	X	X	
	Participation in Daily Living Skills	X	X	X	X	X	
	Daily Leisure Opportunities	X	X	X	X	X	
Staff Trained in Individual Specifics	X	X	X	X-per int.	X		
Comments: All fire Drills and Evacuation Drills at RSD-SMI, BI, and BHI are within DDP policy, licensing, and are current. Med procedures need adjusted move Pharmacy/Doctors first then call supervisors next. Move items form furnace room and clean up at both homes. Sprinkler heads replaced at BHI Crawford GH 10/5-10/6/09. Continue with yearly inspections and include inspecting valves. RSD-SMI-GH- Move Fire Extinguisher from locked pantry to a more accessible space for staff. Put new aluminum vent tube for dryer. Put smoke detector near laundry room as well.							
Comments: (Continued) *RSD-SMI-Trans Center-Needs med procedures posted. Policy manual being cleaned up and updated for this program last manager did not keep up with it. *New First Aid kit being ordered. *RSD-SMI-GH-Med error found on SP. Being dealt with on IR. Monitor water temp at SMI trans center. Water temp a little low.							

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Residential Site Checklist: check if evidenced		Hardin	Lewistown	Red Lodge					Appendix or QAOS
Site Name		BHI	SMI	BI					
T r a n s p o r t a t i o n	Driver Orientation Program	Yes	Yes	Yes					
	Wheelchair tie downs	N/A	N/A	Yes					
	Wheelchair Lift	N/A	N/A	Yes					
	Driver's Licenses	Yes	Yes	Yes					
	Emergency Supplies	Yes	Yes	Yes					
	Fire Extinguisher	Yes	Yes	Yes					
	Transportation Log	Yes	Yes	Yes					
	Scheduled Maintenance Program	Yes	Yes	Yes					
	Training--Staff Doing Maintenance Checks	Yes	Yes	Yes					
	Procedures for Timely Repairs	Yes	Yes	Yes					
	MDT inspection on file (MDT vehicles only)	N/A	N/A	N/A					
Comments:									
		<p>One van at BI is in the shop being fixed during this review. All other vans at BI passed. BHI-Van being repaired. Check it out at the repair shop everything is ok. SMI- All vans are in compliance.</p>							
Comments:									

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Staff Survey: check if 'met', 0 if 'unmet'		Lewistown							Appendix or QAOS
		SMI-Day-CS		CS-Res					
Staff Initials		BRM	CA						
A b u s e	Allegations are reported to? (APS)	X	X						
	Do you notify Supervisor first? (NO)	X	X						
	Steps to take if abuse is discovered?								
	Comments: Upon further clarification the staff BRM got this question right.								
r i s t s	Suspect theft of gloves, steps to take?		X						
	IP/PSP requests Doctors appt	X							
	No jacket, -25 consumer wants to leave	X	X						
	Review Rts Restriction	N/A	N/A						
Comments: SMI-Trans Center-JS-Rights restriction on food. AT-Rights restriction on food.									
b m p	staff response to behaviors by plan	N/A	N/A						
	list proactive or environmental strategies	N/A	N/A						
	list proactive or environmental strategies	N/A	N/A						
Comments:									
H o u s e h o u s e h o u s e	former employee wants info	X							
	what is consumer information?	X	X						
	training to meet health and safety needs?		X						
	emergency evacuation procedures?								
Comments:									

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Staff Survey:		Red Lodge				Hardin			Appendix or QAOS
		BI-SL	BI-Day	BI-SE	BI-GH-C	BI-RSD-W	BHI-SL	BHI-SE	
Staff Initials		BK	GN	JR	SD	KAN	KR	BB	
MEDICATIONS	describe procedure to assist with meds if med is unavailable?	X				X			
	if gave wrong med?		X		X				
	if moving to a new place or gets new med? requirement to assist with meds?		X			X			
	describe PRN or OTC is to be given						X		
	what constitutes a med error?			X	X			X	
	Comments:								
	Good-BI-SL								
ERCS	steps to avoid power struggles	X		X	X	X		X	
	how to respond to someone who is upset	X	X				X	X	
	what is you start to lose control?		X	X	X	X	X		
	Comments:								
Good-BI-SL									
HOPE	when do you fill out an incident report?	X		X	X		X	X	
	notifications for ER?						X	X	
	consumer to consumer incidents	X	X	X		X			
	who writes the IR?		X		X	X			
Comments:									
Good-BI-SL									

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Staff Survey:		Hardin		Lewistown				Appendix or QAOS
		BHI-Day	BHI-GH	SMI-SL	SMI-SE	SMI-Day	SMI-Trans	
Staff Initials		SW	MFD	SF	KM	MD	VL	KB
MEDICATIONS	describe procedure to assist with meds if med is unavailable?	X						
	if gave wrong med?		X		X			
	if moving to a new place or gets new med? requirement to assist with meds?			X				X
	describe PRN or OTC is to be given		X			X	X	
	what constitutes a med error?	X				X		
	Comments:							
ERCS	steps to avoid power struggles		X		X	X	X	X
	how to respond to someone who is upset	X		X				
	how to respond to someone who is upset		X		X			X
	what is you start to lose control?	X		X		X	X	
Comments:								
INCIDENTS	when do you fill out an incident report?		X	X		X		
	notifications for ER?						X	X
	consumer to consumer incidents	X	X		X			
	who writes the IR?	X		X	X	X	X	X
Comments:								

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Staff Survey:		Lewistown						
		SMI-Day-CS	CS-Res					
Staff Initials		BRM	CA					
MEDICATIONS	describe procedure to assist with meds if med is unavailable?	X						
	if gave wrong med?		X					
	if moving to a new place or gets new med? requirement to assist with meds?	X						
	describe PRN or OTC is to be given							
	what constitutes a med error?		X					
	Comments: Good at all programs							
ERCS	steps to avoid power struggles	X						
	how to respond to someone who is upset		X					
	how to respond to someone who is upset							
	what is you start to lose control?	X	X				X	
Comments: Good at all Programs								
INCIDENTS	when do you fill out an incident report?	X						
	notifications for ER?		X					
	consumer to consumer incidents	X						
	who writes the IR?		X					
Comments: Good at all programs								

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Staff Survey:		Red Lodge				Hardin		Appendix or QAOS
		BI-SL	BI-Day	BI-SE	BI-GH-C	BI-GH-W	BHI-SL	
Staff Initials		DM-DK	GN	JR	SD	KAN	KR	BB
B H O L O H O H O	consumer destroying things		X			X	X	
	staff pinches consumer back	X	X	X	X	X		X
	how do you know a support plan is needed?	X		X	X		X	X
	Comments: Good at all programs							
I P / P S P	what is IP/PSP based on?	X		X	X	X		X
	you have an idea for an objective.....		X				X	
	why do assessments?	X	X			X	X	X
	How do you find out what someone would like to do?			X	X			
Comments: Good at all programs								
Comments:								

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Note Site reviewed

Staff Survey:

Staff Initials

Hardin		Lewistown					Appendix or QAOS
BHI-Day	BHI-GH	SMI-SL	SMI-SE	SMI-Day	SMI-Trans	SMI-GH	

		SW	MFD	SF	KM	MD	VI	KB	
B O H O N O R A R Y	consumer destroying things		X		X			X	
	staff pinches consumer back	X	X	X		X	X		
	how do you know a support plan is needed?	X		X	X	X	X	X	
	Comments: Good at all programs								

I P / P S P	what is IP/PSP based on?	X		X	X	X	X	X	
	you have an idea for an objective.....			X					
	why do assessments?	X	X		X	X	X		
	How do you find out what someone would like to do?		X					X	
	Comments: Good at all programs								

Comments:

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Note Site reviewed

Lewistown
SMI-Day-CS CS-RES

Appendix
or QAOS

Staff Survey:		Lewistown							Appendix or QAOS
Staff Initials		BRM	CA						
B O B O Y S	consumer destroying things	X							
	staff pinches consumer back	X	X						
	how do you know a support plan is needed?		X						
	Comments: Good at all programs								
I P / P S P	what is IP/PSP based on?	X	X						
	you have an idea for an objective.....								
	why do assessments?		X						
	How do you find out what someone would like to do?	X							
Comments: Good at all programs									
Comments:									

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Consumer Questionnaire (used by QIS). Check if evidenced.			Red Lodge		Hardin			Appendix or QAOS
Consumer initials								
Consumer has/shows ID card? (if PSP documents this is not applicable, mark NA)			Yes	Yes	YES	unknown	Yes	Yes
c o n s u m e r	Do you have nice staff at home/work?		Yes	Yes	YES	Yes	Yes	Yes
	Is anyone mean to you at home/work?		NO	No	NO	No	No	No
	Do you like where you live/work?		Yes	Yes	YES	Yes	Yes	Yes
	Are you ever afraid of anyone?		NO	No	NO	NO	Yes	No
	Someone hits/hurts you, who can you tell?		Staff	Staff	Police	Parents/Staff	Call 911	Police
	Does anyone talk to you about this?		Yes	Yes	NO	Yes	Yes	Yes
	Can you get help when you need it?		Yes	Yes	YES	Yes	Yes	Yes
	from staff?		Yes	Yes	YES	Yes	Yes	Yes
	from Case Manager?		Yes	Yes	YES	Yes	Yes	Yes
	Can you get your own food/drink?		Yes	Yes	YES	Yes	Yes	Yes
	Do people come into your house/room w/o knocking/permission?		No	No	NO	Yes	Yes	No
	Can you get rides to places you need to go?		Yes	Yes	YES	Yes	Yes	Yes
	Rides to the places you want to go?		Yes	Yes	YES	Yes	Yes	Yes
	Who is your Case Manager?		Yes	Yes	YES	Yes	Yes	Yes
Does s/he talk to you about waiver services?		Yes	Yes	Yes	Yes	Yes	Yes	
Does s/he help you get what you need?		Yes	Yes	YES	Yes	Yes	Yes	
Comments:								
Red Lodge-BI			Hardin-BHI					
Good for SI-BI			<p>- indicated that he is upset about staff making him do things he does not want to do. Mad about a fire drill.</p> <p>- Indicated that she is afraid of strangers knocking on her door at night. New procedures on who to call and what to do in case of a stranger.</p> <p>has numbers she can call and she is in a safe Assisted Living complex. Relatives do not knock and come in. indicated that she asks them not to do that. Staff are going to help her with this.</p>					

Comprehensive Evaluation
6/1/2010



Agency: RSD-Hardin, Red Lodge, and Lewistown
Evaluators: Mark Kluksdahl

Consumer Questionnaire (used by QIS). Check if evidenced.		Lewistown		Trans Apart.			
Consumer initials							
Consumer has/shows ID card? (if PSP documents this is not applicable, mark NA)		Yes	Yes	Yes	Yes	Yes	
c o n s u m e r	Do you have nice staff at home/work?	Yes	Yes	Yes	Yes	Yes	
	Is anyone mean to you at home/work?	No	No	No	*Yes	No	
	Do you like where you live/work?	Yes	Yes	Yes	Yes	Yes	
	Someone hits/hurts you, who can you tell?	Call 911	Call police	Call police	Staff or mon	Call Police	Family
	Does anyone talk to you about this?	Yes	No	Yes	Yes	No	Yes
	Can you get help when you need it?	Yes	Yes	Yes	Yes	Yes	Yes
	from staff?	Yes	Yes	Yes	Yes	Yes	Yes
	from Case Manager?	Yes	Yes	Yes	Yes	Yes	Yes
	Can you get your own food/drink?	Yes	Yes	Yes	Yes	Yes	Yes
	Do people come into your house/room w/o knocking/permission?	No	NO	NO	NO	No	Yes
	Do staff ever take things from you?	No	No	No	No	No	Yes
	Can you get rides to places you need to go?	Yes	Yes	Yes	Yes	Yes	Yes
	Rides to the places you want to go?	Yes	Yes	Yes	Yes	Yes	Yes
	Who is your Case Manager?	Yes	Yes	Yes	Yes	Yes	Yes
Does s/he talk to you about waiver services?	Yes	No	Yes	Yes	Yes	Yes	
Does s/he help you get what you need?	Yes	Yes	Yes	Yes	Yes	Yes	

Comments:

- Indicated that is mad at a person that he works with at Grub Stakes. He told SMI staff about it.
- * and mean to . Told staff. Try to keep them separate. Indicated that it is better now.

During the interview for he indicated that people do not always knock. He did indicate that staff, CM, and the cleaning person knock but other people do not. We agreed to put a sign up on his front door to remind people to knock first before entering.

Comprehensive Evaluation
6/1/2010

Agency: RSD-Hardin, Red Lodge, and Lewistown
Evaluators: Mark Kluksdahl

Consumer Questionnaire (used by QIS).		Red Lodge	Hardin	Lewistown	Appendix or QAOS		
Consumer initials							
S u p p o r t	Who helps this person and how?	YES	Yes	Yes-Staff	Yes-Staff		
	Are there some staff/peers they like better?	NO	Yes	Yes	No		
	Staff/peers they don't like? Why?	NO	No	NO	No		
	Current needs not being met?	Yes	Yes	Yes	Yes		
	Health and Safety related?	Yes	Yes	Yes	Yes		
	Who do you talk to about these concerns?	Staff-Adm	Saff-Adm	Staff-Adm	Staff-Adm		
	Does the person have input to his/her life?	YES	Yes	Yes	Yes		
	If you have concerns, who do you talk to?	non-verbal	Staff	Staff	CM		
	are they resolved?	unknown	Yes	Yes	Yes		
	What are this persons wishes/dreams?	unknown	Be Happy	Seizure free	Healthy and Happy		
	is the plan moving that direction?	Yes	Yes	Yes	Yes		
	what would make things better?	unknown	unknown	unknown	unknown		
	does this person ever seem afraid?	NO	No	No	No		
	are you afraid for them?	No	No	*Yes	No		
	Does this person know how or where to report abuse?	NO	NO	NO	NO		
	who provided that training?	None	None	None	None		
	Who will the individual call or report to?	None	None	None	None		
	who provided that info?	NO	None	None	None		
	Does the person have transportation to all services and places s/he would like to go?	YES	Yes	Yes	Yes		
	who is the person's case manager?	KK-AWARE	KK-AWARE	MR-AWARE	EE-CMMC		
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?	NO	NO	No	No			
Comments:							
SLH- Autistic and non-verbal 1. SR-Staff helps her with her daily issues. 8. Call CM, mom, or her Doctor if necessary.		Hardin 14. * If she were to be alone		Lewistown 1. Staff or CM would help them out to meet their health and safety needs.			

All Clients have no understanding of waived services and abuse and neglect. They rely on staff, family, PSP team, and/ or the CM to make sure they are cared for appropriately and in appropriate services. They all have very limited cognitive abilities.