

## Community Employment Services

### OUTCOMES REPORT - FY 2016

Assessment Period: July 1, 2015 through June 30, 2016

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 2016

Assessment Period: July 1, 2015 through June 30, 2016

ASSESSMENT OPTIONS	ANNUAL EXPECTED OUTCOME	RESULTS					Annual	COMMENTS / SUGGESTIONS
		1st quarter	2nd quarter	3rd quarter	4th quarter	Annual		
1 Percentage of individuals who have a scheduled CCDS Intake Meet and Greet within two weeks after initial contact from Centralized Intake [Service Access]	1	N/A	1	1	1	1.00	3 intakes were completed during Q 4. During FY '16 100% of the Meet and Greets occurred within 2 weeks of referral from the Reg. Bd. The annual outcome was exceeded by 5 percentage points.	
2 Percentage of personnel who remain employed within the agency [Efficiency]	85%	100%	100%	100%	75%	94%	During Q 4, 2 of 8 employees left. (1 resigned, 1 terminated) For the FY '16, 94% of DH employees remained employed at CCDS. The annual outcome was exceeded by 9 percentage points.	
3 The total number of community outings per week [Effectiveness]	7	5	7	7	6	6	During Q 4, 6 outings per week occurred, which missed the outcome by 1 outing. During FY 16, an average of 6 outings occurred each week, which missed the annual outcome by 1 outing.	
4 The number of times an individual participates in a community outing per month [Effectiveness]	2	1.7	2.2	2.4	2	2	During Q 4 each individual made 2 outings per month occurred, which met the outcome as written. The annual outcome of 2 outings per month was met as written.	
5 Percentage of individuals receiving services who express satisfaction with Community Access Group experience [Consumer Satisfaction]	95%	—	—	—	—	98%	50 of 51 individuals served in Day Hab expressed satisfaction with services, which equates to 98% satisfaction. The annual outcome of 95% was exceeded by 3 percentage points.	
6 Percentage of individuals receiving services who express satisfaction with Community Access Group experience [Consumer Satisfaction]	95%	—	—	—	—	100%	Of the 14 Stakeholder Surveys received all expressed satisfaction. The annual outcome was exceeded by 5 percentage points.	

# Training Services

## OUTCOMES REPORT - FY 2016

Assessment Period: July 1, 2015 through June 30, 2016

ASSESSMENT OPTIONS	ANNUAL EXPECTED OUTCOME	RESULTS					Annual	COMMENTS / SUGGESTIONS
		1st quarter	2nd quarter	3rd quarter	4th quarter	Annual		
1 Number of individuals who participate in job sampling in the community [Service Access]	20	0	4	13	12	29	During Q 4, 12 individuals participated in Job Sampling. Annually a total of 29 individuals participated in Job Sampling, which exceeded the annual outcome of 20 by 9 percentage points.	
2 Percentage of personnel who remain employed within the agency. [Efficiency]	70%	90%	93%	90%	88%	90%	During Q 4, only 3 of 25 employees left the agency, which equates to 88% remaining. Annually 90% of staff remained at CCDS, which exceeded the annual outcome by 20 percentage points.	
3 Number of individuals who transfer from Quantum to CES to obtain community jobs [Effectiveness]	10	1	1	1	2	5	During Q 4, 2 individuals transferred from PV to SE Services. Annually 5 individuals transferred. The annual outcome was missed by 5 individual transfers from PV to SE.	
4 Percentage of ISP tracking entered in Therap by the end of the month [Effectiveness]	70%	77%	77%	74%	82%	77%	82% of the records had the tracking entered in Therap by the end of the month in the 4th quarter. Annually 77% of the records had Therap entered which exceeded the annual outcome by 7 percentage points.	
5 Percentage of individuals receiving services who express satisfaction with PreVocational Training experience. [Consumer Satisfaction]	95%	—	—	—	—	95%	Only 1 of 165 individuals were not satisfied with services. This individual is now in SE rather than PV Services. This equates to greater than 99% satisfaction. The annual outcome was exceeded by 4 percentage points.	
6 Percentage of stakeholders who express satisfaction with Quantum Services [Stakeholder Satisfaction]	95%	—	—	—	—	97%	Of the 58 stakeholder surveys received, 56 respondents were satisfied. The annual outcome was exceeded by 2 percentage points.	





