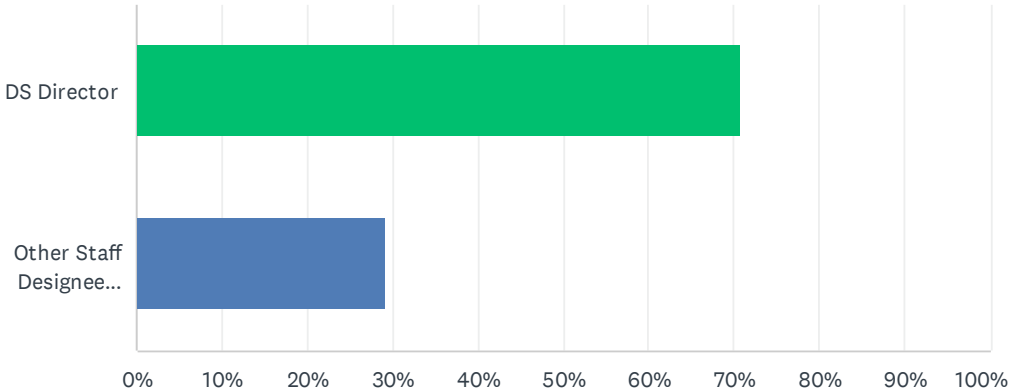


## Q1 Name of the person completing questionnaire

Answered: 24 Skipped: 0

## Q2 Title of the person completing this questionnaire

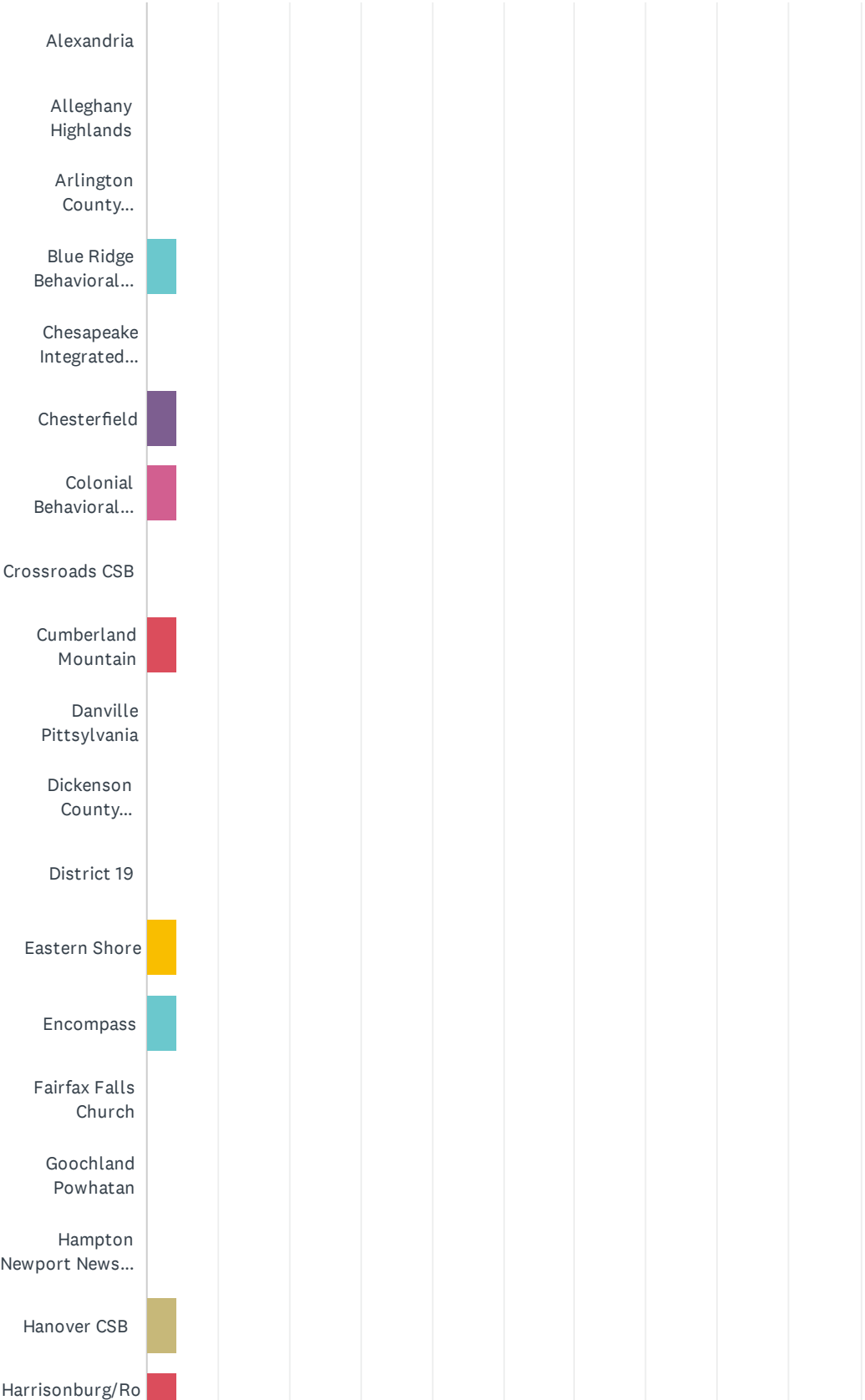
Answered: 24 Skipped: 0



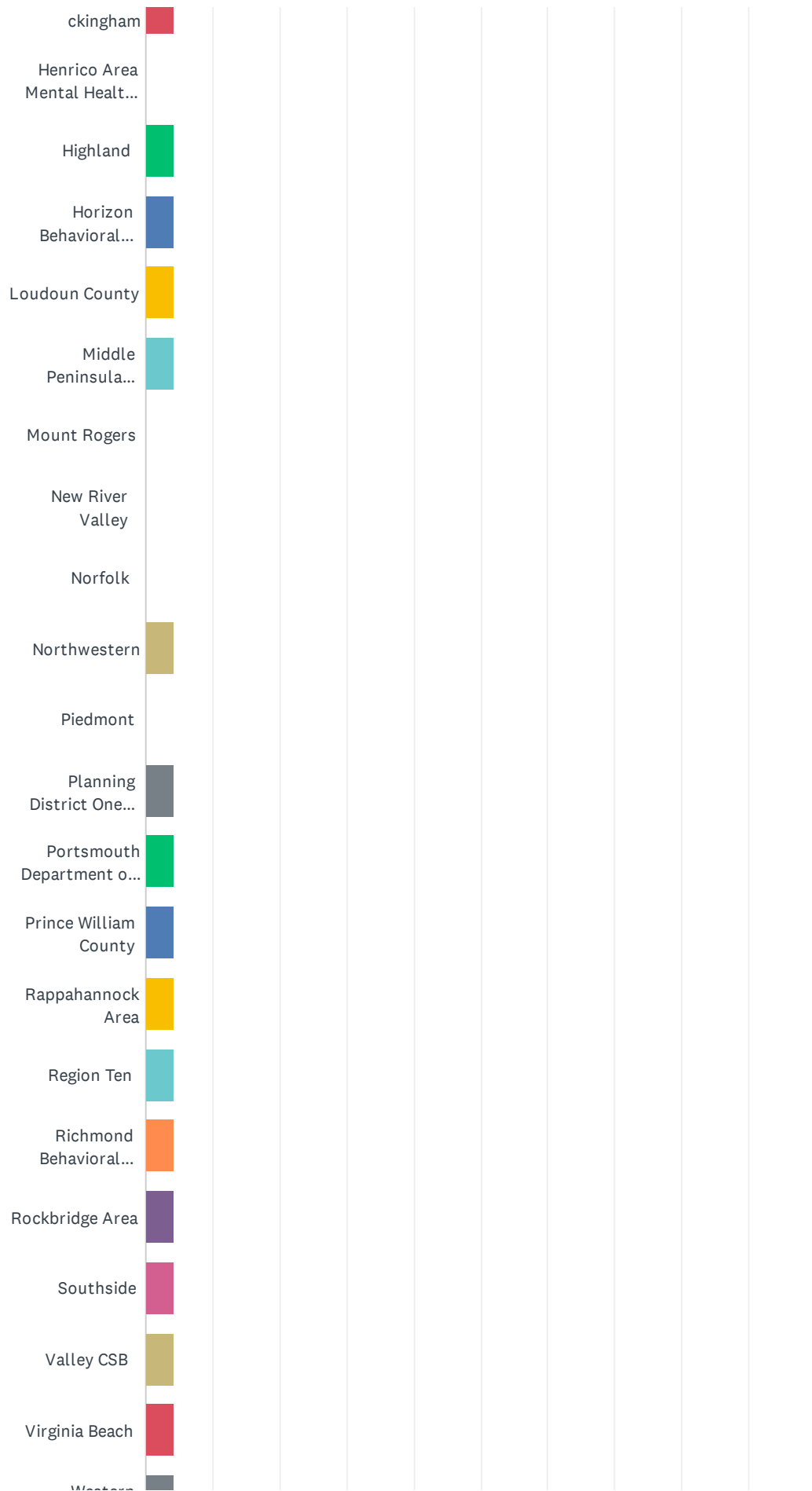
ANSWER CHOICES	RESPONSES	
DS Director	70.83%	17
Other Staff Designee (please specify title)	29.17%	7
TOTAL		24

# Q3 Name of CSB/BHA

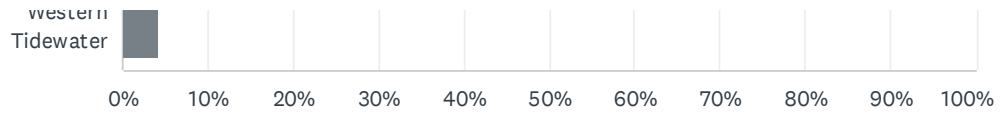
Answered: 24 Skipped: 0



# 2023 QRT EOY Report CSB Review Questionnaire



# 2023 QRT EOY Report CSB Review Questionnaire



2023 QRT EOY Report CSB Review Questionnaire

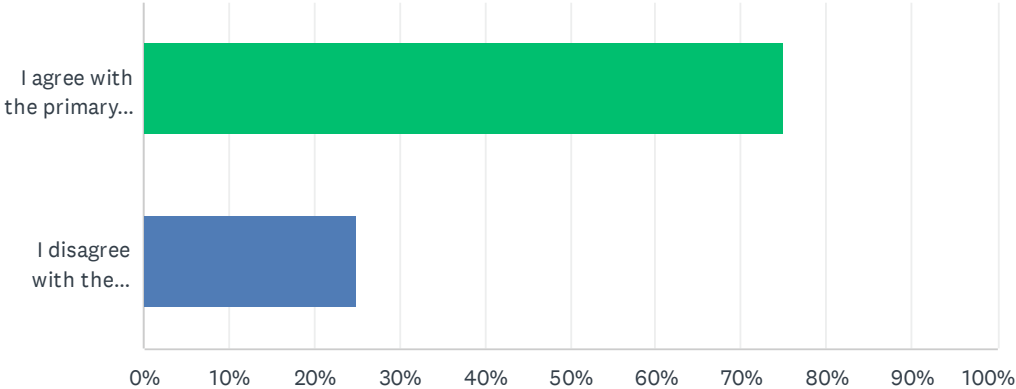
ANSWER CHOICES	RESPONSES	
Alexandria	0.00%	0
Alleghany Highlands	0.00%	0
Arlington County Developmental Disability Services	0.00%	0
Blue Ridge Behavioral Healthcare	4.17%	1
Chesapeake Integrated Behavioral Health	0.00%	0
Chesterfield	4.17%	1
Colonial Behavioral Health	4.17%	1
Crossroads CSB	0.00%	0
Cumberland Mountain	4.17%	1
Danville Pittsylvania	0.00%	0
Dickenson County Behavioral Health Services	0.00%	0
District 19	0.00%	0
Eastern Shore	4.17%	1
Encompass	4.17%	1
Fairfax Falls Church	0.00%	0
Goochland Powhatan	0.00%	0
Hampton Newport News CSB	0.00%	0
Hanover CSB	4.17%	1
Harrisonburg/Rockingham	4.17%	1
Henrico Area Mental Health and DS	0.00%	0
Highland	4.17%	1
Horizon Behavioral Health Central Virginia	4.17%	1
Loudoun County	4.17%	1
Middle Peninsula Northern Neck	4.17%	1
Mount Rogers	0.00%	0
New River Valley	0.00%	0
Norfolk	0.00%	0
Northwestern	4.17%	1
Piedmont	0.00%	0
Planning District One Developmental Services	4.17%	1
Portsmouth Department of Behavioral Healthcare Services	4.17%	1
Prince William County	4.17%	1

## 2023 QRT EOY Report CSB Review Questionnaire

Rappahannock Area	4.17%	1
Region Ten	4.17%	1
Richmond Behavioral Health Authority	4.17%	1
Rockbridge Area	4.17%	1
Southside	4.17%	1
Valley CSB	4.17%	1
Virginia Beach	4.17%	1
Western Tidewater	4.17%	1
<b>TOTAL</b>		<b>24</b>

**Q4 Performance Measure C9: Number and percent of provider agency direct support professionals (DSPs) meeting competency training requirements. Please indicate the following**

Answered: 24 Skipped: 0

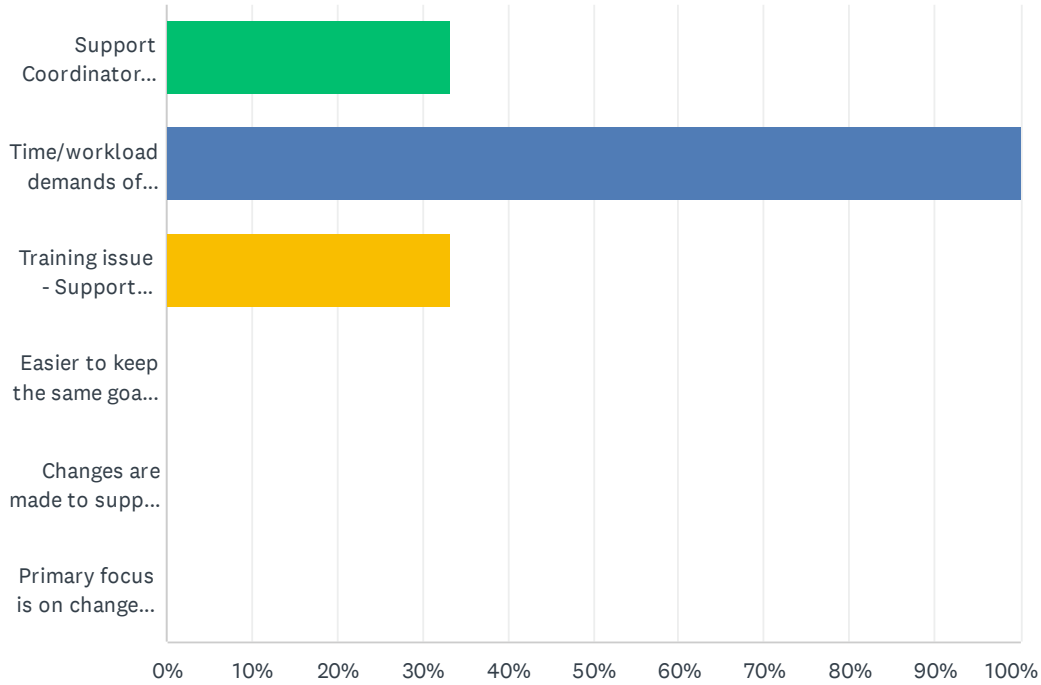


ANSWER CHOICES	RESPONSES	
I agree with the primary reason for noncompliance with the PM identified in the report	75.00%	18
I disagree with the primary reason for noncompliance with the PM identified in the report	25.00%	6
<b>TOTAL</b>		<b>24</b>



### Q5 If you disagree with the primary reason for noncompliance, what are alternative/supplemental reasons for noncompliance?

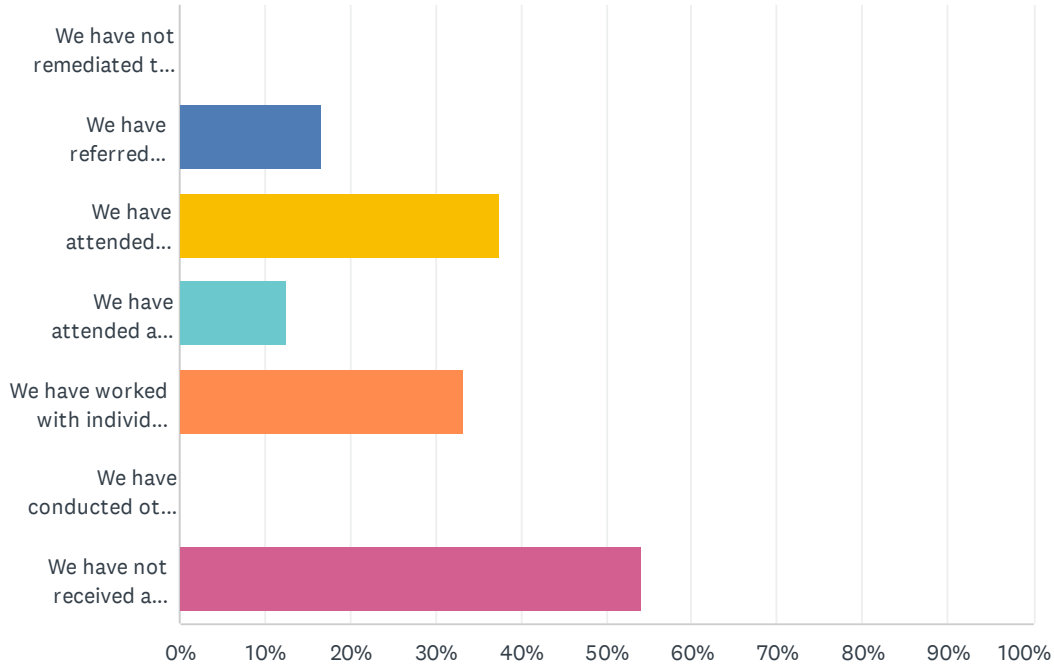
Answered: 3 Skipped: 21



ANSWER CHOICES	RESPONSES	
Support Coordinator turnover	33.33%	1
Time/workload demands of Support Coordinator/Provider	100.00%	3
Training issue - Support Coordinator/Provider may not recognize when the Plan needs to be updated	33.33%	1
Easier to keep the same goals from year to year	0.00%	0
Changes are made to support the person but not added (documented) until the Plan is due to be updated	0.00%	0
Primary focus is on changes needed to support the individual's health and safety	0.00%	0
Total Respondents: 3		

## Q6 How has your CSB remediated this area of noncompliance? Please select all that apply.

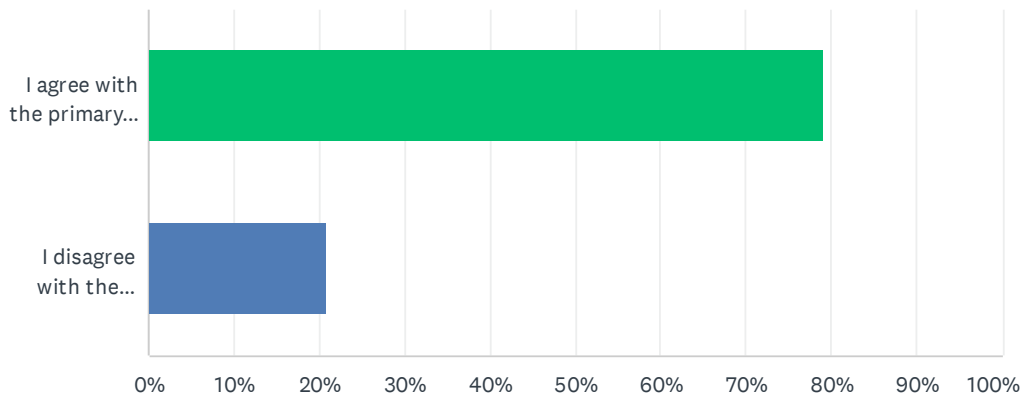
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
We have not remediated this area of noncompliance yet.	0.00%	0
We have referred providers to DBHDS for training.	16.67%	4
We have attended Provider Roundtable/SC meetings with discussion on the topic.	37.50%	9
We have attended a DBHDS training/received technical assistance on this topic.	12.50%	3
We have worked with individual providers to remediate noncompliance in this area.	33.33%	8
We have conducted other remediation.	0.00%	0
We have not received a citation in this area.	54.17%	13
Total Respondents: 24		

### Q7 Performance Measure D1: Number and percent of individuals who have Plans for Support that address their assessed needs, capabilities and desired outcomes. (DMAS)

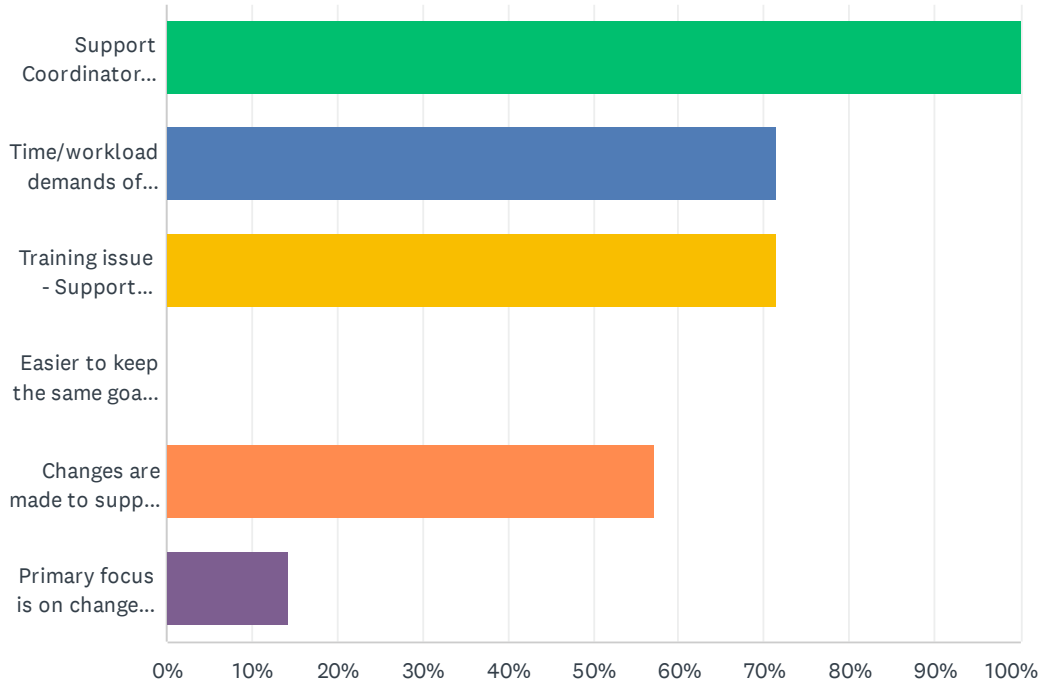
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
I agree with the primary reason for noncompliance identified in the QRT EOY Report	79.17%	19
I disagree with the primary reason for noncompliance identified in the QRT EOY Report.	20.83%	5
<b>TOTAL</b>		<b>24</b>

### Q8 If you disagree with the primary reason for noncompliance, what are alternative/supplemental reasons for noncompliance?

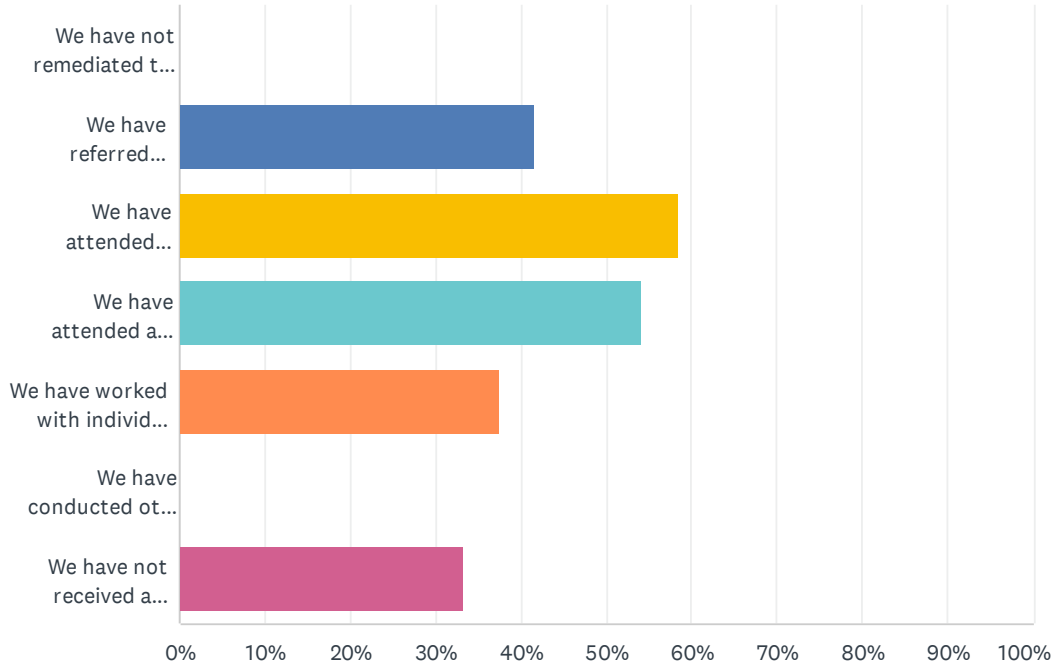
Answered: 7 Skipped: 17



ANSWER CHOICES	RESPONSES	
Support Coordinator turnover	100.00%	7
Time/workload demands of Support Coordinator/Provider	71.43%	5
Training issue - Support Coordinator/Provider may not recognize when the Plan needs to be updated	71.43%	5
Easier to keep the same goals from year to year	0.00%	0
Changes are made to support the person but not added (documented) until the Plan is due to be updated	57.14%	4
Primary focus is on changes needed to support the individual's health and safety	14.29%	1
Total Respondents: 7		

### Q9 How has your CSB remediated this area of noncompliance? Please select all that apply.

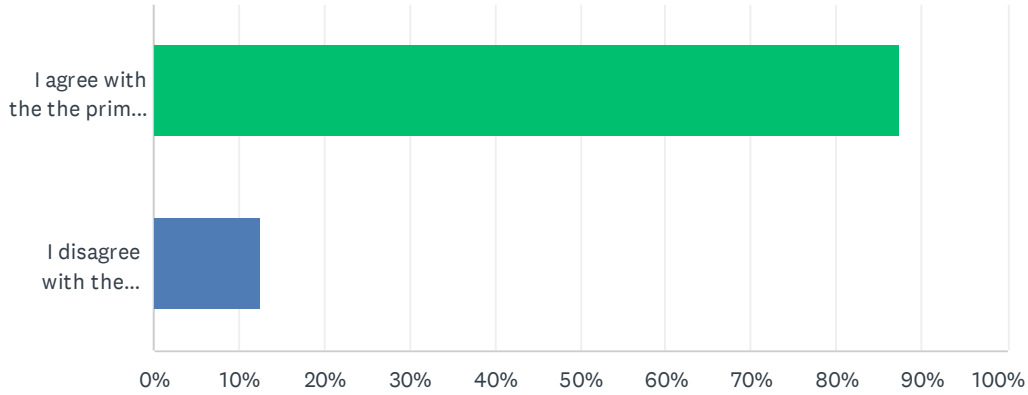
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
We have not remediated this area of noncompliance yet.	0.00%	0
We have referred providers to DBHDS for training.	41.67%	10
We have attended Provider Rountable/SC meetings with discussion on the topic.	58.33%	14
We have attended a DBHDS training/received technical assistance on this topic.	54.17%	13
We have worked with individual providers to remediate noncompliance in this area.	37.50%	9
We have conducted other remediation.	0.00%	0
We have not received a citation in this area.	33.33%	8
Total Respondents: 24		

### Q10 Performance Measure D3: Number and percent of individuals whose Plans for Support includes a risk mitigation strategy when the risk assessment indicates a need.

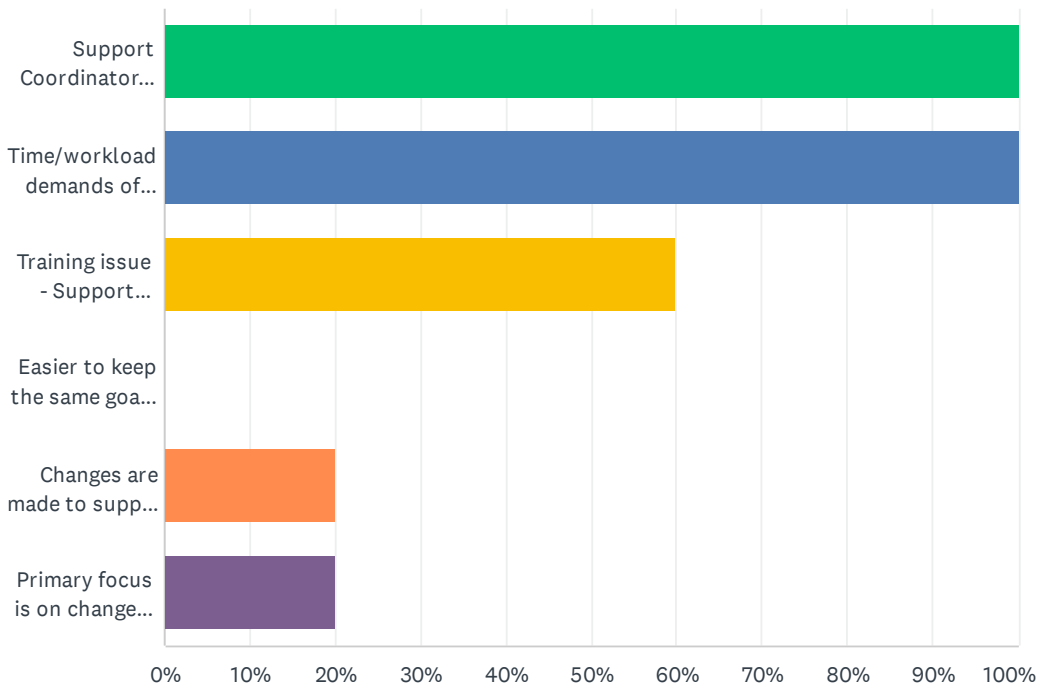
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
I agree with the the primary reason for noncompliance identified in the QRT EOY Report.	87.50%	21
I disagree with the primary reason for noncompliance identified in the QRT EOY Report	12.50%	3
<b>TOTAL</b>		<b>24</b>

### Q11 If you disagree with the primary reason for noncompliance, what are alternative/supplemental reasons for noncompliance?

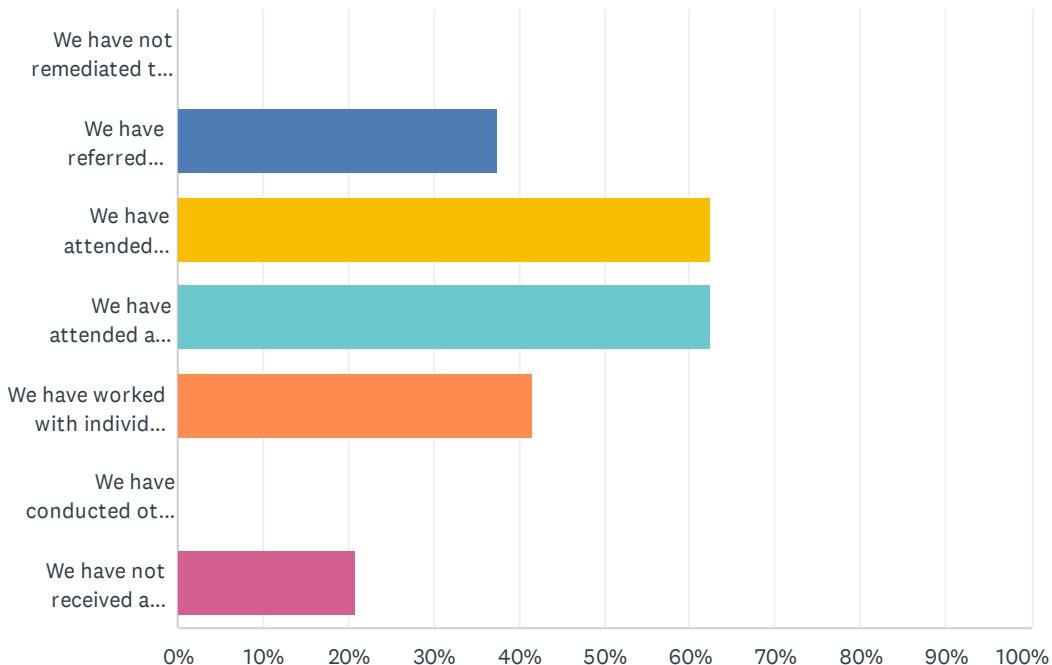
Answered: 5 Skipped: 19



ANSWER CHOICES	RESPONSES	
Support Coordinator turnover	100.00%	5
Time/workload demands of Support Coordinator/Provider	100.00%	5
Training issue - Support Coordinator/Provider may not recognize when the Plan needs to be updated	60.00%	3
Easier to keep the same goals from year to year	0.00%	0
Changes are made to support the person but not added (documented) until the Plan is due to be updated	20.00%	1
Primary focus is on changes needed to support the individual's health and safety	20.00%	1
Total Respondents: 5		

### Q12 How has your CSB remediated this area of noncompliance? Please select all that apply.

Answered: 24 Skipped: 0

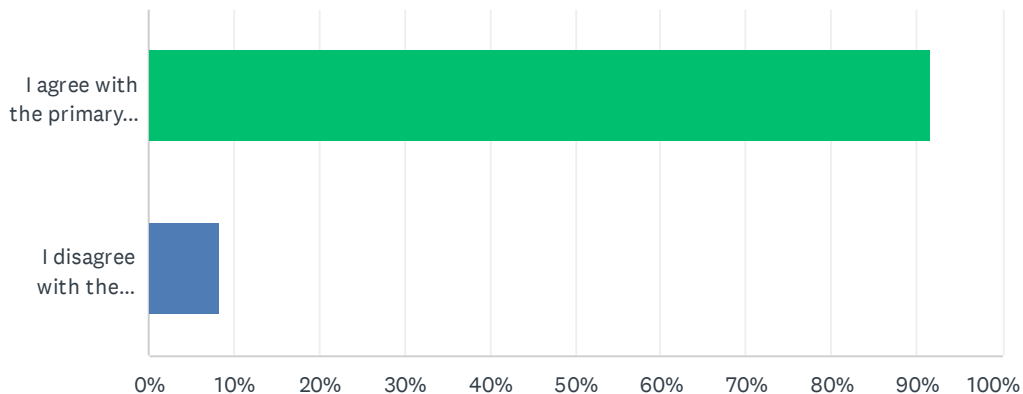


ANSWER CHOICES	RESPONSES	
We have not remediated this area of noncompliance yet.	0.00%	0
We have referred providers to DBHDS for training.	37.50%	9
We have attended Provider Rountable/SC meetings with discussion on the topic.	62.50%	15
We have attended a DBHDS training/received technical assistance on this topic.	62.50%	15
We have worked with individual providers to remediate noncompliance in this area.	41.67%	10
We have conducted other remediation.	0.00%	0
We have not received a citation in this area.	20.83%	5
Total Respondents: 24		



**Q13 Performance Measure D4: Number and percent of service plans that include a back-up plan when required for services to include in-home supports, personal assistance, respite, companion, and shared living.**

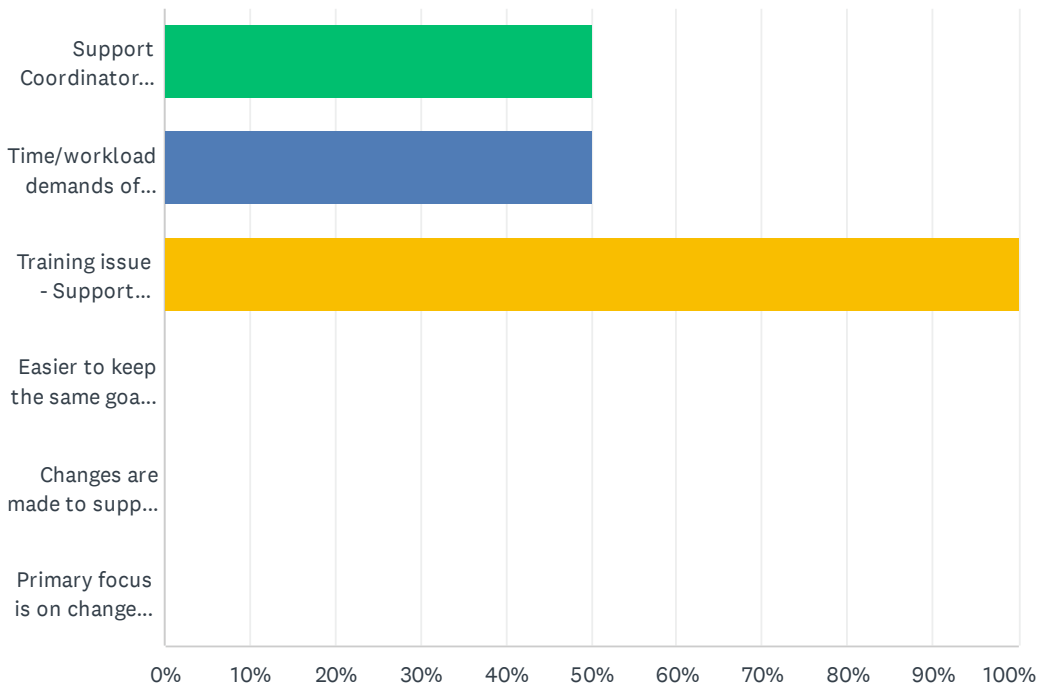
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
I agree with the primary reason for noncompliance identified in the QRT EOY Report.	91.67%	22
I disagree with the primary reason for noncompliance identified in the QRT EOY Report.	8.33%	2
<b>TOTAL</b>		<b>24</b>

### Q14 If you disagree with the primary reason for noncompliance, what are alternative/supplemental reasons for noncompliance?

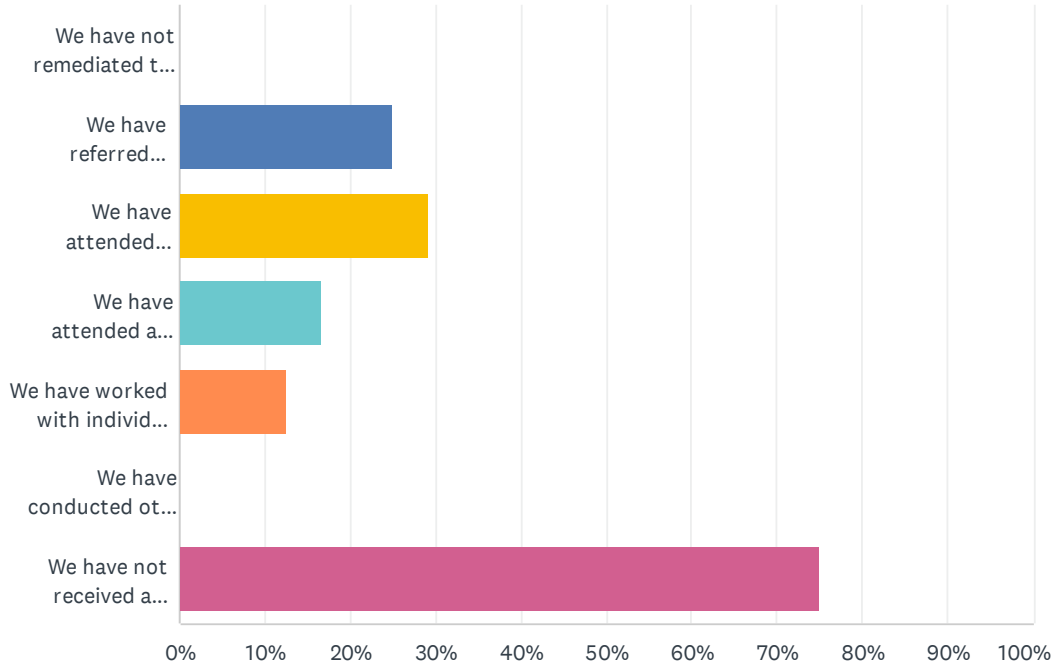
Answered: 2 Skipped: 22



ANSWER CHOICES	RESPONSES	
Support Coordinator turnover	50.00%	1
Time/workload demands of Support Coordinator/Provider	50.00%	1
Training issue - Support Coordinator/Provider may not recognize when the Plan needs to be updated	100.00%	2
Easier to keep the same goals from year to year	0.00%	0
Changes are made to support the person but not added (documented) until the Plan is due to be updated	0.00%	0
Primary focus is on changes needed to support the individual's health and safety	0.00%	0
Total Respondents: 2		

### Q15 How has your CSB remediated this area of noncompliance? Please select all that apply.

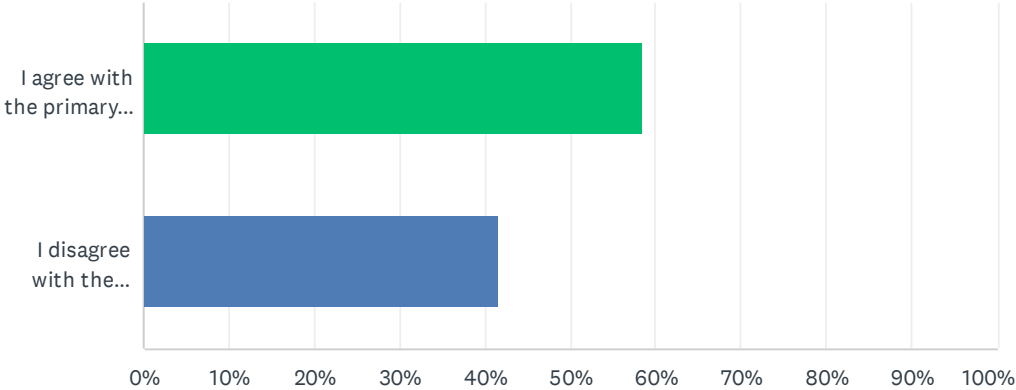
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
We have not remediated this area of noncompliance yet.	0.00%	0
We have referred providers to DBHDS for training.	25.00%	6
We have attended Provider Roundtable/SC meetings with discussion on the topic.	29.17%	7
We have attended a DBHDS training/received technical assistance on this topic.	16.67%	4
We have worked with individual providers to remediate noncompliance in this area.	12.50%	3
We have conducted other remediation.	0.00%	0
We have not received a citation in this area.	75.00%	18
Total Respondents: 24		

### Q16 Performance Measure D6: Number and percent of individuals whose service plan was revised, as needed, to address changing needs.

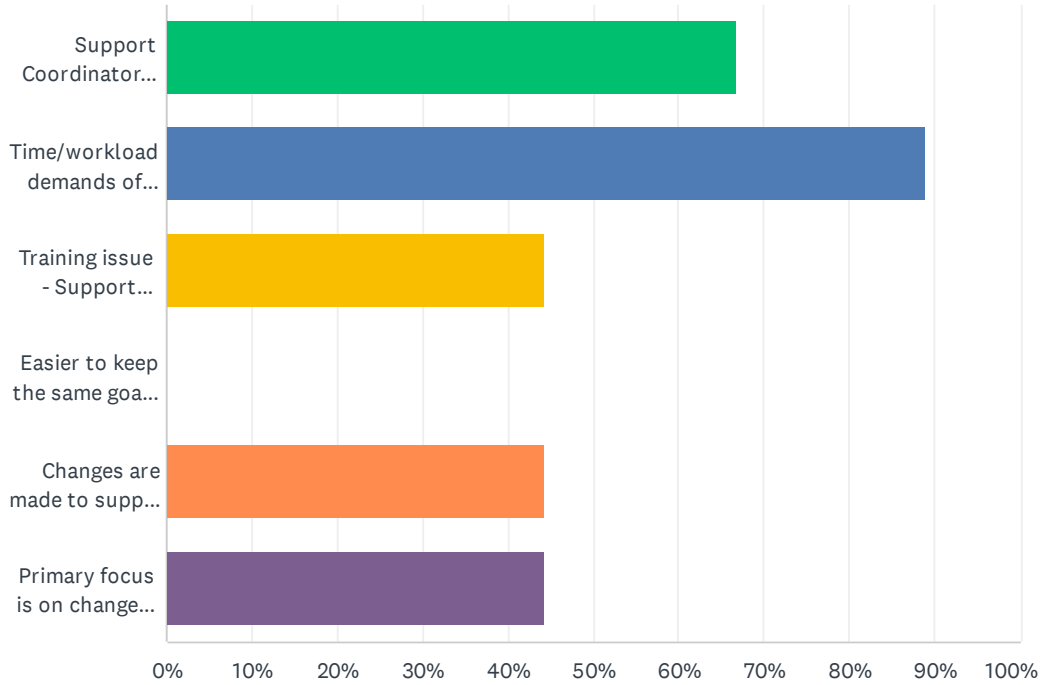
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
I agree with the primary reason for noncompliance identified in the QRT EOY Report.	58.33%	14
I disagree with the primary reason for noncompliance identified in the QRT EOY Report.	41.67%	10
TOTAL		24

### Q17 If you disagree with the primary reason for noncompliance, what are alternative/supplemental reasons for noncompliance?

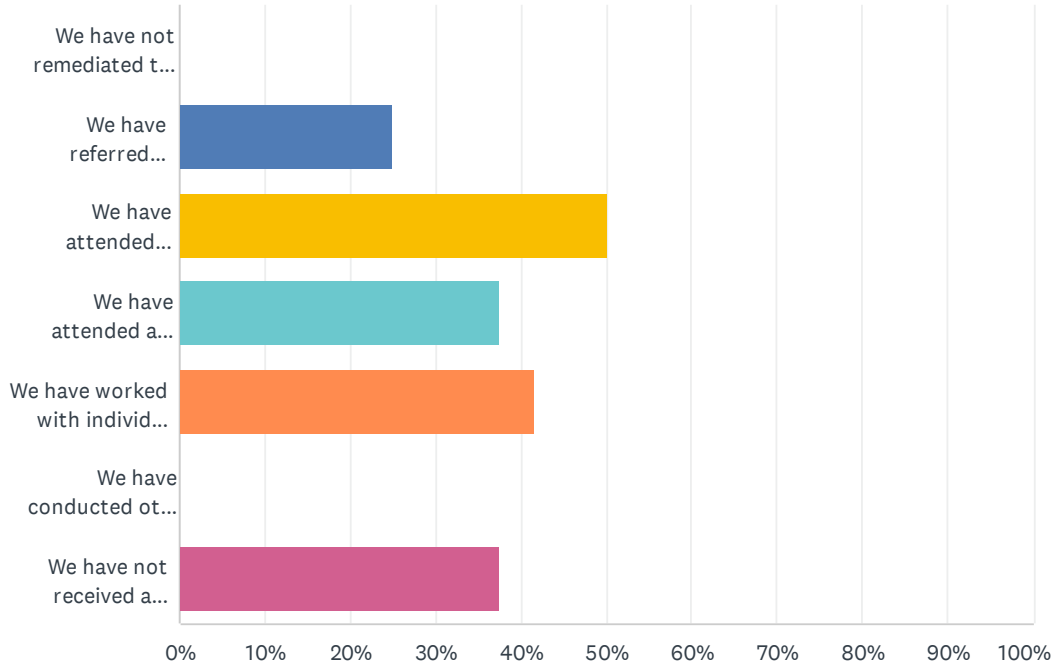
Answered: 9 Skipped: 15



ANSWER CHOICES	RESPONSES	
Support Coordinator turnover	66.67%	6
Time/workload demands of Support Coordinator/Provider	88.89%	8
Training issue - Support Coordinator/Provider may not recognize when the Plan needs to be updated	44.44%	4
Easier to keep the same goals from year to year	0.00%	0
Changes are made to support the person but not added (documented) until the Plan is due to be updated	44.44%	4
Primary focus is on changes needed to support the individual's health and safety	44.44%	4
Total Respondents: 9		

### Q18 How has your CSB remediated this area of noncompliance? Please select all that apply.

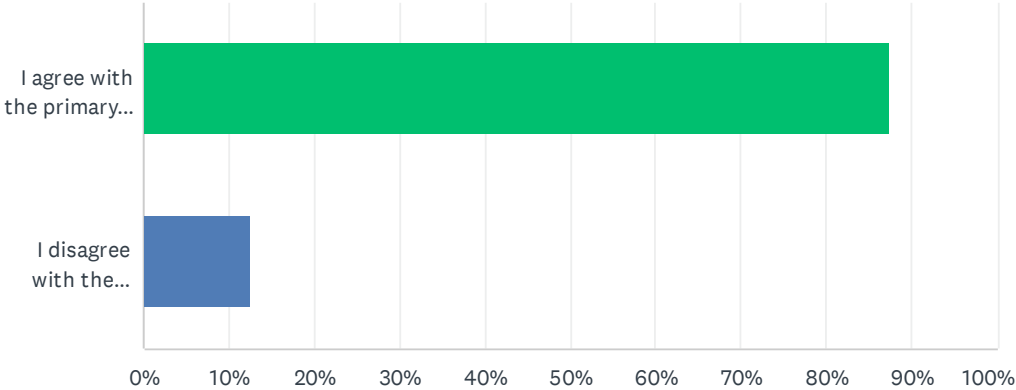
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
We have not remediated this area of noncompliance yet.	0.00%	0
We have referred providers to DBHDS for training.	25.00%	6
We have attended Provider Rountable/SC meetings with discussion on the topic.	50.00%	12
We have attended a DBHDS training/received technical assistance on this topic.	37.50%	9
We have worked with individual providers to remediate noncompliance in this area.	41.67%	10
We have conducted other remediation.	0.00%	0
We have not received a citation in this area.	37.50%	9
Total Respondents: 24		

### Q19 Performance Measure D7: Number and percent of individuals who received services in the frequency specified in the service plan.

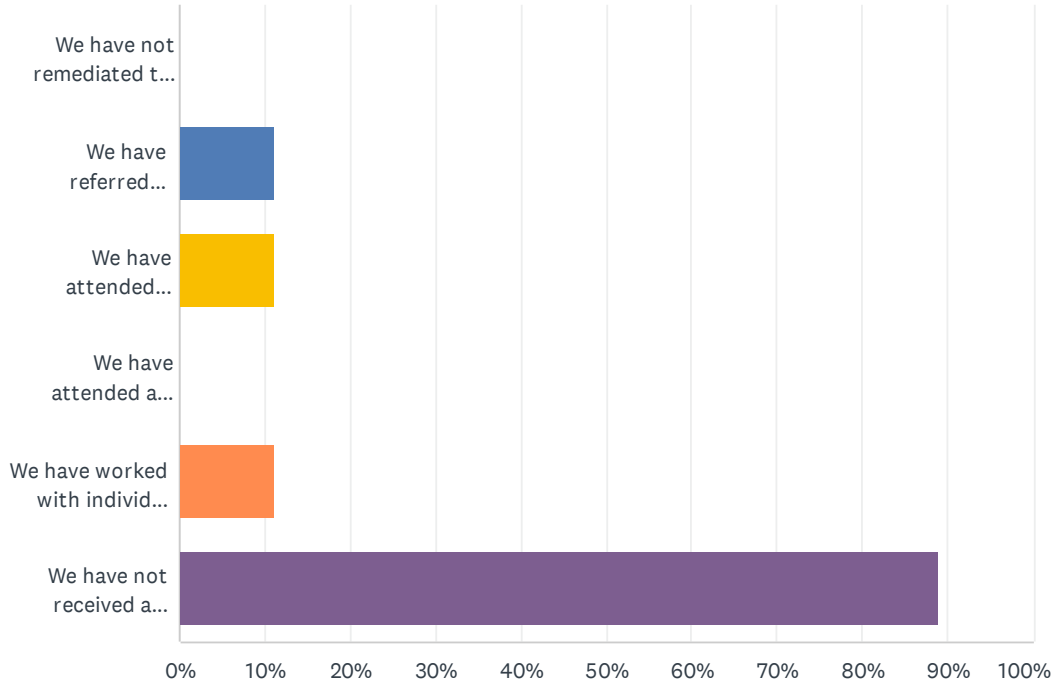
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
I agree with the primary area of noncompliance identified in the report	87.50%	21
I disagree with the primary area of noncompliance identified in the report	12.50%	3
TOTAL		24

## Q20 If you disagree with the primary reason for noncompliance, what are alternative/supplemental reasons for noncompliance?

Answered: 9 Skipped: 15

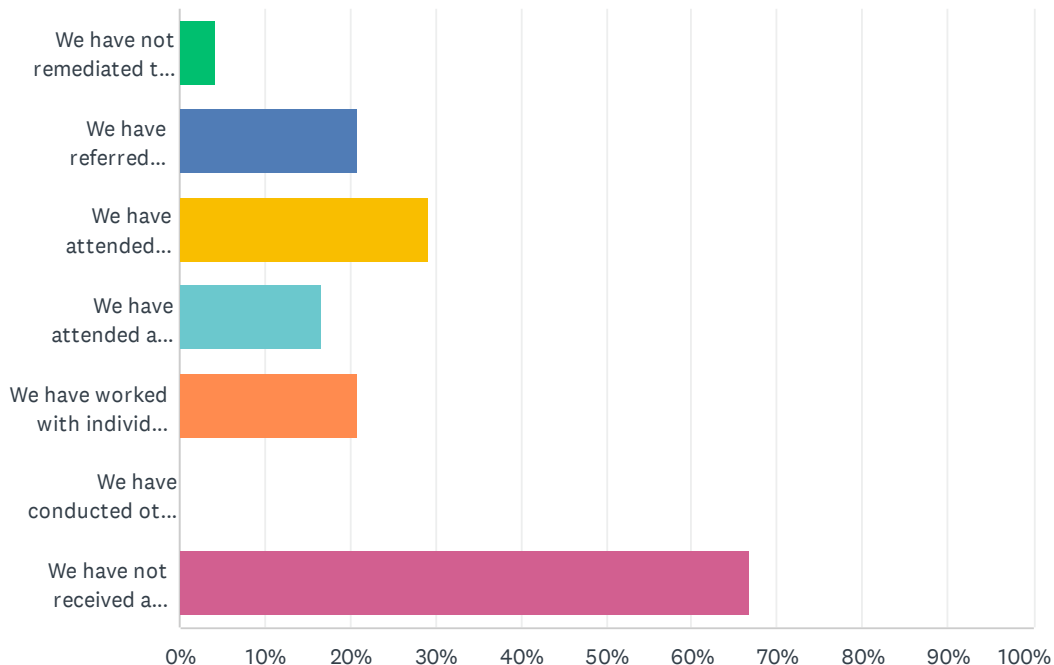


ANSWER CHOICES	RESPONSES	
We have not remediated this area of noncompliance yet.	0.00%	0
We have referred providers to DBHDS for training.	11.11%	1
We have attended Provider Roundtable/SC meetings with discussion on the topic	11.11%	1
We have attended a DBHDS training/received technical assistance on this topic.	0.00%	0
We have worked with individual providers to remediate noncompliance in this area.	11.11%	1
We have not received a citation in this area.	88.89%	8
Total Respondents: 9		



## Q21 How has your CSB remediated this area of noncompliance? Please select all that apply.

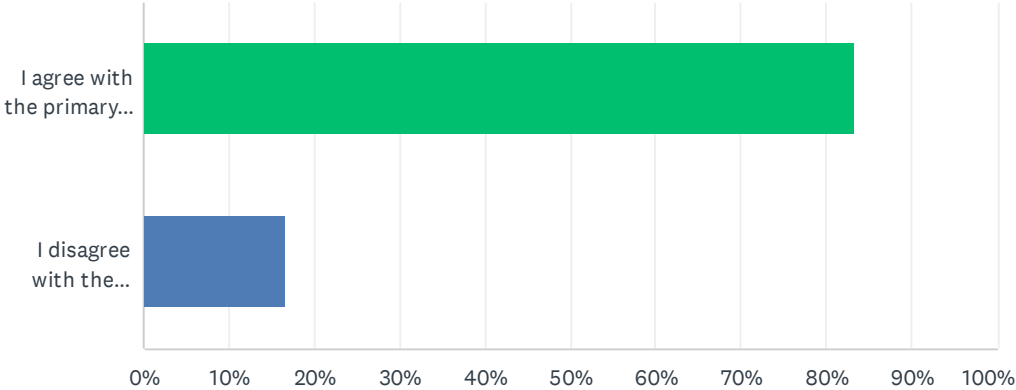
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
We have not remediated this area of noncompliance yet.	4.17%	1
We have referred providers to DBHDS for training.	20.83%	5
We have attended Provider Roundtable/SC meetings with discussion on the topic.	29.17%	7
We have attended a DBHDS training/received technical assistance on this topic.	16.67%	4
We have worked with individual providers to remediate noncompliance in this area.	20.83%	5
We have conducted other remediation.	0.00%	0
We have not received a citation in this area.	66.67%	16
Total Respondents: 24		

### Q22 Performance Measure D11: Number and percent of individuals who received services in the amount specified in the service plan.

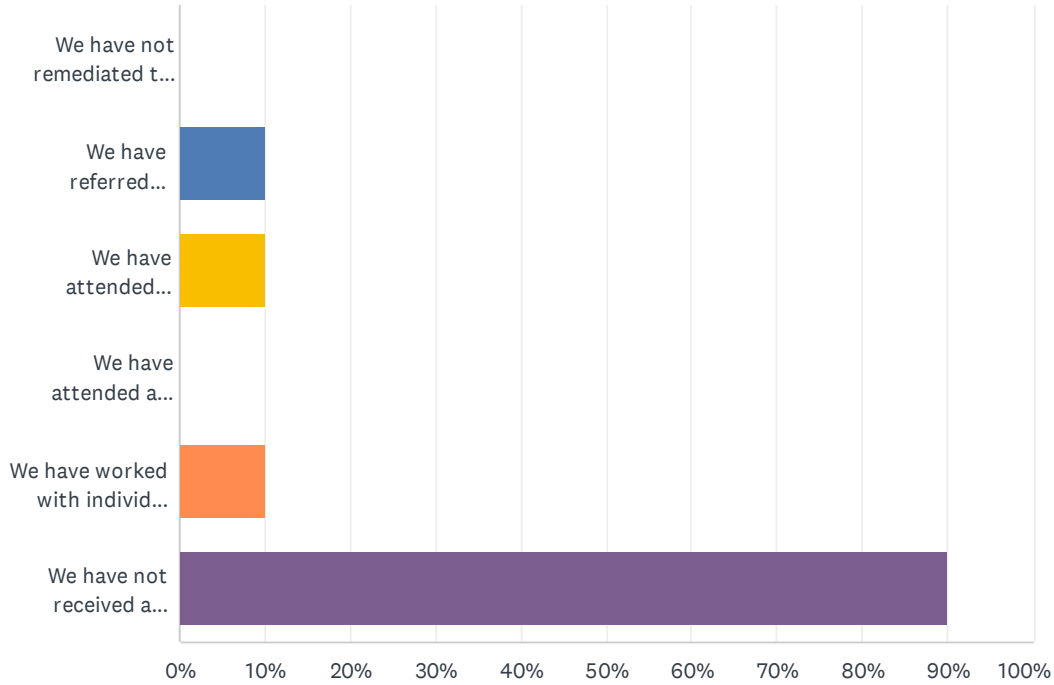
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
I agree with the primary reason for noncompliance identified in the QRT EOY Report	83.33%	20
I disagree with the primary reason for noncompliance identified in the QRT EOY Report.	16.67%	4
TOTAL		24

## Q23 If you disagree with the primary reason for noncompliance, what are alternative/supplemental reasons for noncompliance?

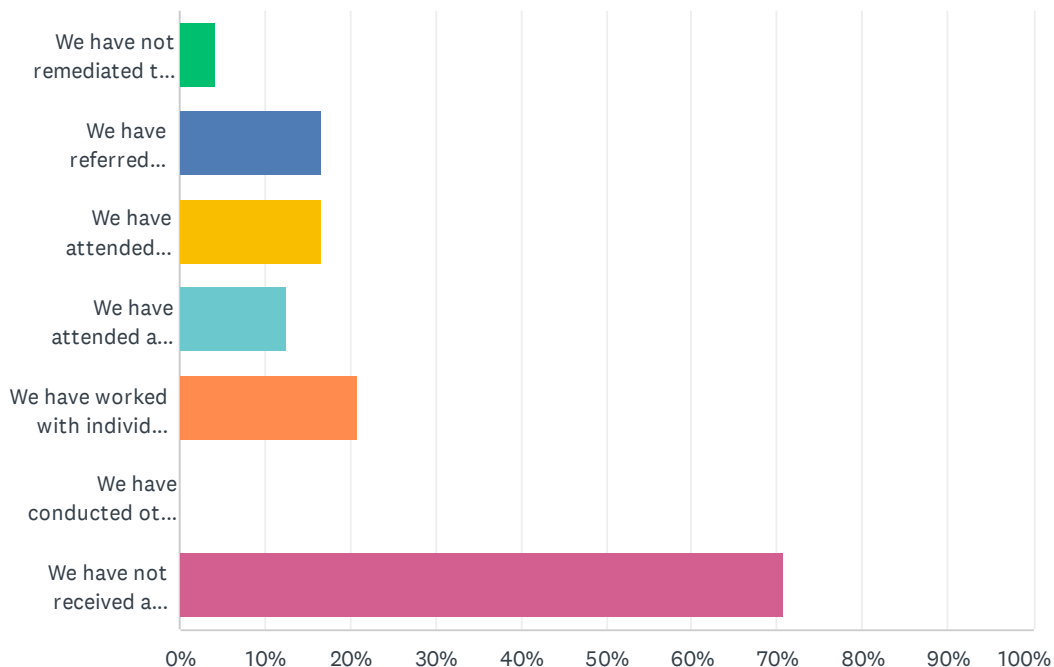
Answered: 10 Skipped: 14



ANSWER CHOICES	RESPONSES	
We have not remediated this area of noncompliance yet.	0.00%	0
We have referred providers to DBHDS for training.	10.00%	1
We have attended Provider Roundtable/SC meetings with discussion on the topic	10.00%	1
We have attended a DBHDS training/received technical assistance on this topic.	0.00%	0
We have worked with individual providers to remediate noncompliance in this area.	10.00%	1
We have not received a citation in this area.	90.00%	9
Total Respondents: 10		

## Q24 How has your CSB remediated this area of noncompliance? Please select all that apply.

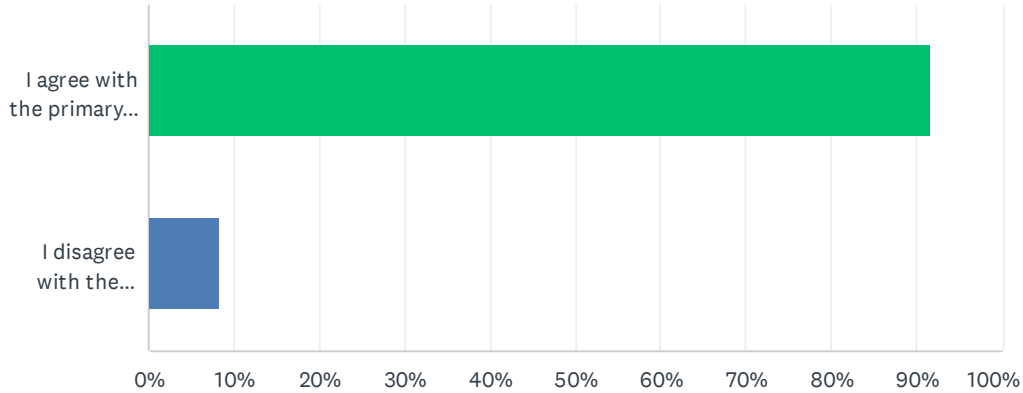
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
We have not remediated this area of noncompliance yet.	4.17%	1
We have referred providers to DBHDS for training.	16.67%	4
We have attended Provider Roundtable/SC meetings with discussion on the topic.	16.67%	4
We have attended a DBHDS training/received technical assistance on this topic.	12.50%	3
We have worked with individual providers to remediate noncompliance in this area.	20.83%	5
We have conducted other remediation.	0.00%	0
We have not received a citation in this area.	70.83%	17
Total Respondents: 24		

### Q25 Performance Measure G1: Number and percent of closed cases of abuse/neglect/exploitation for which DBHDS verified that the investigation conducted by the provider was done in accordance with regulations.

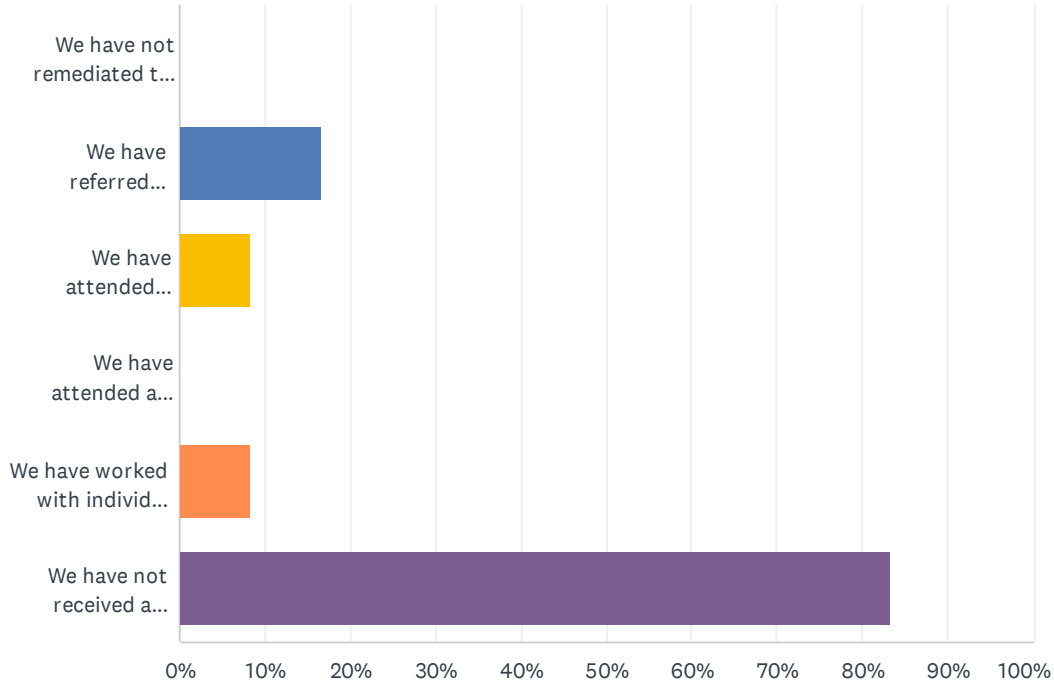
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
I agree with the primary reason for noncompliance identified in the QRT EOY Report	91.67%	22
I disagree with the primary reason for noncompliance identified in the QRT EOY Report.	8.33%	2
<b>TOTAL</b>		<b>24</b>

## Q26 If you disagree with the primary reason for noncompliance, what are alternative/supplemental reasons for noncompliance?

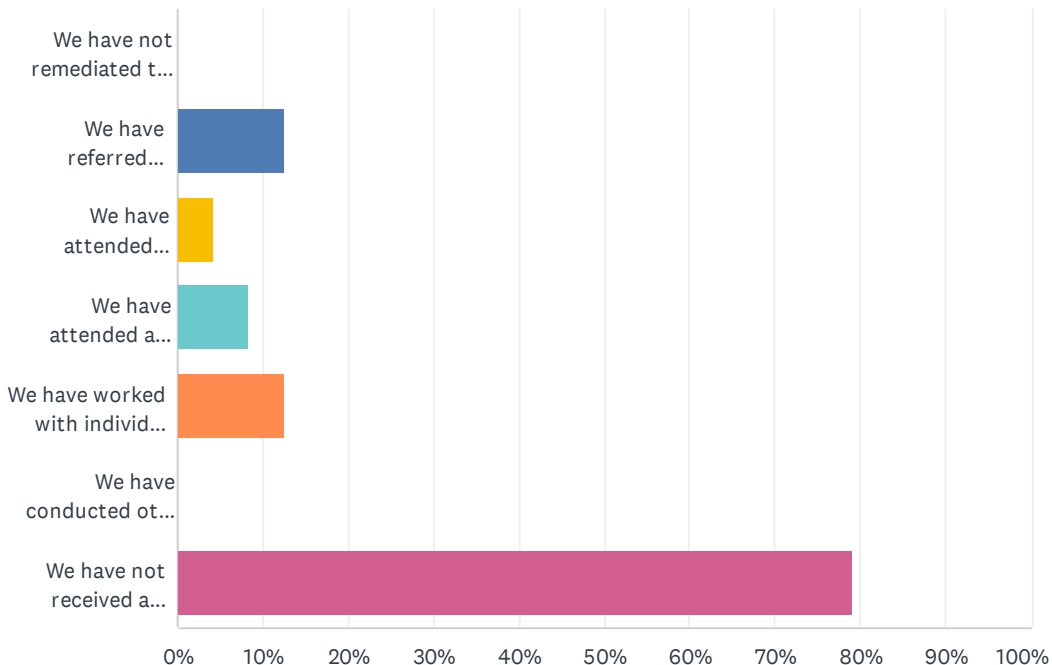
Answered: 12 Skipped: 12



ANSWER CHOICES	RESPONSES	
We have not remediated this area of noncompliance yet.	0.00%	0
We have referred providers to DBHDS for training.	16.67%	2
We have attended Provider Roundtable/SC meetings with discussion on the topic	8.33%	1
We have attended a DBHDS training/received technical assistance on this topic.	0.00%	0
We have worked with individual providers to remediate noncompliance in this area.	8.33%	1
We have not received a citation in this area.	83.33%	10
Total Respondents: 12		

## Q27 How has your CSB remediated this area of noncompliance? Please select all that apply.

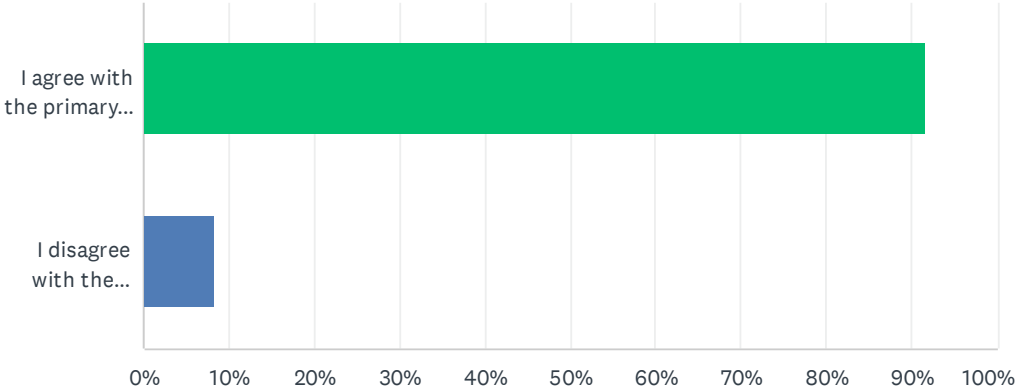
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
We have not remediated this area of noncompliance yet.	0.00%	0
We have referred providers to DBHDS for training.	12.50%	3
We have attended Provider Rountable/SC meetings with discussion on the topic.	4.17%	1
We have attended a DBHDS training/received technical assistance on this topic.	8.33%	2
We have worked with individual providers to remediate noncompliance in this area.	12.50%	3
We have conducted other remediation.	0.00%	0
We have not received a citation in this area.	79.17%	19
Total Respondents: 24		

### Q28 Performance Measure G4: Number and percent of individuals who receive annual notification of rights and information to report ANE

Answered: 24 Skipped: 0

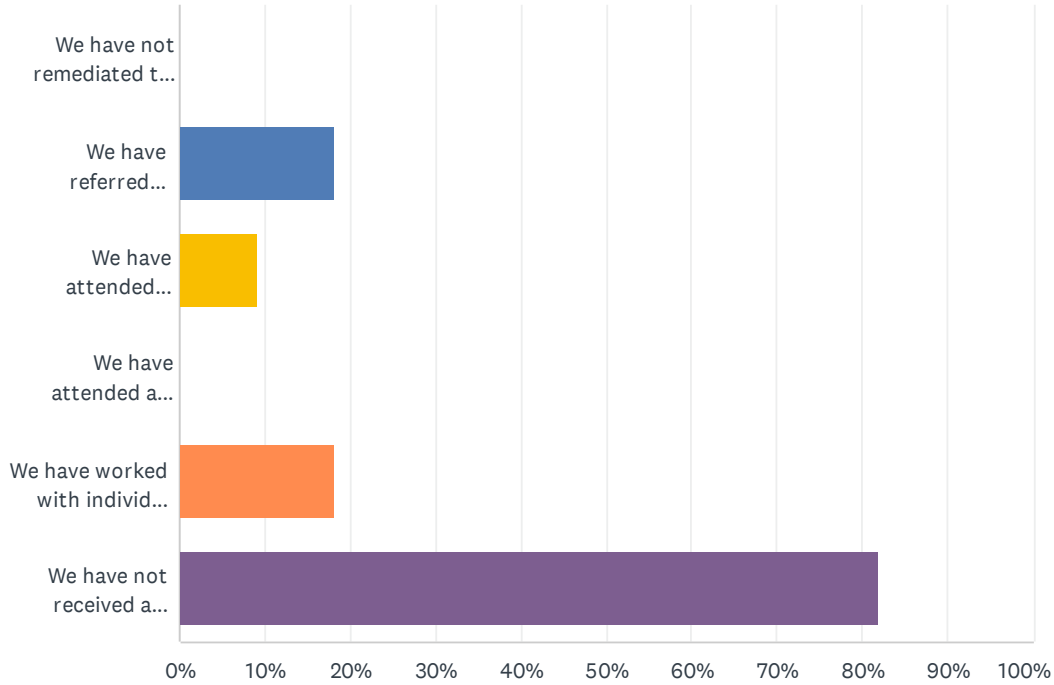


ANSWER CHOICES	RESPONSES	
I agree with the primary reason for noncompliance identified in the QRT EOY Report	91.67%	22
I disagree with the primary reason for noncompliance identified in the QRT EOY Report.	8.33%	2
TOTAL		24



## Q29 If you disagree with the primary reason for noncompliance, what are alternative/supplemental reasons for noncompliance?

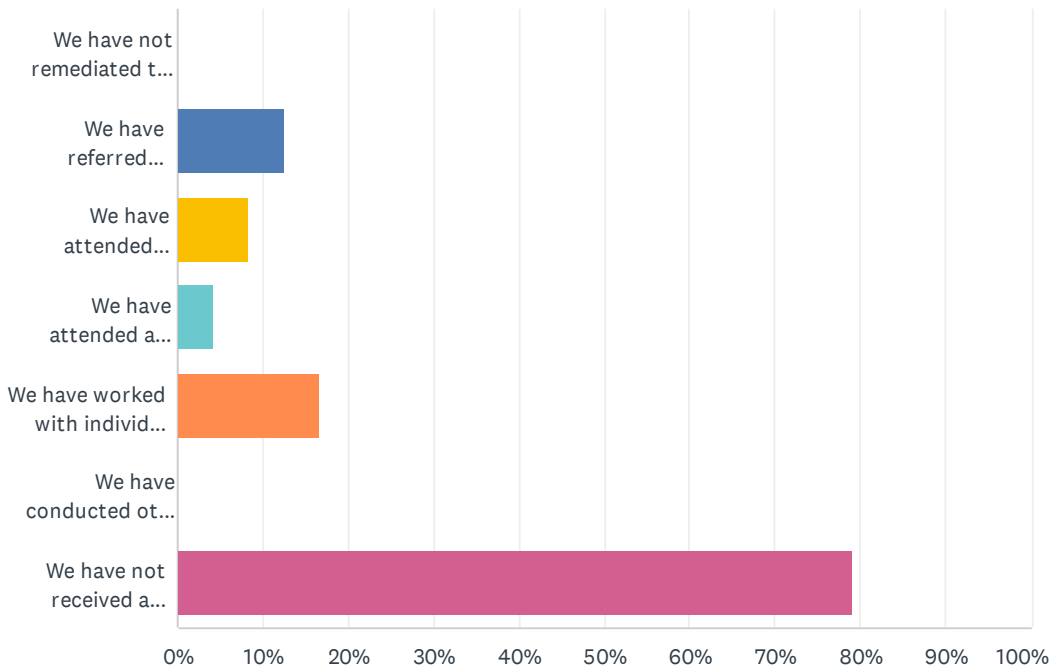
Answered: 11 Skipped: 13



ANSWER CHOICES	RESPONSES	
We have not remediated this area of noncompliance yet.	0.00%	0
We have referred providers to DBHDS for training.	18.18%	2
We have attended Provider Roundtable/SC meetings with discussion on the topic	9.09%	1
We have attended a DBHDS training/received technical assistance on this topic.	0.00%	0
We have worked with individual providers to remediate noncompliance in this area.	18.18%	2
We have not received a citation in this area.	81.82%	9
Total Respondents: 11		

### Q30 How has your CSB remediated this area of noncompliance? Please select all that apply.

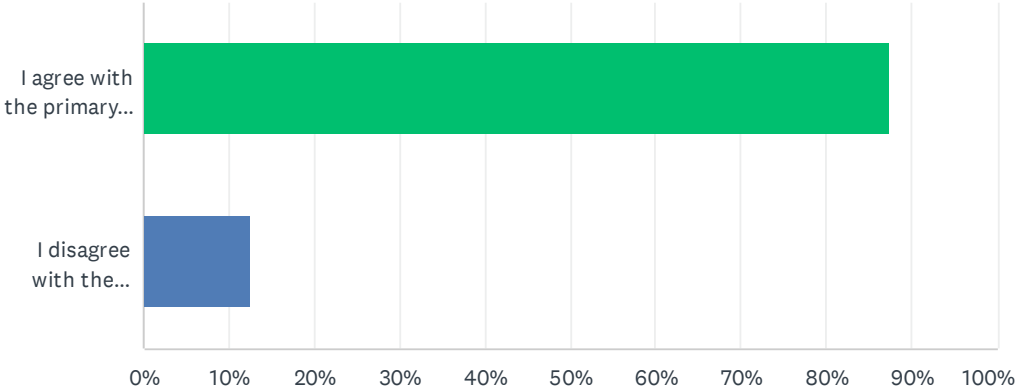
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
We have not remediated this area of noncompliance yet.	0.00%	0
We have referred providers to DBHDS for training.	12.50%	3
We have attended Provider Rountable/SC meetings with discussion on the topic.	8.33%	2
We have attended a DBHDS training/received technical assistance on this topic.	4.17%	1
We have worked with individual providers to remediate noncompliance in this area.	16.67%	4
We have conducted other remediation.	0.00%	0
We have not received a citation in this area	79.17%	19
Total Respondents: 24		

### Q31 Performance Measure G10: Number and percent of participants 19 years and younger who had an ambulatory or preventive care visit during the year.

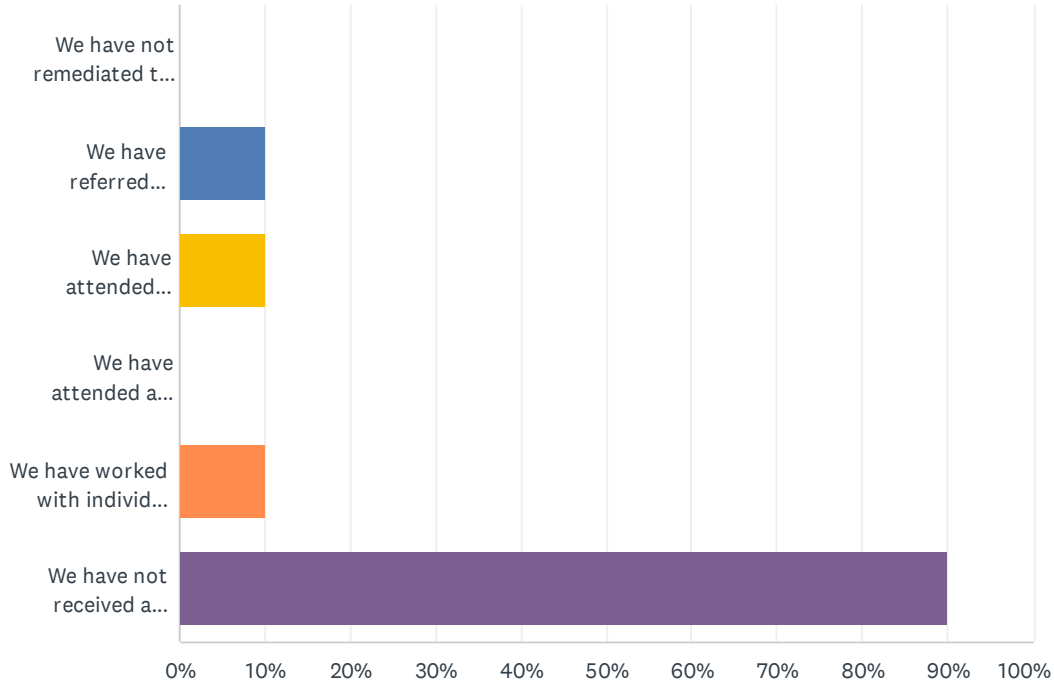
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
I agree with the primary reason for noncompliance identified in the QRT EOY Report	87.50%	21
I disagree with the primary reason for noncompliance identified in the QRT EOY Report	12.50%	3
TOTAL		24

### Q32 If you disagree with the primary reason for noncompliance, what are alternative/supplemental reasons for noncompliance?

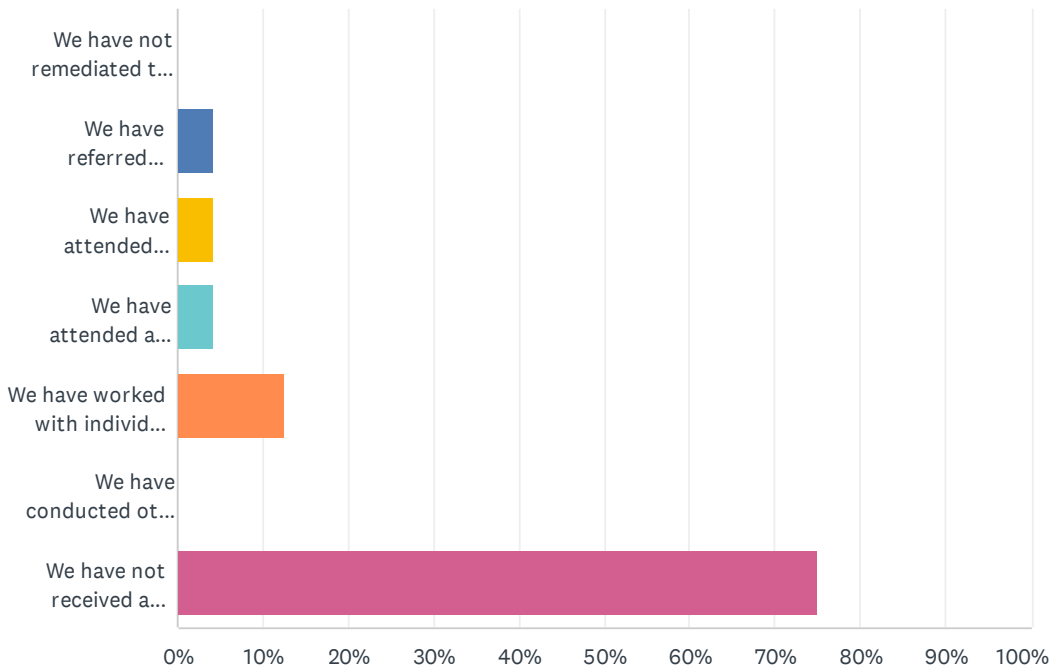
Answered: 10 Skipped: 14



ANSWER CHOICES	RESPONSES	
We have not remediated this area of noncompliance yet.	0.00%	0
We have referred providers to DBHDS for training.	10.00%	1
We have attended Provider Roundtable/SC meetings with discussion on the topic	10.00%	1
We have attended a DBHDS training/received technical assistance on this topic.	0.00%	0
We have worked with individual providers to remediate noncompliance in this area.	10.00%	1
We have not received a citation in this area.	90.00%	9
Total Respondents: 10		

### Q33 How has your CSB remediated this area of noncompliance? Please select all that apply.

Answered: 24 Skipped: 0



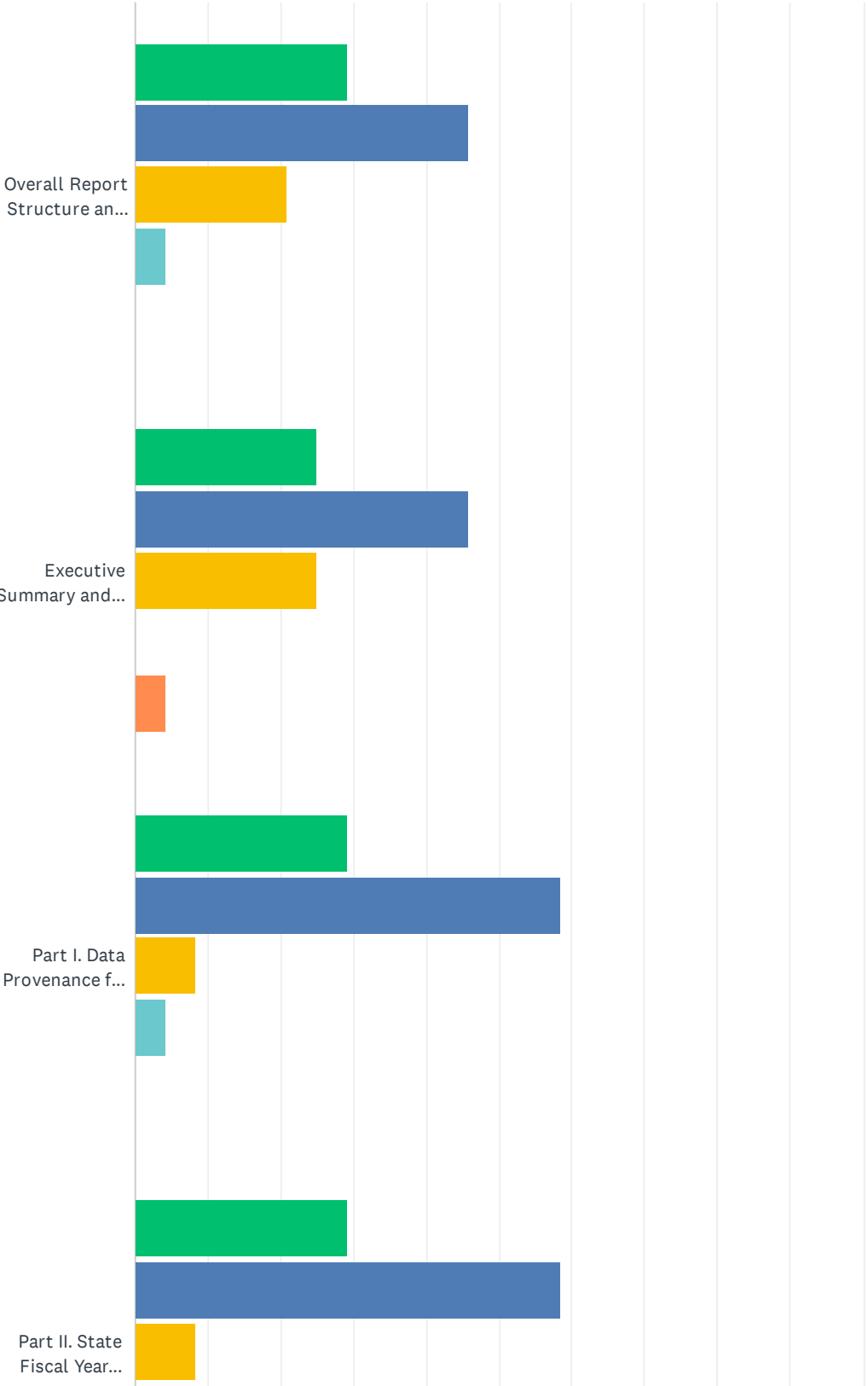
ANSWER CHOICES	RESPONSES	
We have not remediated this area of noncompliance yet.	0.00%	0
We have referred providers to DBHDS for training.	4.17%	1
We have attended Provider Rountable/SC meetings with discussion on the topic.	4.17%	1
We have attended a DBHDS training/received technical assistance on this topic.	4.17%	1
We have worked with individual providers to remediate noncompliance in this area.	12.50%	3
We have conducted other remediation.	0.00%	0
We have not received a citation in this area	75.00%	18
<b>TOTAL</b>		<b>24</b>

**Q34 Do you have any additional feedback on any PM not expressly solicited in previous questions?**

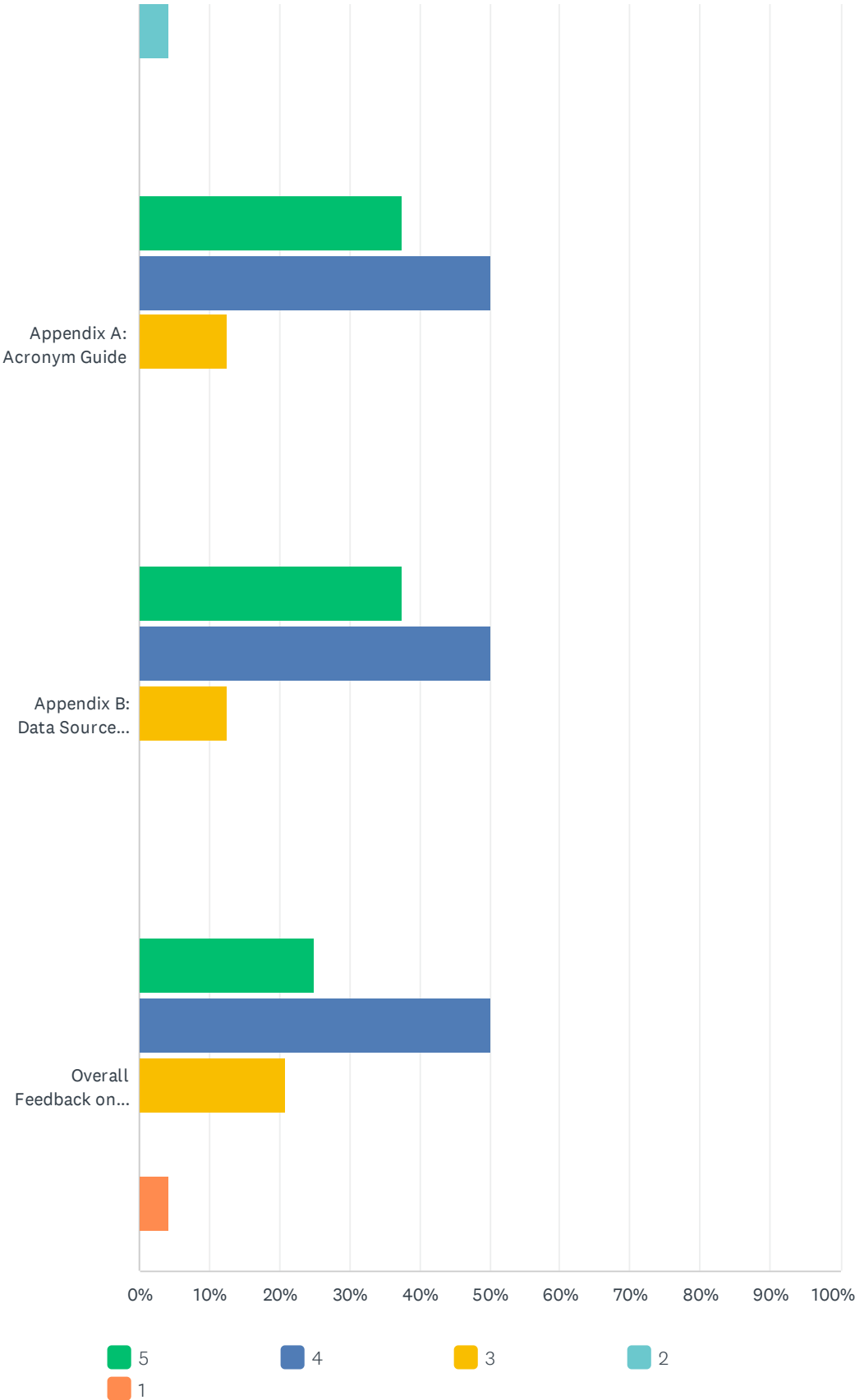
Answered: 10 Skipped: 14

### Q35 Please provide overall feedback on the QRT EOY Report on a scale from 1-5 where (5) is the best possible score and (1) is the worst.

Answered: 24 Skipped: 0



2023 QRT EOY Report CSB Review Questionnaire





## 2023 QRT EOY Report CSB Review Questionnaire

	5	4	3	2	1	TOTAL
Overall Report Structure and Format	29.17% 7	45.83% 11	20.83% 5	4.17% 1	0.00% 0	24
Executive Summary and Conclusions	25.00% 6	45.83% 11	25.00% 6	0.00% 0	4.17% 1	24
Part I. Data Provenance for Health and Safety Measures	29.17% 7	58.33% 14	8.33% 2	4.17% 1	0.00% 0	24
Part II. State Fiscal Year 2023 Quality Review Team Reporting	29.17% 7	58.33% 14	8.33% 2	4.17% 1	0.00% 0	24
Appendix A: Acronym Guide	37.50% 9	50.00% 12	12.50% 3	0.00% 0	0.00% 0	24
Appendix B: Data Source Index	37.50% 9	50.00% 12	12.50% 3	0.00% 0	0.00% 0	24
Overall Feedback on Tool/Ease of Use	25.00% 6	50.00% 12	20.83% 5	0.00% 0	4.17% 1	24

**Q36 Do you have any additional feedback on the overall QRT EOY Report and/or the QRT CSB Review Questionnaire Feedback tool you would like to share?**

Answered: 10 Skipped: 14