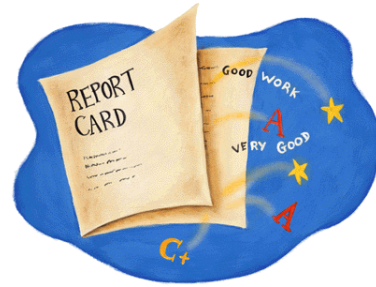




**PERFORMANCE MANAGEMENT REPORT 2018**

**REPORT CARD FOR STAKEHOLDERS**



This booklet is like a report card. It tells people about what things that are important in how well we support people. It tells you, your family and other people what we think what are things that are meaningful for us to report on each year.

The information in this report card may be confusing or hard to understand so please ask us, a friend or a family member for help if you want to know more about the report and what it say.

This book has information about:

1. How the employees at ARC Broward worked to make sure that there are excellent services for you.
2. How well we are supporting you in terms of helping you reach your goals and how happy you are with what we do.

ARC Broward ensures that everyone can access the same information in a format that helps them understand and we can accommodate each person's uniqueness. If you need the information in this report in a different format, please contact us and we will provide information that meets your needs.

Many of ARC Broward's programs are accredited by CARF. In keeping with CARF's principle of continuous getting better, every program has identified measurable outcome based goals and activities that build us deliver services to the persons that are helpful to persons served.

CARF further requires indicators in the following four categories:

1. Efficiency: measures how we spend our time and money
2. Effectiveness: measures how well we help you with your goals
3. Service Access: measures things that are a barrier to you or others receiving services
4. Satisfaction: measure how happy you are with the services we provide

The following tables align the indicators ARC Broward uses to guide and manage the day to day program operations of the agency.

## CHILDREN'S DIVISION PERFORMANCE MEASURES

	Efficiency Measure	Effectiveness Measure	Service Access Measure	Satisfaction Measure
Preschool	Increase in time that direct support professionals are engaged in direct service provision	Increase percentage of goals which target performance is achieved and maintained	Increase of percentage of children referred who enroll	Increase percentage of stakeholders who report overall satisfaction with services
ABLE/Camp	Increase in time that direct support professionals are engaged in direct service provision	<ol style="list-style-type: none"> <li>1. Decrease percentage of maladaptive behaviors displayed by children</li> <li>2. Increase percentage of adaptive behaviors displayed by children</li> </ol>	Increase percentage of children who have behavior plans implemented within 60 days of enrollment	Increase percentage of stakeholders who report overall satisfaction with services
Respite	Decrease actual cost per child in order to serve more children	Increase % of families served who report that the service provided an opportunity to engage in necessary and meaningful events and responsibilities	Increase percentage of children referred who enroll	Increase percentage of stakeholders who report overall satisfaction with services
Parents As Teachers	Increase billable time of parent educators	<ol style="list-style-type: none"> <li>1. Improve family functioning</li> <li>2. Increase percentage of families with no abuse findings</li> </ol>	Increase percentage of families who begin services within 14 days of intake	Increase percentage of stakeholders who report overall satisfaction with services
Comm. Based Behavior	Decrease actual cost per child in order to serve more children	<ol style="list-style-type: none"> <li>1. Decrease percentage of maladaptive behaviors displayed by children</li> <li>2. Increase percentage of adaptive behaviors displayed by children</li> </ol>	Increase percentage of referred families who receive services within 30 days of intake date	Increase percentage of stakeholders who report overall satisfaction with services

## RESULTS

### Preschool:

- 98.3% of children's goals were either improved or achieved – Met
- 89% of children who were referred enrolled – Met
- 100% reported satisfaction with services – Met

### ABLE:

- 82% of children served for a minimum of 6 months reduced maladaptive behaviors - Met
- 86% of children served for a minimum of 6 months increased replacement behaviors – Met
- 75% of children had behavior plans implemented by the 60<sup>th</sup> day following enrollment – Not Met.. Actions steps being taken to address.
- Direct support professionals were engaged in direct service provision with the children 93% of the time – Met
- 100% reported satisfaction with services – Met

### Respite:

- 100% of families served reported that services provided them with opportunity to engage in necessary and meaningful events and responsibilities – Met
- 80% of eligible referred children enrolled in services – Met
- 100% reported satisfaction with services – Met

### PAT:

- 98% of families had no verified abuse findings 12 months after completing program – Met
- 96% of parents demonstrated improved family functioning – Not Met
- 92% of newly enrolled families received first service within 14 days – Met
- 56% of total hours worked were in provision of billable services – Met
- 100% reported satisfaction with services - Met

## ADULT DIVISION PERFORMANCE MEASURES

Adult Division	Efficiency Measure	Effectiveness Measure	Service Access Measure	Satisfaction Measure
Day Programs	Increase Percentage of variance between budgeted cost and actual cost per person served	1. Increase Percentage of Persons Served Engaged in Active Participation 2. Increase Percentage of Positive Interactions Displayed by Direct Support Professionals	Increase percentage of persons who enroll within 30 days of service authorization	Increase Satisfaction of Persons Served Satisfaction of Stakeholders
Residential Programs	1. Meet or remain below expense projections on final approved budget. 2. Reduce in medication errors	1. Increase percentage of Persons Served who maintain or increase their daily living skills. 2. Reduce Maladaptive Behaviors	Increase percentage of persons served who access the community	Increase Satisfaction of Persons Served Satisfaction of Stakeholders

## RESULTS

### Residential Programs:

- 92% of persons served improved their daily living skills – Met
- 92% of persons served in community living averaged five or more outings per month – Met
- 86% of persons served in Barc Housing averaged five or more outings per month – Met
- 88% of residents at Barc Housing receiving ABA services maintained or reduced maladaptive behaviors – Not Met
- Community Living and BARC Housing performed within target of 2 or less medication errors per quarter with 2 in each of the first 2 quarters and 0 in the 3<sup>rd</sup> and 4<sup>th</sup> quarters – Met
- 100% reported satisfaction with services – Met

## Day Programs:

- 91% of persons served in Cornerstone engaged in active participation – Met
- 83% of persons served in Intensive Behavior Supports engaged in active participation – Not Met
- 85% of persons served in Senior Day Program engaged in active participation - Met
- 93% of interactions displayed by Direct Support Professionals were positive – Met
- 91% of persons served in Life Skills demonstrated progress throughout the year - Met
- 89% of persons served in Intensive Behavior Supports demonstrated progress throughout the year – Met
- 84% of persons served in Senior Day Program demonstrated progress throughout the year – Not Met
- 100% of individuals received services within 30 days of receipt of cost authorization – Met
- 100% reported satisfaction with services – Met
- 100% of external stakeholders reported satisfaction – Met

## WORKFORCE DIVISION PERFORMANCE MEASURES

Workforce Division	Efficiency Measure	Effectiveness Measure	Service Access Measure	Satisfaction Measure
School of HIRE Education	Meet or remain below expense projections on final approved budget.	<ol style="list-style-type: none"> <li>1. Increase percentage of students who demonstrate improvement toward goals</li> <li>2. Increase percentage of students participating successfully in community-based instruction</li> </ol>	Decrease wait time between referral and initial contact	Increase Satisfaction of Students Satisfaction of Parents
Youth Links	Reduce number of days from referral date to acceptance	<ol style="list-style-type: none"> <li>1. Increase percentage of students who demonstrate improvement</li> <li>2. Increase percentage of students participating successfully in internship experience</li> </ol>	Increase acceptance of eligible students	Increase Satisfaction of Students Satisfaction of Parents Satisfaction of Internship sites
Arc Works	<ol style="list-style-type: none"> <li>1. Percentage of clients maintaining employment from placement to 90 days or longer</li> <li>2. Meet or remain below expense projections on final approved budget</li> </ol>	<ol style="list-style-type: none"> <li>1. Increase percentage of participants who obtain employment</li> <li>2. Increase in Financial Literacy Knowledge</li> </ol>	Decrease wait time of contacted to less than 15 business days from date of referral	Increase Satisfaction of Job Seekers Satisfaction of Employers



## RESULTS

### School of Hire Education:

- 100% of the students demonstrated improvement toward goals – Met
- 100% of students participated in community-based instruction – Met
- 100% of referred students enrolled contacted within 10 days of referral – Met (1 day aver)
- 100% of students reported overall satisfaction – Met
- 100% of families reported overall satisfaction - Met

### Youth Links:

- 95% of the students demonstrated improvement toward goals – Met
- 34 students participated in successfully in summer internships– Met
- 100% of referred students enrolled contacted within 5 days – Met
- 100% of students reported overall satisfaction – Met
- 100% of families reported overall satisfaction – Met
- 100% of internship sites reported overall satisfaction - Met

### Arc Works:

- 90% of program participants obtained employment – Met
- 98% of program participants improved self sufficiency – Met
- 73% of clients maintained employment for 90 days or longer – Not Met
- 100% of participants were contacted within 15 business days of referral – Met
- 99% of participants overall reported overall satisfaction – Met
- 100% of participants enrolled in culinary arts and material handler programs reported overall satisfaction – Met
- 100% of employers reported overall satisfaction – Met