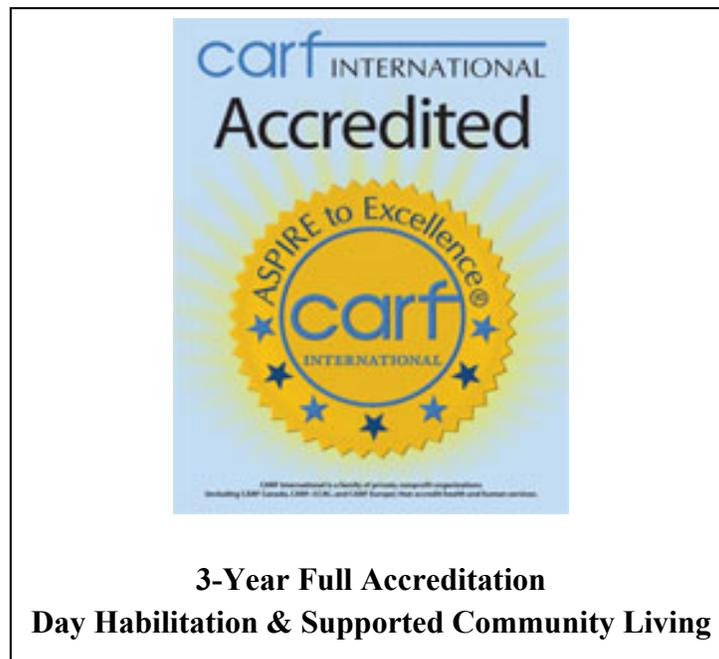


Reach for Your Potential, Inc.

2019 Performance Feedback Summaries





Reach For Your Potential, Inc.

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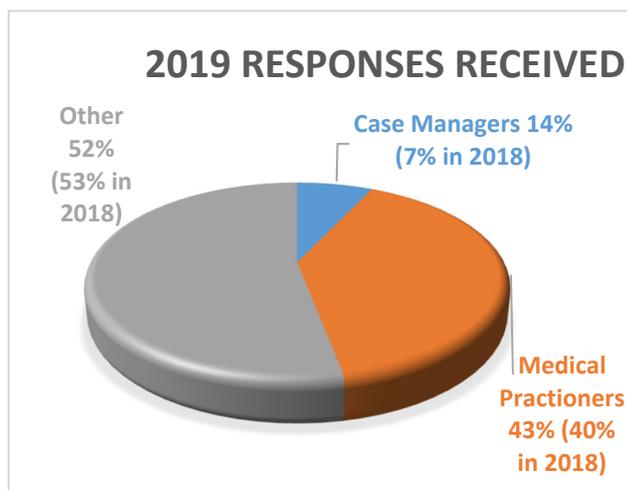
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2019 Other Provider Satisfaction Survey **Summary Report**

Reach For Your Potential, Inc. (RFYP) conducted a survey in 2019 to measure the satisfaction level of other community providers that work with the agency to coordinate services for RFYP members. New this year was the method to complete the survey electronically via Survey Monkey. 145 surveys were distributed and 21 survey responses were returned (14%). The survey consisted of questions related to specific topics that were open-ended or required a “yes” or “no” response. Results for each question are compiled and summarized with sample responses. The discussion section of the summary identifies areas that RFYP excels in, areas of concern, comparative analysis to previous years, and proposed improvements to be implemented in the upcoming year. The summary concludes with RFYP’s overall view of the results of the satisfaction survey.

2019 Key Findings



What are the best things about RFYP?

- They provide quick services for their clients and gets them involved.
- Support staff genuinely care about each individual and do their best to provide the best care possible.
- They work hard to ensure every individual's needs are met.
- I like how RFYP is very deliberate in making sure a client is a good fit for a home before the person moves in.
- RFYP has a good team approach and communication among team members is open.

What are things that could be improved?

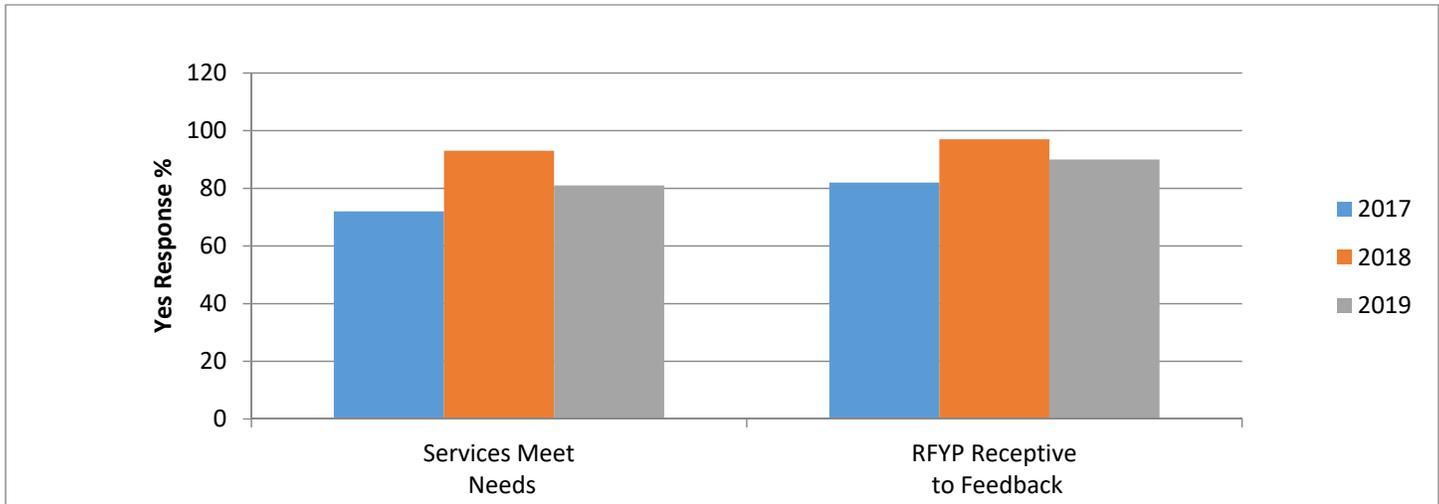
- Find ways to better communicate new information to all staff caring for the individual.
- Less staff turnover.
- Communication and planning.
- It can be difficult to communicate with direct care staff at times. As a result, we might be unaware of needs or difficulty providing the services needed.



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Do you have any other questions, comments, or concerns?

- I have always found the homes a positive environment. Thank you for all you do for our community.
- Notifying all team members of scheduled meetings. I'm often invited to meetings with only a few days' notice.
- Shortage of service staff impacts involvement of participation in extra-curricular activities for clients.
- All of the coordinators have been pleasant to work with.

Discussion

Overall, responses from the Other Providers Satisfaction Survey indicate there are many positive attributes that RFYP offers to its' stakeholders and collaborators. In 2019, there was a slight increase in responses received (+4%) when compared to the previous year. This was the first year that RFYP utilized Survey Monkey with the hope of increasing responses instead of only using paper surveys. It is a priority of RFYP to receive input from other providers to guide the development of RFYP program and strategic planning. A majority of the responses received in 2019 were from Other Providers (52%) which includes providers of other services such as Camp Courageous, Iowa City Rec Center, Mayor's Youth Empowerment Program, Systems Unlimited, REM and the ARC to name a few.

RFYP seeks to work as efficiently as possible and ensure the agency is safely and securely using technology to provide the best services and communication strategies. Two additional satisfaction survey questions were added to the 2019 satisfaction survey to seek input in order to gauge stakeholders' satisfaction on RFYP's use of technology. RFYP seeks input regarding innovative ways RFYP can improve on integrating the use of technology in the services provided. 90% of other providers reported they are satisfied with RFYP's use of technology. There were no suggestions for improvement or additional strategies suggested regarding the agency's use of technology.

RFYP combined and revised the wording of two questions to obtain input regarding the communication exchange and experience with RFYP staff. The results showed that 90% of other providers reported the overall communication experience with RFYP staff was positive. Although there is feedback that RFYP can improve on



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the timeliness of communication, it is important to acknowledge that the communication exchange is a positive experience.

Areas of Concern

In 2019 there was a slight decrease in satisfaction regarding the agency meeting the members' individual needs (-12%) and the agency being receptive to feedback (-7%). This is concerning to RFYP because the agency puts forth great effort to design and provide person centered services that are individualized and empowering. RFYP values the team approach to implementing a comprehensive service plan with input from all of the interdisciplinary team members. RFYP plans to develop an improvement plan to increase the satisfaction in these two areas.

RFYP is appreciative of all the feedback provided by the other providers the agency collaborates with. It is important that their contributions are heard, and there is a diverse set of voices represented in the response sample. Although there was a slight increase in survey respondents this year, it is concerning that the respondents represent a small sample of the providers (14%). RFYP would like to significantly increase the feedback and responses in the upcoming year. RFYP is pleased to see a slight and consistent increase in responses over the past few years and will develop strategies to continue to motivate other providers to complete the survey.

Proposed Improvements

RFYP strives to provide individualized services to the members it serves. With this year's survey responses indicating fewer respondents who feel that RFYP's services meet the individual needs of the members, RFYP will strengthen its focus in this area. RFYP will continue to conduct yearly assessments of each member receiving services with RFYP in order to assess their individual needs, so that RFYP can ensure the services provided to members are appropriately meeting their specific needs. RFYP will also continue its practice of completing comprehensive assessments prior to admission of new members so that RFYP is able to provide tailored and individualized services that are appropriate for each member. RFYP will look into ways of further developing and improving the procedure for conducting these initial assessments in order to ensure that RFYP is able to obtain any and all information pertinent to the members' needs so that RFYP is able to meet all needs of the member.

RFYP values any feedback shared with the agency and especially appreciates the opportunity to hear about specific policies and practices that are effective for other providers, as well as those that may need improvement, so that RFYP can make appropriate and meaningful changes. RFYP will strengthen its focus in this area. One of the ways that RFYP has already begun to implement changes based on other provider feedback is by meeting with other providers on a regular basis, including the pharmacy the agency uses for a large majority of its members and one of the Managed Care Organizations that approves and manages services for RFYP members. Through these meetings RFYP is able to meet with representatives of the other organization to exchange information and feedback on the current business relationship, troubleshooting any concerns in "real time", and making procedural changes to both sides as needed. RFYP plans to continue these meetings as a way to ensure an efficient and strong business relationship is maintained and to ensure that updates and improvements are made as needed based on feedback provided at these meetings. Additionally, RFYP Program Directors continue to attend members' Individual Service Plan meetings; when comments, suggestions, or feedback is provided to RFYP at these meetings, Program Directors are able to share this information with other office staff as needed at various internal meetings each week in order to develop solutions that address concerns.



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In an effort to increase the number of respondents participating in this survey, RFYP offered a new option of completing the survey this year: electronically via Survey Monkey. In this new option, the respondent receives an email from RFYP briefly explaining the purpose of the survey and includes an electronic link in the body of the email that takes them directly to the survey online. Since the amount of surveys completed remains low, despite offering an electronic method of completion, RFYP will continue to look into ways of increasing participation. RFYP will consider adding more information to the explanation in the body of the email, reiterating the importance of respondents completing the survey in order to provide RFYP with feedback on how best to create and maintain high quality services. In the future, RFYP will make every effort to ensure that it has current and accurate contact information for all recipients so that surveys are distributed to the email address of the person most appropriate to complete the survey.

Conclusion

Results of this survey have been informative and helpful in identifying RFYP's strengths and areas of needed improvement. RFYP suggests that this survey indicates there are many positive qualities with the agency's service provision. However, there are some areas of concern indicated by the responders for RFYP to consider needed improvements. RFYP will implement its proposed plans for improvement in order to continue to maintain its quality of services and develop in areas of need. RFYP concludes overall there is satisfaction amongst other community providers with the quality and type of services the agency provides.

2019 Legal Guardian and Parent Satisfaction Survey **Summary Report**

Reach For Your Potential, Inc. (RFYP) conducted an annual survey in 2019 to measure the satisfaction level of legal guardians and parents' satisfaction with the agency's residential and day programming. New this year, there were two options to complete the survey: electronically via Survey Monkey or a paper survey option. 115 electronic surveys were distributed to guardians via Survey Monkey and 39 paper surveys were mailed to parents and guardians that RFYP does not have email addresses for. Out of 115 surveys distributed, 35 were returned (30%). The survey consisted of open-ended questions and yes/no questions which allows the participants to elaborate with comments. Results for each question are compiled and summarized with sample responses. The discussion section of the summary identifies areas that RFYP excels in, areas of concern, comparative analysis to previous years, and proposed improvements to be implemented in the upcoming year. The summary concludes with RFYP's overall view of the results of the satisfaction survey.

2019 Key Findings

What made you choose RFYP services?

- Availability and philosophy.
- It was the member's choice.
- Group decision.
- Decision was made before I became a guardian.
- They provided a more structured environment.
- Suggested by health case manager.



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- More personal, individual care.
- Their mission for people with disabilities, a smaller sized organization.
- It was something that we needed for our daughter to learn everyday living skills! I

love the staff that works with my daughter they are great and a lot of fun.

- The member is well cared for by staff; when I'm driving him back to RFYP after a weekend on the farm, I look back in the mirror and see a happy face.

What has made you keep RFYP services?

- Am always kept up to date on the member's progress.
- The care they provide for my son.
- They provided a more structured environment.
- Programming-medical issues are handled well and staff at programming care about the individual.
- She has her own room, is able to have her own things around her, has some independence in choosing activities, meals, etc.
- Friends, cards, outings, parties.
- The helpful staff. That my daughter can be as independent as possible.

- Some of the individuals who go above and beyond caring for my son.
- Good quality residence.
- Very accommodating to changes in home-going schedule
- Ease of communicating (email) with staff. Friendliness of staff. Med Staff available at all times. 24 hour emergency call service.
- The many services provided for consumers: nursing (yay!), financial oversight as representative payee (double yay!), and the occasional social events for the consumers (super!)
- I like the staff in the office, at Day Habilitation and the Service Coordinator.

What could be better about RFYP?

- More consistent staffing.
- Residential staff needs to pay more attention to clients and less to phones. Group activities should be encouraged. Better stability in staff; perhaps they should be paid more?
- Nothing, keep doing what you are doing.
- Staff at house need to be more involved with the member.
- We are concerned about the member's weight gain; he is pre-diabetic, and do not want him to become diabetic.
- I can't think of anything to change.
- Better train staff directly involved in the client's care and offer more competitive

wages so employees are more motivated to do a good job. It's a very difficult job and employees directly involved, hands on, should be better compensated.

- Consistency (longevity) of support staff. (Although it has been better recently.)
- Communication between direct care staff could be improved more. For instance, carry-over of information from one shift to another. Assuring that staff provide guidance to family member in all he does.
- Turnover.
- Communication.
- Nothing, everything is great.

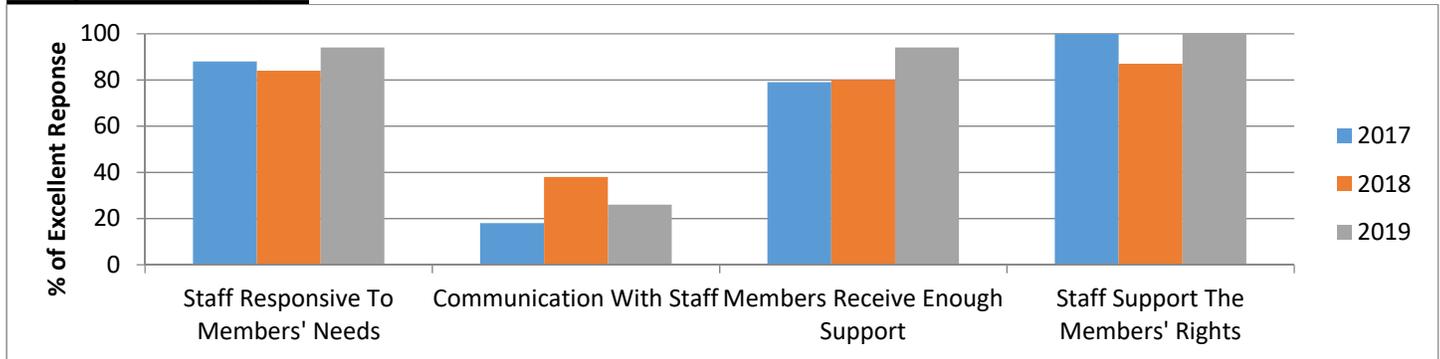


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Comparative Analysis



Service Planning

Do you feel services are individualized to fit each person's needs?

Yes: 88%

No: 12%

There was an increase of 6 % in the number of "Yes" responses in 2019.

Do you feel services are delivered appropriately and effectively?

Yes: 88%

No: 12%

There was an increase of 8% in the number of "Yes" responses in 2019.

Do you feel involved in RFYP services and planning?

Yes: 94%

No: 6%

There was an increase of 14% in the number of "Yes" responses in 2019.

Rights

Are you aware of the individual's rights?

Yes: 100%

No: 0%

There was an increase of 7% in the number of "Yes" responses in 2019.

Agency Use of Technology

Rate your level of satisfaction with RFYP's use of technology. (New Question 2019)

Poor: 3%

Good: 62%

Excellent: 35%

How can RFYP improve on integrating the use of technology in the services provided? (New Question 2019)



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- I appreciate getting electronic copies and communication. I think use of technology by Reach is good.
- I would like to see less time with technology and reports and more time interacting with the girls.
- Nothing.
- I do not know.
- E Documentation by direct care staff should be available for viewing by guardian.
- I sometimes have difficulty opening and sending your encrypted messages
- Guardians should have electronic viewing rights to the staff daily weekly notes.
- Technology is good right now

Overall Satisfaction with RFYP Programs

Day Habilitation

Satisfied	62%
Unsatisfied	6%
N/A:	32%

Residential Services

Satisfied	82%
Unsatisfied	9%
N/A:	9%

Discussion

Results of the survey indicated there are many positive attributes that RFYP offers to its members and parents/guardians as reported by the respondents. There is a representative sample of respondents that have collaborated with RFYP for less than one year to over twenty years. Although the results of the surveys were positive overall and showed an increase in satisfaction in most areas over the past year, some respondents did express some issues or concerns. RFYP will put forth effort to address those concerns in the upcoming year.

RFYP seeks to work as efficiently as possible and ensure the agency is safely and securely using technology to provide the best services and communication strategies. Two additional satisfaction survey questions were added to the 2019 satisfaction survey to seek input to gauge legal guardians and parents' satisfaction on RFYP's use of technology. RFYP is seeking input on innovative ways RFYP can improve on integrating the use of technology in the services provided. 35% of legal guardians and parents rated RFYP's use of technology as "excellent" and 65% reported "good". There were suggestions provided for improvement regarding additional strategies RFYP can implement to improve services and communication. RFYP will analyze and investigate what suggestions can be implemented.

The majority of responses (35%) were returned from legal guardians/parents that have been involved with RFYP for over 10 years. This large span of years indicates that RFYP has been able to provide long-term quality services to many of its members. RFYP strives to deliver services the members and guardians are satisfied with, feel confident in, and that encourage longevity in the relationship between the agency and the individuals it serves. RFYP values all input, and it is especially appreciated from parents/guardians that have been working with RFYP for many years due to the long-term relationship. It is a priority of RFYP to receive input from more legal guardians and parents to guide the development of RFYP program and strategic planning

Legal guardians and parents report an increase in satisfaction in all categories regarding service planning including services being delivered appropriately (+8%), feeling involved in the service planning process (+14%), and feeling that services are individualized to meet the members' needs (+6%). In addition, 100% of the survey respondents report they are aware of the members' rights (+7%). This positive trend indicates that legal guardians



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and parents are aware of the efforts that RFYP puts forth to create a culture of collaboration, person centered services, and empowerment for the members.

Areas of Concern

Although legal guardians and parents reported an increase in satisfaction with survey planning, the survey respondents did express concerns with communication issues with staff (-8%) and a lower level of satisfaction with the residential services programming (-9%). In the 2019 survey, parents/guardians survey responses was 4% lower than in 2018 despite offering electronic surveys or paper survey option.

Proposed Improvements

RFYP strives to maintain consistent and effective communication with any team members involved in the care and/or services provided to the individuals we serve. RFYP will continue to emphasize this expectation of quality communication with all staff. RFYP will continue to train direct care staff on proper procedures regarding communication, including best ways of communicating important information to other direct care staff working at the same location. One of these methods will include utilizing the Staff Communication Log that is provided at each house. Also, RFYP will ensure monthly staff meetings are held for each house or cluster to communicate important information on a regular basis to staff. RFYP will also continue emphasizing the importance and encouraging the use of open communication with appropriate office staff during business hours as well as utilization of the Service Coordinator On-Call during non-business hours. Service Coordinators and Program Directors will maintain frequent communication with parents and guardians to ensure they have the opportunity to stay informed, ask any questions they have and let RFYP know if they have concerns.

RFYP takes pride in providing tailored and individualized services to its members so the decrease in satisfaction to the residential services programming was unexpected. RFYP has noted the specific comments and feedback submitted in this survey by parents/guardians regarding what they feel could be better about RFYP and will make every attempt to address those specifics. RFYP intends to continue providing individualized services to each of its members, based on their specific needs to ensure that RFYP is able to continue providing high quality supportive services. RFYP will also continue to address members' individual desires and wishes by continuing to provide each member with opportunities to socialize with others and to participate in activities in their home and community that are fun, important, and meaningful to them. It is worth noting that this is the first year that respondents were given the option of answering "N/A" to the question asking them how satisfied they felt about RFYP's services overall for the Residential program—9% of respondents answered N/A for this question. It is possible the decreased level of satisfaction with the residential services programming (also 9%) could be attributed to respondents answering "N/A" instead of "Yes" to the question gauging their overall satisfaction with the residential services programming.

Because input and feedback from parents/guardians is valued and appreciated so strongly, it was disappointing that there were fewer survey responses received despite offering both electronic and paper surveys this year. Since this is a new method of disseminating surveys to parents/guardians, RFYP is hopeful that more responses will be obtained as this method is utilized more in the coming years. RFYP is considering various ways to increase the amount of responses returned electronically, including incorporating a more detailed message about the survey



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itself and how responses are utilized to improve services, when distributing the link to complete the survey via email.

Conclusion

Results of this survey have been informative and helpful in identifying RFYP’s strengths and areas of needed improvement. RFYP suggests that this survey indicates there are many positive qualities with the agency’s service provision. However, there are some areas of concerns indicated by enough responses for RFYP to consider needed improvements. RFYP will continue to improve on its quality of services by working on the identified areas of needed improvement. RFYP will implement its proposed plans for improvement in order to continue to maintain its quality of services and develop in areas of need. RFYP concludes overall there is satisfaction amongst parents/guardians with the quality and type of services the agency provides.

2019 Residential Member Satisfaction Survey Summary Report

Reach For Your Potential, Inc. (RFYP) conducted a satisfaction survey in 2019 to measure the level of satisfaction of RFYP members participating in residential services. Surveys were distributed to the current members receiving residential services with varying levels of functioning, from different clusters, and from both site and hourly programs. New this year, the surveys were facilitated by RFYP staff and the data was entered into the Survey Monkey online survey platform. Out of 125 residential members, RFYP received 91 responses (73%). Staff assistance was only used in asking the questions and documenting the answers for the member. Staff were instructed not to influence the members’ answers in any way and to document their exact responses. Members were asked to answer a variety of questions, using “yes”, “no” or “N/A”, in order to gather opinions on members’ perception of their quality of life. The following percentages are not representative of the opinions of all RFYP members, but rather based on the surveys returned. Results for each question are compiled and summarized with sample responses. The discussion section of the summary identifies areas that RFYP excels in, areas of concern, comparative analysis to previous years, and proposed improvements to be implemented in the upcoming year. The summary concludes with RFYP’s overall view of the results of the satisfaction survey.

2019 Key Findings

Residential Member Services Survey Questions	2019 Yes Responses	2019 No Responses	2018 Yes Response	Comparative Analysis: Yes Response 2018-2019
Does staff give you enough attention?	86%	14%	89%	-3%
Do you like your home, your roommates and your surroundings?	88%	12%	84%	+4%



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Do you like your job? (write N/A if you do not have a job – New 2019)	62% (Yes) 30% (n/a)	8%	88%	-26%
Does staff respect your rights?	90%	10%	92%	-2%
Do you have enough privacy in your home?	82%	18%	89%	-7%
Does staff help you if someone is not respecting your rights or wishes?	89%	11%	90%	-1%
Do you help decide who knows about your personal information?	91%	9%	86%	+5%
Do you get to decide what you do in your free time?	95%	5%	93%	+2%
Do you help decide where you live and who you live with?	82%	18%	88%	-6%
Do you get to choose parts of your daily routine?	90%	10%	90%	No Change
Do you feel involved in your community and go to a variety of events?	89%	11%	87%	+2%
Do you have friendships and do things with your friends?	95%	5%	92%	+3%
Does staff help you with your finances if you need it?	95%	5%	93%	+2%
Does staff help you to live a healthy lifestyle?	92%	8%	89%	+3%
Do you feel safe in your home and community?	95%	5%	90%	+5%
Do you feel you are able to have a boyfriend or girlfriend if you want?	82%	18%	83%	-1%
Does staff listen to your opinions?	82%	18%	90%	-8%
Are you satisfied with RFYP use of technology? (New 2019)	89%	11%	New Question 2019	New Question 2019



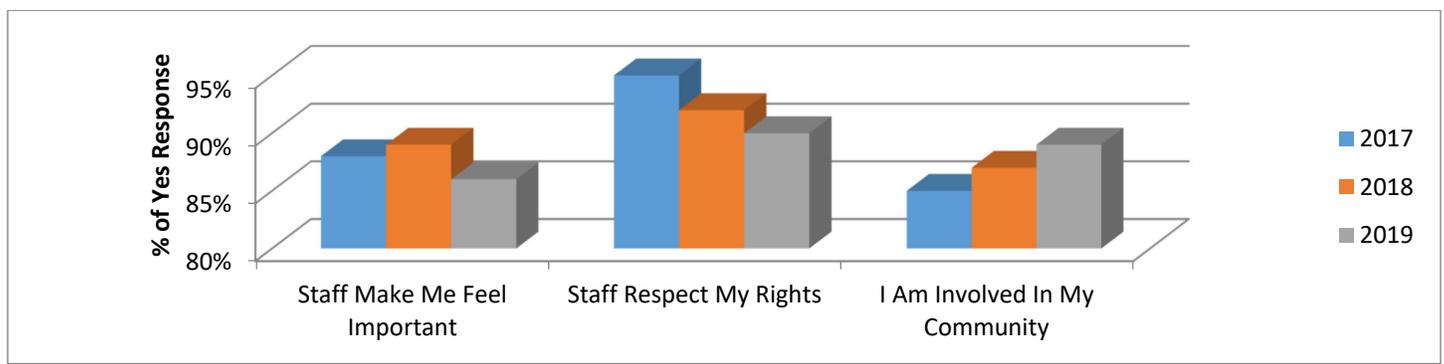
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Comments from residential members regarding the use of technology in their home or daily schedule.

- To learn how to use the keyboard for a computer and get a stylus pen.
- Would like to have my own computer/table.
- My house needs better Wi-Fi connection.
- I am older and would like to learn more about computers and improve my skills with technology.
- I would like to learn more about technology and how to use it in my everyday life.
- Do not understand how to use phone.



Additional Comments from Members

- I have a nice time at home, I'm fine.
- I like how staff treat me as an equal. I also like how they DON'T treat me as if my mental level is the same as a child; some people do that to people with intellectual disabilities.
- I think Reach is doing a fantastic job. Staff knows her job very well. She is a good staff for me, and a good provider.
- I would also like it if all members were given more notice when things change in our schedules.
- More community outings/staff that can drive to take me on activities.
- I have a stressful work environment, and my job is not the kind of work that I am interested in.
- I miss living at home sometimes, but I really like one of my roommates.
- RFYP is a wonderful place. I am grateful for how much Reach has helped me. I love it here.
- I like Reach better, and now I love it here. I am friends with my roommates, but would like more opportunities to form friendships outside of my home.

Discussion

This survey attempts to examine the members' perception of their quality of life and residential services received from the agency. Overall, the RFYP members participating in residential services reported an increase in satisfaction in many categories and a slight decrease in a few categories. Members reported an increase in satisfaction with feeling safe in their home (+5%), feeling a sense of control over who knows their personal



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information (+5%), feeling involved in the community (+2%), and members report they like their homes and surroundings (+4%). These results are exciting to RFYP because members are reporting that they feel they have a sense of control and empowerment regarding who their personal information is shared with, and they feel a part of the greater community. RFYP puts great effort into program planning to ensure the members' homes are personalized to reflect their personalities, which is reflected in the increase in reported satisfaction.

RFYP will continue to identify strategies to increase the number of members responding to the survey. RFYP aims to get a response from all members. There was a 5% increase in responses from 2018, however RFYP would like to receive feedback from even more members to have a comprehensive and diverse set of responses. RFYP uses this data to drive the service planning for the members and the strategic planning for the agency, which is why it is important to the agency that there is a large amount of responses so all voices are represented.

RFYP seeks to work as efficiently as possible and ensure the agency is safely and securely using technology to drive the program planning. Two additional satisfaction survey questions were added to the 2019 satisfaction survey to seek input to gauge the members' satisfaction on RFYP's use of technology and identify innovative ways RFYP can improve the use of technology in the residential program. 89% of members reported they are satisfied with RFYP's use of technology. There were a few suggestions for improvement regarding additional strategies RFYP can implement to integrate technology or devices into the services provided, however on average members indicated they are satisfied with the technology available to them.

Areas of Concern

In 2019, there was a slight decrease in reported satisfaction from members regarding the staff making members feel important (-3%) and staff respecting the rights of the members (-2%). Members also reported a decrease in satisfaction in having enough privacy in their home (-7%), deciding where they live (-6%), and staff listening to their opinions (-8%). RFYP puts forth great effort to train staff on providing person centered services that are individualized and empowering, as well as ensuring members' opinions are respected, but as the results of the survey indicate, the agency must put more effort in making improvements in these areas.

Proposed Improvements

RFYP recognizes the importance of each member's individual rights and works hard to provide services in as least restrictive of an environment as possible by providing each member the ability to have as much choice as possible with decisions regarding their services. This year's survey responses indicated a decrease in member satisfaction regarding their rights being respected, specifically in regards to deciding where they live and having enough privacy in their home.

While many members receiving services from RFYP have legal guardians who have the ability to make final decisions regarding a members' rights and restrictions, RFYP does value the members' opinions in all of these areas and will continue to encourage open discussion during Individual Service Plan meetings as to how best to honor the members' personal wishes and desires. It is RFYP practice to review each member's Rights and Restrictions with the interdisciplinary team at the Individual Service Plan meeting, to ensure that all team members understand the rights of the member as well as to review and re-evaluate any existing or potential restrictions necessary for that member. RFYP will continue this practice, encouraging members to be involved in this conversation in order to ensure their opinions are heard. In the upcoming year RFYP will look at each individual member's Rights and Restrictions and determine whether there are restrictions that need to be lessened or removed.



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RFYP will advocate at the member's ISP for those restrictions to be modified to a more appropriate level or removed. Some of these rights include the right to visitors and friends and the right to vote.

RFYP will look into ways of updating and improving the Member Rights and Restrictions training for direct care staff so that staff thoroughly understand the rights of each member served by RFYP. This will ensure that each member's rights are being upheld in their home and community and that rights of our members are not being unnecessarily infringed upon.

RFYP strives to provide quality services to the members it serves and is committed to ensuring that members are satisfied with the services they are receiving. In reviewing this year's survey responses that showed a decrease in member satisfaction related to staff making members feel important and staff listening to members' opinions, RFYP will continue to consider member satisfaction a top priority. In order to help ensure that members feel valued and important as well as feel that staff are listening to their opinions, RFYP will continue to focus on improving relationships between direct care staff and members. RFYP will regularly review and evaluate staffing practices to ensure that positive, safe, and trusting relationships are being built and maintained between the direct care staff and the members they are caring for. RFYP will continue to review individual situations on an as-needed basis where relationships between direct care staff and members have been identified as unfavorable and/or counterproductive and will make adjustments as needed. In situations where a member has expressed concerns with various direct care staff working at their home, as well as their living situation, including roommates, home environment, etc., RFYP will facilitate member "house meetings" where roommates will meet together on a regular basis to talk to each other and their Service Coordinator about concerns or issues related to staff, roommate or living situations. The Service Coordinator will facilitate the meetings and help members discuss their concerns with the Service Coordinator and each other openly and respectfully. The Service Coordinator will help the members come up with solutions they can all agree on resulting in happier and healthier relationships and a positive living environment. RFYP will also assist the member to evaluate and look into other alternatives, such as a different RFYP house/apartment, that would best accommodate their needs if appropriate.

Conclusion

Results of this survey have been informative and helpful in identifying RFYP's strengths and areas needing improvement. Overall, RFYP members appear to be very happy with their services and their quality of life. RFYP will continue to find ways to keep members informed and involved in decisions regarding their own services. RFYP will also continue to encourage the member to be an active participant in their life by helping to make choices regarding the things they do, places they go and people they want to interact with.

2019 Day Programming Member Satisfaction Survey **Summary Report**

Reach For Your Potential, Inc. (RFYP) conducted an annual Satisfaction Survey to measure the RFYP day program member's satisfaction level of the Day Programming services. 41 of the 61 Day Program members completed the survey (67%) electronically via Survey Monkey facilitated by staff. Trained staff recorded the exact responses of each member. The survey consisted of yes/no questions and open-ended questions. Results for each question were compiled and sample responses are included. The results were then summarized and



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analyzed in the discussion to identify areas that RFYP excels in, areas of concern, proposed improvements to be implemented in the upcoming year, and a comparative analysis from previous survey results.

2019 Key Findings

<u>Staffing</u>	<u>2019 Yes</u>	<u>2019 No</u>	<u>2018 Yes Response</u>	<u>Comparative Analysis:</u>
1. Does the Day Program staff help you with personal cares when you need it?	100%	0%	86%	+14%
2. Do you receive enough attention from the Day program staff?	98%	2%	70%	+18%
3. Do you feel safe while attending the Day Program?	93%	7%	93%	No Change
4. Does staff make the Day Program a fun place?	100%	0%	88%	+12%
5. Are there a variety of community integration activities you can choose from?	95%	5%	84%	+9%
6. Are there a variety of in-house activities you can choose from?	95%	5%	88%	+7%
7. My interests and input are reflected in the monthly activities calendar.	98%	2%	80%	+18%
8. I have the freedom to choose the activities that I participate in at the Day Program.	98%	2%	81%	+17%

Comparative Analysis

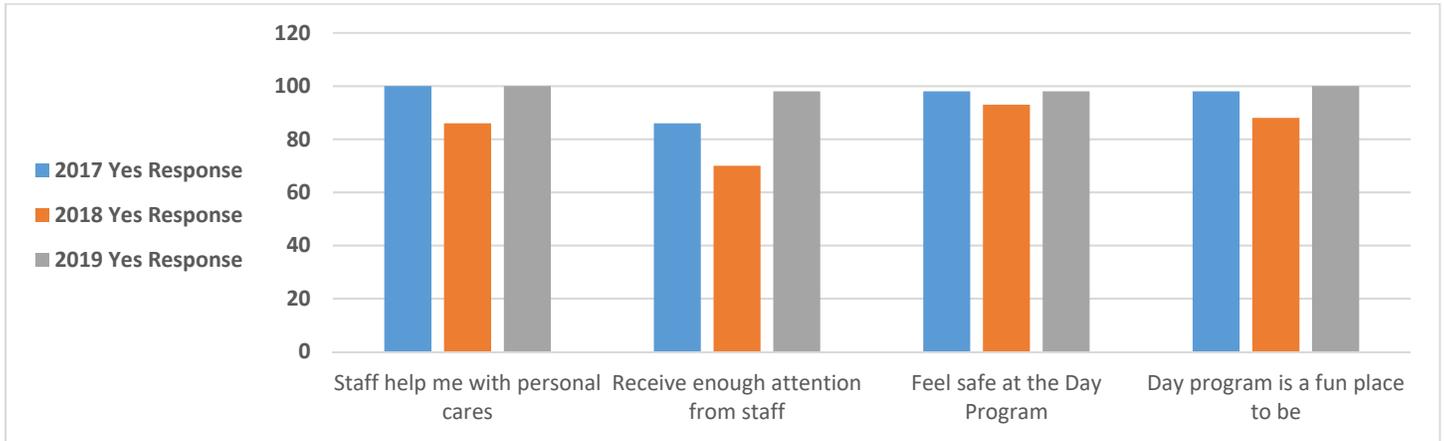
Staffing



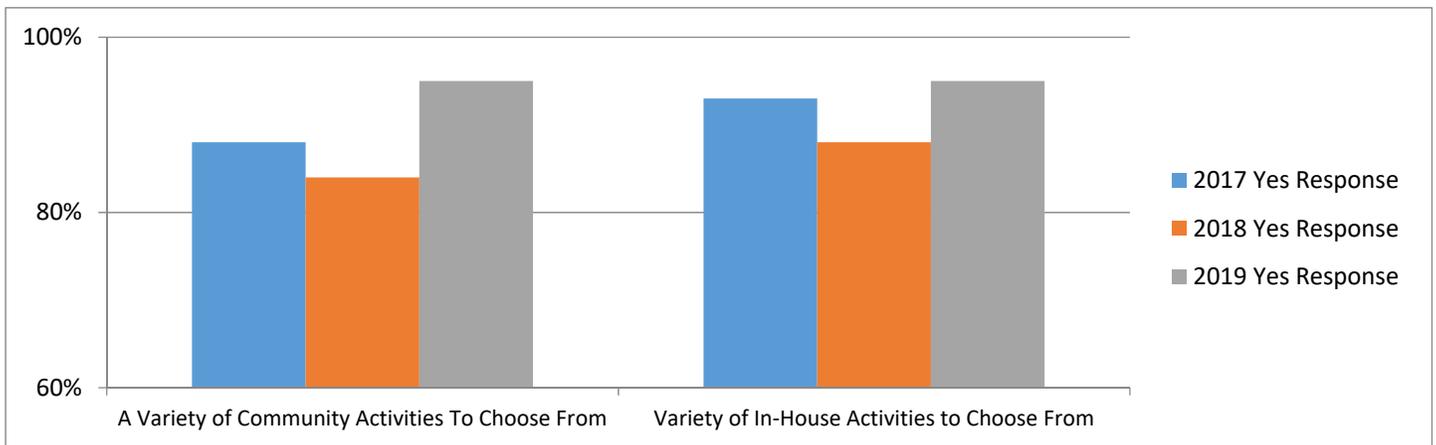
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Activities:



What community outings have you gone on that you enjoyed?

- Petland
- Going to the movies
- Going out to eat
- Raptor Center
- Bowling
- Arcade
- Michael's Fun World
- Devonian Fossil Gorge
- Java House
- West Music
- Coral Ridge Mall
- Deli Mart
- Java House

What in-house activities do you like to do?

- Arts and Crafts
- Coloring
- Hanging out with my friends
- Uno
- Lincoln Logs
- Music



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- Reading
- carnival games
- End of the month parties
- Nail painting,
- Socializing and laughing
- Trains

What else can be improved with the Day Program?

- Nothing, I am happy here.
- I could help out with the day program
- Need more staff
- Nothing really, maybe I can take the bus with roommate
- Meet new people

What are additional ways to use technology at the Day Program?

- I'd like someone to show me how to use a keyboard.
- Learning how to connect my cell phone to the karaoke machine
- I like the tablets
- I want headphones to hear ball games and solid gold oldies

Discussion

Overall, responses from the Day Program Member Satisfaction Survey indicate an overall increase in satisfaction in programming in all categories. 67% of the RFYP Day Program members participated in the satisfaction survey. Their responses are the outcomes of the efforts of the past year to intentionally design a stimulating and fun environment for the members. The members reported an increase in satisfaction with supports with personal cares (+14%), receiving enough attention (+18%), and feel their interests are reflected in the monthly activity schedules (+18%). The members provided valuable and specific feedback on what types of in-house and community activities they enjoy which will allow the Facilitators and Program Director of the Day Program to create a calendar of events that are customized to the desires of the members. Day Program staff encourage members to make choices and create an empowering environment which allow them to do so. 98% of members report they feel they have the freedom to choose that activities they participate in (+18%). The Day Program will continue to encourage members and staff to express ideas about how to improve and create a supportive and stimulating environment.

RFYP seeks to work as efficiently as possible and ensure the agency is safely and securely using technology for program planning. Two additional satisfaction survey questions were added to the 2019 Satisfaction Survey to seek input to gauge the members' satisfaction on RFYP's use of technology and identify innovative ways RFYP can improve the use of technology in the Day Program. 90% of members reported they are satisfied with RFYP's use of technology. There were a few suggestions for improvement regarding strategies RFYP can implement to integrate technology or devices into the services provided, however most members indicated they are satisfied with the technology available to them.



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Area of Concern

There was a high level of satisfaction across all domains in the 2019 Satisfaction Survey. This is important to note and celebrate however RFYP Day Program staff will need to develop innovative program plans to maintain this high level of satisfaction and identify sustainable practices that encourage staff to remain creative and inspired to continue this top notch work.

The number of members participating in the Day Program Satisfaction Survey has consistently declined over the past two years. There was a 7% decrease in member respondents for the 2019 Satisfaction Survey when compared to the 2018 Day Program Satisfaction Survey. RFYP values the feedback of the members and intends to design the programming around the individual needs of each person. The agency aims to have a higher number of responses from members.

One potential area of concern for members in the RFYP Day Program is members feeling safe while attending the Day Program. While the number of members who do feel safe while at Day Habilitation is high, it is the lowest percentage of the questions asked.

Proposed Improvements

RFYP will look to improve the members' sense of feeling safe while at the Day Program as this was the area with the lowest satisfaction from members. RFYP will increase safety discussions with members both individually and in groups in addition to the monthly fire and tornado drills. RFYP will add a safety discussion to the weekly staff meeting agenda where staff and supervisors can discuss any safety concerns or things that members have mentioned. RFYP will maintain all routine trainings for staff to ensure staff are current on all trainings related to member safety.

Conclusion

Results of this survey have been helpful in assessing the strengths of the Day Program as well as member suggestions on how services can be improved. RFYP will continue the practices that are important to members in order to continue to maintain its quality of services and high level of satisfaction. RFYP will also attempt to achieve a higher number of returned surveys next year so that data can be analyzed to ensure the needs of the members are being met while attending the Day Program.

2019 Employee Engagement Survey

Summary Report

Reach For Your Potential, Inc. (RFYP) conducted an Employee Engagement Survey in 2019 to allow the organization to learn more about the strengths of the organization from the perspective of the staff and what the employees truly want out of their work experience. Surveys were distributed to 124 Reach For Your Potential employees electronically via Survey Monkey and 55 paper copies were sent to staff without emails on file. Of the 179 distributed surveys, 69 were responses were received (39%). Employees were asked to rate items in different areas of RFYP's workplace practices on a scale of "poor", "good" and "excellent". Results of this survey will be helpful to RFYP in improving workplace practices, values, and culture. The following percentages are not representative of all the opinions of all RFYP employees, but rather based on the surveys returned.

2019 Key Findings



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<u>Training and Supervision</u>	2019 Poor	2018 Poor	2019 Good	2018 Good	2019 Excellent	2018 Excellent
I have a clear understanding of what is expected of me.	1%	2.5%	26%	32.5%	73%	65%
I feel I have sufficient training materials and support to perform my job well.	0%	5%	28%	45%	72%	50%
I am given adequate feedback to improve my performance.	4%	2.5%	25%	39%	71%	45%
My supervisor recognizes my accomplishments.	4%	12.5%	22%	32%	74%	50%
My supervisor values my talents and contributions.	4%	10%	25%	32%	71%	60%
I feel I have the flexibility I need to maintain a work/life balance.	6%	10%	30%	42%	64%	47.5%

<u>Compensation and Benefits</u>	2019 Poor	2018 Poor	2019 Good	2018 Good	2019 Excellent	2018 Excellent
My rate of pay for my work.	26%	32.5%	45%	50%	30%	17.5%
I feel the wage/benefits are competitive with jobs at similar companies.	23%	27.5%	42%	57.5%	35%	15%

<u>Other Aspects of Your Experience</u>	2019 Poor	2018 Poor	2019 Good	2018 Good	2019 Excellent	2018 Excellent
My team inspires me to do my best work.	7%	5%	33%	32%	60%	62.5%
Attitudes of members and families toward our organization are positive.	1%	5%	42%	47.5%	57%	47.5%
There is fairness in employment opportunities.	12%	10%	35%	50%	54%	40%
My supervisor encourages and supports my personal and professional development.	3%	7.5%	23%	32.5%	74%	60%
I feel my ideas about improving services are valued.	10%	10%	42%	47.5%	48%	42.5%



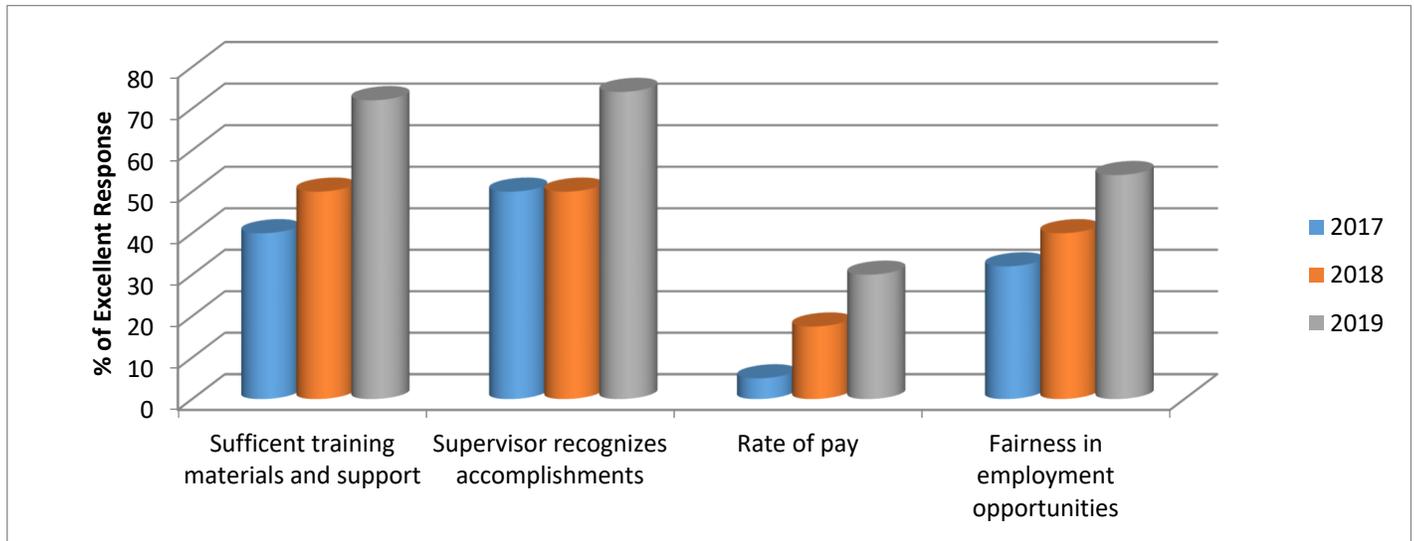
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Enough training and support are provided to me regarding the use of technology for my position.	7%	New 2019	45%	New 2019	48%	New 2019
How would you rate the organization overall?	3%	10%	42%	50%	55%	40%

Comparative Analysis





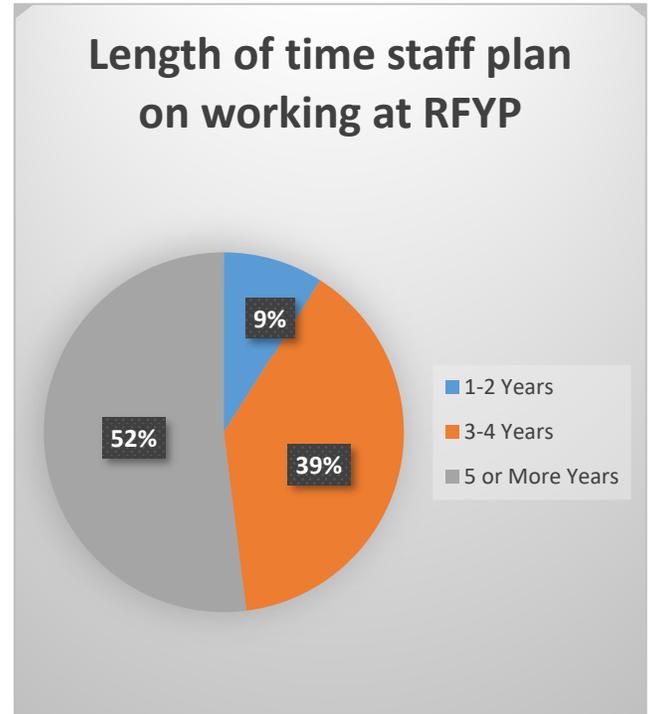
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Staff report the #1 reason they stay at RFYP:

- I like working with most of the clients. some are a challenge but challenges help me to grow
- I love the members.
- My co-workers and helping people.
- I like my job and the nice people at RFYP.
- I like helping a lot of people and being appreciated.
- I like my work and I like to contribute.
- RFYP is my family, I enjoy my work and being able to contribute.
- Because my job has a positive impact on the lives of the members we serve.
- I like what I do for my work, I like to be helpful, and I am good at what I do.
- The members!
- My supervisor and coworkers.
- The people. I enjoy coming to work.
- Flexibility and getting paid weekly.



Staff report ways could RFYP improve on integrating technology into services overall?

- We should continue to explore technological opportunities for members (i.e. communication devices).
- Timesheets.
- May want to consider using a badge for staff to log in & out for their time.
- Each location, staff, and time could be recorded easily.
- Upgrade scheduling system, there are many options out there that are more efficient and easy to use.
- Electronic incident reports from Direct Care staff.
- I think Reach's administration is doing its best in improving on integrating technology into services and more efforts and implementations can be applied in the near future.



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Discussion

Overall, the Employee Engagement Survey is showing a positive trend in employee engagement and satisfaction across all domains. Almost all questions asked of staff showed an increase in “excellent” as a response. This trend is an exciting confirmation of the efforts that the agency is putting forth to increase staff retention and improve morale and the overall workplace culture.

This year, RFYP received a significantly higher number of staff satisfaction surveys responses than in previous years. In 2018, 25% of distributed surveys were returned, and in 2017, only 9% of distributed surveys were returned. This year, the response rate continues to climb in a positive direction at 39%. The increase in responses can be attributed to distributing the Employee Engagement Survey electronically via Survey Monkey and encouragement to staff by administration and supervisors to share their feedback regarding their employment and culture of RFYP.

The respondents indicated there are significant increases in satisfaction in many domains including, but not limited to, receiving sufficient training materials and support for their job (+22%), staff are given adequate feedback to improve my performance (+26%), my supervisor recognizes my accomplishments (+24), and the wages/benefits are competitive with jobs at similar companies (+20%). These responses recognize the efforts and attention that RFYP gives to staff orientation and ongoing training, staff recognition strategies, and efforts to provide a competitive wage. RFYP recognizes that staff retention, engagement, and satisfaction is imperative for a healthy and thriving environment for the members and organizational culture. A positive workplace culture improves teamwork, raises the morale, increases productivity and efficiency, and enhances retention of the workforce. Job satisfaction, collaboration, and work performance are all enhanced. And, most importantly, a positive workplace environment reduces stress in employees.

Two additional satisfaction survey questions were added to the 2019 staff engagement survey to seek input to gauge satisfaction regarding the training on the technology required for the job. 45% of staff rated the training and support available to them as “excellent” and 48% reported “good”. There were suggestions provided for improvement regarding additional strategies RFYP can implement to integrate technology into the workplace. RFYP will analyze and investigate what suggestions can be implemented.

Overall satisfaction with the agency as a whole also increased by 15% in 2019. Creating a productive and positive work environment is vital to the long term success RFYP. A motivated workforce means a highly productive staff, which in turn means higher quality of services for the RFYP members.

Areas of Concern

RFYP staff reported a very slight decrease in “excellent” satisfaction with feeling like their team inspires them to do their best work (-2%). This question had an increase in “good responses” and a slight decrease in “excellent” responses. RFYP aims to foster a culture of teamwork. Fostering teamwork is part of creating a work culture that values collaboration. Rather than encouraging competition, a culture of teamwork creates opportunities for employees to work together and use all available resources and skills to reach agency-wide goals.

RFYP is appreciative of all the feedback provided by the employees. It is important that their contributions are heard, and there is a diverse set of voices represented in the response sample. It is concerning that the respondents represent less than half of the employees (39%). RFYP would like to receive feedback from more staff agency-wide in the upcoming year.



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RFYP is pleased to see an increase in responses over the past few years and will develop strategies to continue to motivate staff to complete the survey.

Proposed Improvements

Teamwork is essential to the success of RFYP. In order to maintain a high sense of HR will seek input from service coordinators and program directors on what types of team building activities and tools would be most beneficial to their staff. HR will add more team building exercises to the monthly staff meetings for supervisors to implement. It is important to acknowledge the staff members that are going above and beyond to work together.

RFYP appreciates and relies on the feedback from staff in order to provide a great place to work. It is a priority to the agency to raise the total responses of staff engagement surveys. RFYP will continue to offer electronic and paper surveys so respondents have options. Supervisors will encourage staff to complete the paper or electronic Staff Engagement Survey at the beginning of all staff meetings and house meetings.

Conclusion

As with past surveys, results of this survey have been informative and helpful in identifying RFYP's strengths and areas of needed improvement. There are areas of the agency that remain high in satisfaction and engagement among the staff. RFYP will continue to address these issues to the best of their ability and implement its proposed improvement plan in order for the agency to improve in the quality of the workplace practices. RFYP will continue to put efforts towards ensuring employees feel valued in their everyday work.

2019 Incident Report Summary **Day Programming: Day Habilitation**

Reach for Your Potential, Inc. (RFYP) provided day program services to 65 members from January 1, 2019 to December 31, 2019. All services provided were located at the RFYP Day Habilitation Program at 1705 S. 1st Avenue in Iowa City, Iowa or in the community. All minor and major incidents that occurred in 2019 have been tracked and summarized in this report. The results have been analyzed to identify: areas that RFYP exceeds in; areas of concern; a comparative analysis to the previous year's incidents; and proposed improvements to be implemented. The summary concludes with RFYP's overall view of the results of the 2019 incident report tracking for the Day Habilitation (DH).

Major Incident Summary	2019	2018	Comparative Analysis
Results in physical injury to or by the individual that requires physician's treatment or admission to hospital.	2	9	-7
• Intentional injury to self or others	2	1	+1
• Accident	0	8	-8
• Cause unknown/other	0	0	0



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<ul style="list-style-type: none"> • Occurred while under another person's care 	0	0	0
Results in death	0	0	0
<ul style="list-style-type: none"> • Death of a member 	0	0	0
<ul style="list-style-type: none"> • Death of someone else 	0	0	0
Requires emergency mental health treatment.	1	0	+1
<ul style="list-style-type: none"> • Self-Injury 	0	0	0
<ul style="list-style-type: none"> • Other 	1	0	0
Requires the intervention of law enforcement.	0	0	0
<ul style="list-style-type: none"> • Member is the victim 	0	0	0
<ul style="list-style-type: none"> • Member is the perpetrator 	0	0	0
<ul style="list-style-type: none"> • Other 	0	0	0
Requires the report of child abuse or dependent adult abuse.	1	0	+1
<ul style="list-style-type: none"> • By a staff member 	1	0	+1
<ul style="list-style-type: none"> • By someone else 	0	0	0
<ul style="list-style-type: none"> • Other 	0	0	0
Constitutes a prescription medication error or a pattern of medication errors that leads to physical injury, death, or emergency mental health treatment.	0	0	0
<ul style="list-style-type: none"> • Medication not administered 	0	0	0
<ul style="list-style-type: none"> • Wrong person 	0	0	0
<ul style="list-style-type: none"> • Wrong medication 	0	0	0
<ul style="list-style-type: none"> • Wrong dose 	0	0	0
<ul style="list-style-type: none"> • Wrong time 	0	0	0
<ul style="list-style-type: none"> • Wrong method 	0	0	0



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Involves a consumer's location being unknown by provider staff who are assigned protective oversight.	1	0	+1
• Member elopement	1	0	+1
• Staff leaves member alone	0	0	0
• Other person/provider	0	0	0
Total	5	9	-4

Increase of major incidents: In 2019, there was a very slight increase in incidents that involve a member's location being unknown by provider staff who are assigned protective oversight (+1) and incidents that require the report of child abuse or dependent adult abuse (+1).

Decrease in major incidents: Overall in 2019 major incidents declined by 4 incidents when compared to 2018. There was a decline in incidents resulting in physical injury to or by the individual that requires physician's treatment or admission to hospital (-7) specifically as a result of an accident.

Proposed Improvements for 2020: The RFYP Day Habilitation staff and supervisors continue to hold weekly staff meetings to discuss members and program items. Member safety and issues is part of the discussion and will continue to be included in the weekly discussions. RFYP Day Habilitation will continue to look at staffing ratios so that all members are properly supervised and accounted for at all times while in day programming. RFYP Day Habilitation also continues to stress the importance on directly handing off members to home staff when dropping members off at their homes to ensure proper oversight and supervision is maintained.

Minor Incident Summary	2019	2018	Comparative Analysis
Results in the application of basic first aid.	14	1	+13
Results in bruising.*	10	12	-2
Results in seizure activity.	50	66	-16
Results in injury.	12	12	No Change
• To self	8	8	No Change
• To others	4	4	No Change
• To property	0	0	No Change
Constitutes a prescription med error as result of RFYP	3	2	+1



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staff.			
• Medication not administered	2	2	No Change
• Wrong person	0	0	No Change
• Wrong medication	0	0	No Change
• Wrong dose	0	0	No Change
• Wrong time	1	0	+1
• Wrong method	0	0	No Change
Constitutes a prescription med error as a result of:	0	0	No Change
• Declining	0	0	No Change
• Under another person's care	0	0	No Change
Total	89	93	-4

*RFYP tracks all observed bruises as minor incidents even if the cause is unknown.

Increase in minor incidents: There was an increase of incidents requiring basic first aid (+13) and a very slight increase in medication errors (+1).

Decrease in minor incidents Overall the total number of incidents decreased by 4 reported incidents as compared to 2018. In 2019, there was a significant decrease in seizures (-16) and incidents resulting in bruising (-2).

Proposed Improvements for 2020: The RFYP supervisors and nurse will continue to stress the importance of documenting any and all injuries to members and providing 1st aid treatment as needed. RFYP will document any concerns that arise with members and provide the most appropriate treatment necessary. During the weekly staff meetings, all Day Habilitation employees will review safety issues and talk about any areas of potential concern and how they can be addressed to reduce the number of member injuries. The RFYP nurse and supervisors will stress the importance of proper medication administration and routinely review the 6 rights of medication administration.

Conclusion:

The results of this summary report have been helpful in identifying the RFYP Day Habilitation and areas needing improvement in 2020. RFYP continues to be successful in training staff on multiple levels and indicates that direct care staff are successful in their own job requirements by preventing incidents from happening. RFYP will continue to provide training to direct care staff in all areas of their job as well as provide the necessary tools for staff to appropriately respond to incidents that do occur. Staff will ensure that members have access to emergency phone numbers such as 911, the RFYP Main Office, their Service Coordinator, the Service Coordinator On-Call phone number, and/or a family member. The results of this summary report have helped identify RFYP's strengths and areas needing improvement.



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2019 Incident Report Summary

Medicaid

Supported Community Living and Habilitation

Reach for Your Potential, Inc. (RFYP) provided Supported Community Living or Home Based Habilitation services to 142 members from January 1, 2019 to December 31, 2019. These numbers reflect all clients served by RFYP in 2019, including clients both added and discharged. Supported Community Living and Habilitation supports were provided in community based residential settings. All incidents that occurred in 2019 have been tracked and summarized in this report. The results have been analyzed to identify: areas showing an increase and/or decrease in incidents; areas of concern or increase in incidents; comparative analysis to the previous year; and proposed improvements to be implemented. The summary concludes with RFYP's overall view of the results of the 2019 incident report tracking for Medicaid funded residential services.

Major Incident Summary	2019	2018	Comparative Analysis
Results in physical injury to or by the individual that requires physician's treatment or admission to hospital.	28	28	No Change
<ul style="list-style-type: none"> Intentional injury to self or others 	7	5	+2
<ul style="list-style-type: none"> Accident 	15	22	-7
<ul style="list-style-type: none"> Cause unknown/other 	6	1	+5
Results in death	2	5	-3
<ul style="list-style-type: none"> Death of a member 	2	5	-3
<ul style="list-style-type: none"> Death of someone else 	0	0	No Change
Requires emergency mental health treatment.	17	10	+7
<ul style="list-style-type: none"> Self-Injury 	3	1	+2
<ul style="list-style-type: none"> Other 	14	9	+5
Requires the intervention of law enforcement.	35	26	+9
<ul style="list-style-type: none"> Member is the victim 	5	5	No Change



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• Member is the perpetrator	1	3	-2
• Other	29	18	+11
Requires the report of child abuse or dependent adult abuse.	18	7	+11
• By a staff member	14	6	+8
• By someone else	0	1	-1
• Unknown	4	0	+4
Constitutes a prescription medication error or a pattern of medication errors that leads to physical injury, death, or emergency mental health treatment.	1	0	+1
• Constitutes a prescription medication error as a result of staff	1	0	+1
○ Medication not administered	0	0	No Change
○ Wrong person	1	0	+1
○ Wrong medication	0	0	No Change
○ Wrong dose	0	0	No Change
○ Wrong time	0	0	No Change
○ Wrong method	0	0	No Change
• Constitutes a prescription medication error as a result of declining/occurring under another person's care	0	0	No Change
Involves a consumer's location being unknown by provider staff who are assigned protective oversight.	12	8	+4
• Member elopement	9	7	+2
• Staff leaves member alone	2	1	+1
• Another person/agency	1	0	+1
• Other	0	0	No Change
Total	113	84	+29



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Increase in major incidents: Compared to 2018, overall major incidents increased by 29 reported incidents. There was an increase in incidents requiring the report of child abuse or dependent adult abuse (+11) and incidents requiring the intervention of law enforcement (+9).

Decrease in major incidents: In 2019, there was a decrease in incidents resulting in physical injury to or by the individual that requires physician's treatment or admission to hospital due to an accident (-7).

Proposed improvements for 2020: RFYP is committed to ensuring its members' health, safety and welfare are top priority. Although it is concerning that there has been an increase in this category of incidents, it is important to note that the majority of these incidents were reported by RFYP. RFYP takes its mandatory reporting responsibilities very seriously. If RFYP feels there is an incident that requires attention and investigation, the agency ensures it is reported immediately. The majority of the incidents in this category were situations in which members were without staff supervision according to the member's alone time plan. Although none of the incidents resulted in any harm or injury to the members, it is important that staff are following the member's alone time plan. RFYP will ensure that all staff are aware of the members' alone time plans. During staff training, this information will be given to staff. Thereafter, anytime the member's alone time plan changes, staff will be informed immediately. RFYP Service Coordinators will follow up with staff on alone time information during monthly staff meetings. The agency will also continue to call and check in staff at the start of shift time to ensure staff are present when members arrive home.

For incidents requiring the intervention of law enforcement, RFYP attributes the increase in that category mainly to three specific members who had a pattern of behaviors that resulted in police being called almost exclusively by the members. One individual had 3 incidents of calling police in a period of 3 months, another individual had 4 incidents of calling police in a period of 2 months and the third individual had 6 incidents of calling police in a period of 5 months. Two of the three members have since been discharged from RFYP so the agency anticipates the number of incidents in this category will decrease next year. As a result of this increase, RFYP believes it would be beneficial to make improvements in the area of members utilizing coping skills other than calling the police for situations that would not warrant it. In the upcoming year, RFYP will work with members and their team to identify behaviors, triggers and ways to manage behaviors including encouraging members to use coping skills. RFYP will gather information from team members including medical professionals. RFYP will use this information to develop a Behavior Intervention Plan that includes coping strategies for members to be able to problem solve and appropriately manage their frustration and stressful situations. These plans will include interventions for team members and staff to help support and assist members use the strategies.

Minor Incident Summary	2019	2018	Comparative Analysis
Results in the application of basic first aid.	39	19	+20
Results in bruising.*	23	19	+4
Results in seizure activity.	170	234	-64
Results in injury to self, to others, or to property	40	42	-2



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• To self	23	36	-13
• To others	3	5	-2
• To property	14	1	+13
Constitutes a prescription med error as result of RFYP staff.	29	49	-20
• Medication not administered	21	42	-21
• Wrong person	0	0	0
• Wrong medication	5	3	+2
• Wrong dose	0	1	-1
• Wrong time	3	3	No Change
• Wrong method	0	0	No Change
Constitutes a prescription med error as a result of:	19	22	-3
• Declining	17	17	No Change
• Under another person's care	2	5	-3
Total	320	386	-66

*RFYP tracks all observed bruises as incidents even if the cause is unknown

Increase in minor incidents: There was an increase in incidents resulting in the application of basic first aid (+20) and a very slight increase in incidents that resulted in bruising (+4).

Decrease in minor incidents: Overall in 2019 there was a decrease in minor incidents (-66). There was a decline in incidents that constitute a prescription med error as result of RFYP staff (-20) and a significant decrease in seizures reported (-64).

Proposed improvements for 2020: Although there was an increase in staff providing basic first aid, RFYP believes this shows that staff are well trained to respond to and care for member health situations. Not all the incidents in this category were the result of preventable injury. Many of these incidents, in fact, were the result of staff responding to member injury or illness that was not preventable. In these situations, staff was quick to respond and respond appropriately. The same can be said regarding the slight increase in the category of results in bruising. With many of these incidents the bruising was observed but not witnessed by staff so it is hard to say if the bruising was the result of a situation that was preventable. Nonetheless, in the upcoming year staff will train and review with staff the importance of being aware of the members'



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situation and surroundings to ensure they are being preventative in avoiding any potential injuries. Service Coordinators will conduct monthly safety checks at all the homes each month. Any safety issues in the environment will be noted and addressed right away.

Conclusion: The results of this summary report have been helpful in identifying RFYP's strengths and areas needing improvement for 2020. RFYP acknowledges the areas that are in need of improvements and will implement corrective actions plans as necessary to improve in these areas.

2019 Incident Report Summary **Regional Funding** **Supported Community Living**

Reach for Your Potential, Inc. (RFYP) provided services to 5 members receiving Regional funding from January 1, 2019 to December 31, 2019. These numbers reflect the 5 members served by RFYP, including clients both added and discharged, during the year 2019. Supported Community Living services were provided in community based residential settings. All incidents that occurred in 2019 have been tracked and summarized in this report. The results have been analyzed to identify: areas showing an increase and/or decrease in incidents; areas of concern or increase in incidents; comparative analysis to the previous year; and proposed improvements to be implemented. The summary concludes with RFYP's overall view of the results of the 2019 incident report tracking for Supported Community Living.

Regional Incident Summary	2019	2018	Comparative Analysis
Results in physical injury to or by the individual that requires physician's treatment or admission to hospital.	0	0	No Change
<ul style="list-style-type: none">• Intentional injury to self or others	0	0	No Change
<ul style="list-style-type: none">• Accident	0	1	-1
<ul style="list-style-type: none">• Cause unknown/other	0	0	No Change



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<ul style="list-style-type: none">• Occurred while under another person's care	0	0	No Change
Results in death	0	0	No Change
<ul style="list-style-type: none">• Death of a member	0	0	No Change
<ul style="list-style-type: none">• Death of someone else	0	0	No Change
Requires emergency mental health treatment for the individual.	0	0	No Change
<ul style="list-style-type: none">• Self Injury	0	0	No Change
<ul style="list-style-type: none">• Other	0	0	No Change
Requires the intervention of law enforcement.	0	0	No Change
<ul style="list-style-type: none">• Member is the victim	0	0	No Change
<ul style="list-style-type: none">• Member is the perpetrator	0	0	No Change
<ul style="list-style-type: none">• Other	0	0	No Change
Results from any prescription medication error	0	0	No Change
<ul style="list-style-type: none">• Medication not administered	0	0	No Change
<ul style="list-style-type: none">• Wrong person	0	0	No Change
<ul style="list-style-type: none">• Wrong medication	0	0	No Change



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• Wrong dose	0	0	No Change
• Wrong time	0	0	No Change
• Wrong method	0	0	No Change
Is reportable to protective services	0	0	No Change
• By a staff member	0	0	No Change
• By someone else	0	0	No Change
Total	0	1	-1

2019 Summary: There were no reported incidents in 2019. This is a decrease in incidents (-1) compared to 2018.

Proposed improvements for 2020: RFYP takes pride in the fact that there were no reported incidents this year. RFYP feels this is an indicator that the agency is doing a great job in ensuring its members' health, safety and welfare are top priority. RFYP will continue to make sure this is a top priority by having staff remain focused on member needs, observant of physical and mental health concerns and have a quick response time to address issues that arise. Since there were no reported incidents this year, there are no proposed improvements for the upcoming year.

Conclusion: Overall, there were reported incidents in 2019. RFYP continues to be successful in training staff on multiple levels and indicates that direct care staff are successful in their own job requirements by preventing incidents from happening. RFYP will continue to provide training to direct care staff in all areas of their job as well as provide the necessary tools for staff to appropriately respond to incidents that do occur. Staff will ensure that Region Funded members have access to emergency phone numbers such as 911, the RFYP Main Office, their Service Coordinator, the Service Coordinator On-Call phone number, and/or a family member. The results of this summary report have helped identify RFYP's strengths and areas needing improvement.

2019 Annual Performance Outcomes Summary Day Habilitation

EFFECTIVENESS MEASURES

Outcome #1 - Increasing speed of communication with members' IDT by distributing ISPs faster.

- *Annual Performance Target | 95% of ISPs are distributed within 30 days of the IDT meeting*
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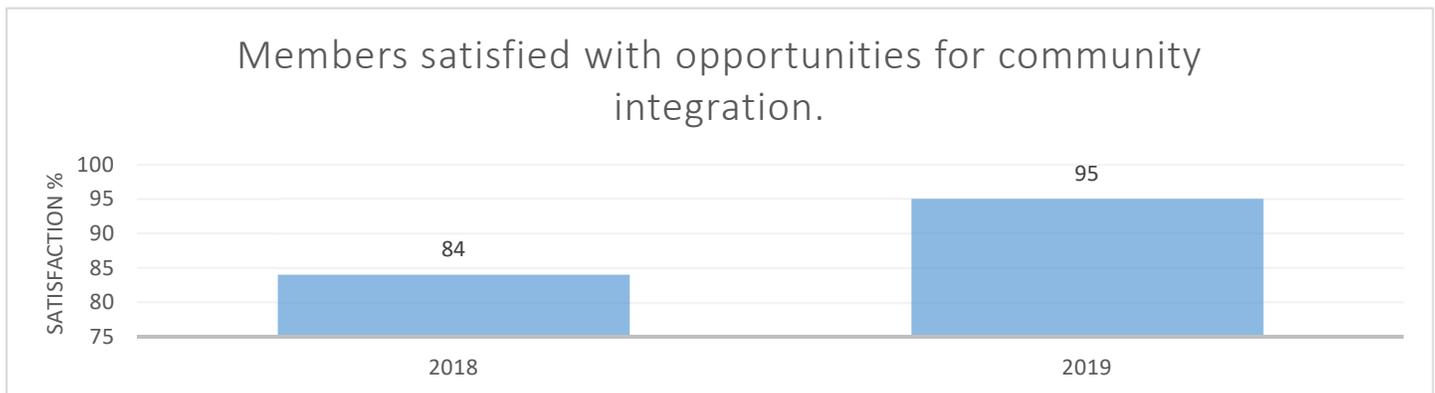
- 2019 Performance Outcome | 97% of Day Habilitation (DH) ISP were distributed within 30 days or less after the meeting

Day Habilitation programming takes place at 1705 South First Avenue. It is a priority to RFYP to distribute Annual, Review, and Quarterly DH ISP reports to the Interdisciplinary Team (IDT) members within 30 calendar days or less after the date of the ISP meeting. By having a quick report distribution turnaround time, the IDT members will have the member's updated information and goals. RFYP puts great effort into being effective in communicating with the member's IDT. The report distribution is closely monitored weekly by the Service Coordinators and RFYP Administration. This allows the departments to communicate regarding the timeline of completion.

In 2018, 32% of Day Habilitation ISPs were mailed out within 30 days or less due to the quick implementation of the programming. In 2019, 97% of the Day Habilitation ISPs were distributed within 30 days of the meeting. **The performance target for this objective was met.**

Outcome # 2 – Day Habilitation members feel RFYP effectively offers opportunities for community integration.

- Annual Performance Target | 85% Satisfaction with the opportunities available for community integration
- 2019 Performance Outcome | 95% Satisfaction with the opportunities available for community integration



This data was collected via the 2019 Day Program Member Satisfaction Survey which was completed in January. RFYP puts forth great efforts to plan opportunities for members to be involved within their community, as well as arranging for staffing and transportation to and from events. This objective is important because it measures the members' level of satisfaction regarding RFYP's effectiveness on planning community integration outings. On a regular basis, the Day Program staff talk with the members about recreational events, Special Olympics activities, holiday parties, educational opportunities, etc. RFYP respects the members' right to choose to decline to participate in these types of activities. Some members filled out the surveys on their own and others received assistance from their staff at the day program. The survey sample was comprised of members of varying functioning levels.

In 2019, 95% of members reported feeling satisfied with the opportunities for community integration. RFYP will continue its many efforts to offer as many opportunities for community integration as the members' desires. The RFYP Day Program will continue to build upon this progress in the upcoming year. **The performance target for this objective was met.**

EFFICIENCY MEASURES

Outcome #1 - Decreasing personnel turnover so supervisors can spend less time training new staff and more time providing efficient services to members.



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- *Annual Performance Target | 60% Day Program Staff Turnover Rate*
- *2019 Performance Outcome | 150% Day Program Staff Turnover Rate*

This data is collected through personnel data in Quick Books software and is maintained by the Financial Department. By decreasing the staff turnover rate, these departments could use their time creating top notch Day Program services and environment, rather than training new staff.

The day program has weekly staff meetings to discuss members, programmatic items, staff concerns, and anything else related to the day program. The day program Facilitator and Service Coordinator select and “Employee of the Month” each month for the staff who show’s dedication to the members, has good attendance, and completed required job duties. This staff is awarded a gift card. The recognized staff also has their picture taken with some interesting facts about them posted around the day center so that they can be recognized by all. The Facilitator and Service Coordinator both have open door policies where staff can come in their office to meet and discuss any issues, concerns, or celebrations if they choose.

In 2019, the turnover rate for the Day Habilitation was 150%. **The performance target for this objective was not met.**

Action Plan for Improvement

RYFP will continue to advertise positions for the Day Habilitation online using various platforms. RFYP continues to utilize the employee referral bonus which is also advertised in the RFYP monthly newsletter to attract potential new employees. The RFYP Day Habilitation will continue to meet weekly and recognize direct care staff who are doing an excellent job to help promote job satisfaction and overall recognition. At the beginning of each Day Habilitation meeting, there is a team builder exercise to help all employees get to know each other on a more personal level to help build camaraderie and a sense of team. On a monthly basis an employee of the month recognition is awarded to the staff member who goes above and beyond their basic job duties. The Day Habilitation employee of the month is interviewed with those questions and answers posted in the Day Habilitation for everyone to see for the month. The employee of the month also receives a gift card for their contributions to the Day Habilitation. The Day Habilitation Service Coordinator will sit in on interviews when possible for prospective Day Habilitation direct care hires to help ensure that they will be a good fit with the program.

Outcome #2 – The Day Habilitation billing units are monitored monthly to maintain fiscal health.

- *Annual Performance Target | 715 units billed per month on average*
- *2019 Performance Outcome | 679 units billed per month on average*

This data is collected and maintained by the Financial Department. This is a new Efficiency Measure in 2018. The enrollment of Day program members and their units are monitored closely by the Financial Director and Executive Director to promote fiscal health and ensure financial stability. This data was collected from the billing census worksheets which are maintained by the Billing and Payroll Specialist. The member enrollment and billing census worksheets are analyzed by the Financial Director and reported to the Executive Director on a monthly basis. If there are key changes to the number of billable units, the results are reported to the Board of Directors to notify of any major budget modifications. While the monthly occupancy rate can drop below the target, the annual average cannot drop below 715 units billed per month to maintain fiscal health and future financial security.

In 2019, the average units billed for the Day Habilitation was 679. **In summary, the performance target for this objective was not met.**

Action Plan For Improvement



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The Financial Director and Executive Director will work closely with the Day Habilitation Program Director and Service Coordinator to ensure that changes to members' schedules are reviewed. The Service Coordinator will send a monthly schedule and attendance changes to the Financial Director for analysis. While the Day Habilitation budget has already been completed for the current fiscal year, the attendance report will allow for the Financial Director to accurately adjust the program income.

The previous goal of 715 units was an estimate that was determined by using data from prior to the start of the Day Habilitation program. After analyzing the Day Habilitation historical data, the new goal for the 2020 calendar year will be 685 units per month.

SATISFACTION MEASURES

Outcome #1 - Members are satisfied with the level of attention they receive from their Day Habilitation staff.

- *Annual Performance Target | 90% Member Satisfaction reported on the Day Programs Satisfaction Survey*
- *2019 Performance Outcome | 98% Member Satisfaction reported on the Day Programs Satisfaction Survey*



This data was collected via the 2019 Day Program Member Satisfaction Survey. The members were asked if they were satisfied with the level of attention they are receiving from their staff. RFYP provides training to all staff regarding person center services and individualized supports at hire, annually, and ongoing as needed. It is the expectation that staff are supporting the needs of the members and providing the attention that is desired. In 2018, 98% of members reported they were satisfied with the level of attention they receive from the Day Habilitation staff. **RFYP met the performance target for this objective.**

Outcome # 2 – Members feel their interests and input are reflected in the monthly activities calendar.

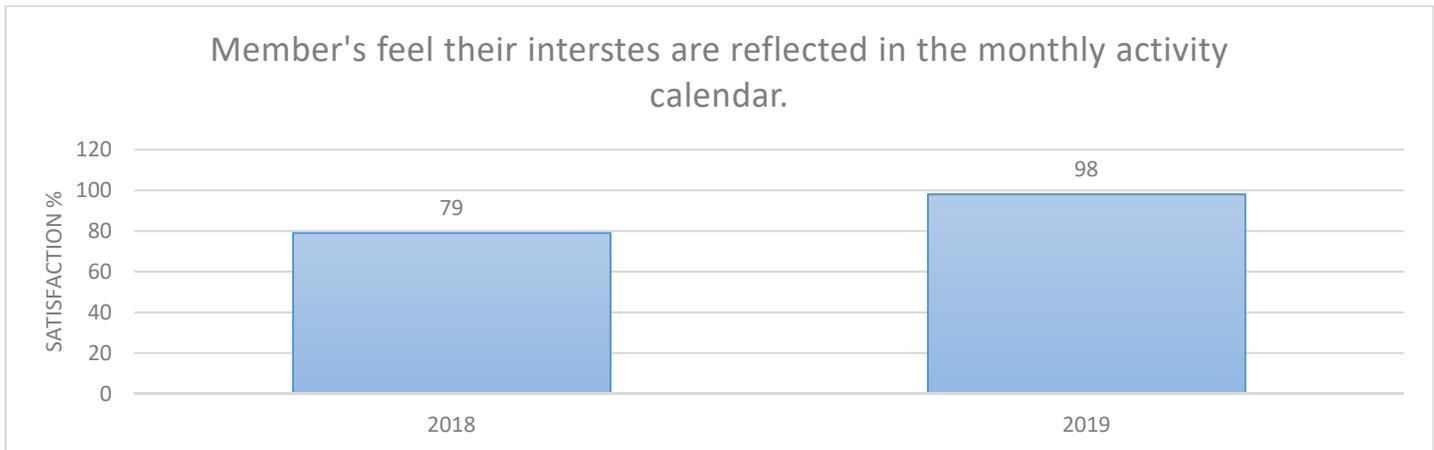
- *Annual Performance Target | 90% Satisfaction reported on Day Program Member Satisfaction Survey*
- *2019 Performance Outcome | 98% Satisfaction reported on Day Program Member Satisfaction Survey*



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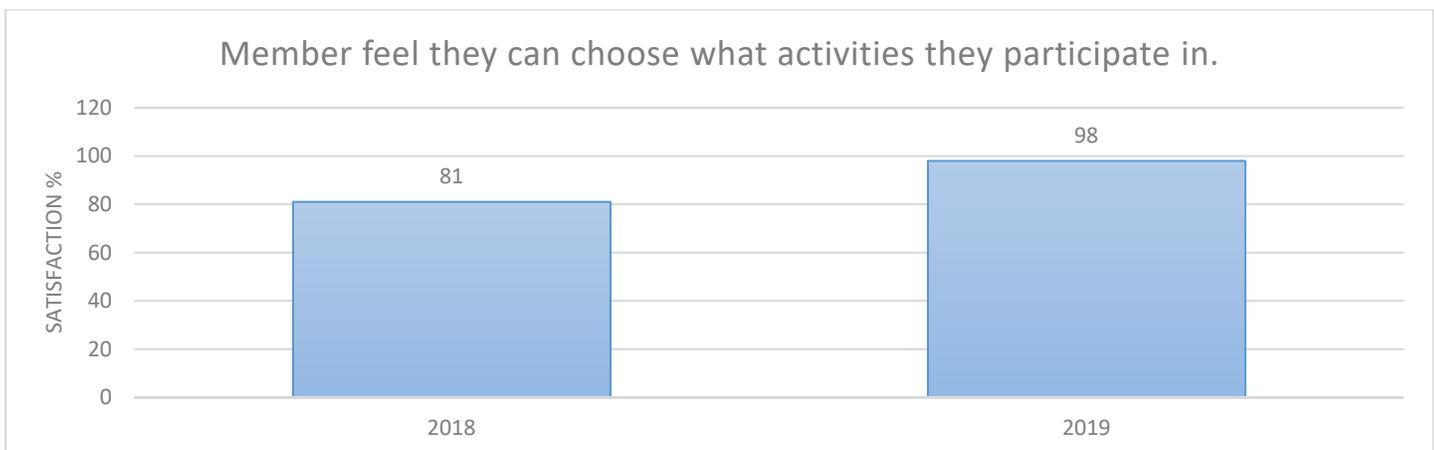
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On a monthly basis, the Day Program Facilitator, Service Coordinator, and/or Direct Care staff ask members what they would like to do for the upcoming month's outings and activities. Member input is taken, recorded, and then outings are planned using this information. Members are given the choices on which outings they would like to attend from the list compiled each month. RFYP looks at the feasibility of member requests and works with the members on what is realistic. Many members request to go on outings and activities that are not possible (i.e.: Disney World, McDonald's every day, etc.). Members have also gotten together in small groups to discuss their interests and to brainstorm ideas together. In 2019, 98% of the members reported that they feel their interests and input are reflected in the monthly activities calendar. **RFYP met the performance target for this objective.**

Outcome # 3 – Members feel they have the freedom to choose the activities they participate in while at the Day Habilitation.

- Annual Performance Target | 90% Satisfaction reported on Day Program Member Satisfaction Survey
- 2019 Performance Outcome | 95% Satisfaction reported on Day Program Member Satisfaction Survey



This data was collected via the 2019 Day Program Member Satisfaction Survey. RFYP provides training to all staff regarding person center services, individualized supports, and member rights at hire, annually, and ongoing as needed. It is the expectation that staff are supporting the needs of the members and allowing for the members to make their own choices.



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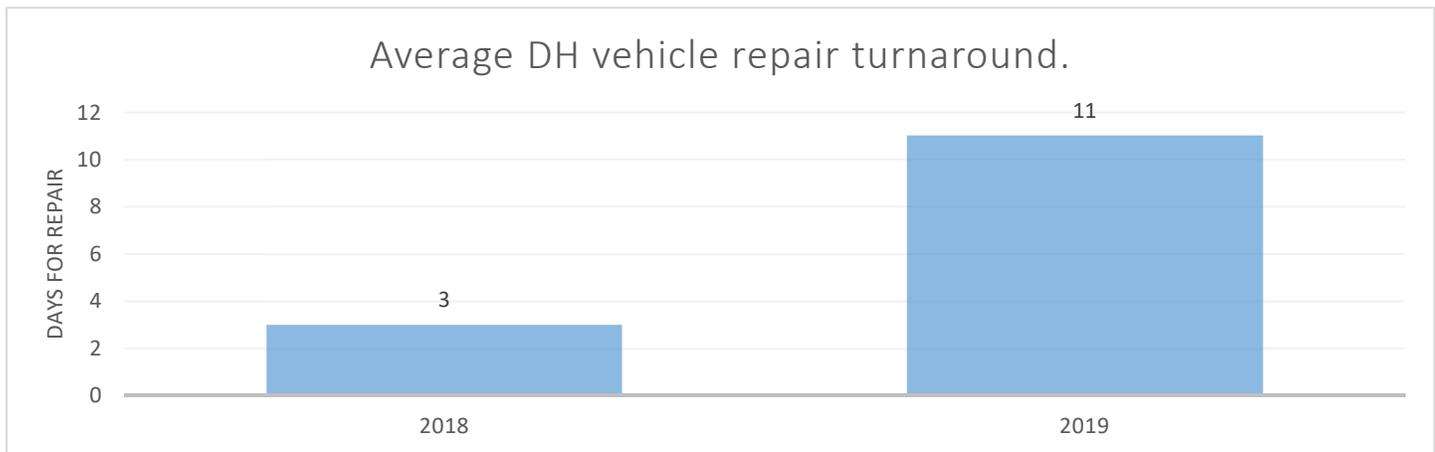
In addition, members days are very open to do what they enjoy and what they see fit. There are many craft items available, games, tablets, and entertainment options available for members to participate in while at the Day Program. These items are not scheduled for members and they have the choice of what to participate in and what not to participate in. Members are also asked prior to every outing whether they would still like to go on that outing and have the choice to participate or not. RFYP staff encourage all members to make choices for themselves in what they do while in day programming.

In 2019, 95% of members reported they felt they have the freedom to choose the activities they participate in while at the Day Habilitation. **RFYP met the performance target for this objective.**

SERVICE ACCESS MEASURES

Outcome #1 - Agency vehicle maintenance issues are resolved in a timely manner so members have transportation to access community activities.

- *Annual Performance Target* | Day Program vehicles are repaired within 10 days or less on average
- 2019 Performance Outcome | Day program vehicles were completed within 11 days on average



This data was collected from the work order log spreadsheet that is maintained by the Financial Department Assistant. Work order (maintenance) requests are submitted to RFYP Main Office. Work orders are completed by staff to alert the maintenance department regarding vehicle repairs, Day habilitation maintenance issues, or anything on the property or in the building that is in need of attention. The work orders are entered into the work order log/spreadsheet by the financial department. The work order log becomes an ongoing list of tasks for the maintenance department. The work order received date, completion date, costs, and any special notes about the repairs are also entered on this log.

RFYP maintains a fleet of approximately 3 vehicles dedicated for use by the Day Program between 7:30am – 5:00pm Monday through Friday. RFYP believes access to safe and accessible transportation is necessary to support the members with accessing community integration opportunities. When a vehicle is in need of repairs or is not able to be used due to repair or damage issues, it negatively impacts the members' ability to access their scheduled activities or be involved within their community.



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In 2019, the average turnaround time for a Day Program vehicle to be repaired was 11 days. **RFYP did not meet the performance target for this objective.**

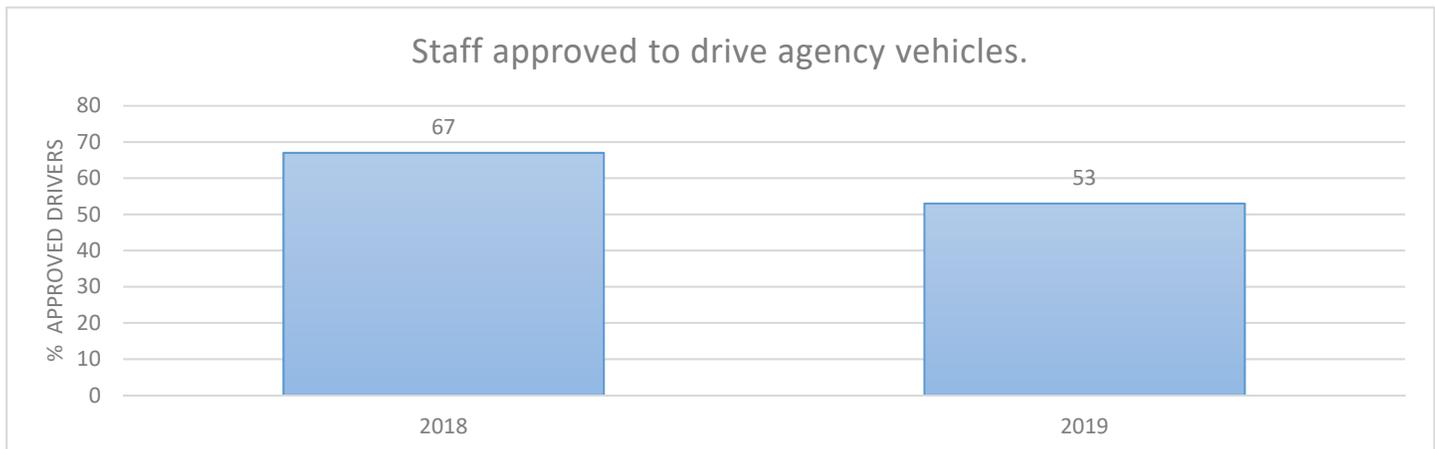
Action Plan for Improvement

RFYP recognized the longer repair timeframe at the end of the year and chose to hire another Asset Manager during the last quarter of 2019. Additionally, RFYP determined that the vehicle repair process needed to change and looked in to companies that could assist with the administration of the vehicles. As a result, RFYP contracted with Enterprise Fleet Management in January 2020 to support the two Asset Managers in the vehicle repairs and maintenance.

To further address this issue, RFYP will continue to replace older vehicles that have costly repairs and others that have expiring leases to prevent any major future repairs. By leasing new vehicles via Enterprise Fleet Management the repair time should decrease, resulting in vehicles being more readily available for member transportation. RFYP will evaluate the useful life of the current lift vans and determine if disposal is the best option.

Outcome #2 - There are ample amount of approved drivers available to meet the needs of the SCL members.

- *Annual Performance Target* | 65% of Day Program staff are approved to drive agency and/or personal vehicles
- *2019 Performance Outcome* | 53% of Day Program staff are approved to drive agency and/or personal vehicles



This data is collected and maintained by the Human Resources Department. This was a new Service Access Measure in 2018. This data is important to monitor because community integration is a high priority for RFYP. There needs to be enough staff available to ensure members are able to attend activities within their community while at the Day Habilitation.

In 2019, 53% of the Day Habilitation staff are available to drive Day Program or their personal vehicles to transport the members to community integration activities. RFYP will continue to seek drivers for the Day Program staff to ensure there are enough staff to meet the needs of the members. **The performance target was not met for this objective.**

Action Plan for Improvement

RFYP will look at potential new hires to see if they are approved drivers for the Day Habilitation program prior to assigning them to work at the Day Habilitation. RFYP will continue to offer incentives for approved agency drivers. Driving status



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will also be taken into account when hiring new employees for the Day Habilitation program. RFYP will continue to promote community integration by using public transportation when possible to ensure members are getting out in the community routinely.

2019 Annual Performance Outcomes Summary Supported Community Living

EFFECTIVENESS MEASURES

Outcome #1 - Increasing speed of communication with members' IDT by distributing ISPs faster.

- *Annual Performance Target* | 95% of ISPs are distributed within 30 days of the IDT meeting
- **2019 Performance Outcome** | 99% of ISPs are distributed within 30 days of the IDT meeting

RFYP makes it a priority to distribute Supported Community Living (SCL) ISP reports to the Interdisciplinary Team (IDT) members within 30 calendar days or less after the date of the ISP meeting. By having a quick report distribution turnaround time, the IDT members will have the member's updated information and goals. RFYP puts great effort into timely communication with the member's IDT.

In 2019, 99% of the SCL ISP reports were mailed out within the 30 day time frame. **In summary, RFYP met the performance target for this objective.**

The report completion, review, and distribution process is closely monitored weekly by the Service Coordinators and RFYP Administration. This allows the departments to communicate regarding the timeline of completion. RFYP will continue to implement this tracking procedure as it proves to be very successful.

Comparative Analysis 2012-2019



Outcome #2 - SCL members feel RFYP effectively offers opportunities for community integration.

- *Annual Performance Target* | 85% Satisfaction regarding opportunities for community integration
- **2019 Performance Outcome** | 89% Satisfaction regarding opportunities for community integration



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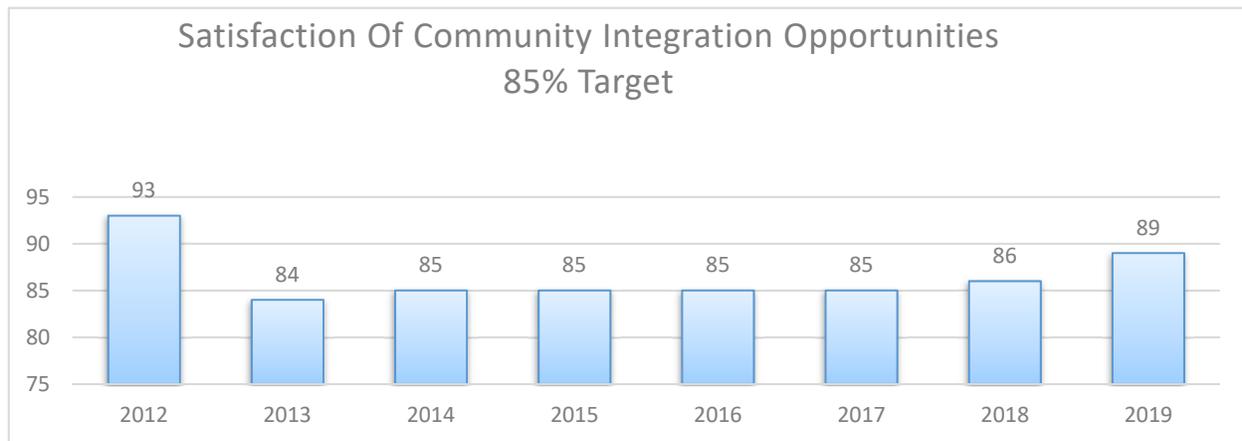
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This data was collected via the Residential Member Satisfaction Survey which is distributed annually. RFYP puts forth great efforts to inform the members on opportunities to get involved within their community, as well as arranging for staffing and transportation to and from events. This objective is critical because it measures the members' level of satisfaction regarding RFYP's effectiveness on alerting members to community integration opportunities. On a regular basis, the Service Coordinators and other RFYP staff are delivering information to the members' homes and talking with them about recreational events, Special Olympics activities, holiday parties, club meetings, educational opportunities, etc. RFYP respects the members' right to choose to decline to participate as well. Members filled out the surveys on their own and others received assistance from their staff at home or day program. The survey sample was comprised of members of varying functioning levels and from different clusters of homes.

In 2019, 89% of members reported that they were satisfied with the amount of opportunities they are offered for community integration. **In summary, RFYP met the performance target for this objective.**

RFYP will continue its many efforts to offer as many opportunities for community integration as the members' desires. RFYP plans for activity registration and transportation on a regular basis, creating sign-up sheets, staffing plans, confirmation with guardians, collaboration with other providers, transportation arrangements, etc. RFYP will continue to build upon this progress in the upcoming year.

Comparative Analysis 2012-2019



EFFICIENCY MEASURES

Outcome #1 - Decreasing personnel turnover so supervisors can spend less time training new staff and more time providing efficient services to members.

- Annual Performance Target | 60% Turnover Rate for Supported Community Living direct care staff
- 2019 Performance Outcome | 72% Turnover Rate for Supported Community Living direct care staff

This data is collected through personnel data in Quick Books software and is maintained by the Financial Department. Personnel turnover is an ongoing struggle for the agency, particularly in the direct care and Service Coordinator positions. Due to the agency employing many college students from Kirkwood Community College and University of Iowa, direct care staff schedules may change every 3-4 months due to their educational responsibilities. Many hours go into training a



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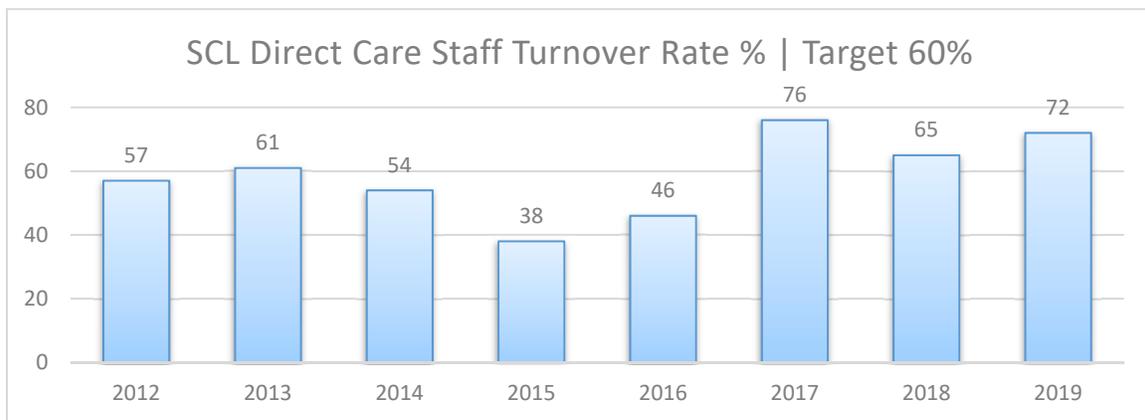
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new staff by the HR Department and Service Coordinators. By decreasing the staff turnover rate, these departments and staff can use their time creating a better living environment, quality of life for the member, and delivering individualized services rather than training new staff.

In 2019, the turnover rate for SCL direct care staff was 72% which is a 7% increase in turnover from 2018. The performance target for this objective is a 60% turnover rate. **In summary, RFYP did not meet the performance target for this objective.**

Comparative Analysis 2012-2019



Action Plan for Improvement

RYFP will continue to advertise positions for direct care staff positions online using various platforms. RFYP continues to utilize the employee referral bonus which is also advertised in the RFYP monthly newsletter to attract potential new employees. On a monthly basis an employee of the month is selected and awarded to a staff member who goes above and beyond their basic job duties working in the residential homes. The employee of the month is recognized in the agency newsletter with positive quotes from management regarding their work performance. The employee of the month also receives a gift card for their contributions to RFYP. During monthly staff meetings with employees and Service Coordinators, celebrations are discussed and staff are recognized for their good work. RFYP's new Human Resources Director will be exploring other opportunities for employee recruitment including social media and other online resources.

Outcome #2 - The SCL program needs to monitor how many members are enrolled each month to maintain fiscal health.

- Annual Performance Target | 87% Occupancy Rate
- 2019 Performance Outcome | 93% Occupancy Rate

This data is collected and maintained by the Financial Department. This was a new Efficiency Measure in 2019. The enrollment of SCL members is monitored closely by the Financial Director and Executive Director to ensure fiscal health and financial security. This data was collected from the billing census worksheets which are maintained by the Billing and Payroll Specialist. The member enrollment and billing census worksheets are analyzed by the Financial Director and reported to the Executive Director on a monthly basis. If there are key changes to the member enrollment, the results are reported to the Board of Directors to notify of any major budget modifications. While the monthly occupancy rate can drop below the target, the annual average cannot drop below 87% to maintain fiscal health and future financial security.



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In 2019, the average monthly occupancy rate was 93%. **In summary, RFYP met the performance target for this objective.**

SATISFACTION MEASURES

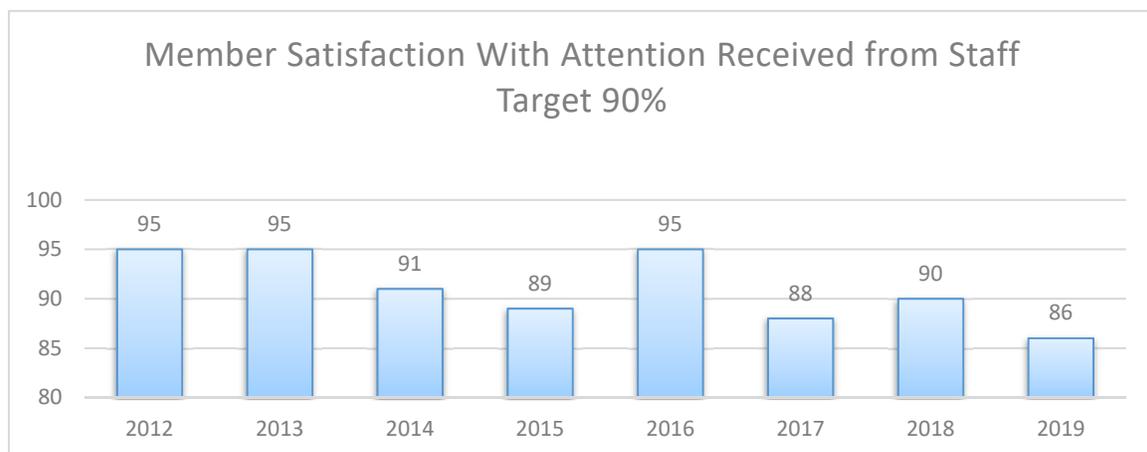
Outcome #1 - Members are satisfied with the level of attention they receive from their SCL staff.

- Annual Performance Target | 90% Satisfaction of the level of attention received from staff
- 2019 Performance Outcome | 86% satisfaction of the level of attention received from staff reported

This data was collected via the 2019 Member Satisfaction Survey which is completed annual in the fall. The members were asked if they were satisfied with the level of attention they are receiving from their staff. Staff receive ongoing training and support on how to implement the best practices on how to provide person centered and individualized services.

In 2019, 86% of members reported in the Member Satisfaction Survey that they are satisfied with the level of attention they receive from their staff. This is a 4% decrease since 2018. **In summary, RFYP did not meet the performance target for this objective.**

Comparative Analysis 2012-2019



Action Plan For Improvement

In the upcoming year, RFYP will work on increasing the level of satisfaction members feel they receive from staff. RFYP will continue to conduct yearly assessments with members and their Interdisciplinary Team to identify areas of strengths and areas of needs. RFYP will develop goals from the assessment that will target the areas individual members want to focus on and receive staff assistance with. RFYP will use opportunities such as monthly staff meetings to talk to staff and remind them to take the time to listen to members and ask members what they would like to see, do or have staff help with. RFYP will continue to have Service Coordinators stop by each of locations multiple times per week. Service Coordinators will utilize this time to talk to each of the members face to face to see how they are feeling about things, ask if there are things the members need or want and what staff can do to give them the assistance and support they desire.

Outcome #2 - Guardians are satisfied with the staffs' responsiveness to the needs to the needs of the members.



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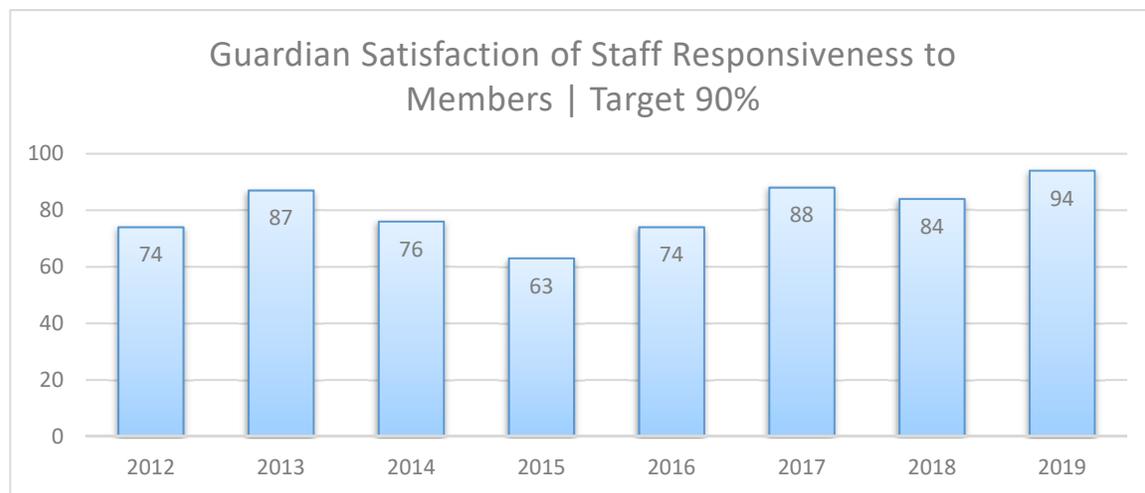
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- *Annual Performance Target* | 90% Satisfaction reported satisfaction with staff' responsiveness to the needs of the members on Parent/Legal Guardian Satisfaction Survey
- 2019 Performance Outcome | 94% reported satisfaction with staff' responsiveness to the needs of the members on Parent/Legal Guardian Satisfaction Survey

This data was collected via the 2019 Parent/Guardian Satisfaction Survey. This survey is distributed annually every fall. In 2019, 94% of guardians feel they are satisfied with the staffs' responsiveness to the needs of the members. **In summary, RFYP met the performance target for this objective.**

Comparative Analysis 2012-2019



SERVICE ACCESS MEASURES

Outcome #1 - Agency vehicle maintenance issues are resolved in a timely manner so members have transportation to access community activities.

- *Performance Target* | Vehicle repairs completed in 10 days or less on average
- Performance Outcome | Vehicle repairs were completed in 21 days on average

This data was collected from the work order log spreadsheet that is maintained by the Financial Department Assistant. On a daily basis, work order (maintenance) requests are collected from the SCL locations and delivered to the RFYP Main Office. Work orders are completed by staff to alert the maintenance department regarding vehicle repairs, home maintenance issues, or anything on the property that is in need of attention. The work orders are entered into the work order log/spreadsheet. The work order log becomes an ongoing list of tasks for the maintenance department. The work order received date, completion date, costs, and any special notes about the repairs are also tracked on this spreadsheet.

RFYP maintains a fleet of approximately 30 vehicles. There is approximately one vehicle for every 24 hour site including 3 vehicles dedicated for the day program between 8am-5pm Monday through Friday. RFYP believes access to safe and



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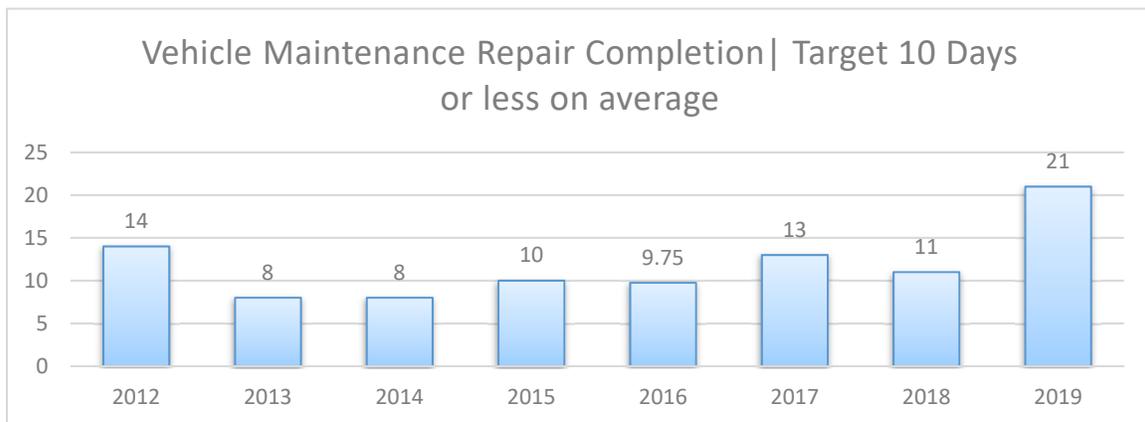
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accessible transportation is necessary to support the members with accessing community integration opportunities. When a vehicle is in need of repairs or is not able to be used due to repair or damage issues, it negatively impacts the members' ability to access their scheduled activities, appointments, or be involved within their community.

In 2019, the average turnaround time for vehicle maintenance repair completion was 21 days. The performance target for this objective is 10 days. **In summary, RFYP did not meet the performance target for this objective.**

Comparative Analysis 2012-2019



Action Plan for Improvement

RFYP recognized the longer repair timeframe at the end of the year and chose to hire another Asset Manager during the last quarter of 2019. Additionally, RFYP determined that the vehicle repair process needed to change and looked in to companies that could assist with the administration of the vehicles. As a result, RFYP contracted with Enterprise Fleet Management in January 2020 to support the two Asset Managers in the vehicle repairs and maintenance.

To further address this issue, RFYP will continue to replace older vehicles that have costly repairs and others that have expiring leases to prevent any major future repairs. By leasing new vehicles via Enterprise Fleet Management the repair time should decrease, resulting in vehicles being more readily available for member transportation. RFYP will evaluate the useful life of the current lift vans and determine if disposal is the best option.

Outcome #2 - There are ample amount of approved drivers available to meet the needs of the SCL members.

- *Annual Performance Target | 65% of direct care staff are approved to drive agency and/or personal vehicles*
- *2019 Performance Outcome | 63% of direct care staff are approved to drive agency and/or personal vehicles*

This data is collected and maintained by the Human Resources Department. This is a new Service Access Measure in 2018. Since this was the first year RFYP tracked this information on a monthly average, there was only one month of data available. This data is important to monitor because community integration is a priority for RFYP. There needs to be enough staff available to ensure members are able to attend activities within their community, appointments, errands, visits with peers and family, etc.



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In 2019, the average number of direct care staff who are approved drivers is 63%. The performance target for this objective is 65%. **In summary, RFYP did not meet the performance target for this objective.**

Action Plan For Improvement

RFYP will continue to stress the importance of vehicle and driving safety to retain all current drivers. RFYP will continue to provide new drivers a gift card for being an approved driver. RFYP will investigate options with AW Welt on staff driving issues and criteria to ensure we have the largest number of agency drivers possible, while keeping member safety a top priority. RFYP will continue to advertise that being an approved driver for the agency is preferred for all potential new hires. RFYP will stress the benefits of being an approved agency driver such as the ability to get members out into the community, participate in fun activities, and more flexibility with scheduled shifts. RFYP will look at driving status of all potential new hires to ensure that we are hiring the best person and best fit for the members.
