

INSTRUCTIONS FOR THE QIS

These data sheets are appropriate for an Annual Quality Assurance Review of any and all adult service providers and Children's Group Homes.

There is no attached narrative, so in the comments sections it is imperative that bulleted information be included.

On each particular data worksheet, be sure to include narrative/bullets which explain deficiencies or commendations

Use appropriate scoring key listed at the top of each page ~ be consistent with the CODE you use.
for example - if using "+" for yes, use "+" on all sheets -or- if using "X" for yes, use "X" on all sheets...

SPECIFICS for WORKSHEETS

Please indicate in COLUMN M if there is a corresponding QAOS for narrative information included in each section

Refer to Appendix G in the Quality Assurance Process for more specifics of what to include

Adult Services Outline p1 - 3

Staff Training 1 & 2

IP Checklist

PSP Review

Add extra sheets as necessary, review the PSP, Actions, Protocols, Staff support provided, etc.

Residential Sites

Transportation

Staff Survey Pages 1 - 3

Ask one staff from each area one questions from each topic area. If they answer incorrectly, as a second question from that topic. If they still answer incorrectly, move on to the next topic area.

Refer to Appendix I in the Quality Assurance Process for specific questionnaire

Consumer survey 1

THIS SURVEY IS FOR CONSUMERS

USE this survey for consumers who can answer for themselves

Refer to Appendix J in the Quality Assurance Process for specific questionnaire

Consumer Support Survey 2

THIS SURVEY IS FOR CAREGIVERS

USE this survey to talk with caregivers when the consumer cannot answer for him/herself

Refer to Appendix J in the Quality Assurance Process for specific questionnaire

Developmental Disabilities Adult Service and Children's Group Home
Annual Quality Assurance Review

Agency Name: Aware
Evaluator(s): Jan McManamen
Dates Covered by Review: 6/08-6/09

DESK REVIEW	* QAOS = Quality Assurance Observation Sheet	insert * QAOS #
Accreditation: Accreditation is no longer required by the state contract. Aware chooses to maintain their CARF accreditation.		
Significant Events from the Agency: <p>In November 2008, Aware began the transition of 12 people out of MDC into 3 new group homes in Butte. One of the group homes is a Medical group home that is staffed with 24 hour nursing along with LPN's and habilitation trainers. The group home manager who also is an RN, does regular medical checks on the 8 residents of the other two group homes. This medical model has proved to be extremely effective with the regular RN assessments who continuously communicate and share information with the consumer's physician. The group home staff of the non-medical group homes also have weekly dialogue with the nurses and the consumer's physician.</p> <p>Aware contracts with a MD who visits the three group homes at least once a month providing consistent medical oversight to these consumers. Aware also works with local dentists and hearing specialist who are willing to come into the homes to provide the medical care when necessary. Knute Oass, Aware's Behavior Specialist ,shares their unique day programs in both Butte and Anaconda. He explains the programs work from a Reactive Therapy Model. This model provides an interactive engagement between the consumers and staff. It allows the staff to learn how each individual communicates their wants and needs. It is a program that is constantly changing while challenging the staff to continue listening and learning about each unique individual in their program. The program focuses on community integration and social interaction versus work activity.</p> <p>Aware operates "Aware Recycling" in both Butte and Anaconda. Consumers and staff run these business while providing job training and paid work experiences. Aware Recycling offers this service to Butte , Anaconda and the surrounding areas. Aware works with the schools to educate children about recycling and provide on site recycling opportunities.</p> <p>The Aware program in Anaconda provides Independent living, Supported living, one standard group home and one Intensive group home. Each area provides the opportunity for individual growth and independence.</p> <p>Aware also operates the HOPE thrift store in Anaconda which also provides job training opportunities.</p> <p>Aware also has several cleaning contracts that consumers and staff are responsible for operating.</p>		

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Agency Internal Communications Systems:

Aware Coordinators from work services, group homes and supported living meet once a week to share information and follow up on ongoing issues, changes and trainings. This weekly meeting has improved the overall communication within their agency. The coordinator in each service area (Work services, SL and Group Homes) holds a weekly staff meeting to provide training and information training to their line staff. Another effective communication tool Aware utilizes are the travel books that are exchanged daily between work services and the consumer's residential program. This travel book contains important information regarding medical and other scheduled appointments, behavioral changes and other important information the provider site needs in order to ensure the well being of the consumer. Aware holds weekly IMS meetings to discuss and follow up on incidents that occur

Policies and Administrative (DDP) Directi

The policy and procedure referring to incident reporting addresses Aware's internal process of how to write an IR and who will receive the report. The DDP policy is clearly referred to in their IMS policy but not written into their agency policy. The DDP policy specifies under what conditions a person writes an IR including timelines and reporting procedures. Aware does have the quick reference guide developed by the Butte DDP office. It is recommended that all staff have access to this convenient reference guide along with the agency/DDP IMS policy. Aware is always in process of updating their policy and procedure manuals as policy changes are clarified and sent out from the central office.

Developmental Disabilities Program Adult Service and Children's Group Home Annual Quality Assurance Review

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 Evaluator: JanMcManamen
 Dates Covered by R: 6/08-6/09

DESK REVIEW	insert QAOS #
<p>Fiscal (audits, cost plans, invoices): The Desk Review of Audit Report dated June 18, 2008 reported no material weaknesses of significant deficiencies</p>	
<p>Licensing (for Group Homes, Adult Foster sites and Assisted Living sites): Aware's 5 group homes are licensed through the state of Montana licensing bureau. They do not currently have any Foster Hab homes. There were no concerns that were not addressed or corrected in a timely manner.</p>	

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DESK REVIEW

insert
QAOS #

Quality Assurance Observation Sheets: (trends from past year)
 In this QA report, I attached two Quality Assurance Observation sheets addressing IMS and quarterly reports. Please see these sections and the electronic copy attached to report.

Medication Errors: (trends from past year)
 Aware does run trend reports from their IMS reporting system. I am unable to run these reports and must request them as needed. There were a total of 28 med errors from 6/08 through 7/09. Aware has responded with specific trainings and implementation of protocols concerning med errors occurring in Supported living ,work services and in the group homes. Aware now requires a second sign off to ensure that the meds were given correctly. This second oversight should reduce the frequency of these errors. Aware has med protocols in place for each consumer which clearly outlines how the process will be carried out in the specific setting for each consumer.

 The reporting of med errors appeared consistent throughout their program. Aware encourages their staff to report all errors and to follow the protocols of contacting the Dr. or pharmacy for follow up instructions. Aware uses a company who fills and pre-packages each consumers monthly meds. When the assigned staff receives the medications, they re-count and check that the packaging was done correctly.

Incident Management: (Incident Management Committees - IMCs & trend reports, summary trends, steps to address trends, and investigation summaries)
 Aware is required by IMS policy to keep weekly minutes and send out to IMS members. I have requested but not received any minutes as of June 2009. (QAOS) Aware does hold a weekly IMS meeting to review IR's. Their trends indicate med errors, number of holds and injuries. The trend report I receive does not indicate number of critical. I would recommend that they include this category when computing trends. When Aware and the IMS team recognize a trend, we respond with scheduling a team meeting to address the issues at hand. The IMS team monitors the issue, discusses and makes recommendations at future IMS meetings. When critical incidents occur, Aware will do their own internal investigation and report their findings. If the critical warrants APS or law enforcement involvement, Aware allows the investigating agency to take the lead and submit their report and recommendations. Aware does not presently use THERAP reporting system.

QAOS#1

Developmental Disabilities Program Adult Service and Children's Group Home Annual Quality Assurance Review

Agency: Aware
 Evaluator(Jan McManamen
 Dates Covered by Re 6/08-6/09

KEY (mark "+" or "X" if present, "-" or "no" if not)

Staff Related:										insert QAOS #
Evidence Found of Orientation Training										
Use three to five staff ~ new hires										
staff initials	EB	SC	SF	JH	CH					
+ or X / - or no	x	x	x	x	x					
Note where evidence found: Excellent personnel files										
Evidence Found DDCPT or equivalent:										
For intensive staffing only - LOC for Waiver indicates Intensive determination										
staff initials	EB	SC	SF	JH	CH	LH	JK	RM	SM	
consumer initials										
+ or X / - or no	x	x	x	x	x	x	x	x	x	
Note where evidence found: CDS site										
Evidence of Criminal Background Checks:										
Use three to five staff ~ new hires										
staff initials	EB	SC	SF	CH	SM					
yes/no	yes	yes	yes	yes	yes					
Note where evidence found: personnel files, staff training records, agency employment application										
Evidence of Staff Survey:										
Interview at least one staff per site visited, no less than 5 staff										
staff initials	EB	RM	JK	JH	SF	CH	AW	SC	LH	
+ or X / - or no	x	x	x	x	x	x	x	x	x	
Note where evidence found: Surveys are kept in QA file										

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KEY (mark "+" or "X" if present, "-" or "no" if not)

Staff Related:								insert QAOS #
Evidence Found of Staff Training:								
staff initials	EB	SC	SF	JH	CH	LH	JK	
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?	no	yes	yes	yes	yes	yes	yes	
Medication Cert	no	yes	yes	yes	yes	yes	yes	
Note where evidence found: Aware's personnel files were put together very well. The orientation section contains all of the above except PSP training. They have not included PSP in their orientation training as of this date. Some staff voluntarily do the college of direct support PSP section.								
* CDS = College of Direct Supports								
Comments: I appreciate the well organized personnel files. Staff are trained consistently while following the orientation training packet. Each training area has a deadline for completion that is outlined clearly in the packet.								

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IP Checklist:		Note Site Reviewed:				Add sites as needed:			insert QAOS #
		GH	GH	SL	SL	SL	SL	CS	
Consumer Initials									
O n s i t e	Consumer/Family Survey	x	x	x	x	x	x	x	
	PSP/IP Available to all Staff	X	x	x	x	x	x	x	
	IPP/Actions Implemented	X	x	x	x	x	x	x	
	Data for IPP/Actions	x	x	x	x	x	x	x	
	Data Internally Monitored	x	x	x	x	x	x	x	
	Self Medication Objective	no	no	no	no	yes	no	no	
	Consumer informed of grievance procedure	x	x	x	x		x	x	
	SL consumer choice of SL staff	no	no	no	no	no	no	no	
	Rights Restrictions	no	no	no	none	?	no	no	
**	PSP/IP Checklist	x	x	x	x	X	x	x	
M I N I S T R I B U T I O N	PSP/IP completed Annually?	x	x	x	x	x	x	x	
	Individual Needs Addressed?	x	x	x	x	x	x	x	
	Assessment Based?	x	x	x	x	x	x	x	
	Quarterly Reports?	no	no	no	none	no	no	no	QAOS#2
	Incident Reports Addressed?	x	x	x	x	x	x	x	
	Behavioral Supports Addressed?	x	x	x	x	x	x	x	
	Functional Analysis Needed?	no	no	no	no	no	no	no	
Free from Aversive Procedures?	yes	x	x	x	x	x	x		
Comments: (regarding service planning and delivery)									
** = Case manager									

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 Dates Covered by Review: **6/08-6/09**

**COPY THIS WORKSHEET AS NECESSARY
 USE ONE SHEET PER PSP REVIEWED**

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.

ICP = Individual Cost Plan

Consumes	Hours per ICP:								
lives in an intensive 4 person Group home.									
Staff will track fluid intake, nutrition and bowel movements. Tracked on daily data sheets.									
Attend day program with transportation to activities. Travel log.									
will do chores at least 6x a month. Tracked on chore list. She completes 90% of the time.									
Staff will order and monitor medications. MARS									
will have regular medical visits. Med log includes Dr's monthly notes.									
fire drill 1x monthly fire drill data sheet									

Protocols:	Evidence staff clearly understood and were able to implement protocol?
Rights Restriction with appropriate team and DDP consensus.	
will wear gloves when transporting in van to prevent injury to driver and other passengers.	
This rights restriction is reviewed quarterly.	

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KEY (mark "+" or "X" if present, "-" or "no" if not)

Make note of site reviewed

Residential Site Checklist:								insert QAOS #
	Site Name	Sharon C	Bubash	Mystic	Sampson	Porhryr		
H e a l t h S a f e t y	Bathing procedures posted	X	no	X	X	X		
	Clean/Sanitary Environment	X	no	X	X	X		
	Egress	x	x	X	X	X		
	Hot Water Temps	X	x	X	X	X		
	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	no*	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	X	x	X	X	X		
Adequate Supplies	X	x	X	X	no*			
Storage of Supplies	no*	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	x	x	X	X	X		
	Opportunities 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	X		
Comments: Sharon Court: There were boxes in area of water heater. Staff removed immediately. Staff need to very careful about storing combustibles in and around heater and water heater. Bubash: Debris on the floor in the hall and excess paper build up in office area posing a potential safety issue. The oven and refrigerator in need of cleaning as evidenced by spills in both appliances. Only one person had a bathing protocol int heir file. Mystic: Excellent file organization, very clean home. Porphyry: Oven rack broken which could cause harm or burn to staff. Oven appears very old and in need of replacement.								

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KEY (mark "+" or "X" if present, "-" or "no" if not)

Residential Site Checklist:								insert QAOS #
	Site Name Aware	Bus Barn						
T r a n s p o r t a t i o n	Driver Orientation Program	X						
	Wheelchair tie downs	X						
	Wheelchair Lift	X						
	Driver's Licenses	X						
	Emergency Supplies	X						
	Fire Extinguisher	X						
	Transportation Log	X						
	Scheduled Maintenance Program	X						
	Training--Staff Doing Maintenance Checks	X						
	Procedures for Timely Repairs	X						
MDT* inspection on file (MDT vehicles only)	X							
Comments: Records for the above can be found in the vehicles, personel files and the permanent files at their transporatation hub in Butte. * MDT = Montana Department of Transportation								
Comments: Aware has a transportation building in Butte where all vehicles are serviced and tracked through safety checklist and DOT specifications. The Transportation Coordinator, who also is the dispatcher, is responsible for record keeping and coordination of all vehicles dispatched throughout Butte and Anaconda communities. Aware has 8 vehicles in Anaconda and 9 in Butte. Aware also has 5 Para-transit vans. Bus Drivers for these larger vans must have their CDL license. Staff are trained on-site with the vehicle safety checklist and transportation log. These daily checklist records are kept with the van's and turned in weekly. All staff are required to complete Aware's Driver's Awareness class. This training record is kept in orientation section of the staff's personnel file along with their current driver's license and DMV driving record. The Coordinator also prepares the quarterly reports on their 6 MDT vehicles.								

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Agency: Aware

Evaluator(Jan McManamen

Dates Covered by Review: 6/08-6/09

FOR EACH STAFF:

Ask one question per topic area, if incorrect as a second if still incorrect move on the next topic area.

KEY

(mark "+" or "X" if correct, "-" or "no" if not)

insert
QAOS #

Staff Survey:		Staff Initials	LH	SC	MM	DG	AW	CH	SF	insert QAOS #
Abuse	Allegations are reported to? (APS)	x	x	no	x	x	x	x	x	
	Do you notify Supervisor first? (NO)	x	x	no	x	x	x	x	x	
	Steps to take if abuse is discovered?	x	x	no	x	x			x	
	Comments: MM was involved in an APS situation and did not know who to contact. Since then, he has received training on reporting abuse.									
Fire	Suspect theft of gloves, steps to take?		x	no	x	x	x	x	x	
	IP/PSP requests Doctors appt	x	no*	x	x			x	x	
	No jacket, -25 consumer wants to leave	no*	x	x	x	x	x	x	x	
	Review Right's Restriction	x		no	x			x		
Comments: Would like to see staff more knowledgable on consumer rights and restrictions. The question asking about the jacket and 25 degree below zero is more about health and safety than individual rights. We wouldn't want to see that consumer receive frost bite or worse because a staff member did not want to interfere with their right to go out in below zero weather without proper clothing.										
behavior management	describe consumer behaviors	x	x	x	x	x	x	x	new	
	staff response to behaviors by plan		x	x	no	x			new	
	list proactive or environmental strategies	x	x	no				x	new	
	Comments: Staff SF is brand new to the group home. Not familiar with consumers or plan. There are very few formal behavior plans implemented however, behavior protocols are common.									
Health	former employee wants info	x	x	x	x	x	x	x	x	
	what is consumer information?	x	x	x	x	x	x	x		
	training to meet health and safety needs?		x	x	x	x	x	x	x	
	emergency evacuation procedures?		x	x		x				
Comments: Staff seem to be strong in this area.										
Comments: Only one staff out of 7 did not know who or where to report abuse. The individual who did not know how or when to report abuse has received training. I will survey this individual in my next QA.										

** = Behavior Management Plans

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FOR EACH STAFF:
 Ask one question per topic area, if incorrect as a second
 if still incorrect move on the next topic area.
 (mark "+" or "X" if correct, "-" or "no" if not)

KEY

Staff Survey:		KEY							insert QAOS #
	Staff Initials	LH	SC	MM*	DG	AW	CH	SF	
m e d i c a t i o n s	describe procedure to assist with meds	x	x	x			x		
	if med is unavailable?		x		x	x			
	if gave wrong med?		x	x	x	x	x	x	
	if moving to a new place or gets new med?						x		
	requirement to assist with meds?		x	no		x			x
	describe PRN or OTC* is to be given	x				x	x		x
	what constitutes a med error?			x		x	x	x	
Comments: All 7 staff have a good grasp of medication procedure. MM is med certified but was confused on this question.									
* OTC = over-the-counter									
E R C	steps to avoid power struggles	x	x		x	x	x	no	
	how to respond to someone who is upset	x	x	x	x	x	x	x	
	what if you start to lose control?			x	x	x		x	
Comments: Aware addresses power struggles and losing control during staff trainings. They use a curriculum designed to be used in a group setting. It seems to be very effective.									
** = Emotionally Responsible Caregiving									
H O M	when do you fill out an incident report?	x		no	x	x	x	x	
	notifications for Emergency Room visit?		x	no	x	x	x	x	
	consumer to consumer incidents		x	x	x	x	x	x	

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	who writes the Incident Report?	x	x	no	x	x	x		
Comments: MM needs some training in reporting and IMS. Since this survey, MM has received IMS training. Tnhe other staff met the QA criteria for IMS.									
*	* = Incident Reporting and Management								

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 Dates Cov / 6/08-6/09

FOR EACH STAFF:
 Ask one question per topic area, if incorrect as a second
 if still incorrect move on the next topic area.

Staff Survey:		KEY (mark "+" or "X" if correct answer, "-" or "no" if not)							insert QAOS #
	Staff Initials	LH	SC	MM	DG	AW	CH	SF	
b e h a v e r a n e	consumer destroying things	x	x	x	x	x	x	x	
	staff pinches consumer back	x	x					x	
	how do you know a support plan is needed?			x	x	x	x		
	Comments: Staff seem to have a good basic knowledge in this area.								
I P / P S P	what is IP/PSP based on?	x	x	x	x	x	x	x	
	you have an idea for an objective.....		no		x		x	x	
	why do assessments?		x		x	x	x		
	How do you find out what someone would like to do?	x		x	x	x	x		
	Comments: Staff do understand the IP/PSP process.								
* = IP = Individual Plan PSP = Personal Support Plan									
Comments: Staff scored strong in development of the plan of care. They have a good basic knowledge of behavior and when it may require formal intervention.									

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 Evaluator(s):
 Dates Covered by Review:

KEY (mark "+" or "X" if positive/correct, "-" or "no" if not
 "-" or "no" indicates need for follow up
 and comments in lilac area below

Consumer Questionnaire by QIS.		ALL questions are MANDATORY						insert QAOS #
USE THIS FOLKS WHO CAN ANSWER QUESTIONS		Consumer initials						
Consumer has/shows ID card? (if PSP documents this is not applicable, mark NA)								
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	yes*	no	no	
	Do you like where you live/work?	yes	yes	yes	yes	yes	yes	
	Are you ever afraid of anyone?	no	no	yes*	yes*	no	no	
	Someone hits/hurts you, who can you tell?	yes	yes	yes	yes	yes	yes	
	Does anyone talk to you about this?	yes	yes	yes	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 without knocking or getting permission?	yes	no	no	no	no	no	
	Do staff ever take things from you?	no	no	no	no	no	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		

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 Dates Covered by Review:

KEY (mark "+" or "X" if positive or correct, "-" or "no" if not)
 "-" or "no" indicates need for follow up
 and comments in the lilac area below

Consumer Questionnaire (used by QIS).		ALL questions are MANDATORY					
ASK CAREGIVERS IF THE CONSUMER IS UNABLE TO ANSWER QUESTIONS							
	Consumer initials						
S u p p o r t	Who helps this person and how?	yes	yes				
	Are there some staff/peers they like better?	yes	no				
	Staff/peers they don't like? Why?	unknown	no				
	Current needs not being met?	no	no				
	Health and Safety related?	no					
	Who do you talk to about these concerns?	yes	yes				
	Does the person have input to his/her life?	yes	yes				
	If you have concerns, who do you talk to?	yes	yes				
	are they resolved?	yes	yes				
	What are this persons wishes/dreams?	nonverbal	yes				
	is the plan moving that direction?	yes	yes				
	what would make things better?	same	health				
	does this person ever seem afraid?	no	no				
	are you afraid for them?	sometimes	no				
	Does this person know how or where to report abuse?	no	no				
	who provided that training?	yes	yes				
	Who will the individual call or report to?	yes	yes				
	who provided that info?	yes	yes				
	Does the person have transportation to all services and places s/he would like to go?	yes	yes				
	who is the person's case manager?	yes	yes				
Does CM help the person access services?	yes	yes					
Does the CM explain waiver services?	yes	yes					
Does the person understand this info?	no	no					

insert
QAOS #