

Ark Regional Services
Performance Indicators
Final Report
Fiscal Year 2021

Community Services – Community Integration (Day Services)

Performance Measurement Goal	Indicator	Applies to	Time of Measure	Data Source	Obtained by	Anticipated Result
Focus Area: Effectiveness						
People will be free from restraints and receive medications as prescribed.	The number of restraints and medications errors.	All people served.	During FY 2021	General Event Reports from Therap.	V.P. Program Integrity	Decrease the number of occurrences by 50% from the previous year.
Focus Area: Efficiency						
People will have stability and consistency in their staff support.	Staff turnover.	All staff employed.	Annually	Turnover report from HR.	Human Resources Coordinator	Decrease staff turnover by 5% annually.
Focus Area: Access						
More people will have the opportunity to receive support from Ark Regional Services.	Admissions Applications will be reviewed in a timely manner.	People receiving day services from Ark.	During FY 2021	Ark Application Packets and letters	V.P. Program Integrity	Applications will be reviewed and responded to within 2 weeks of receipt.
Focus Area: Satisfaction						
People receiving services and their families 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 and Parent/Guardian Satisfaction Survey.	V.P. Program Integrity	100% of all surveys returned will indicate overall satisfaction.

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Findings	Extenuating Circumstances
<p>Effectiveness: Ark remains a restraint free organization at this time, no restraints were performed in FY 2021. Medication errors decreased by 11.7% as compared to last fiscal year.</p>	<p>Effectiveness: There was a decrease of 11.7% in medication errors (274 FY 2020 to 242 FY 2021)</p>
<p>Efficiency: Fiscal year to date, staff turnover is tracking at 72% as compared to 80% last fiscal year.</p>	<p>Efficiency: Ark continues to work on a recruitment and retention plan, starting wages were increased and signing bonuses were issued in FY 2021.</p>
<p>Access: 100% of applications were reviewed and responded to within 2 weeks.</p>	<p>Access: None.</p>
<p>Satisfaction: 92% of people responding to the family survey positively responded to the question. “Overall, I feel that services and supports that Ark Regional Services provides are making a positive difference in the life of my family member.” 94% % of person’s served responded positively to “Overall, are you happy with your staff?”</p>	<p>Satisfaction: There were some concerns with weight gain and activity levels of people served during the pandemic. Ark is focusing on healthy choices and increasing activities as allowed by pandemic guidelines.</p>

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Residential Services – Supported Living

Performance Measurement Goal	Indicator	Applies to	Time of Measure	Data Source	Obtained by	Anticipated Result
Focus Area: Effectiveness						
People will be free from restraints and receive medications as prescribed.	The number of restraints and medications errors.	All people served.	During FY 2021	General Event Reports from Therap.	V.P. Program Integrity	Decrease the number of occurrences by 50% from the previous year.
Focus Area: Efficiency						
People will have stability and consistency in their staff support.	Staff turnover.	All staff employed.	Annually	Turnover report from HR.	Human Resources Coordinator	Decrease staff turnover by 5% annually.
Focus Area: Access						
More people will have the opportunity to receive support from Ark Regional Services.	Admissions Applications will be reviewed in a timely manner.	People receiving supported living services from Ark.	During FY 2021	Ark Application Packets and letters	V.P. Program Integrity	Applications will be reviewed and responded to within 2 weeks of receipt.
Focus Area: Satisfaction						
People receiving services and their families 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 and Parent/Guardian Satisfaction Survey.	V.P. Program Integrity	100% of all surveys returned will indicate overall satisfaction.

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Residential Services – Supported Living

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Community Housing – Group Home

Performance Measurement Goal	Indicator	Applies to	Time of Measure	Data Source	Obtained by	Anticipated Result
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Focus Area: Efficiency						
People will have stability and consistency in their staff support.	Staff turnover.	All staff employed.	Annually	Turnover report from HR.	Human Resources Coordinator	Decrease staff turnover by 5% annually.
Focus Area: Access						
More people will have the opportunity to receive support from Ark Regional Services.	Admissions Applications will be reviewed in a timely manner.	People requesting community housing services from Ark.	During FY 2021	Ark Application Packets and letters	V.P. Program Integrity	Applications will be reviewed and responded to within 2 weeks of receipt.
Focus Area: Satisfaction						
People receiving services and their families 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 and Parent/Guardian Satisfaction Survey.	V.P. Program Integrity	100% of all surveys returned will indicate overall satisfaction.

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Community Housing – Group Homes

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