



## 4<sup>th</sup> Quarter Department Outcomes

April 1<sup>st</sup>, 2017 – June 30<sup>th</sup>, 2017

<b>Indicator</b>	<b>Goal Description</b>	<b>Target</b>	<b>4<sup>th</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>
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.	<b>100%</b>	<b>85%</b>	87%
Staff Retention <b>PD CRR</b>	Program staff will be retained to maintain stability in service provision.	<b>85%</b>	<b>100%</b>	100%
Staff Retention <b>PD SL</b>	Program staff will be retained to maintain stability in service provision.	<b>85%</b>	<b>100%</b>	100%
Staff Retention <b>ID CH</b>	Program staff will be retained to maintain stability in service provision.	<b>85%</b>	<b>66%</b>	100%
Staff Retention <b>ID Cong.</b>	Program staff will be retained to maintain stability in service provision.	<b>85%</b>	<b>100%</b>	100%
Staff Retention <b>PSH</b>	Program staff will be retained to maintain stability in service provision.	<b>85%</b>	<b>86%</b>	88%
Staff Retention <b>TAY</b>	Program staff will be retained to maintain stability in service provision.	<b>85%</b>	<b>100%</b>	100%
Staff Retention <b>Property Management</b>	Staff will be retained to ensure efficiency in service provided.	<b>85%</b>	<b>100%</b>	100%



## 4<sup>th</sup> Quarter Department Outcomes

April 1st, 2017 – June 30<sup>th</sup>, 2017

Indicator	Goal Description	Target	4 <sup>th</sup> Quarter	3 <sup>rd</sup> Quarter
Staffing Complement HR	Vacant positions in Program and Maintenance are filled.	90%	85%	90%
Maintenance Requests	Routine maintenance requests will be completed within 7 business days of the date they were requested.	80%	96%	97%

### Details

- **Staff Retention** – In the 4<sup>th</sup> Quarter, 1 staff left Wendover (PD CRR), 2 staff left Callowhill (ID CH).
- **Staffing Complement** –In the 4th Quarter, 4 program staff were hired (1 staff for McLenahan; 1 staff for S. Braddock, 1 staff for Wendover, and 1 staff for TAY). 11 vacant positions out of 75 in Program and Maintenance.
- **Maintenance Requests**- Out of 141 requests- On 5 occasions during this quarter maintenance was performed past the 7 days.

## Home Visit Data

### Community SL

- ❖ 48 visits were conducted by the supervisors
- ❖ 100% visited met as scheduled and reported services were delivered according to service plan.
- ❖ 96.5% reported excellent connection with staff; 3.5 % reported generally acceptable connection with staff
- ❖ Out of the 48 apartments: 22 apts. were sanitary; 22 apts. was somewhat sanitary; 3 apts. was at risk. 5 appointments were community-based.

### PSH

- ❖ 21 visits were conducted by the Supervisors
- ❖ 100% visited met as scheduled
- ❖ 71% reported services delivered related to the service plan
- ❖ 50% reported excellent connection with staff; 45% reported generally acceptable connection with staff; 5% reported not acceptable connection with staff
- ❖ Out of the 21 apartments: 10 apts. were sanitary; 2 apt. was somewhat sanitary; 0 apts. were at risk. 9 appointments were community-based.

### TAY

- ❖ 10 visits were conducted by the Supervisor/Coordinator
- ❖ 100% visited met as scheduled
- ❖ 90% reported services delivered related to the service plan
- ❖ 90% reported excellent connection with staff; 10% reported generally acceptable connection with staff
- ❖ Out of the 10 apartments: 5 apts. were sanitary; 2 apts. were somewhat sanitary; 2 apts. were at risk