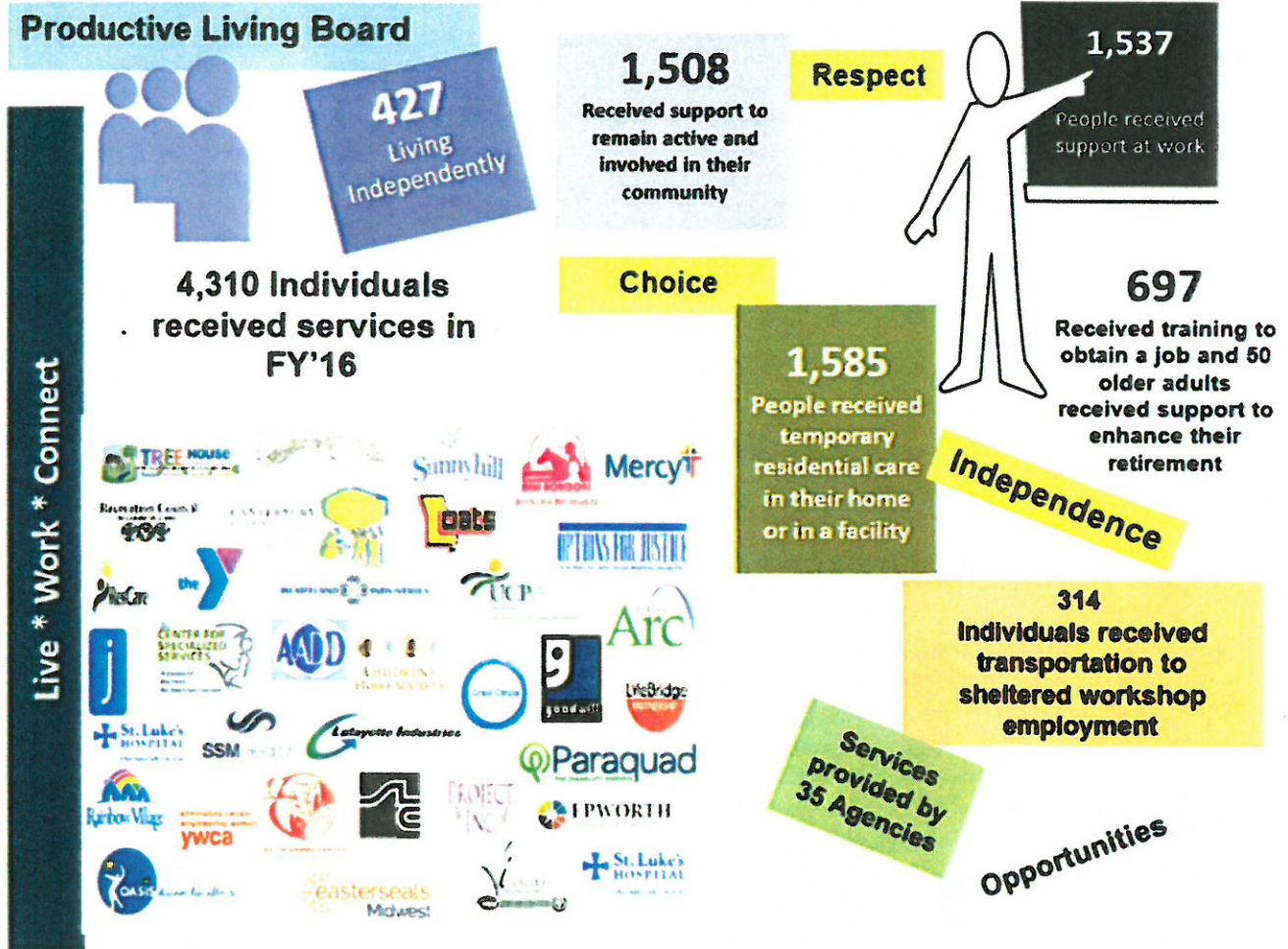


QUALITY ENHANCEMENT/SERVICE EXCELLENCE
Fiscal Year 2016 Report

Ensuring funding for a spectrum of high quality services that create opportunities for St. Louis County residents with developmental disabilities to thrive in the home, community and employment settings of their choosing.



Fiscal Year 2016 Highlights

- 4,310 individuals received services and supports from 35 different agencies.
- Partnered with 35 agencies providing staff training and development supporting agencies to provide the highest quality services to the residents of St. Louis County.
- Partnered with St. Louis Regional Office providing individuals with adaptive equipment, transportation and Partnership for Hope.
- Provided a series of documentation trainings to 150 agency staff "Using Data to Increase Success".
- Partnership for Hope became available in St. Louis County in December.
- Funded Talent Connect and EPIC to support people with Pre-Employment skill development.
- Established the Adaptive Equipment Lending Library.

- Actively involved with the Inclusion Coalition for Employment (ICE) sponsoring training to improve employment outcomes for people with developmental disabilities.
- Provided funding for 54 individuals with developmental disabilities and/or family members to attend national, state or local conferences. (\$12,000)
- Pre-Employment Projects experienced a 6% increase in employment for the participants during Fiscal Year 16:

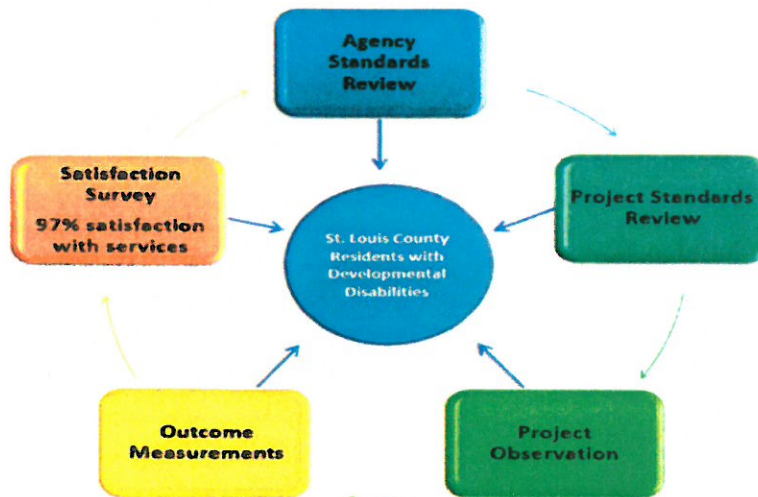
Pre-Employment Providers	FY16	FY15
The Center for Specialized Services	43%	36%
St. Louis Arc	40%	26%
Mercy Volunteer Project	17%	12%
Easter Seals Midwest	7%	8%

Quality Enhancement/Service Excellence

The Productive Living Board (PLB) Implemented the Quality Enhancement/Service Excellence (QE/SE) system in 2003. The QE/SE system provides PLB funded agencies with the standards to:

1. Ensure that St. Louis County citizens with developmental disabilities receive services and supports in healthy, safe environments, with qualified trained staff; agencies have policies and procedures which guide the provision of services, and
2. Ensure that services are provided and documented based on individuals needs and goals as identified in their individual support plan.

The PLB's Quality Enhancement/Service Excellence system consists of five elements:



Quality Enhancement/Service Excellence - Agency and Project Standards reviews are conducted annually.

1. Agency Standards Include

- Board Approved Agency Policies
- Health and Safety Standards
 - Services
 - Vehicles & Property

97% Met all Standards

- Staff Competencies
- Employee Training

2. Project Standards Include

- Individual Eligibility
- Individual Support Plan
- Individual Progress Notes

95% Met all Standards

- Project Monthly Unit Summary
- PLB Monthly Invoice and Supporting Documentation

3. Project Observations

26 Project Observations

The Productive Living Board has the responsibility to assure St. Louis County citizens that PLB funded agencies are providing services that meet the individual needs and identified goals of individuals. One way to help assure that services are provided as defined in their applications is for PLB staff to complete project observations. Project Observations are completed to:

- Ensure the project is providing the services as outlined in the application.
- Ensure the project is providing services which meet the individual needs of individuals.
- Ensure the services provided are related to the individual's individual goals/outcomes.
- Ensure that the project is taking place in the most inclusive environment.
- Ensure that the health and safety of each individual is taken into account.
- Discuss satisfaction with individuals.

We were unable to complete all the Project Observations due to a lengthy PLB staff vacancy. Program Services is fully staffed and will be on track for FY'17.

4. Outcome Measurement

In the spring of 2015 and the new Outcome Measurement tool was implemented to assess individual outcomes and collected baseline data at the end of FY'15. Outcome Measurements are completed annually for individuals who receive services in Independent Supported Living Assistance (ISLA), Employment – Supported and Sheltered, Pre-Employment and Post-Employment.

Agency staff complete a series of questions which identifies each individual's level of independence to complete a skill or task. For the purpose of the Outcome Measurement Scale, independence is defined as an individual completing a task on his/her own, with or without the use of assistive technology or natural supports. The PLB Outcome Measurements focus on two areas acquiring new residential and/or employment skills and the formation and/or continuation of relationships.

The PLB uses the data to look at service area effectiveness and performance. Agencies may use the data to look at the performance of each service funded and an individual's level of independence over a period of time.

Service Area	Level of Independence	Increased	Maintained	Decreased
Independent Supported Living Assistance (ISLA)		31%	43%	26%
Employment – Supported		32%	48%	20%
Employment –Sheltered		22%	52%	26%
Pre-Employment		46%	36%	18%
Post-Employment		42%	55%	3%
Total		35%	47%	18%

Overall - 82% of individuals served are increasing or maintaining skills.

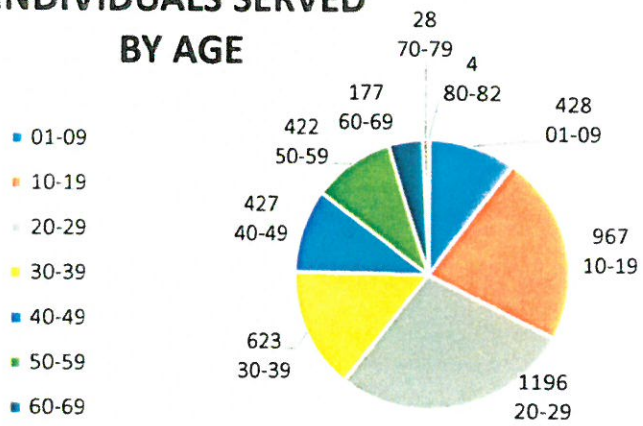
5. Individual Satisfaction Survey

97% Satisfied

The PLB issues the Individual Satisfaction Survey annually to collect the satisfaction of individuals served in all PLB funded projects. Results of the annual individual satisfaction survey allow for comparison of agency performance across time and with one another. Agencies are required to maintain a 90% or greater satisfaction rating. PLB staff will meet with the project staff to review the results of the satisfaction survey and discuss strategies to improve satisfaction. Low satisfaction rate may be the result of a low return rate or a smaller project where one survey can impact the results. Satisfaction surveys were mailed to all individuals or the family of individuals who received services during FY'16. The return rate was 40% compared to 39% for FY'15.

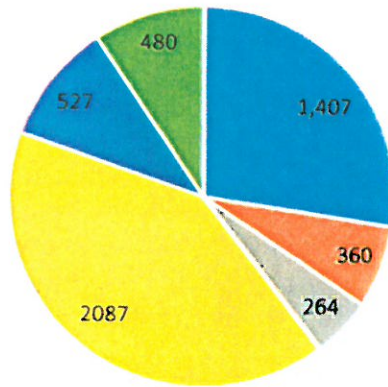
6. Individuals Served

INDIVIDUALS SERVED BY AGE

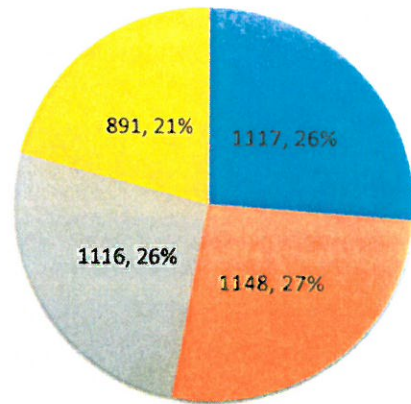


INDIVIDUALS SERVED BY DISABILITY

- Autism
- Cerebral Palsy
- Epilepsy
- Intellectual Disability and Mental Retardation
- Learning Disability
- Other



INDIVIDUALS SERVED BY REGION



- Central
- North
- South
- West

Respectfully Submitted,

Kimberly A. Kopff, MA
 Director of Program Services and Quality
 October 17, 2016

Productive Living Board Satisfaction Survey Results FY 2016

as of 8/29/2016 9:38:32 AM

Agency Name	Project Description	Number of Consumers	Surveys Mailed	Responding	Satisfied	Overall	Under 90%
ASSOCIATION ON AGING WITH DEVELOPMENTAL DISAB	7010 Social Club	22	17	6	6	100.0	
ASSOCIATION ON AGING WITH DEVELOPMENTAL DISAB	7011 Retirement Support Group and Individualized Aging S	29	27	12	11	91.7	
BRIDGES COMMUNITY SUPPORT SERVICES	1320 Independent Supported Living	38	34	11	10	90.9	
CANTERBURY ENTERPRISES, INC.	3053 Employment	87	86	29	29	100.0	
CANTERBURY ENTERPRISES, INC.	3086 Personal Care Assistance	11	10	4	4	100.0	
CANTERBURY ENTERPRISES, INC.	4010 Employment - Training	22	21	7	7	100.0	
CHILDREN'S HOME SOCIETY	2004 In-Facility Medical Supports	12	12	5	5	100.0	
COMMUNITY ALTERNATIVES MISSOURI	1090 Independent Supported Living Assistance (ISLA)	24	23	6	5	83.3	!
DELTA GAMMA CENTER	8029 Individual/Group Support	30	29	12	12	100.0	
EASTER SEALS MIDWEST	1001 Independent Supported Living Assistance (ISLA)	172	167	55	53	96.4	
EASTER SEALS MIDWEST	2003 Individual Support and Out of Home Support Programs	263	259	75	74	98.7	
EASTER SEALS MIDWEST	3008 Retention Supports	153	150	36	35	97.2	
EASTER SEALS MIDWEST	7003 Employment Access	68	65	21	18	85.7	!
EASTER SEALS MIDWEST	8016 Training Service and/or Family Support Group	212	210	46	44	95.7	
EPWORTH CHILDREN & FAMILY SERVICES, INC.	8026 Family Support Network	22	20	4	3	75.0	!
GATEWAY REGION YMCA	6019 Summer Camp	27	26	9	8	88.9	!
GATEWAY REGION YMCA	6048 Integrated Fitness/Personal Training	83	81	24	24	100.0	
GATEWAY REGION YMCA	6061 Before/After School Supports	19	19	2	2	100.0	
GREAT CIRCLE	2013 In-Home and/or In-Facility Supports	64	62	20	19	95.0	
HEARTLAND INDUSTRIES, INC.	3058 Employment	153	149	69	63	91.3	
HEARTLAND INDUSTRIES, INC.	3091 Personal Care Assistance	12	12	6	6	100.0	
HEARTLAND INDUSTRIES, INC.	4040 Employment - Training	18	18	5	5	100.0	
JAMESTOWN NEW HORIZONS	6001 Therapeutic Horseback Riding	19	19	6	6	100.0	
JEWISH COMMUNITY CENTER	6013 Summer Camp/Teen Transition	49	48	15	15	100.0	
JEWISH COMMUNITY CENTER	6063 Personal Training/Group Supports	106	97	41	40	97.6	
LAFAYETTE INDUSTRIES NORTH, INC.	3055 Employment	126	123	42	42	100.0	
LAFAYETTE INDUSTRIES NORTH, INC.	3087 Personal Care Assistance	7	7	3	3	100.0	
LAFAYETTE INDUSTRIES NORTH, INC.	4000 On the Job Training	20	20	7	7	100.0	
LAFAYETTE WORK CENTER	3056 Employment	230	227	114	112	98.2	
LAFAYETTE WORK CENTER	3088 Sheltered Workshop Personal Care Assistance	6	6	1	1	100.0	
LAFAYETTE WORK CENTER	4005 On The Job Training	19	19	9	9	100.0	
LIFEBRIDGE PARTNERSHIP	5038 Out and About Transportation	90	80	31	28	90.3	
LIFEBRIDGE PARTNERSHIP	7020 Out and About	98	75	27	22	81.5	!
MERCY	3073 Job Development	58	55	19	19	100.0	
MERCY	7024 Volunteerism	73	64	27	27	100.0	
MERS/MISSOURI GOODWILL INDUSTRIES	3012 Employment	268	252	56	55	98.2	
OATS, INC.	5001 Transportation Supports	210	206	102	101	99.0	
OATS, INC.	5009 Transportation to/from Workshop	252	226	112	110	98.2	
OPTIONS FOR JUSTICE	4036 Case Coordination for Adults in the Criminal Justice	51	49	2	2	100.0	
PARAQUAD, INC.	3010 Retention Supports	24	23	5	5	100.0	
PARAQUAD, INC.	4003 Continuing Education	106	96	25	24	96.0	
PARAQUAD, INC.	5062 Transportation	65	54	11	11	100.0	
PARAQUAD, INC.	7012 People First	23	18	5	4	80.0	!
PARAQUAD, INC.	7017 Volunteer Opportunities	17	15	2	2	100.0	
PROJECT, INC.	4009 On The Job Training	8	8	3	3	100.0	
RAINBOW VILLAGE PROPERTIES INC	1375 Down Payment Assistance	2	2	0	0	0	
RAINBOW VILLAGE PROPERTIES INC	1377 Down Payment Assistance	3	3	0	0	0	
RAINBOW VILLAGE PROPERTIES INC	1379 Down Payment Assistance	2	2	0	0	0	
RAINBOW VILLAGE PROPERTIES INC	1381 Down Payment Assistance	3	2	0	0	0	
RAINBOW VILLAGE PROPERTIES INC	1383 Down Payment Assistance	3	2	0	0	0	
RAINBOW VILLAGE PROPERTIES INC	1385 Down Payment Assistance	3	2	0	0	0	
RAINBOW VILLAGE PROPERTIES INC	1388 Down Payment Assistance	2	2	0	0	0	
RECREATION COUNCIL	6002 Summer Camp Voucher	195	177	59	59	100.0	

RECREATION COUNCIL	6054	Recreation Supports/Vouchers	159	143	66	65	98.5	
SSM HEALTH CARE	3077	Human Resources Support	27	27	6	6	100.0	
ST. LOUIS ARC, INC.	1196	Independent Supported Living Assistance (ISLA)	38	34	13	13	100.0	
ST. LOUIS ARC, INC.	2021	In-Home Supports	1188	1175	485	481	99.2	
ST. LOUIS ARC, INC.	3004	Retention Supports	175	170	47	46	97.9	
ST. LOUIS ARC, INC.	6053	Neighborhood Experiences/Teens In Motion	50	50	27	27	100.0	
ST. LOUIS ARC, INC.	6060	R&R Camp	64	59	29	29	100.0	
ST. LOUIS ARC, INC.	7019	Pre-Employment Training	52	49	12	11	91.7	
ST. LOUIS COMMUNITY COLLEGE	4032	Continuing Education	74	71	24	23	95.8	
ST. LUKE'S HOSPITAL	3082	Job Development	22	22	5	5	100.0	
SUNNYHILL, INC.	1086	Independent Supported Living Assistance (ISLA)	144	137	68	67	98.5	
THE CENTER FOR SPECIALIZED SERVICES	3072	Employment/Retention Support	76	74	26	24	92.3	
THE CENTER FOR SPECIALIZED SERVICES	6067	Community Support	64	62	21	20	95.2	
THE CENTER FOR SPECIALIZED SERVICES	7014	Volunteerism	17	16	5	5	100.0	
THE CENTER FOR SPECIALIZED SERVICES	7022	Pre-Employment Training- Vocational Training Progra	34	29	7	7	100.0	
THE CENTER FOR SPECIALIZED SERVICES	8014	Adaptive Equipment	23	16	6	6	100.0	
THE CENTER FOR SPECIALIZED SERVICES	8042	Solution-Focused Counseling	68	58	12	10	83.3	!
THE OASIS INSTITUTE	7008	Retirement Supports	20	18	6	6	100.0	
TREE HOUSE OF GREATER ST. LOUIS	6008	Therapeutic Horseback Riding	37	36	15	15	100.0	
UCP HEARTLAND	1091	Independent Supported Living Assistance (ISLA)	12	12	1	1	100.0	
UCP HEARTLAND	1374	Independent Supported Living Assistance	1	1	0	0	0	
UCP HEARTLAND	2011	In-Facility Supports	59	58	17	17	100.0	
UCP HEARTLAND	2022	In-Home Residential Supports	170	167	68	68	100.0	
UCP HEARTLAND	3011	Retention Supports	46	46	11	11	100.0	
UCP HEARTLAND	6064	Summer Day Camp	17	15	6	6	100.0	
VALLEY INDUSTRIES	3054	Employment	192	185	66	65	98.5	
VALLEY INDUSTRIES	3090	Employment - PCA	8	8	2	2	100.0	
VALLEY INDUSTRIES	4041	On The Job Training	29	28	3	2	66.7	!
YWCA METRO ST. LOUIS	6066	Awareness and Prevention Training	69	68	11	11	100.0	