

HomeCare Management Corporation

2015 Performance Measurement Results

Our 2015 Performance Measurement results show that we provide effective, efficient, and satisfactory services across the organization. Our mission is to support persons with Intellectual and Developmental Disabilities to be as independent as possible in their own homes and communities, rather than having to live in an institution. 99% of persons discharged stayed away from a higher level of care such as a licensed group home or institution. 86% of services authorized were utilized company wide. 92% of persons served indicated that they feel their quality of life has improved as a result of services provided by HomeCare Management Corporation. 99% of staff view that they are making a positive difference in the client's life.

What this means:

We can support those who desire to remain in a community setting. While we understand that some people need institutional services, we will make every effort possible to support a person to remain in a community setting as long as they choose to do so and possess the skills necessary to live in a suitable community living level of care. If a person's needs change towards a higher level of care, we will support that person to get the needed care.

We will make every effort to ensure that services authorized are provided. We will work with the person's family and team to address challenges that interfere with the provision of services. If we are not able to provide services as authorized, we will communicate the barriers with the person and develop strategies to provide needed services in a timely manner.

Our services are geared towards helping the person increase his or her skills and achieve personal goals. This leads to a higher quality of life and personal accomplishment. We will support the person with maintaining acquired skills while providing guidance towards a more independent living style of the person's choice.

We provide quality training and support to staff to help the person served move towards a higher level of independence. Our greatest asset is our behavioral technicians who support the person on a daily basis. This is beyond a job for most of our staff. Typically, staff report self-fulfillment when they witness success of the persons served.

Performance Improvement

While we are proud of our overall growth and are satisfied with our performance measurements, we recognize the need to grow, even in areas that may seem strong to other entities. The following summarizes our performance improvement goals for 2016:

Ensure that referrals are addressed within 2 weeks.

We want to support any person in need with accessing services in a timely manner. Within 2 weeks of the referral, we will make a decision on whether or not we can support the person. If we can support the person, we will begin the process of service delivery, which will typically take additional time to conduct intake paperwork and obtain authorization to provide services. If we cannot support the person, we will notify the person of the decision within 2 weeks and provide recommendations for alternative care.

To grow in provision of Community Integration and Personal Support Services

We view that the provision of Community Integration (In-Home Skill Building, Community Networking, and Developmental Therapy) and Personal Support Services (Personal Care and Personal Assistance) best meets our mission of supporting a person to live independently in their own home. We will advocate on the person's behalf for provision of needed services.

To ensure utilization of services

We understand that when a person chooses us as a provider, there is an expectation that services will be provided as stated in the plan. This can be very challenging for a variety of reasons. We will identify factors that we can manage and develop strategies to avoid barriers in service. We will communicate any barriers to the person served and develop strategies to overcome any obstacle.

To improve access to services by reducing the number of days from intake to start of services

Once a referral is accepted, there is still a process to endure before provision of services. Our timeline for purposes of this goal starts with the intake, which includes the person accepting us as a service provider and the completion of an admission assessment. From there, a person centered plan may need to be developed and the services identified needs to be authorized by the governing agency. We want to ensure that despite these variables, we can begin services in a timely manner.

If you have any questions, suggestions, or observations regarding our performance improvement endeavors, please contact Roger Giles, Director of Training and Quality Improvement at (888) 878-5199.