

PERFORMANCE MEASUREMENT AND MANAGEMENT SYSTEM

Final FY 7/2018 6/2019

EFFICIENCY

Program Objective:	Measure: 2018-2019	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	100%	9 of 9 employees made gains on annual goals.
ISP's will be completed on time	80% ISP's done no later than 5 days after due date.	SE, ESA, PVSA	IHSP Forms	75/80/85	77%	Annual IHSP's completed on time for 7 of 9 employees
PVSA services will achieve recipient's objectives	Achievement of goals on service plan	PVSA	Service Plan	NA	NA	No referrals during the fiscal year.
ESA services will result in useful data for DOR	Assessment and report completed per DOR guidelines	ESA	ESA report	100%	100%	One external situational assessment was conducted in the fiscal year and yielded useful information for the Department of Rehabilitation Counselor.

SATISFACTION

Program Objective:	Measure: 2018-2019	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	96%	Need to expand sample size especially for families and agencies with whom we interact.
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 fiscal year. It is the practice of the vocational department to address informally communicated complaints and concerns immediately upon receiving.

# LOVARC

## *Life Options, Vocational and Resource Center*

### PERFORMANCE MEASUREMENT AND MANAGEMENT SYSTEM

Final FY 7/2018 - 6/2019

#### EFFECTIVENESS

<b>Program Objective:</b>	<b>Measure: 2018-2019</b>	<b>Applied to:</b>	<b>Source of Information</b>	<b>Goal:</b>	<b>Actual:</b>	<b>Comment:</b>
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. 7	4 employees completed OJT and 3 employees completed individual placement supported employment and moved to competitive employment in the fiscal year.
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. 20 b. 0	20 employees were hired at competitive rates in the fiscal year. Including 3 direct hire, 8 ip and 9 on the job training hires..
Increase # of employees earning min. wage or better	Employees earning minimum wage or better	a. SE Group Placement	Payroll Records	1/3/6	2	2 Crew members were paid at the minimum wage of \$12.00 per hour in the fiscal year. .

#### PROGRAM ACCESSABILITY

<b>Program Objective:</b>	<b>Measure: 2018-2019</b>	<b>Applied to:</b>	<b>Source of Information</b>	<b>Goal:</b>	<b>Actual:</b>	<b>Comment:</b>
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	26	1 ESA referral was made during the fiscal year. Referrals steady for direct hire, supported employment and on-the-job-training numbered 25.

Management Report  
Final Report 2018-2019  
July 2018 – June 2019

1. ***Increase Movement to higher level of employment. Four employees hired through the “on the job training” program and 3 supported employment workers moved into competitive employment during the fiscal year.***  
**Corrective Action Plan Required?** Yes for supported employment group.  
**Corrective Action Plan:** Long term plan for transition of SE group to competitive integrated employment pending legislation  
**Results of Corrective Action Plan:** TBD
2. ***Increase number of employees getting individual jobs. Twenty people were hired into competitive employment during the fiscal year. This included eight supported employment individual placements, nine on the job training placements and 3 direct hires.***  
**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. A total of 2 supported employment group employees earned minimum wage this fiscal year.***  
**Corrective Action Plan Required?** Yes  
**Corrective Action Plan:** Review timings results with group members close to completion of tasks.  
**Results of Corrective Action Plan:** TBD
4. ***Stakeholders will identify LOVARC supported employment as viable service option. LOVARC received a total of 26 referrals for services during the fiscal year.***  
**Corrective Action Plan Required?** No  
**Corrective Action Plan:** NA  
**Results of Corrective Action Plan:** NA
5. ***Clients will achieve IHSP objectives. 100% supported employment employees made progress on IHSP goals during the fiscal year. Most prevalent goals were related to productivity and cross training.***  
**Corrective Action Plan Required?** No  
**Corrective Action Plan:** NA  
**Results of Corrective Action Plan:** NA
6. ***IHSPs will be completed on time: 77% (7 of 9) supported employments IHSPs were completed on time during the fiscal year.***  
**Corrective Action Plan Required?** No  
**Corrective Action Plan:** NA  
**Results of Corrective Action Plan:** NA

