

**Developmental Disabilities Resource Center**

# **ADULT VOCATIONAL/DAY SERVICES**



## **OUTCOME MANAGEMENT REPORT**

**January 1, 2015 – December 31, 2015**

# **OUTCOME MANAGEMENT REPORT**

## **January 1, 2015 – December 31, 2015**

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## **Directors' Report**

**December 31, 2015**

### **Accomplishments and Key Issues**

As the Adult Vocational/Day Services (AVS) Department completed its first year after the moves into the Walters and Weiland facilities, the focus in 2015 has shifted towards responding to the trends and challenges facing program/service provision.

No change has been more impactful than the State and National moves towards the elimination of traditional sheltered work center employment and Special Minimum Wage Certification. While Community Supported Employment has long been a key focus of the AVS Vocational program, a large number of individuals continued to demonstrate interest in typical piece rate packaging contracts on more of a part time basis combining some week days of work with other days of Community Participation and/or Facility Based program.

With the advent of change from a Work Services to Prevocational Services model in July of 2012, individuals enrolling in Prevocational Services needed to commit to a goal and path towards community employment (within 5 years). Even though an individual may still have wanted to continue with piece rate work in a sheltered setting, they could not enroll in Prevocational Services to attain and/or continue paid sheltered work without the intent to transition to community employment. Individuals not seeking employment had the option of choosing community or facility based services or a combination of the two service areas. Due to the number of participants choosing and moving to employment, community participation or facility based services, by early 2015 so few individuals remained in Prevocational Services it did not make sense to continue to offer it as an option. Philosophically, we also believed individuals did not necessarily need training through Prevocational Services to attain employment and could be given training, job coaching and support directly on a job. AVS now focuses upon Community Employment, Community Participation and Facility Based program as our primary program/service options.

#### **Transition from Subminimum Wage to Minimum Wage**

AVS has had a long standing commitment to assisting individuals in attaining community based employment and good wages. Thirty-seven per cent of those served by AVS, are employed and receive AVS Supported Employment Services. In embracing the cultural shift to paying at least minimum wage, the challenge was how to implement the shift from paying piece rate and subminimum wages on AVS work crews. Planning and education was necessary with current employers and vendors to understand the need for the change in wages and securing the income to be able to pay at least minimum wage.

In November 2014, the AVS Directors committed to the goal of eliminating the payment of piece rates or subminimum wages to individuals working on AVS Supported Employment Work Crews by December 31, 2015.

Colorado's minimum wage rate increased to \$8.23/hour on January 1, 2015. The amount of this particular increase presented an opportune moment to transition individuals on the Tivoli Food Court Crew and the

three janitorial crews to minimum wage pay or higher and away from the process of semi-annual hourly wage evaluations allowed under the Special Sub-minimum Wage Certificate. By no longer offering Prevocational Services, piece rate work within that training service was also no longer an option. The UNFI Warehouse Crew and Amigos Crew were already paying minimum wage through negotiation with the employer and bidding process when the crews were established. This left only the Grounds Crew, SpaceCo, Legacy and Enterprise Crews still working under the Special Minimum Wage Certificate needing to transition to minimum wage by December 31, 2015.

In July of 2015, AVS began a comprehensive planning and coordination effort to transition individuals wanting employment opportunities that would pay minimum wage. In July through realignment of the grounds crew contracts, two individuals transitioned to individual employment and four continued working on the Grounds Crew earning minimum wage. Since only piece rate work was available at the Legacy Crew site, it was determined the Legacy Crew would discontinue operation in November 2015. Many of the individuals on the Legacy Crew had only been interested in that type of setting doing packaging and assembly work. Because of this, five individuals chose to transfer to Community Participation and/or Facility Based Services. Three individuals transitioned to new employment including clerical and assembly work. We were pleased the assembly jobs were with a current contractor, shifting the work to their company site.

In addition, the closure of the Legacy Crew site necessitated transferring long time AVS Staff into other positions in the Department. The Business Operations Manager transferred to a Community Employment Consultant, the Production Manager transferred to an open Support Specialist position at Walters and the Warehouse Assistant also transferred to an open Support Specialist position at Weiland.

The SpaceCo Crew transitioned to Minimum Wage pay in late 2015 as well. AVS Management worked collaboratively with SpaceCo management staff to begin moving towards the transition in October of 2015. Ultimately, AVS was able to move 5 of the 8 individuals employed to minimum wage pay from piece rate.. Unfortunately, three individuals were not able to work at a pace that SpaceCo management could justify paying minimum wage so these individuals were moved to other program options. The transition was completed in early 2016 due to the crossover of pay periods from one year to the next.

In December 2015 we were able to convert the Enterprise Crew to a minimum wage pay rate instead of piece rate using existing contracts. However due to a decrease in available work, the crew members work less hours and also participate in Community Participation. By receiving the hourly wage, the crew members did not experience any loss of income. We are now in the process of developing additional employment for the crew members working at a coffee and concession stand at DDRRC which we are planning to open in Spring 2016. This new opportunity will also pay minimum wage.

As a result by the end of December 2015, forty-six individuals were no longer paid by piece rate or subminimum wage and began earning at least the Colorado state minimum wage for employment.

### **Facility Maintenance Issues**

AVS has been challenged by the maintenance needs of Walters and Weiland Centers which are former aging school buildings. Moving forward for changes in services we have found both buildings require necessary updating and repair. Significant staff time and effort has been necessary to oversee these maintenance projects and interface with contractors.

## **Projects and work that has been done or will be complete by end of March 2016**

- New roofs on both facilities
- Parapet wall repair and rebuild at both facilities
- Corner brick repair along upper walls on both facilities
- Cooling towers replaced at both facilities
- Ceiling tiles replaced from water damage at both facilities
- Lighting lenses replaced from water damage at both facilities
- Electrical repairs on lighting and wall sockets at both facilities.
- Lighting conversion to LED lights throughout interior and exterior of both facilities. (From EOC grant) Energy Outreach Colorado
- Conversion to LED solar powered parking lot lights at Walters
- Parking lot complete replacement at Weiland
- Parking lot repair at Walters
- Replace flooring in 3 areas of the Walters Facility and 1 area at Weiland
- Repair water damaged light fixtures
- Carpets cleaned at both facilities
- Cut new holes for overflow drains on roof of both facilities
- Repair and replace 10 roof drains between both facilities
- Repair water pumps in boiler room at Walters
- Re-pipe gas and water pipes at the Weiland center in boiler room
- Repair water line break at Weiland center
- Repair broken heat pumps at both facilities for HVAC system
- Air quality test and assessment done at Walters
- Multiple boiler breakdowns fixed at both facilities
- Replace broken thermostats on heat pumps at both facilities.
- New boiler at Walters should be installed by end of March via a grant from the EOC (Energy Outreach Colorado)
- Removed broken solar panel system from roof at Walters
- Kitchen remodel at Walters
- Hot water storage tanks replaced at Walters center
- Exterior LED solar lights added to front of Walters facility to help with lighting at night
- Repair exhaust fan on RTU at Weiland
- Repair make-up-air unit at Weiland
- Repair ice machine at Weiland
- Replace rusted drain cover at front of building at Walters
- Occupancy sensors for both facilities in Gym, Cafeteria, staff offices, BRIMs (From EOC grant)
- New shower fixtures at both facilities (From EOC grant)
- New faucet water diffusers at both facilities to use less water (From EOC grant)

## **Maintenance projects and work needed in the coming 1-6 months**

- 2 heat/cooling pumps replaced (1 at each facility)
- Parking lot infrared patching, crack sealing and seal coat at Walters
- Brick repair on front pillars of entrance at Walters and Weiland
- Remove rusted out window units at both facilities and brick in lower area (3-5 between both centers)
- Sprinkler system repair at Walters
- Commercial Freezer (Weiland)
- Concrete repair on north and west side of Walters
- Seal cracking and areas of separation from building and sidewalks
- Re-Stripe parking lot Walters
- Replace damaged grass at both facilities (Paid for by roofers)
- Broken interior room divider removed

- Install intercom system at Walters and Weiland
- Replace 4 garbage disposals (2 at Weiland and 2 at Walters)
- Remove unused curtain from old pool room and install as new divider for gym and cafeteria
- Replace fire and alarm panel at Walters
- Replace Heat/cooling pump at at Weiland
- Repair Evaporative cooler over kitchen at Weiland
- Paint Cafeteria and some hallway walls at both facilities
- Repair or replace walk-in refrigerator at Weiland
- Install additional exterior lighting as recommended by site survey

### **Maintenance Projects upcoming over the next 18 months**

- Additional concrete work on sidewalks
- Seal coat and crack seal Walters parking lot
- Do remaining rusted windows at both facilities 3-4 (Fill in with brick)
- Paint remaining areas of both facilities (Gym, Hallways and remaining rooms)
- Sprinkler system repair/replace
- Re-Key both facilities to get them back on a master key system
- Re-Caulk all control joints on both facilities

### **Transportation Services Report**

In 2001 when AVS started providing transportation services we established criteria for developing new routes. The criterion includes keeping the number of routes at our facilities to ½ of the total number of staff that can drive and each route should be an hour or less if possible.

#### **Current Statistics for this Reporting Period**

**Total average number of miles per route** – 25 average miles per route, with routes ranging from 16 to 34 miles. Routes also include some crew supervisors driving participants from home to their work sites and home again. Weiland has 25 trained drivers available, Walters has 23 trained drivers and 8 Crew Supervisors drive each day.

**Total Ridership** – 151 participants use AVS Transportation services including 61 riders at Weiland, 60 riders at Walters, and 36 riders with the Work Crews

**Number of Routes** – 23 total routes are driven each day, including 7 Routes at Weiland, 8 Routes at Walters and 8 Work Crew Routes

**Accidents** - There were 11 reportable accidents during this reporting period resulting in no injuries to our participants or staff.

4 Accidents resulted in minor damage to the other vehicle but no tickets were issued.

6 Accidents resulted in minor damage to our vehicles due to backing, parking or driving under a tree branch.

1 Accident reported due to an AVS van being hit by another party

## **AVS Program Referrals and Evaluations**

AVS has a staff person who is responsible for reviewing all referrals made through the Community Centered Board (CCB) system. An evaluation is provided to anyone interested in any of the programs offered by AVS if entrance criteria are met. AVS also receives referrals through the Division for Vocational Rehabilitation (DVR). These referrals are for individuals who are seeking a job in the community or work crew opportunity. All DVR referrals are handled by Diana Holland.

There were a total of 17 new participants who entered the program during this reporting period. Fourteen new referrals were evaluated and entered AVS from the CCB referral process and EBD. There were three individuals who entered the program through DVR funded services.

A total of 16 participants terminated AVS services. Five individuals passed away, three individuals moved out of the service area, one individual retired, and seven chose to go to another program.

## **FUTURE ISSUES AND CHALLENGES FOR AVS**

### **Expanded Employment and Training Options in Collaboration with Voc Rehab using WOIA**

AVS has had a long standing commitment to assisting individuals in attaining and maintaining community based employment. We also have the benefit of a long term collaborative partnership with the Division of Vocation Rehabilitation (DVR). With the new changes and funding through the Work Opportunity and Investment Act (WOIA), we anticipate exciting opportunities to develop and expand employment and training options, particularly for transition age youth with intellectual and developmental disabilities. We are currently participating in planning with DVR to develop new training and service options we can make available to youth for their transition to employment.

### **Staff Turnover**

AVS, in the past year, continues to see our staff turnover in direct care positions increasing and we are concerned about finding and keeping qualified staff. Maintaining a low staff turnover rate is key to providing consistent programming to our participants and their families. The average annual staff turnover rate for 2015 is 24.3% for all DDRC benefit eligible direct care staff positions.

### **Waiver Changes and New Program Models**

The Centers for Medicare and Medicaid (CMS) has issued regulations that significantly impact non-residential settings providers beginning in March 2019. The HCBS Settings Final Rule (aka the Community Rule) seeks to ensure that services will be provided in the most appropriate integrated setting.

AVS management as well as DDRC administrative staff continue to participate in stakeholder work groups and webinars in an effort to understand the Rule requirements and learn about best practices and compliance.

At some point, AVS/DDRC will need to draft a transition plan for our programs currently provided at the Walters and Weiland Centers. Any plans must take into account the significant number of individuals served by AVS who are aging, medically fragile, non-ambulatory and who need full or partial assistance with personal hygiene (toileting and diaper changing), feeding and/or G-tube assistance in addition to other care.

**PERSONAL, SOCIAL, AND COMMUNITY SUPPORTS AND SERVICES**

**January 1, 2015 – December 31, 2015**

**Population Demographics:**

<b>CATEGORY</b>	<b>Facility Based*</b>		<b>Community Participation*</b>	
	<b>Walters</b>	<b>Weiland</b>	<b>Walters</b>	<b>Weiland</b>
Total number of participants served	29	57	7	26
Number of male participants	16	29	3	11
Number of female participants	13	28	4	15
Number of participants over the age of 55	15	20	6	10
Number of participants under the age of 55	14	37	1	16

\*The numbers listed reflect individuals served in Community Participation and Facility Based programs at the Walters and Weiland facilities. Because individuals can choose to experience multiple program options, the following numbers represent additional people served in Community Participation and Facility Based services:

- 94 Facility Based and Community Participation
- 11 Facility Based and Crew
- 32 Community Participation and Crew
- 5 Individual Employment and Community Participation

## PERSONAL, SOCIAL, AND COMMUNITY SUPPORTS AND SERVICES

January 1, 2015 – December 31, 2015

**EFFECTIVENESS GOAL:** To maximize the opportunities available for participation in ongoing meaningful community connections and relationships.

**OBJECTIVE:** To maximize the number of ongoing community connections/relationships available to participants in the Community Participation programs at the Walters and Weiland facilities.

**Documentation:** AVS Graphic Activity Tracker (GAT) daily data entry

**Staff responsible:** Direct Care Support Specialist Staff

Program Manager Staff oversight

**Target:** 25% of available program hours will be spent in community settings that foster community connections and relationships with the participants AVS serves. **\*PLEASE NOTE:** These totals represent only those hours spent in settings with established regular community connections and do not represent all the hours spent in community based activities.

**Achieved: YES**

### Walters Center

The Walters Center has two distinct groups from which Community Participation groups are scheduled each day depending upon individual activity preference. They differ substantially in terms of personal care needs and ambulation so we have differing staff to participant ratios of 1:3 and 1:7-8. Examples of activities include: Meals on Wheels lunch delivery, Green Mountain and Brunswick Bowling, Library Group, Foothills Animal Shelter pet socialization, McDonald's coffee group, Hammond Candy, West Metro Fire Department, Highland Baptist Church Arts and Crafts and rotating single location restaurant groups such as Front Room Pizza, Country Buffet, Jim's Burger Haven, Fazzoli's and Dairy Queen. Excluding transportation time, the activities total approximately 7.5 scheduled hours per week for groups with the smaller staff to participant ratio and 10 hours for the groups with the larger staff to participant ratio.

### Weiland Center

The Weiland Center also has two distinct groups from which Community Participation groups are scheduled each day depending upon individual activity preference. They differ in terms of personal care needs and ambulation so we have differing staff to participant ratios of 1:4 and 1:5-6. Examples of activities include: Meals on Wheels lunch delivery, Safeway grocery shopping group/cooking program, Bowling, Volunteers of America garden plot, Got Paint art activity, Columbine Library Reading Group, Swimming at Foothills Recreation Center, Littleton Frontier Museum, ARC Thrift Store and Restaurant Group. Excluding transportation time, the activities total approximately 11 scheduled hours per week.

**Analysis:**

For purposes of this analysis we reviewed only those activities that meet the criteria of ongoing established community connections. These are activities that occur routinely and involve individuals who, over time, have developed relationships with employees of community businesses we frequent and/or individuals who benefit from volunteer activities such as those we deliver lunches to on our Meals on Wheels routes.

The participation of individuals in meaningful community connections and relationships has been a goal of the program since the State began funding of this option many years ago. There are a number of factors that impact our ability to establish/maintain these connections including increasing participant need levels for staff support with respect to feeding, toileting and ambulation assistance due to aging and medical fragility. Also, because individuals can request one to four days in Community Participation depending upon funding available to them, it is increasingly challenging to balance the amount of time spent in community settings vs. the facility.

Regardless of the challenges in providing these community opportunities, AVS is aware that our participants derive significant benefit and enjoyment from the community connections that have been established and we will continue to seek new ones. For all AVS facilities, 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 billing requirements.

**Recommendations:**

1. Identify additional opportunities to establish meaningful community connections and relationships to enrich the lives of AVS participants for at least 40% of the available program hours in a month.

**Staff Responsible:** Tammy Drumright and Diana Holland, Directors

## PERSONAL, SOCIAL, AND COMMUNITY SUPPORTS AND SERVICES

January 1, 2015 – December 31, 2015

**EFFICIENCY GOAL:** To provide participants facility based activities that increase their knowledge of leisure skill opportunities.

**OBJECTIVE:** To maximize participant exposure to different kinds of leisure activities within the facility based program at the Walters and Weiland facilities.

**Documentation:** AVS Graphic Activity Tracker (GAT) daily data entry and Monthly Calendar of Activities

**Staff responsible:** Program Development Coordinator

Direct Care Support Specialist staff

Program Manager Staff oversight

**Target:** At least 25% of scheduled activities include leisure skills that offer participants the opportunity to increase their abilities/interests in different activities.

**Achieved: YES**

### Walters and Weiland Centers

Individuals participate in the following daily activities: Arts and Crafts, Exercise, Puzzles and Games (to enhance memory, dexterity, etc. including crossword and drawing), Music Therapy (weekly), Cooking, Painting, Jewelry Making. The activities total approximately 8-12 hours per week at the Walters Center and 10-14 hours per week at the Weiland Center depending upon participant interest and ability level. The Walters Center has also been able to enhance our program offerings through the use of iPad games and applications and we hope to be able to add this opportunity at the Weiland Center in the future.

### **ANALYSIS**

AVS has met the objective at the Walters and Weiland Center programs during this reporting period. We believe this is a worthwhile objective to focus upon giving participants opportunities to experience varied leisure skills that may also translate to new interests in their home environments.

Many factors can affect our efforts to meet this objective such as personal care needs, participant health and stamina issues as well as absenteeism. Part time schedules also have an adverse impact upon AVS' ability to meet our target.

Traditionally, AVS has utilized data collected on hours spent in the community versus facility based programs as one measure of our efficiency. This has become increasingly difficult because of the opportunity for individuals to participate part time in one or more of our various service options. During our next reporting period, and in addition to our primary objective, AVS will identify other measures of program efficiency which could include such measures as service utilization, service delivery cost per service unit, direct service staff turnover rates or other useful information.

AVS will again focus upon this objective with a goal of providing leisure skill opportunities in our facility based programs for 40% of available program time. Monitoring activities scheduling will continue to be a high priority in order to ensure AVS participants continue to receive leisure skill opportunities that have the potential for new skill growth.

**Recommendations:**

1. The Facility Based programs will review the monthly activity calendars and participant satisfaction to ensure sufficient and varied opportunities to enhance leisure skill growth.
2. Review and select additional efficiency measures to improve AVS programs.

**Staff responsible:** Tammy Drumright and Diana Holland, Directors

## SUPPORTED EMPLOYMENT SERVICES

JANUARY 1, 2015 – DECEMBER 31, 2015

### Population Demographics: Individual Placement

CATEGORY	INDIVIDUAL
Total number of participants served	78
Number of male participants	41
Number of female participants	37
Over 55	11
55 or under	67

### Population Demographics: Work Crews

CATEGORY	CREWS
Total number of participants served	66
Number of male participants	48
Number of female participants	18
Over 55	19
55 or under	47

## SUPPORTED EMPLOYMENT SERVICES

JANUARY 1, 2015 – DECEMBER 31, 2015

**GOAL:** Maximize number of individuals transitioning to community based supported employment

**EFFECTIVENESS OBJECTIVE:** To place a minimum of 10 individuals to employment into new individual community employment positions or at a community work crew

**DOCUMENTATION:** Monthly Placement Report/Working Files

**Staff responsible:** AVS Supported Employment Services Employment Consultants

**Target:** 10 persons placed in community based supported employment

### Data Results for January 2015-December 2015:

Total New Placements	Work Crew Placements	Individual Employment
12	4	8

**Achieved:** Yes

**Analysis:** We are pleased with meeting this goal and assisting 12 individuals in transitioning to new employment. As always, we are continuing with our marketing and placement efforts to seek new opportunities for those requesting employment.

**Recommendation(s):**

Continue to refer individuals to Vocational Rehabilitation Services and work collaboratively with them to develop new employment for individuals. Continue to explore the job market to develop new and creative opportunities for small crew and individual employment for those participants who wish to work in the community.

**Staff responsible:**

Diana Holland, Director and Employment Consultants

## SUPPORTED EMPLOYMENT SERVICES

JANUARY 1, 2015 – DECEMBER 31, 2015

**GOAL:** Maximize timely placement of individuals seeking new community based supported employment positions

**EFFICIENCY OBJECTIVE:** To place at least 70% of those individuals requesting Community Employment within 90 days of opening a vocational rehabilitation case file and receiving authorization for job placement and/or development of a job placement plan.

**DOCUMENTATION:** Monthly Placement Report/Working Files

**Staff responsible:** AVS Supported Employment Services-- Employment Consultants

**Target:** At least 70% of those new individuals placed within 90 days of authorization

### DATA RESULTS FOR JANUARY 2015-DECEMBER 2015:

Total New Placements	Less Than 90 Days	More Than 90 Days
12	9 -75%	3- 25%

**Achieved:** Yes

**Analysis:** We are pleased with meeting this goal and assisting 9 of the individuals in transitioning to their new employment within 90 days. The three situations that took more than 90 days, the individuals had very specific interests, support needs and geographic location needs, which took more time to ensure a good employment situation that would meet their needs. We have had some success in making all of these particular placements due the skills and persistence of our Employment Consultants, quick follow-up on job leads, and the ability to establish good partnerships and employer relationships.

### **Recommendation(s):**

Continue to refer individuals to Vocational Rehabilitation Services and work collaboratively with them to develop new employment for individuals. Continue to explore the job market to develop new and creative opportunities for small crew and individual employment for those participants who wish to work in the community.

### **Staff responsible:**

Diana Holland, Assistant Director, Marketing staff and Employment Consultants



# Participants Satisfaction Survey 2015

## Community Participation December 31, 2015

OUTCOME MEASURE	YES	%	NO	%
Are you satisfied with the choice of community activities?	52	90	6	10
Are you satisfied with the choice of activities offered in the facility?	50	87	8	13
Would you like to work at a job on a community crew?	24	41	34	59
Would you like to work in the community on an individual job?	21	36	37	64
Are you satisfied with your supervisor?	58	100	0	0
Are you satisfied with communication between your home and the day program?	56	97	2	3

**GOAL:** Maximize overall participant satisfaction per annual surveys

**Satisfaction Objective:** To maximize individuals satisfaction for all individuals attending Community Participation program at the Walters and Weiland facilities.

**Documentation:** Individuals utilized a web based survey tool on a tablet. A random sampling of those who are served in the Community based program were surveyed.

**Staff Responsible:** Nathan Anderson, Colette Anderson, Diana Holland, Tammy Drumright

**Target:** 90% satisfaction or greater per question

**Walters and Weiland Program Sites - Community Participation**

**Achieved:** Yes

**Analysis:** In general, participants are well satisfied with the choices of activities offered both in the facility and in the community settings. (Community Participation funding is not sufficient to allow full time community access for those individuals who enjoy Community Participation which requires AVS to supplement community activities with a varied facility based schedule as well. In addition, some individuals choose a dual program option such as part time Community Participation and part time Prevocational Services). Also, participants seem to be clearly satisfied with their assigned supervisor.

One interesting finding regarding this survey is the number of participants who expressed interest in working on a community crew or individual community job. This may reflect what AVS has known for some time now - the reality that many participants seem to prefer a program option that allows for part time work and part time community activities. In the future AVS staff may be challenged to look for more truly part time employment or perhaps volunteer options for individuals.

In past surveys some concern had been expressed about communication issues between home and day program with a satisfaction rating of 56% AVS has tried diligently to improve communication. We are pleased that this survey reflects very exciting 97% satisfaction rating in this area.

**Is there anything you would change about your program/services?**

*These statements represent the most common answers:*

“Loud people annoy me”

“Loud and busy bother me”

“Don’t get along with everyone”

Assigned Program Managers have been made aware of these responses and are following up as appropriate.

**Recommendations:** Continue to refine our questions and survey process so we can utilize this type of survey technology on an annual basis to provide information to assist AVS Management in adjusting our program options/activity offerings as funding permits.

Staff Responsible: Tammy Drumright and Diana Holland, AVS Directors along with as- signed staff.

## Facility Based Services December 31, 2015

OUTCOME MEASURE	YES	%	NO	%
Are you satisfied with the choice of activities offered in the facility?	53	93	4	7
Would you like to work at a job on a community crew?	20	35	37	65
Would you like to work in the community on an individual job?	18	31.5	39	68.4
Are you satisfied with your supervisor?	54	94.8	3	5.2
Are you satisfied with communication between your home and the day program?	57	100	0	0

**GOAL:** Maximize overall individual satisfaction per annual surveys

**Satisfaction Objective:** To maximize individuals satisfaction for all attending Facility Based Services.

**Documentation:** Individuals utilized a web based survey tool on a tablet - A random sample of the participants in the program were surveyed.

**Staff Responsible:** Nathan Anderson, Colette Anderson, Diana Holland, Tammy Drumright

**Target:** 90% satisfaction or greater per question

**Walters and Weiland Program Sites - Facility Based**

**Achieved:** YES

**Analysis:** AVS achieved high ratings in two question areas: Are you satisfied with the choice of activities offered in the facility? (93%) and Are you satisfied with your supervisor? (nearly 94%). In addition, the answers to work related questions: Would you like to work at a job on a community crew? (68% No) and Would you like to work in the community on an individual job? (68% No) demonstrate that a number of participants have decided that work is not their primary interest. On past surveys some concern had been expressed about communication issues between home and day program with a satisfaction rating of 56% AVS has tried diligently to improve communication and this survey we received a very exciting 100% satisfied in this area.

AVS has been seeking to bring in more opportunity for those we serve in our facility based programs. We want to bolster current program offerings as well as grow offering new and different options. AVS has looked to grow specifically in the area of technology services and integration into the daily programs.

AVS has now done our satisfaction survey on tablets using web based survey tools multiple times and the purpose has been to try and give those answering the questions the best opportunity to answer with as few barriers as possible.

**Is there anything you would change about your program/services?**

*These statements represent the most common answers:*

“Peers” - aka others at program

“too noisy”

“Other people being loud”

Assigned Program Managers have been made aware of these responses and are following up as appropriate.

**Recommendations:** Continue to refine our questions and survey process so we can utilize this type of survey technology on an annual basis to provide information to assist AVS Management in adjusting our program options/activity offerings as funding permits.

**Staff Responsible:** Tammy Drumright and Diana Holland, AVS Directors along with assigned staff

**Supported Employment Services -  
Work Crews/Individual Employment  
December 31, 2015**

OUTCOME MEASURE	YES	%	NO	%
Do you like your job?	35	100	0	0
Are you satisfied with your job	34	97	1	3
Are you satisfied with number of hours you work?	35	100	0	0
Do you have friends at work?	35	100	0	0
DDRC/AVS staff are knowledgeable, Friendly and	34	97	1	3
I would recommend DDRC/AVS services to others?	33	94	2	6

**GOAL:** Maximize overall individuals satisfaction per annual survey in the area of employment

**Satisfaction Objective:** To maximize individuals satisfaction for all those who attend a work crew or are in individual employment receiving job coaching.

**Documentation:** Individuals utilized a web based survey tool with tablets - A random sampling of the participants in the program were surveyed.

**Staff Responsible:** Nathan Anderson, Colette Anderson, Employment Consultants, Diana Holland Director

**Target:** 90% satisfaction or greater per question

**Weiland and Walters Program Sites** - Crews and Individual Employment

**Achieved:** Yes, AVS was rated the highest in satisfaction from these two programs. The overall satisfaction with these two programs represents the hard work - both prior to a job placement as well as the on-going work and support to help each person achieve their goals in their given job.

**Analysis:** We were pleased to see the continued high levels of participant satisfaction with their job as well as the high ratings for number of hours worked and overall satisfaction with an individuals current job and the staff person giving support services.

**Recommendations:** Continue to seek new employment, transfers, and/or an increase in hours for any individuals requesting these improvements. We are always seeking to find the best possible matches for job placement and new employees, as well as good matches for the individual with their Employment Consultant.

**Staff Responsible:** Diana Holland - Director and Employment Consultants

**Developmental Disabilities Resource Center  
Adult Vocational Services**

**Demographics Report Summary  
January 2016**

CATEGORY	Facility Based		Community Participation		Individual Employment	Small Crews	Indiv/ Crews	Indiv/ CP	FB/CP	FB/Crews	CP/Crews	TOTAL
	Walters	Weiland	Walters	Weiland					Walters/ Weiland	Walters/ Weiland	Walters/ Weiland	
Total Participants Served **	29	57	7	26	73	23	0	5	94	11	32	357
Male Participants	16	29	3	11	37	20	0	4	50	5	23	198
Female Participants	13	28	4	15	36	3	0	1	44	6	9	159
Over 55	15	20	6	10	10	7	0	1	25	3	9	106
Under 55	14	37	1	16	63	16	0	4	69	8	23	251

FB = Facility Based  
 CP = Community Participation  
 CIE = Community Integrated Employment  
 INDIV = Individual Employment

**\*\* There are an additional 36 Participants that attend the AVS Discovery Technology Lab that are not included in the Demographics totals. Additionally 5 non-duplicated individuals are serviced through vocational rehab funding that are not included in the Demographics totals. Grand total for AVS including these participants is 398**

Facility Based - Includes those individuals who receive services in Facility Based

Community Participation – Includes those individuals who receive services in Community Participation

FB/CP – Walters/Weiland – Includes those individuals who receive services in both Community Participation and Facility Based

FB/Crews – Includes those individuals who receive services in both Facility Based and Small Work Crew

CP/Crews – Includes those individuals who receive services in both Community Participation and Small Work Crew

INDIV/CREWS - Includes those individuals who receive services in both Individual Employment and Small Work Crew