

Ark Regional Services
Performance Indicators
Final Report
Fiscal Year 2020

Community Services – Community Integration (Community Employment)

Performance Measurement Goal	Indicator	Applies to	Time of Measure	Data Source	Obtained by	Anticipated Result
Focus Area: Effectiveness						
People we support will maintain continuous employment with the same employer.	Number of people maintaining the same employment during the year.	People working in community employment.	During FY 2020	Employment Forms	Employment Specialist	90% will maintain continuous employment with the same employer.
Focus Area: Efficiency						
People we support will receive community employment services that are cost effective.	Number of billed supported employment units	All supported employment services	Monthly	Service documentation.	V.P. Finance	Employment Specialist will provide 90% of billable community employment units.
Focus Area: Access						
People we support will have more opportunities to obtain employment.	Number of people who utilize supported employment services.	People expressing interest in community employment.	During FY 2020	Community employment meeting attendance records	Employment Specialist	90% of employment meeting will occur as scheduled.
Focus Area: Satisfaction						
Employers are satisfied with the job performance of people served.	The number of employers who indicate overall satisfaction on survey.	People served and their employers.	Annually	Monthly/quarterly employer satisfaction surveys.	Employment Specialist	100% of all survey returned will indicate overall satisfaction.

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Findings	Extenuating Circumstances
<p>Effectiveness: 100% of people maintained continuous employment with the same employer.</p>	<p>Effectiveness: None.</p>
<p>Efficiency: 46% of Supported Employment plan units were billed in FY 20.</p>	<p>Efficiency: Most individuals who are employed have had stable jobs for long periods of time. They require little to no support with their job. Some individuals who initially expressed interest in pursuing employment, did not pursue, follow-thru, or actively participate in the process.</p>
<p>Access: 100% of employment meetings happened as scheduled.</p>	<p>Access: None.</p>
<p>Satisfaction: 100% of employer surveys indicated overall satisfaction.</p>	<p>Satisfaction: None.</p>

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Community Services – Community Integration (Day Services)

Performance Measurement Goal	Indicator	Applies to	Time of Measure	Data Source	Obtained by	Anticipated Result
Focus Area: Effectiveness						
People will be free from restraints and receive medications as prescribed.	The number of restraints and medications errors.	All people served.	During FY 2020	General Event Reports from Therap.	V.P. Program Integrity	Decrease the number of occurrences by 50% from the previous year.
Focus Area: Efficiency						
People will have stability and consistency in their staff support.	Staff turnover.	All staff employed.	Annually	Turnover report from HR.	Human Resources Coordinator	Decrease staff turnover by 5% annually.
Focus Area: Access						
More people will have the opportunity to receive support from Ark Regional Services.	Admissions Applications will be reviewed in a timely manner.	People receiving day services from Ark.	During FY 2020	Ark Application Packets and letters	V.P. Program Integrity	Applications will be reviewed and responded to within 2 weeks of receipt.
Focus Area: Satisfaction						
People receiving services and their families are satisfied with services provided by Ark.	The number of people who indicate overall satisfaction on survey.	All parents, guardians, and people served.	Annually	Survey of people served and Parent/Guardian Satisfaction Survey.	V.P. Program Integrity	100% of all surveys returned will indicate overall satisfaction.

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Community Services – Community Integration (Day Services)

Findings	Extenuating Circumstances
<p>Effectiveness: There were 0 restraints in Day Services in FY 19 and FY 20. Medication errors increased by 2.2% in FY 20 as compared to FY 19.</p>	<p>Effectiveness: In FY 19 there were 268 medication errors and in FY 20 there were 274 medication errors. There was a 2.2% increase in medications errors. Staff continue to review medication errors with his/her supervisor each time an error occurs to decrease the amount of errors.</p>
<p>Efficiency: Staff turnover tracked at 80% in FY 20, as compared to 68% in FY19</p>	<p>Efficiency: There was a 15% increase in staff turnover in FY 20, as compared to FY 19. Ark continues to work on a retention plan.</p>
<p>Access: 100% of applications were reviewed and responded to within 2 weeks of receipt.</p>	<p>Access: None.</p>
<p>Satisfaction: 97% of people responding to the survey positively responded to the question. "Overall, I feel that services and supports that Ark Regional Services provides are making a positive difference in the life of my family member."</p>	<p>Satisfaction: None.</p>

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Residential Services – Supported Living

Performance Measurement Goal	Indicator	Applies to	Time of Measure	Data Source	Obtained by	Anticipated Result
Focus Area: Effectiveness						
People will be free from restraints and receive medications as prescribed.	The number of restraints and medications errors.	All people served.	During FY 2020	General Event Reports from Therap.	V.P. Program Integrity	Decrease the number of occurrences by 50% from the previous year.
Focus Area: Efficiency						
People will have stability and consistency in their staff support.	Staff turnover.	All staff employed.	Annually	Turnover report from HR.	Human Resources Coordinator	Decrease staff turnover by 5% annually.
Focus Area: Access						
More people will have the opportunity to receive support from Ark Regional Services.	Admissions Applications will be reviewed in a timely manner.	People receiving supported living services from Ark.	During FY 2020	Ark Application Packets and letters	V.P. Program Integrity	Applications will be reviewed and responded to within 2 weeks of receipt.
Focus Area: Satisfaction						
People receiving services and their families are satisfied with services provided by Ark.	The number of people who indicate overall satisfaction on survey.	All parents, guardians, and people served.	Annually	Survey of people served and Parent/Guardian Satisfaction Survey.	V.P. Program Integrity	100% of all surveys returned will indicate overall satisfaction.

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Residential Services – Supported Living

Findings	Extenuating Circumstances
<p>Effectiveness: There were 0 restraints in Day Services in FY 19 and FY 20. Medication errors increased by 2.2% in FY 20 as compared to FY 19.</p>	<p>Effectiveness: In FY 19 there were 268 medication errors and in FY 20 there were 274 medication errors. There was a 2.2% increase in medications errors. Staff continue to review medication errors with his/her supervisor each time an error occurs to decrease the amount of errors.</p>
<p>Efficiency: Staff turnover tracked at 80% in FY 20, as compared to 68% in FY19</p>	<p>Efficiency: There was a 15% increase in staff turnover in FY 20, as compared to FY 19. Ark continues to work on a retention plan.</p>
<p>Access: 100% of applications were reviewed and responded to within 2 weeks of receipt.</p>	<p>Access: None.</p>
<p>Satisfaction: 97% of people responding to the survey positively responded to the question. "Overall, I feel that services and supports that Ark Regional Services provides are making a positive difference in the life of my family member."</p>	<p>Satisfaction: None.</p>

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Community Housing – Group Home

Performance Measurement Goal	Indicator	Applies to	Time of Measure	Data Source	Obtained by	Anticipated Result
Focus Area: Effectiveness						
People will be free from restraints and receive medications as prescribed.	The number of restraints and medications errors.	All people served.	During FY 2020	General Event Reports from Therap.	V.P. Program Integrity	Decrease the number of occurrences by 50% from the previous year.
Focus Area: Efficiency						
People will have stability and consistency in their staff support.	Staff turnover.	All staff employed.	Annually	Turnover report from HR.	Human Resources Coordinator	Decrease staff turnover by 5% annually.
Focus Area: Access						
More people will have the opportunity to receive support from Ark Regional Services.	Admissions Applications will be reviewed in a timely manner.	People requesting community housing services from Ark.	During FY 2020	Ark Application Packets and letters	V.P. Program Integrity	Applications will be reviewed and responded to within 2 weeks of receipt.
Focus Area: Satisfaction						
People receiving services and their families are satisfied with services provided by Ark.	The number of people who indicate overall satisfaction on survey.	All parents, guardians, and people served.	Annually	Survey of people served and Parent/Guardian Satisfaction Survey.	V.P. Program Integrity	100% of all surveys returned will indicate overall satisfaction.

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Community Housing – Group Homes

Findings	Extenuating Circumstances
<p>Effectiveness: Restraints decreased by 33% in FY 20 as compared to FY 19. Medication errors increased by 2.2% in FY 20 as compared to FY 19.</p>	<p>Effectiveness: In FY 19 there were 3 restraints performed and in FY 20 there were 2 restraints performed. There was a 33% decrease in restraints performed.</p> <p>In FY 19 there were 268 medication errors and in FY 20 there were 274 medication errors. There was a 2.2% increase in medications errors. Staff continue to review medication errors with his/her supervisor each time an error occurs to decrease the amount of errors.</p>
<p>Efficiency: Staff turnover tracked at 80% in FY 20, as compared to 68% in FY19</p>	<p>Efficiency: There was a 15% increase in staff turnover in FY 20, as compared to FY 19. Ark continues to work on a retention plan.</p>
<p>Access: 100% of applications were reviewed and responded to within 2 weeks of receipt.</p>	<p>Access: None.</p>
<p>Satisfaction: 97% of people responding to the survey positively responded to the question. "Overall, I feel that services and supports that Ark Regional Services provides are making a positive difference in the life of my family member."</p>	<p>Satisfaction: None.</p>