



Performance Analysis

Employment and Program Performance Measurement and Management Report

Reporting Period: 2014-2015

Background

Pathways Regional Employment Support Services, a Supportive Employment Program (SEP), utilizes an Outcome Management System to analyze performance and measure program effectiveness, efficiency, and level of satisfaction regarding the provision of services. Pathways implements services based on outcomes identified by the individuals served, the organization's management team, referrals and funding agencies, family/care givers, and sub-contract customers. The Outcome Management System data is collected monthly, quarterly and annually to measure and evaluate the program to assist with achieving the desired objectives. Input from customers and stakeholders is compiled and analyzed to determine trends, actions, and to help improve the quality of services by implementing changes. The results and suggestions for improvements are reported annually via a management report and are used in an organization-wide strategic and financial planning process

For the 2014-2015 fiscal year the following objectives have been identified to measure the quality of service delivery by Pathways' Regional Employment Support Services:

EXECUTIVE SUMMARY

Pathways Regional Employment Supported Services adheres to procedures and regulations in accordance with Title 17 the California code of regulations, individual Regional Center policies, and Department of Rehabilitation (DOR) regulations and standards. The program is progressively working towards obtaining CARF accreditation. The primary funding sources for these programs originates from Regional Centers and the Department of Rehabilitation.

Several avenues lead individuals to our program at the Adams facility. Pathways partners with the separately operated and vendored, Pathways Pre-Employment Training and Community Integration Program located at their Broadway site, they provide a pipeline of talent to our program. All applicants undergo additional SEP training at Adams which includes; a focus on job readiness competencies, adherence to our SEP assessments/measurements tools, and are matched to Competitive Integrated Employment positions (individual placement and group employment). The purpose of each step as a whole is to provide a means of job training and employment for individuals with developmental disabilities. It is our vision that through employment, individuals with developmental disabilities are able to fully participate in their community and are further enabled to lead full and productive lives.



By requiring several different training resources at Adams, Pathways' is able to customize the work experience based on the individual's ability, skills, and personal preference. Likewise, each employment option can serve as a progressive next step towards individual community employment and individual career goals.

PERFORMANCE ANALYSIS COMPONENTS:

QUALITY ASSURANCE UPDATE: Quality Assurance is monitored by management team members and takes the actions throughout the year as outlined in the Performance Analysis report annually. Tasha Robinson, HR/Program Analysis Lead; Rene Richard, Executive Director; Ben Membreno, SEP Manager

PROGRAM DATA: This section of the chart captures the demographics of the consumers and key characteristics of our overall Program

OUTCOME AND MEASUREMENT: This section of the chart shows the goals and the statistics for this reporting period. Below the chart is a summary of the highlights of the statistics as well as areas which need further consideration and may be targeted with a step on the action plan.

BUSINESS OBJECTIVES AND CURRENT ACTION PLAN: This section of the chart provides a plan and goals to address any needs identified in the current Outcome Measurement Report's. The plan of action with a target date is assigned to a specific individual.

SATISFACTION QUESTIONNAIRE RESULTS: This section of the chart contains three components:

1. Results of the satisfaction questionnaires from consumers
2. Results of the satisfaction questionnaires completed by the families/guardians.
3. Results of the satisfaction questionnaires from stakeholders.

WE ANALYZED OUR STRENGTHS:

- Employment contract/long term placements with Federal Government
- ADA building accommodation compliance
- Competent and experienced management team
- Bilingual Staff that support consumer demographics
- DOR accreditation/Regional Center Audit successes

AND OUR WEAKNESSES:

- Small Agency
- Lack of staffing
- Lack of administrative office space

OUR OPPORTUNITIES

- To fundraise

THE THREATS

- DOR payment delays
- Cost of Workers Compensation Insurance
- Rapid growth may dilute the quality of the services we provide.

SERVICE ACCESS



Access to all Supported Employment Program information is located at 5768 Adams Blvd. in Los Angeles, CA. Pathways is listed as a provider on Regional lists of providers and that list is presented to families who have been approved for Regional Center funding and the list is provided to families who want a different provider for their family member.

PROGRAM OBJECTIVES AND CURRENT ACTION PLAN

Adams SEP Training Center

1. Maximize attendance Adams SEP Training Center
2. Measure progress of Core Competencies and improvement of skills.
3. Develop Employment goals and measure effectiveness of placement results.

Supported Employment Community Employment

4. Maximize the number of individuals employed in fully integrated positions.
5. Increase the average wage received by supported employees annually.
6. Maximize Adams Training Center, including Work Source, and One Stop resources to enhance job readiness in area of choice

Satisfaction Surveys

9. Maximize the number of participants and supported employees expressing satisfaction with services.
10. Maximize the number of families/significant others/circle or support members expressing satisfaction with services.
10. Maximize the number of employers who express satisfaction with services.

Data collection methods and measurement tools include satisfaction surveys, program monthly reports, financial reports and annual budget information. In addition, information obtained from the objectives will serve as a tool to guide decisions related to resource allocation, staff development, marketing and community outreach efforts, strategic planning, and the continuation of providing quality services. Information from the report is shared annually with participants receiving services, the Board of Directors, staff, funding/referral agencies and other external stakeholders. This system will be reviewed and revised annually. Performance for each program was measured against objectives that are identified as important for us to achieve. For any goal not met, we are working to improve performance as outlined in our Performance Outcome and Measurement Systems Chart.

Measurement and Outcomes Chart

Satisfaction Survey						
Data Collection	Applied To	Time	Data Source Obtained By	Goal	Objective	Outcome

Performance Improvement; 1.N.1 and 1.N.1.c (2)

Customer Satisfaction	All Participants Parent/ Guardian (if applicable)	Quarterly	SEP Manager	Enhance communication with Individuals / Parents /Guardian’s satisfaction with program	100% satisfaction from Consumers/ Parents/ Caregivers	45%
Program Satisfaction	All individuals	Annual	SEP Manager	Maximize overall satisfaction of individuals in Adams SEP Program	80% Satisfaction with program	62% of individuals confirm Adams SEP Program fits their life excellently
Job Satisfaction	Actively Working individuals	Quarterly	SEP Manager	Maximize individual satisfaction with current employment position	50% individual satisfaction with current position	22% of individual are very satisfied (33% satisfied)
Stakeholder Satisfaction	Regional Center Service Coordinators	Annually	SEP Manager	Maximize effectiveness and efficiency of overall program through feedback.	100% Ensure satisfaction and awareness of program from referral source.	100% satisfaction, 1 response only. Pending remaining responses.
<i>Broadway Training Center</i>	<i>Pre-Employment Training individuals</i>	Quarterly	<i>Manager</i>	<i>Maximize the number of Job Ready individuals satisfied in the Pre-Employment Training program</i>	<i>90% job ready confidence and feeling of integration</i>	<i>31% of individuals feel prepared for work. 44% feel integrated into the community</i>
Employment Services Measurement and Outcomes						

Individual Average Wage	Employed Individuals	Bi-Annual	SEP Manager	Maximize Average Wage received by individuals	\$10.00 per hour Average wage, while CA Minimum Wage rate set at \$9.00	\$10.20 Average wages for individuals served in the Supported Employment program are a minimum of \$9.00
Adams Training Program attendance	Job Ready Individuals	Monthly	SEP Manager	Maximize referrals from Pre-Employment	Monthly, admit 4 Job Ready individuals into Adams SEP Training Program	4 individuals admitted
Increase effectiveness of individual's choice in job placement	Employed individuals	Quarterly	SEP Manager	Maximize Adams Training Center, including work source, one stop resources to better target placements for individuals	Increase 10% satisfaction of job match to individuals stated goals by qtr.	22% of individuals satisfied with job match
Increase Individual Competency Knowledge	SEP Manager	Monthly	Human Resources	Maximize Adams Training Center, including Work Source, and One Stop resources to enhance job readiness in area of choice	90% competency through assessment	In Progress
Service and Delivery Data						
Individuals working in Competitive Intergrated Employment	Employed individuals	Quarterly	Human Resources	Number of individuals actively working	11	
Placements by Pathways	Active and Inactive Individuals	Quarterly	Human Resources	Total number individuals placed by Pathways	21	



Length of Employment	Active and Inactive Individuals	Quarterly	Human Resources	Total number of individuals with employment greater than 1 year	10
Highest wage	Active	Quarterly	Human Resources	Highest wage paid to individual	\$14.50 per hour

Demographics

Age Range:

18-25	26-35	36-46	47-56	56-Over
2	11	5	2	1

Marital Status:

Never Married	Now Married	Widowed	Divorced	Separated
16	5	0	0	0

Ethnicity:

Caucasian	African American	Hispanic	Asian	Other
1	14	6	0	0

Education:

Elementary	Middle school	Some High school	High School Grad.	GED	Some college less than 1Year	1 or more years in college, no degree	AA, AS	BA, AB,BS
0	2	4	11	0	3	0	1	0

Household Composition:

Head Of Household	Living with Parents	Living With Others
10	8	4

Type of Home:

Home	Apartment	Mobile Home	With care provider	At Facility	Foster Home
7	12	0	2	0	0

Income:

Less than 10,000	10,000-19,000	20,000-29,000	30,000-39,000	40,000-49,000	50,000-59,000	60,000-More
21	0	0	0	0	0	0



Income Source:

Work	SSI	SSI / WORK	Other
0	0	21	0

Family:

1-3	4-7	8-10	10-more
13	8	0	0

Employment Status:

Employed for Wage	Self-Employed	Out of work / Looking for work	Out of work but not currently looking for work	Homemaker	Student	Retired	Unable to work
13	0	8	0	0	0	0	0

Previous Employment:

Employee Of A for-profit business or of an individual, for wages, salary, or commission	Employee of a not-for-profit, tax-exempt, or charitable organization	City, state or Federal employee	Self-Employed	Working without pay in family business or farm	Not currently working	Never worked
21	0	0	0	0	0	0

Job Description:

Clerical	Janitorial	Landscaping	Warehouse	Car Detailer	Retail	Other
1	8	3	0	5	4	0

How long employed:

6 months - 1 year	1 year - 2 years	2 years – 4 years	4 years – 5 years	6 years- more
11	8	0	1	1

Reason:

Quit	Fired	Business closed	Retired	Other
7	1	0	0	2

Type Of employment:

Part-time	Full-time	Internship
18	3	0

Wage:

\$5-\$7	\$8-\$9	\$10	\$10-\$11	\$11-more

Performance Improvement; 1.N.1 and 1.N.1.c (2)



0	14	4	0	3
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Client's Information

Mobility Trained:

Owens Transportation	Public Transportation	Access	Rides Bike	SCLARC Transportation	None
5	2	0	0	13	0

Limitation:

Ambulatory	Non-ambulatory
20	1

Language:

English	Spanish	Korean	Japanese	Tagalong	Other
16	5	0	0	0	0

Diagnosis:

MMR	Autism	Cerebral Palsy	Down Syndrome	Other
18	1	2	0	0

Behaviors:

Hitting	Spitting	Biting	Fighting	Loud Noises	Sexual	Runaway
0	0	0	1	1	1	1

Requirements:

IPP	CDER	PSYC. EV.	SSI Award Letter	Intake form	DS1968
21	21	21	21	21	21