

Member Services

Objectives	Measures	Applied To	Frequency of Measure	Data Source	Obtained by	Goal	Outcome
<p>Effectiveness Maximize the number of responses to member surveys in conjunction with increasing the overall satisfaction level in order to maintain 90% or higher.</p>	<p>The percentage of members who report that WCS meets or exceeds their expectations</p>	<p>All LC II residents</p>	<p>Quarterly</p>	<p>Member Surveys and Member Exit Surveys</p>	<p>Executive Director</p>	<p>90%-100%</p>	<p>95%</p>
<p>Efficiency Maximizing the accessibility of the residents living at LC II</p>	<p>LC II's level of compliance and accessible to members in accordance with ADA laws as well as LC II Policies and Procedures</p>	<p>All LC II residents</p>	<p>Monthly</p>	<p>Progress Notes, Transportation logs, safety checks, and fire drills</p>	<p>Executive Director</p>	<p>90%-100%</p>	<p>100%</p>
<p>Satisfaction Maximize satisfaction of members</p>	<p>Overall percentage of members at LC II who express satisfaction.</p>	<p>All LC II residents</p>	<p>Quarterly</p>	<p>Member Surveys and Member Exit Surveys</p>	<p>Executive Director</p>	<p>90%-100%</p>	<p>95%</p>

<p>Efficiency Use of automated systems to increase overall proficiency to members served.</p>	<p>Overall data released to stakeholders with minimal discrepancies.</p>	<p>All LC II residents</p>	<p>Annually</p>	<p>Monthly data reports submitted via Microsoft Office, care manager pro, CIS Portal, GHP Portal, and QuickBooks</p>	<p>Executive Director</p>	<p>90%-100%</p>	<p>100%</p>
<p>Satisfaction Members and all other stakeholders have maximized satisfaction with reportable data.</p>	<p>Number of members who report being satisfied with their services.</p>	<p>All LC II residents</p>	<p>Quarterly</p>	<p>Quarterly survey results</p>	<p>Executive Director</p>	<p>90%-100%</p>	<p>95%</p>