

Performance Indicators Evaluation Report

January 1, 2016 - December 31, 2016

Mission of Midwest ADP:

"It is the Mission of the Midwest ADP to provide comprehensive therapeutic substance abuse education and services to individuals in an effort to foster healthy coping skills that will improve their quality of life. We are committed to excellence of service and to the highest ethical standards in providing care to our consumers."

Goal One: Effectiveness of Services

To provide the adult consumers in the outpatient and DWI court programs with the fundamentals needed to improve functional skills and obtain resources to be successful in the environment of his/her choice.

Objective One

Midwest ADP will provide the adult consumers with services, as applicable, that include mental health, physical health, family/social support, basic needs, employment opportunities, education, recreation/leisure, and financial.

Projected Outcome One:

Through the provision of services, 90 % of adult clients will report experiencing any or all of the following:

- A. Decrease in inappropriate symptomatic behavior
- B. Increase in compliance with medications, if applicable
- C. Decrease in hospitalization
- D. Maintain sobriety
- E. Establishment of family and support relations within their community
- F. Improvement of daily living skills
- G. Obtaining gainful employment, if applicable.

Indicator One:

During this performance cycle, Midwest ADP will utilize the Client Satisfaction Survey, and where applicable, Treatment Plan Reviews and GAF Scores to annually measure the projected outcomes for goal one.

Actual Outcome:

As evidenced by the review of the data from the Client Satisfaction Surveys, Treatment Plan reviews, and when applicable, GAF scores, Midwest ADP's adult consumers reported an overall 4.9 raw score, 99.8% of degree of improvement and another 100% rating of 3 or higher on the Likert scale for improvement in functioning since receiving services. We are pleased to have our consumers continue to report high percentages for improvement in family and support relations and improvement of daily living skills. Clients also indicated that they truly appreciate the professionalism and availability of staff. From last year's report, we addressed vending options, coffee availability, and group room furniture and visual aids. Several improvements in these areas were made at our various sites and several of our consumers did comment on their satisfaction of these improvements. While these may seem trivial, we strive to make our clients' experience as positive as possible. Also as noted in previous reports, we once again obtained a 100% reporting of compliance and abstinence from substance use during treatment. Consumers indicated a strong sense of belonging at the agency. We feel that this sense of belonging enables them to continue to make progress towards their individual goals.

Implication of Results:

The administration and staff are once again pleased with these results. We are extremely happy that we met our goal and will continue to strive to provide outstanding substance abuse services. As indicated in all previous reports, Midwest ADP's main purpose is to provide a high quality of service for a high quality of life to its consumers. The administration feels that this goal must always be the first and foremost goal for the agency. This goal will remain in place for the next Performance Indicator cycle.

Goal Two: Service Access for Potential Clients

To provide access to services, either directly or through community services, in an effective and efficient manner to all potential clients of Midwest ADP.

Objective Two:

Midwest ADP will devise a mechanism to track and monitor the intake and evaluation services to all referred clients, after all appropriate forms have been signed and all of the requested information has been returned to the Agency indicating that the client meets eligibility requirements within a 5 working day period.

Projected Outcome Two:

Midwest ADP will provide intake and evaluation services to all of its referred clients, after the appropriate forms have been signed and all requested information has been returned to the agency indicating that the client meets the eligibility requirements within a 5 working day time period at least 80% of the time.

Indicator Two:

Midwest ADP will use its referral form as a means to track this objective. Management will annually audit a random sample of 30% of referral forms to track and monitor time of referral to time of evaluation.

Actual Outcome:

Based upon a 30% random sample of referral forms being tracked to actual first contact date, the agency was able to make initial contact and begin processing the potential client within 5 working days 100% of the time. Once again, actual results indicate that all appropriately referred clients were contacted and some process for determination of services began within a 2.26 working day period on average. We are pleased with this timely reaction to potential clients. While the time frame can vary by location, the administration continues to stress the importance of making contact with the potential client as early as possible in the decision making/referral process. In order to meet the need of quickest possible contact, we continue to provide screenings and intakes on Saturdays as well as weekdays.

Implication of Results:

Midwest ADP is committed to providing access to services to all eligible potential clients based upon availability. If availability is not an option, a proper referral is always made. We feel that anyone desiring services should have access, either through our organization or through an appropriate referral, as quickly and efficiently as possible. The administration prides itself in making the initial intake process for a potential client as seamless as possible. This goal will remain in place for the next cycle.

Goal Three: Service Access, Effectiveness/Efficiency For Current Clients

To provide services, either directly or through community services, in an effective and efficient manner to all active clients of Midwest ADP.

Objective Three:

Midwest ADP will provide access to services to all clients within a 5 working day period once the intake and evaluations have occurred and approval for services has been authorized by the appropriate entity. Midwest ADP will continue to provide the required services as authorized by the appropriate entity during the assessment period on a routine, on-going basis, that will enable the client to make progress towards his/her individual goals as efficiently and effectively as possible.

Projected Outcome Three:

Midwest ADP will provide access to services within a 5 working day time period once the intake and evaluation procedures have occurred and approval for services has been authorized by the appropriate entity at least 80% of the time. Midwest ADP will provide required on-going services as authorized by the appropriate entity during the assessment period to its active clients 95% of the time.

Indicator Three:

On a quarterly basis, Midwest ADP will review 100% of that quarter's new active clients comparing the date of authorized services to the date of first services rendered. Midwest ADP will monitor clinical notes through its Quality Assurance process to measure continuance of service.

Actual Outcome:

Based upon a the quarterly analysis of new clients, Midwest ADP was able to begin providing services to all new clients, once eligibility, intake, and other necessary processes were completed, including coordination with other agencies, if applicable, within a 5 day period for 99% of the time. The overall average time was 1.3 working days. In addition, on-going services to all clients remained at 100% throughout this cycle.

Implication of Results:

The administration strives to begin services to all eligible clients as soon as possible. The percentage did increase by another 1% for this cycle, and we feel that we are meeting the needs of our new consumers in a timely manner. We feel that contact time has increased due to staff being trained and made aware of the consumer's need for immediate contact to begin the process of obtaining services. As stated in the all previous reports, due to logistics, such as family members needing to be present at the orientation meetings, work requirements, or scheduling conflicts, we are not able to begin the actual service as quickly as desired. We are extremely pleased with a 99% average and feel that we do provide effective and efficient access to services for all new clients. In addition, we will always continue to strive to provide outstanding services in an on-going manner to all of our clients. This goal will remain in place for the next Performance Indicator cycle.

Goal Four: Information Dissemination Effectiveness/Efficiency

To provide information in an effective and efficient manner, as appropriate, to the client and other stakeholders who are affiliated with Midwest ADP.

Objective Four:

Midwest ADP will provide requested information to all clients and other stakeholders, as appropriate, within a 3 working day timeframe once the information has been requested by the client or stakeholder in the proper manner or deemed necessary to be shared by Midwest ADP.

Projected Outcome Four:

Midwest ADP will provide the necessary requested information to the client or other stakeholder, once appropriately requested, within a 3 working day time period at least 95% of the time.

Indicator Four:

Midwest ADP will annually and randomly sample 30% of the requests for Release of Information forms and compare the sample to facsimile transmission sheets, acceptance of released information forms, and certified mail receipts for information mailed.

Actual Outcome:

Based upon a random sample of Release of Information forms compared to dissemination records, Midwest ADP provided appropriately requested information to the parties 98% during a 3 working day period. The actual time frame has did increase from last cycle's 1.4 days to 3.4 business day for this year's cycle.

Implication of Results:

We are pleased that we continue to meet our goal for the provision of necessary information to all appropriate parties. The increase in time to provide requested materials was due to an outlier request that was misfiled by the consumer and did not get processed for 18 days. The consumer did contact the agency after 16 days and it was determined that the request had not been filed with the right person. Once this situation was taken care of, the information was sent within 48 hours. As always, Midwest ADP is dedicated to the total care of its clients. We strive to make sure that all parties involved in the treatment and care of our consumers are provided with all pertinent information for that client's well-being. This goal will remain in effect for the next cycle.

Goal Five: Client Satisfaction

To provide a level of service to all clients that is deemed satisfactory by the clients.

Objective Five:

Midwest ADP will provide clients on a semi-annual basis an opportunity to provide feedback with regards to satisfaction with services.

Projected Outcome Five:

Midwest ADP will obtain an overall satisfaction rate from its clients for this year of at least 90%.

Indicator Five:

All returned Client Satisfaction Surveys will be reviewed on a semi-annual basis. The overall satisfaction levels for each dissemination will be added together and divided to determine the annual satisfaction rate.

Actual Outcome:

Based upon the Client Satisfaction Survey QA Reports, Midwest ADP received an overall satisfaction rating of 4.7 raw score, 98.9% degree of satisfaction, and 100% of overall satisfaction responding 3 or higher on the Likert scale for this cycle. These scores were based upon an average sample size of 152 consumers which indicates over a 90% return rate.

Implication of Results:

This percentage continues to exceed our projected outcome. We strive to provide outstanding clinical services and continue to feel a sense of pride because our consumers have such a high level of confidence in us. We do believe that our consumers value the opportunity to express their needs, desires, and levels of satisfaction with our agency through this process. We are very pleased to have received very high satisfaction ratings in quality of services, access to personnel, professionalism of personnel, and feelings of respect from personnel. The administration is extremely proud of its personnel and understands that there is a major connection between the level of satisfaction for personnel and the consumer. This year no qualitative comments were made, yet we did get several suggestions in our suggestion boxes and addressed those according to our time frames. As in the previous performance measurement cycles, this goal will remain in place for the next cycle.

Goal Six: Employee/Stakeholder Satisfaction:

To provide an environment for duties that is deemed satisfactory by Midwest ADP employees and services that are deemed satisfactory by its stakeholders.

Objective Six:

Midwest ADP will provide its employees opportunities to provide feedback with regards to satisfaction with work environment and duties as well as its other stakeholders with an opportunity to provide feedback regarding satisfaction with services every 6 months.

Projected Outcome Six:

Midwest ADP will obtain an overall satisfaction rate from its employees of at least 90% for this year and have an employee retention rate of at least 85% and an overall reported satisfaction rate of 90% from its other stakeholders for this year.

Indicator Six:

All returned Employee Satisfaction Surveys will be reviewed on a six month basis. All returned Stakeholder Surveys will be reviewed on a six month basis to determine the satisfaction rating. The overall satisfaction levels for each distribution will be added together and divided to determine the annual satisfaction rate.

Exit interviews will be conducted, when possible, with departing employees to track for attrition trends and to create better retention strategies.

Actual Outcome:

Based upon the Employee Satisfaction Survey Midwest ADP received another overall 100% satisfaction rate from its employees. The agency maintained an employee retention rate of 87% for the year.

Stakeholders reported a 100% overall satisfaction with the services of the agency for this year.

Implication of Results:

We are pleased with the employee satisfaction rates for this year. We do understand that while our employees are satisfied with their working conditions and duties, this could always change. We continue to work towards updating our technology abilities for our employees. This area, while still above the average of 80%, was the lowest area of satisfaction by our employees in this year's and last year's cycle. Employees indicated that they desire a larger server. We updated our entire server system only 3 years ago. We will look to the feasibility of updating the server, yet other areas, such as laptops and desktop computers need to be addressed prior to the server update. Our technology consultant is assisting in carrying out our technology growth plan by providing annual bids for a variety of updates.

Midwest ADP continues to value its employees. As noted in last year's report, we understand that the key to quality services is with quality employees. We will continue to monitor for satisfaction of our employees, and if necessary, make any corrective measures to ensure that our work force remains one that is stable and satisfied. While the overall percentage remained at a perfect level of employees rating overall satisfaction as a 3 or higher on the Likert scale, we feel that we must continue to provide a quality work environment that is based upon mutual respect between the administration and employees.

Our stakeholder satisfaction continues to remain high. We are pleased that the community values our services and feels that they are beneficial to the population we serve.

Goal Seven: Fiscal Effectiveness/Efficiency:

To increase overall profitability of the agency through effective and efficient fiscal management.

Objective Seven:

Midwest ADP will utilize data from census trends, management reports, billing reports, and requisitions to manage current budgetary operations. In addition, Midwest ADP will explore the possibility of increasing its current census through possible service expansions.

Projected Outcome Seven:

Midwest ADP will utilize its fiscal data to manage current budgetary operations in order to try to increase profitability by 10% through expenditure control and possible service expansion.

Indicator Seven:

Midwest ADP will review the previous year's final fiscal reports and compare it to the current year's final fiscal reports.

Actual Outcome:

Midwest ADP has continued to remain solvent during this fiscal cycle. However, due to some one time operational expenses associated with acquiring new locations, moving locations, and furnishing locations, there was a 2.9% decrease in profitability from the previous year's fiscal cycle. This small decrease did not affect the operational processes of the agency in any way.

Implication of Results:

Midwest ADP remains fiscally sound. The administration is proactive in its budgetary processes and continues to monitor and make adjustments, as necessary, to its operating capital.

Goal Eight: Fiscal Effectiveness/Efficiency:

Midwest ADP will verify its management of effective, efficient, and proactive fiscal/budgetary operations.

Objective Eight:

Midwest ADP will utilize data from census trends, management reports, and through the completion of an external audit/review to create future budgets.

Projected Outcome Eight:

Midwest ADP will utilize its current annual budget for the review/audit, reports concerning census trends, accessibility needs, other requested needs, and the results of the audit/review for future budgetary planning.

Indicator Eight:

Midwest ADP will review the quarterly fiscal reports, census data, other requests, and the results from an independent audit/review to determine if sufficient budgetary control is in place.

Actual Outcome:

Midwest ADP did once again complete a successful financial review by an independent CPA firm. The managerial letter indicates that the organization is operating by acceptable accounting procedures and is currently solvent.

Implication of Results:

The administration believes in remaining as transparent as possible with regards to fiscal matters and will continue to strive to have annual external fiscal reviews conducted at beginning of each fiscal cycle. The information from these reviews will be utilized by the administration for fiscal matters, including budgetary control, loss exposure control, fiscal risk management, and compliance with regulatory and accreditation bodies.

Final Overview:

Midwest ADP is dedicated to the process of performance management. The administration feels that by assessing, monitoring, and providing proactive interventions, it can effectively and efficiently manage the agency. We believe that by obtaining data about our effectiveness of services, access to services, satisfaction of services, and efficiency of services from the viewpoints of our consumers, employees, and stakeholders, we can make informed decisions with regards to the management of the organization, the risk and strategic planning for the organization, and the fiscal well-being of the organization.

We are pleased with many of the results from this cycle. We continue to experience high percentages in overall satisfaction from our consumers, high rates of reporting for improvement in functioning, and high ratings from our employees and stakeholders. We are very pleased with the number of consumers reporting continued abstinence from substances and obtaining/maintaining gainful employment while in services with Midwest ADP. We are also pleased that our employee retention rate has remained about 80%. We have numerous employees that have been with the agency for over 10 years. While the organization understands that there is always room for improvement, we are confident that through the analysis and utilization of this data, Midwest ADP is being managed in an effective and efficient manner. We will continue to closely monitor our financial situation and will seek other funding sources/opportunities as they present themselves.

We will continue to assess for these goals in the next Performance Indicator Cycle, and through our Quality Assurance Process and our QA/QI Committee, continue to collect, analyze, and utilize the data in order help Midwest ADP continue to be a leader in quality services. In addition, this information will be shared through administrative and staff meetings, team meetings with the clients, and will be made readily available to any stakeholders who request this report.

Respectfully Submitted:



Brad Rentfrow
Midwest ADP

January 8, 2017