

DEPARTMENT OF  
PUBLIC HEALTH AND HUMAN SERVICES



BRIAN SCHWEITZER  
GOVERNOR

JOAN MILES  
DIRECTOR

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STATE OF MONTANA

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DEVELOPMENTAL DISABILITIES PROGRAM  
3075 N. Montana Ave. Room 108  
PO Box 202955  
Helena, MT 59620-2955  
June 28, 2007

Kevin Hurlbut, Director  
Sketch  
936 Butte Ave.  
Helena, MT 59601

Dear Kevin,

Attached is the Annual Quality Assurance Report for Fiscal Year 2007. The review was conducted based on standards identified in the Quality Assurance Process Handbook effective July 1, 2005. In addition to you receiving the report, a copy is also sent to pertinent staff at the DDP Central Office, a copy is maintained in the contract file at the Regional Office, and a copy will be posted on the State of Montana Website.

It was a pleasure to conduct this review. I trust you will find the information in the attached report to be an accurate representation of the Supported Living and Community Supports services provided by Sketch. It is obvious that you and your staff are dedicated to the individuals for whom you provide services.

I look forward to a continued relationship with Sketch in the delivery of quality services for individuals with developmental disabilities in the the State of Montana.

Respectfully,

*Catherine A. Murphy*

Catherine A. Murphy,  
Quality Improvement Specialist

CC: Larry Lovelace, Region IV Manager  
Tim Plaska, Community Services Bureau Chief  
Jannis Conselyea, Program Supports Bureau Chief  
John Zeeck, Quality Assurance Specialist  
Perry Jones, Medicaid Waiver Specialist  
Contract File

Kevin Hurlbut  
Sketch  
936 Butte Ave.  
Helena, MT 59601

Please allow me to present the Annual Quality Assurance Evaluation for Sketch for fiscal year 2007.

The annual on-site review portion of the quality assurance process was conducted on April 13, 2007. References and guidelines for this review are found in the Developmental Disabilities Program handbook titled "Quality Assurance Process for Adult and Group Home Services" dated July 1, 2005. This report contains findings, comments, and recommendations noted during the on-site review and observations over the past year.

#### ADMINISTRATIVE

Sketch, LLC is a for profit corporation providing Supported Living services to adults with developmental disabilities in Region IV. Community Support services are provided to one consumer at this time. Sketch is owned and operated by Kevin Hurlbut. Currently there is one permanent part-time employee, while others have been hired in the past on a temporary basis for one individual in crisis.

#### Significant events:

Sketch began providing Supported Living services to one individual in April of 2000. Currently Supported Living services are provided to four individuals, and Community Supports Services are provided to one individual.

#### Policies & Administrative (DDP) Directives:

Sketch has written policies and procedures. These include abuse, neglect and exploitation; consumer rights; confidentiality (HIPAA); information on behavior support, supervising medications, emotionally responsible care-giving, and Individual Plans. There are also policies on emergency procedures, grievance, and a very detailed policy on incident management.

#### Licensing:

No licensing is required for the services provided by Sketch. Sketch has met the qualifications to be a Qualified Provider for Residential Habilitation and Support and currently provides Supported Living and related transportation services.

#### Accreditation:

It is not required by the State of Montana that service providers be accredited.

#### Agency Internal Communication Systems:

The Director maintains regular contact with consumers and Sketch's sole employee. Internal communication systems include bi-weekly staff meetings; written and verbal communication also occur on a daily basis.

Fiscal:

There is no A133 Audit on file for FY07. There have been no referrals to Medicaid Fraud or requests for a QAD review.

Appendix I:

All service to consumers receiving Supported Living services is provided in accordance with the cost plan and IP team decision. Staffing ratio is 1:1 when staff is in attendance. On call service is provided 24 hours a day, 365 days a year.

## RESIDENTIAL

### **Accomplishments:**

The response of Kevin Hurlbut, Director of Sketch to this question is very telling of the type of services Sketch provides to consumers. His response detailed significant events in the lives of individual consumers and staff interaction with individuals. The response also notes record-keeping improvements. Having seen Sketch's system of tracking hours and services delivered, it appears to be a quite impressive system for efficiently tracking staff time, services, and meeting minutes.

### **Programmatic Deficiencies:**

The previous evaluation noted first aid kits and training on how to apply first aid was recommended for two supported living consumers.

### **Corrections to Deficiencies:**

First aid kits were purchased and training was provided to the identified consumers in a timely manner. No further action is required.

## HEALTH AND SAFETY

Sketch does not own any vehicles dedicated solely for consumer transport. Consumers are transported by Sketch staff in private vehicles, and via community transportation systems.

Sketch currently provides Supported Living services to four individuals. One individual exited from Sketch services to accept an opening in a group home in another community. This was at the recommendation of the individual's IP team as a more structured environment than this individual's Supported Living service could provide was needed. During fiscal year 2007 two consumers began receiving services from Sketch. One consumer has significant mental health needs, which makes medical issues even more challenging. Sketch has done a commendable job in assisting this individual, and their other consumers with their individual needs.

Sketch staff are certified by the State of Montana to assist consumers with medications and provide consumers with the level of assistance required by each individual, while facilitating independence. Each person's Individual Plan documents his/her level of independence and assistance required.

Consumers receiving Supported Living services from Sketch live in their own apartments at various locations throughout town. Safety inspections and evacuation drills are conducted and documented on a monthly basis. Sketch also has a monthly Safety Meeting to address any health and safety related concerns. In addition to this there is a natural disaster/emergency protocol in place in the event of such need.

Emergency back-up exists for all consumers receiving support from Sketch. Crises or emergencies can be addressed 24 hours a day with by calling the on-call/crisis phone. This is typically carried by the Director, with the other staff member designated as back-up.

#### SERVICE PLANNING AND DELIVERY

Individual Plans for all four consumers were reviewed as part of the annual comprehensive evaluation. Each plan includes all required elements, includes evidence of team participation, and appears to address the needs and preferences of each consumer. Quarterly Reports are promptly submitted, and consistently document progress of each objective.

Many Sketch consumers regularly participate in community activities and preferred recreational and leisure pastimes. Preferences are identified by consumers with staff facilitating opportunities, as needed or requested.

There are no consumers served by Sketch who have a rights restriction in place. Documentation indicates consumer rights are reviewed with individuals on at least an annual basis.

A couple of the individuals served by Sketch experience significant medical issues, one complicated by significant mental health issues. Medical and health care issues are identified and addressed in a timely manner by Sketch staff. This has been particularly challenging with one consumer, but Sketch has done a commendable job in utilizing available resources and supports and developing trusting relationships with consumers to care for the medical and health care needs.

Emotionally responsible care giving is one area staff receive training in as part of their Orientation Training, and is one of the hallmarks of Sketch services. Sketch provides supported living services that are very individualized to the person and are very relationship oriented. This is consistently evidenced through observations and interactions with and on behalf of consumers.

#### STAFFING

The Director of Sketch works personally with each consumer, directly trains all employees, and as specified in Sketch policies and procedures is the primary contact person to whom any concerns or questions should be addressed. Currently Sketch employees one part-time employee other than the Director. Both are very familiar with all consumers and routinely staff issues of concern. An individual previously served by Sketch required more support than available and had staff hired specific to meet her

needs. Her family and team members were very involved in recommending individuals to work with this consumer due to their established relationships with her and skill level.

Background checks and orientation training records were reviewed for four employees, three of whom were hired on a temporary basis within the last 12 months. In all cases background checks were free from any offenses that would cause concern in working with individuals with developmental disabilities. At the time the three emergency temporary employees were hired two were also employed by other DD providers, and the third was employed by the public school system. Their background checks were promptly requested and were received within two weeks of hire.

In addition to basic orientation which includes provider policies, planning and service delivery process, abuse, neglect and exploitation, and incident reporting/management; employees also receive training specific to the individual (s) they are working with. A Staff Survey was completed with the only employee (other than the Director) of Sketch. She responded favorably to questions regarding Abuse/Neglect Reporting, Client Rights, Behavior Support Plans & Protocols, Orientation Training, Assistance and Supervision of Medications, Behavior Interactions with Consumers, Emotionally Responsible Caregiving, Individual Plans/Personal Support Plans, and Incident Reporting.

#### INCIDENT MANAGEMENT

As noted above, staff are trained to recognize situations of potential abuse, neglect or exploitation and have demonstrated knowledge to report such allegations to Adult Protective Services. There have been no allegations of abuse, neglect, or exploitation on behalf of consumers receiving services from Sketch.

A specific time is designated for weekly Incident Management Committee meetings. These meetings occur as needed to review incidents or discuss possible trends. More commonly, verbal and written communication occurs between Sketch and DDP staff addressing consumer issues and developing concerns prior to actual incidents occurring. This strategy has been particularly useful with one consumer who was recently diagnosed with diabetes. This individual also experiences significant mental health issues and phobias of medical and other professionals, making intervention and treatment very challenging.

Sketch has a very detailed incident management policy and procedure. Kevin Hurlbut, the Director of Sketch has received training from the State of Montana on Critical Incident Investigations.

#### WORK/DAY/COMMUNITY EMPLOYMENT

Sketch does not currently provide Work, Day, or Community Employment services.

## COMMUNITY SUPPORTS

### **Accomplishments:**

One individual receives Community Supports from Sketch at this time. The direct care service is typically provided by Kevin Hurlbut, the Director of Sketch. The individual receiving this service lives in her own home, with family nearby who also provides natural supports. Community Supports are used to provide respite for the primary care giver; and related transportation expenses.

### **Programmatic Deficiencies:**

There were no Programmatic Deficiencies related to Community Supports services noted in the previous evaluation.

### **Corrections to Deficiencies:**

None required.

## HEALTH AND SAFETY

Sketch currently provides Community Support services to one individual. Health and safety is assured through natural supports of family, with additional support from the staff of Sketch.

Sketch does have staff that are certified by the State of Montana to assist individuals with developmental disabilities with their medications. The individual receiving Community Supports through Sketch does not require assistance with medications at this time.

Emergency back-up exists for all consumers receiving support, including Community Support services, from Sketch. Crises or emergencies can be addressed 24 hours a day with by calling the on-call/crisis phone. This is typically carried by the Director, with a staff member designated as back-up.

## SERVICE PLANNING AND DELIVERY

As is noted above, Sketch provides Community Support services to one individual at this time. The Community Supports Agreement was reviewed as part of the information gathering process for the Quality Assurance Review.

The current Community Supports Agreement contains objectives to provide respite and related transportation services. This is done on a regularly scheduled basis and often consists of shopping trips and social outings.

## STAFFING

The individual receiving Community Supports receives support from Kevin Hurlbut, the Director of Sketch. If additional staffing were required, the hiring and orientation practices are the same as identified above in the Residential section of this report. This includes background checks and orientation which includes company policies, planning and service delivery process, abuse, neglect and exploitation, and incident

reporting/management. Employees also receive training specific to the individual (s) they are working with.

#### INCIDENT MANAGEMENT

As noted above, staff are trained to recognize situations of potential abuse, neglect or exploitation and have demonstrated knowledge to report such allegations to Adult Protective Services. There have been no allegations of abuse, neglect, or exploitation related to the consumer receiving Community Supports services from Sketch. Neither have there been any Reportable or Critical Incidents involving this individual.

A specific time is designated for weekly Incident Management Committee meetings. These meetings occur as needed to review incidents or discuss possible trends. More commonly, verbal and written communication occurs between Sketch and DDP staff addressing consumer issues and developing concerns prior to actual incidents occurring.

Sketch has a comprehensive Incident Management Policy developed, though due to consistent communication with the primary care giver, most issues are recognized and addressed prior to actual incidents occurring.

#### CONCLUSION

There are no recommendations identified as a result of this review.

Sketch is to be commended for their individualized approach to providing supported living services to individuals with developmental disabilities. Not only are services tailored to meet individual needs and wishes, but they are also delivered in a manner that is not only respectful, but genuinely caring. Sketch also has a system developed which tracks weekly hours of service as compared with the Individual Cost Plan for each individual. The system also tracks types of services and activities completed. This is an innovative approach, and one that should serve Sketch well as we proceed with the implementation of the rates system in Region IV. Kevin Hurlbut has also developed a helpful checklist to assist others in navigating the process to become a qualified provider of developmental disability services in the state of Montana.