

Coastal Support Services Outcomes January-June 2010

Detail of Outcomes as of June 2010:

Effectiveness:

Establish Consumer ISP Goals

Percentage of consumers with ISP objectives and goals

2010 Goal: 100%

Outcome: 83%

Time of Measure: Biannual

Achievement Outcome: Not achieved

We are continuing to make progress in completing ISP goals for all consumers. Our outcome percentage has improved from 61% to 83% over the last six month period. There are currently four consumers remaining whose goals have not been completed. Among these, one consumer has not wanted to meet with us to set goals. He is currently homeless and planning to enter a drug rehabilitation program. We have been told by Coemella Cronin that his authorization will be discontinued.

Maximize Progress on ISP Goals

Percentage of consumer goals showing positive progress

2010 Goal: 95%

Outcome: 94%

Time of Measure: Biannual

Achievement Outcome: Not achieved

Based on our last six month outcome (92%), we raised our goal from 80% to 95%. We came very close to meeting it. The data was compiled from nineteen CSS consumers and reflects six month goal tracking objectives. Out of a total of 72 objectives, 64 objectives indicated positive progress towards goals.

Efficiency:

Maximize Consumer Services

Percentage of authorized support hours delivered

2010 Goal: 85%

Outcome: 84%

Time of Measure: Biannual

Achievement Outcome: Not achieved

This outcome reflects the average of total hours billed divided by the total number of hours authorized for all consumers over the period from Jan-June 2010. The percentage of authorized hours billed increased over the last six month period from 82% to 84%. The total average number of hours billed increased during the last six month period by 17.9% over the previous six month average. This reflects an increase in both authorizations and hours billed. Most of this increase was due to a gradual increase in authorized hours for one consumer who receives twenty-four hour care.

Service Access:

Maximize Consumer Retention

Percentage of consumers who have received services and are continuing to receive services

2010 Goal: 100%

Outcome: 96%

Time of Measure: Biannual

Achievement Outcome: Not achieved

In December 2009, twenty-five consumers were authorized for services. In January, one consumer served through self-determination was discontinued as a cost saver to the consumer. The consumer's supported living needs are currently being served through another vendor. CSS has received no new referrals over the last six month period. We are currently serving twenty-four consumers through supported living services.

Satisfaction:

Increase Consumer Satisfaction

Percentage of consumers who give a satisfaction rating in the top 10th percentile on survey

Goal: 98%

Outcome: 93%

Time of Measure: Annual

Achievement Outcome: Not achieved

In June 2010, consumer satisfaction survey forms were distributed to twenty-four CSS consumers. Twenty-three were returned. CSS support staff helped with distribution and collection of surveys. Most all surveys were returned with very positive evaluations. The few exceptions to this are addressed below:

Several of the negative reviews were in response to a question regarding health care services with consumers indicating that they were not receiving good medical/dental care. However, in these instances, either the consumers refused our assistance with making medical/dental appointments and/or were

unavailable for appointments. In another case, the medical/ dental care is being handled by the family. We will look into this to find out whether the family would like us to assist them with medical/ dental appointments.

Another consumer responded that he did not feel that he lived in a safe place. This is understandable as he is currently homeless. It has been difficult for him to find suitable housing as he does not have a job, credit, references or a reliable income. We are currently working with him to find housing in the community.

One consumer gave us a low ranking because he said that he needed more money. As he is unwilling and /or unable to change his routine, or to leave his home for work, he would like us to find him money some other way. We are attempting to interest him in some kind of employment, if only for a few hours each week.

Due to recent cuts to SSI payments, MediCal adult dental, vision and audiology services, combined with rising costs, many of our consumers are struggling financially more than ever. We constantly strive to help clients with budgeting decisions, including wise shopping choices and limiting unnecessary expenses. We help provide access to available low cost health services and affordable housing. We are currently working to gain recertification for 15 consumers for the Mendocino Coast Clinic's sliding scale payment program, which will help subsidize their dental care.

We received the following responses to the question, "What do you like best about Coastal Support Services? "

*My apartment is nice and quiet
I like help with shopping
I like going to Jenny's Giant Burger
Everything is fine
The people that help me find housing and getting jobs
I like having a place of my own
I'm just happier the way I'm at
Rides to Nello's
Terry and everyone who works with me
I think everything is OK
They help me out and so do my parents
Watching my TV
Getting to go out to eat
Getting the help I need and having my own bedroom
I like the people who help me
Peggy, Peggy, more Peggy!
Meeting at Headlands
Some social time with caring people
I feel most things are working well for me
Getting help when I need it
I would like to be more responsible for myself
I like it for help*

*I like living on my own and having my own house
I like not having to share a bedroom and having my own TV
I like the staff helping me with cooking
Not being left alone at night
I feel that they're doing the best they can
They will help you when you need it and answer your question*

Increase Stakeholder Satisfaction

Percentage of stakeholders who give a satisfaction rating in the top 10th percentile on survey

Goal: 90%

Outcome: 93%

Time of Measure: Annual

Achievement Outcome: Achieved

In June 2010, stakeholder survey forms were distributed to seventeen stakeholders. Four were returned. All surveys were mailed with stamped and addressed return envelopes to facilitate response.

One stakeholder expressed interest in having her brother become more involved in community activities. In fact, we have repeatedly attempted to engage him in community and social events. However, he is quite set in his routines, and prefers to stay home with his movies and TV. We were recently successful in getting him out to the CV Starr center to access the internet, where he joined the online fan club of his favorite TV actor. He may want to continue his visits to the Starr Center to keep up with the latest celebrity news, and perhaps develop other new interests as well. We will keep his sister informed as we continue to encourage and support him with activities of his choice.

We received the following responses to the question, "What do you like best about Coastal Support Services? "

If my son needs or wants some help, the helpers are able to help him.

Suggestions to try new ideas and places to explore. Keep it going!

The work you do is priceless. It changes lives. Ten thousand thanks!

