



Performance Measurement and Management

The Arc of Amador and Calaveras is an agency that provides supports and services to the intellectually and developmentally disabled population.

Our Mission: To provide support and services to persons with developmental disabilities so they can better learn, work, live, and recreate in the mainstream of life.

Core Values:

People First – The Arc believes that all people with intellectual and developmental disabilities are defined by their own strengths, abilities and inherent value, not by their disability.

Equity – The Arc believes that people with intellectual and developmental disabilities are entitled to the respect, dignity, equality, safety, and security accorded to other members of society, and are equal before the law.

Community – The Arc believes that people with intellectual and developmental disabilities belong in the community and have fundamental moral, civil and constitutional rights to be fully included and actively participate in all aspects of society.

Self-determination – The Arc believes in self-determination and self-advocacy. People with intellectual and developmental disabilities, with appropriate resources and supports, can make decisions about their own lives and must be heard on issues that affect their well-being.

Diversity – The Arc believes that society in general and The Arc in particular benefit from the contributions of people with diverse personal characteristics (including but not limited to race, ethnicity, religion, age, geographic location, sexual orientation, gender and type of disability).

Programs:

Community Services
Recreation Services
Supported Employment Services
Supported Living Service
Recreation

The Arc of Amador and Calaveras is committed to continuous quality improvement in both its services and business practices. Our goal is to provide the best experience for our stakeholders and allow participants to reach their goals through individualized plans. We continually monitor our outcomes and make changes needed to ensure continuous improvement. We provide initial training and ongoing training and opportunities for development of staff. This allows us to provide quality services to all our stakeholders.

Individuals referred for services shall meet the admission/eligibility criteria for entry as outlined in the Consumer Handbook. The Arc of Amador and Calaveras continuously strives to meet the needs of persons requesting services in a timely manner. When demand for services exceeds our resources, an Interest List is developed. The list is prioritized based on our ability to meet the potential candidate's needs with the fiscal and human resources available to the program. The Interest List is continuously reviewed by the regional center who determines how the list will be managed.

The Arc of Amador and Calaveras' commitment to continuous quality improvement includes the encouragement of learning and monitoring our performance and organizational health by:

- Developing processes to collect data/information from various internal and external sources regarding the agency's services delivery and operations;
- Analyzing the data collected, and;
- Utilizing the analysis to make recommendations regarding improvement to the operations and services provided by the agency.

We monitor effectiveness, efficiency, satisfaction, and access to services. Each program offered at The Arc of Amador and Calaveras is expected to identify and act on areas of improvement, and to establish goals for ongoing program development. Policies are reviewed on a regular basis, file reviews occur on an ongoing basis, and annual satisfaction surveys are conducted. Communication is supported by in-house and external newsletters, our website, annual reports and other reports as required/requested by funding bodies or other stakeholders.

Who is responsible for this process? All staff assist in gathering data. Program Directors pull the data together and provide a quarterly report. The reports are submitted to the Executive Director to provide initial analysis and review for reliability, validity, completeness, and accuracy. The reports are reviewed with the Management Team for further insight and recommendations. As appropriate, data is shared with stakeholders and personnel for further feedback. It is a continuous process.

Data Integrity Assurance

A great deal of time and effort goes into collecting the data that is summarized in our Outcome Measurements and Dashboards. The collection and summarizing of data is meaningless if the collected data lacks integrity. The Arc of Amador and Calaveras uses its data to assist in organizational decision-making. In order to ensure the integrity of our organization's data, we utilize the processes noted below:

Reliability is meant to ensure that data is collected consistently and in a way that could be reproduced at another time and by other people. The following steps have been taken to ensure reliability:

- A tight circle of staff track the data which limits misinterpretations.
- New and existing personnel are trained on recording each data element they are responsible for collecting; measures or codes are explained and periodically reviewed.
- For all self-reporting measures with some amount of subjectivity, discussions have occurred as to how to ensure that data is properly coded.
- Most data is gleaned directly from internal documents virtually eliminating any danger of the data not being collected the same way on another occasion.
- Unless otherwise noted, data measures all persons served, not just a sample. This means that reliability issues related to data sampling are not a factor.

Validity simply suggests that the data measures what it intends to measure.

- The organization's data is reflective of the needs of stakeholders as gleaned from the Individual Service Plans, and is reflective of the agency's mission and values.
- The organization's focus is not clinical in nature. It depends on the "face validity" of its measure – that is, does common sense indicate that the measure makes sense to address the area of concern? The "face validity" is achieved by having parties from outside the program review measures to determine if they seem to make sense. This is also done through satisfaction surveys.

Completeness means that the data is as complete as possible and that obtainable data is not missing, be it intentionally or unintentionally. Incomplete data has little value, as it may exclude certain groups or persons served or may be missing data that will greatly influence success. The following steps have been taken to ensure completeness:

- The number of client records in all spreadsheets is routinely checked against the overall list of persons served to ensure that data is complete.
- All programs have a separate dashboard and no groups are exempt from the data collection or analysis.
- Staff training for the data-recording activities includes attention to the importance of recording each data field for every person served.
- All attempts are made to find any missing data.

Accuracy simply means that all data is recorded properly and that any errors are caught and corrected.

- Spot checks are completed by the Executive Director and/or Director of Operations to ensure accuracy. This includes a review of distribution of values.
- Where Excel is used, checks are done to look for any values suspected of being inaccurate or outside of the normal range.