

Quality Assurance Systems Summary Report October 2009 – September 2010

Adult Day Training

Cumulatively, 143 persons were served in the Adult Day Training program. Clients referred to the ADT program access it within an average of 8.8 days. A total of 16 exits occurred throughout the year: 2 individuals moved out of the area, 7 chose to attend other programs, and 7 would not be participating in any day/companion type program. All primary objective goals were achieved. Clients continue to achieve their Implementation Plan goals with good success: 94 % of the clients met at least 60% of their goals. Such success is attributed to realistic goals being developed based on the newly revised assessment tool, and the training methods and frequency of training opportunities provided by the teaching staff. Both clients and the Waiver Support Coordinators stated their satisfaction with services provided. Clients especially liked being afforded the opportunity to work and spend time with friends. Also, various classes are lauded, indicating that the wide range of classroom activities meets the unique, individualized needs of each client. As in prior years, staff goes above and beyond in arranging speakers and special events: an average of six of these events is offered each quarter, which is one event per quarter more than the established goal. The high frequency of special events ensures that part-time clients have the chance to participate in enrichment activities. The facility-based ADT clients have an average hourly wage of \$4.24 (\$5.47 last year) and work an average of 3.67 hours per week (3.58 last year). Five clients began work in an off-site position this year. No significant changes occurred in the client demographics.

Off-site Employment (Group Supported Employment/"enclaves")

Presently, the Habilitation Off-Site Employment program has clients working at PAFB, Cape Canaveral Air Force Station, the Veteran's Administration, and Kennedy Space Center. These highly valued Ability One work crews perform a worthwhile service, and the clients earn significant wages. Moreover, by working off-site, the facility-based/sub-contract work is shared amongst fewer clients at the Rockledge site, giving them the opportunity to have some work. This fiscal year saw a total of thirty-six clients working off-site, with a 95% job retention rate. As with the ADT program, these clients have received training which allowed them to achieve their Implementation Plan goals: 91% of the clients achieved at least 66% of their goals. Average hourly wages for this reporting year (last year in italics) were \$7.76 (*\$9.12*) at PAFB, \$7.60 (*\$8.92*) at Cape Canaveral, \$7.71 (no info.) at the V.A. , and \$11.04 at KSC (*no info.*).

Supported Living

Twenty-seven clients were served in the Supported Living program: This number will drop next fiscal year due to the program's reduction of one staff member. Ninety-nine percent of the clients maintained their Supported Living placement status. Considering client characteristics, no significant changes have occurred over the years: 100% of the clients have a diagnosis of a developmental disability and are over the age of 22. Slightly more females are served than males. The client satisfaction rating remained exceptionally high, with 100% of the clients rating the program at 4.5 or higher on 1-5 satisfaction survey scale. The obvious conclusion is that quality, individualized services are being provided by staff. One Outcomes Measurement primary objective was not met this year, which was the achievement of Implementation Plan goals. During the time of staff transitions consistency in goal training methods declined. After the transition period and subsequent goal adjustments, achievement of Implementation Plan goals got back on track. The program's average cost per quarter decreased from \$47, 634 last year to \$43,430 this year, the reduction driven in part by one fewer staff.

School Board Placement

Two more job placements were made this year over last year, 25 as compared to 23. Placements took about a week longer to make (an average of 15.5 weeks), thus this primary objective was not accomplished as the goal is set at 10 weeks. The job retention rates goals were all met: 45, 90 and 130 day retention rates were 88%, 75%, and 74%, respectively. These numbers mirror what was accomplished last year. Students in the program worked an average of 17.5 hours a week and earned an average of \$7.68 an hour. A change was observed this year in regards to client descriptors, particularly in the diagnosis of those served. The previous year 23% of those placed had a developmental disability and 68% had a learning disability. This year 8% were diagnosed with a developmental disability and 88% with a learning disability. More clients with a developmental disability were referred to the program this reporting period but a lesser percent were placed. Labor market trends in the county coupled with a high unemployment rate resulted significant challenges in placing this group of students. Clients, referral sources and employers indicated their satisfaction with the program. Staff was complimented by satisfaction survey responders as being responsive to needs and "great to work with."

World of Work (WOW) and Practical Application of Career Exploration (PACE)

All WOW Outcomes Measurement primary objectives were achieved this year, as was the case last year. School students were provided with a combination of guest speakers which ranged from artists to office assistants to personal trainers, and tours to sites such as police departments, daycares, and grocery stores. One hundred percent of the WOW students and ninety-five percent of PACE students in the program for the entire semester obtained Junior Achievement certificates. For both the WOW and PACE programs, satisfaction surveys were returned from seven school personnel: they rated the programs at a perfect 4.0 (this program uses a 1-4 rating scale). The PACE goals for 75% of the students to participate in a job shadowing experience and 75% to participate in mock interviews were both exceeded by 16%. Thirteen students participated in internship programs and nine students participated in an extended job shadowing experience.

Evaluation Programs

The number of facility- and community-based clients served far exceeded the established goals for this reporting year. Instead of serving twelve clients in each of these two programs, 26 and 24 were evaluated, respectively. The high number of persons served probably had an impact on how quickly the clients entered the programs. Fifty-two percent of the community-based clients received services within 30 calendar days, and sixty-five percent of the facility-based clients received services within 15 program days. The number of vocational evaluations actually completed just fell short of goal by three persons. The number of vocational evaluation cancellations fell from 16% last year to just 8% this year. Concerning program costs, the average cost per quarter for the evaluation programs rose from \$33,248 last fiscal year to \$34,819 this year. Very minimal changes occurred in the client descriptor categories.

VR Placement

As more clients were served in the Evaluation and School Board Placement programs, so too were more individuals served in the VR Placement program. Fifty-eight placements were made, as compared with forty-five the previous year. The goal was to place sixty individuals. With the number of placements increasing, the average cost per placement dropped from \$8,209 to \$5,782. Forty-five and ninety day job retention rates were 73% and 65%, respectively. These numbers are slightly below the desired level. Brevard County's high unemployment rate seemed to have made itself known in how long it took to find jobs for those referred: the average length of time was 25.6 weeks, up from 17.1 last year. However, further analysis provides the following details: 30% of the placements occurred with 10 weeks and 25% of the placements happened within 20 weeks. According to the American Association of Retired Persons, the average length of time to find a job for individuals under the age of 55 is 21.4 weeks. Job placement for a few persons served (13%)

took upwards of fifty weeks, which would have inflated the overall time it took for placement to occur. Three OJT placements were made this year out of approximately fourteen referrals. Businesses were willing to participate in the program, but were unable to afford paying the clients. However, statewide, consideration is being given to modifying the payment process which, hopefully, would correct this difficulty for the local businesses and result in increased OJT opportunities. Client, employer and referral source satisfaction ratings were 5.0, 4.9 and 4.1, respectively. The objective to meet 80% of the Implementation Plan goals fell short by 10%.

Supported Employment

VR, School Board and Med-waiver funded Supported Employment placements were greatly below goal this year, with one placement made in each of the first two areas and none in the third. Nine Voc. Rehab. Supported Employment clients were referred and are awaiting placement, while the number stands at eight for School Board Supported Employment students. One new client began receiving follow-along services. On the positive side, the job retention rate of clients in the follow-along program remained a strong 96%, with 100% of those served achieving a minimum of 50% of their Implementation Plan goals. The client satisfaction score was 4.9, which was above goal. The referral source and employer satisfaction rates did not meet the established goals of 4.6, but the numbers were respectable 4.2 and 4.4, respectively. On the average, clients earn \$8.57 an hour, up from \$7.83 last year. Clients work an average of 12.3 hours a week. No significant changes occurred in the area of client descriptors: those served predominately have a developmental disability and are over the age of 22. Sixty-five percent are males, and seventy-three percent Caucasian.

Sea and Land Work Incentives Program

Five Work Incentive Seminar Events were conducted during the year, the same as the prior year. The number of beneficiaries served continues to increase by leaps and bounds. One thousand, one hundred seventeen beneficiaries were provided with work incentive information, while three hundred forty-one beneficiaries received a written benefits analysis.

APD District 7 Incident Reports

Ten non-behavioral incidents occurred: nine pertained to health episodes and one concerned an abuse allegation. The abuse allegation, against a parent, was appropriately reported to the authorities and no further episodes concerning the involved parties were reported to staff throughout the year. Of the nine health-related incidents one regarded a Supported Living client, five were for Adult Day training clients, and three happened at off-site work locations. Four clients fell, one experienced a seizure and hit his head on a piece of exercise equipment, one client required mental health intervention, and three clients evidenced individualized health-related conditions. The ambulance was called to BAC or the off-site location five times. Three other occasions the clients required medical attention via a doctor.

Behavior Occurrence Reports Analysis

	10/1/05-9/30/06	10/1/06-9/30/07	10/1/07-9/30/08	10/1/08-9/30/09	10/1/09-9/30/10
Total # of Behavior Occurrence Reports	25	23	19	12	29
Males	15	13	8	8	17
Females	10	10	8	4	17
# of clients involved in	3	6	2	2	5

more than 1 incident					
Range/month	0-4	0-5	0-4	0-4	0-8
Incidents in A.M.	13	11	8	3	14
Incidents in P.M.	12	12	11	9	15
Incidents in:					
community	0	8	2	1	1
classrooms	4	2	2	4	7
work area	3	3	3	1	2
common area (lunchrooms, walkway, etc.)	18	10	12	6	18
Nature of incident:					
rule violation	11	6	12	5	5
non-compliance	5	2	4	1	3
anger outburst	9	15	3	6	21
Corrective action:					
role play/discussion	13	15	14	5	15
verbal warning	6	0	4	3	2
written warning	2	2	1	2	4
suspension	4	6	2	2	8

Table 1: Analysis of Behavior Occurrence Reports
Adult Day Training Program

Grievance Reports

Four individuals filed a total of five grievance reports this year. All reports came from persons served in the Adult Day Training program. One individual requested a schedule change and another desired to work with a different Habilitation Coordinator. Both of these requests were granted. A client requested an accommodation be made so he could have lunch with his long-term girlfriend: staffing patterns and space availability were assessed, and he was then able to dine with her two days a week. One client submitted two grievances. In the first instance, the grievance pertained to her (and all other) clients being reminded that lunch was about over. She agreed that a reasonable solution was for staff to point to their watch and say, "It's time." In the other grievance, this person felt she was being harassed by other clients. Her class/work schedule was changed and she was advised to have lunch in a different location. An analysis of these grievance reports would indicate no common thread and thus no recommendations are made in this area.

Services Review Team

Services Review Team meeting minutes were not taken this year, thus an analysis is not possible.

Program Enhancement Recommendations:

- Adult Day Training: Form a committee to develop an anger management curriculum thereby teaching the skills required that might decrease the number of behavioral incidents that occur as a result of clients being angry with each other.
- Adult Day Training: Evaluate client schedule to determine whether it is feasible to create a schedule with fewer transitions, thereby reducing the opportunities for undesirable behaviors.
- Evaluation: Cross-train staff to increase number who can provide community-work assessments.

- Evaluation: Develop vocational evaluation kits in order to provide work assessment tools when limited work is available in the work bays.
- Supported Living: Develop methods to maximize client authorized services. Discuss with clients how they would like their services enhanced, increase reviewing a variety of training topics with clients, and set a reasonable billable hour expectation for staff.
- VR Placement: Evaluate effectiveness of OJT pilot program.
- WOW/PACE: Consider increasing student tours and decreasing job shadowing experiences to better meet the student's needs and aptitudes.
- All programs: Modify and update the client characteristics to better determine who is being served. This will improve meeting the needs of various funding sources, and may provide for more refined program analysis.
- All programs: When the Services Review Team meets, designate a staff to take meeting minutes and give to the Administrative Assistant for inclusion in the meeting minute's book.