

Life Enrichment Center Performance Measurement Plan 2019 - 2023

Category		Objective	Measure	Applied To	Data Source & Frequency	Gathered By	Goal	Annual Result	Extenuating or Influencing Factors
Effectiveness	Participant Results	Provide services that meet the desires and needs of persons served.	90 % of the persons served will achieve their individualized service goals established during ISP.	All persons served from 7-1-19 to 6-30-23	DDP Quarterly and Annual Review	Quality Enhancement Officer	90% Goal Met 10% Progress made	2019- 100% 2020- 100% 2021- 100%	Due to COVID in 2020, goals were either suspended or discontinued due to sheltering in place and individuals with compromised immune systems.
		Persons served in the Creative Expressions Program will show case their talents in a variety of community venues.	<p>Person served in the community Performing Arts program will increase their opportunities for community performances by one (1) a year over the next three (3) years.</p> <p>Something Spruced Artist and/or Black & White Gallery photographers will increase their opportunity to showcase and sell their work in one (1) new venue a year over the next three 3 years.</p> <p>Baseline: Deep Roots Festival 2019 Annually, No limits Art Show 2018 Biennial, GAWD Annually 2019, Black and White Gallery Blackbird Cafe 2018 Biennial</p>	All Persons Participating in CE Performing Arts Program	<p>Contracts & Agreements Reviewed Quarterly</p> <p>Agreements and Partnerships</p> <p>Annual Review</p>	<p>Performing Arts Coordinator</p> <p>Visual Arts Coordinator</p>	<p>3 new performance opportunities secured by 6-30-23</p> <p>3 new artist venues secured by 6-30-23</p>	<p>CE Concerts Spring & Fall 2021 and Spring 2022 concerts was performed live at New City Church at the Mill. See Flyers for details.</p> <p>2019 Oconee Artist Exhibit @ Allied Arts-Photography</p> <p>2020- Cancelled</p> <p>2021 “The Vault” Photography Show April 2021 at Lockerly See April 2021 Art Sales Report for all results.</p> <p>2021 GAWD Virtual Show</p> <p>2022 B&W Gallery On The Road at Epworth by the Sea, Saint Simons Island, GA April 2022 See April 2022 Sales Report for results.</p>	<p>CE Spring 2020 concert was cancelled due to COVID. CEC Fall 2020 Concert was pre-recorded and presented via ZOOM. CEC Spring and Fall 2021 concert was performed live at New City Church at the Mill. See flyers for details</p> <p>The following events were cancelled in 2020 due to COVID: Deep Roots, No Limits, GAWD, and Black and White Gallery</p> <p>Due to COVID No new venues were secured during 2020</p> <p>2021-Deeproots cancelled</p> <p>2021- GAWD Virtual Show</p>

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Efficiency	System Performance	Provide services in a timely manner	Individuals who Region 2 has approved for services and who have received their Prior Authorization letter will be notified within 24hrs and begin transitioning into services	All applicants awarded funding as noted in prior approval letter.	Individual Service Plan Records	Quality Enhancement Officer	Ongoing	2019 – No new consumers 2020- (3) all notified w/in 24hrs 2021 (1) New enrollment & 3 re-enrollments	August 2020, DBHDD cut state funding to 5 of the individuals we serve her at the LEC. Staff has worked diligently with families and the division to get their funds reinstated. As 10/21, 3 has received Medicaid waiver funding.
		Persons Served living in their natural homes will be afforded opportunities for extended service hours to accommodate early drop-off and late pick-up; not to exceed 7:15 am drop-off - 4:00pm pick-up.	100% of reasonable request for early drop off and late pickup will be accommodated.	All persons served living in their natural home.	Tracking Sheet (Daily)	Direct Care	100%	2019-2020 March (7) Early Drop offs (4) Late pick ups	2020 COVID Pandemic forced the LEC to not allow early drop off but still affords individuals late pick up.
Access	Participant Results	Persons served will be given input into their daily activities to ensure satisfaction with services and a person-centered approach.	100% of consumers input will be incorporated into their day-to-day activities and services.	All persons served	Annual ISP Quarterly Reviews Daily Tracking sheets	ISP Coordinator Activity Director DDP Direct Care Staff	100%	2019- 100% 2020- 100% 2021- TBD	COVID has impacted everyone in some form or fashion.
		Georgia College Department of Community Health and Exercise Science student interns are satisfied with the level of support and commitment the LEC gives to their partnership.	85% of the students rate the LEC very good to outstanding in overall impression of internship site and supervision.	GCSU Interns	Handshake Spring, Summer and Fall Internship Surveys	GCSU Career Center	85% rating of Very Good to Outstanding	2019-2021 (15) interns 100% satisfaction	COVID forced the LEC to provide internship experiences from in-person to a technology driven approach from March of 2020 until Spring 2021
Satisfaction	Persons Served	Persons served will be given input into their daily activities to ensure satisfaction with services and a person-centered approach.	100% of consumers input will be incorporated into their day-to-day activities and services.	All persons served	Annual ISP Quarterly Reviews Daily Tracking sheets	ISP Coordinator Activity Director DDP Direct Care Staff	100%	2019- 100% 2020- 100% 2021- TBD	COVID has impacted everyone in some form or fashion.
	Community Partnership	Georgia College Department of Community Health and Exercise Science student interns are satisfied with the level of support and commitment the LEC gives to their partnership.	85% of the students rate the LEC very good to outstanding in overall impression of internship site and supervision.	GCSU Interns	Handshake Spring, Summer and Fall Internship Surveys	GCSU Career Center	85% rating of Very Good to Outstanding	2019-2021 (15) interns 100% satisfaction	COVID forced the LEC to provide internship experiences from in-person to a technology driven approach from March of 2020 until Spring 2021

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Effectiveness	Staff Retention and Competence	Staff is adequately trained and has required credentials.	1) Evidence of completion of competency-based training. 2) Evidence that employee educational achievements meet contractual and LEC minimum requirements.	All Personnel and Contract Personnel	Personnel Records (Annually and at Hire)	Business Office Manager	100%	1) Training 2019 – 100% 2020 – 85% 2) Education 100%	1) All staff receive competency-based training when hired as well as annual training. Annual training was impacted by COVID during 2020. Staff received COVID Health & Safety Protocols training at the time of Center reopening or as they returned to work during 2020. Staff receive ongoing training in Medication & Protocols for each individual served. CPI, CPR and defensive driver training is provided as needed. 2) Verification is obtained for all educational degrees when required for the position.
		Trained and effective staff will be hired and retained.	Staff members will remain at the agency and turnover rate will be low.	All Personnel	Personnel Records (Annually)	Business Office Manager	≤ 25% Turnover	Turnover Rate 2019 – 31% 2020 – 85%	Turnover rate for DSP's is typically very high; 51.3% in 2018.* We actively seek to improve this by offering more competitive pay and benefits. However, due to the financial impact of COVID, there are no available resources to implement this. Due to the impact of COVID, and the necessary reduction in the number of participants receiving services, a drastic reduction in staff was required in 2020.
		Individuals served will be free from abuse, neglect, mistreatment and exploitation.	Staff members will know how to prevent, detect and report allegations of abuse, neglect, mistreatment and exploitation.	All Personnel	Personnel Training Records Post Training Tests	Business Office Manager	100%	100%	All staff receive competency-based training in recognizing and reporting abuse and neglect of Individuals with I/DD.

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Efficiency	Health and Safety	Services are provided in a manner that supports the health, safety and welfare of persons/families served.	1) Staff Members are trained in health and safety procedures. 2) Critical incidents are reviewed and include corrective action and/or prevention of recurrent incidents.	All Services	Critical Incident Reports and analyses Staff Training Records Safety Committee Minutes (Quarterly)	Health & Safety Coordinator, Health & Safety Committee, QDDP	Goal: 100%	2019-2020 100% 2021-100%	March 2020 resulted in a major reduction of force that required all remaining staff to take on the responsibilities of the full program. Informal staff meetings were held multiple times per week to evaluate and address any and all health and safety issues resulting from COVID and ensuring compliance with CDC.
	System Performance	Programs and Services are reviewed for quality by internal and external systems.	Internal quality assurance reviews are conducted on person served records	All records of persons served	Quality Assurance Reports	Quality Enhancement Officer	100%	No finding in audits 2019-2021	
			External quality assurance reviews Annual Result in zero findings.	All LEC Financial Records	Financial Audits or Reports (Annually)	Business Operations Director			
	System Performance	Agency risk is low for incidence of potential events that threaten the stability of the organization.	Overall Risk Assessment is maintained as low risk.	Overall Agency	Annual Risk Assessment Incident Reports Insurance Claims (Annually)	Business Operations Director	100%	2019-2021 No claims	
Expenses are managed consistent with revenue to maintain fiscal responsibility.		A budget is prepared annually in order to project an estimation of revenue and expenses. It is reevaluated each month to identify issues before they occur and to review and revise as needed.	All Programs and Services	Monthly and year-end financial statements. (Annually)	Quality Enhancement Officer Business Operations Director	85%		Due to the COVID Pandemic, the LEC's revenue and expenses have both been unpredictable and unreliable. We sought and received PPP loans and developed LEC@Home to provide satellite services to those sheltering in place. In addition, we have written grants, held fundraisers and received donations.	

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		Employees will effectively utilize technology and other resources in the performance of their jobs.	Appropriate technology and resources will be available to assist employees in their jobs.	All employees of The LEC	Technology Support Plan for Employee (Annually)	Business Operations Director <hr/> Executive Director	Compliance with Tech Plan 85% Satisfaction	100%	The LEC strives to provide tech support and resources for all staff to perform daily documentation and log into run programs through LEC.
Satisfaction	Employees	Employees are satisfied in their job placement. Individuals who Region 2 has approved for services and who have received their Prior Authorization letter will be notified within 24hrs and begin transitioning into services	Employee rating 85 % of the employees surveyed will indicate overall satisfaction with job.	All employees of the LEC	2019 -2023 Employee Satisfaction Survey (Annually)	Business Office Manager <hr/> Executive Director	85%	2019 -Goal met	March 2020 resulted in a major reduction of force that required all remaining staff to take on the responsibilities of the full program. Informal staff meetings were held multiple times per week to evaluate and address these new challenges. These staff members maintained their roles and responsibilities within the organization to the best of their ability even amid tremendous stress and pressures outside of work life, including such things as personal health failures, unexpected loss of family, fear of contracting COVID-19, and actually contracting the disease. All of this brought the staff closer together as a unit, and support for each other was prevalent in day-to-day operations, decreasing the appropriate need for staff surveys to understand how they feel about the business.