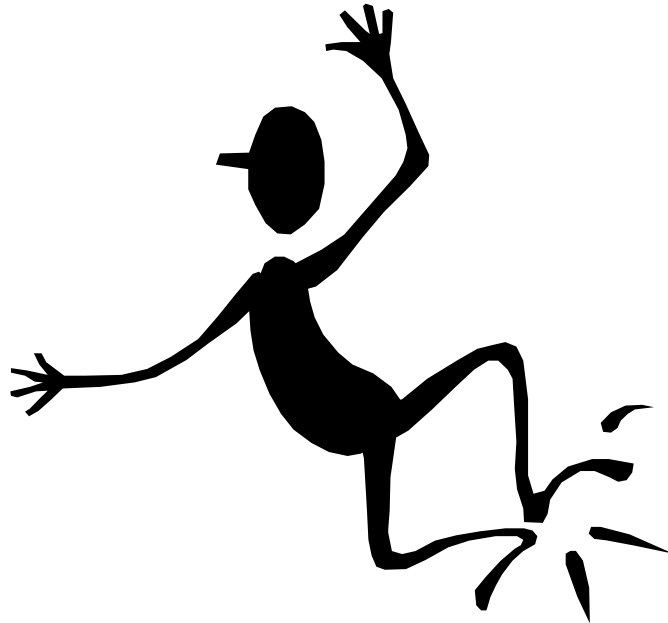


**Developmental Disabilities
Resource Center**

**ADULT VOCATIONAL/DAY
SERVICES**



OUTCOME MANAGEMENT REPORT
January 1, 2009 – June 30, 2009

OUTCOME MANAGEMENT REPORT
January 1, 2009 – June 30, 2009

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DIRECTOR'S REPORT

January 1, 2009 – June 30, 2009

ACCOMPLISHMENTS AND KEY ISSUES

Comprehensive Funding

It was during the last reporting period that the Division for Developmental Disabilities changed the format for requesting day funding for Comprehensive services. The new structure requires that for each person the Interdisciplinary team must identify if their services will be facility based, non-facility based, group or individual employment or any combination of these four categories. For each person served we must track the service category in 15 minute increments. In addition, the transportation funding was changed to a per trip reimbursement based on the distance individuals are transported one way to day program. Differential billing was also implemented for those who need passes and coupons that are used for public transportation. AVS must track the number of trips daily by consumers for all individuals that AVS transports or provides bus passes/coupons for. It was expected that the comprehensive rates would change in July 2008 but this was delayed until January of 2009. The initial analysis of the new program rate change implemented in January by the State of Colorado, Division for Developmental Disabilities (DDD) for all individuals in Comprehensive Services is projected to be a decrease to the AVS budget of \$111,000. The transportation budget, which is separate from the AVS budget but is part of AVS management responsibilities, is projected to be an increase of \$85,000 with an overall net loss of \$26,500.

Supported Living Services Funding

During this reporting period DDD revised the rates for the Supported Living Services program which are scheduled to be implemented July 1, 2009. The impetus for the rate change was the state audit performed by the federal agency, Center on Medicaid and Medicare Services (CMS). Colorado was mandated by CMS to standardize all rates in the developmental disabilities system.

In March, DDD sent a letter out to all families who receive services through the Supported Living Services Waiver inviting them to attend a teleconference, presentation or view the planned rate changes on their web site. The recommended changes included an individualized assessment to determine level of need with rates established for each level. The SLS funding process allocates a specific amount of dollars annually which is based on the individual's level of need. Also there were some changes in the types of services that SLS would fund and/or continue to provide for individuals.

Initially, the State explained the service/program changes but did not have the specific rates for the services or the total amount of money a family could spend per year. This resulted in an unfortunate impact to families since the actual dollar amounts were not announced until late May.

Once this announcement was made it became apparent that a major problem developed for several families as the total number of dollars that each family is allowed to spend was significantly less than was previously allowed. This spending limit was such that some families could not afford a day program 4 days a week with transportation. The assessment tool, the Support Intensity Scale, used for determining the level of need for each individual was also questioned by families as many felt it didn't capture the true nature of their son's or daughter's level of need. The system and families are still grappling with the implications and fallout of these decisions. DDRC worked in cooperation with the local ARC to schedule additional meetings in June for families to share their concerns with staff from the Division for Developmental Disabilities. The new funding was implemented July 1, 2009.

Waiver Program Changes

On April 6th the system received a memo from Sharon Jacksi, the State Director for the Division for Developmental Disabilities (DDD). The memo stated, "that due to current federal Medicaid requirements that prohibit the use of Medicaid funds in the support of sheltered work (NIWS), DDD is beginning to examine program and funding alternatives." According to the memo, the phase out for reimbursement for sheltered work would end July 1, 2012. The letter stated that DDD wanted to convene a stakeholder workgroup and wanted members to represent the following areas: self advocates, consumers, providers, parents, and advocacy groups. Louis Bruno, who has a daughter in the AVS program and who has served on the DDRC Board of Directors for many years, applied as a parent representative and was asked to participate on the committee. The committee met one time during this reporting period. The meeting time was utilized for explaining the waiver guidelines and definition of services. The facilitator of the meeting was asked to get further clarification on the Medicare Guidelines and program definitions from the Center on Medicaid and Medicare Services. The workgroup will continue to meet monthly until they have completed their recommendations which will be reviewed by DDD and CMS.

Growth

In fiscal year 2008-2009 a substantial number of new program resources were made available statewide. In light of this new opportunity to serve more individuals AVS considered the need for additional space to accommodate new program participants. Because of changes in the administrative structure of DDRC, AVS assumed the management of the Graduate Activity Program (GAP) located at the Weiland Center in September of 2008. This change in management allowed for additional program space for day services and better utilization of the Weiland Center.

Because the state allocated an unprecedented number of new program slots in the 2008-2009 budget year AVS expected to grow by about 30 individuals. In order to accommodate this growth all individuals who were enrolled in the community participation program full time at the Bruno Vocational Center were relocated to the Weiland Center in the south part of the county. The relocation took place in March of 2009 with approximately 15 individuals and 3 staff moving

to the Weiland facility. Several individuals who lived north in the county also made a change and decided to attend the AVS program site located in the northern part of the county.

Parent Advisory Committee

AVS's Parent Advisory Committee continues to meet as needed throughout the year. The committee's role has changed over the past few years and now it mainly serves as an advisory group to the AVS Director. The committee is comprised of parents and/or family members representing all program areas. AVS planned to expand the committee to include Weiland Center families during the last reporting period but due to the many changes happening during this reporting period it did not occur. The committee members continue to assist with volunteering for all holiday events and attending state meetings as needed.

Consumer Council

The Consumer Council continues to meet and during this reporting period held the following trainings and events:

- "Self Advocacy Training", by Katie Taliercio, DDRC Self Advocacy Coordinator. During this reporting period Katie facilitated a group of 6 consumers who have ongoing issues with each other. She met with them once a week for 1 hour at a time. She assisted the consumers with resolving their problems between themselves. She helped them talk to each other without getting upset. They also made a video demonstrating a problem and how to resolve the issue. The video will be shown to other consumers at Bruno as a teaching tool for problem resolution.
- In March, Skip Jutze, Business Operation Manager met with the consumers about the Prevailing Wage.
- In April, The West Metro Fire Department met with the consumers.
- In May, Cathy Westervelt, AVS Nurse met with the consumers about Hand Washing due to the Swine Flu outbreak.

Transportation Services Report

A continuing challenge for the AVS Transportation Department is having enough staff each day to drive all the routes. AVS's goal is to limit our staff to driving once a day due to their program responsibilities such as payroll data entry, consumer program goal tracking, daily program activities data and program planning. It has been a continual challenge to meet this goal. AVS is grateful for the help and cooperation of staff who are willing to drive whenever they are needed.

A new challenge that impacted the Transportation Department during this reporting period was the theft of gasoline from our vans at Gray St. AVS is looking into putting locking gas caps on all our vans.

Current statistics for this reporting period on Transportation Services:

Total ridership – 143 consumers, 15 are part-time. Part time is defined as transporting a consumer less than 4 times a week.

Total number of miles driven per week – 3,356 miles. The number of miles driven weekly includes consumers on the crews who are driven home by their supervisors at the end of their work day.

Number of Routes – 25 total, 9 at Gray, 11 at Bruno, 1 at Weiland, and 4 Crew routes with staff driving consumers home after work.

Accidents – There were several accidents involving AVS vans this reporting period. Philadelphia Ins. Co. is handling the claims for 2 of the vehicles damaged by AVS drivers. There were no insurance claims filed on the AVS vans involved in the accidents. There were no injuries to any people.

AVS continues to provide monthly safety awards for safe driving. The awards are given to 2 staff when there are no avoidable accidents and no unreported damage to the vehicles. The names of the 2 staff are randomly drawn from all drivers who have driven during the month.

AVS Program Referrals and Evaluations

AVS has a part-time staff person who is responsible for reviewing all referrals and evaluating individuals who are interested in any of the programs offered by AVS. During this reporting period AVS reviewed a total of 53 referrals.

Current statistics for this reporting period on evaluations

16 individuals were evaluated for AVS Services during this reporting period.

- ✓ 3 individuals entered Work Services 4 days per week
- ✓ 3 individuals entered Work Services part time
- ✓ 1 individual entered Work Services 2 days per week and Community Participation 2 days per week
- ✓ 2 individuals entered Community Participation at the Weiland Center
- ✓ 3 individuals entered Basic Skills/Community Participation at Gray St.
- ✓ 1 individual entered Community Employment – Crew

Three individuals were evaluated but did not enter services for the following reasons:

- 1 individual has no funding but is on the waiting list for SLS funding.
- 2 individuals wanted a crew placement but there are no available openings.

During this reporting period AVS reviewed an additional 37 referrals. AVS did not provide an evaluation for these individuals for the following reasons:

- ❖ 12 individuals needed a support level AVS could not provide at this time (example: one on one supervision).
- ❖ 1 individual wanted a crew placement for which we have no openings.
- ❖ 22 individuals chose a different program although AVS responded that potential placement was possible.
- ❖ 1 individual AVS evaluated responded positively but will be evaluated in the next reporting period.
- ❖ 1 individual was already served by AVS but an RFP was submitted; this individual ultimately decided to stay with AVS.

Employment Requests

Every consumer is asked as part of their Individual Planning meeting several questions related to their satisfaction with current services. One of the questions asked at the meeting is if they would like a community job. A consumer can also tell a staff at any time if they would like a job in the community and a meeting will be arranged. AVS actively works with the individual and their team to identify interests and or barriers to employment.

Current Statistics on Employment Requests:

- 25 consumers are requesting employment
- 14 consumers want individual employment
- 11 consumers would like a crew placement

During this reporting period 16 consumers were removed from the employment waiting list. At the consumer's IP the consumer or parent can request that the individual be removed from the list. Typical reasons for removal include: the individual requires supervision at all times, current program is meeting his or her needs, lacks stranger awareness and safety skills and requires 24 hour supervision.

During this reporting period 10 new consumers were added to the employment list and those numbers are reflected in the current statistics for employment requests.

Consumers Employed

- 0 consumers were employed in an individual job
- 1 consumer was employed in a crew placement

Other Services Offered to help with Transitioning to Employment

0 consumers were given situational job evaluations during this reporting period
8 consumers were enrolled to receive service through the Division for Vocational Rehabilitative Services (This is a requirement under the Medicaid Waiver)

FUTURE ISSUES AND CHALLENGES FOR AVS

Supported Living Services Funding

The reimbursement rate for individuals who receive Supported Living Services funding was announced in May and it is both a lower total amount per person and a lower program rate for some individuals than their current reimbursement rate. The new rate was implemented July 1, 2009. Our analysis shows the new rate will have a negative impact on the AVS budget.

Economy

The declining economy continues to impact AVS in several ways. Overall our contract work and income is the lowest it has been in years. The challenge of developing new contracts due to the continued loss of manufacturing jobs in Colorado continues to make finding light industrial packaging jobs difficult. AVS

is currently investigating different type of business opportunities that could be beneficial in providing some type of consistent work for consumers

Due to the high unemployment rate our Supported Employment Consultants are challenged to find ways to help each individual maintain their jobs. Finding new jobs at this time has been nearly impossible.

The good news as it relates to the poor economy is AVS is experiencing an unprecedented low staff turnover rate. This low turnover rate does help AVS provide our consumers and their families with more consistent program support.

Waiver Changes

The potential outcome of the work group that was organized by DDD in June to review program and funding alternatives for individuals who are currently enrolled in sheltered work (NIWS) will have a major impact on the 160 individuals who are currently receiving this service at our Bruno facility.

Dick Markley, AVS Board Chairperson, Rob DeHerrera, Chief Financial Officer and the AVS Director are working closely with Louis Bruno, parent representative on the state workgroup. The work group will decide what options will be made available to the 160 individuals in AVS who have chosen to work rather than be in a community participation program. A review of the Medicaid Guidelines, which is used to write state waivers has a program definition called Prevocational Services. This service definition includes the following:
allows for individuals to be in a supervised work setting
allows individuals to be paid for work,
requires the individual to have a habilitative goal
requires that the individual must be paid less than 50% of minimum wage.

This service has been provided in Colorado under the waiver but the definition was deleted from the Comprehensive Waiver in 2004 and the Supported Living Waiver in 2008. The recommendations of this committee will also impact 1400 individuals across the statethat are currently enrolled in this service.

New Program Models

Our aging population continues to be a concern and will have an impact on the type of services that will be needed to serve this population in the future. Funding to support smaller staff to consumer ratios to meet the physical, medical and behavioral requirements of this growing group was recently addressed in the changes that were made to the waivers. Each consumer is assessed using the Support Intensity Scale and their funding is determined based on their level of need.

AVS continues to identify and implement ways to improve the building environment, review the best use of assistive technology and propose service changes to address the needs of our aging population. AVS is currently working with a group of therapists to be able to offer speech, physical and occupational therapy to individuals.

Supported Employment

Last but not least, during the last reporting period the Division of Vocational Rehabilitative Services (DVR) announced in August 2008 that, due to budgetary problems, they were implementing cost containment efforts which eliminated job placement without special authorization and also reduced the rates being paid for job coaching, work crew development and work adjustment. Since the cost containment efforts did not resolve the budgetary issues DVR implemented a waiting list. Effective October 17, 2008 all individuals found eligible for DVR services were placed on a waiting list based on the severity of his or her disability until further notice. Those individuals who had been determined eligible prior to October 17, 2008 and who were receiving services continue to receive those services.

The waiting list that was implemented by DVR was detrimental to the individuals we served since with the implementation in October there were no resources to provide job development. The DD system waited for direction from DDD as to how to access funding to serve those individuals wanting employment using the Medicaid Waiver funding. It was a requirement previous to the implementation of the DVR waiting list that DVR funds must be used for employment support.

It wasn't until January, that the DD system received a memo explaining how an individual can receive supported employment services while DVR has a waiting list in place. Also in January, a Denver area Supported Employment meeting was held to discuss these changes. In June, training was organized by DVR and DDD for providers to discuss best practices and other changes to streamline the system. But with the DVR waiting list, the slow and cumbersome state process to request supported employment funding using Medicaid dollars and the lower overall rates for supported employment these changes in the system continue to have a negative impact on employment for individuals with developmental disabilities.

WORK SERVICES

January 1, 2009 – June 30, 2009

Population Demographics**

CATEGORY	CONSUMERS
Total number of consumers served	180*
Number of male consumers	90
Number of female consumers	90
Communication (Non Verbal)	33
Number of consumers requiring direct toileting assistance	12
Number of consumers requiring indirect toileting assistance (i.e. verbal reminders, clothes fastening)	28
Number of consumers requiring feeding assistance	21
Number of consumers utilizing wheelchairs for mobility	15
Number of consumers utilizing canes/walkers for mobility	16
Number of consumers over age 55	40
Number of consumers under age 55	140

*Number of consumers receiving Community Participation part time: 23 of 180

*Number of consumers receiving Community Integrated Employment part time: 7 of 180

*Number of consumers receiving CIE-Crew part time: 5 of 180

Staff to Consumer Ratio:

Direct Contact Staff: 11

Ratio: 1 direct contact staff person to 16+ consumers

Program Manager Staff: 4 +2

Ratio: 1 program manager to 45* consumers.

*Program Managers have an additional community participation caseload of 23 individuals and a community crew caseload of 12. As a result, the actual average program manager to consumer ratio is approximately 1 to 45. Two Program Managers have primary responsibility for the Crews and CIE consumers. The other 4 Program Managers have primary responsibility for Work Services and Community Participation (after March, 2009 all consumers at the Bruno facility receiving services in Community Participation do so on a part time basis and also receive program in Work Services again on a part time basis).

WORK SERVICES January 1, 2009 – June 30, 2009

EFFICIENCY OBJECTIVE: Ensure that individuals at varying levels of ability can complete work available.

DOCUMENTATION: Consumer Downtime Reports. There were approximately 194 consumers who worked an average of 5.5 hours per day.

MONTHS	# Of Consumer Hrs in Downtime January-June 07	# Of Consumer Hrs in Downtime January-June 08	# Of Consumer Hrs in Downtime January-June 09
JANUARY	301.84	15.75	215.33
FEBRUARY	241.34	13.50	42.25
MARCH	81.50	9.25	312.25
APRIL	127.25	5.00	288.25
MAY	166.58	2.00	238.00
JUNE	248.25	4.83	319.92
AVERAGE	194.46	8.38	236.00

* This downtime chart reflects only consumers that have downtime due to their skill level.

ANALYSIS

The main reason for the increased hours of downtime due to skill level is the decline in the economy. The companies that AVS contracts with primarily depend on retail sales. The economic downturn has had a major impact on their sales thus reducing the amount of work available for AVS to do. When people are not buying pizza, you know we have a problem! AVS has not seen pizza rounds from one of our major customers for several months. Because of this fiscal situation, AVS has been diligently trying harder to provide excellent customer service to our existing customers, as well as trying to generate new business partners.

Another reason for the increase in downtime due to skill level is AVS discontinued paying consumers for training. Since the amount of work declined during this period due to the economy there was a corresponding increase in the number of consumers who were being paid training wages. This became cost prohibitive and AVS had to temporarily discontinue this practice while we evaluate the best course of action. AVS's first priority is to find work for all individuals but when no work is available AVS would like to make the paid training option available to consumers. AVS will investigate ways to fund the paid training option during the next reporting period.

Actions / Recommendations

1. The Business Operations Manager will continue to review on a monthly basis the downtime report to identify and seek additional contract work to meet the skill level of all consumers in AVS. (On-going, Responsibility -- Skip Jutze)
2. The Business Operations Manager, Assistant Director and AVS Director will continue to meet to discuss how to best staff work services to meet the needs of consumers. (Responsibility – Skip Jutze)
3. The Business Operations Manager and Production Supervisor will continue to monitor work areas to determine the best use of consumer skills maximize consumer production and increase consumer wages. Responsibility – Skip Jutze)

WORK SERVICES JANUARY 1, 2009 – JUNE 30, 2009

EFFECTIVENESS OBJECTIVE: To place a minimum of 10 persons from Work Services on a community work crew or into new individual community integrated employment positions. (Optimal: 15 placements)

DOCUMENTATION: Monthly Placement Report/Working Files

NEW PLACEMENTS	WORK CREW	INDIVIDUAL EMPLOYMENT
January	0	0
February	0	0
March	0	0
April	0	0
May	1	0
June	0	0
PLACEMENTS	1	0

ANALYSIS

Unfortunately, we did not even come close to meeting our goal of placing 10 individuals from work services on a work crew or in individual community employment during this time period, primarily due to the sharp downturn in the economy. No individuals were placed from the work center into individual employment. This mirrored what we were also seeing in placements of those who had previously worked in the community but were currently unemployed. Job development was also slowed somewhat by the new procedures through the Division of Vocational Rehabilitation including their Cost Containment Plan and the implementation of a waiting list (this will be discussed further in the Supported Employment Services section of this report).

We continue to manage workloads and placements on our work crews. One individual was placed from the work center to work on a work crew in May. She had been very unhappy at the work center and also had some challenging behaviors that were increasing in the work center. Through evaluating her on the crew, we found she was happier and more cooperative and we were able to give her more individual attention and support due to the smaller size of the work crew compared to a work line. Ultimately, it was just a better job match for her.

We continue to seek additional work assignments for the existing crews to meet the needs of the individuals who had transferred to the crews when the former work crew Mousetrap was terminated last fall. We did add new assignments to the grounds keeping crews with some small contracts. We are also anticipating that a long term janitorial work crew contract with Jefferson County may not be renewed in September as Jeffco may be consolidating their janitorial contracts into one overall contract. Consequently, we have been developing a transition plan in the event the contract ends. If the contract is terminated we will refer the crew members to the Division of Vocational Rehabilitation to be put on

their waiting list and then request job development funding from the Division of Developmental Disabilities to help locate new employment options. We are currently seeking new janitorial contracts and if this occurs, we may be looking at reorganizing our current contracts.

No individuals transitioned from the work center to individual jobs during this reporting period. Our process continues to be slowed somewhat due to the economic downturn and existing Medicaid regulations requiring that all job placements be funded through the Division of Vocational Rehabilitation instead of Medicaid. Throughout this reporting period we continued to work on the cases of the referrals we've made to Voc Rehab for funding for services, but those have not yet resulted in a job placement.

ACTIONS/RECOMMENDATIONS

1. AVS will continue to explore the job market for small crew and individual employment opportunities for those consumers who wish to work in the community. (Responsibility – AVS Marketing staff and Employment Consultants)
2. AVS will continue to seek funding for projects that will help with the development of new employment opportunities for those we serve. (Responsibility – Shelley Richardson and Diana Holland)
3. AVS will continue to refer individuals to Voc Rehab and work collaboratively with them to improve and expedite the process to help individuals transition to community based employment. (Responsibility – Diana Holland, AVS Assistant Director)

WORK SERVICES

January 1, 2009 – June 30, 2009

SATISFACTION OBJECTIVE: To monitor satisfaction with the AVS program by consumers attending work services through the use of the Consumer Desired Outcomes form completed during the annual I.P. for each consumer.

DOCUMENTATION: Consumers Desired Outcomes Survey: (76 Respondents)

OUTCOME MEASURE	YES	%	NO	%	*
Do you like your job?	72	94.74	4	5.26	0
Are you offered a choice of jobs?	71	93.42	5	6.58	1
Would you like a community job?	16	21.62	58	78.38	2
Would you like to try Community Participation?	18	24.66	55	75.34	3
Is there enough work for you?	54	72.00	21	28.00	1
Are you satisfied with your supervisor?	76	100	0	0	0
Would you change anything?	2	2.67	73	97.33	1
Satisfied with communication home to program	76	100	0	0	0

*No response to this question.

ANALYSIS

72 of 76 individuals stated that they were satisfied with the job opportunities presented to them.

71 of 76 individuals reported that they get to choose their jobs.

16 consumers expressed a desire to explore community employment. These individuals have been referred to Community Integrated Employment for further discussions and additional information.

There were 18 individuals who expressed an interest in learning more about the community participation program at the Bruno Building.

54 of 76 individuals expressed satisfaction with the amount of work available. The decrease reflects the impact the slow economy is having upon consumers and their satisfaction/dissatisfaction with work availability. This continues to be a top priority for the AVS management and marketing staff.

76 individuals surveyed were happy with their supervisor.

76 individuals were satisfied with the communication between home and program.

2 of 76 individuals expressed a desire to change some aspect of their program experience.

The following list is a summary of comments including desired changes consumers expressed interest in at their individual IP meetings:

One consumer wants more work variety and choice

Two consumers would like to try CP

Two consumers would like to work in the community to make more money

One consumer would like to work in the community at Wendy's

Seven consumers think there is not enough work sometimes

One consumer would like to work on a crew

One consumer would like to participate in the Meals on Wheels program through CP

One consumer wants a volunteer job

Overall, individuals are very satisfied with the services and supports that are provided at the Bruno Building. However, the impact of increased downtime due to a struggling economy is clearly being felt by a decrease in satisfaction with the amount of work available. Many of the stated requests and concerns have already been addressed and followed up on by the program manager and/or vocational supervisor. These outcomes have been noted and dated on the individual Outcomes Measurement Surveys.

ACTIONS/RECOMMENDATIONS

1. AVS will continue to utilize a database to track consumer concerns and requests. Monthly, a printout of the pending concerns and requests will be distributed to all program managers for updating and follow up. An updated copy is forwarded to the AVS Director and Assistant Director for their review. (Ongoing Responsibility – Mary Ann Tracy, Tammy Drumright and AVS Program Managers)
2. AVS will explore alternative ways of capturing consumer satisfaction information. (Responsibility – Tammy Drumright)

PERSONAL, SOCIAL, AND COMMUNITY SUPPORTS AND SERVICES
January 1, 2009 – June 30, 2009

Population Demographics:

CATEGORY	GRAY	BRUNO
Total number of consumers served	67*	23*
Number of male consumers	37	9
Number of female consumers	30	14
Number of consumers over the age of 55	18	10
Number of consumers under the age of 55	49	13
Communication (Non verbal)	49	2
Number of consumers requiring direct toileting assistance	45	0
Number of consumers requiring indirect toileting assistance (i.e. verbal reminders, clothes fastening)	16	6
Number of consumers requiring feeding assistance	48	2
Number of consumers utilizing wheelchairs for mobility	23	0
Number of consumers utilizing canes/walkers for mobility	10	1

67 represents the total number of consumers served by Gray St. staff and includes 1 Obra funded consumer who receives limited program hours. Since some consumers attend part time the actual count used to figure ratios is 62

23 represents the total number of consumers served by Bruno staff. Since all consumers attend part time now the actual count used to figure ratios is 10 (4 consumers attend 3 days, 9 attend 2 days and 10 attend 1 day per week)

Staff to Consumer Ratios: (G = Gray Street B = Bruno Building)

Direct Contact Staff: 13G Ratio: 1 direct contact staff person to 4.76 consumers

Program Manager Staff: 2G Ratio: 1 program manager to 33+ consumers

Direct Contact Staff: 2B Ratio: 1 direct contact staff person to 5 consumers (actual daily supervision ratio is higher due to consumer part time attendance)

Program Manager Staff: 4B Ratio: 4 program managers to 23 consumers in Community Participation/Work Services (WS/CP) and 157 consumers in Work Services (WS)

INFORMATION EVALUATION PROCESS

AVS has refined our information system over the past several years to the point that we are now able to request a report on each consumer detailing the type and amount of facility or community based activities hours received by those enrolled in Community Participation and Basic Skills services at the Gray St. and Bruno facilities. During this reporting period the 1 individual who receives service hours through the OBRA Nursing Home funded program was excluded from the sample. (We exclude this individual from the sample because the hours of service requirement, location of service provision and service needs is substantially different than for the balance of consumers receiving services.)

Data was obtained by analysis of monthly activity calendars, individual consumer notes and categorization of all the various activities into 3 categories: In-House or Facility Based, Community Based and Work activities. The types of activities were tallied by category from utilization of a time card coding process, which provides activities analysis, by categories and hours. Averages were then calculated.

ACTIVITY CATEGORY DEFINITIONS

In-House/Facility-Based - includes activities which occurred in the facility rather than in the community on a given day. This category includes domestic, functional academics, recreation/leisure, vocational, clean-up/bus time, lunch and other skills.

Community-Based – includes activities which occurred in the community such as purchasing skills, cultural visits, recreation/leisure/special events activities and volunteer activities.

Work - includes paid work activity and Computer Lab training.

ANALYSIS OF DATA

For the reporting period January through June 2009 the following monthly averages by percentage (%) per consumer were obtained:

Bruno Community Participation January through June 2009 (by % of program time). Previous 6 month reporting period averages are shown in ().

In-House/Facility-Based Activities: (75.01* includes lunch)	74.07
Community-Based Activities: (24.99)	25.94

Gray Street Community Participation and Basic Skills combined January through June 2009 (by % of program time). Previous 6 month reporting period averages are shown in ().

In-House/Facility-Based Activities:	(77.92* includes lunch)	78.42
Community-Based Activities:	(21.69)	21.31
Work	(.38)	.27

**There were 98 program days during this time period or an average of 16.33 days per month. (AVS changed from a 5 to a 4-day program week in August 2001.)

PERSONAL, SOCIAL, AND COMMUNITY SUPPORTS AND SERVICES
January 1, 2009 – June 30, 2009

EFFICIENCY OBJECTIVE: To maximize the use of community resources for at least 50% of the program hours in a month in the Community Participation program.

ANALYSIS

The AVS Community Participation program has not met the objective of utilizing community resources for at least 50% of the program hours each month at both the Gray St. and Bruno facilities for this reporting period.

Bruno Community Participation Program

The Bruno Community Participation program objective of utilizing community resources for at least 50% of the program hours each month has not been met during this reporting period. In the past each consumer attended 20 - 24 hours per week (depending upon transportation and other factors). Now, all 23 individuals do contract work for some hours each week and this consumer group, in general, requires less physical care/assistance than consumers in the Gray Street program. We had previously set a target of providing no more than 40-48 hours (10-12 hours per week) of service monthly in a community setting. Our current average total of 25.94 or 6.7 hours per week represents an increase from the previous reporting period of 24.99 or 6.2. The in-house or facility based program time % appears to have decreased slightly from 75.01 or 18.75 hours per week to 74.07 or 18.51. In reality, this figure simply represents in-house program activity and lunch hours now being counted together.

The Bruno Community Participation program underwent a significant change in March with consumers attending the program full time moving to the Weiland facility. Those consumers remaining in program at the Bruno building attend on a part time basis only (from one to three days per week) with the balance of program time spent in Work Services. The program is now staffed with two VIS direct care staff serving an average of 10-14 consumers each day. Because everyone receiving services is now part time, AVS will need to revise our program objective of utilizing community resources for at least 50% of the program hours each month. Previously AVS has focused upon reporting data for the individuals who attended the CP program full time.

A number of consumers in this program leave early to board the R-1 bus each day for transport to the Gray St. facility due to their address location in the north end of the county. Also, our timecard coding process, which typically coded consumer arrival/departure as 9:00-3:00 has changed significantly over the past few reporting periods due to billing regulations requiring us to record exact arrival/departure times. Previously the time span varied widely with some

consumers arriving after 9:30 and others leave early at 2:30 (due to R-1 shuttle transport) which has an adverse impact as well on available program time. Staff strive to balance consumer care and program provision with increasingly detailed time/activity summaries of consumers' program days.

Because the objective was not met AVS Program Manager staff will be closely reviewing the need levels of CP consumers, activities scheduling and staff supervision requirements to hopefully increase the community program time percentage during our next reporting period and is a positive trend that should continue as staff and consumers settle into the new routine. Our community hours percentage has increased slightly this reporting period. The provision of community activities can be adversely affected when Temporary Agency staff are utilized to fill staff openings as driving to/from activities becomes an issue since these individuals cannot drive our vans. In such situations, community activities have had to be cancelled and consumers remain in the facility doing in-house activities. Bruno Program Managers continue to try and maintain a substitute pool to utilize in filling staff absences but availability often does not fully cover our need on a daily basis. One significant advantage in using substitutes is our ability to have them drive our vans after they have completed the necessary training. Finally, the increasing number of individuals requiring wheelchairs while in the community due to aging, etc. also has an adverse impact on the amount of community activities time AVS can provide. Given these issues, AVS will need to review the feasibility of our current target (10-12 hours in the community each week) prior to our next reporting period.

We will maintain a watchful eye regarding hours of service provision so that a balance is maintained between the more costly community participation hours and the less costly facility based program hours and to ensure that we meet Waiver billing requirements.

We expect community program hours provision to stabilize during the next reporting period due, in part, to our decision to transfer consumers desiring full time Community Participation to our Weiland facility. In addition, Waiver funding rules require Community Participation hours billed to have been provided in community settings. Program Managers have analyzed the community participation and work services interests of the consumers remaining in the Bruno program and have drafted a community activities schedule for these individuals as well as analyzed the impact of changing staff: consumer ratios in both the Community Participation and Work Services programs. It was necessary to alter the configuration of days in the week some consumers attend program in order to achieve balance.

PERSONAL, SOCIAL, AND COMMUNITY SUPPORTS AND SERVICES
January 1, 2009 – June 30, 2009

Gray Street Community Participation Program

The Gray Street Community Participation program has not met the objective of utilizing community resources for at least 50% of the program time each month. This is now a 20-24 hour per week program, but many of the consumers do not attend full time due to health and stamina issues. We have established a target of providing no more than 30-32 hours per month (or 50% of program time) in the community (7.5 to 8 hours per week). We are currently tracking at 21.31 or 4.71 hours per week of program time spent in the community reflecting a very slight decrease from the previous reporting period of 21.69. The in-house facility based % of program time appears to have increased only slightly during the same timeframe from 77.92 to 78.42 or 15.90 hours per week. We combine the lunch and in-house program times in our current report. The consumers at Gray St. require significant personal care assistance with toileting and feeding which translates to less time available for community and in-house activities. There are a few consumers who work on a sporadic basis with Work Services accounting for .27% of program hours reported.

Although very slight, the continuing increase in facility based program time and decrease in community based program time is concerning. More and more consumers are requiring wheelchair transport while in the community thus limiting community activity time. Also, Gray St. staff have more longevity with DDRC, in general, than Bruno CP staff and have more vacation and sick leave available for usage. Temporary Agency personnel fill the supervision void but cannot drive to/from activities. If enough regular staff are absent on a given day a community activity may need to be cancelled.

In April DDRC Human Resources staff took the lead on convening a Direct Care Task Force with the goals of improving staff orientation/training through mentorship or other means overall throughout all programs. In addition, expansions of the Substitute pool and hiring/interviewing procedures have been discussed in an effort to decrease substantial temporary labor costs. Further activities and achievements of the Task Force will be detailed in the next reporting period.

Gray St. serves as a transportation "hub" with consumers who attend program at the Bruno facility and who live in the north end of the county arriving and departing from Gray St. each day. It is most accurate to report on objective achievement only for those consumers who attend program full time.

One complication for Gray St. staff is the reality of working with a different group of consumers each day depending upon which consumers go out on community activities and which consumers participate in facility based activities. Several versions of tracking forms were developed which track community activities/time and facility/activities time. Each VIS must gather this information from other staff members each day and enter the data within the entrance/exit hours that are also being recorded for each consumer. Staff must also provide for consumer care needs and transportation to/from program making the data collection task more time consuming.

Due to Waiver billing requirements, our system of tracking program activity has required increased attention to detail. Staff have been steadily improving in accuracy. One change that has occurred is time previously coded as Clean-up/Bus time is now coded as In-House Socialization which continues to account for the supervision AVS staff is providing to consumers during the am and pm transition times.

ACTIONS/RECOMMENDATIONS

1. Maximizing the use of Community Resources for at least 50% of the program hours in a month for those individuals formally enrolled in the Community Participation program at the Gray Street facility. Review the feasibility of this target given our current service challenges and adjust as appropriate. (Responsibility - Tammy Drumright, Shelley Richardson and Program Managers)
2. AVS Bruno Program Managers need to monitor community hours provided so we can meet Waiver billing expectations with respect to program provision in community settings while at the same time meet the needs of our consumers. (Responsibility – Tammy Drumright and Program Managers)
3. Explore ways to expand the available substitute pool to manage costs and to create a more flexible staffing environment with respect to the issue of driving our vans and access to community activities. This recommendation is also a key objective of the DDRC Direct Care Task Force currently meeting on a monthly basis. The results of the task force meetings will be analyzed during the next reporting period. (Responsibility – Tammy Drumright and Program Managers)

PERSONAL, SOCIAL, AND COMMUNITY SUPPORTS AND SERVICES
January 1, 2009 – June 30, 2009

EFFECTIVENESS OBJECTIVE: To analyze data and report on the percentage of time scheduled activities match consumer priority interests with an initial goal of 25%.

ANALYSIS

AVS has met the objective at the Gray St. program but not at the Bruno program during this reporting period. Updated consumer interest inventories were completed previously on each consumer receiving Community Participation services and Facility based services. Responses were analyzed so we could 1. Focus our scheduling efforts on those community-based activities, which are the most important to consumers individually, and 2. Identify those activities most frequently cited as favorites by a number of consumers so we can schedule group outings most efficiently. In addition, AVS expanded the interest inventory to include in-house activities as we continue to place increasing focus on balancing community based activities hours with a meaningful in-house activities schedule.

As we began the process of coding consumer entry/exit time each program day, the Community Participation programs have continually been refining their documentation efforts. Our documentation now provides not only hours data for billing but specific program activity documentation as well replacing our outdated contact notes system. AVS believes that we have improved significantly in this area and that we are now able to provide a more detailed monthly report of consumer activity to such customers as the SLS Department and Resource Coordinators. In addition, AVS now has better back-up information to our billing system should we need to refer to this information in the future.

One benefit of focusing upon this objective is that VIS staff and program managers feel some additional responsibility to help ensure that consumers receive program experiences most important to them individually while scheduling community outings each month.

During this reporting period a sample of approximately 50% of the consumers attending the Community Participation program at the Gray Street facility and approximately 25% of those who attend Bruno **full time** (4 days per week) was utilized to calculate the average number of times (per month and per week) scheduled activities matched consumer interests and priorities. Our goal is 25% expressed as at least 4 activities per month or 1 day per week.

The Gray Street facility has met our target of 25% with an average of 25.00 activities scheduled per month or 6.25 activities scheduled per week. This represents an increase from the previous reporting period. It should be noted that our sample of 27 consumers has focused upon tabulating both community activities during this reporting period as well as facility-based activities.

The Bruno facility has not met our target of 25% during this reporting period. An average of 13.00 activities scheduled per month or 3.25 activities scheduled per week was obtained. This represents a decrease from our previous reporting period. It also reflects not only the program change from full time to part time but also a learning curve with staff that had to adjust to working more individually with a larger consumer group rather than as a team particularly in the community. This change in program focus from full time to variable part time CP/WS will necessitate a change in goal during the next reporting period. It may be most valid to compare program effectiveness in the community for those individuals who split their program time evenly between WS and CP – two days per week in each program. As with Gray Street, we have focused upon tabulating both community activities as well as facility-based activities for our consumer sample of 7 during this reporting period.

Many factors can affect our efforts to meet this objective. Consumer health and stamina issues, absenteeism and part time schedules have an adverse impact upon AVS' ability to meet our target. For example, absenteeism on the day of a planned activity adversely impacts our average. Consumers who participate in program part time plays a role as does the reality of late arrival/early departure times from program. Also, certain activities such as swimming are enjoyed by a large number of consumers but are also very staff intensive and require AVS to adopt lower than average staff to consumer ratios to ensure the safety of consumers as our top priority. Occasionally, if we are short-staffed, we may need to cancel a swimming activity rather than risk consumer safety with an insufficient number of staff.

AVS will again focus upon this objective during the next six months with a goal of sampling 50% of the consumers receiving Community Participation program full time at the Gray Street and part time at the Bruno facility. We will also analyze both community and facility based data per consumer for comparison. Monitoring activities scheduling will continue to be a high priority in order to ensure AVS consumers continue to receive preferred activities at least one time per week. We will need to adjust our previous goal of 25% for those consumers attending the Bruno program depending upon the amount of time individuals spend in Community Participation versus Work Services.

Our ultimate goal has been to compare consumer priority interests with data on all consumers indicating the percentage of time AVS is able to provide consumers with the activity of their choice in the Community Participation and Facility Based programs at each facility. AVS has reviewed this objective during the reporting period and we continue to believe that this effectiveness objective is an important measure of how we are meeting the interests of our consumers in both Community Participation and Facility Based programs while at the same time giving appropriate consideration to our funding limitations. We will strive to meet this objective during the next reporting period with the following action plan:

ACTIONS/RECOMMENDATIONS

1. Effectiveness Measure - The Community Participation and Basic Skills Facility Based programs will analyze the information available from data tracking sheets completed on each individual receiving services. AVS Program Managers and Tammy Drumright will develop a report that will indicate the percentage of time scheduled activities match consumer priority interests with a goal of 25%. (Ongoing Responsibility --Tammy Drumright)

PERSONAL, SOCIAL, AND COMMUNITY SUPPORTS AND SERVICES
January 1, 2009 – June 30, 2009

SATISFACTION OBJECTIVE: To monitor consumer satisfaction for all consumers attending Community Participation/Basic Skills-Facility Based Services at Gray St. and Community Participation at Bruno through the use of the Consumer Desired Outcomes form completed during the annual IP for each consumer.

Documentation: Consumer Desired Outcomes Surveys - 31 Respondents Gray
 Consumer Desired Outcomes Surveys - 6 Respondents Bruno

Gray Street - Community Participation and Basic Skills - Facility Based

The form was completed with input from consumers during their annual IP meetings from January 1, 2009 through June 30, 2009. There are 8 questions on the form (9 on the Bruno form) focusing on Community Participation services and facility based services. Responses to the questions are as follows:

Gray Street -- Community Participation and Basic Skills-Facility Based

OUTCOME MEASURE	YES	%	NO	%	*
Are you satisfied with the amount of community activities offered?	26	100	0	0	5
Are you satisfied with the choice of community based activities offered?	31	100	0	0	0
Do you like the type of community activities offered?	26	100	0	0	5
Are you satisfied with your supervisor?	31	100	0	0	0
Are you satisfied with the facility based activities?	30	100	0	0	1
Are you satisfied with communication between the home and the day program?	31	100	0	0	0
Would you like to work?	0	0	31	100	0
Would you change anything?	0	0	31	100	0

*Not answered.

Bruno -- Community Participation and Basic Skills

OUTCOMES MEASURE	YES	%	NO	%	*
Satisfaction with community activities offered?	6	100	0	0	0
Satisfaction with amount of community activities offered?	6	100	0	0	0
Satisfaction with type of in-house activities offered?	6	100	0	0	0
Satisfaction with choice of community activities?	5	83.33	1	16.67	0
Satisfaction with supervisor?	6	100	0	0	0
Satisfaction with communication between home and day program?	6	100	0	0	0
Would you like to work?	5	83.33	1	16.67	0
Is there anything you would like to change?	0	0	6	100	0
Would you like a community or a crew job?	1	20.00	4	80.00	1

* Not Answered

ANALYSIS

One of the key points to remember in interpreting this data is the reality that many of the consumers, particularly those attending program at the Gray St. facility, are non-verbal. Answers to these and other questions during the IP process are often provided by the parents/family members and/or providers who know the individual best. Of course, whenever possible, staff gives input as well regarding an individual's interest/disinterest in certain activities. We also rely on facial expressions and behavior cues from the consumers to tell us whether or not they are enjoying a particular activity.

Overall, consumers appear satisfied with the Community Participation and Facility Based programs at both facilities. At the Bruno facility consumers like the ability to choose part time work and part time Community Participation. One consumer expressed dislike for some community activities and would like to mall walk at local shopping malls. One consumer was interested in working part time and this request has already been accommodated. One consumer was interested in a crew job and was referred for interest assessment/evaluation. At Gray St. consumers and their families/providers were well satisfied with the program. Assigned Program Managers at both facilities follow up on requests/feedback as appropriate.

Outcome achievement dates and follow-up are consistently recorded by the staff person responsible (usually the Program Manager). A review process is also in place not only to track satisfaction/dissatisfaction issues and resolution, but also to track requests for evaluations, etc. to ensure completion in a timely manner. This information is reported on as part of our outcome measurement report.

ACTIONS/RECOMMENDATIONS

1. AVS will continue to utilize a database to track consumer concerns and requests. Monthly, a printout of the pending concerns and requests will be distributed to all program managers for updating and follow up. An updated copy is forwarded to the AVS Director and Assistant Director for their review. (Ongoing, Responsibility – Mary Ann Tracy, AVS Program Managers, Tammy Drumright)

**SUPPORTED EMPLOYMENT SERVICES
JANUARY 1, 2009 – JUNE 30, 2009**

Population Demographics: Individual Placement

CATEGORY	INDIVIDUAL
Total number of consumers served	97
Number of male consumers	52
Number of female consumers	45
Communication (Non Verbal)	1
Number of consumers requiring direct toileting assistance	2
Number of consumers requiring indirect toileting assistance (i.e. verbal reminders, clothes fastening)	3
Number of consumers requiring feeding assistance	4
Number of consumers utilizing wheelchairs for mobility	5
Number of consumers utilizing canes/walkers for mobility	1

Staff to Consumer Ratio:

Employment Consultants: 5

Ratio: 1 employment consultant to 19.4 consumers

Population Demographics: Work Crews

CATEGORY	CREWS
Total number of consumers served	63
Number of male consumers	37
Number of female consumers	26
Communication (Non Verbal)	9
Number of consumers requiring direct toileting assistance	0
Number of consumers requiring indirect toileting assistance (i.e. verbal reminders, clothes fastening)	7
Number of consumers requiring feeding assistance	1
Number of consumers utilizing wheelchairs for mobility	0
Number of consumers utilizing canes/walkers for mobility	0

Staff to Consumer Ratio:

Crew Supervisors: 9

Ratio: 1 Crew Supervisor to 7 consumers

Program Manager Staff: 1.5

Ratio: 1 program manager to 42 consumers

**SUPPORTED EMPLOYMENT SERVICES
JANUARY 1, 2009 – JUNE 30, 2009**

EFFICIENCY OBJECTIVE: To place at least 75% of those new individuals requesting Individual Community Integrated Employment, within 90 days of development of a placement plan and/or opening a vocational rehabilitation case file and receiving authorization for job placement. (Optimal: 100% of referrals placed within 90 days of referral)

DOCUMENTATION: Monthly Placement Report / Working Files

NEW PLACEMENTS	LESS THEN 90 DAYS	MORE THAN 90 DAYS
JANUARY	0	0
FEBRUARY	0	0
MARCH	0	0
APRIL	0	1
MAY	0	0
JUNE	1	1
TOTAL PLACEMENTS	0(0%)	2(100%)

ANALYSIS

Unfortunately, we did not meet this objective during this period. We did not experience much success in job development during this period, due to the sharp downturn in the economy. Although the new procedures with the Division of Vocational Rehabilitation for their Cost Containment Plan and the implementation of their waiting list, have slowed down an already slow process, it was really the economic downturn that prevented us from being able to find jobs for those individuals seeking employment.

We also experienced a change in our staff during this period. Our Marketing Specialist who was responsible for job development retired after five years at DDRC. Due to budget cuts and concerns, we decided it was best to cut the position and utilize the five Employment Consultants for job development in addition to their job coaching and caseload duties. Our two contract marketers will also be responsible for work crew contract development.

The two placements that were made were developed in more than 90 days of authorization for placement with the Division of Vocational Rehabilitation. Again this was primarily due to the lack of jobs available as most companies were laying off employees.

Certainly, we wish that all placements were made within 90 days of referral and authorization. At this point we were glad to be able to locate the jobs even though it took more than 90 days. We continue to knock on many doors and look

for openings wherever possible. We will continue to encourage employers to see the benefit of job carving or “customized employment” for those individuals needing modified positions. The CIE staff will continue intensified job development to replace those who have lost jobs, as well as finding new placements for individuals wanting to transition from the Work Center.

Given the economic downturn, it is important to acknowledge the excellent job the Employment Consultants have done in helping individuals maintain their current jobs. Throughout this entire reporting period many employers would tell the Employment Consultants they might have to lay off their employee that we serve. Through careful negotiating, we were able to help 85 individuals maintain their employment. Some had their job duties modified and hours reduced, but we are very proud that we succeeded in maintaining employment for these people who were very much at risk of losing their jobs.

Placement referrals continue to be reviewed at the monthly CIE meetings and this has helped in targeting placement. We continue to offer a work opportunity at Bruno through Work Services two to three days per week to those individuals that are unemployed or underemployed. However, due to current Medicaid funding and regulations, individuals now have to request prior approval for a transfer to Special Habilitation or Work Services to continue to do this.

As we anticipated we have continued to see changes in job placements during this reporting period due to July 1, 2006 changes in Medicaid regulations that require a referral to Vocational Rehabilitation Services as Medicaid will no longer fund pre-employment services or job development except in very limited circumstances that will also require preapproval. The referral process and authorization for job placement from Vocational Rehabilitation averages two to four months and can take as long as five months. This process was further complicated during last reporting period due to budget deficits in Vocational Rehabilitation Services. In August they announced new Cost Containment processes that prevent them from funding job placement services unless they are approved through an extended process, with the expectation that the Rehab Counselor will provide the placement service. Reductions in fees for job coaching and enclave placement services were also implemented. In October Voc Rehab also announced they were implementing a waiting list. At this point once an individual is approved on the Voc Rehab waiting list, we can request funding from the Division of Developmental Disabilities Services for job development and job placement. We have started initiating this process and learning the new procedures to make these requests.

ACTION/RECOMMENDATIONS

1. Continue a review of placement referrals at the monthly CIE staff meeting. (Ongoing, Responsibility--Diana Holland and Employment Consultants)

2. Continue to develop small work crews, which allow for increased supervision as an alternative for individuals. (Ongoing, Responsibility—Employment Consultants)
3. Continue to seek other employment models to support individuals who are seeking individual employment. (Ongoing, Responsibility—Diana Holland and Employment Consultants)
4. Continue referrals to Vocational Rehabilitation for authorization for waiting list and request funding for job development and placement from the Division of Developmental Disabilities Services due to funding changes at Vocational Rehabilitation Services (Ongoing, Responsibility—Diana Holland and Employment Consultants)

**SUPPORTED EMPLOYMENT SERVICES
JANUARY 1, 2009 – JUNE 30, 2009**

EFFECTIVENESS OBJECTIVE: To assist at least 35% of the individuals employed and served by AVS Community Integrated Employment Services to earn at least \$7.64 per hour (or 5% above current minimum wage). (Optimal: 50% of individuals employed to earn at least \$7.64/hour or 5% above minimum wage.)

DOCUMENTATION: Monthly Placement Report / Working Files

TOTAL EMPLOYED	# earning \$7.64/hour or more	#earning less than \$7.64/hour	+/-
93	35(38%)	58(62%)	+1

ANALYSIS:

The objective was met with a total of 38% earning at least \$7.64 per hour or 5% above minimum wage. The individuals served in individual community employment earn a wide range of wages from \$7.28 per hour up to \$17.00 per hour for an individual who works for the Federal government. We are particularly pleased with this given the state of the economy and that minimum wage was raised in January from \$7.02 to \$7.28 per hour. AVS will continue to monitor wages and advocate for increases, as appropriate. We anticipate there may be some change in these numbers next reporting period due to the economy and the recent increase in the minimum wage which may decrease the percentage of those earning 5% or more than the minimum wage.

ACTIONS/RECOMMENDATIONS

1. Employment Consultants will continue to provide support to individuals and their employers to advocate for fair wages when they are hired and increases as appropriate. (Ongoing, Responsibility—Employment Consultants)

SUPPORTED EMPLOYMENT SERVICES JANUARY 1, 2009 –JUNE 30, 2009

SATISFACTION OBJECTIVE: To monitor and obtain consumer satisfaction ratings of at least 90% in the areas of job, provider, and number of hours worked for individuals with individual community based employment and community work crews.

DOCUMENTATION: Consumer Desired Outcomes Surveys

Responses for Individual Community Based Employment:

OUTCOME MEASURE	YES	%	NO	%	+/-
Do you like your job?	36	100%	0	0%	--
Are you satisfied with your employment consultant?	37	100%	0	0%	--
Are you satisfied with the number of hours you work?	36	100%	0	0%	+3
Were you asked if you wanted this job?	36	100%	0	0%	+3
Is there anything you want to change?	4	11%	33	89%	-2

Responses for Community Based Work Crews:

OUTCOME MEASURE	YES	%	NO	%	+/-
Do you like you job?	23	100%	0	0%	+8
Are you satisfied with your supervisor?	23	100%	0	0%	--
Are you satisfied with the number of hours you work?	23	100%	0	0%	+4
Were you asked if you wanted this job?	22	96%	1	4%	0
Is there anything you want to change?	7	30%	16	70%	-7

ANALYSIS: In the individual employment area we had high levels of consumer satisfaction. One hundred percent of the individuals reported job satisfaction, satisfaction with their Employment Consultant, and with the number of hours they were working. One hundred percent also indicated they were asked if they wanted this job.

Four people or 11% did indicate they would like to change something. One individual indicated he would like an additional part-time job. He has been referred to the Division of Vocational Rehabilitation and his Consultant is assisting with job development. Another individual said he would like to work in the bakery department at King Soopers again. He had worked there previously, but due to cut backs was transferred to Courtesy Clerk. His Employment Consultant has told him she would assist him when they have an opening. However, when there have been openings he has decided not to apply. One woman had her hours cut due to the economy and she said she would like more hours. She was ultimately laid off. Her Employment Consultant worked with her

for many months and she was recently hired in a new job with more hours. The last man who wanted a change was unemployed and wanted a new job. He was also recently hired in a new job.

This evaluation period also saw good satisfaction levels among consumers on the community work crews, with one hundred percent in job satisfaction, satisfaction with their supervisor, and with the number of hours worked. One hundred percent also reported they were asked if they wanted this job.

However, seven individuals or 30% said they would like some changes. One person wanted to make more money. He had a new time study and did receive an increase in his hourly rate. Another person only wanted to work part-time on the crew and also do community activities, which we were able to arrange for her. Another person said he wanted to quit stealing soft drinks, and he was able to change his behavior. One crew member at the Tivoli said she wanted to quit working there. This was discussed with her team and she actually changed her mind and is still working at the Tivoli. Another person wanted some new people on his crew. Another person started on his crew and they are both happy with the situation. One person wanted to work a variety of jobs, so she now rotates through a variety of job duties. The last person was bored with the work sites on her grounds crew and a new site was added to their crew rotation. We are pleased we were able to accommodate these requests.

ACTION / RECOMMENDATIONS

1. Will continue to seek new employment, transfers, and/or an increase in hours for any individuals requesting these improvements. (Ongoing, Responsibility – Diana Holland and CIE Staff)