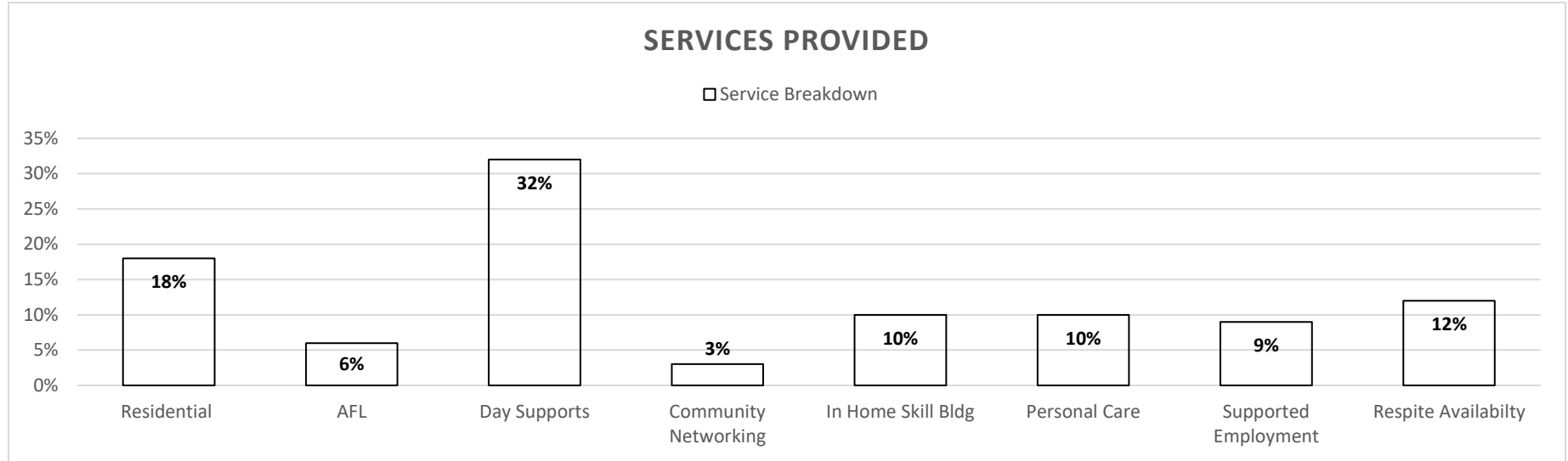


# 2016 End of Year Progress Reporting



## Age Range

76-Up	0%
55-75	9%
31-54	42%
18-30	36%
13-17	8%
6-12	5%

## Sex

Male	76%
Female	24%

## Race

Black	32%
Spanish	3%
White	65%

Verbal supports = 37% (either nonverbal or need familiar staff to support)

Physical Supports = 33% (either non walking or need some additional awareness of assistance)

Behavioral Supports = 44% (supports to manage escalating outcomes that are self-harming or other)

# 2016 End of Year Progress Reporting

## Improved Areas

Entrance threshold improved for self-powered chairs at office - New ramp built for a residential person served completed.  
Site inspections reduced out of compliance issues. Site inspection systems improved corrective needs.  
Dietician input into residential menus.  
Improve lighting around office. Chairs were needed for large and small conference rooms. Confidential Area's Utilized. Up front seating area completed.  
Upper office heating and air unit needing repairs completed.  
Increased managerial meetings to weekly. This has improved monitoring needs for high risk persons.  
Stronger informational systems for staff and increased communication guidelines.  
Increasing direct care staff knowledge about service delivery expectations.  
Back-Up staffing systems have improved.  
Internal opportunities for staff to add working hours.  
Personnel and service charts are being audited more frequently and have reduced compliance deficiencies.  
Increased some services for individuals on innovations waiting list.  
Human Rights Committee informational systems streamlined during 2016.  
Completed remodeling of Shelby Day Support Location. Increase passageway between day program sides.  
Improved systems for scheduling and staff supervision needs. Increased classroom activities. Improved system for day support community access.  
Phone system replacement - Fax system replacement - Disaster recovery and digital backup systems maintained.  
Improved Marketing Material / Website / Participated in 2016 Job Fair and Cleveland County Schools Parental Caretaker Event.  
Cultural Diversity Training and improved training materials for supporting diversity – Translating materials in Spanish is being maintained  
Hiring needs based on person served needs system maintained with input from person served.

## Continued Needs for 2016 into 2017

Transition into new innovations waiver during 2017.  
Digitize all fire escape plans for residential homes.  
Continue to support communication improvements among direct care staff and supervisors and outside service team members.  
Continue to make efforts to acquire ALF staff and locations for placement needs.  
Continue to increase community employment locations for persons served.  
Continue to maintain health and safety awareness of persons served and reduce risks for individuals.  
Improve community outing options for residents.  
Gather information about electronic medical records systems.