



## Performance Measurement and Management System

Our Mission at Real Life Living Services is to provide realistic home-based support services for persons with disabilities assisting them in achieving their goals & dreams.

Real Life Living Services (RLLS) is a non-profit agency that provides community and home-based care of developmentally and/or physically challenged adults and children, as well as Senior Care.

To help support the objectives of the agency, data is collected on the utilization of authorized services in order to support client goal obtainment and provide financial stability for the company. Through the course of maximizing the onboarding process of new care workers, verified billable services will support the ability to remain profitable and maintain cash flow. Data mining of Bi-weekly Revenue reports, IPOS Outcomes reports, and Treasurer's reports measure change across time. Data sources were found to be valid, reliable, accurate, and complete.



Domain	Objective	Indicator	Target	To Whom Applied/Obtained By	Time of Measure	Data Source	Results
<b>Business Functions</b>	Obtain and maintain financial health of RLLS	Treasurer's reports (AR, AP, P&L, Income Statement)	Positive change in net assets	All programs/collected by QA/MB, Bookkeeper, Executive Director	Quarterly	Treasurer's reports (AR, AP, P&L, Income Statement)	- 1%
<b>Effectiveness CLS services</b>	Increase in total authorized service hours provided	Total units of authorized services	60 direct service hours added weekly	All CLS clients/collected by RD's and QA/MB	bi-weekly	EHR authorization reports	33%
<b>Efficiency</b>	Authorized services utilized per week	Hours of direct staff service hrs per week provided	80% utilization	All DSS/collected by RD's and QA/MB	bi-weekly	Revenue Reports	83%
<b>Access</b>	Reduce complexity of new hire onboarding	# of paperwork from recruitment to first day on job	50 % reduction	All Recruiters/collected by QA/MB and ED	Quarterly	DocuSign and Indeed logs	Well over 50%
<b>Satisfaction</b>	Increase positive on-line reviews	# of positive trending testimonials	95% increase in positive posts	All programs/collected by all admin	Quarterly / on-going	host website Indeed Google Facebook	pos testimonials posted on website

## **Analysis**

Overall, the financial health of the company is much better. 100% of payroll liabilities are met on time, as well as 100% of all other payables.

Success has not been met yet though. Our on-line presence is still negative overall. Our ability to maintain positive cash flow must be further strengthened.

Strategic plan on technological updates on hardware is complete, but management software has moved into Stage two. This process will take 4 to 6 months. Financial stability goals are relying on the success of our tech plan and onboarding processes.

Successful onboarding of new staff and clients are still areas for improvement, as well as the our online positive presence. Our FY21 action plan will focus on changes made to improve the utilization of authorized hours, continued increases in overall hours authorized, and continuing to disseminate positive reviews of services online.