

**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 2021-June 2022**

**Organizational Employment Services (OES):**

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

Annual Results: HCBS-SLS –**62%** HCBS-DD – **69%**

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. This program is also ending due to changes in state law and regulations, so individuals are being referred to other programs and opportunities.

**Effectiveness:** Average Prevocational contract revenue per month. **Goal: \$15,000 per month for FY22**

Annual Average Monthly Results: **\$12874.75**

Data Source: Contract billing sheet

Management Plan: The monthly goal was not met due to the pandemic and the transfer of individuals to other programs due to changes in state legislation. A transition plan is being implemented to close this program by the end of June 2023.

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

Annual Results: HCBS-SLS –**90%** HCBS-DD – **98%**

Data Source: Family Satisfaction Surveys

Management Plan: The satisfaction goal was met for individuals receiving HCBS-DD, but was not met for HCBS-SLS. As stated above, this program will be ending in FY23 and staff will continue to check in with families regarding program satisfaction and other program options and opportunities that are available.

**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 – **86.5%** HCBS-DD – **77.75%**

Data Source: Payroll

Management Plan: The goal was met during FY22 for individuals receiving HCBS-SLS and HCBS-DD. 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. **Goal: 16 total**

Annual Results: HCBS-SLS – 3, HCBS-DD – 7, Wait List- 4 **FY22 Total: 14**

Data Source: Employment Application

Management Plan: During FY22, the goal was not 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. During FY22, 2 Career Consultants completed Discovery Training which allows them to work with a specific group of individuals who have identified they want to pursue Community Integrated Employment, but often have a difficult time finding employment due to barriers. Additionally, a Career Consultant will be going through Benefits Counseling training in FY23 more individuals can be supported with employment related support services. Another Career Consultant was added during FY22 to assist more individuals in job development and job coaching.

**Effectiveness:** Percentage of individuals employed for at least six months. **Goal: 90%**

Annual Results: HCBS-SLS – **39.5%** HCBS-DD – **50%**

Data Source: Employment Application

Management Plan: Goal was not met for HCBS-DD and HCBS-SLS participants although there was some improvement for individuals enrolled in HCBS-DD. Some new placements were developed during FY20, 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 – **96%** 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. 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 – **69 %** HCBS-DD – **87%**  
Data Source: Utilization Reports  
Management Plan: Goal was not met for HCBS-SLS. 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 or worked sporadically for several months. Due to this situation, SE staff were unable to provide the allotted service 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 – **55%** HCBS-DD – **56%**  
Data Source: Utilization Reports  
Management Plan: During FY22, the utilization for HCBS-DD and HCBS-SLS did not meet the goal due to the ongoing COVID19 pandemic and corresponding Public Health Emergency. Access to community sites has been limited due to COVID19 restrictions and guardians' personal preferences. Utilization is monitored monthly to ensure each individual is being offered the choices and options they requested, and as pandemic restrictions improve, more community access options will be available to persons served.

**Effectiveness:** Percentage of individuals involved in volunteering. **Goal: 60%**  
Annual Results: HCBS-SLS – **11.5%** HCBS-DD – **11.25%**  
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 ongoing COVID19 pandemic. With the ongoing pandemic restrictions, only a small percentage of the individuals served could continue to volunteer in the community.

**Satisfaction:** Percentage of satisfied families with Integrated Activities. **Goal: 95%**  
Annual Results: HCBS-SLS – **92%** HCBS-DD – **93%**  
Data Source: Family Satisfaction Surveys  
Management Plan: While satisfaction percentages for Community Integrated services were close to the goal, the goal was not met. Due to the ongoing pandemic restrictions and the systemic workforce shortage, service options were often limited by the numbers of days per week and the hours per day. The restrictions and the resulting limitations were frustrating to everyone involved. Staff continue to do check-ins with families and individuals served on at least a quarterly basis to continue to address concerns.

**Efficiency:** Percentage of programmatic paperwork turned in on time. **Goal: 95%**  
Annual Results: HCBS-SLS – **97%** HCBS-DD – **85.75%**  
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. The pandemic has caused disruptions in the paperwork completion process due to supervisory staff needing to cover DSP staff absences.

### **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: 11 new individuals and families  
Data Source: ACS Tracking  
Management Plan: The goal was met. During FY22, ACS enrolled and began providing respite services for 11 new individuals and families. During FY23, 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. ACS management and staff will continue to work towards decreasing the number of staff-responsible medication errors, and maintain the goal of 5 or less errors during the year.

**Satisfaction:** Percentage of satisfied families with respite services. **Goal: 98%**  
Annual Results: 98%  
Data Source: Family Satisfaction Survey  
Management Plan: This goal was 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: 6543 hours of respite  
Data Source: ACS Tracking  
Management Plan:  
The goal to provide 13,500 hours of respite services during FY22 was not met. However, during FY22, ACS provided almost 1000 hours more than was provided in FY21. During FY22, ACS continued to experience challenging workforce shortages in addition to the COVID19 pandemic restrictions that impacted services again during the year. As pandemic restrictions have been

lifted, ACS has been able to increase the number of individuals receiving services. The ACS program continues to be short staffed. The Director of ACS continues to work with the agency's HR department in efforts towards recruiting and hiring ideal applicants. Our program would like to continue to aim towards hiring the number of staff needed to be able to return to providing up to 7 nights of respite services each week.