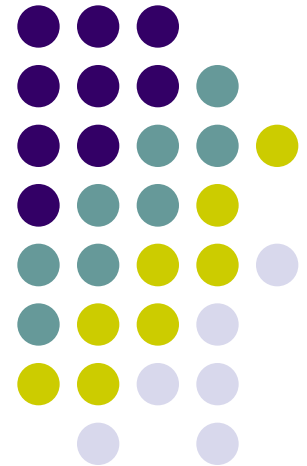


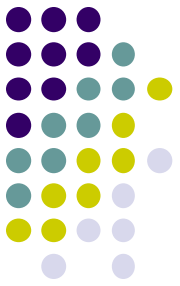
Cornerstone Support Services

Michigan Community Services, Inc.

***Clio, Compass,
Westwood and Wolcott***

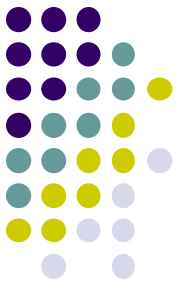
Quality Improvement Plan Report
2016 - 2017





Our Goals:

- Cornerstone strives to:
 - Do what we set out to do (Be *Effective*);
 - **We want to:**
 - Have all consumers **participate in Skill Building or Employment Planning** services at least **95%** of their schedule; And ~
 - Be sure all our consumers are **actively engaged in activities** while they are at program at least **90%** of the time.

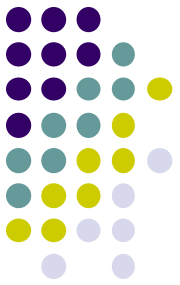


Skill Building

- Consumers Reaching their Skill Building Goals.
- Goal: 95%
- Outcome: 98%



We will keep this goal . . .

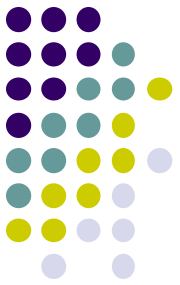


Employment Planning

- Consumers Reaching their Employment Planning Goals.
- Goal: 95%
- Outcome: 100%



We will keep this goal



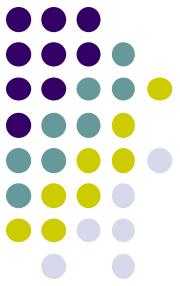
Active Treatment

- Consumers actively participating in activities/
programs
- Goal: 90%
- Outcome: 95%

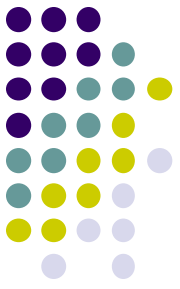


We will increase this goal to 95% ...*And* increase our ways we are active in the community!

Our Goals:



- Do our work with the best time and cost we can
(Be Efficient);
- **We want to:**
 - **Accurately bill** for all our services **100%** of the time (no pay-backs/ rebills); And ~
 - Adjust our staffing so we have the **right number of staff for the number of consumers that attend.**



Billing Success

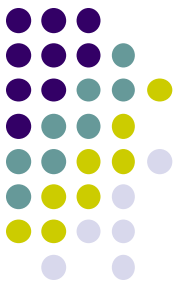
- Bill for services without errors that cause pay backs.
- Goal: 100 %
- Outcome: 89%



We had seven (7) incidents of pay back for various reasons –

We'll keep this goal . . .

And keep our goal at 100% - No Pay Backs!



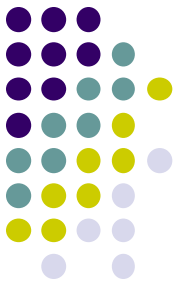
Unit Utilization

- Staffing for the actual number of consumers allows the most cost effective treatment.
- **Goal:** Clio & Compass = 29%; Westwood & Wolcott = 40%
- **Outcome:** Clio & Compass = 30 & 31% (ave.)
Westwood & Wolcott = 45 & 47% (ave.)
 - We did not meet these %
 - consistently so.....



We are continuing to revise this for greater accuracy ~

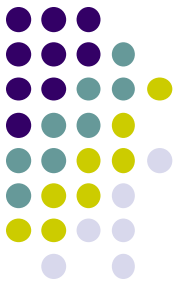
Unit Utilization



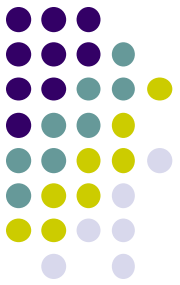
- In 2017 – 2018 we are utilizing a Staff Ratio system to assure:
 - #1 – CONSUMER SAFETY
 - #2 – Quality Consumer Treatment
 - #3 – Cost Effectiveness

We will pilot a new system especially considering the increased demands and costs of Community Based treatment ~

Our Goals:



- Allow as many consumers to participate in the program and community as possible (*Have Access*);
- **We want to:**
 - Have **95%** of consumers reach their **Community Inclusion Goal**



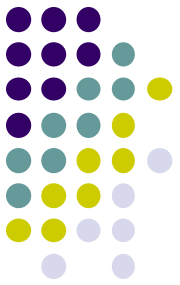
Community Inclusion Goals

- Consumers getting out into the community.
- Goal: 95%
- Outcome: 95%

We'll keep this goal as we **EXPAND** the time and places we are in the community . . .

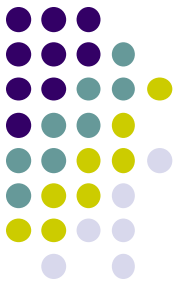
We anticipate a NEW goal of increasing our opportunities in the community for 2017-2018 ☺





Our Goals:

- AND provide all our services the way our customers like it (*Satisfaction*).
- **We want:**
 - Our **consumers** to be **happy with their service at least 95%** of the time; And ~
 - Our **stakeholders** to **happy with our services at least 85%** of the time.



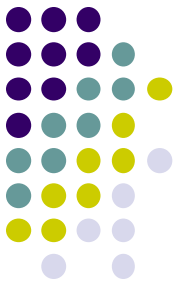
Consumer Satisfaction

- Information gathered from Periodic Review consumer input –
- *Are consumers happy with their treatment plan?*
- Goal: 95%
- Outcome: 99%



We are going to keep this goal.....

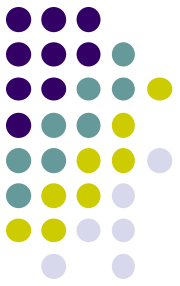
Stakeholder Satisfaction



- Information gathered from surveys, written input and interviews tells us
- Goal: 85%
- Outcome:
 - Parents/ Guardians/ Caregivers 91%
 - Support Services/ Staff 95%
- We will keep this goal....



Key



- **Successfully Met**

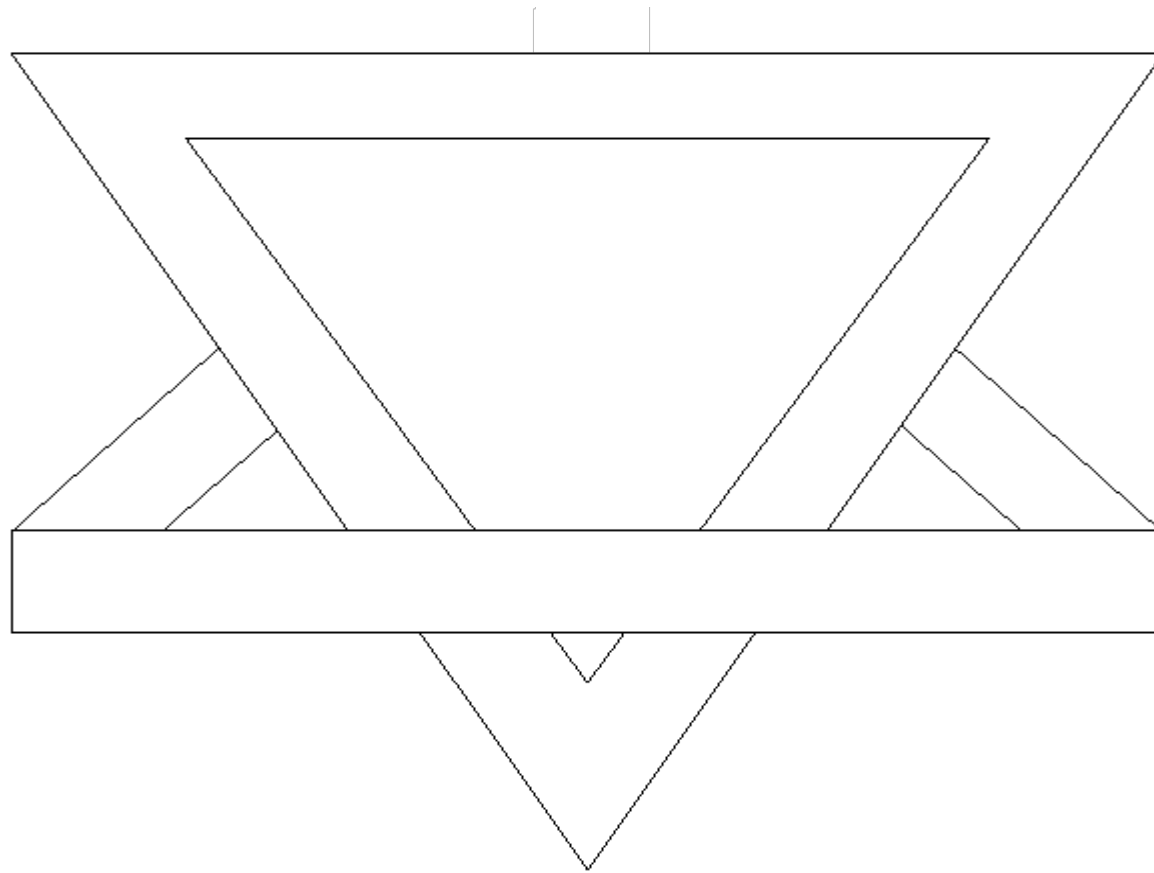
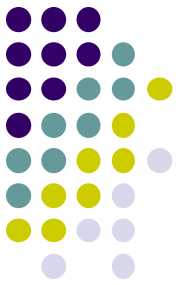


- **We did O.K.**



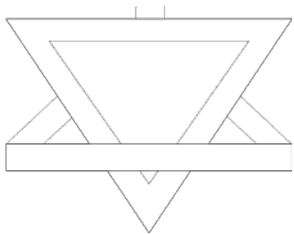
- **Did not meet**



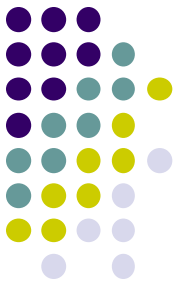


Cornerstone Community Support Services

Business Plan 2016 - 2017 ~
Review / Update

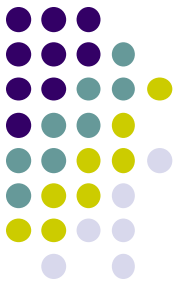


Mission



*The mission of
Michigan Community Services, Inc. is
to enable individuals facing obstacles to
independence,
to live, work and participate in the community
as normally and as independently as possible,
and to progress to their fullest potential
toward independence.*

Vision :

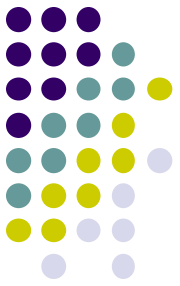


We see ourselves as a dynamic organization continually seeking to improve our services to meet the dreams, wants, and desires of the individuals we serve.

We see ourselves as an advocate promoting the personal development of each individual.

We see ourselves as a leader in the community willing to try innovative ideas and techniques to help the individual reach their desired outcome.

Values:



The Cornerstone Community Support Services believe...
... in the intrinsic worth of each individual

... in the dreams, wants and desires of the individual served

... that each individual has the right to be treated with dignity and respect

... that each individual has the right to work in a safe and healthy environment

... that we are an advocate for each individual served

... that each individual will be given the opportunity for achievement
to increase independence, personal potential and productivity

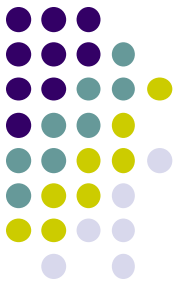
... and in the importance of staff development and training



Where we've been:

- ▼ Cornerstone programs opened in 1983
 - ▼ Cornerstone Wolcott began with just a few individuals meeting within a group home and later grew to the current building

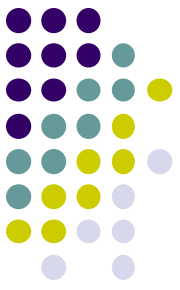
- ▼ Past Services have included:
 - Day Programming
 - Sensory Programming
 - Pre-vocational training
 - Limited Vocational Training
 - Academic Training
 - Community-Based Training (individual, work crew, enclave)
 - Job Coaching
 - Job Development
 - Micro-enterprise business development



All Cornerstone Programs are CARF Certified

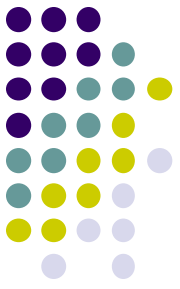
*In February 2017 ~ MCSI, Cornerstone
programs received a 3 Year re-accreditation
in Community Integration and
Employment Planning Services*





What we've been doing:

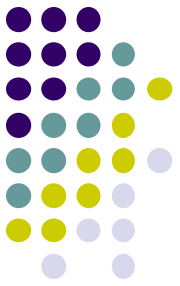
- In 2016 - 2017 current services include many of the core services:
- **Cornerstone - Clio** provides individualized services including community inclusion and a zone system approach to sensory integration and skill building.
- **Cornerstone - Compass** provides Enhanced Community Integration, Skill Building/ Functional Skill development, Academic training, Pre-vocational training and Employment Planning Services as well as Community Based training and Micro-enterprise business development and operational support.



What we've been doing:

- ***Cornerstone – Westwood*** and ***Cornerstone – Wolcott*** provide;
 - Community Inclusion, including regular volunteer experience;
 - Skill Building/ Functional Skill development;
 - Sensory Integration;
 - Pre-Academic training;
 - Specialized Senior Services programming; and
 - Specialized support to our deaf consumers.

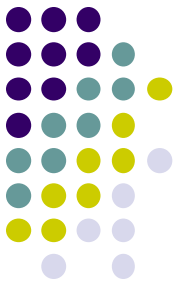
Pilot Programs



- Cornerstone Shared Staff:
 - *Westwood and Wolcott currently share a staff position with one of our group homes –*
 - *This allows:*
 - *Consumers to have greater access to the community as Cornerstone is able to utilize the home van for increased community access,*
 - *And - staff to get more hours*

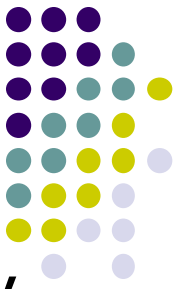
Win – Win !! 😊

Pilot Programs



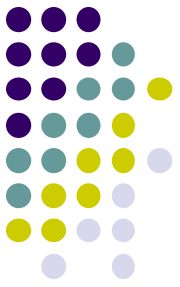
- Increased Networking within Cornerstone:
 - *Shared Access was developed:*
 - Compass had regular volunteer responsibilities within the community – this relationship opened the door for all Cornerstone consumers to volunteer regularly at Habitat for Humanity, Food Bank of Eastern Michigan & Catholic Charities
 - *Shared resources are communicated:*
 - All new community relationships that are developed by one Cornerstone site are shared with the others for possible participation expanding our opportunities for each consumer

Cornerstone Challenges:



- 2016 - 2017 has been challenging for many in our community and impacted our service ~
 - The Economy and lack of staff =
 - Although MCSI has increased wages, we are unable to compete with other industries and thus have had several revolving vacancies;
 - contributed to current staff stress.
 - Regulation Changes
 - Transition plans to increase Community Integration continues to be our goal with all our consumers to meet the Home and Community Based Services Transition Plan for Michigan

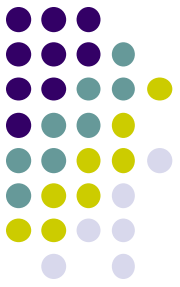
Cornerstone Accomplishments



- 2016 - 2017 has been a time of ***Positive Change*** too!
- **Consumer Activities Continue to be AWESOME!**
 - Consumer Council has planned dances; officer elections; talent shows and concerts, continually working to combine with community members
 - Wolcott had concerts with Faith Baptist & Kearsley Schools
 - Westwood hosted a shared Christmas Concert with the Mount Morris Vocal Ensemble
 - (check out our activity boards at the Annual Meeting Open House!).

Cornerstone Accomplishments

Continued:



- **Consumer Activities Continue to be AWESOME!**
 - Community Integration has increased across every program – Volunteering has been a focus this year including such areas as Adopt-A-Park; (check out our Community Inclusion Goal Report for details)
 - Pre-vocational and Employment Planning skills development continue to be strengthened in our Second Shift and Compass volunteer and enclave experiences.

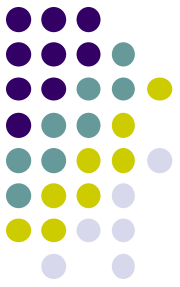
Cornerstone Accomplishments

Continued:



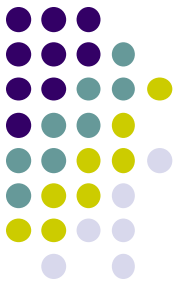
- Cornerstone Programs, with Respite, participated in the Summer Youth Initiative and hired ten (10) high school students through awarded funds.
- All Cornerstone Programs participated with the Transition Center, Marion Crouse and Elmer Knopf to share information about our services with staff and parents.
- Parent & Guardian informational meetings were held to share lessons we are learning re: the Home & Community Based Statewide Transition Plan

What we plan and want to be doing:



- Continue development of E X P A N D E D Community Integrated services
- Continue to work toward attaining our Quality Improvement Plan Goals and Objectives.
- Continue regular Leadership review of financial considerations evaluating effectiveness & efficiency.

Goals (established 2015):



▼ Annual:

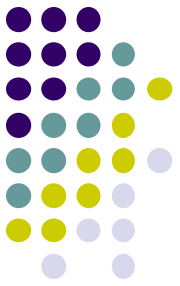
- ⌘ **Maintain CARF Accreditation** -- *Received 3 year accreditation – 2/2017
Reaccreditation planned early 2020*
- ⌘ **Attain Annual Service & Business Goals / Objectives**
*With particular focus on financial stability – See Quality Improvement
Plan Report 2016 -2017*
- ⌘ **Maintain and increase community integration with our consumers
based on consumers interests and abilities to comply with the Home
and Community Based Transition Statewide Plans -- See Quality
Improvement Plan Report 2016 -2017**

▼ Two Year:

Continuing all – formal review 2019

- ⌘ **Evaluate and pursue expansion of services to increase
community activities and consumer base**
- ⌘ **Utilize Outcome Measurement to Improve Service Quality**
- ⌘ **Evaluate services to expand strengths and address weaknesses**

Goals (established 2015):



▼ Five Year:

Continuing all – formal review 2020

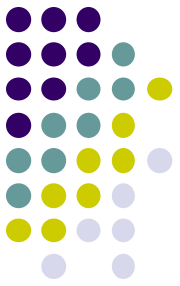
⌘ **Remain a provider in good standing with current funding sources**

2016 -2017 Cornerstone programs maintain contracts with Genesee Health System; Sanilac County Community Mental Health; Shiawassee County Community Mental Health; Lapeer County Community Mental Health; & Wayne County – CareLink Network

⌘ **Position agency to respond to ever-changing mental health issues**

Expanded Services will continue to be assessed & developed to allow our consumers increased skill building experiences with non- disabled individuals in response to the Home & Community Based Service Statewide Transition Plan.

Continued assessment of service areas is on-going.



Thank You For Attending Our Annual Meeting

If you have any questions or we can help you in any way, please feel free to contact Cornerstone Support Center information at (810) 742-3922.