

# Reach For Your Potential, Inc.

## 2020 Performance Outcomes Summary



**3-Year Full Accreditation  
Day Habilitation & Supported Community Living**

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## **Incident Report Summaries**

### **2020 Incident Report Summary | Day Habilitation**

A systematic and comprehensive review of all incidents takes place biannually. It is a critical component to prevention, risk management, and ongoing performance improvement. Reach for Your Potential, Inc. (RFYP) provided Day Habilitation services to 55 members from January 1, 2020 to March 18, 2020. Due to Covid-19 precautions and protecting the health and safety of the members and staff, Day Habilitation services were indefinitely suspended on March 18, 2020.

All services were provided at the RFYP Day Habilitation Program at 1705 S. 1<sup>st</sup> Avenue in Iowa City, Iowa or in the community. All minor and major incidents that occurred in 2020 have been tracked and summarized in this report. The results have been analyzed to identify the following: trends, causes, extenuating factors, internal and external reporting requirement, necessary training of personnel, a comparative analysis to the previous year's incidents, prevention of reoccurrence, areas needing improvement, and actions taken to address the issues. Action plans for continuous quality improvement will be implemented starting in January 2021 and reviewed for progress in six months. This allows RFYP the opportunity to assess if the actions taken are accomplishing the intended results.

<b>Major Incident Summary</b>	<b>2019</b>	<b>2020</b>	<b>Comparative Analysis</b>
<b>Results in physical injury to or by the individual that requires physician's treatment or admission to hospital</b>	<b>2</b>	<b>0</b>	<b>-2</b>
• Intentional injury to self or others	2	0	No Change
• Accident	0	0	No Change
• Cause unknown/other	0	0	No Change
• Occurred while under another person's care	0	0	No Change
<b>Results in death</b>	<b>0</b>	<b>0</b>	<b>No Change</b>
• Death of a member	0	0	No Change
• Death of someone else	0	0	No Change
<b>Requires emergency mental health treatment</b>	<b>1</b>	<b>0</b>	<b>-1</b>
• Self-Injury	0	0	No Change

• Other	1	0	-1
<b>Requires the intervention of law enforcement</b>	<b>0</b>	<b>0</b>	No Change
• Member is the victim	0	0	No Change
• Member is the perpetrator	0	0	No Change
• Other	0	0	No Change
<b>Requires the report of child abuse or dependent adult abuse</b>	<b>1</b>	<b>0</b>	<b>-1</b>
• By a staff member	1	0	No Change
• By someone else	0	0	No Change
• Other	0	0	No Change
<b>Constitutes a prescription medication error or a pattern of medication errors that leads to physical injury, death, or emergency mental health treatment</b>	<b>0</b>	<b>0</b>	No Change
• Medication not administered	0	0	No Change
• Wrong person	0	0	No Change
• Wrong medication	0	0	No Change
• Wrong dose	0	0	No Change
• Wrong time	0	0	No Change
• Wrong method	0	0	No Change
<b>Involves a consumer's location being unknown by provider staff who are assigned protective oversight</b>	<b>1</b>	<b>0</b>	<b>-1</b>
• Member elopement	1	0	No Change
• Staff leaves member alone	0	0	No Change
• Other person/provider	0	0	No Change
<b>Total</b>	<b>5</b>	<b>0</b>	<b>-5</b>

**Trends:** There were no major incidents at the Day Habilitation between January 1, 2020 to March 18, 2020. The Day Habilitation program was suspended indefinitely due to Covid-19 starting March 18, 2020.

**Causes:** The Day Habilitation program was suspended indefinitely due to Covid-19 starting March 18, 2020. The specific cause of each incident is documented on each incident report. Information included on the incident report include date, time, description of the event, all who were present, the intervention, indication if an injury occurred or medications were involved, date and time a supervisor was notified, and the immediate resolution. The supervisor, Program Director, and medical team (as appropriate) reviews every incident report to address the cause of the specific incident and to put a strategy into place to prevent reoccurrence.

**Extenuating Factors:** The Day Habilitation program was suspended indefinitely due to Covid-19 starting March 18, 2020. Due to this, there were no major incidents between January 1, 2020 and March 18, 2020.

**Internal reporting requirements:**

Internal Requirements	Timeline	Concerns
Incident reports must be filled out by staff for every incident	Immediately notify Facilitator or Service Coordinator when incident occurs	No concerns. All reporting requirements are being followed.
All incident report forms must be turned into the DH Service Coordinator	Within 24 hours	No concerns. All reporting requirements are being followed.
DH Program Director notified	By end of next calendar day	No concerns. All reporting requirements are being followed.
Medical Team notified of the incident report	By end of next calendar day	No concerns. All reporting requirements are being followed.
Original incident	Filed in central file	No concerns. All reporting requirements are being followed.

**External reporting requirements:**

Requirements	Timeline	Submission Protocol	Concerns
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Case Management	Notified by end of next calendar day	Email incident report	No concerns. All reporting requirements are being followed.
Managed Care Organization	Notified by end of next calendar day	Email incident report through their portal system	No concerns. All reporting requirements are being followed.
Legal Guardian	Notified by end of next calendar day	Phone call or email to report incident	No concerns. All reporting requirements are being followed.
CARF	Notified within 30 days of sentinel event	Notification through email or fax	No concerns. All reporting requirements are being followed.

**Necessary Education and Training of Personnel:** Incident report training takes place at hire and annually. Incident report review is discussed with staff at house meetings and service coordinator meetings. A review of the current incidents contributes to the decision to insert additional training topics, add to the current incident report training, or to add more formal and informal training throughout the year. RFYP remains responsive and proactive to training staff to lower the risk of incidents occurring.

**Prevention of Recurrence:** Staff training/retraining, staff discipline, environmental modifications, policy review, and/or referral to the safety committee may take place to develop systemic interventions to prevent reoccurrence or patterns of incidents as deemed appropriate. The Program Director and immediate supervisor reviews every incident report to determine cause, communicate with the staff and members involved, and immediately implement prevention strategies.

Member-specific training takes place at hire and ongoing during staff meetings so all staff are aware of the individual needs of the member to prevent incidents. Environmental conditions are discussed, and if modifications or structural improvements are needed/identified, a work order is immediately submitted to the RFYP maintenance team or for referral to an external contractor.

The RFYP Safety Committee meets monthly. The committee consists of representatives from multiple departments and includes member representatives for a spectrum of input. Incidents may be reviewed by the safety committee to discuss current safety concerns and develop plans proactively to prevent future incidents. The committee also reviews work orders, major incidents, safety inspections, functional and structural accommodations, and the main office, SCL, and DH environments.

### Areas needing improvement:

1. Causes are currently described on the incident report, but there is not a specific category for this on the incident report tracking spreadsheet or determination form.

### Actions to address the improvements needed:

1. RFYP program director will add a drop-down box to the incident report master tracking spreadsheet. This will allow RFYP to more effectively summarize the causes of incidents biannually or as needed.

<b>Minor Incident Summary</b>	<b>2019</b>	<b>2020</b>	<b>Comparative Analysis</b>
<b>Results in the application of basic first aid</b>	<b>14</b>	<b>5</b>	<b>-9</b>
<b>Results in bruising*</b>	<b>10</b>	<b>0</b>	<b>-10</b>
<b>Results in seizure activity</b>	<b>50</b>	<b>6</b>	<b>-44</b>
<b>Results in injury</b>	<b>12</b>	<b>1</b>	<b>-11</b>
• To self	8	0	-8
• To others	4	1	-3
• To property	0	0	No Change
<b>Constitutes a prescription med error as result of RFYP staff</b>	<b>3</b>	<b>0</b>	<b>-3</b>
• Medication not administered	2	0	-2
• Wrong person	0	0	No Change
• Wrong medication	0	0	No Change
• Wrong dose	0	0	No Change
• Wrong time	1	0	No Change
• Wrong method	0	0	No Change
<b>Constitutes a prescription med error as a result of:</b>	<b>0</b>	<b>0</b>	<b>No Change</b>

● Declining	0	0	No Change
● Under another person's care	0	0	No Change
<b>Total</b>	<b>89</b>	<b>12</b>	<b>-77</b>

\*RFYP tracks all observed bruises as minor incidents even if the cause is unknown.

**Trends:** Overall total incidents decreased by 77, however the Day Habilitation was only open Habilitation between January 1, 2020 to March 18, 2020.

- Basic first aid (5)
- Seizures (6)
- Injury to others (1)

There was a trend with minor incidents requiring basic first aid. This includes members receiving an ice pack and cleaning of the injured area on the body. There is also a trend with a specific member physically reaching out and grabbing other members in close proximity. This member has a Behavioral Intervention Plan which outlines the protocols to prevent such incidents from frequently happening. Every seizure must be documented as an incident. This type of incident will take place despite all prevention. RFYP staff are trained on individual seizure protocols.

**Causes:** Environmental conditions contribute to the causes of minor incident reports. Factors include close proximity of members and a stimulating environment. Close proximity with peers and more time indoors due to winter weather conditions impact the programming environment. The specific cause of each incident is documented on each incident report. Information included on the incident report include date, time, description of the event, all who were present, the intervention, indication if an injury occurred or medications were involved, date and time a supervisor was notified, and the immediate resolution. The supervisor, Program Director, and medical team (as appropriate) reviews every incident report to address the cause of the specific incident and put a strategy into place to prevent reoccurrence.

**Extenuating Factors:** The Day Habilitation program was suspended indefinitely due to Covid-19 starting March 18, 2020. Due to this, there were no major incidents between January 1, 2020 and March 18, 2020. Winter weather is also an extenuating factor that led to more time indoors and less time in the community. This means that all members are together in the Day Habilitation space rather than distributing their time between indoor and outdoor activity.

### Internal reporting requirements:

Internal Requirements	Timeline	Concerns
Incident reports must be filled out by staff for every incident	Notified immediately when incident occurs	No concerns. All reporting requirements are being followed.



Staff must notify the RFYP Med Team, Service Coordinator, or Administrative Staff	Notified immediately after the incident occurs	No concerns. All reporting requirements are being followed.
All incident report forms must be turned into the Day Habilitation Service Coordinator	Notified within 24 hours	No concerns. All reporting requirements are being followed.
Program Director	Notified by end of next calendar day	No concerns. All reporting requirements are being followed.
Medical Team notified of the incident report	Notified by end of next calendar day	No concerns. All reporting requirements are being followed.
Original incident	Filed in central file	No concerns. All reporting requirements are being followed.

**External reporting requirements:** There are no external reporting requirements for minor incidents. Minor injuries may be reports to the parent, guardian, and/or case manager. This is dependent on the type of minor incident and the personal protocols of the member.

**Necessary Education and Training of Personnel:** Incident report training takes place at hire and annually. Incident report review is discussed with staff at house meetings and service coordinator meetings. A review of the current incidents contributes to the decision to insert additional training topics, add to the current incident report training, or to add more formal and informal training throughout the year. RFYP remains responsive and proactive to training staff to lower the risk of incidents occurring.

**Prevention of Recurrence:** Staff training/retraining, staff discipline, environmental modifications, policy review, and/or referral to the safety committee may take place to develop systemic interventions to prevent reoccurrence or patterns of incidents as deemed appropriate. The Program Director and immediate supervisor reviews every incident report to determine cause, communicate with the staff and members involved, and immediately implement prevention strategies.

Member-specific training takes place at hire and ongoing during staff meetings so all staff are aware of the individual needs of the member to prevent incidents. Environmental conditions are discussed, and if modification or structural improvements are needed/identified, a work order is immediately submitted to the RFYP maintenance team or for referral to an external contractor.

The RFYP Safety Committee meets monthly. The committee consists of representatives from multiple departments and includes member representatives for a spectrum of input. Incidents may be reviewed by the safety committee to discuss

current safety concerns and develop plans proactively to prevent future incidents. The committee also reviews work orders, major incidents, safety inspections, functional and structural accommodations, and the main office, SCL, and DH environments.

#### **Areas needing improvement:**

1. Causes are currently described on the incident report, but there is not a specific category for this on the incident report tracking spreadsheet or determination form.

#### **Actions to address the improvements needed:**

1. RFYP program director will add a drop-down box to the incident report master tracking spreadsheet. This will allow RFYP to more effectively summarize the causes of incidents biannually or as needed
2. Staff will be retrained on member specific protocols and maintaining a safe environment prior to the Day Habilitation program reopening.

## **2020 Incident Report Summary | Medicaid | Supported Community Living & Home-based Habilitation**

A systematic and comprehensive review of all incidents takes place biannually. It is a critical component to prevention, risk management, and ongoing performance improvement. Reach for Your Potential, Inc. Reach for Your Potential, Inc. (RFYP) provided Supported Community Living and Home Based Habilitation services to 135 members from January 1, 2020 to December 31, 2020. The incident report data reflects all members served by RFYP in 2020, including members both admitted and discharged.

Supported Community Living and Habilitation supports were provided in community-based, residential settings. All incidents that occurred in 2020 have been tracked and summarized in this report. The results have been analyzed to identify the following: trends, causes, extenuating factors, internal and external reporting requirement, necessary training of personnel, a comparative analysis to the previous year's incidents, prevention of reoccurrence, areas needing improvement, and actions taken to address the issues. Action plans for continuous quality improvement will be implemented starting in January 2021 and reviewed for progress in six months. This allows RFYP the opportunity to assess if the actions taken are accomplishing the intended results.

<b>Major Incident Summary</b>	<b>2019</b>	<b>2020</b>	<b>Comparative Analysis</b>
<b>Results in physical injury to or by the individual that requires physician's treatment or admission to hospital</b>	<b>28</b>	<b>18</b>	<b>-10</b>

• Intentional injury to self or others	7	3	-4
• Accident	15	12	-3
• Cause unknown/other	6	3	-3
<b>Results in death</b>	<b>2</b>	<b>2</b>	<b>No Change</b>
• Death of a member	2	2	No Change
• Death of someone else	0	0	No Change
<b>Requires emergency mental health treatment</b>	<b>17</b>	<b>5</b>	<b>-12</b>
• Self-Injury	3	0	-3
• Other	14	5	-9
<b>Requires the intervention of law enforcement</b>	<b>35</b>	<b>21</b>	<b>-14</b>
• Member is the victim	5	2	-3
• Member is the perpetrator	1	1	No Change
• Other	29	18	-10
<b>Requires the report of child abuse or dependent adult abuse</b>	<b>18</b>	<b>14</b>	<b>-4</b>
• By a staff member	14	14	No Change
• By someone else	0	0	No Change
• Unknown	4	0	-4
<b>Constitutes a prescription medication error or a pattern of medication errors that leads to physical injury, death, or emergency mental health treatment</b>	<b>1</b>	<b>1</b>	<b>No Change</b>
• <b>Constitutes a prescription medication error as a result of staff</b>	<b>1</b>	<b>1</b>	No Change
○ Medication not administered	0	0	No Change
○ Wrong person	1	0	-1

○ Wrong medication	0	0	No Change
○ Wrong dose	0	1	+1
○ Wrong time	0	0	No Change
○ Wrong method	0	0	No Change
● <b>Constitutes a prescription medication error as a result of declining/occurring under another person's care</b>	<b>0</b>	<b>0</b>	No Change
<b>Involves a consumer's location being unknown by provider staff who are assigned protective oversight</b>	<b>12</b>	<b>4</b>	<b>-8</b>
● Member elopement	9	4	-5
● Staff leaves member alone	2	0	-2
● Another person/agency	1	0	-1
● Other	0	0	<b>No Change</b>
<b>Total</b>	<b>113</b>	<b>65</b>	<b>-48</b>

**Extenuating Factors:** Covid-19 precautions, programs suspensions, and increased efforts to protect the health and safety of the members and staff resulted in more members being home during the day with staff. Most members experienced a disruption to their daily schedules due to safety precautions as a response to Covid-19. This has been a major adjustment for members and staff. New protocols and protective measures were immediately put into place as new guidance was received by local, state, and governmental officials.

RFYP was proactive in their response to prevent isolation and boredom. RFYP ensured every home had access to technology for remote socialization, materials were shared with members regarding Covid-19 in an understandable format, and the agency's robust weekly Engagement Calendar was distributed to all members offering choices for activities including but not limited to safe community outings, in-house activities, and weekly remote socialization events with their peers via Zoom. These factors contributed to the members' mental health status and morale remaining healthy during the pandemic.

### Internal Reporting Requirements

Internal Requirements	Timeline	Concerns
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Incident reports must be filled out by staff for every incident	Immediately when incident occurs	No concerns
Staff must call and notify the RFYP Med Team, Service Coordinator, or Administrative Staff	Immediately after the incident occurs	No concerns
All incident reports must be turned into the main office	Within 24 hours	No concerns
Supervisor notified	By end of next calendar day	No concerns
Medical Team receives copy of the incident report if the incident is related to a medical concern	Verbally notified of the incident within the calendar day  Hard copy of the paper incident is given to the medical team after the supervisor has received it	No concerns
Original incident	Filed in central file	No concerns

### External Reporting Requirements

Requirements	Timeline	Submission Protocol	Concerns
Case Manager	Notified by end of next calendar day	Email incident report	No concerns
MCO notification	Notified by end of next calendar day	Email incident report	No concerns
Legal Guardian	Notified by end of next calendar day	Phone call or email	No concerns
Bureau of Long Term Care	Notified by end of next calendar day	Notification is through MCO or IMPA.	No concerns

CARF	Notified within 30 days of sentinel event	Notification is through email or fax	No concerns
DHS	Notify within 48 hours of becoming aware of the incident	Notification is through oral report	No concerns

**Necessary Education and Training of Personnel:** Incident report training takes place at hire and annually. Incident report review is discussed with staff at house meetings and service coordinator meetings. A review of the current incidents contributes to the decision to insert additional training topics, add to the current incident report training, or to add more formal and informal training throughout the year. RFYP remains responsive and proactive to training staff to lower the risk of incidents occurring.

**Prevention of Recurrence:** Staff training/retraining, staff discipline, environmental modifications, policy review, and/or referral to the safety committee may take place to develop systemic interventions to prevent reoccurrence or patterns of incidents as deemed appropriate. The Program Director and immediate supervisor reviews every incident report to determine cause, to communicate with the staff and members involved, and to immediately implement prevention strategies.

Member-specific training takes place at hire and ongoing during staff meetings so all staff are aware of the individual needs of the member to prevent incidents. Environmental conditions are discussed, and if a modification or structural improvements are needed/identified, a work order is immediately submitted to the RFYP maintenance team or for referral to an external contractor.

The RFYP Safety Committee meets monthly. The committee consists of representatives from multiple departments and includes member representatives for a spectrum of input. Incidents may be reviewed by the safety committee to discuss current safety concerns and develop plans proactively to prevent future incidents. The committee also reviews work orders, major incidents, safety inspections, functional and structural accommodations, and the main office, SCL, and DH environments.

**Trends:** Compared to 2019:

- There was a decline in incidents or no change in total incidents in every category
- There was a decline in overall major incidents (-48)
- There was a decline in intervention of law enforcement (-14)
- There was a decline in injuries resulting in hospitalization (-10)
- There was a decline in emergency mental health (-12)

**Causes:** The cause of the overall decline in major incidents can be attributed to the environmental and daily schedule changes attributed to Covid-19. Day programs were suspended starting March 2020. Until March 2020, the RFYP members that were typically at day programs between 9am-3pm were now at their home during that time with staff. This lowered the risk of injury since they were in a consistent environment and decreased risks due to little or no transportation needs. Staff were able to minimize risk, monitor behavior, control the probability or impact of unfortunate events, and/or participate in safe opportunities. The members feel safe in their homes and staff are trained on risk management and incident prevention. The homes are designed with universal design, accessibility, safety, ease of use, and comfort in mind. Staff put forth great efforts to meet the members' emotional, intellectual, and physical needs while at home.

The cause of the decline in incidents resulting in law enforcement is due to two specific members discharging from RFYP services who frequently called 911. The cause of the call to law enforcement was behavioral and attention seeking. The calls were not due to incidents that needed law enforcement intervention. Despite staffs' best work to follow their behavior intervention plans and create the environment for the members to feel successful and receive the attention they desired, the members still chose to call 911.

The cause of injuries that resulted in hospitalization were due to accidental circumstances or member behavioral reactions beyond staffs' control or environmental conditions. Staff were trained, following policies and protocols, and ensuring the environment was safe of hazards.

#### **Areas needing improvement.**

1. The current Incident Report Determination Form provides space to determine the cause of the incident in narrative form.
2. This year there were injuries resulting in hospitalization due to accidents beyond the staffs' control and could not be prevented due to a policy, training, or environmental change. The injuries were due to behaviors that were sudden and unexpected.

#### **Actions to address the improvements needed.**

1. RFYP will add a drop-down box to the incident report master tracking spreadsheet to track the category of causes of incidents for summarizing at the end of the year.
2. A reoccurring agenda topic will be added to the monthly staff meeting with the direct care staff. To keep the prevention skills of the staff sharp, an informal review of risk management and safety training could be added to the staff meetings to review Individual Service Plans and environmental and behavior triggers of members that may result in injury. New and existing staff will have the opportunity to discuss these topics.

<b>Minor Incident Summary</b>	<b>2019</b>	<b>2020</b>	<b>Comparative Analysis</b>
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<b>Results in the application of basic first aid</b>	<b>39</b>	<b>4</b>	<b>-35</b>
<b>Results in bruising*</b>	<b>23</b>	<b>19</b>	<b>-4</b>
<b>Results in seizure activity</b>	<b>170</b>	<b>216</b>	<b>+46</b>
<b>Results in injury to self, to others, or to property</b>	<b>40</b>	<b>52</b>	<b>+12</b>
• To self	23	44	+21
• To others	3	1	-2
• To property	14	7	-7
<b>Constitutes a prescription med error as result of RFYP staff</b>	<b>29</b>	<b>15</b>	<b>-14</b>
• Medication not administered	21	10	-11
• Wrong person	0	2	+2
• Wrong medication	5	2	-3
• Wrong dose	0	0	No Change
• Wrong time	3	1	-2
• Wrong method	0	0	No Change
<b>Constitutes a prescription med error as a result of:</b>	<b>19</b>	<b>10</b>	<b>-9</b>
• Declining	17	9	-8
• Under another person's care	2	1	-1
<b>Total</b>	<b>320</b>	<b>313</b>	<b>-7</b>

\*RFYP tracks all observed bruises as incidents even if the cause is unknown



**Extenuating Factors:** Covid-19 precautions, programs suspensions, and increased efforts to protect the health and safety of the members and staff resulted in more members being home during the day with staff. Most of the daily schedules were changed as a response to Covid-19. This was a major adjustment for members and staff. New or revised protocols and protective measures were immediately put into place as new guidance was received from local, state, and governmental officials.

RFYP was proactive in their response to prevent isolation and boredom. RFYP ensured every home had access to technology for remote socialization, materials were shared with members regarding Covid-19 in an understandable format, and the agency's robust weekly Engagement Calendar was distributed to all members offering choices including but not limited to safe community outings, in-house activities, and weekly remote socialization events with their peers via Zoom. These factors contributed to the members' mental health and morale remaining healthy during the pandemic.

### Internal Reporting Requirements

Internal Requirements	Timeline	Concerns
Incident reports must be filled out by staff for every incident	Immediately when incident occurs	No concerns
All incident reports must be turned into the main office	Within 24 hours	No concerns
Staff must call and notify the RFYP Med Team, Service Coordinator, or Administrative Staff	Immediately after the incident occurs	No concerns
Supervisor notified	Within 72 hours	No concerns
Medical Team receives copy of the incident report if the incident is related to a medical concern	Verbally notified of the incident within the calendar day  Hard copy of the paper incident is given to the medical team after the supervisor has received it	No concerns
Original incident	Filed in central file	No concerns

**External Reporting Requirements:** There are no external reporting requirements for minor incidents.

**Necessary Education and Training of Personnel:** Incident report training takes place at hire and annually. Incident report review is discussed with staff at house meetings and service coordinator meetings. A review of the current incidents contributes to the decision to insert additional training topics, add to the current incident report training, or to add more formal and informal training throughout the year. RFYP remains responsive and proactive to training staff to lower the risk of incidents occurring.

**Prevention of Recurrence:** Staff training/retraining, staff discipline, environmental modifications, policy review, and/or referral to the safety committee may take place to develop systemic interventions to prevent reoccurrence or patterns of incidents as deemed appropriate. The Program Director and immediate supervisor reviews every incident report to determine cause, communicate with the staff and members involved, and immediately implement prevention strategies.

Member-specific training takes place at hire and ongoing during staff meetings so all staff are aware of the individual needs of the member to prevent incidents. Environmental conditions are discussed, and if a modification or structural improvements are needed/identified, a work order is immediately submitted to the RFYP maintenance team or for referral to an external contractor.

The RFYP Safety Committee meets monthly. The committee consists of representatives from multiple departments and includes member representatives for a spectrum of input. Incidents may be reviewed by the safety committee to discuss current safety concerns and develop plans proactively to prevent future incidents. The committee also reviews work orders, major incidents, safety inspections, functional and structural accommodations, and the main office, SCL, and DH environments.

**Trends:** In comparison to 2019:

- There was an increase in seizures by 46
- There was an increase in injuries to self by 21
- There was a decrease in basic first aid by 35
- There was a decrease in medication administration errors by 14, specifically missed medication decrease by 11

**Causes:** All seizure related activity is required to be documented as incidents. Seizures will occur due to a physical response outside of anyone's control. Staff are trained on individual seizure protocols and have been extremely precise on implementing the plans. There is not a policy or training that will prevent a seizure.

The cause of the injuries to self and injuries requiring basic first aid is due to the major environmental changes due to Covid-19 leading to self-injurious behavior and attention seeking behavior. This can be attributed to member personality, changes within the environment, and behavior as a strategy for communication.

The cause of medication administration errors on the decline is related to RFYP's implementation and use of the AccuFlo electronic medication tracking system. Electronic health records are far more secure than paper records as they're not at risk during a catastrophic event. It's also easier to retain accountability in electronic health records. Each entry log is

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consistent with a specific individual and staff. This factor makes it easier to keep track of who is passing medications and prevent medication errors.

The cause of incidents reporting in basic first aid declining is due to members and staff staying home more with less need for transportation and less participation in events outside the home. The staff and members are familiar with the home environment, the home environment is not as busy as a day program, and the staff are trained on preventing injuries and mitigating risk within the residential environment.

### **Areas needing improvement.**

1. The current Incident Report Determination Form provides space to determine the cause of the incident in narrative form.
2. This year there was an increase in injury. The injuries were due to behaviors that were sudden and unexpected.

### **Actions to address the improvements needed.**

1. RFYP will add a drop down box to the incident report master tracking spreadsheet to track the category of causes of incidents for summarizing at the end of the year.
2. A reoccurring agenda topic to be discussed will be added to the monthly staff meeting with the direct care staff. To keep the prevention skills of the staff sharp, an informal review of risk management and safety training could be added to the staff meetings to review Individual Service Plans and environmental and behavior triggers of members that may result in injury. New and existing staff will have the opportunity to discuss these topics.

## **2020 Incident Report Summary | Regional Funding Supported Community Living**

A systematic and comprehensive review of all incidents takes place biannually. It is a critical component to prevention, risk management, and ongoing performance improvement. Reach for Your Potential, Inc. (RFYP) provided services to members receiving Regional funding from January 1, 2020 to December 31, 2020. This analysis reflects the incidents documented for three members served by RFYP, including clients both added and discharged, during the year 2020.

Supported Community Living services were provided in community-based residential settings. All incidents that occurred in 2020 have been tracked and summarized in this report. The results have been analyzed to identify the following: trends, causes, extenuating factors, internal and external reporting requirement, necessary training of personnel, a comparative analysis to the previous year's incidents, prevention of reoccurrence, areas needing improvement, and actions taken to address the issues. Action plans for continuous quality improvement will be implemented starting in January 2021 and reviewed for progress in six months. This allows RFYP the opportunity to assess if the actions taken are accomplishing the intended results.

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<b>Regional Incident Summary</b>	<b>2019</b>	<b>2020</b>	<b>Comparative Analysis</b>
<b>Results in physical injury to or by the individual that requires physician's treatment or admission to hospital</b>	<b>0</b>	<b>0</b>	<b>No change</b>
• Intentional injury to self or others	0	0	No Change
• Accident	0	0	No Change
• Cause unknown/other	0	0	No Change
• Occurred while under another person's care	0	0	No Change
<b>Results in death</b>	<b>0</b>	<b>0</b>	<b>No Change</b>
• Death of a member	0	0	No Change
• Death of someone else	0	0	No Change
<b>Requires emergency mental health treatment for the individual</b>	<b>0</b>	<b>0</b>	<b>No Change</b>
• Self-Injury	0	0	No Change
• Other	0	0	No Change
<b>Requires the intervention of law enforcement</b>	<b>0</b>	<b>2</b>	<b>+2</b>
• Member is the victim	0	0	No Change

• Member is the perpetrator	0	0	No Change
• Other	0	2	+2
<b>Results from any prescription medication error</b>	<b>0</b>	<b>0</b>	No Change
• Medication not administered	0	0	No Change
• Wrong person	0	0	No Change
• Wrong medication	0	0	No Change
• Wrong dose	0	0	No Change
• Wrong time	0	0	No Change
• Wrong method	0	0	No Change
<b>Is reportable to protective services</b>	<b>0</b>	<b>0</b>	No Change
• By a staff member	0	0	No Change
• By someone else	0	0	No Change
<b>Total</b>	<b>0</b>	<b>2</b>	<b>+2</b>

**Extenuating Factors:** The members receiving Regional funding are hourly and do not have 24-hour staffing. Due to Covid-19 precautions and protecting the health and safety of the members and staff, RFYP members were home more during the day. Day program services were indefinitely suspended on March 18, 2020 and there were limited options for safe community outings. In addition, many work programs suspended work shifts or greatly reduced work shifts. Other providers also suspended services and a few reopened with limited capacity allowed.

### Internal Reporting Requirements

Internal Requirements	Timeline	Concerns
Incident reports must be filled out by staff for every incident	Immediately when incident occurs	No concerns
Staff must call and notify the RFYP Med Team, Service	Immediately after the incident occurs	No concerns

Coordinator, or Administrative Staff		
All incident reports must be turned into the main office	Within 24 hours	No concerns
Supervisor notified	By end of next calendar day	No concerns
Medical Team notified of the incident (if appropriate)	Routed to Medical Team after supervisor receives it	No concerns
Original incident	Filed in central file	No concerns

### External Reporting Requirements

Requirements	Timeline	Submission Protocol	Concerns
Case Manager notified	Notified by end of next calendar	Email incident report	No concerns
Legal Guardian notified	Notified by end of next calendar day	Phone call or email	No concerns
CARF	Notified within 30 days of sentinel event	Notification is through email or fax	No concerns
DHS	Notify within 48 hours of becoming aware of the incident	Notification is through oral report	No concerns

**Necessary Education and Training of Personnel:** Incident report training takes place at hire and annually. Incident report review is discussed with staff at house meetings and service coordinator meetings. A review of the current incidents contribute to the decision to insert additional training topics, add to the current incident report training, or to add more formal and informal training throughout the year. RFYP remains responsive and proactive to training staff to lower the risk of incidents occurring.

**Prevention of Recurrence:** Staff training/retraining, staff discipline, environmental modifications, policy review, and/or referral to the safety committee may take place to develop systemic interventions to prevent reoccurrence or patterns of

incidents as deemed appropriate. The Program Director and immediate supervisor reviews every incident report to determine cause, communicate with the staff and members involved, and immediately implement prevention strategies.

Member-specific training takes place at hire and is ongoing during staff meetings so all staff are aware of the individual needs of the member to prevent incidents. Environmental conditions are discussed, and if a modification or structural improvements are needed/identified, a work order is immediately submitted to the RFYP maintenance team or for referral to an external contractor.

The RFYP Safety Committee meets monthly. The committee consists of representatives from multiple departments and includes member representatives for a spectrum of input. Incidents may be reviewed by the safety committee to discuss current safety concerns and develop plans proactively to prevent future incidents. The committee also reviews work orders, major incidents, safety inspections, functional and structural accommodations, and the main office, SCL, and DH environments.

**Trends:** In comparison to 2019, overall total incidents increased by two incidents. There were zero incidents in 2019. The two incidents in 2020 involved requiring the intervention of law enforcement. Law enforcement was called by different members on two separate dates for appropriate reasons due to concerns for their personal safety.

**Causes:** The cause of the two calls for intervention of law enforcement were due to personal safety concerns. The two members were not receiving staff support at the time of the incident. They both used great community safety skills by calling law enforcement for support. One call was due to a stranger sitting on the member's porch and the other call was due to the neighbors being loud and causing a disturbance. The members alerted RFYP staff after calling the police to report the incident. The neighborhood of both of these RFYP members is a safe environment and this was an unexpected circumstance. These two incidents are isolated events.

### **Areas Needing Improvement.**

1. The current Incident Report Determination Form provides space to determine the cause of the incident in narrative form.
2. There are new and long-term staff providing support to regional members with a wide range of skills and on the job training. This variety of staff is appealing to the members, but ongoing formal and informal training is necessary.

### **Actions to Address the Improvements Needed**

1. RFYP will add a drop-down box to the incident report master tracking spreadsheet to track the category of causes of incidents for summarizing at the end of the year.
  2. A reoccurring agenda topic to be discussed will be added to the monthly staff meeting with the direct care staff. To keep the prevention skills of the staff sharp, an informal review of risk management considerations and safety training could be added to the staff meetings to review monthly. New and existing staff will have the opportunity to discuss these topics together and proactively learn from each other.
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## **Satisfaction Survey Summaries**

### **2020 Day Habilitation Member Satisfaction Survey Summary Report**

Reach For Your Potential, Inc. (RFYP) conducted an annual Satisfaction Survey to measure the RFYP Day Habilitation members' satisfaction level of the Day Habilitation services. Twenty-seven out of 45 members participated in the Day Habilitation Satisfaction Survey. The Day Habilitation members completed the survey electronically via Survey Monkey facilitated by staff. Trained staff recorded the exact responses of each member. The survey consisted of yes/no questions and open-ended questions.

The responses were analyzed to ensure data was clean, accurate, and complete. Survey results were compiled and sample responses are included. After gathering and reflecting on the results, the data was summarized and analyzed for trends and causes. Barriers and influencing factors were identified and areas of excellence were documented. Areas of concern, proposed improvements to be implemented in the upcoming year, and a comparative analysis from previous survey results are included in the summary. Action plans for continuous quality improvement will be implemented in January 2021 and reviewed for progress in six months.

Due to COVID-19 precautions and protecting the health and safety of the members and staff, Day Programming was suspended on March 18, 2020. The satisfaction survey was distributed in November 2020. This eight month delay may have influenced the members' responses. Members of various levels of functioning filled out the surveys on their own and some received assistance from trained staff.

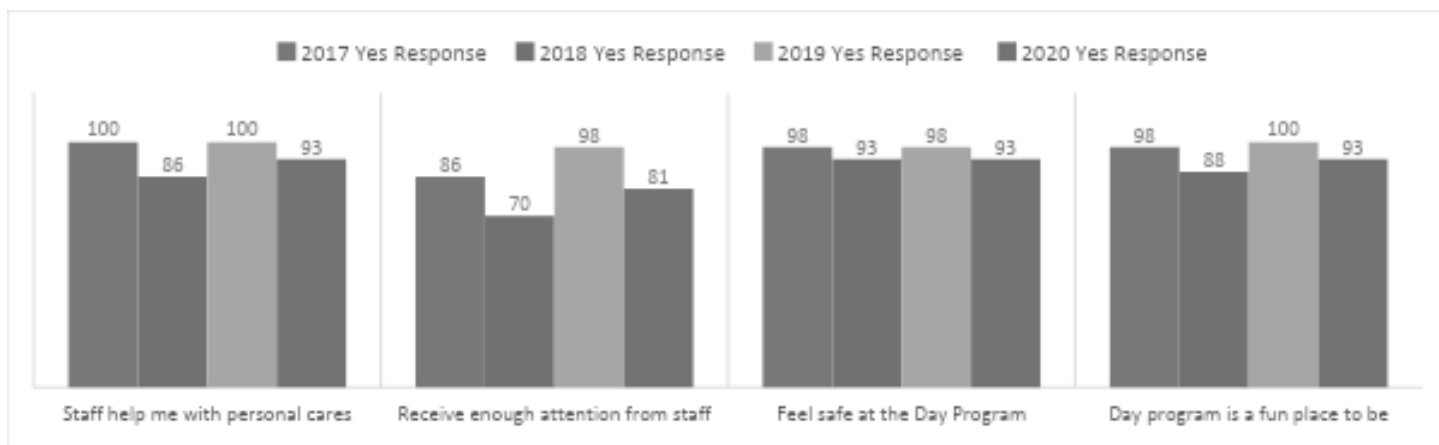
### **2020 Key Findings**

(\* New Question 2020)

	<b><u>2020 Yes</u></b>	<b><u>2020 No</u></b>	<b><u>2019 Yes Response</u></b>	<b><u>Comparative Analysis:</u></b> <b><u>Yes Response</u></b> <b><u>2019-2020</u></b>
*Are you satisfied with RFYP's use of technology in the Day Habilitation program?	81%	19%		

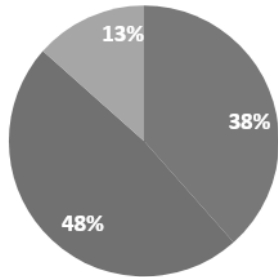


*When you attend the Day Habilitation, do you receive information and answers to your questions quickly?	81%	19%		
*When you attend the Day Habilitation, are you satisfied with the medical and health care supports available?	78%	22%		
Do you feel your interests and suggestions are reflected in the monthly activities calendar?	85%	15%	98%	-13%
*When you attend the Day Habilitation, are you satisfied with the level of attention you receive from the Day Program staff?	81%	19%		
*When you attend the Day Habilitation, do you feel your ideas and input are valued and respected?	89%	11%		



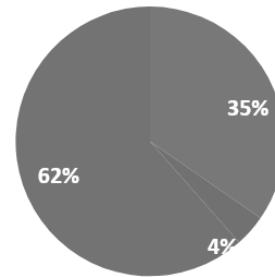
### Preferred Timing of Agency Communication

■ Every 6 Months ■ Every 12 Months ■ Not Applicable



### Preferred Format of Agency Communication

■ Paper ■ In Person ■ Email (0) ■ Not Applicable



**What are the most important topics that you would like RFYP to share with you about the agency's goals and accomplishments?**

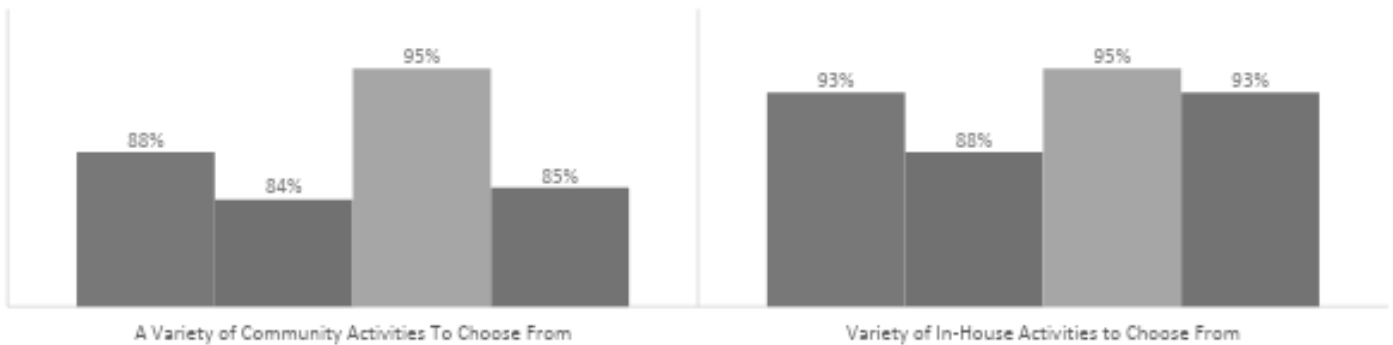
Not Applicable (19 responses)  
 Medical Attention  
 Fundraising  
 Hiring  
 Don't care  
 Everything

### Comparison within groups: Communication Preference

Respondents that would like to receive communication every six months prefer a paper report.

Respondents that would like to receive communication every 12 months prefer a paper report (80%) or in-person update (20%).

■ 2017 Yes Response ■ 2018 Yes Response ■ 2019 Yes Response ■ 2020 Yes Response



What community outings have you gone on that you enjoyed?	What in-house activities do you like to do?	What else can be improved with the Day Program?
<ul style="list-style-type: none"> <li>○ Movies</li> <li>○ Going out into the community</li> <li>○ Mall</li> <li>○ Out to eat</li> <li>○ Coffee shop</li> <li>○ Shopping</li> <li>○ Pet Land</li> <li>○ Everything</li> <li>○ Parks</li> </ul>	<ul style="list-style-type: none"> <li>○ Hang out with friends</li> <li>○ Color</li> <li>○ Crafts</li> <li>○ Sing</li> <li>○ Karaoke</li> <li>○ Coloring with markers</li> <li>○ It was just a place for me to sit and drink my Diet Pepsi</li> <li>○ Watch TV</li> <li>○ Play Uno</li> <li>○ Listen to music</li> <li>○ Watch movies</li> <li>○ Making cards</li> </ul>	<ul style="list-style-type: none"> <li>○ Can't think of anything</li> <li>○ More outings</li> <li>○ Hiring more staff</li> <li>○ Would like to have more one-on-one staff time or more support from staff</li> <li>○ Spend more time outside, more petting zoo outings, more nature activities</li> <li>○ Doing good</li> </ul>

### **Barriers and Influencing Factors**

In March 2020, the Day Habilitation program was suspended in response to the COVID-19 pandemic. The 2020 Satisfaction Survey questions were analyzed and revised for relevance and clarity. There was an eight month delay from when programming was suspended to when members of the Day Habilitation completed the satisfaction survey. This delay may have impacted the respondents' feedback to the satisfaction survey questions. At the time they completed the survey, Day Habilitation members had been in their home with their home staff for only eight months. RFYP has dedicated an extraordinary amount of time and attention in 2020 to continuing operations while protecting the health and safety of members, staff, and stakeholders throughout the pandemic. Traditionally, RFYP provides support to the Day Habilitation members with survey completion by staff who are trained on how to collect survey responses with respect to validity, accuracy, and completeness. This plan needed to be reevaluated due to COVID-19 and risk management concerns with visiting multiple homes and multiple members.

### **What Did We Learn?**

RFYP is excited to learn what information the members of the Day Habilitation would like to know about the agency, the preferred format, and at what intervals throughout the year. Based on the data, RFYP will distribute a biannual report tailored to the needs and preferences of each stakeholder group to provide updates on but not limited to community activities, holiday and birthday parties, agency priorities, training, and recognition.

### **What Are We Doing Well?**

The data shows a high satisfaction rate with RFYP's communication, commitment, and proactive response to COVID-19. Overall satisfaction with the agency remains high even during the pandemic. This demonstrates the agency's commitment to continuity of operations while navigating new operating procedures throughout the pandemic. Day Habilitation survey respondents feel their ideas are valued and respected (89%), the Day Habilitation is a fun place to be (93%), there are a

variety of in-house activities to choose from (93%), and a variety of community activities to choose from (85%). This reflects the mission and values of RFYP and it is reassuring that the members that attend the Day Habilitation are seeing this in action.

### **Areas of Concern**

1. A 13% decrease in satisfaction from respondents reporting their interests are reflected on the activities calendar.
2. A total of 81% of day habilitation members are satisfied with the technology available at the Day Habilitation program.

### **Proposed Improvements**

The Day Habilitation is currently suspended and plans to reopen in spring 2021. RFYP will use this feedback to identify strategies to immediately implement when the program reopens.

1. RFYP implements an Engagement Calendar for the residential and day programs. The Engagement Calendar is an interactive weekly calendar of events including crafts, mindfulness, wellness, physical activities, and community integration options for the members to choose from. The Day Habilitation staff will meet with members regularly to discuss and document the type of community outings and activities they prefer. As appropriate, this input will be included and reflected in the upcoming Engagement Calendar. In addition to in-house activities and community outing options, the Engagement Calendar includes daily holidays, birthdays of members, cultural awareness, and health and wellness activity options. There is also a feedback form linked to the electronic version of the calendar so members and staff can share their ideas and feedback at any time.
2. The RFYP Day Habilitation plans to improve the technology available to the members when the Day Habilitation reopens. This includes purchasing and using the interactive functionality of a touch screen computer and additional tablets. These improvements in technology will provide the opportunity for more members to independently use the Engagement Calendar and access online activities and games. Staff will be trained on proper use and maintenance of the technology. RFYP will also use the new technology for remote socialization options for additional engagement opportunities.

The proposed improvements will begin to be implemented in January 2021, or as deemed appropriate by the RFYP administration. Progress on the proposed improvements will be reviewed in June 2021.

## **2020 Residential Member Satisfaction Survey Summary Report**

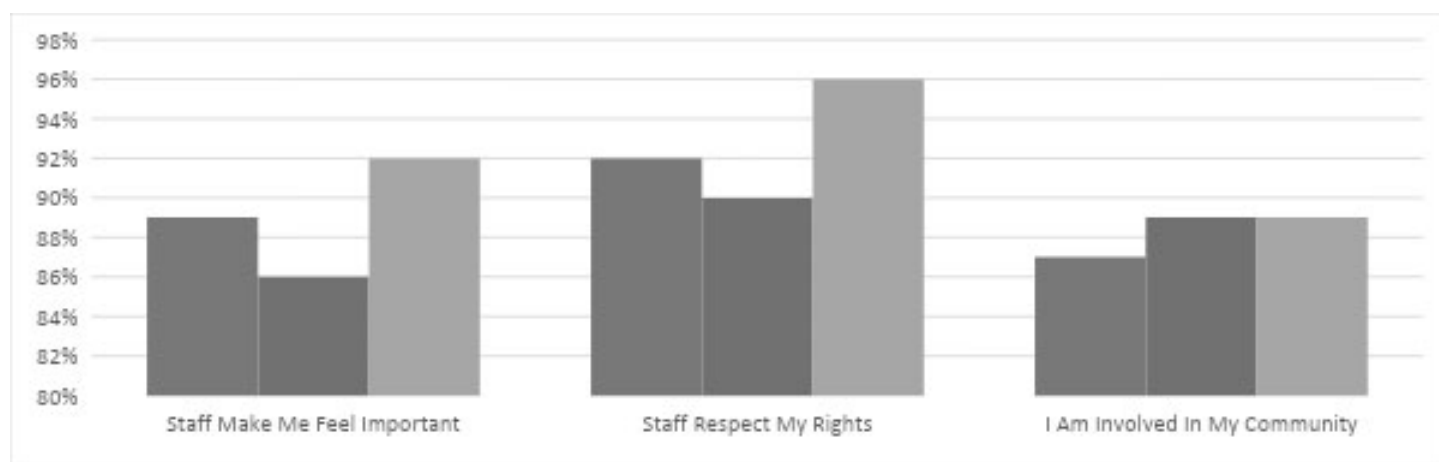
Reach For Your Potential, Inc. (RFYP) conducted a satisfaction survey in 2020 to measure the level of satisfaction of RFYP members participating in residential services. Surveys were distributed to all of the current members receiving residential services with varying levels of functioning and from both site and hourly programs. New this year, the surveys were facilitated by RFYP staff and the data was entered into the Survey Monkey online survey platform. RFYP received 96 responses returned out of 106 distributed (91% return rate).

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The 2020 Satisfaction Survey questions were analyzed and revised for relevance and clarity. The responses were analyzed to ensure data was clean, accurate, and complete. Survey results were compiled and sample responses are included. After gathering and reflecting on the results, the data was summarized and analyzed for trends and causes. Barriers and influencing factors were identified and areas of excellence were documented. Areas of concern, proposed improvements to be implemented in the upcoming year, and a comparative analysis from previous survey results are included in the summary. Action plans for continuous quality improvement will be implemented in January 2021 and reviewed for progress in six months.

<b>Residential Member Services Survey Questions</b>	<b>2020 Yes Responses</b>	<b>2020 No Responses</b>	<b>2019 Yes Responses</b>	<b>Comparative Analysis: Yes Responses 2019-2020</b>
Are you satisfied with the amount of attention you receive from your staff?	95%	5%	86%	+9%
Do you feel your home and furnishings reflect your style preferences?	89%	11%	88%	+3%
Do you like your job?	55%	4% 41% (n/a)	62% 30% (n/a)	-7%
Do you have enough privacy in your home?	92%	8%	82%	+10%
Do you help decide who knows about your personal information?	91%	9%	91%	No Change
Do you receive information and answers to your questions quickly?	84%	16%	New 2020	New 2020
Do you help decide where you live and who you live with?	83%	17%	82%	+1%
Do you get to choose parts of your daily routine?	95%	5%	90%	+5%
Would you like to have social interaction with other RFYP members online using a tablet, computer, laptop, or phone?	71%	29%	New Wording 2020	New Wording 2020

Does staff help you to live a healthy lifestyle?	94%	6%	92%	+2%
Do you feel safe in your home and community?	93%	7%	95%	-2%
Do you feel staff respect and value you as an individual?	97%	3%	New 2020	New 2020
Are you satisfied with RFYP's use of technology?	91%	9%	89%	+2%
Are you satisfied with the health care/medical supports you receive from the Medical Team?	81%	6% (13% n/a)	New 2020	New 2020
Do you feel you are able to get answers to your questions about your finances (money)?	80%	10% (10% n/a)	New 2020	New 2020
Do you feel RFYP staff are available to discuss your concerns about COVID-19?	91%	9%	New 2020	New 2020

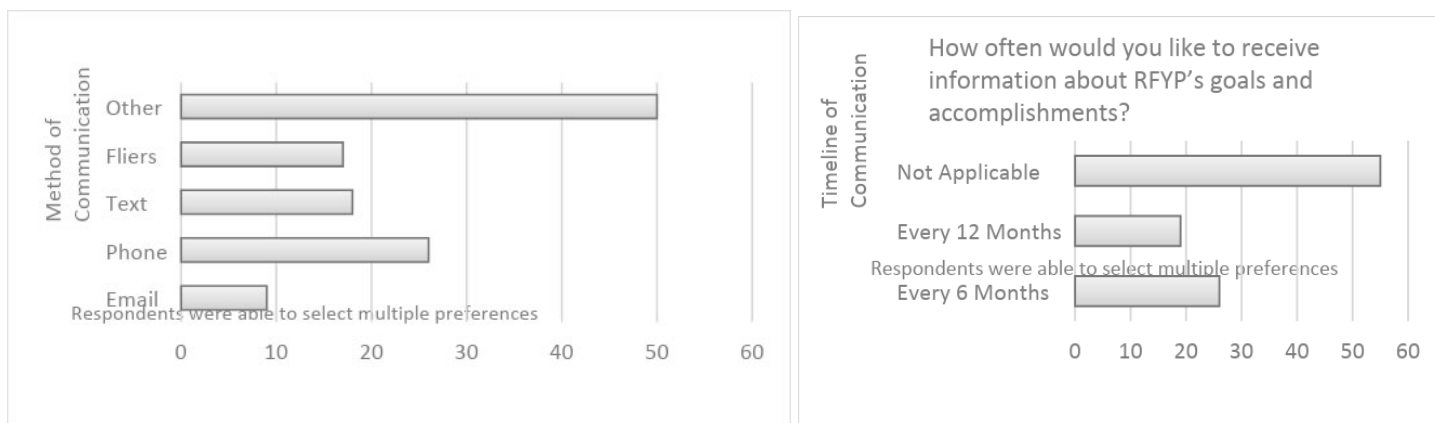


### Activities

Please list your favorite games, crafts, and activities you like to do at home.	Please list your favorite places to visit in the community.
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<ul style="list-style-type: none"> <li>○ <i>Sims</i> computer game, drawing, knitting</li> <li>○ Singing, Facebook, watching TV, talking with roommates</li> <li>○ Baking, talking on the phone, coloring, beading</li> <li>○ Watch TV, play on computer, talk to roommates</li> <li>○ Uno, watch sports</li> <li>○ Videogames</li> <li>○ Reading</li> <li>○ Listen to music</li> <li>○ Art</li> <li>○ Yarn, crafts</li> <li>○ Cleaning</li> <li>○ Puzzles</li> <li>○ Make cards, games, movies</li> <li>○ Ride bike</li> <li>○ Painting, playing Rummy, building</li> <li>○ Blocks, easy talking games</li> <li>○ Ball toss, balloon toss, playing on tablet</li> <li>○ Candy Land, ripping paper</li> <li>○ Reading, knitting, crocheting</li> <li>○ Skip Bo</li> <li>○ People watching</li> <li>○ Exercise</li> <li>○ Race remote control cars</li> <li>○ Nap</li> <li>○ Take Walks</li> <li>○ iPad</li> <li>○ Woodworking</li> <li>○ Camping</li> <li>○ Gardening</li> </ul>	<ul style="list-style-type: none"> <li>○ Mall, library, hang out with friends.</li> <li>○ Movies</li> <li>○ Recreation center</li> <li>○ Shopping, going to parks</li> <li>○ Tiffin</li> <li>○ Red Lobster</li> <li>○ Going out to eat, get nails done</li> <li>○ Anywhere</li> <li>○ Studio 13</li> <li>○ Coffee shops</li> <li>○ Lake, drives, pumpkin patch, Wal-Mart</li> <li>○ Any place with water</li> <li>○ Church, friends' homes</li> <li>○ Von Maur</li> <li>○ Restaurants</li> <li>○ Sporting events</li> <li>○ Being outside at parks and in nature, going to my mom's house</li> <li>○ Terry Trueblood Park</li> <li>○ Starbucks</li> <li>○ Going out for supper, going home to see family</li> <li>○ Shopping at Stuff Etc., thrift stores, Goodwill</li> <li>○ Anything in the community</li> <li>○ Sycamore Theater, downtown Iowa City</li> <li>○ Old Creamery Theater</li> <li>○ Get a snack and coffee</li> <li>○ Mall, bars, going for walks in orchards, hiking in the woods, going to the mall</li> <li>○ Salvation Army</li> <li>○ Midtown Family Cafe</li> </ul>

### **Communication Preferences**



**What are the most important topics that you would like RFYP to share with you about the agency's goals and accomplishments?**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>○ Special Olympics</li> <li>○ Holiday parties</li> <li>○ Help me identify activities I have to share in</li> <li>○ I don't want to know none of that</li> <li>○ Just let me know what's going on</li> <li>○ Everything</li> <li>○ I don't</li> <li>○ Anything</li> </ul> | <ul style="list-style-type: none"> <li>○ I don't</li> <li>○ Just let me know how the home search is going</li> <li>○ I don't know</li> <li>○ What RFYP wishes to share</li> <li>○ New staff, activities, and parties planned</li> <li>○ What to do when the weather is bad</li> <li>○ Updates</li> </ul> |
|---|--|

**Additional Comments from Members**

- I like my new home.
- Reach does a good job.
- I live in a great neighborhood! I like my new house.
- My service coordinator does a great job.
- I'm very happy here at Reach.
- Hire staff that care. Hire staff that can drive. Hire a facilitator, Hire staff that do their job!



### **Barriers and Influencing Factors**

COVID-19 was the biggest influencing factor of 2020. RFYP has dedicated an extraordinary amount of time and attention over the past year to continuing high-quality operations while protecting the health and safety of members, staff, and stakeholders throughout the pandemic. COVID-19 may have impacted the total survey responses received (-8%) due to administration and staff focusing on members' health and safety and less attention on promoting the survey and gathering responses. Members may have prioritized additional health and safety factors and their own emotional and physical status over completing the 2020 satisfaction surveys. In addition, the influence of the pandemic on the respondents' emotional wellbeing may have impacted their responses.

### **What Did We Learn?**

RFYP learned what type of information members would like to receive, how often, and the method they prefer to receive the information. Based on the data, RFYP will distribute a biannual report to all stakeholder groups to provide updates on but not limited to activities, community outings, Special Olympics, agency parties, agency priorities, training, and/or recognition.

### **What Are We Doing Well?**

The data proves that RFYP is putting all efforts into COVID-19 precautions with 91% of respondents feeling RFYP is available to discuss concerns related to COVID-19. The data shows a high satisfaction rate with RFYP's communication, commitment, and response to COVID-19. Overall satisfaction with the agency remains high even during the pandemic demonstrating the agency's commitment to continuity of operations while navigating operations throughout the pandemic. The RFYP members participating in residential services reported an increase in satisfaction in many categories. RFYP takes pride that 97% of respondents feel RFYP respects their rights. The response rate of members increased by 18% which is important because RFYP values the feedback and perspectives of each member and wants their input to be shared, reflected in programming, and respected. Survey respondents report that RFYP staff make members feel important (92%) and feel involved within their community (89%). This reflects the mission and values of RFYP and it is reassuring that the other providers are seeing this in action.

### **Areas of Concern**

1. 16% of respondents do not feel they receive information quickly
2. 17% of respondents feel they do not get to choose where they live or with whom they live
3. 10% of respondent feel they do not receive answers to their questions about their finances (money)

### **Proposed Improvements**

1. In 2020, weekly roommate house meetings were suspended due to limiting non-essential visitors and activities inside the houses due to COVID-19 precautions. Weekly house meetings will resume in 2021. Weekly roommate meetings are led by the Service Coordinator and will provide the dedicated time and space for all the roommates to ask questions and receive immediate answers regarding activities, relationships, staff issues, and review individual and group schedules for the upcoming weeks.
  2. RFYP plans to increase opportunities for open communication with members to receive input about their satisfaction with the roommates and where they live by restarting face-to-face quarterly and review meetings to review Individualized Service Plans in 2021. If a member would like to explore the idea of moving to a new home or would like to address an issue they are having with a roommate, RFYP can assist them with identifying solutions and options available. During the pandemic in 2020, RFYP put face-to-face quarterly and six-month review meetings on hold due to COVID-19 to protect the health and safety of members, staff, and other stakeholders. Effective 2021, quarterly
-

and six-month review meetings will begin again face-to-face. RFYP will be putting forth great efforts to rebuild positive rapport and provide dedicated space for updates, communication, and transparency regarding the members' strengths, concerns, service coordination and evolving needs.

3. RFYP strives to provide as much detail in the members' monthly financial report as possible. The questions that the RFYP Member Financial Department receive the most are related to the purchases that are categorized as Recreation in the members' reports. To resolve the problem of respondents needing more detailed information, the Member Financial Department will add three new subaccounts to the Recreation account: Spending, Camps/Trips Cost, and Other Activities. Along with these three new accounts, the Member Financial Department will also ensure that all purchases that are allocated to those accounts have a brief description in the memo line of the report.

The proposed improvements will be implemented in January 2021, or as deemed appropriate by the RFYP administration. Progress on the proposed improvements will be reviewed in June 2021.

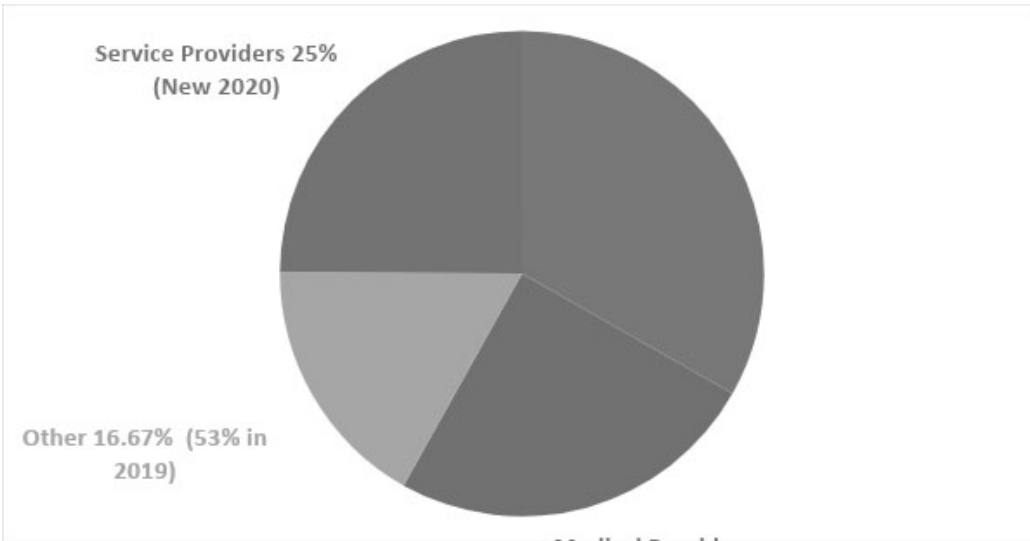
## **2020 Other Provider Satisfaction Survey Summary Report**

Reach For Your Potential, Inc. (RFYP) conducted a survey in 2020 to measure the satisfaction level of other community providers that collaborate with the agency to coordinate services for RFYP members. The satisfaction survey was distributed electronically via Survey Monkey. There were 128 surveys distributed and 12 survey responses were returned (9%). The survey consisted of questions related to specific topics that were open-ended or required a "yes" or "no" response.

The 2020 Satisfaction Survey questions were analyzed and revised for relevance and clarity prior to distribution. The responses were analyzed to ensure data was clean, accurate, and complete. Survey results were compiled and sample responses are included. After gathering and reflecting on the results, the data was summarized and analyzed for trends and causes. Barriers and influencing factors were identified and areas of excellence were documented. Areas of concern, proposed improvements to be implemented in the upcoming year, and a comparative analysis from previous survey results are included in the summary. Action plans for continuous quality improvement will be implemented in January 2021 and reviewed for progress in six months.

### **2020 Key Findings**

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**2020  
Responses  
Received**

**What  
are your  
favorite  
things  
about  
RFYP?**



### What are the things that could be improved?

#### *Case Managers:*

- Service coordinators are not as involved in treatment plans sent to the state. Plans are sent to a different department for review thus resulting in discrepancies and miscommunication. Treatment plans should be reviewed by service coordinators as they are in direct contact with clients. Service plans sent by case managers should be reviewed promptly after ISP meetings to ensure accurate information is being submitted to the state.
- Some of the coordinators could improve on getting back to the case managers when left voicemails

#### *Medical Provider:*

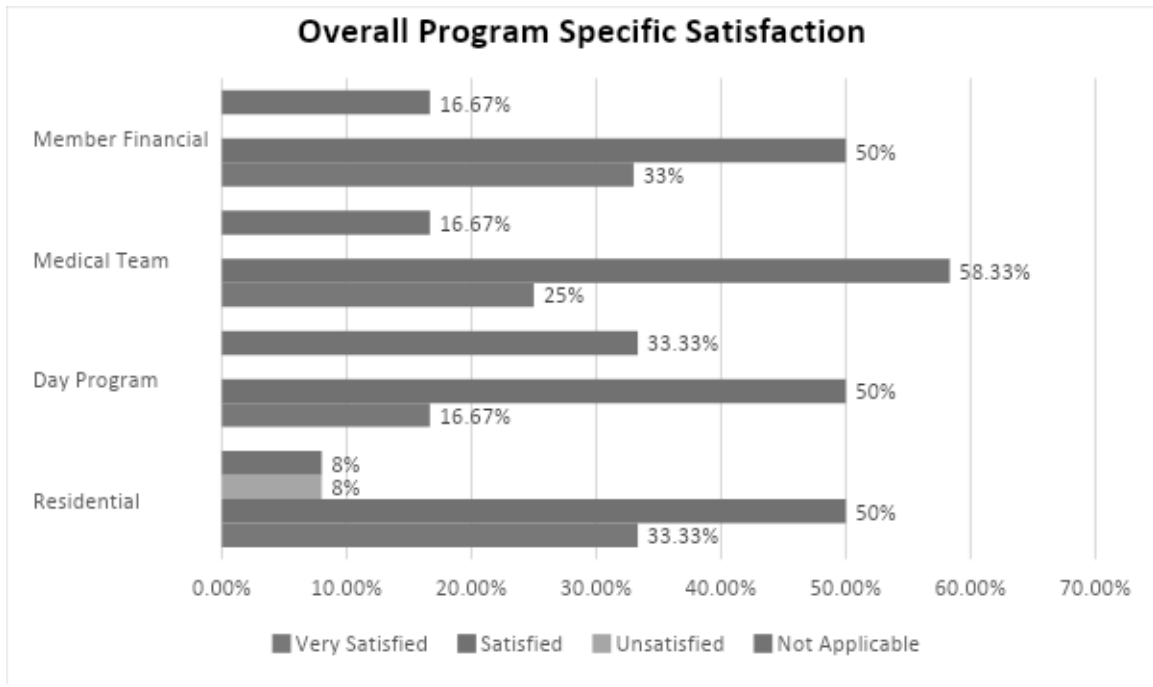
- Can't think of anything at the moment
- House staff paying attention to the medications they are passing before giving them to the client
- Cleaning of equipment

#### *Other:*

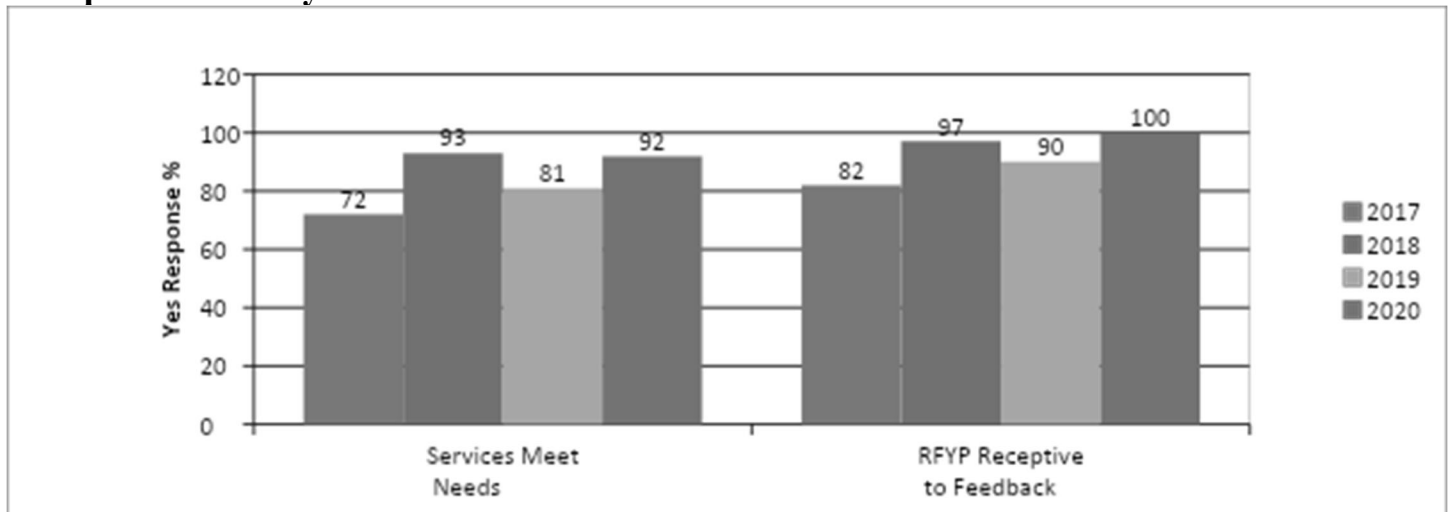
- Retention of good staff
- Communication

#### *Service Provider:*

- Uncertain
- General team communication could be better. I often have to seek out information that should have been communicated to all, like in quarantine situations. I also think RFYP would benefit from empowering facilitators to have more authority so that there is some leadership at the houses and the load is lighter for SCs.
- Staff Training, but overall that is really good already



## Comparative Analysis



## Is your communication experience with RFYP positive?

Yes	83%	No	17%
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Comparison within groups: Yes Responses

Case Managers	100% Yes Response
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Medical Provider	100% Yes Response
Other	50% Yes Response
Service Provider	66% Yes Response

### **Do you feel you receive information/responses in a timely manner?**

<b>Yes</b>	75%	<b>No</b>	25%
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#### *Comparison within groups: Yes Responses*

Case Managers	100% Yes Response
Medical Provider	66% Yes Response
Other	50% Yes Response
Service Provider	66% Yes Response

### **Do you feel RFYP's services meet your members' needs?**

<b>Yes</b>	92%	<b>No</b>	8%
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#### *Comparison within groups: Yes Responses*

Case Managers	100% Yes Response
Medical Provider	66% Yes Response
Other	100% Yes Response
Service Provider	100% Yes Response

### **Do you feel RFYP respects individuals and values their differences?**

<b>Yes</b>	92%	<b>No</b>	8%
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#### *Comparison within groups: Yes Responses*

Case Managers	100% Yes Response
Medical Provider	66% Yes Response
Other	100% Yes Response
Service Provider	100% Yes Response

### Are you satisfied with RFYP's use of technology?

<b>Yes</b>	83%	<b>No</b>	17%
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#### *Comparison within groups: Yes Responses*

Case Managers	100% Yes Response
Medical Provider	66% Yes Response
Other	100% Yes Response
Service Provider	66% Yes Response

### I feel RFYP staff are available to discuss concerns related to COVID-19.

<b>Yes</b>	100%	<b>No</b>	0%
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#### *Comparison within groups: Yes Responses*

Case Managers	100% Yes Response
Medical Provider	100% Yes Response
Other	100% Yes Response
Service Provider	100% Yes Response

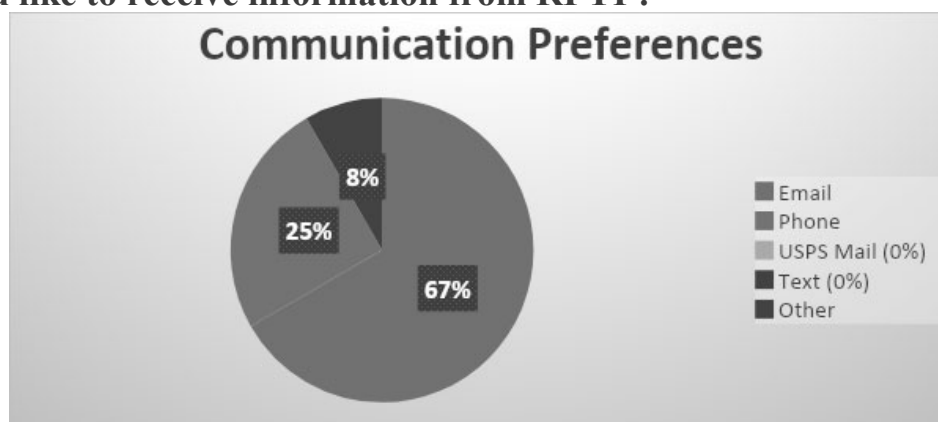
### I am satisfied with the communication I am getting from RFYP about its response to the COVID-19 pandemic.

<b>Yes</b>	75%	<b>No</b>	25%
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#### *Comparison within groups: Yes Responses*

Case Managers	75% Yes Response
Medical Provider	100% Yes Response
Other	50% Yes Response
Service Provider	66% Yes Response

## How would you like to receive information from RFYP?



### Comparison within groups: Communication Preference

Case Managers	Email 100%
Medical Providers	Email 33.33% Phone 33.33% Other 33.33%
Other	Email 100%
Service Provider	Phone 66.66% Email 33.33%

## How often would you like to receive information about RFYP's goals and accomplishments?

Every 6 months	18.18%
Every 12 months	36.36%
Not applicable	45.45%

### What are the most important topics that you would like RFYP to share with you about the agency's goals and accomplishments?

- Members' progress on goals
- Progress, improvements, and feel good stories
- Improvement plans
- Reopening/post COVID-19 procedures
- Updates on staffing



### **Barriers and Influencing Factors**

RFYP has dedicated an extraordinary amount of time and attention over the past year to continuing operations while protecting the health and safety of members, staff, and stakeholders throughout the pandemic. COVID-19 may have impacted the total survey responses (-12%) due to administration and staff focusing on members' health and safety and less attention on promoting the survey and gathering responses. The response rate may be low due to other providers prioritizing their own agency and business needs resulting in the satisfaction survey not being an essential priority. The data proves that RFYP is putting extraordinary efforts into COVID-19 precautions with 100% of respondents feeling RFYP is available to discuss concerns related to COVID-19.

### **What Did We Learn?**

Based on the data, RFYP learned how other providers would like to receive information and how often. RFYP will distribute a biannual report tailored to the needs and preferences of each stakeholder group to provide updates on but not limited to activities offered, community integration options, agency priorities, training, members, and recognition. RFYP improved comparative analyses in the 2020 summaries to compare within groups and added new questions to gain a deeper insight into the level of satisfaction of the other providers RFYP collaborates with. RFYP learned that there is a lower level of satisfaction among service providers and medical providers.

### **What Are We Doing Well?**

The data shows a high satisfaction rate with RFYP's communication, commitment, and response to COVID-19. The data shows that 75% of respondents are satisfied with the communication they are receiving about COVID and 100% of respondents feel RFYP staff are available to discuss COVID related concerns. Overall satisfaction with the agency remains high even during the pandemic demonstrating the agency's commitment to continuity of operations while navigating operations throughout the pandemic. Survey respondents report that RFYP is meeting the members' needs (92%) and the agency respects and values the members' differences (92%). This reflects the mission and values of RFYP and it is reassuring that the other providers are seeing this in action.

### **Areas of Concern**

1. 17% not satisfied with agency use of technology
2. 17% report communication with RFYP is not positive
3. Decreasing response rates

### **Proposed Improvements**

1. RFYP is working towards a more efficient use of technology in all aspects of the members' services and agency functions. Throughout the COVID-19 pandemic, RFYP has rarely held in-person meetings with other providers such as medical or other service providers, therefore virtual meetings had to take their place. While RFYP strives to have up-to-date technology equipment available, this is not always the case for budgetary reasons. RFYP will discuss options to purchase more web cameras for office staff to use during meetings. RFYP will communicate with other providers that staff and members are available for virtual meetings via Zoom. When applicable, RFYP will send emails and/or letters to medical providers and other service providers to notify of the virtual meeting options.
-

2. RFYP plans to increase opportunities for open communication and raise the satisfaction of other service providers and colleagues in the “other category” regarding positive communication. During the pandemic in 2020, RFYP put face-to-face quarterly and six-month review meetings on hold due to COVID-19 to protect the health and safety of members, staff, and other stakeholders. Effective 2021, quarterly and six-month review meetings will begin again face-to-face. RFYP will be putting forth great efforts to rebuild positive rapport and provide dedicated space for updates, communication, and transparency regarding the members’ service coordination.
3. To increase the response rate for the 2021 satisfaction surveys, RFYP plans to add the links to the 2021 Satisfaction Surveys to the agency website as another avenue for staff, members, and other stakeholders to access the survey and share their feedback.

The proposed improvements will be implemented in January 2021, or as deemed appropriate by the RFYP administration. Progress on the proposed improvements will be reviewed in June 2020.

## **2020 Employee Engagement Survey Summary Report**

Reach For Your Potential, Inc. (RFYP) conducted an Employee Engagement Survey in 2020 to allow the organization to learn more about the strengths of the organization from the perspective of the staff and what the employees truly want out of their work experience. Surveys were distributed to 124 Reach for Your Potential employees electronically via Survey Monkey and 36 paper copies were sent to staff without emails on file. Of the 156 distributed surveys, 37 responses were received (24%). Employees were asked to rate items in different areas of RFYP’s workplace practices on a scale of “poor”, “good” and “excellent”. Results of this survey will be helpful to RFYP in improving workplace practices, values, and culture.

The 2020 Satisfaction Survey questions were analyzed and revised for relevance and clarity. The responses were analyzed to ensure data was clean, accurate, and complete. Survey results were compiled and sample responses are included. After gathering and reflecting on the results, the data was summarized and analyzed for trends and causes. Barriers and influencing factors were identified and areas of excellence were documented. Areas of concern, proposed improvements to be implemented in the upcoming year, and a comparative analysis from previous survey results are included in the summary. Action plans for continuous quality improvement will be implemented in January 2021 and reviewed for progress in six months.

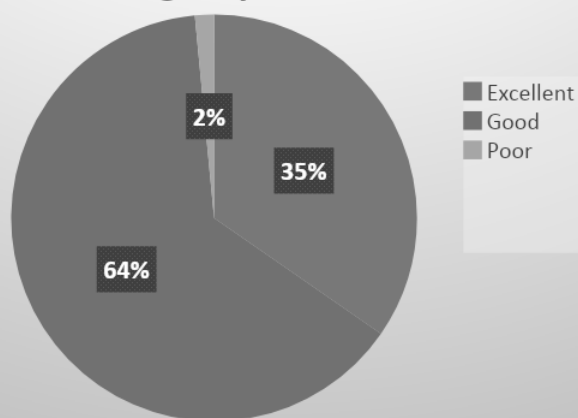
**What is the #1 reason you choose to continue your employment at RFYP?**



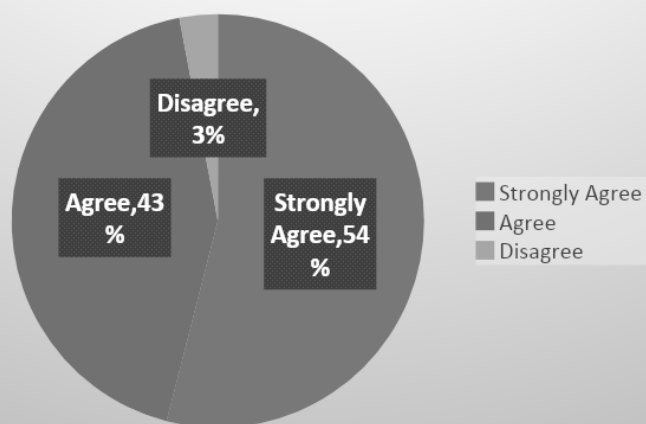
<b><u>Training and Supervision</u></b>	2019 Poor	2020 Disagree	2019 Good	2020 Agree	2019 Excellent	2020 Strongly Agree
I have a clear understanding of what is expected of me.	1%	5%	26%	41%	73%	54%
I feel I have sufficient training materials and support to perform my job well.	0%	5%	28%	41%	72%	54%
I am given adequate feedback to improve my performance.	4%	8%	25%	46%	71%	46%
My supervisor recognizes my accomplishments.	4%	22%	22%	35%	74%	43%

My supervisor values my talents and contributions.	4%	10%	25%	49%	71%	41%
I feel I have the flexibility I need to maintain a work/life balance.	6%	11%	30%	54%	64%	35%
My rate of pay for my work.	26%	30%	45%	35%	30%	35%

### 2020 Overall Agency Satisfaction

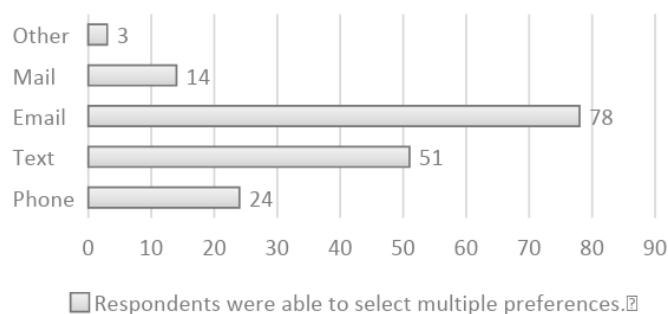


### Satisfied with Communication Regarding COVID-19 Response

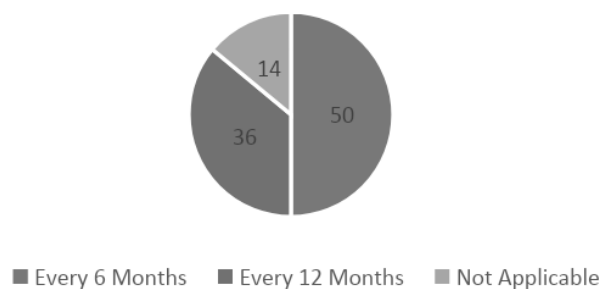


<b><u>Other Aspects of Your Experience</u></b>	2019 Poor	2020 Disagree	2019 Good	2020 Agree	2019 Excellent	2020 Strongly Agree
My team inspires me to do my best work.	7%	19%	33%	49%	60%	32%
There is fairness in employment opportunities.	12%	14%	35%	49%	54%	38%
My supervisor encourages and supports my personal and professional development.	3%	11%	23%	49%	74%	35%
I feel my ideas about improving services are valued.	10%	14%	42%	59%	48%	27%
Enough training and support are provided to me regarding the use of technology for my position.	7%	11%	45%	57%	48%	32%
How would you rate the organization overall?	3%	8%	42%	59%	55%	32%
I am satisfied with RFYP's use of technology.	New 2020	24%	New 2020	46%	New 2020	30%
I feel RFYP promotes a team work environment and a positive work culture.	New 2020	8%	New 2020	41%	New 2020	51%
I feel RFYP respects individuals and values their differences.	New 2020	11%	New 2020	49%	New 2020	41%
I am satisfied with the communication I am getting from RFYP about the agency's response to the COVID-19 pandemic.	New 2020	3%	New 2020	43%	New 2020	54%

### How would you like to receive information from RFYP?



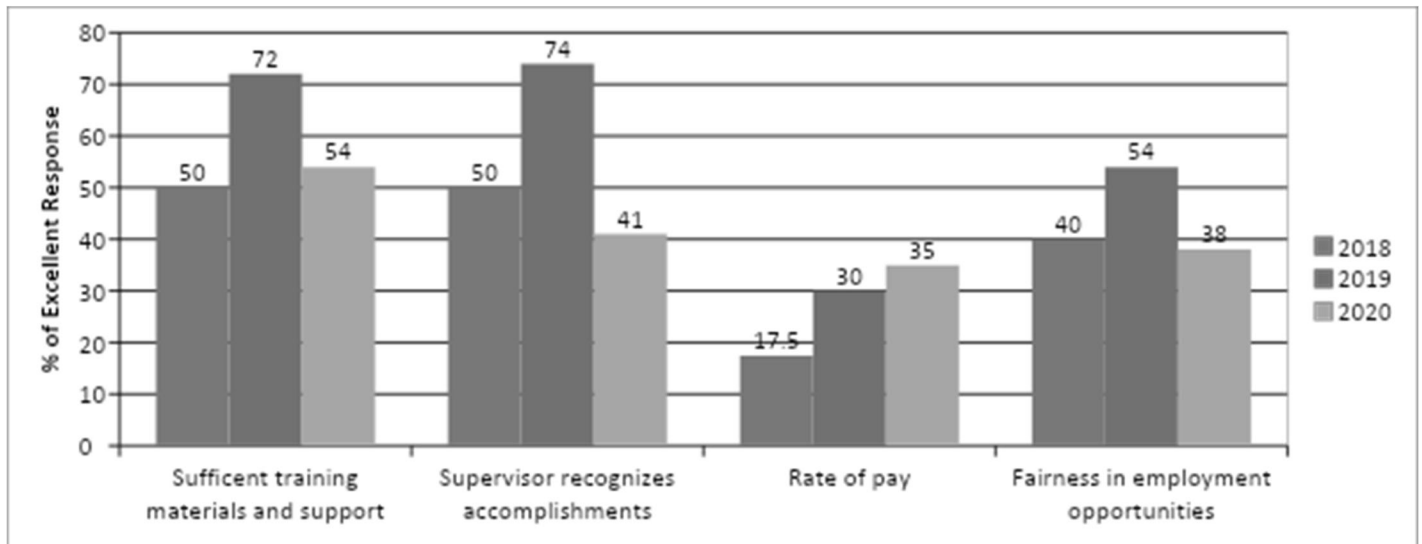
### How often would you like to receive information about RFYP's goals and accomplishments?



### What are the most important topics that you would like RFYP to share with you about the agency's goals and accomplishments?

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>○ COVID-19 status</li> <li>○ New homes opening</li> <li>○ Help to improve the community by helping people who are disabled</li> <li>○ Client goals achieved</li> <li>○ Parent and staff satisfaction</li> <li>○ To keep best employees in agencies, Reach needs to work on payment or salaries. RFYP at least needs to pay fair wages with other agencies.</li> <li>○ Provide more communication between employees</li> <li>○ Employee retention</li> </ul> | <ul style="list-style-type: none"> <li>○ Future plans for growth and staff welfare</li> <li>○ Anything</li> <li>○ Not sure</li> <li>○ Future planning</li> <li>○ Staff retention and continuity of care and staff supervision</li> <li>○ Involvement in the community, personnel changes, annual budget</li> <li>○ Reach policies toward staff disciplinary actions</li> <li>○ Employees concerns</li> </ul> |
|--|--|

## Comparative Analysis



**If you were the leader of this organization, what changes would you put into action to accomplish the goals of the organization?**

- More vetting for future employees
- I feel nothing needs to be changed at the moment
- Hiring stronger and reliable employees
- Not enough time or space to document
- Upgrade the scheduling system. Overlap direct care staff starting and ending shifts when possible to allow for a proper change over communication to happen.
- Too much hands-on work is required of the SCs in addition to communication and administrative work. Something is always sacrificed and without qualified well-paid facilitators at all locations, the SCs are left to do those jobs as well as their own.
- I would raise the pay for the house staff
- Consistent monthly schedule, stop having staff work at so many houses, and direct supervisors of houses who handle medical issues
- I would make the pay rate higher for direct care staff that work with clients with severe or extreme behaviors! I would make the overnight rate higher in behavior houses. I would give monetary awards to long-term staff for the great work they've done with the clients every few months just to say thanks! I would hold contests for the staff to win prizes, cash, or gift cards!
- Usage of technology
- Stronger support for direct care staff
- Motivate the employees with increasing the pay rate and bonuses, as well increase the supervision and support for employees
- Eliminate the paper timesheets and switch to time clocks, or a way in the computer for staff to time in and out. Increase the rate at which vacation/sick time accrues; increase the dollar amount of raises for office and direct care staff. It's so hard to make a living wage if you are not a Director. I believe that these are just a few things that would increase staff retention.
- I would ensure that raises went to the staff who deserve them and ensure we have enough functioning computers agency wide
- More cross-trained staff
- Staff wellness
- Check with direct staff more often to see if the members need anything to be more independent. Also, be more involved with direct staff and members to see what goals they're accomplishing rather than having an E-Doc screen. Have the supervisors remind the staff the importance of their work. When I worked for systems they would always try to inspire their staff. Just remind them why they're here.
- I would be more involved. I personally feel like everyone is not involved.
- Better placement of clients in houses
- The first thing I do I will increase the hire wage. Secondly, I will value experienced staff.
- Communication



### **Barriers and Influencing Factors**

RFYP has dedicated an extraordinary amount of time and attention over the past year to continuing operations while protecting the health and safety of members, staff, and stakeholders throughout the pandemic. COVID-19 has impacted the total survey responses (-12%) due to administration and staff focusing on members' health and safety and less attention on promoting the survey and gathering responses. Additionally, working throughout the pandemic may have taken an emotional toll on the employees which may have impacted their responses and willingness to participate in the survey.

### **What Did We Learn?**

Based on the data, RFYP will distribute a biannual report to stakeholder groups to provide updates on agency priorities, training, members, and recognition. In 2021, RFYP will add an option for Staff Engagement Survey respondents to identify if they are a RFYP member and employee or employee option for additional subgroup analyses. The pandemic also impacted the option of having face-to-face staff meetings which put a strain on communication and staff recognition. We also learned that the agency needs to add new strategies to advertise open positions within the agency. There are employment options available, however there is a low number of internal applicants and current staff report a decrease in fairness in employment opportunities.

### **What Are We Doing Well?**

The data shows a high satisfaction rate with RFYP's communication, commitment, and response to COVID-19. Overall satisfaction with the agency remains high (99%) even during the pandemic demonstrating the agency's commitment to continuity of operations while navigating operations throughout the pandemic. The data proves this with 97% of respondents satisfied with the communication regarding COVID-19 they are receiving. Survey respondents reported they feel the rate of pay was excellent increased by 5% in 2020, and 51% of respondents feel RFYP promotes teamwork and a positive work environment. An agency wide flu clinic for staff was offered in 2020. The clinic was hosted at the main office and this service was free to all staff.

### **Area of Concern**

1. Respondents report an 18% increase in dissatisfaction with their supervisor recognizing their accomplishments.
2. There was a decrease in the survey response rate.
3. Respondents report a 16% decrease in fairness in employment.

### **Proposed Improvements**

1. In 2021, face-to-face staff meetings will be reinstated. This will allow for staff to have more time in person with their supervisor. This will provide space for rapport building and reestablishing strong working relationships. Staff also love receiving the Visa gift cards as a way to recognize their efforts of going above and beyond.
  2. To increase the response rate for the 2021 satisfaction surveys, RFYP plans to add the links to the 2021 Satisfaction Surveys to the agency website as another avenue for staff, members, and other stakeholders to access the survey and share their feedback.
  3. Employment opportunities are available within the agency and RFYP encourages current staff to apply. In addition to including the newsletter with employees' paystubs, RFYP will start posting entire agency newsletter (which
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includes open positions) at the houses and include this information as needed in the weekly staff meetings. SCs will encourage their staff to read the newsletters.

The proposed improvements will be implemented in January 2021, or as deemed appropriate by the RFYP administration. Progress on the proposed improvements will be reviewed in June 2021.

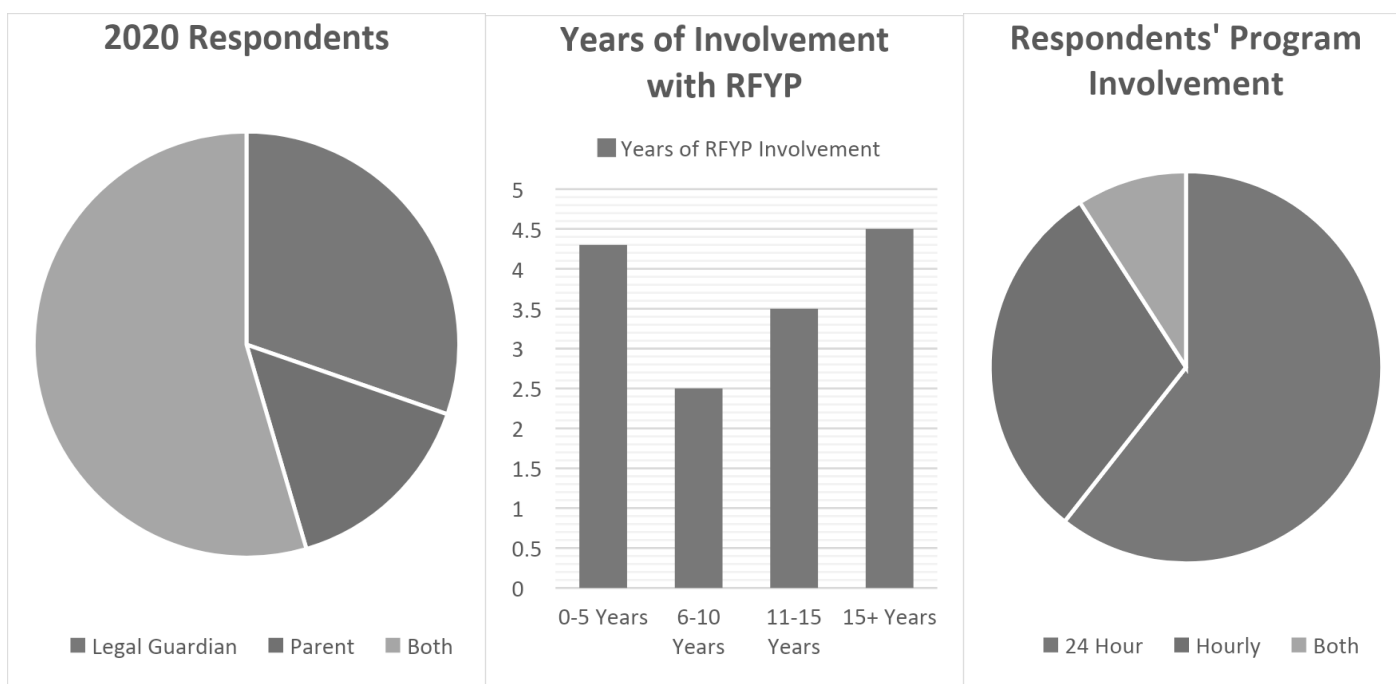
## 2020 Legal Guardian and Parent Satisfaction Survey Summary Report

Reach For Your Potential, Inc. (RFYP) conducted an annual survey in 2020 to measure the satisfaction level of legal guardians and parents with the agency's residential and day programming services. Respondents can participate electronically via Survey Monkey or a paper survey option. There were 113 surveys distributed via email to legal guardians and parents through Survey Monkey and 35 paper surveys were mailed to legal guardians and parents that RFYP does not have email addresses for. Out of 148 surveys distributed, 33 were returned (22%). The survey consisted of open-ended questions and yes/no questions which allows the participants to elaborate with comments.

The 2020 Satisfaction Survey questions were analyzed and revised for relevance and clarity in 2020. The responses were analyzed to ensure data was clean, accurate, and complete. Survey results were compiled and sample responses are included. After gathering and reflecting on the results, the data was summarized and analyzed for trends. Barriers and influencing factors were identified and areas of excellence were documented. Areas of concern, proposed improvements to be implemented in the upcoming year, and a comparative analysis from previous survey results are included in the summary. Action plans for continuous quality improvement will be implemented in January 2021 and reviewed for progress in six months.

## 2020 Legal Guardian and Parents' Favorite Things About RFYP





What has made you keep RFYP services?	What could be better about RFYP?
<ul style="list-style-type: none"> <li>○ 24-hour service</li> <li>○ A warm smile is the universal language of kindness</li> <li>○ Availability and philosophy</li> <li>○ Care of residents and activities provided</li> <li>○ Caring staff</li> <li>○ Case manager recommendation</li> <li>○ Chosen by my sister</li> <li>○ Good references</li> <li>○ Good recommendation</li> <li>○ Good reputation</li> <li>○ I knew of a person who worked closely with Ron at the time we were investigating services, and I liked his philosophy.</li> <li>○ It seemed like a smaller, newer service and maybe more individualized.</li> <li>○ Meetings with Ron and other parents</li> <li>○ Member was discharged from prior agency due to care concerns</li> <li>○ Money Follows The Person found RFYP for us</li> <li>○ Personal care</li> <li>○ Recommended by her school</li> <li>○ Ron is a wonderful contact. He is kind, understanding and listens.</li> </ul>	<ul style="list-style-type: none"> <li>○ Follow through with things like assisting client with cleaning and personal hygiene things they cannot do for themselves, like clipping nails</li> <li>○ More itemized information on the monthly financial reports</li> <li>○ Billing - confusing itemized statements</li> <li>○ Communication</li> <li>○ Be more assertive in areas to help client reach toward goals</li> <li>○ Not running late for pick up</li> <li>○ Grandson is continuing to gain weight and is now obese. I wish staff could help provide more nutritious food.</li> <li>○ I don't feel respected by the person in charge of our son's house. I often feel she answers off the top of her head rather than looking into concerns.</li> <li>○ Community integration</li> <li>○ Communication – pass information on to the next person on duty</li> <li>○ Staff consistently showing up or calling ahead</li> <li>○ Staff training for individual houses/consumers</li> <li>○ One hourly staff stopped coming months ago with no explanation from anyone</li> </ul>

<ul style="list-style-type: none"> <li>○ Referred by a social worker from another county</li> <li>○ Ron Schieffer</li> <li>○ Services chosen by our parents</li> <li>○ The mission of the agency and their views about services for people with disabilities</li> <li>○ They had an opening when we needed one</li> <li>○ Went through Sigourney offices and was hooked up to you right away. You came to my house and I liked you right away as did my daughter.</li> <li>○ We wanted to move from a different service group</li> </ul>	<ul style="list-style-type: none"> <li>○ Continuing to find the best staff possible</li> <li>○ Transportation by staff</li> <li>○ A more advance telling of spend downs would be helpful. Otherwise, you're great.</li> </ul>
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\*Question about RFYP's communication revised

### Do you feel services are individualized to fit each person's needs?

<b>Yes</b>	97%	<b>No</b>	3%
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#### Comparison within groups: Yes Responses

Legal Guardian and Parent	94% Yes Response
Legal Guardian Only	100% Yes Response
Parent Only	100% Yes Response

### Do you feel services are delivered appropriately and effectively?

<b>Yes</b>	97%	<b>No</b>	3%
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#### Comparison within groups: Yes Responses

Legal Guardian and Parent	94% Yes Response
Legal Guardian Only	100% Yes Response
Parent Only	100% Yes Response

**Do you feel involved in RFYP services and planning?**

<b>Yes</b>	97%	<b>No</b>	3%
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*Comparison within groups: Yes Responses*

Legal Guardian and Parent	94% Yes Response
Legal Guardian Only	100% Yes Response
Parent Only	100% Yes Response

**Are you aware of the individual's rights?**

<b>Yes</b>	100%	<b>No</b>	0%
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*Comparison within groups: Yes Responses*

Legal Guardian and Parent	100% Yes Response
Legal Guardian Only	100% Yes Response
Parent Only	100% Yes Response

**Do you feel you receive information in a timely manner?**

<b>Yes</b>	88%	<b>No</b>	12%
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*Comparison within groups: Yes Responses*

Legal Guardian and Parent	88% Yes Response
Legal Guardian Only	100% Yes Response
Parent Only	100% Yes Response

**Do you feel the residential environments are individualized to fit your member's needs?**

<b>Yes</b>	88%	<b>No</b>	12%
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*Comparison within groups: Yes Responses*

Legal Guardian and Parent	88% Yes Response
Legal Guardian Only	100% Yes Response
Parent Only	100% Yes Response

**Do you feel RFYP respects individuals and values each member's differences?**

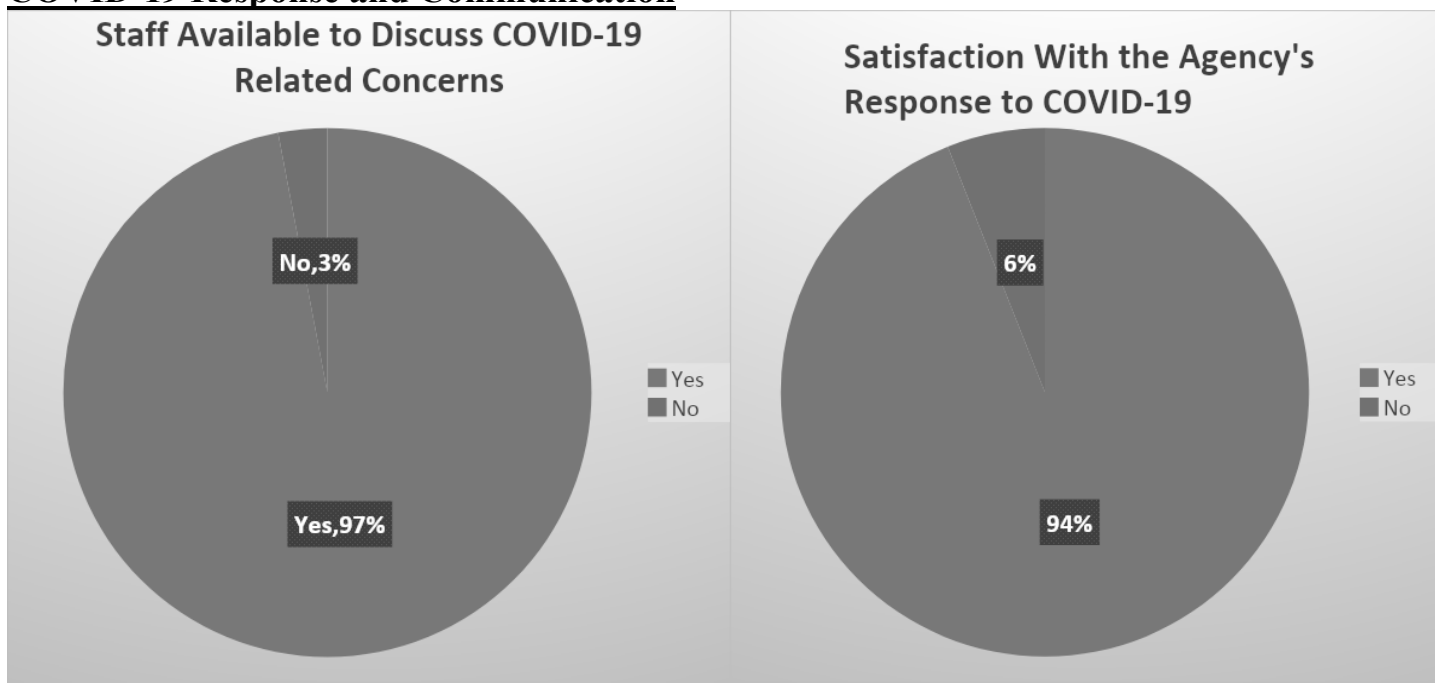
<b>Yes</b>	97%	<b>No</b>	3%
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*Comparison within groups: Yes Responses*

Legal Guardian and Parent	97% Yes Response
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Legal Guardian Only	100% Yes Response
Parent Only	100% Yes Response

### **COVID-19 Response and Communication**



### **Agency Use of Technology**

Rate your level of satisfaction with RFYP's use of technology.

2019	2020	Comparison
Poor: 3%	Poor: 0%	-3%
Good: 62%	Good: 45%	-17%
Excellent: 35%	Excellent: 55%	+20%

### **Medical and Health Care (Med Team) Support**

Do you feel medical and health care supports (Med Team) are responsive to the needs of your member?

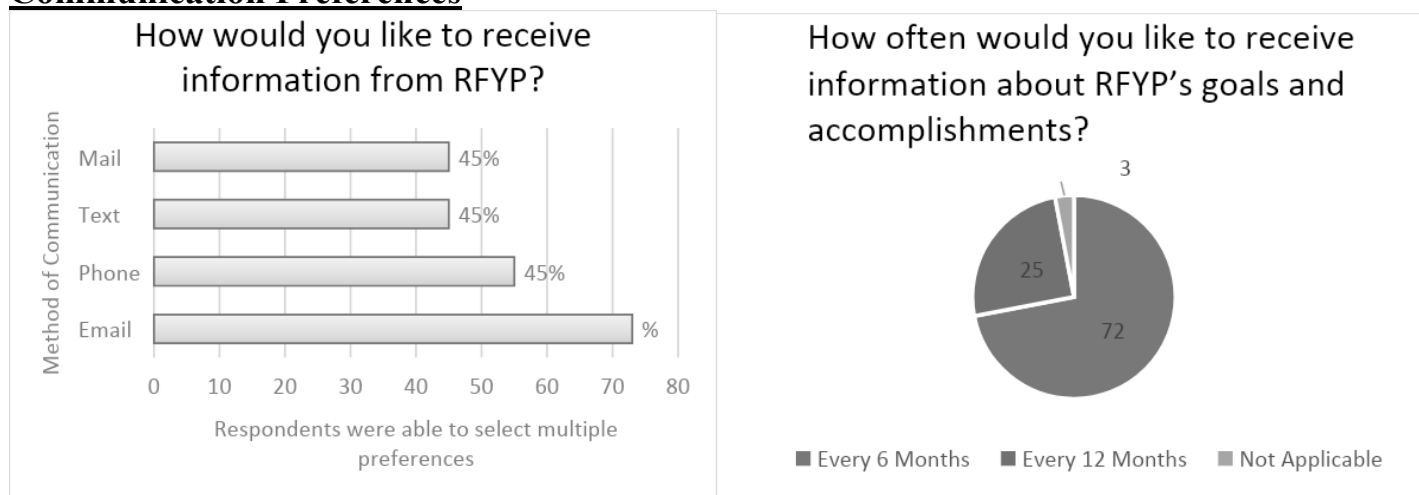
<b>Yes</b>	85%	<b>No</b>	0%	<b>Not Applicable</b>	15%
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### **Financial (Payee) Support**

Do you feel you receive accurate and timely financial information regarding your member's finances (payee services)?

<b>Yes</b>	70%	<b>No</b>	13%	<b>Not Applicable</b>	18%
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## Communication Preferences



### What are the most important topics that you would like RFYP to share with you about the agency's goals and accomplishments?

- |  |  |   |
|--|--|---|
| <ul style="list-style-type: none"> <li>○ Extra activities</li> <li>○ Plan for dealing with financial challenges and staffing issues</li> <li>○ After COVID: Day Hab, community activities, support staff</li> <li>○ Residential Care</li> <li>○ I don't even know what your goals are</li> <li>○ I feel you do share important topics</li> </ul> | <ul style="list-style-type: none"> <li>○ Mostly concerned about his health and behavior issues</li> <li>○ Who is in charge, things they have done well, and plans for improvements</li> <li>○ Personnel changes, plans, schedules</li> <li>○ Healthcare; staffing</li> </ul> | <ul style="list-style-type: none"> <li>○ The goals of the residents</li> <li>○ Client's health and safety during pandemic</li> <li>○ Available recreational opportunities</li> <li>○ Community integration</li> <li>○ Changes in programming</li> <li>○ Responses to the coronavirus</li> </ul> |
|--|--|---|

## Overall Satisfaction with RFYP Programs

2019		2019		2020		2020	
<i>Day Habilitation</i>		<i>Residential Services</i>		<i>Day Habilitation</i>		<i>Residential Services</i>	
Satisfied	62%	Satisfied	82%	Very Satisfied	33%	Very Satisfied	61%
Unsatisfied	6%	Unsatisfied	9%	Satisfied	12%	Satisfied	30%
Not applicable	32%	Not Applicable	0%	Unsatisfied	0%	Unsatisfied	3%
				Not Applicable	55%	Not Applicable	6%

*Comparison within groups: 2020 Very Satisfied Responses for Residential Programs (24 hour/Hourly)*

Legal Guardian and Parent	56% Very Satisfied Response
Legal Guardian Only	78% Very Satisfied Response
Parent Only	60% Very Satisfied Response

*Comparison within groups: 2020 Very Satisfied Responses for Day Program*

Legal Guardian and Parent	28% Very Satisfied Response (56% N/A)
Legal Guardian Only	30% Very Satisfied Response (70% N/A)
Parent Only	60% Very Satisfied Response (20% N/A)

### **Barriers and Influencing Factors**

COVID-19 was the biggest influencing factor of 2020. RFYP has dedicated an extraordinary amount of time and attention over the past year to continuing high-quality operations while protecting the health and safety of members, staff, and stakeholders throughout the pandemic. COVID-19 may have impacted the total survey responses (-8%) due to administration and staff focusing an extraordinary amount of attention on protecting members' health and safety and less attention on promoting the survey and gathering responses. In addition, parents and guardians may have prioritized additional health and safety factors over completing the 2020 satisfaction surveys.

### **What Did We Learn?**

RFYP learned what type of information parents and guardians would like to receive, how often, and the method they prefer to receive the information. Based on the data, RFYP will distribute a biannual report to all stakeholder groups to provide updates on but not limited to activities, community outings, celebrations, agency priorities, training, members, and recognition. RFYP improved comparative analyses in the 2020 summaries to compare within groups and added new questions to gain a deeper insight into the level of satisfaction of legal guardians and parents.

### **What Are We Doing Well?**

The data proves that RFYP is putting all efforts into COVID-19 precautions with 97% of respondents feeling RFYP is available to discuss concerns related to COVID-19. The data shows a high satisfaction rate with RFYP's communication, commitment, and response to COVID-19 (94%). Overall satisfaction with the agency remains high even during the pandemic demonstrating the agency's commitment to continuity of operations while navigating new and constantly changing operating procedures throughout the pandemic. The data confirmed that 97% of respondents reporting RFYP respects and values members' individual differences. In addition, 85% of parents and guardians feel that the RFYP Medical Team is responsive to the needs of the members, and 97% of parents and guardians feel they are involved in the services and planning for the member.

### **Area of Concern**

1. Low survey response rate
2. 12% of respondents who are in the role of parent and guardians feel the residential environments are not individualized to fit the member's needs
3. 13% of respondents feel they do not receive financial information in a timely manner
4. Respondents feel that they need more itemized information on the monthly financial report

### **Proposed Improvements**

1. To increase the response rate for the 2021 satisfaction surveys, RFYP plans to add the links to the 2021 Satisfaction Surveys to the agency website as another avenue for staff, members, and other stakeholders to access the survey and share their feedback.



2. RFYP plans to increase opportunities for open communication with parents and guardians to receive input on meeting individualized needs by starting face-to-face quarterly and review meetings to review Individualized Service Plans in 2021. During the pandemic in 2020, RFYP put face-to-face quarterly and six month review meetings on hold due to COVID-19 to protect the health and safety of members, staff, and other stakeholders. Effective 2021, quarterly and six-month ISP review meetings with the interdisciplinary team will begin again face-to-face. RFYP will be putting forth great efforts to rebuild positive rapport and provide dedicated space for updates, communication, and transparency regarding the members' strengths, concerns, service coordination and evolving needs.
3. The current mailing deadline for the monthly financial report is the end of the subsequent month that is being reconciled and reviewed. While that deadline is being met the majority of the time, RFYP will begin to mail the monthly financial reports by the 25<sup>th</sup> of the following month. This solution will ensure that the documents are received within 30 days of the month that is being reconciled.
4. RFYP strives to provide as much detail in the members' monthly financial report as possible. The questions that the RFYP Member Financial Department receive the most are related to the purchases that are categorized as Recreation in the members' reports. To resolve the problem of respondents needing more detailed information, the Member Financial Department will add three new subaccounts to the Recreation account: Spending, Camps/Trips Cost, and Other Activities. Along with these three new accounts, the Member Financial Department will also ensure that all purchases that are allocated to those accounts have a brief description in the memo line of the report.

The proposed improvements will be implemented in January 2021, or as deemed appropriate by the RFYP administration. Progress on the proposed improvements will be reviewed in June 2021.

## **Performance Outcomes Summaries**

### **2020 Annual Performance Outcomes Summary: Day Habilitation**

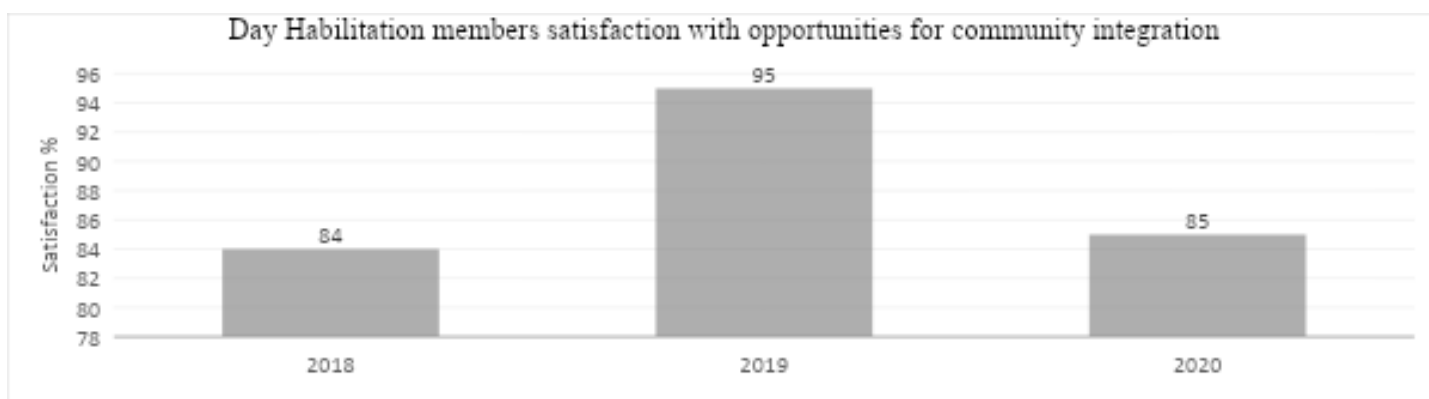
RFYP is committed to performance improvement through proactive and ongoing review, analysis, reflection, and transparency on goals and objectives for both service delivery and business functions. The results of the performance analysis for the Day Habilitation program are used to identify and implement data-driven actions to improve the quality of programs and services and to inform decision making. Performance information that is accurate and understandable to the target audience is shared with persons served, personnel, and other stakeholders in accordance with their interests and needs. The objectives and action plans for improvement are reviewed biannually to ensure progress is being made, relevance, and to make changes as necessary.

#### ***Domain 1: Results Achieved for Persons Served***

##### **Objective # 1: RFYP provides choices for community integration**

- *Annual Performance Target | 85% Satisfaction with the choices available for community integration*
- *2020 Performance Outcome | 85% Satisfaction with the choices available for community integration*

##### **Comparative Analysis 2018-2020**



**The performance target for this objective was met.** This data was collected via the 2020 Day Program Member Satisfaction Survey which is completed annually. RFYP puts forth great efforts to plan opportunities for members to choose from to be involved within their community, as well as arranging for staffing and transportation to and from events. The Day Program Facilitator, Service Coordinator, and/or direct care staff ask members what they would like to do for the upcoming month's outings and activities. Member input is received, recorded, and then outings are planned using this information.

**Trends:** Over the past year and prior, there was a trend for RFYP Day Habilitation members frequently requesting to participate in community outings to restaurants, shopping events at Costco and Walmart, trips to the movie theater, and picnics at local parks. There is a trend that involves members wanting to participate in outings that involve food, such as eating out for lunch, grilling, snacks at the movie theater, or even visiting the Deli Mart for snacks and a soda.

**Causes:** RFYP Day Habilitation members enjoy being active participants within their community. Like all community members, they like to socialize with each other and meet new people. They like the event to feel festive, and they enjoy a special treat during the outing. They feel empowered to have choices of where to visit and what snack to choose. RFYP staff do encourage members to make healthy food and beverage choices.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, the Day Habilitation program was suspended on March 18, 2020. The satisfaction survey was distributed in November 2020. This eight month gap in time since the members received Day Habilitation services may have influenced and/or impacted the members' responses. Members of various levels of functioning levels completed the surveys on their own and others received assistance from trained RFYP staff.

When the Day Habilitation program was open in January and February 2020, the weather was an unpredictable factor with the planned community outings. In addition, the members' behavior and/or emotional status before or during an outing may impact the duration of the outings.

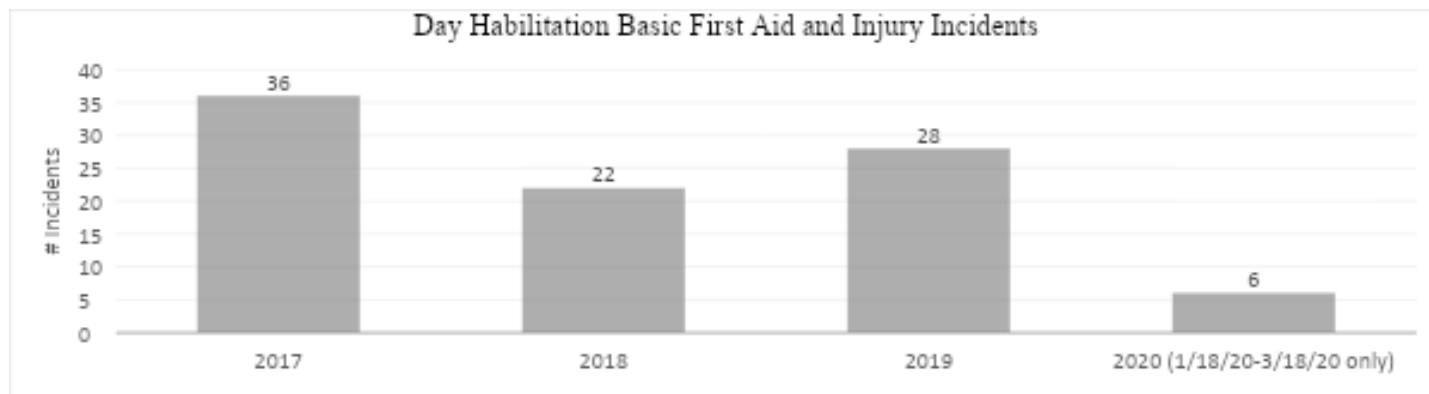
## **Objective #2: RFYP maintains a physically safe day habilitation environment resulting in low injuries (New Objective 2020)**

- *Annual Performance Target | Maximum of 28 incidents total requiring basic first aid and incidents resulting in injury*
- **2020 Performance Outcome | 6 incidents total requiring basic first aid and incidents resulting in injury (January 1, 2020 - March 18, 2020 incident report data only)**

**RFYP met the performance target for this objective.** Incident report data is tracked using the incident report tracking spreadsheet which is maintained by the Program Director Assistant. Incident reports are summarized biannually. Incident reports are completed by direct care staff and reviewed by Service Coordinators, Program Directors, and Medical Team (if necessary). Disciplinary action and retraining of staff may be required depending on the incident. RFYP takes a proactive

approach with offering a comprehensive training schedule so staff are informed and educated on how to protect the health and safety of the members and prevent incidents.

**Comparative Analysis 2017-2020:** This is a new objective in 2020. Data from previous years' incident report tracking was used for a comparative analysis.



**Trends:** There was a trend with minor incidents requiring basic first aid. This includes members receiving an ice pack and cleaning of the injured area. There is also a trend with a specific member reaching out and physically touching other members in close proximity. This member has a Behavioral Intervention Plan which outlines the protocols to prevent such incidents from frequently happening. There is also a trend with a specific member injuring himself during crafts due to being distracted. Overall total incidents decreased by 77, however the Day Habilitation was only open between January 1, 2020-March 18, 2020. Over those two and a half months, the incidents documents are basic first aid (5) and injury to others (1).

**Causes:** Environmental conditions contribute to the causes of minor incident reports. Factors include proximity of members in a stimulating environment and more time indoors due to winter conditions. The specific cause of each incident is documented on each incident report. Information included on the incident report include date, time, description of the event, all who were present, the intervention, indication if an injury occurred or medications were involved, date and time a supervisor was notified and the immediate resolution. The supervisor, Program Director, and medical team (as appropriate) reviews every incident report to address the cause of the specific incident and put a strategy into place to prevent reoccurrence.

**Impact of Extenuating Factors:** COVID-19 precautions and protecting the health and safety of the members and staff, the Day Habilitation program was suspended in March 18, 2020. The incident report data for the Day Habilitation program represents documented incident reports submitted on January 1, 2020 through March 18, 2020, therefore the data does not represent a complete year. The data in this summary represents incident reports documenting incidents that resulted in basic first aid and injuries for January and February only. Winter weather is also an extenuating factor that results in more time indoors and less time in the community during the winter months. This means that all members are together in the Day Habilitation space rather than distributing their time between indoor and outdoor activities.

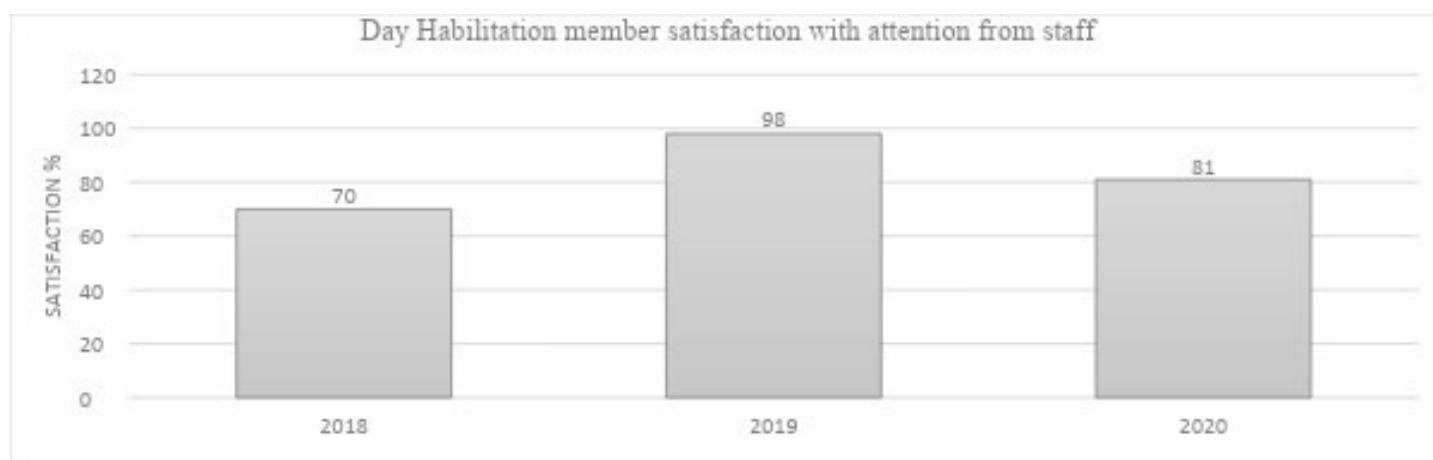
## Domain 2: Experience of Services Received and Other Feedback from Persons Served

**Objective #1 - Members are satisfied with the level of attention they receive from their Day Habilitation staff**

- *Annual Performance Target | 85% Day Habilitation Member Satisfaction reported on the Day Programs Satisfaction Survey*
- *2020 Performance Outcome | 81% Day Habilitation Member Satisfaction reported on the Day Program Satisfaction Survey*

**RFYP did not meet the performance target for this objective.** This data was collected via the 2020 Day Program Member Satisfaction Survey. RFYP provides training to all staff regarding person-centered services and individualized supports at hire, annually, and ongoing as needed. It is the expectation that staff are supporting the unique needs of the members and providing the attention that is desired. It is a high priority of RFYP that members feel their physical, social, and emotional needs are prioritized and attended to.

### Comparative Analysis 2018-2020



**Trends:** RFYP Day Habilitation members value one-on-one time and attention from the staff. Although staff do their best to provide this attention to each member, they need to be mindful of ensuring care for all of the members. Members show a trend in wanting one-on-one time during activities including crafts, games, and social interaction. There is a trend that members desire outings with one-on-one staffing or in a very small group.

**Causes:** Day Habilitation staff turnover and attendance at the Day Habilitation impacts daily staffing ratios of staff to members which impacts the attention to members. Typically, the goal is to keep the ratio to one staff to five members (1:5), however this needs to be adjusted when there is turnover or if staff are not present for a shift. Safeguards are in place such as SCL staff that are also trained to be substitute staff at the Day Habilitation.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, the Day Habilitation program was suspended on March 18, 2020. The satisfaction survey was distributed in November 2020. This eight month gap in time since the members received Day Habilitation services may have influenced and/or impacted the members' responses. Members of various levels of functioning completed the surveys on their own and others received assistance from trained RFYP staff.

**Action Plan for Improvement:** When RFYP Day Habilitation services reopen, the program will start with a small group of approximately 15 members and three staff, rather than the full enrollment of 55 members. Staff will also participate in annual trainings and member specific training prior to the Day Habilitation reopening. Training topics will include but will not be limited to person-centered services, positive behavior interventions, building trust and rapport, and safety protocols.

### Outcome #2 - Members feel their ideas are valued and respected (New Objective 2020)

- *Annual Performance Target | 85% of members in the Day Habilitation program feel their ideas are valued and respected*

- 2020 Performance Outcome | 89% of members in the Day Habilitation program feel their ideas are valued and respected

**RFYP met the performance target for this objective.** This data was collected via the 2020 Day Program Member Satisfaction Survey. RFYP respects and values the input, ideas, and satisfaction of the members. RFYP ensures that each member has the same opportunities to participate in aspects of life to the best of their abilities and desires. RFYP seeks the members' input for all aspects of the program including but not limited to the daily activities, community outings, daily schedules, and individualized services. It is a high-priority to RFYP that members feel their input is heard and drive the decisions regarding their services

**Comparative Analysis:** This is a new objective and new question in the annual member satisfaction survey for 2020. A comparative analysis will be available in 2021.

**Trends:** The members of the RFYP Day Habilitation enjoy talking with the staff about their personal lives, their work schedules, family visits, and what activities are happening at their homes. Members of the RFYP Day Habilitation share their input regarding community outings, in-house activities, holiday and birthday parties, and the overall environment. RFYP strives to have the RFYP Day Habilitation reflect the members' input and desires and offer choices of activities and outings.

**Causes:** Members want to express choice and feel empowered to make their own decisions. RFYP respects that desire and it is embedded in the foundation of the program design. RFYP staff are intentional about providing an environment that is built upon respect, inclusivity, and trust. Training on providing person-centered services and member specific needs takes place at hire, annually, and informally during weekly staff meetings. RFYP Day Habilitation direct care staff work with small groups of members. Each day, staff are scheduled to attend to a group of five members, depending on the types of care that are required per member.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, the Day Habilitation program was suspended on March 18, 2020. The satisfaction survey was distributed in November 2020. This eight month gap in time since the members received Day Habilitation services may have influenced and/or impacted the members' responses. Members of various levels of functioning completed the surveys on their own and others received assistance from trained RFYP staff.

### **Outcome #3 – Day Habilitation members are satisfied with the individual supports received from the medical team (New Objective 2020)**

- *Annual Performance Target | 85% of Day Habilitation Members are satisfied with the individual supports received from the medical team*
- 2020 Performance Outcome | 78% of Day Habilitation Members are satisfied with the individual supports received from the medical team

**RFYP did not meet the performance target for this objective.** This data was collected via the 2020 Day Program Member Satisfaction Survey. RFYP provides training to all medical team staff regarding person-centered services and individualized supports. It is the expectation that all of the medical team staff are supporting the needs of the members and providing the attention that is desired. It is a high priority of RFYP that members feel their medical needs and wellbeing are prioritized and attended to.

**Comparative Analysis:** This is a new objective and new question in the annual member satisfaction survey for 2020. A comparative analysis will be available in 2021.

**Trends:** Members want access to the medical team to discuss current health status, updates about life, upcoming appointments, and confirm feelings of physical and emotional symptoms. Members of the RFYP Day Habilitation value the attention and care provided by the medical team. Typically, the medical team can visit the Day Habilitation members

frequently to build positive relationships and check-in on any health-related concerns. This pattern provides an avenue for building trust and rapport.

**Causes:** In 2020, the members of the Day Habilitation had a drastic change in their day schedules and environments. This change in schedule and environment may be the cause of the drop in satisfaction. Most of their daily schedules were changed due to safety precautions as a response to COVID-19. This has been a major adjustment for members and staff. The medical team and all RFYP staff had to practice new protocols for appointments and visiting with the members to protect their health and safety due to COVID-19

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, the Day Habilitation program was suspended on March 18, 2020. The satisfaction survey was distributed in November 2020. This eight month gap in time since the members received Day Habilitation services may have influenced and/or impacted the members' responses. Members of various levels of functioning completed the surveys on their own and others received assistance from trained RFYP staff. In addition, while the Day Habilitation was active and open, the medical team and nurse were busy with medical tasks and appointments. Although they do their best to engage in conversation and activities with the members, they sometimes are not able to do so. This results in frustration for the members at times.

**Action Plan for Improvement:** RFYP offers team-based healthcare coordination at the Day Habilitation. When Day Habilitation programming resumes, a member of the RFYP medical team will spend time visiting the program consistently and rebuild rapport with the members. Consistent engagement with the members in attendance will help rebuild rapport and an environment of understanding and trust. The RFYP medical team will reintroduce themselves, ask questions, have conversations, get the members' perspectives on things, find out who they are, what they like, and what their hobbies or interests are. A personal connection with the RFYP medical team allows the members to build confidence with knowing they will receive the attention necessary and individualized medical support. Positive rapport and strong relationships with the medical team can improve quality of care and health care outcomes and lead to a relationship that enhances member satisfaction. RFYP feels that when people feel they are listened to and understood with full attention, they feel relaxed and comfortable.

### ***Domain 3: Experience of Services Received and Other Feedback from Other Stakeholders***

#### **Objective #1 - Day Program services are meeting the expectation of other stakeholders (New Objective 2020)**

- *Annual Performance Target | 85% of stakeholders report the day program services are meeting their expectations*
- *2020 Performance Outcome | 100% of stakeholders report the day program services are meeting their expectations by selecting satisfied or very satisfied.*

**RFYP met the performance target for this objective.** This data was collected via the annual Other Stakeholders Satisfaction Survey. RFYP strives for overall program satisfaction of stakeholders to ensure the program is meeting and exceeding their expectations. Effective interdisciplinary disciplinary teams convey many benefits to both the members and team members including health outcomes, enhanced satisfaction, and efficient use of resources.

**Comparative Analysis:** This is a new objective and new question on the other stakeholder survey for 2020. A comparative analysis will be available in 2021.

**Trends:** There is a pattern of expectations that other stakeholders have for RFYP services including but not limited to:

- Increased efforts to train staff on individualized care and supports
- Physical and emotional safety
- High-level of supervision

- Frequent community outings
- Person-centered services
- Engaged activities and crafts for home
- Friendly staff
- Socialization with friends and opportunities to meet new people

**Causes:** The cause of the high level of satisfaction is that RFYP values the advocacy supports and input of all of the interdisciplinary team (IDT) members (including other stakeholders). RFYP believes many voices are needed for consistent performance improvement and high quality services for the members. RFYP welcomes the feedback and works to meet all stakeholders' expectations and provide an environment that the members can thrive in. The IDT's feedback provides RFYP the input to remain responsive to the dynamic needs of the members and engage in consistent and ongoing performance improvement.

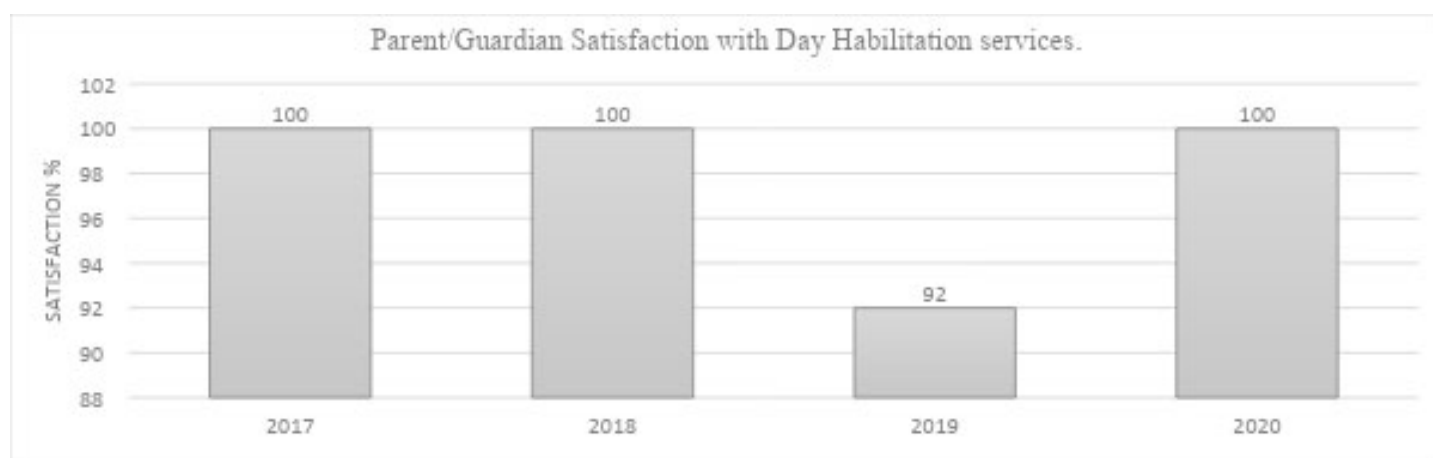
**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, the Day Habilitation program was suspended on March 18, 2020. The satisfaction survey was distributed in November 2020. This eight month gap may have influenced the respondents' input.

## **Objective #2: Day Program services are meeting the expectation of Legal Guardians/Parents (New Objective 2020)**

- *Annual Performance Target | 85% of parents and legal guardians report day program services are meeting their expectations*
- *2020 Performance Outcome | 100% of parents and legal guardians report day program services are meeting their expectations*

**RFYP met the performance target for this objective.** This data was collected via the annual Parent/Legal Guardian Satisfaction Survey. RFYP strives for overall program satisfaction to ensure RFYP is prioritizing expectations of parents and legal guardians. Effective interdisciplinary disciplinary teams convey many benefits to both the members and interdisciplinary team members including health outcomes, enhanced satisfaction, and efficient use of resources.

### **Comparative Analysis 2017-2020:**



**Trends:** There is a pattern regarding expectations that other stakeholders have for RFYP services including but not limited to:

- RFYP will provide an engaging environment
- Staff ensures the members' health and safety at all times

- They expect that their input will be valued and reflected in the programming (as appropriate)
- Services, homes, and the day program are person-centered, individualized, and the staff know the members likes and dislikes
- Community engagement options with activity fees paid for by RFYP

**Causes:** The cause of the high-level of satisfaction is due to RFYP implementing policies for communication and transparency. Parents and guardians value RFYP's Open Door Policy, transparent communication, access to the medical team, comprehensive service coordination, and overall proactive and responsive culture of RFYP. RFYP strives to provide services in the family-like environment that reflects the members' strengths and provides individualized attention. Guardians are encouraged to bring their concerns to the attention of the administration directly, if needed, for immediate resolution.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, the Day Habilitation program was suspended on March 18, 2020. The satisfaction survey was distributed in November 2020. This eight month gap in time since parents and guardians interacted with Day Habilitation services may have influenced and/or impacted their responses.

### **Objective #3: Other stakeholders feel RFYP is receptive to their requests/suggestions/inquiries (New Objective 2020)**

- *Annual Performance Target | 85% of other stakeholders report they feel RFYP is receptive to their requests/suggestions/inquiries.*
- *2020 Performance Outcome | 100% of other stakeholders report they feel RFYP is receptive to their requests/suggestions/inquiries.*

**RFYP met the performance target for this objective.** This data was collected via the Other Stakeholder Satisfaction Survey which is distributed annually. It is important to RFYP that other providers and stakeholders feel that RFYP is open to their input and is always looking for ways to improve. Effective interdisciplinary disciplinary teams convey many benefits to both the members and team members including health outcomes, enhanced satisfaction, and efficient use of resources.

**Comparative Analysis:** This is a new objective and new question in the annual Other Stakeholder satisfaction survey for 2020. A comparative analysis will be available in 2021.

**Trends:** The trend regarding input received by RFYP from other stakeholders includes but not limited to:

- Ideas for engaging and individualized environments
- Member specific information sharing to ensure protocols are implemented
- Community outing suggestions
- Coordination of other providers' schedules to make the daily schedule seamless and easy on the member

**Causes:** The cause of the high-level of satisfaction is due to RFYP implementing policies for communication and transparency. Other stakeholders appreciate the Open Door Policy, transparent communication, access to the medical team, and comprehensive service coordination. RFYP strives to provide services in the family-like environment which provides individualized attention. Other stakeholders are encouraged to bring their concerns to the attention of the administration directly, if needed, for immediate attention.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, the Day Habilitation program was suspended on March 18, 2020. The satisfaction survey was distributed in November 2020. This eight month gap in time since other stakeholders interacted with Day Habilitation services may have influenced and/or impacted their responses.



## Domain 4: Resources Used To Achieve Results for the Persons Served

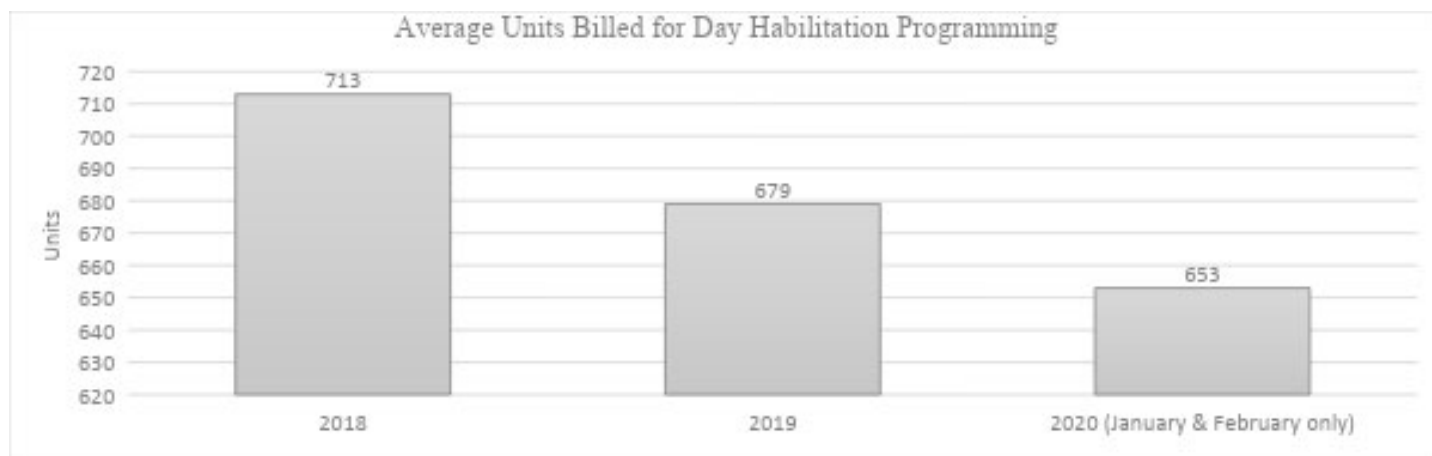
### Objective #1 – The Day Habilitation billing units are monitored monthly to maintain fiscal health

- *Annual Performance Target* | 675 units billed per month on average
- *2019 Performance Outcome* | 653 units billed per month on average (January and February only)

**RFYP did not meet the performance target for this objective.** This data is collected and maintained by the Financial Department. The enrollment of Day Program members and their units are monitored closely by the Financial Director and Executive Director to promote fiscal health and ensure financial stability. This data was collected from the billing census worksheets for January 1, 2021 through March 18, 2021. The suspension of the day program impacted billing units. RFYP was not able to bill for Day Habilitation services due to the Day Habilitation programming suspension.

The member enrollment and billing census worksheets are analyzed by the Financial Director and reported to the Executive Director on a monthly basis. If there are key changes to the number of billable units, the results are reported to the Board of Directors to notify of any major budget modifications.

### Comparative Analysis 2018-2020



**Trends:** RFYP Day Habilitation members' schedules can change rapidly, without notice at times. Slight changes in the daily schedules of the members influence how many units may be billed. The data used to calculate the units billed per month was not a full year, therefore trends are difficult to determine. The month of February 2020 has one of the fewest business days of the entire year, therefore it is not an accurate picture of the average of all 12 months of the year.

**Causes:** The collected data is not a full year of information; therefore, the data is not comparable to 2019.

**Impact of Extenuating Factors:** RFYP had to quickly pivot select business functions and billing procedures in response to programming and staffing changes due to COVID-19. The Day Habilitation program was suspended on March 18, 2020. Day Habilitation staff were temporarily reassigned to work at the RFYP residential locations. This turn of events required RFYP to change the type of billing and programs. In the month of January, New Year's Day was in the middle of the work week, and as a result the normal number of members did not attend the Day Habilitation for any day during that week. The month of February 2020 has one of the fewest business days of the entire year, therefore this is a month with low units billed.

**Action Plan for Improvement:** The average number of billed monthly units is not comparable due to the data collected being for only two months of the year. The Day Habilitation program closed in the middle of March 2020. The target number

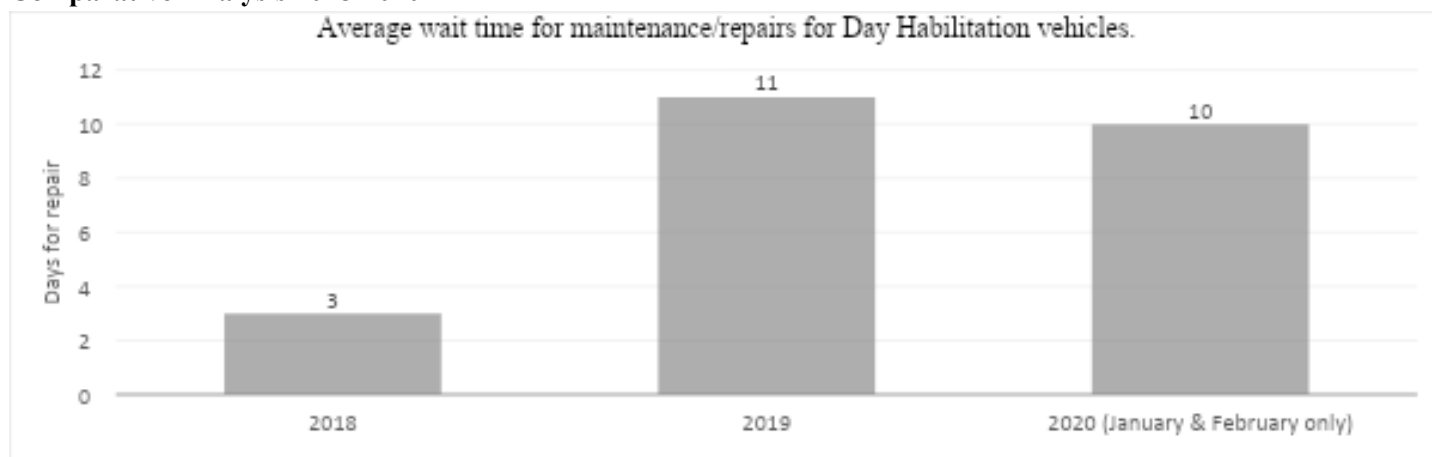
of units was reevaluated for 2021 calendar year. Due to the pandemic, the Day Habilitation will reopen in 2021, but at a reduced schedule to accommodate social distancing guidelines. The new target number of units for 2021 will be 200 units per month.

### ***Domain 5: Service Access Measures***

#### **Outcome #1 - Wait time on Day Habilitation vehicle maintenance requests completion**

- *Annual Performance Target | 10 days or less wait time from received date to completion date for Day Habilitation vehicle maintenance requests*
- *2020 Performance Outcome | 10 days average wait time from received date to completion date for vehicle maintenance requests*

#### **Comparative Analysis 2018-2020**



**RFYP met the performance outcome for this objective.** This data was collected from the work order log spreadsheet that is maintained and monitored by the Program Director who supervises the maintenance staff. Due to COVID-19 precautions and protecting the health and safety of the members and staff, the Day Habilitation program was suspended in March 2020. This data represents vehicle maintenance requests received from January 1, 2021 through February 28, 2021 (not a full year of data).

Work orders are completed by staff to alert the maintenance department regarding vehicle repairs or anything on the property that needs attention. The work orders are entered into the work order log/spreadsheet. The work order log becomes an ongoing list of tasks for the maintenance department. The work order received date, completion date, costs, and any special notes about the repairs are also tracked on this spreadsheet. There are typically four vehicles dedicated for the day program between 8am-5pm Monday through Friday. RFYP believes access to safe and accessible transportation is necessary to support the members with accessing community integration opportunities. When a vehicle needs repairs or is not able to be used due to repair or damage issues, it negatively impacts the members' ability to access their scheduled activities, appointments, or be involved within their community.

**Trends:** In 2020, the vehicles were driven less due to members and staff staying home and staying safe as a result of the pandemic. The vehicles reserved for use by Day Habilitation staff remained at the houses since the Day Habilitation program was suspended on March 18, 2020.

**Causes:** The cause of this can be due to the drastic change in the program model due to COVID-19. Vehicles were driven less and required less maintenance due to the pandemic. Additionally, RFYP is also leasing new vehicles resulting in less repairs needed. There is also a newer lift van that is under warranty resulting in less days lost for maintenance.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, the Day Habilitation program was suspended in March 2020. This data represents vehicle maintenance requests received and from January 1, 2021 through February 28, 2021. Unpredictable winter weather also restricts outings and driving every year.

**Objective #2 - Day Habilitation members receive information and answers to their questions in a timely manner (New Objective 2020)**

- *Annual Performance Target | 85% of day habilitation members report they feel they receive information and answers to their questions in a timely manner*
- *2020 Performance Outcome | 81% % of day habilitation members report they feel they receive information and answers to their questions in a timely manner*

**RFYP did not meet the performance target for this objective.** This data was collected via the Day Program Member Satisfaction Survey which is distributed annually. Members' feedback regarding the timely communication of information can lead to better service coordination and members feeling empowered to make informed decisions about circumstances that directly affect their lives.

**Comparative Analysis:** This is a new objective and new question in the annual member satisfaction survey for 2020. A comparative analysis will be available in 2021.

**Trends:** There is a pattern of members asking for information regarding upcoming community outings, in-house activities, future holiday and birthday parties, staff and members' daily schedules, snack availability, and wanting to seek information from their SCL Service Coordinator. This is due to the Day Habilitation program being located in the same building as the main office. RFYP members have the expectation of timely communication, and RFYP strives to provide them with information as efficiently as possible.

**Causes:** Members' displeasure with the response time to their questions may be caused by staff turnover within the Day Habilitation direct care staff and Day Habilitation Service Coordinators. RFYP puts forth great effort to seek input from the members, answer their questions, and meet their expectations.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, the Day Habilitation program was suspended in March 2020. The satisfaction survey was distributed in November 2020. This eight month delay may have influenced the members' responses. Members of various levels of functioning filled out the surveys on their own and others received assistance from their home staff.

**Action Plan for Improvement:** When the Day Habilitation reopens in 2021, it will start programming with a small group of up to 15 members. This will allow for appropriate physical space and social distancing. It will also allow for more time dedicated to communication with members and direct attention to their questions. RFYP will also resume six-month review ISP meetings. This will provide the space and time for feedback and communication with members, parents, guardians, and other stakeholders regarding their satisfaction and input for improvement for the program.

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**Domain 6: Business Function Measurement**
**Objective #1 - Increase agency morale and culture to ensure a positive work environment (New Objective 2020)**

- *Annual Performance Target | 85% of staff responding feel RFYP has a positive agency culture*
- *2020 Performance Outcome | 83% of staff responding feel RFYP has a positive agency culture*

**RFYP did not meet the performance target for this objective.** This data was collected via the Staff Engagement Survey which is distributed annually. Being responsive and flexible to the needs of the staff are high priorities of RFYP. RFYP puts great effort into agency culture and work morale to reduce staff turnover, improve productivity and efficiency, and retain staff. Most importantly, RFYP wants staff to feel happy at work and in their personal lives.

**Comparative Analysis:** This is a new objective and new question in the annual member satisfaction survey for 2020. A comparative analysis will be available in 2021.

**Trends:** Teamwork is essential in this environment. Staff must work together to maintain a positive attitude and engaging environment for the members to thrive. When a team member is not able to provide leadership and teamwork, the negative energy impacts the other staff and members. There is a trend of staff conflict arising at the Day Habilitation. This pattern presents itself due to the dynamic, fast-paced program with up to 55 members, 8 hours per day, and 10 staff. Staff need to remain highly active and prepared to manage a small group of members.

**Causes:** The fast-paced, dynamic day program environment requires staff that are ready to work as a team and collaborate. If attitudinal barriers exist, it will prevent RFYP from providing a fun and engaging environment for the members. Professionalism, dependability, and positive communication allow the environment to function.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, the Day Habilitation program was suspended in March 2020. The satisfaction survey was distributed in November 2020. This eight month delay may have influenced the staffs' responses. Also, there was extra attention dedicated to ensuring the health and safety of the members. Extra time and attention were focused on ensuring the members' health and safety which may have taken attention away from efforts to promote a positive work environment compared to previous years.

**Action Plan for Improvement:** When the Day Habilitation program reopens in 2021, the program will start with a small group of members and staff. There will be a maximum of 15 members and three staff present. The Day Habilitation program director will be able to have more intentional conversations about team work, focus on relationships, and build positive rapport with the staff. Professional boundaries, work responsibilities, and communication are topics that will be discussed regularly at staff meetings. In addition, Day Habilitation staff will participate in professionalism and ethics training. This training will empower them to use the skills they learn at the Day Habilitation and provide the space for them to gain new skills.

**Objective #2 - Decreasing personnel turnover so supervisors can spend less time training new staff and more time providing efficient services to members**

- *Annual Performance Target | 60% Day Program Staff Turnover Rate*
- *2020 Performance Outcome | 67% Day Program Staff Turnover Rate (January 1, 2020- March 18, 2020 only)*

**RFYP did not meet the performance target.** This data is collected through personnel data in Quick Books software and is maintained by the Financial Department. Personnel turnover is an ongoing challenge for the agency, particularly in the direct care and Service Coordinator positions. Due to the agency employing many college age students from Kirkwood Community College and University of Iowa, direct care staff schedules may change every three to four months due to their

educational responsibilities. Many hours go into training a new staff by the HR Department and Service Coordinators. By decreasing the staff turnover rate, these departments and staff can use their time creating a better living environment, quality of life for the member, and delivering individualized services rather than training new staff.

**Comparative Analysis:** A comparative analysis of benchmarks from previous years is not comparable to 2020. This is due to the Day Habilitation being open only January 1, 2020 to March 18, 2020. There is not a full year of turnover data for the Day Habilitation in 2020 to compare to 2019.

**Trends:** The trends of day habilitation staff turnover were voluntarily resignations in February due to losing childcare options, schools closing, and having multigenerational family members in the home.

**Causes:** Health and safety concerns were the causes of the turnover due to the COVID-19 pandemic. When childcare and schools closed, this left many staff without the option of working because their children were too young to stay home alone.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, there was extra attention dedicated to ensuring the health and safety of the members. Extra time and attention were focused on ensuring the members' health and safety which may have taken attention away from staff retention efforts from previous years.

**Action Plan for Improvement:** When the Day Habilitation program reopens in 2021, the program will start with a small group of four staff. The Day Habilitation program director will be able to have regular in-person staff meetings. This will allow the time and space for more intentional conversations about team work and focus on what went right that week. Starting with a small group of staff will allow for people to get to know each other and find ways they can work together effectively. Positive working relationships and recognition from the program supervisors contribute to decreasing staff turnover.

## 2020 Day Habilitation Performance Indicators

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Day Habilitation															
Domain 1: Results Achieved for Persons Served (Effectiveness Measures) Measuring change over time is inherent in the measurement of results achieved for the persons served. Data collected at the beginning of services, at specific intervals during services, at the end of services, and/or at a point(s) in time following services															
Focus Area	Objectives	Performance Indicators (how is the objective evaluated)	Whom Applied To (who data gathered from)	Time of Measure (when the data is collected)	Data Source (how the data is collected)	Intended to Measure	Obtained By (who collects/maintains the data)	Performance Target (agency benchmark)	Actual Results Achieved	Perf. Target Met (yes/no)	Previous Year Results	Describe Extenuating Factors: Demographics, barriers, challenges	Timeframe for Data Analysis	Timeframe to Communicate Information	Priority
SDOH: Social & Community Context	1. RFYP provides DH members choices for community integration.	% of Yes responses on the Day program Satisfaction Survey	Active Day Program Members	Annually (October)	Day program Member Satisfaction Survey (electronic or paper survey option)	Members are active participants in their community.	QA Department and Program Director	85% YES Responses	85%	Yes	86%	Continued, increased to 90% satisfaction for consistency, Day Hab Programming suspended March 2020 due to COVID-19 Precautions	10/1/2020-10/31/2020	Spring 2021	1
SDOH: Neighborhood and Build Environment	2. RFYP maintains a safe day habilitation environment preventing injuries resulting in basic first aid	# of incident reports resulting in the application of basic first aid.	Active Day Program Members	Daily	Incident Reports	Members are provided a safe environment to engage in Day Habilitation activities	Direct Care Staff, Facilitators	Max 28 incident reports for basic first aid applied per year	6	Yes	NEW Objective 2020	Day Hab Programming suspended March 2020 due to COVID-19 Precautions. This data represents January 1- March 18, 2020 only and is not a full year of data.	Bi-Annually (June and December)	Spring 2021	2
Domain 2: Experience of Services Received and Other Feedback from Persons Served: The perception of the persons served regarding their experience with the program/service provides valuable feedback on how well the program/service is meeting or met their expectations in areas such as service responsiveness, respect, informed choice, participation, and overall value.															
Focus Area	Objectives	Performance Indicators (how is the objective evaluated)	Whom Applied To (who data gathered from)	Time of Measure (when the data is collected)	Data Source (how the data is collected)	Intended to Measure	Obtained By (who collects/maintains the data)	Performance Target (agency benchmark)	Actual Results Achieved	Perf. Target Met (yes/no)	Previous Year Results	Describe Extenuating Factors: Demographics, barriers, challenges	Timeframe for Data Analysis	Timeframe to Communicate Information	Priority
Internal Focus Area	1. DH Members are satisfied with the level of attention they receive from day program staff	% of Yes Responses on the Day program Member Satisfaction Survey	Active Day Program Members	Annually (October)	Day Program Member Satisfaction Survey (electronic or paper survey option)	Members feel their social and emotional needs are prioritized and attended to	QA Department, S C, and Program Director	85% reporting YES	81%	No	90%	Continued, increased to 90% satisfaction for consistency, Day Hab Programming suspended March 2020 due to COVID-19 Precautions	10/1/2020-10/31/2020	Spring 2021	3



Benchmarks, Focus Area	Objectives	Performance Indicators (how is the objective evaluated)	Whom Applied To (who data gathered from)	Time of Measure (when the data is collected)	Data Source (how the data is collected)	Intended to Measure	Obtained By (who collects/maintains the data)	Performance Target (agency benchmark)	Actual Results Achieved	Perf. Target Met (yes/no)	Previous Year Results	Describe Extenuating Factors: Demographics, barriers, challenges	Timeframe for Data Analysis	Timeframe to Communicate Information	Priority
SDOH: Economic Stability	1. The Day Habilitation units are monitored monthly to maintain fiscal health.	Day Habilitation Census	Financial	Monthly Average	Quickbooks	Monitoring of the census to ensure continuation of services for members and avoid any disruption to the members schedule	Financial Director	675 units	653	NO	679	Day Hab Programming suspended March 2020 due to COVID-19 Precutions. This data represents January 1-February, 2020 only and is not a full year of data. The performance target will be revised to 200 for 2021	1/1/21	Spring 2021	1
Domain 5: Service Access Measures: Service access addresses the organization's capacity to provide services to those who desire or are in need of receiving services															
Focus Area	Objectives	Performance Indicators (how is the objective evaluated)	Whom Applied To (who data gathered from)	Time of Measure (when the data is collected)	Data Source (how the data is collected)	Intended to Measure	Obtained By (who collects/maintains the data)	Performance Target (agency benchmark)	Actual Results Achieved	Perf. Target Met (yes/no)	Previous Year Results	Describe Extenuating Factors: Demographics, barriers, challenges	Timeframe for Data Analysis	Timeframe to Communicate Information	Priority
SDOH: Social & Community Context	1. Limit wait time on Day Hab vehicle maintenance requests	Maintenance work order received date vs. Complete date	Maintenance Department	Daily	Maintenance Work Order Form Tracking	Access to community and civic participation	Financial Director and Executive Director	10 days average	10	Yes	11	Day Hab Programming suspended March 2020 due to COVID-19 Precutions. This data represents January 1-February, 2020 only and is not a full year of data.	1/21/20	Spring 2021	1
SDOH: Education	2. Day Habilitation members receive information and answers to their questions in a timely manner	% reporting YES on Day program member satisfaction survey	Day program members	Annually (October)	Day program Member Satisfaction Survey (electronic or paper survey option)	Effective and consistent sharing information allowing members to feel informed and empowered with minimal delays	QA Department and Program Director	85% YES Responses	81%	No	NEW Objective 2020	NEW Objective 2020, Day Hab Programming suspended March 32020 due to COVID-19 Precutions	11/1/2020-11/30/2020	Spring 2021	2
Domain 6: Business Function Measurement															
Benchmarks, Focus Area	Objectives	Performance Indicators (how is the objective evaluated)	Whom Applied To (who data gathered from)	Time of Measure (when the data is collected)	Data Source (how the data is collected)	Intended to Measure	Obtained By (who collects/maintains the data)	Performance Target (agency benchmark)	Actual Results Achieved	Perf. Target Met (yes/no)	Previous Year Results	Describe Extenuating Factors: Demographics, barriers, challenges	Timeframe for Data Analysis	Timeframe to Communicate Information	Priority
RFYP Internal Focus	1. RFYP promotes a team work environment to promote a positive agency culture.	Staff Engagement Survey	All RFYP Staff	Annually	Staff Engagement Survey (electronic or paper option)	Agency Culture	Program Directors and Human Resources Director	85% reporting Agree or Strongly Agree	83%	No	NEW Objective 2020	NEW Objective 2020, Day Hab Programming suspended March 32020 due to COVID-19 Precutions	11/1/2020-11/30/2020	Spring 2021	1
RFYP Internal Focus	2. Decreasing agency personnel turnover rates.	Agency Turnover Rate	Financial Department and Human Resources Dept	Annually	Quickbooks	Agency turnover	Financial Director	60%	67%	No		Day Hab Programming suspended March 2020 due to COVID-19 Precutions. This data represents January 1-February, 2020 only and is not a full year of data.	1/1/21	Spring 2021	2

## 2020 Annual Performance Outcomes Summary: Supported Community Living



RFYP is committed to performance improvement through proactive and ongoing review, analysis, reflection, and transparency on goals and objectives for both service delivery and business functions. The results of performance analysis for Supported Community Living are used to identify and implement data-driven actions to improve the quality of programs and services and to inform decision making. Performance information that is accurate and understandable to the target audience is shared with persons served, personnel, and other stakeholders in accordance with their interests and needs. The objectives and action plans for improvement are reviewed biannually to ensure progress is being made, relevance, and to make changes as necessary.

### ***Domain 1: Results Achieved for Persons Served***

#### **Objective #1: RFYP provides members choices for community integration**

- *Annual Performance Target | 85% of RFYP members report they feel RFYP provides choices for community integration*
- *2020 Performance Outcome | 89% of RFYP members report they feel RFYP provides choices for community integration*

#### **Comparative Analysis 2012-2020**



**RFYP met the performance target for this objective.** This data was collected via the Residential Member Satisfaction Survey which is distributed annually. RFYP makes it a priority to offer choices for community integration. Community integration and social contexts enable individuals to strive to learn, work, play and socialize successfully in their local environment, all while enjoying the benefits of an active, engaged lifestyle. Each individual in the community integration possesses a unique potential: a potential to create, grow, learn and adapt. The relationships, support networks, interconnections within communities, and the involvement of the members in decisions that affect their lives all contribute to an individual's quality of life

**Trends:** Prior to COVID-19 restrictions, the trend in preferred community outings were visits to restaurants and bakeries, trail walking, visiting all local parks, fossil gorge, bowling, shopping at thrift stores, and participating in scavenger hunts. Members have been experiencing a less active schedule within the community after March 2020 due to COVID-19. Members still desired to remain active, participate in activities with their peers, and engage socially with their friends and family. The RFYP Engagement Calendar was one avenue to support the members with these needs. The weekly calendar provided options for remote socialization and activities, crafts, mindfulness activities, birthdays, monthly awareness campaigns, daily holidays, cultural holidays, and safe community outings to parks and low-risk locations were all included.

**Causes:** The cause of the desire for choices for community outings is that all people need social connectedness and a stimulating environment. This is the lifestyle that the RFYP members are accustomed to. Member satisfaction remains high

despite the pandemic due to the proactive strategies and quick pivot to new engagement opportunities offered to the members, including safe community outings. The members desire to be active members within their community. They seek socialization with their peers and members of the community. The choices of safe community outings allowed for the members to feel included and valued with decreased isolation which maintained a healthy mental wellbeing.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, there were limited community integration options to choose from. RFYP put a lot of time and resources into planning engaging and safe activities at home and within the community. Weather conditions are also an extenuating factor. The winter months combined with COVID-19 precautions limit the amount of safe community integration options.

## **Objective #2: RFYP provides individualized medical and health care supports to meet members' needs (New Objective 2020)**

- *Annual Performance Target | 85% of RFYP members report they feel RFYP provides individualized medical and health care supports to meet members' needs*
- *2020 Performance Outcome | 85% of RFYP members report they feel RFYP provides individualized medical and health care supports to meet members' needs*

**RFYP met the performance target for this objective.** This data was collected via the Residential Member Satisfaction Survey which is distributed annually. The RFYP medical team puts great effort towards developing positive and individualized relationships with every member to ensure their health care needs and expectations are met and exceeded. Staff participate in training specific to the individualized needs of members. Health care coordination services are available for all RFYP members. Some members prefer to have a guardian or family members support their health care needs. In those cases, the RFYP medical team is available as a resource for consultation, advocacy, or education on any concerns. The RFYP medical team and care coordination services removes barriers to health inequities by providing transportation and service access, removing geographic constraints, and empowering members to make informed choices.

**Comparative Analysis:** This is a new objective and new question in the annual member satisfaction survey for 2020. A comparative analysis will be available in 2021.

**Trends:** In 2020, there was an increase in health care services via telehealth due to COVID-19. Telehealth removes barriers of needing to see a physician in person, removes the need for transportation, and allows the member to receive the necessary care from the comfort of their home. RFYP ensured that every house has access to the technology necessary for these appointments. Staff were trained on how to use the technology.

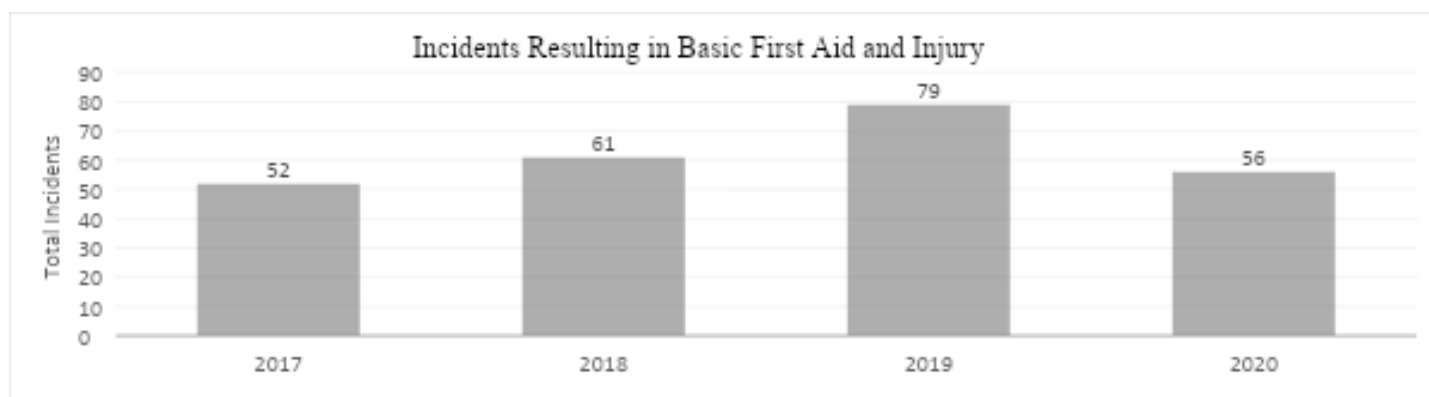
**Causes:** This temporary trend and shift away from in-person health care visits and frequent in-person visits from the RFYP medical team are caused by COVID-19 protocols for the health and safety of staff and members. The high satisfaction from members regarding the individualized medical and health care supports received from the medical team can be attributed to the long-term staff in the department and positive rapport with the members. These factors are the foundation of why a quick pivot to telehealth was successful.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, there was extra attention dedicated to ensuring the health and safety of the members. Daily COVID-19 health screenings and protocols were put into place to ensure their health was being prioritized and protected. In addition, in-person visits to doctors were put on hold. Medical team staff had to put additional time and creative efforts into communicating with the members since in-person visits were not always an option due to COVID-19 precautions. University of Iowa Hospitals and Clinics are no longer offering valet parking and the lift van does not fit in the parking garage. When it was safe to do so, RFYP ensured appointments still took place and door-to-door transportation was still available for the members. RFYP now sends two med team members to every appointment needing a lift van for transportation so one person can drive and park and the other can assist the member to the office and be at the appointment with them for support and advocacy.

### Objective #3: RFYP maintains physically safe residential built environments (New Objective 2020)

- *Annual Performance Target* | Maximum of 64 incidents total requiring basic first aid and incidents resulting in injury
- 2020 Performance Outcome | 56 incident reports documenting incidents resulting in basic first aid and injury

**Comparative Analysis 2017-2020:** This is a new objective for 2020. Previous incident report data was analyzed for a comparative analysis.



**RFYP met this performance target for this objective.** Incident report data is tracked using the incident report tracking spreadsheet which is maintained by the Program Director Assistant. Incident reports are summarized biannually. Incident reports are reviewed by Service Coordinators, Program Directors, and Medical Team (if necessary). Disciplinary action and retraining may be required depending on the incident. RFYP takes a proactive approach with offering a comprehensive training schedule so staff are informed and educated on how to protect the health and safety of the members.

**Trends:** There are two trends identified with incidents involving injury and requiring basic first aid.

- Incidents resulting in injuries to self increased by 21 compared to 2019.
- Incidents resulting in basic first aid decreased by 35 compared to 2019.

**Causes:** The cause of the injuries to self and injuries requiring basic first aid have patterns of self-injurious behavior and attention seeking behavior which may be attributed to change within the members' daytime environments and home with staff and roommates due to COVID-19. This can be attributed to member personality, changes within the environment, and behavior as a strategy for communication. There are also members who may have a difficult time focusing on a task. In addition, members and staff were in the home more than in previous years due to day programs being suspended and many traditional community outings being restricted. There was less physical activity and a sense of urgency to remain on schedule for work, day programs, and community outings.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, there was extra attention dedicated to ensuring the health and safety of the members. Daily health screenings and protocols were put into place to ensure their health and living environments were safe and they were protected from COVID-19 to the best of the agency's ability.

## *Domain 2: Experience of Services Received and Other Feedback from Persons Served*

### Objective #1: Members are satisfied with the level of attention they receive from staff

- *Annual Performance Target* | 85% of members are satisfied with the level of attention they receive from staff
- *2020 Performance Outcome* | 86% of members are satisfied with the level of attention they receive from staff

**RFYP met the performance target for this objective.** This data was collected via the Residential Member Satisfaction Survey which is distributed annually. Staff receive ongoing training and support on how to implement the best practices on how to provide person-centered and individualized services. Member satisfaction with the individualized supports that RFYP provides drives decision making. It is important that the members are highly satisfied so they feel empowered to thrive, grow, live, work and age within their home environment.

#### Comparative Analysis 2012-2020



**Trends:** During 2020, members and staff spent a majority of their time at home due to COVID-19 health and safety precautions. Members seek attention from staff for activities related to working on individual goals in their service plans, relationship building, and pursuing activities based on the members' passions and strengths. During this period of time at home, members and staff were able to give more attention to working on preferred activities, crafts, and socialization.

**Causes:** In 2020, more time, attention, and resources were dedicated to ensuring the members were receiving the attention they desired at home since they were not attending work or day programs. The cause of members seeking attention from their staff can be attributed to needing assurance their individual emotional and physical needs will be met within their home environment. Planning and decisions surrounding services, living environments, and ongoing supports are all person-centered.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, there was extra attention dedicated to ensuring the health and safety of the members. Members were in their homes more than they typically are and spent more time with staff. Daily health screenings and protocols were put into place to ensure their health was being prioritized and protected. Additional in-home and remote socialization activities were offered to provide the members with an engaging daily routine. Also, the influence of the pandemic on the respondents' emotional wellbeing may have impacted their responses on the satisfaction survey.

#### Objective #2: Members are satisfied with the financial support available to them (New Objective 2020)

- *Annual Performance Target* | 85% of members are satisfied with the financial support available to them
- *2020 Performance Outcome* | 80% of members are satisfied with the financial support available to them

**RFYP did not meet the performance target for this objective.** This data was collected via the Residential Member Satisfaction Survey which is distributed annually. Supports for finances can be key to addressing economic inequities as a social determinant of health. RFYP's member financial team is available to provide financial support (payee services),

education, consultation, and advocacy services to all RFYP members and their guardians. RFYP believes that providing financial support services empowers members and guardians to make informed choices and live a fulfilling life.

**Comparative Analysis:** This is a new objective and new question in the annual member satisfaction survey for 2020. A comparative analysis will be available in 2021.

**Trends:** RFYP members call the main office to inquire about their finances. Members typically ask how much money is in their account(s) or if they received their Social Security Income. Some members will request how much they can spend on high-cost items, such as a new TV, computer, or phone. Other RFYP members prefer to meet with the Member Financial Department and ask questions regarding what their money is spent on (utilities, household supplies, rent, etc.).

**Causes:** Members are seeking more detailed information regarding their finances, including how much money they can spend on certain items. They are learning to seek information and self-advocate.

**Impact of Extenuating Factors:** During the COVID-19 pandemic, RFYP members were not able to attend day programs or work their normal schedule. Most members were socially distancing at their homes 24/7 starting in March 2020. During that period, members had more time to look over their check registers and other documentation, which resulted in more phone calls throughout the year. While RFYP strives to return all calls as soon as possible, the increase in calls resulted in a longer response time.

**Action Plan for Improvement:** RFYP strives to provide as much detail in the members' monthly financial report as possible. The questions that the RFYP Member Financial Department receive the most are related to the purchases that are categorized as Recreation in the members' reports. To resolve the problem of members needing more detailed information, the Member Financial Department will add three new subaccounts to the Recreation account: Spending, Camps/Trips Cost, and Other Activities. Along with these three new accounts, the Member Financial Department will also ensure that all purchases that are allocated to those accounts have a brief description in the memo line of the report.

**Objective #3: Members receive answers to their questions in a timely manner to make informed personal choices (New 2020)**

- *Annual Performance Target | 85% of members feel they receive answers to their questions in a timely manner to make informed personal choices*
- *2020 Performance Outcome | 84% of members feel they receive answers to their questions in a timely manner to make informed personal choices*

**RFYP did not meet the performance target for this objective.** This data was collected via the Residential Member Satisfaction Survey which is distributed annually. Members' feedback regarding the timely communication of information can lead to better service coordination, personalized care, and members feeling empowered to make informed decisions about circumstances that directly affect lives.

**Comparative Analysis:** This is a new objective and new question in the annual member satisfaction survey for 2020. A comparative analysis will be available in 2021.

**Trends:** There is a trend that members seek timely communication regarding upcoming activities, personal schedules, plans for upcoming holidays and celebrations, and solutions to roommate issues and conflicts.

**Causes:** RFYP implements policies to ensure timely and transparent communication. Members are encouraged to self-advocate and problem solve. They feel empowered when they have the information needed to make an informed decision.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, there was extra time and attention dedicated to ensuring the health and safety of the members. Members may have experienced delays in communication due to additional responsibilities of all agency staff to ensure their health and physical

safety. Daily health screenings and protocols were put into place to ensure their health was being prioritized and protected. Delays in responses may be attributed to dedicating time to health and safety issues. Also, the influence of the pandemic on the respondents' emotional wellbeing may have impacted their responses on the satisfaction survey.

**Action Plan for Improvement:** In 2020, weekly roommate house meetings were suspended due to limiting non-essential visitors and activities inside the houses due to COVID-19. Weekly house meetings will resume in 2021. Weekly roommate meetings are led by the Service Coordinator and will provide the dedicated time and space for all the roommates to ask questions and receive immediate answers regarding activities, relationships, staff issues, and review individual and group schedules for the upcoming weeks.

### ***Domain 3: Experience of Services Received and Other Feedback from Other Stakeholders***

#### **Objective #1 - Guardians are satisfied with the staffs' responsiveness to the needs of the members**

- *Annual Performance Target* | 85% of guardians feel satisfied with the staffs' responsiveness to the needs of the members
- *2020 Performance Outcome* | 94% of guardians feel satisfied with the staffs' responsiveness to the needs of the members

**RFYP met the performance target for this objective.** This data was collected via the Parent/Guardian Satisfaction Survey which is distributed annually. Being responsive and flexible to the needs of the members, guardians, and parents are high-priorities of RFYP. The high level of satisfaction from parents and guardians shows that RFYP staff are communicating and demonstrating this commitment and following through with the mission of the agency.

#### **Comparative Analysis 2012-2020**



**Trends:** Legal guardians and parents want assurance that the members will consistently receive genuine concern, staff will understand their individual personalities and needs, and that the members' health and safety will be considered and protected.

**Causes:** It is the goal of RFYP to provide a family-like environment. Legal guardians and parents desire for their member to be treated like a family member by the agency and staff. RFYP seeks input from legal guardians and parents to understand the unique qualities and strengths of each member and provide member-specific training to staff so the member can receive responsive and individualized attention.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, there was extra time and attention dedicated to ensuring the health and safety of the members. Guardians may have experienced delays in communication due to additional responsibilities of all agency staff to ensure the members health and physical safety. Daily health screenings and protocols were put into place to ensure the members health was being prioritized and protected. Delays in responses may be attributed to dedicating time to health and safety issues.

**Objective #2: Guardians are satisfied with the responsiveness of the medical team to the individual medical/health needs of the members (New Objective 2020)**

- *Annual Performance Target | 85% of guardians report feeling satisfied with the responsiveness of the medical team to the individual medical/health needs of the members*
- *2020 Performance Outcome | 85% of guardians report feeling satisfied with the responsiveness of the medical team to the individual medical/health needs of the members*

**RFYP met the performance target for this objective.** This data was collected via the Parent/Guardian Satisfaction Survey which is distributed annually. Being responsive and flexible to the medical and health care needs of the members are high-priorities of RFYP. The high level of satisfaction from parents and guardians shows that RFYP staff are communicating and demonstrating this commitment to prioritizing the members' health and wellness and following through with the mission of the agency.

**Comparative Analysis:** This is a new objective and new question in the annual member satisfaction survey for 2020. A comparative analysis will be available in 2021.

**Trends:** Due to the varying levels of comfort with the COVID-19 pandemic, some guardians decided to provide fewer medical supports for their individual and pass that responsibility to the RFYP medical team. For other guardians, the decision was made by them to choose to handle medical appointments on their own. RFYP medical services are optional and members and guardians can choose the level of involvement and responsibility they would like RFYP to have. The ease of health care services with other providers via telehealth was a positive trend. Guardians and RFYP medical team also communicated more by phone and text. The communication, rapport, and positive working relationships remained strong throughout the pandemic in 2020. This can be attributed to the long-term staffing of the medical department and ongoing efforts to provide quality, comprehensive services.

**Causes:** RFYP maintains a culture of comprehensive coordinated care. This type of service and supports are unique. RFYP is the only agency that has an internal medical department to oversee the care of every member and coordinate care and communication among, staff, members, guardians, other providers, and other stakeholders. In addition, the cause of high satisfaction is also the long-term staffing within the medical department. The medical team knows each member's personality and individual needs. This enables them to provide comprehensive, person-centered care.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, extra attention was dedicated to ensuring the health and safety of the members. Daily health screenings and protocols were put into place to ensure their health was being prioritized and protected. Delays in responses may be attributed to dedicating time to health, safety, and quarantine.

**Objective #3: Guardians feel they receive timely member financial information (New Objective 2020)**

- *Annual Performance Target | 85% of guardians report they feel they receive member financial information in a timely manner*
  - *2020 Performance Outcome | 70% of guardians report they feel they receive member financial information in a timely manner*
-

**RFYP did not meet the performance target for this objective.** This data was collected via the Parent/Guardian Satisfaction Survey which is distributed annually. Parents/Guardians' feedback regarding the timely communication of financial information can lead to better service coordination and stakeholders feeling empowered to make informed decisions about circumstances that directly affect the lives of the members.

**Comparative Analysis:** This is a new objective and new question in the annual member satisfaction survey for 2020. A comparative analysis will be available in 2021.

**Trends:** Most of the members' guardians who receive the monthly reconciliation reports would like to receive the summary earlier in the month. Currently, they receive them via mail, although some receive them via email or pick them up in person when in the office. The Member Financial Department typically mails the monthly reports by the last day of the preceding month, therefore the guardians receive the reports within 35 days of the end of the previous month. The questions that the RFYP Member Financial Department receive the most are related to the purchases that are categorized as "Recreation" in the members' reports. There is a pattern of guardians seeking clarification of that category.

**Causes:** Guardians appreciate timely and clear communication including financial information. Guardians would like to see the financial reports closer to the end of the month in order to request additional information as soon as possible. Efficient and updated information is necessary for accurate accounting of the members resources.

**Impact of Extenuating Factors:** This is a new question on the 2020 satisfaction survey, therefore RFYP was not fully aware of the low guardian satisfaction in regards to timely financial information. During the year, RFYP did not require six-month member service plan meetings (ISPR) to be held due to COVID-19 precautions. As a result, the guardians did not receive the six-month review of the members' finances that would have been distributed at those meetings. This may have impacted the guardians' satisfaction.

**Action Plan for Improvement:** The current mailing deadline for the monthly financial report is the end the of the subsequent month that is being reconciled and reviewed. While that deadline is being met the majority of the time, RFYP will begin to mail the monthly financial reports by the 25<sup>th</sup> of the following month. This solution will ensure that the documents are received within 30 days of the month that is being reconciled. RFYP strives to provide as much detail in the members' monthly financial report as possible. The questions that the RFYP Member Financial Department receive the most are related to the purchases that are categorized as Recreation in the members' reports. To resolve the problem of parents/guardians needing more detailed information, the Member Financial Department will add three new subaccounts to the Recreation account: Spending, Camps/Trips Cost, and Other Activities. Along with these three new accounts, the Member Financial Department will also ensure that all purchases that are allocated to those accounts have a brief description in the memo line of the report.

#### **Objective #4: Other stakeholders feel RFYP is receptive to their requests/suggestions/inquiries (New Objective 2020)**

- *Annual Performance Target | 85% of other providers report they feel RFYP is receptive to their requests, suggestions, and/or inquiries*
- *2020 Performance Outcome | 100% of other providers report they feel RFYP is receptive to their requests, suggestions, and/or inquiries*

**RFYP met the performance target for this objective.** This data was collected via the Other Stakeholder Satisfaction Survey which is distributed annually. Being responsive and flexible to the input and requests of other stakeholders are high-priorities of RFYP. The high level of satisfaction from other providers shows that RFYP staff are communicating and demonstrating this commitment.

**Comparative Analysis:** This is a new objective and new question in the annual member satisfaction survey for 2020. A comparative analysis will be available in 2021.



**Trends:** In addition to the annual satisfaction surveys, RFYP intentionally provides the opportunity for other stakeholders to give feedback and input via phone calls, email, and video conferencing. Other stakeholders provide input and feedback on but not limited to programming, health and safety precautions, and individualized needs. RFYP is available 24 hours per day, 7 days per week for input, communication, and/or crisis intervention.

**Causes:** RFYP maintains and promotes an Open Door Policy and provides comprehensive service coordination services. These two policies and procedures promote transparency and a team-oriented approach to the person-centered services RFYP provides.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, there was extra attention dedicated to ensuring the health and safety of the members. Daily health screenings and protocols were put into place to ensure their health was being prioritized and protected. Delays in responses may be attributed to dedicating time to health and safety issues. Throughout the pandemic, RFYP has remained available by phone, email, and video conference for ongoing feedback and communication.

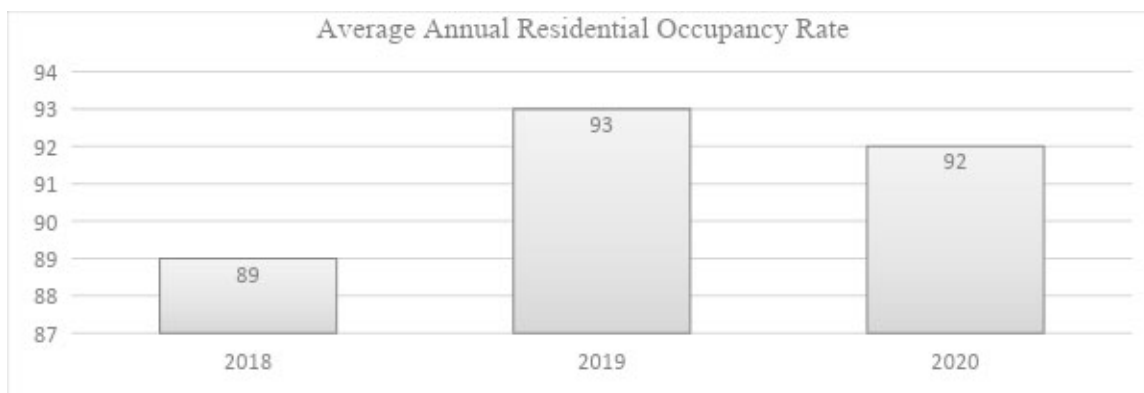
#### Domain 4: Resources Used To Achieve Results for the Persons Served

**Objective #1: SCL program monitors how many members are enrolled to provide quality services and avoid interruptions to the members**

- *Annual Performance Target* | 87% average monthly occupancy rate
- *2020 Performance Outcome* | 92% average monthly occupancy rate

**RFYP met the performance target for this objective.** This data was collected via financial billing worksheets maintained by the Financial Department. The enrollment of SCL members is monitored closely by the Financial Director and Executive Director to ensure fiscal health and financial security. This data was collected from the billing census worksheets which are maintained by the Billing and Payroll Specialist. The member enrollment and billing census worksheets are analyzed by the Financial Director and reported to the Executive Director on a monthly basis. If there are key changes to the member enrollment, the results are reported to the Board of Directors to notify of any major budget modifications. While the monthly occupancy rate can drop below the target, the annual average cannot drop below 87% to maintain fiscal health and future financial security.

#### Comparative Analysis 2018-2020



**Trends:** Although RFYP had seven members move out of the homes or pass away during the calendar year, five members moved in to the homes. RFYP also moved out of one rented home and moved those members to other openings within the agency. This resulted in a lower number of openings at that time, which increased the occupancy rate for the remaining months of the year.

**Causes:** The cause of the occupancy rate flocculating is due to the evolving needs of members and guardians. Two members passed away during the year, while others chose to live with family or on their own. The remaining members that moved out of an RFYP home transitioned to another agency. This was to either be closer to family or for a better service fit.

**Impact of Extenuating Factors:** RFYP had to quickly pivot select business functions and billing procedures in response to changes due to COVID-19. The members remained at home during the majority of 2020 due to the closing of day programs and limited work schedule.

## Domain 5: Service Access Measures

### Objective #1: Parents/Guardians receive information regarding the member or services provided in a timely manner (New Objective 2020)

- *Annual Performance Target | 85% of parents/guardians feel they receive information regarding the member or services provided in a timely manner*
- 2020 Performance Outcome | 88% of parents/guardians feel they receive information regarding the member or services provided in a timely manner

**RFYP met the performance target for this objective.** This data was collected via the Legal Guardian/Parent Satisfaction Survey which is distributed annually. RFYP understands that good communication amongst guardians and parents is vital in providing quality care to members. Most communication between RFYP and guardians is streamlined through the main office. In addition to phone, email, and electronic communication (text and email), RFYP updated the “Contact Us” tab on the agency website to provide additional access to RFYP administrative staff.

**Comparative Analysis:** This is a new objective and new question in the annual member satisfaction survey for 2020. A comparative analysis will be available in 2021.

**Trends:** Parents and guardians seek information regarding the members’ health status, daily schedule, activities available, emotional and physical health, and upcoming appointments. Parents and guardians prefer information in “real-time” to stay current and up-to-date on what is happening in the lives of the members. Service Coordinators and medical team staff remain in ongoing communication with legal guardians and parents through phone, text, email, and video conferencing.

**Causes:** RFYP implements and promotes an Open Door Policy and provides comprehensive service coordination services. These two policies and procedures promote transparency and a team-oriented approach to the person-centered services RFYP provides.

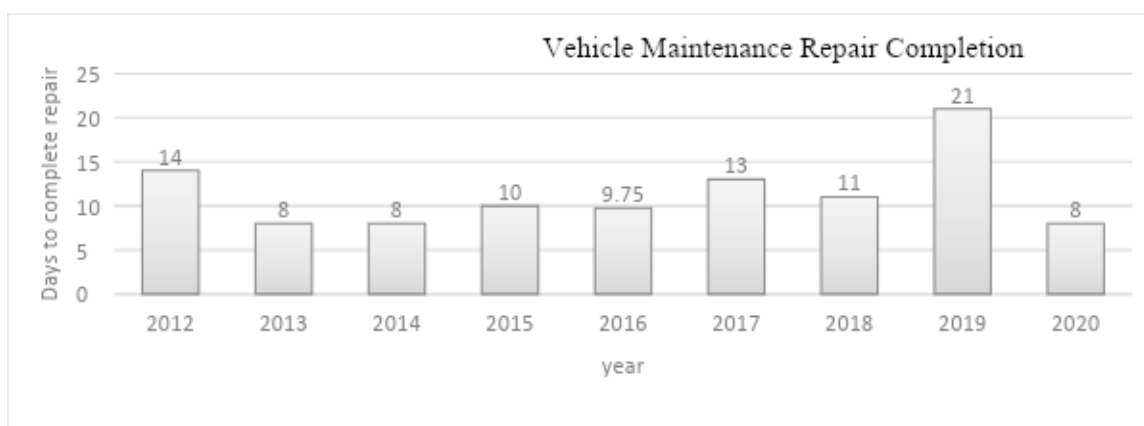
**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, there was extra attention dedicated to ensuring the health and safety of the members. RFYP ensured updates regarding how the agency was responding to COVID-19 were distributed regularly through phone calls, emails, and messages posted on the website. Daily health screenings and protocols were put into place to ensure their health was being prioritized and protected. Delays in responses may be attributed to dedicating time to health and safety issues.

### Objective #2: Wait time on agency vehicle maintenance requests completion

- *Annual Performance Target | 10 days or less wait time from received date to completion date for Day Habilitation vehicle maintenance requests*
- *2020 Performance Outcome | 8 days average wait time from received date to completion date for Day Habilitation vehicle maintenance requests*

**RFYP met the performance target for this objective.** This data was collected from the work order log spreadsheet that is maintained and monitored by the Program Director that supervises the maintenance staff. On a daily basis, work order (maintenance) requests are collected from the SCL locations and delivered to the RFYP Main Office. Work orders are completed by staff to alert the maintenance department regarding vehicle repairs, home maintenance issues, or anything on the property that needs attention. The work orders are entered into the work order log/spreadsheet. The work order log becomes an ongoing list of tasks for the maintenance department. The work order received date, completion date, costs, and any special notes about the repairs are also tracked on this spreadsheet. RFYP maintains a fleet of approximately 36 vehicles. There is approximately one vehicle for every 24 hour and hourly site including three vehicles dedicated for sharing with day program between 8am-5pm Monday through Friday. RFYP believes access to safe and accessible transportation is necessary to support the members with accessing community integration opportunities. When a vehicle needs repairs or is not able to be used due to repair or damage issues, it negatively impacts the members' ability to access their scheduled activities, appointments, or be involved within their community.

### Comparative Analysis 2012-2020



**Trends:** There was less wear and tear on the vehicles due to members and staff staying home more as well as day and work programs being suspended due to COVID-19. The cars were not driven as much as usual. There has been a trend in work orders being submitted for dead batteries due to the cars sitting throughout the winter and not being driven as much.

**Causes:** RFYP contracts with Enterprise Fleet Management (EFM) to track when routine vehicle maintenance is needed. EFM contracts with local mechanics which in turn allows for efficient vehicle repairs.

**Impact of Extenuating Factors:** Visits by the maintenance department to homes changed due to restrictions on visitors and unessential maintenance. Maintenance team did not visit the houses if a house was under quarantine unless it was an emergency maintenance situation. Minor vehicle maintenance requests were put on hold until it was safe to enter the environment. There was also a shortage of staff at vehicle maintenance shops due to COVID-19 protocols resulting in slow turnaround time for completing the maintenance or repairs.

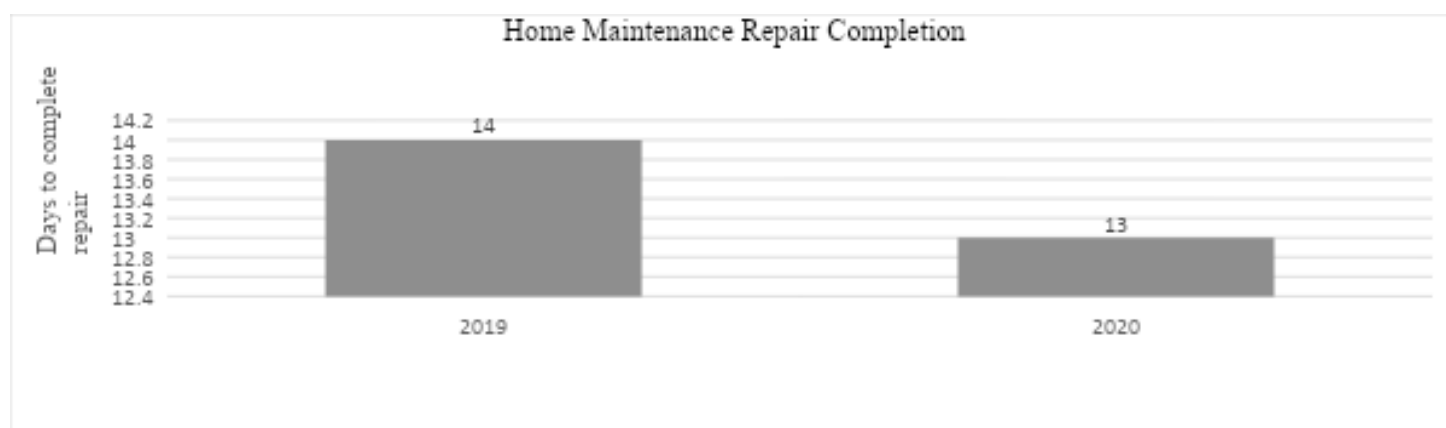
### Objective #3: Wait time on home maintenance work order request completion (New Objective 2020)

- *Annual Performance Target | 14 days average wait time from received date to completion date for home/property maintenance requests*

- 2020 Performance Outcome | 13 days average wait time from received date to completion date for home/property maintenance requests

**RFYP met the performance target for this objective.** This data was collected from the work order log spreadsheet that is maintained by the Program Director that supervises the maintenance staff. On a daily basis, work order (maintenance) requests are collected from the SCL locations and delivered to the RFYP Main Office. Work orders are completed by staff to alert the maintenance department regarding vehicle repairs, home maintenance issues, or anything on the property that needs attention. The work orders are entered into the work order log/spreadsheet. The work order log becomes an ongoing list of tasks for the maintenance department. The work order received date, completion date, costs, and any special notes about the repairs are also tracked on this spreadsheet. RFYP maintains a fleet of approximately 36 vehicles at the 24 hour residential and hourly locations. RFYP believes access to safe and accessible built environments, accessible housing, and inclusive neighborhoods are necessary to support the members with accessing community integration opportunities and living a fulfilled life.

### Comparative Analysis 2019-2020



**Trends:** In 2020, there were trends in work orders for assembly and delivery of online purchases including but not limited to furniture. In addition, appliances and microwaves needed repair and attention more than in previous years.

**Causes:** The cause of most home maintenance work order requests was due to members and staff being home more and increased wear and tear on the home and appliances. There were additional daily wear and tear on the homes in comparison to previous years due to members and staff being home more due to COVID-19 restrictions.

**Impact of Extenuating Factors:** Visits by the maintenance department to homes changed due to restrictions on visitors and unessential maintenance. Maintenance team did not visit the houses if a house was under quarantine unless it was an emergency maintenance situation.

### Objective #4: RFYP Medical Team is accessible to other stakeholder to answer any medical related questions (New Objective 2020)

- *Annual Performance Target* | 85% of other providers feel the medical team is accessible to answer any medical related questions
- 2020 Performance Outcome | 85% of other providers feel the medical team is accessible to answer any medical related questions

**RFYP met the performance target for this objective.** This data was collected via the Other Stakeholder Satisfaction Survey which is distributed annually. The RFYP medical team puts great effort towards developing positive and individualized relationships with other stakeholders. The medical team is available during office hours and after hours on evenings and weekends for questions, concerns, consultation, and/or advocacy. Healthcare coordination services are available for all RFYP members and information is available for stakeholders. The RFYP medical team and care coordination services removes barriers to health inequities by providing service access and empowers stakeholders to make informed choices.

**Comparative Analysis:** This is a new objective and new question in the annual member satisfaction survey for 2020. A comparative analysis will be available in 2021.

**Trends:** Other stakeholders have taken advantage of the access to the medical team to discuss the members' health status, updates, and to confirm feelings of physical and emotional symptoms in 2020. This access to transparent and comprehensive health information has been a great benefit to everyone involved with the agency during COVID-19. Other stakeholders value the attention and care provided by the medical team. There is also a trend in telehealth and communication via teleconferencing in 2020.

**Causes:** The cause of the high satisfaction with having access to the medical team is attributed to RFYP's philosophy of service coordination. It is RFYP's expectation that staff are accessible to share information regarding the members' physical and emotional status resulting in quality services, informed decisions, and person-centered care.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, there was extra attention dedicated to ensuring the health and safety of the members. Daily health screenings and protocols were put into place to ensure their health was being prioritized and protected. Delays in responses may be attributed to dedicating time to health and safety issues.

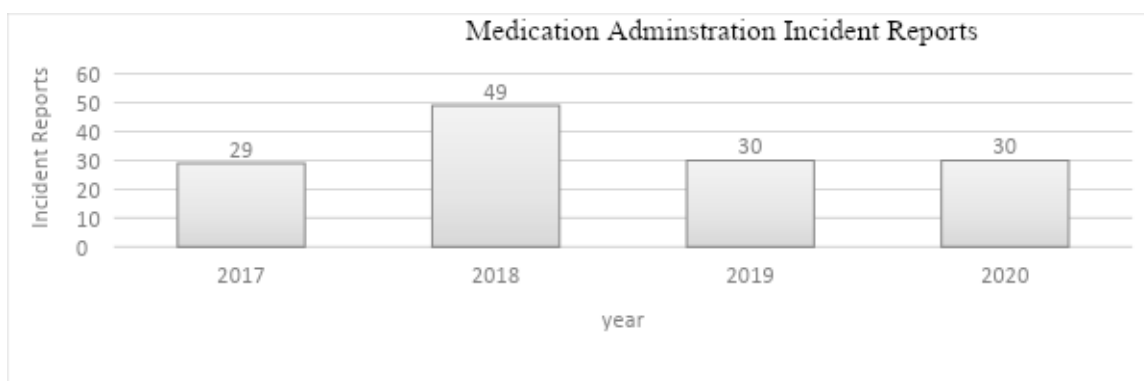
## Domain 6: Business Function Measurement

**Objective #1: Increasing medications passes as prescribed by RFYP staff (risk management) (New Objective 2020)**

- *Annual Performance Target | 36 or less medication error incidents annually*
- *2020 Performance Outcome | 30 medication error incidents annually*

**RFYP met the performance target for this objective.** All RFYP staff that provide (or may provide) direct care are required to take the medication manager course to ensure that medications are given safely and accurately. The importance of following the "Six Rights" of Medication Administration (right patient, drug, dose, route, time, documentation) are required. All medications are tracked using the Medication Administration Record system on the Accuflo platform. When there is an incident involving a medication administration error, an incident report is completed by the staff that identified the incident. The incident is immediately reviewed by the medical team and program director. Staff discipline may be necessary. All incident reports are tracked, analyzed, and a summary is completed biannually.

**Comparative Analysis 2016-2020**



**Trends:** The trend in 2020 for medication errors are due to a medication not being passed at the scheduled time or members declining their medications. A pattern in member behavior can be attributed to most of the medication passes that were not administered as scheduled, although Behavior Intervention Plans were implemented and strategies on setting the environment for success to encourage the member to take the scheduled medications were set.

**Causes:** The cause of medication administration errors on the decline is related to RFYP's implementation and use of the AccuFlo electronic medication tracking system. It's also easier to retain accountability in electronic health records. Each entry log is consistent with a specific individual and staff. This factor makes it easier to keep track of who is passing medications and prevent medication errors. In addition, the home environment and daily schedule changed due to COVID-19. The weekday morning routine no longer included a specific time to be ready to be out the door to go to work or a day program. This change in schedule had a positive impact on the risk management factors surrounding medication administration.

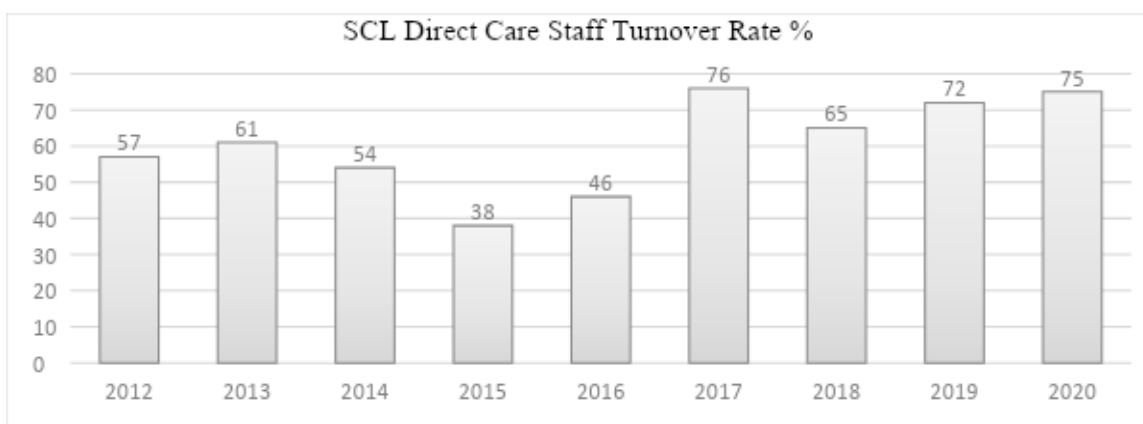
**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, there was extra attention dedicated to ensuring the health and safety of the members. Due to members being home with staff supervision more than in previous years, this may have impacted the total number of documented incidents.

## **Objective #2: Decreasing agency turnover rates for direct care staff.**

- *Annual Performance Target* | 60% turnover rate for direct care
- *2020 Performance Outcome* | 75% turnover rate for direct care

**RFYP did not meet the performance target.** This data is collected through personnel data in Quick Books software and is maintained by the Financial Department. Personnel turnover is an ongoing struggle for the agency, particularly in the direct care and Service Coordinator positions. Due to the agency employing many college students from Kirkwood Community College and University of Iowa, direct care staff schedules may change every three to four months due to their educational responsibilities. Many hours go into training a new staff by the HR Department and Service Coordinators. By decreasing the staff turnover rate, these departments and staff can use their time creating a better living environment, quality of life for the member, and delivering individualized services rather than training new staff.

## **Comparative Analysis 2012-2020**



**Trends:** The trends of direct care staff turnover are voluntarily resignations due to staff losing childcare options, schools closing, and having multigenerational family members in the home.

**Causes:** Health and safety concerns were the causes of the turnover due to the COVID-19 pandemic. When childcare and schools closed, this left many staff without the option of working because their children were too young to stay home alone.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, there was extra attention dedicated to ensuring the health and safety of the members. Extra time and attention were focused on ensuring the members' health and safety which may have taken attention away from staff retention efforts from previous years.

**Action Plan for Improvement:** Service coordinators will resume in-person staff meetings with direct care staff in 2021. This will allow the time and space for more intentional conversations about team work and focus what went right that week. Staff meetings take place at the houses with a small group of direct care staff. This allows staff who work at different times to get to know each other and find ways they can work together effectively. Positive working relationships and recognition from the program supervisors contribute to decreasing staff turnover.

### **Objective #3: Increase agency morale and culture to ensure a positive work environment (New Objectives 2020)**

- *Annual Performance Target* | 85% of staff responding they feel RFYP has a positive agency culture
- *2020 Performance Outcome* | 83% of staff responding they feel RFYP has a positive agency culture

**RFYP did not meet the performance target for this objective.** This data was collected via the Staff Engagement Survey which is distributed annually. Being responsive and flexible to the needs of the staff are high priorities of RFYP. RFYP puts great effort into agency culture and work morale to reduce staff turnover, improve productivity and efficiency, and retain staff. Most importantly, RFYP wants staff to feel engaged and satisfied at work and in their personal lives.

**Comparative Analysis:** This is a new objective and new question in the annual member satisfaction survey for 2020. A comparative analysis will be available in 2021.

**Trends:** Direct care staff morale increased in 2020 due to an additional 9am-3pm shift being added to the schedule. This allows for work duties to be more equitable across all three shifts. Staff on every shift are able to assist with house tasks and members' goals and supports. In addition, with more staff contributing to tasks, there is more time for engaging in fun activities and safe outings with the members. Weekly lunches and donuts supported a positive morale for staff working in the office.

**Causes:** Working through the pandemic in direct care and in the office has been challenging and RFYP recognizes this. Time, resources, and attention to providing a safe work and living environment were the priority of RFYP in 2020.

**Impact of Extenuating Factors:** Due to COVID-19 precautions and protecting the health and safety of the members and staff, there was extra attention dedicated to ensuring the health and safety of the members. Extra time and attention were focused on ensuring the members' health and safety which may have taken attention away from efforts to increase agency morale compared to previous years.

**Action Plan for Improvement:** RFYP plans to host an Agency Party in the Fall of 2021. Members, guardians, and staff will be invited to attend. Agency-wide recognition and appreciation among members, staff, guardians, and other stakeholders will take place at this time. This effort will contribute to increasing morale and positive work culture. RFYP will also extend the morning shift by an hour to provide staff time to complete household tasks and progress notes. This will allow the staff on the next shift (3pm-10pm) to be able to feel prepared to work with the members and not have to split their time between house tasks and attention for the members. This additional time will allow staff the time necessary to complete all required tasks.

**Objective #4: Daily progress notes are submitted on time for maximum monthly financial reimbursement for services (New Objective 2020)**

- *Annual Performance Target* | 0.75% progress notes missing prior to monthly billing
- 2020 Performance Outcome | 0.74% progress notes missing prior to monthly billing (July-December 2020)

**RFYP did not meet the performance target for this objective.** This data is collected through the Quality Assurance department and monitored by the Financial Department.

**Comparative Analysis:** This is a new objective and data started to be tracked in July 2020. A comparative analysis will be available in 2021.

**Trends:** In 2020, there were more 9am-3pm shifts than in previous years due to members staying home and not attending day programs and work programs. There is also a pattern with new staff having missing progress notes. This can be attributed to new staff participating in multiple on-the-job training tasks and not efficient with job tasks yet to simultaneously complete progress notes. New staff are not as proficient with completing progress notes on time after each shift as existing staff.

**Causes:** The 9am-3pm shift is a fast-paced and dynamic environment. There are unique challenges with completing notes during 9am-3pm shifts due to the members being active throughout the entire shift. Staff need to be efficient with progress note completion since members are awake and active the entire shift. This is learned through experience over time. There is no built-in down time for staff to complete the progress notes. Ongoing formal and informal training takes place for new staff. They receive documentation training at orientation and annually. Staff are encouraged to make a log of notes throughout the shift so their progress notes can be accurate, detailed, and take less time to complete at the end of the shift.

**Impact of Extenuating Factors:** Progress notes are completed online and require internet access. There are neighborhoods that have frequent internet outages. For example, if an internet outage happens over the weekend on Primrose Ct., there are six locations that will have missing progress notes for multiple shifts across multiple days. Due to COVID-19 precautions and protecting the health and safety of the members and staff, there was extra attention dedicated to ensuring the health and safety of the members. Staff and members were home during the day more than in previous years resulting in more progress notes being completed. It is important to note that even with additional progress notes being completed due to an increase in shifts from 9am-3pm, RFYP missed the performance target by only .01%.

**Action Plan for Improvement:** RFYP administration and service coordinators meet weekly for the "Professional (Pro) Meeting". At this time, progress note tracking will be reviewed and a plan set for following up with the staff. Options for progress note completion include but are not limited to a phone call reminder, asking the staff to come to the main office or SCL location to finish the progress notes before their next shift, removing the staff from their next shifts until the notes are completed, or staff discipline with staff who have a pattern of missing progress notes. RFYP will also extend the morning shift by an hour to provide staff time to complete household tasks and progress notes. This will allow the staff on the next shift (3pm-10pm) to be able to feel prepared to work with the members and not have to split their time between house tasks and attention for the members. This additional time will allow staff the time necessary to complete all required tasks.



## **2020 Supported Community Living Performance Indicators**

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## SUPPORTED COMMUNITY LIVING

Domain 1: Results Achieved for Persons Served (Effectiveness Measures) Measuring change over time is inherent in the measurement of results achieved for the persons served. Data collected at the beginning of services, at specific intervals during services, at the end of services, and/or at a point(s) in time following services

Benchmarks, Focus Area	Objectives	Performance Indicators (how is the objective evaluated)	Whom Applied To (who data gathered from)	Time of Measure (when the data is collected)	Data Source (how the data is collected)	Intended to Measure	Obtained By (who collects/maintains the data)	Performance Target (agency benchmark)	Actual Results Achieved	Perf. Target Met (yes/no)	Previous Year Results	Describe Extenuating Factors: Demographics, barriers, challenges	Timeframe for Data Analysis	Timeframe to Communicate Information	Priority
SDOH: Social & Community Context	1. RFYP provides members choices for community integration.	% of Yes responses on the Member Satisfaction Survey	Active Residential Members	Annually (October)	Member Satisfaction Survey (electronic or paper survey option)	Members are active participants in their community.	QA Department and Program Director	85% YES Responses	89%	Yes	86%	Continued, increased to 85% satisfaction for consistency	11/1/2021-11/30/2020	Spring 2021	1
SDOH: Health & Health Care	2. RFYP provides individualized medical and health care supports to meet members' needs	% of Yes Responses on the Parent/Guardian Satisfaction Survey	Active Residential Parent/Guardian	Annually (October)	Parent/Guardian Satisfaction Survey (electronic or paper survey option)	Health care equity and advocacy	QA Department and Program Director	85% YES Responses	85%	Yes	NEW Objective 2020	NEW Objective 2020	11/1/2021-11/30/2020	Spring 2021	2
SDOH: Neighborhood and Build Environment	3. RFYP maintains safe living environments preventing injuries resulting in basic first aid	# of incident reports resulting in the application of basic first aid and incidents resulting in injury.	Active Residential Members	Daily	Incident Report Tracking Spreadsheet	Members are provided a safe residential environment	Direct Care Staff, Facilitators	Max 64 incident reports for basic first aid applied per year	56	Yes	NEW Objective 2020	NEW Objective 2020	Bi-Annually (June and December)	Spring 2021	2

Domain 2: Experience of Services Received and Other Feedback from Persons Served: The perception of the persons served regarding their experience with the program/service provides valuable feedback on how well the program/service is meeting or met their expectations in areas such as service responsiveness, respect, informed choice, participation, and overall value.

Benchmarks, Focus Area	Objectives	Performance Indicators (how is the objective evaluated)	Whom Applied To (who data gathered from)	Time of Measure (when the data is collected)	Data Source (how the data is collected)	Intended to Measure	Obtained By (who collects/maintains the data)	Performance Target (agency benchmark)	Actual Results Achieved	Perf. Target Met (yes/no)	Previous Year Results	Describe Extenuating Factors: Demographics, barriers, challenges	Timeframe for Data Analysis	Timeframe to Communicate Information	Priority
Internal Focus Area	1. Members are satisfied with the level of attention they receive from staff	% of Yes responses on the Member Satisfaction Survey	Active Residential Members	Annually (October)	Member Satisfaction Survey (electronic or paper survey option)	Members feel their social and emotional needs are prioritized and attended to	QA Department, SC, and Program Director	85% reporting YES	86%	Yes	90%	Continued, increased to 90% satisfaction for consistency	11/1/2020-11/30/2020	Spring 2021	2
SDOH: Economic Stability	2. Members are satisfied with the financial support available to them	% of Yes responses on the Member Satisfaction Survey	Active Residential Members	Annually (October)	Member Satisfaction Survey (electronic or paper survey option)	Members feel empowered to ask questions and receive answers about their finances	QA Department, SC, and Program Director	85% reporting YES	80%	No	NEW Objective 2020	NEW Objective 2020	11/1/2020-11/30/2020	Spring 2021	3
SDOH: Education	3. Members receive answers to their questions in a timely manner to make informed personal choices	% of Yes responses on the Member Satisfaction Survey	Active Residential Members	Annually (October)	Member Satisfaction Survey (electronic or paper survey option)	Effective and consistent sharing information empowering the member to make informed choices	QA Department, SC, and Program Director	85% reporting YES	84%	No	NEW Objective 2020	NEW Objective 2020	11/1/2020-11/30/2020	Spring 2021	1

**Domain 3: Experience of Services Received and Other Feedback from Other Stakeholders:** The perception of stakeholders regarding their experience with the program/service provides valuable feedback on how well the program/service is meeting or met their expectations

Benchmarks, Focus Area	Objectives	Performance Indicators (how is the objective evaluated)	Whom Applied To (who data gathered from)	Time of Measure (when the data is collected)	Data Source (how the data is collected)	Intended to Measure	Obtained By (who collects/maintains the data)	Performance Target (agency benchmark)	Actual Results Achieved	Perf. Target Met (yes/no)	Previous Year Results	Describe Extenuating Factors: Demographics, barriers, challenges	Timeframe for Data Analysis	Timeframe to Communicate Information	Priority
RFYP Internal Focus	1. Guardians are satisfied with the staff's responsiveness to the needs of the members	% of Yes responses on Parent/Guardian Satisfaction Survey	RFYP Parents & Legal Guardians	Annually	Parent/Guardian Satisfaction Survey (electronic or paper survey option)	Guardians feel the members' daily living needs are prioritized and attended to	QA Department and Program Director	85% reporting YES	94%	Yes	84%	Continued	11/1/2020-11/30/2020	Spring 2021	2
SDOH: Health & Health Care	2. Guardians are satisfied with the responsiveness of the medical team to the individual medical/health needs of the members	% of Yes responses on Parent/Guardian Satisfaction Survey	RFYP Parents & Legal Guardians	Annually	Parent/Guardian Satisfaction Survey (electronic or paper survey option)	Guardians feel the members' mental and physical health care needs are prioritized and attended to	QA Department and Program Director	85% reporting YES	85%	Yes	NEW Objective 2020	NEW Objective 2020	11/1/2020-11/30/2020	Spring 2021	2
SDOH: Economic Stability	3. Guardians feel they receive timely member financial information	% of Yes responses on Parent/Guardian Satisfaction Survey	RFYP Parents & Legal Guardians	Annually	Parent/Guardian Satisfaction Survey (electronic or paper survey option)	Effective and consistent sharing of financial information	QA Department and Program Director	85% reporting YES	70%	No	NEW Objective 2020	NEW Objective 2020	11/1/2020-11/30/2020	Spring 2021	2
RFYP Internal Focus	4. Other providers feel RFYP is receptive to their requests/suggestions/inquiries	% of Yes responses on Other Providers Satisfaction Survey	Other Providers	Annually	Other Providers Satisfaction Survey (electronic or paper survey option)	Reciprocal and receptive communication experience	QA Department and Program Director	85% reporting YES	100%	Yes	NEW Objective 2020	NEW Objective 2020	11/1/2020-11/30/2020	Spring 2021	1

**Domain 4: Resources Used To Achieve Results for the Persons Served:** Efficiency measures address the relationship between resources used and results achieved.

Benchmarks, Focus Area	Objectives	Performance Indicators (how is the objective evaluated)	Whom Applied To (who data gathered from)	Time of Measure (when the data is collected)	Data Source (how the data is collected)	Intended to Measure	Obtained By (who collects/maintains the data)	Performance Target (agency benchmark)	Actual Results Achieved	Perf. Target Met (yes/no)	Previous Year Results	Describe Extenuating Factors: Demographics, barriers, challenges	Timeframe for Data Analysis	Timeframe to Communicate Information	Priority
SDOH: Economic Stability	1. To provide quality services and avoid interruptions to the members, SCL program monitors how many members are enrolled.	SCL Census Data	Financial Department	Monthly	Quickbooks	Monitoring of the census to ensure continuation of services for members	Financial Director and Executive Director	87% Monthly Occupancy Rate	92%	Yes	89%	Continued	1/1/2021	Spring 2021	1

**Domain 5: Service Access Measures:** Service access addresses the organization's capacity to provide services to those who desire or are in need of receiving services

Benchmarks, Focus Area	Objectives	Performance Indicators (how is the objective evaluated)	Whom Applied To (who data gathered from)	Time of Measure (when the data is collected)	Data Source (how the data is collected)	Intended to Measure	Obtained By (who collects/maintains the data)	Performance Target (agency benchmark)	Actual Results Achieved	Perf. Target Met (yes/no)	Previous Year Results	Describe Extenuating Factors: Demographics, barriers, challenges	Timeframe for Data Analysis	Timeframe to Communicate Information	Priority
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SDOH: Education	1. Parents/Guardians receive information regarding the member or services provided in a timely manner	% of Yes Responses on the Parent/Guardian Satisfaction Survey	Active Residential Parent/Guardian	Annually (October)	Parent/Guardian Satisfaction Survey (electronic or paper survey option)	Effective and consistent sharing information allowing guardians and service providers to be equally informed with minimal delays	QA Department and Program Director	85% YES Responses	88%	Yes	NEW Objective 2020	NEW Objective 2020	11/1/2020-11/30/2020	Spring 2021	2
SDOH: Social & Community Context	2. Wait time on agency vehicle maintenance requests completion	Maintenance work order received date vs. Complete date on Work Order Tracking	Maintenance Department	Daily	Maintenance Work Order Form Tracking Spreadsheet	Access to community and civic participation	Financial Director and Executive Director	10 days average	8 days	Yes	21 days		1/21/20	Spring 2021	1
SDOH: Neighborhood and Build Environment	3. Wait time on home maintenance work order request completion	Maintenance work order received date vs. Completed date	Maintenance Department	Daily	Maintenance Work Order Form Tracking Spreadsheet	High quality, accessible living conditions for residential members	Financial Director and Executive Director	14 days average	13 days	Yes	NEW Objective 2020	NEW Objective 2020	1/21/21	Spring 2021	1
SDOH: Health & Health Care	4. RFYP Medical Team is accessible to other providers to answer any medical related questions	% reporting YES on Other Provider Survey	Other Providers	Annually	Other Providers Satisfaction Survey (electronic or paper survey option)	Accessible agency medical supports and resources	QA Department and Program Director	85% reporting YES	85%	Yes	NEW Objective 2020	NEW Objective 2020	11/1/2020-11/30/2020	Spring 2021	2

#### Domain 6: Business Function Measurement

Benchmarks, Focus Area	Objectives	Performance Indicators (how is the objective evaluated)	Whom Applied To (who data gathered from)	Time of Measure (when the data is collected)	Data Source (how the data is collected)	Intended to Measure	Obtained By (who collects/maintains the data)	Performance Target (agency benchmark)	Actual Results Achieved	Perf. Target Met (yes/no)	Previous Year Results	Describe Extenuating Factors: Demographics, barriers, challenges	Timeframe for Data Analysis	Timeframe to Communicate Information	Priority
SDOH: Health & Health Care	1. Increasing medications passed as prescribed by RFYP staff (Risk Management)	Medication Error Incident Reports for major and minor incidents	RFYP Residential Staff	Daily	Incident Report Tracking Spreadsheet	Medication administration accuracy	Program Director and RFYP Nurse	36 or less medication errors	30 medication errors	Yes	NEW Objective 2020	NEW Objective 2020	1/1/21	Spring 2021	3
RFYP Internal Focus	2. Decreasing agency personnel turnover rates.	Agency Turnover Rate	Financial Department and Human Resources Dept	Annually	Quickbooks	Decreasing personnel turnover so supervisors can spend less resources training new staff	Financial Director	60%	75%	No	72%	Continued	1/1/21	Spring 2021	2
RFYP Internal Focus	3. Increase agency morale and culture to ensure a positive work environment	Staff Engagement Survey	All RFYP Staff	Annually	Staff Engagement Survey (electronic or paper option)	RFYP promotes a team work environment to promote a positive agency culture.	Program Directors and Human Resources Director	85% reporting Agree or Strongly Agree	83%	No	NEW Objective 2020	NEW Objective 2020	11/1/2020-11/30/2020	Spring 2021	1
RFYP Internal Focus	4. Daily progress notes are submitted on time for maximum monthly financial reimbursement for services	Financial Dept	RFYP Residential Staff	Monthly	P Note Monthly Tracking Spreadsheet	Recoupment for services for business function and cash flow	Financial Department and Quality Assurance	0.75% progress notes missing prior to monthly billing	0.74%	No	NEW Objective 2020	NEW 2020, Data collected July 1 - December 31, 2020	1/1/21	Spring 2021	1

## Discharge Summary

### 2020 Discharge and Post-Discharge Follow-Up Summary Report

Reach For Your Potential, Inc. (RFYP) seeks input from members and guardians at discharge and post-discharge through discussions, participation at the discharge meetings, phone calls, emails, electronically via Survey Monkey, and/or a paper feedback survey. RFYP maintains an open door policy during and after services are provided. The input received in 2020 was thoughtfully reviewed, summarized, analyzed for trends, influencing factors were identified, and proposed improvements to be implemented in the upcoming year were identified. Action plans for continuous quality improvement will be implemented starting in January 2021 and reviewed for progress in six months.

The RFYP discharge procedure is a coordinated effort among the interdisciplinary team including but not limited to the member, RFYP staff, guardians, other care providers, and case managers. Input received at the end of services and points-in-time after services are an invaluable resource that may improve the agency's policies and procedures. In addition, the input may improve continuity and coordination of care and a safe transition to other programs and providers. The data collected are used to improve and strengthen RFYP programs and services.

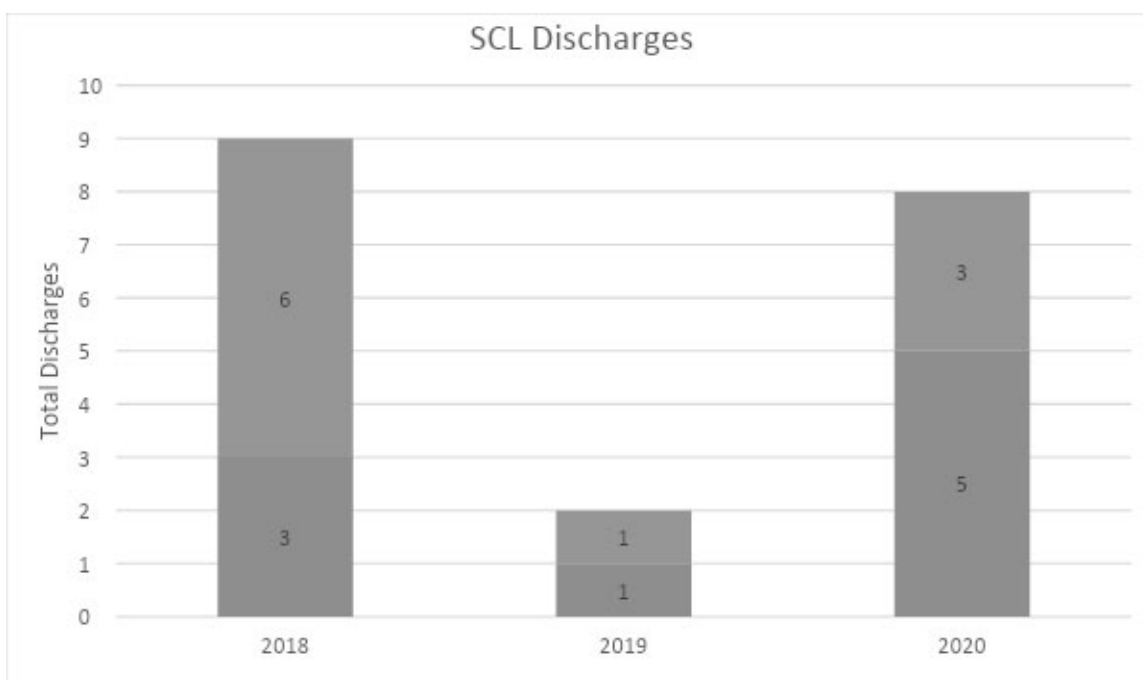
Upon discharge, RFYP provides the Interdisciplinary Team a comprehensive discharge summary. The summary details the current status of the member's finances, upcoming medical and all other appointments, medications, personal items, and/or household supplies purchased by the member.

## Residential Services Discharge Summary

### 2020 Demographics

<b>Total Residential Discharges</b>	8
<b>Years Participating in Residential Services</b>	0 to 1 year = 3 2 to 5 years = 2 6 to 10 years = 0 10+ years = 3
<b>Male</b>	5
<b>Female</b>	3
<b>Ages</b>	18 to 40 = 3 41 to 63 = 3 64 to 86 = 2
<b>Funding</b>	BI Hourly = 0 BI Waiver = 0 Hab = 0 Home Based = 2 ID Hourly = 0 ID Daily = 6 Region = 0
<b>Ethnicity</b>	Asian Pacific = 0 Hispanic = 0 White = 7 Black = 0 Other = 1
<b>Reason for Discharge</b>	Family Home = 1 New Provider = 4 Passed Away = 2 Independent Living = 1

### Comparative Analysis 2018-2020



**Trends:** Discharge trends in 2020 include members leaving RFYP services to live independently or choosing another provider that could better meet the psychiatric and substance abuse needs of the member. The discharges were voluntary and both parties agreed that the discharge was appropriate. Supported Community Living program and personal restrictions were challenging for the members resulting in acting out behaviors, roommate conflict, mental health episodes, and substance abuse concerns. This led to an increase in law enforcement involvement due to elopement and mental health crisis interventions and hospitalizations.

**Causes:** Discharge causes were due to some services, supports, and environments required for members to be successful were outside the scope of RFYP's services. The member and interdisciplinary team agreed the member would benefit from an environment that addressed the mental health, medical/diabetic specific cares, and/or substance abuse needs. In addition, there were members that passed away due to natural causes.

**Post Discharge Follow-Up:** RFYP and family of the individuals that passed away in 2020 remained in ongoing communication. RFYP offered emotional support after their loss as well as the coordination of the members' belongings being returned to the family. The family expressed deep gratitude for RFYP's compassion, support, and patience. End of Life Celebrations were planned following the individuals' passing. Guardians, friends, and interdisciplinary team members are invited to contribute to the planning of the event and all COVID-19 precautions were followed. Two past members stopped by their past residence unannounced to see their roommates. One member transitioned to a higher level of care. RFYP and the individual were in communication regarding questions about food stamps assistance and eligibility.

**Barriers to Satisfaction:** Input received by RFYP regarding barriers to satisfaction with RFYP services include but not are limited to:

- Conflicts among roommates
- More skilled mental health supports needed
- Members feeling like they need more "freedom"
- More skilled nursing and daily diabetic cares

**Extenuating Factors:** COVID-19 restrictions impacted members' mental health. The restrictions were challenging for the members. Staying home and maintaining social distance was challenging and directly impacted their desire for socialization and community integration. At times, this frustration resulted in acting out behavior and input from guardians requesting that RFYP do more to engage the members physically, emotionally, and socially throughout the pandemic.

**What Did We Learn:** RFYP confirmed and learned that intense mental health intervention, residential substance abuse cares, and skilled nursing for diabetic medical monitoring is beyond the agency's scope of services for Supported Community Living. RFYP offers excellent supported community living services and the agency is now more aware of how to identify when services are beyond their scope.

**What Are We Doing Well:** When a member is preparing to discharge from services, RFYP is committed to continuing to provide care and services until the member moves in with a new provider or family member. RFYP will not discharge the member until alternate services are established. RFYP will go above and beyond to support the individual in the environment that best fits their needs including providing additional staffing and paying for the member to reside in a hotel room with staffing support until they are able to transition to their new provider. RFYP is also committed to transparency in communication and a team approach to service coordination.

**Areas of Concern:** In 2020, there was limited face-to-face meetings due to safety precautions for staff, members and interdisciplinary team members as a result of COVID-19. This created challenges for ongoing communication and response time to address issues as they are presented. RFYP would also like to increase the response rate for the discharge and post-discharge survey from members and guardians.

**Proposed Improvements:** RFYP will be implementing face-to-face discharge meetings in 2021. RFYP will include the discharge survey link in the discharge summary. The survey asks for updated email and forwarding address. That data will be used to send the post-discharge survey so RFYP can be assured the discharge summary will be received by the guardian. The survey will also be available on the agency's website.

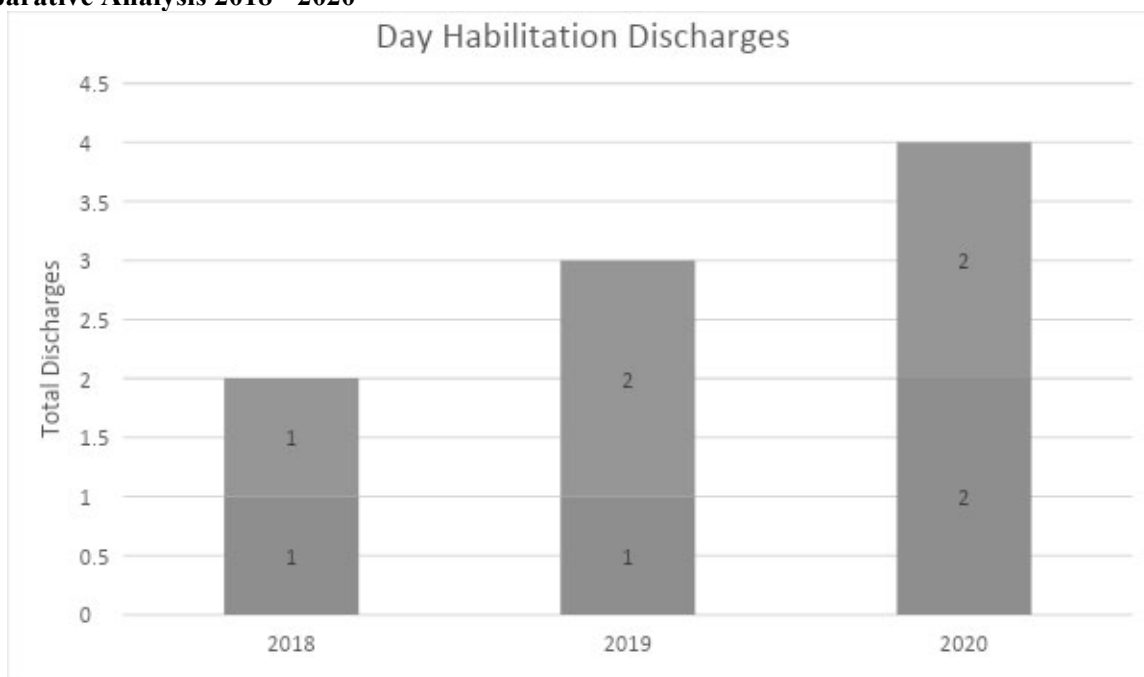
### Day Habilitation Discharge Summary

#### 2020 Demographics

<b>Total Day Habilitation Discharges</b>	4
<b>Years Participating in Day Habilitation Services</b>	0 to 1 year = 1 2 to 5 years = 1 6 to 10 years = 0 10+ years = 2
<b>Male</b>	2
<b>Female</b>	2
<b>Ages</b>	18 to 40 = 2 41 to 63 = 0 64 to 86 = 2
<b>Funding</b>	BI Hourly = 0 BI Waiver = 0 Hab = 0 Home Based = 1 ID Hourly = 0 ID Daily = 3 Region = 0
<b>Ethnicity</b>	Asian = 0 Hispanic = 0 White = 4 Black = 0 Other = 0

<b>Reason for Discharge</b>	Family Home = 0 New Provider = 2 Passed Away = 2 Independent Living = 0
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### 2020 Comparative Analysis 2018 - 2020



**Trends:** Discharge trends in 2020 include members leaving the RFYP Day Habilitation due to leaving the agency entirely to move to a new provider for Supported Community Living services and Day Habilitation services. The trend is that the member and interdisciplinary team choosing for the individual to participate in the day program of the new residential provider.

**Causes:** Discharge causes were due to individuals discharging from RFYP residential services. In most cases, the individual and interdisciplinary team do not have dissatisfaction with the Day Habilitation, rather they choose to enroll in the new provider's day and residential program for ease and consistency.

**Post Discharge Follow Up:** RFYP and the family of the individuals that passed away in 2020 remained in ongoing communication. RFYP offered emotional support after their loss as well as the coordination of the members' belongings being returned to the family. The family expressed deep gratitude for RFYP's compassion, support, and patience. End of Life Celebrations were planned following the individuals' passing. Guardians, friends, and interdisciplinary team members are invited to contribute to the planning of the event and all COVID-19 precautions were followed. Two past members stopped by their past residence unannounced to see their roommates. One member transitioned to a higher level of care. RFYP and the individual were in communication regarding questions about food stamps assistance and eligibility.

**Barriers to Satisfaction:** Input received by RFYP regarding barriers to satisfaction with Day Habilitation services is the desire for more community outings.

**Extenuating Factors:** The Day Habilitation program was suspended on March 18, 2020. At that time, all Day Habilitation members returned to their residential program for services during the day. In addition, an extenuating factor that is unique to the Day Habilitation program is that if a member is dissatisfied with the residential program and seeking a new residential provider, the Day Habilitation services will most likely also be discontinued.



**What Did We Learn:** RFYP confirmed and learned that high-risk mental health and substance abuse needs are beyond the Day Habilitation's scope of services. RFYP offers excellent supported Day Habilitation services, and the agency is now more aware of how to identify when individual needs are beyond the agency's scope.

**What Are We Doing Well:** The Day Habilitation program is flexible to the members' frequent scheduling changes. Additionally, the Day Habilitation also provides round trip transportation for members to participate in RFYP Day Habilitation services. Typically, a member participates in programs with multiple providers throughout the week. The weekly schedule is dependent upon the schedule of the other providers. Day Habilitation staff are also trained at hire, annually, and weekly during staff meetings about person-centered services and member specific needs. The engagement calendar also offers a variety of activities at the Day Habilitation and within the community. RFYP is committed to continuing to provide care and services until the member moves in with a new provider or family member. RFYP will not discharge the member until alternate services are established.

**Areas of Concern:** In 2020, there was limited face-to-face ISP meetings due to safety precautions for staff, members and IDT members as a result of COVID-19. This created challenges for ongoing communication and response time to address issues as they are presented. RFYP would also like to increase the response rate for the discharge and post-discharge survey from members and guardians.

**Proposed Improvements:** RFYP will be implementing face-to-face discharge meetings in 2021. RFYP will include the discharge survey link in the discharge summary. The survey asks for updated email and forwarding address. That data will be used to send the post-discharge survey so RFYP can be assured the discharge summary will be received by the guardian. The survey will also be available on the agency's website.

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