

Performance Improvement Report – FY 17/18

↑	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	Cross training within different positions in the finance department.
↑	Financial	Current operations budget stabilized with as minimal service disruptions as possible.
↔	Financial	Expansion of Medicaid services in CC, designate billing staff
↔	Financial	Client no fee policy reviewed.
↔	Financial	Auditor recommendations followed.
↔	Risk Mgmt	Capture capacity building funds from private sources.
↔	Risk Mgmt	Annual training to management team
↔	Risk Mgmt	Monthly discussions at staffing on contract requirements.

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

↑	Health & Safety	Dr. Parks' consultation improves services for clients.
↑		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 per client served 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 Facebook and texting regarding weather closings

	Workforce Development	
↑		Completed top workplace survey
↑		Implemented workplace/employee appreciation activities
↔		Consistently updated organizational chart
↑		Tiered orientation plan. Critical orientation, then second more detailed
↔		Consistent job descriptions
↑		Consistent management team leadership and stability
	Other Outcomes	
↔		The satisfaction surveys distributed to consumers on a regular basis indicated a high satisfaction of services. (Satisfaction)
↑		A community needs assessment was done and indicated high satisfaction with services.
↔		Annual Service Targets and Objectives were met
	Grievances & Complaints	
↔		There were no formal grievances.
↑		There were a few “complaints” in the suggestion box, one regarding employee pay.

<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>