

# 2023 ANNUAL QUALITY PERFORMANCE INDICATORS REPORT

'Creating Opportunities for All People with Disabilities Since 1985'

Casper

Rock Springs

## INTRODUCTION

The NOWCAP Services Performance Indicator System is an innovative approach to measuring satisfaction and success. It is the result of organizational leaderships' desire to develop a system that challenges the company to continuously better the lives of those that we serve with real results.

The Performance Indicator System measures participant achievements, efficiencies, and customer satisfaction. Goals are based upon national benchmarks and the core values of the organization determined by organizational leadership with input from customers and stakeholders.

Performance goals are intended to be measured over time to ensure that levels of performance are maintained or exceeded, and identify areas that require improvement.

Our mission of 'Creating Opportunities for All People with Disabilities' is why we are here and the Performance Indicator System establishes assurances that the organization is constantly moving forward on behalf of those that we serve.

***"The organization has a strong environment of care and safety process that support the ongoing safety of the persons served and staff members."***

***- 2021 CARF International Survey Report***

## **RESULTS OF SERVICES**

### **SUPPORTS AND SERVICES**

*\*All statistics are based upon a review of participant documentation, satisfaction surveys or internal reports.*

### **CASPER PROGRAM**

#### **COMMUNITY INTEGRATION AND ADULT DAY SERVICES**

- An average of 50% of participants had the opportunity to participate in 5 or more community outings of their choice per week.

#### **COMMUNITY LIVING**

- An average of 98% of participants had the opportunity to select and participate in a hobby, home leisure or recreational activity.

#### **EXPERIENCE OF SERVICES / SATISFACTION – ALL SERVICES**

- 88% of families would recommend the Casper program to others.
- 93% of participants feel that the services and supports that NOWCAP Services offers are making a positive difference in their life and the life of their family.

### **ROCK SPRINGS PROGRAM**

#### **COMMUNITY INTEGRATION AND ADULT DAY SERVICES**

- An average of 88% of participants had the opportunity to participate in 5 or more community outings of their choice per week.

#### **COMMUNITY LIVING**

- An average of 100% of participants had the opportunity to select and participate in a hobby, home leisure or recreational activity.

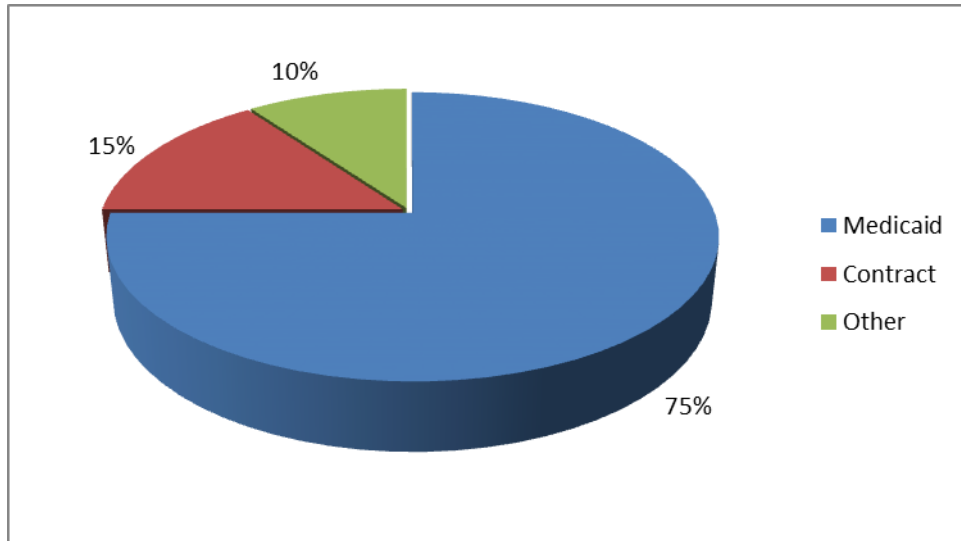
#### **EXPERIENCE OF SERVICES / SATISFACTION – ALL SERVICES**

- 87% of families would recommend the Rock Springs program to others.
- 93% of participants feel that the services and supports that NOWCAP Services offers are making a positive difference in their life and the life of their family.

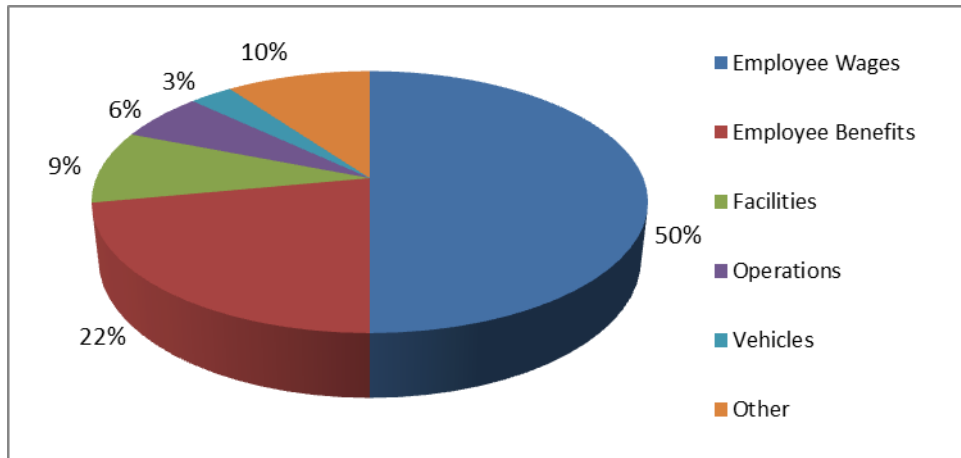
### **FINANCIAL**

- During 2023, 93% of Medicaid billing was billed accurately when compared to actual documentation. (10% sample)
- 100% of allocated billable dollars throughout all NOWCAP Services locations was captured at the conclusion of the plan year.

### NOWCAP SERVICES - FY 2022 - 2023 INCOME



### NOWCAP SERVICES - FY 2022 - 2023 EXPENSES



## STAFF INDIVIDUAL PLAN OF CARE (IPC) TRAINING

- Casper had a high of 86% of employees trained on IPCs.
- Rock Springs had a high of 100% of employees trained on IPCs..



## TIMELINESS OF NEW SERVICES RECEIVED

- Organization-wide, there was an achievement of 63% of participant applicants that complete the admissions process within 30 days of the application being received.
- Five of eight potential participants completed this process with NOWCAP Services during 2023.

## EMPLOYEE TURNOVER

- The organization as a whole had a low turnover of 13.33% during quarter 4 of 2023.
- The organization as a whole had an average turnover of 16.9% throughout 2023.

## CRITICAL INCIDENTS – Medication Errors



- Casper program had an average of 20.75 medication errors per quarter with a low of 7 medication errors during quarter 2.
- Rock Springs program had an average of 3 medication errors per quarter with a low of 0 during Quarter 4.
- The overall medication error rate at NOWCAP Services is 0.048% and staff at NOWCAP Services administered approximately 197,465 medications during 2023!

## **FAMILY EXPERIENCE OF SERVICES / SATISFACTION**

*\*statements taken from satisfaction surveys*

- ✓ When (out daughter) moved out, it caused a great worry for (her father) and I. Because of NOWCAP and the facility she went to, our worry was removed. We do not know of a better place for her to be. Because of NOWCAP we were able to let her go, knowing she would be in the best place possible and still retain independence. NOWCAP has provided so much, not just for us but for the whole community. We gladly thank you so very much! Family Member/Casper
- ✓ I really enjoy the growth (my daughter) continues to make and has the independence needed Family Member/Casper
- ✓ You guys are truly amazing. We are so very impressed with your services and the people. Family Member/Rock Springs

### **Results:**

- ✓ 87% of families in Rock springs are satisfied with how participant choices and input are honored at NOWCAP Services.
- ✓ 87% of the families in Rock Springs are satisfied with where their family member lives.
- ✓ 83% of the families in Casper are satisfied with where their family member lives.
- ✓ 87% of the families in Rock Springs are satisfied with communication and responsiveness between themselves and the NOWCAP Services staff and management.
- ✓ 93% of the families in Rock Springs are satisfied with the manner in which informal conflict resolution takes place.
- ✓ 88% of the families in Casper are satisfied with overall care of their participant to the extent that they would recommend NOWCAP Services to others.
- ✓ 87% of the families in Rock Springs are satisfied with overall care of their participant to the extent that they would recommend NOWCAP Services to others.

## **PARTICIPANT EXPERIENCE OF SERVICES / SATISFACTION**

*\*Taken from satisfaction surveys*

- ✓ Participants in Adult Day Services/Community Integration Services in Rock Springs express a 90% satisfaction rate.
- ✓ Participants in Adult Day Services/Community Integration Services in Casper express an 87% satisfaction rate.
- ✓ 84% of participants in Community Living (group home settings) in Casper and 90% of participants in Rock Springs indicate that they are satisfied with Community Living (group home settings) services.
- ✓ 92% of participants in Community Living (apartment settings) in Casper indicate that they are satisfied with supported living services.
- ✓ Participants in Casper Community Living (group home settings) indicate a satisfaction level of 85% with their roommates.
- ✓ 93% of participants in Rock Springs and 93% of participants in Casper feel that the services and supports that NOWCAP Services offers are making a positive difference in their life and the life of their family.

## **STAFF SATISFACTION**

*\*Results taken from satisfaction surveys*

- ✓ 92% of staff in Casper and 88% of staff in Rock Springs are very satisfied with the overall quality of the training they receive.
- ✓ 93% of staff in Casper and 87% of staff in Rock Springs are very satisfied with the physical working conditions at NOWCAP Services.
- ✓ 90% of staff in Casper and 91% of staff in Rock Springs are satisfied with how differences (opinions, gender, race, etc.) are valued and respected.
- ✓ 77% of staff in Casper and 82% of staff in Rock Springs are satisfied with communication between staff and management.
- ✓ 85% of staff in Casper and 84% of staff in Rock Springs are very satisfied with their job.

## **CASE MANAGER SATISFACTION**

*\*Results taken from satisfaction surveys*

- ✓ 93% of case managers in Casper are very satisfied with the living arrangements their participant receives at NOWCAP Services.
- ✓ 100% of case managers in Rock Springs are satisfied with the living arrangements their participant receives at NOWCAP Services.
- ✓ 77% of case managers in Casper are very satisfied with the Adult Day Services that their participant receives at NOWCAP Services.
- ✓ 100% of case managers in Rock Springs are very satisfied with Adult Day Services their participant receives at NOWCAP Services.
- ✓ 90% of case managers in Casper are very satisfied with the overall quality of services their participant receives at NOWCAP Services.
- ✓ 100% of case managers in Rock Springs are very satisfied with the overall quality of services their participant receives at NOWCAP Services.

## **PROFESSIONAL AFFILIATIONS**

- ✓ Wyoming Community Service Providers Association
- ✓ Casper's Council of People with Disabilities
- ✓ SourceAmerica
- ✓ OSHA (Occupational Safety and Health Administration)
- ✓ CARF International
- ✓ Therap Services
- ✓ Department of Family Services
- ✓ Social Security Administration
- ✓ Wyoming Workers' Safety and Compensation
- ✓ Crisis Prevention and Intervention Institute
- ✓ Governor's Planning Council on Disabilities
- ✓ Special Olympics Wyoming
- ✓ Brain Injury Advocates of Wyoming
- ✓ Occupational Health Management
- ✓ HUD (Department of Housing and Urban Development)
- ✓ CHA (Casper Housing Authority)
- ✓ Bureau of Land Management (BLM)

- ✓ Casper Area Transit - The Link and ASSIST
- ✓ STAR Transit
- ✓ DVR (Division of Vocational Rehabilitation) - Casper, Rock Springs
- ✓ Rocky AHMA (Affordable Housing Management Association)
- ✓ Natrona County Child Protection Team
- ✓ Natrona County Adult Protection Team
- ✓ National Task Group on Intellectual Disabilities and Dementia Practices (NTG)
- ✓ Wyoming Nonprofit Network
- ✓ Seton House
- ✓ ART 321
- ✓ VIBES Fine & Performing Arts



## CONSUMER CHARACTERISTICS

<b>TOP DIAGNOSES</b>	
Mild Intellectual Disability	12
Moderate Mental Retardation	8
Acquired Brain Injury	5
Hypertension, unspecified	3
Mood Disorder, NOS	6
Down Syndrome	2
Depressive Disorder, NOS	4
Severe Mental Retardation	2
Seizure Disorder, NOS	4
Anxiety Disorder, NOS	3
Cognitive Disorder, NOS	3

<b>AGE</b>	
0-5 (Children)	0
6-17 (Adolescents)	1
18-40 (Adults)	15
41-65 (Adults)	28
66-85 (Seniors)	8
86+ (Seniors)	0
<b>TOTAL</b>	<b>52</b>

<b>COMMUNICATION MODALITY</b>	
Verbal	39
Partially Verbal	6
Non-Verbal	5
Sign Language	0
Device	0
Other/Not Indicated	5

<b>MOBILITY</b>	
Walks on own	26
Walks with Assistance	3
Walker/Cane	2
Wheelchair	9
Other/Not Indicated	9

<b>GENDER</b>	
Male	32
Female	20
<b>TOTAL</b>	<b>52</b>

<b>SUPERVISION LEVELS</b>	
<b>No Supervision</b>	3
<b>Assistance With All ADL's</b>	7
<b>Never Unattended</b>	15
<b>Line of Sight</b>	1
<b>Intermittent</b>	20
<b>Assistance With Personal Care</b>	2
<b>Within Arms Length</b>	1
<b>Earshot</b>	2
<b>Other/Not Indicated</b>	1

<b>COUNT BY PROGRAM</b>	
<b>Adult Day Services</b>	35
<b>Respite</b>	2
<b>Community Living</b>	42

<b>COUNT BY RACE</b>	
<b>White</b>	39
<b>American Indian/Alaskan Native</b>	0
<b>Black/African American</b>	1
<b>Hispanic</b>	4
<b>Other/Not indicated</b>	8

## **2023 CONSUMER ENTRANCE/EXIT CHARACTERISTICS**

<b>People Seeking Admission</b>	<b>Diagnosis</b>	<b>Services Wanted</b>	<b>Admitted Y/N?</b>
Casper	Mild MR, Autism	ADS, CL	Yes
Casper	Mild MR, Depressive Disorder	CL	Yes
Casper	Mild Intellectual Disability	CL	Yes
Casper	Major Neurocognitive Disorder	CL	Yes
Casper	Autism, AD/HD	Respite	Yes
Rock Springs	Autism, Moderate MR	ADS, CL	Yes
Rock Springs	Autism	Respite	Yes

<b>People Leaving Services</b>	<b>Reason for Leaving Services</b>
Casper	Participant unhappy with living situation and was ready to move to increased independence.

<b>People Awaiting Services</b>	<b>Reason for Pending Services</b>
No waitlist at this time	

*“The leadership and staff members of NOWCAP show a commitment and passion for the services they provide. The organization has a combination of staff members with longevity and those who are fairly new, which provides a rich complement of input and feedback and assists in addressing challenging situations.”*

- *2021 CARF International Survey Report*



*Accredited Since 1986*