

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 | |
| 1 The number of individuals from PV Svcs. placed on community jobs. {Service Access} | 20 | 5 | 1 | 6 | 1.00 | | One individual from PV Svcs. (Training Program) was placed on a community job this quarter. Some families/providers prevented individuals from accepting community jobs due to concerns relating to SSI and independence. We also encountered challenges due to the PV Job Developer leaving the program. CES has hired another PV Job Developer and GVRA has been actively accepting supported employment referrals which will increase the number of individuals transferring from PV Services to Community Employment. The annual outcome of 20 individuals being placed on community jobs from PV was overly ambitious, however we project we will have a total of 10 transfers from PV to CES by the end of the fiscal year. |
| 2 Percentage of new hires who maintain the same job for more than 6 months. {Effectiveness} | 85% | X | 85% | 85% | 91.00% | | During Q 3, 49 of the 54 individuals who have been employed since July 1st maintained their jobs for six months or longer. Of the 5 individuals who are no longer employed, 2 had their positions eliminated by their employer. CES will continue to provide long term support tailored to assisting people with developing careers. |
| 3 Percentage of individuals with closed VR cases who receive funding for long-term supports {Efficiency} | 80% | 100% | 60% | 80% | 25% | | Of the 4 individuals who have completed all 5 phases of VR Services, 1 currently receives long-term supports. The other 3 have applied for long term supports and are being referred to Employment Express, which is a long-term support mechanism. We will continue to work closely with our funders to ensure all individuals served are eligible for long support funding. |
| 4 Percentage of individuals who express satisfaction with their job. {Satisfaction} | 95% | X | X | X | X | | This outcome will be evaluated on an annual basis. |
| 5 Will increase the number of new employers. {Effectiveness} | 25.00 | 12 | 13 | 25 | 5 | | We have added the following new employers: Nexeo/ JCB , St Josephs Operating Room, YMCA Tybee Island, MCS / Port City Logistics, Faith Equestrian Center. The Employment Specialists have actively been participating in additional networking groups to increase community contacts to include the Tourism Leadership Council as well as other new groups. Creating new employment opportunities for the individuals that meets their needs and preferences continues to be a top priority. |
| 6 Percentage of stakeholders who express satisfaction with Services. {Stakeholder Satisfaction} | 95% | X | 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 | |
| 1 Form a new CAG group composed of 6 individuals {Service Access} | 1 | 0 | 0 | 0 | 0.00 | | During the 2nd quarter we only had 3 active CAG groups due to staffing challenges, however we now have 4 active CAG groups. Financial challenges were of concern with implementing a 5th group, however we have committed to increasing CAG opportunities due to the interest individuals have expressed in this program. |
| 2 Total number of new activities individuals participate in to include volunteer partnerships and enrichment activities {Effectiveness} | 5 | 1 | 2 | 3 | 1.00 | | New activities include working as volunteers in the King-Tisdell garden at the Beach Institute. New activities will continue to be sought as they provide new experiences for the individuals in CAG. |
| 3 Percentage of individuals reaching maximum billing hours * {Efficiency} | 80% | 59% | 48% | 54% | 44% | | 44% of the individuals in CAG reached maximum billing hours each month. This percentage was negatively impacted by illness and several individuals who have chosen to attend services 4 days per week due to other commitments. Case managers will speak to the families and providers about the importance of individuals remaining for a full 6 hours of service 5 days per week. |
| 4 Percentage of individuals receiving services who express satisfaction with their CAG experience. {Consumer Satisfaction} | 95% | N/A | N/A | N/A | X | | 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 | X | | 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

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| ASSESSMENT OPTIONS | ANNUAL EXPECTED OUTCOME | RESULTS | | | | | COMMENTS / SUGGESTIONS |
|---|-------------------------|-------------|-------------|-------------|-------------|-------------|---|
| | | 1st quarter | 2nd quarter | Semi-Annual | 3rd quarter | 4th quarter | |
| 1 Number of Community Based Learning cohorts offered throughout the year. {Service Access} | 7 | 2 | 1 | 3 | 1.00 | | We were unable to offer more than 1 Community Based Learning Program (CBLP) to individuals during the 3rd quarter of the fiscal year due to the ratios we are contractually required to maintain within our program. It is our intention to have the necessary staffing to offer CBLP to additional groups during the 4th quarter. |
| 2 Number of individuals who transfer from PreVocational Svcs. to CES when obtaining community jobs. {Service Access} | 20 | 5 | 1 | 6 | 1.00 | | One individual from PV Svcs. (Training Program) was placed on a community job this quarter. Some families/providers prevented individuals from accepting community jobs due to concerns relating to SSI and independence. We also encountered challenges due to the PV Job Developer leaving the program. CES has hired another PV Job Developer and GVRA has been actively accepting supported employment referrals which will increase the number of individuals transferring from PV Services to Community Employment. The annual outcome of 20 individuals being placed on community jobs from PV was overly ambitious, however we project we will have a total of 10 transfers from PV to CES by the end of the fiscal year. |
| 3 Increase percentage of individuals who reach their maximum billing hours/ units per month . * {Efficiency} | 70% | 45% | 54% | 50% | 39% | | 39% of the individuals served met the maximum number of billing hours available during Q3. Illnesses greatly impacted attendance during the winter months. Staff continues to encourage individuals to attend the Training Programs and awards are offered at the end of each week for the individuals who have perfect attendance. Case managers will speak to the families and providers about the importance of individuals remaining for a full 6 hours of service 5 days per week. |
| 4 Average number of records with missing Therap entries at the end of each month. {Effectiveness} | 15.00 | 22 | 16 | 19 | 21.00 | | Maintaining accurate timely documentation is an area of continued focus for our organization. We have been holding required work days on Saturday for the staff members who are behind on their Therap entries in an effort to assist them with maintaining current documentation. We also have a part time staff member who is responsible for reviewing entries and reporting information to the Managers. |
| 5 Percentage of individuals receiving services who express satisfaction with PreVocational Training experience. {Consumer Satisfaction} | 95% | N/A | N/A | N/A | N/A | | This outcome is reviewed on an annual basis. |

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|---|---|-----|-----|-----|-----|-----|--|--|
| 6 | Percentage of stakeholders receiving who express satisfaction with PreVocational Training experience. {Consumer Satisfaction} | 95% | N/A | 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

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| ASSESSMENT OPTIONS | ANNUAL EXPECTED OUTCOME | RESULTS | | | | | COMMENTS / SUGGESTIONS |
|---|-------------------------|--------------------|--------------------|----------------------|--------------------|-------------|--|
| | | 1st quarter | 2nd quarter | Semi-Annual | 3rd quarter | 4th quarter | |
| 1 Percentage of individuals who have an initial CCDS Intake Meeting within two weeks after the referral is received from Centralized Intake. {Service Access} | 95.00% | 87.00% | 0.00% | 44.00% | 100.00% | | Two of the intakes we received from Centralized Intake were held within 2 weeks. The other individual referred to us developed the flu, so the intake was postponed beyond the two week period which was beyond our control. |
| 2 Percentage of personnel who remain employed within the agency. {Efficiency} | 85.00% | 71.00% | 75.00% | 73.00% | 71.00% | | Five of the seven staff members' remained employed with EmployAbility during the past quarter. Two staff members were terminated during the 3rd quarter of the year. |
| 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 | 4 outings per week | | The number of outings individuals participated in during Q3 increased from previous quarters due to having additional staffing. 3 weekly outings were held in Jan., and 4 weekly outings were held in Feb. and March. |
| 4 Percentage of individuals who participate in 2 community outings per month. {Effectiveness} | 85% | 73% | 39% | 56% | 96% | | Day Hab staff placed great emphasis on getting individuals out into the community on a regular basis. An example of some of the outings the individuals have participated in include: Habitat ReStore, Bamboo Farm's Strawberry Patch, Jepson Center, Meals on Wheels, and the Recycling Center. |
| 5 Percentage of individuals receiving services who express satisfaction with Community Access Group experience. {Consumer Satisfaction} | 95% | x | 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 | X | | This outcome will be reviewed annually. |
| 7 | Percentage of individuals who achieve maximum billing hours each month.*(efficiency) | 75% | X | 51.00% | 51.00% | 26% | | The following information reflected the number of individuals who had maximum billing: January 9 of 40 , in February 12 of 40 , and in March 9 of 37. Issues preventing individuals from reaching maximum billing hours include doctors appointments, illnesses, and being picked up early by the family/ provider. Case managers will speak to the families and providers about the importance of individuals remaining for a full 6 hours of service 5 days per week. |

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

