



Here's **How** We Did... At **What** We Do!

Outcomes Measurement

Annual Report

July 1, 2017 - June 30, 2018





The Process of Outcomes Measurements

Essential to LOGAN's success as an organization is its collection and analysis of data tied to key metrics. Findings are used to review the mission, vision and values; improve program quality; facilitate decision-making; and facilitate program and agency planning. Two key sources of data collection at LOGAN are Program Outcomes and the agency's Strategic Scorecard.

Fifty-eight Outcomes Measurements are developed across 12 programs. The data is collected and reviewed quarterly in conjunction with LOGAN's fiscal year.

Outcomes Measured

- Effectiveness
- Efficiency
- Access
- Satisfaction

What follows is a summary of the highlights of the Outcomes Measurements Report for fiscal year July 1, 2017 to June 30, 2018.*

*(For a more detailed report, please contact Cheryl Schade, Vice President and Chief Program Officer / Adult Services. Reach her by email, cheryls@logancenter.org or phone, 574-289-4831, ext. 51517.)





LOGAN Year in Review

Since 1950, LOGAN has strived for excellence, and we will continue to carry this philosophy into the future. This mentality ultimately makes LOGAN better as an organization, but it will continue to enhance the services, programs and the opportunities for the people we serve. What follows are the significant accomplishments of fiscal year 2018:

1. In November 2017 another Supported Living site opened to serve individuals who do not require 24/7 supports. The three individuals who live there have shown remarkable growth in their level of independence and confidence in the short time they have lived there with these minimal supports. This is the second such home operated by LOGAN.
2. To increase the number of Direct Support Professionals, which is a crisis at both the local and national level, LOGAN developed a Recruitment and Retention Plan which is reviewed and updated every other month by a group of directors.
3. LOGAN hired a Scheduling Manager in December 2017 to focus solely on the scheduling of residential staff with a goal of reducing overtime costs.
4. LOGAN was able to increase wages for all Direct Support Professional positions by \$0.68 per hour as a result of state legislation increasing funding for certain Medicaid Waiver programs by 5 percent.
5. On March 1, 2018, LOGAN entered into a partnership with Hannah and Friends, Inc., taking over operation of day services and residential services on the campus of Hannah and Friends Neighborhood. Fourteen individuals are now supported residentially on the Medicaid Waiver in four homes on the property, 12 of those individuals receive 24-hour supports. Twenty-nine individuals are served in the day program on property and are considered a part of The Studios at LOGAN as a Studios 360. This partnership gave access to facility resources at that site that could be enjoyed by all individuals and families served by LOGAN



6. Through the generosity of an anonymous donor LOGAN purchased a plot of land from the City of Mishawaka for \$1 and built a new, fully accessible four-person Supported Living home. This home opened in June 2018.
7. This past year saw increased community access for those served in facility-based Studios programs. Some individuals who have minimal to no opportunity to participate in their community have been able to get out through day program, visiting a wide variety of destinations including local beaches, museums, restaurants, stores, concerts, and other locations. A person-centered process is used to try to ensure these destinations are meaningful for individuals, even those who have very limited community experience and very significant communication challenges.
8. The Studios at LOGAN continues to emphasize creative efforts by the artists, and promotion of Studios artwork in the community.
 - Artwork from The Studios was displayed in a local restaurant during March, generating positive attention.
 - Efforts are in progress to sell client artwork at the Dot Shop at the South Bend Museum of Art.
 - Studios made its second appearance at ArtBeat, a community art festival in downtown South Bend.
 - The Holiday Bazaar grew once again, continuing a trend of increased sales and quality of items available. One new item this year that was extremely popular was flavored coffee roasted in the Culinary Studio. Clients visited a local refinery to learn about the process and enjoyed developing their own flavor blends.
 - Use of Square to track sales of client artwork proved very beneficial in all sales events, allowing better tracking of inventory and commissions.
9. LOGAN continued to partner with six other providers to provide Pre-Employment Transition Services, funded by Vocational Rehabilitation Services, in select schools to students with disabilities ages 14 to 22, with a goal of the student entering community employment or secondary education after leaving school. In this fiscal year, 173 students were served in six different high school/young adult programs in Elkhart and St. Joseph counties. The program was staffed by three full-time employees who provided the students with counseling in the areas of job exploration, self-advocacy and postsecondary education opportunities. Many of the students served also had the chance to get out of the classroom and into the community for college visits, job shadows, and internships. The Pre-ETS staff worked with the students and their families to develop a plan for life after high school and referred them to Vocational Rehabilitation Services to continue to receive the supports needed after high school.



10. LOGAN referred 12 individuals from Pre-Vocational Services at LOGAN Industries to Vocational Rehabilitation Services to pursue community employment.
11. LOGAN successfully placed 46 individuals in Community Employment, an increase of 20 more than last year
12. 2018 was a year of moderate growth and stability for all of Autism Services. Budgeted revenue goals were exceeded. All three centers experienced growth to fill caseloads and best use the available space in each building. Great strides were made in protocols and systems with the third-party biller for Autism Services, which has significantly improved collections.
13. In May 2018, LOGAN restructured to form a division of Child & Adolescent Services to include Recreation Therapy; Recreation Services; Behavior Support Services; Autism Services; First Steps; PLAY Project; and traditional insurance-funded therapies such as Developmental Therapy, Occupational Therapy, Physical Therapy and Speech Language Pathology. This put LOGAN on the path to serve children and adolescents not just based on their diagnosis, but by offering services based on the individual needs of the child. The diagnosis will not always need to dictate services, nor will a child be defined by his/her diagnosis. Accessibility to our services is now more streamlined and efficient. Best practices and expertise are now more easily shared among our programs. Communication improved as the current, distinct program lines were removed.
14. LOGAN successfully acquired 3-year certification through CARF with our next reaccreditation survey scheduled for the fall of 2020.
15. Over \$1.8 million dollars was raised through contributions and grants for LOGAN's programs and services to fund operations and capital projects.
16. LOGAN strives to increase charitable giving to support the delivery of services and resources. LOGAN has engaged The Suddes Group to help us build a leadership giving strategy based on relationships with individual donors, organizations and foundations. The scope of the engagement includes developing a vision for donors and creating funding plans to match that vision, leading LOGAN through a functional restructure to develop roles and responsibilities, developing leadership giving strategies with corresponding fundraising tools to attain major gifts, and building a sustainable leadership giving culture to drive culture change.

Services Provided

Autism Services

- Autism Learning Center – Southwest Michigan
- Sonya Ansari Autism Learning Center - Granger
- Sonya Ansari Center for Autism

Behavior Supports

Children's Services

Community Employment

Community Habilitation

Family Supports

LOGAN Industries/ Pre-Vocational Services

Protective Services

Recreation therapy and services

Residential Services

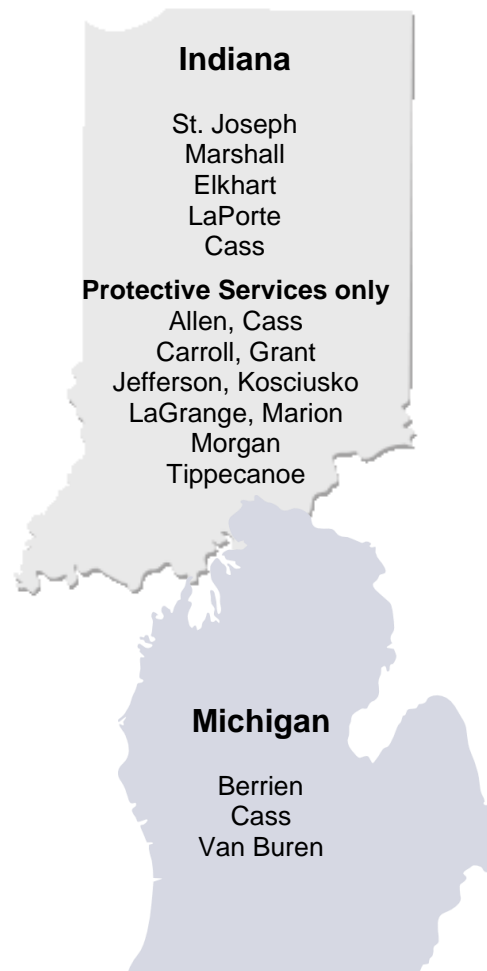
- Group Living
- Supported Living

The Studios at LOGAN Adult Day Services

Characteristics of Individuals Served (duplicated count)

Total Served		1,438	
Male	875	Female	539
Ages 0 to 6	336	Ages 21 to 40	442
Ages 7 to 14	110	Ages 41 to 54	271
Ages 15 to 20	73	Ages 55 and up	206
White	1120	African-American	195
Hispanic	54	Asian/Pacific Islander	12
Other	57		
Intellectual and Developmental Disabilities	1,438	Physical Disabilities	257
Hearing Impairments	66	Visual Impairments	144
Mental Illness	312	Drug or Alcohol Addictions	8

Counties Served



Outcomes Highlights



- LOGAN serves Increasing numbers of children and adults with intellectual and developmental disabilities.



- Individuals served and their families and guardians are pleased with the supports and services they receive from LOGAN.



- Increasing numbers of individuals served have chosen to participate in activities and services to enhance their life experiences.



- Many of these activities have been out in the community.



- Children being served in the Autism Learning Centers are successfully transitioning to typical school settings.



- Twelve people being served in other LOGAN programs were referred to the Office of Vocational Rehabilitative Services to pursue community employment. A total of 46 individuals were placed in competitive jobs in the community!



A Look Ahead

As we look back and reflect with pride on what we accomplished in FY2018, we look forward to an exciting FY2019. What follows are LOGAN's priorities for FY2019:

1. Prepare for the opening of a third home in the fall of 2018 supporting individuals who do not need 24/7 supports.
2. Prepare for fall 2018 opening one additional classroom serving eight children with Autism at LOGAN Center.
3. Continue to plan for implementation of the Home and Community Based Services Settings Final Rule, seeking ways to increase community engagement and program flexibility in all Waiver services provided by LOGAN. States are required to be fully compliant by March 2022.
4. Continue to develop and implement strategies to recruit and retain Direct Support Professionals, particularly in residential services, and to reduce overtime expense.
5. Continue expansion of LOGAN's reach through growth in Behavior Supports, Community Employment, Family and Community Supports, and Autism Services.
6. Update Strategic Plan and re-evaluate LOGAN's Mission, Vision and Values.
7. Continue to increase charitable giving to support the delivery of services and resources by implementing leadership giving strategies based on relationships with individual donors, organizations and foundations.
8. Continue advocacy efforts for all individuals with intellectual and developmental disabilities.