

**Access, Effectiveness, Satisfaction, and Efficiency Outcomes for Organizational Employment Services (OES),  
Supported Employment (SE), Community Integration, and Respite (Adult Care Services)  
Annual Outcomes Report July 2012-June 2013**

**OES:**

- Access:** Percentage utilization of OES hours on an annual basis. Goal: 85%  
Annual Results: SLS – 77.75% Comp – 78.25%  
Data Source: Utilization Reports  
Management Plan: Staff continue to review utilization on a monthly basis. Some individuals monitored for indicating a desire at their Service Plan meetings to attend day program, but then choose to attend very infrequently. In those situations we will work with the individual and their Case Manager to determine if we should modify their services and their plan. During the past year, we have had several individuals who have experienced significant health issues which also impacted utilization.
- Effectiveness:** Average Prevocational contract revenue per month. Goal: \$9000 per month  
Annual Average Monthly Results: \$9325.50  
Data Source: Contract billing sheet  
Management Plan: The monthly goal of \$9000 in Prevocational contract revenue was met.
- Satisfaction:** Percentage of families satisfied with OES. Goal: 95%  
Annual Results: SLS – 96% Comp – 97%  
Data Source: Family Satisfaction Surveys  
Management Plan: The goal of 95% family satisfaction with OES was met and exceeded.
- Efficiency:** Percentage of individuals who work on three or more jobs. Goal: 90%  
Annual Results: SLS – 69.25% Comp – 84%  
Data Source: Payroll  
Management Plan: We have had an emphasis on training individuals to perform all tasks of some jobs rather than breaking one job down into several steps, so this could account for the goal not being met. We have also had a couple of our longer term customers increase their regular orders so it could be that we took in fewer new jobs in an effort to meet those quotas. We will continue to strive to assure that individuals have access to a variety of job tasks.

**Supported Employment (SE)**

- Access:** Number of new job placements. Goal: 12  
Annual Results: SLS – 7 Comp – 3 Waiting List – 3 (not tracked through OMS tracking system)  
Data Source: Employment Application  
Management Plan: The goal was met and exceeded when including SLS, Comp and individuals on the Waiting List for services.

- Effectiveness:** Percentage of individuals employed for at least six months. Goal: 90%  
Annual Results: SLS – 92% Comp – 89%  
Data Source: Employment Application  
Management Plan: The goal was met for SLS participants, but was just shy of being met for Comp participants. Regular job support services will continue to be provided in an effort to help individuals maintain employment for at least six months. Job support services will be individualized to address both participant and employer needs and concerns.
- Satisfaction:** Percentage employed who are satisfied with their jobs. Goal: 90%  
Annual Results: SLS – 97.25% Comp – 94.25%  
Data Source: Family Satisfaction Surveys  
Management Plan: The goal of 90% satisfaction was met and exceeded.
- Efficiency:** Percentage of utilization of Supported Employment hours on an annual basis. Goal: 85%  
Annual Results: SLS – 76% Comp – 66%  
Data Source: Utilization Reports  
Management Plan: SE staff will increase efforts to ensure that all participants receive the allocated amount of support each month. If support needs change so that fewer support hours are needed, staff will make greater efforts to notify the Case Manager so that hours allocated in the SP can also be reduced, therefore lessening the occurrences of underutilization.

### Community Integration

- Access:** Percentage of utilization of integrated activity hours on an annual basis. Goal: 85%  
Annual Results: SLS – 74.75 Comp – 62.5  
Data Source: Utilization Reports  
Management Plan: During the past year, many of the individuals receiving integrated activity hours transitioned to Supported Employment services and their service hours were reclassified. As a result, the goal was not met. With the reclassification of hours as individuals move to community employment, the goal will be modified (reduced) to 65%
- Effectiveness:** Percentage of individuals involved in volunteer or paid work. Goal: 90%  
Annual Results: SLS – 62.25% Comp – 62.75%  
Data Source: Attendance Records  
Management Plan: The goal was not met. The reclassification of hours from integrated activity to Supported Employment has created some difficulty in collecting these numbers and meeting the goal. For the next reporting period, the goal will be changed to “Percentage of individuals involved in volunteer work “ and the goal will be changed to 75%.
- Satisfaction:** Percentage of satisfied families with Integrated Activities. Goal: 95%  
Annual Results: SLS – 94% Comp – 92%  
Data Source: Family Satisfaction Surveys  
Management Plan: The goal was not met for this reporting period. With the utilization of Person Centered Thinking tools to insure individuals served are listened to and services are being provided accordingly, satisfaction percentages should improve.

**Efficiency:** Percentage of programmatic paperwork turned in on time. Goal: 95%  
Annual Results: SLS – 60% Comp – 67.75%  
Data Source: Paperwork Tracking  
Management Plan: The goal was not met. During the next evaluation period, expectations will be developed with supervisory staff and additional tracking systems will be developed in the program for paperwork completion. Supervisory staff will also evaluate the need for additional resources to increase staff's ability to meet paperwork deadlines.

### **Respite Services (Adult Care Services)**

**Access:** Number of new families served during the year. Goal: 6  
Annual Results: 12 new families served  
Data Source: ACS Tracking  
Management Plan: The goal of serving 6 new families during the year was met and exceeded.

**Effectiveness:** Number of staff with medication errors during the year. Goal: 4 staff  
Annual Results: 6 staff had medication errors during the year out of 19 total staff.  
Data Source: Incident Report Tracking  
Management Plan: The goal was not met. The ACS Coordinator will continue to work with staff being more proactive in decreasing the number of medication errors during the year.

**Satisfaction:** Percentage of satisfied families with respite services. Goal: 96%  
Annual Results: 96%  
Data Source: Family Satisfaction Survey  
Management Plan: The goal of 96% satisfaction with respite services was met.

**Efficiency:** # of hours of respite provided during the year. Goal: 13000  
Annual Results: 17860  
Data Source: ACS Tracking  
Management Plan: The goal of providing 13000 hours of respite during the year was met and exceeded.