

UCN 2015 Innovation Services Performance Measurements Program Evaluation

| Residential | CN | D/S/I | D/S/G | IHSB | IHS | YTD |
|-------------|------------|------------|------------|------------|------------|------------|
| 62% | 84% | 36% | 27% | 76% | 39% | 54% |
| 49% | 24% | 65% | 49% | 94% | | 56% |
| 77% | 85% | 84% | 39% | 31% | | 63% |
| 62% | | | | 38% | | 50% |
| 49% | | | | 10% | | 30% |
| 60% | 64% | 62% | 38% | 50% | 39% | 51% |

1. UCN 2015 Innovation Services Program Performance Measure Goals

| Innovation Service Goal | Outcome | Met Not Met | Corrective Action |
|--|---------|----------------|---|
| 50% of Persons Served receiving Residential Supports will meet their goals as outlined in the Individual Support Plan | 60% | Met | No Corrective Action required – next year the goal will be for 65% of the Persons served receiving Residential Supports will meet their goals as outlined in the ISP. |
| 50% of Persons Served receiving Community Networking will meet their goals as outlined in the Individual Support Plan | 64% | Met | No Corrective Action required – next year the goal will be for 69% of the Persons served receiving Community Networking will meet their goals as outlined in the ISP. |
| 50% of Persons Served receiving Day Support Individual will meet their goals as outlined in the Individual Support Plan | 62% | Met | No Corrective Action required – next year the goal will be for 67% of the Persons served receiving Day Support Individual will meet their goals as outlined in the ISP. |
| 50% of Persons Served receiving Day Support Group will meet their goals as outlined in the Individual Support Plan | 38% | Not Met | Day Support Group was not met. The persons served were used to receiving individual services and some of them needed additional time to adjust to the changes. Next year the goal will remain at 50%. |
| 50% of Persons Served receiving In Home Skill Building will meet their goals as outlined in the Individual Support Plan | 50% | Met | No Corrective Action required – next year the goal will be for 55% of the Persons served receiving In Home Skill building will meet their goals as outlined in the ISP. |

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| 50% of Persons Served receiving Intensive In-Home Support will meet their goals as outlined in the Individual Support Plan | 39% | Not Met | Intensive In Home Support was not met due to inconsistent staffing concerns. We increased the rate of pay for the Provider, incorporated a probationary program, changed the staffing pattern to allow more flexibility in the schedules, and QP is allowing more training time during monitoring. Next year the goal will remain at 50% |
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2. UCN 2015 Innovation Services Program Performance Measure Goals

| Innovation Service Goal | Outcome | Met Not Met | Corrective Action |
|---|---------|----------------|-------------------------------|
| 100% of Persons Served receiving Residential Supports will have monthly performance outcomes to justify the continuation of goals in outlined in their ISP | 100% | Met | No Corrective Action required |
| 100% of Persons Served receiving Community Networking will have monthly performance outcomes to justify the continuation of goals in outlined in their ISP | 100% | Met | No Corrective Action required |
| 100% of Persons Served receiving Day Support Individual will have monthly performance outcomes to justify the continuation of goals in outlined in their ISP | 100% | Met | No Corrective Action required |
| 100% of Persons Served receiving Day Support Group will have monthly performance | 100% | Met | No Corrective Action required |

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| outcomes to justify the continuation of goals in outlined in their ISP | | | |
| 100% of Persons Served receiving Intensive In Home Skill Building have monthly performance outcomes to justify the continuation of goals in outlined in their ISP | 100% | Met | No Corrective Action required |
| 100% of Persons Served receiving Intensive In-Home Support will have Quarterly Reports performance outcomes to justify the continuation of goals in outlined in their ISP | 100% | Met | No Corrective Action required |

3. UCN 2015 Innovation Services Program Performance Measure Goals

| Innovation Service Goal | Outcome | Met Not Met | Corrective Action |
|---|---------|----------------|-------------------------------|
| 100% of Persons Served receiving Residential Supports will have quarterly reports to justify the continuation of goals outlined in the Persons Served ISP and ensure goals are not discontinued. | 100% | Met | No Corrective Action required |
| 100% of Persons Served receiving Community Networking will have quarterly reports to justify the continuation of goals outlined in the Persons Served ISP and ensure goals are not discontinued. | 100% | Met | No Corrective Action required |
| 100% of Persons Served receiving Day Support Individual will have quarterly reports to justify the continuation of goals outlined in the Persons Served ISP and ensure goals are not discontinued. | 100% | Met | No Corrective Action required |

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| <p>100% of Persons Served receiving Day Support Group will have quarterly reports to justify the continuation of goals outlined in the Persons Served ISP and ensure goals are not discontinued.</p> | <p>100%</p> | <p>Met</p> | <p>No Corrective Action required</p> |
| <p>100% of Persons Served receiving Intensive In Home Skill Building will have quarterly reports to justify the continuation of goals outlined in the Persons Served ISP and ensure goals are not discontinued.</p> | <p>100%</p> | <p>Met</p> | <p>No Corrective Action required</p> |
| <p>100% of Persons Served receiving Intensive In-Home Support will have quarterly reports to justify the continuation of goals outlined in the Persons Served ISP and ensure goals are not discontinued.</p> | <p>100%</p> | <p>Met</p> | <p>No Corrective Action required</p> |

4. UCN 2015 Innovation Services Program Performance Measure Goals

| Innovation Service Goal | Outcome | Met Not Met | Corrective Action |
|--|-------------|----------------|--------------------------------------|
| <p>The Family Service Coordinator will conduct monthly monitoring of all licensed and unlicensed AFL Homes using the MCO's Monitoring Activities Checklist to ensure agency compliance with the MCO's monitoring standards to avoid agency paybacks. In Aug 2016 the tool will be changed to meet the new MCO requirement.</p> | <p>100%</p> | <p>Met</p> | <p>No Corrective Action required</p> |

5. UCN 2015 Innovation Services Program Performance Measure Goals

| Innovation Service Goal | Outcome | Met Not Met | Corrective Action |
|---|---------|----------------|-------------------------------|
| The Family Service Coordinator will conduct monthly monitoring of all licensed and unlicensed AFL Homes using DHHS Review Tool to ensure agency compliance with DHHS AFL requirements and CARF Health & Safety Standards. | 100% | Met | No Corrective Action required |

1. UCN 2016 Innovation Services Program Performance Measure Goals

| Innovation Services Performance Goals | Outcome | Met Not Met | Corrective Action |
|---|---|----------------|-------------------|
| <p>In 2016, 65% of Persons Served receiving Residential Supports will meet their goals as outlined in the Individual Support Plan to help them live more independently.</p> | <p>___ % of persons served have met their goals outlined in their ISP for 2016</p> | | |
| <p>In 2016, 69% of Persons Served receiving Community Networking will meet their goals as outlined in the Individual Support Plan to ensure community inclusion, community integration, and increase community activities as desired by the person served.</p> | <p>___ % of persons served have met their goals outlined in their ISP for 2016</p> | | |
| <p>In 2016, 67% of Persons Served receiving Day Support Individual will meet their goals as outlined in the Individual Support Plan to increase self-direction, self-determination, and increase self-esteem.</p> | <p>___ % of persons served have met their goals outlined in their ISP for 2016.</p> | | |

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| <p>In 2016, 50% of Persons Served receiving Day Support Group will meet their goals as outlined in the Individual Support Plan to improve quality of relationships.</p> | <p>___ % of persons served have met their goals outlined in their ISP for 2016.</p> | | |
| <p>In 2016, 55% of Persons Served receiving Intensive In Home Skill Building will meet their goals as outlined in the Individual Support Plan to increase persons served involvement in activities of daily living.</p> | <p>___ % of persons served have met their goals outlined in their ISP for 2016.</p> | | |
| <p>In 2016, 50% of Persons Served receiving Intensive In-Home Support will meet their goals as outlined in the Individual Support Plan to increase persons served involvement in activities of daily living.</p> | <p>___ % of persons served have met their goals outlined in their ISP for 2016.</p> | | |

2. UCN 2016 Innovation Services Program Performance Measure Goals

| Innovation Services Performance Goals | Outcome | Met Not Met | Corrective Action |
|--|-----------------------------------|----------------|---|
| In 2016, 100% of Persons Served receiving Residential Supports will have monthly performance outcomes measurements to justify the continuation of their goals as outlined in their ISP and analyze the quality of service delivery. | 100% met as of the second quarter | Met | No Corrective Action required as of August 2016 |
| In 2016, 100% of Persons Served receiving Community Networking will have monthly performance outcomes measure to justify the continuation of their goals as outlined in their ISP and analyze the quality of service delivery. | 100% as of the second quarter | Met | No Corrective Action required |
| In 2016, 100% of Persons Served receiving Day Support Individual will have monthly performance outcomes measure to justify the continuation of | 100% as of the second quarter | Met | No Corrective Action required |

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| their goals as outlined in their ISP and analyze the quality of service delivery. | | | |
| In 2016, 100% of Persons Served receiving Day Support Group will have monthly performance outcomes measure to justify the continuation of their goals as outlined in their ISP and analyze the quality of service delivery. | 100% met as of the second quarter | Met | No Corrective Action required as of August 2016 |
| In 2016, 100% of Persons Served receiving Intensive In Home Skill Building will have monthly performance outcomes measure to justify the continuation of their goals as outlined in their ISP and analyze the quality of service delivery. | 100% met as of the second quarter | Met | No Corrective Action required as of August 2016 |
| In 2016, 100% of Persons Served receiving Intensive In-Home Support will have monthly | 100% met as of the second quarter | Met | No Corrective Action required as of August 2016 |

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| performance outcomes measure to justify the continuation of their goals as outlined in their ISP and analyze the quality of service delivery. | | | |
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3. UCN 2016 Innovation Services Program Performance Measure Goals

| Innovation Services Performance Goals | Outcome | Met Not Met | Corrective Action |
|--|--|----------------|--|
| <p>In 2016, 100% of Persons Served receiving Residential Supports will have quarterly reports to justify the continuation of service outlined in the Persons Served ISP, to ensure the goals are not discontinued, and ensure UCN remains in compliance with Cardinal contractual requirements.</p> | <p>100% met as of the second quarter</p> | <p>Met</p> | <p>No Corrective Action required as of August 2016</p> |
| <p>In 2016, 100% of Persons Served receiving Community Networking will have quarterly reports to justify the continuation of service outlined in the Persons Served ISP, to ensure the goals are not discontinued, and ensure UCN remains in compliance with Cardinal contractual requirements.</p> | <p>100% met as of the second quarter</p> | <p>Met</p> | <p>No Corrective Action required as of August 2016</p> |

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| <p>In 2016, 100% of Persons Served receiving Day Support Individual will have quarterly reports to justify the continuation of service outlined in the Persons Served ISP, to ensure the goals are not discontinued, and ensure UCN remains in compliance with Cardinal contractual requirements..</p> | <p>100% met as of the second quarter</p> | <p>Met</p> | <p>No Corrective Action required as of August 2016</p> |
| <p>In 2016, 100% of Persons Served receiving Day Support Group will have quarterly reports to justify the continuation of service outlined in the Persons Served ISP, to ensure the goals are not discontinued, and ensure UCN remains in compliance with Cardinal contractual requirements.</p> | <p>100% met as of the second quarter</p> | <p>Met</p> | <p>No Corrective Action required as of August 2016</p> |
| <p>In 2016, 100% of Persons Served receiving Intensive In Home Skill Building will have quarterly</p> | <p>100% met as of the second quarter</p> | <p>Met</p> | <p>No Corrective Action required as of August 2016</p> |

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| <p>reports to justify the continuation of service outlined in the Persons Served ISP, to ensure the goals are not discontinued, and ensure UCN remains in compliance with Cardinal contractual requirements.</p> | | | |
| <p>In 2016, 100% of Persons Served receiving Intensive In-Home Support will have quarterly reports to justify the continuation of service outlined in the Persons Served ISP, to ensure the goals are not discontinued, and ensure UCN remains in compliance with Cardinal contractual requirements.</p> | <p>100% met as of the second quarter</p> | <p>Met</p> | <p>No Corrective Action required as of August 2016</p> |

4. UCN 2016 Innovation Services Program Performance Measure Goals

| Innovation Services Performance Goals | Outcome | Met Not Met | Corrective Action |
|---|-------------------------------|----------------|-------------------------------|
| The Family Service Coordinator will conduct monthly monitoring of all licensed and unlicensed AFL Homes using the MCO's Monitoring Activities Checklist to ensure agency compliance with the MCO's monitoring standards to avoid agency paybacks. | 100% as of the second quarter | Met | No Corrective Action required |

5. UCN 2016 Innovation Services Program Performance Measure Goals

| Innovation Services Performance Goals | Outcome | Met Not Met | Corrective Action |
|---|-------------------------------|----------------|-------------------------------|
| The Family Service Coordinator will conduct monthly monitoring of all licensed and unlicensed AFL Homes using DHHS Review Tool to ensure agency compliance with DHHS AFL requirements and CARF Health & Safety Standards. | 100% as of the second quarter | Met | No Corrective Action required |

6. UCN 2016 Innovation Services Program Performance Measure Goals

| Innovation Service Goal | Outcome | Met Not Met | Corrective Action |
|---|----------------------------|-------------------|-------------------|
| Beginning October 2016 The Family Service Coordinator will share the performance outcomes of each person served with their Provider(s), Guardian, and Care Coordinator to review if they are meeting their goals. | Start date October 2016 | Starting Oct 2016 | |

7. UCN 2016 Innovation Services Business Performance Indicators

| Innovation Service Goal | Outcome | Met Not Met | Corrective Action |
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| UCN bills for services rendered by each Provider based on the approved Medicaid Rate and approved MCO authorization for each Innovation Service provided to determine the cost of service delivery. | As of July 2016 the Finance Specialist has audited the services billed by reviewing the Remittance Advice Reports, approved service authorizations, time sheets, payroll ledgers, and Quickbook reports to ensure that all claims have been paid to date according to the amount billed. | Met | No corrective action needed as of July 2016. |

8. UCN 2016 Innovation Services Business Performance Indicators

| Innovation Service Goal | Outcome | Met Not Met | Corrective Action |
|---|--|----------------|---|
| UCN referral form is use to generate waiting list to determine if potential persons served are ineligible for services. | We have not had any clients on our waiting list as of August 2016. | Goal Met | No corrective action required. We will continue to track any client on our waiting list to determine if any of the persons served that are being referred are ineligible for services. As well as, if we need to hire new staff with specialized training and certifications. |
| 100% of persons served will have Discharge/Transition plan to track how we provide follow-up services. | No discharges reported for 2016 | Goal Met | We have not discharged any persons served in 2016 |

9. UCN 2016 Innovation Services Business Performance Indicators

| Innovation Service Goal | Outcome | Met Not Met | Corrective Action |
|---|-----------------------------|----------------|--|
| <p>The Family Service Coordinator will conduct performance evaluations of Providers that takes place initially at 30 and 90 days; and quarterly for the rest of the year; and subsequently every 6 months unless the individuals warrants more frequently to ensure they are in compliance with their contractual obligations</p> | <p>This outcome will be</p> | <p>Ongoing</p> | <p>A corrective action can't be determined at the end of</p> |