



OUTCOMES
MEASUREMENT
MANAGEMENT
ANNUAL REPORT

JULY 1, 2022 -
JUNE 30, 2023





THE PROCESS OF OUTCOMES MEASUREMENT

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 service quality; facilitate decision-making; and facilitate service offerings and agency planning. Two key sources of data collection at LOGAN are Performance Measures for each service area and the agency's Strategic Plan and its related Dashboard of Organizational Priorities.

The directors of LOGAN's services develop Performance Measures in each of the following areas: Effectiveness of services, Efficiency of services, Service access, Consumer Satisfaction, and Satisfaction of other stakeholders.

An additional performance measurement system is the Strategic Plan and the Dashboard of Organizational Priorities. LOGAN maintains monthly metrics that are aligned with the agency's Strategic Plan. The Dashboard is updated monthly, and the Strategic Plan is reviewed quarterly with the Officers, the Leadership Team, and the Corporate Board of Directors.

What follows is a summary of the highlights of the Performance Measurement and Analysis for fiscal year July 1, 2022 to June 30, 2023.

For a detailed report, please contact Cheryl Schade, Vice President and Chief Program Officer for Adult Services. She can be reached at cheryls@logancenter.org or 574-289-4831, ext.8806.



YEAR IN REVIEW

LOGAN strives for excellence and will continue to carry this philosophy into the future.

Since 1950, LOGAN has been an advocate, creating opportunities for people to live their best lives. We have offered resources to families seeking answers and guidance. LOGAN has provided a broad array of life-enriching services so individuals can discover their potential. Believing in potential and the power of the human spirit are at the heart of what we do. LOGAN strives for excellence and 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 2023.



1. In the fall of 2022, LOGAN became a Chapter of the Arc. In its first membership campaign in 2023, 1,072 members were acquired.
2. LOGAN established a Self-Advocates of Indiana Chapter at LOGAN.
3. Wellness Programs began in 2022, providing a wide range of recreational, social, and educational opportunities for children and adults, many of which are integrated. Summer camps were held for children and adolescents both with and without disabilities.
4. In October 2022, a compensation plan for Residential Leads allowing them a career path like that for Direct Support Professionals. DSP Careers, which was implemented in August 2021, has maintained its positive impact on staff performance. Across all services, many DSP's advanced to the DSP Elite position, which is the highest rate of pay in the program.
5. LOGAN received Direct Service Workforce Funds from the state, 95% of which had to be invested in DSPs and those working directly with individuals in service. Staff were given three sizeable bonuses based on their tenure.
6. The Studios at LOGAN was able to hire an Art Instructor, a position we have not had since before the pandemic, who works on a one-to-one basis on art projects.
7. In June 2023 LOGAN joined the Employment Transformation Collaborative, which supports the state's goal to increase individual competitive integrated employment. The two-year learning collaborative opportunity was targeted to providers contemplating, planning for, or initiating transition from sheltered work prevocational services to services supporting competitive integrated employment outcomes and discontinue the use of the 14c sub-minimum wage certificate. Participating providers were given funds to support the dedication of key staff and organizational resources to participation in the collaborative. An Employment Transformation Grant is also available to assist collaborative participants in implementing transition plans, stabilizing business operations, and building capacity to shift to service models that increase competitive integrated employment outcomes. As part of the Employment Transformation Collaborative, LOGAN participated in Value Stream Mapping in March and June of 2023 to help frame and current services and develop an action plan for services post 14c certificate. Activities related to this collaborative grant application are continuing into the new year.
8. Community Employment Services have increased with more staff providing services to more individuals referred from VR, ending the year serving 82 individuals. 21 of those individuals are currently receiving Extended Support Services and no longer receiving support from the office of Vocational Rehabilitation.
9. LOGAN continued to partner with six other agencies 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 116 students were served in six different High Schools/Young Adult Programs in Elkhart and St. Joseph Counties.

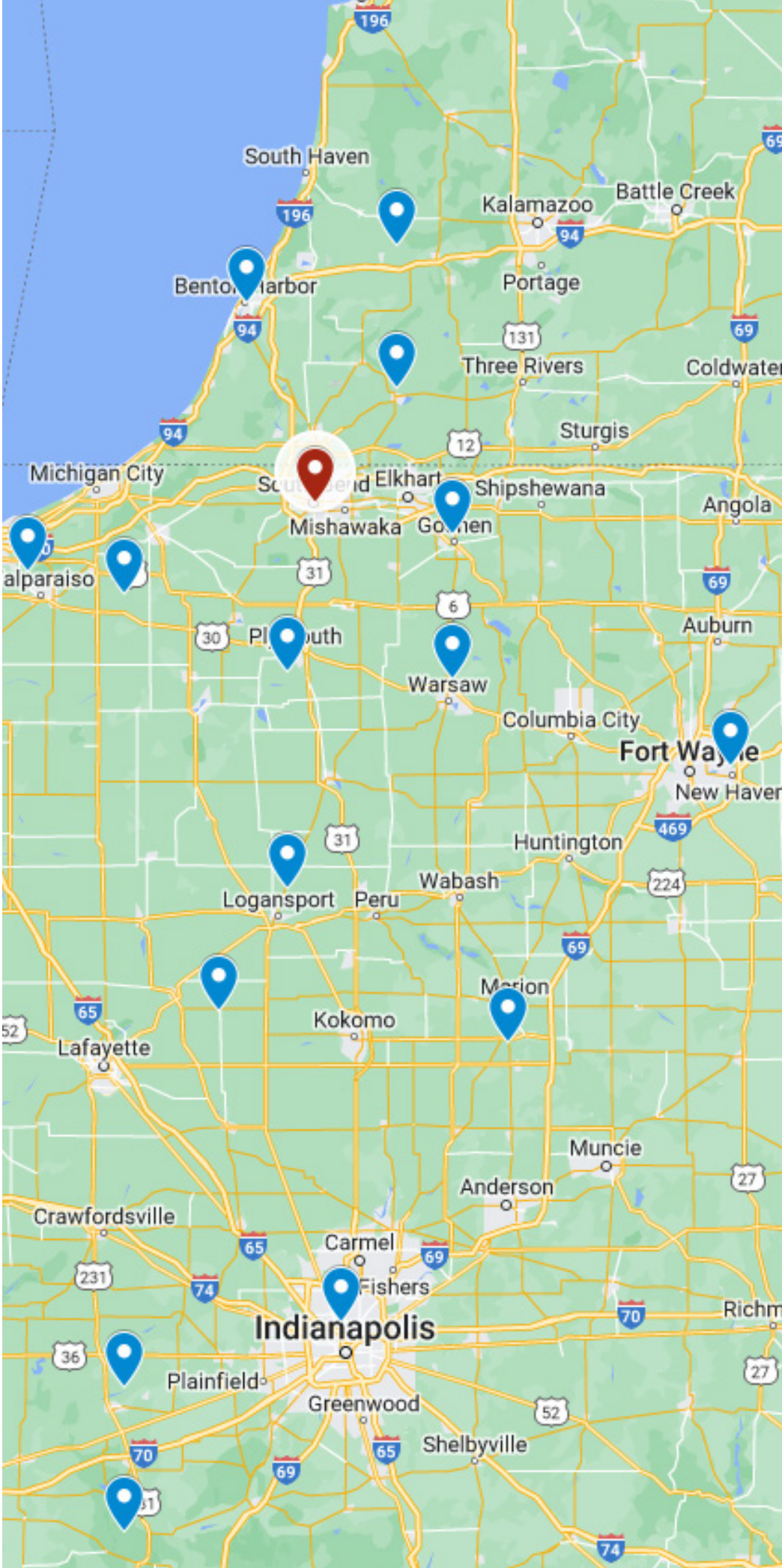


10. LOGAN celebrated 10 years of Autism Services in Southwestern Michigan.
 11. For the first time LOGAN applied and was awarded 80% of the cost of two handicap accessible vans through Michiana Council of Governments (MACOG), with vans to be delivered in the fall of 2023.
 12. LOGAN applied for and was awarded \$1,000,000 from the Lily Endowment for the purpose of strengthening youth programs in Indiana. This will specifically target youth autism services in Indiana.
 13. LOGAN applied for and was awarded \$325,000 from the State of Indiana for an Early Learning Intervention Center.
 14. In total LOGAN acquired \$946,447 in grant funding this fiscal year.
 15. LOGAN continued in the second year of its 75th Anniversary Campaign to raise 30 million dollars over five years. This campaign is a celebration of all our accomplishments, the people who achieved them, and those who played supporting roles. It's also the groundwork for the next 75 years, securing LOGAN's position as an innovative leader in the field while creating new opportunities for people to thrive. By doing so, we are building an inclusive community where kindness and dignity enrich the lives of everyone. This fiscal year \$3,093,690 in contributions was raised toward this goal.
 16. LOGAN partnered with Real America who, in January 2023, was awarded low-income housing tax credits through the Indiana Housing and Community Development Authority. Real America plans to build two four story 60-unit buildings called Diamond View Apartments. Real America will set aside 60 apartments for renters with low income, 12 of which will be devoted to people with intellectual and developmental disabilities for supportive housing. Plans also include LOGAN having 2,000 square feet of retail/community space on the ground floor. Plans are for the apartments to open in spring of 2025.
 17. In June 2023 LOGAN participated in the First Annual Disability Resource Fair, which included 45 vendors and was attended by well over 200 people.
 18. The Strategic Plan was updated, and a new Dashboard of Organizational Priorities was developed.
- #### Services Provided
- Autism Services
 - Behavior Supports
 - Children's Services
 - Community Employment
 - Community Habilitation
 - Family Supports
 - Group Living
 - Pre-Employment Transition Services
 - Pre-Vocational Services
 - Protective Services
 - The Studios at LOGAN
 - Supported Living



Characteristics of Individuals Served (Duplicated count)

Total Served (Duplicated)	1517	Total Served (Unduplicated)	1363
Male	931	Hispanic/Latino	84
Female	586	Native American or Alaskan	3
Non-Binary	0	Native Hawaiian or other Pacific Islander	3
Age 0 to 5	529	Other	50
Age 6 to 17	202	Autism Spectrum Disorder	501
Age 18 to 40	379	Dementia	22
Age 41 to 65	259	Intellectual and Developmental Disabilities	1424
Age 66 to 85	82	Dual Diagnoses – MH/IDD	284
Age 86+	1	Hearing Impairments	47
African American	245	Physical Disabilities	188
Asian	32	Visual Impairments	100
Caucasian	1108	Unemployed/Underemployed	578



Counties Served

Indiana

- St. Joseph
- Marshall
- Elkhart
- LaPorte

Protective Services only

- Allen
- Grant
- Kosciusko
- Marion
- Owen
- Porter
- Putnam

Michigan

- Berrien
- Cass
- Van Buren



Outcomes Highlights

1. The number of children and adults being served continues to rise, nearly reaching pre-pandemic levels.
2. Continued staffing challenges prohibit LOGAN from serving all who desire services.
3. Individuals served, their families, and their guardians are pleased with the supports and services they receive from LOGAN.
4. Increasing numbers of individuals served have chosen to participate in a varied number of services and settings with LOGAN to enhance their life experiences, many of which are in the community outside LOGAN's walls.
5. Service delivery methods are modified as necessary to meet the needs of individuals and funding sources, but quality of services is not decreased in any way as a result.
6. Individuals served are making steady progress on achieving the goals and objectives in their support or treatment plans.
7. Preparing students for the work world following high school and supporting individuals in integrated competitive employment has been met with success and continues to expand.
8. Services are consistently provided in a fiscally responsible manner.
9. LOGAN is recognized as a quality provider and its reach in Indiana and Michigan continues to expand.



A Look Ahead

As we look at and reflect with pride on what we accomplished in fiscal year 2023, we look forward to an exciting fiscal year 2024. What follows are LOGAN's priorities for fiscal year 2024:

1. Open Early Intervention Learning Center.
2. Submit Employment Transformation Grant requesting funds to increase competitive integrated employment outcomes, including discontinuation of 14c subminimum wage certificate.
3. Strengthen and expand Community Employment, and Pre-Employment Transition Services.
4. Continue to develop and implement strategies to recruit and retain DSPs, evaluating the efficacy and pay rates of DSP Careers and the Residential Lead Compensation Plan
5. Implement RBT Careers and continue to develop and implement strategies to recruit and retain RBTs and BCBAs.
6. In the third year of the 75th Anniversary Campaign, 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.
7. Continued advocacy efforts with INARF and The Arc on behalf of all individuals with intellectual and developmental disabilities. Specifically address issues identified on LOGAN's Systemic Advocacy Issues.
8. Continue to prepare and plan for CARF reaccreditation survey in March or April 2024.