



3rd Quarter Department Outcomes

Program- Part 2

January 1st, 2017 – March 31st, 2017

Indicator	Goal Description	Target	3rd Quarter	2nd Quarter
Admission/Exit AR Form Timeliness	AR forms will be sent to the Fiscal Department within 24 hours of an individual's admission/exit from a program.	100%	87%	100%
Staff Retention PD CRR	Program staff will be retained to maintain stability in service provision.	85%	100%	81%
Staff Retention PD SL	Program staff will be retained to maintain stability in service provision.	85%	100%	100%
Staff Retention ID CH	Program staff will be retained to maintain stability in service provision.	85%	100%	100%
Staff Retention ID Cong.	Program staff will be retained to maintain stability in service provision.	85%	100%	100%
Staff Retention TAY	Program staff will be retained to maintain stability in service provision.	85%	100%	75%
Staff Retention PSH	Program staff will be retained to maintain stability in service provision.	85%	88%	100%
Staff Retention Property Management	Staff will be retained to ensure efficiency in service provided.	85%	100%	100%



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January 1st, 2017 – March 31st, 2017

Indicator	Goal Description	Target	3 rd Quarter	2 nd Quarter
Staffing Complement HR	Vacant positions in Program and Maintenance are filled.	90%	90%	84%
Maintenance Requests	Routine maintenance requests will be completed within 7 business days of the date they were requested.	80%	99%	92%

Details

- **Staff Retention** – In the 3rd Quarter 1 staff left PSH program.
- **Staffing Complement** – In the 3rd Quarter 5 program staff were hired. (3 staff for Greenfield; 1 staff for McLenahan; 1 staff for TAY) Leaving the total program positions available in program as 7.
- **Maintenance Requests**- Out of 141 requests- On 4 occasions during this quarter maintenance was performed past the 7 days.

Home Visit Data

-Community SL

- ❖ -20 visits were conducted by the supervisors
- ❖ -100% visited were satisfied and services were delivered according to service plan. (19 met as scheduled and 1 did not; 85% reported excellent connection with staff; 15 % reported generally acceptable connection staff)
- ❖ -Out of the 20 apts. (9 apts. were sanitary; 10 apt. was somewhat sanitary; 1 apt. was at risk)

-PSH

- ❖ -17 visits were conducted by the Supervisor/Director
- ❖ -100% visited were satisfied and met as scheduled; (88% reported excellent connection with staff; 12 % reported generally acceptable connection staff)
- ❖ -Out of the 17 apts. (6 apts. were sanitary; 1apt. was somewhat sanitary; 3 apts. were at risk and remainder of appointments were community based.)

-TAY

- ❖ -9 visits were conducted by the supervisor
- ❖ -100% visited were satisfied and met as scheduled; (77% reported excellent connection with staff; 22 % reported generally acceptable connection staff)
- ❖ -Out of the 9 apts. (6 apts. were sanitary; 1apt. was somewhat sanitary; 2 apts. were at risk)