

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
1	Family Education & Support pg 1																				
2	Provider Name: Family Outreach Inc.																				
3	Comprehensive Evaluation - FY '09 Sample >	IFES-1	IFES-2	IFES-3	IFES-4	IFES-5	IFES-6	FES-1	FES-2	FES-3	FES-4	PC 1	PC 2	PC 3	PC 4	PC 5	exit 1	exit 2	inelig PC1	inelig PC2	QAOS #
4	FSS >	ME	RA	JL	MH	SC	KR	CB	ME	MW	JH	AM	BH	KK	LK	DM	KL	PB	KH	MG	
5	STANDARD FILE NAME >																				
6	RECORD MAINTENANCE (all services)																				
7	1. Complete CF records (Eligibility, IFSP, contact logs, HV records, assessments) for each child in services?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
8																					
9	2. Documented contact with or on behalf of eligible child/family describing the service provided?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
10																					
11	ELIGIBILITY																				
12	1. Screening & eligibility process consistent with Dept policy?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
13	2. Children not served concurrently in FES, PART C & IFES?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
14	3. Confirmed DD diagnosis at age 6?	X	X	X	X	X	X	X	X	X	X	NA	NA	NA	NA	NA	NA	NA			
15	SERVICE COORDINATION																				
16	1. Evidenced coordination of services for eligible children/families?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
17	2. Evidenced coordination w/ other community agencies to meet child/family needs?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
18	IFSP																				
19	1. IFSP/service agreement written, signed & implemented for each eligible child/family?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					
20	2. IFSP's consistently contain:																				
21	demographics for child & family.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					
22	identify the support coordinator?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					
23	include child development information?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					
24	include service list which gives each service provided?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					
25	frequency & intensity of service?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					
26	location/natural environment of services (Part C only)?											X	X	X	X	X					
27	method of service delivery?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					
28	date of service initiation?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					
29	duration of service?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					
30	funding sources for each service?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					
31	3. All items on cost plan directly related to IFSP objective?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					
32	4. Outcomes & objectives modified as child/family needs change?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					
33	5. Documentation of notice of IFSP meetings?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					
34	FAMILY CENTERED: (file review or visits)																				
35	1. Are the families the primary decision makers:																				
36	to determine family needs & resources?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
37	to determine their role in child evaluation?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
38	in identifying members of the IFSP?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	NA	NA			
39	to determine desired outcomes?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
40	in identifying their role in service coordination?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	NA	NA			
41	to decide how often/when home visits will occur?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	NA	NA			
42	to choose which resources or service options to pursue?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			
43	to evaluate the progress of the IFSP?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	NA	NA			
44	2. Do families assist in choice of ancillary service providers (respite, OT/PT/SP, etc.)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	NA	X			
45	3. Do families assist in hiring/training hab aides & respite providers for their child?	X	X	X	X	X	X	X	X	X	X	NA	NA	NA	NA	NA	NA	NA			
46	Comments:																				
47																					
48																					

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	
2	Family Education & Support																			PC not eligible		
3	Provider Name: Family Outreach Inc.																					
4	Comprehensive Evaluation - FY'09	Sample >																		1	2	QAOS #
5		FSS >																				
6	STANDARD	FILE NAME >																				
7	RESOURCES & SUPPORTS																					
8	1. Resources/supports identified in IFSP & provided to eligible child/family?	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X						
9	2. Gaps in planned vs actual services or planned vs actual delivery date?	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO	NO							
10	PROCEDURAL SAFEGUARDS																					
11	1. Proof of liability insurance for transportation providers?																					
12	2. Families provided with agency internal complaint and/or appeal procedures?	X	X	X	X	X	X	X	X	X	X	X	X	X	X							
13	3. Families informed of specific complaint/appeal process for issues of eligibility, screening and IFSP's???	X	X	X	X	X	X	X	X	X	X	X	X	X	X							
14	4. Evidence of confidentiality in the collection, storage, disclosure & destruction of personally identifying information?	X	X	X	X	X	X	X	X	X	X	X	X	X	X							
15	5. Do parents have access to child & family records?	X	X	X	X	X	X	X	X	X	X	X	X	X	X							
16	6. Families receive all information on services, (including families rights & safeguards) jargon free and in their native language or typical means of communication?	X	X	X	X	X	X	X	X	X	X	X	X	X	X							
17	7. Agency policy requires all services are non-discriminatory?	X	X	X	X	X	X	X	X	X	X	X	X	X	X							
18	8. Documentation of consent before evaluations are conducted, before services begin, & before information is gathered or released from/to other sources?	X	X	X	X	X	X	X	X	X	X	X	X	X	X							
19	9. Families are informed that participation is voluntary?	X	X	X	X	X	X	X	X	X	X	X	X	X	X							
20	10. Family Support Specialists carry Primary or Comprehensive certification?																	X	X			
21	11. When a family is exited or voluntarily leaves services, was DPHHS policy followed?																	X	X			
22	TIMELINES																					
23	1. IFSPs are evaluated, revised or rewritten in compliance with state and federal regs? (6 mo. review for Part C, annually for FES and IFES)	X	X	X	X	X	X	X	X	X	X	X	X	X	X							
24	OTHER CONTRACT PROVISIONS																					
25	1. Does the agency submit a waiting list to the Regional Office each month?	YES																				
26	2. ICAPs are completed & submitted for each child on the waiting list, & each child served? (initial ICAP for FES & follow along upon entrance to services)	NA																				
27	3. The agency maintains staff to individual served ratios according to Appendix I?	NA																				
28	4. Waiting list families contacted at least every 6 months to determine ongoing need & to provide information & referral resources?	X																				
29	5. Notification to Regional Office regarding changes to service on Client Status form?	X																				
30	6. DPHHS programs are payer of last resort for IFSP services?	X																				
31	7. Contractor meets other Appendix I provisions regarding CFS service requirements?	NA																				
32	INFORMATION & REFERRAL FOR INELIGIBLE PERSONS																					
33	1. Is information about other potential services available to families not currently served?																		X	X		
34	2. Are children/families who are not eligible, referred to other appropriate agencies?																		X	X		
35	NOTATIONS OR OTHER COMMENTS																					
36	ie. The exit planning documents for the individuals reviewed indicated the families were informed of their options and responsibilities upon leaving the current services. Referrals were made to appropriate providers of ancillary or other services for which the individual may qualify, including services for developmental disabilities when appropriate. ICAPS are no longer utilized by DDP.																					
37																						
38																						
39																						

	A	B	C	D	E	F	G
1							
2	Family Education & Support pg 3						
3	Provider Name: Family Outreach Inc.	FO - BOZ	FO - BOZ	FO - BOZ	FO-BUT	FO-BUT	
4	Comprehensive Evaluation - FY '09 Sample >	Part C 1	Part C 2	Part C 3	Part C 4	Part C 5	QAOS #
5	FSS >	A.M.	B.H.	K.K.	LK	DM	
6	STANDARD FILE NAME >						
7	PUBLIC AWARENESS & CHILD FIND EFFORTS						
8	1. Ongoing child find & public awareness system in place, coordinated w/ other local efforts such as HeadStart, schools, etc....	SEE BELOW					
9							
10	ELIGIBILITY						
11	1. Evaluations & assessments (eligible & ineligible) are individualized & multidimensional? (multiples methods, domains, disciplines and content areas)	X	X	X	X	X	
12	2. Eligibility established under state definition of Part C (established condition, 50% delay in one developmental area, or 25% delays in two developmental areas)?	X	X	X	X	X	
13	3. Children are exited when they become three years of age?		X	X	X	X	
14	4. Services are immediate for a child who is clearly eligible (eligibility determination does not create a delay in service initiation).	X	X	X	X	X	
15							
16							
17							
18	TIMELINES						
19	1. Contact is made w/ families within 2 working days of initial referral?	X	X	X	X	X	
20	2. If 2 day timeline is not met, reasons are clearly documented why not?	NA	NA	NA	NA	NA	
21	3. Evaluations are completed & IFSP is in place w/in 45 days of referral date?	X	X	X	X	X	
22	4. If 45 day timeline is not met, there is documentation as to why not?	NA	NA	NA	NA	NA	
23	5. Interim IFSPs are in place where the 45 day timeline is not met?	NA	NA	NA	NA	NA	
24	6. Transitions planning meetings take place at least 90 days before the child's 3rd birthday?	NA	NA	NA	NA	2	
25	TRANSITION PLANNING						
26	1. Families are aware from onset that services end when the child turns 3?	ON FORM					
27	2. Formal or informal interagency agreements are in place to support smooth transition for children & families to preschool services?	7					
28	3. Families are made aware of difference & similarities between Part C/Part B services?	ON FORM					
29	4. IFSPs consistently include at least one outcome-related objective to detail steps to be taken to support smooth transition to preschool or other services (child 30 months+).	NA	X	X	X	X	
30							
31							
32	PROCEDURAL SAFEGUARDS						
33	1. The agency secures the appointment of surrogate parents for children in need?	IN POLICY					
34	2. IFSP process/form allows families to approve provision of some services without jeopardizing others?	X	X	X	X	X	
35							
36	NOTATIONS OR OTHER COMMENTS						
37	Child Find - 16 scheduled child find activities for 20 different school districts. There were 85 referrals from 4/1/08 through 2/28/09.						
38							
39							
40							
41							
42							
43							

	A	B	C	D	E	F	G
1							
2	Family Education & Support pg 4						
3	Provider Name: Family Outreach Inc.						
4	Comprehensive Evaluation - FY '09 Sample >	IFES 1	IFES 2	IFES 3	IFES 4	IFES 5	IFES 6
5	FSS >	M.E.	R.A.	J.L.	MH	SC	KR
6	STANDARD FILE NAME >						
7	ELIGIBILITY						
8	1. Eligibility established under the waiver (established condition of developmental						
9	disability, meets intensive level of care for low skill, behavioral or medical needs,						
10	documented jeopardy of ICFMR placement in absence of waiver).	X	X	X	X	X	X
11	2. Evidence that there is no concurrent waiver service (IFES, PD Waiver, Target CM)	X	X	X	X	X	X
12	3. Parents are informed of feasible alternatives under IFES program, including ICFMRs?	X	X	X	X	X	X
13	FAMILY CENTERED SERVICES						
14	1. Do foster families meet with the child prior to placement, as well as the natural parents						
15	where appropriate and possible?				X	X	X
16	2. Do trial visits with prospective foster families occur prior to a placement decision?				X	X	X
17	IFSP						
18	1. Are habilitative programs carried out according to the IFSP?	X	X	X	X	X	X
19	2. Are all services provided under IFES required by the IFSP?						
20	(for children & families to preschool services?)	X	X	X	X	X	X
21	3. Have parents been notified at the annual IFSP that services are portable?	X	X	X	X	X	X
22	TRANSITION PLANNING						
23	1. Is there evidence that families are made aware that services will end if the IFSP team						
24	determines that IFES services are no longer required, or if the IFSP team determines						
25	the needs of the child exceed available resources?	X	X	X	X	X	X
26	2. Is there evidence that steps are taken to support the smooth transition of services to						
27	adult services, including adult Case Management, particularly for those persons						
28	transitioning out by age 22? (are objectives written & implemented to support						
29	transition?)	X	X	X	X	X	X
30	PROCEDURAL SAFEGUARDS						
31	1. Are all IFES foster homes licensed in accordance with relevant rules, with copies of						
32	licenses available on request?	X					
33	2. Is documentation available from DDP and the agency Board of Directors for purchases						
34	\$4000 or more?	X					
35	3. Do all adaptive equipment & environmental modifications reviewed meet waiver criteria						
36	(not room & board, no general utility for someone without a disability, relate specifically						
37	to the disability)?	X					
38	4. Is more than one person with severe disabilities placed in any foster home?	NO					
39	5. The agency coordinated foster family recruitment & results with HHS Foster Services?	X					
40	OTHER CONTRACT REQUIREMENTS						
41	1. Documentation of at least one contact per month with or on behalf of each family?	X	X	X	X	X	X
42	2. Contacts are for the purpose of providing support coordination, direct services or						
43	supervision/consultation to subcontracted personnel?	X	X	X	X	X	X
44	3. Are possible or actual moves from natural to foster home (or foster to natural) reported						
45	to the Regional Manager as soon as possible?	X					
46	4. Is there documentation of agreements with families/subcontracted personnel to provide						
47	paid habilitation services?	NA					
48	pg 4 continued						
49	5. As openings occur, does the contractor notify the Regional Office within 10 days of the						
50	opening, & are complete referrals/updates submitted to the Regional Office in 10 days?	YES					
51	6. Are cost plans for IFES revised at least every 6 months?	YES					
52	COMMENTS:						
53							
54							
55	Family Outreach is consistent in having staff obtain Family Support Specialist certification in a timely manner and maintaining that certification.						
56							

NOTES:

Family Outreach fulfills the requirements for children's services (IFES, FES and Part C) as outlined in contract and policy. New procedures were put into place for ordering and receiving of items purchased with ICP funds. This includes more accounting and secure storage. Training in the Incident Management Policy was provided by DDP to all Family Outreach offices and with the transition to computerized incident reports (THERAP), there should be better communication within the incident management system. Family Support Specialists are certified and well-trained. Eligibility Review Panels are formal affairs and serious discussion ensues about eligibility and transition.

Family Outreach is encouraged to work closely with the DDP regional office in regards to individual cost plans. Additional monitoring will be done by DDP, particularly with those families in IFES who will be transitioning to adult services in the next two years to assure that their ICPs will be sufficient.

The DDP Incident Management Policy will need to be written into Family Outreach's own policies, a notation "by reference" is not sufficient. No QAOS was written as this was an oversight by DDP but it will need to be done by the next review period which will commence in February / March of 2010. This will be a good time to do it as the procedures for THERAP can be incorporated into the policy as well.

Family Outreach recently began providing services under the Children's Autism Waiver.

Family Outreach staff were very helpful in conducting this review and should be commended for the professional manner in which it was conducted.

Brad Johnson, Mike Petesen, Paul Kindt (Quality Improvement Specialists, DDP) 6/30/2009