

E Employment First

P Person Centered

I Innovation

C Collaboration

L Leadership

I Integrity

F Forward Thinking

E Empowerment



Annual Report FY 2025



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A Word From the CEO



As we look back on this past year, I'm truly excited that I can say it feels like the remains of the staffing crisis that came with COVID-19 is finally dissolving. The trends of being short-staffed and suffering through high overtime rates is finally a thing of the past. With the implementation of a historic rate increase for most IDD services, our DSPs have finally seen a much-needed pay increase. This has helped not only with DSPs being able to sustain a livable wage, but it has also helped with turnover and job satisfaction.

This year we invested in renewing our focus on strategic planning for the future. We had a two-day retreat that included family members, board members, people supported, DSPs, host home providers, regional DBHDD staff, and our leadership team. Our new year will be focused on how we can expand our services to reach more people in our community and surrounding communities as well as improving the services that we already provide. With uncertainty on the horizon with the federal government cuts to Medicaid funding, we are looking at new revenue streams and how we can do more with less funding.

As we move into the new year together and reflect on the past 56 years that Diversified Enterprises has stood as a pillar in our industry, we are mindful that change always brings uncertainty. Despite these challenges, we will remain steadfast in our commitment to advocacy, transparency, and to providing quality services to people. We will continue to adapt, innovate, and speak up for the value of our work and the people whose lives depend on it.

Kristy Dominy

Our Vision

People Living the
Life THEY Love!



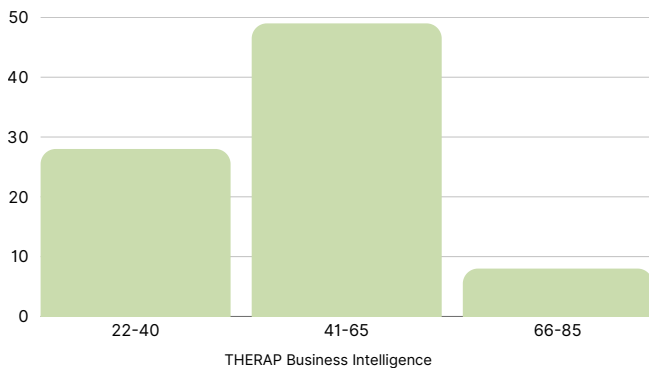
Our Mission

Empowering people to
live, work, and engage
fully in their
communities.

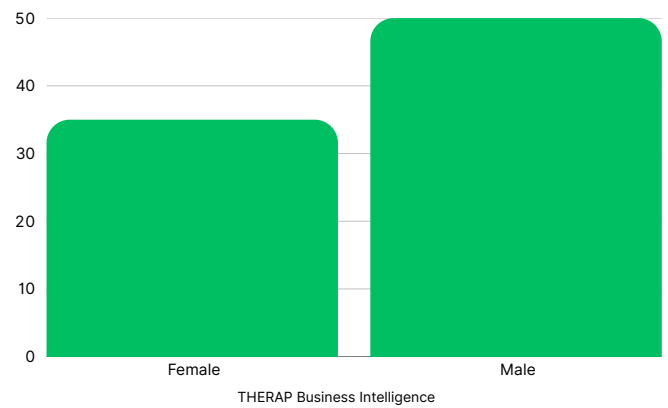
DEMOGRAPHICS of PERSONS SUPPORTED

July 1st, 2024 - June 30th, 2025

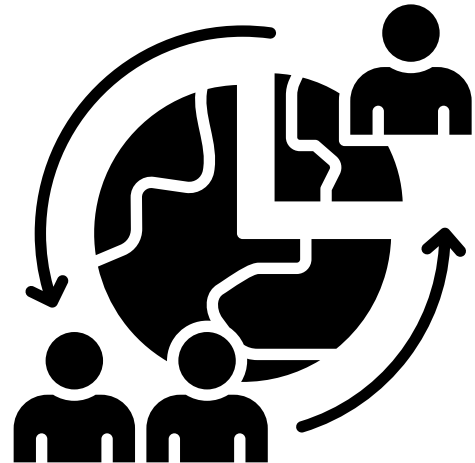
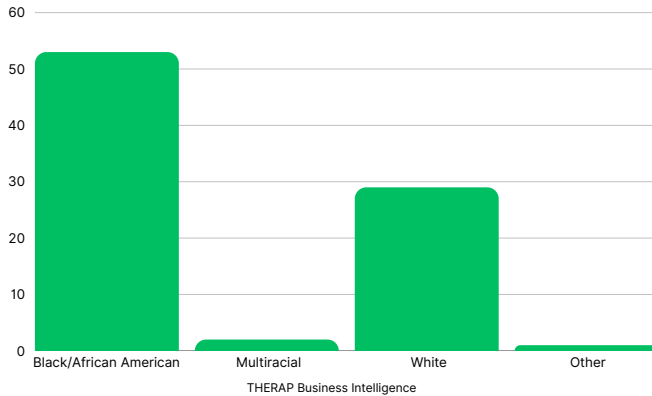
AGE
FY25



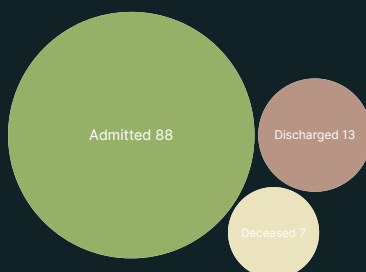
GENDER
FY 2025



RACE/ETHNICITY
FY 2025



DEMOGRAPHICS SUMMARY FY 2025



THERAP Business Intelligence

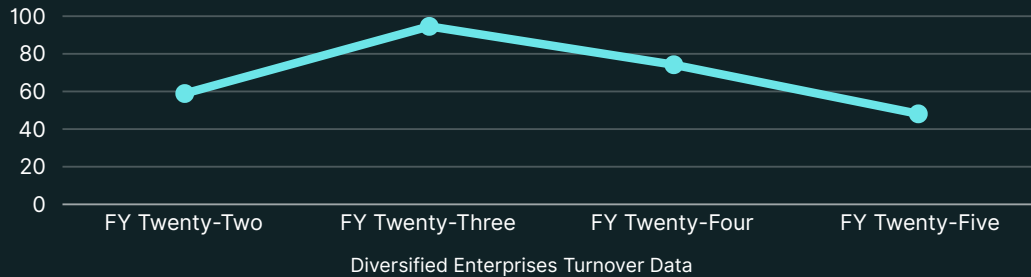
During FY25, Diversified Enterprises supported individuals across a wide range of ages, genders, and racial and ethnic backgrounds, reflecting the diversity of the communities served. Most individuals supported were adults within the working-age population, particularly those ages 26–45, with additional representation among older adults, younger adults, and seniors. This demonstrates the organization's capacity to meet needs across the lifespan.

Gender representation remained balanced and inclusive, with individuals identifying across multiple gender identities. Racial and ethnic data show services reached individuals from diverse backgrounds, including White, Black or African American, Hispanic or Latino, and other racial and ethnic groups. Together, these demographics highlight Diversified Enterprises' ongoing commitment to equitable, person-centered services that promote inclusion, empowerment, and community impact.

Business Measures

FY 2025

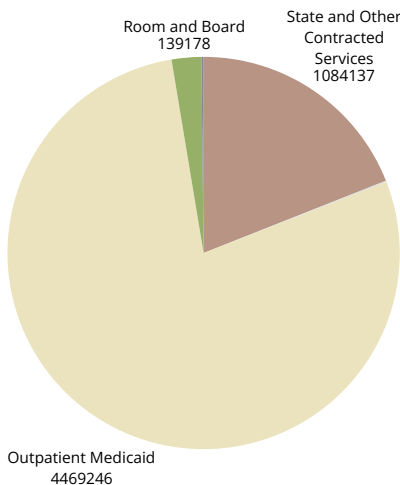
Annual Turnover Ratios
2022-2025



Financial Report

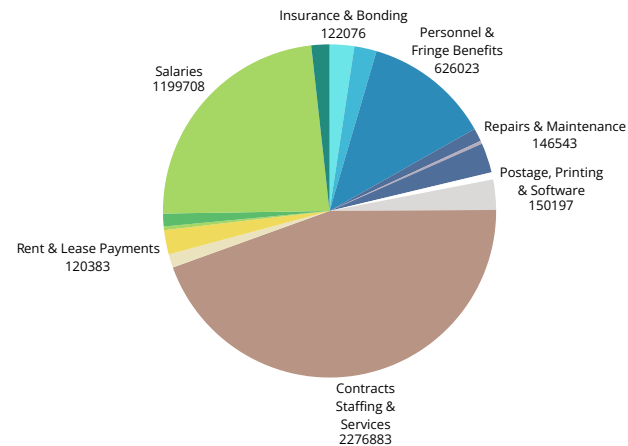
Total Revenue	Net Revenue over Expense	Total Expenses
\$5,708,524	\$731,928	\$4,976,596

Revenue
FY 2025



Diversified Enterprises Revenue Statement

EXPENSES
FY 2025



Diversified Enterprises Expenditure Statement



Summary

The FY 2025 Business Measures illustrate notable variations in annual turnover from 2022 through 2025. Turnover reached its highest point in FY Twenty-Three before declining over the next two fiscal years. According to the data provided by the 2025 National Core Indicators® (NCI) IDD State of the Workforce Report, the state of Georgia saw a 34% Turnover Ratio for the year. Diversified Enterprise's turnover ratio exceeds this ratio by 14%. This trend reflects the organization's ongoing efforts to strengthen workforce stability and address factors influencing employee retention.

The FY 2025 Financial Report demonstrates a strong fiscal position for Diversified Enterprises. The organization generated \$5,708,524 in total revenue and incurred \$4,976,596 in total expenses, resulting in a positive net revenue over expenses of \$731,928. These results indicate sound financial stewardship and effective resource allocation in support of operational needs and service delivery. The majority of revenue was derived from state, Medicaid, and contracted services, supplemented by room and board contributions.

Collectively, these financial indicators demonstrate continued fiscal sustainability and the organization's commitment to maintaining high-quality, person-centered services.



FY 25 Strategic Plan Review

Recognition

Goal: To increase brand awareness and recognition to further Diversified Enterprises as an industry leader and the provider of choice while growing our influence in public policy.

Operational Integrity

Goal: To achieve operational excellence by merging people, processes, and assets into a well-defined, highly efficient and proactive agency.

Expansion

Goal: To continue as an agency with strong and sustainable growth in both the quality and quantity of existing services while crafting person centered solutions to meet the needs of future markets to individuals with disabilities.

Leadership and Advocacy

Goal: To position the Agency and its members as valued advocates and as innovative leaders in Georgia.

Social Capital

Goal: To build social capital (work/business opportunities, financial capital, power & influence, emotional support, and meaningful relationships) for members associated with Diversified Enterprises.

Satisfaction and Engagement

Goal: To improve experiences with the Agency while increasing loyalty and retention.

Recognition	- Continuing Virtual Recognition - Support Employment Participants participated in and received statewide and national awards - Longevity Luncheons for Employees Within the Organization - Participated in the Carnival for Kalos - Attended Chamber Luncheons and other Events - Provided a Table and Information at the Transition Fair
Operational Integrity	- Welcomed the Tarry Town Pharmacy Interface - Updated the Daily MAR in THERAP - Added video feature to THERAP to assist with matching during the orientation process - Completed annual policy review and updates - Purchased Owl Meeting technology to improve virtual meetings
Expansion	- Developing plan to expand Host Homes - Developing a plan to open new Group Homes - Continuously recruiting subject matter experts in the areas of Aging, Autism, Employment, and Meaningful Day. - Strategic Planning Retreat was held in Savannah GA
Leadership and Advocacy	- Members of the Parent-to-Parent Board of directors - Members of the National APSE Board - Members of GCDD - Members of GA APSE Board - Members of SPADD Board
Social Capital	- GLC Board Member - National APSE Board of Directors - GA APSE Board Member - Leadership Training through Mission 501 - Leadership Advance Completed in March 2025 - Aktion Club Recruiting - Champions League Participation - Joined Rise Up Speak Out
Satisfaction and Engagement	- Revised Residential Surveys - Revised Community Services Survey - Quarterly Department Meetings to Discuss Survey Results - Creating a Cultural Competency Survey

Satisfaction and Engagement Continued

Behavior Supports Satisfaction Survey FY25

1. I feel safe and secure in my home with the interventions provided in my behavior support plan.

- ☐ Yes
☐ No

2. I am happy with the behavior professionals' attitude.

- ☐ Yes
☐ No

3. I am happy with the way the behavior professionals treat others.

- ☐ Yes
☐ No

4. I feel safe to ask questions about the way the behavior support plan works for me.

- ☐ Yes
☐ No

5. I get along well with the behavior professionals.

- ☐ Yes
☐ No

6. I feel accepted by the people that help with my behavior supports.

- ☐ Yes
☐ No

7. I feel good about myself when I have more positive skills in my behavior support plan.

- ☐ Yes
☐ No

8. I feel the behavior professionals listen to me and respect me.

- ☐ Yes
☐ No

9. I feel I am being the best me I can be when I have behavior supports.

- ☐ Yes
☐ No

100%
Satisfaction

Community Supports Satisfaction Survey FY25

1. I feel safe and secure in my home with the support provided by community professionals/support staff. w

- ☐ Yes
☐ No

2. I am happy with my community support professional/staff's attitude. w

- ☐ Yes
☐ No

3. I am treated with respect by my community support professionals/staff. w

- ☐ Yes
☐ No

4. I feel safe to ask questions about my community services/supports. w

- ☐ Yes
☐ No

5. I feel that my maintenance concerns are addressed in a timely manner.

- ☐ Yes
☐ No

6. I get along well with my community support professionals/staff and peers. w

- ☐ Yes
☐ No

7. I have a choice in the community activities that I participate in. w

- ☐ Yes
☐ No

8. I am happy with the community activities available. w

- ☐ Yes
☐ No

9. I feel my independence is being supported in the home and community. w

- ☐ Yes
☐ No

10. Overall, I am happy with my life. w

100%
Satisfaction



Summary

All respondents for the Behavior Support Satisfaction Survey answered "Yes" (100%) to every satisfaction question, showing unanimous positive feedback about safety, professional attitude, treatment, ability to ask questions, relationships with professionals, feeling accepted, positive skills, being listened to, and self-improvement.

All respondents answered positively (100% "Yes") to all single-choice questions about safety, staff attitude, respect, ability to ask questions, timely maintenance, relationships with staff and peers, choice in activities, satisfaction with activities, and support for independence.

Satisfaction and Engagement Continued

FY25 QTR2 Residential Satisfaction Survey

1. I feel my basic needs, food/shelter/clothing, are being met.

- ☐ Yes
☐ No

2. I am satisfied with how I spend my time (community activities/friends/family).

- ☐ Yes
☐ No

3. I am satisfied with the home I live in.

- ☐ Yes
☐ No

4. I am satisfied with my overall health.

- ☐ Yes
☐ No

5. I feel Safe in my home.

- ☐ Yes
☐ No

6. I get along with the people I know well and interact with often (support staff/co-workers/family/friends).

- ☐ Yes
☐ No

7. I feel respected and acknowledged by others in the home and community.

- ☐ Yes
☐ No

8. Overall, I feel good about myself and my abilities.

- ☐ Yes
☐ No

9. I feel that my independence is supported and encouraged in the home and community.

- ☐ Yes
☐ No

10. Overall, I am satisfied with my life.

- ☐ Yes
☐ No

100%
Satisfaction

FY25 Supported Employment Satisfaction Survey

1. I am satisfied with my Job Coach.

- ☐ Yes
☐ No

2. I am satisfied with my job placement.

- ☐ Yes
☐ No

3. I feel that my strengths and weaknesses were considered for my current job placement.

- ☐ Yes
☐ No

4. I feel like I have a good relationship with my employment staff and job coach.

- ☐ Yes
☐ No

5. I am treated with respect by my employment support staff and job coach.

- ☐ Yes
☐ No

6. When I have issues with my job, I feel that my job coach listens and assists me with any work-related issues.

- ☐ Yes
☐ No

7. My Job coach responds timely to my phone calls or text messages when I need to speak to them.

- ☐ Yes
☐ No

8. I feel safe to ask questions about my job placement and support services.

- ☐ Yes
☐ No

9. I feel my independence is being supported through my job placement.

- ☐ Yes
☐ No

10. Overall, I am satisfied with my life.

- ☐ Yes
☐ No

90%
Satisfaction



Summary

The FY25 Residential Satisfaction Survey responses reported 100% positive satisfaction across all measured areas, including basic needs being met, personal safety, overall health, relationships with others, respect and dignity, support for independence, satisfaction with their home, and overall life satisfaction. No negative responses were recorded. Overall, the survey results indicate a very positive resident experience.

Based on the survey data, overall satisfaction can be summarized by looking at the key satisfaction-related questions: 100% of respondents (4 out of 4) are satisfied with their Job Coach. - 66.67% of respondents (2 out of 3 who answered) are satisfied with their job placement. - 100% feel their strengths and weaknesses were considered for their job placement. - 75% feel they have a good relationship with employment staff and job coach. - 100% feel treated with respect by employment support staff and job coach. - 100% feel their job coach listens and assists with work-related issues. - 100% say their job coach responds timely to calls or texts. - 100% feel safe to ask questions about job placement and support services. - 100% feel their independence is being supported through job placement. - 75% are overall satisfied with their life.

Satisfaction and Engagement Continued

Leadership Satisfaction Survey FY25

89%
Satisfaction

1. My supervisor provides sufficient support when I need it.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

2. My supervisor is accessible when I need guidance.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

3. My supervisor provides useful feedback on my performance.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

4. I feel comfortable approaching my supervisor with concerns or questions.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

5. My supervisor contributes positively to the team's work environment.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

6. My supervisor treats me with respect.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

7. My supervisor manages conflicts within the team effectively.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

8. My supervisor encourages team collaboration and cooperation.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

9. My supervisor handles stressful situations well.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

10. My supervisor communicates clearly and in a timely manner.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

11. I am satisfied with the frequency and format of meetings or check-ins with my supervisor.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

12. Overall, I am satisfied with my relationship with my supervisor.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

13. Which Department do you work in (for data purposes)?

- ☐ CLS- Residential
- ☐ Group Home- Residential
- ☐ Community Support
- ☐ Community Employment/Nursing/Behavior Supports
- ☐ Administrative



Summary

Based on the survey data, the overall satisfaction with supervisors is very high. For the question "Overall, I am satisfied with my relationship with my supervisor": 73.68% of respondents selected "Strongly Agree" - 15.79% selected "Agree" - 10.53% selected "Neutral" - 0% selected "Disagree" or "Strongly Disagree" This means that 89.47% of respondents expressed satisfaction (either "Strongly Agree" or "Agree") with their relationship with their supervisor.

Satisfaction and Engagement Continued

Stakeholder Satisfaction Survey for Diversified Enterprises

1. I'm satisfied with the overall services provided by Diversified Enterprises?

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

2. Which stakeholder group do you belong to? (Select all that apply)

- ☐ Parent
- ☐ Participant
- ☐ Employee
- ☐ Other

3. The services provided are personalized and person-centered enough.

- ☐ Strongly Agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

4. As a stakeholder I am given enough opportunities to engage and provide input into service development and outcomes.

- ☐ Always
- ☐ Often
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

5. What can be done to improve the impact of the services provided by Diversified Enterprises?

6. Please provide any additional comments or suggestions regarding our services.

93%
Satisfaction



Summary

Satisfaction with overall services is highest among Participants, Parents, and those in the 'Other' stakeholder group, with 100% of respondents in each of these groups reporting they are satisfied or very satisfied. Employees also report high satisfaction, with 88.89% indicating they are satisfied or very satisfied. This suggests consistently strong satisfaction across all stakeholder groups, with Employees showing slightly lower but still high levels of satisfaction compared to others.

COMMUNITY EMPLOYMENT

OVERVIEW

Program Census
7/1/24-6/30/25

29

Effectiveness Measures: Not Met

Efficiency Measures: **E/R \$13,743**

Service Access: Not Met

Satisfaction Measure: Met

Total Persons
Supported

29

EFFECTIVENESS MEASURES	Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Actions
	Successful Placements	Referrals reach Job Placement by 6 months of discovery profile completion.	July 1, 2024 to June 30, 2025	Actual VR Billing Invoices	Program Manager	Job Placement within 6 months of discovery profile completion	2 Placements	Many individuals have engaged in the discovery phase of their employment journey but did not secure employment due to various reasons. Collaboration between the job seeker and employment specialist continue.
EFFICIENCY MEASURES	Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Actions
	Maximum number of billable hours	Maximize billable hours per staff monthly	July 1, 2024 to June 30, 2025	Billing Invoice	Program Manager	80%	Not Met	The percentage of billable hours was impacted by a focus on training and coaching, as well as the onboarding of several new job coaches during the fiscal year.
	Meet or Exceeded budgeted revenue	Employment revenue, VR, SFS, Waiver	July 1, 2024 to June 30, 2025	Actual Financial performance vs. budget	Program Manager	Revenue over Expenses	Not Met	Expenses exceeded revenue during 1 st , 3 rd and 4 th quarters. During these quarters Employment Coach turnover and loss of participants negatively affected revenue.
SERVICE ACCESS MEASURES	Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Actions
	Maximize the number of people supported by SE	SE Group and SE Individual	July 1, 2024 to June 30, 2025	Successful Referrals	Program Manager	5 Successful Referrals Quarterly	Not Met	There were 5 referrals that became placements during the fiscal year. The Supported Employment Service area is proud of this accomplishment and are predicting continued growth towards reaching the goal of 5 placements per quarter.
SATISFACTION MEASURES	Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Actions
	Maximize satisfaction of employees and stakeholders	Employees and Persons Supported	July 1, 2024 to June 30, 2025	Surveys	DDP	Employees/Stake holders > 4.0 and 75% Person Supported	Met	Surveys were deployed and the results show that over 90% of staff and persons supported that participated are satisfied. Participants speak of their job coaches positively and are confident in their abilities to support them in discovering what works for them.

CONCLUSION

The Community Employment program focused on helping individuals achieve competitive employment through discovery, job development, and ongoing coaching. During FY 2025, the program achieved two successful job placements and supported participants throughout their employment journey. While placement and financial goals were not fully met due to staff turnover, training demands, and participant leaving, the program maintained strong stakeholder satisfaction. More than 90% of surveyed staff and participants reported being satisfied with services, and participants expressed confidence in the support provided by their job coaches. The program remains committed to increasing placements, improving service efficiency, and expanding employment opportunities in the coming year.

COMMUNITY SUPPORT

OVERVIEW

Program Census
7/1/24-6/30/25

58

Effectiveness Measures: Met
Efficiency Measures: **R/E \$42,254**
Service Access: Not Met
Stakeholder Satisfaction Measure: Met

Total Persons
Supported

58

EFFECTIVENESS MEASURE

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Actions
Maximize achievement of service plan outcomes	People Supported	July 1, 2024 to June 30, 2025	Person outcomes measured	Program Manager	75%	95%	Person's Supported continue to be involved in their annual service plans. Due to increased involvement, participants are more willing to address and meet the goals that they have set for themselves.

EFFICIENCY MEASURE

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Actions
Meet or Exceed Budgeted Revenue	Actual financials vs budget	July 1, 2024 to June 30, 2025	Actual financials vs budget	COO/Program Manager	Revenue over Expenses	Met	Community Supports performed well this year. Each quarter was completed with revenue over expenses.

SERVICE ACCESS MEASURE

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Actions
Maximize number of people supported	New Referrals	July 1, 2024 to June 30, 2025	Region 4 Field Office/ SC Referrals	Program Manager	1 Individual per quarter	Not Met	During the fiscal year there was a decrease in referrals for CAI/CAG services. The team will collaborate to identify service needs and methods to increase referrals and placements in the coming year.

SATISFACTION MEASURE

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Actions
Maximize engagement and satisfaction of all employees	Community Support Staff and Persons Supported	July 1, 2024 to June 30, 2025	Surveys	DDP	Employees/Stakeholders > 4.0 and 75% Person Supported	Met	During the FY24 satisfaction surveys were deployed. The data collected shows that 100% of persons served who participated in the survey are satisfied with the services that Diversified Enterprises Provides.

CONCLUSION

Community Supports had a successful FY2025. The service area exceeded its goal for service plan outcome with a 95% achievement rate against a 75% target. The program maintained a strong financial performance by finishing each quarter with revenue exceeding expenses. Referrals declined and the growth goal was not met but participant satisfaction remained exceptionally high. 100% of surveyed individuals reported satisfaction with the service they received.

COMMUNITY LIVING SERVICES

OVERVIEW

Program Census
7/1/24-6/30/25

6

Effectiveness Measures: Met

Efficiency Measures: **E/R \$163,499**

Service Access: Not Met

Stakeholder Satisfaction Measure: Met

Total Persons Supported

6

EFFECTIVENESS MEASURE	Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Results
	Maximize achievement of outcomes.	Person Supported	July 1, 2024 to June 30, 2025	ISP Goals	Program Manager	50%	Met	Persons supported continued to exceed the outcome measurements by more than 50% during the first 3 quarters. During the last quarter the goal as not met.
EFFICIENCY MEASURE	Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Results
	Meet or exceed budgeted revenue	Actual financials vs budget	July 1, 2024 to June 30, 2025	Actual Financial performance vs budget	COO/Program Manager	Revenue over Expenses	Met	During FY25, CLS experienced a total revenue over expenses of \$163,499. This goal was met for all 4 quarters.
SERVICE ACCESS MEASURE	Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Results
	Maximize number of people supported	New Referrals	July 1, 2024 to June 30, 2025	Region 4 Field Office/SC Referrals	Program Manager	One New Placement by End of the Year	Not Met	A new CLS home was not established during the fiscal year. The Residential Team continues to collaborate with resources throughout the community to locate potential CLS homes.
SATISFACTION MEASURE	Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Results
	Maximize Employee Engagement and Satisfaction	CLS Staff and Persons Supported	July 1, 2024 to June 30, 2025	Surveys	DDP	Employees/ Stakeholders> 4.0 and 75% Person Supported	Met	100% of the participants who participated in the data collections are satisfied with the services that they are currently receiving.

CONCLUSION

Community Living Services demonstrated strong performance throughout the year. Participants consistently met or exceeded their goals and although the goal of establishing a new CLS home was not achieved the team continues to pursue expansion opportunities for the organization. Satisfaction levels were outstanding with 100% of surveyed participants expressing satisfaction with their services.!

GROUP HOME SERVICES

OVERVIEW

Program Census
7/1/24-6/30/25

17

Effectiveness Measures: Not Met
Efficiency Measures: **R/E \$612,127**
Service Access: Not Met
Stakeholder Satisfaction Measure: Met

Total Persons
Supported

17

EFFECTIVENESS
MEASURE

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Actions
Maximize the achievement of outcomes	Person Supported	July 1, 2024 to June 30, 2025	ISP Goals	Program Manager	50% Outcomes Achieved	Met	Meeting the goal presented itself as an issue during the 1st quarter. The residential management team worked with DSP and individuals supported to encourage working towards achieving their goals. DDPs have been speaking with individuals prior to their ISP meetings to make sure goals align with what is important to them. The team will continue to collaborate in this manner to achieve further success in maximizing achievement outcomes.

EFFICIENCY
MEASURE

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Actions
Meet or exceed budgeted revenue	Management and Leadership	July 1, 2024 to June 30, 2025	Actual Financial performance vs. budget	COO/Program Manager	Revenue over Expenses	Met	Group Home Services met their goal each quarter!

SERVICE ACCESS
MEASURE

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Actions
Maximize number of people supported	New Referrals	July 1, 2024 to June 30, 2025	Referral Data	Program Manager	One Referral per quarter	Met	Referrals were reviewed quarterly even though the Group Homes remained at capacity the entire year.

SATISFACTION
MEASURE

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Actions
Maximize satisfaction of employees and stakeholders	Satisfaction Surveys	July 1, 2024 to June 30, 2025	Surveys	DDP	Surveys > 4.0 Turnover Less than 30%	Met	Residential received a satisfaction score of 100% from the participants. However, the turnover rate continues to be higher than desired. The Leadership Team continues to work to decrease the turnover rate, boost, moral and staff recognition efforts.

CONCLUSION

Performing strongly across most key measures during the fiscal year, Group Home services saw much success. Achievement of individual service plans outcomes met the target of 50% despite some compliance challenges in the first quarter. The management team improved results by working closely with direct support professionals as well as the individuals supported to ensure goals were meaningful and aligned with person centered practices and beliefs. Group Home Services successfully met all major performance goals, with staff retention remaining the primary area for improvement.

HOST HOME SUPPORTED LIVING

FY25

OVERVIEW

Program Census
7/1/24-6/30/25

7

Effectiveness Measures: Met
Efficiency Measures: **R/E \$40,693**
Service Access: Not Met
Stakeholder Satisfaction Measure: Met

Total Persons
Supported

7

EFFECTIVENESS
MEASURE

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Actions
Maximize Person Centered Services of all persons supported	People Supported	July 1, 2024 to June 30, 2025	Monthly Visits in total compliance with HHLSP Operational Standards	Program Manager	Compliant	Compliant	Host Home Life Sharing Providers continue to meet expectations of maintaining their homes in compliance with DBHDD HHLSP operational standards.

EFFICIENCY
MEASURE

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Actions
Meet or Exceed budgeted revenue	Management and Leadership	July 1, 2024 to June 30, 2025	Actual financial performance vs. budget	COO/ Program Manager	Revenue over Expenses	Met	The Host Home Living Supports Service area met their goal by achieving Revenue over Expense the entire fiscal year.

SERVICE ACCESS
MEASURE

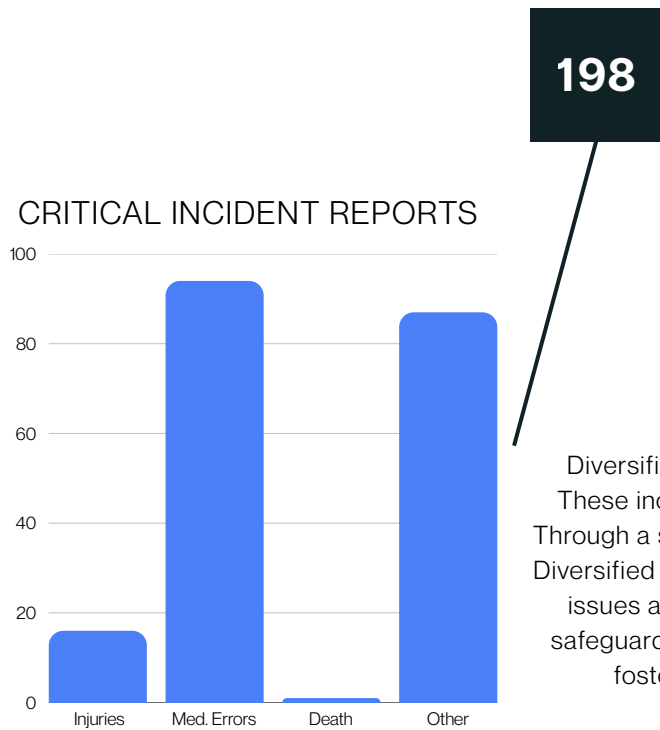
Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Actions
Maximize number of providers available	Community Stakeholders	July 1, 2024 to June 30, 2025	Surveys	Excel Spreadsheet	Program Manager	Not Met	There was expressed interest in becoming a Host Home Provider. Some did not follow through while others did not meet the requirements.

SATISFACTION
MEASURE

Indicator	Applied To (Target Group)	Time of Measure	Data Source	Obtained By	Goal (Target or Benchmark)	Actual Results	Recommendations and Actions
Maximize satisfaction of employees and stakeholders	Satisfaction Surveys	July 1, 2024 to June 30, 2025	Surveys	DDP	Maximize satisfaction of person supported and stakeholder results > 4.	Met	All Host Homes Participants reported satisfaction in all areas of the services provided by Host Home Providers. They report that the services they receive meet their needs and that they feel safe and comfortable communicating any needs to their Host Home Providers.

CONCLUSION

Host Home Supported Living demonstrated strong compliance, financial performance and participant satisfaction during the year. Host Home Providers maintained compliance with DBHDD operational standards. Host Home Supported Living continues to excel in compliance, financial stability and participant satisfaction but expanding the provider network remains a key opportunity for growth.

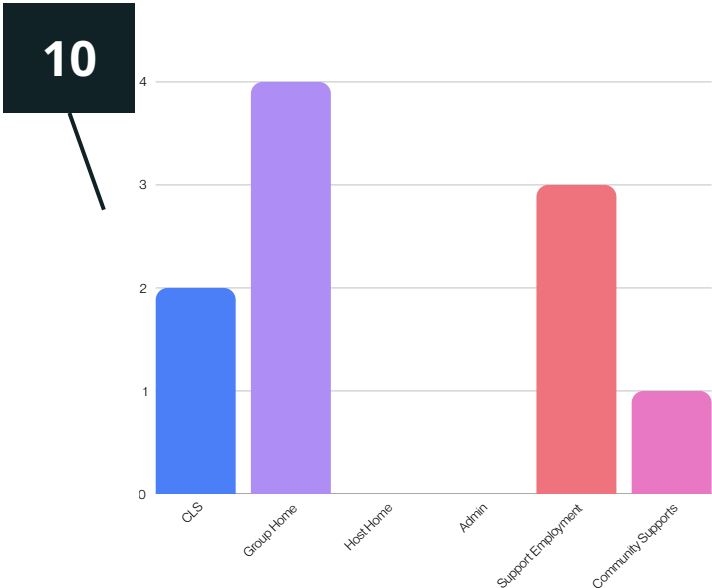


Diversified Enterprises experienced 198 critical incidents during FY 2025. These incidents varied in severity, ranging from low to high intensity events. Through a strong commitment to transparency and proactive risk management, Diversified Enterprises is able to identify early warning signs of potential critical issues and implement effective mitigation strategies. This approach helps safeguard the well-being of both employees and the individuals served while fostering a culture of continuous improvement and accountability.

During FY25, Diversified Enterprises received a total of 10 formal complaints. The majority of these complaints originated within the Group Home Services program. Each complaint was addressed promptly and managed with the utmost seriousness, care, and respect for the individuals involved.

The Compliance Committee and Human Rights Committee remain committed to thoroughly reviewing all complaints to ensure appropriate resolutions are implemented and that individuals receiving services are provided with the necessary supports and protections. The complaint process is clearly communicated and readily accessible to all persons supported, ensuring they understand their rights and the steps involved in reporting concerns.

Diversified Enterprises continues to promote a culture of accountability, transparency, and continuous improvement by carefully evaluating concerns and using feedback to enhance service quality and outcomes.



Sources Cited

THERAP Business Measures

National Core Indicators State of the Workforce Report 2025 (Georgia) Pg.31

Diversified Enterprises Financial Services Report

Diversified Enterprises Business Metrics

Diversified Enterprises Service Area (Departmental) Metrics

Diversified Enterprises Satisfaction Surveys