

Community Employment Services

OUTCOMES REPORT - FY 2018

Assessment Period: July 1, 2017 through June 30, 2018

ASSESSMENT OPTIONS	ANNUAL EXPECTED OUTCOME	RESULTS						COMMENTS / SUGGESTIONS
		1st quarter	2nd quarter	Semi-Annual	3rd quarter	4th quarter	Annual	
1 The number of individuals from PV Svcs. (Quantum) placed on community jobs. {Service Access}	20	5	1	6				During the first half of the FY, we have focused on transferring individuals from Training Svcs. to CES by having an Employment Specialist dedicated to placing individuals from Training Services. Job Seekers Workshop has also been shifted to mid-day to enable individuals in Training Services to attend this training.
2 Percentage of new hires who maintain the same job for more than 6 months. {Effectiveness}	85%	X	85%	85%				Of the 40 individuals placed since July 1, 6 are no longer employed. Employment Specialists continue to provide long-term follow up for individuals served. The frequency of contact is increased when individuals encounter difficulty with their jobs.
3 Percentage of individuals with closed VR cases who receive funding for long-term supports {Efficiency}	80%	100%	60%	80%				Of the 10 individuals who have completed all 5 phases of VR, 6 currently receive long-term supports. 3 have applied for long term supports and 1 does not qualify. Referrals to Family Support for interim funding are made during Phase 4. The Planning List Administrator is contacted during this time in an effort to determine eligibility and obtain long-term supports.
4 Percentage of individuals who express satisfaction with their job. {Satisfaction}	95%	X	X	X				This outcome will be evaluated on an annual basis.
5 Will increase the number of new employers. {Effectiveness}	2500%	12	13	25				Employment Specialists have been participating in networking events and working closely with individuals served throughout the Discovery Process. Employment Specialists are evaluated on the number of new job sites they developed for individuals served. During staffing meetings, new employment opportunities are always discussed.
6 Percentage of stakeholders who express satisfaction with Services. {Stakeholder Satisfaction}	95%	X	X	X				This outcome will be evaluated on an annual basis.

*This goal was changed to a semi annual goal due to the fact that it involves placements of 6 mos. or greater.

Community Access Group Services

OUTCOMES REPORT - FY 2018

Assessment Period: July 1, 2017 through June 30, 2018

ASSESSMENT OPTIONS	ANNUAL EXPECTED OUTCOME	RESULTS						COMMENTS / SUGGESTIONS
		1st quarter	2nd quarter	Semi-Annual	3rd quarter	4th quarter	Annual	
1 Form a new CAG group composed of 6 individuals {Service Access}	1	0	0	0				During the 2nd quarter, we only had 3 active CAG groups due to staffing challenges. <i>(Previously we had 4 groups.)</i> We will continue our efforts to hire additional staff by posting on job sites and hosting a Job Fair after the first of the year.
2 Total number of new activities individuals participate in to include volunteer partnerships and enrichment activities {Effectiveness}	5	1	2	3				New activities include visiting individuals at Abercorn Rehabilitation Center and participating in Mixed Media Art Classes. Staff continues to seek new community based activities for the individuals served.
3 Percentage of individuals reaching maximum billing hours * {Efficiency}	80%	59%	48%	54%				Attendance challenges were created by families taking extended holidays for Thanksgiving and Christmas. In Oct. 64% of individuals served reached their maximum billing hours. Staff will continue to encourage individuals to attend services at CCDS on a daily basis.
4 Percentage of individuals receiving services who express satisfaction with their CAG experience. {Consumer Satisfaction}	95%	N/A	N/A	N/A				This goal will be reviewed on an annual basis.
5 Percentage of stakeholders who express satisfaction with CAG Services. {Stakeholder Satisfaction}	95%	N/A	N/A	N/A				This goal will be reviewed on an annual basis.

*Based upon 504 units/ or max available per month (Medicaid) and 90 hrs. State

Training Services

OUTCOMES REPORT - FY 2018

Assessment Period: July 1, 2017 through June 30, 2018

ASSESSMENT OPTIONS	ANNUAL EXPECTED OUTCOME	RESULTS						COMMENTS / SUGGESTIONS
		1st quarter	2nd quarter	Semi-Annual	3rd quarter	4th quarter	Annual	
1 Number of Community Based Learning cohorts offered throughout the year. {Service Access}	7	2	1	3				1 cohort of the CBLP program occurred during the 2nd quarter. Scheduling was difficult with the holidays occurring in Nov. and Dec.
2 Number of individuals who transfer from PreVocational Svcs. to CES when obtaining community jobs. {Service Access}	20	5	1	6				During Q2 1 individual was transferred from PV to CES. Community job placement continues to be a strong focus for our organization. Individuals expressing an interest in obtaining a job participate in Job Seekers Workshop on a weekly basis.
3 Increase percentage of individuals who reach their maximum billing hours/ units per month . * {Efficiency}	70%	45%	54%	50%				54% of the individuals served in PV reached max billing hours for Q2. Many individuals took extended holidays in Nov. and Dec. In Oct. we had 66% attendance. Staff will continue to encourage individuals to attend PV on a daily basis.
4 Average number of records with missing Therap entries at the end of each month. {Effectiveness}	1500%	22	16	19				The following details the number of records containing missing information: Oct. 7 records, Nov. 10 records, and in Dec. 30 records. We have implemented required work days on Saturday for the staff behind on their Therap entries in an effort to assist staff with maintaining current documentation.
5 Percentage of individuals receiving services who express satisfaction with PreVocational Training experience. {Consumer Satisfaction}	95%	N/A	N/A	N/A				This outcome is reviewed on an annual basis.
6 Percentage of individuals receiving services who express satisfaction with PreVocational Training experience. {Consumer Satisfaction}	95%	N/A	N/A	N/A				This outcome is reviewed on an annual basis.

*Based upon 504 units/ or max available per month (Medicaid) and 90 hrs. State

Day Habilitation Services

OUTCOMES REPORT - FY 2018

Assessment Period: July 1, 2017 through June 30, 2018

ASSESSMENT OPTIONS	ANNUAL EXPECTED OUTCOME	RESULTS						COMMENTS / SUGGESTIONS
		1st quarter	2nd quarter	Semi-Annual	3rd quarter	4th quarter	Annual	
1 Percentage of individuals who have an initial CCDS Intake Meeting within two weeks after the referral is received from Centralized Intake. {Service Access}	1	1	0	0				Only one intake was scheduled during Q2 and was delayed due to request by the family. This intake was completed within 3 weeks after the referral was received.
2 Percentage of personnel who remain employed within the agency. {Efficiency}	1	1	1	1				During the 2nd quarter, each of the 3 months had 2 openings within this program. Requirements for this position include CNA Certification and the ability to perform daily documentation. Many applicants have one or the other, but not both.
3 The total number of community outings per week {Effectiveness}	5 outings per week	2 outings per week	3 outings per week	2.5 outings per week				During the 2nd quarter we went on 3 outings per week, which is an improvement from the 1st quarter. As staffing increases, we will continue to work towards our goal of 5 community outings per week.
4 Percentage of individuals who participate in 2 community outings per month. {Effectiveness}	85%	73%	39%	56%				Of the 49 individuals served, 14 people had 2 community outings per month in Oct. and Nov. In Dec., 30 of the 49 individuals served participated in 2 outings per month. Challenges pertaining to community outings were caused by staffing shortages and illnesses that kept individuals receiving services from attending the program.
5 Percentage of individuals receiving services who express satisfaction with Community Access Group experience. {Consumer Satisfaction}	95%	x	X	X				This outcome will be reviewed annually.
6 Percentage of stakeholders who express satisfaction with Community Access Group Services. {Stakeholder Satisfaction}	95%	x	X	X				This outcome will be reviewed annually.
7 Percentage of individuals who achieve maximum billing hours each month.*(efficiency)	75%	X	0.51	0.51				Individuals who received maximum billing: October 26 out of 50. November 26 out of 50 . December 25 out of 50. Many of the individuals served in Day Hab have health challenges which make daily attendance quite difficult.

*Based upon 504 units/ or max available per month (Medicaid) and 90 hrs. State