

Community Access Service Improvement Plan 2014-2015

Category: Program Information

Mission:

The Arc of Tri-Cities promotes the rights of all people with intellectual and developmental disabilities by actively supporting full inclusion and participation in all aspects of the community throughout their lifetimes.

Introductory Note:

The Arc of Tri-Cities is a comprehensive service provider that offers many services. We only seek CARF accreditation for our Community Access Service.

We collect most of the data for the Service Improvement Plan on an individual basis using six month reviews as collection methods.

Objective:

An individualized service that provides a person opportunity to engage in community-based activities to help build and strengthen relationships with others in the community and to learn, practice and apply skills that promote independence in the community.

Strategic Plan:

The Arc of Tri-Cities Strategic Plan is reviewed annually and will be updated at the end of 2016. Goals from the Community Access Service Plan will be considered during the Strategic Planning.

Category: Performance

In a review of characteristics of persons receiving services, waiting list for services, not accepted for services, and leaving services, no pattern of concern was identified.

The Arc of Tri-Cities has had a waiting list of four to five people throughout the year. Due to program structure we were not able to expand services and were only able to take on new clientele as openings occurred. We therefore explored new service delivery models and made strategic plans to change the service model in the 2015/2016 year.

The Community Access Coordinator monitors all demographics and characteristic information and reports any patterns of concerns to the Program Manager.

In an annual review of incident reporting and procedures, no patterns of concern were identified. Follow up was completed on all assigned reports by leadership 100% of time within contract specified number of days. The majority of incidents involved falling. No major incident occurred.

In the annual review of complaints, no patterns of concern were identified and there were no formal complaints or grievances filed.

The following is a review of client objectives and program goal achievement:

Level 1 Goal: Trainees are actively participating in community non-segregated activities.

A. # of Persons Targeted to Reach Level 1 Goal by 6/30/15: 22

B. # of Persons Actually Reached Level 1 Goal by 6/30/15: 34

Level 2 Goal: Trainees Report skills increase toward community-inclusion objective.

A. # of Persons Targeted to Reach Level 2 Goal by 6/30/15: 19

B. # of Persons Actually Reached Level 2 Goal by 6/30/15: 30

Level 3 Goal: Trainees progress toward attaining more independent community goal.

A. # of Persons Targeted to Reach Level 2 Goal by 6/30/15: 9

B. # of Persons Actually Reached Level 2 Goal by 6/30/15: 17

In review of "**Program Performance**":

Wait list spanning over one year – a concern causing The Arc of Tri-Cities to look at other service models in our state.

Staff consistency – The Arc of Tri-Cities reviewed services from around the state and are looking at models where full-time employment could be offered with additional management support.

In reviewing this year individuals were only able to access 50% of allocated hours due to illness, vacation, and staff changes. The Arc needs to create a more flexible service system to enable individuals access the community their full allocated hours.

Action(s) Taken:

1. Reviewed other state services to learn and roll model after
2. Asked County for training opportunities

Goals for 2015/2016:

- Reduce staff turnover
- Expand program capacity so that individuals wait no more than 60 days to begin service once funding has been approved
- Clients are able to access an average of 85% of their hours per month

Category: Persons Served

Persons served in 2015	
Total number of persons served	35
Number of new clients enrolled	2
Number of graduates from program	0
Number of clients exited from program	2

Persons served by gender	
Male	20
Female	15

Persons served by age	
Age 21-41	23
Age 42-61	5
Age 62 and up	7

Persons served by race	
White	30
Hispanic origin	3
African American	2
Unreported race or other	

Persons served by living situation	
Lives with family	19
In a supported living situation	16
Lives alone with minimal or no supervision	0

Persons served who met individual objectives	
Number of persons who met 1 or more objective	34
Number of persons who did not meet an objective	1

Category: Satisfaction of Persons Served

Data Collected:

Surveys are completed and collected during each client's yearly assessment. Additionally, monthly client feedback is collected by direct staff members.

Development of Survey:

The Arc collaborated with another agency to develop survey questions used successfully by the other agency.

Individuals Suveyed:

A total of 35 clients were surveyed at annual assessments.

Questions and Answers:

1. Are you satisfied with the services you are receiving?
 - a. All thirty-five clients circled yes, they were satisfied.
2. Are you satisfied with the direct staff member(s) who works with you?
 - a. All thirty four clients circled yes, they were satisfied. And one stated that they would like less turn over in staff and did not state yes or no.
3. Are you satisfied with the activities you are participating in?
 - a. All thirty five clients circled yes, they were satisfied.
4. Are there any changes you wish to make to the services you receive?
 - a. More variety of services offered.
5. Do you have any suggestions for The Arc to improve upon its services?
 - a. Saturday services, More variety in the community activities and better communication between CA staff and transportation.

Accomplishments:

The Arc has received positive client, provider, and case manager feedback regarding Community Access.

Barriers and Areas for Improvement

A disconnect exists between The Arc staff and residential providers/families. Parents and providers are not always aware or do not always remember that Community Access is not a respite program and cannot be used as such. Program structure education is lacking for the families and providers of clients served. Some clients are non-verbal and/or have little or no method of communication, which makes it difficult to get accurate feedback with previous data collection techniques.

Action(s) Taken:

The survey questions have been added to the yearly review template.

Goals for 2015/2016:

All families, providers, clients, and stakeholders will be invited to review the Community Access Performance Report via email and on the website. Additional recommendations will be sought through the creation of brief online surveys.

Indicators: Feedback forms on the Performance Report and clients' annual assessments