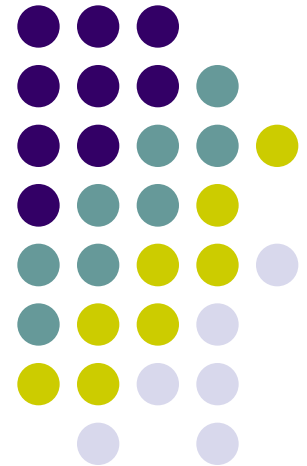


# Cornerstone Support Services

Michigan Community Services, Inc.

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

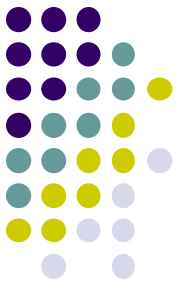
Quality Improvement Plan Report  
2015 - 2016





# 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 **85%** of the time.

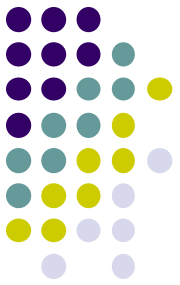


# Skill Building

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



We will keep this goal . . .

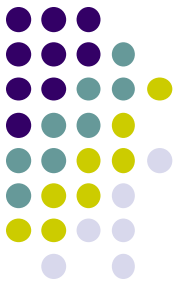


# Employment Planning

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



We will keep this goal ....



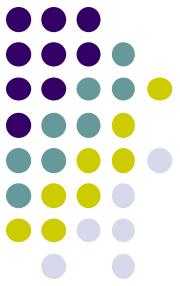
# Active Treatment

- Consumers actively participating in activities/  
programs
- Goal: 85%
- Outcome: 97%

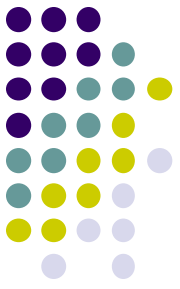


We will continue this goal...always good to be busy!

# 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.**

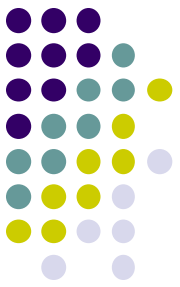


# Billing Success

- Bill for services without errors that cause pay backs.
- Goal: 100 %
- Outcome: 96%



We'll keep this goal . . .  
And keep our goal at 100% - No Pay Backs!



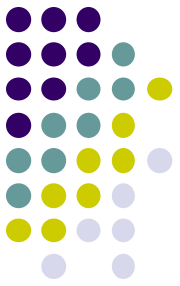
# Unit Utilization

- Staffing for the actual number of consumers allows the most cost effective treatment.
- **Goal:** Clio & Compass = 29%; Westwood & Wolcott = 40%
- **Outcome:** Clio & Compass = 31% (ave.)  
Westwood & Wolcott = 46% (ave.)
  - We did not meet these %
  - consistently so.....



We are continuing to revise this for greater accuracy ~

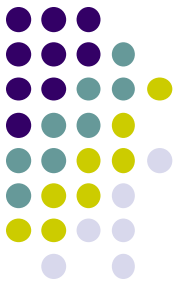




# Our Goals:

- Allow as many consumers to participate in the program and community as possible (*Have Access*);
- **We want to:**
  - Have **85%** of consumers reach their **Community Inclusion Goal**; And ~
  - Have **newly referred consumers admitted** at least **65%** of the time **within 8 weeks**

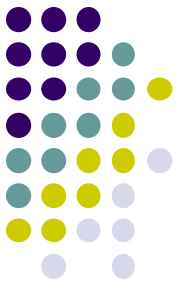
# Community Inclusion Goals



- Consumers getting out into the community.
- Goal: 85%
- Outcome: 88%



We'll keep this goal . . .

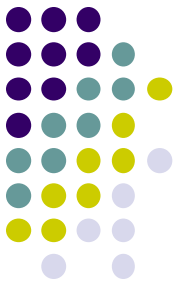


# Access to Services

- Goal: 80% admission within 8 weeks
- Outcome: 30% (yuck)

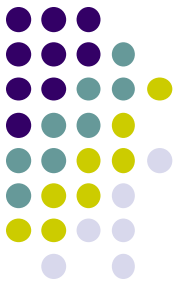


We did not meet this goal!  
After review, many barriers are outside of our control.  
We will discontinue this goal BUT always work with  
new referrals to start service as soon as possible.



# 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.



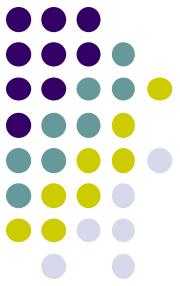
# Consumer Satisfaction

- Information gathered from Periodic Review consumer input –
- *Are consumers happy with their treatment plan?*
- Goal: 90%
- Outcome: 99%



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

# Stakeholder Satisfaction

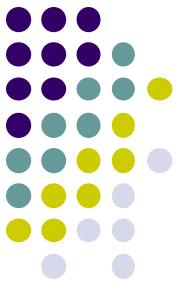


- Information gathered from surveys, written input and interviews tells us ....
- Goal: 85%
- Outcome: 97%



We Improved!!  
But we want to keep improving ~  
We'll keep asking for input....  
from even more people next year!

# Key



- **Successfully Met**

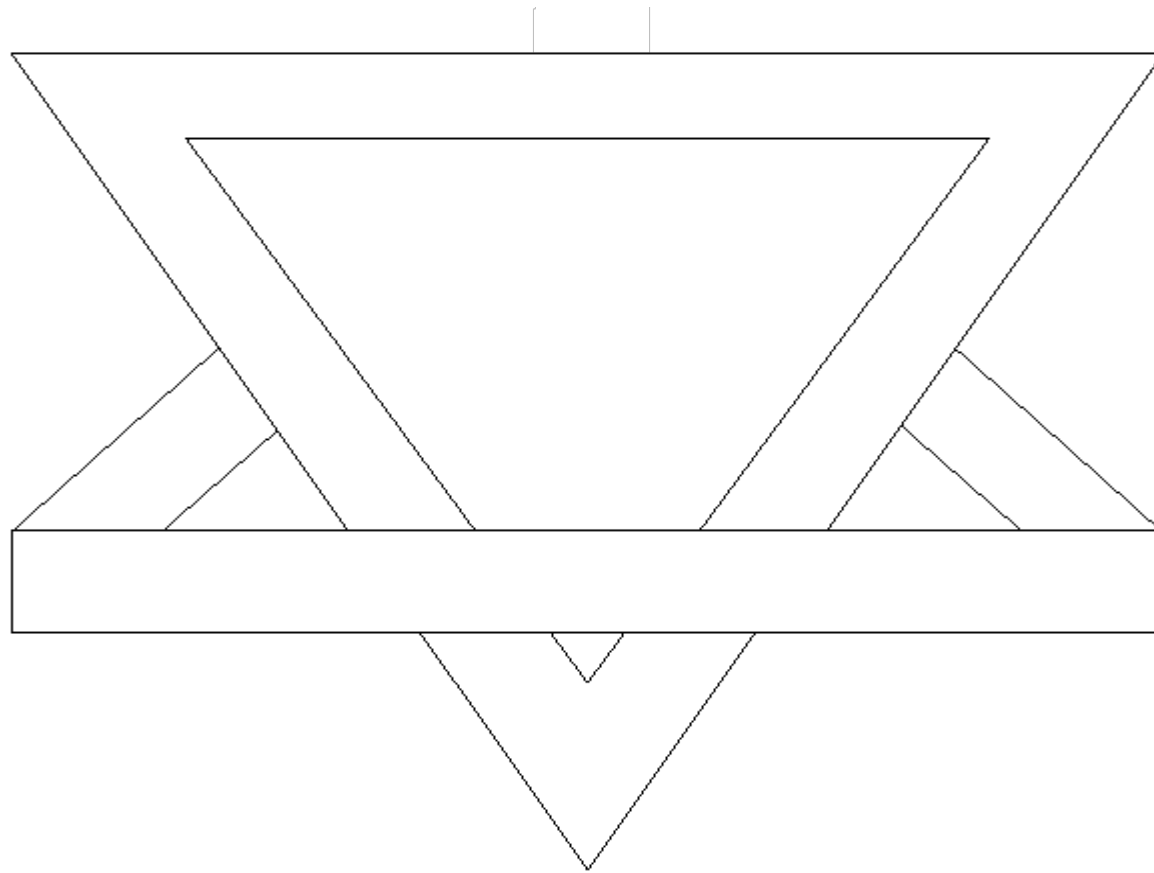
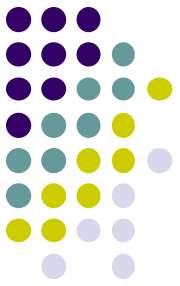


- **We did O.K.**



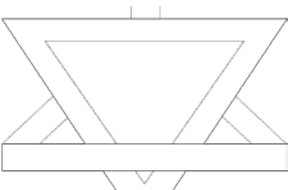
- **Did not meet**





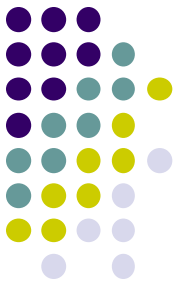
# Cornerstone Community Support Services

Business Plan 2015 – 2016 ~  
Review / Update



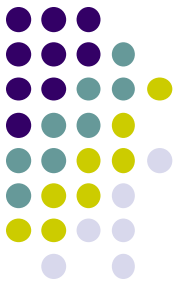


# Mission



*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 :

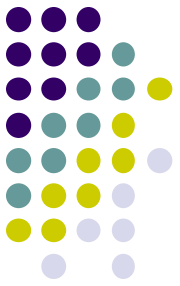


**We see ourselves as a dynamic organization continually seeking to improve our services to meet the dreams, wants, and desires of the individuals we serve.**

**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 Centers believe...  
... in the intrinsic worth of each individual

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

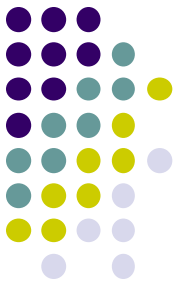
... that each individual has the right to be treated with dignity and respect

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

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

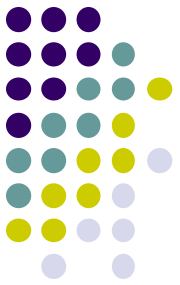
... that each individual will be given the opportunity for achievement  
to increase independence, personal potential and productivity

... 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***

carf 

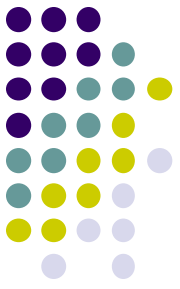
---

 INTERNATIONAL



# What we've been doing:

- In 2015 - 2016 current services include many of the core services:
- **Cornerstone - Clio** provides Day Programming services including sensory integration and community inclusion.
- **Cornerstone - Compass** provides Enhanced Community Integration, 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;
  - Day programming;
  - Sensory Integration;
  - Pre-Academic training;
  - Senior Services programming; and
  - Community Inclusion

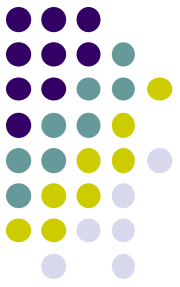


# Pilot Programs

- Cornerstone Clio & Wolcott **E X P A N D E D** our services this year!
- Cornerstone Clio partnered with homes and families to e x p a n d our day ~
  - Consumers arrived later and stayed later
    - We participated in SEVERAL community activities

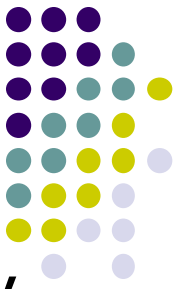


# Pilot Programs



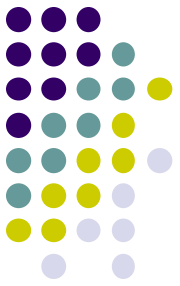
- Cornerstone Wolcott partnered with local business owners to utilize our space, becoming a true *COMMUNITY Center*, with our consumers as key participants ~
  - ZUMBA was offered every Monday Night – OPEN to the Public and a core set of consumers participated
  - Saturday Paint Class was offered Once A Month – OPEN to the Public and our consumers participated

# Cornerstone Challenges:



- 2015 - 2016 has been challenging for many in our community and impacted our service ~
  - The Economy and lack of jobs =
    - difficult for developing job placements
    - contributed to staff changes;
  - 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 Waiver

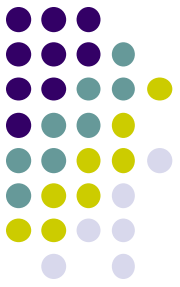
# Cornerstone Accomplishments



- 2015 - 2016 has been a time of ***Positive Change*** too!
- Cornerstone Clio moved to the Westwood building in July 2016
  - Programs share resources
  - Consumers continue very active schedules
  - And actually have expanded with building-wide activities as well.

# Cornerstone Accomplishments

## *Continued:*



- Consumer Activities Continue to be AWESOME!
  - Consumer Council has planned dances; officer elections; talent shows – you name it we got it! (check out our activity boards at the Annual Meeting Open House!).
  - Pre-vocational and Employment Planning skills development continue to be strengthened in our Second Shift and Compass volunteer and enclave experiences.
  - Community Integration has increased across every program (check out our Community Inclusion Goal Report for details)

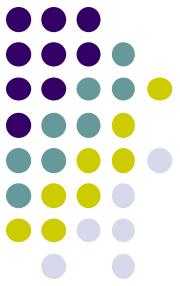
# Cornerstone Accomplishments

## *Continued:*



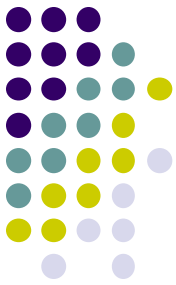
- Cornerstone Programs, with Respite, participated in the Summer Youth Initiative and hired seven (7) high school students through awarded funds.
- All Cornerstone Programs participated with the Transition Center, Marion Crouse and Elmer Knopf to share information about our services with staff and parents.
- Team-Leader-in-Training was developed to offer qualified staff to learn new skills and assist when Team Leaders need time off or there is a vacancy

# 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 – 2/2014  
Reaccreditation planned early 2017*

⌘ **Attain Annual Service & Business Goals / Objectives**  
*With particular focus on financial stability – See Quality Improvement  
Plan Report 2015-2016*

⌘ **Maintain and increase social learning & employment training  
activities with our consumers** -- *See Quality Improvement Plan  
Report 2015-2016*

## ✓ Two Year:

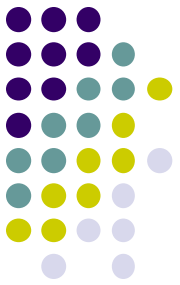
*Continuing all – formal review 2017*

⌘ **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**

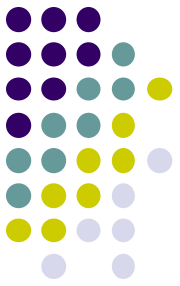
*2014 -2015 Cornerstone programs maintain contracts with Genesee Health System; Sanilac County Community Mental Health; Shiawassee County Community Mental Health; Lapeer County Community Mental Health; & Wayne County – Gateway Community Health*

### ⌘ **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 Waiver changes.*

*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.*