Performance Initiatives

Anchor Behavioral Solutions (ABS) maintains a Performance Measurement, Management, and Improvement Plan in order to better promote high-quality and excellence, as well as monitor on-going person-served driven, quality improvement efforts.

Our Performance Measurement, Management and Improvement Plan reflects the organization's operations and its service delivery in support of our mission, strategic goals, and specific program objectives. This plan defines the organization's business and service delivery performance objectives and how indicators will be presented for five domains of performance. Domains include business functions, efficiency, accessibility, effectiveness, and service experience. Domains will also include performance objectives at the program and client level, as applicable.

Summary of 2023 Performance Goals, Indicators, and Measurement

Domain	**Objective**	**#**	**Indicator**	**Target**	**Obtained By**	**Frequency of Measurement**	**Data Source**
Business Function	Maintain a monthly financial surplus	1	Monthly surplus	10% of revenue	All programs/collected by Director of Finance	Monthly	Monthly Profitability Reports & ILM Monthly Financial Reports
Business Function	Employee Safety	2	Summary Work-Related Injuries and Illnesses: Number of Recordable Cases	0	All programs/collected by Human Resources	Monthly	Worker's Compensation Claims Reports
Effectiveness	Maximize # of clients who stated their needs are being met	3	Percentage of clients who report that their needs are being met through ABS services	90%	All programs/collected by Client Care Coordinator	Quarterly	Client Care Check Ins, *if applicable*
Efficiency	Service Hours Utilization	4	Number of authorized service hours actually used to provide services	85%	All programs/collected by Business Process Manager	Monthly	Rethink Behavioral Health, Impact Leadership Company Utilization & Billable Summary Report
Efficiency	Timely Submission of	5	Percent of appointments that are current with	85%	All programs excluding day programs/collected by	Weekly	Rethink Behavioral Health, Impact Leadership Company

	Documentation of Services		progress/program notes for the services provided in the preceding week		Business Process Manager		Utilization & Billable Summary Report
Service Access	Timeline for access to services	6	Number of clients unstaffed/no session for more than 14 days	0	Community Based Supports/collected by CBS supervisor	Monthly	CBS- Department Monthly Report, Referrals Spreadsheet, Rethink Behavioral Health
Stakeholder input	Satisfaction of Persons Served	7	Percent of persons served and family members who agree or strongly agree that they are satisfied with their care providers	90%	All programs/collected by Client Care Department	Annually	Client Satisfaction survey, Client Care Check Ins, *if applicable*
HR	Maintain adequate staffing levels to provide services	8	# of new hires for the month	Establish baseline	All staff/collected by Human Resources	Monthly	Human Resources Department Monthly Report, UKG (HRIS)
HR	Maintain adequate staffing levels to provide services	9	# of employees who were voluntarily terminated in the month	Establish baseline	All staff/collected by Human Resources	Monthly	Human Resources Department Monthly Report, UKG (HRIS)
HR	Maintain adequate staffing levels to provide services	10	# of employees who were terminated in the month	Establish baseline	All staff/collected by Human Resources	Monthly	Human Resources Department Monthly Report, UKG (HRIS)
HR	Ensure all staff are adequately trained	11	% of employees completing annual training within assigned timeframe	Establish baseline	All staff/collected by Human Resources	Annually	Human Resources Department Monthly Report, UKG (HRIS)

Conclusion & Plans for Continuous Improvement

The overall results of the 2023 Performance Measurement and Management Plan indicate that Anchor Behavioral Solutions has been successfully and consistently providing high-quality services. With that being said, there is still notable room for improvement.

Maintaining a monthly financial surplus was successfully completed 58% of the time in 2023, indicating a potential pattern for consistent high performance. ABS did not meet its goal to decrease the number of work-related injuries/illnesses to 0 per month; but it is to be noted the number of reported injuries is not in excess.

ABS service utilization percentages show that while we were, for the most part, very close to hitting our target percentages, room for improvement can be observed in this category. The timely submission of documentation of services results proved that our numbers are staying consistent, and with the exception of 2 recorded weeks, we hit our target goals. Room for improvement in this area includes ensuring we record this data for every week of fiscal year 2024.

Through the Performance Measurement and Management plan, ABS was able to recognize that we must implement additional ways to measure and analysis service access, particularly the timeline for access to our services. Our stakeholder survey concluded a significant percentage of enrolled clients are satisfied with our services, but improvement in this area would also be beneficial to the organization.

Beginning in 2023, ABS began to record the number of new hires per month, the number of employees who voluntarily resigned per month, the number of employees who were terminated per month, as well as the percentage of compliance per department for required trainings. ABS will continue to collect this data, and potentially increase the information obtained in order to establish a baseline, understand patterns, and truly analyze where retention and recruiting efforts need to increase efforts.

Moving forward, ABS will increase the amount of data collected, as well as better specify the data collected, in order to better analyze the organization's performance in specific areas. These improvements include, but are not limited to, ensuring compliance with all health & safety training(s), ensuring compliance with emergency drill reports, as well as increasing the amount of clients that respond to our stakeholder surveys/check-ins. Additional data we plan to collect includes: the timeframe between the date staff started the onboarding process and date staff was cleared to work, the percentage of clients who report services have helped increase their comfort in social situations and helped improve or maintain their ADL skills, the timeframe between the date we received the referral and the date the case was officially staffed, and more. ABS will also collect additional data from referral sources to ensure we are providing them with the best experience possible, and if not, how their experience can be remedied to ensure no issues occur moving forward.

Performance Improvement Plan- Future Program Goals (to be completed by the end of 2024)

Domain	Objective	#	Indicator	Target	Obtained By	Frequency of Measurement	Data Source
Business Function	Program Health & Safety	1	Complete all scheduled/random health & safety drills for all locations and review analysis of results	100% compliance	All programs/collected by Director of Corporate Compliance	Monthly	Emergency Drill Reports, Analysis of Emergency Drill Reports
Business Function	Program Health & Safety (staff competence)	2	Complete all mandatory trainings/recertifications on time	100% compliance	All programs/collected by Human Resources	Monthly	College of Direct Supports transcripts, internal UKG training tracking
Business Function	Reduce the amount of time it takes to fully onboarding new staff	3	Timeframe between date staff was hired/started onboarding process, and date staff was cleared to begin working	< 2 weeks	All programs/collected by Recruiter	Monthly	UKG (HRIS System), Recruiting monthly department reports
Effectiveness	Maximize # of clients who report improvement in social situations	4	Percentage of clients who report that services have helped increase their comfort in social situations	95%	All programs/collected by Client Care Coordinator	Annually	Client Satisfaction survey, Client Care Check Ins, *if applicable*
Effectiveness	Maximize # of clients who improve their life skills	5	Percentage of clients who report that services have helped improve or maintain their activities of daily living (ADL) skills	95%	All programs/collected by Client Care Coordinator	Annually	Client Satisfaction survey, Client Care Check Ins, *if applicable*
Effectiveness	Serious Adverse Outcome Prevention	6	Number of sentinel events involving persons served	0	All programs/collected by Client Care Coordinator	Annually	Critical Incidents Report(s)
Validity of Client Survey	Increase Validity of	7	Increase % of clients who completed and submit annual satisfaction survey	75%	Client Care Department/collected by Client Care Coordinator	Annually	Client Satisfaction Survey

	Client Responses						
Validity of Client Survey	Increase Validity of Client Responses	8	Increase % of clients who completed Client Care Check Ins	75%	Client Care Department/collected by Client Care Coordinator	Quarterly	Client Care Check Ins
Stakeholder input	Satisfaction of Part-time & Full-time Staff	9	The percent of staff who agree or strongly agree that everyone is treated fairly in the organization	80%	All employees/collected by Human Resources	Annually	Employee Satisfaction Survey
Stakeholder input	Satisfaction of external stakeholders	10	The percent of referral sources who stated they are satisfied with the communication mechanisms to coordinate care for persons served	90%	All referral sources/collected by Director of Corporate Compliance	Annually	External stakeholders survey
Stakeholder input	Satisfaction of external stakeholders	11	The percent of referral sources who state they are satisfied with the timeframe for admission to services for persons referred	90%	All referral sources/collected by Director of Corporate Compliance	Annually	External stakeholders survey
Stakeholder input	Satisfaction of Persons Served	12	Percent of persons served who agree or strongly agree that services are built around what they want and/or their family want	90%	All programs/collected by Client Care Department	Annually	Client Satisfaction survey, Client Care Check Ins, *if applicable*
Service Access	Timeline for access to services	13	Timeframe between date we received referral and date staffed	< 2 weeks	Client Care Department/collected by Client Care Coordinator	Monthly	Referrals Spreadsheet, Rethink Behavioral Health, Recruiting Monthly Department Reports
HR	Assure timely performance	14	% of employee performance evaluations	100%	All staff/collected by Human Resources	Quarterly	UKG (HRIS)

	evaluations for all staff		that were completely timely during the quarter				
HR	Ensure all staff are adequately trained	15	% of employees completing assigned initial training within 90 days of hire	100%	All staff/collected by Human Resources	Quarterly	UKG (HRIS)