

<https://parcservices.org/wp-content/uploads/2023/11/Performance-Measurement-and-Management-Data-for-PARC-July-1-2022-to-June-30-2023.pdf>

**Performance Measurement and Management Data for PARC  
July 1, 2022- June 30, 2023**

The purpose of Progressive Adult Rehabilitation Center, Inc. Performance Measurement and Management System is to evaluate the effectiveness of service delivery of each program operated by the agency. Each program has specific objectives for which data shall be gathered on an annual basis. Data shall be collected from every individual admitted into a program during the fiscal year from July 1<sup>st</sup> to June 30<sup>th</sup> on an annual basis. Data shall also be collected from Annual Needs Assessment Surveys of individuals served and stakeholders. Information from the Outcome Measurement, the Annual Needs Assessment Surveys and other relevant data shall be used to evaluate the effectiveness of programs and services provided by the agency.

**Program: PARC Supported Employment (Community Employment)**

**Number Served: 31**

**Characteristics of Persons Served:**

**Primary Diagnosis of Intellectual Disability:**

**List Types of Secondary Disabilities:** ADHD, Crohn's disease, arthritis, bipolar disorder, psychotic disorder, seizure disorder, autism, pervasive developmental disorder, fetal alcohol syndrome, diabetes, hypertension, depression, and schizophrenia.

**87% of individuals in PARC Supported Employment Program who obtained a supported employment job maintained their jobs for at least 90 days.**

68% of individuals in PARC Supported Employment who obtained a Supported Employment job maintained their job for at least one year.

80% of employers rated PARC Supported Employment workers as excellent or satisfactory in comparison to non-disabled co-workers performing the same job.

**Results of Needs Assessment Survey**

32% of Supported Employment workers responded to the survey.

100% of PARC Supported Employment workers who responded to the survey indicated that they liked their jobs.

100% of Supported Employment workers who responded to the survey indicated staff were helpful during follow-up visits to their jobs.

59% of Parents/Care Providers of Supported Employment workers responded to the survey.

100% of respondents indicated that PARC Supported Employment found suitable employment for their family members.

100% of respondents indicated staff were helpful during follow-along and support visitation.

### **Program: PARC Day Support**

**Number of Persons Served 22**

### **Characteristics of Persons Served**

Primary Diagnosis of Intellectual Disability

**List types of Secondary Disabilities:** speech-non-verbal, speech impairment, hearing impairment, vision impairment, blind, seizure disorder, tachycardia, Down's syndrome, mental health disorder, dysphagia-modified diet, dysphagia aspiration pneumonia, history of heart attack, history of stroke, high blood pressure, autism, behavior disorder asthma, borderline diabetic, bi-polar disorder, fetal alcohol syndrome, hypothyroidism, hydrocephaly, psychosis, osteoporosis, blepharitis, tinea pedis, high cholesterol, hypothermia, acid reflex, modified diet, PEG tube, edema, cellulitis, cerebral palsy, allergies, depressive disorder, anxiety disorder, hyperlipemia, obesity, psoriasis, fibrocystic breast disease, cancer, hepatitis C, seborrhea, keratoderma spastic quadriplegia, hyponatremia, hypothyroidism, hiatal hernia GERD, glaucoma, cataracts, and atelectasis.

100% of individuals receiving PARC Day Support Services were able to demonstrate progress in at least one of the individual's person-centered goals.

90% of individuals in PARC Day Support exhibited appropriate behavior and did not exhibit challenging or disruptive behaviors while in day support.

### **Results of Needs Assessment Survey**

64% of individuals in PARC Day Support responded to the survey verbally, by sign language or gestures.

85% of respondents indicated they liked the program.

85% of respondents indicated they liked the way staff treats them.

85% of respondents indicated they like their activities and liked places they go in the community.

63% of parents/care providers with family in PARC Day Support Program responded to the survey.

100% of the parents/care providers who responded indicated they felt their family members enjoyed PARC Day Support Services.

100% of respondents indicated they were satisfied with the level of supervision provided by the PARC Day Support.

### **Program: Osage House**

**Number Served: 6**

Primary Diagnosis of Intellectual Disability

**List types of Secondary Disabilities:** high blood pressure, mental health, aspiration pneumonia, history of stroke, history of heart attack, autism , behavior disorder, asthma, psychosis, osteoporosis, blepharitis, tinea pedis, high cholesterol, acid reflex, PEG-tube, non-verbal, cerebral palsy, depressive disorder, anxiety disorder, allergies, seizures, dysphagia, seborrhea, keratoderma, spastic quadriplegia, hyponatremia, hiatal hernia, GERD, glaucoma, cataracts, atelectasis, and borderline diabetic.

83% of the individuals living at Osage House were able to achieve at least one person-centered goal such as participating in integrated community activities, daily living skills and staying healthy and staying healthy and safe by taking medications.

83% of the residents who entered Osage House were able to stabilize and remain in a least restrictive environment.

### **Results of Needs Assessment Survey**

100% of the individuals living at Osage House were able to provide verbal or gesture responses to the survey.

100% of respondents indicated they liked living at Osage House.

100% of respondents indicated they liked the way that staff treats them.

100% of respondents indicated that they like their activities and places they go in the community.

80% of parents/guardians who have family members living at Osage House responded to the survey.

100% of the respondents indicated that they felt their family members like living at Osage House.

100% of respondents indicated that they were satisfied with the support and community activities provided for their family members.

100% of respondents indicated that they were felt that staff was responsive to their family members' needs.

**Program: Wagner House**

**Number Served: 2**

Primary Diagnosis of Intellectual Disability

List types of Secondary Disabilities: depressive disorders, attention-deficit hyperactivity disorder, seizures, hypertension, developmental disorder of speech and language, unspecified acute sinusitis, GERD, Downs Syndrome, constipation, seasonal allergic rhinitis asthma, and arthritis.

100% of the individuals living at Wagner House were able to achieve at least one person-centered goal such as participating in integrated community activities, daily living skills, and staying healthy and safe by taking medications.

100% of the residents who entered Wagner House were able to stabilize and remain in a least restrictive environment.

**Results of Needs Assessment Surveys**

100% of the individuals living at Wagner House responded to the survey.

100% of respondents indicated they liked living at Wagner House.

100% of respondents indicated they liked the way that staff treats them.

100% of respondents indicated that they like their activities and places they go in the community.

100% of parents/guardians who have family members living at Wagner House responded to the survey.

100% of the respondents indicated that they felt their family members like living at Wagner House.

100% of respondents indicated that they were satisfied with the support and community activities provided for their family members.

100% of respondents indicated that they felt that the staff was responsive to their family members' needs.

### **Program: Julep House**

**Number Served:** 3

### **Characteristics of Persons Served**

Primary Diagnosis of Intellectual Disability

List types of Secondary Disabilities: cerebral palsy, seizure disorder, thyroid disorder, edema, hypertension, cellulitis right leg, fibrocystic disease of breast, obesity, elevated cholesterol, gingivitis, Chronic viral Hepatitis C, depression, history of cancer, GERD, iron deficiency, major depressive disorder, unspecified hyperlipidemia, periodontal disease, and fibrosclerosis of breast disease.

100% of the individuals living at Julep House were able to achieve at least one person-centered goal such as participating in integrated community activities, daily living skills, and staying healthy and safe by taking medications.

100% of individuals who lived at Julep House stabilized and remained in the least restrictive setting.

### **Results of Needs Assessment Surveys**

100% of the individuals residing at Julep House were able to stabilize and remain in a least restrictive environment.

33% of the individuals living at Julep House responded to the survey verbally. 67% of individuals residing at Julep House responded by gestures.

100% of respondents indicated they liked living at Julep House.

100% of respondents indicated they liked the way that staff treats them.

100% indicated that they like their activities and places they go in the community.

33% of Julep House family members responded to the survey.

100% of the respondents indicated that they felt their family members like living at Julep House.

100% of respondents indicated that they were satisfied with the support and community activities provided for their family members.

100% of respondents indicated that they felt that the staff was responsive to their family members' needs.

### **PARC Supported Living**

**Number Served: 5**

**Primary Disability:** Intellectual Disabilities

**Secondary Disabilities:** Turner syndrome, alcoholism, Personality Disorder, Mental Health Disorder, Hypertension

100% of individuals receiving PARC Supported Living services were able to achieve at least 2 objectives on their individualized plan of care.

100% of individuals were able to live with minimal supervision provided by PARC Supported Living for at least one year.

### **Results of Needs Assessment Survey**

100% of individuals who received PARC Supported Living Services responded to the survey.

100% indicated they liked the services provided by PARC Supported living, liked the support and assistance provided, and liked the way that staff treated them.

### **Community Stakeholders**

29% of community stakeholders surveyed responded to the survey.

83% of respondents rated the agency as very good in its ability to provide reasonable accommodation.

83% of respondents rated the agency very good in community integration.

83% of respondents rated the agency very good in cooperation with other agencies.

83% of respondents rated the agency staff very good in professionalism.