**TSE, Inc.**

**PROGRAM EVALUATION**

**OCTOBER 1, 2017 –**

**SEPTEMBER 30, 2018**

***MISSION****:* ***Enriching lives through employment and community connections.***

***Introduction.***

This report is designed to evaluate the services provided by TSE, identifying areas of strength and areas needing improvement. The report also identifies follow-up actions to be taken to ensure that services meet the expectations of the consumers. Information for this report is compiled by the Vice President from a variety of data sources. The Management Team uses this information in budget and program planning to further enhance the quality of services provided by TSE. This may include resource re-allocation and changes in processes.

The specific services evaluated in this report are Community Employment, Employment Planning and Community Integration Services. These service areas have a program goal, admission criteria, a description of the general characteristics of the persons served, and a description of the services provided. Objectives are identified, describing the factors, which have been determined to be the most critical in evaluating the outcomes of services. The report indicates the group of people to whom the measures apply. For example, measures may apply to all those receiving the service or to a select group, such as those with a formal goal in a particular area. Each objective has a goal level as well as a minimum level to be considered satisfactory. The results are indicated as a percentage of people achieving the stated objective, unless otherwise noted (e.g. the average number of months to achieve the objective).

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| *SERVICES:* | *Community Employment* | *Employment Planning* | *Community Integration* |
| *PROGRAM GOAL(S):* | People will become employed in the community. | People seeking community employment will be assessed for skills and interests. | People will interact with others in the community. |
| *ADMISSION CRITERIA:* | Adults with developmental disabilities or related conditions including autism and cerebral palsy, adults served under the CADI- and TBI-Waivers. | Adults with developmental disabilities or related conditions including autism and cerebral palsy, adults served under the CADI- and TBI-Waivers. | Adults with developmental disabilities or related conditions including autism and cerebral palsy, adults served under the CADI- and TBI-Waivers |
| *PERSONS SERVED WITH:* | 1. mild-profound DD.  2. mental illness  3. autism  4. behavioral challenges  5. related conditions  6. traumatic brain injury  7. CBE identified as desired outcome | 1. mild-profound DD.  2. mental illness  3. autism  4. behavioral challenges  5. related conditions  6. traumatic brain injury  7. EPS identified as desired outcome | 1. mild-profound DD.  2. mental illness  3. autism  4. behavioral challenges  5. related conditions  6. traumatic brain injury  7. CI identified as desired outcome  8. CBE/EPS not identified as desired outcome |
| *SERVICES PROVIDED:* | 1. job placement  2. training/support | 1. vocational assessment  2. training/support | 1. integration assessment  2. training/support |

COMMUNITY EMPLOYMENT SERVICES

**PROGRAM GOAL: People will be employed in the community.**

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| **Objective** | **Applied To** | **Data Source** | **Expectancies**  **min goal** | **Results** |
| **1. People will express satisfaction with community employment services.** | **All employed/ survey** | **Consumer survey** | **90 95** | **96.50** |
| **2. People will be employed in community jobs.** | **All** | **Community Employment History** | **85 90** | **82.60** |
| **3. People will be employed in independent community jobs.** | **All seeking independent employment** | **Community Employment History** | **85 90** | **91.50** |
| **4. People will be employed in group community jobs.** | **All seeking group employment** | **Community Employment History** | **80 85** | **75.81** |
| **5. People will be placed in community jobs efficiently. (months)** | **All** | **Community Employment History** | **9 6** | **18.67** |
| **6. People will be placed in independent community jobs efficiently. (months)** | **All seeking independent employment** | **Community Employment History** | **9 6** | **4.47** |
| **7. People will be placed in group employment community jobs efficiently. (months)** | **All seeking group employment** | **Community Employment History** | **18 12** | **27.77** |
| **8. People will maintain continuous employment. (months)** | **All employed** | **Community Employment History** | **50 60** | **49.00** |
| **9. Employers will express satisfaction with supported employees.** | **All surveyed** | **Employers Survey** | **90 95** | **100.00** |
| **10. People will earn minimum wage or more.** | **All employed** | **Payroll Records** | **60 65** | **97.80** |
| **11. People will have access to Community Employment Services.** | **All requesting CES** | **Enrollment form**  **Priority List** | **95 100** | **100.00** |

#### SUPPLEMENTAL INFORMATION

**1. Efficiency Measures:**

**A. People receiving follow-along services only: 46.30% of all CBE**

B. People will be placed within 6 months of request/completed assessment: 15.1%

**2. Service request levels:**

**New referrals (1-12 months of service): 88.9% of this group has requested CBE**

**Total TSE population: 71.95% of all persons served by TSE have requested CBE**

**Percent of requests excluded: 0%**

## **3. Services Provided:**

**A. Job placement: 82.60 %  
 B. Training/support: 100 %**

**4. Average hourly wage: $10.35** (**TSE paid** **subcontract workers only) ($.45/hour average increase)**

**PROGRAM EVALUATION REPORT  
COMMUNITY EMPLOYMENT SERVICES**  
**OCTOBER 1, 2017 –SEPTEMBER 30, 2018**

***Information base.***

This report is based on information for 231people receiving Community Employment Services for the period 10/1/17 to 9/30/18. To receive services, a person must indicate through the planning process that community employment is a desired outcome. This group includes those currently placed as well as those awaiting employment. Persons of all levels of ability are eligible for these services. This information was obtained from a variety of sources, including the records of persons served and consumer survey responses.

***Summary of results.***

Six objectives were met at or above the goal level: the percentage of jobseekers expressing satisfaction with Community Employment Services (96%); the percentage of people employed in the community – independent only (new objective) (92%);the average number of months to be placed in independent employment (new objective) (4.47 months); the percentage of employers expressing satisfaction with TSE Employment Services (100%); the percentage of people earning minimum wage or higher (97.80%), and the percentage of people with access to CES (100%).

Five objectives were met below the goal level: the percentage of people employed in the community – independent and group employment combined (83%); the percentage of people employed in the community – group employment only (new objective) (76%); the average amount of time to be placed in community employment – independent and group employment combined (18.67 months); the average amount of time to be placed in community employment –group employment only (new objective) (27.8 months); the average months of continuous employment (49.0 months).

***Interpretation of results.***

The results indicate significant improvement in the overall percentage of people employed (82%) – a four percentage point increase from the previous year and an eight percentage point increase from the year before that. Three of the measures that were below the goal levels were new objectives for this report, breaking out the results for independent and group employment for percentage of employed and time taken to find employment. The percentage of people earning minimum wage (98%) increased by two percentage points. The time needed to find a job (18.7 months) – as a measure of independent and group employment combined, decreased by four months.. The number of months of continuous employment (49 months) decreased by 17 months. This was impacted by 2 factors, neither of which were necessarily negative. One was due to retirement of a few individuals who had been employed for many years. The other factor was a number of new referrals who were placed in jobs quickly, but whose tenure was by definition short, thus lowering the overall average number of months worked.

***Actions taken/Follow-up actions needed.***

The realignment of the Employment Services Department in the previous year appears to have had a significant impact on the overall success in job development. Continued work will be needed to address the lengthy process for finding group employment. This has been known as a factor in the overall time of placement, but this is the first report that factors out the independent and group employment numbers.

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Dan Rietz, Vice President

EMPLOYMENT PLANNING SERVICES

**PROGRAM GOAL: People seeking community employment will be accurately assessed for skills and interests.**

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| **Objective** | **Applied To** | **Data Source** | **Expectancies**  **min goal** | **Results** |
| **1. People will express satisfaction with employment planning services.** | **All surveyed** | **Individual survey** | **90 95** | **94%** |
| **2. A comprehensive Employment Plan will be completed within 90 days of request and updated annually.** | **All unemployed/ requesting employment** | **Employment Planning Report** | **90 95** | **4.5** |
| **3. People will be employed in jobs of 1st choice** | **All employed** | **CSSP-A reviews/ employment roster** | **90 95** | **98.30** |
| **4. People will have access to Employment Planning Services.** | **All requesting EPS** | **Enrollment form**  **Priority List** | **95 100** | **100.00** |

#### SUPPLEMENTAL INFORMATION

**1. Service request levels:**

**New** **referrals (1-12 months of service): 88.9% of this group has requested EPS**

**Total TSE population: 26.5% of all persons served by TSE have requested EPS**

**Percentage of EPS requests excluded: 0%**

## **2. Services Provided:**

**A. Vocational assessment: 70%**

**B. Job Development: 100%**

### C. Training/support: 100%

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**PROGRAM EVALUATION REPORT  
EMPLOYMENT PLANNING SERVICES**  
**OCTOBER 1, 2017 – SEPTEMBER 30, 2018**

***Information base.***

This report is based on information for 87 people receiving Employment Planning Services for the period 10/1/17 to 9/30/18. To receive services, a person must indicate through the planning process that community-based employment is a desired outcome, and the person was unemployed (this includes people who have since found employment through TSE). Persons of all levels of ability are eligible for these services. This information was obtained from a variety of sources, including the records of persons served and consumer and IDT survey responses.

***Summary of results.***

Three of the objectives were at or near the goal level: the percent of people employed in jobs of first choice (98%), the percentage of people expressing satisfaction with EPS (94%) and the percentage of people having access to EPS (100%). One objective was significantly below the minimum: the percentage of people having an Employment Planning Report completed within 90 days of requesting employment and annually thereafter (45%).

***Interpretation of results.***

The Employment Plans continue to be developed well below the desired timeline. The format has been under substantial modification, which has affected the timeliness of completion. It is expected that this measure will be at goal level by the next evaluation. The other objectives show virtually identical results to the previous reporting period, with slight gains or losses of one percentage point or less.

***Actions taken/Follow-up actions needed.***

The Employment Plans will be addressed as a priority for this next year to ensure that there is a clear path to finding the right job for each person seeking employment.

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## Dan Rietz, Vice President

COMMUNITY INTEGRATION SERVICES

**PROGRAM GOAL: People will interact cooperatively with people in the community.**

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| **Objective** | **Applied To** | **Data Source** | **Expectancies**  **min goal** | **Results** |
| **1. People will express satisfaction with community integration services.** | **All** | **Consumer Surveys** | **90 95** | **98.00** |
| **2. People will access the community at least weekly** | **Al** | **Levels of Integration Summaries** | **90 95** | **86.96** |
| **3. People will access the community at the stated level in their Community Integration Plan.** | **All** | **Community Integration Plan; CI Tracker** | **80 90** | **45.00** |
| **4. People will volunteer in the community (number of people).** | **All** | **Program files** | **5 10** | **7** |
| **5. People will have access to Community Integration Services.** | **All requesting CIS** | **Enrollment form**  **Priority List** | **95 100** | **100.00** |

#### SUPPLEMENTAL INFORMATION

1. **Service request levels:**
2. **New referrals (1-12 months of service): 11.1% of this group has requested CI**
3. **Total TSE population: 14.02% of all persons served by TSE have requested CI**

**C. Percent of requests excluded: 0%**

**2. Services Provided:**

**A. Community integration: 86.96%**  
**B. Volunteer support: 7**

## **PROGRAM EVALUATION REPORT COMMUNITY INTEGRATION SERVICES** **OCTOBER 1, 2017 – SEPTEMBER 30, 2018**

***Information base.***

This report is based on information for 46 people receiving Community Integration Services for the period 10/1/17 to 9/30/18. To receive services, a person must indicate through the planning process that community integration is a desired outcome, or if community employment is not identified as an outcome. Persons of all levels of ability are eligible for these services. This information was obtained from a variety of sources, including the records of persons served and consumer and IDT survey responses.

***Summary of results.***

Two objectives were at or above the goal level: the percentage of people expressing satisfaction with Community Integration Services (98%), and the number of people with access to integration services (100%). Three objectives were below the minimum: the percentage of people accessing the community at least weekly (87%); the number of people volunteering (7) and the percentage of people accessing the community at the level stated in their Community Integration Plans (45%).

***Interpretation of results.***

The level of satisfaction was nearly identical to the previous period, showing a one percentage point increase. The percentage of people accessing the community at least weekly, while below the goal level, increased by two percentage points from the previous period.

As stated in the previous report, the results reflect only those who have identified Community Integration Services as their desired outcome. People receiving Community Employment Services experience very high levels of integration at their jobs. There continues to be a number of people in CES that actively participate in volunteer activities, which are used to enhance their work experience and skill development for future employment – those numbers are not reflected in this data.

***Actions taken/Follow-up action needed.***

TSE’s Strategic Plan identifies Community Integration Services as a priority. Staff have identified the level of desired integration for each person, and have implemented a tracking system to monitor the success in providing that level of integration. The next steps in the Strategic Plan are to identify means to enhance integration where it is currently lacking. The available staffing resources are being assessed, as well as the utilization of available transportation resources, to determine how best to enhance the community integration opportunities while working within a limited budget.

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## Dan Rietz, Vice President