

**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 2020-June 2021**

**Organizational Employment Services (OES):**

- Access:** Percentage utilization of OES hours on an annual basis. **Goal: 85%**  
Annual Results: HCBS-SLS –**62%** HCBS-DD – **72%**  
Data Source: Utilization Reports  
Management Plan: HCBS-DD and SLS did not meet the goal of 85% during the last reporting period primarily due to the COVID19 pandemic restrictions. Staff continue to review utilization monthly. Staff also support individuals to identify their desired rate of attendance. During this time, we had individuals coming for 3 hours per day rather than the typical 5 hours. This was to ensure enough space between people and maximize capacity. We will continue to keep the goal of 85% for both service categories for the next reporting cycle.
- Effectiveness:** Average Prevocational contract revenue per month. **Goal: \$15,000 per month for FY21**  
Annual Average Monthly Results: **\$15,436.25**  
Data Source: Contract billing sheet  
Management Plan: The monthly goal was reached even though the revenues were low due to the pandemic. We had the support of staff and individuals to complete each contract on time. During this past year, we also started a new Specialized Hab program called “SOAR”. This program was created in response to new legislation to eliminate sub-minimum wage (SMW) payments in Colorado. A transition plan is being implemented to close the Prevocational Program by the end of June 2022. The SOAR program will allow people to transition out of the Prevoc program while still increasing work related soft skills.
- Satisfaction:** Percentage of families satisfied with OES. **Goal: 95%**  
Annual Results: HCBS-SLS –**N/A** HCBS-DD – **N/A**  
Data Source: Family Satisfaction Surveys  
Management Plan: A committee was established in 2020 to discuss and revise the Family Satisfaction Survey process. During that time, the committee revised the survey and decided to send surveys out in February. With this decision, the surveys will be sent out in February 2022. In the meantime, regular check-ins took place every few months with the families and caregivers involved in the Prevocational Program during 2021.
- Efficiency:** Percentage of individuals who work on three or more jobs during a quarter. **Goal: HCBS-DD 82% HCBS-SLS 65%**  
Annual Results: HCBS-SLS – **75.5%** HCBS-DD – **71.25%**  
Data Source: Payroll  
Management Plan: COVID19 pandemic restrictions impacted the opportunity for individuals to learn new contracts. The percentages for both groups fell during FY21, especially with the restrictions and workforce shortage. We have been providing Prevoc classes which has pulled individuals away from contract work to develop skills for community employment. As much as possible, we continue to assure that individuals have access to a variety of jobs, and staff have increased their efforts to encourage people to try different contracts when they are available.

## **Supported Employment (SE)**

- Access:** Number of new job placements. FY21 **Goal: 16 total**  
Annual Results: HCBS-SLS – 10, HCBS-DD – 6, Wait List- 0 **FY21 Total: 16 placements**  
Data Source: Employment Application  
**Management Plan:** During FY21, the goal was met. Monthly job development meetings take place to discuss potential businesses to outreach to in order to meet the needs of those working towards gaining competitive integrated employment. Job development is completed for each individual every month, with their goals being prioritized.
- Effectiveness:** Percentage of individuals employed for at least six months. **Goal: 90%**  
Annual Results: HCBS-SLS – **46%** HCBS-DD – **43%**  
Data Source: Employment Application  
**Management Plan:** Goal was not met for HCBS-DD and HCBS-SLS participants. Many new placements were achieved during FY21, so that may have impacted the overall length of time individuals were employed. Career Consultants complete an extensive intake questionnaire to ensure individuals are placed in appropriate work settings that fit their professional goals. Employer training and resources are made available to employers, as well as long-term job coaching, for any training needs that arise. When reaching stability at a job, the SE Coordinator reaches out to an individual's team to ensure the entire team agrees the individual is satisfied and doing well at their job. Career Consultants increase job coaching as needed when requested by employer or employee. Periodic assessments are completed to ensure individuals are satisfied with their job and their services.
- Satisfaction:** Percentage employed who are satisfied with their jobs. **Goal: 95%**  
Annual Results: HCBS-SLS – **100%** HCBS-DD – **100%**  
Data Source: Family Satisfaction Surveys  
**Management Plan:** The goal of 95% satisfaction was met for individuals in Supported Employment. Monitoring takes place at regular intervals throughout the year to identify any areas of potential dissatisfaction. When dissatisfaction is identified, Career Consultants work with employee and employer to address the concern(s), when possible. To gain more in-depth knowledge of an individual's satisfaction with work, SE staff have added space for guardian feedback (when applicable) on the survey. Waiver funds have been utilized to immediately assist individuals interested in changing jobs in an effort to find them additional and/or different employment while Division of Vocational Rehabilitation is determining eligibility. Career Consultants have flexible schedules so that if there is ever any issue that needs to be quickly addressed, they are able to support the individual and employer within a day or two.
- Efficiency:** Percentage of utilization of Supported Employment hours on an annual basis. **Goal: 85%**  
Annual Results: HCBS-SLS – **62 %** HCBS-DD – **32%**  
Data Source: Utilization Reports  
**Management Plan:** Goal was not met. SE Coordinator conducts monthly utilization reviews and provides unit adjustments as necessary to meet 85% utilization goal. Due to COVID, many individuals in SE were unable to work for several months. Due to this situation, coaches were unable to provide the allotted units that were initially requested.

## Community Integration

**Access:** Percentage of utilization of integrated activity hours on an annual basis. **Goal: 85%**

Annual Results: HCBS-SLS – **63%** HCBS-DD – **86%**

Data Source: Utilization Reports

Management Plan: During FY21, the utilization for HCBS-DD did meet the goal. Supervisors respond to individuals' and Guardians' requests to increase and decrease access to the community based on their wishes. The pandemic and the ensuing workforce shortage have negatively accessed community access. Access to community sites has been limited due to COVID19 restrictions and guardians' personal preferences. The goal set for HCBS-SLS was not met. HCBS-SLS Service Plans are reviewed each year and any requested changes are made, when possible. Utilization is monitored monthly to ensure each individual is being offered the choices and options they requested.

**Effectiveness:** Percentage of individuals involved in volunteering. **Goal: 60%**

Annual Results: HCBS-SLS – **5.5%** HCBS-DD – **2.25%**

Data Source: Attendance Records

Management Plan: The goals that were set for the HCBS-DD and HCBS-SLS were not met primarily due to the COVID19 pandemic. During the first 3 quarters of the FY, individuals were doing well working toward the goal of volunteering in the community. However, with the onset of the pandemic during the last year, only a small percentage of the individuals served continued to volunteer in the community due to health and safety concerns.

**Satisfaction:** Percentage of satisfied families with Integrated Activities. **Goal: 95%**

Annual Results: HCBS-SLS – **N/A** HCBS-DD – **N/A**

Data Source: Family Satisfaction Surveys

Management Plan: The Satisfaction Survey process timelines have changed in the last year and surveys will not be sent out until February 2022. Staff will follow up on any concerns or issues that are presented, and this goal can be reviewed in 2023. Staff continue to do check-ins with families and individuals served on at least a quarterly basis.

**Efficiency:** Percentage of programmatic paperwork turned in on time. **Goal: 95%**

Annual Results: HCBS-SLS – **95%** HCBS-DD – **89.85%**

Data Source: Paperwork Tracking

Management Plan: The programmatic paperwork turned in on time goal was met for HCBS-SLS. The programmatic paperwork goal for HCBS-DD was not met. During the past year, the supervisory staff have been training and increasing the number of documents submitted on time. The COVID19 pandemic has caused disruptions in the paperwork completion process due to supervisory staff needing to cover DSP staff absences. The goal of 95% will remain in place for FY22.

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

**Access:** Increase access by providing respite services to at least **7 new individuals/families served** during the year.

Annual Results: 5 new individuals and families

Data Source: ACS Tracking

Management Plan: The goal was not met. During FY21, ACS enrolled and began providing respite services for 5 new individuals and families. During FY22, ACS will continue to work towards the goal of enrolling at least 7 new individuals and families to receive respite services from our program.

**Effectiveness:** Increase effectiveness and decrease the number of staff responsible for medication errors during the year.

**Goal: 5 staff or fewer**

Annual Results: 4 staff

Data Source: Incident Report Tracking

Management Plan: The goal was met.

**Satisfaction:** Percentage of satisfied families with respite services. **Goal: 98%**

Annual Results: 97%

Data Source: Family Satisfaction Survey

Management Plan: This goal was not met. ACS will continue to strive to maintain 98% or higher satisfaction rate during the next reporting period.

**Efficiency:** Number of hours of respite services provided during the year. **Goal: 13,500**

Annual Results: 5,748

Data Source: ACS Tracking

Management Plan:

The revised goal to provide 13,500 hours of respite services during FY21 was not met. During FY21, ACS continued to experience challenging staffing shortages in addition to the COVID19 pandemic restrictions that impacted services during the last quarter of the FY. We have continued to work with the agency's Human Resources department to increase recruiting efforts even during the pandemic, and we have changed to more online training options for staff who are unavailable at certain times due to school or other work commitments. The lack of available staff and the pandemic both impacted the number of hours we are able to provide respite services at ACS.