**Day Habilitation Quality Indicators and Improvement Plan**

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| Quality Indicators | Action Steps | Persons Responsible | Dates Checked | Progress | Plans for Improvement |
| An average score of 95% will be maintained on the Consumer Support Team Member Questionnaire completed annually.  | The percentage of responses received from the Customer Satisfaction Survey report distributed by the Director of Quality Assurance and Member Support will be calculated. The percentages will be by work center. | The Director of Quality Assurance and Member Support will keep and distribute Customer Satisfaction Survey Scores.  | 1/7/23 | Shenandoah - An average score of 99.3% was attained on the Consumer Support Team Member Questionnaire for this most recent quarter. This goal was met.Red Oak – An average score of 99.9% was attained on the Consumer Support Team Member Questionnaire for this most recent quarter. This goal was met.Glenwood – An average score of 100% was attained on the Consumer Support Team Member Questionnaire for this most recent quarter. This goal was met. | None needed |
| Individuals will maintain an average of 90% attendance in the program. | Day Hab Instructors will record the daily attendance on the appropriate form. The form will be submitted to the Director of Operations on a monthly basis to in order to calculate percentages. | Day Hab Instructors will track attendance on a daily basis on the attendance form. The form will be submitted to the Director of Operations at the end of each month. | 1/8/23 | Shenandoah – Individuals had an 82% attendance average this most recent quarter. This goal was not met.Red Oak – Individuals had an 92% attendance average this most recent quarter. This goal was met.Glenwood - Individuals had an 99.6% attendance average this most recent quarter. This goal was met. | In all areas we held fairly consistent with attendance. Shenandoah experienced a bit of a drop. We continued to battle illness this quarter, with COVID and the flu having an impact. Additionally, we saw some clients absent due to the holidays. We also have at least two clients that are experiencing long term illnesses that have caused their attendance to drop significantly. We still encourage them to attend when they feel up to it. Staff continue to work diligently to maintain safe clean spaces where Day Hab services can be provided. Additionally, staff continue to work to develop activities based off client choice to keep the program of interest to the clients, with the goal of increased attendance. |
| 95% of activities offered in the Day Hab program will be based on client choice. | Using the activities identified by clients in discussion with staff and documented on the Benchmark Activity Planning form, Day Hab Instructors will facilitate activities/outings. Day Hab Instructors will highlight on the Daily Attendance Sheet those activities that are linked directly to the planning of activities tracked on the Activity Planning Form and/or the Weekly Planning Form. The Daily Attendance Sheet will be submitted daily to the Director of Operations, as will the Weekly Planning Form be submitted on a weekly basis. | Day Hab Instructors will highlight activities on the Daily Attendance Sheet and Weekly Planning Form that are linked directly to the planning of activities tracked on the Activity Planning Form. The Daily Attendance Sheet will be submitted each day, and the weekly Planning Form will be submitted on a weekly basis to the Director of Operations. | 1/8/23 | Shenandoah – This most recent quarter, an average of 92% of activities were based on client choice. This goal was not met.Red Oak – this most recent quarter, an average of 96% of activities were based on client choice. This goal was met.Glenwood – this most recent quarter, an average of 100% of activities were based on client choice. This goal was met. | We continue to work toward attaining this goal in all areas. We continue to monitor positivity levels in the area and follow guidelines from the CDC and IDPH, as these numbers effect activity planning. Staff in the program maintain records of the clients’ choices for activities and are doing better at developing activities based on the clients’ interests. In the Shenandoah program, a lot of the activities clients express interest in doing involve trips to the Omaha area. As we only do one to two trips to Omaha per month this limits the number of activities that may be arranged. Staff continue to work on exposing clients to more activities locally that still align with client interests, as well as trying to expose clients to other activities besides shopping and eating out in an attempt to broaden their experiences and meet the requirements of the Day Habilitation rules. Staffing continues to be a challenge in all areas. |
| 95% of individuals will participate in activities/outings of their choice in the community on a weekly basis. Activities will be based on plans developed in the previous goal. | Day Hab Instructors will track individual participation in activities/outings in the community on the Daily Attendance Sheets. This information will be submitted to the Director of Operations for calculation of the percentages. Additionally, this information will be compared to the data gathered in the previous goal to insure client choice in activities. | Day Hab Instructors will track participation in activities/outings in the community on the appropriate form and will submit the form each day to the Director of Operations. | 1/8/23 | Shenandoah – this most recent quarter, an average of 87% of individuals participated in activities/outings of their choice in the community. This goal was not met.Red Oak – this most recent quarter, an average of 92% of activities were based on client choice. This goal was not met.Glenwood – this most recent quarter, an average of 100% of individuals participated in activities/outings of their choice in the community on a weekly basis. This goal was met. | We continue to work toward attaining this goal in all areas. We continue to monitor positivity levels in the area and follow guidelines from the CDC and IDPH, as these numbers effect activity planning. Staff in the program maintain records of the clients’ choices for activities and are doing better at developing activities based on the clients’ interests. In the Shenandoah program, a lot of the activities clients express interest in doing involve trips to the Omaha area. As we only do one to two trips to Omaha per month this limits the number of activities that may be arranged. Staff continue to work on exposing clients to more activities locally that still align with client interests, as well as trying to expose clients to other activities besides shopping and eating out in an attempt to broaden their experiences and meet the requirements of the Day Habilitation rules. Staffing continues to be a challenge in all areas. |
| Individuals placed on waiting lists for services will not be on the waiting list for longer than one month 90% of the time. | The Director of Operations maintains a waiting list for those individuals who have requested Day Habilitation Services. If there are openings at the time of the request, a response is given within 3 days. If there are no openings, or the openings do not match what the individual has requested, the Director of Operations will place the individual on the waiting list, noting the schedule requested and the date of the request. The Director of Operations will track the placements into services and the length of time for placement to occur. | Director of Operations | 1/8/23 | Shenandoah – nine clients remain on the list from the previous quarter and one additional client has been added requesting either to begin services or increase the number of days attending. There are currently no openings in the program. This goal was not met.Red Oak – there is currently no waiting list. This goal was met.Glenwood - There is currently no waiting list. This goal was met. | In Shenandoah, we continue to struggle to accommodate the demand for services. We are currently working on a plan to at least get everyone on the waiting list started into services. Most likely they will not be able to attend the full amount desired but will be able to at least attend part-time until additional openings can be created. Staffing still remains a challenge for the program. |