

## **Performance Measurement and Management Data for PARC**

**July 1, 2023- June 30, 2024**

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 1st to June 30th 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 of Persons Served: 25**

**Characteristics of Persons Served:**

**Number with Primary Diagnosis of Intellectual Disability: 22**

**Number with Secondary Disabilities: 18**

**List Types of Secondary Disabilities:** ADHD, Crohn's disease, Arthritis, Bipolar disorder, Psychotic disorder, Seizure disorder, Autism, Pervasive Developmental disorder, Anxiety disorder, Diabetes, Hypertension, Depression, Schizophrenia

84% of individuals in PARC Supported Employment jobs were able to keep their jobs for at least 90 days.

72% of individuals in PARC Supported Employment were able to keep their jobs for at least one year.

89% of employers rated PARC Supported Employment workers who had maintained their jobs for at least one year as excellent or satisfactory in comparison to non-disabled co-workers performing the same job.

### **Results of Needs Assessment Survey for PARC Supported Employment Program**

- 33% of PARC Services Supported Employment workers responded to the survey.
- 100% of the respondents indicated that PARC Supported Employment was helpful in finding their job.

- 88% of respondents indicated that PARC staff were helpful when staff come to their job for follow-along services.
- 100% of respondents did not have any recommendations for changes in the PARC Supported Employment Program.
- 100% of respondents indicated that they liked their job.

### **Results of Needs Assessment Survey for PARC Supported Employment Parent/Care Providers**

- 33% of parents/care providers who have family members who received PARC Supported Employment services responded to the survey.
- 100% of respondents indicated that PARC Supported Employment Program was helpful in finding employment for their family members.
- 100% of respondents indicated that follow along services provided by PARC Supported Employment was helpful in maintaining and resolving any job-related problems for their family member.

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

**Number of Persons Served: 20**

#### **Characteristics of Persons Served:**

**Number with Primary Diagnosis of Intellectual Disability: 20**

**Number with Secondary Disabilities: 20**

**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, atelectasis

90% of individuals in PARC Day Support Program demonstrated progress in at least one of the individual's person-centered goals.

100% of individuals in PARC Day Support Program did not have any incident reports for challenging behaviors.

### **Results of the Needs Assessment Survey of Individual Receiving PARC Day Support Services**

- 100% of individuals receiving Day Support Services responded verbally, by sign language, or by gestures to respond to the survey.
- 100% of respondents indicated that they liked the PARC Day Support Program.
- 94% of respondents indicated they liked the way that PARC Day Support staff treats them.
- 100% of respondents indicated they liked their activities in PARC Day Support.
- 100% of respondents indicated they liked the places they go in the community with PARC Day Support Program.
- **Results of the Needs Assessment Survey of Parents/Care Providers with Family Members receiving PARC Day Support Services**
- 55% of parents and care providers who have family members, that received services from PARC Day Support Program responded to the survey.
- 100% of respondents indicated that their family members enjoyed attending PARC Day Support Program.
- 100% of respondents indicated that they were satisfied with the community outings and activities provided by the Day Support Program.
- 100% of respondents feel that PARC Day Support staff were responsive to the needs of their family members.

## **Program: Osage House**

**Number of Persons Served: 5**

### **Characteristics of Persons Served:**

**Number with Primary Disability of Intellectual Disability: 5**

**Number with Individuals with Secondary Diagnosis: 5**

**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, anxiety disorder, allergies, seizures, dysphagia, seborrhea, keratoderma, hyponatremia, hiatal hernia, GERD

80% of individuals residing at Osage House achieved at least one person-centered goal such as participating in integrated community activities, daily living skills, and staying healthy and safe by taking medications.

80 % of individuals who lived in Osage, stabilized, and remained in a least restrictive setting.

### **Results of the Needs Assessment for Individuals residing at Osage House**

- 75% of the individuals who live at Osage responded to the survey verbally or with gestures.  
100% of respondents indicated that they liked living at Osage House.
- 66% of respondents indicated that liked the way Osage House staff treats them.
- 66% of respondents indicated they were able to go places they like in the community.
- **Results of the Needs Assessment for Parents/family members who have family members residing at Osage House**
- 50% of parents/family members who have family members residing in Osage House responded to the survey.
- 100% of respondents indicated that their family members liked residing at Osage House.
- 80% 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 Osage House staff are responsive to the needs of their family members.

## **Wagner House**

**Number of Persons Served: 2**

**Characteristics of Persons Served:**

**Number with Primary Disability of Intellectual Disability: 2**

**Number with Individuals with Secondary Diagnosis: 2**

**List types of Secondary Disabilities:** Depressive disorders, Attention-deficit Hyperactivity disorder, Seizures, Hypertension, Unspecified convulsions, Developmental disorder of speech and language, unspecified acute sinusitis, GERD, Downs Syndrome, constipation, Seasonal Allergic Rhinitis asthma.

100% of individuals residing at Wagner House achieved 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 the Needs Assessment for individuals residing at Wagner House**

- 100% of the individuals who reside at Wagner House responded to the survey.
- 100% of respondents indicated that they liked Wagner House.
- 50% of respondents indicated that they liked the way staff treats them.
- 100% of respondents indicated that they were able to go places that they enjoy in the community.

### **Results of the Needs Assessment for Parents/families who have family members residing at Wagner House**

- 100% of parents/family members who have family members residing in Wagner House responded to the survey.
- 100% of respondents indicated that their family members liked residing at Wagner House.
- 100% of respondents indicated that they are satisfied with the support and community activities provided for their family members.
- 100% of respondents indicated that staff were responsive to their family members.

## **Program: Julep House**

**Number Served: 3**

### **Characteristics of Persons Served:**

**Number with Primary Disability of Intellectual Disability: 3**

**Number with Individuals with Secondary Diagnosis: 3**

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 stage 1 endometrial cancer meaning it was the lining and not the muscle, GERD, Iron deficiency, major depressive disorder, unspecified hyperlipidemia, periodontal disease, and fibrosclerosis of breast disease.

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

### **Results Needs Assessment Survey for individuals residing at Julep House**

- 100% of the individuals who reside at Julep House responded with words or gestures to the survey.
- 100% of respondents indicated that they liked Julep House.
- 100% of respondents indicated that they liked the way staff treats them.
- 100% of respondents indicated that they were able to go places that they enjoy in the community.
- **Results Needs Assessment Survey for parents/family members who have family members residing at Julep House**
- 66% of parents/family members who have family members residing in Julep House responded to the survey.
- 100% of respondents indicated that their family members liked residing at Julep House.

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

**Program: PARC Supported Living**

**Number of Persons Served: 5**

**Number with Primary Disability of Intellectual Disability: 5**

- List types of Secondary Disabilities: Turner’s syndrome, Alcoholism, Personality Disorder, Mental Health, High Blood Pressure
- 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 for Individual receiving PARC Supported Living Services**

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.

**Results of Needs Assessment Surveys of Community Stakeholders**

35% of Progressive Adult Rehabilitation Center, Inc. Community Stakeholders responded to the Annual Needs Assessment Survey

**Stakeholder ratings of PARC ability to make reasonable accommodations**

- 72% Very Good
- 14% Good
- 14% Fair

### **Stakeholder ratings of PARC's ability to provide community integration**

- 72% Very Good
- 14% Good
- 14% Fair

### **Stakeholder ratings of PARC's ability to cooperate with them or their agency**

- 72% Very Good
- 28% Good
- No Fair or Poor ratings

### **Stakeholder ratings of staff in professionalism**

- 72% Very Good
- 28% Good
- No Fair or Poor ratings

### **Stakeholder assessment of unmet need in the community**

- 42% of respondents indicated they felt there was unmet need in the community that fell within the mission of our organization.
- 58% of respondents did not identify any unmet need in the community that fell within the mission of our organization.