

Community Services - Community Integration (Community Employment)

| Organizational Goal | Objective | Indicator | Applies to | Time of Measure | Data Source | Obtained by | Anticipated Result | Final Result |
|---|--|--|---|-----------------|--|----------------------|---|---|
| Focus Area: Effectiveness | | | | | | | | |
| Ark will provide services that promote success in community employment for people served. | Individuals placed in community employment will retain their jobs. | Number of people who maintain their employment for at least six months. | All people placed in community jobs. | Monthly | Supported Employment records. | Job Coach | 50% of all people participating in program will retain employment for six months. | 66% of people retained employment for six months. |
| Ark will promote healthy lifestyles among people served. | Persons served will choose two healthy lifestyle choices. | Number of people who select two healthy living changes. | All persons served. | Weekly | Persons 'Healthy Living Book'. | Direct Support Staff | 95% of all people will choose two healthy habits during the year. | 91% of people served have chosen two healthy lifestyle choices. |
| Focus Area: Efficiency | | | | | | | | |
| Community employment will be a cost-efficient service. | Ark will utilize the Job Coach in an efficient manner. | Number of billed job coaching units. | All Job Coaching Services. | Monthly | Service documentation. | Job Coach | Job Coach will bill for 100% of billable units. | Job Coach billed 98% of billable units in FY '09. |
| Focus Area: Access | | | | | | | | |
| Opportunities for community employment will be available to persons served. | Ark will increase the number of people employed in the community. | Of the people expressing a desire for employment, the number of new people placed in community employment. | Persons served expressing interest in community employment. | During FY09 | Participant Survey & Community Employment lists. | Job Coach | 75% of people who want to be employed will be employed. | 43% of people who want to be employed were employed during the fiscal year. |
| Focus Area: Satisfaction | | | | | | | | |

Ark Regional Services
Performance Indicators
Fiscal Year 2009

| | | | | | | | | |
|---|--|---|---------------|-----------|----------------------|-----------|---|--|
| Ark will provide quality community employment services that are satisfactory to participants and employers. | Employers and participants will be satisfied with Ark's community employment services. | The number of employers and persons served who indicate overall satisfaction. | All employers | Quarterly | Monthly job reports. | Job Coach | 95% of all surveys returned will indicate overall satisfaction. | 100% of all surveys returned indicated overall satisfaction. |
|---|--|---|---------------|-----------|----------------------|-----------|---|--|

Community Integration (Community Empl) Summary

| FINDINGS | EXTENUATING CIRCUMSTANCES |
|---|---|
| <p>EFFECTIVENESS During Fiscal Year 2009, 93% of all people engaged in an activity of their choice each week.</p> | <p>EFFECTIVENESS None.</p> |
| <p>91% of people served have chosen two healthy lifestyle choices to work towards during the year.</p> | <p>Case Managers have distributed Healthy Living Books as persons served annual IPC meetings have taken place. One case manager not documenting persons served healthy lifestyle choices accounts for the 9% who did not complete this goal.</p> |
| <p>EFFICIENCY Job Coach billed 98% of billable units in FY '09.</p> | <p>EFFICIENCY Unbilled units were due to the unwillingness of one person to participate in the service. The job coach was available to provide the service.</p> |
| <p>ACCESS 43% of people who want to be employed were employed during the fiscal year.</p> | <p>ACCESS Although we are currently below the goal of 75%, a significant number of those expressing interest who are not currently employed have expectations of a job not compatible with their skill set. We will continue to review and assess participants requests for employment opportunities.</p> |
| <p>SATISFACTION The parent / guardian satisfaction survey was distributed to families of people served in February 2009. Respondents totaled 68.8% (75 of 109) of the surveys sent. They were satisfied on all three questions of their overall satisfaction with Ark and the choices they provide.</p> | <p>SATISFACTION Due to decreasing survey responses, Ark has shortened the length of the overall survey. Although eliciting feedback on a less than annual basis was considered, Ark felt it was important to address respondents needs in each year as they occur.</p> |

Community Services-Community Housing (Group Homes)

| Organizational Goal | Objective | Indicator | Applies to | Time of Measure | Data Source | Obtained by | Anticipated Result | Final Result |
|---|--|---|--|-----------------|---|-------------------------------|---|--|
| Focus Area: Effectiveness | | | | | | | | |
| Ark will support community inclusion and quality-of-life for individuals served. | People served will participate in community activities of their choice. | The number of people participating in community activities. | All persons served. | Weekly | Persons 'Like to do' list. | Direct Support Staff | 90% of all people will participate in one or more activities of their choice each week. | 93% of all people engaged in an activity of their choice each week. |
| Ark will promote healthy lifestyles among people served. | Persons served will choose two healthy lifestyle choices. | Number of people who select two healthy living changes. | All persons served. | Weekly | Persons 'Healthy Living Book'. | Direct Support Staff | 95% of all people will choose two healthy habits during the year. | 91% of people served have chosen two healthy lifestyle choices. |
| Focus Area: Efficiency | | | | | | | | |
| Ark will leave a smaller 'carbon footprint' by becoming 'greener' and more efficient. | Ark will demonstrate better utilization of resources. | Energy consumption. | 1359 N. 5th and 1658 N. 6th Street locations | Monthly | Power bill monthly statements. | Office Management Coordinator | Ark locations listed will lower their average energy consumption by 5%. | Selected group home locations decreased their average energy consumption by 3.16%. |
| Focus Area: Access | | | | | | | | |
| Ark will increase the availability of opportunities for individuals served to explore artistic interests. | More people will participate in the creative arts programs. | The number of people who want to participate that get to participate in Creative Arts Center classes. | All persons served. | During FY09. | Survey of interest in the Arts programs and Creative Arts Center rolls. | CAC Instructors | 100% of persons served that want to participate in Arts programs do so. | 75% of persons served wanting to participate in Creative Arts programs were enrolled in classes. |
| Focus Area: Satisfaction | | | | | | | | |
| Ark will provide quality services and supports which satisfy participants and their families. | Parents, Guardians, and People Served will be satisfied with our services. | The number of people who indicate overall satisfaction on survey. | All Parents, Guardians, and People Served. | Annually | Survey of People Served & Parent / Guardian Satisfaction Surveys. | VP-PI | 95% of all surveys returned will indicate overall satisfaction. | 100% of all surveys returned indicated overall satisfaction. |

Community Housing (Group Homes) Summary

| FINDINGS | EXTENUATING CIRCUMSTANCES |
|--|--|
| <p>EFFECTIVENESS During Fiscal Year 2009, 93% of all people engaged in an activity of their choice each week.</p> | <p>EFFECTIVENESS 4 of 59 participants in group homes did not complete an activity from their list on at least a weekly basis. Efforts will be made to facilitate this for all persons served .</p> |
| <p>91% of people served have chosen two healthy lifestyle choices to work towards during the year.</p> | <p>Case Managers have distributed Healthy Living Books as persons served annual IPC meetings have taken place. One case manager not documenting persons served healthy lifestyle choices accounts for the 9% who did not complete this goal.</p> |
| <p>EFFICIENCY Selected group home locations decreased their average energy consumption by 3.16%.</p> | <p>EFFICIENCY 1359 N. 5th St decreased their average energy consumption by 9.58%. 1658 N. 6th St. increased their consumption by 19.11%.</p> |
| <p>ACCESS 75% of persons served wanting to participate in Creative Arts programs were enrolled in classes. 10 persons served stated their desire to be in Creative Arts Classes who were not enrolled during the fiscal year.</p> | <p>ACCESS Class options and schedules were reviewed for those 10 individuals during the year. Five of those individuals had work schedules that made it difficult for them to attend desired classes. Two other persons served responded yes verbally during the survey,</p> |
| <p>SATISFACTION The parent / guardian satisfaction survey was distributed to families of people served in February 2009. Respondents totaled 68.8% (75 of 109) of the surveys sent. They were satisfied on all three questions of their overall satisfaction with Ark and the choice they provide.</p> | <p>SATISFACTION Due to decreasing survey responses, Ark has shortened the length of the overall survey. Although eliciting feedback on a less than annual basis was considered, Ark felt it was important to address respondents needs in each year as they occur.</p> |

Community Services-Community Integration (Day Habilitation)

| Organizational Goal | Objective | Indicator | Applies to | Time of Measure | Data Source | Obtained by | Anticipated Result | Final Result |
|---|---|---|-----------------------------------|----------------------------|---|-------------------------------|---|---|
| Focus Area: Effectiveness | | | | | | | | |
| Ark will support community inclusion and quality of-life for individuals served. | People served will participate in community activities of their choice. | The number of people participating in community activities. | All persons served. | Weekly | Persons 'Like to do' list. | Direct Support Staff | 90% of all people will participate in one or more activities of their choice each week. | 93% of all people engaged in an activity of their choice each week. |
| Ark will promote healthy lifestyles among people served. | Persons served will choose two healthy lifestyle choices. | Number of people who select two healthy living changes. | All persons served. | Weekly | Persons 'Healthy Living Book'. | Direct Support Staff | 95% of all people will choose two healthy habits during the year. | 91% of people served have chosen two healthy lifestyle choices. |
| Focus Area: Efficiency | | | | | | | | |
| Ark will leave a smaller 'carbon footprint' by becoming 'greener' and more efficient. | People served will be more aware of the importance of conserving natural resources. | Number of clients demonstrating knowledge. | Selected Day Hab participants | Before and after training. | Questionnaires on habits and behavior changes | VP-PI | 85% of training participants will demonstrate an increased awareness of the importance of conserving natural resources. | 62% of persons served who participated in the energy education campaign retained the information learned. |
| | Ark will demonstrate better utilization of resources. | Energy consumption. | Parkside and Red House locations. | Monthly | Power bill monthly statements. | Office Management Coordinator | Ark locations listed will lower their average energy consumption by 5%. | Red House decreased consumption by 32%, Parkside increased consumption by 35%. |
| Focus Area: Access | | | | | | | | |
| Ark will increase the availability of opportunities for individuals served to explore artistic interests. | More people will participate in the creative arts programs. | The number of people who want to participate that get to participate in Creative Arts Center classes. | All persons served. | During FY09. | Survey of interest in the Arts programs and Creative Arts Center rolls. | CAC Instructors | 100% of persons served that want to participate in Arts programs do so. | 75% of persons served wanting to participate in Creative Arts programs were enrolled in classes. |
| Focus Area: Satisfaction | | | | | | | | |

Ark Regional Services
 Performance Indicators
 Fiscal Year 2009

| | | | | | | | | |
|---|--|---|--|----------|---|-------|---|--|
| Ark will provide quality services and supports which satisfy participants and their families. | Parents, Guardians, and People Served will be satisfied with our services. | The number of people who indicate overall satisfaction on survey. | All Parents, Guardians, and People Served. | Annually | Survey of People Served & Parent / Guardian Satisfaction Surveys. | VP-PI | 95% of all surveys returned will indicate overall satisfaction. | 100% of all surveys returned indicated overall satisfaction. |
|---|--|---|--|----------|---|-------|---|--|

Community Integration (Day Hab) Summary

| FINDINGS | EXTENUATING CIRCUMSTANCES |
|--|--|
| <p>EFFECTIVENESS During Fiscal Year 2009, 100% of all persons in Day Habilitation are participating in an activity of their choice each week.</p> | <p>EFFECTIVENESS None.</p> |
| <p>91% of people served have chosen two healthy lifestyle choices to work towards during the year.</p> | <p>Case Managers have distributed Healthy Living Books as persons served annual IPC meetings have taken place. One case manager not documenting persons served healthy lifestyle choices accounts for the 9% who did not complete this goal.</p> |
| <p>EFFICIENCY Red House decreased energy consumption by 32%, Parkside increased consumption by 35%.</p> | <p>EFFICIENCY The Parkside location has significantly increased its energy consumption due to new programs and additional usage of the facility.</p> |
| <p>62% of persons served who participated in the energy education campaign retained the information learned.</p> | <p>Tests used for pre and post-assessments of the education program were difficult for persons served to understand. With interpretive help from staff members, they were able to answer the questions when presented in a conversational format.</p> |
| <p>ACCESS 75% of persons served wanting to participate in Creative Arts programs were enrolled in classes. 10 persons served stated their desire to be in Creative Arts Classes who were not enrolled during the fiscal year.</p> | <p>ACCESS Class options and schedules were reviewed for those 10 individuals during the year. Five of those individuals had work schedules that made it difficult for them to attend desired classes. Two other persons served responded yes verbally during the survey,</p> |
| <p>SATISFACTION The parent / guardian satisfaction survey was distributed to families of people served in February 2009. Respondents totaled 68.8% (75 of 109) of the surveys sent. They were satisfied on all three questions of their overall satisfaction with Ark and the choice they provide.</p> | <p>SATISFACTION Due to decreasing survey responses, Ark has shortened the length of the overall survey. Although eliciting feedback on a less than annual basis was considered, Ark felt it was important to address respondents needs in each year as they occur.</p> |

Class options and schedules were reviewed for those 10 individuals during the year. Five of those individuals had work schedules that made it difficult for them to attend desired classes. Two other persons served responded yes verbally during the survey, but when given an

Community Services - Residential (Supported Living)

| Organizational Goal | Objective | Indicator | Applies to | Time of Measure | Data Source | Obtained by | Anticipated Result | Final Result |
|---|---|---|---|----------------------------|---|-------------------------------|---|---|
| Focus Area: Effectiveness | | | | | | | | |
| Ark will support community inclusion and quality of-life for individuals served. | People served will participate in community activities of their choice. | The number of people participating in community activities. | All persons served. | Weekly | Persons 'Like to do' list. | Direct Support Staff | 90% of all people will participate in one or more activities of their choice each week. | 93% of all people engaged in an activity of their choice each week. |
| Ark will promote healthy lifestyles among people served. | Persons served will choose two healthy lifestyle choices. | Number of people who select two healthy living changes. | All persons served. | Weekly | Persons 'Healthy Living Book'. | Direct Support Staff | 95% of all people will choose two healthy habits during the year. | 91% of people served have chosen two healthy lifestyle choices. |
| Focus Area: Efficiency | | | | | | | | |
| Ark will leave a smaller 'carbon footprint' by becoming 'greener' and more efficient. | People served will be more aware of their use of natural resources. | Number of clients demonstrating knowledge. | Selected Supported Living residents | Before and after training. | Questionnaires on habits and behavior changes | VP-PI | 85% of training participants will demonstrate an increased awareness of their use of natural resources. | 62% of persons served who participated in the energy education campaign retained the information learned. |
| | Ark will demonstrate better utilization of resources. | Energy consumption. | 1362 N. 3rd Street / Apts 1, 2, 3, & 4. | Monthly | Power bill monthly statements. | Office Management Coordinator | Ark locations listed will lower their average energy consumption by 5%. | Selected Supported Living residences decreased average energy consumption by 8.48%. |
| Focus Area: Access | | | | | | | | |
| Ark will increase the availability of opportunities for individuals served to explore artistic interests. | More people will participate in the creative arts programs. | The number of people who want to participate that get to participate in Creative Arts Center classes. | All persons served. | During FY09. | Survey of interest in the Arts programs and Creative Arts Center rolls. | CAC Instructors | 100% of persons served that want to participate in Arts programs do so. | 75% of persons served wanting to participate in Creative Arts programs were enrolled in classes. |
| Focus Area: Satisfaction | | | | | | | | |

Ark Regional Services
 Performance Indicators
 Fiscal Year 2009

| | | | | | | | | |
|---|--|---|--|----------|---|-------|---|--|
| Ark will provide quality services and supports which satisfy participants and their families. | Parents, Guardians, and People Served will be satisfied with our services. | The number of people who indicate overall satisfaction on survey. | All Parents, Guardians, and People Served. | Annually | Survey of People Served & Parent / Guardian Satisfaction Surveys. | VP-PI | 95% of all surveys returned will indicate overall satisfaction. | 100% of all surveys returned indicated overall satisfaction. |
|---|--|---|--|----------|---|-------|---|--|

Residential (Supported Living) Summary

| FINDINGS | EXTENUATING CIRCUMSTANCES |
|---|---|
| <p>EFFECTIVENESS During Fiscal Year 2009, 93% of all people engaged in an activity of their choice each week.</p> | <p>EFFECTIVENESS 31 of 32 participants in supported living did complete an activity from their list on at least a weekly basis. Efforts will be made to facilitate this for all persons served by the end of the fiscal year.</p> |
| <p>91% of people served have chosen two healthy lifestyle choices to work towards during the year.</p> | <p>Case Managers have distributed Healthy Living Books as persons served annual IPC meetings have taken place. One case manager not documenting persons served healthy lifestyle choices accounts for the 9% who did not complete this goal.</p> |
| <p>EFFICIENCY Selected Supported Living residences decreased average energy consumption by 8.48%.</p> | <p>EFFICIENCY Although two of the four locations did not meet the 5% decrease in energy use objective, all four did lower consumption as compared to the previous year.</p> |
| <p>62% of persons served who participated in the energy education campaign retained the information learned.</p> | <p>Tests used for pre and post-assessments of the education program were difficult for persons served to understand. With interpretive help from staff members, they were able to answer the questions when presented in a conversational format.</p> |
| <p>ACCESS 75% of persons served wanting to participate in Creative Arts programs were enrolled in classes. 10 persons served stated their desire to be in Creative Arts Classes who were not enrolled during the fiscal year.</p> | <p>ACCESS Class options and schedules were reviewed for those 10 individuals during the year. Five of those individuals had work schedules that made it difficult for them to attend desired classes. Two other persons served responded yes verbally during the survey, but when given an opportunity to participate didn't have significant interest in the Creative Arts programs.</p> |
| <p>SATISFACTION The parent / guardian satisfaction survey was distributed to families of people served in February 2009. Respondents totaled 68.8% (75 of 109) of the surveys sent. They were satisfied on all three questions of their overall satisfaction with Ark and the choices they provide.</p> | <p>SATISFACTION Due to decreasing survey responses, Ark has shortened the length of the overall survey. Although eliciting feedback on a less than annual basis was considered, Ark felt it was important to address respondents needs in each year as they occur.</p> |