

# 2024 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 leadership's 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.

***"NOWCAP Services has very dedicated and committed staff members who are all invested in promoting the well-being of the participants. They all possess a high level of cordial respect for one another and a strong sense of teamwork that supports the quality of services provided to the participants."***

***- 2024 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 51% 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.

### **ROCK SPRINGS PROGRAM**

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

- An average of 100% 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.

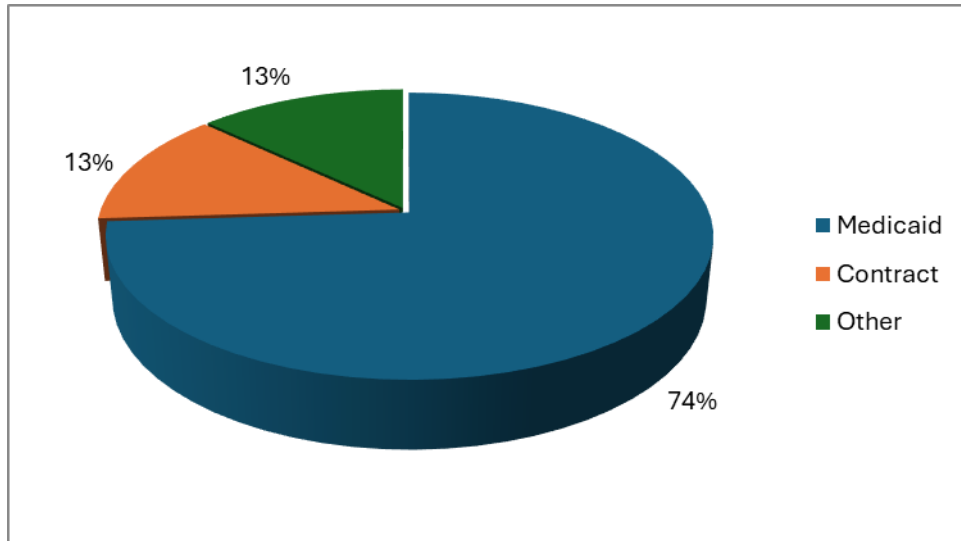
### **EXPERIENCE OF SERVICES / SATISFACTION / ALL SERVICES / CASPER & ROCK SPRINGS**

- 85% of families would recommend the Casper program to others AND 93% of families would recommend the Rock Springs program to others.
- 90% of participants in the Casper Program and 89% of participants in the Rock Springs program feel that the services and support that NOWCAP Services offers are making a positive difference in their life and the life of their family.

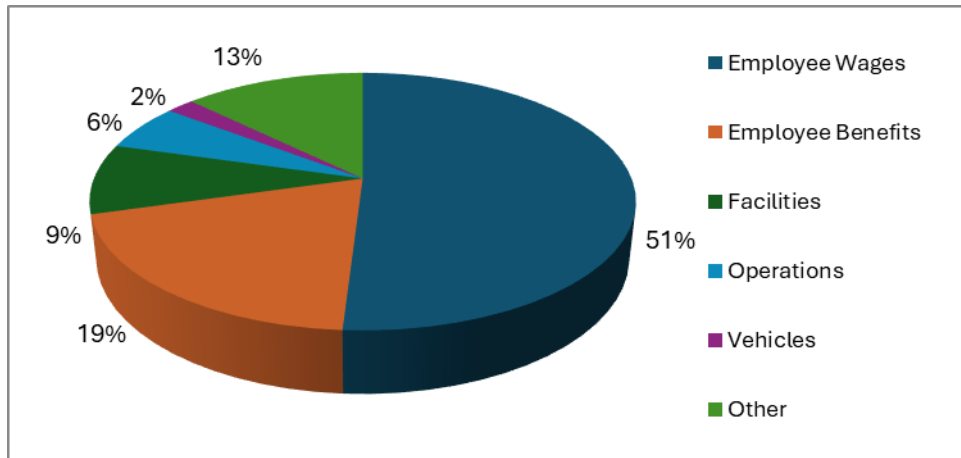
### **FINANCIAL**

- During 2024, 100% of Medicaid billing was billed accurately, with no over-payments, 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 2023 - 2024 INCOME



### NOWCAP SERVICES - FY 2023 - 2024 EXPENSES



## **STAFF INDIVIDUAL PLAN OF CARE (IPC) TRAINING**

- Casper had a high of 99% of employees trained on IPCs.
- Rock Springs had a high of 95% of employees trained on IPCs..



## **TIMELINESS OF NEW SERVICES RECEIVED**

- The Casper program and the Rock Springs program each reached a high of 100% during at least one quarter during the year of participant applicants that completed the admissions process within 30 days of the application being received.
- Ten of fifteen potential participants completed this process within 30 days with NOWCAP Services during 2024.

## **EMPLOYEE TURNOVER**

- The organization as a whole had a low turnover of 12.5% during quarter 2 of 2024.
- The organization as a whole had a high turnover of 22.62% during quarter 1 of 2024.

## **CRITICAL INCIDENTS – Medication Errors**



- Casper program had an average of 19.25 medication errors per quarter with a low of 9 medication errors during quarter 2.
- Rock Springs program had an average of 1 medication error per quarter with a low of 0 during Quarter 4.
- The overall medication error rate at NOWCAP Services is 0.038% and staff at NOWCAP Services administered approximately 210,970 medications during 2024!

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

*\*statements taken from satisfaction surveys*

- ✓ One staff member is “so good with all the apartment residents. I don’t think there is one of them that doesn’t like her. She entertains them and I appreciate that”. Family Member /Casper.
- ✓ One Assistant Manager “is my go-to person – she keeps me informed and understands my hopes and goals for my participant. I appreciate her so much”. Family Member/Casper.
- ✓ We think one particular staff is wonderful – a good fit for our daughter helping her keep on track accomplishing goals and helps her socialize appropriately. Love her. Family Member / Rock Springs

### **Results:**

- ✓ 93% of families in Rock Springs are satisfied with how participant choices and input are honored at NOWCAP Services.
- ✓ 100% of the families in Rock Springs are satisfied with where their family member lives.
- ✓ 86% of the families in Casper are satisfied with where their family member lives.
- ✓ 100% of the families in Rock Springs are satisfied with how to contact NOWCAP Services staff or management for information or concerns.
- ✓ 90% of the families in Rock Springs are satisfied with the manner in which informal conflict resolution takes place.
- ✓ 85% of the families in Casper are satisfied with overall care of their participant to the extent that they would recommend NOWCAP Services to others.
- ✓ 93% 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 91% satisfaction rate.
- ✓ Participants in Adult Day Services/Community Integration Services in Casper express an 86% satisfaction rate.
- ✓ 86% of participants in Community Living (group home settings) in Casper and 83% of participants in Rock Springs indicate that they are satisfied with Community Living (group home settings) services.
- ✓ 91% 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 81% with their roommates.
- ✓ 89% of participants in Rock Springs and 90% 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*

- ✓ 82.35% of all staff are satisfied, very satisfied or extremely satisfied with the overall quality of the training they receive.
- ✓ 70.59% of all staff are satisfied, very satisfied, or extremely satisfied with the physical working conditions at NOWCAP Services.
- ✓ 88.24% of all staff are satisfied, very satisfied or extremely satisfied with how differences (opinions, gender, race, etc.) are valued and respected.
- ✓ 70.59 % of all staff are satisfied, very satisfied or extremely satisfied with communication between staff and management.
- ✓ 70.59% of all staff are satisfied, very satisfied, or extremely satisfied with their job.

## **CASE MANAGER SATISFACTION**

*\*Results taken from satisfaction surveys*

- ✓ 98% of case managers in Casper are very satisfied with the living arrangements their participant receives at NOWCAP Services.
- ✓ 90% of case managers in Rock Springs are satisfied with the living arrangements their participant receives at NOWCAP Services.
- ✓ 80% of case managers in Casper are very satisfied with the Adult Day Services that their participant receives at NOWCAP Services.
- ✓ 70% of case managers in Rock Springs are very satisfied with Adult Day Services their participant receives at NOWCAP Services.
- ✓ 95% of case managers in Casper are very satisfied with the overall quality of services their participant receives at NOWCAP Services.
- ✓ 90% 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
- ✓ 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 Adult Protection Team
- ✓ Natrona County Child Protection Team
- ✓ Wyoming Nonprofit Network
- ✓ Seton House
- ✓ ART 321
- ✓ VIBES Fine & Performing Arts



## CONSUMER CHARACTERISTICS

TOP DIAGNOSES	
Mild Intellectual Disability	15
Moderate Mental Retardation	6
Acquired Brain Injury	5
Hypertension, unspecified	3
Mood Disorder, NOS	3
Down Syndrome	2
Depressive Disorder, NOS	4
Severe Mental Retardation	2
Seizure Disorder, NOS	4
Anxiety Disorder, NOS	3
Cognitive Disorder, NOS	3
Autistic	4
Cerebral Palsy	3

AGE	
0-5 (Children)	0
6-17 (Adolescents)	6
18-40 (Adults)	23
41-65 (Adults)	22
66-85 (Seniors)	6
86+ (Seniors)	0
TOTAL	57

COMMUNICATION MODALITY	
Verbal	42
Partially Verbal	4
Non-Verbal	5
Sign Language	2
Device	0
Other/Not Indicated	4

MOBILITY	
Walks on own	34
Walks with Assistance	3
Walker/Cane	2
Wheelchair	9
Other/Not Indicated	9

GENDER	
Male	31
Female	26
TOTAL	57

COUNT BY PROGRAM	
Adult Day Services	44
Respite or Other	3
Community Living	54

COUNT BY RACE	
White	45
American Indian/Alaskan Native	0
Black/African American	2
Hispanic	3
Other/Not indicated	7



*Accredited Since 1986*

**“Participants and family members indicated a high level of satisfaction with the services received. The general consensus of all participants was that they are consistently treated with a high level of respect by the staff members, who are generally concerned with improving their well-being.”**

- **2024 CARF International Survey Report**