

**Changes in Outcome Norms**  
 Second Quarter - Fiscal Year Ending 2010  
 January 1, 2010

<b>Probe</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>Change from Last Quarter</b>
Spot Checks	93.9%	97.9%			(+) 4%
ISP in Place within 30 Days	93%	97.1%			(+) 4.1%
Satisfaction Surveys	47.5%	86.5%			(+) 39%
Record Review	98%	88%			(-)10%
Staff Training	98.4%	95.6%			(-) 2.8%
SIR's	18.9 1.1	37.4* 1.16			(-) .4 (+).06
Internal Inspections	98.3%	96.3%			(-) 2%
Overtime	48.3	122.25*			(+) 25.65

\* Data is cumulative

Other Notable Findings:

- The number of satisfaction surveys has improved. However, the overall result remain disappointing at 86.5%. Greater analysis of the types or topics of dissatisfaction needs to take place. This may entail revising the satisfaction survey to obtain more meaningful data. Note, only one survey has been completed for crisis services in the past two quarters and was reported at 47.5%. That was the only survey reported in the first quarter and greatly skewed the results.
- Overtime has increased slightly, although it remains low and fairly manageable.
- Record review was down by 10%.
- It is noteworthy that special incident reports (SIR's) remained very steady. The SLO Residential Services had, by far, the most SIR's at 143 year-to-date. A distant second is the SB Residential Services at 40 year-to-date. Greater analysis of this situation is needed. However, the intensity of both the SLO Residential Services and organizational norms remained about the same a 1.16 on a scale of 1 to 4, with 1 being a minor issue and 4 being a severe issue.

**Action Plan**

**By March 15, 2010:**

1. An analysis will take place on the results of the satisfaction surveys to see if there is any pattern or areas to be addressed.

*Mike Mamot , CEO will be responsible for completing this task.*

2. An analysis will take place on the SIR's, especially in SLO County Residential Services to check for trends and patterns. One question to answer is if there is any way to reduce the number of SIR's in SLO Residential Services.

*Debbie Bertrando COO, will be responsible for completing this task.*

3. The methodology for collecting data on Record Review will be analyzed.

*Mike Mamot, CEO will be responsible for completing this task*