

Quality Assurance Report - Community Inclusion 2018 Annual Evaluation

The following performance indicators have been reviewed by the Program Manager and Program Coordinator under the direction of the Executive Director during January to December 2018:

- 1. Number of Community Inclusion goals achieved: 34**
- 2. Number of new Community Inclusion goals created: 24**
- 3. Number of Community Inclusion goals discontinued (dropped): 7**
- 4. Reason for discontinuation:** New activities offered, and activities cancelled during the year.
- 5. Number of Community Inclusion goals modified: 9**
- 6. Reason for modification:** Goals rewritten to SMART goal format.
- 7. Percentage of clients self-reporting increase in community relationships: 30**
- 8. Percentage of clients self-reporting satisfaction with current program: 30**
- 9. Brief summary of annual incidents:**

There were only a few incidences in 2018, one fall, one seizure, one concern about air quality, and one scratch. This last incident highlighted a procedural gap in our communication process during/after incidences. As a result, we updated training on incidences to include new injuries of any kind, even if not occurring during our time. (For example, if a participant gets off the bus with a bruise on his arm, staff will call the home or provider to ensure all concerned parties are aware of the injury.)
- 10. Brief summary of annual client complaints or grievances:**

Only one official complaint submitted to The Arc of Tri-Cities in writing in 2018 – Patty Bateman was concerned about a previous staff member (no longer employed) who had contacted her via social media, breaching what Patty believed to be boundaries of appropriateness in professional relationships. This was, however, a personal issue unrelated to The Arc of Tri-Cities, since we have no direct interaction between private citizens outside of our program.