



Outcome Measurement Report to Employees & Stakeholders

DD Services Department Outcomes
for the period June through December 2006

The DD Services Department at La Vida Felicidad manages our adult services that include:

- Respite (DOH Respite) and Personal Care (PC)
- Community Membership(CM) and Day Habilitation services [the Adult Activities Program (AAP)] and 1-on-1 Day Hab
- Homebased (HB) services

This document reports on the results of the outcomes measurements made in the DD Services Department. Measures are reported in both general listings (DD Services) and/or more specifically by service (e.g. AAP, DOH Respite, Homebased)

The following persons make up La Vida's DD Services Team:

Ignacio Perez Jr., Terri Powers, Lisa Garcia, Ruth Frank, Cheryl Elyea, Nellie Trujillo, Marie Ortega Betty Perea, Mary Rhinehold and 17 direct care providers and 144 independent contractors.

I. Effectiveness:

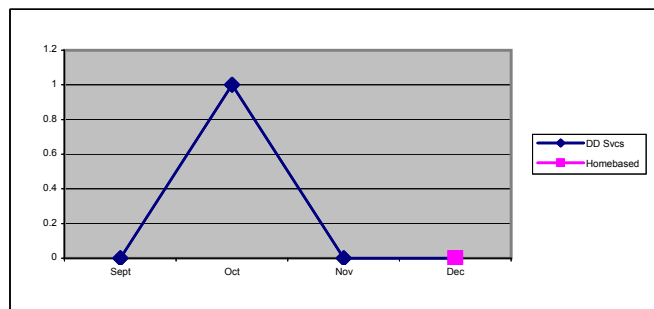
La Vida is constantly working on ways to increase the effectiveness of the services it provides.

Providing **effective** services leads to more meaningful outcomes for the persons we

serve and greater value to the agencies that provide the funding to La Vida to serve people.

In this reporting period, La Vida's DD Services Department focused on the following five different areas to measure its **effectiveness**.

Area #1: The number of direct care staff replaced at the request of persons-served is an indicator of how effective the DD Services Department is at connecting the "right" staff with the "right" client. We want to "get it right" the first time so we aim to keep replacement of staff assigned to clients at a minimum. Clients want and deserve direct care staff that they like, feel comfortable with, and want to work with. The following chart represents the results the DD Services Dept. had in this area for this reporting period:

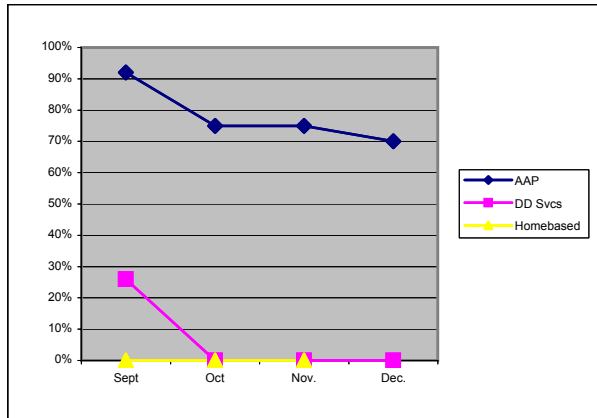


Target: ≤3

YTD:	Sept	Oct	Nov	Dec
DD Svcs	0	1	0	0
Homebased				0

Results: Data was broken out for Homebased in December therefore there is only one data point. For the period in review there was only one direct care staff replaced at client's request in DD Services. Our target of three or less replacements in a month was **Achieved**.

Area #2: The percentage of Individualized Service Plan (ISP) objectives that are met in a quarter is an indicator of how **effective** La Vida staff are at helping its clients reach their goals. The higher the percentage of ISP objectives met, the more **effective** is the work we do. La Vida strives to help its clients meet the goals that are important to them, so if the smaller steps to goal achievement are met (objectives) then the closer the client gets to achieving their goals.



Target: 85%

YTD	Sept	Oct	Nov.	Dec.
AAP	92%	75%	75%	70%
DD Svcs	26%	0%	0%	0%
Homebased	0%	0%	0%	

Results: None of the three programs in DD Services have consistently achieved their targets in this area. The target of 85% was achieved only in AAP in the month of September. Currently, an agency-wide focus group has convened to review these results and improve them for the future. One initiative aimed at increasing the scores is to examine how ISP's are written to ensure that the objectives chosen are appropriate and achievable. Our target for the % of ISP objectives met in the last two quarters was **Not Achieved**. **Note: this measurement was discontinued for Homebased services only in December in favor of two new measures outlined in Area #3 & #4 that follow.**

Area #3: The number of incident reports involving the health & safety of persons-served filed in our Homebased Services program is an indicator of how **effective** La Vida is at ensuring the health & safety of the persons served in that program. The fewer incident reports filed, the better we are at ensuring our client's health & welfare in their homes.

Note: this is a new measure that was implemented in February 2006 therefore there is no measurement data available to report at this time.

Area #4: The number of transitions in residences for Homebased clients is an indicator of how effective the DD Services Department is in identifying and managing an appropriate homebased living situation for the persons who receive these services. The fewer the number of transitions in a six month period the better.

Note: this is a new measure that was implemented in February 2006 therefore there is no measurement data available to report at this time.

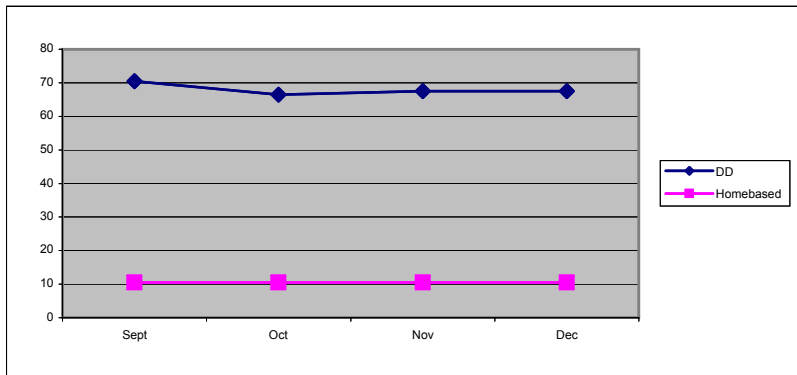
Area #5: The % of client's caregivers who report reduced stress as a result of receiving services is an indicator of how effective La Vida is in delivering services that help the caregiver cope with the stresses associated with caring for someone around the clock. Stress is measured by a series of surveys given to the caregiver before receiving services and then again after six months of service. The greater the change in the level of stress reported by a caregiver the better.

Note: this is a measure that is reported annually in July. Therefore, there is no data to report at this time.

II. Efficiency:

La Vida is constantly working on ways to increase the **efficiency** of its internal business processes. **Efficient** business processes allow more people to be served with the resources available to meet the Agency's mission. Gains made in **efficiency** also improve the quality of services and the satisfaction experienced by the customers of La Vida (the persons-served, employees & funders) In this reporting period, La Vida's DD Services Department focused on the following four areas to measure its **efficiency**.

Area #1: The average caseload of Service Coordinators is an indicator of productivity. A manageable caseload is determined by the department and the caseload of individual Service Coordinators is tracked month to month. Tracking caseloads allows managers to ensure their Service Coordinators are not either under worked (therefore costing the Agency more than it needs) or over-worked (possibly leading to an inability to deliver high quality services). The goal is to maintain a target caseload that has been determined optimal and therefore manageable-**efficient**.

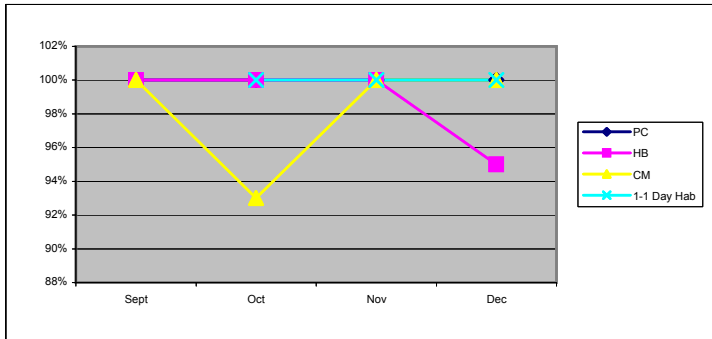


Targets:
Homebased: 12
DD Services: 100

YTD	Sept	Oct	Nov	Dec
DD	70.5	66.5	67.5	67.5
Homebased	10.5	10.5	10.5	10.5

Results: Currently, there are two Service Coordinators who are carrying adequate caseloads. While in total they are not achieving the specific targets, it is felt that their caseloads are manageable, stable and there is even room for growth. **On Target.**

Area #2: The % of required contacts made each month is an indicator of **efficiency**. Each funding source, or service requires a certain number of contacts be made in-person by the client's Service Coordinator. Programs that meet their required contacts are delivering the service promised to the customer (person-served & funder). This measure can also be considered an indicator of quality. The closer to 100% of all required contacts made in a month the better.



Targets: 100% for all services
 DD Personal Care (PC):
 Homebased (HB)
 Comm. Membership (CM)
 1-1 Day Habilitation (Day Hab)

YTD	Sept	Oct	Nov	Dec
PC	100%	100%	100%	100%
HB	100%	100%	100%	95%
CM	100%	93%	100%	100%
1-1 Day Hab		100%	100%	100%

Results: The targets have been met for most DD Services programs over the reporting period. Those months for which the target has not been met are still above 90% and were due to circumstances beyond the control of La Vida staff. Targets, overall, **Achieved**.

Area #3: The % of complaints resolved within three days is an indicator of **efficiency**. It is also evidence that La Vida takes input from persons-served and other stakeholders very seriously and works to respond to those complaints and resolve them within a relatively quick period of time. Complaints are tracked and considered in quality improvement efforts. The goal is to respond to all complaints as soon as possible.

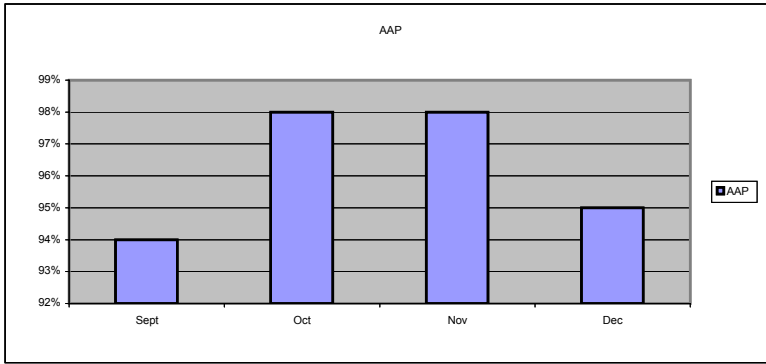
YTD	Sept	Oct	Nov	Dec
DD Services	100%	100%	n/a	100%
Homebased	n/a	n/a	n/a	n/a
AAP	n/a	100%	n/a	100%

Target: 100% of all complaints resolved within 3 days

N/A=no complaints received that month

Results: The targets have consistently been met each month. **Achieved**.

Area 4: The % of Client Data Tracking Sheets completed each day services are delivered is an indicator of efficiency. In AAP, when staff people complete their data sheets the same day services are provided they are more likely to be objective in ranking the progress of participants toward their goals--this is also a quality measure. The closer the result to 100% the better.



Target: 100%

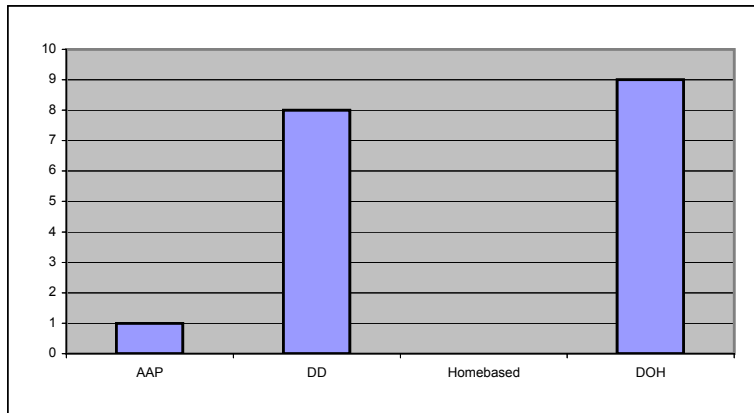
YTD	Sept	Oct	Nov	Dec
AAP	94%	98%	98%	95%

Results: Monthly targets have not been met but are close to being so. The Program Manager monitors data tracking closely to ensure progress toward goal achievement. Target **Not Achieved**

III. Access:

La Vida is constantly working on ways to increase **access** to the services it provides. Promoting **access** involves numerous considerations including making sure people with disabilities are able to enjoy the full benefits of the services we provide; that services are made available timely and people don't have to wait too long for available services; and that people get the help they need when they want and/or need it. In this reporting period, La Vida's DD Services Department focused on the following three different areas to measure its success in promoting **access** to services.

Area #1: The number of new persons served is an indicator of how well La Vida staff is promoting **access** to its services--the more new people enrolled and served means that more people have gained **access** to the services they need. The higher the number of new persons served the better.



	YTD:	Annual Target
AAP	1	3
DD	8	12
Homebased	0	7
DOH	9	25

Results: As of December (half way through the year), DD Services is progressing toward meeting its targets for new persons served. Discussion and planning regarding the results of Homebased services is occurring, and additional DOH persons-served are expected with year-end supplemental funding. Overall, results are **ON TARGET**.

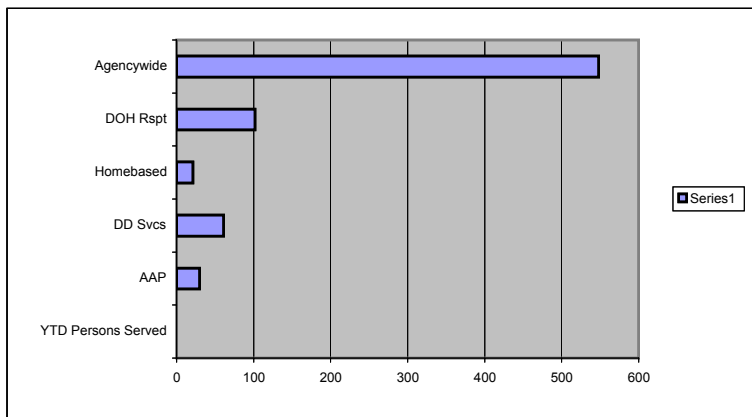
Area #2: The % of all newly enrolled clients who begin services within 30 days of receiving funding is an indicator of how well La Vida staff promote **access to services**--it is also an indicator of efficiency. The higher the % who are enrolled within 30 days the better.

YTD	Sept	Oct	Nov	Dec
Respite	100%	n/a	100%	100%
HB	100%	n/a	n/a	n/a
CM	100%	100%	100%	100%
PC	100%	n/a	n/a	n/a

n/a= no enrollments performed that month

Results: Current results are all **ON TARGET**.

Area #3: The % change in the # of persons-served (clients) is an indicator of **access**. The more people La Vida serves, the better--growing organizations that serve more and more persons are promoting **access** by making their services more available.

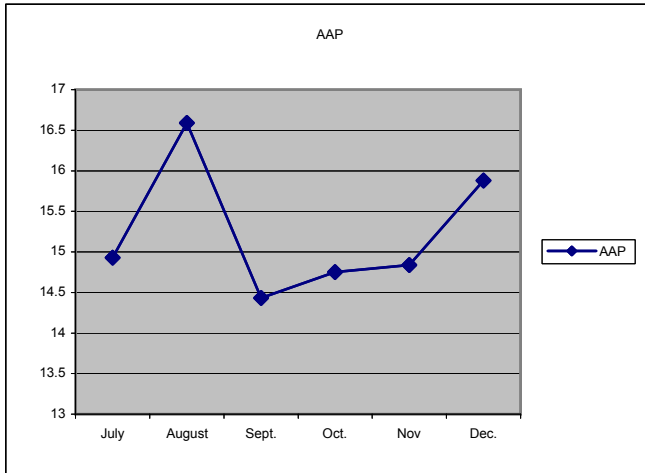


not % are reported here. % change will be calculated at year end.

YTD Persons Served		End of Year Target
AAP	30	35
DD Svcs	61	64
Homebased	21	28
DOH Rspt	102	130
Agencywide	548	663

Results: As of mid-year all DD Services are **ON TARGET**.

Additionally, the DD Services Department tracks the average daily attendance (ADA) of its Adult Activities Program (AAP) to make sure that La Vida is maximizing the number of persons it serves in this program. Maximizing persons-served provides a place in the program for those persons who want one--we strive to NOT maintain waiting list and give people the services they want now. The closer the ADA to the target the better.



Target: 16.5

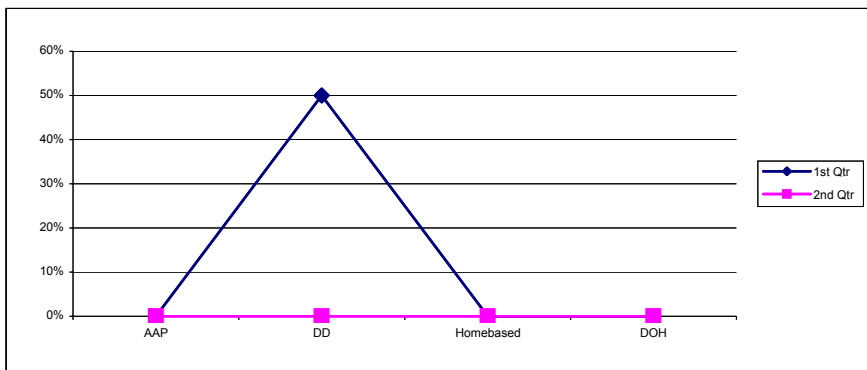
YTD	July	August	Sept.	Oct.	Nov	Dec.
AAP	14.93	16.59	14.43	14.75	14.84	15.88

Results: AAP has focused on achieving this goal through a variety of ways and is very close to meeting its target; there has been a steady increase in ADA over the past four months. **Not Achieved.**

IV. Satisfaction:

La Vida strives to achieve customer **satisfaction**. Perhaps the best measure of the quality of services provided is made via different forms of **satisfaction**. How good are services? Just ask those who receive them. La Vida strives for the highest levels of customer satisfaction. In this reporting period, La Vida's DD Services team focused on the following three different areas to measure their customer's **satisfaction**.

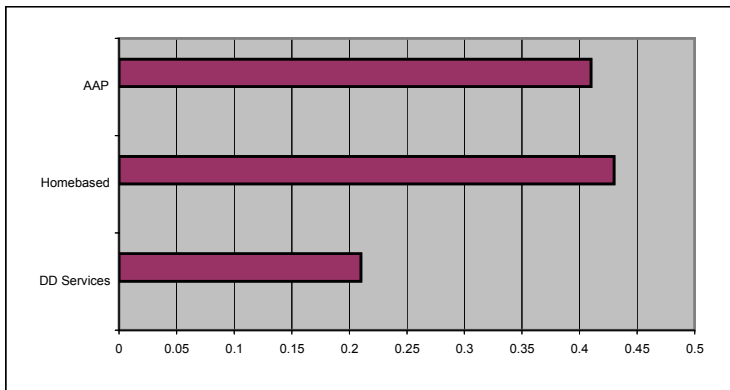
Area #1: Measuring the % of clients who leave services because of dissatisfaction is a good indicator of **satisfaction** AND quality of services. La Vida wishes to keep clients for as long as they need and want us and especially as long as they are satisfied with services. The lower the % leaving because of dissatisfaction with services the better.



YTD	1st Qtr	2nd Qtr
AAP	0%	0%
DD	50%	0%
Homebased	0%	0%
DOH	0%	0%

Results: The satisfaction ratings have been very favorable for the first two quarters of the year. The 50% rating received during the first quarter represents 1 out of 2 persons leaving because of dissatisfaction. The issues involving dissatisfaction were investigated and solved. Overall, **ON TARGET**.

Area #2: Measuring the % of DD Services clients who choose La Vida for more than one available service is a good indicator of **satisfaction** with services because it is assumed that happy and satisfied clients would choose La Vida again over another option that might be available. The higher the % the better.



<u>ACTUAL</u>	
DD Services	21%
Homebased	43%
AAP	41%

Results: A target will be set in July 06 based on trend analysis for data collected this year. Current results seem like they could be improved.

Area #3: Measuring satisfaction with opportunities for community membership of those who receive Community Membership services is a good indicator of the quality of services provided. If clients express high levels of **satisfaction** then it is assumed services are of good quality. La Vida strives for the highest measures of **satisfaction** expressed by its clients.

No Data to report. This is a new measure that was instituted in March 2006. It will be reported semi-annually. First reporting of this measure will occur July 2006.