



CARF Outcome Measurement Report The Arc of the Ozarks 2023



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

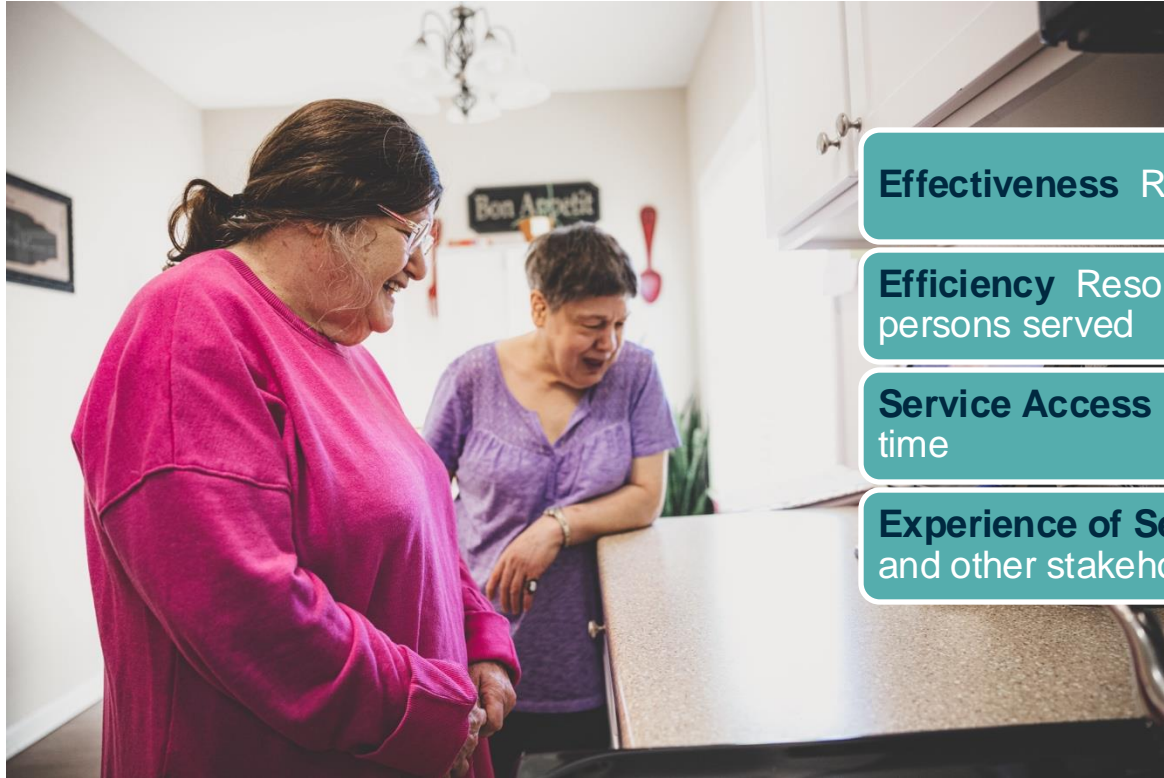
Enhancing	Enhancing Innovative Services – To provide high quality services for clients and families.
Ensuring	Ensuring Financial Stewardship - To position viable financial, operational and infrastructure supports.
Enriching	Enriching Workforce Development – To develop a diverse, well-trained, and engaged 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



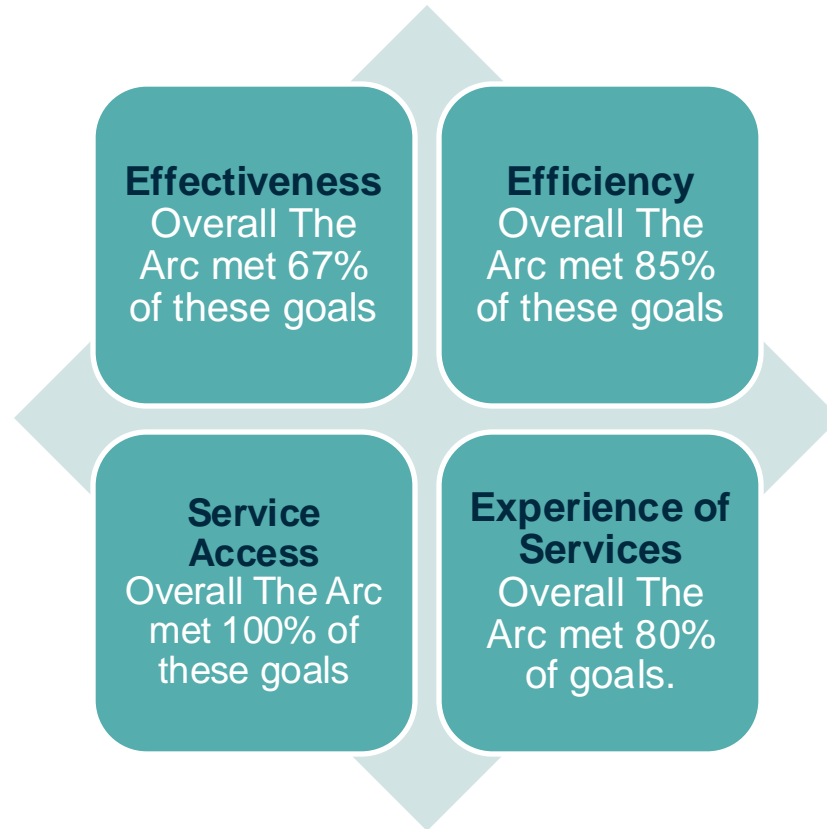
Effectiveness Results for the person served

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

- ▷ Reduce the experience Mod for Workman's Compensation
- ▷ Ensure companywide turnover is below 50%
- ▷ Reduce overtime utilization to under 10%
- ▷ Increase the number of employees who participate in the wellness program
- ▷ Increase the amount of funds raised by 10%
- ▷ Increase the overall revenue of The Arc of the Ozarks
- ▷ Achieve a 3-5% financial margin after expenditures

Highlights and Achieved Goals

1. Opened the Autism and Neurodevelopmental Center(SW Missouri's First)
2. Increased starting wages for DSPs to \$20 and hour
3. Growth in services by 8%
4. A person served was hired as a trainer to provide a Person First perspective to employees
5. The Arc was awarded \$800,000 through a federal grant for the Branson Autism Clinic as well as a 5 million grant to establish a state autism center for SW Missouri
6. Leased a property for our Employment and Community Networking programs.



Trends Affecting Service Delivery and Future Growth

Stable,
Well-Trained
Workforce

Staff Turnover
Rate

Competition in
the Workforce

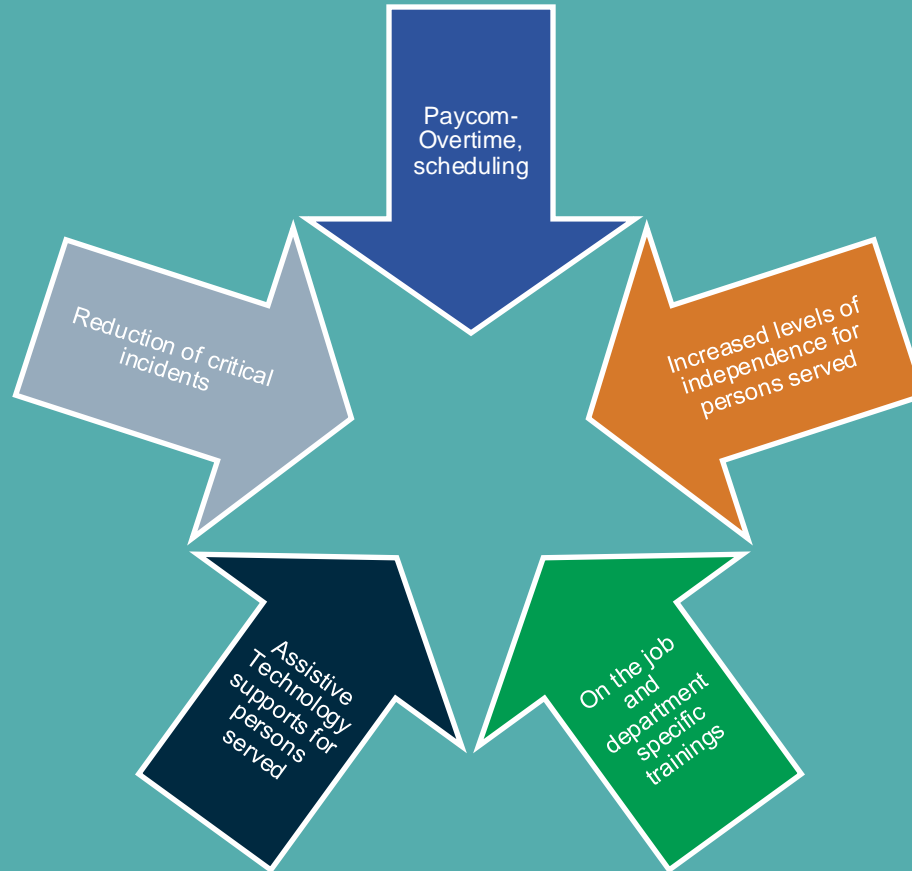
Unemployment
Trends

Rate
Reimbursement
from the State

Online Training
and Virtual
Meetings

High Demand
for Services

Opportunities for Improvement





Questions?

