

LOVARC

Life Options, Vocational and Resource Center

PERFORMANCE MEASUREMENT AND MANAGEMENT SYSTEM

July-Dec. Semi-annual FY 2023-2024

EFFECTIVENESS

Program Objective:	Measure: 2023-2024	Applied to:	Source of Information	Goal:	Actual:	Comment:
Movement to higher employment levels.	Employees will move to a higher level of employment	a. SE Group to IP b. IP or OJT to competitive employment	Vocational Service Director's Report	a. 4/5/6 b. 2/3/4	a. 0 b. 0	There was no movement into higher employment during this rating period.
Increase number of workers getting individual jobs	Employee will obtain individual placement.	a. New referrals b. SE Group	Vocational Service Director's Report	a. 4/5/6 b. 3/4/5	a. 8 b. 0	4 employees were hired at competitive rates at VSFB, 3 at JFTB, and 1 at CSLO in rating period.

PROGRAM ACCESSABILITY

Program Objective:	Measure: 2023-2024	Applied to:	Source of Information	Goal:	Actual:	Comment:
Stakeholders identify LOVARC. as a service option.	Number of referrals for services (SE, PVSA, ESA, Dir Hire, OJT)	Referrals a. Semiannually b. Annually	Referral to Director of Voc. Services or Human Resources	20/28/36	a. 5	5 referrals were made for direct hire or supported employment individual placement. All positions compensate at the level dictated by the Federal Wage order, Federal Contractor min. wage, or California min. wage, whichever is greater.

PERFORMANCE MEASUREMENT AND MANAGEMENT SYSTEM
July-June Annual FY 2022-2023

EFFICIENCY

Program Objective:	Measure: 2022-2023	Applied to:	Source of Information	Goal:	Actual:	Comment:
Employee will achieve IHSP or ISP objectives	85% of employees will make progress over base line	SE, ESA, PVSA	IHSP Annual or semiannual reviews	80/85/90	0	Not evaluated
ISP's will be completed on time	80% ISP's done no later then 5 days after due date.	SE, ESA, PVSA	IHSP Forms	75/80/85	60%	Annual IHSP's completed on time for 6 of 10 employees.
PVSA services will achieve recipient's objectives	Achievement of goals on service plan	PVSA	Service Plan	90%	NA	No referrals during the rating period.
ESA services will result in useful data for DOR	Assessment and report completed per DOR guidelines	ESA	ESA report	100%	NA	No referrals during rating period.

SATISFACTION

Program Objective:	Measure: 2022-2023	Applied to:	Source of Information	Goal:	Actual:	Comment:
Stakeholder satisfaction will be maintained	On the annual survey, 80% will rate "Yes" or "Usually Yes" to statements indicating satisfaction	a. SE/PVSA/ESA b. Parent / Guardian c. Customer d. TCRC e. DR	Satisfaction Survey	75/80/85	N/A	Satisfaction Survey completed in January 2024, for next Semi-Annual reporting period.
Communications re: Customer comments / concerns will be timely and thorough.	90% of customer complaints will be responded to within 2 days.	a. SE/PVSA/ESA b. Parent / Guardian c. Customer d. TCRC e. DR	Written Customer Feedback Comment / Concern log	85/90/95	NA	No formal complaints were received during the rating period.

