

Adult Day Training Outcomes Measurement

2010-2011

Primary Objectives	Measures	Who - What Applied To	Data Source	Environmental Considerations	Goal	10/1/10 to 12/31/10	1/1/11 to 3/31/11	4/1/11 to 6/30/11	7/1/11 to 9/30/11	Cumulative
1) Maximize achievement of Implementation Plan goals	Percent of clients achieving 60% or more of Implementation Plan goals	All IP goals scheduled for completion during the S.P. year	Obtained by Hab. Coord. on data sheet at APR	Decreased client attendance. Staff stability. Interdisciplinary team cooperation. Increased self - advocacy training. Aging client population. Other's unrealistic goal expectations.	90%	100% (28/28)	96% (24/25)	93% (28/30)	97% (36/37)	97% (116/120)
2) Maximize client satisfaction rating	Average of client satisfaction rating	All clients whose SP is due during qtr.	Obtained quarterly by Hab. Mgr. from client satisfaction survey file.	Staff stability. Opportunities for client input. Individualized services. Limited work available.	4.6	4.6 (41.8/9)	4.8 (71.6/15)	4.7 (89.7/19)	4.9 (152.2/31)	4.8 (355.3/74)
3) Maximize referral source satisfaction rating	Average referral satisfaction rating	All referral source responses to satisfaction surveys	Obtained quarterly by Hab. Mgr. from referral satisfaction survey file.	Staff stability. Staff receptiveness to referral input. Broad array of services/ opportunities for clients to participate in. Development of positive working relationships with Waiver Support Coordinators.	4.6	5.0 (10/2)	4.5 (8/4)	No Data	4.7 (14/3)	4.7 (42/9)
4) Maximize number of speakers/special events	Number of speakers/special events offered during the quarter	All speakers, dances, special events, etc. offered to ADT clients	Obtained quarterly by Habilitation Manager	Willingness of community members to be involved. Staff availability to coordinate events. Increased potential speakers via new staff.	5/Qtr.	7	9	5	7	7 (28/4)
5) Maximize percent of clients exposed to volunteer opportunities.	Percent of clients exposed to 8 or more volunteer opportunities per quarter.	All 1-3 & 1-5 ADT clients who have a community component to their program.	Obtained quarterly by Hab. Admin. on data sheet.	Staff facilitation of connections. Availability of sites. Client cognitive/behavioral factors. Wheelchair accessibility. Space available at each site.	90%	100% (8/8)	100% (8/8)	43% (3/7)	Goal Deleted.	83% (19/23)
6) Maximize percent of clients exposed to community inclusion activities.	Percent of clients who are exposed to 10 or more community inclusion activities per quarter.	All 1-3 & 1-5 ADT clients who have a community component to their program.	Obtained quarterly by Hab. Admin. on data sheet.	Client willingness to participate. Client physical/behavioral limitations. Staff stability and knowledge of opportunities.	90%	55% (6/11)	100% (10/10)	0% (0/9)	Goal Deleted.	53% (16/30)

Adult Day Training Outcomes Measurement

2010 - 2011

Supplemental Measures	10/1/10 to 12/31/10	1/1/11 to 3/31/11	4/1/11 to 6/30/11	7/1/11 to 9/30/11	Cumulative
1) Number of exits	8	9	3	3	23
2) Average hourly wage	\$4.31	\$3.86	\$3.48	\$3.34	(14.99/4) \$3.75
3) Average number of hours worked per week	4.03	2.95	3.63	4.95	(15.56/4) 3.89
4) Cost per quarter	\$761,811	\$848,737	\$521,116	\$1,093,515	(3,225,179/4) \$806,295
5) Average number of days from referral to program start	(30/4) 7.5	(50/7) 7.1	(40/7) 5.7	(84/11) 7.6	(204/29) 7.0
6) Number of ADT clients transitioning into individual or off-site employment	0	2	0	0	2
Client Descriptors	10/1/10 to 12/31/10	1/1/11 to 3/31/11	4/1/11 to 6/30/11	7/1/11 to 9/30/11	Cumulative
1) Number & Percent of Developmentally Disabled	(133/141) 94%	(7/8) 88%	(8/8) 100%	(9/11) 82%	(157/168) 93%
2) Number & Percent of Emotionally Disabled	(2/141) 1%				(2/168) 1%
3) Number & Percent of Hearing Impairment	(1/141) 1%				(1/168) .5%
4) Number & Percent of Cognitive Impairment	(4/141) 3%	(1/8) 12%		(2/11) 18%	(7/168) 4%
5) Number & Percent Medical Disability	(1/141) 1%				(1/168) .5%
6) Number & Percent of Females	(72/141) 51%	(6/8) 75%	(2/8) 25%	(4/11) 36%	(84/168) 50%
7) Number & Percent of Males	(69/141) 49%	(2/8) 25%	(6/8) 75%	(7/11) 64%	(84/168) 50%
8) Number & Percent over Age 22	(140/141) 99%	(7/8) 88%	(8/8) 100%	(11/11) 100%	(166/168) 99%
9) Number & Percent 22 Years and younger	(1/141) 1%	(1/8) 12%			(2/168) 1%
10) Number & Percent Caucasian	(122/141) 87%	(7/8) 88%	(7/8) 88%	(9/11) 82%	(145/168) 86%
11) Number & Percent Black	(17/141) 12%	(1/8) 12%	(1/8) 12%	(1/11) 9%	(20/168) 12%
12) Number & Percent Hispanic	(2/141) 1%				(2/168) 1%
13) Number & Percent Other				(1/11) 9%	(1/168) .5%

Sea and Land Work Incentives Project

Outcomes Measurement

2010 - 2011

Primary Objective	Measures	Who-What Applied to	Data Source	Environmental Considerations	Goals	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Maximize number of beneficiaries provided with work incentive information	Number of beneficiaries receiving information.	All beneficiaries inquiring about services.	Obtained quarterly on data sheet by work incentive coordinator.	Large geographic area. Staff tenure. Education & marketing strategies promote the program.	120/Qtr.	231	245	354	282	278 (1112/4)
2) Maximize number of beneficiaries receiving written benefits analysis	Number of beneficiaries receiving analysis.	All beneficiaries requesting benefits analysis.	Obtained quarterly on data sheet by work incentive coordinator.	Large geographic area. Staff tenure. Education & marketing strategies promote the program.	28/Qtr.	81	80	144	155	115 (460/4)

Supplemental Measure						10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Number of W.I.S.E seminars conducted						0	8	11	4	23

Client Descriptors	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Number and percentage of transition-aged youth	(26/88) 30%	(19/94) 20%	(40/170) 24%	(30/126) 24%	(115/478) 24%
2) Number and percentage of Hispanic culture/ Spanish language	(28/88) 32%	(26/94) 28%	(56/170) 33%	(33/126) 26%	(143/478) 30%
3) Number and percentage of sign language	(5/88) 6%	(5/94) 5%	(12/170) 7%	(11/126) 9%	(33/478) 7%
4) Number and percentage of blind or visually impaired	(8/88) 9%	(13/94) 14%	(18/170) 11%	(16/126) 13%	(55/478) 12%
5) Number and percentage of African-American	(37/88) 42%	(36/94) 38%	(60/170) 35%	(49/126) 39%	(182/478) 38%
6) Number and percentage of Asian-American	(3/88) 3%	(5/94) 5%	(12/170) 7%	(1/126) 1%	(21/478) 4%
7) Number and percentage of American Indian/ Alaska native	(1/88) 1%	(2/94) 2%	(1/170) 1%	(1/126) 1%	(5/478) 1%

Evaluation Programs Outcomes Measurement

2010 - 2011

Primary Objectives	Measures	Who - What Applied To	Data Source	Environmental Considerations	Goal	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Maximize number of vocational evaluation clients served	Number of reports completed and sent to referring counselor	All 1 day Voc. Eval client served during the quarter	Obtained by Evaluators at exit on data sheet	Staff longevity. Updated vocational testing materials. Referral fluctuations.	18/Qtr.	12	16	4	3	8.75 (35/4)
2) Maximize number of facility based clients served	Number of clients entering the program	All facility based eval. clients served during the quarter	Obtained by Evaluators at exit on data sheet.	Staff longevity. Transportation constraints. Availability of work. Client follow through with referral.	3/Qtr.	4	8	6	5	5.8 (23/4)
3) Maximize number of community-based clients served	Number of clients entering the program	All community based eval. clients served during the quarter	Obtained by Evaluators at exit on data sheet	Severity of disability. Economic fluctuations. Increase in staff business connections.	3/Qtr.	7	10	13	11	10.25 (41/4)
4) Maximize client satisfaction rating	Average client satisfaction rating	All eval. Client responses to satisfaction surveys	Obtained by Hab Mgr. from satisfaction survey file	Timeliness of services. Professionalism and accomodations made by staff. Limited work options.	4.6	5.0 (5/1)	4.9 (44.1/9)	4.8 (14.4/3)	4.8 (38.7/8)	4.9 (102.2/21)
5) Maximize referral source satisfaction rating	Average referral satisfaction rating	All eval. referral source responses to satisfaction surveys	Obtained by Hab Mgr. biannually from satisfaction survey file	Staff responsiveness. Timeliness of services. Updated vocational testing materials.	4.7	No Data	No Data	4.6 (31.9/7)	No Data	4.6 (31.9/7)
6) Maximize percent of CWA clients receiving services within 30 days	Percent of CWA clients who start program within 30 calendar days	All community based evaluation clients served during the quarter	Obtained by evaluators at exit on data sheet	Transportation constraints. Employer receptiveness. Severity of disability.	70%	43% (3/7)	50% (5/10)	31% (4/13)	27% (3/11)	37% (15/41)
7) Maximize percent of facility - based clients receiving services within 15 program days	Percent of facility - based clients who start program with 15 program days	All facility - based evaluation clients served during the quarter	Obtained by evaluators at exit on data sheet	Transportation constraints. Limited work options. New marketing staff.	75%	100% (4/4)	63% (5/8)	67% (4/6)	20% (1/5)	61% (14/23)

Evaluation Programs
Outcomes Measurement

2010 - 2011

Supplemental Measures	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Number and percent of voc. eval. cancellations	(2/14) 14%	(2/18) 11%	(0/4) 0%	(0/3) 0%	(4/39) 10%
2) Cost per Quarter	\$37,120	\$36,790	\$32,710	\$37,902	(144,522/4) \$36,131
3) Number and percent of facility-based referrals served	(4/6) 67%	(8/11) 73%	(6/7) 86%	(5/6) 83%	(23/30) 77%

Client Descriptors	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	10/1/10 to 12/31/10
1) Number & Percent of Developmentally Disabled	(2/17) 12%	(4/25) 16%		(4/19) 21%	(10/84) 12%
2) Number & Percent of Emotionally Disabled	(2/17) 12%	(5/25) 20%	(4/23) 17%	(3/19) 16%	(14/84) 17%
3) Number & Percent of Learning Disabled	(4/17) 24%				(4/84) 5%
4) Number & Percent of Physically Disabled	(9/17) 53%	(16/25) 64%	(8/23) 35%	(10/19) 53%	(43/84) 51%
5) Number & Percent of Medically Disabled			(4/23) 17%		(4/84) 5%
6) Number & Percent of Cognitively Disabled			(4/23) 17%	(2/19) 11%	(6/84) 7%
7) Number & Percent of Hearing Impaired			(3/23) 13%		(3/84) 4%
8) Number & Percent of Females	(10/17) 59%	(5/25) 20%	(12/23) 52%	(9/19) 47%	(36/84) 43%
9) Number & Percent of Males	(7/17) 41%	(20/25) 80%	(11/23) 48%	(10/19) 53%	(48/84) 57%
10) Number & Percent over Age 22	(14/17) 82%	(20/25) 80%	(18/23) 78%	(17/19) 89%	(69/84) 82%
11) Number & Percent 22 Years and younger	(3/17) 18%	(5/25) 20%	(5/23) 22%	(2/19) 11%	(15/84) 18%
12) Number & Percent Caucasian	(9/17) 53%	(14/25) 56%	(15/23) 65%	(11/19) 58%	(49/84) 58%
13) Number & Percent Black	(8/17) 47%	(8/25) 32%	(6/23) 26%	(5/19) 26%	(27/84) 32%
14) Number & Percent Hispanic		(2/25) 8%	(1/23) 4%	(2/19) 11%	(5/84) 6%
15) Number & Percent Other		(1/25) 4%	(1/23) 4%	(1/19) 5%	(3/84) 4%

Habilitation Off-Site Employment

2010-2011

Primary Objectives	Measures	Who - What Applied To	Data Source	Environmental Considerations	Goal	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Maximize percent of consumers who maintain placement	Percent of all clients who remain in the workforce at quarterly measure	All clients employed at the beginning of the quarter.	Obtained quarterly by Hab Coord. on data sheet.	Client stability. Client behavioral constraints. Financial incentive to maintain placement. Client motivation to work. Client recognition and rewards. Family supports.	90%	93% (27/29)	100% (27/27)	100% (27/27)	96% (27/28)	97% (108/111)
2) Maximize achievement of Implementation Plan goals	Percent of clients achieving 66% or more of Implementation Plan goals	All IP goals scheduled for completion during S.P. year	Obtained by Hab. Coord. on data sheet at APR.	Client attendance. Client cooperation in goal training. Client recognition for goal accomplishment. New staff learning training methods.	90%	100% (3/3)	100% (2/2)	100% (1/1)	100% (4/4)	100% (10/10)
3) Maximize client satisfaction rating	Average client satisfaction rating	All clients whose support plan is due during quarter.	Obtained by Hab. Mgr. quarterly from satisfaction survey file.	Staff stability. Client recognition for goal accomplishment. Incentive programs. Individualized supports. Clients are working in integrated, supportive environment.	4.6	4.9 (14.8/3)	4.7 (37.6/8)	No Data	4.9 (68.4/14)	4.8 (120.8/25)
4) Maximize PAFB Custodial production	Average production rate	PAFB custodial clients served during the quarter	Obtained quarterly by Hab. Coord. on data sheet.	Consistency in time studies. Stabilized client production rates. Staff encouragement regarding production rate. Impact of new clients on production rate.	72%	55% (440/8)	46% (366/8)	49% (392/8)	61% (490/8)	53% (1,688/32)
5) Maximize Cape Canaveral production	Average production rate	Cape Canaveral clients served during the quarter	Obtained qtrly by Hab. Coord. on data sheet	Consistency in time studies. Stabilized client production rates. Staff encouragement regarding production rate. Impact of new clients on production rate.	72%	85% (596/7)	85% (593/7)	86% (604/7)	86% (604/7)	86% (2,397/28)
6) Maximize KSC production	Average production rate	KSC clients served during the quarter	Obtained qtrly. by Hab. Coord. On data sheet	Consistency in time studies. Stabilized client production rates. Staff encouragement regarding production rate. Impact of new clients on production rate.	70%	69% (551/8)	67% (466/7)	67% (471/7)	82% (489/6)	71% (1,977/28)

Habilitation Off-Site Employment Outcomes Measurement

2010-2011

Supplemental Measures	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Average of referral source satisfaction survey	(4.7/1) 4.7	(13/3) 4.3	No Data	(5/1) 5.0	(22.71/5) 4.5
2) Cost per quarter	\$7,494	\$6,724	\$6,983	\$8,680	(29,881/4) \$7,470
3) Average hourly wage at PAFB Custodial	(50.44/8) \$6.31	(42.06/8) \$5.26	(45.02) \$5.63	(56.08/8) \$7.01	(19.36/32) \$6.05
4) Average hourly wage at Cape Canaveral	(68.17/7) \$9.74	(68/7) \$9.71	(69.34/7) \$9.91	(69.34/7) \$9.91	(274.85/28) \$9.82
5) Average production at VA	(200/3) 67%	(167/3) 56%	(167/3) 56%	(183/3) 61%	(717/12) 60%
6) Average hourly wage at VA	(22.96/3) \$7.65	(19.18/3) \$6.39	(19.18/3) \$6.39	(21.01/3) \$7.00	(82.33/12) \$6.86
7) Average hourly wage at KSC	(88.04/8) \$11.01	(77.5/7) \$11.07	(82.07/7) \$11.72	(85.21/6) \$14.20	(332.82/28) \$11.89
8) Number of clients waiting for custodial off-site placement	1	1	1	1	1
Client Descriptors	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Number & Percent of Developmentally Disabled	(28/29) 97%	(2/2) 100%	No	No	(30/31) 97%
2) Number & Percent of Emotionally Disabled	(1/29) 3%		New	New	(1/31) 3%
3) Number & Percent of Learning Disabled			Starts	Starts	
4) Number & Percent of Physically Disabled					
5) Number & Percent of Females	(11/29) 38%				(11/31) 35%
6) Number & Percent of Males	(18/29) 62%	(2/2) 100%			(20/31) 65%
7) Number & Percent over Age 22	(29/29) 100%	(2/2) 100%			(31/31) 100%
8) Number & Percent 22 Years and younger					
9) Number & Percent Caucasian	(22/29) 76%	(2/2) 100%			(24/31) 77%
10) Number & Percent Black	(7/29) 24%				(7/31) 23%
11) Number & Percent Hispanic					
12) Number & Percent Other					

Supported Employment Outcomes Measurement

2010 - 2011

Primary Objectives	Measures	Who - What Applied to	Data Source	Environmental Considerations	Goal	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/1/11 to 9/30/11	Cumulative
1) Maximize numbers of V.R.S.E. placements.	Number of V.R.S.E clients placed during the quarter.	All V.R.S.E. placements.	Obtained on data sheet by Prog. Admin at placement.	Increased competition for referrals. Limited referrals. Economic fluctuations. Transportation constraints. Staff training.	3/Qtr	1 (replacement)	0	1	2	1 (4/4)
2) Maximize percent of V.R.S.E. clients who reach stabilization benchmark.	Percent of V.R.S.E clients who reach stabilization benchmark.	All V.R.S.E. placements.	Obtained by Prog. Admin at stabilization on data sheet.	Securing jobs matched to client skills/ intersts. Interdisciplinary team supports. Changes in employment environment.	80%	No Data	100% (1/1)	No Data	100% (2/2)	100% (3/3)
3) Maximize percent of V.R.S.E. clients who reach transition benchmark.	Percent of V.R.S.E clients who reach transition benchmark.	All V.R.S.E. placements.	Obtained by Prog. Admin at transition on data sheet.	Changes in employment environment. Securing jobs matched to client skills, interests. Interdisciplinary team supports.	75%	100% (1/1)	No Data	100% (1/1)	No Data	100% (2/2)
4) Maximize percent of V.R.S.E. clients who reach employment outcome benchmark.	Percent of clients who reach employment outcome banchmark.	All V.R.S.E. placements.	Obtained by Prog. Admin at Employment outcome on data sheet.	Securing jobs matched to client skills/ intersts. Interdisciplinary team supports. Changes in employment environment.	70%	No Data	100% (1/1)	100% (1/1)	No Data	100% (2/2)
5) Maximize number of S.B. Supported placements.	Number of S.B. Supported clients placed during the quarter.	All S.B. Supported placements.	Obtained by Prog. Admin at placement on data sheet.	School staff impacting number of referrals. Referral fluctuations. Economic fluctuations. Transportation constraints.	1/Qtr.	0	1	0	0	.25 (1/4)

Supported Employment Outcomes Measurement

2010 - 2011

Primary Objectives	Measures	Who - What Applied to	Data Source	Environmental Considerations	Goal	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/1/11 to 9/30/11	Cumulative
6) Maximize percent of S.B. Supported clients who maintain employment for 45 days.	Percent of S.B. Supported clients who maintain employment for 45 calendar days.	All S.B. Supported placements.	Obtained by Prog. Admin at 45 day benchmark on data sheet.	Securing jobs matched to client skills/ intersts. Interdisciplinary team supports. Changes in employment environment. Placement numbers may impact ability to achieve a positive retention percentage.	75%	No Placements	100% (1/1)	No Data	No Placements	100% (1/1)
7) Maximize percent of S.B. Supported clients who maintain employment for 90 days.	Percent of S.B. Supported who maintain employment for 90 calendar days.	All S.B. Supported placements.	Obtained by Prog. Admin at 90 day benchmark on data sheet.	Securing jobs matched to client skills/ intersts. Interdisciplinary team supports. Changes in employment environment.	75%	No Placements	No Placements	100% (1/1)	No Placements	100% (1/1)
8) Maximize percent of S.B. Supported clients who maintain employment for 150 days.	Percent of S.B. Supported clients who maintain employment for 150 calendar days.	All S.B. Supported placements.	Obtained by Prog. Admin at 150 day benchmark on data sheet.	Securing jobs matched to client skills/ intersts. Interdisciplinary team supports. Changes in employment environment.	70%	No Placements	No Placements	100% (1/1)	No Placements	100% (1/1)
9) Maximize number of MW/ APD placements.	Number of MW/ APD clients placed during the quarter.	All MW/ APD placements.	Obtained by Prog. Admin on data sheet.	APD tier system impact. Increased competition for referrals. Limited referrals. Economic fluctuations. Transportation constraints.	2/ Year	0	0	0	0	0

Supported Employment Outcomes Measurement

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Primary Objectives	Measures	Who - What Applied to	Data Source	Environmental Considerations	Goal	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/1/11 to 9/30/11	Cumulative
10) Maximize percent of follow-along clients who maintain placement.	Percent of clients who remain employed at quarterly measure.	All follow-along clients employed at the beginning of quarter.	Obtained by Prog. Admin on data sheet.	Staff rapport with employers. Changes in client's employment environment. Client choice to terminate employment. Client medical/ emotional/family issues.	90%	95% (19/20)	95% (18/19)	94% (17/18)	83% (15/18)	92% (69/75)
11) Maximize percent of S.E. goals achieved.	Percent of all VR/ SB S.E. goals achieved.	All S.E. goals.	Obtained by Prog. Admin at exit.	Staff training/ knowledge on writing meaningful, measurable goals. Staff involvement with goal training. Interdisciplinary team support.	75%	No Data	100% (2/2)	100% (3/3)	No Data	100% (5/5)
12) Maximize achievement of F.A. Implementation Plan goals.	Percent of F.A. clients achieving 50% or more of Implementation Plan goals.	All IP goals scheduled for completion during the S.P. year.	Obtained by Prog. Admin on data sheet at APR.	Client disinterest in goal training. Interdisciplinary team support. Staff involvement with goal training. Staff training.	90%	80% (4/5)	100% (5/5)	50% (1/2)	57% (4/7)	74% (14/19)
13) Minimize number of weeks from referral to placement	Average number of weeks from referral to placement.	All VR/ SB/ MW/ APD S.E. placements.	Obtained by Prog. Admin on data sheet at placement.	Interdisciplinary team support. Transportation availability. Changes in employment environment. Impact of staff restructuring.	14 weeks	97 (97/1)	50 (50/1)	14 (14/1)	30 (60/2)	44.2 (221/5)
14) Maximize client satisfaction rating	Average client satisfaction rating.	All S.E. client satisfaction surveys	Obtained by Hab. Mgr. qtrly from satisfaction survey file after placement or at annual measure.	Changes in B.A.C. staff. Staff responsiveness to client issues.	4.6	5.0 (10/2)	4.9 (9.7/2)	4.8 (57.8/12)	5.0 (15/3)	4.9 (92.5/19)
15) Maximize referral source satisfaction rating	Average referral satisfaction rating.	All S.E. referral responses to sat. survey.	Obtained by Hab. Mgr. qtrly from satisfaction survey file.	Changes in B.A.C. staff. Staff rapport with referral source. Success of job match process.	4.6	No Data	4.2 (12.7/3)	2.4 (12/5)	5.0 (5/1)	3.3 (29.7/9)
16) Maximize employer satisfaction rating.	Average employer satisfaction rating.	All S.E. employer responses to sat. survey.	Obtained by Hab. Mgr. qtrly from satisfaction survey file.	Staff involvement, training and knowledge. Changes in B.A.C. staff. Success of job match process.	4.6	No Data	No Data	5.0 (15/3)	5.0 (15/3)	5.0 (30/6)
17) Maximize MW / A.P.D. quarter hours billed	Number of quarter hours billed.	All MW / A.P.D. clients served during quarter.	Obtained by Prog. Admin. from billing records.	Client work schedule as impacted by vacation/illness/etc. Staff absences. Number of service hours authorized.	1050 qtr./hrs.	1,188	1,278	1,266	1,132	1,216 (4,864/4)

Supported Employment Outcomes Measurement

2010 - 2011

Supplemental Measures	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Average hourly wage.	(194.20/22) \$8.83	(179.33/20) \$8.97	(164.39/18) \$9.13	(169.29/19) \$8.91	(707.21/79) \$8.95
2) Average number of hours worked/week.	(265/22) 12.0	(241/20) 12.1	(229/18) 12.7	(265/19) 13.9	(1000/79) 12.7
3) Percent of contacted clients employed at one year.	No Data	No Data	No Data	No Data	No Data
4) Average of V.R.S.E. client satisfaction rating.	No Data	No Data	No Data	(5/1) 5.0	(5/1) 5.0
5) Average of V.R.S.E. referral satisfaction survey	No Data	No Data	(12/5) 2.4	No Data	(12/5) 2.4
6) Average of V.R.S.E. employer satisfaction survey.	No Data	No Data	No Data	No Data	No Data
7) Average of MW/APD client satisfaction survey.	(10/2) 5.0	(9.7/2) 4.9	(57.8/12) 4.8	(10/2) 5.0	(87.5/18) 4.9
8) Average of MW/APD referral satisfaction survey.	No Data	(12.7/3) 4.2	No Data	(5/1) 5.0	(17.7/4) 4.4
9) Average of MW/APD employer satisfaction survey.	No Data	No Data	(15/3) 5.0	(15/3) 5.0	(30/6) 5.0
10) Cost per quarter.	\$33,998	\$29,660	\$32,049	\$35,246	(130,953/4) \$32,738
11) Percent of V.R.S.E. clients whose ICP is completed within 30 business days from referral.	(4/4) 100%	(4/4) 100%	(3/5) 60%	(2/3) 67%	(13/16) 81%
12) Number of follow-along clients waiting for replacement.	2	2	3	4	4

Client Descriptors	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Number & Percent of Developmentally Disabled	(22/22) 100%		(1/1) 100%	(1/2) 50%	(24/26) 92%
2) Number & Percent of Emotionally Disabled					
3) Number & Percent of Learning Disabled					
4) Number & Percent of Physically Disabled					
5) Number & Percent Cognitive		(1/1) 100%		(1/2) 50%	(2/26) 7%
6) Number & Percent of Females	(8/22) 36%				(8/26) 31%
7) Number & Percent of Males	(14/22) 64%	(1/1) 100%	(1/1) 100%	(2/2) 100%	(18/26) 69%
8) Number & Percent over Age 22	(22/22) 100%		(1/1) 100%	(2/2) 100%	(25/26) 96%
9) Number & Percent 22 Years and younger		(1/1) 100%			(1/26) 4%
10) Number & Percent Caucasian	(15/22) 68%	(1/1) 100%		(1/2) 50%	(17/26) 65%
11) Number & Percent Black	(5/22) 23%		(1/1) 100%		(6/26) 23%
12) Number & Percent Hispanic	(2/22) 9%			(1/2) 50%	(3/26) 12%
13) Number & Percent Other					

P.A.C.E.
Outcomes Measurement

2010 - 2011

Primary Objectives	Measures	Who - What Applied To	Data Source	Environmental Considerations	Goal	Cumulative
1) Maximize percent of students participating in a job shadowing experience.	Percent of students participating in at least 1 career shadowing experience.	All students 16 years of age or older participating in P.A.C.E program for the semester who have permission slips and transportation.	Obtained on data sheets by P.A.C.E. Coordinator.	Family support. Teacher support. Student attendance. Transportation availability. Identifying businesses. Staff training.	80%	84% (102/122)
2) Maximize percent of students participating in a mock interview	Percent of students completing at least 1 mock interview.	All students participating in the P.A.C.E. program for the semester.	Obtained on data sheets by P.A.C.E. Coordinator	Student attendance. Availability of volunteers to conduct mock interviews.	80%	98% (173/177)
3) Maximize school personnel satisfaction rating	Average school personnel satisfaction rating.	All school personnel responses to satisfaction surveys (1-4 scale)	Obtained by Hab. Mgr. at end of semester from Satisfaction survey file	Teacher support.	3.6	3.9 (35.5/9)
4) Maximize number of students beginning internship program	Number of students beginning internship program.	All students 18 years of age or older participating in the P.A.C.E. program for the semester.	Obtained on data sheets by P.A.C.E. Coordinator	Securing intern sites matched to student interests. Staff training. Transportation availability. Increased program options.	8/yr.	7
5) Maximize percent of students completing Junior Achievement/FISH activities.	Percent of students completing 4 of 5 Junior Achievement and FISH activities.	All students participating in P.A.C.E program for the semester.	Obtained on data sheets by P.A.C.E. Coordinator	Student attendance.	80%	97% (171/177)
6) Maximize number of students participating in an extended job shadowing experience.	Number of students beginning an extended job shadow.	All students 16 years of age or older, who have permission slips and transportation, participating in the P.A.C.E. program.	Obtained on data sheets by P.A.C.E Coordinator	Family support. Transportaton availability. Identifying businesses matched to student interests.	10/yr.	12

School Board Job Placement Outcomes Measurement

2010 - 2011

Primary Objectives	Measures	Who - What Applied to:	Data Source	Environmental Considerations	Goal	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Maximize number of Independent level employment placements.	Number of independent level clients placed in employment during the qtr.	All Independent Level placements.	Obtained by Program Admin at placement on data sheet.	School staff impacting number of referrals. Change in employment environment. Transportation constraints. Impact of family issues. Decreased referrals due to school inclusion program.	8/Qtr.	3	2	3	0	2.7 (8/3)
2) Maximize percent of Independent level clients who maintain employment for 45 days.	Percent of independent level clients who maintain employment for 45 calendar days.	All Independent Level placements.	Obtained by Program Admin. at 45 day benchmark on data sheet.	Success of job match process. Family support. High drop out rate. Staff rapport with clients' families/employers.	85%	60% (3/5)	75% (3/4)	100% (1/1)	50% (1/2)	67% (8/12)
3) Maximize percent of Independent level clients who maintain employment for 90 days.	Percent of independent level clients who maintain employment for 90 calendar days.	All Independent Level placements.	Obtained by Program Admin. at 90 day benchmark on data sheet.	Success of job match process. Family support. High drop out rate. Staff rapport with employers/clients/families.	75%	83% (5/6)	67% (2/3)	100% (3/3)	67% (2/3)	80% (12/15)
4) Maximize percent of Independent level clients who maintain employment for 130 days.	Percent of independent level clients who maintain employment for 130 calendar days.	All Independent Level placements.	Obtained by Program Admin at 130 day benchmark on data sheet.	Success of job match process. Family support. High drop out rate. Staff rapport with employers/families/clients.	70%	100% (6/6)	100% (1/1)	75% (3/4)	100% (2/2)	92% (12/13)
5) Minimize number of weeks from initial interview to placement.	Average number of weeks from referral to placement.	All placements.	Obtained by Program Admin at placement on data sheet .	Local unemployment rate. Transportation. Communication issues between involved parties.	12 weeks	14.7 (44/3)	6.5 (13/2)	15.7 (47/3)	No Placements	13 (104/8)
6) Maximize percent of Vocational Plan goals achieved.	Percent of all Vocational Plan goals achieved.	All Vocational Plan goals.	Obtained by Program Admin on data sheets at client exit.	Communication issues between involved parties. Development of meaningful goals. Staff involvement w/goal training.	80%	83% (19/23)	100% (3/3)	88% (7/8)	83% (5/6)	85% (34/40)
7) Maximize client satisfaction rating.	Average client satisfaction rating.	All S.B. satisfaction survey.	Obtained by Hab. Mgr. qtrly from satisfaction survey file.	Timeliness of placements. Staff responsibilities to client issues.	4.6	No Data	4.5 (4.5/1)	5.0 (5/1)	No Data	4.8 (9.5/2)
8) Maximize referral source satisfaction rating.	Average referral satisfaction rating.	All S.B. referral responses to sat. survey.	Obtained by Hab. Mgr. qtrly from satisfaction survey file.	Staff rapport w/referral source. Success of job match process.	4.6	No Data	5.0 (5/1)	No Data	4.8 (14.4/3)	4.9 (19.4/4)
9) Maximize employer source satisfaction rating.	Average employer satisfaction rating.	All S.B. employer responses to satisfaction survey.	Obtained by Hab. Mgr. qtrly from satisfaction survey file.	Staff rapport w/employers. Delivery of surveys. Success of job match process.	4.6	5.0 (10/2)	5.0 (10/2)	d	No Data	5.0 (20/4)

School Board Job Placement
Outcomes Measure

2010 - 2011

Supplemental Measures	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/1/11 to 9/30/11	Cumulative
1) Percent of contacted clients employed at one year	No Data	(1/1) 100%	No Data	No Data	(1/1) 100%
2) Average number of hours Independent level students work per week	(69/3) 23	(36/2) 18	(47/3) 15.7	No Placements	(152/8) 19
3) Average cost per outcome	\$8,956	\$11,866	\$7,625	\$20,184	(48,631/4) \$12,158
4) Average hourly wage	(22.15/3) \$7.38	(18.92/2) \$9.46	(24.73/3) \$8.24	No Placements	(65.80/8) \$8.23
Client Descriptors	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/1/11 to 9/30/11	10/1/10 to 12/31/10
1) Number & Percent of Developmentally Disabled					
2) Number & Percent of Emotionally Disabled					
3) Number & Percent of Cognitive Disabled	(3/3) 100%	(1/2) 50%	(3/3) 100%	No	(7/8) 88%
4) Number of Percent Physically Disabled		(1/2) 50%			(1/8) 13%
5) Number & Percent of Females	(2/3) 67%		(1/3) 33%	Placements	(3/8) 38%
6) Number & Percent of Males	(1/3) 33%	(2/2) 100%	(2/3) 67%		(5/8) 63%
7) Number & Percent over Age 22					
8) Number & Percent 22 Years and younger	(3/3) 100%	(2/2) 100%	(3/3) 100%		(8/8) 100%
9) Number & Percent Caucasian	(3/3) 100%	(1/2) 50%	(3/3) 100%		(7/8) 88%
10) Number & Percent Black		(1/2) 50%			(1/8) 13%
11) Number & Percent Hispanic					
12) Number & Percent Other					

Supported Living Outcomes Measurement

2010 - 2011

Primary Objectives	Measures	Who - What Applied To	Data Source	Environmental Considerations	Goal	10/01/10 to 12/31/10	1/01/11 to 3/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Maximize achievement of Implementation Plan goals	Percent of clients achieving 66% or more of Implementation Plan goals	All IP goals scheduled for completion during the S.P. year	Obtained by S.L. Coach on data sheet at APR	Staff stability. Client disinterest in goal training. Client health factors.	90%	100% (3/3)	100% (4/4)	83% (5/6)	100% (5/5)	94% (17/18)
2) Maximize percent of consumers who maintain SL placement	Percent of all consumers who remain in independent living situation at quarterly measure	All Supported Living placements	Obtained by S.L. Coach quarterly on data sheet	Supportive staff. Client health,safety financial factors. Positive interactions with other providers in client's Circle of Support.	90%	100% (19/19)	100% (20/20)	95% (19/20)	100% (19/19)	99% (77/78)
3) Maximize client satisfaction rating	Average client satisfaction rating	All consumers whose support plan is due during qtr.	Obtained qrtly by Hab. Mgr. from client satisfaction survey file	Supportive staff. Staff responsiveness to client issues. Staff emphasis on client choice.	4.6	4.8 (24.2/5)	5.0 (15/3)	4.9 (29.6/6)	5.0 (35/7)	4.9 (103.8/21)

Supported Living Outcomes Measurement

2010 - 2011

Supplemental Measures	10/01/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Average of referral source satisfaction rating	(5/1) 5.0	(9.7/2) 4.9	No Data	No Data	(14.7/3) 4.9
2) Cost per Quarter	\$40,591	\$38,084	\$36,356	\$37,749	(152,780/4) \$38,195

Client Descriptors	10/01/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Number & Percent of Developmentally Disabled	(19/19) 100%	(1/1) 100%	(1/1) 100%	No	(21/21) 100%
2) Number & Percent of Emotionally Disabled				New	
3) Number & Percent of Learning Disabled				Clients	
4) Number & Percent of Physically Disabled					
5) Number & Percent of Females	(9/19) 47%	(1/1) 100%			(10/21) 48%
6) Number & Percent of Males	(10/19) 53%		(1/1) 100%		(11/21) 52%
7) Number & Percent over Age 22	(19/19) 100%		(1/1) 100%		(20/21) 95%
8) Number & Percent 22 Years and younger		(1/1) 100%			(1/21) 5%
9) Number & Percent Caucasian	(15/19) 79%	(1/1) 100%	(1/1) 100%		(17/21) 81%
10) Number & Percent Black	(4/19) 21%				(4/21) 19%
11) Number & Percent Hispanic					
12) Number & Percent Other					

VR Placement
Outcomes Measurement

2010 - 2011

Primary Objectives	Measures	Who - What Applied To	Data Source	Environmental Considerations	Goal	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Maximize number of placements	Number of clients placed during the quarter	All VR employment placements (excludes OJT placements)	Obtained on data sheet by Progr. Admin. at placement	Staff performance. Increased competition for referrals. Economic fluctuations. VR system changes re: severity of disability.	15/ Qtr	12 (includes 1 replacement)	12 (includes 1 replacement)	9 (Includes 1 replacement)	16	12.25 (49/4)
2) Maximize percent of clients who maintain job for 45 days	Percent of clients who maintain job for 45 calendar days	All placements	Obtained on data sheet by Program Admin. 45 days after placement	Securing jobs matched to client skills/interests. Severity of disability. Interdisciplinary team supports. Changes in employment environment.	80%	63% (5/8)	100% (12/12)	75% (9/12)	80% (8/10)	81% (34/42)
3) Maximize percent of clients who maintain job for 90 days	Percent of clients who maintain job for 90 calendar days	All placements	Obtained on data sheet by Program Admin. 90 days after placement	Securing jobs matched to client skills/interests. Severity of disability. Interdisciplinary team supports. Changes in employment environment.	73%	67% (6/9)	75% (9/12)	75% (9/12)	67% (8/12)	71% (32/45)
4) Minimize number of weeks from referral to placement	Average number of weeks from referral to placement	All placements	Obtained on data sheet by Program Admin. at placement	Transportation availability. VR system changes re: severity of disability. Changes in employment environment.	12 weeks	14.2 (170/12)	18.8 (226/12)	26.7 (240/9)	25.4 (406/16)	21.3 (1,042/49)
5) Maximize client satisfaction rating	Average client satisfaction rating	All VR placement responses to satisfaction surveys	Obtained at exit by Hab. Mgr. from satisfaction survey file	Staff involvement, training & knowledge. Low survey return rate. Staff responsiveness to client issues.	4.6	5.0 (5/1)	4.8 (14.5/3)	5.0 (29.8/6)	4.7 (28/6)	4.8 (77.3/16)
6) Maximize employer satisfaction rating	Average employer satisfaction rating	All ES employer responses to satisfaction surveys	Obtained at exit by Hab. Mgr. from satisfaction survey file	Staff involvement, training & knowledge. Success of job match process. Staff rapport with employers.	4.6	5.0 (5/1)	5.0 (5/1)	5.0 (10/2)	5.0 (10/2)	5.0 (30/6)
7) Maximize referral source satisfaction rating	Average referral source satisfaction rating	All ES referral source responses to satisfaction surveys	Obtained biannually by Hab. Mgr. from satisfaction survey file	Staff involvement, training & knowledge. Success of job match process. Staff rapport with referral source.	4.6	No Data	No Data	2.7 (21.2/8)	No Data	2.7 (21.2/8)
8) Maximize percent of vocational plan goals achieved	Percent of all vocational plan goals achieved	All vocational plan goals	Obtained by Program Admin. on data sheet at client exit	Staff training/ knowledge of writing meaningful, measurable goals. Staff involvement with goal training. Interdisciplinary team support.	80%	60% (48/80)	55% (42/77)	79% (33/42)	85% (23/27)	65% (146/226)
9) Maximize number of OJT placements.	Number of OJT clients placed during the quarter.	All VR O.J.T. placements	Obtained on data sheet by Prog. Admin. at placement.	Success of job match process. Support of local businesses.	3/Qtr.	3	2	15	15	8.75 (35/4)
10) Maximize number of clients completing P.E.T.	Number of clients served during the qtr.	All V.R. P.E.T. referrals	Obtained on data sheet by Prog. Admin. at referral.	Number of referrals. Client commitment to P.E.T. classes.	21/Qtr.	14	6	8	4	8 (32/4)

VR Placement Outcomes Measurement

2010 - 2011

Supplemental Measures	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Percent of contacted clients employed at 1 year	(1/2) 50%	(3/4) 75%	(1/2) 50%	(1/1) 100%	(6/9) 67%
2) Number of clients closed prior to placement (cancellations)	19	12	4	18	53
3) Average cost per outcome	\$7,694	\$7,675	\$11,948	\$9,671	(36,988/4) \$9,247
4) Number and percent of P.E.T. referrals served	(14/18) 78%	(6/10) 60%	(8/16) 50%	(4/12) 33%	(32/56) 57%
Client Descriptors	10/1/10 to 12/31/10	1/01/11 to 03/31/11	4/01/11 to 6/30/11	7/01/11 to 9/30/11	Cumulative
1) Number & Percent of Developmentally Disabled	(1/11) 9%	(4/11) 36%	(1/8) 13%	(2/16) 13%	(8/46) 17%
2) Number & Percent of Emotionally Disabled	(6/11) 54%	(1/11) 9%	(1/8) 13%	(4/16) 25%	(12/46) 26%
3) Number & Percent of Learning Disabled	(2/11) 18%				(2/46) 4%
4) Number & Percent of Physically Disabled	(2/11) 18%	(4/11) 36%	(3/8) 38%	(3/16) 19%	(12/46) 26%
5) Number & Percent of Cognitively Disabled		(2/11) 18%	(1/8) 13%	(5/16) 31%	(8/46) 17%
6) Number & Percent of Hearing Impaired			(1/8) 13%		(1/46) 2%
7) Number & Percent of Medically Impaired			(1/8) 13%	(2/16) 13%	(3/46) 7%
8) Number & Percent of Females	(3/11) 27%	(1/11) 9%	(2/8) 25%	(6/16) 38%	(12/46) 26%
9) Number & Percent of Males	(8/11) 73%	(10/11) 91%	(6/8) 75%	(10/16) 63%	(34/46) 74%
10) Number & Percent over Age 22	(11/11) 100%	(11/11) 100%	(8/8) 100%	(16/16) 100%	(46/46) 100%
11) Number & Percent 22 Years and younger					
12) Number & Percent Caucasian	(10/11) 91%	(7/11) 64%	(5/8) 63%	(14/16) 88%	(36/46) 78%
13) Number & Percent Black		(2/11) 18%	(3/8) 38%	(2/16) 13%	(7/46) 15%
14) Number & Percent Hispanic	(1/11) 9%	(2/11) 18%			(3/46) 7%
15) Number & Percent Other					

World of Work Outcomes Measurement

2010 - 2011

Primary Objectives	Measures	Who - What Applied To	Data Source	Environmental Considerations	Goal	Cumulative
1) Maximize percent of classes experiencing 5 guest speakers/tours	Percent of classes who are provided any combination of 5 speakers/tours.	All classes W.O.W, programming is provided to.	Obtained on data sheet by World of Work coordinator.	Identification of speakers and tour sites.	100%	100% (9/9)
2) Maximize school personnel satisfaction/rating.	Average school personnel satisfaction rating.	All school personnel responses to satisfaction surveys. (1 - 4 scale)	Obtained by Hab Mgr. at end of semester from satisfaction survey file.	Staff training. Teacher support.	3.6	4.0 (32/8)
3) Maximize percent of students obtaining Junior Achievement Certificate.	Percent of students completing 5 of 7 Junior Achievement and FISH activities.	All students participating in the WOW program for the semester/present from beginning to end of semester.	Obtained on data sheet by World of Work coordinator.	Attendance.	75%	99% (76/77)