

QUEST, INC.

PERFORMANCE MANAGEMENT REPORT OCTOBER 1, 2012 THROUGH SEPTEMBER 30, 2013

Board of Directors Mark Bendure Steven Boisvenu Treasurer & President Dave Brown Secretary Deborah Moore Keith Particka Pasquale Romeo	<p style="text-align: center;">INTRODUCTION</p> <p>The purpose of Quest is to provide community residential and vocational services to persons with special needs living in Southeastern Michigan. Quest is a private, non-profit organization operating under the Michigan Act 327 and Federal Law 501 (C) (3) guidelines. A Board of Directors comprised of disabled and non-disabled members of the community governs the corporation.</p> <p style="text-align: center;">MISSION STATEMENT</p> <p>Quest provides support services for persons with special needs to promote inclusion, maximize independence and improve quality of life.</p> <p style="text-align: center;">VISION STATEMENT</p> <p>Quest will implement high quality residential and vocational services with the developmentally disabled, in more integrated environments, i.e., greater number of smaller living settings and non segregated work settings. In addition, to providing services with persons who have developmental disabilities; Quest will provide home companion services for persons in the community needing assistance with daily living skills. Further, Quest will continue to diversify our customer base.</p>
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ACHIEVEMENTS 2013

Quest is proud to share our achievements during the past fiscal year. None of these achievements could have happened without the dedicated work of our employees, the help of our supporters, and funding through our contract agencies

Residential Services Achievements and Inclusion Activities

Attendance at MALA conference, trade show, seminars & training attended by Area Supervisors and Executives

Attendance at AAIDD training by Area Supervisors and Executives.

Cultural diversity 'train the trainer' event for Managers and Executives at Wayne Rec Center.

Halloween Party at Wayne Recreational Center several hundred person served, friends, family members and employees.

Home vacations to Frankenmuth, Holland, Northern Michigan, Ohio, Florida

Influenza immunization clinic held for Quest staff.

Jazzy Ones Bowling League and Banquet 10th year

Sixteen perfect county Recipient Rights surveys.

Ten perfect Licensing surveys.

Over 40 people attended Lions football games.

Over 30 people attended various DTE concerts.

Over 26 persons attended various sporting events at Joe Louis Arena

Over 15 people attended Red Wings games.

Over 45 people attended Tigers games

Over 20 people attended Pistons basketball games.

Over 75 people went to Universoul Circus in Detroit

Over 100 persons served attended various recreational activities including: Air Zoo museum in Kalamazoo, Spring Fling at CEO, Detroit Yacht Club Picnic, Crossroads Village, Fireworks in Ortonville, Parade in Hadley, Fraternal Order of Police Oldies concert, etc

Residential Services Achievements and Inclusion Activities continued.

Fifty three Parent/Guardian/Stakeholder meetings at service sites.

Participation in annual MORC Caregivers Appreciation luncheon.

Participation in annual MCPA Caregivers Appreciation event luncheon.

Participation in annual PAWC Caregivers Appreciation day event / luncheon.

Six Persons Served and Managers attended "Evening with Friends" fundraiser for CLS

Fourth Annual Quest sponsored Health and Wellness Fair at Wayne Recreational Center.

Quest Annual Summer Picnic for all stakeholders.

Quest employees and person served participation in Walk a Mile in My Shoes Rally in Lansing.

Achievers 4th annual holiday banquet and awards dinner.

Quest contribution to "Toys for Tots" campaign dozens of toys.

Residential programs provided services to 331 persons during this year. This includes services in Licensed Homes, Unlicensed Homes, to persons with Self Directed Services, and in private homes.

Un-licensing of one home, and five persons receiving services in less restrictive residential setting now.

Vehicles - new vans and cars received at several homes to accommodate changing needs

Vocational Services Achievements and Inclusion Activities

Advocacy

CWO has continued its partnership with a Non-profit agency "Connect Us"- volunteers come out to assist anyone interested in making completing community projects for various causes. This has become a wonderful partnership for a great cause. Many of our persons served with physical impairments have benefitted from this organizations creative methods in designing and enhancing equipment to get them involved in the making of the different projects. We have invited Connect Us to move into a larger area of our building and this is under development to start next year.

CWO assisted CLS in the development of the Cultural of Gentleness training manual for vocational sites, this was completed and we had 2 classes of employees and persons served graduate this past year.

Community Involvement

Persons receiving services continued their adoption of a platoon this year and sent out over 200 cards to soldiers who were coming home from over seas. We have now seen this platoon through two deployments and received word back that the cards lifted their spirits.

CWO continues to deliver and package over 230 meals a week to home bound seniors.

CWO joined the Canton Chambers this last year to improve upon on community resources and connections.

Cultural Competencies

CWO hosted several cultural awareness events to value, celebrate, and educate persons served and employees. CWO hosted an entire week of celebrations with staff and persons served full involvement in activities and enlightening each other on different cultural experiences.

Donations

St.Mary's Church donated much needed personal supplies for the seventh year in a row and many family members volunteered during this past year to assist with different fund-raising events being held.

Family that we support donates a monetary amount each month to our agency for programming supplies.

Job site development

CWO hired a new job developer in June, and have had several different job sites developed within this past year- Taco Bell- 2, LaQuinta, Genova Pizza, and Maybury childcare.

CWO has signed an agreement with Michigan Rehabilitation Services to work with persons that need job readiness assessments, job development and job coaching.

Micro Buisness

CWO assisted in the start up of a new micro-business called "Party Planners"-

Gala

12th annual Christmas gala was held from December 5th through the 7th. This event is hosted by persons receiving services, and provides a way for selling products produced by persons receiving services.

Occupational Therapists

CWO continues its relationship with Eastern Michigan University hosting Occupational Therapy students for their community teaching site. This arrangement has enabled us to hire a new grad student and continue to pass on our experiences of working for persons with developmental disabilities.

CWO's occupational team put on two community seminars this past year. These seminars were general how to sessions to assist persons with Autism and Sensory Processing Disorders.

Presentations were given to various schools in our area- Plymouth Canton schools, Western Wayne Skill center, Cooke school and Burger School in regards to services such as transitioning processes and sensory integration techniques.

Recreational events

Persons receiving services attended many different events of their choice such as; Tigers games, Lions practices, apple orchards, airports, coffee shops, high school band practices, bowling league, and many more interesting community adventures this past year.

Site reviews

CWO had on site record and site reviews completed by CLS each quarter this past year and received no citations in regards to health and safety or records standards. Synergy completed their third annual site review and record review with one recommendation. Detroit Wayne County Recipient Rights completed their annual Recipient rights site review with no citations.

Social events

CWO at the request of the Customer Council assisted with several different events throughout the year; Valentine dance, Halloween dance, Black and White dance, Game night, Little Caesars pizza kit fund raiser, Bowling fund raiser and different pot luck events throughout the year. Each event were well attended and enjoyed by all.

Support Group

CWO Director continues to hold Autism support gathering for parents, and care givers assisting persons with Autism- a wide range of person showed for the informational, emotional support group. This group is having speakers at each event to pass on additional resources. CWO assisted families in starting up a boy scout troop for boys with autism.

Vehicles

CWO sold 9 vehicles this past year and received 4 additional vehicles this keeps our fleet up to 19 vehicles.

STRUCTURE AND CONTACTS AT QUEST

The persons delivering the direct services in residential settings are referred to as Personal Assistants, and in vocational settings, this person is referred to as a Customer Agent.

Personal Assistants are supervised by Managers, and the Managers are monitored by Area Supervisors. Each Area Supervisor reports directly to the Director of Operations, Patty Thomas. If you or your family member are receiving residential services either in a home, self directed setting, or through a home companion service there is a Manager and Area supervisor assigned to the person receiving services. For any questions, concerns, suggestions, and or compliments about care, treatment and supervision contact the Manager and or Area Supervisor. If you do not know who this person is, contact Patricia Thomas at 734.838.3400.

Customer Agents are supervised by Supervisors, who are supervised by the Program Developer. Vocational services includes Occupational Therapists (OT) too. The Program Developer, and Occupational Therapists report to Elaine LaMontagne, Director of Vocational Services. For any questions, concerns, suggestions, and or compliments about care, treatment and supervision contact the Supervisor and or Program Developer. If you do not know who this person is contact Community Work Opportunities at 734.981.3709.

The Human Resource department is responsible for the human resource functions of the corporation including personnel policies, payroll functions, company insurance benefits, unemployment, worker's compensations, leave of absences, maintaining personnel and training records. Patricia Thomas supervises employee development, unemployment, and staff input areas. Steven Boisvenu supervises insurance and payroll areas.

The Finance & Maintenance department is responsible for all accounts receivables, accounts payable, coordinates property management, manages our vehicle fleet, responsible for the information technology, insurance contracts, monitoring consumer fund management systems, and applying for entitlements on behalf of persons we provide supports for. The President directly supervises this department, chairs the corporate compliance committee, and coordinates the quality assurance program. The current President is Steven Boisvenu.

QUEST PROGRAM GOALS

The overall goal of Quest, Inc. is to assist each person served in achieving a life that meets their daily needs, dreams and goals. Community integration is a primary focus through the use of community facilities. Personal Aides and Customer Agents are expected to provide services in a healthy and safe environment that encourages the personal growth of each person served. Contacts with family and friends are of the highest priority, and are encouraged through visits, phone calls, and letter writing.

Personal Assistants and Customer Agents are expected to be available to meet the staffing needs of the customer. These employees are trained to provide emergency care, to follow the requirements of the regulatory agencies, implement care, treatment, and supervision to safeguard the civil rights of each person served.

When the person served is enrolled under a contract or placement agency; The Support Service Coordinator / Casemanager from the contract agency oversees the creation and modification of the Individual Plan of Service via Person Centered Planning process. Personal Assistants and Customer Agents are trained to assist the person served in achieving the dreams stated in the plan. All persons served live in areas that have parks, bowling alleys, churches, theaters, museums, etc. for work and activities. Personal Assistants and Customer Agents are expected to assist the customer in utilizing the community facilities on a regular basis.

Quest achieved a three year CARF accreditation, with an exemplary commendations, in April 2011. It is our goal to continue to provide the highest standard of services and to maintain this accreditation. The next CARF survey is in March or April 2014.

**PERSONS SERVED
RESIDENTIAL SETTINGS**

Quest serves a diverse set of persons in Southeastern Michigan. The total amount of persons receiving residential services during the year was (331), increasing by forty five from the previous year. Most of these persons have developmental disabilities, some have mental illness, some have mobility challenges, and some have acute disorders or are fragile in some way. The persons served have ranged in age from under 18 to over 85. The persons served live in licensed group homes, unlicensed settings, and in their own personal homes. Specific demographic information, about persons receiving supports and services, is available upon request.

In general, the persons Quest provides supports for in licensed and unlicensed homes are getting older, more fragile, and less mobile. The number of persons Quest provides supports to in group homes is declining because of demographic trends and the philosophy of our largest contract agencies Community Living Services, Inc. (CLS) and Oakland County Mental Health Authority (Oakland CMH). CLS and Oakland CMH are both avidly pursuing self determination and supporting persons in their natural homes. This is especially true when new persons come into the system.

Quest continues to provide services to persons who still live with their natural families. Some of these individuals are children, young adults and senior citizens. These services vary from having staff meet school buses after school to having staff available on a daily basis for academic, emotional support, and socialization efforts. Family dynamics are the structures driving these types of services which are on the rise.

Services provided to children has increased in 2013, through increased contracts with The Children's Center, The Downriver Guidance Center, and MORC of Wayne County.

Quest, Inc. has residential homes in four counties in Southeastern Michigan, i.e., Wayne, Oakland, Macomb and Washtenaw. These counties have a total population of approximately 3 million people. Major funding comes from three contract agencies: Community Living Services, Inc. (CLS) in Wayne County, Washtenaw Community Health Organization (WCHO) in Washtenaw County, and Macomb Oakland Regional Center, Inc. (MORC) in Macomb and Oakland counties.

During this fiscal year Quest assumed the services for several more persons living in residential settings with Self Directed budgets. This population remains very fluid with persons requiring supports and services coming and going as their needs change. Further changes seem to be made based upon CLS personal agent relationship with Quest and or the immediate relationship with the manager or area supervisor. The organic nature of this situation requires more time for each person and presents many challenges which we are able to meet because of our larger size, flexibility and range of resources available.

As the funding and philosophy of CLS and MORC continues to emphasize self determination, Quest anticipates the numbers of persons Quest supports in self determination will continue to fluctuate, and rise. Persons served and their families, guardians and designated representatives who are new to CLS and MORC services, view these systems as business models and conduct several interviews before choosing a staffing agent. Therefore, building relationships, networking, and continuing to provide quality services continue to be powerful tools in the coming years.

PERSONS SERVED VOCATIONAL SETTINGS

Quest vocational services are delivered through Community Work Opportunities (CWO). CWO has services referred to as Skill Building, Supported Employment, Sensory Integration, Micro-Business, and Community Integration. CWO serves a diverse set of persons in Southeastern Michigan, which reflects the surrounding community. The total amount of persons receiving vocational services at Community Work Opportunities (CWO) during the year was 299 a change from 310 the prior year. Most of these persons have developmental disabilities, some have mental illness, some have mobility challenges, and some have acute disorders or are fragile in some way. The persons served have ranged in age from under 18 to above 65. Specific consumer demographic information is available upon request.

During the past year CWO continued to deliver several types of services. The following percentages represent what type of services persons received: Persons receiving skill building services is 10% vs 9.0% last year, supported employment is 11% versus 9% last year, sensory integration services is 36 % prior year was 41%, micro-business is 15% versus 21% previous year and lastly services through community integration is 28% versus 20% last year. The changes in supported employment had an increase this year and this is a direct result of our teams hard work and dedication in pursuing the different carve out positions employers have to offer. But the micro businesses dropped over the last year and this is a result of change over in three of our top management positions this past year and the special training needed to support this area, we have hired and are in the process of training a new supervisor. Sensory Integration is stable and is very successful with the addition of several young persons being serviced in our new children's area, the funding is coming from the local MCPN funding agencies.

CWO did not meet it's goal of having at least 50% of customers enrolled in skill building earn income, we had 38% % of persons enrolled earn an income this past year, compared to 61% the prior year. This is a decrease from last year, this is a result of change over in three of our top management positions this past year and the special training needed to support this area, we have hired and are in the process of training a new supervisor and we will continue to focus on this area for future development

Persons receiving services at CWO are paid under various contracts with local agencies, i.e., Community Living Services, Inc. (CLS), Consumer Link Network (CLN), Washtenaw Community Health Organization (WCHO), Synergy and private pay. During the past year CWO continues to established new customers through providing children's services via our OT department.

CWO assisted 32 persons in job placements during the year, versus (28) from the previous year. The individual placements which consisted of 13 persons versus 12 prior year, earned a combined income of over \$28,107.40, which is up from previous year \$28,000. This appears to be due to the additional sites that were developed this past year. The enclave placements which consisted of 13 as compared to 12 persons last year, earned a combined income of over \$22,000.00 compared to \$16,000.00, which is an increase from last year. Again it appears that most people had small increase in their hours and pay rates. The mobile crews placements which consisted of 6 compared to 4 persons last year, earned a combined income of over \$ 1,600.00 compared to \$1,200 last year, which is again higher in wages earned. Very proud of our team we increased the amount of persons served gaining community employment and wages earned in each area.

PERSONS SERVED
VOCATIONAL SETTINGS

CWO continued to assist persons in developing and running their own micro-businesses. These 46 people earned a combined income of over \$5,500.00 compared to \$6,500.00 last year, which is slightly lower from last year. Downward trends continue in this area due to the budget cuts implement for the past several years. CWO has made some decisions to increase the persons served to staff ratios which is affecting the amount of individualized time needed to continue to grow these types of mini-businesses. There has been little changes in our funding which again has resulted in this area will continuing to decrease.

Volunteer work was assisted with 46 persons (compared to 42 last year) throughout the year consisting of Meals on Wheels to inbound seniors, salvation army store and ringing the bell for the salvation army at Christmas. CWO assisted 191 persons (compared to 188 last year) in developing community connections, and participating in our sensory program- many persons in our sensory program continue to be able to access their community for longer periods of time again this year- this is a big accomplishment. This is one of our main goals is to see persons receiving services in our sensory department being able to access their communities more frequently in a positive manner

CWO focus continues to be assisting persons in developing community connections, money earning enterprises, job development and placement. These accomplishments are done as a result of the many different services CWO offers to assist with the development of skills needed to reach these goals. Many persons served are admitted into several different areas of our program to maximize their potential. It is this model that promotes the person's full involvement in their goals/dreams being met. A person served can access our sensory program and the different areas offered at the same time, and this allows them to make great strides with their individual dreams/goals.

EXECUTIVE SUMMARY

The Corporate Compliance Committee continues to meet on a quarterly basis. This committee focuses on Regulatory, Quality Improvement, Risk Management, Health and Safety matters. Corporate Compliance Committee is an excellent forum to review all trends of services within Quest, and to communicate challenges, solutions, and or ideas for customer services.

Quest continues to be challenged for funding. During this year the CLS contracts in both residential and vocational services had payment withholdings through March 2012 of from 7% to 10%. Note, these payment withholdings were not applied to persons served with fully self directed budgets. With April services CLS began to make full payments. Then in September 2012 CLS issued retro checks for all months of the fiscal year.

Non payment for short term Leave of Absences and Vacancies in residential settings continues to be an issue and results in hundreds of thousands of dollars in lost revenue.

Quest is proud to report that even with the reductions of the current and previous years our financial status is solid. Quest has ended the past several fiscal years in the black. With the CLS full funding in 11/12 F/Y and continuing through 12/13 F/Y we were able to make overdue equipment and maintenance expenditures at both residential and vocational settings.

The persons served by Quest in Residential and Vocational Settings have been 98% satisfied with services. The people we serve have enjoyed literally thousands of recreational outings. The homes continue to encourage participation by families in each person served life. Many, many homes continue to receive no citations on Licensing and or Recipient Rights Surveys. Community Work Opportunity has received accolades for our unique sensory integration services and from Detroit Wayne County Mental Health Agency reviews.

**Performance Indicator Analysis
Staff Training**

Performance Indicator: Efficiency

Scope: All Employees

Outcomes to be measured:

Annual updated HIPAA/Breach Policy inservicing occurring at all sites for all staff.

Targets for the outcomes

90% of all staff will be annually updated on the HIPAA/Breach Policy

	Concern	Data Source	Target	Outcome
12/13 F/Y	Annual Update Breach Policy	Employee Files	90%	73%

Comments:

Target was not met. Emphasis was place upon he new HIPAA Privacy and Security Policies during the last quarter of the year. Employees were inserved on this policy.

Although the target was not met, it is generally viewed that a significant amount of time, effort and resources on developing and training employees on the new policies which has a much bigger scope than the original target of just the breach policy.

Plan of Action:

This indicator will not continue for the13 /14 F/Y

**Performance Indicator Analysis
New Hire Orientation / Training**

Performance Indicator:
Efficiency

Outcome to be measured:
Number of newly hired staff completing the new hire orientation.

Target for the outcome:
90% of the newly hired staff will complete the new hire orientation within 30 days of hire.

	Concern	Data Source	Target	Outcome
11/12 F/Y Data	New Hire Orientation	Employee Records	90%	89%
12/13 F/Y Data	New Hire Orientation	Employee Records	90%	96%

Comments:

Important component of employee development, person served health and safety is basic required training by employees. This training encompasses existing, revised and new training throughout the year.

Plan of Action:

This indicator will continue for the 13/14 F/Y98.

Performance Indicator Analysis Satisfaction Surveys

Performance Indicator: Effectiveness

Outcome to be measured:

Degree to which persons served / guardians are satisfied with services

Target for the outcome:

At least 90% of the persons served and all of the guardians and stakeholders will be satisfied with services.

	Concern	Data Source	Target	Outcome
11/12	Quality of Service	Person Served Survey Questionnaire	90%	98%
12/13	Quality of Service	Person Served Survey Questionnaire	90%	98%
11/12	Quality of Service	Stakeholders Survey Questionnaire	90%	97%
12/13	Quality of Service	Stakeholders Survey Questionnaire	90%	97%

Comments on Satisfaction Survey Outcome Results

A total of (1539) surveys were sent to persons served, guardians and stakeholders, which includes CWO customers and guardians, with (666) returned a return rate of 33%. Last year, 2025 surveys were sent to this same group, with 671 returned (return rate of 33%).

This year, 98% of the persons served, and 97% of the stakeholders and guardians who returned the survey were satisfied with services. This compares to 98% of the persons served and 97% of the guardians and stakeholders being satisfied last year.

Plan of Action

Management continues to work with staff on the importance of providing the highest quality of service by addressing this with all employees. Employees are encouraged to make suggestions, and Quest has an open door policy concerning employee input in our services. Persons served are encouraged to speak up when they have a problem and employees are trained to assist them in making the necessary and or wanted changes. Persons served, guardians and family members are encouraged to visit place of service and report concerns and accolades to the Quest administration. On a regular ongoing basis, meetings are held at each residential and vocational site with persons served. Persons served play an active role in planning activities and discussing any issues. Additionally, there are two Customer Advisory Committees which provide persons served with direct access to Administration.

The PCP is targeted as the ideal place to document the needs of the consumer/customer and staff are in-serviced on the PCP to assure the persons served are receiving the stated service. Quest made a concerted effort to negotiate the best employee benefits program available even in these times of reduced funding. This is remarkable considering that many companies no longer offer benefits. An employee recognition program was instituted to recognize employee's longevity as well as outstanding contributions.

Plan of Action: This indicator will continue.

**Performance Indicator Analysis
Earned Income by Customers**

Performance Indicator:
Effectiveness

Outcome to be measured:
Number of customers, enrolled in Skill Building / Employment Services at Community Work Opportunities who earn money.

Target for the outcome:
The target is 50% of the customers will earn money.

	Concern	Data Source	Target	Outcome
11/12 F/Y Data	Customer Wages	Customer Records	50%	61%
12/13 F/Y Data	Customer Wages	Customer Records	50%	38%
		Difference		23

Comments

The objective for this indicator was not met for the year. Although Michigan economy has rebounded somewhat the state and local area still has an unemployment rate of over 9% during the past year.

CWO continues to promote wage earning although it is becoming increasingly more difficult with the economy and the impact it has had on our budget.

The objective for this indicator was not met for the year. CWO continues to promote wage earning although it is becoming increasingly more difficult with the funding and the impact it has had on our budget. We have increased our community job placements this past year with the addition of a new job developer. The micro-business did not do well this year which resulted in us not meeting our target- this was due to a change over in management staff and the new supervisor needing the special training required to assist with the development and operations of the micro-businesses.

The new micro-business supervisor seems to have come up with some very creative ways to assist with the owners with making income with their businesses this past quarter and we are marketing to several different locations but it is proving itself difficult to make a profit with the new community locations.

Over the last year we can see a trend of our businesses needing additional growth and development, we hired a new supervisor to oversee this and she has created additional marketing methods and growth within each business. We are however seeing a number of persons served being more involved within their businesses, and this is causing a difficult time in spending additional resources in marketing and development. We will continue to assist each person with their desires and secure more man power to assist. As we just recently shifted another supervisor to assist in the micro-development department and can anticipate additional growth in this area within the next year.

Plan of Action This Indicator will continue.

**Performance Indicator Analysis
Service Access**

Performance Indicator:
Service Access

Outcome to be measured:

The outcome to be measured is the number of requests for service (referrals) received for children (age up to 18).

Target for the outcome:

The target for the outcome is to receive 5 requests for service (referrals) for children (up to age 18) each quarter.

	Concern	Data Source	Target	Outcome
12/13 F/Y Data	Service Access	Referral Packets	20	40
		Difference		

Quest / CWO began to service more persons under the age of (18). Quest / CWO wanted to specifically track and incorporate goals for the whole company. This area is seen as a growth area for the company.

Plan of Action

Continue this indicator area.

**Performance Indicator Analysis
Medication Errors**

Performance Indicator: Effectiveness

Outcome to be measured:

The number of medication errors for all dosages per quarter.

Target for the outcome:

Less than .05 errors for all dosages per quarter.

	Concern	Data Source	Target	Outcome %
11/12 F/Y Data	Safety	Incident Reports, and Medication Records	Less than .05 errors	.00003
12/13 F/Y Data	Safety	Incident Reports, and Medication Records	Less than .05 errors	.000010
		Difference	0	0.000020

Approximately 26,925 dosages / medical procedures each quarter. For the year 12/13, there were a total of 107,680 doses of medications passed and there were (25) errors. Compared to last year of Approximately 26388 dosages / medical procedures each quarter, a total of 1,055,554 doses of medications passed and there were (27) errors.

Target achieved for the year.

Quest considers medication passing extremely important to the safety and well being of the persons we serve. Quest uses all resources possible to train and update employees on medications and medication passing. In addition, to monitoring all incident reports for medication errors, home audits are completed, which review procedures in the home regarding medication passing and required documentation. Quest implements the following items with employees:

1. Yearly medication in-services
2. Annual competency reviews on all staff
3. Updates of medications as they become available
4. Training on medication changes on persons served
5. Corrective Actions, i.e., suspensions, demotions, and terminations when appropriate
6. Changes to the medication passing area.

Plan of Action

Continue indicator area.

STAFF CREDENTIALING AND TRAINING

All employees working directly with persons served and or customers receive initial and ongoing training. The training received meets and in some cases exceeds the Licensing Rules requirements, State of Michigan Michigan Mental Health Code standards, Commission on Accreditation of Rehabilitation Facilities (CARF) standards, Health Insurance Portability and Accountability Act requirements, HI-Tech Act, Deficit Reduction Act, and the contractual requirements by each contract agency or the Self Determination agreements with persons served. Training is a primary way to communicate our mission, methods of care, consumer specific information, changes to all aspects of our services, health and safety measures. Training is considered an essential Risk Management action. Training is an important aspect of our employees to stay continually abreast of the dynamic changes in our services.

Employees have a copy of their State of Michigan Mental Health Code approved training record in their file. The training records are checked with the funding agency for accuracy. Each new hire completes an In-Home / Vocational Training (developed by Quest) under the tutelage of the supervisor or their designee and a copy is kept in the home file. Along with this, regular audits of consumer and Human Resource files are completed. During this FY, our In-Home Training was completely overhauled to better meet the requirements of the Office of Inspector General reviews, and was given approval by Macomb County Mental Health agency as an approved training.

On site training is an ongoing process for all staff, done by the supervisor, clinicians, and training professionals. Area Supervisors receive minimally (16) additional hours of training each year to fulfill the licensing requirement for home administrators.

This past year our annual training schedule and orientation was revised. An in-service calendar has been distributed, supervisors are to in-service all sites on a different topic each month, e.g. Recipient Rights, Quest's policies, Infection Control etc. All training from various service sites were standardized. This includes new hire orientation, ongoing training, as well as annual or other re-training events.

In addition, to the training for all employees; Quest uses a New Manager Training session. Normally this occurs over two weeks, with topics such as Quest Policy and Procedures, hiring, in-home orientations, employee handbook, Quest etiquette, payroll, workers compensation, Family Medical Leave Act, Finance and Maintenance, as well as variety of other areas. This training series has also been used by us to re-train experienced managers in problem areas and to train assistant managers or other staff who may be interested in becoming managers at some point.

In addition, to the required ongoing and annual training during the past year Area Supervisors and some managers also attended training at the Michigan Assisted Living Association (MALA) Annual Conference in Lansing, Gentle Teaching, AAIDD annual conference, Autism Awareness, CPI training, Sensory Integration, Dementia and other geriatric related topics.

Direct service employees are sent to the respective contract agency State of Michigan approved training. Such as Macomb and Oakland Counties employees are sent to the contract agency Macomb Oakland Regional Center for training.

The goal is to have all staff trained within 90 days of hire. This is difficult to achieve with the funding agencies if there is a backlog of employees waiting to be trained. Area Supervisors and the Human Resource department are monitoring required training by employees for timeliness.

CORPORATE COMPLIANCE COMMITTEE

Corporate Compliance Committee currently meets on a quarterly basis, and includes President, Director of Operations, Director of Vocational Services, Benefits Manager and all Area Supervisors. Other persons may be requested to attend to give reports, view the proceedings and or participate in other ways. Subcommittees may be developed and convened for specific areas, and then report to the Corporate Compliance Committee. The purpose of the Corporate Compliance Committee is the following:

- 1. Regulatory**
Meeting the regulatory compliance of several entities such as, but not limited to, Michigan Department of Community Health, Michigan Department of Human Services, Commission on Accreditation of Rehabilitation Facilities (CARF), and Health Insurance Portability and Accountability Act (HIPAA).
- 2. Quality Improvement**
Reviewing and meeting our Quality Improvement Plan. Tracking of outcomes, activities, incidents related to our Quality Improvement Plan, and other measures to ensure that the persons we serve receive the highest quality care.
- 3. Safety**
Tracking employee accidents and reviewing actions to prevent in the future.
- 4. Risk Management**
Identify, analyze, intervene and evaluate actual or potential business, clinical, and operational risks through risk avoidance, prevention, reduction, and or transfer techniques.

Results of Corporate Compliance Committee results in all significant employees awareness of all the above items. All employees who are part of the Corporate Compliance Committee have an assigned role and area to present. Committee members are encouraged and expected to participate in designing future actions to meet the challenges presented.

All incident reports are summarized by service site for all to see trends and compare between home and type of incidents occurring. This results in specific or general actions being suggested or directed to take. This has resulted in formal requests to Contract Agency Directors for action regarding medical decisions with persons served. Suggestions for inservices and trainings with staff to prevent future problems. Methods to contact contract agencies to encourage better support for persons served.

Quest Policies and Procedures in all areas are discussed. Minor glitches are resolved before they become major problems. This results in clarification of policies and procedures and the assignment of individuals to facilitate these actions.

PERSON SERVED ADVOCACY & INCLUSION

Quest continues to promote recreational outings for all persons served. Persons served participate in monthly recreational outings according to their respective abilities and individual interests. Quest promotes small group outings for persons and sponsors several persons attending professional sports games, and concerts. Quest promotes and facilitates visits with natural family members too.

Persons served participate in a variety of recreational outings in the community on a regular basis which range from having jobs in the community, going to local malls, attending places of worship, visiting parks, shopping at stores, nightclubs, to visiting friends and families. This participation is daily, weekly and monthly depending on the person served interest and ability. The people we serve like to have parties too; Quest assist people served in planning parties for friends, families and sometimes for cultural events or celebrations.

Special activities for this year include attendance at a great variety of recreational events by the people Quest supports. Please see the Residential and Vocational Achievements for a complete listing.

Quest continues to promote natural family contacts by encouraging visits at any time, inviting family members to all home and Quest events, providing transportation to natural family homes, and constantly trying to have more family members have contact with the persons we provide supports to.

Recipients of services serve on Quest Board of Directors. These persons participate at the Board level to give valuable insight to our whole service delivery system.

A person served Advocacy group named the “Jazzy One’s” was started in September 2002, by Jackie Oparaeke Area Supervisor, and meets each calendar quarter. A board was elected from among those attending. The goal is to train persons served on advocacy, assist them in representing themselves on legislative issues and to just have fun. From this group a bowling league has developed. These persons have also had special speakers address safety and self advocacy issues. This group participated in a rally in Lansing for Advocacy Awareness. Jazzy ones sponsors two social events a year to encourage members to socialize and bring in prospective new members. These events have included banquets, dances, dinners, and have been met with great enthusiasm by all present. Consumer meetings are also held monthly in each home to plan activities, and to share ideas from the persons served regarding changes they would like initiated. Minutes are kept at all meetings.

In addition, to the Jazz Ones, Quest continues to sponsors an advocacy group in the Wayne County Down-river area called Quest Achievers. Some activities include a pool league, volunteering services at the Humane Society, adopting needy families at holiday time, and other community events.

During the past year Quest continues to have two Customer Advisory groups, i.e., Central and Northern, to solicit input into the quality of services Quest provides, community access challenges, and information sharing. Input from these groups have led to changes in employee training, volunteer policies and safety drills at service sites.

During the past year members of these advisory groups encouraged and developed letters written to legislators advocating against budget cuts, cards/letters to servicemen in Afghanistan, record number of customers and staff received flu shots as a result of customer advisory committee input, and the structure of committee meetings changed from quarterly to every 6 months; New Manager Training created and adjusted to target areas identified as issues at meetings (recipient rights, food prep, van tie downs).

Person Served Advocacy & Inclusion

Community Work Opportunities (CWO) continue to support persons in supportive employment, micro businesses and community integration. This support includes job development, job coaching, consulting for micro businesses, transportation and inclusion with community activities. Currently, the persons we provide supports to have employment positions with and without coaches at CWO, McDonald, Pub, Max & Erma's, Taco Bell- 2, LaQuinta, Genova Pizza, Maybury childcare.several different office buildings, micro businesses of, shredding, basket design, craft sales, bake sales, coffee , bubble gum machines, smoothies, Dances, and many others seasonal events earning money.

CWO continued the consumer advocacy group during the past year. The group is referred to as the Customer Council and meets on a quarterly basis. All customers at Community Work Opportunities are invited to attend. The Customer Council is a group of customers who stated their opinions, concerns and wishes. The Customer Council has input on decisions that could effect changes in the various program rooms or the entire program, along with social events to be held, field trips , celebrations, seasonal holidays, food for programs, fund raising activities, room decorations, support activities for the entire program, entertainment, projects, recruiting new members, and/or any other planing/ decision making for the betterment of all the customers served.

As a result of this Group we have been able to teach people to advocate for themselves, learn different community skills through speakers attending meetings- such as social skills, and health related skills. The council has also been able to influence many of the different events we have here such as the annual talent show, annual cook out, different dances, selection of the greeters at our annual gala show, support on how to register to vote, fund raising events, gaming nights, going green within the workshop, healthy living, Christmas event that included different cultural items being displayed, and different foods being enjoyed from around the world. and many more activities that were conceived at the council.

During 12/13 F/Y several people that started on our council have now moved on to become peer mentors and have been hired by Community Living Services to assist in this area, they have all told us they learned their advocacy skills through participation on the council.

REVIEWS

Audits are completed at each site on a regular basis. Audits have been designed for the type or classification of service site; Licensed Homes, SIPS, Extended Homes, and Self Determination Sites. These Audits include but are not limited to the following areas: Employee Files, Manuals, Postings, Person Served Medical Files, Person Served Administrative File, Program Books, Dream Book, Vehicles, Health and Safety conditions throughout the service site.

One hundred percent of the files are monitored on a regular basis each year . Items are scored as “Met” or “Not Met”. A summary is given to the Manager with a time frame to correct the items “Not Met”. The summary is turned over to the Operations Office Assistant who again reviews the homes / work site for completion within the expected time frame. As a result of the audits, person served, maintenance and staffing issues are resolved in a timely manner.

In addition, Quest implements the following reviews:

1. Pre-License Audit
Focuses exclusively on Licensing and Certification Rules
2. Field Audits
Based upon contract agency expectations for meeting contract terms
3. Recipient Rights Audits
Based upon each County’s annual site review
4. Afternoon and Midnight Audits
Focus on specific shift needs, consumer guidelines, interventions and supervision
5. HIPAA and Breach Policies

These audits allow each site to focus on respective regulatory expectations and to meet them. Actual results of these types of review indicate that the homes are either in 100% compliance or have minor citations from the regulatory agency which is corrected with a plan of correction.

Afternoon and Midnight Audits are important to place an emphasis on the actual delivery of services, provide a forum for employees to see managers and area supervisors at odd times, and for supervisory employees to see how the actual services are implemented, and most important to see first hand how satisfied our persons served appear to be or state they are. This allows for immediate feedback on the services at the home and if necessary, re-training or adjustments can be made.

FIRE SAFETY

E-Scores and/ or Personal Safety checklists are completed annually with all persons served.

These actions insure that the persons served are living in a safe manner, and if necessary provide important information for requesting necessary additional resources.

The results of these scores are filed in the person receiving services file.

SURVEYS

CARF surveyed the whole Quest company during April of 2011. Quest received a full three year accreditation for the following services:

Community Services: Community Housing
Community Services: Community Integration
Community Services: Supported Living

Employment Services, Community Employment Services: Job Development
Employment Services, Community Employment Services: Job Supports
Employment Services, Community Employment Services: Job Site Training

Self Directed Community Supports and Services: Flexible Supports Planning

Findings from other surveys by external regulatory bodies, were reviewed by CARF and found to be satisfactory. These surveys include Licensing Surveys, Annual Recipient Rights Review, Contract Agency and County, State Lease Inspections, and Home Inspections from private contractors.

All licensed homes received a full two year license during this fiscal year.

All surveys requiring follow up action were completed during the fiscal year. Quest completes most actions immediately, and typically the rest during sixty days following the survey.

DISSEMINATION

Quest, Inc. is sharing the information contained in this report as follows:

1. **Employees**
The report will be sent to each site to be reviewed and shared with staff. Staff are being provided opportunities to discuss the report, including plans of action with their respective supervisors.
2. **Customer**
The report will be sent to each site to be reviewed and shared with each person served.
3. **Guardian**
Guardian meetings are held and this report will be disseminated at their next meeting.
4. **Funding & Referral Sources**
Copies are being forwarded to each of Quest, Inc.'s funding and referral sources for review and comment.
5. **General Public**
A copy will be posted on our web site.

SUMMARY AND CONCLUSIONS

This past year has been positive for the persons we serve. Persons served have been able to attend numerous recreational events, vacations, and receive all necessary services. Based on the Satisfaction Surveys, the majority of persons served, guardians, staff and stakeholders are very satisfied with the services provided. The majority of the outcomes established for the year 2011-12 have been accomplished.

Additional professional staff have been added to the CWO program. CWO continues the Christmas Gala enabling customers to sell their products and earn money. CWO has maintained Supportive Employment for the customers, despite the State of Michigan having the highest unemployment rate in the nation for most of the past ten years.

Fund-raising by individual homes has resulted in several homes taking an out of town vacation

Our success is due to our direct service employees, management teams, and participation by families of the persons we serve. Cooperative efforts on everyone's part has contributed to our success. Quest is most appreciative of all the persons contributing to the Quality of Life we are able to create with each person we serve.