

Polk County Health Services

Community Living

Outcomes Evaluation

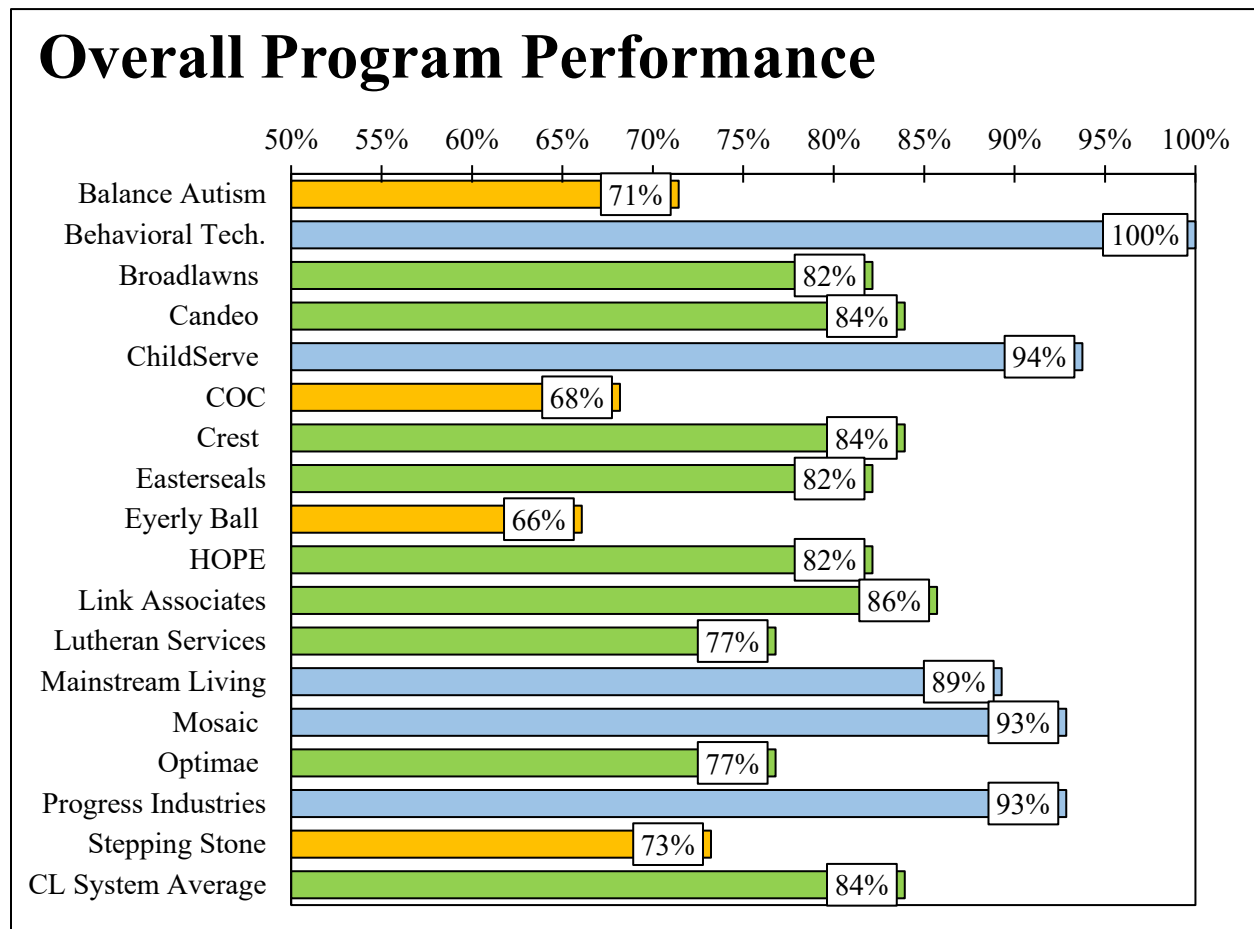
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Community Living Key Summary



Polk County advocates for people with disabilities to create a life which is not defined by their disability. Community living services provide opportunities for individuals with disabilities to live balanced and meaningful lives within their community. They promote this mission by developing supportive relationships to work through individuals' life transitions, promoting responsibility through information and options, building opportunities for meaningful community participation, and supporting experiences which create meaningful life roles. PCHS's charge to the community living system is to reduce and eliminate environmental barriers, make individualized supports readily available, and promote opportunities in all life domains. To this end, PCHS contracts with 17 organizations to provide community living services: Balance Autism (formerly The Homestead), Behavioral Technologies, Broadlawns (BMC), Candeo, ChildServe, Christian Opportunity Center (COC), Crest Services, Easterseals, Eyerly Ball, HOPE Agency (HOPE), Link Associates, Lutheran Services in Iowa (LSI), Mainstream Living, Mosaic, Optimae LifeServices, Progress Industries, and Stepping Stone Family Services. In FY19, the system supported about 1,688 participants (monthly average) to remain living in their communities by providing supported community living supports.

The purpose of the evaluation is to monitor participant and management outcomes and assess the performance of Community Living network services. Results are reported for sixteen outcome areas and scored in fourteen of the sixteen areas, from 1 “Does Not Meet Minimum Expectations” to 4 “Exceeds Expectations.” The staff stability outcomes were not scored.

The system’s average performance met expectations, demonstrating sustained performance over the last four years (84%, 84%, 86%, 84%, in FY19, FY18, FY17, and FY16, respectively). Fourteen of the seventeen agencies met or exceeded overall expectations set by PCHS. The system met or exceeded expectations in twelve of the fourteen scored outcome areas. The Community Living system exceeded expectations in seven outcome areas: Community Housing, Homelessness, Involvement in the Criminal Justice System, Engagement Toward Employment, Psychiatric Hospitalizations, Emergency Room Visits for Psychiatric Care, and Participant Satisfaction. The system met expectations in the five areas: Employment – Working Toward Self-Sufficiency, Adult Education, Negative Disenrollments, Participant Retention, and Quality of Life. System was challenged in the remaining two areas: Somatic Care and Community Inclusion.

The majority (96%) of program participants reported being very satisfied with the services and supports they received and the staff who worked with them, as well as satisfied with the quality of their lives (93%). In interviews, participants appreciated staff supports to help them access their communities and live as independently as possible. Staff were often described as caring, supportive, and responsive. Participant satisfaction is a primary indicator of service quality.

Participants had reason to be satisfied. More than nine of every ten (95%) were living in safe, affordable, accessible and acceptable housing. More than two of every five (41%) were engaged in employment, working at least five hours per week and earning minimum wage or more. One of every four (23%) participated in adult education related to employment. Providers built good relationships with participants; about nine of every ten participants (90%) remained with their community living provider for at least a year. Very few participants spent any time in jail or in psychiatric hospitals or were negatively disenrolled. Participants received sufficient supports to access psychiatric care in their communities that they did not need to seek psychiatric care through the emergency room. Even in outcome areas that were challenging, almost nine of every ten participants (89%) were involved in their communities, including volunteering, participating in community activities, or attending spiritual events. More than nine of every ten (92%) received somatic care during the year.

By participating in this evaluation, Polk County’s Community Living providers should be commended for their commitment to assessing and ultimately improving the quality of services that they provide. Despite challenging times, the evaluation suggests that community providers have continued to provide quality services and supports. With ongoing performance information, providers will be able to better monitor service provision, more quickly respond to gaps or issues, and continue to contribute to improved quality of life for the individuals that they serve.

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Introduction

The intent of the Community Living Outcomes Evaluation is to monitor participant outcomes to improve the performance of the Community Living network services. Information about the vision and history of the evaluation can be found in Appendix B. Of the over 6,500 people Polk County funded services for during FY19, more than 3,400 people received ongoing supports and coordination. Approximately 579 individuals received community living, employment and treatment services from integrated teams (Broadlawns, Community Support Advocates, Easterseals, and Eyerly Ball). Community Support Advocates has additionally developed and expanded a specialized team to meet the needs of about 48 transitional aged youth, and Eyerly Ball provides a specialized team for about 69 individuals with criminal justice involvement. The remaining 3,300 individuals are connected with Integrated Health Homes or Service Coordination, which are responsible to coordinate treatment, employment, and community living services. The results also include a small group of participants who have Non-Polk Coordination or where coordination is included in the Community Living service (e.g., Intermediate Care Facilities for Individuals with Intellectual Disabilities—ICF/ID). In FY19, Polk County contracted with the following 17 organizations to provide support for community living services in Polk County: Balance Autism (The Homestead), Behavioral Technologies, Broadlawns (BMC), Candeo, ChildServe, Christian Opportunity Center (COC), Crest Services, Easterseals, Eyerly Ball, HOPE Agency (HOPE), Link Associates, Lutheran Services in Iowa (LSI), Mainstream Living, Mosaic, Optimae LifeServices, Progress Industries, and Stepping Stone Family Services.

This FY19 evaluation presents information on 16 outcome measures for the 17 Community Living Service providers (See Appendix C). Twelve outcome measures (Community Housing, Homelessness, Involvement in the Criminal Justice System, Employment – Working Toward Self-Sufficiency, Engagement Toward Employment, Adult Education, Access to Somatic Care, Community Inclusion, Negative Disenrollment, Psychiatric Hospitalizations, Emergency Room Visits for Psychiatric Care, and Participant Retention) are events tracked and entered into PolkMIS (Polk County’s centralized database) by the Integrated Health (IHH) and Service Coordination (SC) programs. Community Living Service providers are able to review this information for accuracy and work with the coordination agencies to rectify any issues. Direct Staff Stability and Other Staff Stability are reported directly by the Community Living Service providers. Participant Satisfaction and Quality of Life are assessed through participant interviews conducted by the Iowa Social Science Research Center at the University of Iowa. Interview questions are included in Appendix D.

Except for data from the interviews, data from PolkMIS for the other outcome areas was provided to LHPDC by PCHS in August 2019. Community Living Service provider agencies and PCHS staff reviewed the complete evaluation in October 2019 in a group exit meeting facilitated by LHPDC staff. The evaluation results were presented to PCHS’s System Outcome Committee in October 2019 and reviewed by the PCHS Board in November 2019.

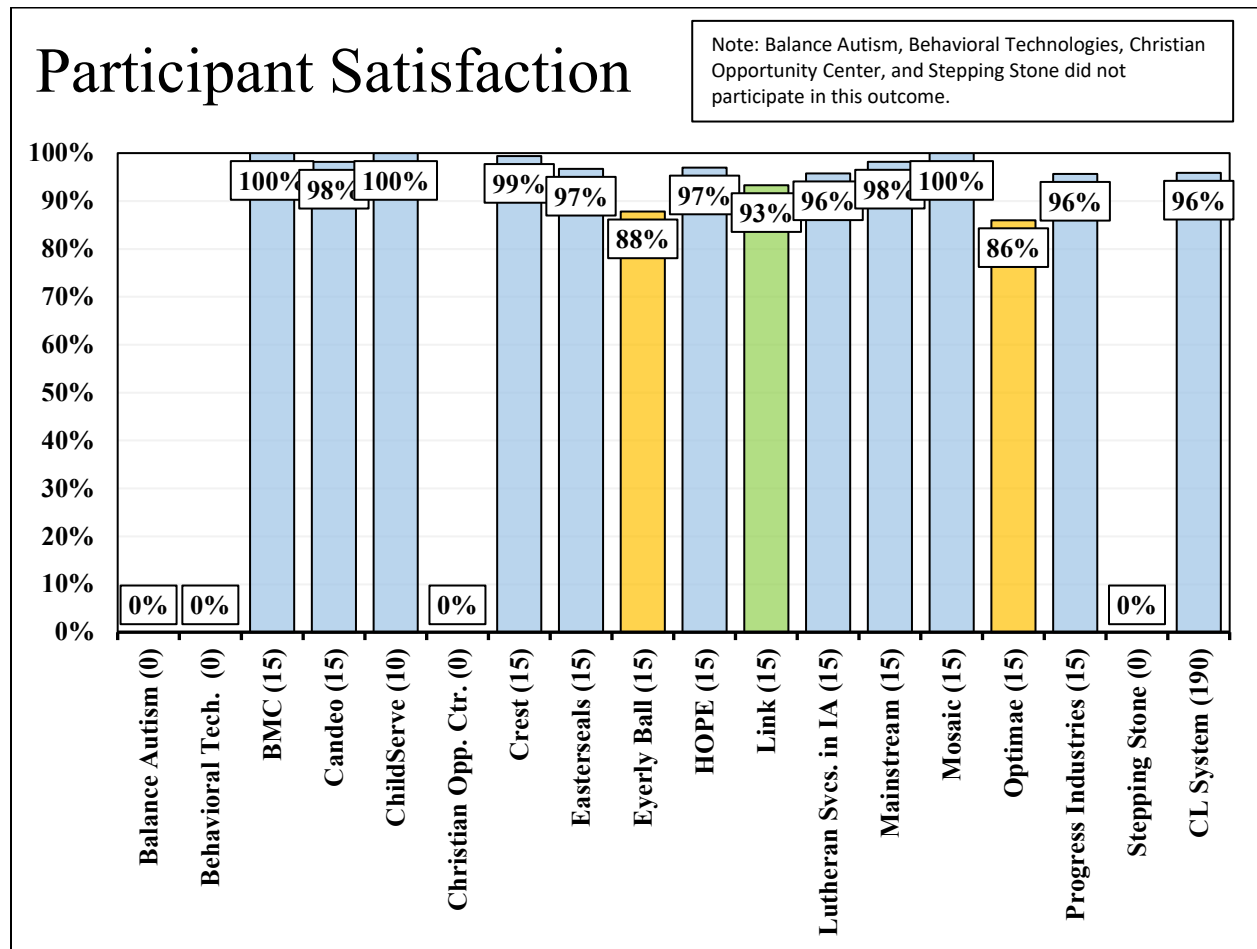
Individual Outcomes

Participant Satisfaction

System Result: Exceeds Expectations

Individuals supported are the best judges of how well services and supports are meeting their needs. Participant satisfaction is based on 190 interviews by the evaluator of community living participants. Interviews were conducted by phone or in person as part of satisfaction interviews for PCHS Integrated Health Home or Service Coordination evaluations or solely for the Community Living satisfaction evaluation. Results are reported for agencies in which 10 or more participants were interviewed. Comments from participants are included in the individual agency summaries.

Goal	Rating	Points
Greater Than 94%	Exceeds Expectations	4
90% - 94%	Meets Expectations	3
85% - 89%	Needs Improvement	2
Less Than 85%	Does Not Meet Minimum Expectations	1

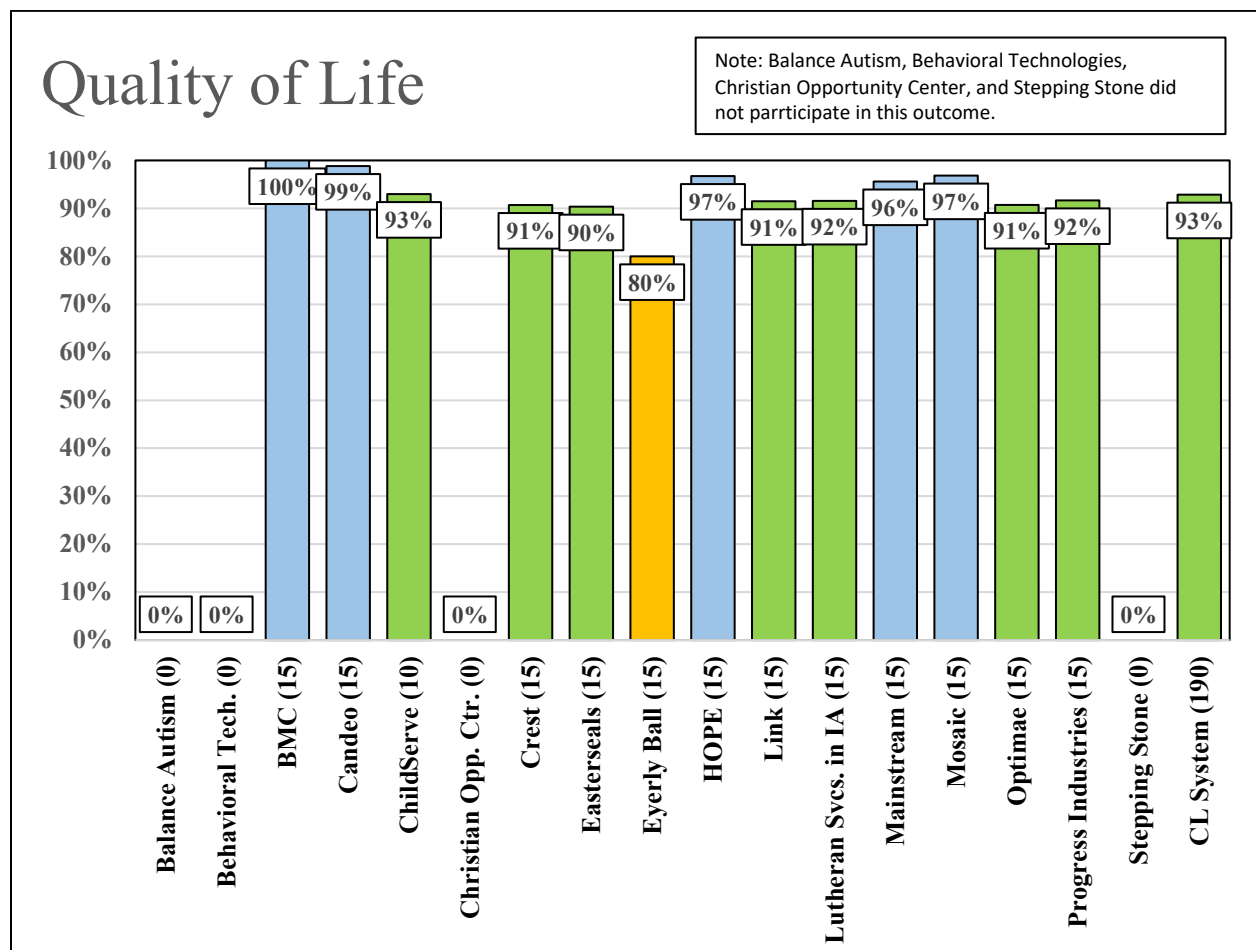


Quality of Life

System Result: Meets Expectations

The intent of the Quality of Life outcome is to increase participant satisfaction with housing, employment, education, and recreation/leisure activities. Quality of Life is based on 190 interviews of community living participants by the evaluator. Interviews were conducted by phone or in person as part of satisfaction interviews for PCHS Integrated Health Home or Service Coordination evaluations or solely for the Community Living satisfaction evaluation. Results are reported for agencies in which 10 or more participants were interviewed. Comments from participants are included in the individual agency summaries.

Goal	Rating	Points
Greater Than 94%	Exceeds Expectations	4
85% - 94%	Meets Expectations	3
80% - 84%	Needs Improvement	2
Less Than 80%	Does Not Meet Minimum Expectations	1

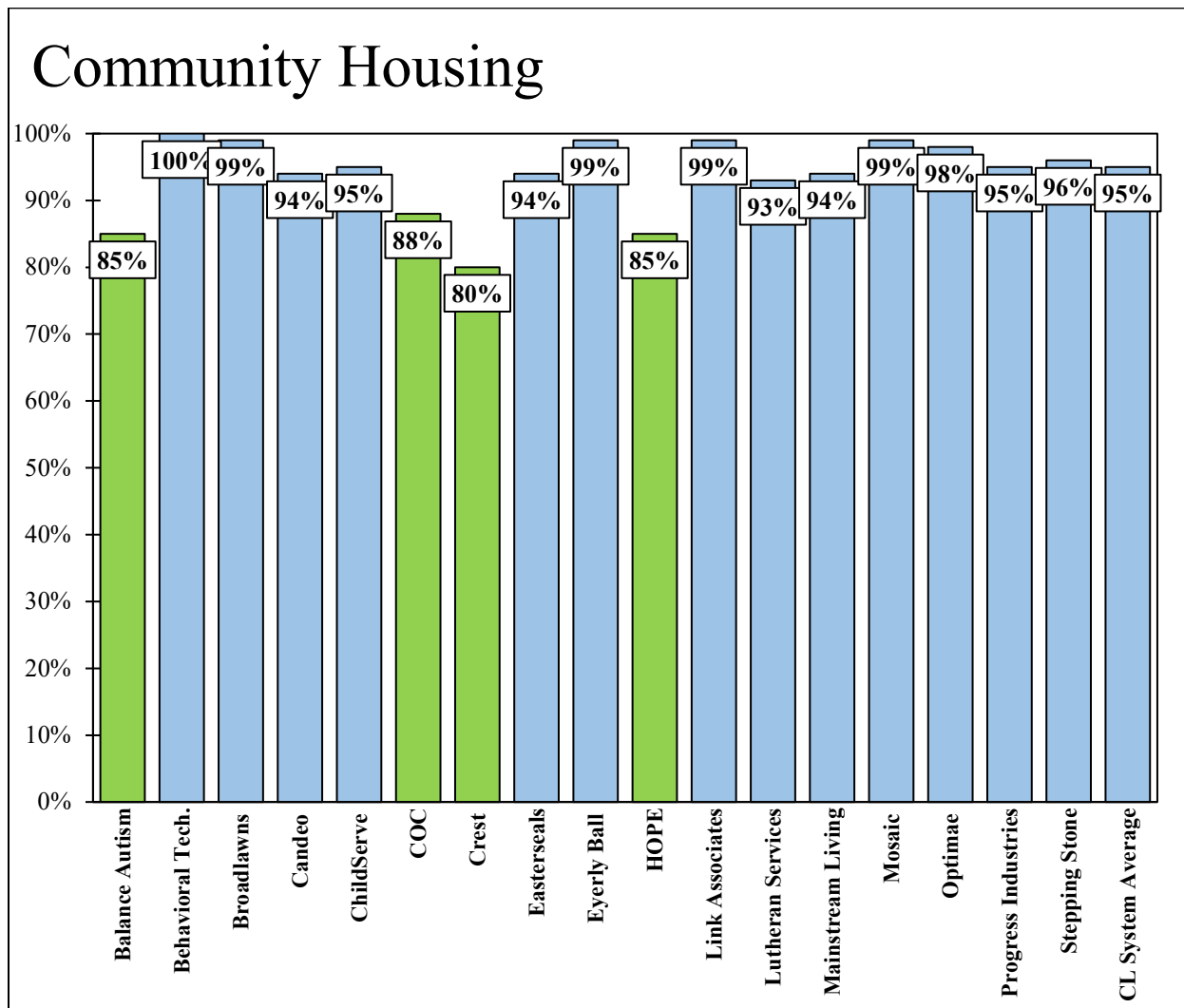


Community Housing

System Result: Exceeds Expectations

PCHS recognizes with this outcome that individuals with disabilities face challenges to find safe, affordable, accessible and acceptable housing. The intent of this outcome is to assist individuals with disabilities in establishing a home that is personally satisfying, meets health and safety expectations, provides a barrier-free environment, and allows the individual to have the resources to meaningfully and fully participate in their community.

Goal	Rating	Points
Greater Than 89 %	Exceeds Expectations	4
80 % - 89 %	Meets Expectations	3
70 % - 79 %	Needs Improvement	2
Less Than 70 %	Does Not Meet Minimum Expectations	1

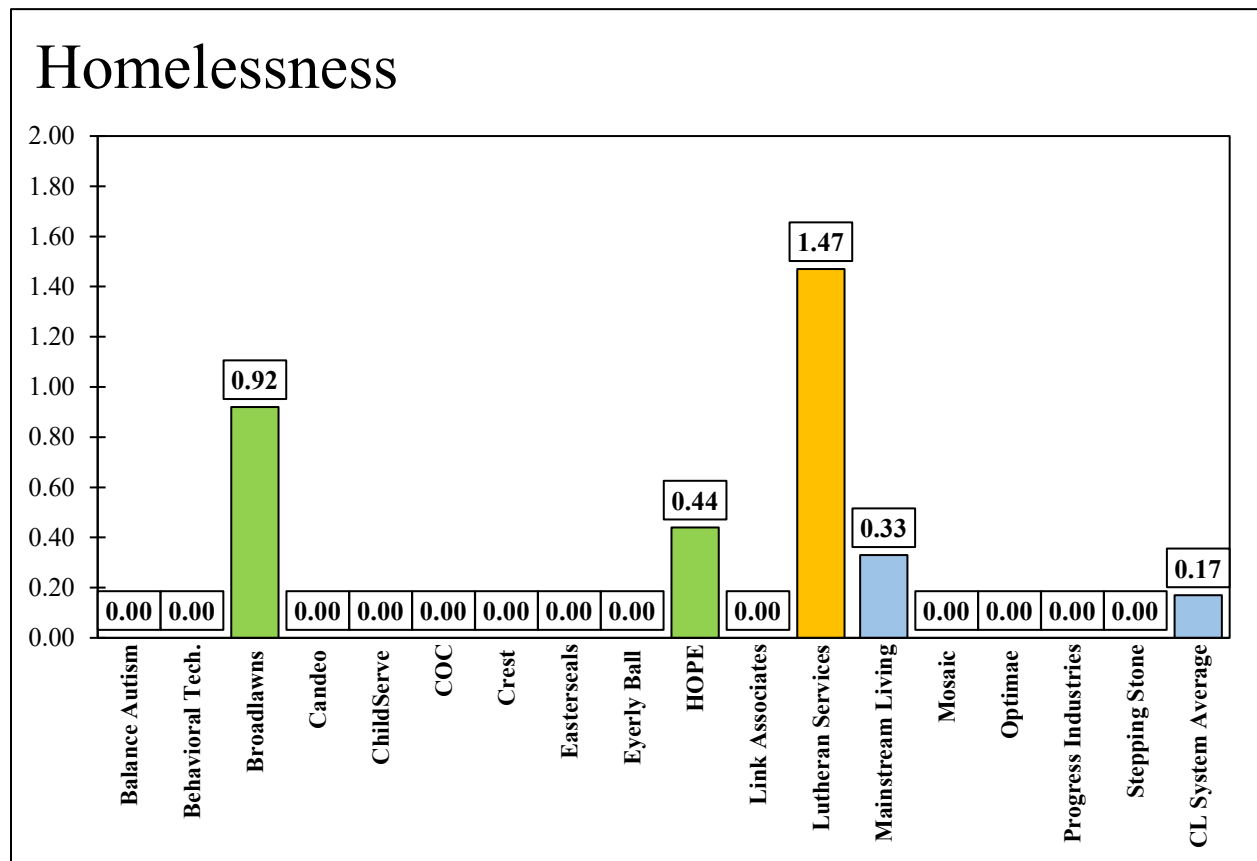


Homelessness

System Result: Exceeds Expectations

The intent of this outcome is to provide adequate supports for people in the community in order to reduce the number of nights spent homeless. The outcome is measured by the average number of nights spent in a homeless shelter or on the street per individual per year.

Goal	Rating	Points
Less Than 0.41	Exceeds Expectations	4
0.41 – 1.00	Meets Expectations	3
1.01 – 2.00	Needs Improvement	2
Greater Than 2.00	Does Not Meet Minimum Expectations	1

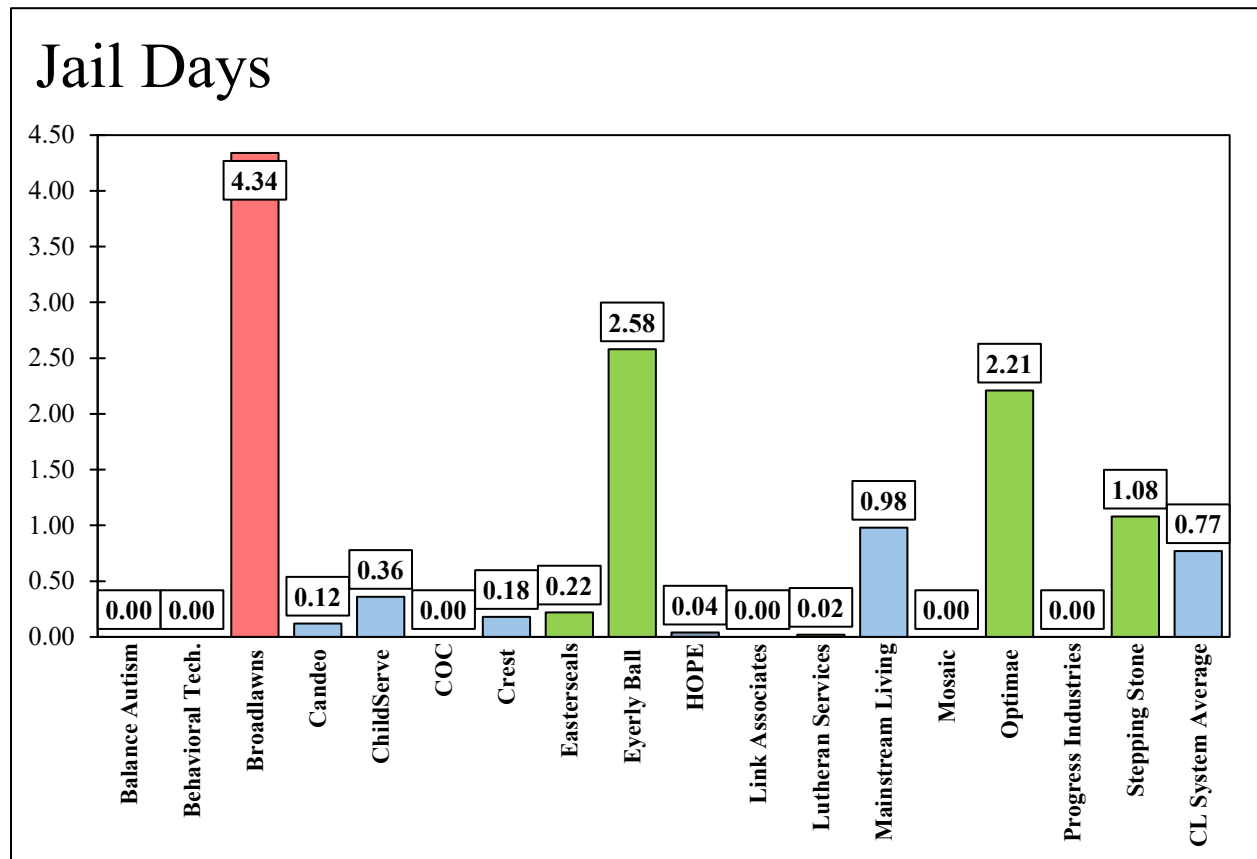


Involvement in the Criminal Justice System

System Result: Exceeds Expectations

The intent of this outcome is to provide adequate supports in the community to prevent offenses or re-offenses and, thus, minimize the number of days spent in jail. The measure for this outcome is the average number of jail days utilized per person per year.

Goal	Rating	Points
Less Than 1.00	Exceeds Expectations	4
1.00 - 2.99	Meets Expectations	3
3.00 - 3.99	Needs Improvement	2
Greater Than 3.99	Does Not Meet Minimum Expectations	1

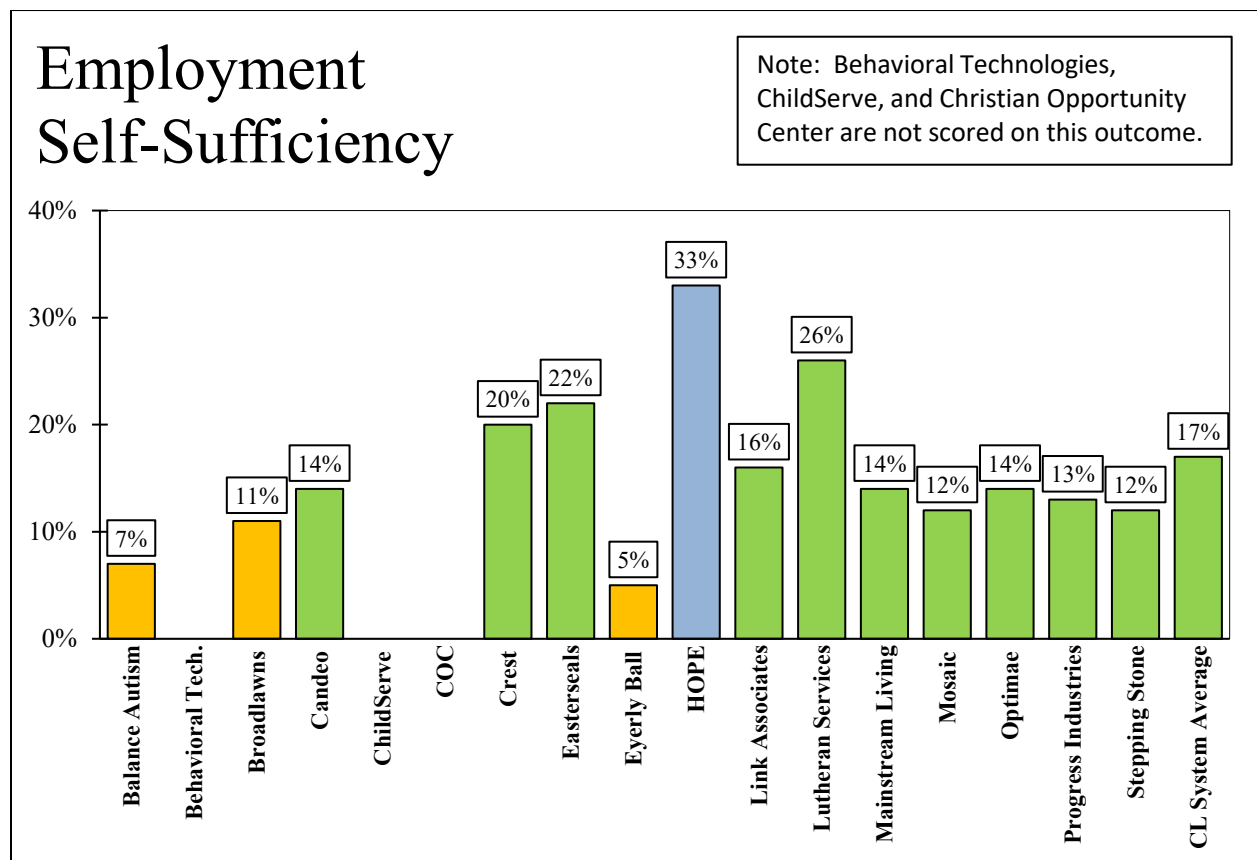


Employment - Working Toward Self-Sufficiency

System Result: Meets Expectations

PCHS recognizes that employment is not only a profound issue for the disability community but a key to self-sufficiency. PCHS has developed two employment outcomes: Employment–Working Toward Self-Sufficiency and Engagement Toward Employment. Employment–Working Toward Self-Sufficiency is measured as the percentage of employable individuals working 20 hours or more per week and earning the minimum wage or greater during the four reporting weeks in two specified reporting periods. The intent of the outcomes is to increase the employment rate of people with disabilities and increase earned wages. Results are reported and scored for programs with ten or more employment eligible individuals.

Goal	Rating	Points
Greater Than 32%	Exceeds Expectations	4
12% - 32%	Meets Expectations	3
5% - 11%	Needs Improvement	2
Less Than 5%	Does Not Meet Minimum Expectations	1



During the exit meeting, programs reported that participants have experienced barriers for employment. Some who have applied for Social Security have been told by their advocates (e.g.,

lawyers) that they cannot work because doing so would risk their losing their eligibility. The same advice has been given for receiving rental assistance. In other cases, participants have met with vocational providers but have encountered resistance in the system to make referrals. For example, they may have trouble getting funding for programs outside the county. The programs report that they believe the state's Managed Care Organizations (MCOs) do not see employment as an option and are not making referrals. To help motivated participants find employment, programs have had some success with reverse referrals, where rather than relying on IHH/Medicaid-funded services to make referrals for participants to community-based employment services, as was past practice, the CL programs have begun to make these referrals

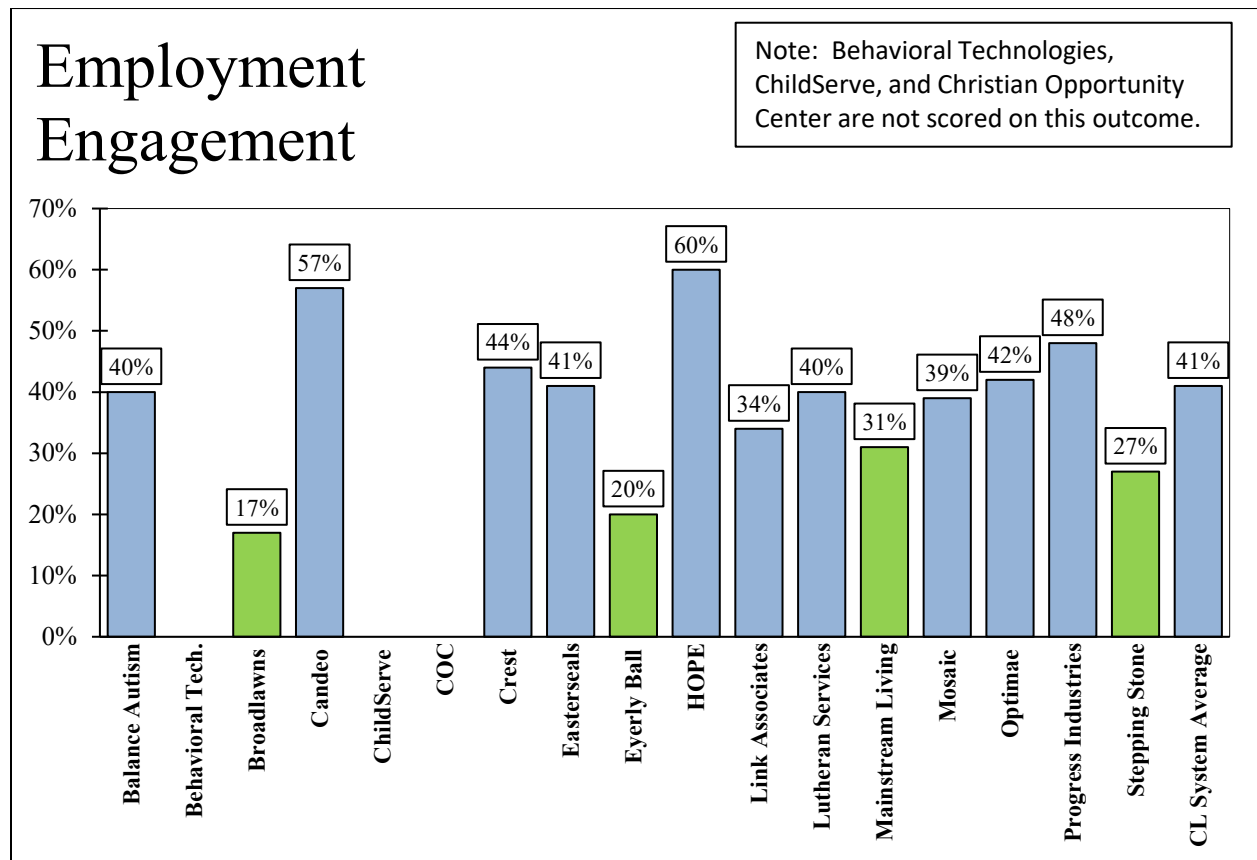
The programs also report that transportation is a barrier for employment. They report that the MCOs do not fund transportation for hourly support. And if residential providers want to transport a participant to a job, they have to do so on their own time.

Employment – Engagement Toward Employment

System Result: Exceeds Expectations

PCHS recognizes that employment is not only a profound issue for the disability community but a key to self-sufficiency. PCHS has developed two employment outcomes: Employment–Working Toward Self-Sufficiency and Engagement Toward Employment. Engagement Toward Employment is measured as the percentage of employable individuals working 5 hours or more per week and earning the minimum wage or greater during the four reporting weeks in two specified reporting periods. The intent of the outcomes is to increase the employment rate of people with disabilities and increase earned wages. Results are reported for programs with ten or more employment eligible individuals.

Goal	Rating	Points
Greater Than 32%	Exceeds Expectations	4
12% - 32%	Meets Expectations	3
5% - 11%	Needs Improvement	2
Less Than 5%	Does Not Meet Minimum Expectations	1

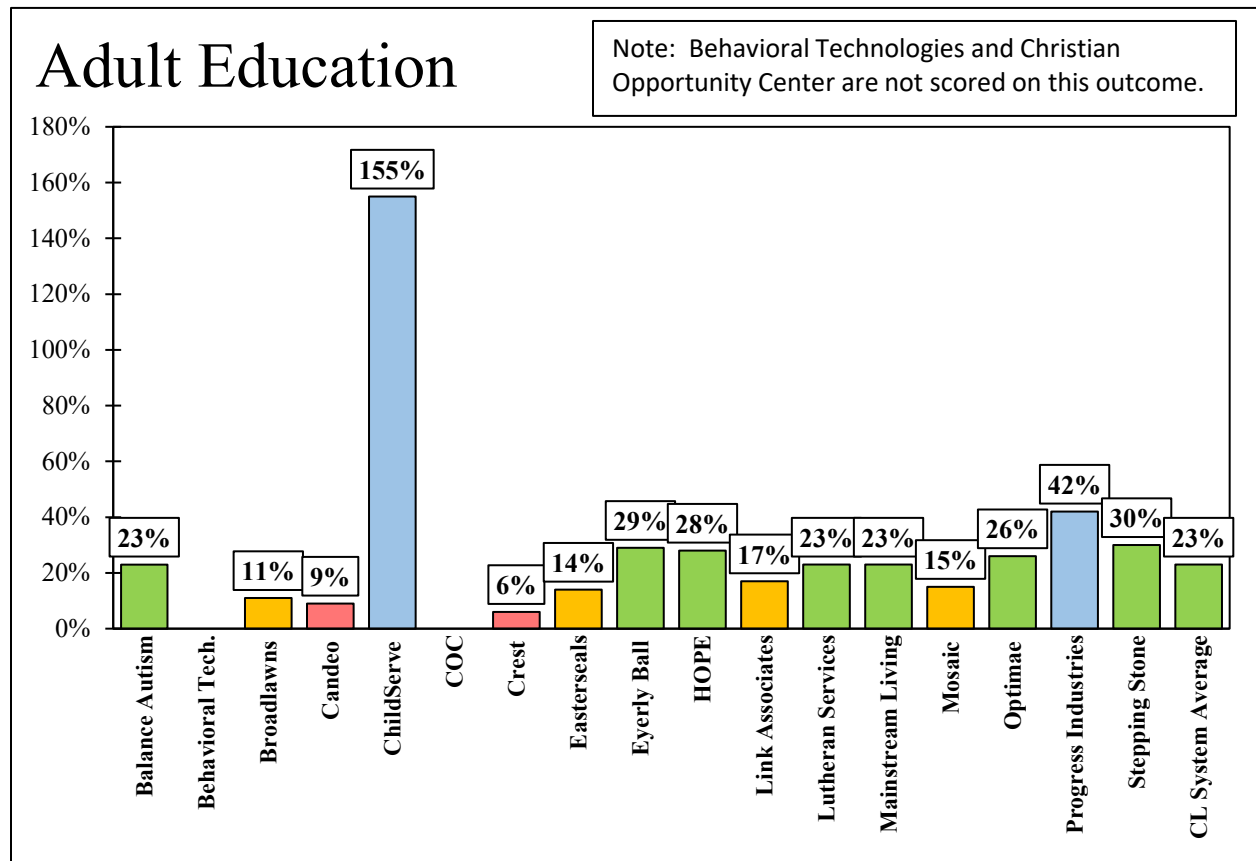


Adult Education

System Result: Meets Expectations

PCHS recognizes with this outcome that education has an important impact on independence, employment, and earnings. Their intent for this outcome is to increase skill development. The outcome is measured by the percentage of employable individuals involved in training or education during the fiscal year.

Goal	Rating	Points
Greater Than 39%	Exceeds Expectations	4
20% - 39%	Meets Expectations	3
10% - 19%	Needs Improvement	2
Less Than 10%	Does Not Meet Minimum Expectations	1



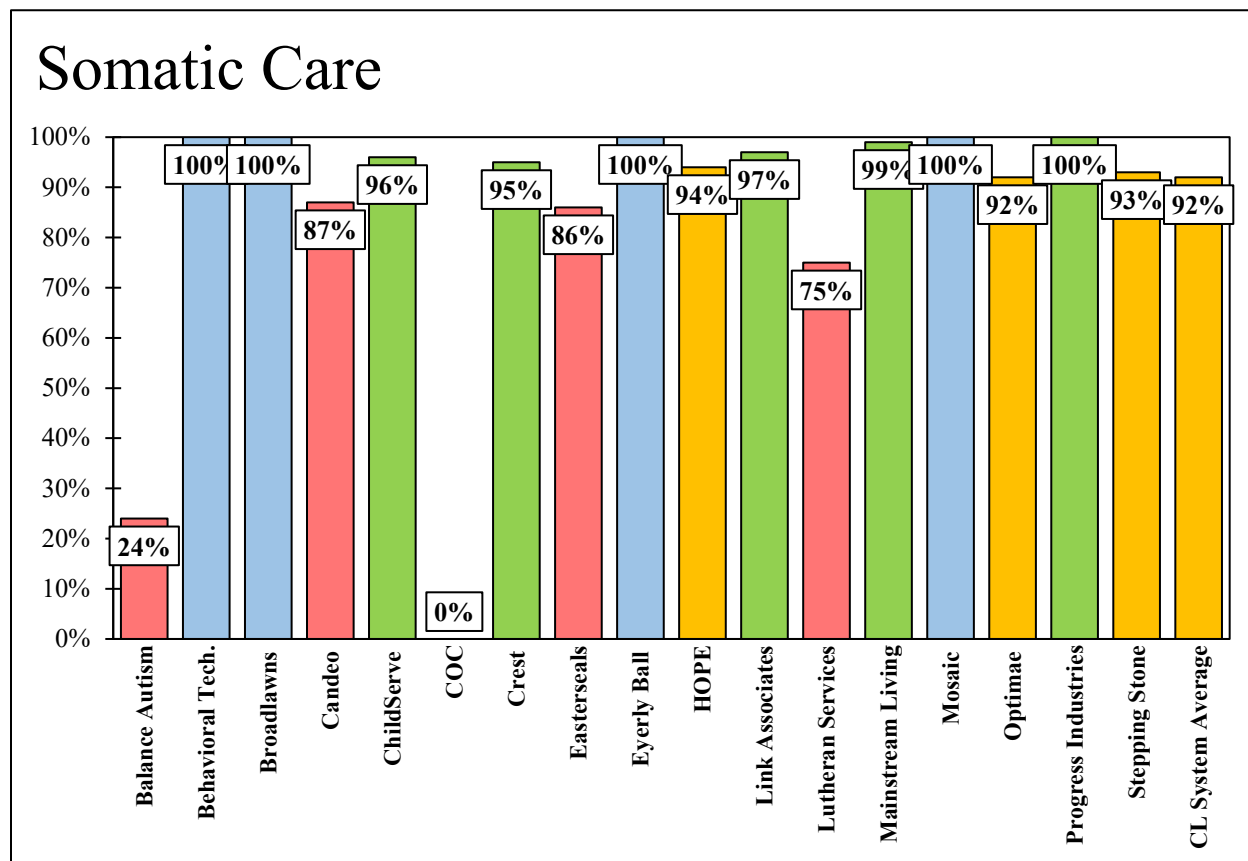
Note that the scores for education include those participants who are likely to engage in education without significant support (i.e., those below Level of Support 5 or 6). ChildServe attained greater than 100% in this outcome because many participants who score LOS 5 or 6 were engaged in education, effectively giving the agency extra credit for this outcome.

Access to Somatic Care

System Result: Needs Improvement

The intent of this outcome is to ensure that people have accessible and affordable health care. This outcome is measured as the percentage of individuals having documentation supporting involvement with a physician.

Goal	Rating	Points
100%	Exceeds Expectations	4
95% - 99%	Meets Expectations	3
90% - 94%	Needs Improvement	2
Less Than 90%	Does Not Meet Minimum Expectations	1



The programs reported that they are committed to this outcome, but there are barriers to completing it. For one, sometimes there can be a breakdown in communication between IHH workers and CL providers when somatic care has been achieved and entered into the system, so it does not get reported by one program. Some participants, particularly those with mental health

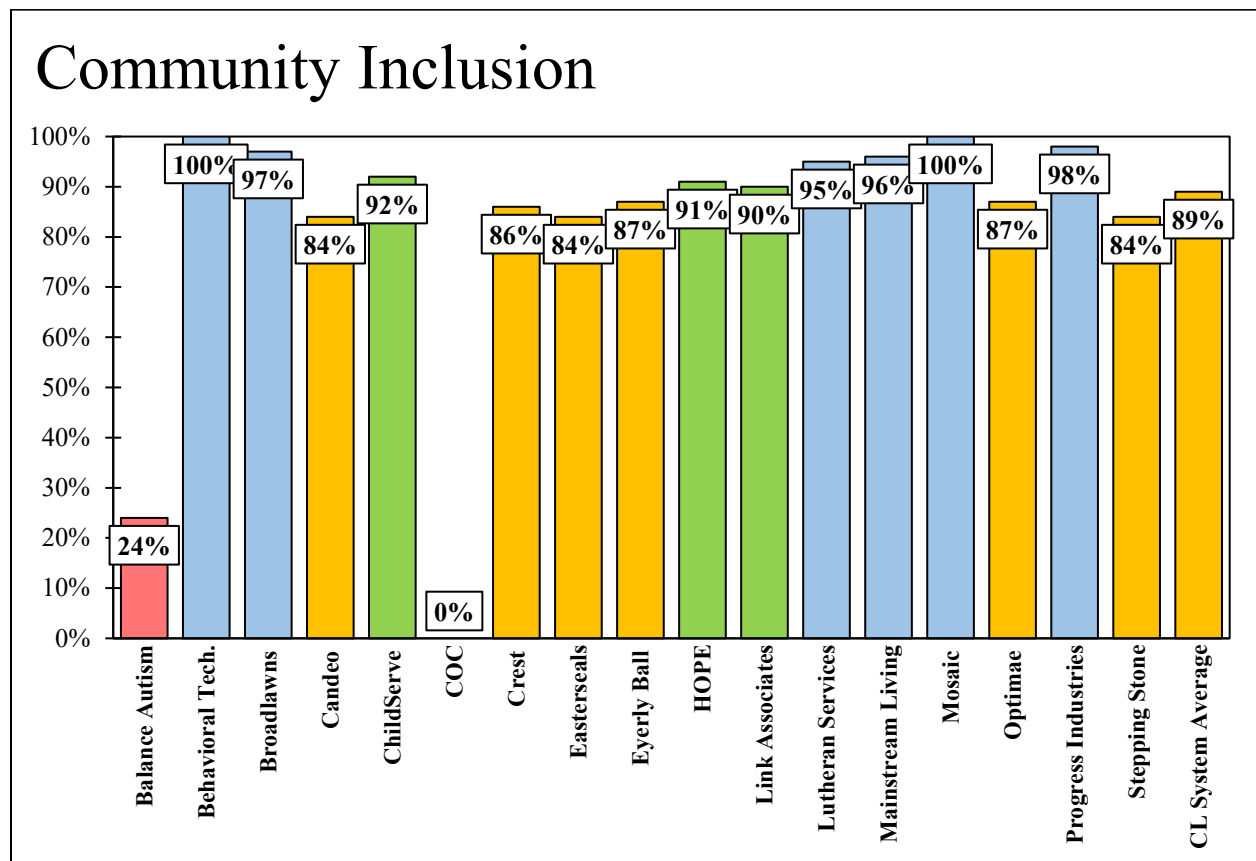
issues who do not want to leave their homes, do not want to go for physicals because they are worried about seeing doctors. Some are reliant on guardians to get them to appointments, and the guardians forget or do not follow through. For young adults, doctor visits are not a priority.

Community Inclusion

System Result: Needs Improvement

People with disabilities spend significantly less time outside the home, socializing and going out, than people without disabilities. They tend to feel more isolated and participate in fewer community activities than their nondisabled counterparts. [Source: The National Organization on Disability (N.O.D.)]. The intent of this outcome is to remove barriers to community integration activities so people with disabilities can participate with nondisabled people in community activities of their choice and become a part of the community.

Goal	Rating	Points
Greater Than 94%	Exceeds Expectations	4
90% - 94%	Meets Expectations	3
60% - 89%	Needs Improvement	2
Less Than 60%	Does Not Meet Minimum Expectations	1



As with Somatic Care, there are similar barriers to Community Inclusion. Tracking inclusion activities are difficult with participants engaging in activities on their own. And some communication may be required among programs (IHH versus CL providers) for accurate reporting. Some participants do not want to leave their homes. Others have challenging

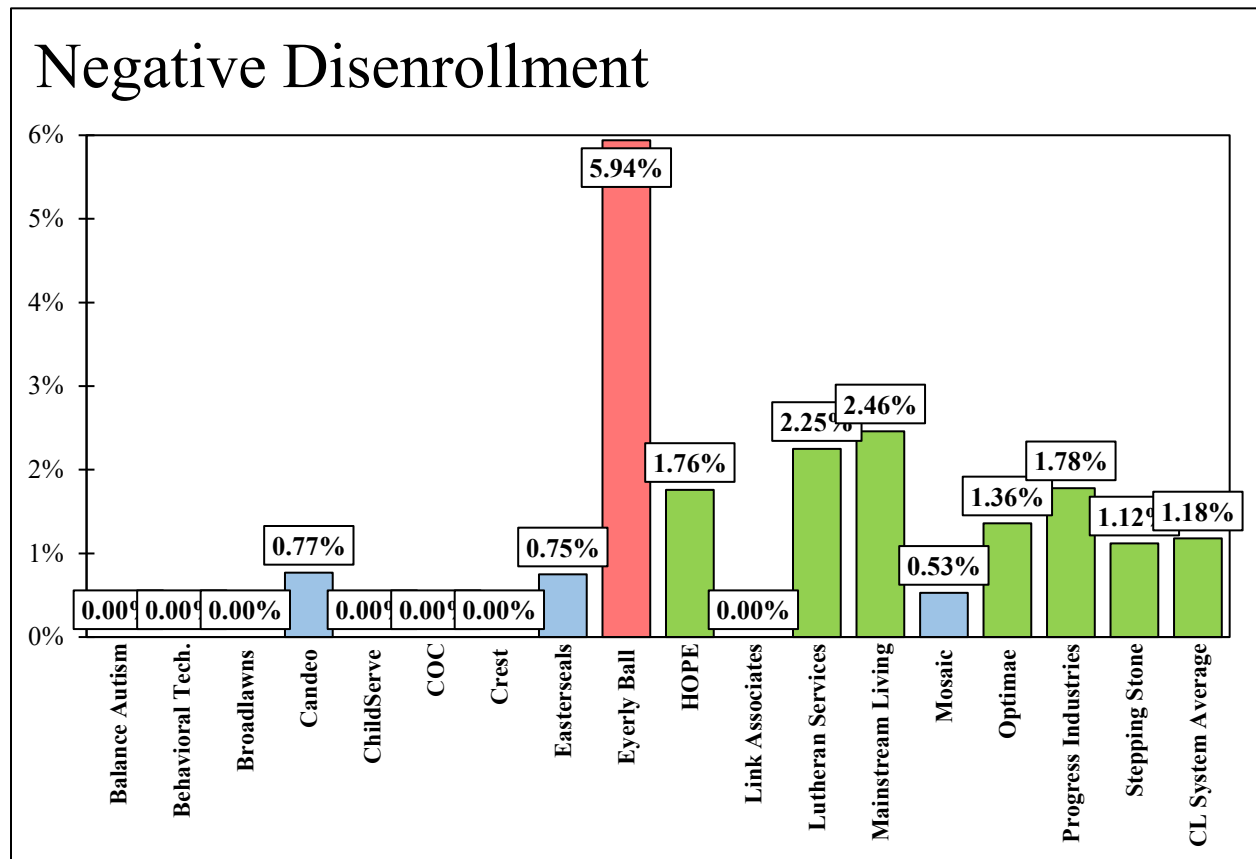
behaviors, such as aggression, yelling, inappropriate sense of personal space, that can be detrimental to the participant when done in public. Participants do seem to be more accepting of agency-sponsored activities, which are not scored as Community Inclusion activities, but these can be used as an entree into community activities.

Negative Disenrollment

System Result: Needs Improvement

The intent of this outcome is for the agencies to develop trusting and meaningful relationships with their participants to ensure continuity of care and avoid people with disabilities falling through the cracks because they are too difficult or too expensive for the agency to assist. This outcome is measured by the percentage of individuals who were negatively disenrolled. Negative disenrollments occur when an individual refuses to participate, is displeased with services, is discharged to prison for greater than 6 months, or when the agency initiates discharge.

Goal	Rating	Points
Less Than 1.0%	Exceeds Expectations	4
1.0% - 2.9%	Meets Expectations	3
3.0% - 3.9%	Needs Improvement	2
Greater than 3.9%	Does Not Meet Minimum Expectations	1



Programs report several reasons for discharging participants. Mainstream discharges those who refuse to participate in services within 30 days. These discharges often occur when participants do not understand the services they were offered or when they join only to get rental assistance.

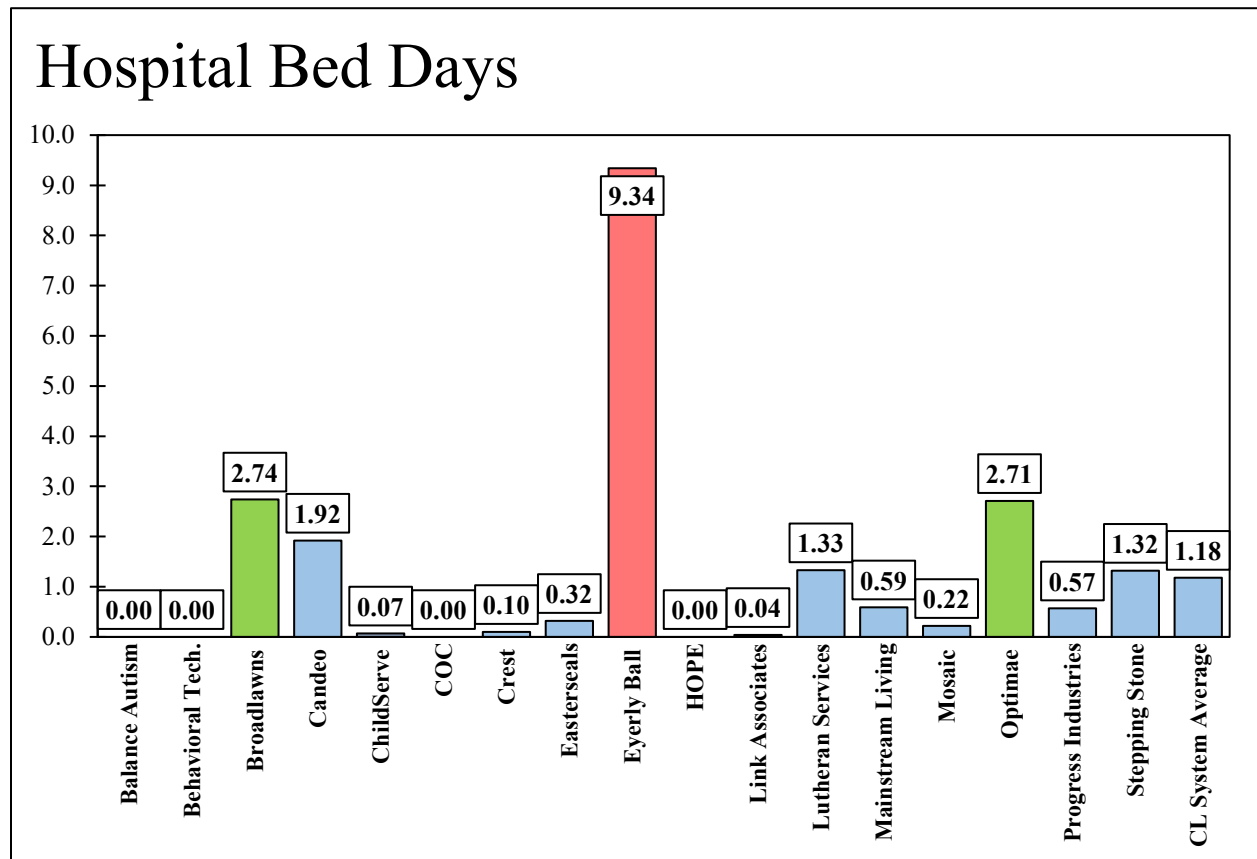
Eyerly Ball reported that they discharge when there is an assault on staff, if they are carrying weapons, or if they have too high a level of need and should be in another program. Eyerly Ball SCL reported that participants must appear to at least 50% of services, though they are given several chances. Programs would prefer not to hold places to individuals who are not participating when they have referrals waiting to be placed.

Psychiatric Hospitalizations

System Result: Exceeds Expectations

The intent of this outcome is to provide adequate supports in the community so people can receive community-based services. It is measured as the average number of psychiatric hospital days per individual per year.

Goal	Rating	Points
Less Than 2.00	Exceeds Expectations	4
2.00 – 3.49	Meets Expectations	3
3.50 – 4.50	Needs Improvement	2
Greater Than 4.50	Does Not Meet Minimum Expectations	1

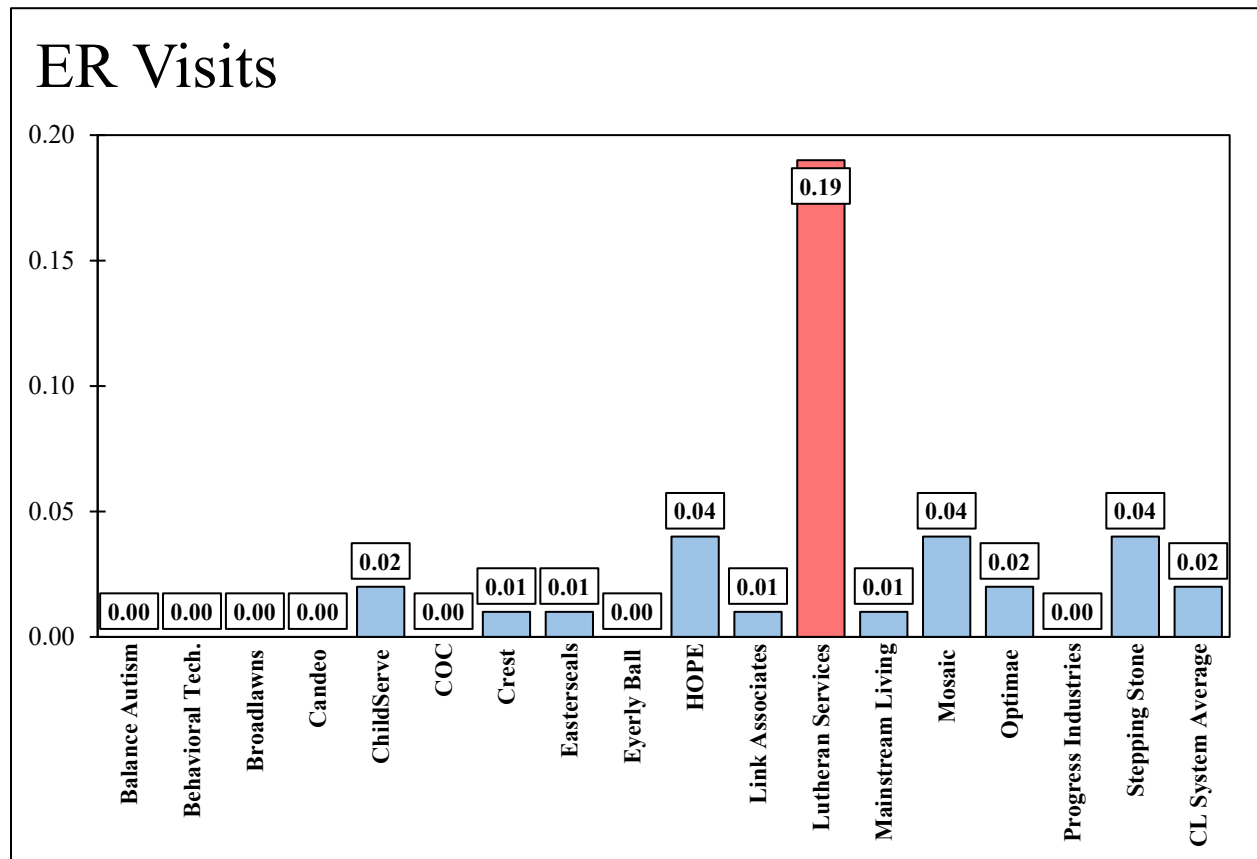


Emergency Room Visits for Psychiatric Care

System Result: Exceeds Expectations

The intent of this outcome is to provide adequate supports in the community so that people do not access psychiatric care through the emergency room (ER). The outcome is measured as the average number of emergency room visits per individual per year.

Goal	Rating	Points
Less Than 0.06	Exceeds Expectations	4
0.06 – 0.10	Meets Expectations	3
0.11 – 0.16	Needs Improvement	2
Greater Than 0.16	Does Not Meet Minimum Expectations	1

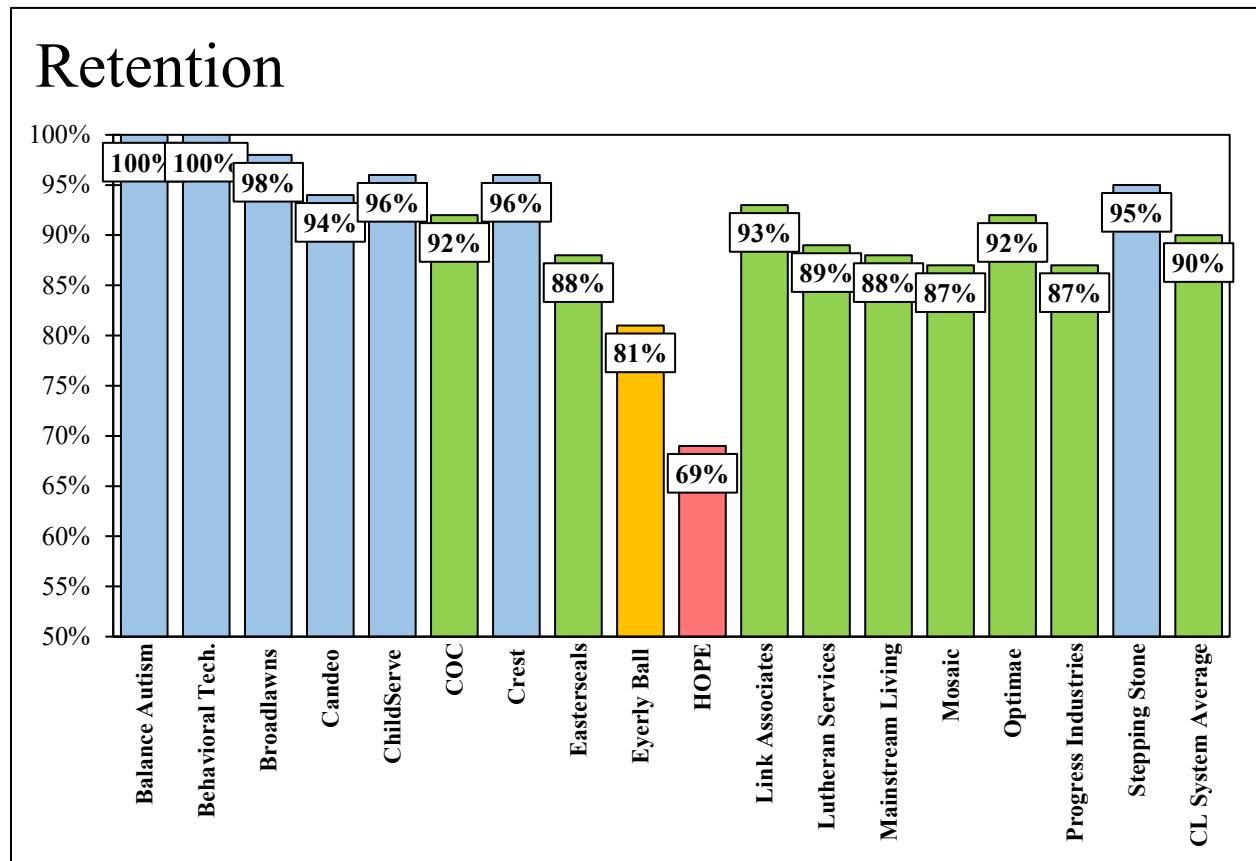


Participant Retention

System Result: Meets Expectations

The intent of this outcome is for individuals with disabilities to be supported through long term services and relationships with community living service providers. This outcome is measured as the percent of individuals supported for at least a year with the community living service provider out of the total number of individuals supported by that provider.

Goal	Rating	Points
Greater Than 93%	Exceeds Expectations	4
85% - 93%	Meets Expectations	3
75% - 84%	Needs Improvement	2
Less Than 75%	Does Not Meet Minimum Expectations	1

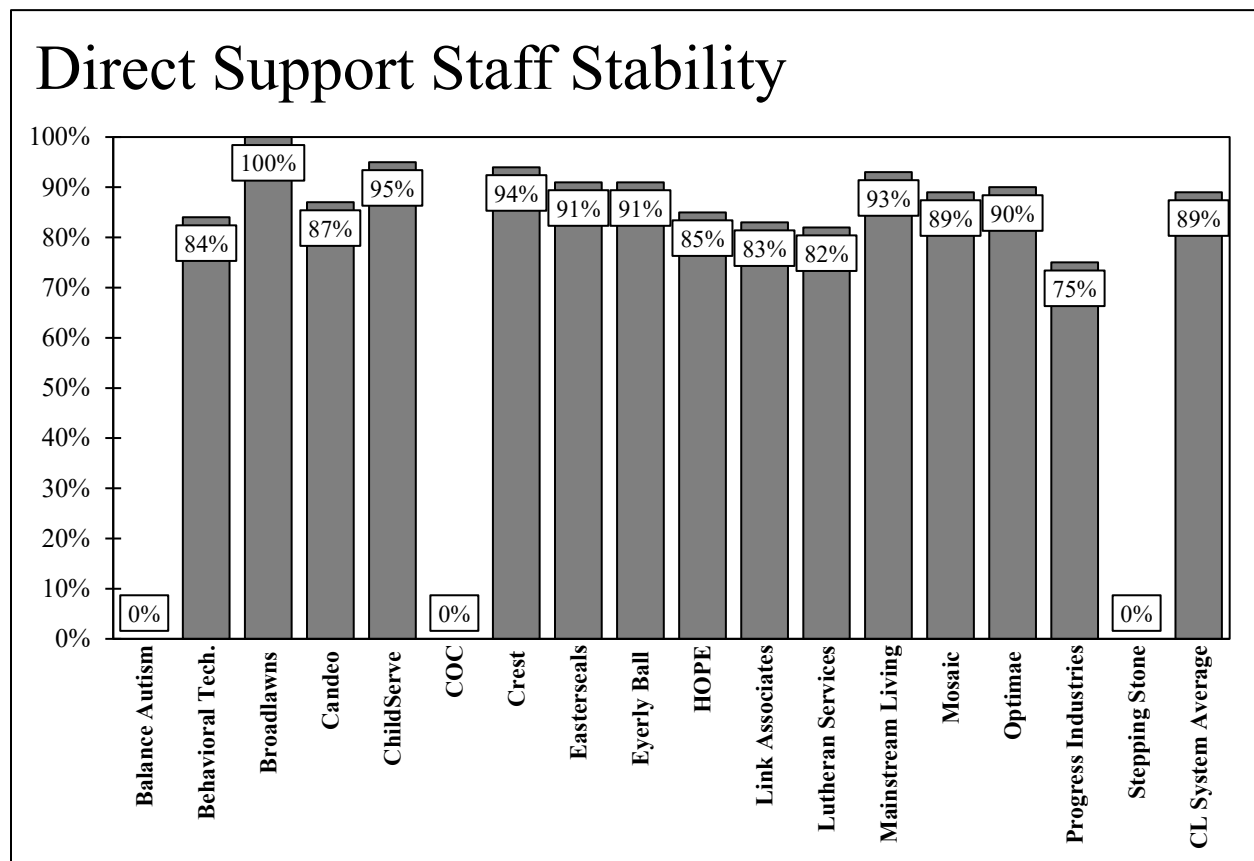


Staff Stability – Direct Support Staff

System Result: Baseline Year

The intent of this outcome is that individuals with disabilities will be supported through long term relationships with community living service providers. There are two outcomes for staff stability: Stability of Direct Support Staff and Stability of Other Staff. Direct Support Staff Stability outcome is measured as the percent of direct support staff retained each quarter, averaged over the year. Agencies report staff stability each quarter. Agencies are not included if they did not report staff stability each quarter or if their score could not be calculated because data were not entered correctly.

This is the fifth year in which staff stability was split into two outcome measures. Targets were not set for this year.

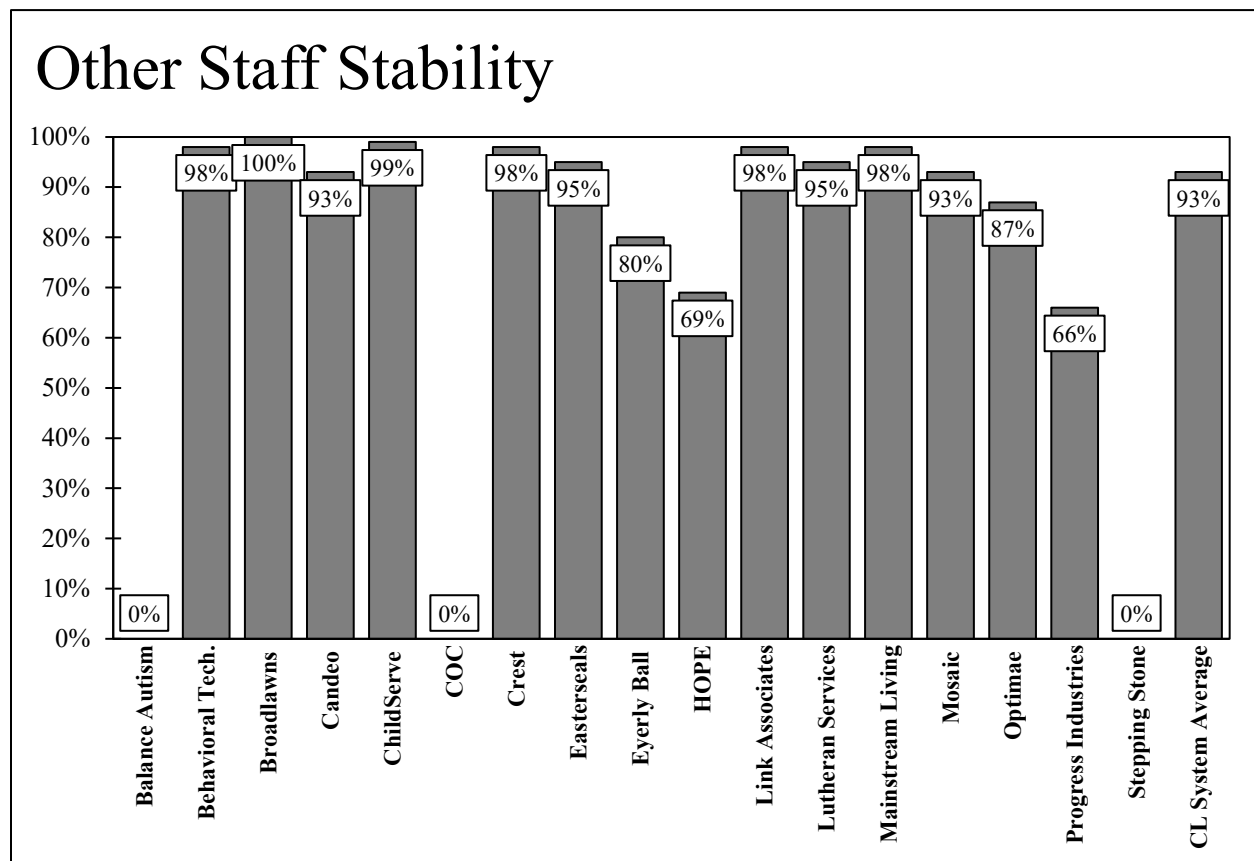


Staff Stability – Other Staff

System Result: Baseline Year

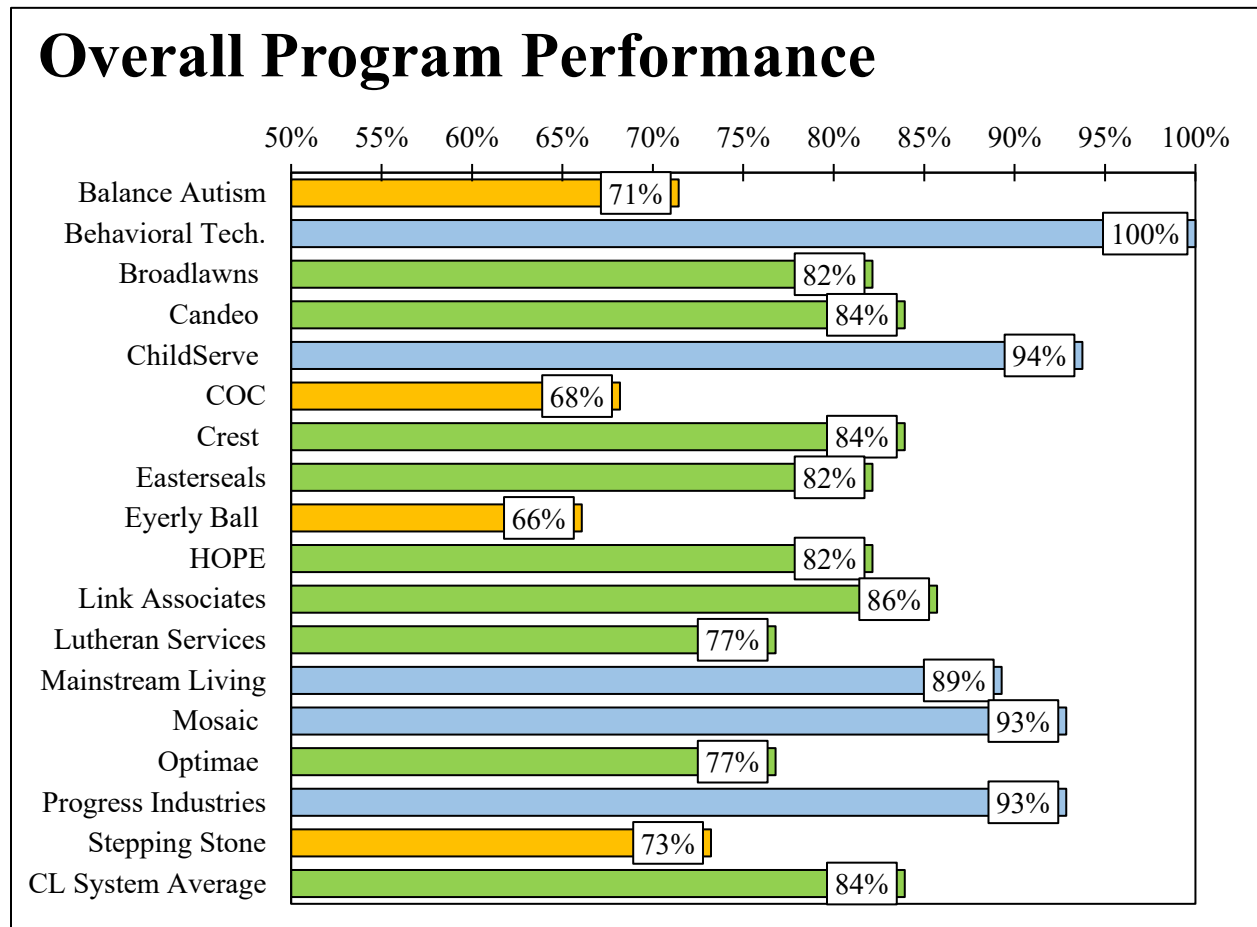
The intent of this outcome is that individuals with disabilities will be supported through long term relationships with community living service providers. There are two outcomes for staff stability: Stability of Direct Support Staff and Stability of Other Staff. Other Staff Stability outcome is measured as the percent of nondirect support staff retained each quarter, averaged over the year. Agencies report staff stability each quarter. Agencies are not included if they did not report staff stability each quarter or if their score could not be calculated because data were not entered correctly.

This is the fifth year in which staff stability was split into two outcome measures. Targets were not set for this year.



Overall System and Agency Results

Goal	Rating	Points
Greater Than 87%	Exceeds Expectations	4
75% - 87%	Meets Expectations	3
63% - 74%	Needs Improvement	2
Less Than 63%	Does Not Meet Minimum Expectations	1



Outcomes by Agency Summary Tables

Agency	FY19 Reported Results by Outcome Area and Agency															
	Participant Satisfaction	QOL	Housing	Homeless	Jail	Working Toward Self-Sufficiency	Engagement Toward Employment	Education	Somatic Care	Community Inclusion	Negative Disenrollment	Psych. Hosp.	ER Visits	Participant Retention	Direct Staff Stability	Other Staff Stability
Balance Autism	0%	0%	85%	0.00	0.00	7%	40%	23%	24%	24%	0.00%	0.00	0.00	100%	0%	0%
Behavioral Tech.	NA	NA	100%	0.00	0.00	0%	0%	0%	100%	100%	0.00%	0.00	0.00	100%	84%	98%
Broadlawn	100%	100%	99%	0.92	4.34	11%	17%	11%	100%	97%	0.00%	2.74	0.00	98%	100%	100%
Candeco	98%	99%	94%	0.00	0.12	14%	57%	9%	87%	84%	0.77%	1.92	0.00	94%	87%	93%
ChildServe	100%	93%	95%	0.00	0.36	40%	87%	155%	96%	92%	0.00%	0.07	0.02	96%	95%	99%
COC	0%	0%	88%	0.00	0.00	0%	27%	0%	0%	0%	0.00%	0.00	0.00	92%	0%	0%
Crest	99%	91%	80%	0.00	0.18	20%	44%	6%	95%	86%	0.00%	0.10	0.01	96%	94%	98%
Easterseals	97%	90%	94%	0.00	0.22	22%	41%	14%	86%	84%	0.75%	0.32	0.01	88%	91%	95%
Eyerly Ball	88%	80%	99%	0.00	2.58	5%	20%	29%	100%	87%	5.94%	9.34	0.00	81%	91%	80%
HOPE	97%	97%	85%	0.44	0.04	33%	60%	28%	94%	91%	1.76%	0.00	0.04	69%	85%	69%
Link Associates	93%	91%	99%	0.00	0.00	16%	34%	17%	97%	90%	0.00%	0.04	0.01	93%	83%	98%
Lutheran Services	96%	92%	93%	1.47	0.02	26%	40%	23%	75%	95%	2.25%	1.33	0.19	89%	82%	95%
Mainstream Living	98%	96%	94%	0.33	0.98	14%	31%	23%	99%	96%	2.46%	0.59	0.01	88%	93%	98%
Mosaic	100%	97%	99%	0.00	0.00	12%	39%	15%	100%	100%	0.53%	0.22	0.04	87%	89%	93%
Optimae	86%	91%	98%	0.00	2.21	14%	42%	26%	92%	87%	1.36%	2.71	0.02	92%	90%	87%
Progress Industries	96%	92%	95%	0.00	0.00	13%	48%	42%	100%	98%	1.78%	0.57	0.00	87%	75%	66%
Stepping Stone	0%	0%	96%	0.00	1.08	12%	27%	30%	93%	84%	1.12%	1.32	0.04	95%	0%	0%
CL System Average	96%	93%	95%	0.17	0.77	17%	41%	23%	92%	89%	1.18%	1.18	0.02	90%	89%	93%

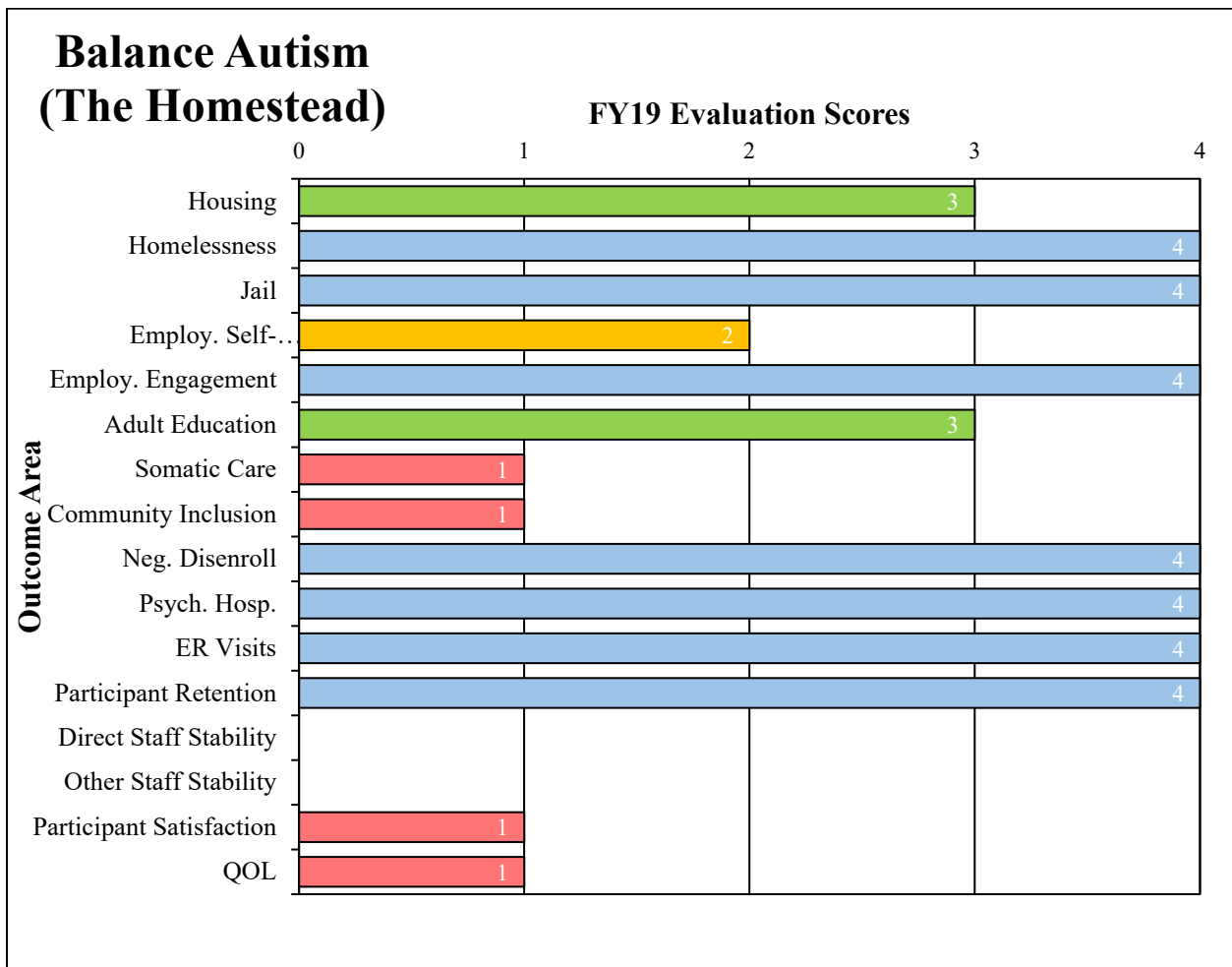
	FY19 Scores by Outcome Area and Agency															
Agency	Participant Satisfaction	QOL	Housing	Homeless	Jail	Working Toward Self-Sufficiency	Engagement Toward Employment	Education	Somatic Care	Community Inclusion	Negative Disenrollment	Psych. Hosp.	ER Visits	Participant Retention	Direct Staff Stability	Other Staff Stability
Balance Autism	1	1	3	4	4	2	4	3	1	1	4	4	4	4	NA	NA
Behavioral Tech.	NA	NA	4	4	4	NA	NA	NA	4	4	4	4	4	4	NA	NA
Broadlawns	4	4	4	3	1	2	3	2	4	4	4	3	4	4	NA	NA
Candeo	4	4	4	4	4	3	4	1	1	2	4	4	4	4	NA	NA
ChildServe	4	3	4	4	4	NA	NA	4	3	3	4	4	4	4	NA	NA
COC	1	1	3	4	4	NA	NA	NA	1	1	4	4	4	3	NA	NA
Crest	4	3	3	4	4	3	4	1	3	2	4	4	4	4	NA	NA
Easterseals	4	3	4	4	4	3	4	2	1	2	4	4	4	3	NA	NA
Eyerly Ball	2	2	4	4	3	2	3	3	4	2	1	1	4	2	NA	NA
HOPE	4	4	3	3	4	4	4	3	2	3	3	4	4	1	NA	NA
Link Associates	3	3	4	4	4	3	4	2	3	3	4	4	4	3	NA	NA
Lutheran Services	4	3	4	2	4	3	4	3	1	4	3	4	1	3	NA	NA
Mainstream Living	4	4	4	4	4	3	3	3	3	4	3	4	4	3	NA	NA
Mosaic	4	4	4	4	4	3	4	2	4	4	4	4	4	3	NA	NA
Optimae	2	3	4	4	3	3	4	3	2	2	3	3	4	3	NA	NA
Progress Industries	4	3	4	4	4	3	4	4	4	4	3	4	4	3	NA	NA
Stepping Stone	1	1	4	4	3	3	3	3	2	2	3	4	4	4	NA	NA
CL System Average	4	3	4	4	4	3	4	3	2	2	3	4	4	3	NA	NA

Appendix A: Individual Agency Results

Balance Autism (The Homestead)

Overall Evaluation Results: Needs Improvement (73%)

Balance Autism provides services to both children and adults with autism. In FY19, program staff supported an average of 43 individuals in the intellectual disabilities waiver, habilitation, and ICF programs in support of community living. In FY19 the program scored a Needs Improvement rating. The program excelled in seven outcome areas, met expectations in two areas, and was challenged in the five remaining areas on which they were evaluated. Balance Autism chose not to participate in the evaluation and, therefore, did not provide data for either of the staff stability outcome measures or the participant satisfaction and quality of life outcome measures. It is unclear if the participant data were reviewed during the fiscal year.

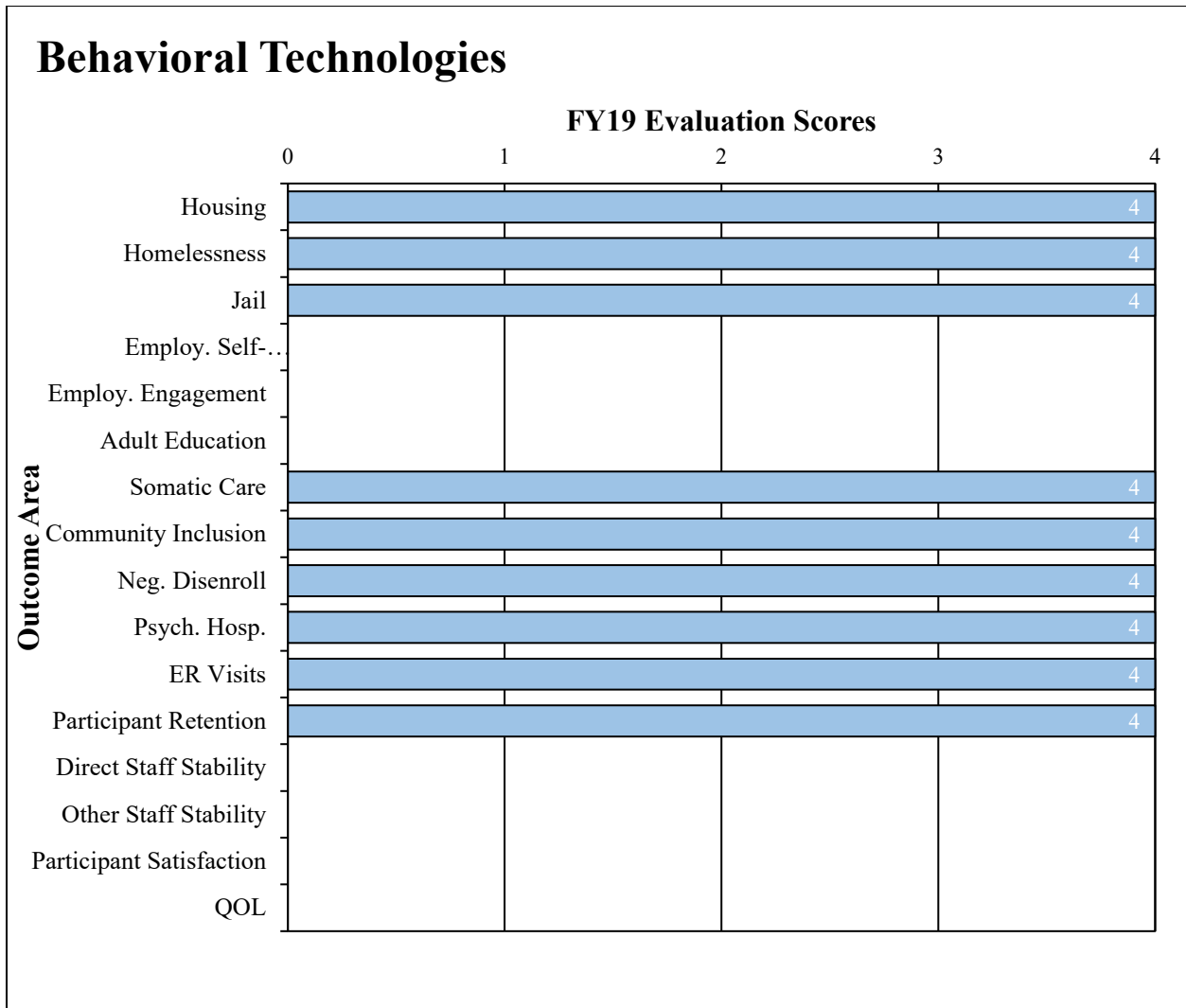


Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	89%	3	96%	4	92%	4	85%	3
Homelessness	0.00	4	0.00	4	0.00	4	0.00	4
Jail	0.00	4	0.06	4	0.02	4	0.00	4
Working Toward Self-Sufficiency	13%	3	13%	3	11%	2	7%	2
Engagement Toward Employment	30%	3	35%	4	35%	4	40%	4
Adult Education	30%	3	33%	3	26%	3	23%	3
Somatic Care	87%	1	90%	2	36%	1	24%	1
Community Inclusion	87%	2	91%	3	48%	1	24%	1
Negative Disenrollment	0.00%	4	0.00%	4	0.00%	4	0.00%	4
Psych. Hosp.	0.00	4	0.58	4	0.64	4	0.00	4
ER Visits	0.06	3	0.04	4	0.00	4	0.00	4
Participant Retention	91%	3	79%	2	95%	4	100%	4
Direct Staff Stability	Not Reported	NA	Not Reported	NA	Not Reported	NA	Not Reported	NA
Other Staff Stability	Not Reported	NA	Not Reported	NA	Not Reported	NA	Not Reported	NA
Participant Satisfaction	NA	NA	99%	4	99%	4	0%	1
QOL	NA	NA	100%	4	95%	4	0%	1
Total		37		49		47		40
Possible		48		56		56		56
Performance	Meets	77%	Exceeds	88%	Meets	84%	Needs Improvement	71%

Behavioral Technologies

Overall Evaluation Results: Exceeds Expectations (100%)

Behavioral Technologies serves adults with intellectual disabilities. In FY19, the program supported approximately 40 adult participants in community living. Consistent with FY18 results, the agency’s community living program exceeded expectations in FY19. The program excelled in all outcome areas on which they were evaluated. Behavioral Technologies is not scored for the employment or education outcomes because they serve too few adults eligible for those outcome areas. No participants were interviewed this year, due to level of disability.

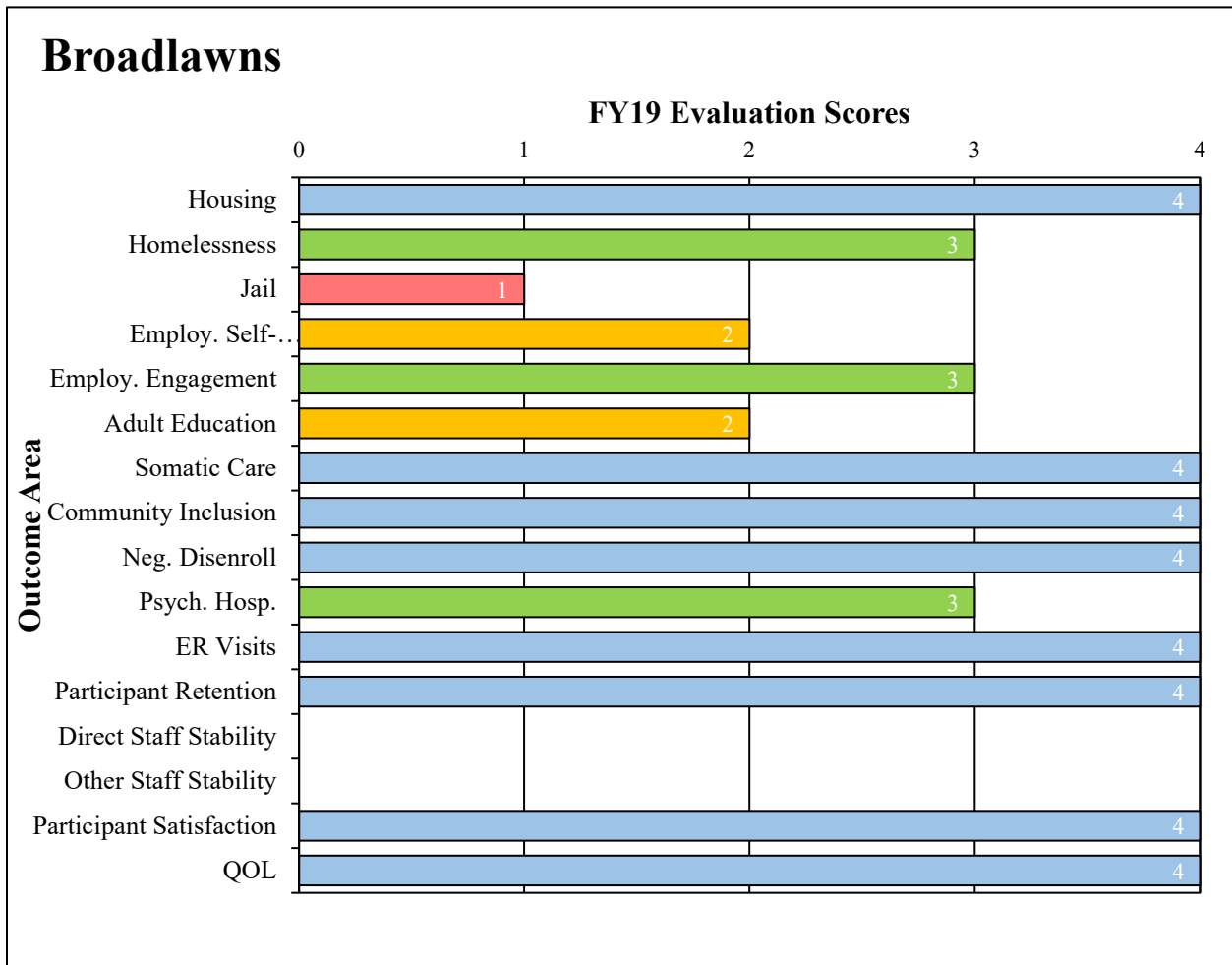


Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	100%	4	100%	4	100%	4	100%	4
Homelessness	0.00	4	0.00	4	0.00	4	0.00	4
Jail	0.00	4	0.00	4	0.00	4	0.00	4
Working Toward Self-Sufficiency	0%	NA	0%	NA	0%	NA	0%	NA
Engagement Toward Employment	0%	NA	0%	NA	0%	NA	0%	NA
Adult Education	0%	NA	0%	NA	0%	NA	0%	NA
Somatic Care	100%	4	100%	4	100%	4	100%	4
Community Inclusion	100%	4	100%	4	100%	4	100%	4
Negative Disenrollments	0.00%	4	0.00%	4	0.00%	4	0.00%	4
Psych. Hosp.	0.00	4	0.00	4	0.00	4	0.00	4
ER Visits	0.00	4	0.00	4	0.00	4	0.00	4
Participant Retention	100%	4	100%	4	100%	4	100%	4
Direct Staff Stability	92%	NA	41%	NA	89%	NA	84%	NA
Other Staff Stability	97%	NA	48%	NA	99%	NA	98%	NA
Participant Satisfaction	NA	NA	NA	NA	NA	NA	NA	NA
QOL	NA	NA	NA	NA	NA	NA	NA	NA
Total		36		36		36		36
Possible		36		36		36		36
Performance	Exceeds	100%	Exceeds	100%	Exceeds	100%	Exceeds	100%

Broadlawns

Overall Evaluation Results: Meets Expectations (82%)

Broadlawns serves primarily adults with mental health issues who are enrolled in Broadlawns' Integrated Health Home program. In FY19, the program supported approximately 58 adult participants in community living. Consistent with FY18 results, the agency's community living program met expectations for FY19. The program excelled in eight outcome areas, met expectations in three additional areas, and was challenged in the three remaining areas on which they were evaluated. Fifteen participants were interviewed. Comments from the participants are listed below.



Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	94%	4	94%	4	97%	4	99%	4
Homelessness	0.85	3	0.65	3	0.00	4	0.92	3
Jail	0.28	4	3.65	2	2.84	3	4.34	1
Working Toward Self-Sufficiency	4%	1	3%	1	9%	2	11%	2
Engagement Toward Employment	6%	2	12%	3	16%	3	17%	3
Adult Education	15%	2	31%	3	36%	3	11%	2
Somatic Care	100%	4	98%	3	95%	3	100%	4
Community Inclusion	93%	3	88%	2	91%	3	97%	4
Negative Disenrollment	0.00%	4	0.00%	4	0.00%	4	0.00%	4
Psych. Hosp.	1.21	4	0.51	4	0.84	4	2.74	3
ER Visits	0.05	4	0.00	4	0.00	4	0.00	4
Participant Retention	97%	4	95%	4	96%	4	98%	4
Direct Staff Stability	98%	NA	97%	NA	100%	NA	100%	NA
Other Staff Stability	100%	NA	100%	NA	100%	NA	100%	NA
Participant Satisfaction	NA	NA	99%	4	95%	4	100%	4
QOL	NA	NA	97%	4	91%	3	100%	4
Total		40		45		48		46
Possible		56		56		56		56
Performance	Meets	81%	Meets	80%	Meets	86%	Meets	82%

Participant Interviews

Fifteen Broadlawns Community Living participants were interviewed. In interviews, they praised staff for their assistance in times of crisis, in staff's calmness and ability to problem solve, and their dedication. Their comments included the following:

I get therapy, housing, and we set goals for me that I have been working with them on. They have helped me stabilize housing and they have helped me stabilize employment. To establish full-time employment, to seek secure housing, and healthy living. I had gotten off of my psych meds and when I felt that I needed to get back on them, they guided me in

what direction I had to go. Most definitely, since I started working with them I have not been homeless in over two years. And I have gained full-time employment. I have been in the same house for over a year and a half now [as opposed to homeless].

They are caring and loving I feel like I have a best friend in them. I can call anytime they are working, and they will talk to me or calm me down, or whatever, help me with the problem. ... [I]t is the best program I have ever been associated with. If I am depressed, we will go someplace. I have been dealing with my PTSD which has gotten worse. But you know, I get out more and feel like I have a friend with the service. The first place I had with them was a dump. I found it myself, but I had limited time and it was not easy, but then they helped me find this place and I am never leaving. I love it.

It has had a positive impact. Well, they help me get a stable home. Well my social life [has improved since starting SCL]. I was basically a loner and socially I am more open now. [I] can deal with people more. Socially, communication, being able to deal with, to cope mentally [has improved]. They have found me housing.

They take me to my doctor appointments and take me to the grocery. I do not get out very often. A staff member gets me out once a week, and I usually go to the food pantry every day. It helps me to save gas. Otherwise, I was riding the bus. When I got this house the bus line was on the street, and somewhere over the lines they moved it two blocks up. I still depend on them to take me to my appointments because otherwise I would run out of gas before I know it.

Just knowing that [Staff] is there and interested in my life and knows what to say has really helped. She has helped me apply for elderly waivers and stuff like that, which was a goal. We talk mainly about my doctor's visits, though one time [Staff] walked with me at the Y, which was one of my goals, to lose weight. They help me get resources and improve my health, so I am not as dependent on things. Sometimes they take me to Aldi's or to the mall or to the grocery store or the bank. I feel like I can face crises better now than in the past. Because of their support, you become more self-confident. I am a lot more independent, a lot more mobile, a lot more expressive in conversations, things like that. I guess because Broadlawns helps take care of my health needs, I can concentrate on the fun parts of life.

[S]omebody to take me to the grocery store because I have really high anxiety. Help with like getting my paperwork turned in on time and filling out the papers if needed. I am getting to my important doctor visits, my psychiatrist, getting my meds picked up if needed.

I have a worker that comes and takes me to my doctor's appointments and sits with me because I have severe anxiety, takes me to the food pantry for groceries. Basically, if there is somewhere I cannot go by myself, she will go with me. and she is awesome. My current goals are to try to go out into the general public more and just to deal with my doctor's appointments and medicines that they give me. She seems really focused on me, and if I ever need something or have a question, she takes the time to talk with me and

figure it all out. She is just awesome, totally awesome. Well it seems like my anxiety does not erupt so much because I am with a worker and she helps calm me down. I have not had near as many panic attacks as I used to and now I can deal with them on my own.

Since I do not like to go around people very much it helps in a way that I got out in the community more, such as going to the Historical Museum and the Botanical and Art Center. I like it because I have someone with me, and I am not scared. One of the two very bad things I have been working through is anxiety and the rage, and the program has helped me so much. It is very relieving to have someone advocating for you, someone to talk to when you are having even minor problems and to keep going upwards.

One of [my goals] is to lose some weight and another one is, I have trouble falling once in a while so I am practicing at home with balance and stuff, but when I start rehab it will be more intense. I have blood clots in both of my legs and I have for years, so they arranged for me to get these things that go all the way up my legs and you zip them up and plug them into a little machine, and then they squeeze your legs and that helps with my leg swelling.

She gets me out of the house. We go to the store, and she keeps me connected that way. Working on my health, getting out in the community more, getting food ... we go to the food pantries. They get me out and have me walk, and sometimes we go walking, and it keeps me more fit. They open the door for me, help me in with my walker, always ask my opinions. They provide services. They are nice. I had a crisis. The staff talked to me, helped me get ahold of people who could help me, and we resolved it.

They help me with my medication and help me with my housework. My goal is to quit smoking, and they help me quit smoking and things like that. They help wash my clothes and help me with my laundry but I used to do that. Oh and another thing they do for me is take me to the store to buy groceries, and you know they do an excellent job with that. Yeah, they would help get me to the hospital. When I fell down, they gave me a medical alert thing. In case I fall down I can call them, and they will help me. I guess because I am not as helpless as I used to be, my family loves me. I am more connected to how I spend my money, and stuff like that, through the payee services. They help me with my medication. Being social is easier now.

The housing [has gotten easier to manage] and everyday struggles that I have, like anxiety. The biggest skill that they have taught me is to pick up the phone and call and not try to take it on my own. Prior to getting on the program, my kids were with their father, and I didn't have a real good relationship with [them]. Now with stability they have been able to come back with me, and I think not having so much stress about where I am going to live every day is a big thing. When I first started, they directed me toward support groups and different gatherings they would have monthly. I work full-time now, and when I started, I wasn't working at all. I am living somewhere. I am not homeless. I am able to pay my portion of the rent every month.

I was homeless. I am in a place. I pay some rent.

I had a few crises and I had to call [Staff], and she calmed me down before I called the crisis line, and I felt better. I do not like to go a lot of places where it is crowded. I will go to church, but I have gotten better. My daughter lives in California. I have never flown, and I am doing this in August. ... I want to go out there, but my daughter says that people will scare me. I want to prove to them that I am doing this in August. After a nervous breakdown, moving jobs, being in the hospital, and staying with my sisters, I finally got something back that was mine, and it was all better. It is a great program, and they will help you get your life back started again.

Participants offered only a few concerns or suggestions for improvements.

Really nothing [that I would change] but I know they are all over-worked. More of them would be my answer, I guess.

I would like to spend more time with them.

I guess it would be to have better support when one of the supported community living people ... if they take time off, they do not have someone to cover. They do not have anyone to take me to my surgery this week. They are in the process of hiring someone, I guess.

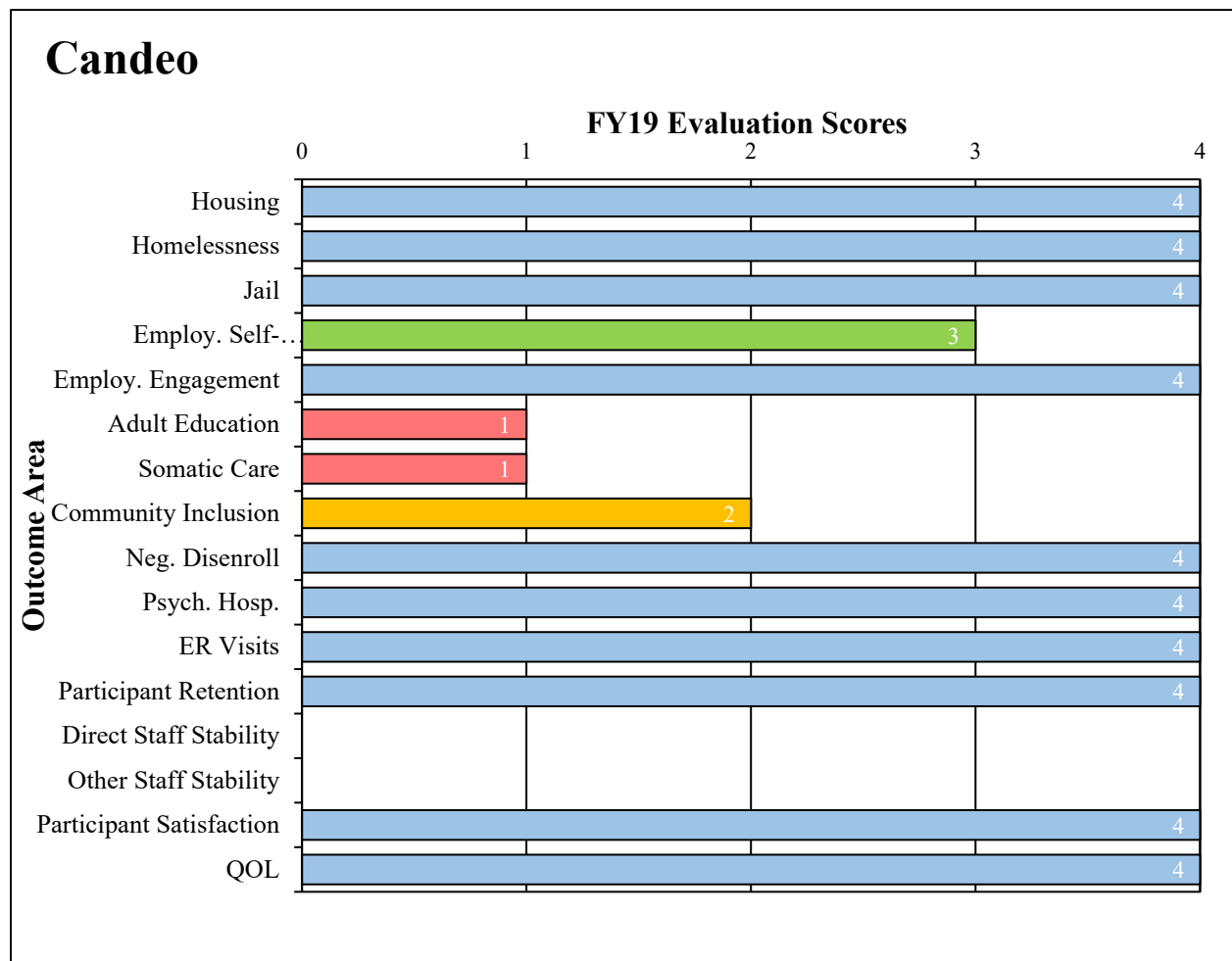
I have heard that some workers take their clients to their doctor's appointments, and I have never had a worker take me to my appointments, and why is that the case? I cannot use the bus, and one year I almost froze to death, and that is one thing. I do not doubt that people have their workers help them get rides.

I am satisfied, but I wish they had more services like they used to. We used to play games and have reading class and art class, and I miss those real bad. Yeah, I am still getting what I need, but I miss those services. More money to provide those services that they used to have that I mentioned.

Candeo

Overall Evaluation Results: Meets Expectations (84%)

Candeo serves adults between the ages of 18 and 65 who have intellectual disabilities, brain injury, or mental health diagnoses. In FY19, the program served an average of 129 adult participants in community living. Consistent with FY18 results, the agency’s community living program met expectations in FY19. The program excelled in ten outcome areas, met expectations in one additional area, and was challenged in the three remaining areas on which they were evaluated. Fifteen participants were interviewed for the evaluation, and they reported being very satisfied with the program. Comments from participants are included below.



Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	95%	4	97%	4	99%	4	94%	4
Homelessness	0.72	3	0.00	4	0.00	4	0.00	4
Jail	0.13	4	1.00	3	0.50	4	0.12	4
Working Toward Self-Sufficiency	18%	3	13%	3	20%	3	14%	3
Engagement Toward Employment	40%	4	39%	4	63%	4	57%	4
Adult Education	16%	2	17%	2	18%	2	9%	1
Somatic Care	88%	1	87%	1	86%	1	87%	1
Community Inclusion	90%	3	89%	2	92%	3	84%	2
Negative Disenrollment	2.00%	3	2.74%	3	0.00%	4	0.77%	4
Psych. Hosp.	1.54	4	3.89	2	2.79	3	1.92	4
ER Visits	0.03	4	0.05	4	0.33	1	0.00	4
Participant Retention	93%	3	95%	4	97%	4	94%	4
Direct Staff Stability	88%	NA	90%	NA	91%	NA	87%	NA
Other Staff Stability	96%	NA	92%	NA	93%	NA	93%	NA
Participant Satisfaction	99%	4	95%	4	96%	4	98%	4
QOL	100%	4	100%	4	95%	4	99%	4
Total		46		44		45		47
Possible		56		56		56		56
Performance	Meets	82%	Meets	79%	Meets	80%	Meets	84%

Participant Interviews

Fifteen Candeo Community Living participants were interviewed. They reported being very satisfied with the services they received and the staff who worked with them. They appreciated support to access their community and live as independently as possible. They particularly liked getting out into the community and learning life skills such as cooking, cleaning, and hygiene. Representative comments included:

I am not really sure why it has made my life better, but it has made my life better. Like cleaning and cooking and stuff like that. They helped me out when my girlfriend broke up with me and they walked me through that. I am nicer to them, and just like that,

everything has changed since I have been working with Candeo. I am just keeping the house cleaner [than before].

Kind of [helping me be independent]; they make sure I am safe in the road or parking lot and make sure I don't walk in front of a car that is moving. They remind me sometimes of hygiene. Sometimes I do that on my own, and sometimes they remind me. Get out more whenever it is nice out. Learn about sports. Just learn about new foods. I do stuff, but I used to eat hamburger not all the way cooked. [They help in the kitchen to make sure the food is safe.]

Just doing a lot of different things like Valley Junction. It is a farm market thing they have with live music and stuff like that. That is usually on a Thursday evening and they will take me to it and get out of the apartment. I go to Planet Fitness in Urbandale. We go and work out there and they have exercise equipment. Sometimes they have picnic-type things, and it is usually at a church or something like that. We all get together and go there and they have awards and stuff like that. One of my goals, when I have my staff, I do a lot of cooking. Usually whatever I decide to cook: sometimes it is baked pork chops, sometimes tuna helper. I just think of what things would be the healthiest for me instead of going out to restaurants.

I am actually working on my coping skills and my cooking skills and hygiene skills. Like trying to cleaning my room and doing the dishes and vacuuming. I would say the hourly workers are there for you. They help with coping and walking through situations. [They help with] social skills and take me out in the community.

[They want me to] exercise and make lists on what to buy for groceries [on my own]. They helped me communicate better.

They always take me places like the library and Planet Fitness. I go shopping and on outings. They do help me get out in the community. I am working on my cooking goals. I volunteer in the community at the library and the bank. They always help me with my volunteering and at the food bank. They are very nice to me and helpful to me. She takes me to go bowling with friends.

They help me budget money and help me look for jobs, and they will help me look for places to live. They have helped me get my driver's license and get my key fixed. They helped me quit smoking. One of my goals is to be able to do a marathon. That is my health goal and trying to eat healthy, and then I have another goal of budgeting money. They are always friendly, all of them. One of my other goals is to volunteer, and they help me volunteer. I do a lot better at work. I talk to the people more better.

I go on walks with them.

I go to the laundromat and I go to the store with them. Also, I go out and exercise. Also, I go out to eat sometimes. I got to get out of here [get out and exercise] and take stuff out to the dumpster, all that good stuff. I have diabetes and I am trying to get my strength back.

I needed help getting places to pay my bills and grocery shop and stuff. Well it made it less hectic as far as when things were getting paid [bills] because I knew when they were coming. And number two: I had the extra help to get up and down the stairs and I did not have to be as scared when going up and down the stairs [from being a fall risk]. Some of them were like being completely on my own, not needing staff. Just also some family issues going on at the time and they were there to help me talk through them and not be so uptight and ornery. I had to grocery shop on my own. They would take me there and I would have a list, but I had to do it myself. I just feel much better when I know someone is coming, I don't feel left out.

I don't know, she helps me clean. ... She does [help me get groceries and] takes me to the library, general things, makes sure my books get returned on time. I feel more active and like I am getting more out in the community and wanting to do stuff. Like I would not go out and be social, like I would just sit on my butt at home every day and be depressed, but now that I have got staff. I go out and do things and that has helped me. I get to meet new people, and I get roommates. It is good. It is fun and you get to meet new people.

They helped me with my job. They help with cooking, grocery shopping. It's easier for me to do what I want to do.

Participants offered a few concerns or suggestions for improvement. Comments included:

There is only one staff member per shift. They don't take me to places to meet people and make friends. We do go shopping or out to eat or doctor appointments. One staff is there 24-hours a day, but we need two staff: one for my roommate and one for me because my roommate has epilepsy and they cannot leave him. We eat out. We go to movies, but we hardly go because my roommate falls asleep. Take me out more, but it is hard with my roommate not being able to have alone time. My mom, before she died, she would have a worker take me to the swimming pool. [I would like to do that now] but my roommate cannot go. If he had a seizure he would die.

[Asked respondent why they did not like his staffing team] They are white.

Have them see me more often.

I will text her if I have appointments if I set [it] up. We don't really talk out of a nonworking day. I don't know, more [contact?]. I mean I am okay. It is just, I will send a message and she will not respond on a nonworking day and I would feel better if I got a response, but it doesn't happen. Well the hours I am getting, I can tell you that [could be improved].

They don't always take me where I want to go because sometimes they are busy or it is not the right day of the week.

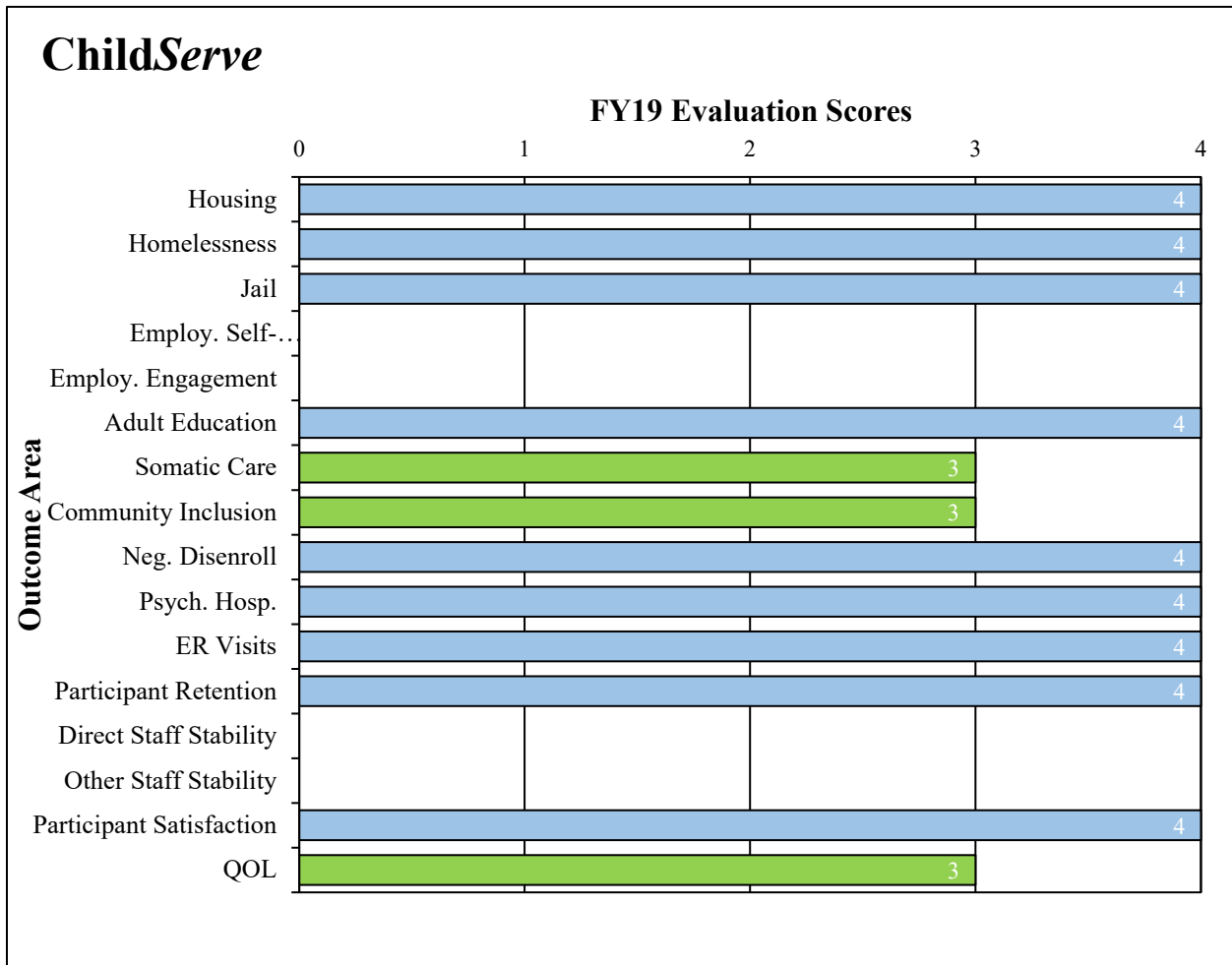
Agency Response

The program reported that they can find hard skill trainings but not many that meet the definition of education for the Education outcome, i.e., do not provide a certificate. It is particularly difficult to find training for those who are not working.

ChildServe

Overall Evaluation Results: Exceeds Expectations (94%)

ChildServe serves individuals ages 5-25, depending on service (SCL, 24 hour SCL, ICF/ID) with various diagnoses including but not limited to intellectual disabilities, traumatic brain injury, cerebral palsy, Down syndrome, autism, ADHD, PDD and seizure disorder. In FY19, the program supported an average of 55 adult participants in adult community living. Consistent with FY18 results, the agency’s community living program’s performance was in the Exceeds Expectations range in FY19. The program exceeded expectation in nine outcome areas and met expectations in three additional outcome areas on which they were evaluated. Ten participants were interviewed for the evaluation, and they reported being very satisfied with the program. Comments from participants are included below.



Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	79%	2	88%	3	95%	4	95%	4
Homelessness	0.00	4	0.00	4	0.00	4	0.00	4
Jail	0.00	4	0.00	4	0.19	4	0.36	4
Working Toward Self-Sufficiency	9%	2	2%	1	0%	NA	40%	NA
Engagement Toward Employment	13%	3	4%	1	0%	NA	87%	NA
Adult Education	77%	4	56%	4	168%	4	155%	4
Somatic Care	82%	1	79%	1	100%	4	96%	3
Community Inclusion	84%	2	77%	2	95%	4	92%	3
Negative Disenrollment	4.00%	1	0.00%	4	0.00%	4	0.00%	4
Psych. Hosp.	0.06	4	0.00	4	0.41	4	0.07	4
ER Visits	0.00	4	0.00	4	0.00	4	0.02	4
Participant Retention	96%	4	93%	3	100%	4	96%	4
Direct Staff Stability	Not Reported	NA	90%	NA	90%	NA	95%	NA
Other Staff Stability	Not Reported	NA	100%	NA	92%	NA	99%	NA
Participant Satisfaction	NA	NA		NA	NA	NA	100%	4
QOL	NA	NA		NA	NA	NA	93%	3
Total		35		35		40		45
Possible		48		48		40		48
Performance	Needs Improvement	73%	Needs Improvement	73%	Exceeds	100%	Exceeds	94%

Participant Interviews

Ten ChildServe Community Living participants were interviewed. They reported being very satisfied with the services they received and the staff who worked with them. They appreciated activities they were able to do and learning daily living tasks to help them live as independently as possible. Representative comments included:

We are going out and doing activities; that is one of [my goals]. The other one would be riding on the DART bus. For the most part I am independent on my own. We are just

working on putting clothes on hangers like for SCL putting my shirts and stuff away. They are very nice and kind. ... Well with SCL I am more social and stuff. I usually do not talk in social situations unless I know the person, but they are teaching me how to ask questions and to get know new people.

The only thing I can think of is that I now have a roof over my head. If I ask for something, they help me. I do get mad. But now I know how to use coping skills. If I get mad, I know to walk away from the situation or ask for help. It is a little better than before; I feel like I have more room.

Help me move and cooking. They help me, and they are nice. It is fun. Laundry and clothes and soap and, yeah ...

I work on goals, like keeping the house clean and the dishes. I do miniature golf, bowling nights, movie nights. I make smoothies [as part of my cooking skills]. [I am learning] how to cook and to talk to people, eye contact. Cooking and recipes, talk about how my day was, talking. We would make a list [of things I wanted to do], riding on the DART bus, training, recipes. Hanging out, playing games, board games. Going to the zoo, go to the Y, and working out ... basketball, running and walking. I take my dog out [to be more responsible and create a routine]. I take the trash out, and I dust and vacuum and clean. [I have] learned to be appropriate and they helped me learn what to do if I was in trouble. They help me with school, getting stuff done, getting papers done.

I would say communication and working with money. Like talking to friends [I am better about that now].

They are helping me for the long run so I can get out of here. To help me cope with my anger and transportation. The goal I am working on with them is the bus program. I still need to work on my anger more. They talk to me [about my problems] and then ask me to go to my room or outside. They help me by talking out my emotions. I do not go to school, but I have improved at my job.

I think so. I do have goals, which help on budgeting. Well one thing I remember is going out in the community, meeting new people, and volunteering. Working on budgeting and volunteering. My staff will help me when I need them. I think I am getting all my help and support. They help with the health problems and that sort of stuff. I do like where I live now.

They help me with lots of other things including trying to help me with getting the actual things I needed like what I need most of. Cooking and doing my budgeting, which I still suck at, but they are helping me with the budgeting. ChildServe does everything in their power to help with any certain instances to help satisfy their needs. With their personality, with all the staff, they make me smile all the time, and I wish to continue having that. By being out in the community a lot more, helping everyone else I can, and feeling free.

Go on activities, get my meds, and get me dinner, and everything else. Like basically making sure I get up every day and cook dinner for my roommate. [I]t is fun, people take care of you, and they will make sure you get taken care of. Work is better ... because I am in the dayhab program. My house situation got better

They take me to stores and take me on outings and stuff. We go fishing, and stuff, almost every month. I have a whole bunch of staff I like. They help us out with stuff here [at Childserve] and at home. They help us interact. I have people at my home that take me fishing. They teach us how to cook. I like anything. They want me to do dishes. I like it.

Participants offered a few concerns or suggestions for improvement. Comments included:

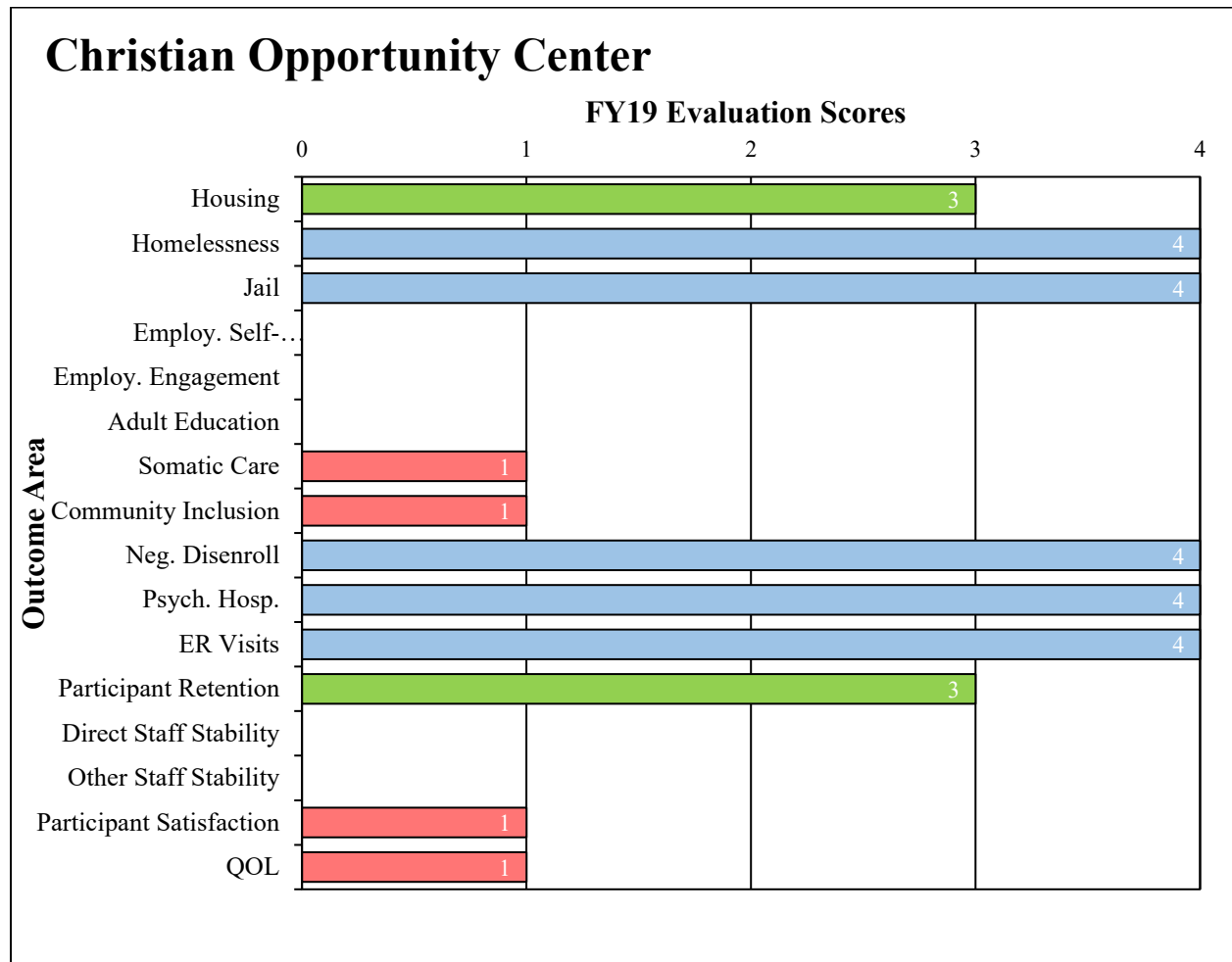
Most of all, yes, but sometimes I just do not get along with the staff. Probably to go places when you want instead of it being planned on the people around me.

I would like to go out to dinner and go to the movies.

Christian Opportunity Center (COC)

Overall Evaluation Results: Needs Improvement (68%)

Christian Opportunity Center’s primary focus is to serve adults with intellectual and mental disabilities. COC’s mission is to serve to integrate Christian values in teaching quality work and living skills that address the needs of the whole person. Their purpose is to provide people with disabilities or other special needs the opportunity to reach their potential. In FY19, the program supported an average of 13 adult participants in community living. The agency excelled in five outcome areas, met expectations in two, and was challenged in the four remaining outcome areas on which they were evaluated. The agency did not report on a minimum of 10 individuals this year. Therefore, the agency is not evaluated for some participant outcomes. No participants were interviewed for the evaluation this year. It is unclear if the participant data was reviewed during the fiscal year.

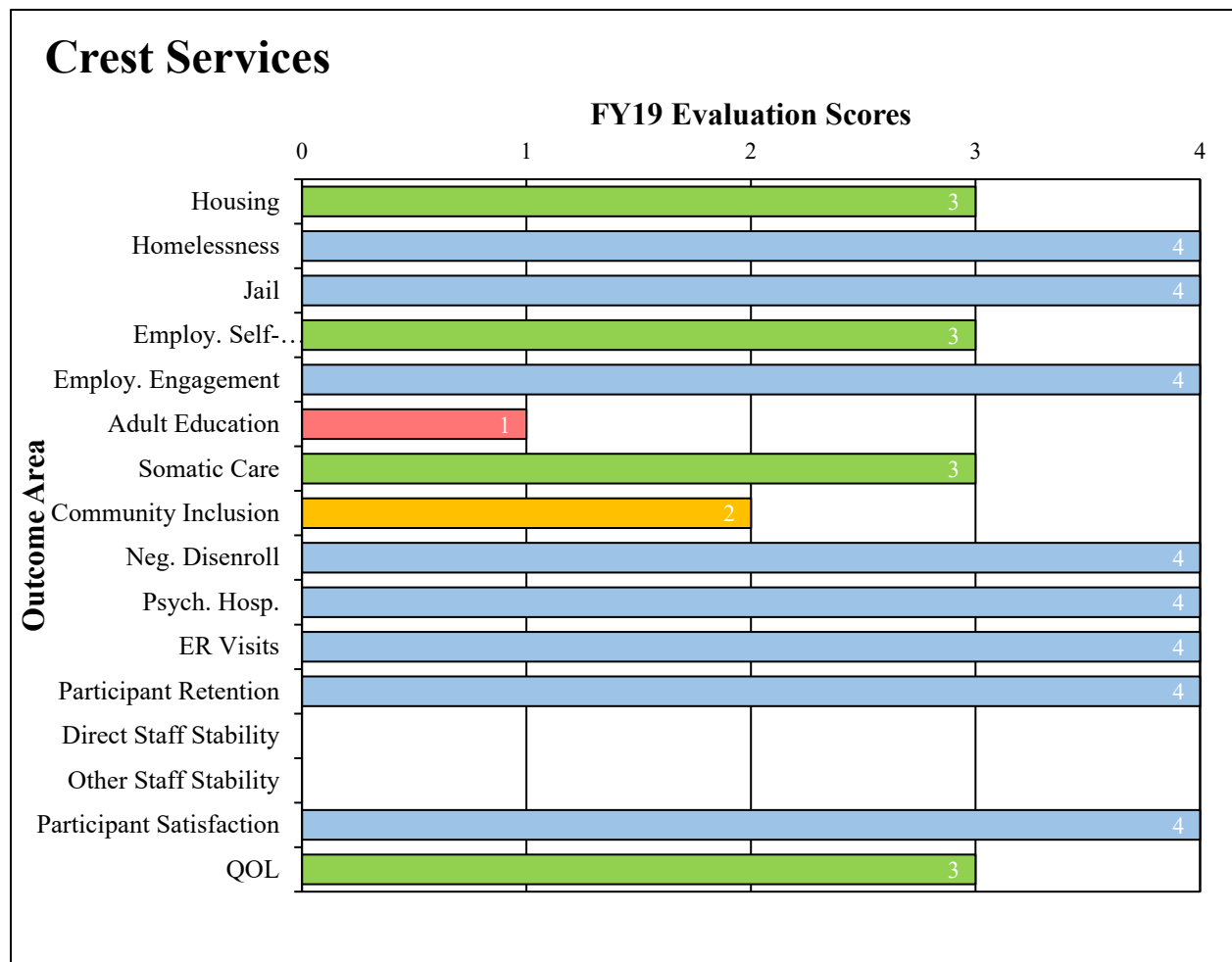


Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	97%	4	NA	NA	100%	4	88%	3
Homelessness	0.00	4	NA	NA	0.00	4	0.00	4
Jail	0.00	4	NA	NA	0.00	4	0.00	4
Working Toward Self-Sufficiency	0%	NA	NA	NA	0%	NA	0%	NA
Engagement Toward Employment	0%	NA	NA	NA	0%	NA	27%	NA
Adult Education	20%	NA	NA	NA	0%	NA	0%	NA
Somatic Care	100%	4	NA	NA	100%	4	0%	1
Community Inclusion	100%	4	NA	NA	83%	2	0%	1
Negative Disenrollment	0.00%	4	NA	NA	0.00%	4	0.00%	4
Psych. Hosp.	0.10	4	NA	NA	0.00	4	0.00	4
ER Visits	0.00	4	NA	NA	0.00	4	0.00	4
Participant Retention	100%	NA	NA	NA	92%	3	92%	3
Direct Staff Stability	92%	NA	73%	NA	89%	NA	0%	NA
Other Staff Stability	43%	NA	100%	NA	100%	NA	0%	NA
Participant Satisfaction	NA	NA	NA	NA	98%	4	0%	1
QOL	NA	NA	NA	NA	100%	4	0%	1
Total		32		NA		41		30
Possible		32		NA		44		44
Performance	Exceeds	100%	NA	NA	Exceeds	93%	Needs Improvement	68%

Crest Services

Overall Evaluation Results: Meets Expectations (84%)

Crest Services Des Moines provides 24-hour SCL and habilitation services to persons with intellectual, developmental, or mental disabilities. Crest Services provides hourly SCL services to persons with intellectual, developmental, and mental disabilities in addition to Brain Injuries. Crest Services' primary focus is residential services to persons with intellectual disabilities, ranging in age from 22 to 86 years old. In FY19 the program supported an average of 113 adult participants in community living. In FY19 the agency's community living program met expectations. The program excelled in eight outcome areas, met expectations in four additional areas, and was challenged in the two remaining areas on which they were evaluated. Fifteen program participants were interviewed and reported that they were very satisfied with the services received and the staff who work with them. Comments from the participants are included below.



Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	97%	4	100%	4	96%	4	80%	3
Homelessness	0.00	4	0.30	4	0.00	4	0.00	4
Jail	0.26	4	0.00	4	0.00	4	0.18	4
Working Toward Self-Sufficiency	17%	3	18%	3	26%	3	20%	3
Engagement Toward Employment	32%	3	37%	4	40%	4	44%	4
Adult Education	15%	2	15%	2	16%	2	6%	1
Somatic Care	99%	3	98%	3	98%	3	95%	3
Community Inclusion	97%	4	99%	4	89%	2	86%	2
Negative Disenrollment	2.00%	3	1.71%	3	1.91%	3	0.00%	4
Psych. Hosp.	0.92	4	0.73	4	1.45	4	0.10	4
ER Visits	0.00	4	0.01	4	0.00	4	0.01	4
Participant Retention	98%	4	97%	4	98%	4	96%	4
Direct Staff Stability	94%	NA	90%	NA	95%	NA	94%	NA
Other Staff Stability	99%	NA	100%	NA	99%	NA	98%	NA
Participant Satisfaction	96%	4	96%	4	93%	3	99%	4
QOL	93%	3	95%	4	92%	3	91%	3
Total		49		51		47		47
Possible		56		56		56		56
Performance	Exceeds	88%	Exceeds	91%	Meets	84%	Meets	84%

Participant Interviews

Fifteen Crest Community Living were interviewed. Participants appreciated the support they received to accomplish daily activities and to address their health concerns.. Their comments included the following:

They go to the store whenever we have needs, so I go to the store, and whenever we have money on our card to go the grocery store. Yeah, I am pretty satisfied with them.

They are able to help me communicate better with the people that I need to. [I would say they help with] good communication overall with the people I need to. I am able to talk to them whenever I need to about what is going on.

They just help me out, cooking, what I can spend, and what I can't, and budgeting. I went to the fair on my own.

[Staff] is helping me with my programs and things like that. My laundry and help me fold my clothes and put them in the drawers. They help me with my bills. I have got nice roommates.

They are helping me go out and run errands, go to doctors' appointments, go to the grocery store; you name it they are helping me with it. It makes it a lot easier for me to have transportation to and from the doctor appointments, to the grocery store. They help me with paperwork that I need help with that I am not sure how to fill out. My goals are like healthy cooking, healthy living, plan to lose weight, going in the community, making sure I have appointments set up. That is just a few of the things that I can think of. They help me to make better choices as far as what I should or should not be doing. Me and my staff have a good staff-to-client relationship. They know what I like, and I know what they like. They know why I get mad and when I am not mad. I think I handle things a lot better than I had when I first started with them and have learned a lot more about how to deal with daily issues than what I have in the past. I do 1,000 times better now than before without these services.

We go out in the community and stuff like that. They help me with my medication. I go to the community, go places, go anywhere. They try and get me to do things on my own. They respond quickly when I need something. We have got good staff here and good roommates. The staff are the best. Just getting along with people is easier. Crest helps me to get medical care, all of the kinds of health care.

They help me take care of goals and needs. They have helped me with my social problems and more ability to go out in public. I would say they help me with personal goals and stuff to make you a better person.

They are good people. They help me through storms. They talk to me more. We eat and play cards.

I am getting the childcare I need for my kids. They are helping me with the paperwork. They are helping me with my health insurance because it has changed and all the paperwork with that. They are helping me get food stamps. They are always there to help me when something goes wrong. Keeping my house clean, maintained, getting groceries, having money organized so I have money throughout the month and helping get my life organized in general. One time I was threatened to get kicked out of the apartment I am living in because I was not cleaning it perfectly even though I have three kids. And they came over as soon as my kids were not there and helped me clean and make a checklist for things to do every day. I talk to my mom more often on the phone. Because I know when to put my foot down and stand my ground in the right situation rather than talking too much not in the appropriate situation or the opposite and not talking enough.

They just help you. They talk through things with me. They take me out [in the community]. [They take me to] Walmart, grocery shopping.

They take me to the grocery store and the Iowa State Fair [and] exercising and go to parks and stuff like that. Whenever I do my chores, then I can go somewhere outside of the house. They help motivate me. They are nice to me. I cannot think of an example, but they are respectful. I would say that they are helpful and awesome to be around here. Sometimes we go out to the swimming pool;, sometimes we go out for dinner. Sometimes I get on the bus and go to the community; sometimes I go to Altoona. Sometimes I go to social things with Crest people. I feel safe and comfortable here.

They help me keep my temper under control. They are nice people, which makes me be nice to people. They support me to do fun things by myself. They like to help me out. I have alone time that they want me to do. I go to the movies and to the mall. Sometimes we go out with staff and other roommates to go do something.

Sometimes exercising, sometimes they take me out to do different things. They want me to interact with more people. They take me grocery shopping when I need to go, and they just really help me a lot. Sometimes we go to the park and have a barbeque or a picnic, and I like them things we do. Yeah, they helped me fill out my papers, calling transportation to take me to my doctors. With all the stuff: help me with my bills, take me to the bank.

I am involved in the Animal Rescue League. I am involved in counseling. I'm on medication. I go to once or twice or three times I go to a counselor. I go to the doctor. I go to the dentist. I go to a psychiatrist for my meds, I go to the counselor for my mental illness. I go to ARL to see big dogs, little dogs. [These are goals.] They do [support independence by showing me] like how to plant a garden, plant a rose bush. I love living here at the Crest services home.

A few participants raised concerns or offered suggestions. Comments included:

I just got to be honest there. Keeping a steady job and keeping things up here at the house, which has been really hard with my schedule at work, and they want to take me out because of it. Besides that we need better administrators and they need to train their administrators. When they don't get trained, the staff don't get trained, and they just get thrown in the houses.

It seems like there has been a lot of rule changing. That would be the biggest thing since I have been with them for so long. In other words when the government is changing a lot of health code rules a lot of the rules change and the clients do not always know about the rule changes until the staff brings it to their attention that they are not able to do certain things and what not. I would say it would be better if Crest would tell the clients about the possibility of rule changes and MCO changes in the future so the staff would be able to know what to do faster so that way the clients will not be getting the staff in trouble for doing things that no longer are allowed in the rules.

I would change insurance so I could have them over when my kids were home and be able to do a lot more.

I have been trying to ask a staff member to help me with something, and they get upset. It happens once in a while. [Staff] always kind of raises his voice at me and starts cussing and swearing at me. The other staff members treat me with respect for the most part. I want them to change their attitudes towards me. They need to be more supportive and help me out more.

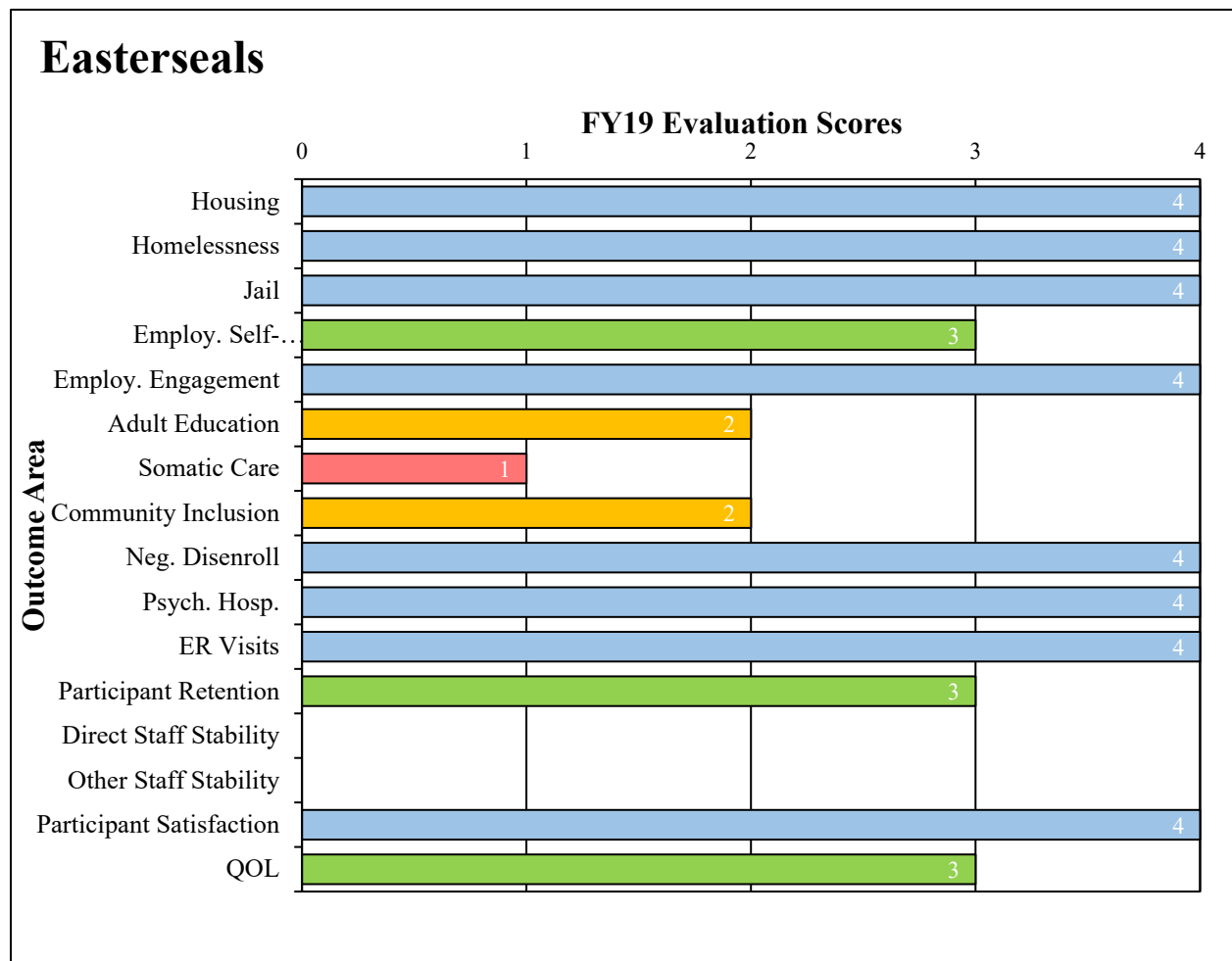
Agency response

Crest Services is pleased with our overall evaluation result of meeting our Member's unique needs; however, Crest Services will continue to strive to exceed expectations. Unfortunately, an entry error concerning housing negatively affected our overall score.

Easterseals

Overall Evaluation Results: Meets Expectations (82%)

Easterseals serves persons of all ages on both the Intellectual Disabilities (ID) and Habilitation (Hab) Waivers in Hourly SCL Programs and adults on the ID Waiver in 24-Hour SCL Programs along with funding from Polk County. In FY19, the program served an average of 133 adult participants in community living. Consistent with FY18, in FY19 the agency’s community living program met expectations. The program excelled in eight outcome areas, met expectations in three additional areas, and was challenged in three remaining areas. Fifteen program participants were interviewed and reported that they were very satisfied with the services received and the staff who work with them. Comments from the participants are included below.



Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	96%	4	97%	4	90%	4	94%	4
Homelessness	0.11	4	0.00	4	0.18	4	0.00	4
Jail	0.21	4	0.12	4	0.13	4	0.22	4
Working Toward Self-Sufficiency	14%	3	14%	3	20%	3	22%	3
Engagement Toward Employment	30%	3	33%	4	43%	4	41%	4
Adult Education	25%	3	29%	3	24%	3	14%	2
Somatic Care	92%	2	95%	3	72%	1	86%	1
Community Inclusion	90%	3	95%	4	84%	2	84%	2
Negative Disenrollment	0.00%	4	0.00%	4	2.41%	3	0.75%	4
Psych. Hosp.	0.12	4	1.10	4	1.36	4	0.32	4
ER Visits	0.00	4	0.01	4	0.02	4	0.01	4
Participant Retention	93%	3	98%	4	91%	3	88%	3
Direct Staff Stability	81%	NA	48%	NA	NA	NA	91%	NA
Other Staff Stability	96%	NA	52%	NA	NA	NA	95%	NA
Participant Satisfaction	100%	4	93%	3	95%	4	97%	4
QOL	97%	4	92%	3	89%	3	90%	3
Total		49		51		46		46
Possible		56		56		56		56
Performance	Exceeds	88%	Exceeds	91%	Meets	82%	Meets	82%

Participant Interviews

Fifteen Easter Seals Community Living participants were interviewed. In interviews, participants particularly praised the program for supporting them in daily living tasks and helping them get into the community. Many participants express that they have improved their social skills and their independence. Their comments included:

Eating healthy, cleaning my room, and doing exercising and stuff. They take me if I need to go to the store. Sometimes I do, when I am sad, I talk to them and they talk to me back and get me out of the sadness. Getting along better with social stuff like I like to help people out, ... and I like to volunteer, ... and that is it.

I know what I need and tell them what I feel.

They help me to make sure I get out ... and to get things done that I need to get done; otherwise I would just put it off. They do it all the time. We went out to the fair. They helped me with finding an apartment. That they help with my depression. I don't feel like everyone is out to get me anymore. I started a part-time job. I am in my own place.

They help me with my living skills: cooking and stuff like that. Just helping me learn how to make myself more independent on my own. One of [my goals] is drinking more water throughout the day: 32 ounces. My other goal is to make a grocery list. They help me with friends and talking with other people and getting to know other people than just staff. Normally just coping skills and keeping me away and towards better people. I am able to control my emotions. They help with social skills and get [me] out in the community.

[They help me get] groceries and getting a haircut. They are a good company.

They get me out in the community, make sure I'm going to my doctors' appointments, and things like that. I don't like to go out into the community alone. I have anxiety real bad and just having someone there supporting me really helps. One of [my goals] is to make sure I make it to my doctors' appointments. [Another goal is] making sure that if I need a way to pay my bills that gets done. She has helped me get my driver's license. She helps with resources like the library and things like that. I still have some issues but I am working through it. I seem to be [doing better socially]. I still have work to do but I am getting better.

[They help me] get around. Everything is fine. It is better now.

They help me ... take me places and help me with cleaning my house and all that stuff. I got into a more accessible apartment. They are always respectful. I am more independent. I can do stuff in my apartment by myself.

All of them, they take me where I need to go. They help me and they get me my medicine. I can do more at home now.

The only thing Easterseals does for me is they pick me up twice a week just to get out of my house. And during that time I can do whatever I want: go for a walk, go to the grocery store, doctor's appointments, and if I need help with something around the house they can help with that too. [Staff] is my worker who comes to get me and I just love her to death. She always shows up and does not make excuses She is a good kid. I look to go to Goodwill and I can't keep doing that all the time so she is trying to get me out into the community more. She is also helping me get organized at my house so she is helping me with that. I had a situation last week and I usually do good in the grocery store, but I was having a bad day and people kept wanting to pet my service dog, and I told them no because he is a service dog and he is working. So I had to call [Staff] to come help me because I was at the point where I was about to snap, and she came and helped me.

They take me to places like to the Y. They take me to the library. They take me to the golf park. It made me come out in the open and be less shy, and they made me be more

talkative. To exercise and lose weight, and to get out in the community more, and to volunteer [are goals]. We talk every other week probably about them. They encourage me to learn how to drive and to get my own apartment, and they have taken me to go get my driver's manual. I just can handle them better and I used to be extremely shy and I can just talk to them and handle it a lot better than I used to. It's just my relationship with everybody has been a lot better than it used to be.

They take me out into the community every week and do pretty much anything. We go to the mall and stuff or grocery shopping and things like that. We go to the zoo, the art center, stuff like that. I am trying to ... working on my diet and going to the gym and stuff. I can do a lot of things on my own like cooking and laundry and they pretty much taught me how to do those things.

We work through the problems together. They helped me figure out change with coins. They are very good to me. I really appreciate them. They are good to me. I volunteer.

Well, I can talk to her, you know, and if something goes well, I can call her and tell her I accomplished that, and it makes me feel good. Now I am on Section 8. They helped me apply for that. They take me out into the community; take me to doctor appointments and stuff. I have accomplished a lot of goals.

Several participants had concerns or suggestions for improvements:

[E]xcept for one staff, she does not do anything but sit on her phone and eat and that is it. I wish they would take me to movies, but they don't. They take me to my appointments and they stay for one of them and they drop me off at another one and I have to find a ride home because they cannot stay in the room with my therapist because she does not want them to. I wish they could do things like take us horseback riding or to movies, wherever we want to go.

That they didn't have the turnover they have, that the people get the money they deserve in order to stay on board and that they have enough funding for it

The communication between the office, it is hard to get a hold of someone in the office. I would basically say that communication is difficult. I wish they could be more personal [toward the client]. It sometimes feels like the staff is great. It is just some people like the managers and stuff. ... It is like the company is busy and so, if I have a problem that I feel like needs to be fixed, I may have to wait a while.

Communication sometimes is kind of lax. Like miscommunication [between] the office people and the drivers or the office people and the clients. They just need better communication between one another. One time I was waiting outside for [Staff] but she never came and no one had called to tell me that she was not coming anymore.

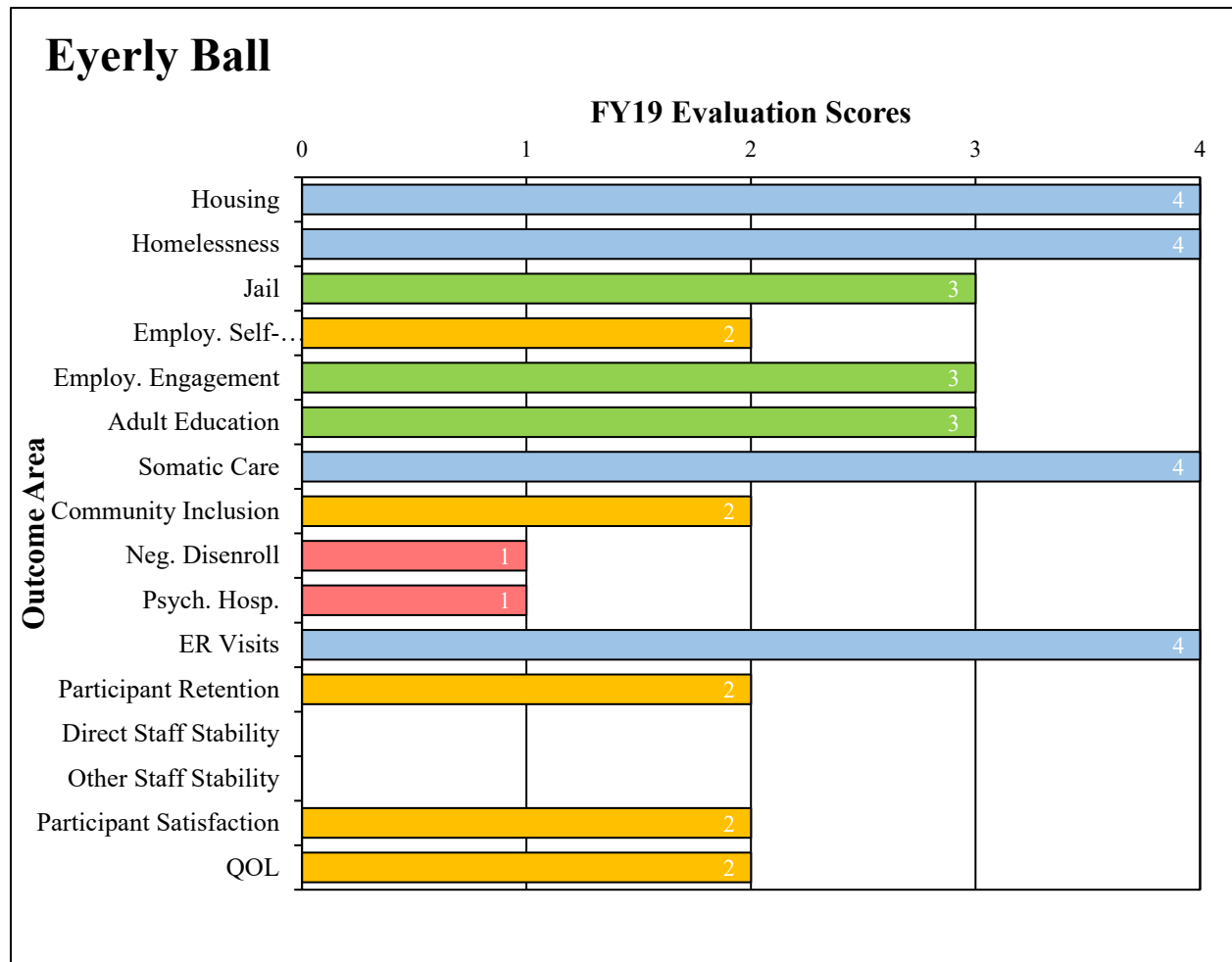
My housing situation has not changed; it is the same as it has always been. I don't like it and I wished I lived elsewhere. There is nothing in Pleasant Hill, only a gas station down the street, and I cannot walk anywhere and I don't feel safe here. This is low-rent housing

and it was okay at first, but it has gotten worse over the years. It is hard to get things done like for maintenance

Eyerly Ball

Overall Evaluation Results: Needs Improvement (66%)

Eyerly Ball’s Cummins and Francis homes serve adults who have a psychiatric diagnosis. These residents are unable to effectively manage their mental health symptoms independently and require ongoing supervision. The habilitation service promotes further independent goal development after successfully completing RCF/PMI service. Residents require daily ongoing supports and are in the community working, volunteering, or participating in a day program. Eyerly Ball SCL serves adults who have a psychiatric diagnosis and are living in the community. In FY19 Eyerly Ball supported an average of 51 adult participants. Where in FY18 the agency scored a Meets Expectations rating, in FY19 the agency’s community living program scored in the Needs Improvement range. The program excelled in four outcome areas, met expectations in three areas, and was challenged in the seven remaining areas on which they were evaluated. Fifteen participants were interviewed and reported being somewhat satisfied with the services and staff. Comments from them are below.



Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	95%	4	97%	4	99%	4	99%	4
Homelessness	2.19	1	0.00	4	0.53	3	0.00	4
Jail	2.05	3	2.57	3	2.28	3	2.58	3
Working Toward Self-Sufficiency	4%	1	4%	1	5%	2	5%	2
Engagement Toward Employment	17%	3	12%	3	24%	3	20%	3
Adult Education	6%	1	6%	1	18%	2	29%	3
Somatic Care	100%	4	100%	4	100%	4	100%	4
Community Inclusion	74%	2	91%	3	94%	3	87%	2
Negative Disenrollment	10.00%	1	4.90%	1	7.52%	1	5.94%	1
Psych. Hosp.	0.89	4	3.26	3	2.94	3	9.34	1
ER Visits	0.02	4	0.00	4	0.06	3	0.00	4
Participant Retention	73%	1	83%	2	85%	3	81%	2
Direct Staff Stability	79%	NA	94%	NA	93%	NA	91%	NA
Other Staff Stability	81%	NA	86%	NA	90%	NA	80%	NA
Participant Satisfaction	99%	4	99%	4	99%	4	88%	2
QOL	97%	4	97%	4	95%	4	80%	2
Total		37		41		42		37
Possible		56		56		56		56
Performance	Needs Improvement	66%	Needs Improvement	73%	Meets	75%	Needs Improvement	66%

Participant Interviews

Fifteen Eyerly Ball Community Living participants were interviewed. Participants expressed that their lives have changed for the better. Participants appreciated the transportation, access to activities, and support which staff provided. Comments included:

I am getting rides back and forth to the doctor and to the grocery store. And taking meds on time. Going out into the community so many hours a day, exercising. Just in general, you know, taking showers and cleaning my room and just in general stuff. They encourage me to exercise, take walks and stuff. They are always pretty respectful towards me. They have helped me out a lot. I have good coping skills to help with that. I went

through assisted living, group home, a house full of 15 people to a house of four people. It feels more like a home environment. I go to the doctor on a normal [schedule], you know, visitations, checkups and stuff. We have a nurse here if we need to talk to one. She will help us with certain things.

[W]e like have discovery classes. After supper we go to Walmart or sometimes the mall. There is usually stuff going on most weeknights. I have met a lot of nice people, very nice. I mean the staff, they are all just, they are wonderful.

I guess I feel safer. I go to regular doctor appointments.

Medication management, goal setting and achieving and living skills, and to look for my own apartment. I want [people] to know you can get life changing experiences here. When I had a medication adjustment, they were here to help me and level out. I am more steady and levelheaded. I am normal. I don't just take off and run [now]. I needed medication, and a whole new life changing experience, so I came here. They helped me get my family back. We go to games and community outlook out in the public. They socialize me back into the community. I am not homeless anymore.

To make curfew, to do my chores, I guess, and that is about all. I go for job interviews [and they encourage that]. I am pretty independent here. I have been here a few years now and I kind of do stuff on my own. I am not as intimidated by large crowds anymore.

I go to my own appointments on the bus. I budget myself. I exercise by myself every day. I don't have to do the group stuff. It is mainly about my psychotherapy stuff with Eyerly Ball. I don't really do the community stuff. They try to make sure I get my medication on time. ... They make sure I feel safe and secure where I am at. It is a complicated matter with me but I am trying to be as peppy about it as I can. They are working with me very well and making it very clear to me, talk to me, make sure I feel safe and secure most importantly. We communicate appropriately. I trust [Staff] with my life. Before I was not just uncomfortable. I was traumatized. The people here understand what I am going through and help me through that.

Getting out and being with people and, well for instance, I got my hair cut for free yesterday and my hair had not been cut in three years, so that was a biggie for me. To exercise once or twice a week, to get out and be with people, and just to be involved in the community. They are willing to help me through it. The fact that they pick us up for activities means that I participate more in the activities.

[They support me being independent by telling me to] get a bus pass but I have a real hard time with isolating. They are here on a daily basis, face-to-face. I have nothing but good to say. Well, I am getting a more positive outlook on life and I would be real manic, because that is where I wanted to be, because mania is real seductive. That is where I want to be and then something would trigger my depression. And now I am at an even level. Well I used to sleep outside for a while, I was homeless, so this is awesome and the environment I was in was highly toxic, and it is all good here.

Housing, meals, transportation It makes me more independent ... nothing else. If I have a problem they usually tell me what to do. Give me coping skills

It is a lot better than living in a shelter downtown because you have meals and it is a lot more comfortable here. Yes, I like it better here than living alone in my place because I could not carry the washing down to the basement.

If it was not for them, I don't know what would have happened. [I would] probably still be in the hospital. I was way out there when I first started here and I have come a long way. Now I can handle problems on my own most of the time. I mean I still get depressed and stuff but not the way I used to get. Before I would go off the deep end; now I just talk to staff. I can actually talk to my parents, my sister, and all of them, not with vengeance. I don't hate them no more. They did what they needed to do to get me here.

Well I've been encouraged to go out into the community. For example, I have planned a walk later on this year as a social activity. Since we moved from the old [habilitation] house to this one, for some reason we have a better neighborhood. I am actually calmer in this neighborhood than the other one. Well for one thing, I have the ability to freely come and go as I wish, as long as I am being responsible. I have a weaponless environment. Sometimes it is a little confusing, but [staff] is like my advocate. Well I kind of believe it is human nature that people want to become better than they already are, and Eyerly Ball gives me the breathing room to actually become more than I am. There is a future for it and sometimes it is slow going.

They go with me to exercise at the mall, and play bingo, and get prizes.

A few participants voiced concerns or suggestions about the program. Comments included:

They [the staff at the group home] keep telling me, "You do this and we will let you go and do this and we will let you go." I do everything perfectly well. My mom told me that I should just come here to relax. They are just being completely unreasonable. I am just tired of all the hoops I have to go to. First it was with mom and dad, now it is this place and I just I am sick and tired. I feel like a circus poodle. Just paint me pink and jump me through every hoop known to man. My housing was fine before. I had been in an apartment. Well actually, before I bottomed out the first time, I had been in my own place for like 15 years. Then all this started happening and they had me put in here. I had to let my apartment go and they put me in here.

They don't have enough time to spend on their agents or their prospective clients. Just communication could be better. Well they don't listen to me.

I think that I don't need a payee. I think I can manage my own money. I have bipolar disorder and one of the effects is going out and spending a bunch of money so now that I have my meds all sorted out, I don't need one. Remove the payee and that is about it right now.

They won't let us bring home the free food. They make me pay bills that I did not owe. They will not talk to me in person about paying the bills. I am planning on moving out of the community living program. I am really tired of this place and the rules are crazy. I am elderly and disabled and they will not do the chores. They make me do them and I am too [much] in pain for that. ... No, they will not even help us get money out of our payee account so we can get clothes or a TV. ... If [I] need something they don't take me to Goodwill like they used to. They don't take me to Quick Trip like they used to. We try to do the cheapest thing that we can.

They have me down for two days a week because she comes for two hours and we cannot get anything done. That time is spent in her car and getting groceries. Everything that they have listed for me ... goals. I give them to them, and we have not done any of that. I would be very happy if they would follow through with goals that we have set up. I was calling a couple of them and one got really nasty and mean and has not taken any of my calls. She lets it go to voicemail and it has been that way for six months.

Agency Response

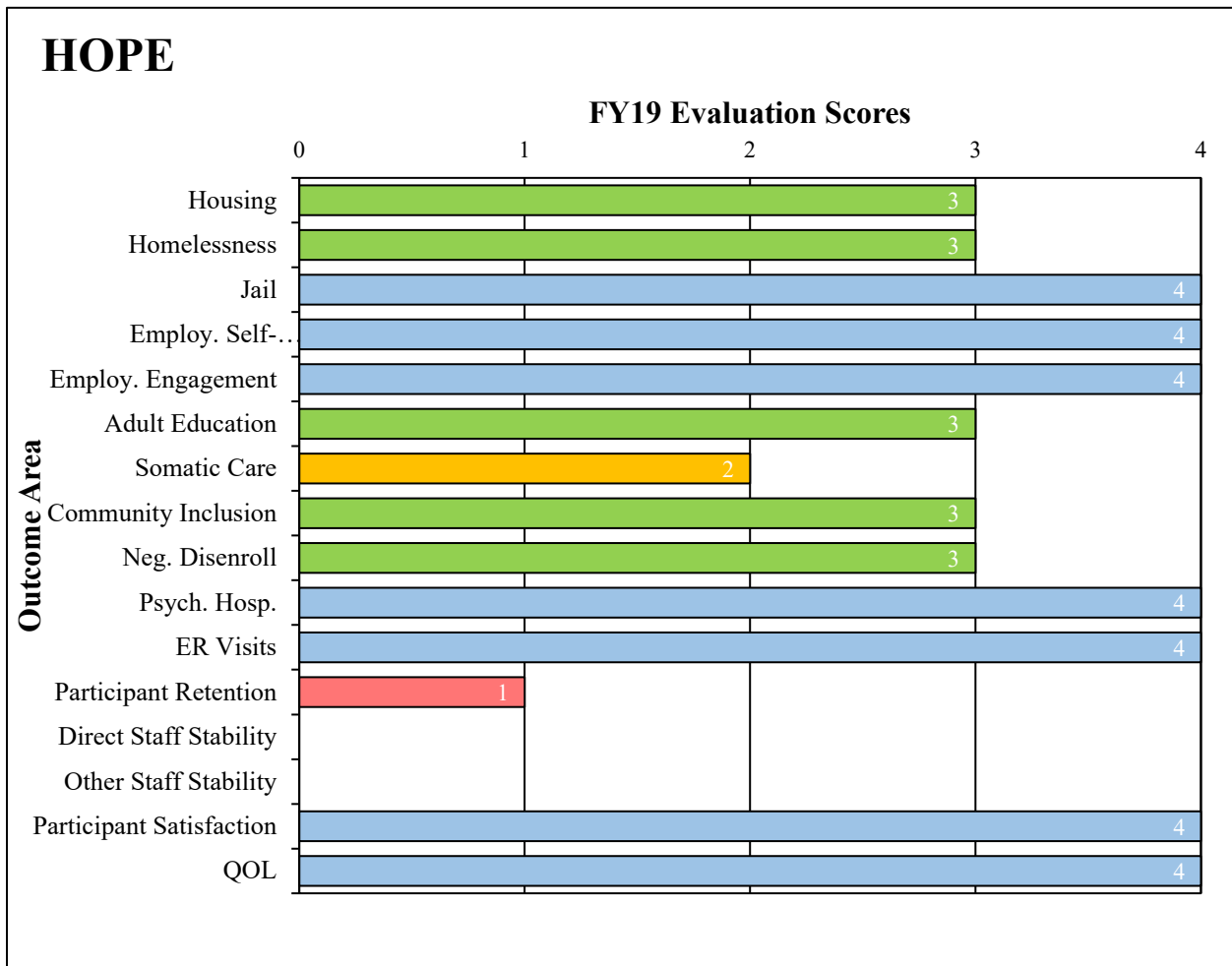
We know a lot of our numbers were in the red this year and the one that is the most concerning to us is the satisfaction one. We do think our SCL staff turnover was the main concern in this. We had 3 staff in the matter of the reporting year and two of them were simply not good fits for our program. There were months with no services provided and that can get very frustrating to the clients we serve. When a new staff starts and is introduced, there is almost a feel of the client not wanting to let the staff into their world as a defense mechanism for when they too move on. We take great pride in providing quality services to the clients we serve, and our numbers didn't support that this year.

We also wanted to make sure that it was on record that our negative disenrollments are due to SCL discharging clients when they do not follow through with the services that are authorized and scheduled. We give ample opportunity to engage in services but we simply need clients to follow through with their scheduled services.

HOPE Agency (HOPE)

Overall Evaluation Results: Meets Expectations (82%)

HOPE serves primarily young and middle-aged adults who utilize funding from the intellectual disability (ID) and Brain Injury (BI) Waivers, as well as individuals who utilize Polk County funding if they do not meet the criteria for waiver funding and have a primary diagnosis of developmental disability. Their primary focus of services lies with supporting individuals to live as independently as possible, including community integration and building natural supports. In FY19 the program supported an average of 57 individuals in community living. Where in the FY18 results the agency scored an Exceeds Expectations rating, in FY19 the agency's community living program scored in the Meets Expectations range. The program excelled in seven outcome areas, met expectations in five, and was challenged in the two remaining areas on which they were evaluated. Fifteen program participants were interviewed and reported that they were very satisfied with the services they received and the staff who worked with them. Comments from participants are included below.



Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	95%	4	98%	4	93%	4	85%	3
Homelessness	0.00	4	0.00	4	0.00	4	0.44	3
Jail	0.00	4	0.00	4	0.00	4	0.04	4
Working Toward Self-Sufficiency	33%	4	42%	4	43%	4	33%	4
Engagement Toward Employment	69%	4	82%	4	86%	4	60%	4
Adult Education	26%	3	38%	3	23%	3	28%	3
Somatic Care	97%	3	92%	2	93%	2	94%	2
Community Inclusion	100%	4	100%	4	100%	4	91%	3
Negative Disenrollment	5.00%	1	2.82%	3	2.58%	3	1.76%	3
Psych. Hosp.	0.00	4	0.00	4	0.00	4	0.00	4
ER Visits	0.00	4	0.00	4	0.00	4	0.04	4
Participant Retention	95%	4	92%	3	91%	3	69%	1
Direct Staff Stability	92%	NA	93%	NA	84%	NA	85%	NA
Other Staff Stability	100%	NA	96%	NA	67%	NA	69%	NA
Participant Satisfaction	92%	3	100%	4	98%	4	97%	4
QOL	97%	4	97%	4	98%	4	97%	4
Total		50		51		51		46
Possible		56		56		56		56
Performance	Exceeds	89%	Exceeds	91%	Exceeds	91%	Meets	82%

Participant Interviews

Fifteen participants from HOPE were interviewed. Respondents appreciated both staff's assistance with practical matters such as cleaning or transportation, as well as their caring and compassion. Several mentioned that the program has helped them to become more independent. Comments included:

Cleaning, organizing, getting out into the community, and there is more but I cannot remember. Those are the main ones. Help budget[ing]. It is hard to describe this one, but help get daily life skills accomplished. If something is needed that they can help provide, they will help provide it for me. They listen and help with whatever situation. Without

them I would not be where I am now. I have made friends through HOPE. I would not have my job if it was not for HOPE actually.

So far just cooking, cleaning, and doing stuff with the group ... socializing I should say. Just socializing, doing things in the group, doing cooking, cleaning and laundry, and exercise. I get along quite well with these people, I am quite happy with the way things are going. It has gotten better with time.

They help me with cooking as well as getting to and from community activities. Budgeting. I have learned to do a lot more, and it has definitely helped me improve. They will encourage me to do stuff on my own. I do a little bit better at school.

Interacting with people and budgeting. They encourage me to get out of the house and try to meet people. HOPE is a great agency to work with. They do provide coping. It has been better since I have gotten Hope. They take me out in public to meet new people.

They help me go to the grocery store and cook. They take me to play sports, basketball, and I am in a boxing club. They help me at work, too. I have a job coach. I am looking for a new job. I work with a group of people at HOPE. I like being with my friends and being with my family the most. [HOPE] helps me get out to be at work and with my friends. They say try doing your laundry on your own. Like I sometimes do and I do my mom's laundry sometimes, and they like it when I take my dog on a walk. I go to the Y. We can invite friends to the Y and play basketball. We try different sports. I am doing better at work.

They help me go to the grocery store and get my bills paid. They are nice. They care. They do fun activities. They show me kindness. They understand where I am coming from. They don't judge me. They are amazing and will help you as much as needed. They do fun activities. They do barbeques. They do picnics. I am a lot better than I was. I was angry all the time. I would sit and not talk to anybody. They got me outgoing. They helped me get a job, and they helped me with interviews and stuff. They have actually helped me get a bed and dresser and dishes.

They help me with job coaching and providing at home. Helping me stay on track and getting me better in the community. They help me cope. They help me talk to other people, and they take me to the YMCA and the mall. I do better at work.

They help me go to the doctor and the store. I do better around other people. I have come a long ways.

They take me shopping and do some things and clean. The staff takes me out in the community.

Rides to places like to the store, for example, the gym. Getting a driver's license, my own car, and car insurance. Going to the store is easier.

One, being out in the community and meeting new people; other than that, it is just teaching me to start conversations. One thing I do myself is paying my own bills. I think

the biggest thing for me is just more communicating and having interaction with [others]. They take me in the community.

They help me with cleaning, and he observes me and makes sure I do the right choices. I do go to the grocery store with him. I think they are very nice and well respected. They encourage me to do the chores by myself. If I have anger management issues, they tell me to take a deep breath and relax. They provide coping. We have been cleaning a lot.

I got a girl that comes over a couple of times a week that takes me to go do what I want, and they help me with laundry and stuff if I need it. Getting money saved up [is a goal] ... and moving and stuff and getting a bank account set up and everything They encourage me to walk more, try to walk and get out on my own. Which I try to do. Nothing I can think of that they are not doing. I am pretty much independent, but they help me out with a lot of stuff. I cook my own meals and everything and get dressed myself but they helped. They have showed me how to manage it better, yeah, financial-wise and everything. I am being organized. It is getting better than it was.

Job and development skills and community skills. Getting out in the community and finally getting a job, It helps you to get a job, independent skills, getting in the community.

With the exercise that I am doing, I am actually making healthier choices in my lifestyle. I am coming up with some different varieties of meals to have, and I am getting more active in the community. They watch over me when doing some of the stuff that would be done around the house, and they record it in their log. HOPE is a very great place to get services. The staff are very friendly and always willing to help you, and they care. I am more responsible about where I spend all my money and all that and about what kinds of food I should have with my meals.

One participant mentioned a concern. Comments included:

They need to get more people. Like I don't have anybody on Wednesdays for me. They just don't have anyone.

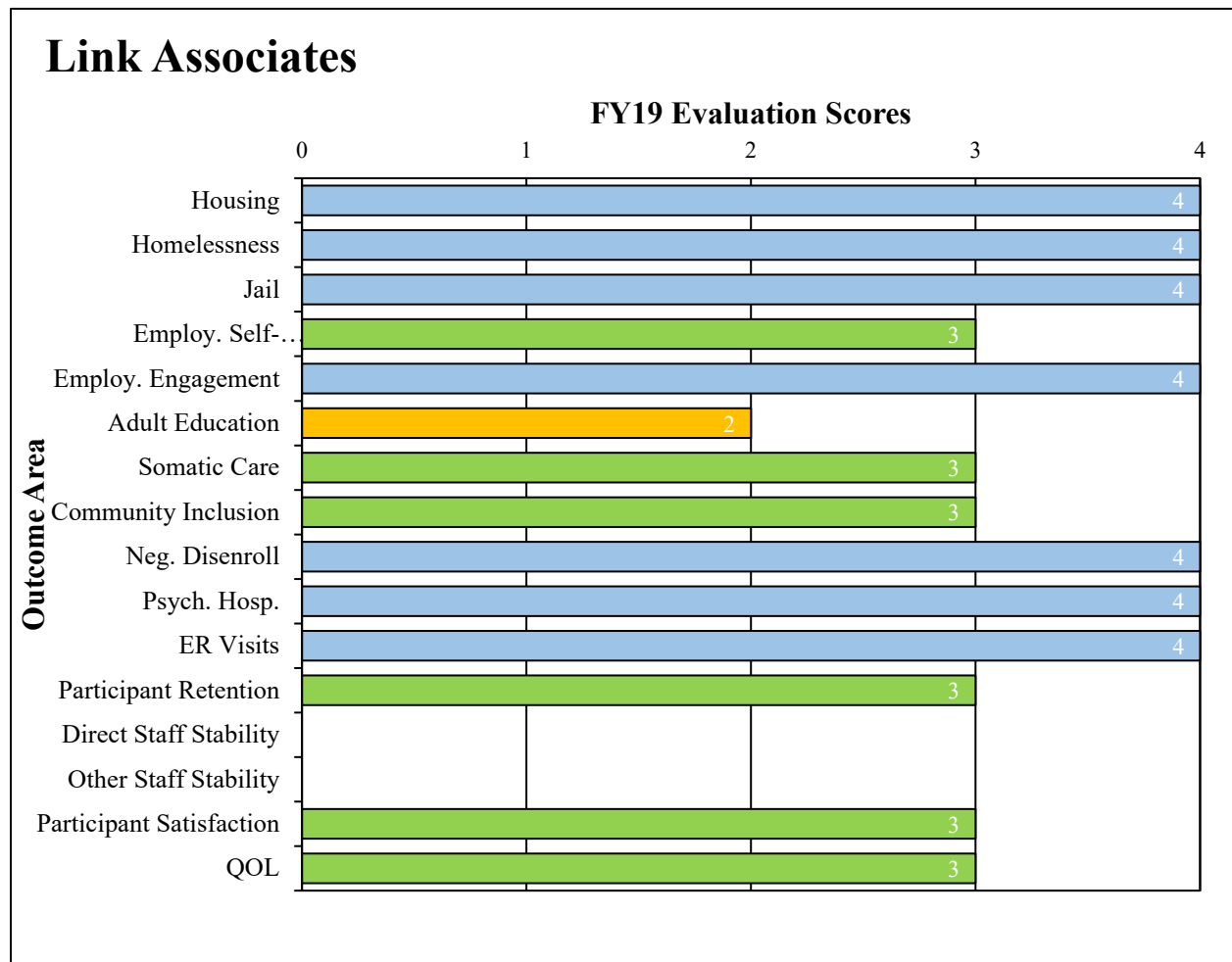
Agency Response

The program reported that there was one participant who was accidentally marked as homeless and this was not removed. Also, the program reported that they had a large increase in participants (more than twenty) this year, which affected their Participant Retention score.

Link Associates

Overall Evaluation Results: Meets Expectations (86%)

Link Associates provides Supported Community Living services to adults with intellectual and physical disabilities who are at least 18 years old. Services are provided in their own home. Link Associates will personalize supports to persons in meeting their social and leisure interests within their community, as well as teaching the daily living skills needed to become as independent as possible. Individuals and their families are encouraged to be an active part of the decision making process. In FY19 program staff supported a total of 112 adult participants in community living. Compared to FY18 when the agency scored an Exceeds Expectations rating, in FY19 the agency’s community living program scored in the Meets Expectations range. The program excelled in seven outcome areas, met expectations in six additional areas, and was challenged in the one remaining area on which they were evaluated. Evaluators interviewed fifteen program participants, who indicated that they were satisfied with the program.. Comments from them are included below.



Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	95%	4	99%	4	100%	4	99%	4
Homelessness	0.00	4	0.00	4	0.00	4	0.00	4
Jail	0.00	4	0.00	4	0.00	4	0.00	4
Working Toward Self-Sufficiency	11%	2	12%	3	15%	3	16%	3
Engagement Toward Employment	32%	3	36%	4	32%	3	34%	4
Adult Education	8%	1	13%	2	10%	2	17%	2
Somatic Care	96%	3	98%	3	95%	3	97%	3
Community Inclusion	94%	3	100%	4	82%	2	90%	3
Negative Disenrollment	4.00%	2	0.00%	4	0.93%	4	0.00%	4
Psych. Hosp.	0.00	4	0.00	4	0.69	4	0.04	4
ER Visits	0.00	4	0.01	4	0.00	4	0.01	4
Participant Retention	100%	4	100%	4	99%	4	93%	3
Direct Staff Stability	91%	NA	89%	NA	91%	NA	83%	NA
Other Staff Stability	95%	NA	96%	NA	89%	NA	98%	NA
Participant Satisfaction	99%	4	88%	2	98%	4	93%	3
QOL	97%	4	86%	3	99%	4	91%	3
Total		46		49		49		48
Possible		56		56		56		56
Performance	Meets	82%	Exceeds	88%	Exceeds	88%	Meets	86%

Participant Interviews

Fifteen Link Community Living participants were interviewed. Participants appreciated the assistance they received at learning life skills, such as cooking and laundry, and good relationships with staff. Participants' comments praising the program and staff included:

I am not stressed 24-hours a day. Link is trying to help me out. I have a roommate right now.

[Link helps me with] a lot of things. [It has gotten better because] I went on vacation.

Well they actually do a very good job at keeping certain things under control, you know, like when I go do exercise and stuff like that and VIP, like when you go out into the community They have meetings that I can go to where I can get stuff taken care of. And plus, they help me when I need money and help me cash my checks so I can get groceries and help me shop. ... Plus, I have one staff that helps take me to my church and the staff is really nice and considerate to me. ... They help me read packages and labels too. Yeah, they talk to me about it. They help me cook and stuff and do laundry, I suppose, shopping. I am still not good with money and stuff like that, but basically I am good at everything else, except for money spending. ... They also help me go to my appointments and get medicine too. Since I started communicating and hanging out with people, yeah that has helped a lot. That has helped me with my communication skills as well.

They help me with laundry and cooking. They have fun stuff to do, like going to the park and stuff. They help me getting on the bus safely. I do laundry or arts and crafts with Link.

They help me with cooking and take me out and walking. They teach me how to sleep and cook and clean up and stuff like that. They help me use my money wisely. If you are upset they come and talk to you. They respond quickly. They say like if you want to go somewhere, they are like "okay, let's go." They want to help me, because I can like make my own choices now and stuff for myself. They help me keep my room clean and take the trash out and cooking and cleaning up after dinner. I am sweeping and mopping and cleaning better, which is what I do at work. I feel more safe here.

They take me places I want to go three times a week. I go bowling sometimes. I set my medicine up. They are quick in responding. It has to be in the mornings for them to respond though, but overall they are responding. Stuff I have to do is easier to manage.

They take you grocery shopping and to the YMCA. They take you bowling, and they take me to church. I live with two roommates. I used to live on my own but I wanted to try this out. It is going pretty well. I like to do fun things like going to leisure class and going to dances like winter mix and we get to do that. You sign up for leisure stuff, and the staff makes sure you get there. It gets me out and doing fun things. I am cooking three meals each day, trying to eat healthy, exercising and I can't think of what else. I have good control over my life. I get to decide to go out walking because I like to get out and be healthy. I go bowling for Special Olympics and I like to go to church on Sunday. I like to go to dances and go shopping. We have house service where they come and take you to all your appointments. It is working great.

Like [Staff] always come and take me to the zoo. I am happy. Link helps me with my problems. I go out in the community. We watch TV. I have a doctor and dentist.

I got a meeting coming up, a staff meeting. I like what I have I guess [level of contact]. I just bought a TV on my own for \$130.

They help me with employment. [I am working on] cooking. They want me to be a part of the community. They help you with a lot of different things. They help with anything, living situations, and everything. Seeing what is wrong when I say something is bothering me. I talk to my case worker with Link.

They usually help me right away. They always tell me about my medications, and I am on the mentor program. Link helped me out. I like to live here. They help me in the community. They always go places on the weekends. I work at the worksite with [Staff], five days a week.

I go out with Link people. I do activities. I do activities and I do crafts and I go on outings. I do walking. We went fishing. We went to go fishing. I do walking in the hallway and I go to Penny's at the mall. I have got my own room and two roommates, and they are nice.

They are nice. I like Link. They help me with problems. It is better at Link. They take me in the community. I work. [My housing is] great. I have a doctor and a dentist.

Some of the participants voiced some concerns and suggestions. Participant comments included:

Talk[ing] to my case worker manager more.

My staff ... I would change [Staff]. He is a bad staff. I do not like him anymore.

Sometimes I wish I could talk to them a little bit more. They might want to be a little bit more considerate to people's needs and feelings and be a little bit more courteous to other people, but other than that, everything seems to be okay. Probably being a little nicer to the residents, being more considerate, you know asking them before you enter the room, stuff like that.

I have no alone time. Kind of ... they are too bossy. I wish I was getting one-on-one help. [I would change] the staff. They are kind of rude and stuff.

Cleaning better and more walking around and getting out in the community and stuff.

It is a long time that we don't have staff. We have a staff from four to ten and overnight. Nobody comes during the day and we get alone time during the day when staff don't come. I would like to see them more during the day so we could get out and do more things during the day like go to more classes and everything.

They are here to work for us, but most of the time they are working for a paycheck. Transportation and communication here is horrible. It has not made me better. I do not care for these services. There is nobody else taking new clients. No, none of the staff does that [asks me about my goals]. If I want to go to the mall, I have to take a bus. They are supposed to be getting paid to take us, but they do not like going out. They like to argue and be mean to you, like not talk to you or do anything with you because they are mad at you. They are really pushy and pushing me way over the edge. It is like an everyday here. There is always a problem everyday with the staff.

There is one staff that works with me and would call me a racist, which I am not. I feel like he should not be working with me because he makes me angry.

I would like to have transportation rides at the new church and go on one of those buses.

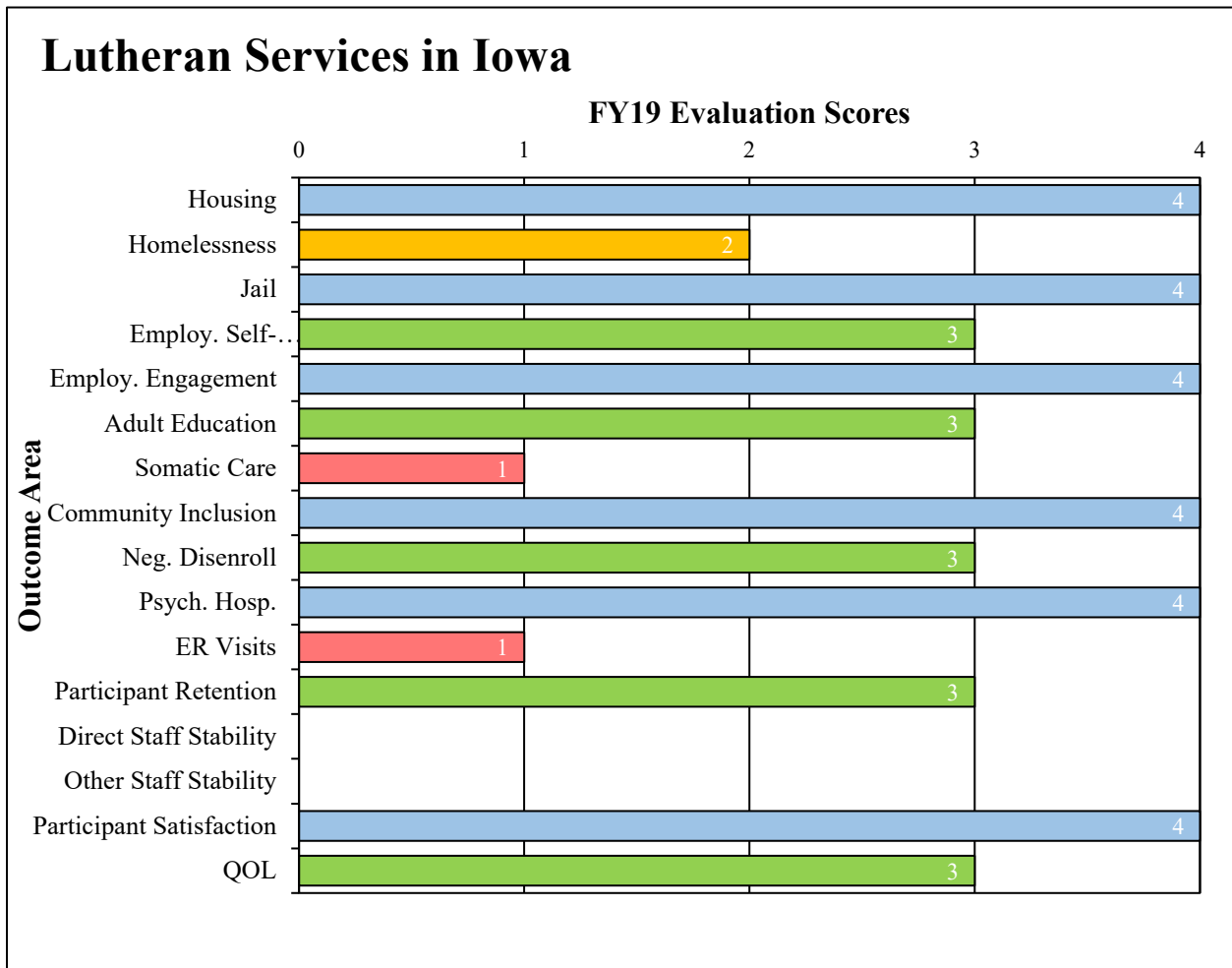
Agency Response

The program reported that they struggle finding educational activities. They look for job trainings, but there are not many providers who do this.

Lutheran Services in Iowa (LSI)

Overall Evaluation Results: Meets Expectations (77%)

Lutheran Services in Iowa provides Supported Community Living and Respite Services for all ages, from child through adult. In FY19 Lutheran Services in Iowa supported an average of 89 adults in community living through their Des Moines location. Compared to FY18, when they scored a Needs Improvement rating, in FY19 the agency’s community living program resulted in a Meets Expectations rating. The program excelled in six outcome areas, met expectations in five additional areas, and was challenged in the three remaining areas on which they were evaluated. Evaluators interviewed fifteen program participants, who reported that they were very satisfied with the services they received and the staff who worked with them. Comments from participants are below.



Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	84%	3	96%	4	93%	4	93%	4
Homelessness	2.47	1	0.00	4	0.00	4	1.47	2
Jail	0.21	4	0.04	4	1.60	3	0.02	4
Working Toward Self-Sufficiency	19%	3	19%	3	20%	3	26%	3
Engagement Toward Employment	40%	4	37%	4	36%	4	40%	4
Adult Education	21%	3	24%	3	12%	2	23%	3
Somatic Care	91%	2	91%	2	78%	1	75%	1
Community Inclusion	85%	2	86%	2	88%	2	95%	4
Negative Disenrollment	5.00%	1	1.25%	3	3.65%	2	2.25%	3
Psych. Hosp.	1.65	4	1.71	4	3.83	2	1.33	4
ER Visits	0.07	3	0.07	3	0.11	2	0.19	1
Participant Retention	90%	3	95%	4	88%	3	89%	3
Direct Staff Stability	75%	NA	79%	NA	76%	NA	82%	NA
Other Staff Stability	94%	NA	95%	NA	94%	NA	95%	NA
Participant Satisfaction	88%	2	98%	4	97%	4	96%	4
QOL	85%	3	95%	4	97%	4	92%	3
Total		38		48		40		43
Possible		56		56		56		56
Performance	Needs Improvement	68%	Meets	86%	Needs Improvement	71%	Meets	77%

Participant Interviews

Fifteen Lutheran Services Community Living participants were interviewed. Participants often mentioned that staff supported them to get out into the community and reflected on how that has improved their comfort with people. They praised staff for both their practical assistance and encouragement. Representative comments included:

They help me with my doctors' appointments and shopping, things in general, that I need. They help me understand things that I don't understand, like at my appointments. One is transportation, the other one would be ... when I don't feel well and need help figuring

things out. I don't feel isolated. I am getting out in the public. I needed more days a week for my appointments. So I had to call [Staff] and say I needed more hours, and she made it possible that I could have someone more. Within a week I had someone. Things are better now. I know how to talk better with my mom. [T]here are some things that she will say to me and it will hurt my feelings, so I have to stop and think before saying something. I would say I am doing more for myself in my home than before though.

They help me like get out into the community more and not be stuck in the house all the time. They were really good with talking through stuff and helping me with paperwork and stuff like that. They were really good about communicating with me pretty much anytime. They always used my preferred pronouns. If I said I was having high anxiety, they gave me the space to deal with that. Just I had a lot of anxiety with my living situation so being able to get out, socialize more, getting out and dealing with my problems. Realizing that, yes, they are real, was helpful.

Volunteering and cleaning my room. Last Tuesday [they] encouraged me to get stuff done. They are nice and they listen to what I have to say. Getting out in the community, getting out of the house and doing community stuff, all that. Not losing my control. I mean not losing my temper and stuff. It has improved a lot. They help me know new people and new clients and all that. Get me out of the house more.

When they are available, yes. Doing stuff out in the community and stuff. I go walking in the mall; I volunteer at a place too. It had made me socialize with people a lot better. I did not know how to socialize with people. It is a good program to get out and about to do things with somebody. The staff have given me tips and coping skills. I deal with crisis a lot better now than I did before. Mostly because I have been able to get out and socialize with people. I used to get angry with family and not socialize with them because I feel like they were taking advantage of me.

Like community integration, socialization skills, and exercising. The staff goes that extra mile to help out. Well I am more relaxed now and I am able to communicate better. The staff would give me several ideas on how to communicate with them. They provide me socialization skills and it helps me. I am able to get along better with the neighbors.

They help me cook and clean and fold my laundry. Getting out in the community more and cooking new recipes. They try getting you more independent.

Right now [I am] focusing on volunteering and getting out in the community. A couple of years ago, they helped me with a goal with cooking. I am able to make my own meals better. Mostly getting out in the community and getting experience so when I enter the job market, I will know what I am doing. I would say the main thing they encourage me to do is cooking because I never did that before. That made me independent and relying on people to do that. I would say they are always on time and when you tell them what you want to do, they are very nice and want to accomplish it. Getting out in the community has helped me because before I had social anxiety. It has helped me with my people skills and being less reliant on my parents.

Supported living, they take me out into the community, they teach me money management, hygiene, how to take better care of my apartment—keep it clean. I now manage money better and I know how to do math in my head a little bit better when I grocery shop. Get out into the community, working on saving up money, those are pretty much the two main ones. They ask “How are you doing on your money?” “Is your place clean?” “Do you have enough money to do what you want and buy what you need?” and without them I probably would not have enough money to buy food. Well I am not as temperamental anymore. They helped me get over that, like I don't overreact to things as much now. Here and there; before I kind of was always late, but now they have helped me work out a sleep schedule and that has helped out a lot.

Oh, yes. My staff helps me very well. They helped me get my volunteer stuff. They helped me with my weight; I have lost 52 pounds. [They] helped me and planned out what we are doing for the month. Yeah like I went into Hy-Vee today to get dog food for my dog and she [staff] did not come with me. We go to Wal-Mart and she helps me add up everything to make sure that I don't spend too much money. Or she will come with me to the library to type things up since I am not very good at that. She does really good at helping me.

Just helping me try and make friends, we write down different places to go like going to church or taking my dog to obedience classes, the library, different places to go and try and meet new friends. We have gone grocery shopping together before and she told me about these healthy potato chips with less salt that are made with vegetables. I am getting pretty good at like one or two people. I am going to a lot of groups where I am getting better at sharing what is going on in my life. And right now I am working at doing better when there is four or five people in a group. Yeah, my house is spic and span. Housing is good.

Well it just helps me socialize with someone and it ... gives me something to do, you know? Takes my mind off of things. We go out and do things and activities that get me out and socializing.

[I have more control over] managing money for one thing. I also have LSI services and I have a [staff] that goes in with me to my appointments to help me process things after my appointments. I met with one of the workers and, I get anxiety, so she helped me set some goals. I used to get really overwhelmed and freak out. I just wanted a way out. It's not like that now. I get to where I enjoy being around people. I have Section 8 housing. In fact, I'm in a nicer apartment than I think I have ever been in. It has made a huge difference being able to take me to my appointments and go inside and help me process what the doctors have to say. I have a lot of medical issues and have to see a lot of doctors.

Well, my anxiety issue, I can deal with that issue better, but that is about it. Well, I am able to be more comfortable in different situations. Community integration, socialization skills, those are the main two.

I have had a lot of health issues lately. With the services I get, it makes it easier, because I can take a cab to the store or my LSI worker comes once a week and she takes me to do things, so I get help that way. Well just the fact that the services I get have me more independent, and I don't have to depend on them.

A few participants raised concerns or suggestions. Comments included:

The turnover is kind of high. You are always getting people in and out, but I guess that is social work in general. It probably was not much I would not change other than meeting with them more.

I see them whenever somebody is available. It is up to them, not me. I wish it was up to me. I am not satisfied with not getting enough help. I have been at home for about three or four months since a worker has checked on me.

I wish they would do more cookouts and stuff.

Yeah, I see her two days a week. I have to wait to talk to her when I see her. I don't know why but in case I cannot go in, it is hard to find somebody to tell her that I am not feeling good or I am sick or something.

That they pay their people more so that it would be better for the people. It is hard for them to make a living on what they make and so that they could hire more people so that more hours could be used and the waiting list would not be so long.

Goals are not being met. I don't feel like I am being motivated enough to work on my goals on my own. I feel co-dependent on others and lack motivation. Just cleaning and developing a routine. They remind me, that is it. I don't feel like I am being encouraged. When I say respect, I don't feel motivated to do things on my own, and some of the staff don't care. One time I overdosed on medication and one of the staff did not even check on me. Again, I don't think they care and there is a big communication problem among leadership and staff in my opinion.

Well I am only allowed so much time each week, but they see me for that time. I think I have two hours. Sometimes I would not mind having a little bit more [time with workers].

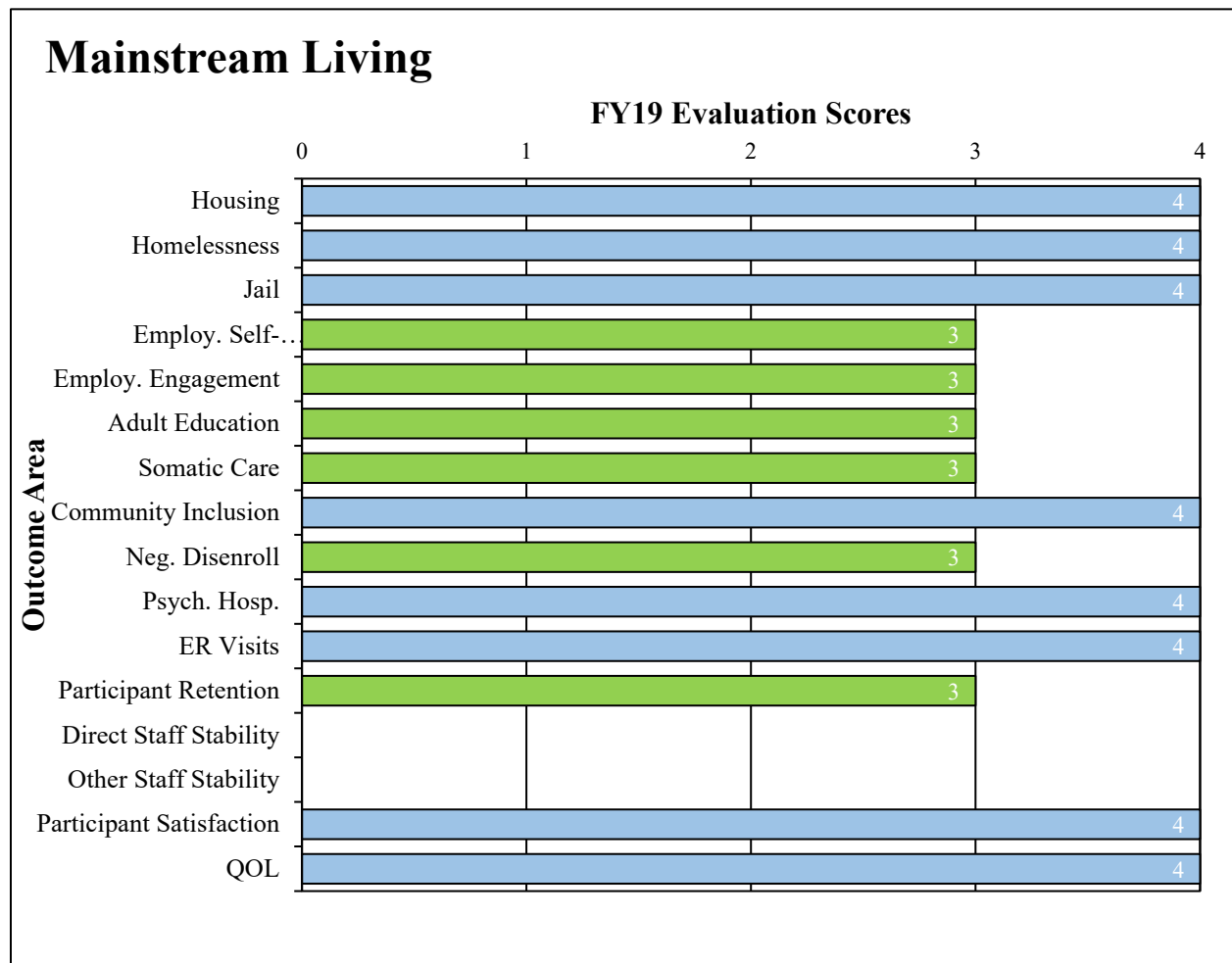
Agency Response

The program reported that their homelessness score arose from primarily one participant, who chose homelessness. This person is currently making steps to improve. For emergency room visits, the program had a participant who was going in weekly because they needed a change in setting. The team is working with the participant, who is getting better.

Mainstream Living

Overall Evaluation Results: Exceeds Expectations (89%)

Mainstream Living serves individuals with intellectual disabilities and mental illness. In FY19 the program supported a total of 244 adult participants in community living. Compared to FY18 when the agency scored a Meets Expectations rating, in FY19 the agency’s community living program scored in the Exceeds Expectations range. The program excelled in eight outcome areas and met expectations in the remaining six areas on which they were evaluated. Evaluators interviewed fifteen program participants. Participants reported being very satisfied with services and staff who worked with them. Comments from participants are included below.



Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	95%	4	97%	4	93%	4	94%	4
Homelessness	0.48	3	0.00	4	0.92	3	0.33	4
Jail	0.70	4	0.81	4	0.75	4	0.98	4
Working Toward Self-Sufficiency	11%	2	14%	3	13%	3	14%	3
Engagement Toward Employment	24%	3	28%	3	31%	3	31%	3
Adult Education	17%	2	20%	3	29%	3	23%	3
Somatic Care	100%	4	99%	3	99%	3	99%	3
Community Inclusion	97%	4	95%	4	96%	4	96%	4
Negative Disenrollment	0.00%	4	0.78%	4	1.99%	3	2.46%	3
Psych. Hosp.	2.52	3	2.74	3	1.93	4	0.59	4
ER Visits	0.06	3	0.03	4	0.05	4	0.01	4
Participant Retention	89%	3	90%	3	87%	3	88%	3
Direct Staff Stability	91%	NA	88%	NA	89%	NA	93%	NA
Other Staff Stability	99%	NA	97%	NA	94%	NA	98%	NA
Participant Satisfaction	100%	4	94%	3	92%	3	98%	4
QOL	100%	4	91%	3	88%	3	96%	4
Total		47		48		47		50
Possible		56		56		56		56
Performance	Meets	84%	Meets	86%	Meets	84%	Exceeds	89%

Participant Interviews

Fifteen Mainstream Community Living participants were interviewed. Participants particularly appreciated staff's support in accessing the community and helping them learn to become more in control of their lives. Comments included:

[Services include] going out and grocery shopping, going out in the community and to doctor appointments. Going back and forth to church. Exercising. They encourage me to go out in the community. That is a good to place to be a good client at because they help with everyday living. They help me work through problems. They help me face my problems. I am not that shy no more.

Grocery stores, cleaners, sometimes [going] to the park. They encourage me to get on the treadmill more. I am out of shape. Getting up and out and dressed [is easier]. Just being able to conversate with someone else when I am on my own. Yes, it makes me more aware and more talkative. They are willing to help me with scheduling my appointments and things.

[It] gives me stability and something to kind of work for. Trying to get out into the community a little more, maintaining my mental health and physical health problems. They kind of just help find ways that I can do things for myself or on my own. They help work on goals and help just find support within the community and give you what you need to get by. Kind of just going to the store if I need food and making doctors' appointments and making sure I have my medication all are easier now. Staying out of the hospital is good. Just to kind of have somebody there with me to talk to keep me out of my head helps.

They help me learn to cook. They help me learn to clean. I have more freedom than the places I was at before I was in the home. They sometimes tell me I have to do stuff by myself. It is easier to do clothes stuff because I get some more independence with my clothes because I do not have to go searching for clothes like I used to. Because with the services they have helped me get into school and now it is easier for me to deal with a crisis because I am in school. Before I started services I was good with my family, but it is easier for me and I get along with my sister better now. They tell me I need to be more social. Yeah sometimes we go to an open mic night at these places where I can talk to a lot of people.

Since I don't have a car and can't really drive right now, they take me if I need to go to the store, or the bank, or the food pantry. They help me out with bills and things like that. At the time I was pretty much homeless, and they took me in and got me into an apartment that they own. I mean it really helped me out a lot. I was having a lot of mental health issues at the time, and they were able to help me with that. The main one is being able to be more independent and helping me with budgeting so that I can save up and eventually get a car. Mainly there was a time when I needed to go to the hospital and they stopped what they were doing to come and get me to take me to the hospital because I was having health issues at the time. I have actually just got back in touch with one of my sisters that I have not talked to since 1996. I am more trusting of people, because it used to be I did not trust people.

They help me with cooking, taking me to my appointments, things like that. Cooking and keeping my apartment clean. Just making sure that I have a good environment

They are trying to make me more responsible and more independent. Like with cooking and taking me to my appointment, letting me learn how to manage my own appointments now, make my own appointments. It is easier to make decisions and everything, now that I know what steps to take and how to deal with certain problems or issues. I would say so. I am just more independent and I can make more decisions.

Yes, my worker is amazing. [Goals included] to be able to go out in public and one of them was to talk on the phone, but I am still not able to make calls. But hey, I am getting better. I can answer them. They give me pep talks and they had me write a list and put it on my bathroom mirror of things I need to do. I am trying.

I wouldn't probably have food. I could not go to the store. I don't feel like committing suicide like I did before. I know I have people to talk to and I have good psychiatrists. I have started walking more, trying to get my lungs better. I am more of a person that likes to stay home. But they try to take me out as much as they can. They took me to the zoo. They try to get me out with other people. They help me set that goal like keeping my food in the kitchen and not in the living room to try to keep things cleaner.

I just don't know what I would do without them. Well I can deal better with stress. I have a worker that comes out two times a week and she helps me go to appointments so I can understand. They helped me lose weight and with my depression and anxiety. They tell me about different options in the community that are free. [They are] helping me with different things: food things, free clothes, farmers markets. Absolutely, it is the best thing to happen to me.

They hooked me up with Mainstream Living, which kind of helps me get out into the world. I'm kind of a hermit. Currently like they help advocate, support, and remind of appointments and help get to doctor's appointments. Sometimes it's hard for me to communicate with doctors so they help with that. Also working on trying to get my driver's license so I can be more independent. If I need to, they will help with budgeting and things like that. By following through, being polite, understanding, and supportive if I need it.

Well, I'm dealing with my mental health. I was fully committed and I have tried to commit suicide several times. One-hundred and ten percent: I never had nowhere to live until I joined the program. He takes me to the grocery store and helps me buy food because I'm on a budget. He helps me pick out things so that I can last until the end of the month. When I moved he helped me get furniture. I told my parole officer. He could not believe how well I was doing. He says, "I can tell, I can tell."

I guess overall stress levels of being overwhelmed with situations. He has helped me kind of slow down a bit and step back and deal with one problem at a time and look for the necessary steps to take. I guess my time management, being able to manage how much leisure time I have, how much time I need to set aside for chores, and they kind of manage work and my personal life as well. Work: I am able to show up to work every day on time. {I have] never missed a day of work in over a year. So my employers can depend on me to show up and work the whole time, sometimes over time, and then they can rely on me to get my job done that day and stay if they need more help.

A few participants raised concerns. Comments included:

I wish they had more time but overall, yes, I am satisfied.

Well, I wish I could see the one who comes Monday and Friday more times. They used to have someone come three times a week. They have such turnover. I wish they could still come three times a week because I really like her company and stuff. There are probably people with more priorities [than] just to keep me company. I wish she could come three times a week because I was used to that.

I don't know ... they could maybe be doing more with ways to get out into the community and peer support, I guess. The way they have a tendency to go through staff.

One week they would show up, the next week they would not and then they did not help. They were assuming everything was good, would show up and assume I could make it at the time, but I had something else planned and they thought that they could do that. That time did not work. After 4 pm is my time. The worker should not control my life. I was trying to be convenient with her, and she said I was yelling at her. She said I was being rude and that she was going to tell her boss that. Just the communication. It's very hard. Texting with the phone service I have is not very good.

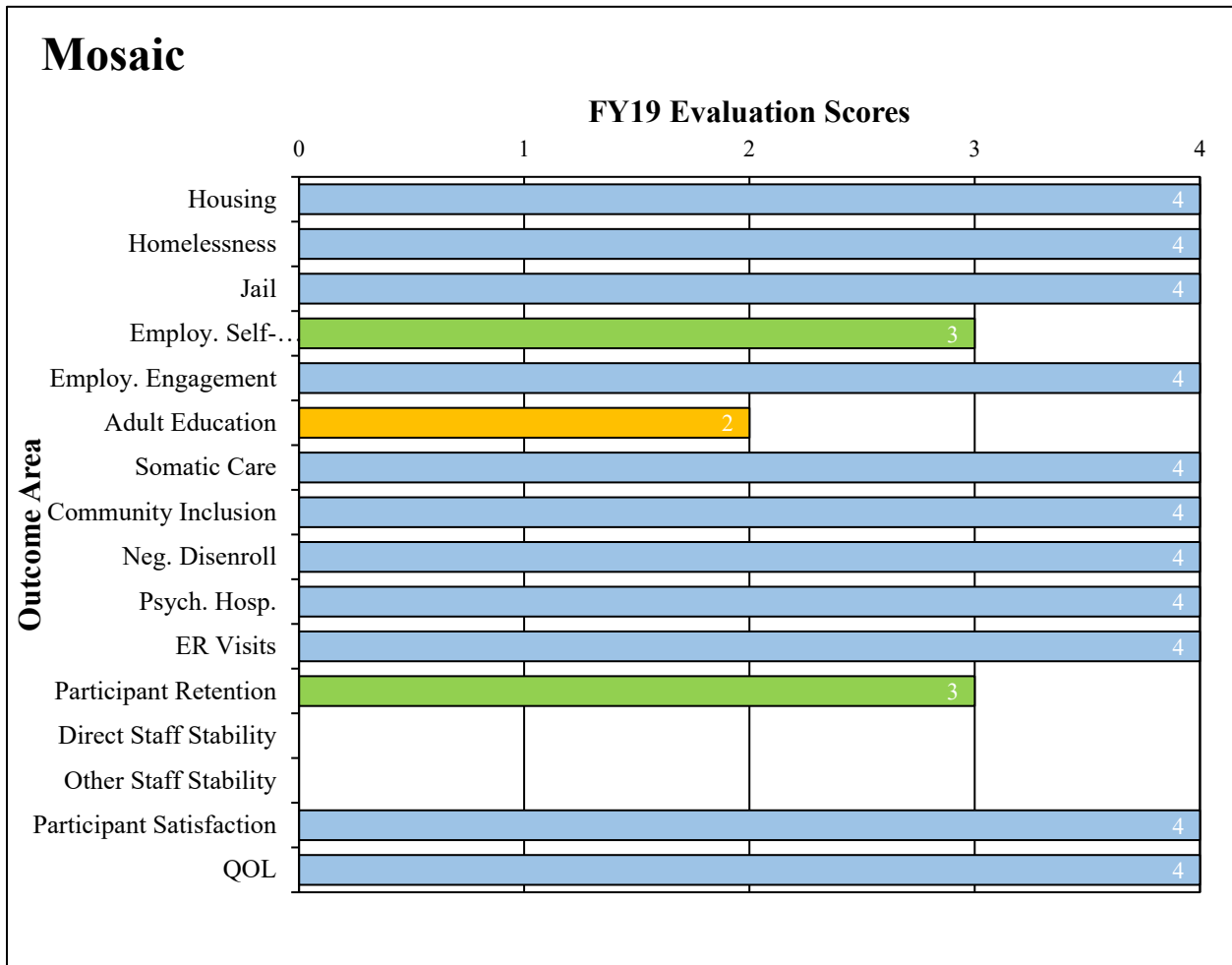
Agency Response

The program reported that for Involvement with the Criminal Justice System, they had one participant who had extended time in jail awaiting a court date.

Mosaic

Overall Evaluation Results: Exceeds Expectations (93%)

Mosaic serves adults with intellectual disabilities aged 19-90 years, in 24-hour settings, including group homes, apartments, and host homes. Mosaic provides both ICF/ID services and HCBS ID Waiver Services (24-hour supported community living). In FY19 program staff supported a total of 187 adults with intellectual disabilities in community living. Consistent with prior years, the agency’s community living program continued to exceed expectations. The program excelled in eleven outcome areas, met expectations in two additional areas, and was challenged in the remaining one area on which they were evaluated. Evaluators interviewed fifteen participants. Participants reported being very satisfied with the services they received and the staff who worked with them. Comments from the participants are included below.



Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	98%	4	100%	4	100%	4	99%	4
Homelessness	0.00	4	0.00	4	0.00	4	0.00	4
Jail	0.17	4	0.51	4	0.30	4	0.00	4
Working Toward Self-Sufficiency	16%	3	12%	3	13%	3	12%	3
Engagement Toward Employment	44%	4	42%	4	39%	4	39%	4
Adult Education	21%	3	20%	3	14%	2	15%	2
Somatic Care	99%	3	90%	2	95%	3	100%	4
Community Inclusion	99%	4	88%	2	95%	4	100%	4
Negative Disenrollment	0.00%	4	0.00%	4	0.52%	4	0.53%	4
Psych. Hosp.	0.50	4	0.38	4	1.29	4	0.22	4
ER Visits	0.03	4	0.00	4	0.02	4	0.04	4
Participant Retention	93%	3	98%	4	87%	3	87%	3
Direct Staff Stability	91%	NA	94%	NA	88%	NA	89%	NA
Other Staff Stability	98%	NA	94%	NA	98%	NA	93%	NA
Participant Satisfaction	99%	4	95%	4	100%	4	100%	4
QOL	98%	4	94%	3	100%	4	97%	4
Total		52		49		51		52
Possible		56		56		56		56
Performance	Exceeds	93%	Exceeds	88%	Exceeds	91%	Exceeds	93%

Participant Interviews

Fifteen Mosaic Community Living Participants were interviewed. Participants were happy to have support for doing everyday tasks, such as getting dressed. Some remarked on how the program supported special and unusual activities. Representative comments included:

I broke my femur and was going through therapy and was not able to progress. I came into the group home unprepared. They helped make me comfortable. One staff is really positive and helps a good deal. [My current goals are] exercising more: upper and lower, helping with laundry, getting out in the community. They help me meet with my fiancé, who has cerebral palsy. They help us meet up once a month to see each other.

[Staff and others] budget and [help me with] saving for events. [He] takes me out. We go bowling.

They let me do almost anything myself. Yesterday I was in my wheelchair and had a little seizure. I knew I needed to get into bed. I have a button in the bedroom, and if I push it, they know to come in. And they did. Then the staff came to check on me a little later and she thanked me for letting her know.

I am in a house with four roommates ... for a long time. They help me cook. Sometimes I vacuum and they help. Sometimes they take me to McDonald's. Sometimes they play music. [Staff] talks to me. I go outside and use the swing set with staff. I went to the State Fair and danced [at a concert there].

They [staff] are all new except for one. I am in a house with three roommates. They get us dressed, showers, breakfast, dinner and lunch. They want me to help with the laundry and dishes. I asked the staff here today to help with my shoes and he did. Mosaic is awesome. I just got back from a Minnesota Vikings game. I went last week with staff. [That was something I wanted to do.] We do lunch, movies, or go to the mall.

They assist me with some toileting sometimes and cleaning up messes due to my cerebral palsy. I have been with Mosaic for a year and a half, and they are a wonderful company. When I came to Mosaic two years ago I was living in a nursing home ... so the most positive impact is getting out of a nursing home. I would say they go above and beyond to try to meet your needs. The management may have challenges, but the fun part is amazing. We had a program manager approving extra hours so someone could do something he really wanted. And we were volunteering for a presidential campaign. When I used to take public transit: that was a nightmare. It helps my mom knowing I am in a setting that is more stable. They do get us out for social events. We went bowling.

There is 24/7 coverage at a house with three roommates. They take me places. I like to go out to eat sometimes. My remote for my TV ... [I asked for it] and they got it pretty quick. I would tell them how nice and fun they are. The house I live in now is easy [structurally easier to get around in using a wheelchair]. Any place I want to go and eat ... I just talk to everybody.

Doing the laundry... that is about it [for independence]. Staff listen to me on how to do my programs and stuff [physical therapy].

Staff is nice. I don't know where the library is... [staff takes me]. I know how to use the library card though. They take me to the mall. [Staff takes me] to church. I need help pulling my socks on because I can't get up by myself. He helps with other people too. They help me with my shower.

[The participant receives 24-hour services in a house with four roommates. Two of the house staff were mentioned.] I love them. They help me get out. [They get me to] church and Bible study.

They taped up my room for my computer [so it is accessible]. I tell them what I want. I have a football goal ... to be in a pool. Every year I have to pick a goal, and it is really hard for me because I have already done them all.

[The participant is living in a host home through Mosaic.] They have helped me grow a lot. We are best friends now. I am a healthier person ... growing closer to God is the big thing. She [Host] asks about my goals one hundred percent. She helps me be successful with them. I think I am surrounded by love. I have lunch once a week with my dad. Host home has helped me get closer to my friends too.

Host home ... on the farm. I have chores. [There is] one roommate on the farm. We go out and do things like the State Fair and Adventureland and Living History Farms, and we get groceries. I get the mail and the eggs. I go shopping when I need. We have Christmas and Halloween parties.

I am living in a host home. [Host] is a great friend. They basically have adopted me. I am part of the family. I have been at the host home about one year. [My roommate lived with them already.] Her [home host] and her husband both help me get into bed and out of bed ... showers and using the bathroom, everything. It is good assistance. And we have hot tea at tea time. I needed toothpaste and got it fast. I am happy with the way things are going. I have not had a bad experience there [at the host home].

A few participants had concerns or suggestions. Comments included:

The kitchen [of the group home] is not very accessible. There are three of us in the house who are in chairs and we can't all be in the kitchen at the same time.

I had to go to the doctor, the walk-in clinic, on Monday and [Staff] took me. Some of the other staff does not like to do the outings. She [Staff] has to do them all. The P.M. folks [staff] they don't like to do anything, like I like to do puzzles, but they don't want to. I like the P.M. supervisor. He is fun to talk to. He takes clients places. It is a good place to come. It all depends on the staff. [I have good and bad staff.] It takes me a while to get used to new staff. I dislike training people [training new house staff]. There is some turnover ... even with supervisors. I wish my staff would get off their butts and be more proactive with me. I don't care if they talk on their cell phones but acknowledge I am there. Come in every hour and check on me.

But I want to go shopping more ... go get pop and go out to eat.

A bigger house [would be great]. We have four wheelchairs and hallways are small.

[W]e live in ICF-ID so we have two people on staff for A.M. and two people for P.M. [Staff] is a main staff but unfortunately there are a lot of PRN [as needed] employees. There has been a lot of turnover. We can't keep supervisors. That is one of the frustrations. We don't have very many certified med passers. I think sometimes they are feeling like they are working alone. I am very high functioning. Some of the ICF/ID regulations clash with that. Some of the regulations put in place by the state, for example, require that they [staff] be within ear shot. Overall, yes, but I would like to live in a less structured environment ... [a lower level of care] like HCBS of Supported Community Living. However ... I filled out a waiver in February and I called DHS. It was never

submitted. I know I have to let them be in charge of legal stuff ... you just can't misplace paperwork that is supposed to go to DHS. My application was lost.

Except that staff needs to watch one roommate so he keeps his hands to himself. One of my peers has been hitting me. I asked staff and they say "I am sorry."

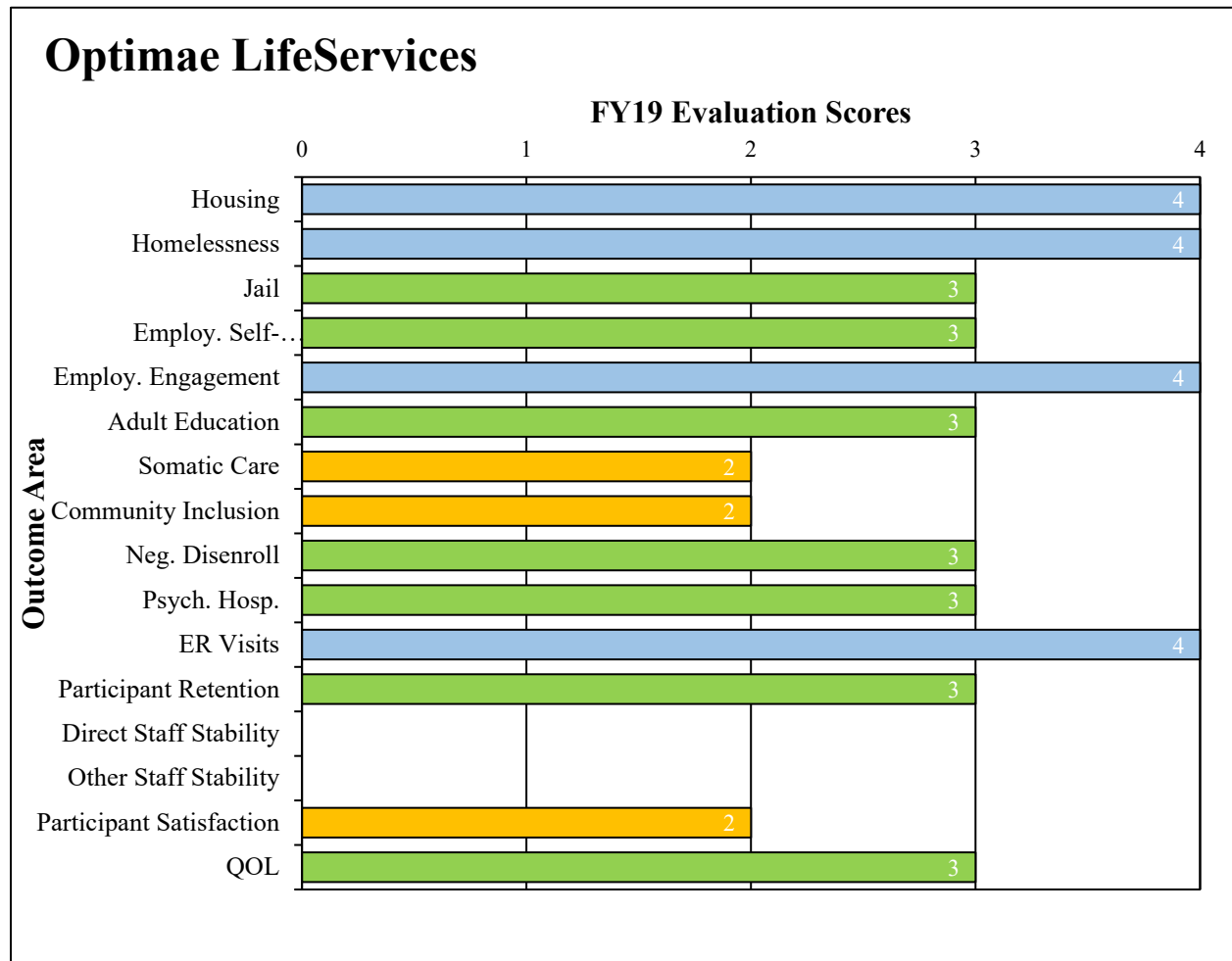
I don't go to any restaurants. I would like to go but they [staff] are so busy working.

It is hard because when I want to get out, my roommate can't go. [There is not freedom to leave whenever I want. I don't talk to staff about this] because there is only one staff member at a time. [It is logistically challenging because if the participant wants to go somewhere, they would be leaving the roommate who does not want to go alone ... which they can't do.] Move around people. ... Put more people who can walk around the houses. Roommates with fewer mobility problems [in a house] so I can go out more. [There are too many wheelchairs for one staff member to manage on the road.] That is limited by the difficulty of one staff and two wheelchairs.

Optimae LifeServices (Optimae)

Overall Evaluation Results: Meets Expectations (77%)

Optimae primarily supports individuals with mental health challenges in community-based homes. In FY19 program staff supported a total of 221 adults in community living. Compared to FY18, the agency’s community living program performance in FY19 maintained a Meets Expectations rating. The program excelled in four outcome areas, met expectations in seven additional areas, and was challenged in the three remaining outcome areas on which they were evaluated. Evaluators interviewed fifteen participants. Participants reported being somewhat satisfied with the services they received and the staff who worked with them. Comments from participants are included below.



Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	94%	4	98%	4	98%	4	98%	4
Homelessness	1.22	2	0.54	3	0.32	4	0.00	4
Jail	0.88	4	0.95	4	0.59	4	2.21	3
Working Toward Self-Sufficiency	8%	2	12%	3	16%	3	14%	3
Engagement Toward Employment	18%	3	22%	3	34%	4	42%	4
Adult Education	14%	2	21%	3	24%	3	26%	3
Somatic Care	97%	3	97%	3	91%	2	92%	2
Community Inclusion	74%	2	82%	2	77%	2	87%	2
Negative Disenrollment	3.00%	2	2.48%	3	0.93%	4	1.36%	3
Psych. Hosp.	2.07	3	2.29	3	1.10	4	2.71	3
ER Visits	0.06	3	0.04	4	0.04	4	0.02	4
Participant Retention	87%	3	87%	3	88%	3	92%	3
Direct Staff Stability	92%	NA	93%	NA	87%	NA	90%	NA
Other Staff Stability	90%	NA	94%	NA	87%	NA	87%	NA
Participant Satisfaction	95%	4	95%	4	99%	4	86%	2
QOL	97%	4	92%	3	93%	3	91%	3
Total		41		45		48		43
Possible		56		56		56		56
Performance	Needs Improvement	73%	Meets	80%	Meets	86%	Meets	77%

Participant Interviews

Fifteen Optima Community Living participants were interviewed. Participants often described staff as helpful and caring. They credited staff with encouraging them to become more independent, providing transportation for appointments, helping them to get out into the community, and teaching them important life skills, such as cooking and organizing. Comments included:

I believe they are the ones that have helped me the most. I have an issue with depression, not coming out of the house. I do way better than I used to. I can get out and socialize. It got something out of me. When I first got there, it was just [Staff]; now it's a team. I liked that because if I can't get ahold of one of them, I can reach out and ask for help from the others. When I need help, instead of hiding, I can ask for help when I need it. Just not going into my depression and not talking. I am a worrier, but with the help of Optima, I am able to reach out to them and trust them. That was a big thing, being able to trust people. [They respect me] by basically just being nice and problem-solving with me. I like that.

[I am better at controlling] my stress, my patience. ... I'm comfortable and safe.

[I am better at] just cooking, waking up, coping skills, [and] things like that. [I am improving with] time management skills. Just getting me to take my pills [helps me in social situations]. I am volunteering. I retired and got my own business. That is what I do now. [I am more independent] when I cook, things like that. [I cook] sloppy joes or something.

She has helped me out with difficult things. Before I never left my apartment at all. Now I leave my apartment and I have a garden where I garden and stuff. I was kind of messed up there for a while. ... Me and my mom, we didn't get along at all. Since I entered the program, year by year, we can't stop saying I love you before we hang up the phone. My son found me. He came and stayed with me for a little while. I get along better with my daughter. ... [The agency] takes me to [a] pantry and grocery shopping and if I need to get clothes or something. I went to two barbeques and a thing where we did tie-dye shirts.

They provide for me. A whole bunch of them: taking my meds, brush my teeth, take a shower [are goals]. They give you tickets if you do [act independently].

They are coming one day a week. They check to see if I'm doing my goals. They challenge me to get out of the house and get out of my comfort zone. Exercise and learning how to cook and learning how to be independent [are my goals]. They try to research stuff like my diagnosis to learn more about it.

I talk to more people now. I used to be really, really, not necessarily shy, but careful with who I made friends with. I didn't do either of those things before I was in the program. Still don't go to school, but I do have a job now. ... They usually take me to pick up a bus pass for those occasions when I am not able to get a ride home. They taught me how to make a pizza today.

It has been a while since I joined the program, but me and my mom used to fight all the time; now we really don't. I socialize more. That's really all it is. I just socialize more than when I started. Yeah, I'm actually in school now for history and psychology. ... Well, when I first got here as my worker I was in a very poor living situation, and I'm in a better one now. Getting out, exercising, cooking healthy meals.

In Optimae there's a program called Community Innovation, and they help dealing with being in large groups and interacting with them. Transportation and when something's wrong, they listen. They give me respect. That they make the effort to work with you, make sure things are done, and make sure you have transportation to and from places that you need. I feel that my staff actually listens to me when I need them to listen.

I love the program. They have really helped me a lot. If I have any problems, they are right there on it, helping me. Now, I feel like I am getting out more and don't feel so closed in. Because now I have more support people than I did before, so I know they are there even if I have to leave a message. I know they will get back to me. There is other staff that will pop in and say, "How you doing, [Participant]?" and that makes me feel real good.

Well, I have less suicidal thoughts and less hospitalizations, more positive support.

Because now I am able to process things better myself, and use the support system I have, compared to just going to the hospital. [I am] able to set up better boundaries. I guess like situations that would have triggered me in the past, I am able to communicate better with people and, I don't know, be more open.

I am better with dealing with stress. I spend significantly more time hanging out with friends. I go to things with other people that I did not used to do before. I think better about myself. It is easier to go back to school, and I have lost a fair amount of weight, and uh yeah... I am bad at doing dishes and so they have helped with directly assisting me with that and so far have been cutting back on the direct support with that. Yeah, and they have started texting now and so it has helped. There are more services.

Well we went out to a get together with Optimae and some of the people there and did like tie dye t-shirts and a lot of the people are nice. Well he's got me out socializing more and a lot of times we just go for drives so I can get out. I'm pretty impressed with the worker. He is really easy to communicate with and sometimes that's not easy with me. He gets me out to the food pantry and he will help me with anything I need. I just have to get a hold of him.

I can go out in public and talk with more people than I usually do and make more friends, too. We go do activities like fishing, go to the park, go to family outings, all that. They got me into the community and they also got me into the dentist, all that. They encourage me to save a certain amount of money.

Some participants expressed concerns or offered suggestions. Comments included the following:

They basically did not want me to work because of my disability. I wanted to try to go back to work and they didn't want me to try, so I did not agree on that. I was not approved for SSI and I think they were kind of throwing me to the wolves. They said they would help me out for a month or two, but that is it. But that doesn't mean I still don't have mental illness.

I wish it could be better. They tell me to call them, but when I call, I don't get an answer. They keep changing my staff there also. I am going through so many staff over there. It is hard to say because a lot of them keep leaving.

[Transportation to medical appointments] is not reliable. She is supposed to give me a bus pass. They need more people to work one-on-one with people.

I'm not happy up here. The meds they got me on, they mixed something up, the doctor won't listen to me.

[They could] be more assertive and communicate more with their clients. Communication, letting the client know about their appointment by either calling or texting them or letting them know that they can't and that the staff has to cancel.

I went through six workers and it wasn't good at all. There really wasn't nothing. I overheard them talking about their clients to other workers and I didn't think that was right. When I told my worker I wanted to talk about my goals, she would say she was busy, and then go back to the break room and talk.

It is kind of hard to answer these questions because by the time I was done working with them I was irritated, so I don't really have anything good to say. It is not like they were terrible. I was pretty much at a higher level of care than most of the people they served. I don't know. The needs that I had didn't seem to get [attention] because everyone else seemed to have worse problems. Not completely; there are just things in my life that it would have been helpful to work on like budgeting, household stuff, anxiety.

Better funding for the staff. I feel like a lot of people in these services are not well funded.

Agency response

Optimae LifeServices scored an overall total of 77% this outcome evaluation. This was our first year since 2016 that we found that our agency's outcomes score has not increased since the previous year, and have discussed putting plans of action in place to get back on track with increasing our score for FY 20. These plans will be included in our performance improvement plan for the outcomes that did not meet expectations..

Optimae LifeServices would like to submit the following comments on a number of outcome areas for this year's evaluation report.

Participant Satisfaction- Optimae scored a 2 in this area. This is our first year since 2016 that we have not received a score of 4 in this area. It was requested in the Exit Meeting for providers to be provided with the answers to these questions, keeping whomever was surveyed anonymous, as the Participant Satisfaction questions encompass a large range of service areas, and we would be able to use these results to best determine which areas we need to look at closely and focus on improving. *[Evaluator's note: We did provide aggregate satisfaction scores to agencies this year because of this request and plan to continue this in the future.]* We did note that a number of comments for improvement noted upset with turnover, and short staffing. Optimae feels this is an ongoing systemic issue, and we do have a lot of staff retention projects

in place. There were also comments of dissatisfaction in the area of transportation. Optimae is working on ways that we can best support our customers with their transportation needs; however, there are some transportation services that Optimae is no longer able to provide, such as transportation to non-emergency appointments for customers who do not have mental health symptoms that prevent them from utilizing public transportation.

Involvement in the Criminal Justice System- Although Optimae met expectations in this specific area, we feel it is very important for our agency to note that our amount of jail days is higher than previous years. This was due specifically to six customers within our services that were incarcerated, and we chose not to discharge regardless of the fact that they would be out of services with their legal proceedings for 30+ days. Three of these customers were incarcerated while residing in a site home, and instead of discharging to jail, we kept them in our services while court proceedings were completed, and they could move back into residential site services. This resulted in a total of 130 of our customer jail days. The other three outlying situations involved customers that were currently receiving hourly SCL services, and were incarcerated. Due to this, it was determined that they would benefit from site services, and instead of discharging them from our hourly SCL program, we kept them in our services while they finished up with court proceedings, and were able to be released into site services. One specific incident with our community customers involved an individual who was ordered to Oakdale to determine competency. In the past, the courts have allowed our customers to be released to our services while competency is determined, but the courts would not agree to release this customer to our services in this specific case. This group of hourly customers made up a total of 249 of our jail days. Optimae made the decision to not discharge these customers, knowing that it would affect our outcome score, in order to stay at these customer's sides, and choosing to keep them in services as they worked through legal proceedings, opposed to discharging to jail.

Access to Somatic Care- Optimae did not meet expectations in this area; however, we did improve our percentage score slightly from the previous year. We were four doctor's visits away from meeting expectations this year, although our ultimate goal is to exceed expectations, as we do note the importance of the customers in our services maintaining routine physical healthcare. This outcome area is a challenge for our agency when it comes to the reporting piece of things. Although we do not believe that 100% of our customers had a physical health appointment this year, we do believe that we did have additional customers attend these appointments, and these appointments did not get reported to the IHH entities with physician visit forms. We have some plans to more accurately document and represent this number next year, which will be included in our performance improvement plan that we submit this year.

Community Inclusion: Optimae did not meet expectations in this outcome area this year; however, we did improve our percentage by 10% from the previous year, and were 5 outcomes away from meeting expectations this year. Similar to somatic care, we do struggle with reporting this to IHH entities as accurately as possible, as quite a few of our customers attend activities in the community independently, and are not able to communicate the dates these activities were attended. Our agency will put plans in place to help with continued improvement of reporting of these outcomes, which will be included in our performance improvement plan for the following

year, along with some plans to continue to cascade awareness as to activities of interest in the community. We also do want to note that with a number of our customers, we find that mental health symptoms create a barrier to participating in community activities, and we do provide these customers with many agency initiated opportunities as well. Although these agency initiated activities do not count for this specific outcome area, and the ultimate goal with these folks is full community inclusion, we do try to meet a number of our customers where they are at in this area that may not fully meet this outcome for this evaluation.

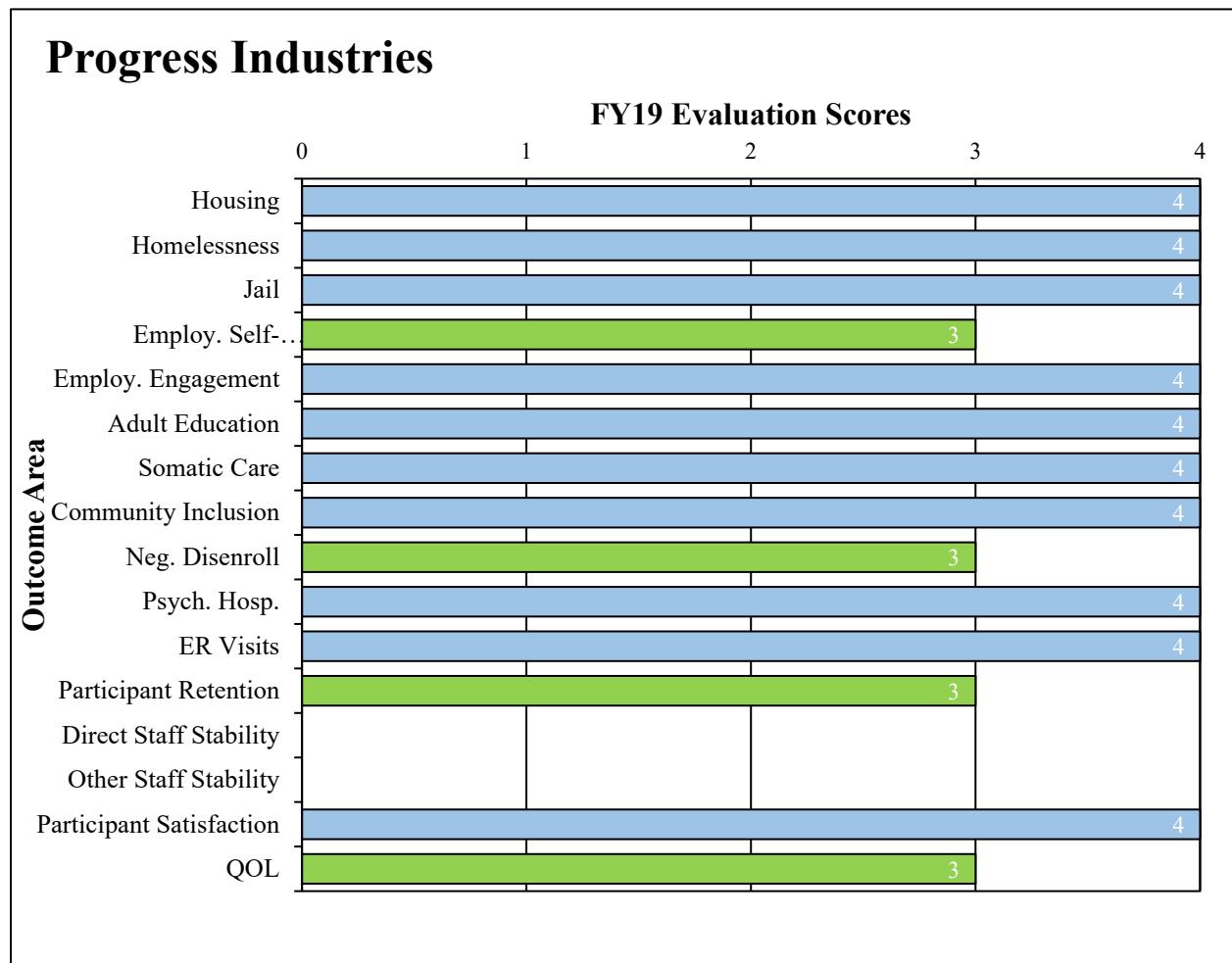
Hospital Bed Days: Although Optimae did meet expectations in this area, there was an entry error in MIS due to an IHH care coordinator not entering the end date for an enrollment outcome for a customer. This customer was in our hourly services and was hospitalized for physical health. Although we offered options to keep this customer in our services, by offering site or RCF services, ultimately, this customer's care team which included her doctor and DHS, determined that she would need a nursing level of care to meet her needs. When it was determined that we would need to discharge this customer, we reached out to the IHH CC and IHH supervisor to end Optimae's enrollment in MIS; however, the IHH did not ever complete this, which resulted in an additional 139 hospital bed days indicated on our total for this year's outcome. Optimae has provided a lot of support and encouragement to our customers to utilize local crisis services, and specific on call systems we have set up through our community living and home health teams, along with utilizing emergency appointments with their psych and therapy providers, prior to hospitalization, and would be curious to see the final percentage of this outcome without those additional 139 days in our total.

In conclusion, Optimae is very thankful for the Community Living Guiding Coalition's tracking of these outcomes, as we use these reports each year to look at our systems in place, and improve the types of supports we are providing in order to help our customers live a meaningful life. We hope the coalition finds these comments helpful.

Progress Industries

Overall Evaluation Results: Exceeds Expectations (93%)

Progress Industries provides life skills supports for adults with intellectual disabilities and mental illness. In FY19 the program supported a total of 56 adults in community living. Compared to FY18 when the agency’s community living program resulted in a Meets Expectations rating, in FY19 the agency scored an Exceeds Expectations rating. The program excelled in ten outcome areas and met expectations in the remaining four areas on which they were evaluated. Evaluators interviewed fifteen program participants. Participants reported being very satisfied with the services they received and the staff who worked with them. Comments from participants are included below.



Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	93%	4	97%	4	96%	4	95%	4
Homelessness	0.00	4	0.00	4	0.00	4	0.00	4
Jail	0.01	4	2.26	3	0.55	4	0.00	4
Working Toward Self-Sufficiency	9%	2	13%	3	6%	2	13%	3
Engagement Toward Employment	25%	3	30%	3	34%	4	48%	4
Adult Education	32%	3	21%	3	12%	2	42%	4
Somatic Care	97%	3	98%	3	95%	3	100%	4
Community Inclusion	89%	2	92%	3	68%	2	98%	4
Negative Disenrollment	4.00%	1	0.00%	4	0.00%	4	1.78%	3
Psych. Hosp.	0.48	4	0.00	4	1.99	4	0.57	4
ER Visits	0.00	4	0.02	4	0.00	4	0.00	4
Participant Retention	91%	3	94%	4	98%	4	87%	3
Direct Staff Stability	83%	NA	84%	NA	52%	NA	75%	NA
Other Staff Stability	89%	NA	83%	NA	41%	NA	66%	NA
Participant Satisfaction	100%	4	98%	4	89%	2	96%	4
QOL	95%	4	93%	3	89%	3	92%	3
Total		45		49		46		52
Possible		56		56		56		56
Performance	Meets	80%	Exceeds	88%	Meets	82%	Exceeds	93%

Participant Interviews

Fifteen Progress Industries Community Living participants were interviewed. Participants appreciated that they had help with basic living skills, such as cleaning and cooking. Many particularly liked the independence they felt having transportation. Comments included:

Meeting new people and decreasing depression Trying to get out more and walk more. They teach me to stay calm and not to get frustrated about stuff. They help me become more independent. They take me in the community and talk to others. I am keeping my place clean and stuff.

They help me with my money. They give me some more pay money. They used to take me grocery shopping. They are nice to me. They help me going out to eat. They teach me how to cope. They talk with me about problems. We get groceries. I like to get my haircut.

They taught me more responsibility and budgeting. I am learning to drive. [They encourage me to do] my laundry. They tell me to cope and get rid of stress and use my coping skills. I have learned a lot from them. They help me to be appropriate in the community.

They give me help when I need it around my apartment. They help me with my cleaning. About my hygiene and making the bed. Sometimes we talk to each other. Yes, they are nice to me. [I am controlling my life] really good.

Different kinds, they help me with my laundry. Reaching my goals and making new friends. Clean my room. They just help me. It is awesome. When my room is messy, they help me clean up. They help me at work.

I am glad I am living there, and I love it. The only thing I need help with is in the kitchen. They talk to me and they treat me with respect.

They help me with dinner and to check my dinner when it is done. They are trying to help me get my alone time and community alone time back. They want me to get into cabs like I am supposed to.

I have stayed off drugs and I am more active. Laundry, hygiene, and budgeting. They encourage me to go to the Y on my own. If there are any problems I need help with, they always help me out. They take me places I need to be taken to. They are nice people, nice houses. There is nothing that I am not satisfied with. [I am] not as suicidal. The staff would calm me down if I was in a crisis. The staff transport me to appointments. They help schedule appointments.

Shopping, cooking, communication. [They] took my cat to the vet. Museums, go outside, shopping. Organizing my closet, cooking.

Trying to get me better, to feel better because I am sick. Going to a group home changed my life. I am trying to get a job. They want me to take a shower [by myself]. I do coping skills. They [Progress Industries] have helped me get along with others. I work and I have improved there.

Well what we do is we go out, and I have my allergy shots every three weeks, so they take me to those. If I have to go shopping, they do that. If there are things out in the community with the whole time thing, if there is time to do things, we do them. The transportation helps, and I used to take cabs and stuff, but I prefer not to.

They get me places on time. I like Progress Industries. They helped me do my hair.

Last week [Staff] and I went out to Living History Farms. Then Friday we went to get some bean dip at Hy-Vee. It is never going to be totally independent, totally independent

is being able to drive. I would say basically they are trying to support the efforts to becoming independent. Well this past week they took me to places I needed to go, like I said I needed to pick up some bean dip on Friday, so they took me to Hy-Vee to do that. I think I am getting everything I need. Well what was it, last fall, we made pies but of course we had to go to the store to get ingredients first. I tried a new store last fall and got lots of ingredients for a pie for my sister for Thanksgiving last fall. So, I have more control because I can go to the store to get things.

[They help with] coping skills. I usually go in the community. They help me not to have low blood sugar. They give me coping skills. We go to the store and I walk around with staff at Target.

Several respondents raised concerns or offered suggestions. Comments included:

Some of the staff and what they say and how they say it. I wish I was living on my own or with nicer people who would treat me better. I want them to be positive about how they say stuff, their attitudes, and how they approach things. They used to provide coping, but not anymore. They cannot talk to my mom physically on the phone. I think they do like her and it makes me feel like they do not give a shit about her or me.

More staffing to help take me more places I want to go like the movies or the mall.

I am not getting enough attention from the staff members. I need more attention from the staff.

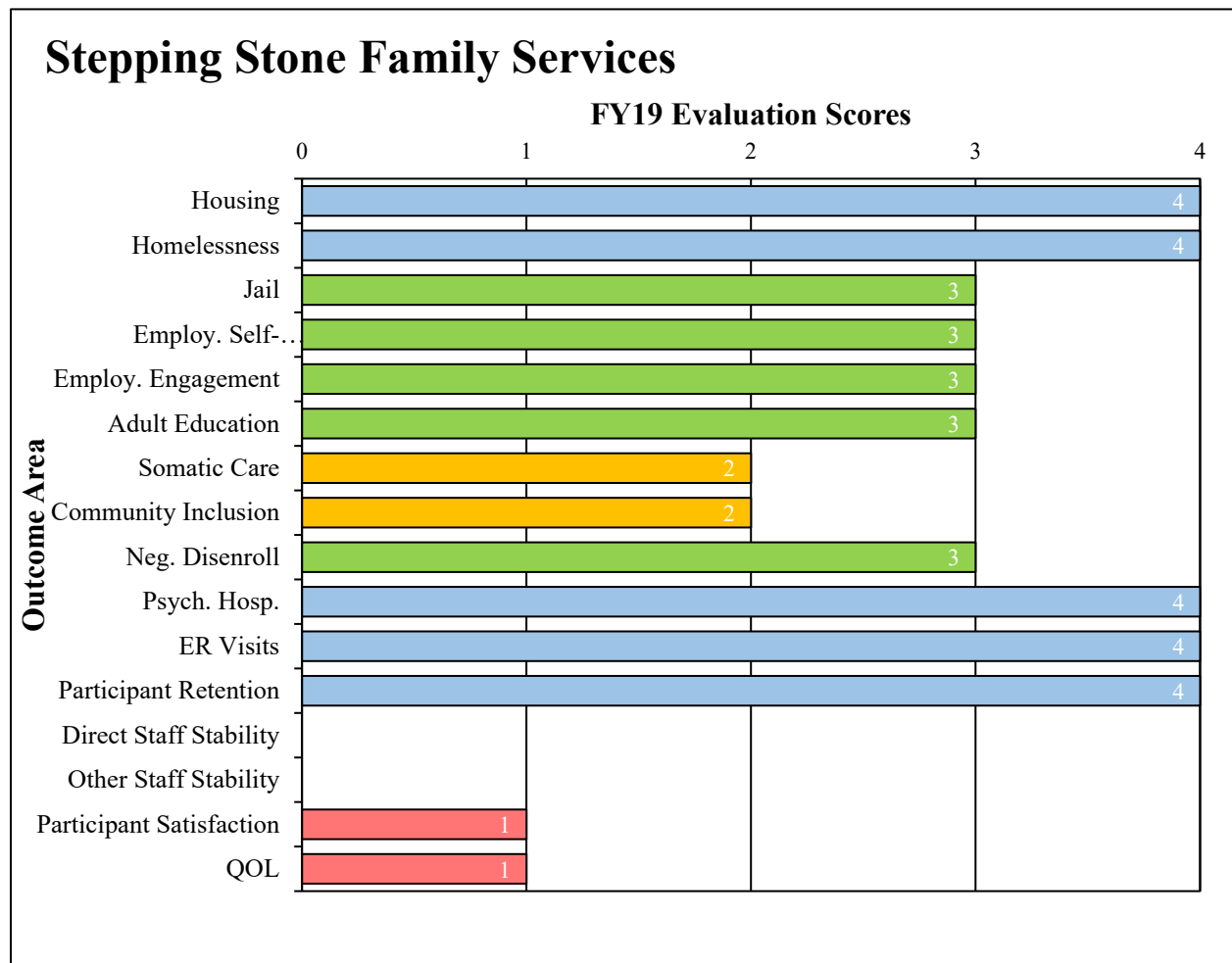
Yeah, they are good. The only downside is it is not them but sometimes if you want to reach [Staff]—the main person in charge—and you really want to talk to her, sometimes it is a crapshoot, and if she is not there, she will not return your call, but she is okay about it. They are good, you know, not terrible. If it was me I would have it where if you cannot reach [Staff,] there would be like a second person you could call because the only other option is if you cannot reach her, you cannot reach your person and you have to call the main office.

Right now, it is just once a week. They have too many disabled people to see. There is just not enough staff. I used to be 3 times a week, then 2 times a week, and now only 1 time a week because people leave. Yeah it is a daily problem to get transportation. The only other transportation I could get to would be the post office to get stamps with a \$60 cab ride to or to get food.

Stepping Stone Family Services

Overall Evaluation Results: Needs Improvement (73%)

Stepping Stone Family Services works primarily with participants with mental health issues, providing community living supports and therapeutic services. In FY19 the program supported 89 adult participants in community living. Compared to FY18, when the agency’s community living program resulted in a Needs Improvement rating, in FY19 the agency again scored in the Needs Improvement range. The program excelled in five outcome areas, met expectations in five additional areas, and was challenged in the four remaining areas on which they were evaluated. No participants were interviewed this year. It is unclear if the participant data was reviewed during the fiscal year.



Outcome Area	FY16 Results	FY16 Score	FY17 Results	FY17 Score	FY18 Results	FY18 Score	FY19 Results	FY19 Score
Housing	90%	4	97%	4	95%	4	96%	4
Homelessness	7.75	1	3.37	1	2.29	1	0.00	4
Jail	3.07	2	1.79	3	0.40	4	1.08	3
Working Toward Self-Sufficiency	7%	2	12%	3	10%	2	12%	3
Engagement Toward Employment	10%	2	18%	3	26%	3	27%	3
Adult Education	21%	3	19%	2	28%	3	30%	3
Somatic Care	97%	3	95%	3	93%	2	93%	2
Community Inclusion	72%	2	80%	2	78%	2	84%	2
Negative Disenrollments	1.00%	3	1.49%	3	2.97%	2	1.12%	3
Psych. Hosp.	2.52	3	1.76	4	2.21	3	1.32	4
ER Visits	0.08	3	0.04	4	0.03	4	0.04	4
Participant Retention	80%	2	94%	4	90%	3	95%	4
Direct Staff Stability	Not Reported	NA	Not reported	NA	97%	NA	0%	NA
Other Staff Stability	Not Reported	NA	Not reported	NA	90%	NA	0%	NA
Participant Satisfaction	NA	NA	NA	NA	NA	NA	0%	1
QOL	NA	NA	NA	NA	NA	NA	0%	1
Total		30		36		33		41
Possible		48		48		48		56
Performance	Needs Improvement	63%	Meets	75%	Needs Improvement	69%	Needs Improvement	73%

Appendix B: Evaluation Vision & History

Community Living Mission & Vision

Getting a life for people and coaching them into it – is the intervention

(Todd Risley, Ph. D.).

Polk County advocates for people with disabilities to create a life which is not defined by their disability. Community living services provide opportunities for individuals with disabilities to live balanced and meaningful lives within their community. They promote this mission by developing supportive relationships to work through individuals' life transitions; promoting responsibility through information and options; building opportunities for meaningful community participation; and supporting experiences which create meaningful life roles.

PCHS envisions a wide array of community living services designed to move individuals beyond their clinically diagnosed disability. Individuals supported by community living services should have a community presence (characterized by blending community integration, community participation, and community relationships). Connectivity with the community and integration into living in the community are key elements to creating a meaningful life. Individuals should be an integral part of welcoming home environments, where neighbors invite individuals to block parties, where individuals host card and 4th of July parties, where neighborhood children sell Girl Scout cookies or come trick or treating, where individuals connect with their "Facebook" friends and when moving, where individuals go to the post office to fill out a change of address card and notify friends and family of their new address.

As Tom Pomeranz (2009) suggests, institution is a state of mind. PCHS desires to promote community living with a paradigm shift from schemas of "us" and "them" to integration. To accomplish this task, systems must reject the medical model of changing the person and adopt a universal design approach of removing barriers and designing inclusive environments. The reality is that barriers cause difficulties, not disabilities (Pomeranz, 2009). PCHS's charge is to reduce and eliminate environmental barriers, make individualized supports readily available, and promote opportunities in all life domains. Based on Danish culture, people with disabilities should be integrated with the culture of their non-disabled counterparts. As a part of society, then, people would be known as individuals, valued for who they are, given opportunities to follow their own dreams, welcomed to participate in reciprocal (give and take) relationships, given the chance to be accepted as whole persons, including being allowed to make honest efforts and acknowledge honest mistakes.

PCHS acknowledges that community does not exist to be found, but must be built (O'Brien, J., & O'Brien, C.L., 1994). Salzer and Baron (2006) define community integration as the opportunity to live in the community, like everyone else, and to be valued for one's uniqueness and abilities. This means creating opportunities to contribute more like everyone else in the life domains of housing, employment, education, health status, leisure/recreation, spirituality, citizenship/civic engagement, valued social roles (marriage, parenting), peer support, and self-determination. Community integration results in community presence and participation, facilitating individuals' well-being and recovery.

COMMUNITY PARTICIPATION (SALZER & BARON, 2006)						
PARTICIPATION LESS LIKE EVERYONE ELSE			PARTICIPATION MORE LIKE EVERYONE ELSE			
Institution/Agency-Based Participation	>	>	>	Community-Based Participation		
Staff-Directed Participation	>	>	>	Person-Directed Participation		
Separation	>	>	>	Association		

Pomeranz describes this community presence (i.e. the “Cheers” feeling where everyone knows your name) as one part community integration, one part community participation and one part community relationship. He suggests that individuals analyze their connectedness based on a Quality of Life framework (Pomeranz, 1992), characterized by a 4-square model which diagrams the connection between the value of the activity to the individual with the personal relationships present in the activity (see diagram).

Quality of Life Profile (based on Pomeranz, 1992)		
Value of Activities	A Value Self	B Enriched (value others and activities)
	C Impoverished	D Value Others
Value of Personal Relationships Present in Activity		

People in valued social roles are apt to be accorded the good things in life, while people in socially devalued roles are apt to be mistreated (Wolfensberger, 2000). People who lack valued roles also are more likely to be ostracized and develop fewer friendships. Thus, PCHS suggests that encouraging, empowering, and supporting decisions which create meaningful life roles and relationships will help to create or improve a life the individual values.

We must provide an environment that is healthy enough for a life to happen (Dan Berkowitz). Thus, PCHS’s charge is to promote a change from individuals doing activities, especially those chosen and structured by others, (i.e. going to a restaurant, going to work, going bowling) to supporting individuals in choosing and designing who they want to become and how they want to structure their time (e.g., becoming a hotel employee, a community volunteer, a Lion’s Club member, a spouse, or an athlete). Denying individuals these choices and experiences may result in a meaningless life, one in which they believe that they have nothing to lose, and nothing matters.

Alternatively, identifying individual goals, dreams, and support circles are critical components to supporting and creating an enviable life—one where the individual is missed when away, is

loved and has others to love, is given the opportunity and makes a difference, is respected, and works toward passions and dreams. How people should live should be determined by how they wish to live, not by their diagnosis (Pomeranz, 2009). PCHS promotes that individuals are individuals, not their diagnosis, and it is the community's responsibility to encourage, support, and include individuals in being more like their non-disabled peers. In part, this means reframing individual challenges and appreciating the beauty of individual personalities. Efforts to resolve challenges strengthen relationships are statements of how much people care. It also requires identifying barriers and challenging assumptions by asking "why."

Community Living Core Values

Polk County community living services and supports are based on the following values:

1. Individuals should be empowered. People should be treated with dignity and respect, retaining control over their lives as much as possible. Supports should be designed to control the environment, not the individual, and encourage empowerment through cultivating hope, training, support, and education. Individuals' privacy should be respected. Individuals supported should be actively involved in all aspects of planning for their futures in addition to delivering and evaluating services.
2. Supports should be person-centered. Supports should focus on individuals' assets and strengths in order to create meaningful lives which are not defined by their disability. Individuals should be treated with respect and allowed to make meaningful choices regarding their future. Services should support individuals' opportunity to succeed and the right to fail.
3. Services should be holistic, coordinated and comprehensive. There should be ongoing partnerships and linkages between participating individuals, agencies, and various payers. In order to be effective, communication should occur at and between the individual supported, provider, county, and state levels. Service supports should be necessary and meet people where they are at, minimize restrictions, have a long-term commitment to the individual to provide a stable home, and promote full citizenship.
4. System flexibility should be maintained. Individuals supported should have immediate access to the services they need for as long as they need them. A wide array of services should be developed. Services should be consistent, yet flexible to provide individualized supports, meet individuals' changing needs, and encourage personal growth. Long-term continuity of care should be developed.
5. Services should rely on natural, community-based services and supports. Individuals supported should be encouraged to have connected relationships and use natural support systems, such as their own friends, family, church, and community resources. Individuals supported should have diversified life roles and be integrated into the normal living, working, learning, and leisure time activities of the community. Individuals supported should live in homelike settings, have leases with their landlords, and, whenever possible, own their own homes. State resource centers, mental health institutes, and out

of county providers will not be used unless community programs are not able to provide the appropriate services. Work should be an integral part of life experiences. Different kinds of work opportunities are needed in order to challenge different abilities.

6. Services should meet special needs. Services should embrace individuals receiving the most appropriate supports and be adapted to address special needs, such as youth in transition to adulthood, individuals with multiple conditions, individuals who are homeless, and elderly adults.
7. Services should be accountable. Services should be monitored to assure quality and effectiveness in meeting the needs of individuals served. Services should be accountable and demonstrate improvement at the system, agency, and individual levels.

American culture views being diagnosed with a psychiatric or intellectual disability as something inherent to the individual, resulting in a life of poverty, isolation, failure, rejection, and loneliness. The subtleties of low expectations then create lives with limited possibilities. In addition, people with disabilities and their families are challenged to navigate through a complex maze of paperwork and funding in order to demonstrate one's disability and begin to achieve one's potential. At the same time, Medicaid's focus in supporting individuals with disabilities focuses on disability deficits and process compliance rather than improving an individuals' quality of life, maintaining abilities, and finding meaningful roles. As a disability system, PCHS has evolved from medical and developmental models into a person-centered, individualized support model. This model is characterized by supporting the individual as a citizen, in the person's home, local businesses, and community of choice. The array of disability services are defined by the person's unique needs, skills, talents and gifts. Decisions are made thru personal circles of support, with the desired outcome a high quality of life achieved by self-determined relationships. Unfortunately, a disconnect lies between supporting individuals utilizing the individualized support model and funding that support through an antiquated medical model. Rules and regulations may prevent bad things from happening, but they rarely give people a life (Pomeranz, 2009).

Polk County has two distinct strategic advantages: collaborative partnerships with Network Providers and the Positive Behavior Support Network. There are many individuals being served well in Polk County community living services. However, Polk County has become aware that there are individuals with unmet needs. Over the past several years, PCHS has partnered with community living providers to promote learning and re-learning ways of working with individuals with serious disabilities and interfering behaviors, while promoting employment as a valuable life role for individuals with disabilities. In order to mainstream initiatives, increase efficiencies and integrate philosophies into the service delivery system, PCHS convened a Community Living Guiding Coalition (individuals from service providers, integrated services and case management) to lead and make recommendations to improve Polk County community living services.

Defining Community Living

One of the Community Living Guiding Coalition's first charges was to discuss and develop a definition of community living. For the purposes of system evaluation, the previous indicator of community living was based on independent housing. Independent housing adequately captured individuals living in apartments and owning their own homes. However, the outcome was problematic for individuals living with their families. The Guiding Coalition redefined community housing to address individuals' desires, goals, strengths, abilities, needs, health, safety, and life span issues, regardless of the home in which they live and/or the intensity of support services. The intent is to assist individuals with disabilities in establishing a home that is personally satisfying, meets health and safety expectations, provides a barrier-free environment, and allows the individual to have the resources in order to meaningfully and fully participate in their community. When needed, supports are designed to assist the individual to achieve success in and satisfaction with community living. Thus, the goal of community living supports is to support individuals with disabilities to live successfully within the community in safe, affordable, accessible, and acceptable housing.

Evolution of the Community Living Scorecard and Evaluation

In order to design or select community living supports which will best promote that individual to reach her potential and realize her value to the community, participant stakeholders need information about the available services and the opportunity to ask difficult questions. In 2011, PCHS published their first Community Living Scorecard. This contained an overview of the individuals receiving supported community living services as well as how each of the 16 Community Living Service providers supports their program participants for the 2011 calendar year.

Subsequently, the Guiding Coalition and PCHS decided to modify the evaluation from a management tool to a systems alignment tool. Community Living agencies are able to utilize individual outcome data to ensure individuals supported have positive supports and meaningful lives.

During FY18, Community Living Providers assumed primary outcome responsibility for individuals with intellectual and developmental disabilities due to the Managed Care Organizations' (MCOs') decision to no longer contract with Polk County for Community Based Care Management (CBCM).

Appendix C: Outcome Area Definitions

Participant Satisfaction: Participant satisfaction is based on interviews by the independent evaluator of program participants from each agency. The interviewer asks program participants questions regarding access, empowerment, and service satisfaction. PCHS's expectation is service excellence. PCHS expects that the vast majority of individuals will rate their program's service in the highest category. Participants are asked eleven questions concerning their satisfaction with their community living staff, agency program and services. A point is awarded for each question for which the participant reports being satisfied (i.e., agrees with the question). Occasionally, people choose not to respond to all questions. A program's score is based on the percentage of points achieved out of the total possible points for the program given the number of responses.

Quality of Life: The Quality of Life outcome is based on participant interviews. To assess satisfaction with quality of life, the independent evaluator asks participants to rate their satisfaction in the areas of housing, employment, education, family relationships, and recreation and leisure activities. Individuals are asked seven questions. A point is awarded for each question for which the individual reports being satisfied (i.e., agrees with the question). Occasionally, individuals chose not to respond to all questions. A program's score is based on the percentage of points achieved out of the total possible points for the program.

Community Housing: To meet the outcome, individuals must meet all four criteria: safe, affordable, accessible and acceptable.

A living environment meets safety expectations if all of the following are met [or if an intervention is addressed in the individual's plan/action to resolve the situation has been taken]: (a) the living environment is free of any kind of abuse (emotional, physical, verbal, sexual, and domestic violence) and neglect, (b) the living environment has safety equipment (smoke detectors or fire extinguishers), (c) the living environment is kept free of health risks, (d) there is no evidence of illegal activity (selling/using drugs, prostitution) in the individual's own apartment or living environment, and (e) the individual knows what to do in case of an emergency (fire, illness, injury, severe weather) [or has 24-hour support/equivalent]. All living situations with abuse are considered unsafe, even if a plan is in place.

A living environment meets affordability expectations if no more than 40% of the individual's income is spent on housing (i.e., cost of rent and utilities), or if they receive a rent subsidy. PCHS has set this criterion at 40% of income to be consistent with the U.S. Department of Housing and Urban Development's Housing Choice Voucher Program (Section 8) requirements. Income sources include Employment Wages, Public Assistance, Social Security, SSI, SSDI, VA Benefits, Railroad Pension, Child Support, and Dividends. Starting FY16, the Affordability criteria for Community Living was broadened to allow for participants to pay more than 40% of their income to rent and utilities provided that (1) the individual is on the Section 8 waiting list and is aware that they will either need to move or will not be eligible for Polk County Rent

Subsidy should they be offered Section 8 and (2) the individual is able to pay bills to ensure their basic needs are met.

A living environment meets accessibility expectations [or has 24-hour equivalent] if the living environment allows for freedom of movement, supports communication (i.e. TDD if needed), and supports community involvement (i.e. being able to reach job and frequently accessed community locations without use of paratransit or cabs).

A living environment meets acceptability expectations if the individual (rather than guardian) chooses where to live and with whom. There may be a number of parameters (i.e. past decisions, earned income) which may limit individuals' choices, but the environment should be acceptable at the point in time when choices are presented. Individuals with guardians should participate and give input into their living environment to the greatest extent possible.

Homelessness: The outcome is measured by the average number of nights spent in a homeless shelter or on the street per individual per year. For the purposes of this outcome, transitional shelters are not considered a shelter. A transitional shelter is a program and/or residence in a shelter where the individual pays toward rent and/or is developing skills to acquire housing.

Involvement in the Criminal Justice System: The measure for this outcome is the average number of jail days utilized per person per year. Jail days are measured by the number of nights spent in jail. Jail time assigned for offenses committed prior to enrollment in the program is not included in the calculations.

Employment Outcomes: Employment– Working Toward Self-Sufficiency is measured as the percentage of employable individuals working 20 hours or more per week and earning the minimum wage or greater during the four specified reporting weeks. Engagement Toward Employment is measured as the percentage of employable individuals working at least 5 hours per week and earning the minimum wage or greater during the four specified reporting weeks. The employment outcomes do not apply to individuals between 18 and 64 who have been assessed a level of support of 5 or 6, involved in an ongoing recognized training program (secondary school, GED, or post-secondary school), or individuals 65 or older who choose not to work (i.e., are retired).

Because employment may vary during the year, the employment outcome was assessed during four specific weeks of the year. The final outcome is the average of participants who were working toward self-sufficiency or engaged toward employment during these four reporting weeks.

Adult Education: The outcome is measured by the percentage of employable individuals involved in training or education during the fiscal year. A recognized training program is a program that requires multiple (3 or more) classes in one area to receive a certificate to secure, maintain, or advance the individual's employment opportunities.

Access to Somatic Care: This outcome is measured as the percentage of individuals having documentation supporting involvement with a physician. Someone is linked to somatic care if the person has had an annual physical, if any issues identified in the physical exam needing

follow-up are treated, if ongoing or routine care is required, or if the individual sees a doctor for a physical illness. The independent evaluator also discussed somatic care with participants and family members during interviews.

Community Inclusion: The outcome is measured as the percent of participants who exhibit ongoing involvement in community inclusion activities. Ongoing involvement is defined by involvement in any one category area three times. The categories are spiritual, civic (local politics & volunteerism), and cultural (community events, clubs, and classes). An activity meets the definition if it is community-based and not sponsored by a provider agency, person-directed, and integrated. Individuals can participate in activities by themselves, with friends, support staff persons, or with natural supports. Activities sponsored by or connected with an agency serving people with disabilities and everyday life activities do not count toward activities for the purposes of this outcome area. The evaluator will also verify community activities through file reviews.

Negative Disenrollment: This outcome is measured by the percentage of individuals who were negatively disenrolled. Disenrollment is the termination of services due to an individual leaving the program either on a voluntary or involuntary discharge. Negative disenrollments occur when an individual refuses to participate, is displeased with services, is discharged to prison for greater than 6 months, or when the agency initiates discharge. Neutral disenrollments occur when the individual no longer needs services or is no longer eligible, leaves Polk County, dies, has a change in level of care, or is incarcerated due to activity prior to enrollment.

Psychiatric Hospitalizations: This outcome is measured as the average number of nights spent in a psychiatric hospital per individual per year. If an individual is hospitalized under an 812, then the days spent at Cherokee or Oakdale are counted as jail days; however, if the individual is hospitalized as a 229, then those days are counted as psychiatric bed days.

Emergency Room Visits for Psychiatric Care: The outcome is measured as the average number of emergency room visits per individual per year. Emergency room visits are measured as the number of times the individual goes to the emergency room for psychiatric reasons, is observed, and returned home without being admitted.

Participant Retention: This outcome is measured as the percent of individuals supported for at least a year with the community living service provider. Client retention is calculated by the total number of clients served by the community living service provider greater than 365 days divided by the total individuals supported.

Direct Staff Stability: This outcome is measured as the percentage of direct support staff who were retained per quarter. Direct staff stability is calculated as the total number of direct support staff at the end of the quarter, divided by the total number of direct support staff employed during the quarter. Then, the four quarters are averaged for the annual result.

Other Staff Stability: This outcome is measured as the percentage of non-direct support staff who were retained per quarter. Other staff stability is calculated as the total number of non-direct support staff at the end of the quarter, divided by the total number of non-direct support staff employed during the quarter. Then, the four quarters are averaged for the annual result.

Participant Satisfaction: Participant satisfaction is based on interviews by the independent evaluator of program participants from each agency. The interviewer asks program participants questions regarding access, empowerment, and service satisfaction. PCHS's expectation is service excellence. PCHS expects that the vast majority of individuals will rate their program's service in the highest category. Participants are asked eleven questions concerning their satisfaction with their community living staff, agency program and services. A point is awarded for each question for which the participant reports being satisfied (i.e., agrees with the question). Occasionally, people choose not to respond to all questions. A program's score is based on the percentage of points achieved out of the total possible points for the program given the number of responses.

Quality of Life: The Quality of Life outcome is based on participant interviews. To assess satisfaction with quality of life, the independent evaluator asks participants to rate their satisfaction in the areas of housing, employment, education, family relationships, and recreation and leisure activities. Individuals are asked seven questions. A point is awarded for each question for which the individual reports being satisfied (i.e., agrees with the question). Occasionally, individuals chose not to respond to all questions. A program's score is based on the percentage of points achieved out of the total possible points for the program.

Appendix D: Interview Questions

Participant Satisfaction

Participants are asked whether they agree or disagree with the following eleven questions. Satisfaction is scored as the number of questions to which the participant agrees out of the total number of questions to which the participant responds. Participants are also asked open-ended questions about ways that their Community Living services have made their life better as well as ideas for improving their Community Living services.

- C2 My CL staff helps me get the services I need.
- C6A My CL staff talks to me about the goals I want to work on.
- C7A My CL staff supports my efforts to become more independent.
- C8A CL staff are willing to see me as often as I need.
- C9A When I need something, CL staff are responsive to my needs.
- C10A CL staff treat me with respect.
- C11A If a friend were in need of similar help, I would recommend my CL program to him/her.
- C12A I am satisfied with my community living services.
- C13A I am getting the help/support I need.
- B3A I know who to call in an emergency.
- B18A I have medical care available if I need it.

Quality of Life

To assess improvement in quality of life, participants are asked whether they agree or disagree with each of the following seven questions. Quality of Life is assessed as the number of questions to which the participant agrees out of the total number of questions to which the participant responds.

- B5A1 Since I entered the program, I deal more effectively with daily problems.
- B5A2 Since I entered the program, I am better able to control my life.
- B5A3 Since I entered the program, I am better able to deal with crisis.
- B5A4 Since I entered the program, I am getting along better with my family.
- B5A5 Since I entered the program, I do better in social situations.
- B5A6 Since I entered the program, I do better at school and/or work.
- B5A7 Since I entered the program, my housing situation has improved.