

2009 REPORT CARD: Miscellaneous Facilities

2009 Goal: Reduce turnover to 3%

Note: green=on target; yellow=need to monitor; red=need to address

Facility	Human Resources				Facility				Programmatic			Fiscal	Medical	Maintenance
	Rate of monthly staff turnover	% of staff remaining through probation	Recognition for years of service	# of employees receiving Employee of the Month Award	Positive consumer satisfaction	Positive guardian satisfaction	# of new admissions/transfers to this facility	Census Current	Survey Citations	MUI Reports	Consumers achieve at least 50% IP/ISP objective	Operate within food/supply budget?	Med errors	Home improvements
Extended Day	See Respite	See Respite	See Respite	See Respite					N/A	0	N/A	N/A	0	N/A
Health Services	0%	100%	2-1 yr; 1-5 yr	2			N/A	NA	N/A	N/A	NA	NA	0	N/A
Program Services	0%	N/A	1-15 yr; 1-20 yr	1			N/A	NA		N/A	Na		0	N/A
Respite	3%	60%	7-1 yr; 1-5 yr; 1-30 yr	0			10	N/A	N/A	3	N/A	Yes	0	N/A
SL/IO Drop-In (less than 24 hr)	2%	100%	0	0	94%	na	0	20	0	1	5	NA	0	N/A
Third Shift On-Call	4%	N/A	0	1			N/A	N/A	N/A	N/A	N/A	N/A	0	N/A

Recreation Department	Different types of activities	56
	Number of facilities participating	100%
	Number of different individuals	132
	Operate within budget	Yes

*6 individuals in SL program have Skill Development Plans

2009 REPORT CARD: ICF Facilities

2009 Goals: Reduce med errors to 0; Increase retention of staff remaining through probation to 100%

Note: green=on target; yellow=need to monitor; red=need to address)

Facility	Human Resources				Facility				Programmatic			Fiscal	Medical	Maintenance
	Rate of monthly staff turnover	% of staff remaining through probation	Recognition for years of service	# of employees receiving Employee of the Month Award	Positive consumer satisfaction	Positive guardian satisfaction	# of new admissions/transfers to this facility	Census Current	Survey Citations	MUI Reports	Consumers achieve at least 50% IP/ISP objective	Operate within food/supply budget?	Med errors	Home improvements
Dunn	3%	80%	3-1 yr	0	100%	100%	1	8	7	1	3/8	Yes	19	1) Fresh coat of paint on the walls; 2) New roof; 3) Tempered Hot Water Heater
Dwight Miller	6%	71%	5-1 yr; 2-5 yr	0	88%	100%	0	8	5	3	7/8	Yes	10	1) Replaced kitchen floor; 2) Replaced all south side deck spindles and restrained handrails and deck
Bair	3%	70%	6-1 yr	0	100%	100%	1	8	2	4	5/8	Yes	0	N/A
Nichols	2%	75%	6-1 yr; 2-5 yr; 1-10 yr; 1-15 yr	0	100%	100%	1	9	3	8	6/9	Over by 5%	25	1) Replaced exterior generator room doors; 2) Replaced ADT alarm system control panels and devices; 3) Began expansion of living and dining room
Restle	5%	56%	3-1yr; 2-5 yr	0	88.8%	100%	0	9	0	9	4/8	Yes	30	1) Replaced exterior generator room doors; 2) Replaced ADT alarm system control panels and devices; 3) Replaced hot water heaters
Rollie Hampton	0%	100%	1-1 yr; 1-15 yr	0	75%	100%	1	8	5	5	7/8	Yes	1	N/A
Schult	9%	55%	5-1 yr	1	88%	100%	0	8	0	3	7/8	Yes	22	1) Fresh coat of paint on the walls; 2) New carpet; 3) Tempered Hot Water Heater
Werner	4%	80%	3-1 yr	0	100%	100%	0	10	5	3	9/10	Over by 3%	8	1) Replaced exterior generator room doors; 2) Replaced ADT alarm system control panels and devices

2009 REPORT CARD: Nonlicensed Facilities

2009 Goals: Reduce turnover to 3%; Reduce citations to 0

Note: green=on target; yellow=need to monitor; red=need to address)

Facility	Human Resources				Facility				Programmatic			Fiscal	Medical	Maintenance
	Rate of monthly staff turnover	% of staff remaining through probation	Recognition for years of service	# of employees receiving Employee of the Month Award	Positive consumer satisfaction	Positive guardian satisfaction	# of new admissions/transfers to this facility	Census Current	Survey Citations	MUI Reports	Consumers achieve at least 50% IP/ISP objective	Operate within food/supply budget?	Med errors	Home improvements
Bobel	See Middleton Pike	See Middleton Pike	See Middleton Pike	0	100%	na	0	2	0	0	1/2	N/A	see Middleton Pike	1) New operator for garage door; 2) paint
Buttonwood	6%	75%	1-1 yr	0	100%	na	0	2	N/A	3	2	N/A	See Elder 1	Not owned by WLRP
Elder Haus I	3%	83%	3-1 yr; 1-5 yr	1	100%	100%	0	4	0	0	4/4	N/A	3	
Elder Haus II	See Elder Haus I	See Elder Haus I	See Elder Haus I	See Elder Haus I	100%	na	0	4	N/A	1	2/4	N/A	see Elder Haus 1	
Evers	See Pickard	See Pickard	See Pickard	See Pickard	100%	100%	0	1	N/A	2	1/1	N/A	See Pickard	
Hadley	See Dave Miller	See Dave Miller	See Dave Miller	See Dave Miller	67%	100%	1	4	N/A	4	2/4	N/A	see Dave Miller	
Kemer	See Mike Nichols	See Mike Nichols	See Mike Nichols	See Mike Nichols	100%	100%	0	4	N/A	0	3	N/A	See Mike Nichols	1) Repair sidewalk; 2) paint; 3) unplug and clean sewer; 4)add water alarm system
Middleton Pike	3%	100%	5-1 yr; 1-20 yr	0	100%	na	1	3	0	0	3/3	N/A	7	1) New chlorination system; 2) re-drilled well; 3) new flooring; 4) paint; 5) add water alarm system
Mike Nichols	5%	100%	0	0	100%	100%	0	4	N/A	0	2/4	N/A	4	N/A
Pickard	4%	83%	2-1 yr	0	75%	100%	0	4	N/A	5	2/4	N/A	3	1) New carpet; 2) add water alarm system
Sandridge	3%	100%	2-1 yr; 1-10 yr	3	100%	na	0	4	N/A	2	3/4	N/A	2	1) Tree removal; 2) Stain deck; 3) Fix drains; 4) fix/paint shed; 5) add water alarm system
Weston	See Sandridge	See Sandridge	See Sandridge	See Sandridge	75%	100%	0	4	0	2	3/4	N/A	See Sandridge	1) New flooring; 2) Gutters; 3) paint

2009 REPORT CARD: Licensed Facilities

2009 Goals: Reduce turnover to 3%; Reduce citations to 0; 100% of facilities operate within budget

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Facility	Human Resources				Facility				Programmatic			Fiscal	Medical	Maintenance
	Rate of monthly staff turnover	% of staff remaining through probation	Recognition for years of service	# of employees receiving Employee of the Month Award	Positive consumer satisfaction	Positive guardian satisfaction	# of new admissions/transfers to this facility	Census Current	Survey Citations	MUI Reports	Consumers achieve at least 50% IP/ISP objective	Operate within food/supply budget?	Med errors	Home improvements
Bomeli	See Walters	See Walters	See Walters	See Walters	100%	100%	0	4	0	1	3/4	Yes	See Walters	1) New flooring; 2) Tree removal 3) Replace kitchen countertop
Dave Miller	2%	20%	1-1 yr; 2-10 yr	0	75%	0%	1	4	0	1	4/4	Yes	11	1) New washer/dryer and dishwasher; 2) Replace patio doors; 3) Paint
Meach	5%	60%	3-1 yr; 1-20 yr	0	100%	100%	0	4	N/A	0	3/4	Yes	21	N/A
Sipes	5%	67%	3-1 yr	2	100%	100%	0	4	N/A	0	1/4	Over by 14%	10	1) Replace door; 2) Stain deck; 3)added water alarm system
Walters	3%	50%	1-1 yr; 1-25 yr	1	100%	100%	0	4	0	1	2/4	Yes	5	N/A
Whittaker	See Meach	See Meach	See Meach	See Meach	66%	100%	1	3	0	4	0/3	Yes	see Meach	1) Repaired deck; 2) Fixed garage door; 3) New dishwasher; 3) bathroom remodel; 4)added water alarm system
Wojo	See Sipes	See Sipes	See Sipes	See Sipes	100%	67%	0	4	N/A	1	2/4	Yes	See Sipes	1) Repair garage door; 2) Replace blower motor; 3) new water heater; 4) painted bathroom