**PLEASANTVIEW INDUSTRIES, INC.**

**OUTCOMES MANAGEMENT SYSTEM REPORT**

**YEARLY REPORT: July 2018- June 2019**

The following are the outcomes objectives tracked for the Work-Activity and Supported Employment programs for the review period:

**I. Work-Activity Program**:

**Effectiveness Objectives**:

1) Maximize the desired outcomes for WAP consumers.

2) Increase wages and earnings for WAP consumers.

**Efficiency Objectives**:

3) Maximize paid work time for WAP consumers.

4) Maximize attendance of WAP consumers.

**Feedback**:

5) Maximize personal outcome satisfaction for WAP consumers.

6) Maximize stakeholder satisfaction.

**Access to Services**:

7) Maximize access to program services for WAP consumers.

**II. Supported Employment Program**:

**Effectiveness Objectives**:

1) Maximize the number of consumers receiving individual placement services.

2) Maximize the number of SEP consumers who reach their desired outcome.

**Efficiency Objectives**:

3) Maximize job placements within 90 days of intake.

4) Maximize job retention of SEP consumers.

**Feedback**:

5) Maximize personal outcome satisfaction of SEP consumers.

6) Maximize stakeholder satisfaction.

**Access to Services**:

7) Maximize access to job development services.

## WORK-ACTIVITY PROGRAM

There were 50 individuals served in the work-activity program this year (1 less than the previous year). There were 6 new admissions and 8 discharged (1 – moved, 5 – transferred to community integration prog, 1 – transferred to supported employment, 1- retired).

**Effectiveness:**

1) **Maximize desired outcomes**: Eighty- six percent of clients reviewed were satisfied with their current program. This is greater than the 75% goal.

2) **Increase wages and earnings**: Twenty-six percent of clients increased their annual

income by, at least, 2%. This is well below the 40% goal.

**Efficiency:**

3) **Maximize paid work time**: Clients were provided paid work 54% of the time. This was less than the goal of 75% and was a 12% decrease in work from the prior year.

4) **Maximize consumer attendance**: Seventy-seven percent of clients attended, at least, 85% of the available days. This was below the 80% goal and 6% lower than last year.

**Feedback:**

5) **Maximize personal outcome satisfaction**: Ninety-seven percent of clients gave

## satisfactory responses to survey questions related to their outcomes. This was just above the 95% goal.

6) **Maximize stakeholder satisfaction**: Parents/careproviders, referrers/funders, and

## subcontract customers are asked for feedback. One-hundred percent of respondents gave favorable ratings of Pleasantview’s programs and services.

**Access to Services:**

7) **Maximize access to program services**: The time from receipt of the referral packet to the start date is tracked. The goal of 30 days was met by 100% of all new referrals.

## SUPPORTED EMPLOYMENT PROGRAM

There were 79 clients served in the SEP this year, 5 more than last year. There were 17 new admissions to the program (1 more than last year) and 9 individuals were discharged (the same as last year).

**Effectiveness:**

1) **Maximize # of clients receiving individual placement services**: This year there were 17 new placements in the community. This surpassed the goal of 12 placements and was 1 more than last year.

2) **Maximize # of clients who reach their desired outcome**: The individuals being served in the SEP were asked if they had reached their desired outcome. Ninety-eight percent indicated that they had and this was above the goal of 90%. This is 2% lower than last year.

**Efficiency:**

3) **Maximize job placement within 90 days of intake**: Seventy-six percent were placed within 90 days. This was below the goal of 80% and 5% under the previous year.

4) **Maximize job retention**: Eighty-eight percent of new placements this year had held their jobs for over 90 days. This was above the goal of 80% but 12% lower than last year.

**Feedback:**

5) **Maximize personal outcome satisfaction**: Ninety-eight percent of the responses by SEP clients were satisfactory regarding their program and services. This is above the goal of 90%.

6) **Maximize stakeholder satisfaction**: Ninety-nine percent of the responses by SEP stakeholders were satisfactory. This is above the goal of 90%.

**Access to Services**:

7) **Maximize access to job development services**: The length of time from receipt of referral packet to start date was tracked. The goal is to achieve intake into the program within 30 days. This was achieved by 100% of the referrals., an increase of 25% over last year.

## Reviews

**Incidents/Accidents:**

When incidents/accidents are identified they are dealt with by first aid, counseling, review, warnings, suspension or termination. We were fortunate to only have a handful of minor first aid issues this year. No trends were determined.

**Accessibility Evaluation:**

An evaluation is conducted to identify any accessibility issues regarding our clients in architectural, environmental, attitudinal, financial, employment, communications, community integration and transportation. There were issues identified in several categories.

Attitudinal:

* SEP: workers in community experience some unfairness by companies who give more hours to non-disabled workers. (this continues to being monitored and addressed where feasible)

Financial:

* WAP: state continues to deny any rate increases for this program even when other programs receive them. (the organization must evaluate how these clients can be served in the future)

Employment:

* WAP: CMS Final Rule will ultimately impact the existence of this program and will cause the loss of job opportunities. (the organization continues to discuss how long these services can be offered and what happens to the clients currently in the WAP)
* SEP: continual increases in the minimum wage are being monitored for effects on future employment opportunities in the community.

Technology:

* WAP: we need to improve in offering technology opportunities and education on a regular basis. (floor staff are encouraged to schedule time with computers)

Transportation:

* WAP: regional center transportation has improved but will continue to be monitored going forward.

Community Integration:

* WAP: develop and expand CI opportunities. (the community integration program is in operation and be expanded as resources are available)

**Risk Management Evaluation:**

The organization has policies/procedures and/or coverage in place to address general/professional liability, liability to employees, property loss, vehicle related loss, business loss/interruption, loss of reputation, product liability, internal/cash management control, loss of key personnel and loss of computer/communications. There were no issues or events impacting these areas this year.

**Technology Evaluation:**

Policies/procedures are in place to address acceptable use, backup and recovery, business continuity/disaster recovery and security concerns.

**Personnel Trends:**

The organization added (1) job coach for the SEP, (1) Coordinator for new Community Integration program and (3) direct service staff for CIP. We were able to retain 100% of our other staff.

**SUMMARY:**

**Work-Activity Program and Community Integration Program**:

This year we served about the same number (50) of clients in this program as the previous year. Admissions and discharges were also about the same as last year. Program participants, as well as, parents/care-providers/stakeholders are satisfied with the WAP. One area of concern, however, was the increase in downtime over last year and this was mentioned on satisfaction surveys by a number of program participants. Our primary source of work experienced several issues this year which interrupted a steady flow of work. Overall, it is becoming increasingly more difficult to obtain new sources for subcontract work. Numbers of our former customers have moved out of state or obtain their finished products from out of the country. This has definitely been a trend over the past several years. We continue to look for new customers.

As far as the WAP is concerned it is clear that there are looming issues that we are having to face. The CMS Final Rule will go into effect March 2022. Our parents have been, and continue to be, reminded, that the WAP (and programs like it) will not be around for that much longer. In addition, the state has made it clear about the future (or lack thereof) of WAPs by completely ignoring these programs in the latest budget cycle and giving increases to other programs.

The grant we were able to obtain last year to be used for HCBS compliance to hire a transition coordinator was put into effect back in October. We hired a coordinator, received vendorization for a community integration program and the program received its first program participants in January 2019. We hope to continue to expand this program and make it at least one choice for those who will be leaving the WAP in the near future.

**Supported Employment Program**:

The SEP grew this year and served 79 individuals. There were 17 new placements. The program continues to grow at a steady pace and assists currently placed individuals to maintain their employment. A number have been employed for many years. Our workers are employed at over 21 employer work-sites in the Santa Clarita Valley. Program participants and families/care-providers/stakeholders continue to be satisfied with the program outcomes.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **CHARACTERISTICS OF CASELOAD 2018-19** | | |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  | **Work Activity** | | **Supported Employment** | | |
|  |  |  |  |  |  |  |  |
| **Total Clients Served** | |  |  | 50 |  | 79 |  |
| **New Admissions** | |  |  | 6 |  | 17 |  |
| **Discharge/Transfer** | |  |  | 78 |  | 9 |  |
|  |  |  |  |  |  |  |  |
| **Disabilities Served (%)** | |  |  |  |  |  |  |
| Intellectual Disabilities | |  |  | 86% |  | 85% |  |
| Intellectual and Physical Disabilities | | |  | 14% |  | 15% |  |
|  |  |  |  |  |  |  |  |
| **Ethnicity (%)** |  |  |  |  |  |  |  |
| Caucasian |  |  |  | 78% |  | 77% |  |
| African Amer. |  |  |  | 2% |  | 6% |  |
| Hispanic |  |  |  | 16% |  | 13% |  |
| Asian |  |  |  | 4% |  | 2.5% |  |
| Other |  |  |  | 0% |  | 1.5% |  |
|  |  |  |  |  |  |  |  |
| **Living Arrangement (%)** | |  |  |  |  |  |  |
| Family |  |  |  | 50% |  | 75% |  |
| Residential Care | |  |  | 46% |  | 7% |  |
| Independent/Semi-Independent | | |  | 4% |  | 18% |  |
|  |  |  |  |  |  |  |  |
| **Age (%)** |  |  |  |  |  |  |  |
| 18 - 29 |  |  |  | 20% |  | 54% |  |
| 30 - 39 |  |  |  | 14% |  | 24% |  |
| 40 - 49 |  |  |  | 16% |  | 9% |  |
| 50 - 59 |  |  |  | 28% |  | 10% |  |
| 60 + |  |  |  | 22% |  | 3% |  |
|  |  |  |  |  |  |  |  |
| **Gender (%)** |  |  |  |  |  |  |  |
| Male |  |  |  | 66% |  | 73% |  |
| Female |  |  |  | 34% |  | 27% |  |
|  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Work-Activity Program** | |  |  |  |  |  |  |  |  | |  | |  | |
| **Period: 2018-19** | |  |  |  |  |  |  |  |  | |  | |  | |
|  | **Outcomes** |  |  | **Categories of** | | **Applied** | **Time of** | **Data** | **Obtained** | |  | |  | |
|  | **Objectives** |  |  | **Measure** |  | **To** | **Measure** | **Source** | **by** | | **Goal** | | **Outcome** | |
| **Effectiveness** |  |  |  |  |  |  |  |  |  | |  | |  | |
| 1) Maximize desired outcomes | | | Maximize # persons who reach their | | | All WAP | Semi-annual | Consumer | Case | |  | |  | |
|  |  |  | desired outcome | | | Consumers |  | satisfaction | Manager | | 75% | | 86% | |
|  |  |  |  |  |  |  |  | survey |  | |  | |  | |
| 2) Increase wages and earnings | | | Increase WAP participant's wages by | | | All WAP | Annually | Payroll | Bookkeeper | |  | |  | |
|  |  |  | 2% annually |  |  | Consumers |  | records |  | | 40% | | 26% | |
| **Efficiency** |  |  |  |  |  |  |  |  |  | |  | |  | |
| 3) Maximize paid work time | |  | Maximize paid work time available to | | | All WAP | Annually | Production | Bookkeeper | |  | |  | |
|  |  |  | consumers |  |  | Consumers |  | reports |  | | 75% | | 54% | |
|  |  |  |  |  |  |  |  |  |  | |  | |  | |
| 4) Maximize consumer attendance | |  | Based on one-year average of | |  | All WAP | Semi-annual | Attendance | Supervisors | |  | |  | |
|  |  |  | daily attendance- percent who attend | | | Consumers |  | report |  | | 80% | | 77% | |
| **Feedback** |  |  | at least 85% of available days | |  |  |  |  |  | |  | |  | |
| 5) Maximize personal outcome | |  | Percent of clients who give a | |  | All WAP | Annually | Consumer | Case | |  | |  | |
| satisfaction |  |  | satisfactory rating on individual | |  | Consumers |  | satisfaction | Manager | | 95% | | 97% | |
|  |  |  | outcomes |  |  |  |  | survey |  | |  | |  | |
| 6) Maximize stakeholder satisfaction | | | Percent of stakeholders who | |  | Parent,Care- | Annually | Stakeholder | Executive | |  | |  | |
|  |  |  | give a satisfactory rating on | |  | pro,subcon, |  | satisfaction | Director | | 90% | | 100% | |
| **Access to Services** | |  | responses |  |  | referral agen |  | survey |  | |  | |  | |
| 7) Maximize access to program services | | | Length of time from receipt of | |  | All new | Annually | Service | Case | | 30 days | |  | |
|  |  |  | packet (complete referral) to | |  | intakes |  | records | Manager | | to start | | 100% | |
|  |  |  | start date |  |  |  |  |  |  | |  | |  | |
| **Supported Employment Program** | | |  |  |  |  |  |  | |  | |  | |  | |
| **Period: 2018-19** | |  |  |  |  |  |  |  | |  | |  | |  | |
|  | **Outcomes** |  |  | **Categories of** | | **Applied** | **Time of** | **Data** | | **Obtained** | |  | |  | |
|  | **Objectives** |  |  | **Measure** |  | **To** | **Measure** | **Source** | | **by** | | **Goal** | | **Outcome** | |
| **Effectiveness** |  |  |  |  |  |  |  |  | |  | |  | |  | |
| 1) Maximize # of clients receiving | | | Number of persons who were | | | All clients | Annually | Database | | SEP | |  | |  | |
| individual placement services | | | placed in review period | | | placed |  |  | | Coordinator | | 12 | | 17 | |
|  |  |  |  |  |  |  |  |  | |  | |  | |  | |
| 2) Maximize # of clients who reach | | | Percent who have stated that they | | | All clients | Annually | Database | | SEP | |  | |  | |
| their desired outcome | |  | have reached their desired outcome | | | placed |  |  | | Coordinator | | 90% | | 98% | |
| **Efficiency** |  |  |  |  |  |  |  |  | |  | |  | |  | |
| 3) Maximize job placement within 90 | | | Percent who are placed within 90 days | | | All new | Annually | Job | | SEP | |  | |  | |
| days of intake |  |  | of intake |  |  | intakes |  | development | | Coordinator | | 80% | | 88% | |
|  |  |  |  |  |  |  |  | records | |  | |  | |  | |
| 4) Maximize job retention | |  | Percent of clients placed still working | | | All new | Semi-annual | Database | | SEP | |  | |  | |
|  |  |  | after 90 days |  |  | placements |  | report | | Coordinator | | 80% | | 76% | |
| **Feedback** |  |  |  |  |  |  |  |  | |  | |  | |  | |
| 5) Maximize personal outcome | |  | Percent of clients who give a | |  | All WAP | Annually | Consumer | | SEP | |  | |  | |
| satisfaction |  |  | satisfactory rating on individual | |  | Consumers |  | satisfaction | | Coordinator | | 90% | | 98% | |
|  |  |  | outcomes |  |  |  |  | survey | |  | |  | |  | |
| 6) Maximize stakeholder satisfaction | | | Percent of stakeholders who | |  | Parent,Care- | Annually | Stakeholder | | SEP | |  | |  | |
|  |  |  | give a satisfactory rating on | |  | pro,subcon, |  | satisfaction | | Coordinator | | 90% | | 99% | |
| **Access to Services** | |  | responses |  |  | referral agen |  | survey | |  | |  | |  | |
| 7) Maximize access to job development services | | | Length of time from receipt of | |  | All new | Annually | SEP | | SEP | | 30 days | |  | |
|  |  |  | packet (complete referral) to | |  | intakes |  | service | | Coordinator | | to intake | | 100% | |
|  |  |  | start date |  |  |  |  | records | |  | |  | |  | |