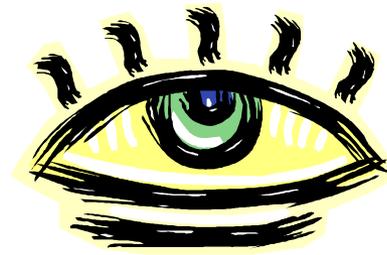


**You need a good eye
to get a good SCOR**



Updated November 17, 2011

Discussion Points

- SCORs ~ What? Why? Who? When? How?
- SCORS for Willowbrook Class Members
- SCOR Reporting Format
 - Questions 1, 2, 3
 - Actions Taken A, B
- Check It Out...
- *To SCOR or not to SCOR, That is the question!!*

SCORS ~ What?

- Service Coordination Observation Report (SCOR)
- SCOR form updated 10/1/10 located at http://www.opwdd.ny.gov/wt/images/msc_forms/msc7.pdf
- Required for Willowbrook class members in OPWDD certified residences



SCORS ~ Why?

- SCORS empower the service coordinator and person
- SCORS are a safeguarding tool with a focus on health, safety and environmental issues



SCORS ~ Who?

- SCORs are required for Willowbrook class members, who receive service coordination and live in OPWDD certified residences, such as family care homes, IRAs, CRs
- For class members living in ICFs, SCORS must be completed by the Willowbrook case manager, **NOT** the residential QMRP
- While no SCOR are completed for people who live in their own non-certified home or with family, the case manager/service coordinator must follow up on any issues or observations during home visits



SCORS ~ When?

- *Any time* the case manager/service coordinator observes a significant issue in the home related to health, safety or the environment
- Minimally required one time in a six month period, i.e., two times a year
- Even if no serious problem is found, the SCOR still must be completed at least twice a year, but not in consecutive calendar quarters.
 - ✓ **Always** have a SCOR form when you make a home visit .



SCORS ~ How?

- Observation and Interview
 - ✓ Look and listen
 - ✓ Ask questions
 - ✓ Be unobtrusive
 - ✓ Be alert
 - ✓ Obtain input from the person with disabilities, their advocate



SCORS ~ How?

- Notice details about the person
- Watch the person's normal routine
- Check all the rooms: personal & common space



SCORS for Willowbrook class members

- SCORs are completed for class members who receive Willowbrook case management/service coordination and live in OPWDD certified residences, such as family care homes, IRAs, ICFs, CRs
- For class members living in ICFs, SCORS must be completed by the Willowbrook case manager
- OPWDD has agreed that local CAB program representatives participate in a collaborative SCOR visit once annually when CAB is involved on behalf of the class member
 - ✓ At a mutually convenient time or prior to or after a team meeting convened at the residence when both service coordinator/case manager and CAB are in attendance

SCOR Report Format

- Instructions
- Identifying information
- Names of people visited
- 3 questions/guidelines
- Actions Taken
- Consumers or advocate signatures
- Indication of discussion of report with staff or family care provider
- Signatures

Question 1: Look at physical care, health, hygiene problems

Notice details about the person

- Is the person clean?
- Is there anything about the way the person is dressed that is of concern to you?
- Are clothes torn or soiled?
- If used, is adaptive equipment available, operable?



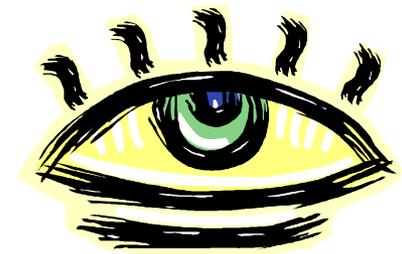
Watch the person and their normal routine

- What is for dinner?
- Is there enough food?
- If on a special diet, is it adhered to at home and during inclusion experiences?
- Does the person have access to personal possessions?
- Are ADL supplies properly labeled?
- Is the house a comfortable temperature?

Keep an eye out for...

...The unusual!!

- Does the person look *unusually* lethargic or agitated?
- Is the person dressed in clothing that is appropriate for the season?



Question 2: Look for hazardous conditions

Look at the home. Hazards include but are not limited to:

- Exposed wires, blocked exits, sharp edges, broken windows or doors, broken equipment or safety devices?
- Can the bedroom door be locked from the outside so the person cannot exit his or her room?



Question 3: Look at cleanliness and maintenance

Observe the home's appearance.

- Is it clean and well maintained and free of offensive odors?
- Check the exterior of the home and all the rooms used by your person: personal & common space.



For Questions 2 and 3: Check It Out!

- Is information posted that violates privacy?
- Are all areas clean? Windows clean and functional?
- Are there signs of vermin?
- Does the water feel too HOT when you wash your hands?
- Do you see any obvious hazards?
- Do window treatments ensure privacy?
- Is furniture adequate and in good repair?
- Is the smoking policy adhered to?



Check the bedroom...

- Do closets/dresser drawers contain appropriate clothing for the season?
- Are floors clean? Any trip hazards or obstacles for people?
- Are windows clean and functional? Walls and ceilings in good repair? Bedding clean, personalized? Is the bed "safe?"
- Are there personal items in the room?
- Is there sufficient lighting?



Check the bathroom...

- Is the exhaust fan functional? Do the sink and tub both drain? Are toilet and bathing fixtures clean, functional?
- For shower trolley, is the pad without tears?
- Are lights functional, light covers clean?
- Is hand soap [liquid], toilet paper and paper towels available?



Check the bathroom...

- Is there evidence of communal use of ADL supplies?
- Is a covered refuse container available?
- Pull back the shower curtain to check tiles and grout, shower floor, tub for mold/mildew?



Check the kitchen/dining area...

- Are hand washing materials available?
- Are lights functional, light covers clean?
- Are all appliances clean and working?
- Is the refrigerator clean inside and out, with no frost build up in freezer?
- Are food items properly stored?
- Are cleaning supplies secured?
- Is furniture adequate, clean, in good repair



Check the entry, hallways, stairs...

- Doorbell work
- Doors open and close freely
- Floor coverings clean and in good condition
 - ✓ If carpeted, carpet secure
- Lights functional; light covers clean
- Areas should be free of clutter or debris; not used for storage; nothing blocking exit doors
- Handrails secured



Check the living room...

- Area is clean
- Furniture adequate, clean and in good repair; arranged in a home-like decor
- Window treatments clean and intact
- Walls, ceilings, floors clean and in good repair
- Lights functional, light covers clean



Check the exterior...

- Fire exit doors open freely
- The driveway and walkways are intact and free of debris; refuse properly contained?
- Outdoor furniture adequate, clean, in good repair?
- Windows and screens intact
- In the winter, walkways cleared; ice melt available in closed container
- Exterior lights functional and in good repair



Actions Taken (A)



Did you observe or become aware of any conditions that place any individual in imminent danger of being harmed?

If yes:

- Act immediately to ensure that people are protected
- Remain on site until situation is addressed
- Immediately inform Exec Director of agency and your supervisor



Examples of Imminent Danger

- Very hot water
- Issues with bedrail system, adaptive equipment
- Fire alarm system inoperable; expired fire extinguisher certification
- A pattern of falls by the person without facility response
- A pattern of one person targeting another person without facility response



More Examples...

- Blocked or missing means of egress
- Skin integrity issues without response from the facility
- Untrained staff implementing special programs with negative outcome
- Special diets not being provided, i.e., puree, diabetic [modified calorie not as problematic]
- Regarding known allegations of abuse that are substantiated: Is target staff still present and/or working with the person?



Actions Taken (B)

Did you observe or become aware of any event or situation which may be considered abuse according to Part 624?

If yes:

- Immediately inform charge person and your supervisor
- Ensure abuse allegation completed
- Follow Part 624
- If likely to result in imminent danger, follow actions for (A)

Situations that may be abuse



Some examples, included but not limited to:

- Was food withheld from the person as a punishment?
- Did staff argue in front of the people in the home?
- Did staff speak disrespectfully to the person?
- Were people left unsupervised?

If you see something egregious,
i.e., possible abuse...



- Act immediately to ensure that people are protected
- Then follow up on reporting

To file a SCOR

If no problems are reported or observed

For people living in family care

- Copy kept by service coordinator in separate file
- SCOR also sent to family care liaison who places it in family care home certification file

For people in certified residences other than family care

- Copy kept by service coordinator in separate file
- Copy kept in separate file at the residence

Refer to #6 of instructions on SCOR



To file a SCOR

If problems ARE reported or observed

- Copy kept by service coordinator in separate file
- Copy kept in separate file at residence
- Copy given to service coordination supervisor who must send copies to:
 - ✓ Executive director of agency operating residence
 - ✓ For family care, to the DDSO or agency family care coordinator and family care liaison for the home

Refer to #7 of instructions on SCOR



Once a SCOR is completed...

- All problems identified must be addressed by the residential service provider in a reasonable time frame
 - ✓ What is reasonable will vary
- The service coordinator must monitor correction and report delays in correction to their supervisor
 - ✓ Supervisor should contact residential agency regarding unresolved issues
- Beware repeat SCOR citations, same issue or related
 - ✓ Supervisor should notify OPWDD DQM if an issue is unresolved



Don't get bogged down with...

- The damage "just happened"
- I do SCORs all the time but nothing ever gets fixed
- Let's give them more time
- They filled out a work order months ago
- My supervisor never reads my SCORs and doesn't follow up on the issues



Supervisory support is critical

- Ensure functionally independent response to SCOR issues
- Be timely
- Keep the service coordinator informed of follow up actions



Don't be complacent

- See that things get repaired, replaced, corrected
- See that corrections are maintained



To SCOR or not to SCOR...

That is the question!!!

To SCOR or not to SCOR...

You observe cracked tile inside the shower.

- This is likely not just a cosmetic problem, may have other implications. Can water get behind the tile? What happens if the tile were to fall?

To SCOR or not to SCOR...

You observe that a floor tile is missing.

- This is likely not just a cosmetic problem, may have other implications. This can become a trip hazard, particularly when people living in the home have gait issues, use a walker or wheelchair

To SCOR or not to SCOR...

You observe a broken toilet seat in the bathroom.

- What if the house manager has a new seat and replaces the seat while you are there?
- What if the house manager agrees to purchase a new seat that evening?

To SCOR or not to SCOR...

You observe windows without blinds or other treatment that ensures privacy for people.

- This is always a SCOR issue.

To SCOR or not to SCOR...

You observe your person's bedroom windows without blinds or other treatment to ensure privacy.

- Your person always pulls the window treatments down. Ask whether there is a behavior plan and whether this is documented in the person's ISP. In addition, the home must consider options that provide privacy and cannot be pulled down.

To SCOR or not to SCOR...

Your person's bedroom is generally messy. This includes an unmade bed, clothes on floor and not hung up or in drawers. When you interview staff, you find that the bed is made each morning and clothes put away appropriately.

- If the rest of the house is clean and tidy, a SCOR would not be needed. However, the behavior needs to be addressed on behalf of the person.

To SCOR or not to SCOR...

During your visit, you observe smoking and/or cigarette marks or other damage due to smoking on the bedspread, carpet, furniture, etc.

- Per Administrative Memorandum 2011-2 (ADM) issued 10/7/2011, *Standardization of fire safety practices*, smoking is prohibited in OPWDD certified residences effective 1/7/2012.
 - ✓ ADM is located at <http://www.opwdd.ny.gov/wt/memoranda/ADM-2011-02.pdf>
- A SCOR would be indicated when smoking is observed or cigarette marks or other damage due to smoking noted.

To SCOR or not to SCOR...

Your person likes to collect things, including newspapers and refuses to throw the paper out. You observe piles of newspapers in the bedroom when you visit.

- The service coordinator must ensure that there is a behavior plan to address the behavior and intervene if the situation poses a safety hazard for the person.

Balance safety and compliance with attractive and comfortable

- Advocate for personalized space that is aesthetically pleasing for people
- Follow up on environmental issues, even those that do not “rise” to the SCOR
- Ensure observations are included in case notes and follow up actions with the house staff and supervisor



Reference Information

- Guidelines for Creating and Maintaining a Home Living Environment
- Privacy
 - ✓ Posting of information and environmental restrictions
- Safeguarding Alerts
 - ✓ Lead, Drowning, Carbon Monoxide Poisoning, Dryer Safety, Van Alert, etc.



Next Steps

- Distribute the Guidelines to service coordinators and share with residences when appropriate
- Train service coordinators on what "To SCOR"
- Involve DQM when necessary