Outcome Measurement Report
Residential & CSS Services
FY 2022

Effectiveness:
Minimize psychiatric hospitalizations: For the year, 2% of consumers were admitted to short-term hospitalization against a goal of 5%. Staff will continue to assist consumers with managing psychiatric symptoms through collaboration with psychiatric providers and face-to-face support.

Maximize consumer financial independence: Five consumers were placed in employment against a goal of four, which was an increase from the previous year.

Increase consumer functioning for improved community integration: For the year, an average of 4.5% consumers met a goal against 10%. Staff will continue to assist consumers to actively work on objectives to reach self-expressed goals.

Efficiency:
Maximize the utilization of residential beds: The number of days beds were occupied throughout the year was 11,425 against a goal of 11,680. Four consumers were terminated from the program, leaving A+ group home vacancies throughout the year. Ancora Psychiatric Hospital referred three individuals for placement and Greystone referred one. One individual did not meet the admission criteria, one had to have the brief visit rescheduled several times due to an increase in COVID cases, and the individual testing positive and the two other individuals had home visits prior to admission to the program.

Maintain zero deficiencies in consumer files: Residential charts were reviewed to ensure compliance. 7.05% of files were found to be deficient against a goal of 0%.

Correct deficiencies within ten days of deficiency notification: Of the 7.05% deficiencies found in residential charts, 20.92% were corrected within ten days. 57% has been corrected after ten days.

Service Access:
Minimize access time to placement or initiation of services: The average number of days from referral to admission was 17 against a goal of 21.

Community Employment Services
FY 2022

Effectiveness:
Supported Employment-Increase number of OES consumers transitioning to Supported Employment: Zero consumers moved from OES into Supported Employment against a goal of six. There were no OES consumer referrals.

Supported Employment-Transition consumers from Supported to community employment: Seven consumers transitioned to Community Employment against a goal of eight.

Crossover Employment (consumers receiving services from CODI & employed by CODI): Increase number of consumers employed by CODI: One consumer was hired against a goal of six.

Efficiency:
Maintain zero deficiencies in consumer files: Supported employment charts were reviewed to ensure compliance. 14.46% of files were found to be deficient against a goal of 0%.

Correct deficiencies within ten days of deficiency notification: Of the 14.46% deficiencies found in supported employment charts, 89.71% were corrected within ten days. 100% has been corrected after ten days.

Service Access:
Minimize the time from referral to service initiation: The average number of days from referral to service initiation was five days against a goal of five days.

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Extended Employment Services
FY 2022

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Effectiveness:
Maximize percentage of time OES consumers receive vocational training through completion of production work: Fifty-seven percent of time, consumers received vocational training through completion of production work against a goal of 85%.

Maximize percentage of OES consumers who earn minimum wage or more: The average number of consumers earning minimum wage throughout the year was 15% against a goal of 15%.

Eliminate hours consumers participate in vocational training when not working: For the fiscal year, 25% of consumers' time was spent in vocational training against a goal of 0%.

Eliminate hours consumers are not working or being trained: For the fiscal year, 3% of consumers' time was spent not working or being trained against a goal of 0%.

Efficiency:
Maintain zero deficiencies in consumer files: EE and ATS charts were reviewed to ensure compliance. 11.56% of files were found to be deficient against a goal of 0%.

Correct deficiencies within ten days of deficiency notification: Of the 11.56% deficiencies found in supported employment charts, 62.16% were corrected within ten days. 97.2% has been corrected after ten days.

Accessibility:
Minimize wait time for accessing vocational services: The average wait time for accessing vocational services from referral to start date is ten days against a goal of ten days.

<u>Increase admissions to OES</u>: Fifteen new consumers were enrolled in vocational services during the year against a goal of twelve.

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Quality Improvement
FY 2022

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Efficiency:
<u>Ensure consumer grievances are tracked, investigated, and replied to in accordance with policy</u>: Seven consumer grievances were received. Grievances were investigated and replied to in accordance with policy.

<u>Ensure all CIRs are tracked and follow-up completed in accordance with policy</u>: One hundred percent of CIRs requiring follow-up received follow-up 100% of the time.

Accessibility:
<u>Gather input to develop policies or practices to enhance inclusion and respectful engagement with different populations</u>: Our goal is to review Advocacy and Residential House Meeting Minutes at Leadership to access for possible changes to policies or practices to enhance inclusion and present to the Board quarterly. The Board received Advocacy Activities four times throughout the year. Based on reviews, no new policies or practices related to inclusivity were developed.

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Compliance
FY 2022

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Efficiency:
<u>Ensure Fee For Service billings are accurate</u>: Ninety-eight percent of Residential and CSS billings were accurate against a goal of 100%. CFO corrected reported errors.

<u>Ensure Fee For Service billings are accurate</u>: Seventy-three percent of ATS billings were accurate against a goal of 100%. CFO and ATS Program Manager corrected reported errors.

<u>Ensure 100% of Individualized Recovery Plans are completed on time</u>: Individual Recovery Plans were reviewed to ensure compliance with funding source requirements. 97% of Individual Recovery Plans were completed on time.

<u>Ensure 100% of Individualized Service Plans are completed on time</u>: Individual Service Plans were reviewed to ensure compliance with funding source requirements. 54% of Individual Service Plans were completed on time.

Risk Management/Safety
FY 2022

Efficiency:
Proactively address unsafe or unhealthy conditions throughout all CODI properties: Ninety-three percent of work orders generated from Quarterly Inspection Reports were completed.

Maximize safety of all CODI consumers & staff: Work orders are broken down into priority, type 1 general repairs, and type 2 general repairs. Priority work orders shall be completed within two business days, type 1 with five days, and type 2 general within ten days. Priority work orders were completed within two days, 83% of the time. Type 1 general repair work orders were completed within five days, 83% of the time. Type 2 general repair work orders were completed within ten days, 92% of the time.

Complete and submit drill reports required by Licensing and CARF: One hundred percent of drills were completed during the fiscal year.

Human Resources
FY 2022

Efficiency:
Maximize staff competency and knowledge: For the fiscal year, 97.8% of staff completed Relias Electronic Training against a goal of 100%.

Maintain zero deficiencies in personnel files: The Human Resources department is responsible for ensuring personnel files maintain current and required documentation. The Quality Improvement Specialist reviewed 100% of files during the year and reports findings of deficiencies to Director of HR and Director of Quality Improvement. 15% of files had deficiencies against a goal of 0%.

Correct deficiencies within ten days of deficiency notification: Of the 15% deficiencies found in residential charts, 28% were corrected within ten days. 79% has been corrected after ten days.

Business Functions
FY 2022

Effectiveness:
Maintain financial solvency: The goal for current assets/current liability to be above 1.5, which the actual was 3.15.

Efficiency:
Increase number of billable groups for CSS: The goal is to have 96 billable groups per year; however, due to COVID-19 there were only 24 billable groups held.

Maximize staff time spent in face-to-face contact with CSS consumers: For the year, staff averaged 307 units of service against a goal of 380.

Minimize staff turnover to sector standards or below: For the fiscal year, staff turnover rate was 5% against the industry standard and our goal of 19%.

Leadership:
Review universal policies and procedures annually: 100% of universal policies were reviewed.

Finance:
Financial statements are presented to CEO monthly and Board quarterly: Twelve financial statements were presented to CEO and four financial statements to the Board.

Increase capital improvement fund: The amount of capital improvement funds deposited was $502,044 against a goal of $502,044.

Satisfaction
FY 2022

Residential/CSS Satisfaction:
Improve consumer satisfaction at intake: One hundred percent of consumers reported CODI staff was welcoming and inclusive. One hundred percent of consumers reported satisfaction with access to services.

Improve consumer satisfaction: For the past fiscal year, 98% of consumers reported that CODI services meet their needs against a goal of 100%, which was a significant increase from the previous year (89%). Thirty-three consumers agreed that the program meets their needs; however, one CSS consumer disagreed.

Improve stakeholder satisfaction: For the past fiscal year, 71% of stakeholders reported that consumers' needs were met through CODI services against a goal of 100%, which was a significant decrease (100%). Five stakeholders agreed that the program meets consumers' needs; however, two disagreed.

Extended Employment/ATS Satisfaction:
Improve consumer satisfaction: One hundred percent of consumers reported CODI staff was welcoming and inclusive. One hundred percent of consumers reported satisfaction with access to services.

Maximize consumer satisfaction: For the past fiscal year, 97% of consumers reported that the program meets their needs against a goal of 100%, which was the same percentage from the previous year. Forty-nine consumers agreed that the program meets their needs; however, two EE consumers disagreed.

Improve stakeholder satisfaction: For the past fiscal year, 100% of stakeholders reported consumer's needs were met through CODI services, which was a slight increase from the previous year (97%).