

## I – Cubed “No Because Reasons”

### 1. The person is afforded choice of services and supports

- The person was not informed about services prior to the selection of services.
- The person did not participate in the selection of his/her provider.
- The person did not interview or participate in the selection of the provider/support worker.
- The person is unaware he/she could change providers.
- The person is not aware changes can be made to services/plans/supports.
- The person did not have a list of provider choices prior to selection.
- The services were selected by supports/WSC.
- The person did not interview or participate in selection of the provider/support worker.
- Decisions are made by family members without permission from the person.
- The providers are not advocating for the person.
- There are limited efforts made to learn and/or adapt to the person’s communication style.
- There are limited efforts to foster a means of functional communication for the person.

### 2. The person actively participates in decisions concerning his or her life

- The provider makes decisions on daily routine regarding personal care for the person.
- The provider makes decisions on community outings and involvement for the person.
- The provider makes decisions regarding meal and food choices for the person.
- The provider sets house rules for the person.
- The provider makes choices of what doctors to use for the person.
- The provider makes choices of where the person lives.
- The provider makes decisions on leisure activities within the home for the person.
- The provider did not assist with exploring and choosing living arrangements with the person.
- The provider did not offer options regarding work for the person.
- The person stated his/her interest for work was not acted upon by provider.
- Person stated preference for meaningful day activity not acted upon.
- The provider is not providing options for areas of interest to the person.
- There are limited discussions with the person regarding preferences.
- There are no or limited choices in meal times for the person.
- There are no or limited choices in bed time or time to get up for the person.
- There is no or limited information provided to support making informed decisions for the person.
- There are no or limited actions taken to facilitate and educate the person to self advocate.
- There are limited efforts made to learn and/or adapt to the person’s communication style.
- There are limited efforts to foster a means of functional communication for the person.

3. The person directs the design of services and participates in the identification of the needed skills and strategies to accomplish desired goals.

- The provider does not educate the person on the development of the Support Plan.
- The provider does not educate the person on the development of the Implementation Plan.
- The person indicates goals were decided by the provider or other supports.
- The person feels the provider is not addressing desired goals, i.e., person is not heard.
- The person was not present at the Support Plan meeting.
- The person was not present at the Implementation Plan meeting.
- Support Plan was not signed by the person.
- Implementation Plan was not signed by the person.
- The provider did not discuss goals with the person prior to formal planning meeting.
- The goals on the Support Plan are not the goals identified by the person.
- The Support Plan was held for the convenience of the provider.
- The Support Plan was not held when and where person specified.
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- The strategies to address stated goals are not as person prefers/requests.
- The person did not have a choice in who was invited to the Support Plan meeting.
- The person does not feel listened to during the Support Planning Process.
- The WSC did not discuss goals with the person prior to the Support Plan meeting.
- The Support Plan does not change from year to year.
- The goals on the Implementation Plan do not reflect those on the Support Plan.
- The person is unaware of the Support Plan.
- The person is unaware of the goals identified on the Support Plan.
- The person was unaware the Support Plan meeting occurred.
- The person does not feel listened to by providers.
- There are limited efforts made to learn and/or adapt to the person's communication style.
- There are limited efforts to foster a means of functional communication for the person.
- **Person does not direct the design of services**
- **Provider directs the design of services with little to know input from the person**
- **Goals are decided by the provider or the supports**

4. The person participates in routine review of services, and directs changes desired to assure outcomes/goals are met.

- The person is not included in the Annual Review process that helps identify progress toward goals and desired outcomes.
- The provider does not include the person in the review of services.
- The person is not aware of changes made to the Support Plan and education is not offered by the providers.
- The person is not aware of changes made to the Implementation Plan and education is not offered by the providers.
- The person's evaluation of services differs from that reported on the provider reports.
- The provider does not know the person's opinion of service effectiveness or progress.

- The provider decides when services will be provided to the person.
- The provider decided how goals would be addressed without consulting the person.
- The provider set the criteria for accomplishment of goals without consultation with the person.
- The provider has not addressed changes to the service plan that were requested by the person.
- The provider does not provide copies of reports to the person.
- The provider has not made changes requested by person to the Support Plan.
- The provider has not made changes requested by person to the Implementation Plan.
- There are limited efforts made to learn and/or adapt to the person's communication style.
- There are limited efforts to foster a means of functional communication for the person.

#### 5. The person has the necessary supports in place to meet needs and goals.

- The person states the provider does not provide services as requested.
- The person feels requested/contracted services are not being received.
- Providers are not invested in supporting the person to reach desired goals.
- Staff does not take the time to get to know the person or to help identify new goals or preferences for the person.
- The person does not feel the staff/provider understands her/his needs.
- The person does not feel listened to by the staff.
- The staff does not provide support as the person would like.
- The person states he/she wants additional support and no one is actively and creatively seeking all resources and alternatives.
- The WSC is not facilitating information across service providers about the person's preferences, priorities, and expectations.
- The supports are unaware of the person's expectations.
- The supports do not have a system in place to learn about any new needs, dreams or preferences of the person.
- There are limited efforts made to learn and/or adapt to the person's communication style.
- There are limited efforts to foster a means of functional communication for the person.

#### 6. The Person is free from abuse, neglect, and exploitation

- The person states she/he has recently been abused.
- The person has limited or no discussions with the provider about abuse, neglect or exploitation.
- The provider has been made aware of abuse issues but has not reported them.
- The provider has not supported the person to explore counseling options following abuse.
- The provider is not educating the individual on how to use the Abuse Hotline phone number.
- The provider is not educating the person about abuse, neglect and exploitation.
- The person has no access to the abuse hotline phone number.
- The provider is not providing a full accounting of the person's finances.
- The person says he/she is currently being abused, neglected or exploited.

- The person does not know what abuse, neglect or exploitation is.
- Person is unfamiliar with the abuse hotline.
- Person does not know what to do if someone were to hurt him/her.
- The person is not sure who to tell if abuse is occurring.
- The person indicated continued distress from past abuse.
- The provider is not aware of past abuse.
- The provider is aware of past abuse, but has not taken steps to assist in resolution.
- The person has a history of past abuse and it has not been addressed.
- The person does not know what to do if abuse occurs.

## 7. The person is safe or has self-preservation skills

- The provider does not discuss safety with the person.
- The provider does not know the person's needs with regard to safety.
- The person reports not feeling safe at home.
- The person is not aware of emergency procedures.
- The person does not have the necessary supervision in the event of an emergency.
- There are limited efforts made to learn and/or adapt to the person's communication style.
- There is limited effort to foster a means of functional communication for the person.
- The person does not feel safe and does not know about fire drills and safety precautions.
- The person does not have access to a phone.
- The person does not have adequate help or equipment to move around the house and to get to the door.
- The person needs 24 hour assistance around the house and does not have it.
- The bathroom is not accessible for the person.
- The person does not feel safe.
- The person has no self preservation skills.
- The person is unaware of emergency procedures in the community
- The person has not received training or been informed on self preservation.
- The person does not understand safety.
- The person has no emergency evacuation systems in place.
- The person does not have someone to assist during emergencies.
- The person lives alone and has no accessible method of calling for help/911.
- The person is not educated on disaster planning.
- There is no hurricane/disaster plan in place for the person.
- The provider has no documentation of status of or actions taken to correct safety issues.
- The provider has no fire drills at licensed facilities.
- The provider does not have all the necessary fire drill information at a licensed facility.
- The person is not informed of what to do in the event of a fire, a hurricane, or a car accident.
- The person does not know who would help if something happened to her/him.
- **Person does not have smoke detectors in their home**
- **Smoke Detectors in the persons home do not work**
- **Person does not have access to a fire extinguisher**
- **Person does not know how to use the fire extinguisher in their home**

## 8. The person is healthy.

- The provider has not responded to the person's health complaints.
- The provider is not supporting the person to attend routine /annual appointments.
- The provider has not supported the person with dental visits.
- The provider does not have a record of exams for the person's dental services in the past year.
- The provider has not followed up on recommended follow up appointments for the person.
- There are medication administration concerns for the person.
- The person's adaptive equipment is missing or not working.
- The person's adaptive equipment was not fitted properly.
- The person has a special diet prescribed but it is not followed.
- The person complains of unresolved aches or pains.
- The person is not receiving routine psychiatric follow up, but is receiving behavioral/psychiatric medications.
- The person is on seizure medication but is not seeing a neurologist.
- The person has specific health concerns but is not being seen by the required specialist.
- The person is not educated on preventative health care.
- The person is not educated on his/her medical issues.
- The person is not aware of the medications he/she is receiving.
- The person does not feel good.
- The person has not been to the doctor for more than 12 months.
- The person's recommended follow-up appointments have not occurred.
- The person's referral to a specialist has not been scheduled.
- The person's prescribed medications are missing/not filled/not refilled.
- The person's adaptive equipment is not in good working condition.
- The person's adaptive equipment is the wrong size or fit.
- A special diet was prescribed for the person but is not being followed.
- The person complains of unresolved aches or pains.
- The person has multiple Baker Acts in past year.
- There are limited to no efforts by the provider to educate the person regarding medications.
- Person does not feel healthy.
- There are things the person wishes were better about her/his health.

## 9. The person is educated and assisted by supports and services to learn about rights and to fully exercise rights, but especially those that matter most to the person. This includes dignity, respect and privacy.

- The person indicates the provider does not discuss rights.
- The person indicates there are rights restrictions.
- The person indicates no one has discussed confidentiality.
- The person has not signed a release.
- The person doesn't know what to do if rights are being violated.

- Provider and staff have discussed the person's behavior/activities with family members and other staff without the person's permission.
- The provider is not educating the person on rights.
- The provider limits the person's communication via, email, phone, or mail.
- The provider limits the person's free access to all areas of the home.
- The provider limits the person's free access to certain areas of the home.
- The provider limits the person's privacy without proper documentation/review.
- The provider is not educating the person on reporting rights violation.
- The provider is not supporting the person to report violations to privacy.
- The provider is not supporting the person's financial independence.
- The provider is not supporting the person to access grievance procedures.
- The provider is not supporting the person's right to due process.
- The person does not feel respected by the provider.
- There are limited efforts made to learn and/or adapt to the persons communication style.
- There are limited efforts to foster a means of functional communication for the person.
- The person is not supported to vote.
- The person is not supported to manage her/his own money.
- The person is not allowed to use the telephone when desired.
- The person is not supported to practice religion of choice.
- The person is forced to practice religion.
- The person does not feel respected by staff at the Adult Day Training program.
- The person does not feel respected by staff at the group home.
- The person does not feel respected by the Companion.
- The person does not feel respected by in home staff.
- Personal information is shared without the person's consent.
- The person is unaware of personal information maintained in records.
- The person's information is shared with all staff without discussing preferences.
- The person is not in control of personal information.
- The person is not educated on Health Insurance Portability and Accountability Act. (HIPAA)
- The person is not included in medical decisions.
- The person is not included in treatment decisions.
- The person reports rights violation.
- There was little or no effort by the provider to assist the person to learn about his/her rights and to exercise them.

10. The person is achieving desired outcome/goals or receiving supports that demonstrate progress towards specified outcomes/goals (e.g. an increase in abilities, experiences choice, increments towards success)

- The person is unable to identify achievements made during the year.
- The person's supports are not assisting in achieving goals.
- Supports and Services in place are ineffective and the person has not made any progress towards achieving goals and desired outcomes
- The person is not involved in deciding goals/objectives.

- The person does not know what “goal” means.
- The person is unaware of her/his goals.
- The person does not note any achievements.
- The person does not express pride in anything completed during the past year.
- The person is unable to identify achievements made during the year.
- The person has not made progress on identified goals.
- The person’s supports are not assisting in achieving desired goals.

11. The person is satisfied with the supports and services received.

- The person is not satisfied with supports and services.
- The person is not receiving the desired services.
- No one is asking the person if he/she is satisfied with services.
- No changes are being made to address the person’s dissatisfaction with services.
- The person does not know who to talk to about dissatisfaction.
- The provider has limited or no systems in place to solicit the person’s feedback.
- There are limited efforts made to learn and/or adapt to the person’s communication style.
- There are limited efforts to foster a means of functional communication for the person.
- No changes being made to address dissatisfaction with services.

12. The person is developing desired community roles that are of value to the person.

- The provider supports the person in social roles, but the activity is not one the person chose.
- The provider is not supporting the person in integrated activities.
- The provider is not educating the person on options regarding community roles.
- The person participates in social groups/activities, but the activity is not one he/she chose.
- The person participates in social groups/activities, but would like to be doing more.
- The person is not aware of community options.
- The person is not in control of his/her schedule (days/times).
- The person is not in control of his/her activities (places).
- The person’s activities are not inclusive.
- The person wants more connections in the community such as to join a church club or community organization.
- The person’s services are always rendered in groups.
- The person expresses he/she is lonely and desires more friendships.
- There are community transportation barrier(s).
- The provider has transportation barriers.
- The person’s requested activities are not pursued.
- A lack of needed adaptive equipment hinders community activities.
- Community activities are seldom/never selected by the person.