

Community Employment Services

OUTCOMES REPORT - FY 2015

Assessment Period: July 1, 2014 through June 30, 2015

ASSESSMENT OPTIONS	ANNUAL EXPECTED OUTCOME	RESULTS					COMMENTS / SUGGESTIONS
		1st quarter	2nd quarter	3rd quarter	4th quarter	Annual	
1 Percentage of individuals from the Job Development List who are placed on community jobs. [Service Access]	50%	35%	29%	75%	75%	54%	Of the 60 individuals on Job Development, 32 individuals were placed which equates to 75%. Annual Total: 54%
2 Percentage of individuals whose Personal Profile [used for job placement] is completed within 30 days after the initial Job Development Meeting. [Effectiveness]	100%	100%	100%	100%	100%	100%	All CCDS Personal Profiles/ Employment Profiles were done at intake. Annual Total: 100%
3 Percentage of individuals working who express satisfaction with their job. [Consumer Satisfaction]	95%	99%	99%	98%	97%	98%	Of the 138 people employed, only 3 individuals want a new job. Annual Total: 98%
4 Percentage of individuals working in community jobs who are earning more than minimum wage. [Efficiency]	60%	70%	67%	83%	83%	76%	105 individuals of the 138 employed currently make above Minimum Wage which equates to 83%. Annual Total: 76%
5 Percentage of stakeholders [Families, Community Employers, Funders, CCDS Board Members] expressing satisfaction with services. [Stakeholder Satisfaction]	95%	—	—	—	—	93%	Employers' Satisfaction: 86% Family Satisfaction: 100% Total Satisfaction: 93%

Day Habilitation

OUTCOMES REPORT - FY 2015

Assessment Period: July 1, 2014 through June 30, 2015

ASSESSMENT OPTIONS	ANNUAL EXPECTED OUTCOME	RESULTS					Annual	COMMENTS / SUGGESTIONS
		1st quarter	2nd quarter	3rd quarter	4th quarter			
1 Percentage of persons served expressing satisfaction with services received. [Individual Satisfaction]	95%	–	–	–	–	95%	21 of 22 individuals served expressed satisfaction with the program, which equates to a 95% satisfaction rate.	
2 Increase new opportunities for community volunteer work sites. [Effectiveness]	12	1	6	3	2	12	12 new opportunities for community volunteer work sites were secured.	
3 Using information gained from the Personal Profile, percentage of individuals who have at least 5 new community experiences each year. [Effectiveness]	95%	66%	66%	58%	28%	46%	Almost all participants received two new experiences (touring golf course on golf cart, Art Bash, Starlight Pottery and Hospice Art Gallery) this year.	
4 To fund community outings, will earn revenue through recycling and sale of hand crafted items. [Efficiency]	\$ 1,200.00	\$ 136.50	\$ 1,194.29	\$ 188.15	\$ 169.05	\$ 1,687.99	The annual goal was exceeded by \$487.99.	
5 Percentage of stakeholders expressing satisfaction with services. [Stakeholder Satisfaction]	95%	–	–	–	–	100%	100% of family/caregivers expressed satisfaction with services provided by CCDS.	
6 Percentage of consumers who enter program within one month of Intake Completion. [Service Access]	98%	100%	100%	N/A	N/A	100%	Within one month of Intake Completion, 100% of consumers entered the program.	

Training Services

OUTCOMES REPORT - FY 2015

Assessment Period: July 1, 2014 through June 30, 2015

ASSESSMENT OPTIONS	ANNUAL EXPECTED OUTCOME	RESULTS					Annual	COMMENTS / SUGGESTIONS
		1st quarter	2nd quarter	3rd quarter	4th quarter			
1 #1 Percentage of individuals receiving services who express satisfaction with PreVocational Training experience. [Consumer Satisfaction]	98%	—	—	—	—	99%	111 of 112 individuals expressed satisfaction with services. Total: 99% Satisfaction	
2 #2 Number of individuals whose training wages have increased. [Efficiency]	35	15	1	0	6	22	Annual Total: 22 individuals had training wages increase	
3 #3 Number of individuals placed on community jobs who transferred from Quantum to CES. [Effectiveness]	10	1	0	1	0	2	Annual Total: 2 Transfers to CES.	
4 #4 Percentage of daily documentation entered in Therap by the end of each month. [Effectiveness]	15%	60%	50%	60%	66%	59%	Annual Total: 59% of documentation entered in Therap by end of month.	
5 #5 Percentage of stakeholders [Business Partners, Families, Quantum Bd. Mbrs., Funders] expressing satisfaction with services. [Stakeholder Satisfaction]	95%	—	—	—	—	100%	Family: 100% Printing: 100% Catering: 100% Board: 100% Total: 100% Satisfaction	
6 #6 Percentage of individuals seeking services who enter program within one month of Intake Completion. [Service Access]	95%	N/A	100%	100%	100%	100%	Annual Total: 100% entered within 1 month of Intake completion	