



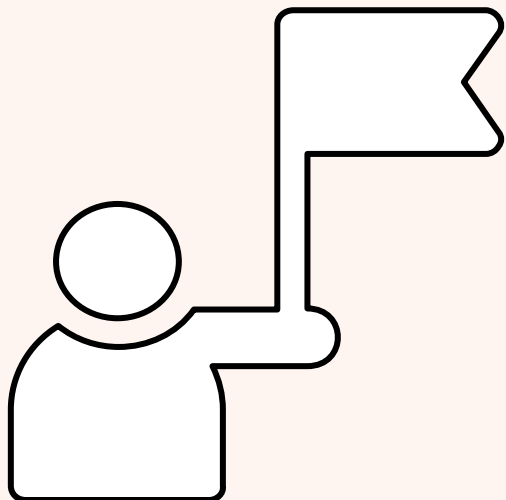
Quarterly Progress Reports



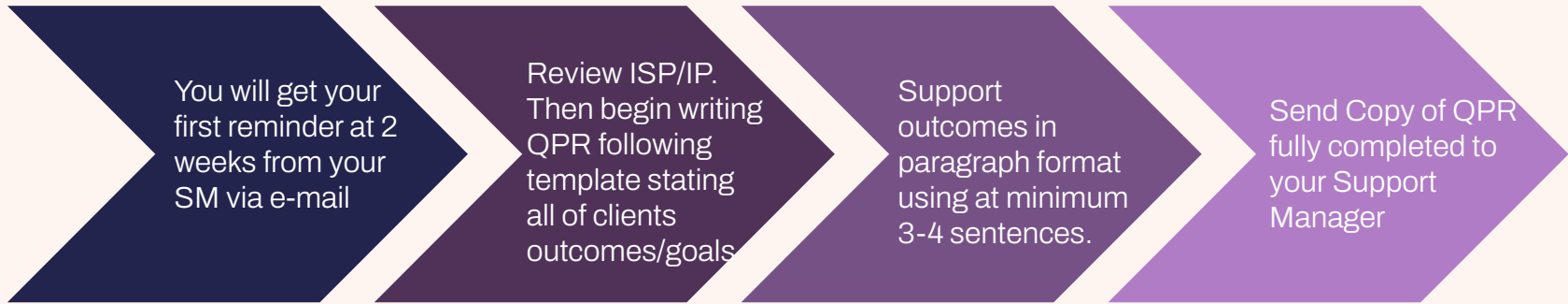
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Where Do I Start?



The QPR Process



Reminders



Outcomes/Goals



Details



Send to SM



Email and other reminders



Email:

You will receive your first reminder from your SM at 2 weeks before the end of the quarter.



Text Message:

You will receive a second reminder via text message from your SM 1 week before the end of the quarter



Final Notice (DEADLINE):

If not turned in and properly completed, you will receive a final reminder 1-2 days before the end of the quarter.



Review ISP/IP.
Then begin writing
QPR following
template stating
all of clients
outcomes/goals

Support
outcomes in
paragraph format
using at minimum
3-4 sentences.

Send Copy of QPR
fully completed to
your Support
Manager

Reminders



Outcomes/Goals



Details



Send to SM



Desired Outcomes/Goals

Where do desired outcomes come from?

Client documents! Including the Individual Support Plan (ISP) and Implementation Plan (IP)

What is the importance of desired outcomes?

These are the clients goals, and include steps to take to make their lives better in the ways *THEY* specify!

Where do I find the desired outcomes?

Alayacare has the documents available for you. On the ISP, look at the bottom of the first page or top of the second page for the “Desired Outcomes” section. On the IP, the desired outcomes are listed on in the left-most column.

Review Individual Support Plan (ISP)

What is an ISP?

- All state funded services
- Several pages
- Written by the county or brokerage, Case Manager (CM), Case Worker (CW), PA
- Updated every year with a new DSP training
- ISP effective dates.

| Individual Support Plan (ISP) | | Oregon Department of Human Services OFFICE OF DEVELOPMENTAL DISABILITIES SERVICES |
|--|--|--|
| Person's legal name: <u>Bob Testclient</u> | | Preferred name: <u>Bob</u> |
| | | Plan effective dates: <u>11/01/2023</u> - <u>10/31/2024</u> |
| One page profile for: My life | | |
| What people like and admire about Bob: | | |
| Bob is happy Bob is funny Bob is generous | | |
| What is important to Bob: | How to best support Bob: | |
| His brother His pets His mom His stuffies | Be kind Be honest Understand his communication needs | |
| Desired outcomes | | |
| Desired outcome: <u>Bob would like to build independent living skills.</u> | | |
| Person receiving services: <u>Bob Testclient</u> | | Plan effective dates: <u>11/01/2023</u> - <u>10/31/2024</u> Page 1 of 24 SDS 4118P (02/2021) |

Review Implementation Plan

What is an IP?

- Written by FRR Support Managers
- Desired outcomes from ISP
- Relevant to DSPs

| Goal | Measurable steps that will be taken to reach desired outcome | Where will it happen | Where to record |
|--|--|-------------------------------|---|
| Bob would like to build independent living skills. | <ul style="list-style-type: none">• DSP can help bob establish routines for hygiene• DSP can encourage Bob to follow established routines.• DSP can help Bob learn to prepare or cook simple meals. | In the community and at home. | Record on daily progress notes and quarterly reports. |
| Bob would like to develop social skills. | <ul style="list-style-type: none">• DSP can provide transportation and support to from and during community outings• DSP can set clear guidelines for socially appropriate behavior in the community.• DSP can facilitate social interactions and help Bob to build social skills. | In the community and at home. | Record on daily progress notes and quarterly reports. |

EMERGENCY PROTOCOL
If you have reason to believe that the individual is in immediate danger, the first call made should be to 911. You do not need permission to call 911. In the event of a serious behavioral or medical incident, police involvement/911, missing person, or if a Safeguarding intervention is utilized, notify the following as soon as it is safe to do so:

- Parent/guardian – [name, relationship, contact].
- If unable to reach parent/guardian, contact an FRR office staff and notify them of the situation as soon as it is safe to do so.
 - Katie Apezteguia, HR Manager 503-344-7731
 - Jennifer Hutchins, Executive Director 971-400-6047
 - Victoria Wilcox, Support Manager 971-396-8762

QPR Template

Quarterly Progress Report

Client name: Bob TestClient

DSP name: Elisia Scott

Date of report: 00/00/000

General summary and any notes: (optional)

This can be a general note of how the quarter has gone or share any information you find important to know not related to outcomes/goals.

Desired Outcome #1: Bob would like to build independent living skills

| |
|--|
| |
|--|

9/1-381-01/0 (text/call)

Desired Outcome #2: Bob would like to develop social skills

| |
|--|
| |
|--|

It is important that **each** goal/outcome is listed exactly as it is written on the ISP/IP



Reminders



Outcomes/Goals



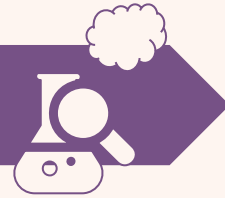
Details



Send to SM



Supporting Details Formula



Overall Progress

Elaborate on clients overall progress as it pertains the that particular outcome. (i.e. socialization, emotional regulation, etc.)

General Notes
on Progress

Explain the regular routines and strategies you've used to help the client in this area.

Specific Examples

Walk us through a specific day where you and the client tackled this goal.

Example Sentences

Overall
Progress

"Betty only made a small amount of progress on her eating skills this quarter."

General
Notes on
Progress

"When I provide meals for Betty, she typically responds by eating with her hands rather than using utensils, but I always encourage her to use utensils."

Specific
Examples

"Betty and I went out to eat at Red Robin last month where she mostly ate finger foods, however, she managed to use a spoon while eating all of her mac and cheese! This was a big improvement for her, though she still struggles to eat with utensils at home."

**REVIEW
YOUR
PROGRESS
NOTES!**

Add Details to Template

Desired Outcome #1: Bob would like to build independent living skills

Bob and I work daily on following his routine. Due to this Bob anticipates what expectations are set for the day encouraging him to complete this tasks without much cuing. Bob has started taking the initiative to make breakfast for himself in the morning and taking care of daily chores. He still struggles with money management, but we still are working with money denominations and how to practice safe and smart spending habits. Most opportunities for him to exchange money is during the farmers market where he helps the family pay for groceries for the week.

Desired Outcome #2: Bob would like to develop social skills

Every week I take Bob out to the local farmer's market to practice spending habits and social skills. I encourage him to interact with the vendors. Bob is still a bit anxious when talking to the vendors, but when he becomes overwhelmed, I will step in to help guide the conversation and provide positive reinforcement for making the effort. We also still go to the library on Thursday nights for paint night, so he has the opportunity to meet with other people who share an interest with him. He has made a friend at painting night that he enjoys talking with. Bob is working on gaining confidence in asking them to go hang out and go to the hobby store together.



Reminders



Outcomes/Goals



Details



Send to SM



Contacting Support Manager



At any point during the QPR process you are welcome to contact your Support Manager(s) (SM) for assistance. Once the QPR is complete you will it send to your Support Manager.

Be sure to send in before the end of the month fully complete to receive your **additional bonus of one hour of pay.**

You're Done!

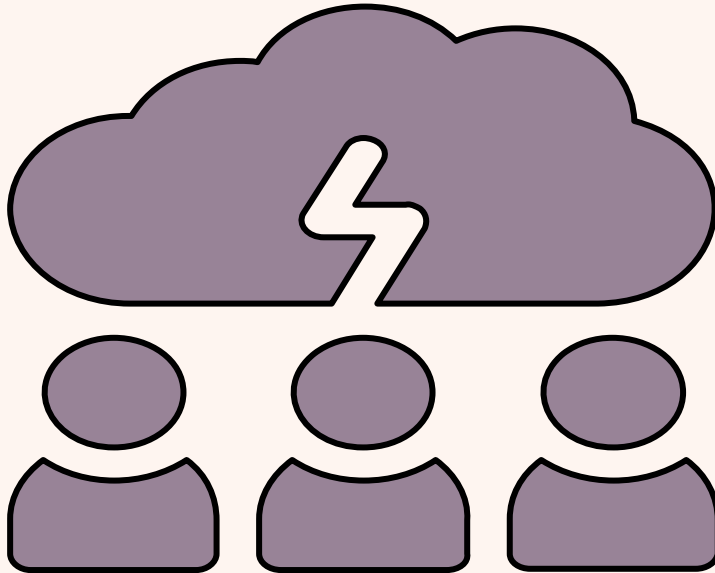
At least for 3 months...



Frequently Asked Questions



What happens if I miss the deadline....?



In the event that you miss the deadline, you will not receive the bonus pay, and you have 14 days to before disciplinary action is taken.

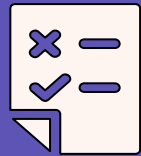
Disciplinary action that may take place is subject to written warning, suspension, or termination.



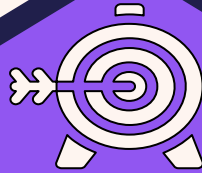
Why are QPRs Rejected?

QPRS can be rejected for multiple reasons, but ultimately it is your responsibility to complete them and connect with your SM.

QPRS can be and are not limited to rejection based on:



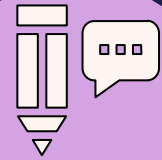
Outcomes/Goals do not match ISP on QPR



Outcomes/goals from ISP/IP are not included in QPR

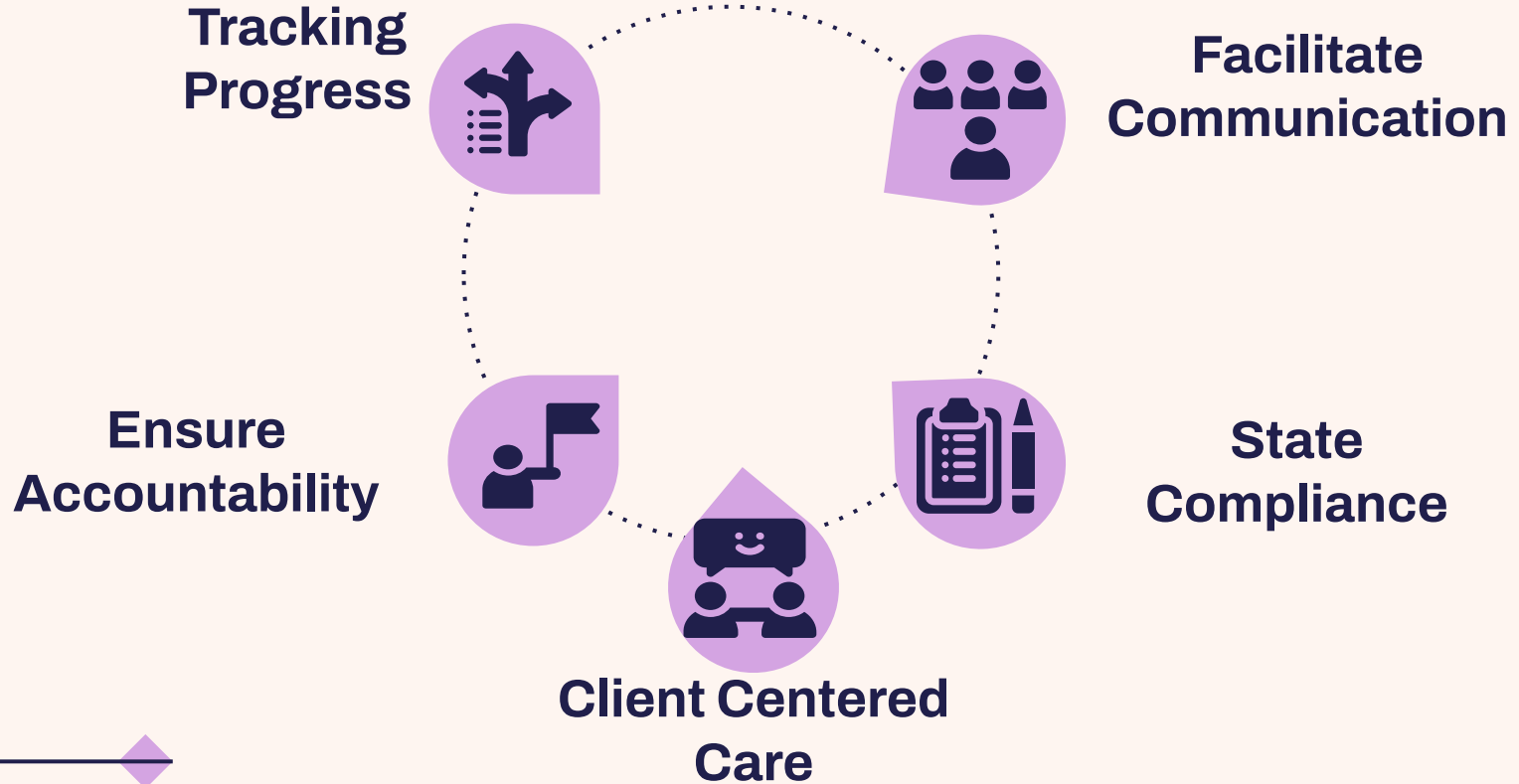


Outcomes/goals stated with no details



Details to support outcomes/goals insufficient

Why are QPRs Important?



Additional FAQs

What if I have multiple clients?

If you are not sure which client(s) QPR is due, immediately contact your SM for clarification.

What if the documents are not in AlayaCare?

If the documents are not in AlayaCare contact your SM so the document can be uploaded or they can directly email it to you.

What if I don't check my email that often?

It's important to check your email at least once a week. Many of our systems and processes rely on timely updates, and key information—including client updates, AlayaCare notices, timesheet reminders, and other organizational changes—are sent via email. Missing these emails can result in missed deadlines, time punch errors, and other avoidable issues. Regular email checks help keep you informed and ensure everything runs smoothly.

What if I need more time?

QPRs cannot be extended because they are a state requirement, and there are penalties for not completing them on time. Additionally, failure to submit the QPRs by the deadline means you will not be eligible for bonus pay. If there is an emergency or extenuating circumstance that prevents you from completing the QPR on time, you must notify us well in advance—not at the last minute. This will allow us to address the situation and ensure we remain in compliance with state regulations.



FAQs (Continued)

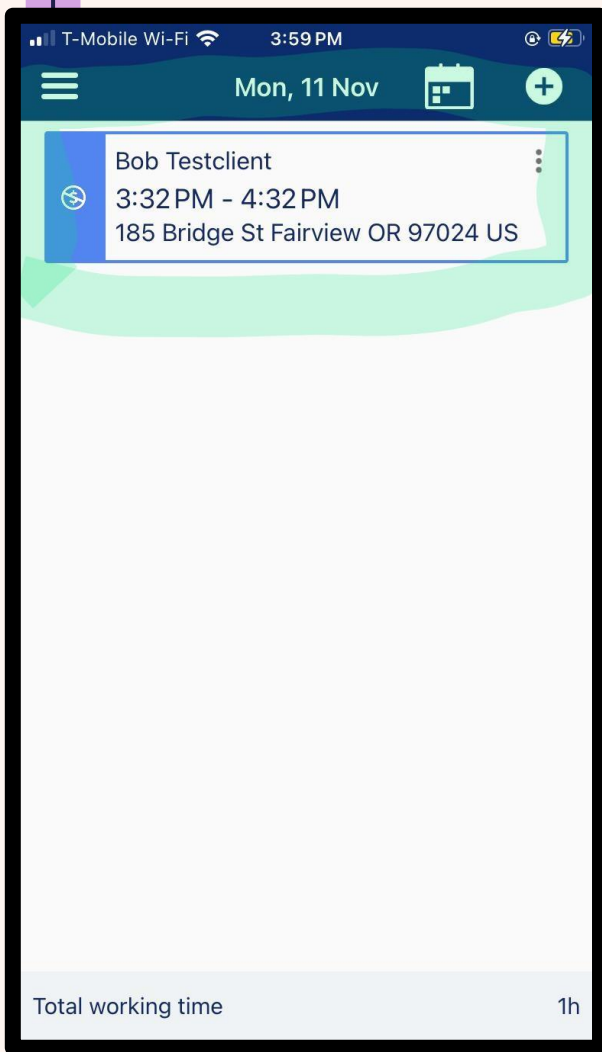
What if I miss the deadline?

If you miss the QPR deadline, you will not be eligible for bonus pay. Additionally, failing to meet the deadline may result in a written warning, suspension until the QPR is completed, and potentially termination if the issue becomes habitual. Timely submission of QPRs is critical to ensure compliance with state requirements and to avoid disruptions to our operations.



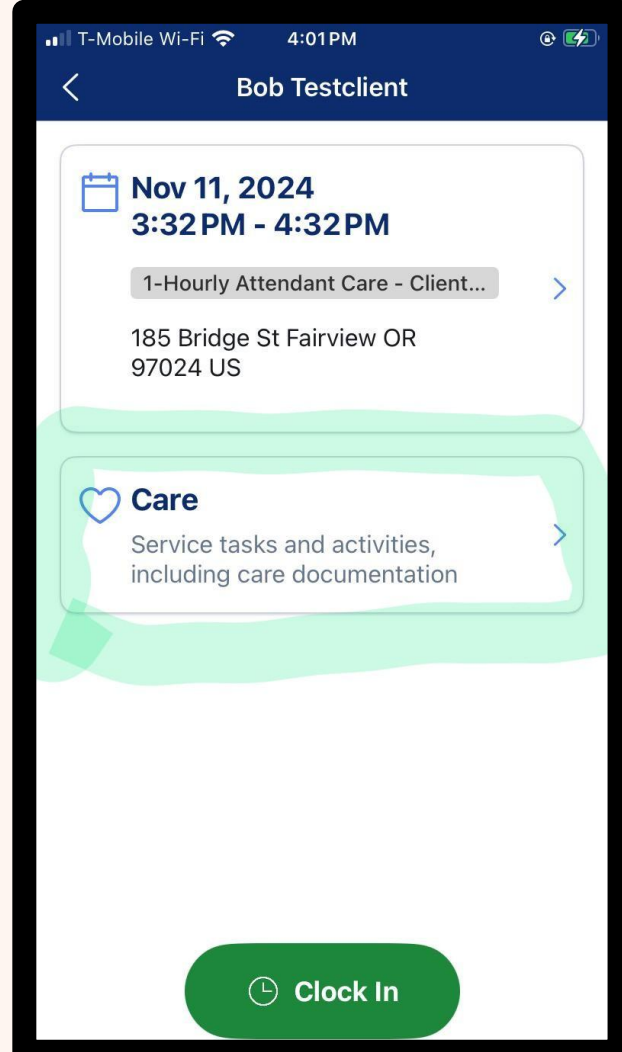


How to find the documents in AlayaCare...



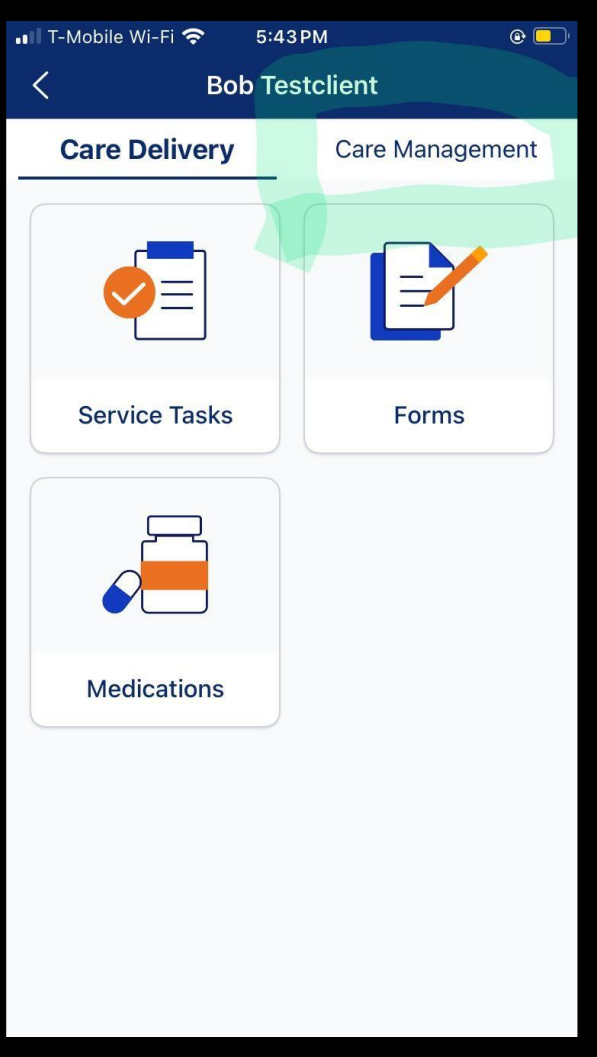
Step 1

Access your current, or previous shift.



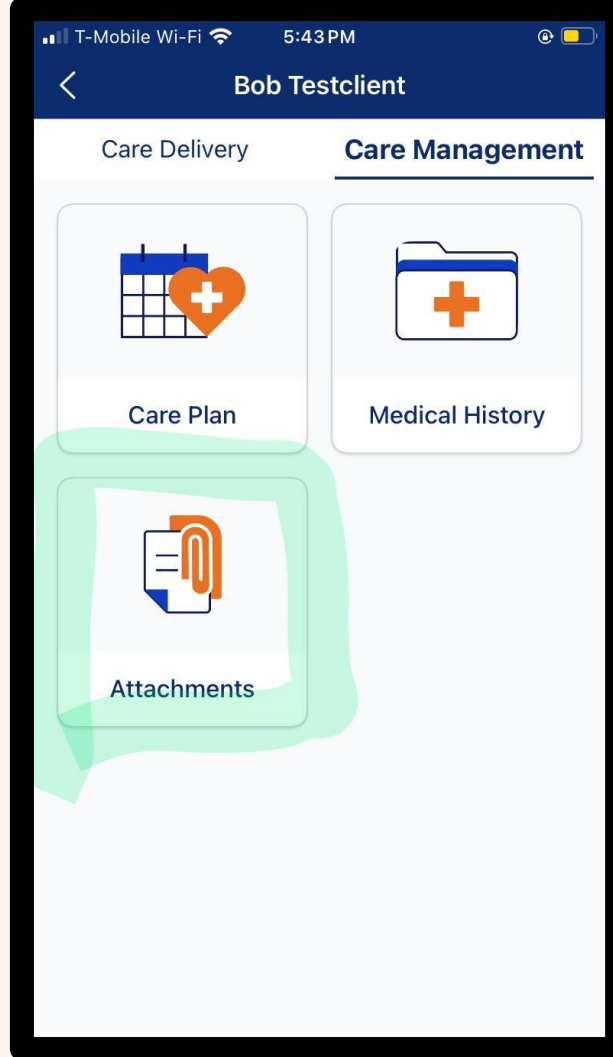
Step 2

Select "Care" icon



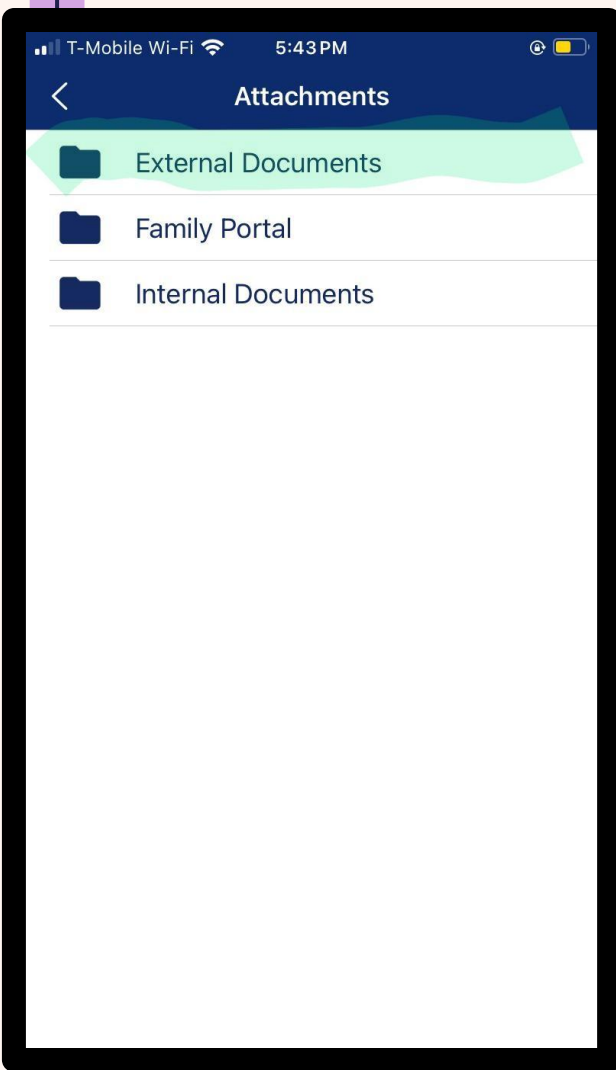
Step 3

Select **Care Management**



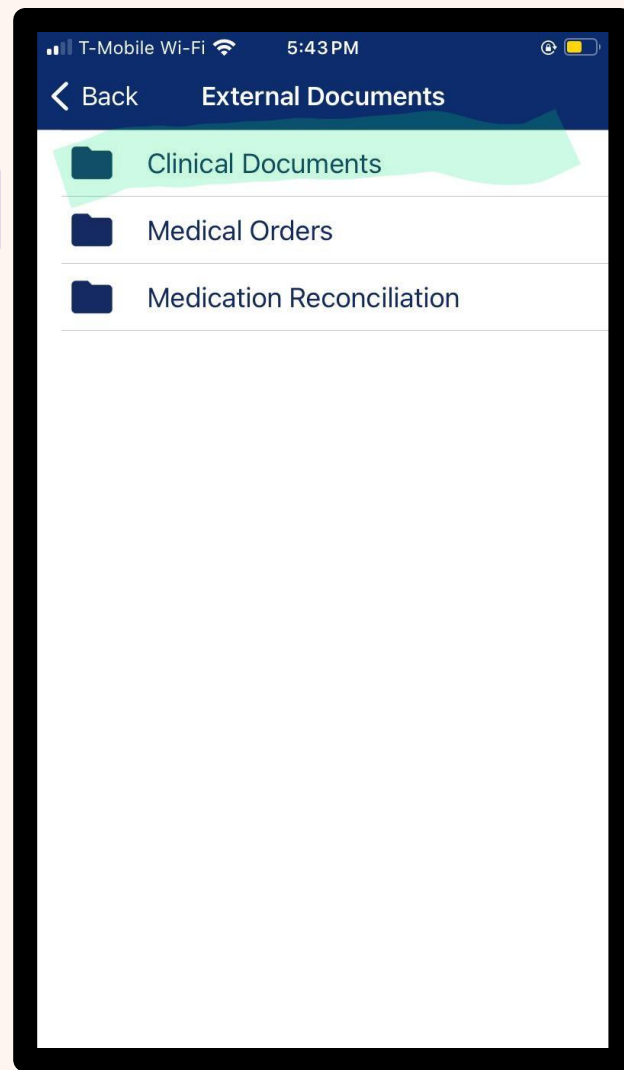
Step 4

Select **Attachments**



Step 5

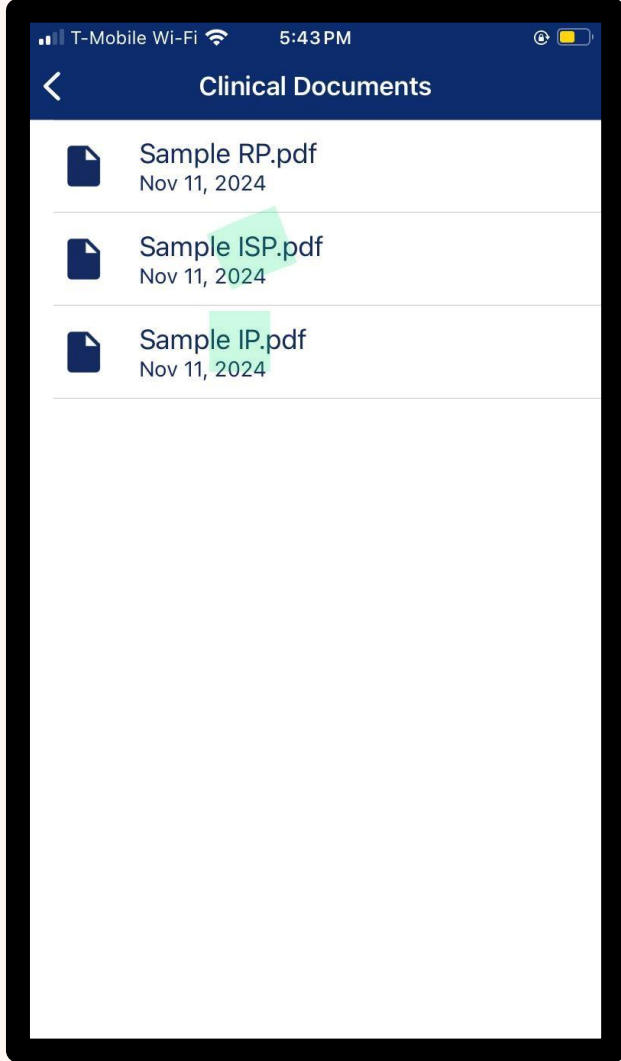
Select **External Documents**



Step 6

Select **Clinical Documents**





Step 7

Risk Protocols, Implementation Plans
and your clients ISP should be there

If you do not see any of the
essentials documents please reach
out to your Support Managers



Thank you for all that you do!

