

Community Services-Community Housing (Group Homes)

Organizational Goal	Indicator	Applies to	Time of Measure	Data Source	Obtained by	Anticipated Result	Final Result
Focus Area: Effectiveness							
People receiving services will increase independence.	Goals reached.	Selected people served.	Monthly	Plan of Care objectives.	Case Managers / VP-PI.	75% of all people will achieve a personal objective on their plan, increasing their independence.	81% of all people achieved a plan goal to increase their independence.
Focus Area: Efficiency							
Ark will leave a smaller 'carbon footprint' by becoming 'greener' and more efficient.	Energy consumption.	All Group Home locations.	Monthly	Utility bill monthly statements.	Office Management Coordinator	Ark locations listed will lower their average energy consumption by 5% annually.	Group home locations decreased their average energy consumption by 3.53%.
Goal and Schedule Documentation will be more timely and efficient.	Implementation of paperless documentation system.	All Group Home locations.	During FY 2011.	Technology grant approval.	Program Development Coordinator	Install hardware/software at 100% of sites designated to receive the new documentation system.	100% of locations received hardware / software to implement paperless documentation system.
Focus Area: Access							
People served will experience their community.	The number of community recreational activities in which people are involved.	Selected people served.	During FY 2011.	Documented activities of persons served.	Group Home Supervisors	Obtain baseline measurement of community activities in which people participate.	Staff and supervisors have turned in lists of community activities in which people participated.
Focus Area: Satisfaction							
People receiving services and their family are satisfied with services provided by Ark.	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
EFFECTIVENESS During Fiscal Year 2011, 81.2% of people have achieved a residential personal objective on their plan.	EFFECTIVENESS None.
EFFICIENCY For Fiscal Year 2011, Group Home locations increased natural gas consumption 1.63%, and decreased average electricity 8.69% as compared to last fiscal year.	EFFICIENCY We continue to monitor results to work towards achieving and/or exceeding our goal.
Installation of hardware / software in group homes was completed during the current fiscal year.	None.
ACCESS Baseline data has been collected on community involvement.	ACCESS None.
SATISFACTION The parent / guardian satisfaction survey was distributed to families of people served in February 2011. Respondents totaled 74.5% (64 of 86) of the surveys sent. They were satisfied on all three questions of their overall satisfaction with Ark and the services they provide.	SATISFACTION None.

Community Services - Residential (Supported Living)

Organizational Goal	Indicator	Applies to	Time of Measure	Data Source	Obtained by	Anticipated Result	Final Result
Focus Area: Effectiveness							
People receiving services will increase independence.	Goals reached.	Selected people served.	Monthly	Plan of Care objectives.	Case Managers / VP-PI.	75% of all people will achieve a personal objective on their plan, increasing their independence.	86% of all people achieved a plan goal to increase their independence.
Focus Area: Efficiency							
Ark will leave a smaller 'carbon footprint' by becoming 'greener' and more efficient.	Energy consumption.	All supported living apartments.	Monthly	Utility bill monthly statements.	Office Management Coordinator	Ark locations listed will lower their average energy consumption by 5% annually.	Supported Living locations decreased their average energy consumption by 3.59%.
Goal and Schedule Documentation will be more timely and efficient.	Implementation of paperless documentation system.	All supported living apartments.	During FY 2011.	Technology grant approval.	Program Development Coordinator	Install hardware/software at 100% of sites designated to receive the new documentation system.	100% of locations received hardware / software to implement paperless documentation system.
Focus Area: Access							
People served will experience their community.	The number of community recreational activities in which people are involved.	Selected people served.	During FY 2011.	Documented activities of persons served.	Supported Living Supervisors	Obtain baseline measurement of community activities in which people participate.	Staff and supervisors have turned in lists of community activities in which people participated.
Focus Area: Satisfaction							
People receiving services and their family are satisfied with services provided by Ark.	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 2011, 86.4% of people have achieved a SL personal objective on their plan.</p>	<p>EFFECTIVENESS None.</p>
<p>EFFICIENCY For Fiscal Year 2011, Supported Living locations decreased natural gas consumption 2.50%, and decreased average electricity 4.68% as compared to last fiscal year.</p>	<p>EFFICIENCY Supported Living locations decreased energy consumption in both areas, but below the 5% goal. We continue to monitor results to work towards achieving stated goal.</p>
<p>Installation of hardware in the clubhouse at the Ark owned apartments was completed during the fiscal year.</p>	<p>None.</p>
<p>ACCESS Baseline data has been collected on community involvement.</p>	<p>ACCESS None.</p>
<p>SATISFACTION The parent / guardian satisfaction survey was distributed to families of people served in February 2011. Respondents totaled 74.5% (64 of 86) of the surveys sent. They were satisfied on all three questions of their overall satisfaction with Ark and the services they provide.</p>	<p>SATISFACTION None.</p>

Community Services-Community Integration (Day Habilitation)

Organizational Goal	Indicator	Applies to	Time of Measure	Data Source	Obtained by	Anticipated Result	Final Result
Focus Area: Effectiveness							
People receiving services will increase independence.	Goals reached.	Selected people served.	Monthly	Plan of Care objectives.	Case Managers / VP-PI.	75% of all people will achieve a personal objective on their plan, increasing their independence.	76% of all people achieved a plan goal to increase their independence.
Focus Area: Efficiency							
Ark will leave a smaller 'carbon footprint' by becoming 'greener' and more efficient.	Energy consumption.	All Day Hab locations.	Monthly	Utility bill monthly statements.	Office Management Coordinator	Ark locations listed will lower their average energy consumption by 5% annually.	Day Habilitation locations decreased their average energy consumption by 21.22%.
Goal and Schedule Documentation will be more timely and efficient.	Implementation of paperless documentation system.	All Day Hab locations.	During FY 2011.	Technology grant approval.	Program Development Coordinator	Install hardware/software at 100% of sites designated to receive the new documentation system.	100% of locations received hardware / software to implement paperless documentation system.
Focus Area: Access							
People served will experience their community.	The number of community recreational activities in which people are involved.	Selected people served.	During FY 2011.	Documented activities of persons served.	Day Hab Supervisors	Obtain baseline measurement of community activities in which people participate.	Staff and supervisors have turned in lists of community activities in which people participated.
Focus Area: Satisfaction							
People receiving services and their family are satisfied with services provided by Ark.	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 2011, 76.4% of people have achieved a day habilitation personal objective on their plan.</p>	<p>EFFECTIVENESS None.</p>
<p>EFFICIENCY For Fiscal Year 2011, Day Habilitation locations decreased natural gas consumption 13.0%, and decreased average electricity 29.4% as compared to last fiscal year.</p>	<p>EFFICIENCY New HVAC units installed and energy efficient light bulbs replaced during second quarter significantly contributed to the decrease in energy consumption.</p>
<p>Installation of hardware at all Day Habilitation settings was completed during the fiscal year.</p>	<p>None.</p>
<p>ACCESS Baseline data has been collected on community involvement.</p>	<p>ACCESS None.</p>
<p>SATISFACTION The parent / guardian satisfaction survey was distributed to families of people served in February 2011. Respondents totaled 74.5% (64 of 86) of the surveys sent. They were satisfied on all three questions of their overall satisfaction with Ark and the services they provide.</p>	<p>SATISFACTION None.</p>

Community Services - Community Integration (Community Employment)

Organizational Goal	Indicator	Applies to	Time of Measure	Data Source	Obtained by	Anticipated Result	Final Result
Focus Area: Effectiveness							
People receiving services will increase independence.	Goals reached.	Selected people served.	Monthly	Plan of Care objectives.	Case Managers / VP-PI.	75% of all people will achieve a personal objective on their plan, increasing their independence.	83% of all people achieved a plan goal to increase their independence.
Focus Area: Efficiency							
Electronic communication will be more timely and efficient.	Utilization of paperless documentation system.	Job Coaches.	During FY 2011.	Therap System	Department Coordinators	Job Coaches will communicate information in a timely manner to applicable service areas.	Job Coaches utilized the Therap system to share information in a timely manner with all service areas.
Focus Area: Access							
People will have a larger variety of employers from which to choose.	The number of new employers interested in potential employees from community employment program.	People expressing interest in community employment.	During FY 2011	Community Employer Interviews	Job Coach	Gain three new employers that previously have not considered people served for employment.	Job Coaches have secured six new potential employers.
Focus Area: Satisfaction							
Employers are satisfied with the job performance of people served.	The number of employers who indicate overall satisfaction on survey.	People served and their employers.	Annually	Monthly/quarterly employer satisfaction surveys.	Job Coach	85% of all surveys returned will indicate overall satisfaction.	100% of employers indicated overall satisfaction on monthly and quarterly job reports.

Community Integration (Community Empl) Summary

FINDINGS	EXTENUATING CIRCUMSTANCES
EFFECTIVENESS During Fiscal Year 2011, 83.4% of people have achieved a day habilitation personal objective on their plan.	EFFECTIVENESS None.
EFFICIENCY Job Coaches are documenting assistance provided through Therap and communicating information to other staff as necessary.	EFFICIENCY None.
ACCESS Job Coaches have secured six new employers that had not previously considered people served for employment.	ACCESS None.
SATISFACTION 74 monthly and 42 quarterly employer job reports reviewed indicated satisfaction with overall performance with their job coached employee.	SATISFACTION None.