



OUTCOMES - FY19

PROGRAM: Community Integration (COI)/Community Access Group: July 1, 2018 - June 30, 2019												
1. OUTCOME/OBJECTIVE: Increase Community Participation												
Performance Indicators	Who Applied To	Time of Measure	Data Source	Obtained By	Performance Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Results/Comments	Extenuating Circumstances	Last Year's Annual Result
<b>Effectiveness Domain</b>												
1.1 Number of Additional Community Sites where Individuals Volunteer* * <i>**Goal was revised to reflect importance of adding new community sites, as well as maintaining current sites.</i>	Community sites where individuals volunteer	Annual	Community Partner List	Manager of CAG	15	5	1	3	2	CAG has created 2 new opportunities with Meals on Wheels. Two of these opportunities involves delivering meals to homes. Meals on Wheels continues to remain a favorite volunteer activity for the individuals in CAG.		
<b>Efficiency Domain</b>												
1.2 Total Number of Community Sites where Individuals Volunteer	Community Sites where Individuals Volunteer	Annual	Community Partner List	Manager of CAG	14	14	15	18	20	2 new community volunteer sites were added, which brings the total number of volunteer sites to 20.		9* *This number was changed from 10 to 9 because CAG only had a total of 9 community volunteer sites at the end of FY18.
<b>Service Access Domain</b>												
1.3 Number of Individuals Who Participate in CAG	Individuals	Annual	CAG Roster	Manager of CAG	42	36	36	44	43	Individuals currently participating in other programs continue to express an interest in becoming a part of CAG.		24

<b>Stakeholder Input/Satisfaction Domain</b>												
<b>-- Person Served</b>												
1.4 Percentage of Individuals Reporting Increased Interpersonal Skills while Participating in the Community	Individuals	Annual	Work Skills Assessment	Manager of CAG	80%	88%	43%	67%	67%	15 individuals had annual reviews during the past quarter and 10 reported improved interpersonal skills while in the community. Theother 5 individual s is experiencing significant health problems ( skills have deteriorated).		N/A
<b>-- Other Stakeholder</b>												
1.5 Percentage of Community Partners Expressing Satisfaction with CAG Volunteers	Community Partners who have CAG Volunteers	Annual	Surveys	CARF Coordinator	80%	N/A	N/A	N/A		This goal will be assessed annually.		N/A
<b>2. OUTCOME/OBJECTIVE: Increase in Daily Engagement</b>												
<b>Effectiveness Domain</b>												
2.1 Number of Activities where Individuals Actively Engage with Community Members *Annual Outcome was increased from 7 to 20 due to the goal being surpassed during Q1.	Individuals Served	Annual	ISPs	Manager of CAG	20	15	17	20	23	New activities in which individuals are actively engaged with community members include participating in programming at the YMCA for water aberobics and 2 activities involving meal deliveries.		3



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PROGRAM: Community Access (Day Habilitation): July 1, 2018 - June 30, 2019

1. OUTCOME/OBJECTIVE: Increase Community Participation

Performance Indicators	Who Applied To	Time of Measure	Data Source	Obtained By	Performance Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Results/Comments	Extenuating Circumstances	Last Year's Annual Result
<b>Efficiency Domain</b>												
1.1. Average Number of Visits to Community Sites per Person (unduplicated) Outcome was revised for Q3 to ensure all individuals are given the opportunity to participate in community outings.	Individuals Served	Annual	Outings Records	Director of Day Services	12	3.00	3.00	2.00	2	50% of Day Habilitation went to at least three outings scheduled this quarter.		
1.2. Number of New Community Partners	Individuals Served	Annual	Outings Records	Director of Day Services	12	1.00	2.00	4.00	2	We developed two new community partners. One partner is a caregiver volunteer that comes weekly to assist with arts and crafts. We also partnered with District 14		

Stakeholder Input/Satisfaction Domain  
-- Person Served

1.3. Percentage of Individuals* Reporting Increased Confidence in Community Participation. * "Individuals" will be expanded to include parents and other caregivers for the purpose of this outcome.	Individuals Served	Annual	Work Skills Assessment	Director of Day Services	30%	N/A	43%	8.00%	2.27%	1 of the 44 individuals served in Day Hab reported increased confidence in community participation.		
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2. OUTCOME/OBJECTIVE: Increase Skills for Daily Living

<b>Effectiveness Domain</b>												
2.1. Number of Individuals Who Set Goals for Daily Living Skills in ISP	Individuals served	Annual	ISPs	Director of Day Services	10	3.00	4.00	9.00	1	1 individual chose to set goals relating to improving their daily living skills. The individuals and families value these goals because of the relationship between improved daily living skills and successful community integration.		

<b>Stakeholder Input/Satisfaction Domain</b>												
<b>-- Stakeholder</b>												
2.2. Number of Individuals* who Report Improvement in the Area of Daily Living Skills. * "Individuals" will be expanded to include parents and other caregivers for the purpose of this outcome.	Individuals served	Annual	Work Skills Assessment	Director of Day Services	10	N/A	3.00	3.00	2	2 individuals reported improvement in their daily living skills.		
<b>3. OUTCOME/OBJECTIVE: Increase in Daily Engagement</b>												
<b>Effectiveness Domain</b>												
3.1. Number of Activities Involving Active Engagement with Community Members	Individuals Served	Annual	ISPs	Director of Day Services	12	3.00	3.00	5.00	5	Three new community members volunteered with Day Hab. This includes The Resource Center, Chatham County Tag Office(Recycling Project), and Goodwill.		
<b>Service Access Domain</b>												
3.2. Number of "New" Activities Based on Individual Choice	Individuals Served	Annual	ISPs	Director of Day Services	*30	20.00	4.00	7.00	3	We had 3 new activities this quarter to include an Art Show, Donation to St. Jude, and Memorial Day Commemoration Program.		

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PROGRAM: Organizational Employment Services (OES)/PreVocational: July 1, 2018 - June 30, 2019											
1. OUTCOME/OBJECTIVE: Increase Job Placement											
Performance Indicators	Who Applied To	Time of Measure	Data Source	Obtained By	Performance Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Results/Comments	Extenuating Circumstances
<b>Service Access Domain</b>											
1.1 Number of individuals placed in community employment	Individuals served	Annual	Placement List	Community Employment Manager	15 individuals	1	1	0	0	We have not had any individuals from Pre-Vocational Services employed in the community during the 4th Quarter.	During the last quarter, we had one pre-vocational individual that was offered a position; however, the family declined to accept the position because they were in a social security wage payback.
2. OUTCOME/OBJECTIVE: Increase in Employment Skills											
<b>Effectiveness Domain</b>											
2.1 % of individuals who show improvement on Work Skills Assessment scores	Individuals served	Annual	Work Skills Assessment	Director of Training	60%	75% (6/8)	60% (6/10)	57.14 % (4/7)	66.67% (2/3)	2 of the 3 assessments increased and 1 decreased by 3 points (92 to 89). 7 participants did not have assessments from 2018 that could be located to compare 2019 results.	The data set was limited due to collection and record retention issues. As we continue to improve the delivery of the Work Assessment and record retention process we expect sample sizes to increase.
<b>Stakeholder Input/Satisfaction Domain</b>											
<b>-- Person Served</b>											
2.2 % of individuals reporting increased confidence in their work-readiness.	Individuals served	Annual	Work Skills Assessment	Director of Training	70%	75% (6/8)	20% (2/10)	0% (0/7)	66.67% (2/3)	2 assessments reflected an increase in confidence and one had the same score as the previous assessment. 7 participants did not have assessments from 2018 that could be located.	The data set was limited due to collection and record retention issues. As we continue to improve the delivery of the Work Assessment and record retention process we expect sample sizes to increase.
<b>-- Other Stakeholder</b>											
2.3 % of employers reporting satisfaction with participants' skills 3 months after placement.	Individuals served	Annual	Surveys	Community Employment Manager	80%	N/A	N/A	N/A	N/A	There were no pre-vocational placements during this quarter. Therefore; no surveys given.	

3. OUTCOME/OBJECTIVE: Increase Interest in Community Employment											
Performance Indicators	Who Applied To	Time of Measure	Data Source	Obtained By	Performance Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Results/Comments	Extenuating Circumstances
<b>Effectiveness Domain</b>											
3.1 # of individuals actively in job development. (i.e.... participating in interviews, evaluating job sites)	Individuals served	Annual	Job Development List	Community Employment Manager	25	7	8	9/9	9/9	9/9 Pre-voc job seekers are attending job seekers workshops weekly. There have been no additional contracts signed.	The Georgia Vocational Rehabilitation counselor completed all of the WIOA counseling sessions in the fourth quarter. The Counselor will begin setting up intakes with the individuals that requested they would like to work in the community.
<b>Efficiency Domain</b>											
3.2. % of individuals who express an interest in obtaining a community based job** **This is question from internal Work Assessment Sheet.	Individuals served	Annual	Assessed during ISP Process	Director of Training	75%	100% (8/8)	54% (13/24)	29.41% (5/12)	57.14% (4/7)	4 of the 7 participants that answered the question were interested in obtaining community employment. 3 of the 10 participants in this category did not have responses that could be classified as affirmative or negative.	The results may be impacted because the question on the assessment does not specifically ask if the participant is interested in community employment. The ISP asks if they are, 'aware that employment in the community is an option.'" The ISP needs to be reconciled with the Work Assessment Sheet.



OUTCOMES - FY19

PROGRAM: Supported Employment Services (SES): July 1, 2018 - June 30, 2019												
1. OUTCOME/OBJECTIVE: Increase Employment Positions for Individuals Served												
Performance Indicators	Who Applied To	Time of Measure	Data Source	Obtained By	Performance Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Results/Comments	Extenuating Circumstances	Last Year's Annual Result
<b>Effectiveness Domain</b>												
1.1 Number of New Positions with Employer Partners for Individuals to Choose from	Community Employment Services	Annually	Job Development Activity Record	Community Employment Manager	20 per year	7.00	4	16	7	There were 7 new positions added during this quarter. There were 4 additional positions granted by current employers ABM/ Gulfstream, KFC, Bubba Gumbos and Kessler. 2 Positions from new employers Coastal Farms, Effingham County Commissioner Unique Positions: Farm Assistant. We exceeded this goal by 14 Positions during this fiscal year.		This was the first year of tracking this outcome.
2. OUTCOME/OBJECTIVE: Increase Stakeholder Satisfaction												
<b>Stakeholder Input/Satisfaction Domain</b>												
<i>-- Other Stakeholder</i>												
2.1 Percentage of Stakeholders who Express Satisfaction with Individuals Hired	Individuals	Annually	Surveys	Community Employment Manager	95%	N/A	N/A	N/A	N/A	The Stakeholder Satisfaction Surveys will be performed once per year.		This was the first year of tracking this outcome.
3. OUTCOME/OBJECTIVE: Increase Economic Independence												
<b>Efficiency Domain</b>												
3.1 Percentage of Individuals Paid above Minimum Wage	Individuals	Annually	Comp List/ Placement Sheets	Community Employment Manager	80%	92.00%	91%	91%	92%	185 of 202 individuals employed in the community make above minimum wage. The average wage is \$9.49 hourly. 91% of individuals served are being paid above Minimum Wage		This was the first year of tracking this outcome.

<b>Service Access Domain</b>												
3.2 Percentage of Individuals attending Job Seekers Workshops/Job Readiness Workshops	Individuals	Annually	Job Seekers Workshop Sign In Sheets	Community Employment Manager	80%	35.00%	24%	60%	71%	29 job seekers live in Chatham County and 1 lives in Bryan County. Only 1 lives in Effingham. Of those 20 of the 28 individuals are regularly attending job seekers.	2 of the job seekers have been placed on VR hold. 3 of the individuals have declined to attend Job Seeker Meetings. Transportation is an issue for Job Seekers in the Effingham Area.	This was the first year of tracking this outcome.
<b>Stakeholder Input/Satisfaction Domain</b>												
<b>-- Person Served</b>												
3.3 Percentage of Individuals Expressing Satisfaction with Hourly Pay	Individuals	Annually	Work Skill assesments	Community Employment Manager	95%	N/A	99%	100%	100%	During this quarter, No one has reported dissatisfaction with their Hourly pay.		This was the first year of tracking this outcome.