Outcome Measures Final Report
2005

Child and Youth Services

Increase the number of information sessions offered by 9, bringing the total number of sessions offered to 90.
In 2005, 121 session were provided as follows: 12 by CITE, 53 by Kelly O'Leary Center, 20 by MR/DD Schools, 20 by MR/DD Itinerant Support Team, 7 by MR/DD Transition Team and 9 by Ancillary staff. This goal has been met for four years in a row.

- 2002 – goal 4; offered 14
- 2003 – goal 10; offered 60
- 2004 – goal 66; offered 81
- 2005 – goal 90; offered 121
- The goal will be continued for 2006.

Increase educational supports to individuals in local school districts or community settings by 26, a total of 350.
451 individuals in local school district or community settings received educational supports, an increase of 127. Supports were provided by CITE (134), Itinerant Support Team (52), Kelly O'Leary Center (56), and the MR/DD Transition Team (209). This goal has been met for the past three years.

- 2003 – goal 10% increase (220); actual 19% increase (238)
- 2004 – goal 20% increase (286); actual 36% increase (324)
- 2005 – goal 350; actual 451
- This goal will be continued in 2006.

Increase the number of school-age students who use summer programs within the community by 5, bringing the total to 32.
This goal was met with an increase of 13 students participating in the summer programs. Breyer School has 12 participants, Fairfax School had 15, and Rost School had 15. Satisfaction surveys from parents participating in the summer program indicate they are very satisfied. This goal was also met in 2004 with 27 students participating, exceeding the goal of 25. This goal will continue for 2006

Increase student outcomes achieved by 5% in Board operated schools.
This goal was met with a 6% increase in goal attainment for students in school age programs.

- 2003 – goal 5%; achieved 8%
- 2004 – goal 5%; achieved 3.1%

This goal will continue in 2006 as we continue the need to increase student outcomes achieved and support staff through training on writing measurable goals and data collection.

Add two new program options for families served in Early Intervention.
This goal has been met with two playgroups in Quadrants 2 & 3 offered and well attended by families in the summer. This goal was also met in 2003 (goal 2; offered 3) and 2004 (goal 2; offered 2). This goal will continue in 2006.

Establish a baseline for the total number of student IFSP outcomes met with a minimum goal of 75%.
A new state mandated Individual Family Services Plan (IFSP) form was introduced this year and staff were trained on its use. The baseline goal of 75% was not met with an actual percentage of 55%. This indicates a need for additional training on writing measurable goals in 2006. This goal will continue with new criteria in 2006.

Increase training and technical support to daycare centers, Head Start, and other community childcare providers by 5% (an increase of 3)
When the current form was being reviewed for revision in January 2005, it was discovered that staff members had reported incorrect data in 2004. Staff were retrained on correct data collection for 2005, thus establishing a new baseline of 20 trainings. This goal will continue in 2006

Collaborate with Help Me Grow (HMG) agencies to increase efficiency with the completion of timely eligibility assessments by 33%
MR/DD is one partner in the Help Me Grow System for birth to three year old early intervention services. The mandated 45 day timeline for establishing eligibility for Part C services is not being met in Hamilton County as is indicated by the 68 day average in 2004 and the 75 day average for 2005. Despite ongoing meetings with HMG provider administrators to analyze and correct the problem, delays for services continue for families. Changes made to help increase efficiency include: no longer requiring medical documentation prior to referring for a planning assessment; shortening the creative outreach timeline; centralizing the scheduling for evaluation so that all providers have access to available times and can schedule appointments when they are speaking with families; MRDD adding another team and a half to the EPAT (Evaluation Planning Assessment Team). Staff vacancies and other personnel issues have contributed to the delays. At the November meeting, the HCBMRDD directed the superintendent to call a summit of all HMG providers to correct this problem. The group looked at the average time it was taking for each part of the entry process. It was decided to try a generalized scheduling process where all providers could have access to the schedule avoiding the need to talk directly to the MRDD scheduling secretary. The schedule will be piloted in

January 2006 and the results discussed at the February summit meeting. As of December 31, 2005 over 100 families are waiting for the assignment of a service coordinator before they can be referred for eligibility and planning assessment. HMG providers in Hamilton county need to review existing resources and determine more efficient ways to provide services to families and their babies at the most critical time in their life. This is a crisis situation for the county and needs immediate attention and commitment from all providers.

Increase parent satisfaction with communication between home and school/service providers to 90% indicating that they are very satisfied.
Survey results indicated that 61.5% of those responding indicated they were "very satisfied," which did not meet the goal of 90%. The majority of comments were positive stating parents were very satisfied with communication with their child's teacher. Negative comments related to administrative communication and handling of the school consolidation process. This goal was also not met in 2004 with a goal of 95% and an attained percentage of 66%. This goal will be continued in 2006.

Increase LEA satisfaction with Child & Youth services with 90% responding that they are very satisfied.
This goal was not met with only 62% of local school districts (LEA's) being very satisfied with MR/DD services. The goal was written a little differently in 2004, setting a goal of 95% of all LEA's rating satisfaction with services as either "very satisfied" or "satisfied." The 2004 goals were met with 100% satisfaction, 64% being "very satisfied" and 36% being "satisfied." This goal will be continued in 2006.

95% of the Help Me Grow (HMG) agencies express satisfaction with Child & Youth services.
This goal was not met with a 39% overall satisfaction rate. Specifically, 33% of respondents gave a rating of "very satisfied" and 33% gave a rating of "satisfied." The changing role of the HMG service coordinator and early intervention service specialists in the development of the IFSP has led to much confusion and created a lack of clear understanding of roles. Training on the new IFSP process has taken place throughout the year. This goal will be continued in 2006.

Maximize parent/caregiver satisfaction with E.I. services with 100% saying that they are very satisfied.
This goal was not met with 66% of those surveyed noting a rating of "very satisfied" (74% from families who have left the E.I. system and 59% from families currently in the E.I. system.) Responses to the survey indicate that some families confuse MR/DD staff with HMG service providers. This goal was almost met in 2004 with a 95% satisfaction rate. This goal will continue in 2006 with revision to the survey to clarify responses between MR/DD staff and other HMG providers.

Community Assistive Technology Services

95% of the students who go into the community and are limited in verbal language will use visual/AAC support.
This goal was not met with 87% of the students who go into the community and are limited in verbal language using visual/AAC support. 130 of 149 students used visual supports. This goal will continue in 2006.

Provide two Make It-Take It Workshops for stakeholders to learn & construct low-tech equipment so that more individuals can access technology in the community and home.
This goal was met. "Make-It/Take-It" workshops were held at Breyer and Rost Schools, with another being held during the Fall Fling at Rost School on November 8. Thirty-eight individuals/family members/caregivers/stakeholders participated in the workshops, making "choice boards" with suggestions on when to provide choice making to students throughout the day. In 2006, an "Ancillary Services Link" with assistive technology tips was created on the HCBMR/DD website. Assistive technology articles will also be included in each edition of the Stay Healthy, Stay Safe Newsletters.

Maximize the number of individuals who continue to use AT devices/equipment purchased by and for them (during 2004) to access services in the community.
This goal was met. Of the 86 individuals who received AT devices/equipment in 2004, 70 continue to use their devices/equipment, 14 individuals who are no longer in our agency, and 2 individuals are not using their equipment/devices. There is an ongoing need to support individuals using devices. Thus, this goal will continue in 2006.

90% of the individuals using assistive technology will be satisfied with the services.
This goal was met with 94% of the survey responses indicating satisfaction with Assistive Technology services. The survey response rate was significantly higher than in 2004 when there were not enough responses to effectively compute results. This goal will continue in 2006.

90% of the primary care givers of individuals receiving AT services will be satisfied with the services.
This goal was met with 99% of the survey responses indicating satisfaction with Assistive Technology services. Again, the survey response rate was significantly higher than in 2004 when there were not enough responses to effectively compute results. This goal will continue in 2006.

Community Transition Services

Increase the % of students from 10 public school districts who achieve post graduation outcomes of their choice to 90%.
This goal was not met, with 75% of graduates achieving the post graduation outcome of their choice. While the goal was not met, this does show an increase from 68% in 2004 and 52% in 2003. This goal will be continued in 2006.

75% of students will participate in community experiences.
This goal has been met with 80% of students participating in at least one community experience. This goal will continue in 2006 with increased goals.

Offer 4 training sessions for staff regarding transition and self-determination to direct services staff in MRDD school age program.
This goal was met at each school location.

Increase by 3, new partnerships to establish additional community connections.
This goal was met with 9 new community sites developed; Northwest High School, Jewish Family Services, Multiple Sclerosis, Good Samaritan Hospital, Nativity Church and School, Animal Care Blue Ash, Hartland Hospice, Every Child Succeeds, and Corpus Christi Church. Developing partnerships within the community remains a priority, as students need to gain experience and practice skills in natural settings. This goal was also met in 2004 when 10 new community connections were established. This goal will continue in 2006.

Increase access to Community Transition Services for 20 individuals by removing the barriers.
This goal has been met with 158 students accessing transition services 1/05 through 6/05, and 209 students accessing transition services from 7/50 through 12/05. This goal will continue in 2006.

Maintain 100% satisfaction rate of students and families who feel prepared to make decisions about post-school options, and increase survey response rate to 50%.
This goal was partially met with a 100% satisfaction rate, but a 16% survey response rate. This is a decrease from the 2004 results of a 100% satisfaction rate and a 20% response rate. This goal will be continued in 2006.

Maintain 100 % satisfaction of Community Transition Services by LEA and increase survey response rate to 50%.
This goal was partially met with a satisfaction rating of 80% and a survey response rate of 59%. This is a change from a satisfaction rate of 100% and a survey response rate of 20% in 2004. The goal will be continued in 2006.

Employment Assistive Technology Services

Provide services to 100% of all the individuals who request AT services that enable them to seek and/or access employment.
This goal was met at 100%. This service continues as a priority.

Increase the number of individuals served in the workshops who use AT consultative model by 20.
This goal was not met due to a reduction in staff and a change from a direct service model to a consultative model. In 2004, four speech therapists served 199 individuals in the four adult centers. In 2005, two speech therapists served 175 individuals in the four adult centers, 139 of which required assistive technology support. Though this goal was not met, the shift to a consultative mode helped to maintain services for individuals served in the adult centers.

Maximize the number of individuals who continue to use AT devices/equipment purchased by and for them (during 2004) to access services in the community.
This goal was met with 59 individuals utilizing AT devices that were acquired in 2004. This goal will be continued in 2006.

90% of individuals receiving Assistive Technology Services will be satisfied with the services.
This goal was met with surveys indicating a 100% satisfaction rate with AT services. The response rate was 39%, which included telephone surveys and written surveys. This goal will be continued in 2006.

90% of primary caregivers of individuals receiving AT services will be satisfied with AT services.
This goal was met with surveys indicating a 100% satisfaction rate with AT services. The response rate was 40%, which included telephone surveys and written surveys. This goal will be continued in 2006.

Employment Transition Services

Increase the % individuals who have achieved their desired post-school outcomes to 90%
This goal was nearly met with 87% of 2005 graduates doing what they stated they would be doing 6 months after graduation. This is a 17% increase from 2004. This goal will continue in 2006.

Maximize the individual's preparation for post-graduation options through a futures planning process for at least 50% of 18+ students.
Implementation of this goal began in September 2005 and was met with 100% of students 18 years old or older participating in some future planning activities. This goal will continue in 2006.

Increase access to Employment Transition Services for 20 individuals by removing the barriers.
This goal was met with 158 students accessing transition services from January through June 2005, and 209 students accessing transition services from July through December 2005. This goal will be continued in 2006 with some modification to reflect our collaboration with local school districts to provide information about resources and services available to eligible students.

Maintain student/family satisfaction with transition services at 100% and increase survey response rate to 50% with the addition of telephone surveys.
This goal was partially met with a 100% satisfaction rate and a 16% response rate. This is a decrease from the 2004 results of 100% satisfaction and 20% response rate. The goal will be continued in 2006.

Maintain employer & adult service provider satisfaction with transition services at 100% and increase survey response rate to 65% with addition of telephone surveys.
This goal was partially met with a 100% satisfaction rate and a 16% response rate. This is a decrease from the 2004 results of 100% satisfaction and 20% response rate. The goal will be continued in 2006.

Community Service Coordination

The Board will ensure that 100% of the individuals receiving Service Facilitation know the dollar amount allocated for their services.
This goal has been met with 100% of the individuals who receive services in addition to service facilitation and whose planning meetings have taken place being knowledgeable of the dollar amount allocated for their services. A modification of this goal was also met in 2003 (goal 75% increase; achieved 289% increase) but was not met in 2004 (goal 100% of individuals served in Southwest and Central regions; achieved 81%) due to a delay in starting the process.

The Board will increase the number of individuals in supported living who have at least one housemate by 50.
This goal has been met with 88 individuals in supported living having at least one housemate. Housemate matching will continue to be an agency priority and practice.

Develop Support Networks with at least 10 individuals.
This goal has been met with the formation of 12 formal and informal Networks of Support. The Arc "Covenants of Support" committee sponsored a workshop for individuals, parents and service facilitators in September 2005. Covenants of Support will continue to be developed and implemented in all regions to assist individuals in identifying friends, family members and community members who care about and can support them.

85% of the time, individuals seeking service coordination will be contacted within 30 days from the date of assignment/selection of a service facilitator.
This goal was met with over 95% of individuals seeking service coordination being contacted within 30 days of the assignment/selection of a service facilitator. Although this will not be a stated goal in the next year, staff members will adhere to this timeframe to continue providing excellent customer service.

Increase the satisfaction of individuals served with service facilitation to 85%.
This goal was met with 88% of individuals surveyed stating they are "satisfied" or "very satisfied" with service facilitation. This goal will continue in 2006.

Increase the satisfaction of families served with service facilitation to 95%.
This goal was nearly met with 93% of families surveyed reporting being "satisfied" or "very satisfied" with service facilitation services. This goal will be continued in 2006.

Increase residential provider satisfaction with service facilitation to 85%.
This goal was not met with 81% of residential providers expressing satisfaction with service facilitation. This goal was met in 2004 (goal 75%; actual 81%) and will be continued in 2006.

Organizational Employment Services

Maximize contract work available for all GA employees to 87% of the work time.
This goal was not met with 75.8%. This has been a challenging year for procurement of work. The economy has struggled all year, thus companies are not as inclined to outsource work. We have aggressively pursued completion of nontraditional work in the shops in order to increase work opportunities. This goal was met in 2004 (goal 85%; attained 87.64%) and 2003 (goal 85%; attained 94%) and will be continued in 2006.

Increase GA employee productivity by 5%.
This goal has been met with an 8.2% increase in productivity and will be continued in 2006.

Develop tools and processes to efficiently assist individuals in identifying needed support in order to access sheltered employment.
This goal has been met. The tool to be utilized is the state produced "Capacity Interview for Adult Services", which is being piloted by the state. This document has been incorporated into the assessment tool that is completed for each individual. The score that is received from the capacity interview is used as a guide in discussions with the individual as to the appropriateness of agency-operated adult centers meeting their program needs. This goal will be continued in 2006.

Maximize satisfaction of GA employees with types of work available to 90%.
This goal has been met with a 96.42% satisfaction rate. This goal was also met in 2004 with a goal of 80% and an actual satisfaction rate of 95% in the adult centers and 88% at the Mobile Work Crew. This goal will be continued in 2006.

Maximize satisfaction of business customers with GA Services to 90%.
Surveys were sent to 20% of GA customers. This goal was met with 100% of customers surveyed rating services as satisfactory or better. This goal was also met in 2004 (goal 90%; attained 100% for adult centers and 90% for Mobile Work Crew) and will be continued in 2006.

Personal and Social Services

Increase participation in community activities during typical day program hours to 85%.
This goal was not met with 51% of individuals who are in full or part time activity programs in the four adult centers having participated in three or more community outings this year. This goal was partially met in 2004 (goal – 50 individuals per shop participate in at least 4 community outings: actual results – Franks 64, Beckman 9, Jackson 5, Kidd 28).

Each Center Council will work to develop two new volunteer activities within the community, for a total of 8 collectively.
This goal has been met with the development of 16 new volunteer activities which the Center Councils have found successful.

Establish a budget and seek other funding sources for the Activity Program.
This goal has been met. Each center has identified fundraisers to help support the activity program budget that was developed. In addition, line items in the Adult Services budget were realigned to support increase allowances to support the activity program.

Develop tools and processes to efficiently assist individuals in identifying needed supports in order to access Activity Program.
This goal has been met. The tool to be utilized is the state produced "Capacity Interview for Adult Services", which is being piloted by the state. This document has been incorporated into the assessment tool that is completed for each individual. The score that is received from the capacity interview is used as a guide in discussions with the individual as to the appropriateness of agency-operated adult centers meeting their program needs. This goal will be continued in 2006.

Maximize satisfaction of individuals participating in community outings to 90%.
This goal was met with a 99% satisfaction rating.

Maximize satisfaction of individuals participating in the Activity Program to 90%.
Focus group feedback indicates that a majority of individuals were satisfied with programs in the centers. Two focus groups were conducted at each center with six to eight individuals at each session. The information gathered was not reported in percentages, and therefore cannot be reflected as such for this goal attainment. However, the action steps were completed and overall satisfaction is reported to be satisfactory or better.

Maximize satisfaction of families and other supporters with the Activity Program by achieving a to 90% satisfaction rating.
This goal has been met with a satisfaction rating of 97%.

Organizational Outcomes

The Board will expand the use of the centralized purchasing system through the Hamilton County Purchasing Dept. (by 10) whenever possible.
Working relationships with other county departments have been greatly expanded, including County Engineers, County Facilities, Public Works, Sheriff's Department, Purchasing and County Administration. Specific to the Purchasing Department, we consistently use the Demandstar system to obtain competitive bids and saved over $1600 yearly on our HVAC maintenance contract for 2005 – 2009.

Projecting and monitoring expenditures will be based on annual plan.
The 2005 budget came in within the parameters established by the TLRC and county commissioners. The 2006 budget was prepared following these same recommendations based on the second year of this levy cycle.

The Board will continue to provide timely and pertinent training/ information to its staff and staff of contracted agencies. Four new topics for training are identified and offered. Training will be offered in two new, accessible formats.
This goal has been met. A Behavior Support curriculum for *Ensuring Health and Safety* has been developed and 11 sessions were conducted in 2005 with a total attendance of 261 providers. In addition, eight new training topics were developed and presented, an updated inventory of video resources was conducted and posted on the intranet and internet, and a list of cultural and ethnic resources was completed and promoted to the agency's five regions.

The Board will make educational opportunities regarding rights, confidentiality, or health and safety available to all individuals. A minimum of ten sessions regarding rights and confidentiality will be offered with 100 individuals participating.
This goal was not met. While the curriculum was developed, only one training session was offered. Additional training sessions for individuals receiving services are planned for 2006.

The Board will expand the variety and number of learning opportunities for health and safety for individuals. Six new video or audiotapes regarding health and/or safety related topics will be added. Seven new health and/or safety related curricula will be developed. 24 health and safety sessions will be offered
This goal was met. Seven new video resources were purchased for the lending library. The *Stay Healthy/Stay* Safe program and Plain Health information tips continue to be developed and distributed on a monthly basis. The *Stay Healthy/Stay Safe* newsletter was begun and is distributed on a quarterly basis. 32 learning sessions, in various venues, were offered to individuals served throughout the year, with a total attendance of approximately 390 individuals. Thirteen of these sessions were conducted at various provider agencies.

The Benefits Specialist will provide training and information to individuals and their advocates in order for individuals to make informed decisions regarding their income and benefits.
This goal was met with 4 information sessions being conducted. 100% of those in surveyed rated the session as "good" or better. Attendees stated that they truly felt that they would be able to either make informed decisions for themselves, or help an individual make informed decisions regarding their income and benefits.

Resource Guides will be available to staff in hard copy and on the website, to help individuals in their decision-making process. These guides will cover community resources, and providers of supported living and adult services.
The Resource Guide is available on the agency's intranet website for review by service facilitators, who can also share it with individuals and their families. The Resource Guide has a print option for those who would like to access it in hard copy format. A thorough updating of the Resource Guide is planned for 2006 to better serve the individuals and their families in coming years.

The Board will put in place a database system that contains information about services and providers to aid individuals and families selecting services.
The Board will put in place a database system to help individuals with choosing a provider that offers the services they have selected.
Install a database that contains information about the individuals we serve so that these individuals know the amount allocated for their services and to help in selecting services.
Project work continued during the summer and fall with the design phase of the project ending the year at 90+% complete. February 06 is the current estimate for completing design. Testing will proceed shortly thereafter with an estimated summer start-up. There were 3 factors in the significant shift in project milestones – first, milestones as stated were based on early estimates – well before the project started; two, the vendor underestimated the amount of their effort required to complete design; and third, staff members availability to be closely involved with design slowed the project. This involvement is critical to project success and a quality outcome.

When recruiting staff, the Board will better screen candidates to determine their ability to effectively support individuals served with dignity and respect.
This goal has been forwarded to 2006 as more research is required. To date, all management and professional position selection teams have included an individual served or family member.

The Board will expand the use of customer feedback evaluations in order to better identify areas for growth and professional development for all staff.
This goal has been met with the January implementation of the new evaluation system which includes customer feedback evaluations for all staff. Supervisors have been trained on its use and employees have been informed of the new process.

The Board's safety committee will continue to identify and address health and safety concerns.
This goal has been met. The facilities manager reports that safety drills have occurred at each location as per prescribed schedule, the Safety Committee has received and reviewed quarterly compliance reports, and that complaints/issues raised by staff and individuals have been shared with the agency Safety Committee and addressed monthly. A form has been developed to offer staff a mechanism to report health and safety hazards.

Employee performance evaluations will be completed by the evaluation deadline 90% of the time.
This goal has been met with employee performance evaluations being completed by the deadline 93.6% of the time.