



Outcome Measurement Report to Employees & Stakeholders

Senior Services Department Outcomes
for the period June through December 2006

The Senior Services Department at La Vida Felicidad manages a variety of services that include:

- Homemaker services, personal care and respite services provided to elderly and/or disabled individuals in Valencia and Socorro Counties to prevent institutionalization and to assist people to maintain their independence by remaining in their own homes
- Day Services for seniors are provided at the Socorro Adult Activities Program (SAAC) in Socorro and offer a variety of social, educational, and recreational activities

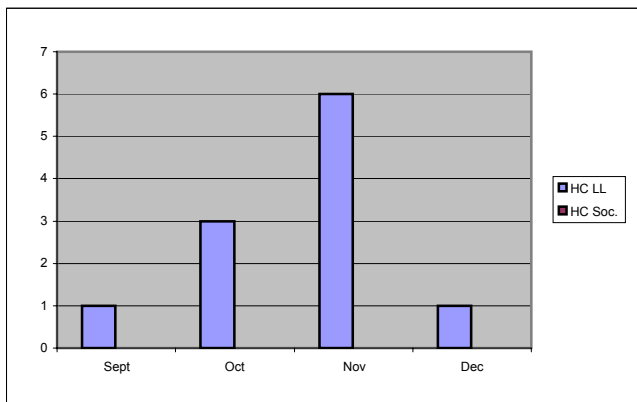
This document reports on the results of the outcomes measurements made in the Senior Services Department. Measures are reported in both general listings (HC for Homecare) and/or more specifically by service when appropriate using the following legend: HCLL Homecare Los Lunas; HC Socorro; Socorro Grant; Senior Companion; Socorro Adult Activities Program (SAAC); D&E Waiver (D&E); Personal Care Option Program (PCO); Aging & Long Term Services Dept. (ALTSD)

The following persons make up La Vida's Senior Services Team: Barbara Owens, Emily Montoya, Priscilla Garcia, Michelle Sanchez, Lisa King, Christina Gallegos, La La Chavez, Sydney Eusepi, Deborah Treder and 136 Caregivers.

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 Senior Services Department focused on the following four 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 Senior 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 Senior Services Dept. had in this area for this reporting period:



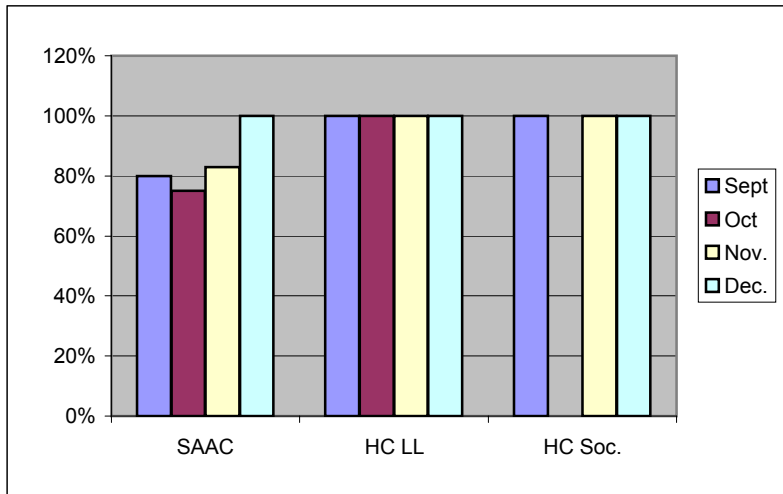
Target: ≤1/month

YTD:	Sept	Oct	Nov	Dec
HC LL	1	3	6	1
HC Soc.	0	0	0	0

Results: The Senior Services Department has achieved its target two out of four months in Los Lunas. The Director has noted the reasons for the staff replacements and is incorporating what is learned from the reasons they've occurred into future considerations made when making staff assignments. The Socorro Homecare program has met their target each month.

Target achieved in Socorro; Target NOT Achieved in Los Lunas

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:
HC 90%
SAAC 85%

YTD	Sept	Oct	Nov.	Dec.
SAAC	80%	75%	83%	100%
HC LL	100%	100%	100%	100%
HC Soc.	100%		100%	100%

Results: All Senior Services Programs have met their targets. **Target Achieved.**

Area #3: 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.

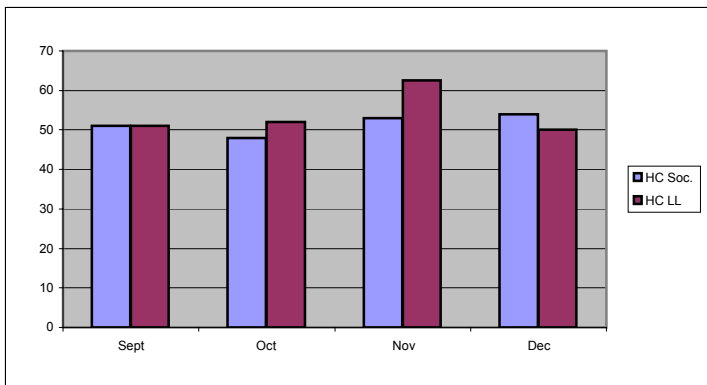
Area #4: Determining the average length of time La Vida has served those clients who are at-risk of institutionalization is a good indicator of **effectiveness**. The Senior Services we provide are designed to prevent institutionalization. Therefore, the longer the average length of time those who are at risk are served is a measure of how long we have helped them prevent institutionalization. The longer the average tenure 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 Senior 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**.



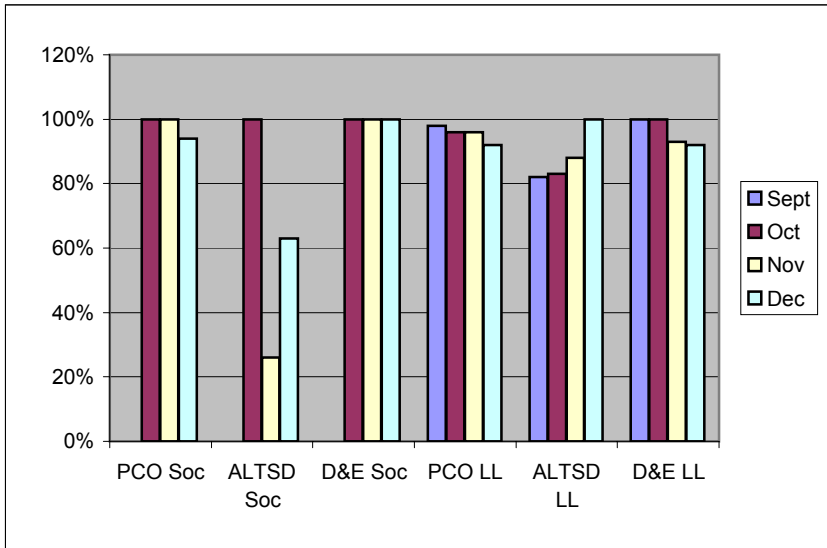
Target:
 HC LL 60
 HC Socorro 50

YTD	Sept	Oct	Nov	Dec
HC Soc.	51	48	53	54
HC LL	51	52	62.5	50

Results: Only the Socorro Home Care Service Coordinator has achieved their target. Home Care in Los Lunas is very near reaching its target. Increasing enrollment is expected, and new staff persons are on the team in Los Lunas and will take on additional clientele. It is generally agreed that the Home Care Service Coordinator caseloads are appropriate and manageable.

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.



YTD	Sept	Oct	Nov	Dec
PCO Soc		100%	100%	94%
ALTSD Soc		100%	26%	63%
D&E Soc		100%	100%	100%
PCO LL	98%	96%	96%	92%
ALTSD LL	82%	83%	88%	100%
D&E LL	100%	100%	93%	92%

Target: 100% for all

Results: There are mixed results depending on which funding source and which program (Socorro or Los Lunas). Generally, the Los Lunas programs have fared better than the Socorro programs. While in some cases not meeting required contacts results from an occurrence beyond La Vida's control, in many other cases it can be achieved. The Director of Senior Services is monitoring the results in this area very closely and working on implementing strategies to more consistently achieve targets. **Target NOT Consistently Achieved.**

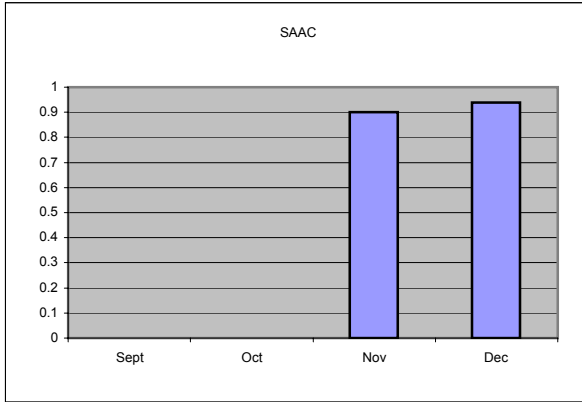
Area #3: The % of complaints resolved within three days is an indicator of **efficiency**. It is also evidence that La Vida takes input from persons-served and other stakeholders very seriously and works to respond to those complaints and resolve them within a relatively quick period of time. Complaints 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
SAAC	n/a	n/a	n/a	100%
HC LL	100%	100%	100%	100%
HC Soc.	n/a	100%	100%	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%

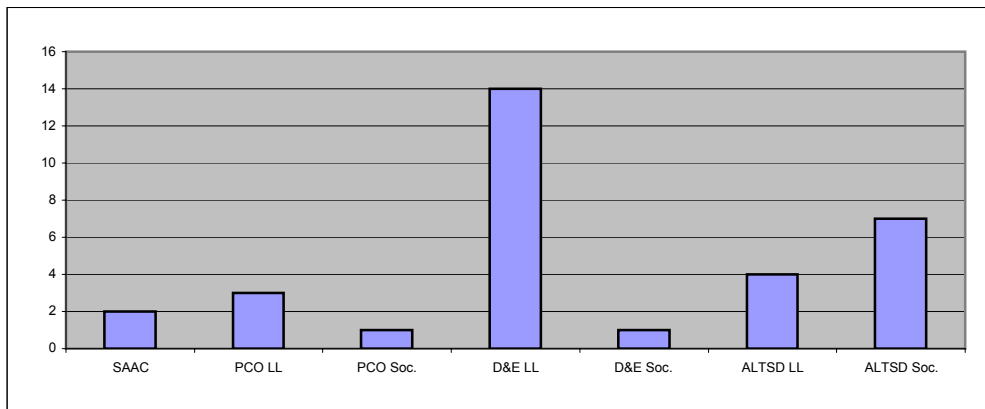
YTD	Sept	Oct	Nov	Dec
SAAC	0	0	90%	94%

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 Senior 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
SAAC	2	5
PCO LL	3	6
PCO Soc.	1	3
D&E LL	14	20
D&E Soc.	1	5
ALTSD LL	4	10
ALTSD Soc.	7	12

Results: As of December, the numbers of new persons-served 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.

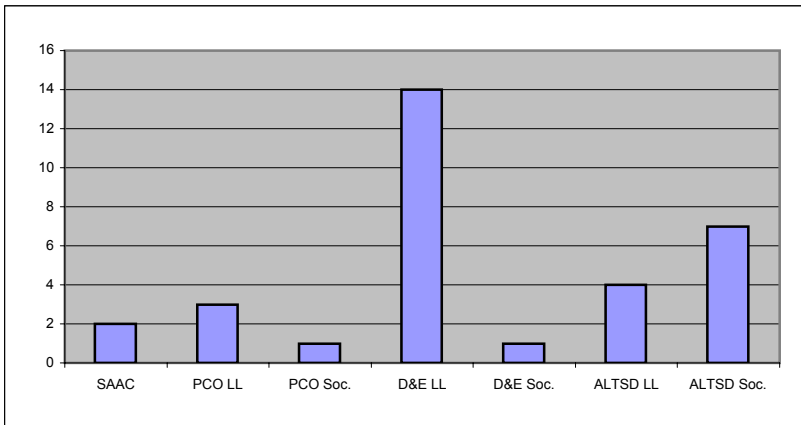
YTD	Sept	Oct	Nov	Dec
HC LL	n/a	100%	n/a	100%
HC Soc.	n/a	n/a	100%	n/a
SAAC	0%	0%	n/a	n/a

Target: 100%

n/a = no enrollments that month

Results: With the exception of SAAC all enrollments have been successfully completed within the 30 day timeline. The SAAC Program Manager is working on ways to successfully achieve the target for future new enrollments.

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:		Annual Target
SAAC	2	5
PCO LL	3	6
PCO Soc.	1	3
D&E LL	14	20
D&E Soc.	1	5
ALTSD LL	4	10
ALTSD Soc.	7	12

Results: As of mid-year, all Senior Services Programs are **ON TARGET**

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 Senior Services team focused on the following two 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
ALTSD LL	0%	0%
D&E LL	0%	33%
PCO LL	0%	0%
SAAC	0%	0%
ALTSD Soc.	0%	0%
PCO Soc.	0%	0%
D&E Soc.	0%	0%

Target: 0% leave because of dissatisfaction

Results: All Senior Services Programs **Achieved Target**.

Area #2: Measuring the % of Senior 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>	
ALTSD LL	0%
PCO LL	0%
ALTSD Socorro	11%
PCO Socorro	0%
SAAC	21%

% of Homecare Clients who, when transferring, choose La Vida.

Los Lunas:	75%	(6 out of 8)
Socorro:	0%	(0 out of 0)

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.