

**Day Support and Prevention Services  
Outcomes Measurement Plan  
FY 2006**

Community Support Services is a unique blending of programs that interact closely with the Clinical and Mental Retardation areas of Goochland Powhatan Community Services. The four program areas within Community Support Services are: Transportation Services, Mental Health/Substance Abuse Residential Services, Virginia House, and Prevention Services. Each of these programs will be briefly described within its own section.

**Transportation Services**

Transportation Services focus on providing transportation to the participants in Monacan Services and Virginia House. These participants are provided transportation to their respective day program and home on a daily basis. Vans are available to these programs during the day to provide the participants recreation trips or work experiences in the form of enclaves or work crews. Vehicles are also provided for primary use by the Clinical, Mental Retardation and MH/SA Residential programs to be used for traveling to appointments with consumers and/or transporting consumers to appointments.

The current fleet of agency owned vehicles (May 2005) consists of five (5) 15-passenger vans, two (2) 15-passenger vans modified to accommodate wheelchair transportation, four (4) 7-passenger vans, and eight (8) cars. These vehicles were driven a total of 2807106 miles during FY 04.

<b>Goal: 100% Safety Record for Transporting Consumers</b>
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**Target Measurement:** Actual vehicle safety Record for FY 06

**Rational:** The mission of GPCS' Transportation Services is to provide safe and reliable transportation to the consumers of our services. A measure of safety is done by continued scrutiny of the records submitted by our drivers, as well as regular individual and group meetings. A zero number of accidents is always the goal.

**Method to Measure:** Review of safety checks done by the drivers on a weekly basis, as well as the individual and group supervisions done by the Transportation Supervisor.

<b>Goal: Consumers of GPCS Transportation Services will demonstrate an increased level of satisfaction with the transportation provided.</b>
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**Population Measured:** Consumers, and their families of GPCS Day Treatment programs, as well as the staffs of these programs.

**Rationale:** Those persons transported by GPCS Transportation Services are the participants in the MH & MR day programs who have no alternative forms of

transportation. This does not mean that they need to settle for inferior services. Our goal is to provide on going methods for feed-back to those consumers and provide the quality level of service that is deserved.

**Method:** Consumers participate in an annual satisfaction survey. This will be expanded to include transportation specific questions. The initial survey will be distributed in September, 2003 with the follow – up done in the spring of 2004.

**Goal: GPCS will reduce the number of 15-passenger vans regularly until they are no longer utilized, as the budget allows.**

**Population Measured:** Actual number and model of vehicles purchased.

**Rationale:** The GPCS Board of Directors has mandated, upon recommendation of the Transportation Committee, that the agency replace the 15-passenger van with smaller vehicles, as the budget allows.

**Method to measure:** Actual number and model of vehicles purchased.

### **VIRGINIA HOUSE**

**Goal: 85% of all active consumers whose schedule allows attendance on days groups are held will participate in at least one Mental Health Awareness Group per month for the next 12 months.**

**Population Measured:** all active cases at Virginia House within each one-month period for the next twelve months.

**Rationale:** Offering consumers the opportunity to learn to self-manage the symptoms of their illness is a primary responsibility of PSR. Consumers are given the chance to learn about medication, side-effects, symptoms, how to describe symptoms and side-effects to service providers and strategies to implement to prevent relapse. Measuring the number of consumers participating in this type of training will indicate if an adequate number of consumers are gaining access to this information.

**Method to Measure:** Records are kept of all consumers participating per session (there are two sessions per month). Monthly tabulations will be made of the percent of active consumers participating. An average will be tabulated for the annual figure.

**Goal: 50% of active Virginia House consumers will participate in at least one community integration activity per month for the next 12 months.**

**Population Measured:** all active cases at Virginia House within each one-month period.

**Rationale:** Persons with serious mental illness are at a distinct disadvantage in gaining independence by the use of community resources. This is due to a number of factors:

stigma, lack of transportation, lack of experience, poor social skills, and lack of financial resources. Community integration activities in PSR offer opportunities to gain experience in using proper social skills, gaining knowledge of appropriate resources, and transportation to program locations. They also provide the supports and encouragement necessary to explore opportunities and assist w/ financial arrangements. Measuring the percent of consumers using these activities will indicate exactly how widespread their impact is on the population we serve.

**Method to Measure:** Records of all participants in community integration activities are kept. The percentage of active consumers involved on a monthly basis will be tabulated and averaged at the end of one year.

**Goal: 50% of all active consumers at Virginia House will participate in at least one paid work crew each month for the next 12 months.**

**Population Measured:** all active cases at Va. House within each one-month period.

**Rationale:** This PSR program is based programmatically on a “work-ordered-day” premise. The ability to work, make wages and provide for oneself financially is central to a strong and affirmative self-image and being independent. Our daily programs are broken down into two types. Unit work, for which consumers volunteer daily, is activity focused on the running of their PSR program and facility. It teaches basic work, social and ADL skills, builds stamina and promotes self-confidence. The second type of activity is the paid-work crew which is work done for persons or organizations outside of Virginia House. Consumers are paid minimum wage and for many participants it is their initial experience in earning a wage. The work settings are both center and community based. It is considered the interim step to regular, competitive employment in the community. The measurement will indicate how widespread our efforts are in preparing consumers for competitive employment.

**Method to Measure:** Records are kept of all participants in work crews on a daily basis. Each month the percentage of active consumers participating in these crews will be tabulated and an average for the year will be calculated at the end of the following twelve-month period.

**Goal: 100% of all active consumers at Virginia House will attain 75% of their PSR goals and objectives as specified in their individual rehabilitation plans during the next 12 months.**

**Population Measured:** all Virginia House Consumers who have been active for the one year period measured by this long-range plan.

**Rationale:** The general programmatic goals of maintaining good mental health by self-management of illness and gaining independence through community integration and real work experience are individualized for each person receiving PSR services in their Rehabilitation Plans. These plans are written annually, reviewed monthly and modified

as consumers and service providers deem necessary. The goals are written in collaboration with consumers and service providers. They are the means for determining progress and deciding what areas of growth are necessary for maintaining wellness and gaining independence. This measurement will be a means to determine if appropriate goals are being written.

**Method to Measure:** Rehabilitation plans for consumers who were present for the entire 12 months.

### **MONACAN SERVICES**

Monacan Services is an array of day support and supported employment services offered to citizens of Goochland and Powhatan Counties with mental retardation. The Center Based Program (8 individuals) and the Day Support Program (8 individuals) are day support services for adults with mental retardation. Activities in the Center Based Program center around pre-vocational activities, while Day Support activities include volunteer work, community integration, and behavior support. The Supported Employment Program provides paid work and supervision and support to 7 to 10 consumers as they learn and prepare for competitive employment.

<b>Goal: Increase average productivity by 5 % each year starting at 35 %.</b>
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Population measured: Center Based and Supported Employment Consumers

Rationale: As a work program, the focus of Monacan Services Center Based Program and Supported Employment Program needs to be to increase the employability of its consumers. A good measure of how well a consumer may perform in a competitive job setting is how productive they are in the Monacan Services work setting. A good productivity rating indicates that there are relatively little co-occurring behaviors that will limit success on a job.

Method to measure: Individual production information, DOL method of productivity measurement, conducted every 6 months.

<b>Goal: Consumers will spend an average of 60% of their time at Monacan Services on paid work activities.</b>
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Population Measured: Center Based and Supported Employment Consumers

Rationale: Again, as a work program, the focus of Monacan Services Center Based Program and Supported Employment Program needs to be the development of appropriate job skills. To do this, consumers need to have the opportunity to work at jobs that pay them wages, at a variety of jobs that challenge them in different ways, and with each other and with supervisors in a setting that encourages the development of appropriate work skills and behaviors.

Method to Measure: Time in program versus time in paid work activities, collected on work and production records per individual daily.

**Goal: Maintain safe, effective consumer/staff ratio in existing programs.**

Rationale: Each segment of Monacan Services has a consumer/staff ration that represents a safe, effective programming level. In Supported Employment, the ratio is 1:3 or 1:4; in the Day Support Program and the After school Day Support Program the ratio is 1:2; in the Workshop Program the ratio is 1:6. As people join these programs, through school graduation, moving to the county, or discharge from State Training Centers, staff must be added to keep the programs safe and effective.

Method: Ensure that, to the extent possible, participants in Monacan Services programs are funded by the appropriate source, Medicaid or Department of Rehabilitative Services, so that staff can be added using increased revenues.

**Goal: Maintain program operations to CARF standards.**

Rationale: Monacan Services received a three-year CARF accreditation for Organizational Employment Services in August 2002. At the end of the three years, another on site survey will be necessary, and scrutiny will focus on how well we have implemented CARF standards during the accreditation period, as well as how we have implemented our Plan of Action from the last survey. This accreditation is necessary to vend services with the Department of Rehabilitative Services, and is a valuable quality measurement. Monacan Services must maintain all CARF standards, and be able to show that they have done so, at the next survey.

Method: Regular, quarterly, review of standards and how well they are being implemented. Complete and submit and Annual Quality Assurance Report to CARF, per requirements.

**Goal: Seek to broaden employment opportunities available to Monacan Services workers.**

Rationale: Monacan Services workers will benefit from learning a variety of tasks and jobs in their experience with supervised work. The more opportunities they have to try new jobs and job tasks, the more they will be able to choose the jobs they enjoy and are proficient at.

Method: Continue to research other work opportunities, in the local area, in the greater Richmond area. Conduct annual job surveys, network with the Chambers of Commerce in both Counties.

## **PREVENTION SERVICES**

**GOAL: Awareness of the identified needs within the communities that are served by GPCS.**

**Population Measured:** Citizens of Goochland and Powhatan counties as well as human service agencies within the two counties

**Rationale:** One of the requirements of DMHMRSAS is that a community based prevention plan be done on a yearly basis. In order to make this as relevant to each community as possible, it is necessary to do a needs assessment periodically. The last needs assessments were done 5+ years ago. Grant searches will be done to identify potential funding sources to defray the costs of the needs assessments. The Satisfaction Surveys completed by staff, community agencies and consumers will be examined to determine trends in needs. One of the school divisions has expressed an interest in doing needs assessment with its students. GPCS will support this effort.

**Method of Measurement:** A research based needs assessment (yet to be determined).

**GOAL: Increase the number of community based prevention activities by 10%.**

**Population Measured:** Actual number of community based programs presented.

**Rationale:** The focus in Prevention is to be actively involved in all aspects of the community. This is continuing the process of changing the orientation of our staff as well as the community.

**Method of Measurement:** Actual count of community based programs compared to the number of programs offered during the previous year.

**GOAL: Increase the participation in the Partners in Prevention in each county by 10%.**

**Population Measured:** Actual number of community persons participating in the Partners in Prevention.

**Rationale:** The goal of Prevention Services is to be responsive to the expressed needs of the community served. Combined with the needs assessment and satisfaction surveys, a strong community based planning team is vital for the development of a strong community vision.

**Method of Measurement:** Actual numbers of members compared to the previous year.