Diversified Enterprises

Performance Metrics Report

Fiscal Year 19

Quarter 3 (January 2019-March 2019)

Quarter 3 (Jan. 2019-March 2019)

Effectiveness Measure-Goal=Financial reports by profit/cost center provided 2 business days after approval by Finance Committee	**Not Met**

Explanation

Process is cumbersome in its current stage...will improve July 1st when budgets are uploaded into OT. Reports will then be Click and Print from then one, Finance committee meetings need refreshing and financials have not been approved by Advisory Board due to lack of quorums

Efficiency Measure-Goal=Develop 3 (Three month) operating reserve (median monthly rate FY 18=$392,000)-3 (three) month operating reserve of $1,176,000	**Not Met**

Explanation

Ongoing...will take time, 33.7% there

Service Access Measure -Goal=Reduction of Employee Turnover-Quarterly turnover less than 13%	**Not Met**

Explanation

17.55% Steps being taken in order to find a better fit employee

Satisfaction Measure-Goal=Maximize engagement and satisfaction of employees-2018 engagement survey results greater than 4.00	**Met**

Explanation: 4.41 Working on delegation of non-integral tasks in order to improve on-time performance and follow thru

Stakeholder Satisfaction Measure-Goal=FY19 stakeholder survey results greater than 4.00	**Met**

Explanation

Quarter 3 13 responses were received with an average score of 4.43

Quarter 3 (Jan. 2019-March 2019)

Effectiveness Measure-Goal= Maximize achievement of Behavioral support outcomes-10% increase per quarter in replacement behavior from previous quarter — **Met**

Explanation

The random sample of 5 individuals increased from 60% completion of replacement skills in FY19 Q2 to 79% completion in FY19 Q3.

Efficiency Measure-Goal=Maximize available billable hours-20 billable hours per week — **Not Met**

Explanation

16 billable hours per week. Continued improvements in billable time will be worked on.

Service Access Measure -Goal=Build relationships to assist with transitions from school to adult services-2 school contacts per quarter — **Met**

Explanation

Continued involvement with special education teachers and special education directors 9 emails, multiple phone contacts, and one IEP meeting attended.

Satisfaction Measure-Goal=Maximize person centered supports and satisfaction of persons supported enrolled in Behavioral Support Services-Survey Results — **Not Met**

Explanation

Awaiting implementation of satisfaction survey.

Stakeholder Satisfaction Measure-Goal=FY19 stakeholder survey results regarding Behavioral support services greater than 4.00 — **Met**

Explanation

Quarter 3 13 responses were received with an average score of 4.43 Developing a employer survey for FY 20

Quarter 3 (Jan. 2019-March 2019)

Effectiveness Measure-Goal:Successful Placements Referrals reach 5th VR cycle by 6 months 180 day placement-Quarterly 80%	**Not Met**

Explanation

No new referrals to move to 5th VR cycle

Efficiency Measure-Goal=Maximize Billable Hours-72% Billable hours per staff monthly	**Not Met**

Explanation

47 %, Goal of 72% might need to be adjusted, have not been able to meet

Efficiency Measure-Goal=To Meet or exceed revenue over expenses	**Met**

Explanation

Total Income $ 37,602 Total Expenses $ 28,897 =$8,705

Service Access Measure -Goal=Maximize number of people supported in SE Successful referrals from GVRA-5 successful referrals Quarterly	**Not Met**

Explanation

2 new referrals for Quarter

Satisfaction Measure-Goal=Maximize engagement and satisfaction of employees-2018 engagement survey results greater than 4.00	**Met**

Explanation

Survey results 4.76

Satisfaction Measure-Goal=Maximize person centered supports and satisfaction of persons supported-Survey Results

Not Met

Explanation

Survey to be conducted 4th Q

Stakeholder Satisfaction Measure-Goal=FY19 stakeholder survey results greater than 4.00

Met

Explanation

Quarter 3 13 responses were received with an average score of 4.43 Developing a employer survey for FY 20

Quarter 3 (Jan. 2019-March. 2019)

Effectiveness Measure-Goal=50% Percent of Service Plan outcomes achieved.	**Met**

Explanation

100 percent of goal achieved, one individual got a job and one individual is taking care of his personal hygiene without prompting

Effectiveness Measure-Goal=To have no more than 10% charting errors in CLS MARS.	**Met**

Explanation

7% charting errors. Errors declined from 84 in January to 56 in March.

Efficiency Measure-Goal=To Meet or exceed revenue over expenses	**Met**

Explanation

Budgeted 68,456 revenue over expenses, actual 128,573 revenue over expenses which equals 60,117 under budget. This increase in revenue is due to the receipt of revenue in 3rd quarter not received in quarter 2.

Service Access Measure -Goal=Maximize the number individuals in CLS homes-add one CLS Home before end of year	**Not Met**

Explanation

We have accepted one individual for services, will be placed by June 30th

Satisfaction Measure-Goal=Maximize engagement and satisfaction of employees-2018 engagement survey results greater than 4.00	**Not Met**

Explanation

No survey completed this Quarter

Satisfaction Measure-Goal=Maximize person centered supports and satisfaction of persons supported-Survey Results	**Met**

Explanation

On a scale of 5 being the highest, persons supported said they were at 4.5 satisfaction

Stakeholder Satisfaction Measure-   **Met**
Goal=FY19 stakeholder survey results greater than 4.00

Explanation

Quarter 3 13 responses were received with an average score of 4.43

Quarter 3 (Jan. 2019-March 2019)

Effectiveness Measure-Goal=75% Percent of Service Plan outcomes achieved.	**Met**

Explanation

90% improved due to only working on one goal, gives people more choice for community activites not just goals

Efficiency Measure-Goal=To Meet or exceed revenue over expenses	**Met**

Explanation

Total Income $98,159 Total Expense$ 53,291 = 44,868 *note this does not include March 2019

Service Access Measure -Goal=Maximize the number individuals supported-Add two individuals per quarter	**Not Met**

Explanation

No new referrals this quarter

Satisfaction Measure-Goal=Maximize engagement and satisfaction of employees-2018 engagement survey results greater than 4.00	**Not Met**

Explanation

3.87 no change this quarter

Satisfaction Measure-Goal=Maximize person centered supports and satisfaction of persons supported-Survey Results	**Not Met**

Explanation

Survey to be done 4th Quarter

Stakeholder Satisfaction Measure- Goal=FY19 stakeholder survey results greater than 4.00	**Met**

Explanation

Quarter 3 13 responses were received with an average score of 4.43

Quarter 3 (Jan 2019-March 2019)

| Effectiveness Measure-Goal=50% Percent of Service Plan outcomes achieved. | Met |

Explanation

95% of outcomes achieved for 3rd quarter. The focus group consisted of 4 participants. These outcomes were achieved due to the use of person centered practices. These practices included pre-ISP meetings and departmental collaborations. This included input from participants, Quality Assurance team. Support Coordination team, Behavioral Support, and Leadership team. These teams worked collectively together to produce outcomes that support growth and independence of the people we support. Therefore, the use of these practices produced 95% of outcomes achieved.

| Effectiveness Measure-Goal=To have no more than 10% charting errors in Group Home MARS. | Not Met |

Explanation

Group Homes are at 14% charting errors for the 3rd quarter. Unlike the 24% charting errors recorded in the 2nd quarter. We have more staff proficient with the use of electronic MAR system. In an effort to reduce the charting errors, the Therap App was introduced to staff. The introduction of the app has contributed to the decrease in the charting errors. The Therap app isolates medications by administration time increments. This limits the amount of visible entry choices, which reduces the likelihood of errors.

| Efficiency Measure-Goal=To Meet or exceed revenue over expenses | Met |

Explanation

Group Homes had a total of 96,637 revenue over expenses. Irwin Home had 55,154 revenue over expenses. Rainwater Home had 18,065 revenue over expenses. Adel Home had 6,148 revenue over expenses. Belmont Home had 11,288 revenue over expenses. 20th Street Home had 5,982 revenue over expenses. This can be contributed to homes operating at capacity. The introduction of qualit improvement efforts from Quality Assurance and Leadership teams that services are properly billed.

| Service Access Measure -Goal=Maximize capacity of homes-95% Occupancy | Not Met |

Explanation

Group Homes are 94% occupancy for the 3rd quarter.We have 4 of the 5 Group Homes at 100% occupancy. The 20th Street Group Home is currently licensed as a 4 bed group home. We are in the process of changing the 20th Street Group Home to a 3 bed Group Home. This change will yield the 100% occupancy desired outcome.

Satisfaction Measure-Goal=Maximize engagement and satisfaction of employees-2018 engagement survey results greater than 4.00

Not Met

Explanation

This survey need to be developed

Satisfaction Measure-Goal=Maximize person centered supports and satisfaction of persons supported-Survey Results

Met

Explanation

There were 10 participants involved in the survey. According to the data 100% of the participants are happy with there life and services provided by the agency. According to the data people are highly satisfied with the services being provided. People are living the life they love.

Stakeholder Satisfaction Measure-Goal=FY19 stakeholder survey results greater than 4.00

Met

Explanation

There were 13 responses collected. These responses yielded an average score of 4.45

Quarter 3 (Jan. 2019-March 2019)

Effectiveness Measure-Goal=Maximize Person Centered Services of all persons Supported-Contract Fulfillment Reviews completed 90% on time quarterly. **Met**

Explanation

100% of the assigned Contract Fulfillment Reviews were completed completed in the month of April.

Effectiveness Measure-Goal=To have no more than 10% charting errors in Host Home MARS. **Met**

Explanation There were 990 opportunities to record medication assistance during this quarter. There were four providers who entered medication assistance without error. 95% of the charting was completed without error, exceeding the goal by 5%.

Efficiency Measure-Goal=To Meet or exceed revenue over expenses **Met**

Explanation-Revenue exceeded expenses. Revenue for 3rd quarter was $179,389 and expenses were $140,330 leaving a positive balance of revneue over expenses of $39,059

Service Access Measure -Goal=Maximize capacity-Add Four (4) New HHLSP in FY19 **Not Met**

Explanation: There are 3 Potential Host Home Life Sharing Providers (PHHLSP) who have had an initial interviews. One PHHLSP will be interview by the Interview Panel in May 2019. The Interview Panel consists of a person supported, HHLSPs, and the Developmental Disability Professional (DDP). There is one HHLSP application still pending. One application was denied.

Satisfaction Measure-Goal=Maximize engagement and satisfaction of employees-2018 engagement survey results greater than 4.00 **Not Met**

Explanation: Employee satisfaction was combined with CLS scores since there are two staff. Average score was 3.9 with communication being the lowest score. FY20 survey will separate data out.

Satisfaction Measure-Goal=Maximize person centered supports and satisfaction of persons supported-Survey Results **Met**

Explanation: Average survey score was 4.9. People reported they are empowered to be everything they can be. 100% of the stakeholders that were surveyed feel listened to and respected. People report they feel healthy, safe, and good about themselves. The survey will be deployed to the more people during the fourth quarter.

Q13 Stakeholder Satisfaction Measure-
Goal=FY19 stakeholder survey results greater than 4.00   **Met**

Q10 Explanation

Overall score was 4.36. Host Home Stakeholders were overall pleased with the following: communication between administration staff, use of electronic platforms (MicroSoft 360, Therap, Zoom meetings, etc), usefulness of home visits, supports and training provide to assist HHLSP in order to fulfill contract requirements, person centered supports are demonstrated, resources and support are available to complete training requirements, HHLSP ideas and suggestions are solicited and used, Host Home Administration staff are knowledgeable and responsive to inquires and emergencies, Providers receive information that assist them to provide person centered supports and services, and Providers are made aware of the policies and procedures.