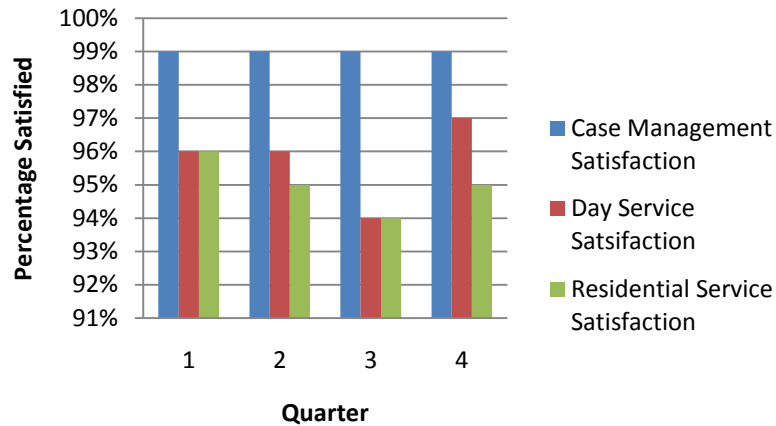
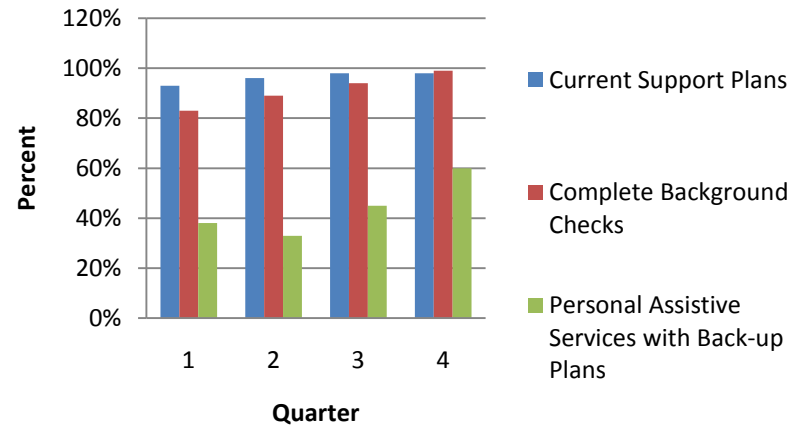


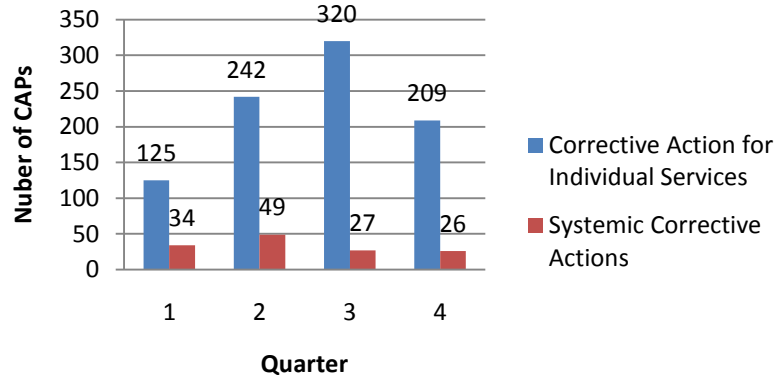
### Summary - Service Satisfaction FY2009



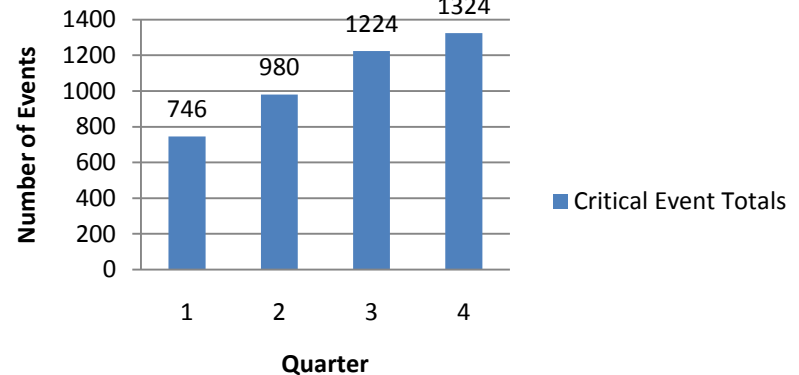
### Summary - Support Planning and Background Checks FY2009



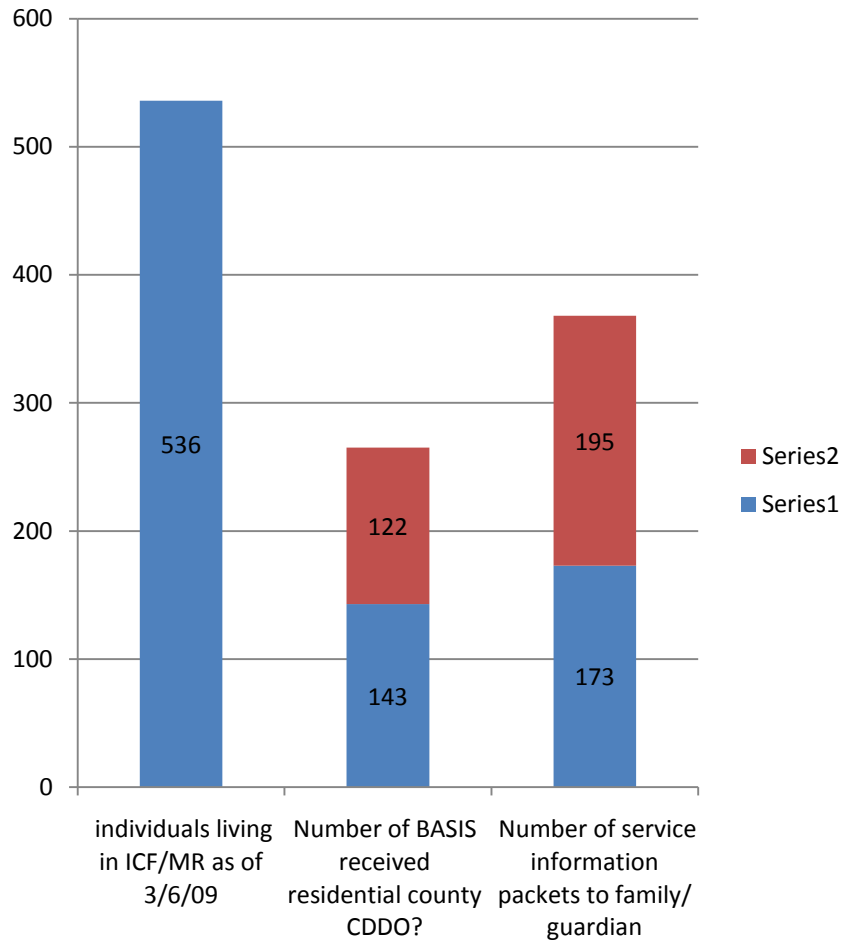
### Summary - Corrective Actions FY2009



### Summary - Critical Event Totals FY2009



### FY09 ICF/MR Gatekeeping and Information Sharing (**Temporarily Suspended**)

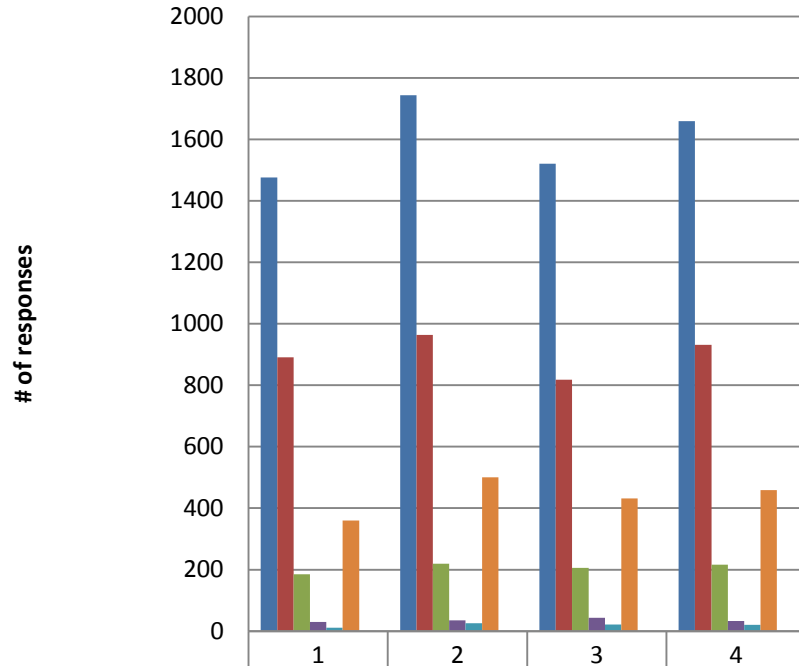


### FY09 Person Centered Support Planning



# MRDD Statewide Quality Oversight Committee Data FY09

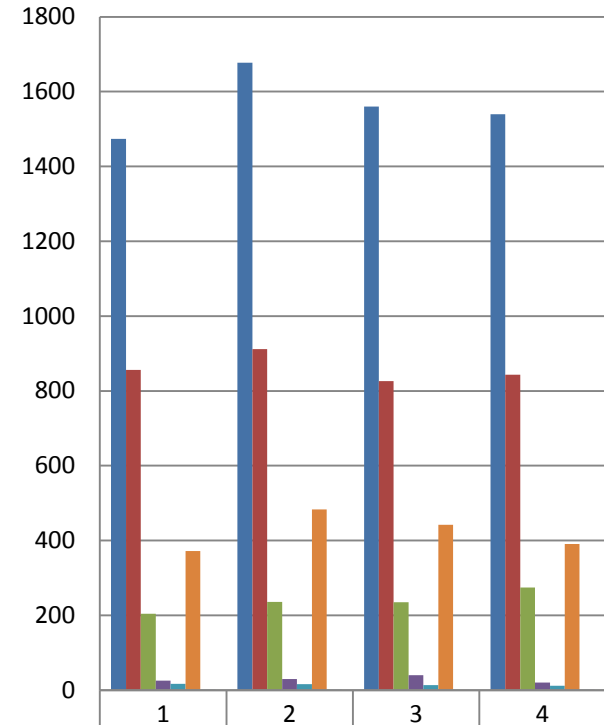
## FY09 Residential Services Satisfaction



total interviewed	1476	1744	1521	1659
Very Happy	891	964	818	931
little happy	185	219	206	216
Unhappy a little	30	35	43	33
Unhappy a lot	11	26	21	20
No Response	360	500	432	459
Satisfied	96%	95%	94%	95%

Quarter

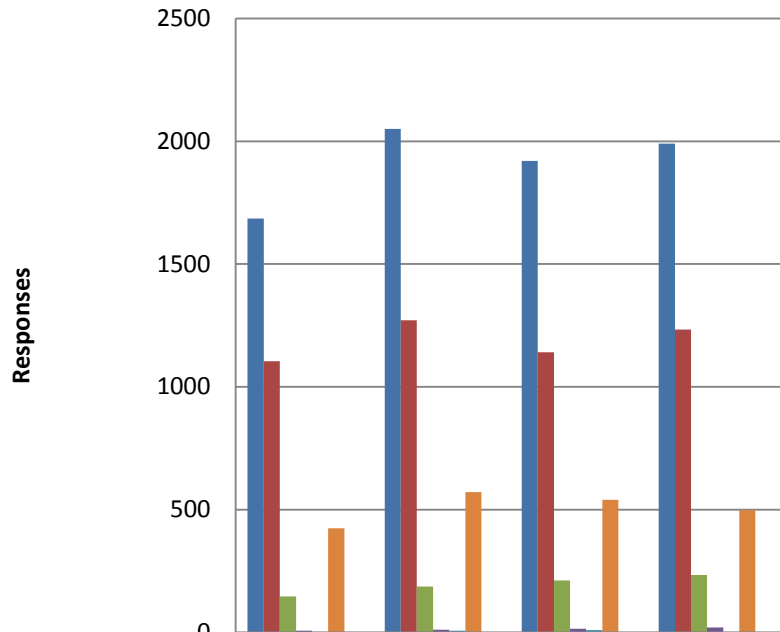
## FY09 Day Service Satisfaction



total # interviewed.	1474	1677	1560	1540
Very Happy	856	912	826	843
little happy	204	236	235	274
Unhappy a little	25	30	40	20
Unhappy a lot	17	16	13	12
No Response	372	483	442	391
% Satisfied	96%	96%	94%	97%

Quarters

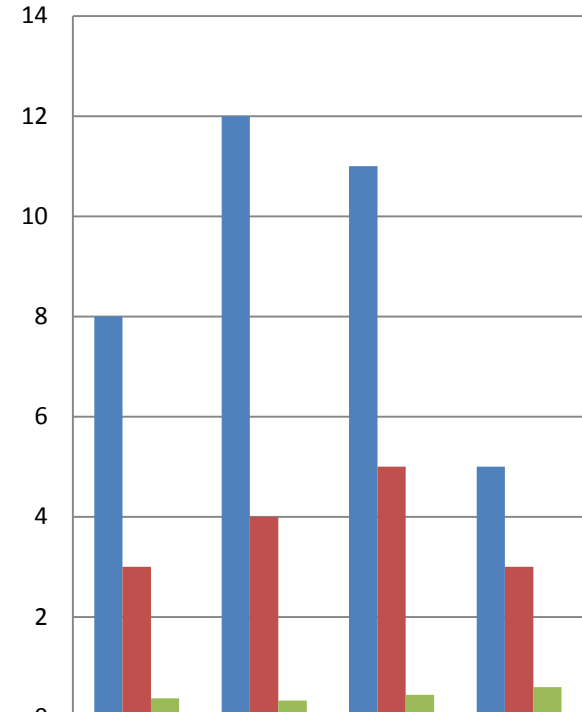
### FY09 Case Management Satisfaction



	1	2	3	4
total # people interviewed	1686	2050	1920	1990
Very Happy	1104	1271	1141	1233
little happy	147	188	212	234
Unhappy a little	8	11	16	21
Unhappy a lot	2	8	10	3
No Response	425	572	540	499
Percent Satisfied	99%	99%	99%	99%

Quarter

### FY09 Support Plans for persons with Personal Assistive Services That Include Back-up Plans

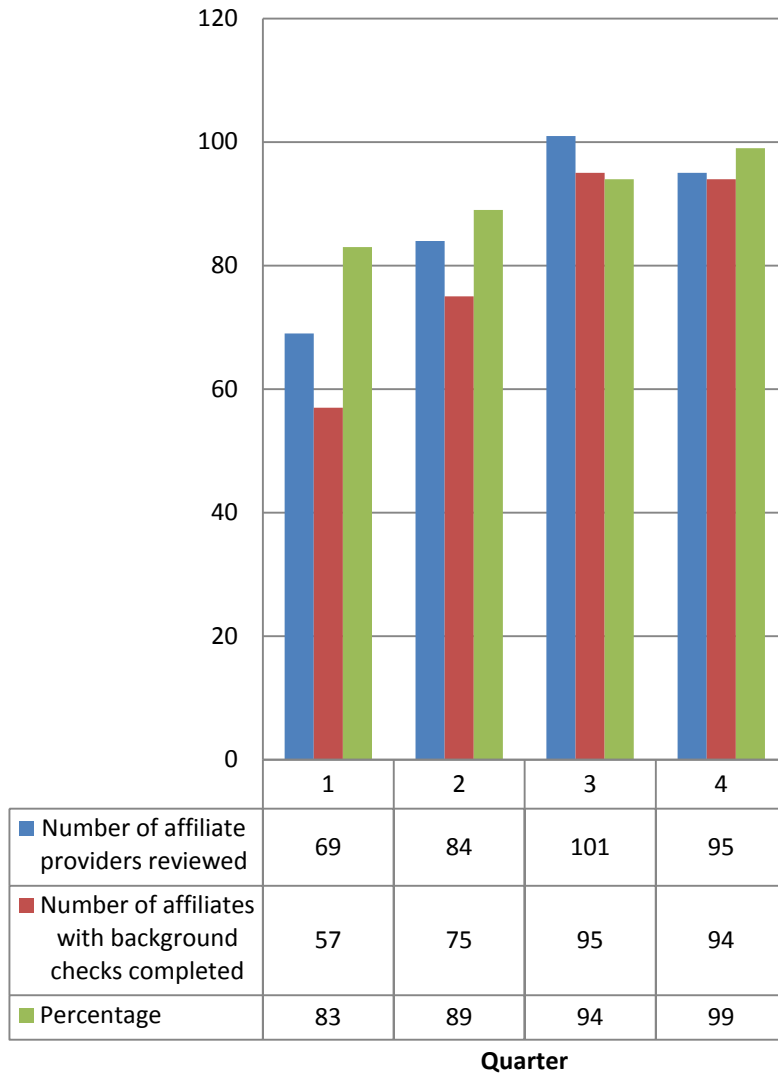


	1	2	3	4
PCSPs Reviewed with PAS	8	12	11	5
PCSPs with PAS with back up plan	3	4	5	3
Percentage	38%	33%	45%	60%

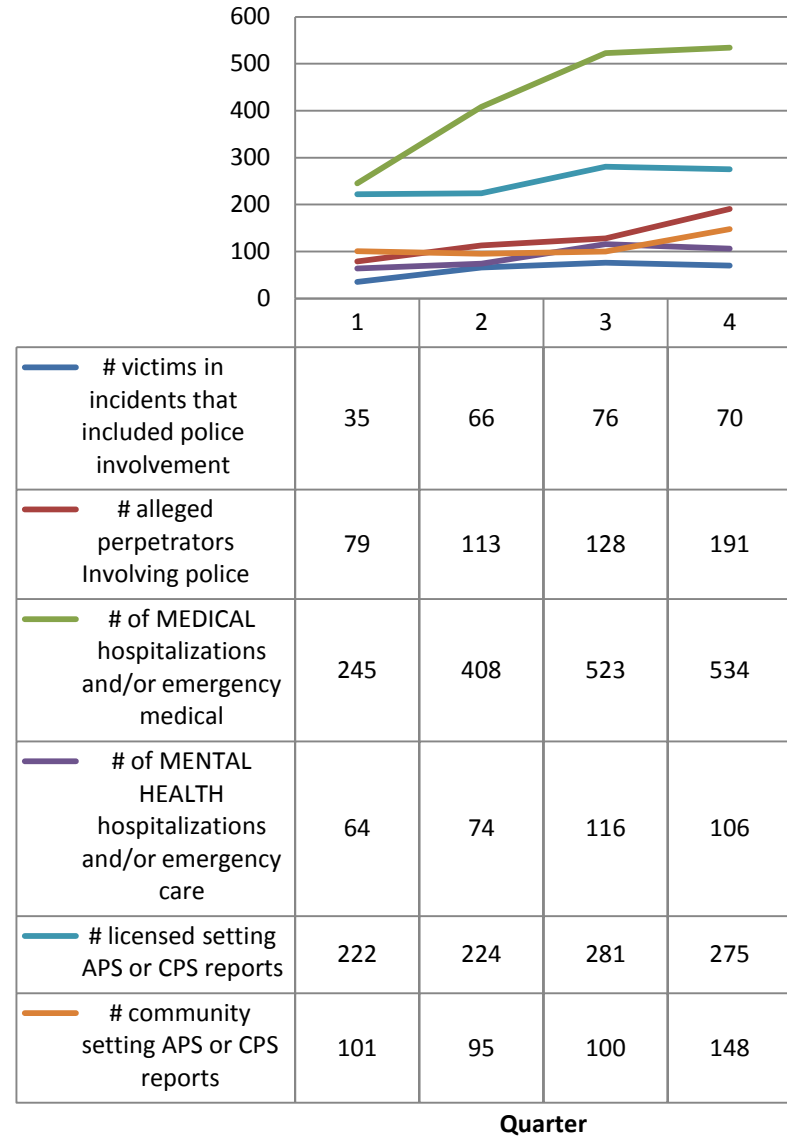
Quarter

# MRDD Statewide Quality Oversight Committee Data FY09

## FY09 Provider Background Checks

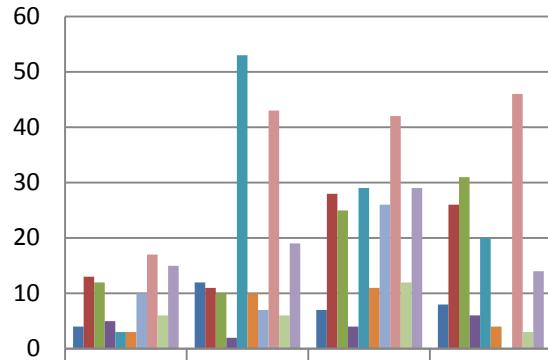


## FY09 Critical Events



## MRDD Statewide Quality Oversight Committee Data FY09

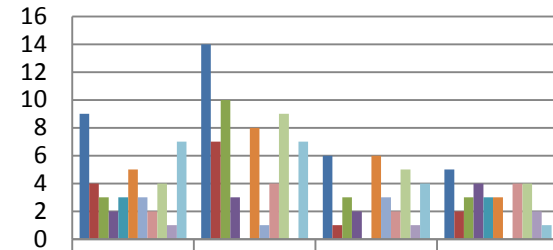
### FY09 Corrective Actions related to Individual Services



# Rights CAPs Indiv.	4	12	7	8
# Restrict. Interv. CAPs Indiv.	13	11	28	26
# Indiv. Health CAPs Indiv.	12	10	25	31
# Nutrition CAPs Indiv.	5	2	4	6
# Staff Ability CAPs Indiv.	3	53	29	20
# Emerg. Prep. CAPs Indiv.	3	10	11	4
# ANE CAPs Indiv.	10	7	26	0
# Records CAPs Indiv.	17	43	42	46
# Physical Facility CAPs Indiv.	6	6	12	3
# TCM CAPs Indiv.	15	19	29	14

Quarter

### FY09 Corrective Actions Related to Systemic Provider Issues



# PCSP CAPs Agency	9	14	6	5
# Rights CAPs Agency	4	7	1	2
# Restrict. Interv. CAPs Agency	3	10	3	3
# Indiv. Health CAPs Agency	2	3	2	4
# Nutrition CAPs Agency	3	0	0	3
# Staff Ability CAPs Agency	5	8	6	3
# Emerg. Prep. CAPs Agency	3	1	3	0
# ANE CAPs Agency	2	4	2	4
# Records CAPs Agency	4	9	5	4
# Physical Facility CAPs Agency	1	0	1	2
# TCM CAPs Agency	7	7	4	1

Quarter

## MRDD Statewide Quality Oversight Committee Data FY09

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<u>CDDO Representatives</u>	<u>CDDO</u>
Sara Pearson	Hetlinger
Angela Drake	Cottonwood
Sue Stephens	DSNWK
Jeff Clauser	COF
Mieke Ellwood	TECH
Mary Rose Sudbeck	NCTC
Angela Allen	New Beginnings
Linda Lock	BCDS
Amy DeMoss	CLASS
Joan Brabec	Twin Valley
Teri Kresa	MCDS
Bonnie Stotler	AWI
Traci Rother-Scott	Harvey & Marion County
Kathy Brennon	Tri-Valley
Christa Jones	Futures
Teresa Still	BLDC
Anna McNamara	JCDS
Angela Fullerton	Flinthills
Kay Fasching	WCDDO
Lorraine Harris	DPOK
Steve Sandoval	SDSI
Nicole Hall	Sedgwick County
Dana Podrebarac	Riverside
Timili Gartner	TARC
Pat McCurdy	CCDS
Dixie Williams	ASNEK

Co-Chairpersons: Lorraine Harris/DPOK & Brian Bolen/SRS