

# INFORMATION MANAGEMENT & PERFORMANCE IMPROVEMENT

## VISION STATEMENT:

- \*Systems Unlimited, Inc. will excel in the innovative design and delivery of supports and services for the people we serve
- \* Systems Unlimited, Inc. will be an employer of choice. Employees will be given the support, training, and opportunities to make a difference in the lives of the people we serve.
- \* Systems Unlimited, Inc. will be a leader in our service area and the state by eliminating barriers that prevent people from succeeding in life.

## TARGET POPULATION:

Adults with developmental disabilities and similar service needs.

## SERVICES PROVIDED:

Employment Systems provides supported employment, non-vocational and facility-based vocational services.

## INFORMATION MANAGEMENT AND PERFORMANCE IMPROVEMENT:

### Efficiency:

Employment Systems will develop a stable staff base and decrease staff turnover.

Employment Systems will establish progress notes to reflect new ISP goals within 30 days of ISP meeting.

Employment Systems will improve billing accuracy as measured by quarterly billing audit.

Employment Systems will support individuals with retaining community jobs.

### Effectiveness:

Employment Systems will concentrate on internal activities and choices for individuals identified by our customers.

Employment Systems will seek out larger group community integration opportunities due to the high cost of transportation and the need for more intensive staff support by our persons served.

Employment Systems will increase the number of individuals receiving Supported Employment services.

Employment Systems will continue to improve safety awareness for staff and individuals served.

### Satisfaction:

Employment Systems will continue to advocate for greater accessibility in our agency, county, region and state.

Employment Systems will maintain satisfaction with individuals of service

Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
	4 new hires 5 departures	6 nw hire 4 depart	11nw hire 9 depart	5 new hire 6 departures
<b>30 days</b>	14.29 days	13.67 days	14.98 days	18.38 days
<b>90%</b>	96%	87.72%	91.54%	89.91%
<b>80%</b>	98.67%	99%	99%	100%
<b>40 act Average</b>	35 activities average	38 Act average	63 Act average	61 Act average
<b>30 act Average</b>	40 activities average	27 act average	27 act average	40 Act average
<b>increase</b>	0 increase 0 loss	0 incre 0 loss	plus 2 0 loss	plus 1 0 loss
<b>5 opport.</b>	11 planned opportunities	7 opport.	7 opport.	9 opport.
	ongoing	ongoing	ongoing	ongoing
<b>90%</b>	ongoing	95%	97%	97%

## INFORMATION MANAGEMENT & PERFORMANCE IMPROVEMENT

### Satisfaction:

Employment Systems will maintain satisfaction with staff

Employment Systems will maintain satisfaction with external stakeholders.

### Outcome:

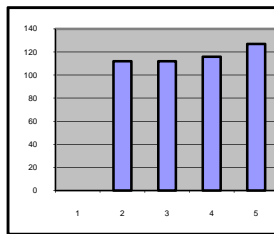
Employment Systems will complete the CARF Quality Improvement Plan and Self-Survey in conformance with the annually updated standards.

Goal	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
90%	ongoing	ongoing	95%	ongoing
3	ongoing	ongoing	ongoing	3.52
1	completed	----	----	----

### Individual Demographics

#### Program: Quality Assurance - Overall Programs Unduplicated Number of Consumers Served

# of individuals enrolled  
# of referrals  
# of request to increase hours  
# of terminations  
# denied  
# of STEAP



Begin	1st	2nd	3rd	4th
	112	112	116	127
			5	2
			5	2
				1
	0	0	0	0
				10

### Disabilities:

Mentally Retarded	99	99	99	112
Seizure Disorder	27	27	29	29
Visual/Auditory	16	16	16	17
Diabetes	5	5	5	7
Cerebral Palsy	21	21	20	23
Brain Injured	9	9	9	9
Autism	28	28	29	34
Spastic Quadriplegia	9	9	9	9
Mental Health	24	24	25	25
Other:				

### Age

0 - 18	0	0	0	2
19 - 35	57	57	60	69
36 - 53	44	44	45	44
54 - 62	8	8	8	8
63 +	3	3	3	4

### Sex

Female	41	41	43	44
Male	71	71	73	83



# **SYSTEMS UNLIMITED, INC.**

## **Information Management & Performance Improvement**

### **MISSION STATEMENT**

Systems Unlimited, Inc. exists to serve children, adults and families with disabilities or other challenges to achieve their maximum potential and quality of life.

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#### **Purpose Statement for:**

##### **Information Management & Performance Improvement**

The purpose of the Information Management and Performance Improvement is to ensure the overall effectiveness, efficiency and satisfaction of the programs operated by Employment Systems. An integral part of this system is the input Employment Systems receives from participants including but not limited to Individuals, families, staff, funders, customers, and the general public. Information is gathered from program services on an on-going basis to identify changes needed in program services and policies

#### **Information Management and Performance Improvement**

The goals of the Information Management and Performance Improvement system may include but are not limited to:

1. Identifying current trends in participant demographics.
2. Identifying current trends of referral sources.
3. Identifying current trends of funding sources.
4. Develop timely record-keeping practices
5. Maintain quality program services.
6. Identify program strengths and weaknesses.
7. Develop and maintain appropriate relations with referral and funding sources.
8. Increase Individual satisfaction.
9. Increase customer satisfaction.
10. Increase community support and awareness.
11. Increase program efficiency.
12. Increase program effectiveness.

#### **Participate Demographics**

Data will be collected on a quarterly basis regarding age, disability, mobility issues of participants so that comparisons can be made and trends identified.

#### **Management Review**

Review of the Information Management and Performance Improvement goals will be conducted on a quarterly basis by the Management Team of Employment Systems. These reviews will consist of identifying program strengths and weaknesses, continued relevance to the program, recommendations of action needed in the Information Management and Performance Improvement System, program services, and policies/procedures.