



APOSTOLIC CHRISTIAN
LifePoints

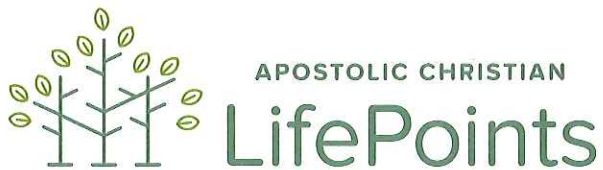
ANNUAL OUTCOME MEASUREMENT REPORT

July 1, 2018 – June 30, 2019

OUR MISSION

Serving According to God's Purpose

- *Believing God's promises are true*
- *Directed by Christian values*
- *Believing we are called to serve*
- *Believing all people have dignity and potential*
- *Giving our best to help others achieve their best*



September 30, 2019

Dear Sir or Madam:

Enclosed is a copy of our 2018-2019 Annual Outcome Measurement Report. The report includes the compilation of data in report form with a response from ACLP along with the Consumer and Family Survey reports and responses. We are pleased to provide you a copy of these reports. It is our intent to have an ongoing review of the effectiveness and efficiency of our services. Our report year begins in July of each year and this report reflects the data from the entire year.

Please let me know if you have any comments, concerns or questions.

Sincerely,

Ron Messner
Executive Director

Apostolic Christian LifePoints, Inc.

OUTCOME MEASURES ANNUAL SUMMARY

Annual Report (July 2017 - June 2018)

EFFICIENCY MEASURES

- 1. All clients in each program will have 100% of their funding (personal and agency) in place within three months. Clients who have been in a program three months or less will not be counted in this data.**

ACTR had 97% of clients with all funding in place. Oakwood Estate had 99% of clients with all funding in place. Linden Estate had 100% of clients with all funding in place. The CILA Program had 100% of clients with all funding in place. The CRS Program had 100% of clients with all funding in place. The ACTR Day Program had 100% of clients with all funding in place. The agency had 99% of clients with all funding in place. Clients in multiple agency programs are counted more than once. This meets the goal for all programs except ACTR. The agency goal was met.

Funding has become increasingly challenging and requires diligence from several staff. The State is requiring an increased frequency of eligibility redetermination but processing them more slowly. There are also struggles with initial determination of eligibility for Medicaid. The agency is diligent about getting initial applications in place in spite of the fact the actual payments may be delayed.

- 2. The agency will maintain a reserve in cash and the general and trust funds equal to or greater than the projected expenses for nine months. Cash and Investments will be reduced by any outstanding loans for this calculation.**

The reserve is equal to about 17 months. This is well above the goal.

The Lord has been good, donors have been generous.

- 3. There will be established goals for turnover for each facility and program. The large facility will have separate goals for direct care and support staff.**

			<u>Goal</u>	<u>Actual</u>	
ACTR aides	less than		60%	46%	goal met
nurses	"		15%	16%	goal not met
activities	"		58%	15%	goal met
Oakwood Estate	"		40%	69%	goal not met
Linden Estate	"		40%	19%	goal met
CILA	"		40%	15%	goal met
Agency total	"			25%	no combined agency goal to meet

With low unemployment in Illinois, turnover becomes difficult for our positions. The facilities and departments feel this. In the light of the current economy LifePoints turnover is doing fairly well.

- 4. 98% of employees will have their annual review completed by October 31.**

This goal was achieved.

This is a good ongoing goal.

EFFECTIVENESS

- 5. Each client is observed at his or her Day Program at least once a year by facility staff.**

All clients were observed at their Day Program site at least once in the past year.

This is an important standard. It is met by having a well-structured system for visitation.

6. **Each facility or program will meet its established goals for number of people who participated in staff assisted community sponsored activities (outings, church, HISRA, CIRT, Mainstreamers, etc.) in that quarter. Three outings per quarter.**

	<u>Goal</u>	<u>Actual</u>	
ACTR -	70%	88%	goal met
Oakwood Estate -	95%	100%	goal met
Linden Estate -	95%	98%	goal met
CILA -	95%	100%	goal met
Agency	N/A	94%	

The results for this goal look good. There was an improvement in the documentation from the prior year.

7. **95% of clients, who have been recommended for OT, PT, or speech services, by the professional consultants, are receiving those services.**

100% of the agency's clients who have recommendations for OT, PT or speech services are receiving those services. This does meet the agency goal.

The goal will be kept at 95%.

8. **95% of clients who receive OT, PT, or speech consultant recommendations for adaptive/assistive technology will have it in place or in the process of being acquired by the following annual or six month staffing.**

100% of the agency's clients who have recommendations from OT, PT or speech services for adaptive/assistive technology have it in place or are in the process of acquiring it. This does meet the agency goal.

The agency does well at providing adaptive equipment to clients who will benefit from it.

9. **100% of clients will have their annual physicals within twelve months of previous physical.**

The percent of clients who had their physicals done within twelve months were as follows:

ACTR	100%	meets goal
Oakwood Estate	100%	meets goal
Linden Estate	100%	meets goal
CILA	100%	meets goal
Agency total	100%	meets goal

The goal should remain at 100%, which is a good target.

10. **100% of clients will have their annual dental examinations done within twelve months of previous exam.**

The percent of clients who had their dental exams done within twelve months were as follows:

ACTR	100%	meets goal
Oakwood Estate	100%	meets goal
Linden Estate	100%	meets goal
CILA	100%	meets goal
Agency total	100%	meets goal

The goal should remain at 100%, which is a good target.

- 11. Each facility will have established goals for guardianship participation in the IDT process (attendance, feedback form, personal contact or phone contact).**

	<u>Goal</u>	<u>Actual</u>	
ACTR	90%	99%	goal met
Oakwood Estate	90%	100%	goal met
Linden Estate	90%	100%	goal met
CILA	90%	100%	goal met
Agency Total	90%	99%	goal met

The agency has a high level of guardianship involvement.

- 12. There will be no more than two incidents of Escherichia (E) coli urinary tract infections for the agency per month.**

The monthly incidence of Escherichia coli urinary tract infections was 0 at ACTR and 0 at all other facilities. This meets the agency goal.

Treatment of resistant infections are very difficult to manage in the health care arena. These results are good.

- 13. There will be no more than two residents with MRSA per month.**

The monthly incidence of MRSA was 0 at ACTR and 1 at all other facilities. This meets the agency goal.

Treatment of resistant infections are very difficult to manage in the health care arena. These results are good.

- 14. There will be no more than two residents with C.Diff per month.**

The monthly incidence of C.Diff was 0 at ACTR and 0 at all other facilities. This meets the agency goal.

Treatment of resistant infections are very difficult to manage in the health care arena. These results are good.

- 15. Those facilities whose food service is inspected by the Tazewell County Public Health Department will receive passing scores for all inspections.**

ACTR is the only facility inspected by the Tazewell County Public Health department. The kitchen did pass their inspections for the year.

The Timber Ridge kitchen has an excellent reputation and consistently receives good results on their inspections and surveys.

**Apostolic Christian Timber Ridge
July 2018 - June 2019
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
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Facility

16	1	0	1. Do you believe your home is well taken care of?
15	2	0	2. Do you have a private place to visit / be alone?
15	2	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

11	6	0	4. Do staff knock & say their name before entering your room?
14	3	0	5. Do staff explain your care?
14	3	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

15	2	0	7. Do you like where you work?
16	1	0	8. Are your wants and needs taken care of at work?

Leisure / Community

13	4	0	9. Do you enjoy the activities planned at your home?
13	3	1	10. Do you like the outings offered to you?

Dietary

9	5	0	11. Do you like the food where you live?
13	1	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

17	0	0	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian Oakwood Estate
July 2018 - June 2019
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
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Facility

11	0	0	1. Do you believe your home is well taken care of?
10	1	0	2. Do you have a private place to visit / be alone?
9	2	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

7	3	1	4. Do staff knock & say their name before entering your room?
8	3	0	5. Do staff explain your care?
9	2	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

6	3	2	7. Do you like where you work?
9	2	0	8. Are your wants and needs taken care of at work?

Leisure / Community

7	3	1	9. Do you enjoy the activities planned at your home?
11	0	0	10. Do you like the outings offered to you?

Dietary

7	4	0	11. Do you like the food where you live?
9	2	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

8	2	1	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian Linden Estate
July 2018 - June 2019
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
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Facility

8	0	0	1. Do you believe your home is well taken care of?
8	0	0	2. Do you have a private place to visit / be alone?
8	0	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

7	1	0	4. Do staff knock & say their name before entering your room?
8	0	0	5. Do staff explain your care?
8	0	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

7	1	0	7. Do you like where you work?
8	0	0	8. Are your wants and needs taken care of at work?

Leisure / Community

8	0	0	9. Do you enjoy the activities planned at your home?
8	0	0	10. Do you like the outings offered to you?

Dietary

4	4	0	11. Do you like the food where you live?
6	2	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

8	0	0	13. Do you understand your rights & believe they are followed?
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Apostolic Christian CILA
July 2018 - June 2019
Annual Consumer Satisfaction Survey

Always	Sometimes	Never	
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Facility

56	2	0	1. Do you believe your home is well taken care of?
58	0	0	2. Do you have a private place to visit / be alone?
57	1	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

51	7	0	4. Do staff knock & say their name before entering your room?
57	1	0	5. Do staff explain your care?
57	1	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

51	6	1	7. Do you like where you work?
54	3	1	8. Are your wants and needs taken care of at work?

Leisure / Community

57	1	0	9. Do you enjoy the activities planned at your home?
56	1	1	10. Do you like the outings offered to you?

Dietary

51	7	0	11. Do you like the food where you live?
55	3	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

57	1	0	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian LifePoints
July 2018 - June 2019
Annual Consumer Satisfaction Survey**

Always	Sometimes	Never	
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Facility

91	3	0	1. Do you believe your home is well taken care of?
91	3	0	2. Do you have a private place to visit / be alone?
89	5	0	3. Do you have privacy during your care (curtain pulled during bath, etc.)

Resident Care

76	17	1	4. Do staff knock & say their name before entering your room?
87	7	0	5. Do staff explain your care?
88	6	0	6. Are staff available to help you (case manager, aides, etc.)?

Day Program / Work

79	12	3	7. Do you like where you work?
87	6	1	8. Are your wants and needs taken care of at work?

Leisure / Community

85	8	1	9. Do you enjoy the activities planned at your home?
88	4	2	10. Do you like the outings offered to you?

Dietary

71	20	0	11. Do you like the food where you live?
83	8	0	12. Do you enjoy where you eat (dining room, tablemates, etc.)?

Resident Rights

90	3	1	13. Do you understand your rights & believe they are followed?
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**Apostolic Christian Timber Ridge
July 2018 - June 2019
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY

0	0	1	7	44
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0	0	1	4	44
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STAFF

0	0	0	7	44
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0	0	2	6	43
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RESIDENT CARE

0	1	0	4	46
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0	0	1	2	46
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MEDICAL

0	0	1	4	47
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0	0	0	2	47
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LEISURE

0	0	3	9	39
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0	0	3	7	40
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IDT PROCESS

0	0	0	4	44
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0	0	0	3	45
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian Oakwood Estate
July 2018 - June 2019
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY

0	0	0	1	7
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1. Do you feel that the overall condition and upkeep of the facility is good?

0	0	0	0	8
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2. Do you feel comfortable and welcome when visiting the facility?

STAFF

0	0	0	0	8
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3. Are staff members generally accessible and willing to assist?

0	0	0	0	7
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4. When you bring a concern or idea to management or staff do they respond?

RESIDENT CARE

0	0	0	1	7
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5. Are you comfortable with the overall care that your resident receives?

0	0	0	0	7
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6. Do you feel staff interact with your resident in a compassionate and respectful manner?

MEDICAL

0	0	0	3	5
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7. Are you informed of matters regarding your resident's healthcare services?

0	0	0	0	7
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8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?

LEISURE

0	0	0	3	5
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9. Do you feel that your resident's leisure needs are met within the facility?

0	0	0	1	6
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10. Are you satisfied with your resident's opportunities for community access?

IDT PROCESS

0	0	0	1	7
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11. Do you feel comfortable participating in the planning meeting?

0	0	0	2	6
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12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian Linden Estate
July 2018 - June 2019
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY

0	0	0	0	8
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0	0	0	0	8
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STAFF

0	0	0	0	8
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0	0	0	3	5
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RESIDENT CARE

0	0	0	3	5
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0	0	0	0	8
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MEDICAL

0	0	0	2	6
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0	0	0	1	7
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LEISURE

0	0	0	1	5
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0	0	0	0	6
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IDT PROCESS

0	0	0	1	7
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0	0	0	1	7
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian CILA
July 2018 - June 2019
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY				
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0	0	0	3	38
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0	0	0	3	38
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STAFF				
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0	0	0	5	37
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0	0	0	4	38
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RESIDENT CARE				
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0	0	0	5	37
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0	0	0	2	40
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MEDICAL				
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0	0	0	5	37
---	---	---	---	----

0	0	0	4	37
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LEISURE				
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0	0	3	2	37
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0	0	2	2	37
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IDT PROCESS				
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0	0	0	2	38
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0	0	0	5	37
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

**Apostolic Christian LifePoints
July 2018 - June 2019
Annual Family Satisfaction Survey**

Never	Rarely	Sometimes	Mostly	Always
1	2	3	4	5

FACILITY

0	0	1	11	97
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0	0	1	7	98
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STAFF

0	0	0	12	97
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0	0	2	13	93
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RESIDENT CARE

0	1	0	13	95
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0	0	1	4	101
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MEDICAL

0	0	1	14	95
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0	0	0	7	98
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LEISURE

0	0	6	15	86
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0	0	5	10	89
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IDT PROCESS

0	0	0	8	96
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0	0	0	11	95
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1. Do you feel that the overall condition and upkeep of the facility is good?
2. Do you feel comfortable and welcome when visiting the facility?
3. Are staff members generally accessible and willing to assist?
4. When you bring a concern or idea to management or staff do they respond?
5. Are you comfortable with the overall care that your resident receives?
6. Do you feel staff interact with your resident in a compassionate and respectful manner?
7. Are you informed of matters regarding your resident's healthcare services?
8. Is medical information communicated in a thorough, clear manner at your resident's IDT meeting and/or when speaking with nursing staff?
9. Do you feel that your resident's leisure needs are met within the facility?
10. Are you satisfied with your resident's opportunities for community access?
11. Do you feel comfortable participating in the planning meeting?
12. Is the information presented at the IDT meeting and/or in the ISP packet useful in better understanding your resident's strengths and needs?

2018 - 2019 SATISFACTION SURVEYS

ACTR

There were a total of 17 residents who were able to respond. This is less than half of the total residents and reflects the large number who are not cognitively able to respond. This significantly decreases the reliability of the response. The only negative response was not liking the outings that are offered. Of a total of 13 items there were three with four or more responses of **sometimes**. They were about food, privacy and activities. These are usually the most negative responses. Because of the low numbers of residents able to participate, these are primarily responded to on an individual basis. Staff will be made aware of the items so they can be sensitive.

There were 52 family/guardian responses. This is more than last year and a little more than two thirds of the families. The family survey is a scaled survey to get more accurate responses from family. All areas but one had at least 80 percent always as the response. Of the 12 items 5 had all always and mostly responses. All had 92% or more in the mostly or always. There was one response with rarely and it was about being comfortable with resident care. There were two with three responses each of sometimes. Both of these had to do with leisure. There were a few others with just one response of sometimes.

Oakwood Estate

Of the 12 residents of Oakwood 11 were able to respond to the survey. There were some items with 1 or 2 negative responses. They were about privacy, work, and activities. 4 of them said “sometimes” for the item “do you like the food”. There were some additional “sometimes” responses regarding with privacy, activities and work. This is a similar response to last year and more negative than other settings. It will be reviewed with the administrator and RSD to look for ways to address.

There were 8 family responses. All of the twelve items fell in **mostly** or **always**. The “sometimes” items with more than one person responding were about being informed, leisure needs and information being understandable. This is significantly more positive than last year.

Linden Estate

There were 8 responses from residents. Nearly all of the responses were positive. There were no negative responses. There were 4 that sometimes didn't like the food, 2 who sometimes didn't like the dining location and 1 each for privacy and work. This will be dealt with individually since it is not a pattern.

Linden had 8 family responses. This is less than last year. All responses were in the two most positive options. There were a few responses in the **mostly** category regarding staff responsiveness, being informed and overall care. .

CILA and CRS

There were 58 responses from people living in the CILA and CRS facilities. This is a marked increase in response numbers. On all 13 items Always was marked 87% to 98% of the time. Three items had 1 negative response each. There were 7 residents who responded **sometimes** on liking the food and privacy, and 6 who responded **sometimes** regarding where they work. Work is an ongoing issue that is difficult to address but individually staff will explore alternatives.

There were 42 responses from families. This was a typical response rate. There were no responses of rarely or never. There were a few “sometimes” responses regarding leisure. All Other responses were positive.

SUMMARY

Satisfaction surveys are done annually and are reviewed individually, by facility and as an agency. The agency is aware that satisfaction surveys have inherent flaws and management does not use them as a sole source of feedback. The agency is also aware that “**sometimes**” or “**mostly**” responses may indicate concerns that family members are reluctant to identify. All negative and “**sometimes**” responses are reviewed with individual respondents to determine if changes are needed.

The agency does long-term planning and makes policy and procedural changes based on the satisfaction surveys along with client data, staff feedback, ISP needs, and informal feedback from clients, families, and staff.