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# **CARF Outcome Measurement Report**

## **The Arc of the Ozarks**

### **2020 - 2021**



The Arc of the Ozarks Outcome Measurement Plan will be utilized in the ongoing strategic plan which includes the following areas:

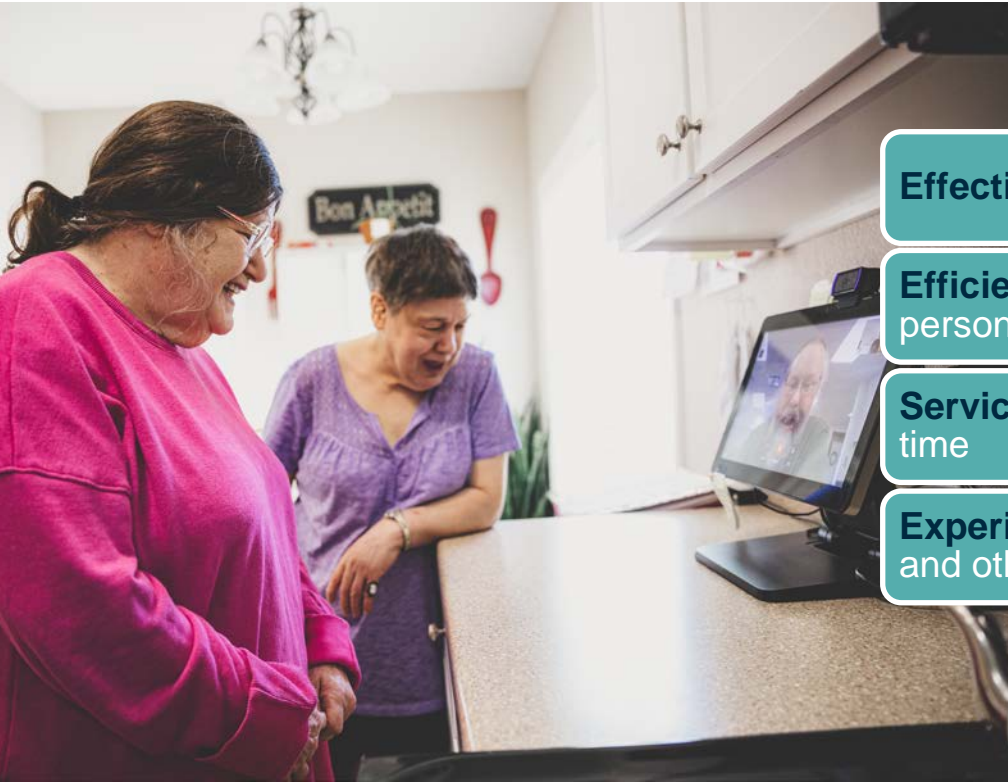
Enhancing	Enhancing Innovative Services – To provide high quality services for clients and families.
Ensuring	Ensuring Financial Stewardship - To position viable financial, operational and infrastructure supports.
Enriching	Enriching Workforce Development – To develop a diverse, well-trained, and engaged staff.
Maximizing	Maximizing Strategic Partnerships – To cultivate and leverage business alliances that support our mission.
Strengthening	Strengthening Community Engagement - To increase brand awareness, educational and advocacy efforts.

# Services Accredited at The Arc

- Services for Children and Youth: Child and Adolescent
- Services for Children and Youth: Child and Adolescent (Autism Spectrum Disorder)
- Community Employment Services: Employment Supports and Job Development
- Community Integration
- Community Integration (Autism Spectrum Disorder- Adults)
- Behavioral Consultation Services
- Supported Living
- Supported Living (Autism Spectrum Disorder – Adults)
- Community Housing (Autism Spectrum Disorder-Adults)
- Community Housing
- Transition Services
- Governance Standards (Board polices and procedures)



# Outcome Measurement Categories



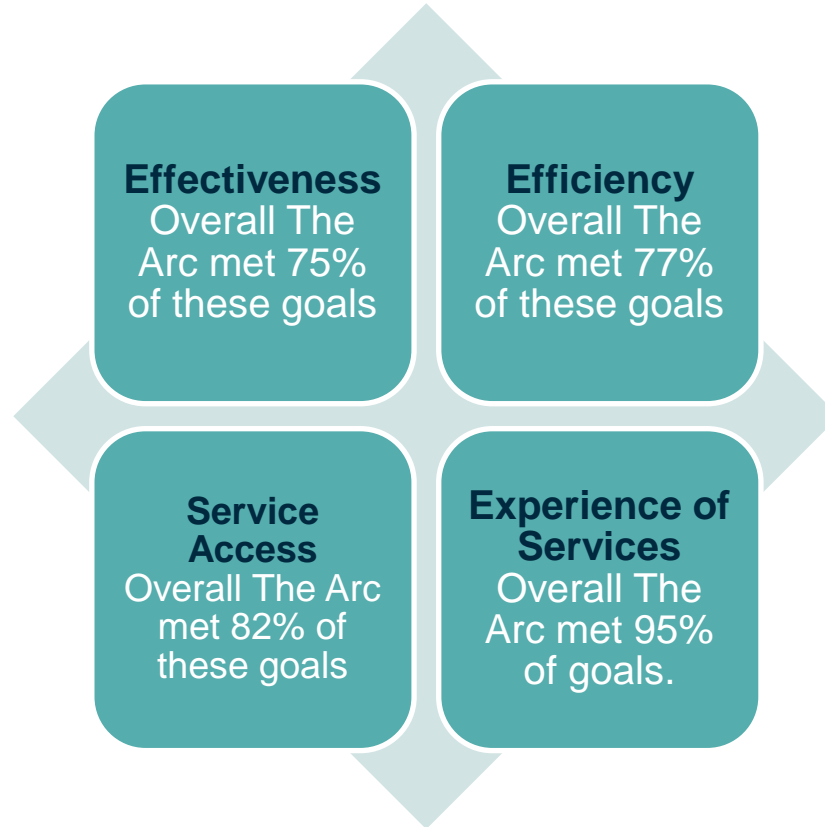
**Effectiveness** Results for the person served

**Efficiency** Resources used to achieve results for the persons served

**Service Access** Are services accessible and provided on time

**Experience of Services** Feedback from persons served and other stakeholders

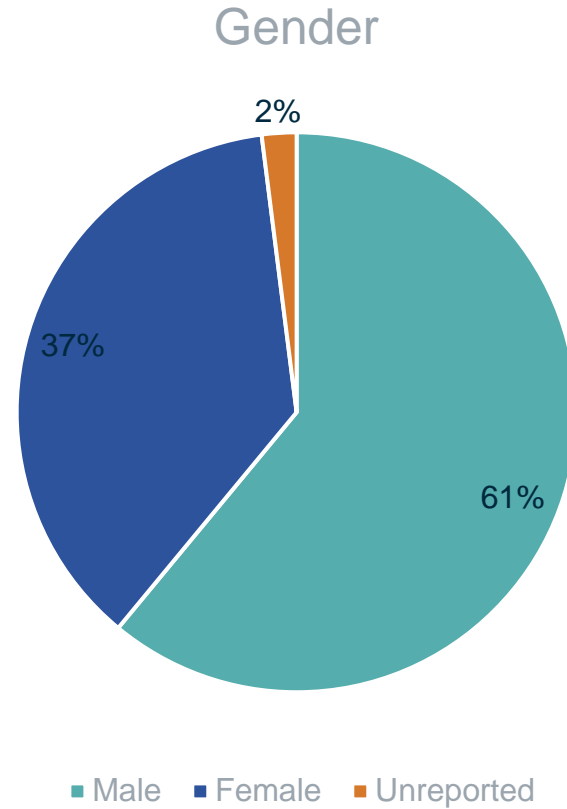
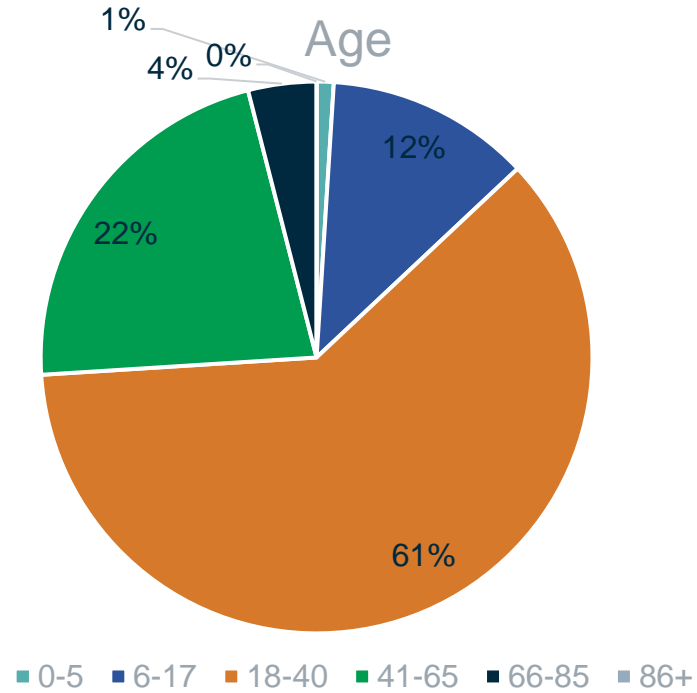
# Highlights of Organization Outcome Measures



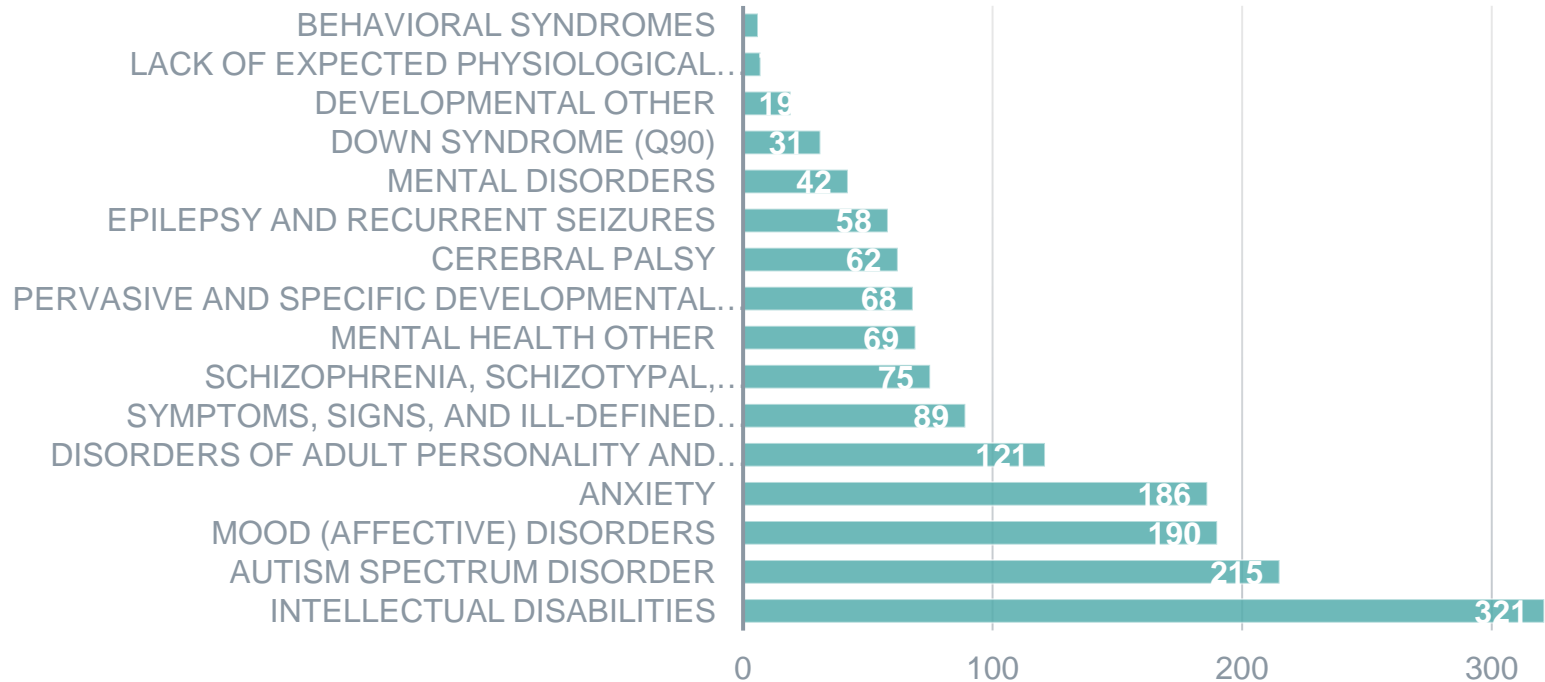
# Core Business Indicators

- Increase the overall total revenue of The Arc of the Ozarks
- Reduce the experience Modification score for Workman's Compensation
- Increase the retention of staff employed by The Arc by 10%
- Achieve 10% growth (individuals served) in the Kansas City Market by the end of Y2020
- Increase the amount of funds raised by 10%
- Achieve a 3-5% financial margin after expenditures
- Reduce Overtime utilization to under 10%
- Increase the number of individuals served who utilize technology for remote supports

# Demographics



## Persons Served with Diagnosis



*The above data gives a visual representation of the number of persons served that have diagnoses for developmental, intellectual, or behavioral categories.*



# Highlights and Achieved Goals

- Purchase of A & M Coffee and Donuts food truck
- Opened The Mercy Autism Clinic/Branson in collaboration with Mercy Healthcare
- Approved to be representative payee for clients
- Increased connectivity speed of our fiber internet connection to our remote offices
- Began the implementation of 2 factor Authentication of remote workers
- Implemented the Pathways to Greater Independence initiative
- Increased direct care staff pay to \$15.00 per hour
- Developed a Diversity, Equity, and Inclusion training for all staff
- Hired a person served as a trainer
- Managed COVID-19 response



# Trends Affecting Service Delivery and Future Growth

Stable,  
Well-Trained  
Workforce

Staff Turnover  
Rate

Competition in  
the Workforce

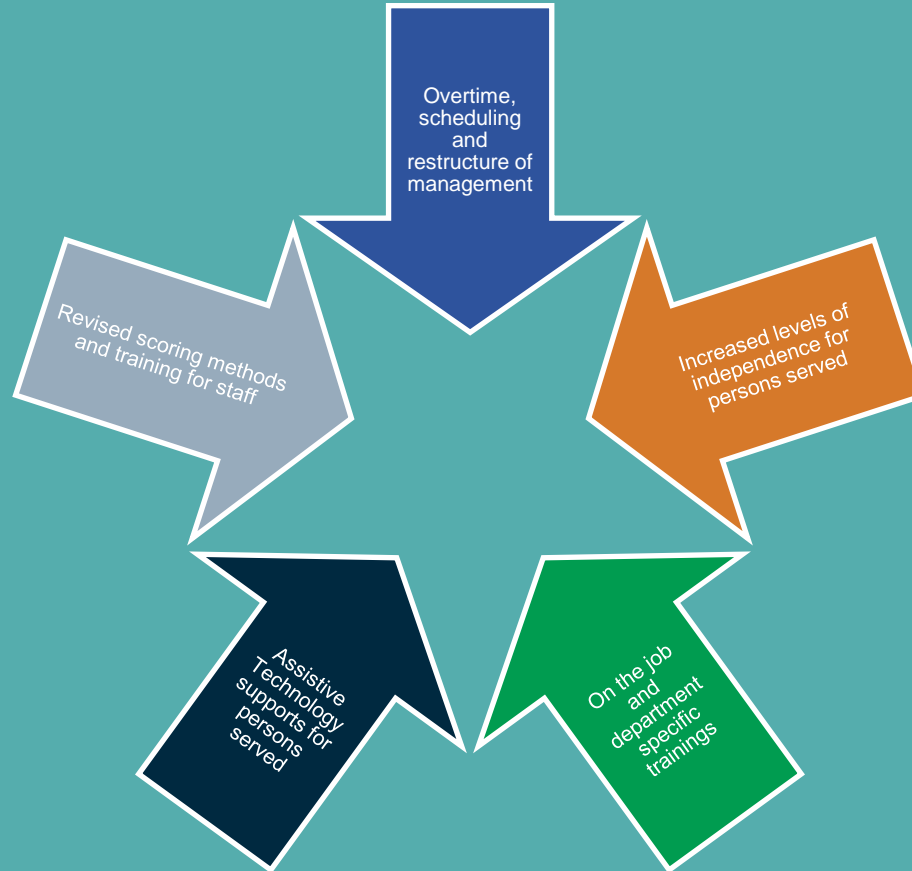
Unemployment  
Trends

Rate  
Reimbursement  
from the State

Online Training  
and Virtual  
Meetings

High Demand  
for Services

# Opportunities for Improvement





# Questions?

