

LOVARC

Life Options, Vocational and Resource Center
 PERFORMANCE MEASUREMENT AND MANAGEMENT SYSTEM
 Final FY 2017 2018

EFFECTIVENESS

Program Objective:	Measure: 2017-2018	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. 1 b. 2	One group member moved to IP, and employees in OJT and IP supported employment moved to competitive employment during the fiscal year.
Increase number of workers getting individual jobs	Employee will obtain individual placement (VAFB / community job)	a. New referrals b. SE Group	Vocational Service Director's Report	a. 4/5/6 b. 3/4/5	a. 19 b. 1	11 individuals were hire in supported employment, 6 directly into competitive employment and two on the job training. One crew member moved to IP supported employment.
Increase # of employees earning min. wage or better	Employees earning minimum wage or better	a. SE Group Placement	Payroll Records	5/10/15	11	Crew members were paid at or above minimum wage 11 times during the fiscal year.

PROGRAM ACCESSABILITY

Program Objective:	Measure: 2017-2018	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. Quarterly b. Annually	Referral to Director of Voc. Services or Human Resources	20/28/36	22	PVSA and ESA referrals continue to be down with 0 referrals that meet entrance criteria. Other referrals steady for supported employment.

PERFORMANCE MEASUREMENT AND MANAGEMENT SYSTEM
Fiscal Year 2017 2018

EFFICIENCY

Program Objective:	Measure: 2017-2018	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	81%	11 annual IHSP reviews completed with 9 persons making gains over baseline levels.
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	72%	8 of 11 IHSPs were conducted on time.
PVSA services will achieve recipient's objectives	Achievement of goals on service plan	PVSA	Service Plan	90%	NA	No referrals during fiscal year
ESA services will result in useful data for DOR	Assessment and report completed per DOR guidelines	ESA	ESA report	100%	NA	No referrals during fiscal year that met entrance criteria.

SATISFACTION

Program Objective:	Measure: 2017-2018	Applied to:	Source of Information	Goal:	Actual:	Comment:
Stakeholder satisfaction will be maintained	On the annual survey. 80% will rate "agree" or "strongly agree" to statements indicating satisfaction	a. SE/PVSA/ESA b. Parent / Guardian c. Customer d. TCRC e. DR	Satisfaction Survey	75/80/85	93%	Overall, the stakeholders polled responded 93% that they agreed or strongly agreed with statements indicating satisfaction with the services provided by the vocational department.
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	100%	During the course of the fiscal year, 2 complaints were received suggesting that an employee in supported employment failed to interact with a customer with satisfactory courtesy. Both incidents were addressed within time lines.

1. **Increase Movement to higher level of employment. One employee from each supported employment crew, supported employment individual and On The Job Training moved into competitive employment during the fiscal year.**
Corrective Action Plan required? Yes- for Group and IP SE
Corrective Action Plan: Assess group employee willingness and readiness for advancement to individual or competitive employment in individual service plans. Collaborate with Food Service Management to create opportunities to cross train. Carry out vocational services for persons currently in OJT or short term supported employment to facilitate movement.
Results of Corrective Action Plan: Effective in one case. Additional affect TBD.
2. **Increase number of employees getting individual jobs. LOVARC hired 19 new employees into individual jobs during the fiscal year.**
Corrective Action Plan required? No
Corrective Action Plan: NA
Results of Corrective Action Plan: NA
3. **Vocational Program employees will attain minimum wage or better. 11 times during the fiscal year found supported employees on the crew earning at or above minimum wage.**
Corrective Action Plan required? No
Corrective Action Plan: NA
Results of Corrective Action Plan: Ongoing TBD:
4. **Stakeholders will identify LOVARC vocational services as viable service option. LOVARC received a total of 22 referrals for services during the fiscal year.**
Corrective Action Plan required? Yes
Corrective Action Plan: Coordinate with Human Resources to market services and recruit Employees.
Results of Corrective Action Plan: 19 new hires made in fiscal year.
5. **Employees will achieve IHSP objectives. 81% of supported employment employees made progress on IHSP goals during the fiscal year.**
Corrective Action Plan required? No
Corrective Action Plan: NA
Results of Corrective Action Plan: NA
6. **IHSPs will be completed on time: 72% of persons served ISPs were completed on time during the fiscal year.**
Corrective Action Plan required? Yes for semi annual review.
Corrective Action Plan: Coordinate semiannual meetings with employee and stakeholders
Results of Corrective Action Plan: TBD

7. PVSA services will achieve the participant's objectives: **We had no referrals for PVSA during the fiscal year.**

Corrective Action Plan required? Yes

Corrective Action Plan: Continue to promote and market situational assessment service

Results of Corrective Action Plan: No progress yet. Re-evaluate. TBD

8. ESA services will result in useful data for the Department of Rehabilitation: **We had one referral for ESA which did not meet entrance criteria during the fiscal year.**

Corrective Action Plan required? Yes

Corrective Action Plan: Promote service.

Results of Corrective Action Plan: TBD

9. Stakeholder satisfaction will be maintained: **Implement satisfaction survey in third quarter.**

Corrective Action Plan required? Yes

Corrective Action Plan: Conduct survey.

Results of Corrective Action Plan: Average 93% positive responses.

10. Communications regarding customer comments / concerns will be timely and thorough. **Two complaints were received during the fiscal year.**

Corrective Action Plan required? No

Corrective Action Plan: NA

Results of Corrective Action Plan: NA

Respectfully submitted,



Rick Hummel

Director of Vocational Services

Life Options, Vocational and Resource Center

Perf measure narrative Final 2017 2018

PERFORMANCE IMPROVEMENT STATISTICS
Final 2017-2018
April –June 2018
Department: Vocational Services

Total Persons served (Data from 12/94 to present)	437
Total Persons served in FY 2017-18	74
Total Persons served in June 2018	66
Following totals are from “total served”	
Female	188
Male	249
African American	40
Asian American	18
Caucasian	257
Hispanic / Latino	120
Indigenous People / Native American	2
Prefer not to state	0
Persons with Developmental Disability	142
Persons with Mental Health challenges	157
Other (persons with physical disability, etc.)	138

Breakdown of persons served as of June 2018.

Supported Employment - Individual Placement:	20
Supported Employment – Group:	6
Employee with a disability – NISH contract:	15
Employee with a disability – Camp SLO contract	12
Employee with a disability – Joint Forces contract	5
Total	58
 Referral List:	 12