

SERV CONNECT CONSUMER OUTCOMES

How Did SERV Connect Perform in Q1 2023?

Key: Great = Gold Medal #1, Good = Silver Medal #2, Needs Improvement = Bronze Medal #3

OCCUPANCY RATES



How many consumers live in each home?

Goal: 95% or higher occupancy
SERV Connect Q1: 84% occupancy.

ACCESS TO PROGRAM

Clinical reviews will be completed within 3 days following referral



SERV Connect Q1: Completed within 0-3 days. Goal met.

ACCESS TO PROGRAM



Meet & Greet will be offered within 7 days

SERV Connect Q1: Meet and greets offered within 7 days. Goal met.

ACCESS TO PROGRAM

Admission date will be offered for 7 days after Meet & Greet



SERV Connect Q1: Meet & Greet offered. Goal met.

ACCESS TO PROGRAM (CRISIS)



Referral will be reviewed within 1 business day

SERV Connect Q1: 100% compliant.

COMMUNITY INTEGRATION

100% of youth will engage in 1 individual outing and 2 group outings monthly



SERV Connect Q1: Goal met.

PARENT/GUARDIAN TRAINING

100% of involved families/guardians will be offered parent/guardian behavior training for 5 weeks prior to discharge

SERV Connect Q1: 100% of families/guardians were offered behavior training prior to discharge of their loved one in Q1. Goal met.



TIMELINESS OF ASSESSMENTS & TREATMENT PLANNING

Complete all required assessments and treatment planning within required timeframes



SERV Connect Q1: 100% of assessments and treatment plans were completed within required timeframes. Goal met.

IMPROVED FUNCTION IN TARGETED BEHAVIORS



10% of youth in HUB and 15% of youth in crisis will show quarterly improvement in targeted behaviors

SERV Connect Q1: 70% improvement (crisis) & 64% improvement (HUB). Goal met.