

2018

CARF Summary

This annual performance analysis is The Arc of Bristol County d/b/a proAbility's summary of accomplishments within the target areas of Effectiveness, Efficiency, Service and Satisfaction. The programs that gather and report these target areas are Middleboro Day Habilitation, Attleboro Day Habilitation, Adult Family Care and Shared Living. The following are highlights of 2018.

Day Habilitation Programs

Effectiveness

The Arc of Bristol County's Day Habilitation Programs measure effectiveness by the attainment of service area skills that were defined by each individual's team during their annual day habilitation service plan meetings. Each goal is thoughtfully written to maximize the independence of each participant attending our programs. Additionally, our day habilitation programs track our progresses with reducing the number of falls our participants experience in our care, the number of medical concerns or injuries, as well as decreasing any physical interventions required for behavioral instances through a variety of proactive measures identified by our clinical team. The Arc of Bristol County will continue to enhance and provide these supports while striving to increase goal attainment percentages and decreasing instances of falls, medical injuries, and physical interventions in the next year.

Efficiency

The Arc of Bristol County's Day Habilitation Programs strive to increase our efficiency through maintaining a skilled staffing team to provide the utmost care to our individuals while at the program. We carefully track our turnover rates and length of vacancies to continually ensure that we are attracting quality staff to our team. In doing so, we can guarantee that we are able to consistently provide safe staffing ratios in order to offer the variety of in-house and community based activities that makes our program stand out among others. Attendance and utilization are closely monitored for participants and we consistently hold "planning committee" meetings to revamp our activity offerings and incorporate the highest level of choice possible. Our staff are also frequently trained on workplace safety in order to maintain a healthy and robust work environment. Moving into the next year, we hope to continue to reduce turnover numbers and workplace injuries amongst our invaluable staff.

Service

The Arc of Bristol County's Day Habilitation Programs track the successful and timely admissions for new participants through a series of required criteria to begin services. Throughout the past three years we are proud to consistently offer a quick turnaround during the application process with our biggest stumbling block being transportation start dates that our provided by a third party vendor. The Arc of Bristol County also tracks our annual therapy assessments by our consultants to ensure that the staff members are providing the proper accommodations and setting appropriate goals based upon their occupational, speech, and physical therapy recommendations. The day habilitation teams plan to strive to ensure that a greater number of assessments are reviewed each year through a concrete schedule and that our admission rates continue to climb in a timely manner.

Satisfaction

The Arc of Bristol County annually reviews satisfaction indicators for individuals, caregivers, stakeholders, community connections, and staff. Surveys are sent out and recorded anonymously on a yearly basis with the exception of staff satisfaction surveys which are completed every other year. Over the past three years, the Arc of Bristol County achieved no less than 93% satisfaction rates from all of the Surveys that were sent out and returned. Over the next year, the Arc of Bristol County will continue to provide these services and strive to attain 100% satisfaction of services and greater response rates among those surveyed.

Shared Living Program

Effectiveness

The Arc of Bristol County's Shared Living Program measures effectiveness by longevity of home placement. The Shared Living Team works to foster relationships between the provider and the individual. These supports are critical and allows for the maximization of longevity of the home placements. The Arc of Bristol County will continue to provide these supports and strive to increase the percentage of placements to 100% effectiveness in the next year.

Efficiency

The Arc of Bristol County's philosophy for Shared Living is to establish a placement for an individual, as a result of a person specific process. Through a detailed process, a placement is determined by a sharing of similar interests and personalization between provider and individual, in order to support a safe, caring, and comfortable home environment. This process results directly in the Arc of Bristol County's ability to reduce turnover amongst the Providers. Monthly home visits, allow the Arc of Bristol County to ensure that the placement is going well and can assist in attaining other supports as needed. Over the next year, the Shared Living team hopes to decrease the number of provider turnover within the program.

Service

The Arc of Bristol County strives to ensure that home visits are completed monthly. Timely visits are an essential part of the Shared Living services provided by the Arc of Bristol County. Thorough monthly visits allow us to comply with program regulations and ensure each individual is being provided the supports necessary to live a meaningful and successful life. The Shared Living team has done an outstanding job this year and has met their goal of completing home visits with each individual and provider on a monthly basis. The Arc of Bristol County's Shared Living team will continue to provide excellence in meeting this goal.

Satisfaction

The Arc of Bristol County looks to its Stakeholders to assure that the Shared Living Team addresses the needs of Individuals receiving the service. Surveys are sent out and recorded anonymously on a yearly basis. Over the past year, the Arc of Bristol County surpassed their expectations and was provided with 100% satisfaction, from all of the Surveys that were sent out and returned. Over the next year, the Arc of Bristol County will continue to provide these services and strive to attain 100% satisfaction of services within the next year.

Adult Family Care

Effectiveness

This goal aims to measure the percentage of AFC members who were enrolled in AFC services for at least one year who also maintained their AFC placement for at least one year. The information was gathered monthly beginning in January of 2018 and resulted in approximately 99-100% of AFC members maintaining their placement for at least one year.

Efficiency

The AFC program targeted to maximize optimal daily census by ensuring the program services are billed at maximum utilization. The information was gathered monthly beginning in January 2018 and ranged between 95-99.78% utilization rate. The lowest month for utilization was in August which was a result of AFC members traveling out of the country, members becoming ineligible for Masshealth and for members enrolling in duplicative services which were conflictual to AFC services. The following month in September the rate had returned to 97.83% and then remained at 99.3 or higher for the remainder of the year.

Service

The AFC program aimed to start AFC members within 30 days of receiving the approval letter. This information was measured per quarter and information was gathered from 2016 and forward. It is noteworthy that in 2016 the AFC program started services for 12 new members, this high member enrollment number is attributed to the focus The Arc was able to put in emphasizing marketing and outreach due to monies received from the Balfour Grant. During this high enrollment period, the programs target goal of starting AFC members within 30 days was only achieved for 33 percent of AFC members. In 2017, the program enrolled 6 new members and started all members within 30 days of receiving the approval. In 2018 this goal was again achieved at 100% AFC members starting services within 30 days of approval for the 4 new members who started in 2018.

Satisfaction

The goal aims to measure if AFC members feel the AFC program is helping them get what they need. In 2017, 120 member surveys were sent out and 46 were returned. Of those 46 surveys returned, 93% of members responded "always" to that question on the annual satisfaction survey. In comparison, in 2018, 121 member surveys were sent out and 31 were returned, 100% of AFC members responded "always" to that same question on that annual satisfaction survey.