

Performance Improvement Report - 2016	
↑	This indicates improvement over last year's performance or improvement over an established baseline.
↔	This indicates either process/outcome stability (status quo). Essentially, no change from the previous reporting period.
↓	This indicates decline in performance or outcome.
↕	This indicates performance was not yet measured.

Summary of Performance		
Symbol	Area of Performance	Comments
↑	Financial	Training given to Finance Department on customized reports
↑		The current investment policy updated by Board
↔		Expansion of Medicaid services in CC, designate billing staff
↔		Client no fee policy reviewed.
↔		Auditor recommendations followed.
↑		Capture capacity building funds from private sources.
	Risk Mgmt	
↔		Annual training to management team
↔		Monthly discussions at staffing on contract requirements.
↔		Implementation of Corporate Compliance Policy and Procedures.

<p>↑</p> <p>↑</p> <p>↑</p> <p>↑</p> <p>↑</p> <p>↔</p> <p>↑</p> <p>↑</p>	<p>Risk Management</p>	<p>QA teams perform regular client file review.</p> <p>Fire safety inspection and assessment was completed by outside party.</p> <p>All computers were checked and maintained for virus protection. Consultant engaged for server maintenance.</p> <p>Video surveillance cameras maintained for client protection.</p> <p>Policy manual updated for contract changes.</p> <p>Monthly administration staff meetings.</p> <p>Insurance was reviewed for sufficient liability and assets coverage.</p> <p>Fun agency activities to make for favorable workplace.</p>
<p>↑</p> <p>↑</p> <p>↔</p>	<p>Safety (Incidents)</p>	<p>Number of Critical Incidents reduced</p> <p>Written feedback from consumers was provided and reviewed and acted upon by staff at management meetings.</p> <p>Safety incident reports are reviewed at staff meetings with written documentation.</p>
<p>↔</p> <p>↑</p> <p>↔</p>	<p>Quality Assurance (counseling)</p>	<p>Global Assessment Functioning increase 2pts</p> <p>No Show Stats</p> <p>File Reviews quarterly with outcomes to Board in Reports and adjustments to services as indicated</p>

↑		Dr. Daves' consultation improves services for clients.
↑	Health & Safety↑	The safety checks, including fire extinguisher checks, were conducted on a regular basis.
↔		The annual fire inspection indicated no problems or citations.
↔		CPR training was held for appropriate staff members.
↑		Emergency drills were regularly scheduled and posted for supervisors.
↑		Surveillance cameras were maintained.
↑		The number of incident reports remained the same from the proceeding year.
↑		Storage areas were cleaned and re-organized.
↑		Implementation and documentation of health information in client files improves
↑		More drills on workplace violence are needed
↑		Postings on Website and texting regarding weather closings

<p>↔</p> <p>↑</p> <p>↔</p> <p>↔</p> <p>↑</p>	<p>Other Outcomes</p> <p>Grievances & Complaints</p>	<p>The satisfaction surveys distributed to consumers on a regular basis indicated a high satisfaction of services. (Satisfaction)</p> <p>A community needs assessment was done and indicated high satisfaction with services.</p> <p>Annual Service Targets and Objectives were met</p> <p>There were no formal grievances.</p> <p>There were a few “complaints” including one to upgrade videos for D&A classes</p>
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<p>↓</p> <p>↑</p> <p>↔</p> <p>↔</p>	<p>Human Resources</p>	<p>Staff meetings occurred with greater frequency,</p> <p>Staff trainings occurred on a regular basis, with outside opportunities for continuing education for all staff.</p> <p>The staff turnover resulted in increased quality of services.</p> <p>The joint Board of Directors and staff gatherings assisted in improved communication.</p>
<p>↑</p> <p>↑</p>	<p>Technology</p>	<p>Disaster recovery preparedness policy for technology implemented and tested</p> <p>Technology was upgraded as needed</p>
<p>↑</p>	<p>Disaster Preparedness</p>	<p>YFS has completed an Emergency Response and Continuity of Operations Plan</p>