

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>	The percentage of members who report that WCS meets or exceeds their expectations	All LC II residents	Quarterly	Member Surveys and Member Exit Surveys	Executive Director	90%-100%	95%
<p>Efficiency Maximizing the accessibility of the residents living at LC II</p>	LC II's level of compliance and accessible to members in accordance with ADA laws as well as LC II Policies and Procedures	All LC II residents	Monthly	Progress Notes, Transportation logs, safety checks, and fire drills	Executive Director	90%-100%	100%
<p>Satisfaction Maximize satisfaction of members</p>	Overall percentage of members at LC II who express satisfaction.	All LC II residents	Quarterly	Member Surveys and Member Exit Surveys	Executive Director	90%-100%	95%

<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>