

Michigan Community Services, Inc.
Cornerstone Support Centers
2012-2013 QIP

Objective – EFFECTIVENESS Support Center Services	Time of Measure	Data Source	Obtained By	Goal	Outcome
Maximize percentage of consumers that reach their Skill Building/Out of Home Goals	Quarterly	Periodic Reviews (previous month)	QMRP PQA	90%	1 st Quarter: 98% 2 nd Quarter: 97% 3 rd Quarter: 97% 4 th Quarter: 98%

Clio	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
80-100%	5	17	8	19	6	10	13	9	12	7	13	11
0-79%	0	0	0	0	0	1*	1*	0	0	1obl	1(d)	0
Outcome	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

*Seasonal

Clio maintained 100% throughout the entire year for the consumers meeting their Skill Building/Out of Home goals

Compass	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
80-100%	24	23	31	21	25	21	34	21	34	34	27	25
0-79%	0	0	1(d)	0	1(a)	0	0	1(d)	2(a)	0	0	0
Outcome	100%	100%	100%	100%	96%	100%	100%	100%	94%	100%	100%	100%

Compass maintained 99% throughout the year for the consumers meeting their Skill Building/Out of Home goals

Westwood	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
80-100%	37	43	43	39	28	37	37	35	41	35	46	43
0-79%	0	0	0	0	0	1	1(a)	0	0	1(a)	1(a)	1(a)
Outcome	100%	100%	100%	100%	100%	97%	97%	100%	100%	97%	98%	98%

Westwood maintained 99% throughout the year for the consumers meeting their Skill Building/Out of Home Goals

Wolcott	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
80-100%	43	39	35	37	35	34	32	42	36	30	33	39
0-79%	3(a)	3(a) 1OBL	3(a) 2(b) 2(d)	2(a)	5(a)	4(a)	1(a)	5(a) 1(d)	1(a)	1(a)	2(a)	2(a)
Outcome	93%	93%	92%	95%	88%	89%	97%	89%	97%	97%	94%	95%

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Wolcott maintained 93% throughout the year for the consumers meeting their Skill Building/Out of Home Goals												
Objective – EFFECTIVENESS												
Support Center Services												
There are consistently, several consumers, who choose not to participate in offered activities; however, those consumers appear to enjoy attending the Support Center.				Time of Measure		Data Source		Obtained By		Goal		Outcome
Whenever possible, The assigned psychologist has been helping the Support Center to encourage “We-Do” activities to help the consumers want to participate more readily.												
Division Outcome	98%	98%	98%	99%	96%	97%	99%	97%	98%	99%	98%	98%

The Cornerstone division maintained 98% for the year for consumers meeting their Skill Building/Out of Home Goals.

The recommendation for the 2013-2014 year is to keep the goal of 90% the same.

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Maximize percentage of consumers that reach their Employment Planning Goal				Monthly	Monthly Data Sheets	QMRP PQA	90%	1 st Quarter: 100%					
Objective – EFFECTIVENESS Support Center Services				Time of Measure	Data Source	Obtained By	Goal	Outcome					
Consumer Floor Book information is updated at the start of the new Treatment Plan				Monthly	IPOS Cover Sheet		90%	1 st Quarter: 75%					
Compass	Oct	Nov	Dec	Jan	(Previous month's)	Feb	Mar	April	May	June	July	Aug	Sept
# enrolled	5	5	5	5	5	5	5	6	6	5	5	5	5
80-100%	5	5	5	5	5	5	5	5	5	5	5	4	5
0-79%	0	0	0	0	0	0	0	1(a)	1(a)	0	0	1(a)	0
Outcome	100%	100%	100%	100%	100%	100%	100%	83%	83%	100%	100%	80%	100%

Compass has maintained 95% of consumers meeting their Employment Planning Goals.

When the Support Center did not meet goal in a month, it's been due to 1 consumer not participating in their Employment Planning Goal. They have decided not to continue with their Employment Planning Goal, they didn't want to find a job and therefore, did not want to work on any activities that had to do with job seeking.

The recommendation for the 2013-2014 year is to keep the goal of 90% the same.

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Updated	15	10	12	7	11	15	7	13	8	15	10	10	
Errors	0	0	0	0	0	0	0	1	0	0	0	0	
Objective – EFFECTIVENESS	100%	100%	100%	100%	100%	100%	100%	93%	100%	100%	100%	100%	
Outcome	100%	100%	100%	100%	100%	100%	100%	93%	100%	100%	100%	100%	
Support Center Services	Quality Control System Support Center Services						Quarterly	Quality Checks	Diane Louchart, AFSC	80%	1 st Quarter 100%		100%
Westwood maintained 100% for the year for the Floor Books being updated at the start of the new IPOS	Compass						Quality Checks	Diane Louchart, AFSC	80%	2 nd Quarter 94%		94%	
Wolcott	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept	
New Tx Plans	6	6	10	6	9	6	11	5	8	7	22	14	
Floor Book Updated	6	6	10	6	9	6	10	5	7	7	20	10	
Errors	0	0	0	0	0	0	1	0	1	0	2	4	
Outcome	100%	100%	100%	100%	100%	100%	91%	100%	88%	100%	91%	71%	

Wolcott maintained 95% for the year for the Floor Books being updated at the start of the new IPOS.

There were 2 months when goal was not met.

Division Outcome	50%	100%	75%	100%	73%	50%	59%	89%	80%	100%	97%	93%
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The Cornerstone Division was at 80% for the year for the Floor Books being updated at the start of the new IPOS.

The recommendation for the 2013-2014 year is to keep the goal of 90% the same.

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Clio	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
# of Quality job completion	5	4	4	5	3	4	0	3	4	4	0	3
# Scheduled	5	4	4	5	3	2	4	4	4	5	4	4
Outcome	100%	100%	100%	100%	100%	50%	0%	75%	100%	80%	0	75%
Quarterly	100%			83%			58%			52%		

The quality of the work completed by the Compass enclave was at 73% and declined over the course of the year.

It is unclear if the work was unsatisfactory or that no input was received regarding the quality.

Both the Compass Support Center Coordinator and Assistant Support Coordinator met with and tried to address issues presented by Clio's Support Center Coordinator.

Regional	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
# of Quality job completion	9	8	8	8	7	8	9	9	8	8	9	8
# Scheduled	9	8	8	8	7	8	9	9	8	8	9	8
Outcome	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Quarterly	100%			100%			100%			100%		

The quality of work was maintained at 100% for the Regional Office.

Swartz Creek	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
# of Quality job completion	9	8	7	8	8	8	9	9	8	9	9	8
# Scheduled	9	8	7	8	8	8	9	9	8	9	9	8
Outcome	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Quarterly	100%			100%			100%			100%		

The quality of work was maintained at 100% for the Swartz Creek Office.

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Division Outcome	100%	100%	100%	100%	100%	83%	67%	92%	100%	93%	67%	92%	
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The Compass was at 91% for the year for the Quality of the work performed on the paid enclaves.

Revisions were made to the methodology for the upcoming year.

The recommendation for the 2013-2014 year is to keep the goal of 80% the same.

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The Cornerstone Division maintained 99.75% for the year for the current Data Collection Forms being correct at the start of a consumer's new IPOS.

Objective - EFFECTIVENESS Support Center Services	Time of Measure	Data Source	Obtained By	Goal	Outcome
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There was only one month (January 2013) that goal was not meet.

The recommendation for the 2013-2014 year is to keep the goal of 95% the same.

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Programs are Implemented correctly by staff, within 30 days, after the start of a new Treatment Plan	Monthly (30 days from start of new Treatment Plan)	IPOS Cover Sheet/List from QMRP	Assigned Validity Checkers	95% with no errors	1 st Quarter 99% 2 nd Quarter 100% 3 rd Quarter 100% 4 th Quarter 100%
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Clio	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
30-day Check	5	6	3	7	0	3	4	1	1	0	6	0
Correct Implementation	5	6	3	7	0	3	4	1	1	0	6	0
Implementation Errors	0	0	0	0	0	0	0	0	0	0	0	0
Outcome	100%	100%	100%	100%	n/a	100%	100%	100%	100%	n/a	100%	n/a

Clio maintained 100% for the year.

Compass	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
30-day Check	7	7	7	1	7	4	8	7	12	7	6	4
Correct Implementation	7	7	7	1	7	4	8	7	12	7	6	4
Implementation Errors	1c	0	0	0	0	0	0	0	0	0	0	0
Outcome	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Compass maintained 100% for the year.

Westwood	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
30-day Check	8	14	10	12	6	9	19	7	12	8	13	10
Correct Implementation	8	13	10	12	6	9	19	7	12	8	13	10
Implementation Errors	0	1	0	0	0	0	0	0	0	0	0	0
Outcome	100%	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Westwood maintained 99% for the year.

Wolcott	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
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30-day Check	17	6	5	10	6	9	5	12	4	8	8	21
Correct Implementation	17	6	5	10	6	9	5	12	4	8	8	21
Support Center Services												
Objective - EFFICIENCY												
Time of Measure												
Data Source												
Obtained By												
Goal												
Outcome												
Maximize billing success to maintain projected	0	0	0	0	0	0	0	0	0	0	0	0
Outcome	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Wolcott maintained 100% for the year.

Division Outcome	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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The Cornerstone Division maintained a 99.8% for the year for Program Implementation without errors, within 30 days of the start of the new IPOS.

The recommendation for the 2013-2014 year is to keep the goal of 95% the same.

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<i>budget</i>	Monthly	Billing Reports	Billers RS	100%	2 nd Quarter: 100% 3 rd Quarter: 92% 4 th Quarter: 98%																																																																	
<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="width: 15%;"></th> <th style="width: 7.5%;">Oct</th> <th style="width: 7.5%;">Nov</th> <th style="width: 7.5%;">Dec</th> <th style="width: 7.5%;">Jan</th> <th style="width: 7.5%;">Feb</th> <th style="width: 7.5%;">Mar</th> <th style="width: 7.5%;">Apr</th> <th style="width: 7.5%;">May</th> <th style="width: 7.5%;">Jun</th> <th style="width: 7.5%;">Jul</th> <th style="width: 7.5%;">Aug</th> <th style="width: 7.5%;">Sep</th> </tr> </thead> <tbody> <tr> <td>Clio</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>0%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Compass</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Westwood</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Wolcott</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>							Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Clio	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	Compass	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Westwood	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Wolcott	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep																																																										
Clio	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%																																																										
Compass	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%																																																										
Westwood	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%																																																										
Wolcott	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%																																																										

Only one billing error (requiring payback) occurred this year.

After reviewing the events that led up to the error, it appears it was human error involving a new biller. Our quality check procedure did not catch the error as record keeping was accurate in one area but then in error in another area.

Training was provided and there were no other errors following.

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Objective – EFFICIENCY Support Center Services	Time of Measure	Data Source	Obtained By	Goal	Outcome
Unit Utilization Maximize consumer unit utilization	Monthly	Unit Tracking Form	SCC/ASCC; RS	80%	1 st Quarter: 82% 2 nd Quarter: 80.6% 3 rd Quarter: 79.8% 4 th Quarter: 79%

Clio	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Billed %	89.6 %	89.7 %	89.3 %	84.1 %	81.4 %	88.7 %	84.4 %	86%	81.8 %	83.1 %	80.3 %	80.1%
Outcome	89.6 %	89.7 %	89.5 %	88.1 %	87%	87%	86.6 %	86.6 %	86%	86%	85.3 %	85%

Clio exceeded the goal of 80% for the year and maintained 80% or better utilization every month.

Compass	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Billed %	71.8	73.9	69.3	63.1	72	74.9	73.4	71.8	70.8	67.7	71.6	70.5
Outcome	71.8	72.85	71.67	69.5	70.02	70.8	71.2	71.3	71.2	70.87	70.9	71

Compass did not meet this goal with an average unit utilization of 71%.

Westwood	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Billed %	84.5	84.4	83.6	81.7	81.8	81.8	83.8	76.8	75	75.6	72.1	73.6

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Outcome	84.5	84.5	84	84	83	83	83	82.3	81	81	80	80
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Westwood met this goal averaging 80% utilization for the year.

Wolcott	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Billed %	83.7	83.6	82.5	79.4	80.6	80.8	82.1	79.1	78	76.9	75.2	80.7
Outcome	83.7	83.7	83.3	82.3	81.9	81.7	81.8	81.4	81	80.7	80.1	80.2

Wolcott met this goal for this year with an outcome of 80.2%

Division Outcome	82.4%	82.6%	82%	80.9%	80.4%	80.6%	80.6%	80.4%	79.8%	79.6%	79%	79%
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The intent of this goal is to maximize consumer attendance, thus using all treatment time available, impacting program goals and establishing a benchmark that leads to a positive bottom line.

As a division the Cornerstone programs did not meet our goal ending the year at 79%.

The second quarter – Jan – March – was the least attending quarter. This is a trend we face annually as the weather effects consumer attendance.

Our plan was to work with homes and transportation providers to have consumers attend for their full day. No long lasting impact has been successful with either of these supports to the consumers. Group homes have multiple demands, one being required to be at several day programs at the same time

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leading to choice as to which program will get a full day. Transportation services have other customers that may impact the amount of time consumers attend, as well as weather issues, etc.

As we approached the year end and found financially we were operating soundly, And especially in light of the other issues as mentioned, Leadership began to evaluate other ways to calculate our efficiency and financial base.

Unit utilization will continue as a goal however controllable actions will be the focus for efficiency. Program specific target percentages will be established of direct care staff hours. Coordinators will adjust staffing as a result of attendance on a daily basis. These adjustments will be made on a daily basis and compared with actual financial statements to evaluate this indicator of efficiency.

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Objective – ACCESS Support Center Services	Time of Measure	Data Source	Obtained By	Goal	Outcome
Consumers meeting their Community Inclusion Goal in their MCSI Treatment Plan	Monthly	Off Campus Outing Form	Assigned Personnel	85%	1 st Quarter: 95% 2 nd Quarter: 89% 3 rd Quarter: 93% 4 th Quarter: 95%
Number of Consumer's participating in Community Inclusion Activities	Monthly	"Outing Goal" tracking form	Assigned Personnel		

Clio	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
Tx Plans Expired	5	2	7	0	3	4	1	1	1	7	0	0
C.I. Goal Met	3	2	7	0	2	2	1	1	1	5	0	0
Outcome	60%	100%	100%	n/a	67%	50%	100%	100%	100%	71%	n/a	n/a
# of Outings	4	1	4	1	0	2	2	1	5	2	3	1
# of Consumers	12	6	22	5	0	3	4	6	10	7	26	2

Clio maintained 83% for the year for the consumer's meeting their Community Inclusion goals.

The months that goal was not met, the consumers decided not to participate.

Several of the months goal was not met, the Support Center Coordinator found that the Team Leader made the individual objective for particular consumers too high and we were unable to meet the goal.

Compass	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
Tx Plans Expired	5	6	3	7	4	7	8	11	8	4	4	9
C.I. Goal Met	5	6	2/1-d	7	4	7	8	11	8	4	4	9
Outcome	100%	100%	100%	100%	100%	100%	100%	100%	88%	100%	100%	100%
# of Outings	57	48	55	54	44	49	69	72	69	68	60	59
# of Consumers	64	54	53	47	38	40	58	76	68	70	67	50

Compass maintained 99% for the year for the consumer's meeting their Community Inclusion goals.

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Westwood	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
Tx Plans Expired	14	10	10	12	7	11	14	7	8	8	8	9
C.I. Goal Met	14	10	10	11	6	9	12	7	6	7	8	8
Outcome	100%	100%	100%	91%	85%	81%	86%	100%	75%	87%	100%	88%
# of Outings	8	11	4	5	8	6	13	9	14	14	11	12
# of Consumers	34	28	15	17	25	14	36	22	37	38	34	39

Westwood maintained 91% for the year for consumer's meeting their Community Inclusion Goals.

There were only two months when goal was not met. Both of these were due to consumers not attending on days they were scheduled to go on outings and additional outings did not get scheduled. The methodology had provisions to address this type of issue; however, there was no follow through.

Wolcott	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
Tx Plans Expired	6	5	9	4	9	7	11	4	8	8	21	18
C.I. Goal Met	6	4	9	4	8	7	10	3	8	8	21	17
Outcome	100%	80%	100%	100%	90%	100%	91%	75%	100%	100%	100%	94%
# of Outings	14	14	11	12	9	18	12	13	8	8	10	8
# of Consumers	45	35	38	52	29	71	46	51	28	25	36	26

Wolcott maintained 94% for the year for consumer's meeting their Community Inclusion goals.

There were two months when goal was not met. A consumer had been on a medical suspension and returned to reduced service days. The second consumer was not scheduled for enough outings.

Division Outcome	90%	95%	100%	97%	86%	83%	94%	94%	91%	90%	100%	94%
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The Cornerstone Division maintained 93% for the year for consumers meeting their Community Inclusion goals.

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All four facilities will be modifying their methodology to include steps to assure that appropriate consumer emergency information is brought on an outing and the information kept safe.

The recommendation for the 2013-2014 year is to keep the goal of 85% the same.

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Objective – SATISFACTION Support Center Services	Time of Measure	Data Source	Obtained By	Goal	Outcome
<i>Maximize consumer Satisfaction with their Treatment Plan goal/objectives</i>	Monthly	Periodic Review	QMRP	90%	1 st Quarter: 100% 2 nd Quarter: 100% 3 rd Quarter: 100% 4 th Quarter: 100%

Clio	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
Satisfied	5	13	3	4	0	7	2	3	1	2	2	2
Not Satisfied/Other	0	4(b)	4(b) 1(c)	14(b) 1(c)	6(b)	2(c) 2(d)	11(b) 1(c)	6(b)	10(b) 1(c)	5(b) 1(c)	10(b) 1(c) 1(d)	9(b)
Outcome	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Clio maintained 100% for consumers being satisfied with their Treatment Plan goal/objectives.

Compass	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
Satisfied	24	20	28	21	22	21	31	18	32	34	26	19
Not Satisfied/Other	0	1(b) 2(c)	3(c) 2(d)	0	1(b) 2(c) 1(d)	1(c)	3(c)	2(d) 1(b)	2(d) 2(c)	3(c) 1(d)	1(c)	1(b) 1(c) 4(d)
Outcome	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Compass maintained 100% for consumers being satisfied with their Treatment Plan goal/objectives

Westwood	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
Satisfied	15	15	20	16	13	25	23	19	21	26	24	18
Not Satisfied/Other	21(b) 1(c)	26(b) 2(c)	19(b) 5(c)	19(b) 4(c) 1(d)	21(b) 4(c)	12(b) 3(c) 3(d)	12(b) 6(c)	14(b) 2(c) 2(d)	17(b) 2(c) 2(d)	8(b) 2(c)	21(b) 2(c)	21(b) 3(c) 2(d)
Outcome	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Westwood maintained 100% for consumers being satisfied with their Treatment Plan goal/objectives.

Michigan Community Services, Inc.
Cornerstone Support Centers
2012-2013 QIP

Wolcott	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	July	Aug	Sept
Satisfied	33	25	22	28	29	22	26	25	32	21	23	29
Not Satisfied/Other	10(b) 3(c)	12(b) 4(c) 1(d)	14(b) 1(c) 2(d)	9(b) 2(c)	11(b) 2(d)	14(b) 2(c)	4(b) 1(c) 2(d)	19(b) 3(c) 2(d)	4(b) 1(c)	9(b) 1(c)	8(b) 4(c)	10(b) 1(c) 1(d)
Outcome	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Wolcott maintained 100% for the year for consumers being satisfied with their Treatment Plan goal/objectives.

Division Outcome	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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The Cornerstone Division maintained 100% for the year for consumers being satisfied with their Treatment Plan goal/objectives.

The recommendation for the 2013-2014 year is to increase the goal to 95%.

Michigan Community Services, Inc.
Cornerstone Support Centers
2012-2013 QIP

Objective – SATISFACTION Support Center Services	Time of Measure	Data Source	Obtained By	Goal	Outcome
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Michigan Community Services, Inc.
Cornerstone Support Centers
2012-2013 QIP

<i>Maximize consumer Satisfaction with their Program</i>	Annually per Schedule	Survey	Team Leader	90%	1 st Quarter: 97% 2 nd Quarter: 98% 3 rd Quarter: 97% 4 th Quarter: 97%
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Clio	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number Received	2	6	0	3	5	1	1	1	1	4	0	4
Percent Satisfied	100%	100%	N/A	100%	100%	100%	N/A	100%	100%	100%	N/A	4
Outcome	100%	100%	N/A	100%	100%	100%	N/A	100%	100%	100%	N/A	100%

Clio maintained 100% for consumers being satisfied with their program services. Consumers at Clio are primarily non-verbal and staff rely on the reactions received from the individuals.

Compass	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number Received	6	2	2	7	5	7	5	11	8	4	4	7
Percent Satisfied	92	100	100	86	80	100	100	82	75	100	100	100
Outcome	92	96	97	94.5	91.6	93	94	93	91	91.5	92.27	93

Compass consumers expressed a 93% satisfaction with their program services.

Westwood	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number Received	15	11	3	12	12	7	7	9	13	7	8	14
Percent Satisfied	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95%
Outcome	92%	96%	97%	98%	98%	99%	99%	99%	99%	99%	99%	99%

Westwood consumers expressed 99% satisfaction with program services.

Michigan Community Services, Inc.
Cornerstone Support Centers
2012-2013 QIP

Wolcott	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number Received	8	9	4	5	6	12	5	4	7	21	13	13
Percent Satisfied	100%	100%	100%	100%	100%	100%	80%	100%	100%	100%	100%	100%
Outcome	100%	100%	100%	100%	100%	100%	97%	98%	98%	98%	98%	98%

Wolcott consumers expressed an overall 98% satisfaction with program services.

Division Outcome	96%	98%	98%	98%	98%	98%	97%	98%	97%	97%	96%	98%
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Consumers at all Cornerstone programs report high levels of satisfaction with their program services.

Our satisfaction goal will be to maintain at least a 95% satisfaction rate as reported by the consumers for 2013 -2014.

Michigan Community Services, Inc.
Cornerstone Support Centers
2012-2013 QIP

Objective – SATISFACTION Support Center Services	Time of Measure	Data Source	Obtained By	Goal	Outcome
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Michigan Community Services, Inc.
Cornerstone Support Centers
2012-2013 QIP

<i>Maximize Parent/ Guardian Satisfaction</i>	Annually	Survey	T L, SCC	90%	1 st Quarter: 98% 2 nd Quarter: 99% 3 rd Quarter: 98% 4 th Quarter: 99%
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Clio	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number Received	0	0	0	1	1	0	0	1	4	0	0	1
Percent Satisfied	N/A	0	0	100%	100%	N/A	N/A	100%	100%	N/A	N/A	100%
Outcome	N/A	N/A	N/A	100%	100%	N/A	N/A	100%	100%	N/A	N/A	100%

Clio maintained 100% for parents and/or guardians reported satisfaction with program services.

Compass	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number received	1	1	1	3	2	4	1	2	4	2	2	4
Percent Satisfied	100	100	100	100	100	100	100	100	100	100	100	75
Outcome	100	100	100	100	100	100	100	100	100	100	100	98

Compass maintained an almost perfect report of satisfaction during this year. Compass cumulative percentage was 99% satisfaction.

Westwood	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number received	5	6	4	3	4	9	4	10	3	6	4	5
Percent Satisfied	90%	100%	100%	100%	100%	96%	100%	100%	89%	100%	100%	100%
Outcome	90%	95%	97%	98%	98%	98%	98%	98%	97%	98%	98%	98%

Parents and/or guardians at Westwood averaged 97% satisfaction this past year; exceeding our goal.

Michigan Community Services, Inc.
Cornerstone Support Centers
2012-2013 QIP

Wolcott	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number received	6	6	1	2	5	7	9	3	6	10	11	7
Percent Satisfied	100%	100%	100%	100%	100%	100%	89%	100%	100%	100%	100%	100%
Outcome	100%	100%	100%	100%	100%	100%	98%	99%	99%	99%	99%	99%

Wolcott parents and/or guardians reported an average 99% satisfaction with services.

Division Outcome	97%	98%	99%	99%	99%	99%	97%	99%	99%	99%	99%	99%
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Parents and Guardians are very well satisfied with Cornerstone services. Our management team attempts to address concerns as they may occur and if a survey is returned with dis-satisfaction, the Coordinators address what they are able.

It is recommended we increase our goal to 95% satisfaction with all services for all customers.

Michigan Community Services, Inc.
Cornerstone Support Centers
2012-2013 QIP

Michigan Community Services, Inc.
Cornerstone Support Centers
2012-2013 QIP

Michigan Community Services, Inc.
Cornerstone Support Centers
2012-2013 QIP

Westwood met and exceeded goal with 99% overall satisfaction of community partners.

Wolcott	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number received	2	4	1	3	3	5	4	1	5	7	4	7
Percent Satisfied	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%	95%	100%
Outcome	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	99%	99%

Wolcott met and exceeded this goal with an average report of 99% satisfaction from community partners.

Division Outcome	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
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Although this goal was exceeded by the division, it is recommended we make a conservative increase in our goal to 95% satisfaction for the year 2013 – 2014.

Michigan Community Services, Inc.
Cornerstone Support Centers
2012-2013 QIP

Michigan Community Services, Inc.
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Michigan Community Services, Inc.
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Objective – SATISFACTION Support Center Services	Time of Measure	Data Source	Obtained By	Goal	Outcome
<i>Maximize Staff Satisfaction</i>	Annually	Staff Input	SCC	90%	1 st Quarter: 86% 2 nd Quarter: 88% 3 rd Quarter: 87% 4 th Quarter: 89%

Clio	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number Received	0	0	0	0	1	3	0	0	0	0	0	0
Percent Satisfied	0	0	0	0	100%	100%	0	0	0	0	0	0
Outcome	N/A	N/A	N/A	N/A	100%	100%	N/A	N/A	N/A	N/A	N/A	N/A

Clio staff that completed the input sheets stated a 100% satisfaction.

Compass	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number Received	0	0	0	0	6	0	0	0	0	0	0	0
Percent Satisfied	0	0	0	0	83	0	0	0	0	0	0	0
Outcome	0	0	0	0	83	83	83	83	83	83	83	83

Compass staff shared several issues on their input sheets that identified an 83% level of satisfaction. This does not meet goal.

Westwood	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number Received	0	2	0	0	2	0	0	0	1	1	4	6
Percent Satisfied	N/A	2	N/A	N/A	2	N/A	N/A	N/A	1	1	4	5
Outcome	N/A	100%	N/A	N/A	100%	N/A	N/A	N/A	100%	100%	100%	83%

Michigan Community Services, Inc.
Cornerstone Support Centers
2012-2013 QIP

Westwood staff report an average level of satisfaction of 97%. This does meet goal.

Wolcott	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number Received	2	0	0	6	2	3	3	0	0	5	0	3
Percent Satisfied	71%	n/a	n/a	97%	100%	65%	100%	n/a	n/a	100%	n/a	76%
Outcome	71%	n/a	n/a	84%	89%	83%	87%	n/a	n/a	89%	n/a	87%

Wolcott staff shared several issues or concerns on their input sheets. The average level of satisfaction averaged 84% for this year. This does not meet goal.

Division Outcome	71	100	N/A	84	93	87	85	83	92	91	92	84
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The division did not meet goal this year. The average level of satisfaction was 88% considering input from all programs.

However, to standardize our level of satisfaction and concentrate on staff satisfaction, we are increasing our goal to 95% satisfaction for 2013 – 2014.

Michigan Community Services, Inc.
Cornerstone Support Centers
2012-2013 QIP

Michigan Community Services, Inc.
Cornerstone Support Centers
2012-2013 QIP

Objective – SATISFACTION Support Center Services	Time of Measure	Data Source	Obtained By	Goal	Outcome
<i>Maximize Funding Sources Satisfaction</i>	Monthly	Survey	SCC	90%	1 st Quarter: 100%* 2 nd Quarter: 3 rd Quarter: 4 th Quarter:

Clio	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number Received				1	2	0	2	3	2	2	0	1
Percent Satisfied				100%	100%	N/A	100%	100%	100%	100%	N/A	100%
Outcome				100%	100%	N/A	100%	100%	100%	100%	N/A	100%

Clio exceeded this goal attaining 100% satisfaction from funding sources.

Compass	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number received				2	2	1	2	2	2	2	2	2
Percent Satisfied				100	100	100	66	70	100	90	90	100
Outcome				100	100	100	91.5	87	89	89.4	89.5	90.1

Compass did meet goal with an average report of satisfaction at 92%.

Westwood	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number received			2	2	2	1	3	2	2	2	2	2
Percent Satisfied			2	2	2	1	3	2	2	2	2	2
Outcome			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Westwood exceeded this goal attaining 100% satisfaction from funding sources.

Michigan Community Services, Inc.
Cornerstone Support Centers
2012-2013 QIP

Wolcott	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Number received				2	3	1	2	0	2	2	0	0
Percent Satisfied				100	84.4	100	97	n/a	87	82	n/a	n/a
Outcome				100	92.2	94.8	95		94	93		

Wolcott exceeded this goal with an averaged 95% report of satisfaction.

Division Outcome	N/A	N/A	100%	100%	98%	98%	97%	96%	96%	96%	95%	97%
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*Data was not gathered during the first quarter with the exception of Westwood. Westwood piloted the new system and presented the information to Leadership so it is included in year end data. First quarter data is only based on this pilot at Westwood and may not be valid due to these circumstances.

As a division, Cornerstone met this goal with an average of 98% for the year.

It is recommended the goal for 2013-2014 be increased to 95%.