

2010 Quarter 2 Results

Applied to: All Adult Services

1) Categories of Measure: Number of non-paid relationships in individual's life

Goal: Increase from corresponding quarter of last year (to correlate with IP dates) **Achieved**

Status: April - June, 2009, average of 7.1 relationships

April - June, 2010, average of 8.6 relationships

2) Categories of Measure: Percentage of IP goals and strategies accomplished

Goal: 95% accomplished –**Achieved**

Q1 - 2010

Ajo – 100% goals (17 out of 17) –100% strategies (22 out of 22)

Milestones – 100% goals (22 out of 22)–100% strategies (17 out of 17)

Excel – 100% goals (16 out of 16) – 100% strategies (25 out of 25)

Infinite Vision –100% goals (7 out of 7) – 100% strategies (18 out of 18)

Employment – 99% goals (159 out of 161) –97% strategies (357 out of 368)

Arc – 99% goals (221 out of 223) – 98% strategies (442 out of 453)

Q2 - 2010

Community Living East -100% goals (30 out of 30) – 100% strategies (62 out of 62)

Community Living West -100% goals (45 out of 45) –100 % strategies (61 out of 61)

Employment – 100% goals (153 out of 153) –100% strategies (320 out of 320)

Arc – 100% goals (228 out of 228) – 100% strategies (443 out of 443)

3) Categories of Measure: Decrease in level of restriction in Behavior Support Plans (specify type of restriction)

Goal: Reduction – **Achieved**

Status: There are currently 15 plans with restrictions. There were 15 plans with restrictions last quarter. The actual number of restrictions decreased from 24 to 20 for this quarter.

Current Restrictions

Escorts – 1 for this quarter (2 from quarter 1)
Door Alarms –5 for this quarter (6 from quarter)
Vehicle safety locks – 3 for this quarter (5 from quarter)
Reimbursement for Property damage – 5
Work suspension – 1
Suspension of staff transportation – 1
Sharps protocol – 1
Lock barrel for stovetop – 2
Locked cabinet for cleaning supplies – 1

Eliminated Restrictions

Vehicle Safety locks - 2
Door alarms -1
Physical escort – 1

4) Categories of Measure: Percentage of targeted behaviors in Behavior Support Plans

Goal: Improvement shown in plans - **Achieved**

Status: 93% improvement shown in plans compared to 89% last quarter.

5) Categories of Measure: Percentage of meaningful outcomes

Goal: 80% satisfied - **Achieved**

Status: There were 10 individuals for CL interviewed with a total of 14 goals. 43% of the goals were meaningful, 50% were somewhat meaningful and 7% were not meaningful at all. Three of the individuals were non-verbal, so the results were based on the staff's input.

6) Categories of Measure: Percentage of Internal Incidents

Goal: 10% reduction - **Not Achieved**

There were 91 incidents this quarter which is a 25% increase from last quarter. There were 68 incidents reported last quarter.

ER visits – 48
Elopement - 1
Minor injury – 20
Aggression – 11
Med error – 5
Theft –1
Other – 2
Police - 3

7) Categories of Measure: Percentage of reportable incidents (includes Foster Care)

Goal: 10% reduction – **Not Achieved**

Status: There were 56 in Adult Services and 6 in Foster Care which is a 0% increase from last quarter. Last quarter there were 52 incidents in Adult Services and 10 in Foster Care.

<u>Adult</u>	<u>Foster Care</u>
Hospital admission – 16	Aggression – 3
Death – 1	Awol – 1
Fire dept. – 3	Theft - 1
Theft – 1	Suspension - 1
Neglect –2 (1 substantiated/1 unsubstantiated)	
Other – 8 (2 arrests and 6 Infectious diseases)	
Abuse – 11(6 substantiated/4unsubstantiated/1pending)	
ER Visit – 8	
Severe Injury – 2	
Police - 2	
Elopement - 2	

8) Categories of Measure: Percentage of Appendix 7's completed on time

Goal: 80% of reports – **Not Achieved**

Status: (69 out of 141) 49% of appendix 7's were completed on time compared to 62% last quarter.

9) Categories of Measure: Percentage of medical appointments on time

Goal: 88% of appointments – **Not Achieved**

Status: For Community living East, 84% of appointments completed (672 out of 802) were completed on time.

22% late within Arc control
78% late not within Arc control

Status: For Community Living West, 84% of appointments completed (560 out of 669) were completed on time. .

11% late within Arc control
89% late not within Arc control

Status: In Employment Services, 100% of appointments completed (4 of 4) were completed on time.

Status: For The Arc of Baltimore, 84% of appointments completed (1236 out of 1475) were completed on time.

17% late within Arc control
83% late not within Arc control

LATE REASONS – ARC RESPONSIBLE

AT – Fault

Forgot about appt. –39%
Lack of staff – 21%
Did not know about appt. –18%
Individual refused – 14%
Lack of transportation – 7%
Got lost – 1%

No-Fault

No appt available – 67%
Doctor changed appt. –23%
Individual responsible – 2%
Individual sick – 1%
Insurance denied payment – 2%
Other provider responsible – 5%

Caregiver Responsible

Status: In Community Living East where the Arc is not the responsible party, 69% of appointments completed (44 of 64) were completed on time

10% within caregiver control
92% late not within caregiver control

Status: In Community Living West where the Arc is not the responsible party, 84% of appointments completed (125 of 148) were completed on time.

22% within caregiver control
78 % late not within caregiver control

Status: In Employment where the Arc is not the responsible party 97% of appointments completed (259 of 267) were completed on time.

100% late not within caregiver control

Status: In The Arc of Baltimore where the Arc is not the responsible party, 90% of appointments (428 out of 479) were completed on time

86% late not within caregiver control
14% late within caregiver control

LATE REASON – NOT REPOSNSIBLE

<u>Fault</u>	<u>No Fault</u>
Didn't know – 67%	Could not get appt before due date – 41%
Forgot – 16%	Other residential provider –10%
Lack of staff – 17%	Individual responsible – 2%
	Individual sick – 7%
	Dr. changed appt. – 37%
	Insurance denied -1%
	No appt available – 2%

10) Categories of Measure: Percentage of participants overall satisfaction with services

Goal: 80% answer 2 or 3 on question # 10

Status: The next survey will be completed in July

11) Categories of Measure: Caregiver overall satisfaction with services

Goal: 80% answer 2 or 3 on question # 10

Status: The next survey will be completed in July

12) Categories of Measure: Time between funded date and effective date

Goal: 90% of referred individuals will start services on the effective date - **Achieved**

Status: There was 1 individual referred and services began on time.

13) Categories of Measure: Ask me! Scores

Goal: Improved scores from last survey

Status: The interviews are still being completed.

14) Categories of Measure: Percentage of vehicle accidents and incidents

Goal: Less than 10% of the fleet involved in accidents/incidents per quarter with less than a 35% at-fault rate - **Not achieved**

Status: 6.5% of the fleet was involved in accidents and 59% were at-fault.

15) Categories of Measure: Percentage of first report of injury and vehicle accident/incident reports submitted within 1 business day

Goal: 90% of reports submitted – **Not Achieved**

Status: 68% of reports were submitted on time.

16) Categories of Measure: Reduce the turnover rate for mid-level management and direct care positions

Goal: Reduction - **Achieved**

Status: Q1 – There was an 8.12% turnover rate for the agency.

Q2 – There was a 6.28% turnover rate for the agency.

17) Categories of Measure: Percentage of staff completing required training within the required time frame

Goal: 90% of staff will complete required training on time - **Achieved**

Status: April - 94% of staff completed training on time. 5 suspensions.

May– 89% of staff completed training on time. 11 suspensions.

June - 87% of staff completed training on time. 15 suspensions

18) Categories of Measure: Percentage of individuals who leave the agency that were dissatisfied with services - Achieved

Goal: No more than 10% of individuals leaving the agency were dissatisfied with services

Status: There was one discharge this quarter and the person relocated.

19) Categories of Measure: Number of overdue medical appointments

Goal: Reduction –**Achieved**

Status: There was an 8% decrease of overdue appointments from last quarter. There were 96 overdue appoints for Arc responsible and 123 for caregiver responsible compared to 120 and 118 last quarter.

Foster Care Goals

Categories of Measure: Percentage of Annual Assessments completed on time

Goal: 75% compliance - **Achieved**

Status: 38% of the assessments were completed on time for the first quarter

82 % of the assessments were completed for the second quarter.

Categories of Measure: Health and Environmental re-inspections of foster homes will be ordered and completed within 1 week of the 1 year anniversary of the previous inspection.

Goal: 75% compliance – **not achieved**

Status: 62% of the inspections were completed on time for the first quarter.

59% of the inspections were completed on time for the second quarter.

Categories of Measure: Foster children entering the program will receive the CANS (Child and Adolescent Needs and Strengths) assessments within 30 days of entry.

Goal: 75% compliance – **Not Achieved**

Status: 0% of the CANS assessments were completed on time the first quarter

40% of the CANS assessments were completed on time the second quarter

Categories of Measure: Children's post entry CANS assessments will be completed quarterly, calculated from the date of the initial assessment.

Goal: 75% compliance – **not achieved**

Status: 66% of the CANS assessments were completed the first quarter.

0% of the CANS assessments were completed on time

Categories of Measure: Foster Children 16 or older will receive Ansell Casey Assessments within 30 days.

Goal: 75% compliance - **Achieved**

Status: There were no assessments due in the first 2 quarters

Categories of Measure: Foster children turning 16 after entering the program will receive the initial Ansell Casey Assessment by the due date of their next quarterly Individual Service Plan.

Goal: 75% compliance – **not achieved**

Status: 100% of The Ansel Casey assessments were completed the first quarter.
33% of the Ansel Casey Assessments were completed on time for the
Second quarter.

Applied to: Employment Services

Categories of Measure: Number of individual placements

Goal: Increase the total number of individual placements to 175 by the end of the year. – **Not Achieved**

Status: There were 111 individual placements this quarter compared to 102 last quarter.

Categories of Measure: Number of individuals in community based employment

Goal: Provide community based employment to 30% of individuals attending day centers - **Achieved**

There were 142 (36%) individuals from the day centers working in integrated jobs. Last quarter there were 147 (37%) individuals from the day centers worked in integrated jobs

Categories of Measure: Percentage of participants happy with current jobs

Goal: 80% satisfied

Status: Next survey in July.

Categories of Measure: Percentage of participants happy with transportation to and from work

Goal: Goal: 80% satisfied

Status: Next survey in July.

Categories of Measure: Increase attendance of supervisors and job coaches at IP meetings

Goal: 90% attendance – **not achieved**

79% of supervisors/job coaches attended the IP meetings compared to last quarter of 75%.