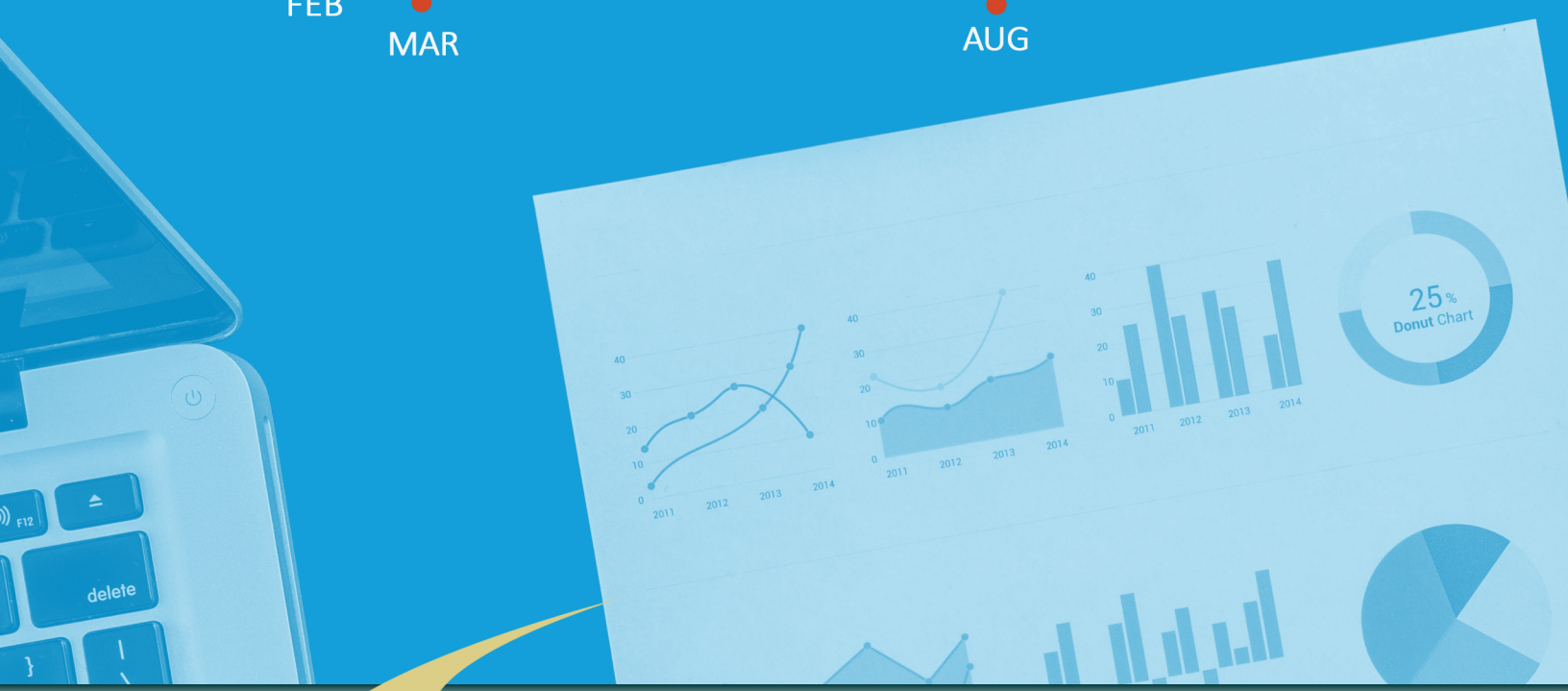
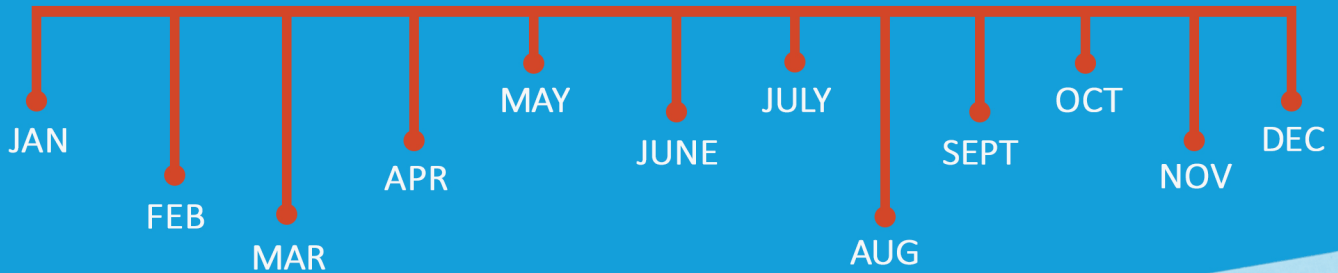


# 2020 DATA REPORT

North Dakota Developmental Disabilities Division





Since 1969, CQL | The Council on Quality and Leadership has been a leader in working with human service organizations and systems to continuously define, measure, and improve quality of life and quality of services for youth, adults, and older adults with intellectual and developmental disabilities, as well as people with psychiatric disabilities. CQL offers accreditation, training, certification, research, and consultation services to agencies and service systems that share our vision of dignity, opportunity, and community for all people.

## MISSION

CQL is dedicated to the definition, measurement, and improvement of personal quality of life.

## VISION

A world of dignity, opportunity, and community for all people.

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## METHODS

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This report includes analysis of many different aspects of CQL's accreditation process (2020) including data from *Basic Assurances*<sup>®</sup> reviews and *Personal Outcome Measures*<sup>®</sup> interviews.

### The Basic Assurances<sup>®</sup>

For the *Basic Assurances*<sup>®</sup> review, provider organizations conduct a self-assessment of their alignment with the Basic Assurances<sup>®</sup> standards. The *Basic Assurances*<sup>®</sup> contain 46 Indicators which are divided into 10 Factors. The *Basic Assurances*<sup>®</sup> measure the organization's systems and practices for ensuring individuals are safe, healthy, and their rights are preserved. The Basic Assurances<sup>®</sup> are self-assessed by the organization and submitted prior to the on-site visit. CQL staff conduct on-site activities to validate the responses submitted, and provide feedback or recommendations. This process occurs through meetings with organizational staff as well as review of policies, procedures, and other supporting evidence noted in the assessment. Focus groups are also conducted. All available data from 2020 ( $n = 17$ ) organizational assessments were entered into SPSS.27 for cleaning, aggregation, and analysis.

### The Personal Outcome Measures<sup>®</sup>

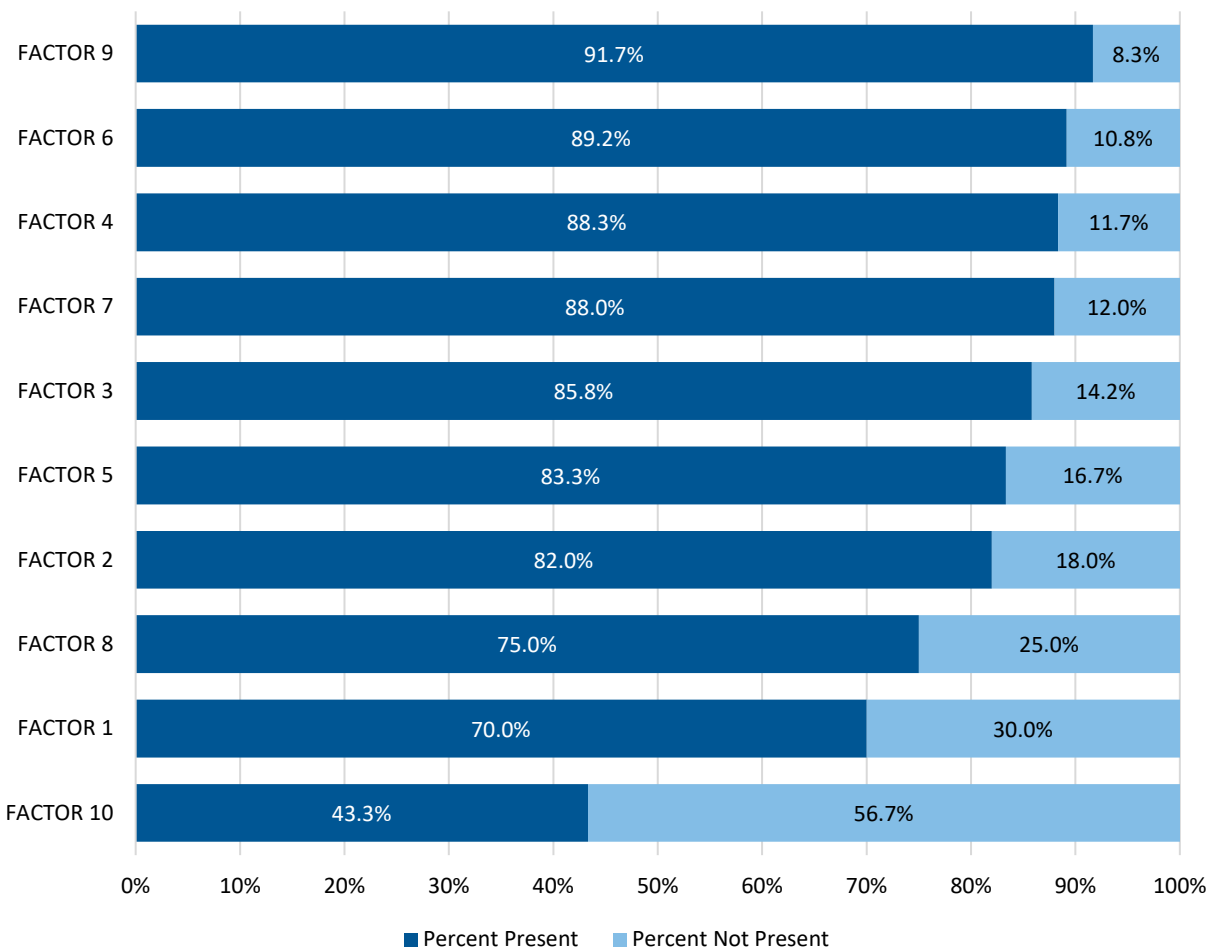
The *Personal Outcome Measures*<sup>®</sup>, a person-centered quality of life tool, have been shown to be strong measures of quality. The measures provide information that helps to identify which supports are working well, regardless of how resources have been allocated. The *Personal Outcome Measures*<sup>®</sup> are unique in that they focus on the achievement of outcomes as a result of supports, rather than the process utilized to deliver those supports. The *Personal Outcome Measures*<sup>®</sup> assess the impact of supports on the quality of life of the people receiving those services and supports. The number of *outcomes* present in people's lives is a metric gauging the quality of life for the person. The number and types of *supports* present measures the degree to which each person's quality of life is recognized and supported by the provider organization(s).

The *Personal Outcome Measures*<sup>®</sup> data included in this report was collected by both non-certified and certified interviewers. A total of 258 people were included in this data set (2020). All available data was entered into SPSS.27 for cleaning, aggregation, and analysis.

# BASIC ASSURANCES® DATA

## Factors Present (n = 17)

Factor	% Present	Rank
FACTOR 1 - Rights Protection and Promotion	70.0%	9
FACTOR 2 - Dignity and Respect	82.0%	7
FACTOR 3 - Natural Support Networks	85.8%	5
FACTOR 4 - Protection from Abuse, Neglect, Mistreatment and Exploitation	88.3%	3
FACTOR 5 - Best Possible Health	83.3%	6
FACTOR 6 - Safe Environments	89.2%	2
FACTOR 7 - Staff Resources and Supports	88.0%	4
FACTOR 8 - Positive Services and Supports	75.0%	8
FACTOR 9 - Continuity and Personal Security	91.7%	1
FACTOR 10 - Basic Assurances® System	43.3%	10



## Indicators Present: North Dakota Versus National Data (CQL review; 2020)

Indicators	North Dakota (n = 17)		National (n = 40)		Difference	
	System	Practice	System	Practice	System	Practice
<b>FACTOR 1 - Rights Protection and Promotion</b>						
1a The organization implements policies and procedures that promote people's rights.	94.1%	87.5%	53.8%	64.9%	40.3%	22.6%
1b The organization supports people to exercise their rights and responsibilities.	29.4%	66.7%	38.5%	30.8%	-9.0%	35.9%
1c Staff recognize and honor people's rights.	82.4%	86.7%	65.8%	78.4%	16.6%	8.3%
1d The organization upholds due process requirements.	88.2%	56.3%	40.5%	27.0%	47.7%	29.2%
1e Decision-making supports are provided to people as needed.	52.9%	46.7%	35.1%	35.1%	17.8%	11.5%
<b>FACTOR 2 - Dignity and Respect</b>						
2a People are treated as people first.	100.0%	80.0%	86.8%	80.6%	13.2%	-0.6%
2b The organization respects people's concerns and responds accordingly.	58.8%	73.3%	52.6%	58.3%	6.2%	15.0%
2c People have privacy.	88.2%	73.3%	83.8%	75.7%	4.5%	-2.3%
2d Supports and services enhance dignity and respect.	100.0%	86.7%	76.3%	62.2%	23.7%	24.5%
2e People have meaningful work and activity choices.	76.5%	80.0%	34.2%	27.0%	42.3%	53.0%
<b>FACTOR 3 - Natural Support Networks</b>						
3a Policies and practices facilitate continuity of natural support systems.	58.8%	80.0%	50.0%	58.3%	8.8%	21.7%
3b The organization recognizes emerging support networks.	94.1%	87.5%	56.8%	41.7%	37.4%	45.8%
3c Communication occurs among people, their support staff and their families.	100.0%	86.7%	86.5%	94.4%	13.5%	-7.8%
3d The organization facilitates each person's desire for natural supports.	88.2%	87.5%	81.1%	77.8%	7.2%	9.7%
<b>FACTOR 4 - Protection from Abuse, Neglect, Mistreatment and Exploitation</b>						
4a The organization implements policies and procedures that define, prohibit and prevent abuse, neglect, mistreatment and exploitation.	88.2%	87.5%	73.7%	91.9%	14.6%	-4.4%
4b People are free from abuse, neglect, mistreatment and exploitation.	70.6%	81.3%	62.2%	70.3%	8.4%	11.0%
4c The organization implements systems for reviewing and analyzing trends, potential risks and sentinel events including allegations of abuse, neglect, mistreatment and exploitation, and injuries of unknown origin and deaths.	88.2%	81.3%	81.1%	83.8%	7.2%	-2.5%
4d Support staff know how to prevent, detect and report allegations of abuse, neglect, mistreatment and exploitation.	94.1%	86.7%	91.9%	86.5%	2.2%	0.2%

Indicators	North Dakota (n = 17)		National (n = 40)		Difference	
	System	Practice	System	Practice	System	Practice
4e The organization ensures objective, prompt and thorough investigations of each allegation of abuse, neglect, mistreatment and exploitation, and of each injury, particularly injuries of unknown origin.	100.0%	81.3%	75.7%	81.1%	24.3%	0.2%
4f The organization ensures thorough, appropriate and prompt responses to substantiated cases of abuse, neglect, mistreatment and exploitation, and to other associated issues identified in the investigation.	100.0%	87.5%	77.8%	80.6%	22.2%	6.9%
<b>FACTOR 5 - Best Possible Health</b>						
5a People have supports to manage their own health care.	70.6%	68.8%	41.0%	43.6%	29.6%	25.2%
5b People access quality health care.	76.5%	75.0%	50.0%	85.0%	26.5%	-10.0%
5c Data and documentation support evaluation of health care objectives and promote continuity of services and supports.	94.1%	87.5%	70.3%	70.3%	23.8%	17.2%
5d Acute health needs are addressed in a timely manner.	88.2%	86.7%	75.7%	88.9%	12.6%	-2.2%
5e People receive medications and treatments safely and effectively.	88.2%	80.0%	84.2%	86.5%	4.0%	-6.5%
5f Staff immediately recognize and respond to medical emergencies.	82.4%	80.0%	92.1%	97.3%	-9.8%	-17.3%
<b>FACTOR 6 - Safe Environments</b>						
6a The organization provides individualized safety supports.	88.2%	86.7%	60.5%	75.7%	27.7%	11.0%
6b The physical environment promotes people's health, safety and independence.	100.0%	86.7%	91.9%	91.7%	8.1%	-5.0%
6c The organization has individualized emergency plans.	94.1%	80.0%	73.0%	75.0%	21.1%	5.0%
6d Routine inspections ensure that environments are sanitary and hazard free.	93.8%	80.0%	83.8%	88.9%	10.0%	-8.9%
<b>FACTOR 7 - Staff Resources and Supports</b>						
7a The organization implements a system for staff recruitment and retention.	70.6%	73.3%	68.4%	63.2%	2.2%	10.2%
7b The organization implements an ongoing staff development program.	94.1%	86.7%	64.9%	70.3%	29.3%	16.4%
7c The support needs of individuals shape the hiring, training and assignment of all staff.	100.0%	86.7%	83.8%	80.6%	16.2%	6.1%
7d The organization implements systems that promote continuity and consistency of direct support professionals.	94.1%	80.0%	81.6%	86.8%	12.5%	-6.8%
7e The organization treats its employees with dignity, respect and fairness.	88.2%	86.7%	89.2%	88.9%	-1.0%	-2.2%
<b>FACTOR 8 - Positive Services and Supports</b>						
8a People's individual plans lead to person-centered and person-directed services and supports.	88.2%	73.3%	48.6%	43.2%	39.6%	30.1%
8b The organization provides continuous and consistent services and supports for each person.	94.1%	87.5%	83.8%	86.5%	10.3%	1.0%

Indicators	North Dakota (n = 17)		National (n = 40)		Difference	
	System	Practice	System	Practice	System	Practice
8c The organization provides positive behavioral supports to people.	64.7%	75.0%	69.4%	88.9%	-4.7%	-13.9%
8d The organization treats people with psychoactive medications for mental health needs consistent with national standards of care.	62.5%	60.0%	77.1%	82.9%	-14.6%	-22.9%
8e People are free from unnecessary, intrusive interventions.	58.8%	62.5%	41.7%	55.6%	17.2%	6.9%
<b>FACTOR 9 - Continuity and Personal Security</b>						
9a The organization's mission, vision and values promote attainment of personal outcomes.	94.1%	87.5%	75.7%	66.7%	18.4%	20.8%
9b The organization implements sound fiscal practices.	82.4%	81.3%	72.2%	68.6%	10.1%	12.7%
9c Business, administrative and support functions promote personal outcomes.	94.1%	86.7%	94.6%	91.4%	-0.5%	-4.8%
9d The cumulative record of personal information promotes continuity of services.	94.1%	80.0%	85.7%	73.5%	8.4%	6.5%
<b>FACTOR 10 - Basic Assurances System</b>						
10a The organization monitors basic assurances.	52.9%	40.0%	27.8%	16.7%	25.2%	23.3%
10b A comprehensive plan describes the methods and procedures for monitoring basic assurances.	52.9%	31.3%	30.6%	22.2%	22.4%	9.0%



## North Dakota: Self-Assessment Versus CQL Review (2020; n = 17)

Indicators	ND: Self-Assessment		ND: CQL Review		Difference	
	System	Practice	System	Practice	System	Practice
<b>FACTOR 1 - Rights Protection and Promotion</b>						
1a The organization implements policies and procedures that promote people's rights.	100.0%	86.7%	94.1%	87.5%	5.9%	-0.8%
1b The organization supports people to exercise their rights and responsibilities.	53.3%	86.7%	29.4%	66.7%	23.9%	20.0%
1c Staff recognize and honor people's rights.	93.3%	86.7%	82.4%	86.7%	11.0%	0.0%
1d The organization upholds due process requirements.	100.0%	86.7%	88.2%	56.3%	11.8%	30.4%
1e Decision-making supports are provided to people as needed.	100.0%	86.7%	52.9%	46.7%	47.1%	40.0%
<b>FACTOR 2 - Dignity and Respect</b>						
2a People are treated as people first.	100.0%	86.7%	100.0%	80.0%	0.0%	6.7%
2b The organization respects people's concerns and responds accordingly.	100.0%	86.7%	58.8%	73.3%	41.2%	13.3%
2c People have privacy.	100.0%	86.7%	88.2%	73.3%	11.8%	13.3%
2d Supports and services enhance dignity and respect.	100.0%	86.7%	100.0%	86.7%	0.0%	0.0%
2e People have meaningful work and activity choices.	100.0%	86.7%	76.5%	80.0%	23.5%	6.7%
<b>FACTOR 3 - Natural Support Networks</b>						
3a Policies and practices facilitate continuity of natural support systems.	100.0%	86.7%	58.8%	80.0%	41.2%	6.7%
3b The organization recognizes emerging support networks.	100.0%	86.7%	94.1%	87.5%	5.9%	-0.8%
3c Communication occurs among people, their support staff and their families.	100.0%	86.7%	100.0%	86.7%	0.0%	0.0%
3d The organization facilitates each person's desire for natural supports.	100.0%	86.7%	88.2%	87.5%	11.8%	-0.8%
<b>FACTOR 4 - Protection from Abuse, Neglect, Mistreatment and Exploitation</b>						
4a The organization implements policies and procedures that define, prohibit and prevent abuse, neglect, mistreatment and exploitation.	100.0%	92.9%	88.2%	87.5%	11.8%	5.4%
4b People are free from abuse, neglect, mistreatment and exploitation.	100.0%	92.9%	70.6%	81.3%	29.4%	11.6%
4c The organization implements systems for reviewing and analyzing trends, potential risks and sentinel events including allegations of abuse, neglect, mistreatment and exploitation, and injuries of unknown origin and deaths.	100.0%	92.9%	88.2%	81.3%	11.8%	11.6%
4d Support staff know how to prevent, detect and report allegations of abuse, neglect, mistreatment and exploitation.	100.0%	92.9%	94.1%	86.7%	5.9%	6.2%

Indicators	ND: Self-Assessment		ND: CQL Review		Difference	
	System	Practice	System	Practice	System	Practice
4e The organization ensures objective, prompt and thorough investigations of each allegation of abuse, neglect, mistreatment and exploitation, and of each injury, particularly injuries of unknown origin.	93.3%	92.9%	100.0%	81.3%	-6.7%	11.6%
4f The organization ensures thorough, appropriate and prompt responses to substantiated cases of abuse, neglect, mistreatment and exploitation, and to other associated issues identified in the investigation.	100.0%	92.9%	100.0%	87.5%	0.0%	5.4%
<b>FACTOR 5 - Best Possible Health</b>						
5a People have supports to manage their own health care.	100.0%	92.9%	70.6%	68.8%	29.4%	24.1%
5b People access quality health care.	92.3%	84.6%	76.5%	75.0%	15.8%	9.6%
5c Data and documentation support evaluation of health care objectives and promote continuity of services and supports.	93.3%	85.7%	94.1%	87.5%	-0.8%	-1.8%
5d Acute health needs are addressed in a timely manner.	92.9%	85.7%	88.2%	86.7%	4.6%	-1.0%
5e People receive medications and treatments safely and effectively.	93.3%	85.7%	88.2%	80.0%	5.1%	5.7%
5f Staff immediately recognize and respond to medical emergencies.	92.9%	85.7%	82.4%	80.0%	10.5%	5.7%
<b>FACTOR 6 - Safe Environments</b>						
6a The organization provides individualized safety supports.	100.0%	92.9%	88.2%	86.7%	11.8%	6.2%
6b The physical environment promotes people's health, safety and independence.	100.0%	92.9%	100.0%	86.7%	0.0%	6.2%
6c The organization has individualized emergency plans.	100.0%	92.9%	94.1%	80.0%	5.9%	12.9%
6d Routine inspections ensure that environments are sanitary and hazard free.	100.0%	92.9%	93.8%	80.0%	6.3%	12.9%
<b>FACTOR 7 - Staff Resources and Supports</b>						
7a The organization implements a system for staff recruitment and retention.	100.0%	92.9%	70.6%	73.3%	29.4%	19.5%
7b The organization implements an ongoing staff development program.	100.0%	92.9%	94.1%	86.7%	5.9%	6.2%
7c The support needs of individuals shape the hiring, training and assignment of all staff.	100.0%	92.9%	100.0%	86.7%	0.0%	6.2%
7d The organization implements systems that promote continuity and consistency of direct support professionals.	100.0%	92.9%	94.1%	80.0%	5.9%	12.9%
7e The organization treats its employees with dignity, respect and fairness.	100.0%	85.7%	88.2%	86.7%	11.8%	-1.0%
<b>FACTOR 8 - Positive Services and Supports</b>						
8a People's individual plans lead to person-centered and person-directed services and supports.	100.0%	92.9%	88.2%	73.3%	11.8%	19.5%

Indicators	ND: Self-Assessment		ND: CQL Review		Difference	
	System	Practice	System	Practice	System	Practice
8b The organization provides continuous and consistent services and supports for each person.	100.0%	92.9%	94.1%	87.5%	5.9%	5.4%
8c The organization provides positive behavioral supports to people.	92.9%	85.7%	64.7%	75.0%	28.2%	10.7%
8d The organization treats people with psychoactive medications for mental health needs consistent with national standards of care.	85.7%	78.6%	62.5%	60.0%	23.2%	18.6%
8e People are free from unnecessary, intrusive interventions.	85.7%	78.6%	58.8%	62.5%	26.9%	16.1%
<b>FACTOR 9 - Continuity and Personal Security</b>						
9a The organization's mission, vision and values promote attainment of personal outcomes.	100.0%	92.9%	94.1%	87.5%	5.9%	5.4%
9b The organization implements sound fiscal practices.	92.9%	85.7%	82.4%	81.3%	10.5%	4.5%
9c Business, administrative and support functions promote personal outcomes.	100.0%	92.9%	94.1%	86.7%	5.9%	6.2%
9d The cumulative record of personal information promotes continuity of services.	100.0%	92.9%	94.1%	80.0%	5.9%	12.9%
<b>FACTOR 10 - Basic Assurances System</b>						
10a The organization monitors basic assurances.	92.9%	78.6%	52.9%	40.0%	39.9%	38.6%
10b A comprehensive plan describes the methods and procedures for monitoring basic assurances.	84.6%	76.9%	52.9%	31.3%	31.7%	45.7%

*Note.* Difference column is the difference between the self-assessment and the CQL review. Positive differences indicate where organizations overestimated on the self-review; negative differences where they underestimated.

## North Dakota: Systems Accreditation Versus All Other Types (CQL review)

Indicators	ND: System Accreditation (n = 3)	ND: All other types (n = 14)	Difference
	System	System	System
<b>FACTOR 1 - Rights Protection and Promotion</b>			
1a The organization implements policies and procedures that promote people's rights.	66.7%	100.0%	-33.3%
1b The organization supports people to exercise their rights and responsibilities.	0.0%	35.7%	-35.7%
1c Staff recognize and honor people's rights.	33.3%	92.9%	-59.5%
1d The organization upholds due process requirements.	66.7%	92.9%	-26.2%
1e Decision-making supports are provided to people as needed.	66.7%	50.0%	16.7%
<b>FACTOR 2 - Dignity and Respect</b>			
2a People are treated as people first.	100.0%	100.0%	0.0%
2b The organization respects people's concerns and responds accordingly.	66.7%	57.1%	9.5%
2c People have privacy.	66.7%	92.9%	-26.2%
2d Supports and services enhance dignity and respect.	100.0%	100.0%	0.0%
2e People have meaningful work and activity choices.	33.3%	85.7%	-52.4%
<b>FACTOR 3 - Natural Support Networks</b>			
3a Policies and practices facilitate continuity of natural support systems.	66.7%	57.1%	9.5%
3b The organization recognizes emerging support networks.	66.7%	100.0%	-33.3%
3c Communication occurs among people, their support staff and their families.	100.0%	100.0%	0.0%
3d The organization facilitates each person's desire for natural supports.	33.3%	100.0%	-66.7%
<b>FACTOR 4 - Protection from Abuse, Neglect, Mistreatment and Exploitation</b>			
4a The organization implements policies and procedures that define, prohibit and prevent abuse, neglect, mistreatment and exploitation.	66.7%	92.9%	-26.2%
4b People are free from abuse, neglect, mistreatment and exploitation.	66.7%	71.4%	-4.8%
4c The organization implements systems for reviewing and analyzing trends, potential risks and sentinel events including allegations of abuse, neglect, mistreatment and exploitation, and injuries of unknown origin and deaths.	66.7%	92.9%	-26.2%
4d Support staff know how to prevent, detect and report allegations of abuse, neglect, mistreatment and exploitation.	66.7%	100.0%	-33.3%
4e The organization ensures objective, prompt and thorough investigations of each allegation of abuse, neglect, mistreatment and exploitation, and of each injury, particularly injuries of unknown origin.	100.0%	100.0%	0.0%

Indicators	ND: System Accreditation (n = 3)	ND: All other types (n = 14)	Difference
	System	System	System
4f The organization ensures thorough, appropriate and prompt responses to substantiated cases of abuse, neglect, mistreatment and exploitation, and to other associated issues identified in the investigation.	100.0%	100.0%	0.0%
<b>FACTOR 5 - Best Possible Health</b>			
5a People have supports to manage their own health care.	33.3%	78.6%	-45.2%
5b People access quality health care.	66.7%	78.6%	-11.9%
5c Data and documentation support evaluation of health care objectives and promote continuity of services and supports.	66.7%	100.0%	-33.3%
5d Acute health needs are addressed in a timely manner.	33.3%	100.0%	-66.7%
5e People receive medications and treatments safely and effectively.	66.7%	92.9%	-26.2%
5f Staff immediately recognize and respond to medical emergencies.	66.7%	85.7%	-19.0%
<b>FACTOR 6 - Safe Environments</b>			
6a The organization provides individualized safety supports.	66.7%	92.9%	-26.2%
6b The physical environment promotes people's health, safety and independence.	100.0%	100.0%	0.0%
6c The organization has individualized emergency plans.	100.0%	92.9%	7.1%
6d Routine inspections ensure that environments are sanitary and hazard free.	100.0%	92.9%	7.1%
<b>FACTOR 7 - Staff Resources and Supports</b>			
7a The organization implements a system for staff recruitment and retention.	33.3%	78.6%	-45.2%
7b The organization implements an ongoing staff development program.	66.7%	100.0%	-33.3%
7c The support needs of individuals shape the hiring, training and assignment of all staff.	100.0%	100.0%	0.0%
7d The organization implements systems that promote continuity and consistency of direct support professionals.	66.7%	100.0%	-33.3%
7e The organization treats its employees with dignity, respect and fairness.	33.3%	100.0%	-66.7%
<b>FACTOR 8 - Positive Services and Supports</b>			
8a People's individual plans lead to person-centered and person-directed services and supports.	66.7%	92.9%	-26.2%
8b The organization provides continuous and consistent services and supports for each person.	66.7%	100.0%	-33.3%
8c The organization provides positive behavioral supports to people.	66.7%	64.3%	2.4%
8d The organization treats people with psychoactive medications for mental health needs consistent with national standards of care.	0.0%	76.9%	-76.9%
8e People are free from unnecessary, intrusive interventions.	66.7%	57.1%	9.5%
<b>FACTOR 9 - Continuity and Personal Security</b>			

Indicators	ND: System Accreditation (n = 3)	ND: All other types (n = 14)	Difference
	System	System	System
9a The organization's mission, vision and values promote attainment of personal outcomes.	66.7%	100.0%	-33.3%
9b The organization implements sound fiscal practices.	66.7%	85.7%	-19.0%
9c Business, administrative and support functions promote personal outcomes.	66.7%	100.0%	-33.3%
9d The cumulative record of personal information promotes continuity of services.	66.7%	100.0%	-33.3%
<b>FACTOR 10 - Basic Assurances System</b>			
10a The organization monitors basic assurances.	0.0%	64.3%	-64.3%
10b A comprehensive plan describes the methods and procedures for monitoring basic assurances.	0.0%	64.3%	-64.3%

*Note.* Systems accreditation is a one-year accreditation for organizations that have not yet begun to provide services. As such, the Basic Assurances® only examines systems present, not practices.

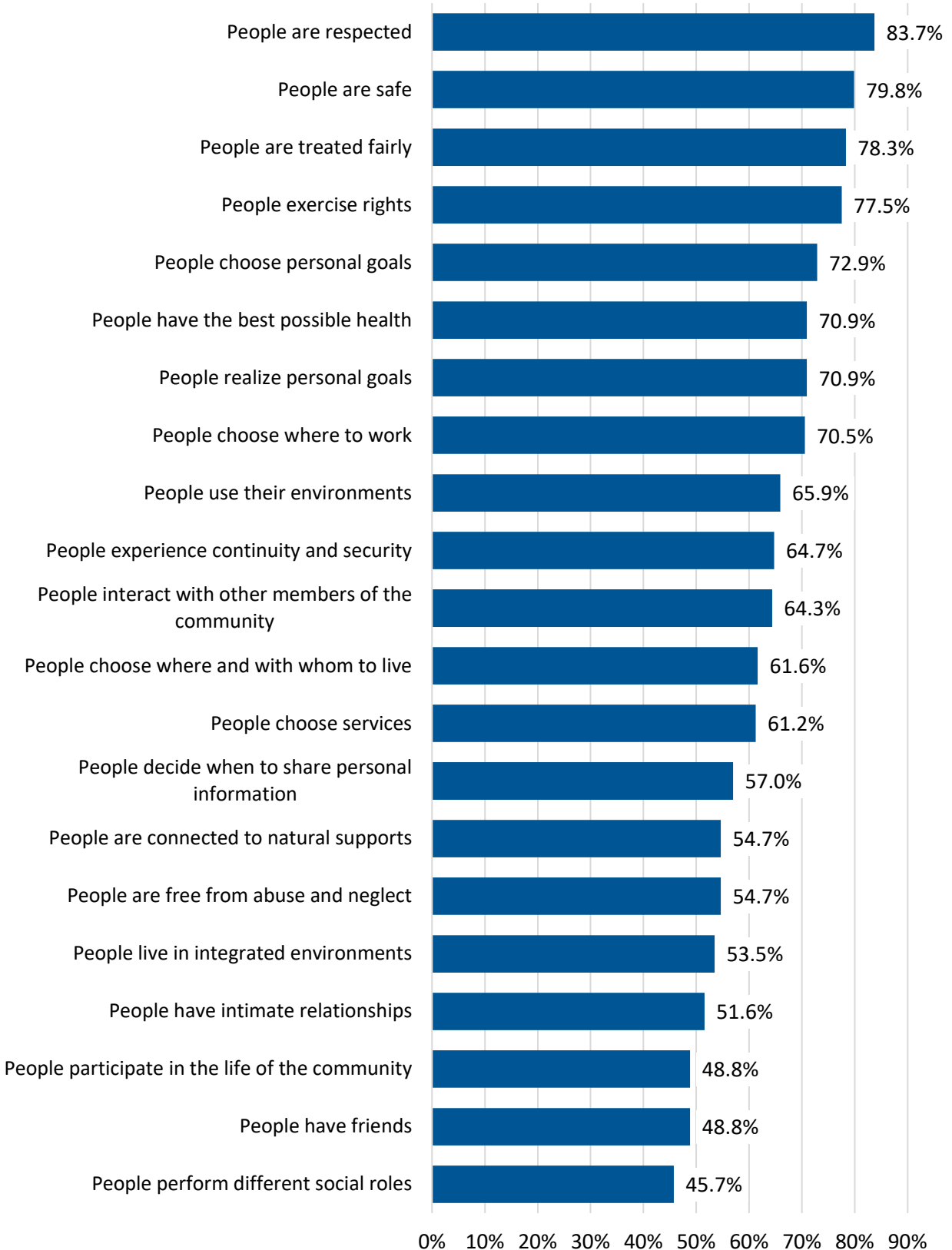
# PERSONAL OUTCOME MEASURES® DATA

## Personal Outcome Measures® Indicators

Indicator	Outcome Present			Supports in Place		
	National (n = 694)	North Dakota (n = 258)	Difference	National (n = 694)	North Dakota (n = 258)	Difference
People are safe	79.3%	79.6%	0.5%	80.7%	91.7%	11.2%
People are free from abuse and neglect	53.0%	51.9%	1.7%	61.0%	92.6%	31.6%
People have the best possible health	62.3%	69.4%	8.6%	64.4%	84.3%	21.6%
People experience continuity and security	42.9%	62.5%	21.8%	58.4%	82.9%	26.1%
People exercise rights	44.3%	75.5%	33.2%	47.9%	91.7%	44.0%
People are treated fairly	53.0%	76.9%	25.3%	51.6%	91.7%	40.6%
People are respected	52.2%	82.4%	31.5%	55.3%	96.3%	41.6%
People use their environments	58.6%	63.4%	7.3%	62.6%	73.6%	14.1%
People live in integrated environments	47.5%	50.0%	6.0%	46.9%	59.3%	14.7%
People interact with other members of the community	40.1%	65.7%	24.2%	50.4%	84.7%	34.5%
People participate in the life of the community	29.3%	50.9%	19.5%	45.3%	80.6%	31.1%
People are connected to natural supports	34.8%	52.8%	19.9%	54.8%	78.7%	24.7%
People have friends	35.9%	48.1%	12.9%	44.3%	72.7%	29.0%
People have intimate relationships	33.5%	51.9%	18.1%	38.4%	59.7%	21.7%
People decide when to share personal information	47.8%	53.2%	9.2%	53.8%	75.0%	23.7%
People perform different social roles	32.8%	48.6%	12.9%	32.8%	63.0%	31.9%
People choose where and with whom to live	33.5%	58.8%	28.1%	32.2%	66.7%	34.9%
People choose where to work	36.5%	68.1%	34.0%	35.9%	77.3%	42.0%
People choose services	33.6%	59.3%	27.6%	34.8%	76.9%	44.3%
People choose personal goals	64.2%	71.3%	8.7%	56.6%	80.6%	25.6%
People realize personal goals	66.7%	70.4%	4.2%	58.3%	79.2%	21.9%

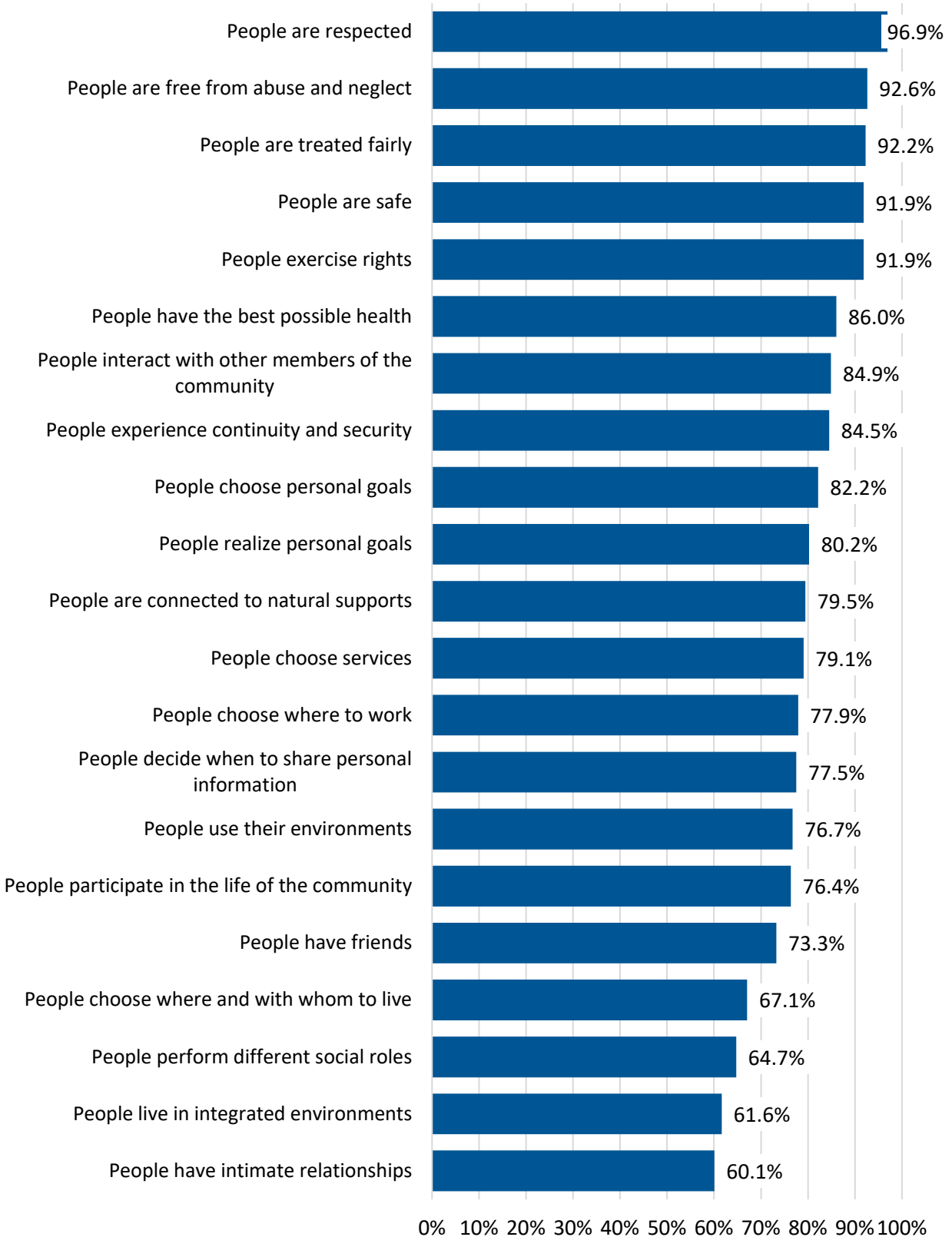
**Note.** North Dakota data includes data from both non-certified and certified interviewers. National data is only from certified interviewers. Please see the discussion section regarding why this differentiation is important and how it likely impacts the data.

## Outcomes Present: North Dakota Chart

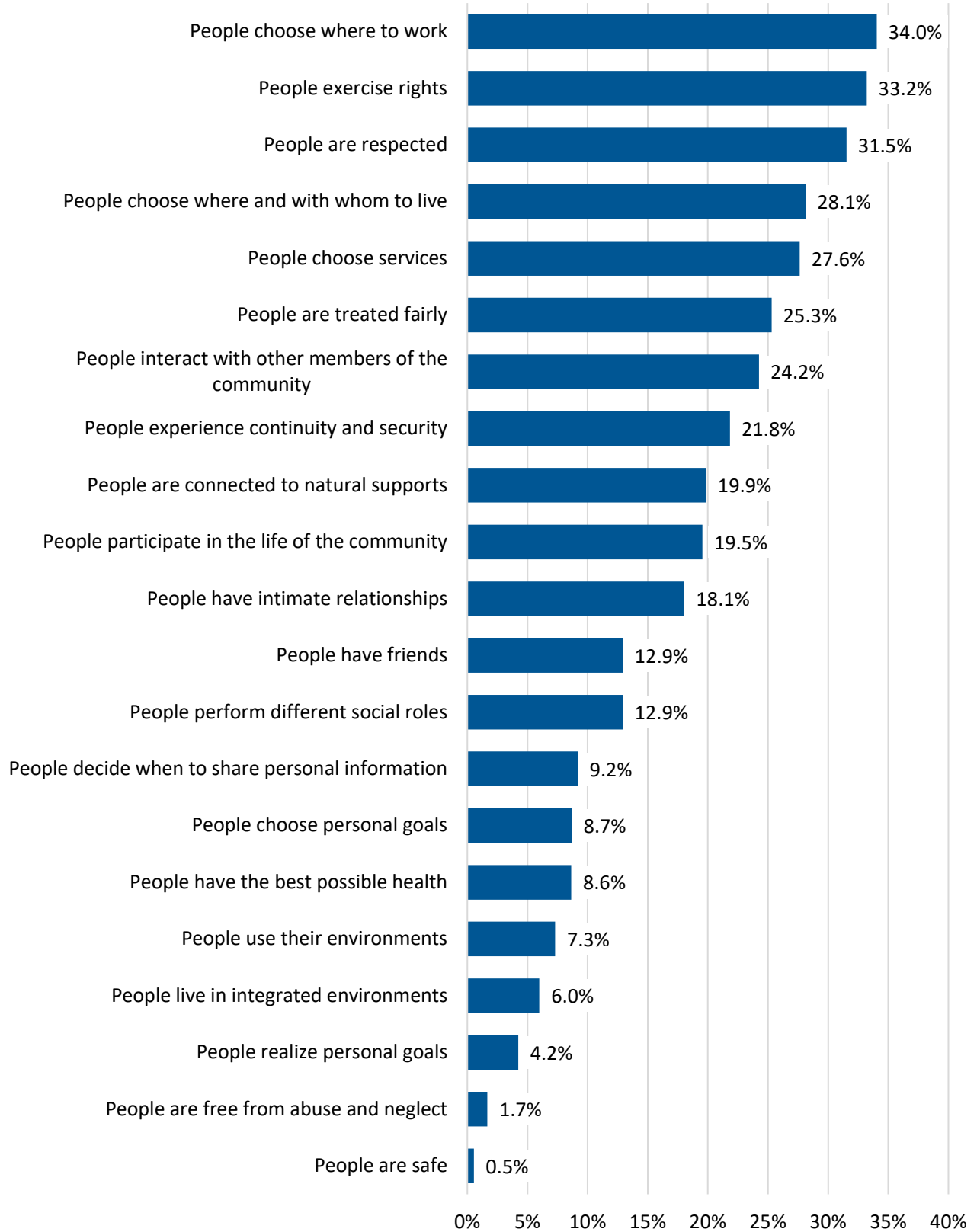




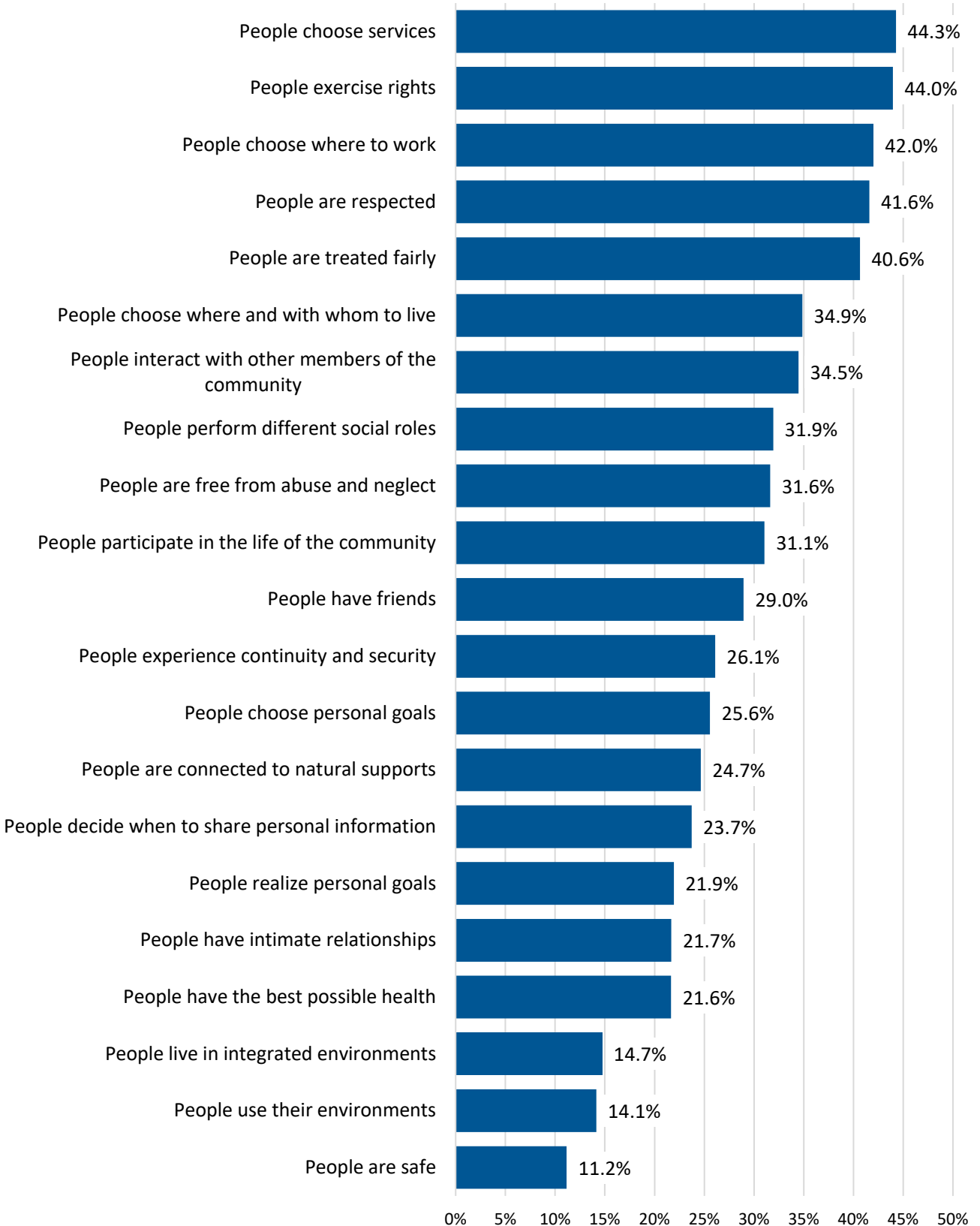
## Supports in Place: North Dakota Chart



## Outcomes: North Dakota versus National Data



## Supports: North Dakota versus National



## Difference Between Non-Certified (n = 196) and Certified Interviews (n = 51) in North Dakota

Indicator	Outcomes			Supports		
	Non-certified	Certified	Difference	Non-certified	Certified	Difference
People are safe	81.1%	72.5%	9%	93.4%	88.2%	5%
People are free from abuse and neglect	50.5%	64.7%	-14%	95.7%	84.3%	11%
People have the best possible health	73.5%	58.8%	15%	86.7%	82.4%	4%
People experience continuity and security	74.5%	29.4%	45%	89.0%	64.7%	24%
People exercise rights	81.6%	62.7%	19%	94.9%	80.4%	15%
People are treated fairly	83.7%	60.8%	23%	98.0%	72.5%	26%
People are respected	88.8%	66.7%	22%	99.5%	86.3%	13%
People use their environments	65.8%	62.7%	3%	76.5%	74.5%	2%
People live in integrated environments	61.2%	23.5%	38%	69.4%	31.4%	38%
People interact with other members of the community	73.5%	39.2%	34%	88.3%	76.5%	12%
People participate in the life of the community	57.1%	23.5%	34%	78.6%	76.5%	2%
People are connected to natural supports	59.2%	33.3%	26%	82.7%	68.6%	14%
People have friends	50.5%	37.7%	13%	76.0%	62.7%	13%
People have intimate relationships	55.6%	41.2%	14%	63.3%	49.0%	14%
People decide when to share personal information	59.7%	43.1%	17%	82.1%	56.9%	25%
People perform different social roles	47.4%	45.1%	2%	64.3%	62.7%	2%
People choose where and with whom to live	71.9%	23.5%	48%	74.5%	41.2%	33%
People choose where to work	76.0%	49.0%	27%	81.6%	62.7%	19%
People choose services	67.9%	33.3%	35%	86.7%	47.1%	40%
People choose personal goals	76.0%	60.8%	15%	86.7%	60.8%	26%
People realize personal goals	67.3%	80.4%	-13%	80.6%	74.5%	6%

*Note.* Highlighted is where there are significant differences between the certified and non-certified interviewers. While some of this may be due to individual differences amongst the people interviewed, it does suggest more training is needed for non-certified interviewers in these areas.

# DISCUSSION

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## Basic Assurances® Data

There were a number of areas where North Dakota organizations excelled on the Basic Assurances® and scored significantly higher than the national benchmarks. Compared to organizations in the rest of the country, North Dakota was more likely to have the following indicators present (CQL review):

- People have meaningful work and activity choices. (2e system and practice);
- The organization upholds due process requirements. (1d system);
- The organization recognizes emerging support networks. (3b practice);
- The organization implements policies and procedures that promote people’s rights. (1a system).

There were also a number of opportunities where North Dakota had indicators present less often than the national benchmarks. The following indicators had the largest gaps compared to national benchmarks, and represent opportunities for training and systems change:

- The organization treats people with psychoactive medications for mental health needs consistent with national standards of care. (8d system and practice);
- Staff immediately recognize and respond to medical emergencies. (5f practice);
- The organization provides positive behavioral supports to people. (8c practice);
- People access quality health care. (5b practice).

As part of our analysis, we also explored differences between North Dakota self-assessments and CQL reviews. There were a number of areas where organizations overestimated the presence of indicators on the self-assessment compared to what CQL reviewers found. Those areas that agencies most frequently overestimated on their self-assessment included:

- Decision-making supports are provided to people as needed. (1e system and practice);
- A comprehensive plan describes the methods and procedures for monitoring basic assurances. (10b practice);
- The organization respects people’s concerns and responds accordingly. (2b system);
- Policies and practices facilitate continuity of natural support systems. (3a system);
- 10a The organization monitors basic assurances. (10a system and practice).

However, we commonly find organizations overestimate the presence of indicators on the self-assessment.

We also explored differences in the Basic Assurances® for organizations going through Systems Accreditation versus all other types of Accreditation. The areas where agencies going through Systems Accreditation had the largest disparities compared to all other accreditation types (CQL review) included:

- The organization treats people with psychoactive medications for mental health needs consistent with national standards of care. (8d system);
- The organization facilitates each person’s desire for natural supports. (3d system);

- Acute health needs are addressed in a timely manner. (5d system);
- The organization treats its employees with dignity, respect and fairness. (7e system);
- 10b A comprehensive plan describes the methods and procedures for monitoring basic assurances. (10b system).

When interpreting these results, it should be noted that the sample size for System Accreditation in North Dakota for 2020 was only three organizations.

## Personal Outcome Measures® Data

The Personal Outcome Measures® outcomes most frequently present in North Dakota (using data from both certified and non-certified interviewers) were:

- People are respected;
- People are safe;
- People are treated fairly;
- People exercise rights; and,
- People choose personal goals.

The most frequently present organizational supports were:

- People are respected;
- People are free from abuse and neglect;
- People are treated fairly;
- People are safe; and,
- People experience exercise rights.

The least frequently present outcomes were:

- People perform different social roles;
- People have friends;
- People participate in the life of the community;
- People have intimate relationships; and,
- People live in integrated environments.

The least frequently present organizational supports were:

- People have intimate relationships;
- People live in integrated environments;
- People perform different social roles;
- People choose where and with whom to live; and,
- People have friends.

Many of the Personal Outcome Measures® least frequently present were related to relationships and community integration. While we recognize the COVID-19 pandemic likely impacted these same outcomes, we would suggest exploring if there are creative ways these outcomes can be facilitated during the pandemic, such as through the use of technology.

Compared to the national benchmarks, North Dakota had significantly more outcomes present and supports in place. That being said, we would suggest interpreting these findings with caution.

We believe this gap is largely attributed to the fact that the national data is from certified interviewers only, while North Dakota's data is mostly (79%) from non-certified interviewers. Historically, we have found non-certified interviewers overestimate the presence of outcomes and supports compared to certified interviewers. For example, given what we know about the service system across the nation, it is difficult to believe 97% of people had supports in place for *people are respected*. In addition, when we compared North Dakota's certified and non-certified interviews we also found sizeable gaps, largely aligning with the most significant differences compared to the national benchmarks. For example, for the outcome *people choose where and with whom to live* there was a 48% difference between non-certified interviewers (72% present) and certified interviewers (24% present) in North Dakota; similarly, there was a large 28% gap between North Dakota (62% present) and national data (34% present) for this outcome. While we are encouraged in the increase of certified interviews in the sample compared to last year, these trends suggest that there is a need for more training to be provided to non-certified interviewers as well as a continued effort to increase the number of certified interviewers in the State.