



MISSION: "Assisting Each Person Served In Achieving The Highest Quality Of Life!"

VISION: MRSI's vision is to provide quality services that support the choices and needs of the persons served and promote purpose, respect and dignity.

MRSI's System Description Organizational Performance Measurement and Management

Description:

MRSI is committed to providing quality services to persons served and stakeholders. The organization believes that with quality comes the responsibility to evaluate services and business functions on an ongoing basis.

MRSI collects data from the following areas: Financial, accessibility, resource allocation, risk management, human resources, technology, health and safety. Data is also collected from surveys wherein progress, concerns, and recommendations from persons served, families/guardians, MRSI employees and other stakeholders are solicited.

After careful analysis, findings are utilized for developing recommendations and plans to support the mission and vision statements providing quality services ensuring leadership and fiscal responsibility, as well as satisfaction of persons served, employees, and other stakeholders.

Accredited Programs – Objectives:

Internal Business Functions - To provide quality services for persons served in a fiscally responsible manner.

Community Employment Services (Job Development/Employment Supports) - Assist persons served in finding and maintaining employment in a community-based work setting with persons served receiving competitive compensation.

Community Housing - Assist with the acquisition, retention, and improvement of skills related to living in the community. Supports are individualized and may include adaptive skill development, assistance with activities of daily living, community inclusion, transportation, adult education, and social/leisure skill development.

Supported Living - Assist persons served with individually tailored supports in acquisition, retention, and improvement of skills related to living in the community.

Community Integration - Provide community integration activities that maximize skills and abilities, keeping persons served engaged in their environment and community through optimal care and support, actively stimulating, encouraging, and developing/maintaining personal skills. Services will include introduction of new leisure activities, development of new relationships, and promotion of natural supports.

Personnel Responsibilities:

Direct Support Professionals - Provide detailed documentation of daily events, needs and progress as well as assist with the promotion of quality services. Direct care staff provides extensive information to support what works well and what could be improved. Through the direct support provided to persons served, MRSI is able to ascertain their needs and satisfaction.

Administrative Assistants – Collect and organize data in a format that provides for reliability, validity, completeness and accuracy. Administrative assistants as well as all other employees are trained on the function of the data collection and methods of documenting.

Professional Staff - With the input of persons served/team members, determine on an individual basis what objectives and issues are important and the methods of collecting data.

Management Staff - Responsible for guiding, evaluating and providing recommendations for future enhancements and growth. Management personnel, including the organization's Chief Executive Officer, program directors, and others have an all-inclusive roll in the collection and analysis of information and the presentation of results/recommendations to the Board of Directors and other stakeholders.

Data Collection Systems:

MRSI utilizes multiple sources of data in ensuring the reliability, validity, completeness and accuracy of outcomes. Sources include standard financial operating procedures, reviews and actions taken through various committees such as Accessibility, Safety, Human Resources and Strategic Planning. Additionally, policies and procedures addressing risk management, health and safety, technology, field trends and service delivery are reviewed at least annually and adjusted as appropriate.

Mountain Regional Services, Inc.'s enhanced data collection and participant input employs the National Core Indicators Survey questions as a template. Having established NCI as the structural base for measuring performance, satisfaction and trends evaluation, MRSI continues to incorporate the same process, thus addressing the needs of persons served, stakeholders and business needs of the organization and allowing for comparative analysis. MRSI summarizes characteristics of persons served, service delivery and business function performance through various methods, including the Organizational Performance Measurement and Management Outcomes Report, Trends Report and Annual Report.

MRSI utilizes THERAP documentation for identifying demographic trends, evaluating behavioral incidents, community integration and objective success. Adjustments continue to be made to THERAP modules and staff training is ongoing to meet accuracy, reliability and consistency expectations. THERAP is the primary source of data collection.

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