

2006 Analysis of Individual Service Plans (ISP)

EXECUTIVE SUMMARY

Background

This analysis is one component of a multi-pronged effort to evaluate the impact of the Western New York Care Coordination Program (WNYCCP). The specific objective of this analysis is to assess the degree to which the program is being implemented in a manner that reflects the key tenets of Person-Centered Planning. The sections below briefly review the methods followed in this fidelity study and summarize key findings.

Methods

In order to assess the level of fidelity to the Person-Centered Planning model, representatives in each of the six participating counties reviewed Individual Service Plans (ISP) and Quality of Life Self-Assessment surveys (QOLSA) for a sample of program enrollees. WNYCCP requested a sample size from each county of 10% of program enrollees or a minimum of 10 charts, whichever number was larger. Reviewers were asked to rate each case using a standard assessment tool developed by WNYCCP. Specific areas of interest included:

1. The person's (enrollee's) dreams, interests and strengths drive activities, services and supports.
2. Services and supports are individualized and don't rely solely on preexisting models
3. The person has a presence in a variety of typical community places. Segregated services and locations are minimized
4. Planning activities occur periodically and routinely. Lifestyle decisions are revisited.
5. A group of people who know, value and are committed to the person remains involved.
6. The person's opportunities and experiences are maximized and flexibility is enhanced within existing regulatory and funding constraints.

Efforts were made to ensure that sample selection was done in a random manner. Sample sizes are noted below:

County	Reviews Completed			
	2003	2004	2005	2006
Chautauqua	9	10	19	15
Erie	50	65	75	71
Genesee	1	4	10	12
Monroe	15	48	82	90
Onondaga	22	28	50	61
Wyoming	5	6	10	7

Findings

Results by individual items

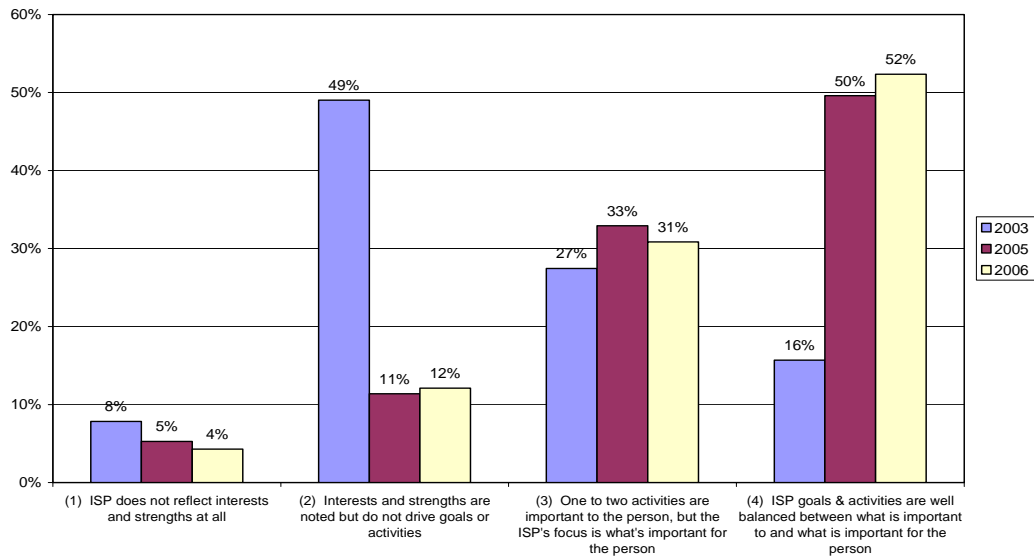
In this analysis, we focused primarily on assessing the extent to which there have been any shifts in the distribution across the rating categories for content areas 1-5 (which were the same as in previous years) and summary results for item 6, which was new to the 2007 review tool and was added to address limitations of the original review instrument. We were interested in learning if an increase would be evident in the percentage of cases being rated at the higher end of the spectrum, which would indicate solid, ongoing application of key principles of Person-Centered Planning. As such, the summary that follows focuses on examining the degree of movement across these rating categories between 2003 (the first full year of program operations) and 2006 for items 1-5, as well as result for "new" item 6.

In reviewing the trended data, it is important to note that there was a change in methodology in 2005. Some ratings completed in 2004 took into consideration other supplemental information, including chart notes. Ratings completed in 2005 and 2006 relied only on information available in the ISP or QOLSA. While this change was important in achieving consistency in the approach across sites, it does impact the ability to make comparisons between 2004 and consequent ratings. As such, this analysis focuses on examining changes between 2003, 2005 and 2006.

1. Strides continue to be made in ensuring that the person's dreams, interests and strengths drive activities, services and supports

- In 52% of the cases reviewed in 2006, the reviewer indicated that "goals & activities are well balanced between what is important TO and what is important FOR the person." This is consistent with results from 2005 (50%) and maintains the substantial gain compared to 16% in 2003.

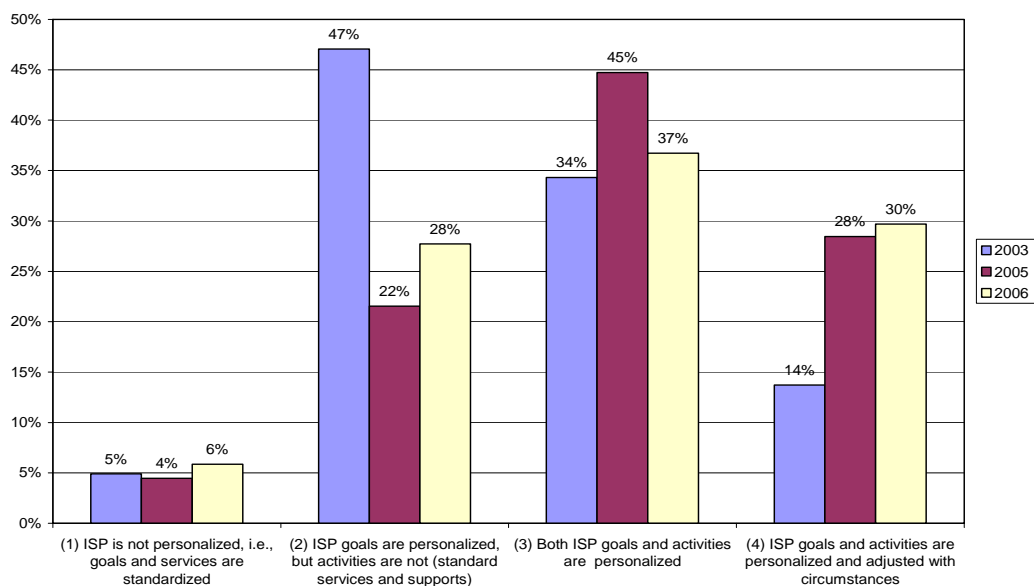
Q1: The person's (enrollee's) interests and strengths drive activities, services and supports (QOLSA and ISP)



2. Case reviews show a consistently high number of service plans that incorporate individualized services and supports compared to the previous year.

- Reviewers noted that 67% of cases reviewed in 2006 indicated that ISP goals and activities are personalized and/or are adjusted with circumstances, compared to 65% in 2005 and 48% in 2003.

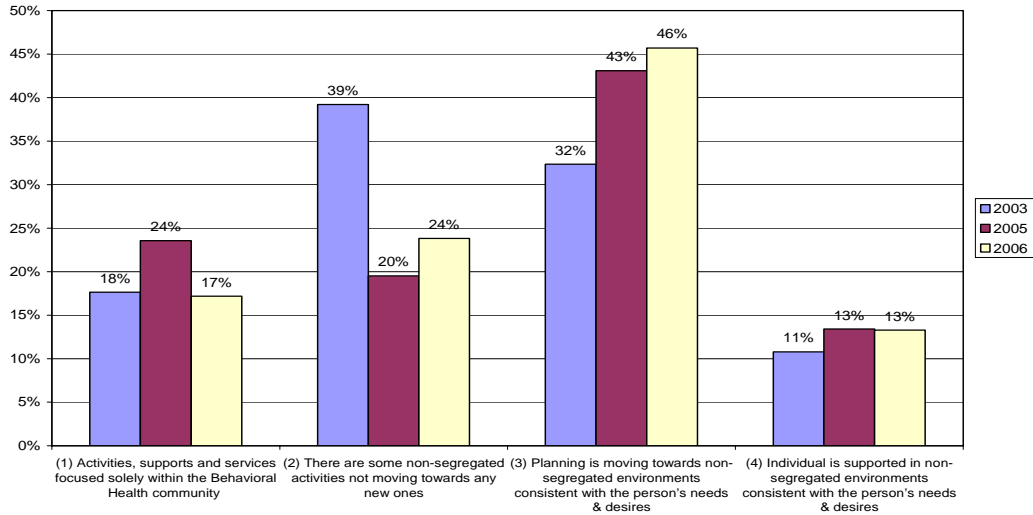
Q2: Services and supports are individualized (ISP)



3. Data point to continued progress in moving toward non-segregated environments

- In 13% of the cases, the reviewer indicated that the “Individual is supported in non-segregated environments consistent with the person’s needs & desires”, and in 46% of the cases, “Planning is moving toward non-segregated environments consistent with the person’s needs and desires.” This is consistent with results from 2005 and maintains the positive shift from 2003 (when ratings were 11% and 32%, respectively).

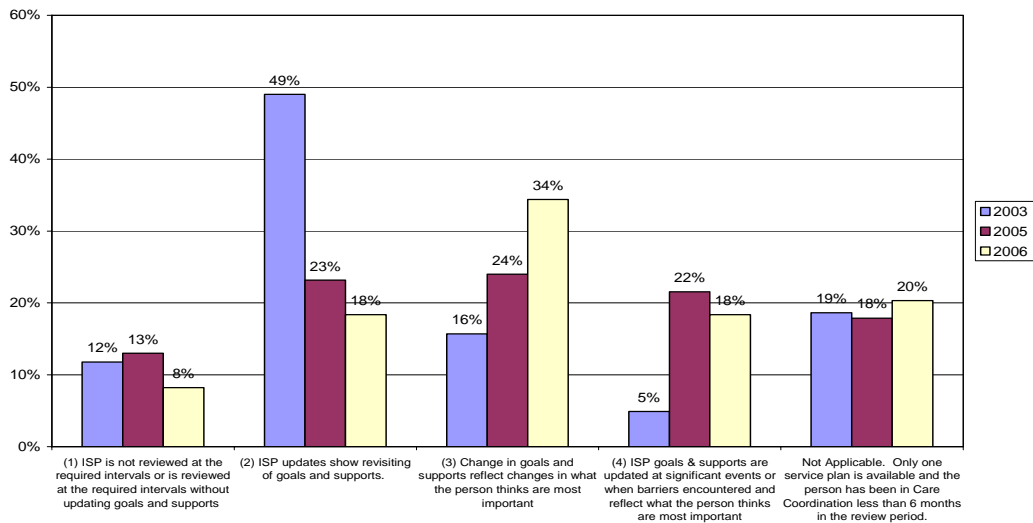
Q3: The person has a presence in a variety of typical community places. Segregated services and locations are minimized. (ISP)



4. Progress continues in ensuring planning occurs on a routine basis and lifestyle decisions are revisited.

- In 34% of the cases, reviewers indicated that Changes in goals and supports reflect changes in what the person thinks are most important (compared to 24% in 2005). In addition, for 18% of the cases, there was evidence that ISP goals are updated at significant events or when barriers are encountered (compared to 22% in 2005).

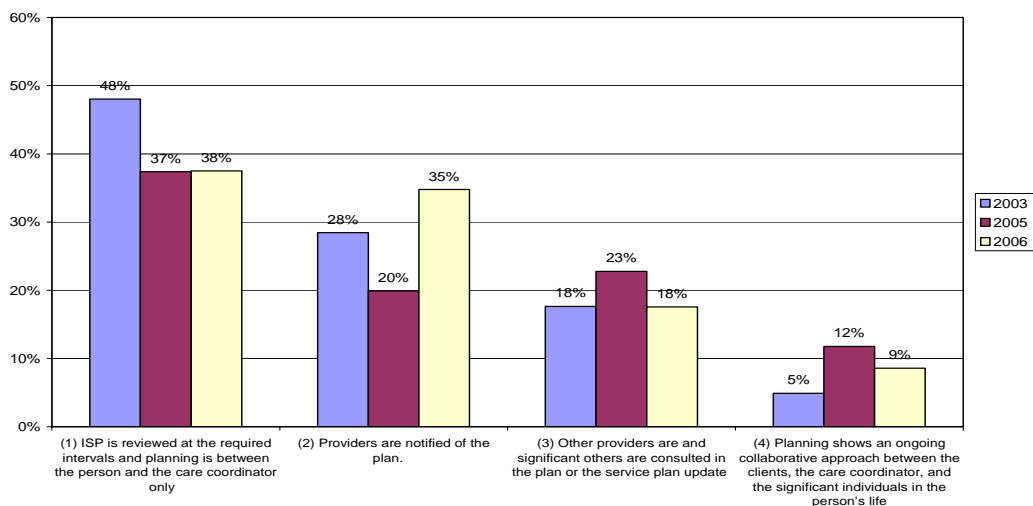
Q4: Planning activities occur periodically and routinely. Lifestyle decisions are revisited. (ISP, QOLSA)



5. Progress is limited regarding efforts to engage others in the enrollee's ISP.

- This is an area showing a need for improvement. 27% of cases reviewed in 2006 showed that either other providers and significant others are consulted in the plan or the service plan update or planning shows an ongoing collaborative approach between the clients, the care coordinator, and the significant individuals in the person's life, representing a decrease from 35% in 2005.

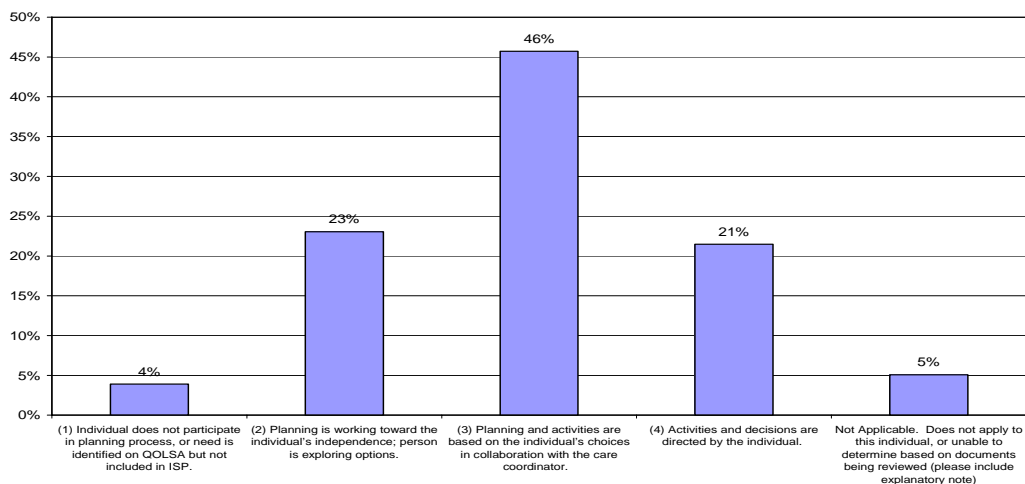
Q5: A group of people who know, value and are committed to the person remains involved. (ISP)



6. The person's independence is being encouraged via participation in decision making regarding opportunities and experiences within existing regulatory and funding constraints.

- A new review item was introduced in 2006 to assess the degree to which the enrollee participated in the decision-making process and whether or not independence was being encouraged. Reviewers noted that 46% of cases showed evidence that planning and activities were based on the individual's choices in collaboration with the care coordinator, and an additional 21% indicated that activities and decisions were directed by the individual.

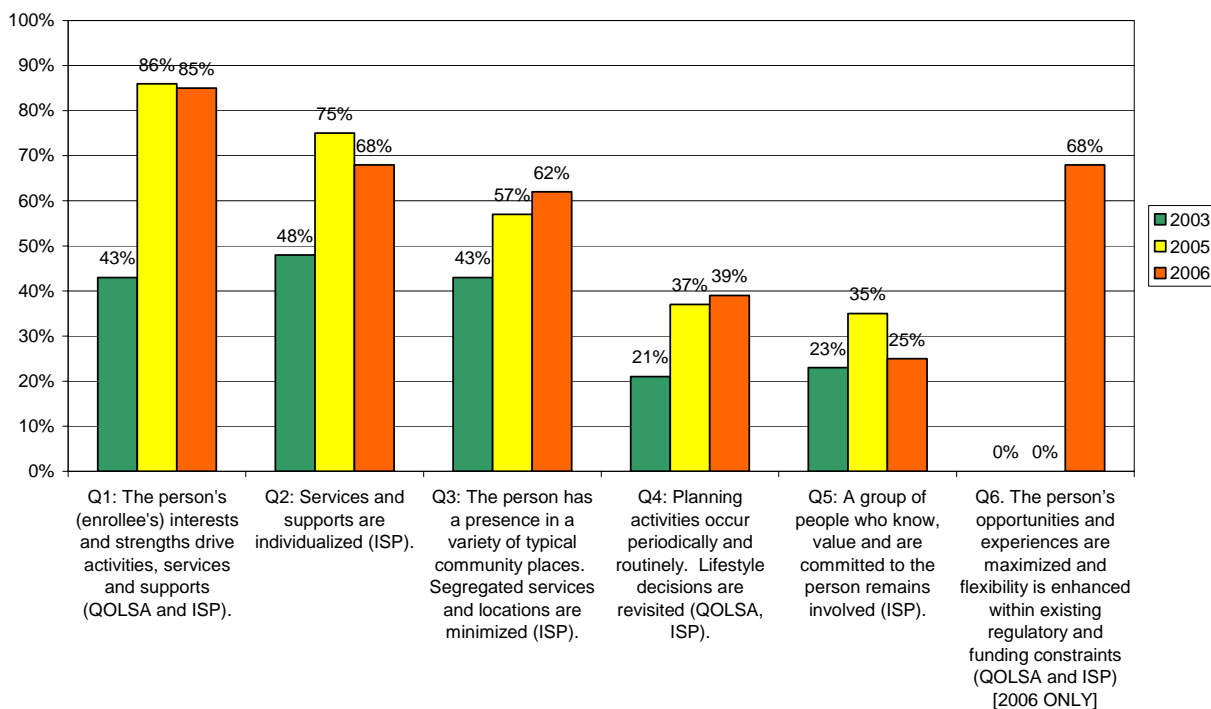
Q6: The person's opportunities and experiences are maximized and flexibility is enhanced within existing regulatory and funding constraints. (ISP) [2006 Only]



Comparison of top two rating categories

In addition to examining the shift across individual rating categories, we were also interested in examining the percentage of cases that fell into the top two rating categories during 2003, 2005 and 2006. A similar analysis completed last year suggested a considerable improvement between the plans examined in 2003 and 2005. A comparison of data from 2005 and 2006 shows that while previous improvements have largely been maintained, results have not continued to improve since last year and occasionally exhibit a slight decrease. This could be due the effects of additional rater training during 2006 or could be the result of data leveling off after substantial improvements during previous years. Future ISP review data is vital to determine if a plateau or downward trend actually exists.

% of ISPs where question rating was either category 3 or 4: 2003-2006
All counties

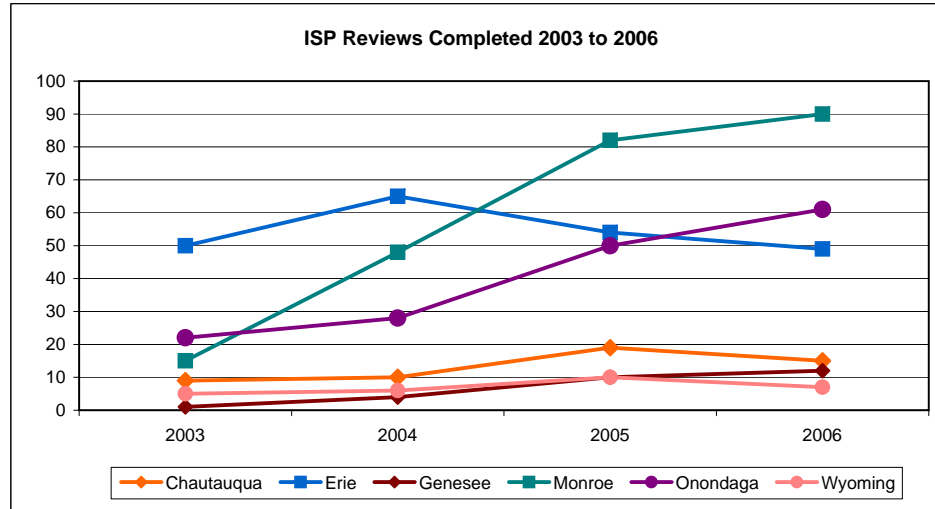


Conclusions

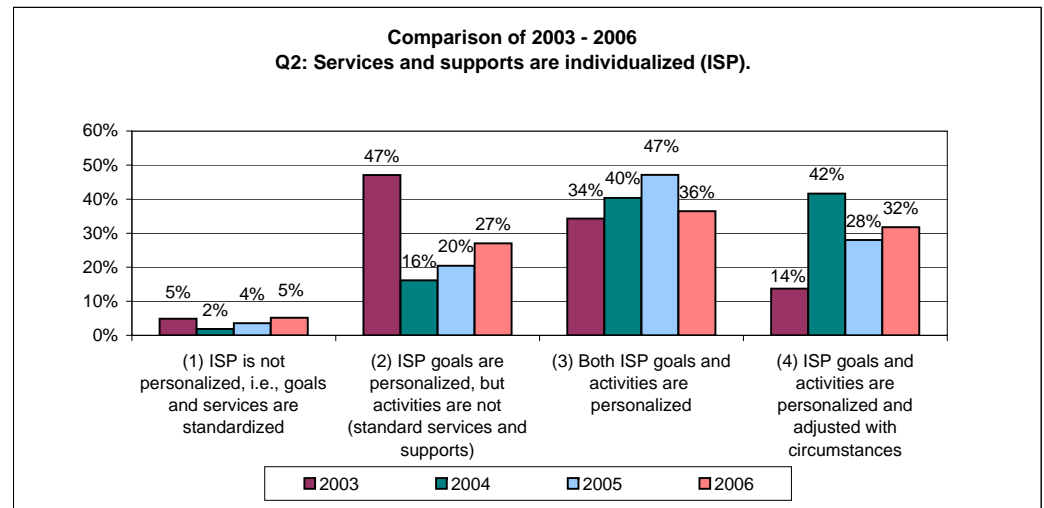
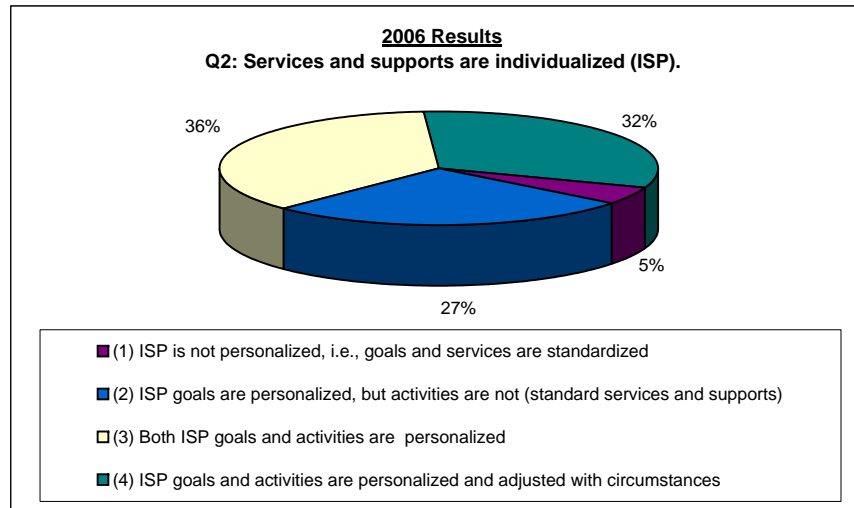
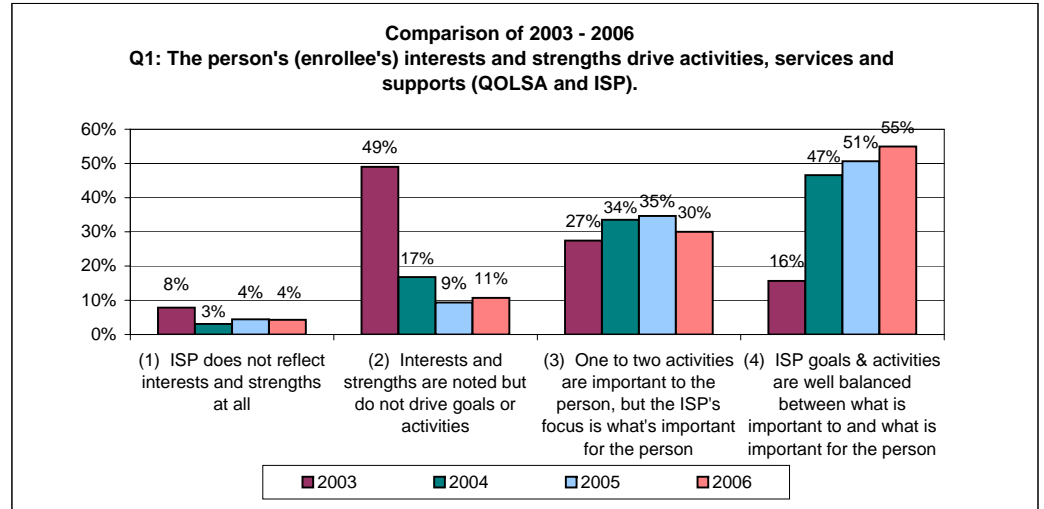
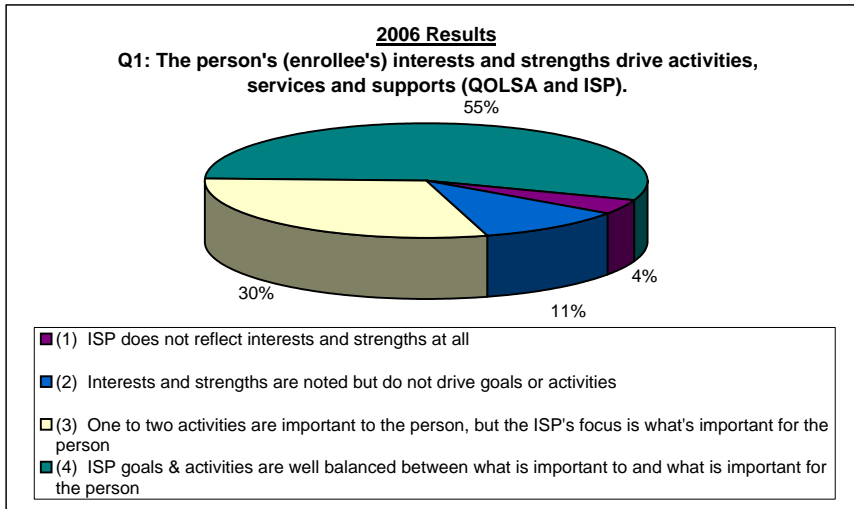
The aggregate results of the 2006 ISP reviews indicate that the gains made in previous years have been maintained but point toward specific aspects of person-centered practices that are in need of improvement across all six counties. These areas include involving other significant people in the planning process, a focus on community-based goals, and routinely revisiting and updating ISP's. It should also be noted that this year's ISP review revealed that the ISP review tool is difficult to apply to ACT teams due to OMH documentation requirements. This issue should be further discussed during 2007.

ISP Review Tool 2006 Overall Results

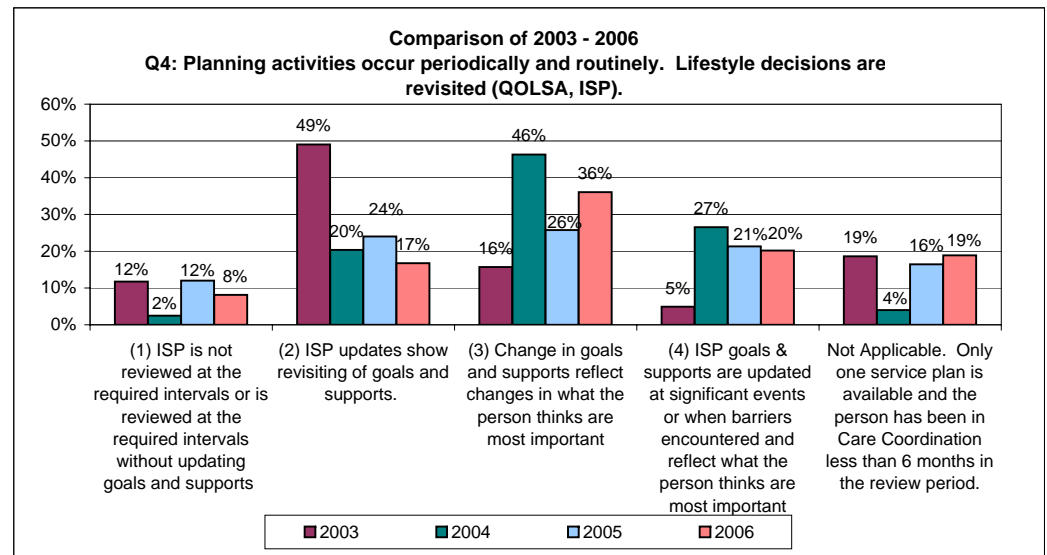
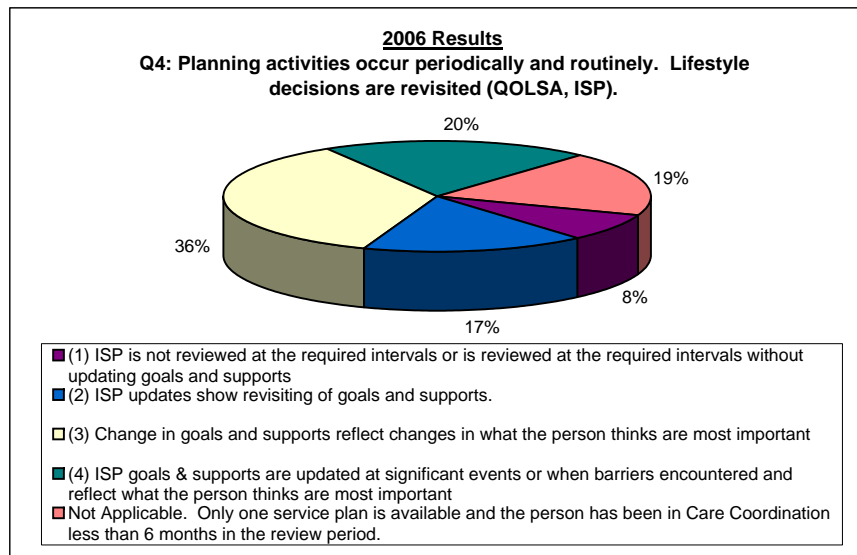
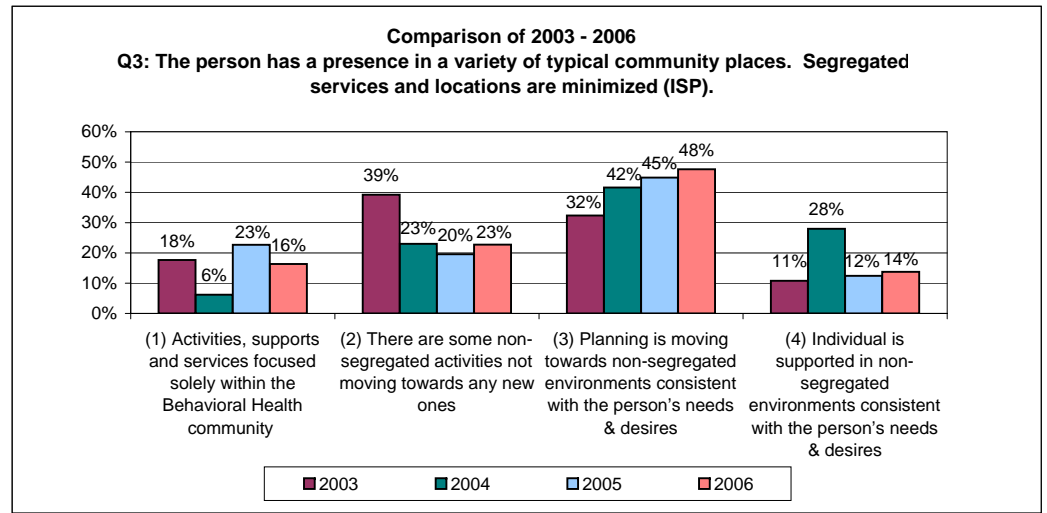
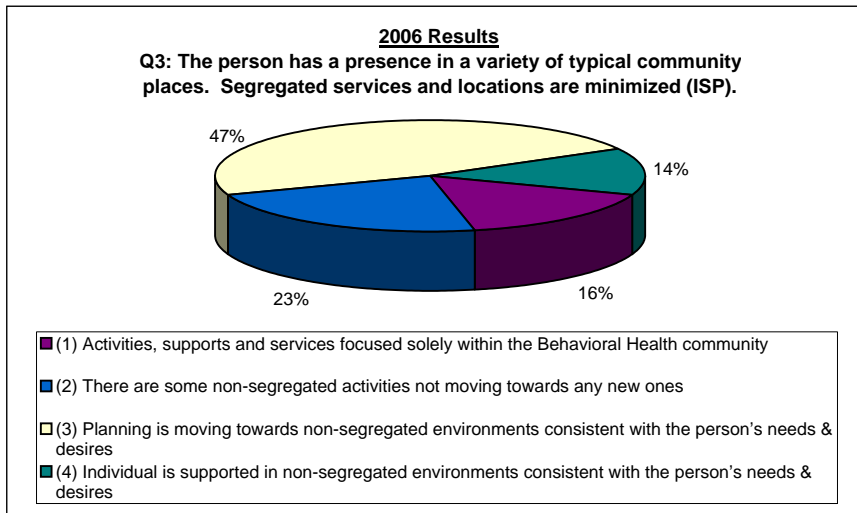
County	2003	2004	2005	2006
Chautauqua	9	10	19	15
Erie	50	65	54	49
Genesee	1	4	10	12
Monroe	15	48	82	90
Onondaga	22	28	50	61
Wyoming	5	6	10	7
TOTAL	102	161	225	234



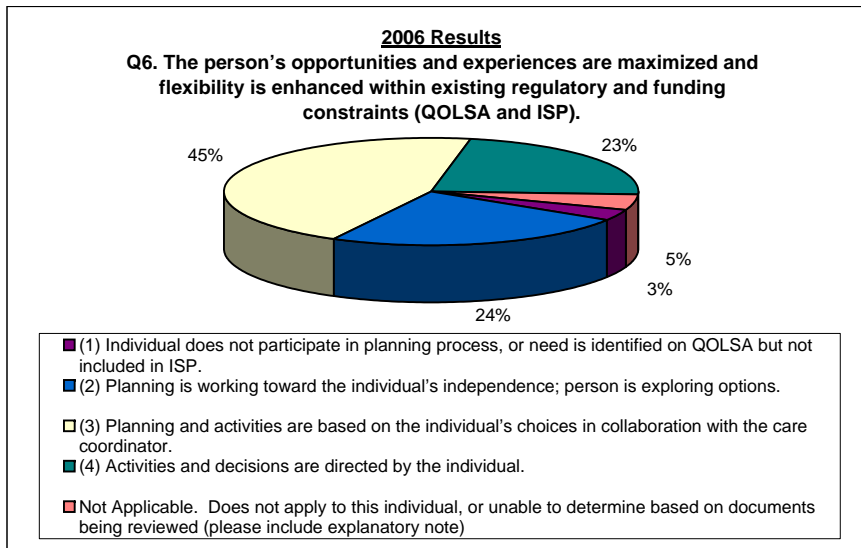
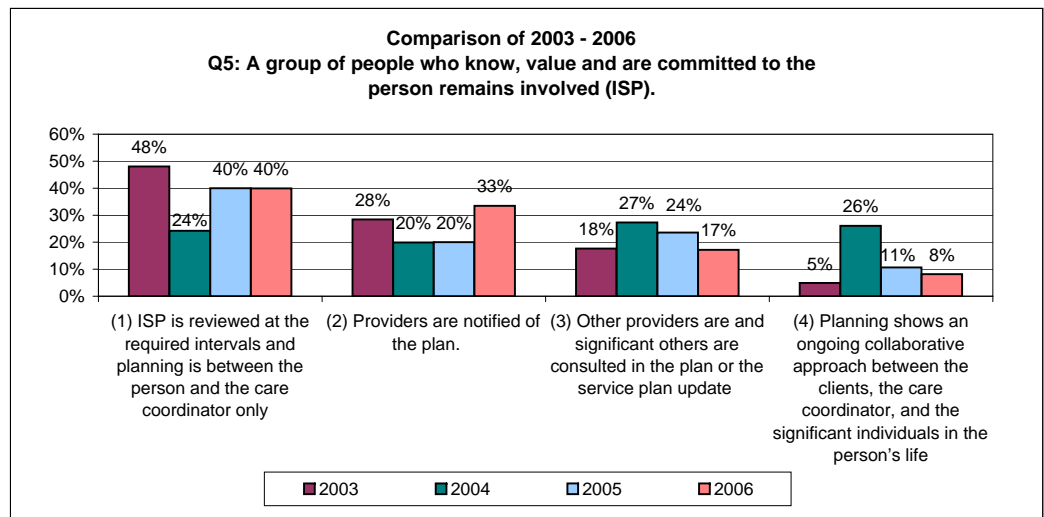
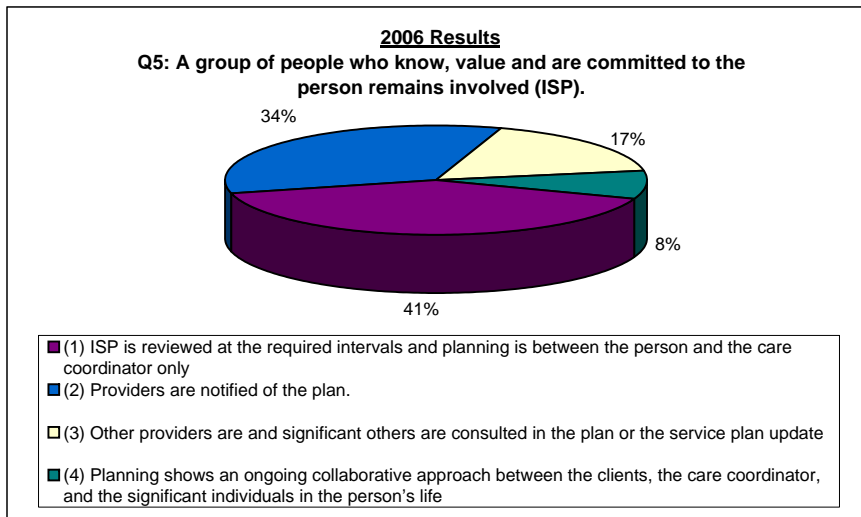
ISP Review Tool 2006 Overall Results



ISP Review Tool 2006 Overall Results



ISP Review Tool 2006 Overall Results



County Name	Agency Name	ISP Date (Most)	Q1: The person's (enrollee's) interests and strengths drive activities, services and supports (QOLSA and ISP)				Q2: Services and supports are individualized (ISP).					Q3: The person has a presence in a variety of typical community places. Segregated services and locations are					Q4: Planning (QOLSA, ISF)		
			(1) ISP does not reflect interests and strengths at all	(2) Interests and strengths are noted but do not drive goals or activities	(3) One to two activities are important to the person, but the ISP's focus is what's	(4) ISP goals & activities are well balanced between what is important to	Total	Missing	(1) ISP is not personalized, i.e., goals and services are standardized	(2) ISP goals are personalized, but activities are not (standard services and supports)	(3) Both ISP goals and activities are personalized	(4) ISP goals and activities are personalized and adjusted with circumstance	Total	(1) Activities, supports and services focused solely within the Behavioral Health	(2) There are some non-segregated activities not moving towards any new ones	(3) Planning is moving towards non-segregated environments consistent with the person's		(4) Individual is supported in non-segregated environments consistent with the person's	Total
Total	2006 Total		10	25	70	128	233	1	12	63	85	74	234	38	53	111	32	234	19
Chautauqu	2006 Chautauqu		0	1	0	14	15		1	0	9	5	15	1	4	7	3	15	0
Erie	2006 Erie		0	7	16	26	49		3	17	15	14	49	7	16	20	6	49	4
Genesee	2006 Genesee		0	0	2	10	12		0	0	4	8	12	3	3	4	2	12	0
Monroe	2006 Monroe		8	10	29	43	90		5	21	35	29	90	17	16	44	13	90	8
Onondaga	2006 Onondaga		2	7	19	32	61	1	3	24	19	15	61	10	14	29	8	61	7
Wyoming	2006 Wyoming		0	0	4	3	7		0	1	3	3	7	0	0	7	0	7	0
Total	2006 Total		4%	11%	30%	55%	100%		5%	27%	36%	32%	100%	16%	23%	48%	14%	100%	8%
Chautauqu	2006 Diam Chautauqu		0%	7%	0%	93%	100%		7%	0%	60%	33%	100%	7%	27%	47%	20%	100%	0%
Erie	2006 Diam Erie		0%	14%	33%	53%	100%		6%	35%	31%	29%	100%	14%	33%	41%	12%	100%	8%
Genesee	2006 Diam Genesee		0%	0%	17%	83%	100%		0%	0%	33%	67%	100%	25%	25%	33%	17%	100%	0%
Monroe	2006 Diam Monroe		9%	11%	32%	48%	100%		6%	23%	39%	32%	100%	19%	18%	49%	14%	100%	9%
Onondaga	2006 Diam Onondaga		3%	11%	31%	52%	98%		5%	39%	31%	25%	100%	16%	23%	48%	13%	100%	11%
Wyoming	2006 Diam Wyoming		0%	0%	57%	43%	100%		0%	14%	43%	43%	100%	0%	0%	100%	0%	100%	0%
Chautauqu	2005 Boxe Chautauqu		0%	0%	21%	74%	95%		0%	0%	79%	16%	95%	5%	5%	47%	37%	95%	0%
Erie	2005 Boxe Erie		0%	15%	33%	52%	100%		4%	24%	39%	33%	100%	15%	22%	50%	13%	100%	4%
Genesee	2005 Boxe Genesee		0%	10%	20%	70%	100%		0%	10%	70%	20%	100%	40%	0%	60%	0%	100%	0%
Monroe	2005 Boxe Monroe		4%	7%	50%	39%	100%		4%	20%	59%	18%	100%	32%	21%	43%	5%	100%	17%
Onondaga	2005 Boxe Onondaga		14%	12%	24%	48%	98%		6%	32%	24%	36%	98%	24%	20%	36%	20%	100%	22%
Wyoming	2005 Boxe Wyoming		0%	0%	10%	90%	100%		0%	0%	30%	70%	100%	0%	40%	60%	0%	100%	0%
TOTAL	2005 TOTAL		4%	9%	35%	51%	99%		4%	20%	47%	28%	99%	23%	20%	45%	12%	100%	12%
Chautauqu	2004 Stripes Chautauqu		0%	60%	40%	0%	100%		0%	70%	30%	0%	100%	0%	70%	30%	0%	100%	0%
Erie	2004 Stripes Erie		3%	20%	43%	34%	100%		2%	20%	52%	26%	100%	11%	34%	42%	14%	100%	0%
Genesee	2004 Stripes Genesee		0%	100%	0%	0%	100%		0%	0%	100%	0%	100%	0%	50%	25%	25%	100%	0%
Monroe	2004 Stripes Monroe		0%	2%	17%	81%	100%		0%	0%	31%	69%	100%	0%	2%	39%	57%	98%	2%
Onondaga	2004 Stripes Onondaga		11%	11%	43%	36%	100%		7%	22%	33%	37%	100%	11%	19%	52%	15%	96%	11%
Wyoming	2004 Stripes Wyoming		0%	0%	33%	67%	100%		0%	0%	0%	100%	100%	0%	0%	50%	50%	100%	0%
TOTAL	2004 TOTAL		3%	17%	34%	47%	100%		2%	16%	40%	42%	100%	6%	23%	42%	28%	99%	2%
Chautauqu	2003 Solid Chautauqu		33%	44%	22%	0%	100%		11%	67%	22%	0%	100%	33%	56%	11%	0%	100%	33%
Erie	2003 Solid Erie		6%	68%	18%	8%	100%		6%	58%	28%	8%	100%	30%	38%	24%	8%	100%	6%
Genesee	2003 Solid Genesee		0%	100%	0%	0%	100%		0%	100%	0%	0%	100%	0%	100%	0%	0%	100%	0%
Monroe	2003 Solid Monroe		0%	40%	53%	7%	100%		7%	47%	40%	7%	100%	0%	40%	53%	7%	100%	0%
Onondaga	2003 Solid Onondaga		9%	18%	36%	36%	100%		0%	18%	45%	36%	100%	0%	41%	41%	18%	100%	23%
Wyoming	2003 Solid Wyoming		0%	20%	20%	60%	100%		0%	20%	60%	20%	100%	0%	0%	60%	40%	100%	20%
TOTAL	2003 TOTAL		8%	49%	27%	16%	100%		5%	47%	34%	14%	100%	18%	39%	32%	11%	100%	12%

Q4. Activities occur periodically and routinely. Lifestyle decisions are revisited (P).					Q5. A group of people who know, value and are committed to the person remains involved (ISP).					Q6. The person's opportunities and experiences are maximized and flexibility is enhanced within existing regulatory and funding constraints.								
(2) ISP updates show revisiting of goals and supports.	(3) Change in goals and supports reflect changes in what the person thinks are most	(4) ISP goals & supports are updated at significant events or when barriers encountered and reflect	Not Applicable. Only one service plan is available and the person has been in Care	Total	Missing	(1) ISP is reviewed at the required intervals and planning is between the person and the care	(2) Providers are notified of the plan.	(3) Other providers are and significant others are consulted in the plan or the service	(4) Planning shows an ongoing collaborative approach between the clients, the	Total	Missing	(1) Individual does not participate in planning process, or need is identified on OOL SA but	(2) Planning is working toward the individual's independence; person is exploring options	(3) Planning and activities are based on the individual's choices in collaboration with the care	(4) Activities and decisions are directed by the individual.	Not Applicable. Does not apply to this individual, or unable to determine based on	Total	Missing
39	84	47	44	233	1	93	78	40	19	230	4	8	55	105	53	11	232	2
2	11	2	0	15		11	1	2	1	15		1	1	4	9	0	15	
10	11	13	11	49		14	15	12	7	48	1	2	14	19	13	1	49	
2	4	4	2	12		2	10	0	0	12		0	1	3	8	0	12	
14	33	20	14	90	1	26	42	13	8	90	1	4	21	48	11	4	90	2
11	25	8	10	61		40	4	12	3	61	2	1	18	26	10	6	61	
0	0	0	7	7		0	6	1	0	7		0	0	5	2	0	7	
17%	36%	20%	19%	100%		40%	33%	17%	8%	99%		3%	24%	45%	23%	5%	100%	
13%	73%	13%	0%	100%		73%	7%	13%	7%	100%		7%	7%	27%	60%	0%	100%	
20%	22%	27%	22%	100%		29%	31%	24%	14%	98%		4%	29%	39%	27%	2%	100%	
17%	33%	33%	17%	100%		17%	83%	0%	0%	100%		0%	8%	25%	67%	0%	100%	
16%	37%	22%	16%	99%		29%	47%	14%	9%	99%		4%	23%	53%	12%	4%	98%	
18%	41%	13%	16%	100%		66%	7%	20%	5%	97%		2%	30%	43%	16%	10%	100%	
0%	0%	0%	100%	100%		0%	86%	14%	0%	100%		0%	0%	71%	29%	0%	100%	
5%	58%	21%	11%	95%		11%	26%	47%	5%	89%								
30%	22%	28%	17%	100%		22%	20%	17%	28%	87%								
30%	10%	50%	10%	100%		70%	20%	10%	0%	100%								
29%	24%	12%	17%	100%		44%	21%	34%	1%	100%								
20%	26%	26%	6%	100%		66%	8%	6%	12%	92%								
0%	10%	10%	80%	100%		0%	60%	30%	10%	100%								
24%	26%	21%	16%	100%		40%	20%	24%	11%	94%								
70%	30%	0%		100%		50%	20%	10%	20%	100%								
29%	54%	17%		100%		12%	35%	37%	12%	97%	1							
25%	75%	0%		100%		100%	0%	0%	0%	100%	2							
2%	33%	59%	4%	100%		10%	2%	27%	59%	98%	0							
14%	50%	4%	18%	97%		63%	15%	7%	11%	96%								
0%	67%	33%		100%		0%	33%	67%	0%	100%								
20%	46%	27%	4%	100%		24%	20%	27%	26%	98%								
56%	11%	0%	0%	100%		89%	11%	0%	0%	100%								
72%	16%	6%	0%	100%		54%	20%	22%	4%	100%								
100%	0%	0%	0%	100%		0%	100%	0%	0%	100%								
7%	7%	0%	87%	100%		33%	40%	20%	7%	100%								
18%	27%	5%	27%	100%		36%	32%	18%	9%	95%								
60%	0%	20%	0%	100%		20%	80%	0%	0%	100%								
49%	16%	5%	19%	100%		48%	28%	18%	5%	99%								