

**Edison Sheltered Workshop, Inc.  
Outcomes Management Report  
2013/2014**

## ESW Outcomes Management Report 2013/2014

Objective	Measure/ Indicator	Applied to	Time of Measure	Data Source	Target Level/Goal 2013	Achieved Outcome 2013	Target Level/Goal 2014	Achieved Outcome 2014
Effectiveness	Maximize the number of individuals served in extended employment	Individuals in Extended Employment	Annually	VRC Monthly Report	80	90	80	91

### Summary Analysis:

ESW exceeded its goal of 80% in this area.

### Plan for Improvement:

In order to continue obtaining more referrals, ESW is continuing its efforts to strengthening relationship and increasing contact with DVR local office.

Many provisions in the WIOA (WORKFORCE INNOVATION AND OPPORTUNITY ACT) take effect on July 1, 2015 including a significant change in transitional services for students. Schools are prohibited from contracting with sheltered workshops since they pay sub-minimum wage rates. In order for non-integrated, sub-minimum wage options to be considered, a person with a disability must be found ineligible for VR services. Or, in the alternative, the person with a disability has been found eligible for VR services and he/she has been working toward an employment outcome for “a reasonable period of time” without success, thereby leading to a closure of the VR case.

Since the majority of our referrals are from the school system ESW will have to add supported employment programming to meet the needs of students.

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Objective	Measure/ Indicator	Applied to	Time of Measure	Data Source	Target Level/Goal 2013	Achieved Outcome 2013	Target Level/Goal 2014	Achieved Outcome 2014
Effectiveness	% of individuals achieving one (1) of their goals	Individuals have completed their ISP	Annually	VRC Monthly Report	80%	86%	80%	82%

### Summary Analysis:

The agency's target level for participants achieving one goal was 80%. In 2014, 82% of individuals achieved one of their goals.

### Plan for Improvement:

Ways for further increasing goal achievement among participants that will be implemented include:

1. Increasing one on one with staff as needed to further develop work skills to increase achievement of production goals.
2. Increasing small group instruction with participants needing work skills training to increase more production goals.
3. Staff meetings focusing on more observation of participants and addressing problem behaviors more consistently and immediately to increase likelihood of change to achieve more behavioral goals.
4. Review clients' goals to determine likelihood of achieving goals in allotted time frame (1 year). Goals will be adjusted to allow for more success.

We will continue with the above plan as it has proved effective in improving goal outcomes.

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Objective	Measure/ Indicator	Applied to	Time of Measure	Data Source	Target Level/Goal 2012	Achieved Outcome 2012	Target Level/Goal 2013	Achieved Outcome 2014
Effectiveness To maximize compliance with DVR and DDD attendance requirements which maximizes government funding.	Levels of Attendance	All Individuals	Monthly	VRC Report	90%	105%	90%	106%

### Summary Analysis:

ESW has exceeded the targeted 90% attendance rate by 16% to 106% which maximizes government funding levels.

### Plan for Improvement:

Plans include:

1. Continue to address poor attendance on an individual basis as needed.
2. Continue to send attendance reports home to participants' parents/guardians/sponsors on a regular basis.
3. When an individual has excessive absences, encourage him or her to make improvement a service plan goal.

As these plans have demonstrated effectiveness, ESW will continue with them.

## ESW Outcomes Management Report 2013/2014

Objective	Measure/ Indicator	Applied to	Time of Measure	Data Source	Target Level/Goal 2013	Achieved Outcome 2013	Target Level/Goal 2014	Achieved Outcome 2014
Effectiveness To maximize integration in the community, volunteer or paid work opportunities	Number of days individuals worked in the community	Individuals desiring to work in the community	Annually	VRC Monthly Report	12 days	12days	12 days	17 days

### Summary Analysis:

ESW's target level was 12 community work days 2014 and clients worked 17 days.

### Plan for Improvement:

In 2015, the agency will continue to research and develop more volunteer and training opportunities in the community through outreach efforts to churches and other community groups as our clients really enjoy doing volunteer work in the community.

## ESW Outcomes Management Report 2013/2014

Objective	Measure/ Indicator	Applied to	Time of Measure	Data Source	Target Level/Goal 2013	Achieved Outcome 201	Target Level/Goal 2014	Achieved Outcome 2014
Effectiveness  Increase individuals independent living skills	Number of training sessions by Self- Advocacy Rep. And ESW Staff	All Individuals	Annually	VRC Monthly Report	12 per year	12 per year	12 per year	23 per year

### Summary Analysis

In 2014, the targeted number of Self-Advocacy training sessions was 12 and 23 were held.

### Plan for Improvement:

ESW finds the target level of 12 for Self-Advocacy session sufficient for our population. However, clients expressed a need and interest in dealing with and discussing issues that were gender related. Therefore, several men's groups were held. Clients also expressed a need and interest in discussing relationships and anger management and several of these discussion groups were held.

## ESW Outcomes Management Report 2013/2014

Objective	Measure/ Indicator	Applied to	Time of Measure	Data Source	Target Level/Goal 2013	Achieved Outcome 2013	Target Level/Goal 2014	Achieved Outcome 2014
Effectiveness To identify and target major groups in local population for potential referrals.	Number of ESW information packets sent to community groups or organizations.	Population of Middlesex County.	Annually	VRC Report	5	5	5	5

### Summary Analysis:

In 2014 ESW's targeted goal for community outreach contacts was 5 and 5 groups were contacted. It has been determined that 5 new contacts per year is a reasonable goal for this agency and community.

### Plan for Improvement:

1. To target outreach efforts, ESW will look at local demographics and research local organizations based on ethnic identity and/or religious affiliation.
2. Businesses associated with the Edison Chamber of Commerce will also be targeted for outreach efforts.
3. Local school districts will continue to be targeted as well as regional schools that serve students with disabilities.

## ESW Outcomes Management Report 2013/2014

Objective	Measure/ Indicator	Applied to	Time of Measure	Data Source	Target Level/Goal 2013	Achieved Outcome 2013	Target Level/Goal 2014	Achieved Outcome 2014
Efficiency To minimize cost of services	Agency expenses: number of individuals served	Agency	Annually	Financial data base	Less than \$45 per diem per person served	42	45	44

### Summary Analysis:

The per diem cost of service at ESW has been gradually declining over the years and is currently \$1 below our targeted level. By exceeding our target population goal, we served more individuals with the same level of funding.

### Plan for Improvement:

If we are able to accommodate more participants at our new facility, this cost figure will continue to decrease.



## ESW Outcomes Management Report 2013/2014

Objective	Measure/ Indicator	Applied to	Time of Measure	Data Source	Target Level/Goal 2013	Achieved Outcome 2013	Target Level/Goal 2014	Achieved Outcome 2014
Efficiency To minimize the amount of time individuals wait for services.	Timeline of service	All individuals who have applied for services	Annually	VRC Monthly report	10 business days from individuals intake interview from	18 business days	10 business days.	86.4*

### Summary Analysis:

The agency did not meet its targeted goal of 10 business days. This was mostly due to difficulties obtaining transportation for our participants. Due to budget cuts and other restrictions, again many clients had to wait a long time to obtain transportation from providers. One participant needed to wait as long as 46 days for van seat to be available. Three clients (brothers) completed some intake materials but needed to obtain medical exams from their doctors, this combined with a 30-day wait period to obtain transportation resulted in a 41 day timeline from intake to start of services. Two other participants (also brothers) completed their intake materials but then left the country for an extended stay abroad. \*Their timeline for intake to start of services was 334 days.

### Plan for improvement:

ESW will try to encourage parents and guardians of prospective clients to try to begin arrangements for transportation prior to intake to cut the waiting time.

## ESW Outcomes Management Report 2013/2014

Objective	Measure/ Indicator	Applied to	Time of Measure	Data Source	Target Level/Goal 2013	Achieved Outcome 2013	Target Level/Goal 2014	Achieved Outcome 2014
Efficiency  To maximize the delivery of services in an individualized and safe environment.	Staff ratio	Number of staff to number of persons served	Annually	Administration records	Minimum of 1 direct staff: 15 individuals	1 direct staff: 9 individuals	Minimum of 1 direct staff: 15 individuals	1 direct staff: 9 individuals

### Summary analysis:

ESW has again met and exceed goal with a staff to participant ratio of 1:9.

### Plan for Improvement:

The agency continues to exceed the state regulation of a 1:20 participant/staff ratio. We feel the increased staff is necessary for our population and will keep this level. Staff increases are examined on a regular and on-going basis and adjusted as needed. We have no further plans for improvement in this area.

## ESW Outcomes Management Report 2013/2014

Objective	Measure/ Indicator	Applied to	Time of Measure	Data source	Target Level/Goal 2013	Achieved Outcome 2013	Target Level/Goal 2014	Achieved Outcome 2014
Efficiency  To maximize staff development	Staff training	All staff	Annually	Administration record	4 essential training sessions	100%	4 essential training sessions	4 essential training sessions

### Summary Analysis:

ESW continues to meet state regulations (our targeted level) required by all staff members.

### Plan for Improvement:

Staff members regularly research and attend further trainings based on need, pertinence and potential helpfulness on an ongoing basis.

We will continue with this plan.

## ESW Outcomes Management Report 2013/2014

Objective	Measure/ Indicator	Applied to	Time of Measure	Data Source	Target Level/Goal 2013	Achieved Outcome 2013	Target Level/Goal 2014	Achieved Outcome 2014
Satisfaction  To maximize satisfaction of all individuals receiving services.	Percent of individuals who express satisfaction with services.	All Individuals	Annually	Survey Results	90%	95%	90%	98%

### Summary Analysis:

The agency exceeded our target level of participant satisfaction of 90%, achieving 98%.

### Plan for Improvement:

Staff members will continue to analyze survey results. When negative responses are expressed, the participant is asked about their response. If it is determined possible, his/her dissatisfaction is addressed by accommodating their need or desire. We will continue with this procedure.

## ESW Outcomes Management Report 2013/2014

Objective	Measure/ Indicator	Applied to	Time of Measure	Data Source	Target Level/Goal 2013	Achieved Outcome 2013	Target Level/Goal 2014	Achieved Outcome 2014
Satisfaction To Maximize satisfaction of families, guardians, sponsors.	Percent of families, etc. expressing satisfaction with the program.	The families. guardians, sponsors etc. who responded to survey	Annually	Survey results	90%	93%	90%	98%

### Summary Analysis

We achieved and exceeded our targeted satisfaction goal of families/guardians/sponsors with 98% giving positive responses to survey questions.

### Plan for Improvement:

Parents/Guardians/Sponsors who identified themselves on the survey were asked to explain negative responses and suggestions for improvement were solicited. If possible, changes are made to accommodate them. Most respondents did not identify themselves. Those that did, cited some dissatisfaction with the physical plant. Examples include incidents of heating and plumbing problems, a need for stronger lighting and repair of walls that are crumbling. As ESW is not responsible for most of these concerns, efforts were made on several occasions to address them with the Township of Edison.

The mayor of Edison did a walk-through of the building and several deficient areas including expired fire extinguishers outside of the rooms occupied by ESW were immediately replaced or recharged. Remedial work has been scheduled for the ladies room located near our third workroom and the unoccupied offices in that end of the building. The boiler (heating source) has been serviced and is now working properly.

## ESW Outcomes Management Report 2013/2014

Objective	Measure/ Indicator	Applied to	Time of Measure	Data Source	Target Level/Goal 2013	Achieved Outcome 2013	Target Level/Goal 2014	Achieved Outcome 2014
Satisfaction  To maximize satisfaction of business related stakeholders.	Percent of companies who responded expressing satisfaction with the work performed.	All business related stakeholders that responded to survey.	Annually	Survey results	90%	100%	90%	100%

### Summary Analysis:

Three businesses responded to the survey. All three gave 100% positive responses to all 8 questions. When asked for suggestions for improvement, none were able to give any.

### Plan for Improvement:

ESW has performed very well in this area and our methods and business practices clearly meet the needs of our stakeholders. Therefore, the agency will continue with current practices.

## ESW Outcomes Management Report 2013/2014

Objective	Measure/ Indicator	Applied to	Time of Measure	Data Source	Target Level/Goal 2013	Achieved Outcome 2013	Target Level/Goal 2014	Achieved Outcome 2014
Satisfaction  To maximize satisfaction of referring and funding agencies.	Percent of referring or funding agencies expressing satisfaction with the program	All referring and funding agencies	Annually	Survey Results	90%	100%	90%	0*

### Summary Analysis:

\*This year, ESW was informed by our finding and referral agencies their counselors and case managers were no longer allowed to fill out surveys for their community agencies due to perceived conflict of interest.

### Plan for Improvement:

In the past, stakeholder and family surveys have consistently exceeded target levels of satisfaction, the agency will continue to listen to all suggestions or recommendations made and respond on an ongoing basis. One respondent expressed concern over the state continuing to provide funds for our program.

## ESW Outcomes Management Report 2013/2014

Objective	Measure/ Indicator	Applied to	Time of Measure	Data Source	Target Level/Goal 2013	Achieved Outcome 2013	Target Level/Goal 2014	Achieved Outcome 2014
Accessibility  To maximize physical and attitudinal accessibility for all individuals served	Number of needs addressed.  Number of needs cannot be addressed/ Resolved.	Number of needs identified	Annually	All staff	100% of all identified needs	100%	100%	100%

### Summary Analysis:

All needs that could be addressed in the current facility were addressed.

### Plan for Improvement:

Nearly all of the structural and housekeeping needs expressed by staff will be addressed by the agency's move to a new facility.