

Pioneer Resources
Community Living Services
Outcomes Report 2007/2008

Consumer Characteristics 2007/2008
Narrative

Number of Persons Served:

- A total of 106 people were served by Pioneer Resources' residential departments during 2007/2008; this is three more people than were served during 2006/2007.

Gender:

- People served by Pioneer Resources in residential programs during 2007/2008 were 57% female and 43% male, compared to 2006/2007 percentages of 59% female and 41% male.

Ethnicity: During 2007/2008:

- The number of African Americans served was 14%, an increase of 2% from the 2006/2007 amount of 12%.
- The number of Caucasians served was 84%, a decrease of 3% from the 2006/2007 amount of 87%.
- The number of Native Americans served was 1%, the same number as during 2006/2007.
- The number of Latinos served was 1%.

Ethnicity	Muskegon County	PR Consumers
Caucasian	81.3%	84%
African American	14.2%	14%
Native Americans	.8%	1%
Latino	4%	1%

Ambulation:

- During 2007/2008, 45% of the people served were either non-ambulatory or walked with the aid of a device; this number is 9% lower than the 2006/2007 amount of 54%.
- The number of people who were able to ambulate independently was 55%, a 9% increase over the 2006/2007 amount of 46%.

Program Attendance:

- A total of 51 persons served attended a day program during 2007/2008; this is four more people than attended during 2006/2007.

Employment:

- A total of four people were employed during 2007/2008; this is 50% less than the number of people employed during 2006/2007.

Disability:

Of the 106 people served during 2007/2008, 75% had a primary disability of "developmental disability", 11% of "mental illness" and 14% of "other". The 2006/2007 primary disabilities were 73% "developmental disability", 9% "mental illness" and 18% "other".

Satisfaction Surveys

The staff of Pioneer Resources wants to make sure quality services are provided. One way we do this is to request input from consumers, families, guardians, payors and clinicians through an annual satisfaction survey. These surveys let us know what is working well and any areas of need. We appreciate all feedback and review areas that indicate dissatisfaction so improvements can be made.

2007/2008 Results

Department	Survey	07/08 Goal	07/08 Results	06/07 Results
Specialized Group Homes	Family/Guardian	97%	98%	96%
Pioneer House	Family/Guardian	100%	100%	91%
Specialized Group Homes	Clinicians	90%	97%	78%
Pioneer House	Clinicians	100%	100%	100%
All	Payor	100%	100%	100%
CLS	Consumers	95%	92%	90%
Pioneer Arbour	Consumers	97%	84%	78%
Average Satisfaction Rating:			95.86%	90.43%

CLS: There were two responses that expressed dissatisfaction. The first was due to the consumer feeling that he/she had not made the choice of Pioneer Resources as service provider. The second was due to a consumer not feeling that the PR support staff assisted as needed in meeting goals. This issue involved the consumer not having a set staff schedule. This person was encouraged to speak with support staff to work out a schedule together.

Pioneer Arbour: The majority of responses indicating dissatisfaction had to do with the appearance and safety of the building. Other responses referred to receiving assistance from the Service Coordinator and not wanting to participate in planned activities. Pioneer Resources staff encourages tenants to inform them of any maintenance, safety or service assistance needs. Requests are prioritized and completed within reasonable time frames.

2008/2009 Goals

- 100% satisfaction for all group homes
- 95% satisfaction – CLS
- 97% satisfaction – Pioneer Arbour

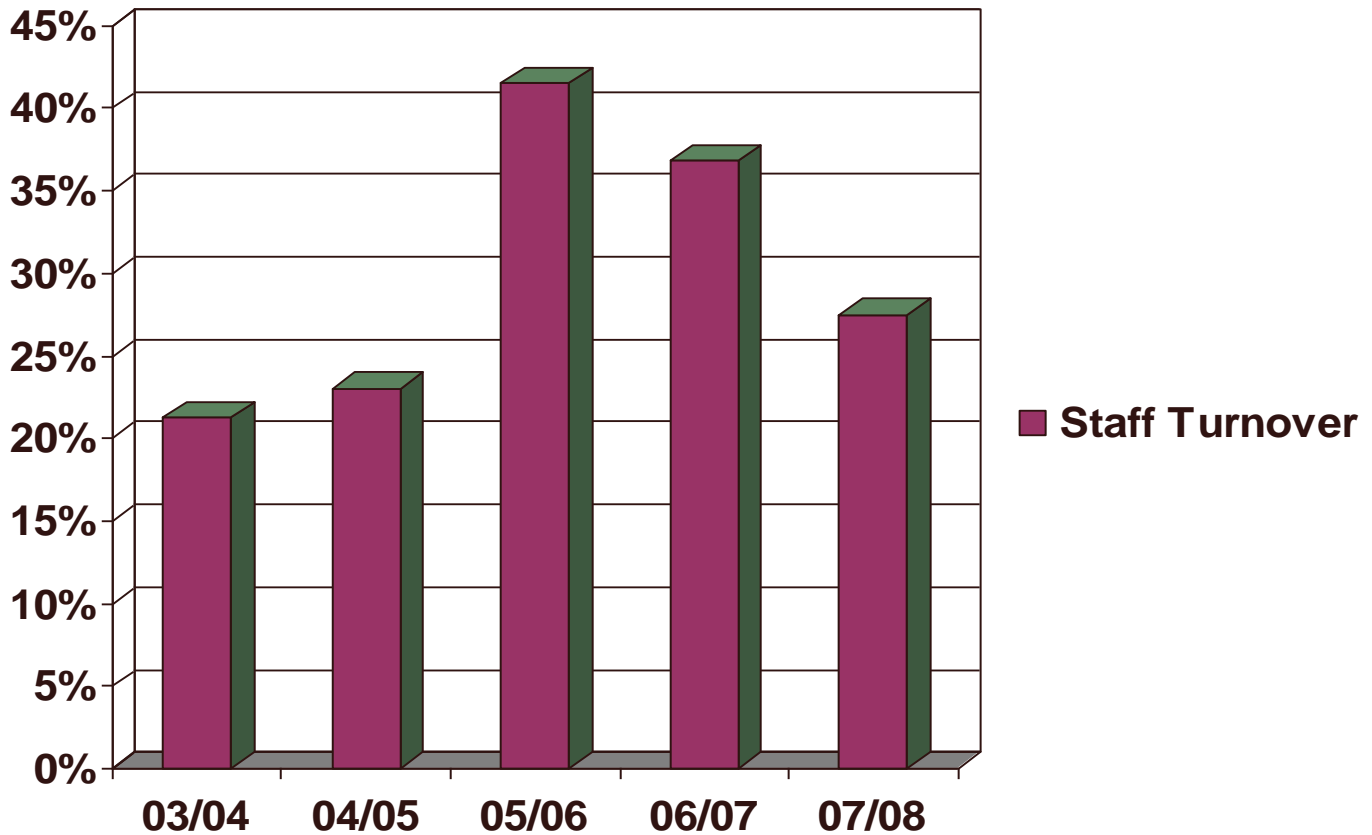
Direct Care Staff Survey

Direct care staff were surveyed and asked to reply to the following statements:

1. I am given enough information and training to effectively assist each person served with their individual (PCP) goals.
2. I advocate for the people served by Pioneer Resources and bring ideas, suggestions and concerns to the attention of the home manager/team as needed.
3. I believe I make a positive impact in the lives of the people served by Pioneer Resources.

93% of the responses agreed or strongly agreed with these statements. One response disagreed with statement #1, one disagreed with statement #2 and a third response was unclear. Staff were asked what additional training/information would be helpful to them, and are reminded that a “team approach” is needed to provide the best possible service; so their ideas and suggestions are both needed and welcome.

Staff Turnover



Having familiar, caring and experienced staff is crucial to providing quality care to the people we serve. Staff turnover is tracked to find out the number of staff separated as well as the reasons for each separation.

The turnover rate for 2007/2008 was 27.44%. This number is lower than in the past two years, but we have not yet met our goal of 25% or less.

Reasons for staff turnover included people leaving to attend school, receiving full time employment elsewhere and choosing to not return after medical leave. One person was dismissed due to policy violation. Several new staff quit shortly after hire, stating that they did not think they were right for the job. We now spend additional time during interviews discussing the actual job description. We are also bringing new staff into the home right after hire, so they can experience the environment prior to starting training.

2008/2009 Goal

- Turnover rate of 25% or less for all group homes; including Pioneer House.

Operating Supplies

As costs rise we have to closely watch expenses. Special attention is paid to the operating supplies line items. Items include food, program materials, postage, repair supplies, medical and drug expense, disposable supplies and office supplies. Clothing and hygiene supplies are included for the specialized group homes, but not for Pioneer House.

The goal for 2007/2008 was to spend 1% under inflation.

Broadway, Lawrence, Parkside, Riverwood and Sheridan met this goal. Ruddiman and Pioneer House came close (each by less than \$200), but did not meet the 1% under inflation criteria.

Goal: \$177,452
Budget: \$179,418
Actual: \$164,491
Savings: \$14,927

In past reports, food and operating supplies were set up as separate goals; starting with 2007/2008 they have been combined into one goal.

2008/2009 Goal

- Reduce “operating supplies” costs to 1% under inflation.

Specialized Group Homes

PCP Goals

Each person living in a group home has created a person-centered plan (PCP). This plan is all about what he or she wants to do, including recreation, skill building, socialization, spirituality and personal preferences.

Home staff assists the people we serve with their individual plans. These plans include working on a new skill such as using a spoon, sensory stimulation, safety skills and positive interaction with others. Special recreational goals have included out of town shopping trips, overnight stays at a water park, attending pow wows and concerts.

A goal was set for 2007/2008 for at least 99.5% of all the PCP goals to demonstrate maintenance or progress. The actual results were 98%.

2008/2009 Goal

- At least 99.5% of the PCP goals demonstrating maintenance or progress.

Specialized Group Homes

Family Contact

Contact with family members or friends can be a very positive experience. To assist the people we serve in maintaining contact we help people send cards and letters, make and receive phone calls and visits. Two goals were set regarding family contact.

Goal #1

Assist consumers in sending cards or letters 100% of the time.

Results: Two instances occurred of forgetting to assist a consumer in sending holiday cards, so the compliance percentage achieved was 99.77%.

Home staff often include pictures and information regarding activities in which the consumer has been involved. Many family members have expressed that they really enjoy receiving the cards and letters.

Goal #2

Baseline the number of people who visited with family or friends.

Results: Of the 41 people living in the specialized group homes during 2007/2008, 38 received visits from either family members or friends.

Some people received many visits throughout the year; both in-home and at their families homes. Others had only a few visitors, and three people received no visitors.

2008/2009 Goals

- Assist consumers in sending cards or letters 100% of the time.
- Encourage the current level of visits to continue and look for visitation opportunities for the three people who did not receive visits during 2007/2008.

Pioneer House

Vocational Goals

A goal was set to make sure that 100% of the people we serve feel that they are supported in their vocational goals by home staff. During a recent satisfaction survey everyone who is currently employed indicated they are satisfied with the assistance they receive from home staff.

2008/2009 Goal

- 100% of consumers expressing satisfaction with Pioneer House staff in helping to support their vocational goals.

Choices

Making choices is a normal part of life; we all make them every single day. The staff of Pioneer House encourages everyone living there to make their own choices, including what clothing to wear, what job or other daytime activity they prefer, what to eat, when to go to bed, who they enjoy spending time with, etc.

Two goals were set for 2007/2008:

- 100% of the persons served expressing having choices in meal planning, and
- 100% of the persons served expressing having choices in outings

The 2008 survey results indicated that 100% of the consumers have a say in menu planning, are happy with the meals served, and go on preferred outings.

2008/2009 Goals

- 100% of the persons served expressing having choices in meal planning
- 100% of the persons served expressing having choices in outings

Community Living Supports

Consumer Acceptance of Service

Consumers conduct interviews with staff of different agencies and choose the agency they want to provide their CLS services.

Goal: 90% of consumers who interview with Pioneer Resources choose PR as their provider of community living services.

Result: Eight consumers interviewed Pioneer Resources staff and seven of them chose PR as their service provider (88%).

2008/2009 Goal

- 90% of consumers who interview with Pioneer Resources choose PR as their CLS provider.

Reduce Expenses by Better Allocation of Staff Time

To better manager the CLS budget a goal was set to help lower personnel expenses.

Goal: 15% reduction in per unit cost.

Result: Overtime paid to staff was used to track this goal. During 2006/2007 a total of 313 hours of overtime was paid. During 2007/2008 a total of 78 hours of overtime was paid; a reduction of 25%.

2008/2009 Goal

- Reduce unnecessary overtime paid to staff to less than 75 hours.

Pioneer Arbour

Occupancy

Goal: Maintain the occupancy rate at 100%

Result: Two apartments were not able to be rented within the usual time frame. Apartment Six had a two month turnaround due to the former tenant's family not removing her belongings in a timely manner, and apartment Ten had a four month turnaround due to the live-in attendant's refusal to move out.

2008/2009 Goal

- Maintain the occupancy rate at 100%.

All Programs

Service Access Outcomes Indicator

Pioneer Resources strives to provide services in a timely manner. To assist in this goal we tracked the length of time it took between referral and initiation of services.

The group homes and CLS were ready to begin providing services as soon as referrals were made. Some services began immediately and others took anywhere from a few days to a month to begin. Reasons for delays included waiting for authorization from the funding source, waiting for needed equipment to arrive (special beds, toileting chairs, etc.) and one consumer ending up in the hospital right after referral.

Pioneer Arbour had one two month and one four month turnaround time in leasing apartments, due to the apartments not being emptied/vacated in a timely manner.

With the two exceptions at Pioneer Arbour, PR staff were ready to begin providing services as soon as referrals were made.

Recipient Rights Complaints

It is the goal of Pioneer Resources to provide excellent care for the people we serve. When it is alleged that the rights of someone in our care have been violated we work closely with the Office of Recipient Rights and DHS Licensing to investigate the incident. Information is gathered from the consumer, witnesses, staff and through documentation. Corrective action is taken based on the outcome of the investigation. This action may include retraining, changes in procedures and disciplinary action.

Four incidents were investigated in the group homes during 2007/2008 (compared to seven incidents during 2006/2007). One involved substantiated recipient rights violations (treatment not administered as required), one incident involved bruising found by home staff when picking up someone from day program (not substantiated), one incident involved an allegation of consumer receiving a cold shower (not substantiated) and one incident involving missing medications (meds were indeed missing, but the responsible person could not be determined).

Home staff were reminded of the importance of following treatment plans and medication count practices.

It is the ultimate goal of Pioneer Resources that zero instances of recipient rights violations occur and we will continue to do all we can to prevent future incidents.

Incident Reports

Pioneer Resources staff complete Incident Reports (IRs) for any unusual occurrence, which includes falls, scrapes, bumps, bruises, medication, treatment or charting errors, smoke or fire incidents, health issues and behaviors not usually demonstrated by a consumer.

All Incident Reports are reviewed to see what steps can be taken to minimize or stop future occurrences, especially instances of falling, medical issues and smoke or fire incidents. A total of 623 Incident Reports were completed during 2007/2008, which is slightly less than the total of 659 reports written in 2006/2007.

For 2007/2008 goals were set to lower the number of errors by 10% in the following categories:

0103) Charting Errors 2007/2008-12 errors, 2006/2007-30 errors

0110) Medication Error – Medication 2007/2008-1 error, 2006/2007-5 errors

0122) Medication Error – Dosage 2007/2008-7 errors, 2006/2007-10 errors

Goals were met in all three areas.

Falls on slippery/wet surfaces are always a concern. During this reporting year slip-resistant floor adhesives were researched and a new product was applied in one of the group homes' bathrooms. This product appears to be working to help avoid slips and falls.

During the Incident Report review it was noted that the number of errors occurring for #0107, Medication Error – Time had increased during the last year.

2008/2009 Goal

- Decrease errors in #0107, Medication Error – Time by 10%

Additional information on Incident Reports is found in the Appendix.

General Complaints Received by Pioneer Resources

Consumers, their families and guardians are encouraged to inform us when they have a concern. Pioneer Resources complaint forms are available in handbooks, which are distributed to consumers and guardians, and in the policies and procedures manuals that are available in each department as well as at the administrative office.

No complaints were received by Pioneer Resources during 2007/2008.