

## **COR ENTERPRISES FY 2010-2011**

### **PROGRAM EVALUATION REPORT**

Each year, COR sets specific goals, or outcomes, that we try to achieve in each of our program service areas. These goals are reviewed at a 6-month interval and again at the end of the fiscal year. We look to see if we have accomplished what we planned and we evaluate and analyze the data we have collected in order to improve our services. We try to identify trends that may be occurring and decide whether to continue with the same outcomes or make changes. These outcomes guide our management staff in making decisions as it relates to personnel or staffing issues, resources needed and overall planning for our entire program.

In addition, we collect information throughout the year on stakeholder satisfaction that is reviewed as part of our Quality Assurance program. The person receiving services, as well as their team members evaluate our services in a variety of areas. Concerns are followed up on and suggestions for improvement are discussed at the quarterly Quality Assurance meeting. A quarterly graph is prepared as well as a year-end graph identifying any trends that need to be addressed. (see QA report)

Below, each of our service areas is identified with the expectations that we had for each objective and the actual outcome that we achieved.

#### **Organizational Employment Services**

For facility-based clients in the document management services department, the expectation is \$50,000 in total wages paid to clients. We fell far short of this goal and only reached \$36,761. This is down slightly from the previous year, which was \$38,904. There is no specific contract loss; just an overall decrease in customers using mailing and/or shredding services. We will keep our expectation for \$50,000 for one more year and then will evaluate sales and wages with a full year of data in our new facility. For woodshop the expectation was \$20,000 and the actual wages were \$17,378; this is slightly down from last year which was \$18,270. Our expectation of \$20,000 in wages in the woodworking department will remain.

For night janitorial, we have an expectation of \$95,000 for total wages paid to all the workers. We exceeded this with \$99,391 in wages paid. We will increase our expectation for next year to \$100,000 in wages paid. For Federal Building clients the expectation is for average earnings per pay period per person to reach \$580.00 or greater. We exceeded this by reaching \$614.24 per pay period per person. This was primarily due to the increase in the wage determination rate. We will keep our expectation again for one more year at which time the new Federal Building will be almost completed. The satisfaction of our stakeholders continues to be measured through the Quality Assurance Program. (See Quality Assurance Procedure and Reports).

## **Community Employment Services**

Our Employment Specialists work with a wide variety of individuals with a multitude of needs. Our six Employment Specialists (ES) manage a caseload of direct placement (no job coaching needed) and transitional (short-term job coaching required). We have been finding that the majority of the individuals our community ES staff work with require more one-on-one services due to the significance of their disabilities. We hired a replacement staff in June to manage our DD and EE supported employment clients (long-term job supports required). Our expectations for the 2010-11 fiscal year were as follow:

- 130 new referrals
- 120 placed into community employment (Status 22)
- 90 maintaining their employment and being closed successfully (Status 26)
- maintain a 25% or less dropout rate from services
- maintain a 4.0 month or less timeframe from referral for services to placement in a job

What we actually achieved this past year:

- 126 new referrals (97% of expectation) (94 individuals carried over from FY 09-10)
- 87 individuals placed into community employment (73% of expectation)
- 67 closed successfully (74% of expectation)
- 27% dropout rate
- 4.74 months on the average from referral to placement

With the economy remaining stagnant, the competition in the job market for the few openings available, and the severity of the individuals we worked with this past year we feel our results, though not what we expected, to be within reason. We will be keeping our same goals for FY 2011-12 and hoping for some upward movement in the economy and job market.

The individuals served in our supported employment area are referred to us from the COR facility or from the Extended Employment waiting list and require long-term supports using Developmental Disability (DD) funding or Extended Employment (EE) funding. Our goal in this area was to have:

- 15 new referrals
- 12 placed into jobs
- 10 successful closures
- Less than a 4 month timeframe

We actually achieved

- 11 new referrals (73% of expectation); Seven carried over from last FY.
- 10 placements (83% of expectation)
- 6 closures (60% of expectation)
- 4.92 month timeframe

Individuals requiring long-term supports are usually the most difficult individuals to assist with employment. Expectations for the 2011-12 fiscal year will remain the same for this area.

**Outlying Area Report**

We continue to have a part-time staff serving VR consumers in the Bozeman area. We had a goal to have 10 community placements from these counties and achieved 7. Our goal was to have 10 successful closures and achieved 1. The lower numbers are a combination of fewer referrals, numerous individuals starting the process and then being placed on hold as non-job ready or dropping out of the program. Timeframe for placement was 4 months or less but we received no data for this area. Expectations will remain the same for 2011-12 FY.

**Community Based Assessments**

This area includes individuals referred for short-term community work trials and is an excellent service to assess if an individual has the skills and drive and is ready for competitive community employment. We always hope that every referral will enter and complete the program but find this is not the case. This year we served a total of 79 individuals in this program (45 new referrals and 34 carrying over) Thirty-seven of the individuals completed the assessment and went on to other services for a 47% success rate which is one of the lowest success rates we have seen in a number of years. Our goal is to have individuals who succeed and move on to other services participate in the program for three months or less and those who show us they are not ready for competitive community employment participate for less than two months. We achieved both of these goals with successful at 3.2 months and unsuccessful at 0.4 months. Our funding source normally allows 60 hours for a community assessment which works out to a three week period at 20 hours per week. This may vary with the severity of the disability and individual needs.

**Evaluation Services**

	<b># of Referrals</b>	<b># Completed</b>	<b>Ave. # Work Days til Report</b>
<b>Submitted</b>			
<b>1<sup>st</sup> Half</b>	<b>18</b>		<b>13.5</b>
<b>2<sup>nd</sup> Half</b>	<b>26</b>	<b>21</b>	<b>18.15</b>
<b>FY 11 Total</b>	<b>48</b>	<b>39</b>	<b>15.94</b>

- **This was a slightly better year for the number of people who fully completed the evaluation that they were referred for. We had 48 referrals, and had hoped to get 50. This year, however, the last half of the year was better than the first. We did not bill**

for any evaluations during the month of December, an extremely slow month, with lack of referrals.

- We had three (3) people who were referred, started, but did not complete enough hours to bill for a full report. Short reports were submitted. We also had two (2) people that were referred, but never showed or started during the FY, but are still being kept as active referrals, attempting to get them to start in FY 12.
- We had a meeting with our major referral source—VR in May, 2011 to talk about our services, and asked for input as to how we might be able to improve. All of the counselors in attendance gave the impression that they still very much like our service and did not ask for any major changes in how we provide them. We all agreed that many of the referrals made for the FY were often very complex and often severely disabled people, with extensive complications in trying to figure out new career paths for them to strive for in the future.

It should be noted that officially 42 reports were submitted. The difference between the number who completed above, is that reports were submitted for those that started, but did not complete.

#### **Driver Training Program Evaluation FY 2011**

- Ten (10) students completed all training and testing and received their Montana Class D Driver License during the Fiscal Year.
- Two (2) Short Assessments of driving skills were completed and short reports of findings were submitted to the Referring Counselors.
- One (1) referral was made to Saint Vincent Hospital for a formal driving assessment by an Occupational Therapist for a current student. The assessment report has not yet been received. That person is technically considered “on hold” until the results of the assessment are provided. That student may or may not continue into the next FY.
- Four (4) to Five (5) students will carry over to FY 2012—all but one of the students are continuing to work on passing the written examination part of the training at this time. One of the students is the person referred for the formal driving assessment mentioned above, and has already passed the written test on his/her own.
- One (1) student dropped out prior to the end of the FY and before completing the practical examination. However, the person did pass the written examination during the FY.

- **One (1) potential student was referred, but has never shown or attempted to set up an appointment with a Driver Trainer.**

### **In-house Job Readiness Training**

This program is designed for individuals who we feel could benefit from a more structured and supervised assessment program. Individuals who may be new to the workforce, have some pretty significant behavioral or mental health issues, or are uncertain of their ability to work due to physical issues are referred to this program. Twenty-five individuals were served in this training program which includes our DMS, wood shop and evening janitorial departments. Our goal is to have at least 85% achieve a program benefit, meaning the person completed the training program and was referred to another department for additional services. We achieved a 72% success rate for the year which is pretty much an average year. The average number of months in the program for a person receiving a program benefit was 2.5 with our goal being 2.5 months or less. For persons not receiving a benefit the average was 0.64 months, which is within our goal of two months or less. We will maintain these averages for the upcoming year.

### **Supported Living Services**

COR's supported living program continued to grow during the 2010-2011 fiscal year. Referrals for this program come from the State of Montana Developmental Disabilities Program and from Home and Community Based Services. The purpose of supported living services is to assist persons with disabilities to live as independently as possible in the community. Our goal is to assist persons in the program to complete 90% of their plan objectives, which was successfully achieved. In addition, we have an expectation that the average rating of independence for persons in the program will be a 2 or greater, as rated on the SL Quality Checkup form. This goal was achieved with an average rating of 2.72.

### **Personal/Social**

In the Active Choices area, we had a goal to participate in 48 community outings throughout the year. We met this goal by participating in at least 48 outings; some outings were events that we participated in several times. These are reported every quarter to the case managers in a quarterly review. Expectations will remain the same for next year.

Another expectation was to have 3 guest speakers over the year to provide in-services to our clients on different topics. We met this goal with 4 in-services.

## **Demographics**

Changes in demographics from last year to this year are as follows: 595 individuals were served this year compared with 561 last year. We are serving approximately 43% females and 57% males in our services. The 20 – 29 age group is still the largest population that we serve. Ethnic demographics as a percentage were virtually the same. Funding demographics had incomplete data and an accurate number was unable to be obtained. County demographics were virtually the same. Percentages for primary disability demographics remain about the same as well. These numbers will be reviewed in COR's year –end quality assurance meeting and used in strategic planning.

# Stakeholder Satisfaction FY 10-11

## Scale of 1 (poor) to 5 (excellent)

