

Arc Mid-Cities
Performance Improvement Report
As of December 30, 2012

Objectives	Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome
Effectiveness 1. Consumer Choice To increase consumers' participation in the selection of program activities and services which are important to them	Percentage of enrolled consumers who complete the revised person-centered plans with the new program/service choice section	All consumers having annuals during the quarter	Quarterly	Personal Profile and Plan (PPP)	Consumer Manager	90%	98%
2. Achievement of Goals	% of consumers who achieve at least 75% of service goals by discharge	All consumers	At discharge	Discharge Summary in case record	Case Manager reports aggregated data to program manager	90%	70%
3. Participation in Program	% of consumers who report they were satisfied with their amount of involvement in the activities of the program	All consumers	At discharge or 6 months after admission for long-term consumers	Consumer Survey Reports	Case Manager gives out questionnaires, consumer returns or mails back survey results	95%	85%
4. Return to/maintain work	% of consumers who report 5 days work lost in 90 days post-discharge	Sr. Case Manager	90 days following discharge	Follow-up data form	Case Manager/follow-up call	80%	75%

Efficiency 1. Achievement to maximize time in paid work	Percentage of time during the program day that consumers pending in paid work activities	All consumers in program during the quarter	Quarterly	Compiled monthly program hours reports for the quarter	Job Coaches/Floor Supervisors	80%	60%
2. Ensure that consumers achieve plan goals within the expected duration of services	% of consumers who achieve goals within or less than the projected # visits	All consumers	At admission	On admission data records Progress Reports	Case Manager	95%	80%
Progress 1. To maximize progress on achieving IHC goals	Percent of individualized consumer objectives that indicate progress in goal achievement	All consumers in program at the time of their annual review	Quarterly	IHC reports	Case Managers	85%	70%
2. To maximize the number of PSA (ESD) consumers who obtain permanent employment	Number of PSA, aka, Employee Development Services consumers who are placed in permanent jobs	All consumers enrolled in the PSA program (ESD)	Semi-annual	EDS placement records	EDS Trainers	10% of WAC consumers Annually	100%
Service Access 1. Maximize the enrollment of consumers of diverse ethnicity consistent with the population profile of Los Angeles County, Orange County, & Riverside/San Bernardino Counties	% of consumers enrolled of Hispanic heritage (to match ethnicity distribution in catchment area)	All consumers	At Admission	On Admission data record	Intake Staff	50%	19%

<p>Feedback</p> <p>1. Consumers should report their program helped them achieved their goals or objectives</p>	<p>% of consumers who respond positively to feedback question on “program helped them meet their goals”</p>	<p>Consumers in all programs</p>	<p>At end of service (prior to discharge from programs) or at appropriate intervals for consumers who attend programs for more than 6 months</p>	<p>Response to pertinent questions on Survey Reports</p>	<p>Sr. Case Mgr thru Case Managers gives survey to consumers at final appointment or at defined intervals for consumers served longer than 6 months</p>	<p>100%</p>	<p>95%</p>
<p>2. Stakeholders satisfied with adequacy of information they received to meet the needs of stakeholders</p>	<p>% of family members surveyed who are satisfied with information received and services provided</p>	<p>Family members and other stakeholders</p>	<p>3 months after discharge or at appropriate intervals for those consumers served for more than a year</p>	<p>Response to pertinent questions on Survey Reports</p>	<p>Sr. Case Manager mails survey</p>	<p>100%</p>	<p>85%</p>