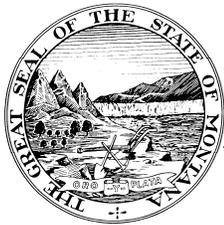


DEPARTMENT OF
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October 8, 2007

Randl Ockey, President of the Case Management Policy Committee
Helena Industries Case Management
1325 Helena Ave
Helena MT 59601

Dear Mr.Ockey,

Following is the report for FY '08 of a review that was completed for targeted case management provided by Helena Industries Case Management in Region IV. The review took place during May of 2008. There were no findings and the reviewers were very impressed with what was reviewed. It was a pleasure to work with Ms. Debbie Heerdt and her staff in the completion of this review. The individual worksheets for the review have been given to Ms. Heedt.

Sincerely,

Brad Johnson, M.S.

Brad Johnson, Quality Improvement Specialist

cc: Wallace Melcher, Executive Director, Helena Industries
Debbie Heerdt, Case Mgt. Supervisor, Helena Industries
Tim Plaska, Bureau Chief, DDP
Cathy Murphy, Regional Manager, DDP
John Zeeck, Quality Assurance, DDP
Perry Jones, Waiver Specialist, DDP
DDP Files – Laura Hartman, DDP

Helena Industries Case Management
QUALITY ASSURANCE REVIEW
Region IV – FY '08

Scope of the Review

This is a summary of the quality assurance review of case management services provided by Helena Industries Case Management (hereinafter referred to as HICM) for Fiscal Year '08. Two files from each case manager were reviewed: one file was a client receiving services and the other file was a client only receiving case management services. The July 1, 2007 standards were used for this review. The surveyors were Quality Improvement Specialists with the State of Montana Developmental Disabilities Program (Paul Kindt, Cathy Murphy and Mike Petersen). The on-site reviews were conducted in May, 2008.

HICM provides case management services in several locales in Region IV, these being Butte, Bozeman, Livingston, Anaconda, Dillon and Deer Lodge. There are three main offices which are located in Bozeman, Butte and Anaconda. There are two supervisors, one in Bozeman and one in Butte.

Files of individuals in active services:

- **Client Survey** – All files reviewed had a completed client survey.
- **Waiver 5 Form** – All files had a completed waiver 5 form. A copy of the Waiver 5 is forwarded to the respective QIS.
- **Annual IP/PSP** – All files had an annual IP / PSP. (PSPs were not implemented until 7/1/08, all plans reviewed were Individual Plans)
- **Quarterly Reports Reviewed** – All files had evidence that quarterly reports were being reviewed and followed up on when needed.
- **IP/PSP Revised as needed** – There is ample evidence present in the files that plans are revised when necessary.
- **Services Delivered According to IP/PSP** - There is significant evidence that case managers are monitoring individual plans and following up with service providers when needed.
- **Services Coordinated** – There is ample evidence in case notes and other documentation that the various client services are being coordinated by the case manager.
- **Abuse, Neglect & Exploitation Protocols followed** – Evidence of compliance is apparent in the review of incident reports in files.
- **Provides Information on Abuse Reporting** – There was little or no evidence that this occurs. This was not a well-defined expectation for case managers.
- **Provides Technical Assistance for Waiver Services** – Case notes provide documentation of case managers talking with families about waiver services and reviewing the Waiver 5 form with them. It is not clear if they get a listing of

waiver services and their descriptions. This has not been a well-defined expectation of case managers.

- **Face-to-face contacts** – All files met the standard of 6 face-to-face contacts per year. There was ample evidence of significant amounts of direct and indirect contacts on behalf of the consumers surveyed.

Files of individuals receiving case management services only:

- **Completed, current Individual Service Plan** – All files met this requirement.
- **Referrals Up-To-Date** – All consumers that needed a referral met this requirement.
- **Additional, Available Resources Being Accessed** – HICM meets and usually exceeds this requirement. Significant evidence of services coordination outside of DD services.
- **Provides Training in Abuse Reporting** – See above, same requirement.
- **Face-to-Face Contacts** – All but two files reviewed met the standard for 4 direct contacts. One file had three and the other one direct contact. There was a significant amount of indirect contacts noted for these two files however.

Summary

Helena Industries Case Management continues to provide exceptional services to its consumers. Given the challenges of this changing environment, it was great to see standards of quality being upheld. There were no QAO sheets written and no corrective actions needed as a result of this review.

Brad Johnson, M.S.

Brad Johnson, Quality Improvement Specialist
Review Coordinator
10/8/08