

Kaleo Supports 2019 End of Year Report

Summary:

The following report is sum report of all 2019 quarter. Kaleo Support will use the data found to base Kaleo Supports goals for the next cycle of accreditation. Kaleo Supports in compliance with CARF is submitting an end of year report available to all interested parties. The following report will be review of the key sections of CARF review process and an end of year report.

In the section, CARF Review Process it will examine how Kaleo Supports is reviewing the sections found in the Leadership sections. Kaleo Supports uses these sections to review and track things required by CARF. The sections reviewed will be the areas Kaleo Supports needed to increase compliance in. Kaleo Supports seeks to make all things meaningful and important that CARF requires.

In the section, 2019 End of Year Report it will examine how Kaleo Supports uses goals to ensure that programs are successful. In this section, Kaleo Supports will report on the goals Kaleo Supports decided to focus on for 2019. The data from each quarter report will be used to determine how well Kaleo Supports did to achieve the goals. Kaleo Supports may use data to determine goals for 2020. Kaleo Supports will examine the areas it provides services in which are as followed: *Community Integration, Host Family/AFL, Supported Living, TBI Waiver, Respite, Personal Supports, Family Support and Employment Services.*

In the final section, there will be recommendations for 2020 goals or changes to how Kaleo Supports reports on the goals. Kaleo Supports developed an official reporting system in 2019 and have been trying to form a process of reporting that is clear and is built around focusing on improvement. Kaleo Supports will use 2019 data to form the model for the next cycle of CARF. For 2020, Kaleo Supports will begin using the business goal section for the use of future planning and program development.

For this report, Kaleo Support will define how 2019 was an important year for growth and development for Kaleo Supports. Kaleo Supports has now realized the importance of maintaining streamline business function goals and program review. Kaleo Supports has added a few new systems that once fully utilized will increase its productive going into 2020 and beyond. These systems can be used to track and maintain Kaleo Support's yearly planning. This will help provide a clearer method of documenting of our processes. Kaleo Supports realistically will have these systems fully formed and in place by the end of 2020. Kaleo Supports must learn how these systems best work for us and train the administration staff on how the leadership team wants these systems are used. Kaleo Supports will also assign individual staff to maintain the components of these systems. The key systems that will be mentioned in this report is SET-Works, Relias, Monday (planning and organization app) and a few other minor apps. They will be mentioned in other areas of the report. These apps require more setup time and training on what is required of all staff.

Kaleo Supports CQI Report 2019

In the following summary, Kaleo Supports will outline the important issues that occurred during the last three quarters and how those things have been effect for a number of years. Kaleo Supports since last CARF Accreditation has strived to develop a method that is easy for our staff to complete to track our quarters. However, issues or problems within the upper systems can cause data collection to be slowed or not reported now. Kaleo Supports generally handles issues as the arise and try to support upper leadership as much as possible.

Quarter 1 Summary:

Kaleo Supports decided at the end of the first quarter to develop a method of tracking our outcome measures and give Kaleo a chance to have a format for reporting data. This took into the second quarter to complete. Using the outcomes as a guide Kaleo Supports has found that report useful in tracking the outcomes. It also gives clear insight to how to plan outcomes. As Kaleo Supports begins planning in the 4th quarter for 2020 it plans to relook at the outcome measures that have been weak measurements and reform the way data is track. For example, employee happiness should be change to Workforce Statistics. This would been goal driven at reducing the cost of hiring/determining exact investment/hours employee must do before they make money for the company, hiring/termination rates, success of a new employee and etc.

Examining the 1st quarter showed some issues with the report but are being retooled to fit the needs of the CQI department and management. The 1st quarter was a good quarter in terms of baseline data. All administration staff understood the process asked and followed through on the request asked. Also, the new tool was accepted as a positive way to track data. Kaleo Supports needed a good quarter to begin the baseline data with.

The quarter had several challenges but were resolved. Kaleo Supports' leadership seemed to have a good understanding of the new reporting form, but there was a breakdown in the leadership between the 2nd and 3rd quarters that would be reflective in the data collected in the 2nd and 3rd quarters. Though CQI does plan on return to those sections that were not complete and see if the data could be possible collected.

Quarter 2 Summary:

This was not a reflective quarter of Kaleo Supports' ability to collect the needed data to track outcomes, but this quarter saw a breakdown in the internal communication of Kaleo Supports. Kaleo Supports had several QP's not turn in their data. Also, internal conflicts made getting the data hard or there was none to collect. Not all departments had this problem. Kaleo Supports saw service expansion during this period and other changes occurred.

Two administrative staff were having personal issues and needed to take care of them. The other problems that occurred with preparing the 2nd quarter data was the rapid shift in admin

staff or their commitment to the job. This delayed a lot of the 2nd quarter data from being properly filled out.

Nancy and Jeremiah during the second quarter also left for vacation during this period and this saw a decline in the work of various admin working on CQI. As mentioned, shifts in the QP department were also occurring during this period and increased discontentment grew between certain admin staff and upper management. Though by the end of the 2nd quarter things were evening out and individuals seemed to have resolved the issues. Communication and follow-up is a returning issue at times.

Quarter 3 Summary

This quarter began and ended with changes with upper management and the CQI departments. The issues that began in the second quarter were only magnified in the 3rd. With the loss of the other CQI individual the CQI department had to prioritize reviewing policy and fixing policy. There were several things that needed to be fixed. Also, some restructuring with the QP and other staff occurred during this time. Kaleo Supports saw a chance to shift around admin staff within departments and this saw some negative influences on direct support staff and client data. Kaleo Supports helps to see that these staff begin performing the duties by the end of the year, but Kaleo Supports intends on completing as many of the outcomes as possible and track the process of data collection going into the 4th quarter.

The departmental changes have greatly influenced the communication of internal staff in two ways. One, new staff need training and do not know how to get the needed data but will be trained on how to get it. Two, the new staff are better suited to work together and share when they need help. This will helpfully continue and can help reduce the stress of caseloads.

Quarter 4 Summary

This quarter was an eventful quarter. Kaleo Support had CARF review. Kaleo Supports was excited about the possibilities granted to us by this review. Kaleo Supports made new contacts with people to help us better understand CARF. This was the main thing that took up the 4th quarter as afterwards Kaleo Supports staff did not have much large-scale work to do.

In the following sections, Kaleo Support will review the combination of all quarters and show how it worked towards goals that improve operations. Kaleo Supports provides services across four MCOs and Vocational Rehab. These services make Kaleo Supports highly marketable. Kaleo Supports seeks to open as many possible ways to improve the services and the amount of services it provides. Kaleo Supports will show how well it achieved its 2019 goals. These sections will provide the goals for 2020. 2019 for Kaleo Supports was a great year of goal achievement. Kaleo Supports has changed many policies in response to this growth. Following this section Kaleo Supports will have recommendations on suggestions for improving our processes in 2020. Kaleo Supports has developed a documentation process that allows its ability to effectively measure each quarter.

Community Integration:

Effectiveness: 90% of people Kaleo Supports serve will complete a plan year and renew with Kaleo Supports.

Efficiency: 90% of authorized services will be provided.

Service Access: 100% of people served will have more meaningful opportunity in the community.

Satisfaction of Persons Served: 93% of people responding to inquiries indicate satisfaction with service.

Satisfaction of Other Stakeholders: Kaleo Supports will be 95% compliant with governing entity expectations (to follow policy and rules).

Measurement	Met	Not Met
Effectiveness	MET	
Efficiency	MET	
Service Access	MET	
Satisfaction of Persons Served	MET	
Satisfaction of Other Stakeholder	MET	

Host Family:

Effectiveness: *100% of people's MAR's will be completed per compliance rules and policy and match doctor's orders.*

100% of people will have his or her picture around the house and if applicable pictures of his or her family in his or her room.

Efficiency: *Kaleo Supports will be 95% compliant with governing entities expectations (to follow policy and rules).*

Service Access: *100% of Host Family applicants will complete a Home Study to be matched with person served.*

Satisfaction of Persons Served: *100% will remain in his or her Host Family upon renewal of plan year.*

Satisfaction of Other Stakeholders: *Kaleo Supports will be 95% compliant with governing entities expectations (to follow policy and rules).*

Measurement	Met	Not Met
Effectiveness	MET	
Efficiency	MET	
Service Access	MET	
Satisfaction of Persons Served	MET	
Satisfaction of Other Stakeholder	MET	

Supported Living:

Effectiveness: 100% of individuals will maintain his or her home.

Efficiency: 100% of individuals will maintain his or her home.

Service Access: 60% of people attending an information workshop will indicate he or she learned how to access supported living, housing, employment and other transitions services.

Satisfaction of Persons Served: 75% of people surveyed indicate he or she are satisfied his or her housing.

Satisfaction of Other Stakeholders: Kaleo Supports will be 95% compliant with governing entities expectations (to follow policy and rules).

Measurement	Met	Not Met
Effectiveness	MET	
Efficiency	MET	
Service Access	MET	
Satisfaction of Persons Served	MET	
Satisfaction of Other Stakeholder	MET	

TBI Waiver:

Effectiveness: *Kaleo Supports will be 95% compliant with governing entities expectations (to follow policy and rules).*

Efficiency: *90% of authorized services will be provided.*

Service Access: *100% of participants will indicate they trust Kaleo Supports to help them if they need help accessing other services or if they are in crisis.*

Satisfaction of Persons Served: *93% of people responding to inquiries indicate satisfaction with service.*

Satisfaction of Other Stakeholders: *Kaleo Supports will be 95% compliant with governing entities expectations (to follow policy and rules).*

Measurement	Met	Not Met
Effectiveness	MET	
Efficiency	MET	
Service Access	MET	
Satisfaction of Persons Served	MET	
Satisfaction of Other Stakeholder	MET	

Personal Supports:

Effectiveness: *Kaleo Supports will keep the number of people who need more intensive supports to 10% or less.*

Efficiency: *85% will indicate answer yes to question 9a.*

Service Access: *85% will indicate answer yes to question 9a.*

Satisfaction of Persons Served: *85% of people surveyed indicate he or she are satisfied with the way Kaleo Supports works to manage crisis and/or risk.*

Satisfaction of Other Stakeholders: *Kaleo Supports will be 95% compliant with governing entity expectations (to follow policy and rules)*

Measurement	Met	Not Met
Effectiveness	MET	
Efficiency	MET	
Service Access	MET	
Satisfaction of Persons Served	MET	
Satisfaction of Other Stakeholder	MET	

Family Support:

Effectiveness: *Increase the number of families receiving the service by 4.*

Efficiency: *Increase the number of families receiving the service by 4.*

Service Access: *Increase the number of families receiving the service by 4.*

Satisfaction of Persons Served: *75% will indicate satisfaction with Natural Supports Education services and improved quality of life.*

Satisfaction of Other Stakeholders: *Kaleo Supports will be 95% compliant with governing entity expectations (to follow policy and rules)*

Measurement	Met	Not Met
Effectiveness		NOT MET
Efficiency		NOT MET
Service Access		NOT MET
Satisfaction of Persons Served		NOT MET
Satisfaction of Other Stakeholder	MET	

Employment Service:**Employment Development:**

Effectiveness: *49% of People will obtain employment within a year.*

Efficiency: *67% of individuals who got a job will successfully close.*

Service Access: *60% of people attending an information workshop will indicate her or she learned how to access VR Services.*

Satisfaction of Persons Served: *90% of people surveyed indicated satisfaction with job development strategies and plan.*

Satisfaction of Other Stakeholders: *Kaleo Supports will be 95% compliant with NCDVRS expectations.*

Measurement	Met	Not Met
Effectiveness	MET	
Efficiency	MET	
Service Access	MET	
Satisfaction of Persons Served	MET	
Satisfaction of Other Stakeholder	MET	

Employment Supports:

Effectiveness: 90% of individuals will successfully complete job training.

Efficiency: 90% of individuals will successfully complete job training.

Service Access: Kaleo Supports will provide follow up in accordance with-in accordance with the Follow Up Plan. The goal is at least 80% of the follow up plans will be plans will be followed as written.

Satisfaction of Persons Served: 90 % of people surveyed/records reviewed indicate. He or she got a job in the area/field of his or her choice.

Satisfaction of Other Stakeholders: Kaleo Supports will be 95% compliant with NCDVRS expectations (to follow policy and rules)

Measurement	Met	Not Met
Effectiveness	MET	
Efficiency	MET	
Service Access	MET	
Satisfaction of Persons Served	MET	
Satisfaction of Other Stakeholder	MET	

Employment Planning:

Effectiveness: Kaleo Supports will complete at least 80% of contracted milestones.

Efficiency: Kaleo Supports will complete at least 80% of contracted milestones.

Service Access: 90% will indicate he or she had weekly or regular communication.

Satisfaction of Persons Served: 80% of people surveyed indicate satisfaction and understanding of assessment goals or job development strategies.

Satisfaction of Other Stakeholders: Kaleo Supports will be 95% compliant with NCDVRS expectations (to follow policy and rules)

Measurement	Met	Not Met
Effectiveness	MET	
Efficiency	MET	
Service Access	MET	
Satisfaction of Persons Served	MET	
Satisfaction of Other Stakeholder	MET	