

Program Measurement & Management Report

Reporting Period: July 1, 2022 – June 30, 2023

CDS Supports

Performance Measurement and Management Process

This quality framework focuses on integrating program functions while effectively engaging input from all stakeholders, including the persons served. It provides a logical, action-oriented approach to ensure that organizational purpose, planning, and activity result in the desired outcomes.

This analysis is based off a performance measurement and management plan that produces information an organization can act on to improve results for the persons served, other stakeholders, and the organization itself. The results of performance analysis are used to identify and implement data-driven actions to improve the quality of programs and services and to inform decision making.

Characteristics of Persons Served

Data was compiled on the persons served for (Program) during this reporting period. Data for the organization is also included for comparison purposes. The data is summarized in the tables below.

Age	Program	Organization
Age 0 – 3	0	
Age 4 – 17	0	
Age 18 – 40	18	
Age 41 – 65	4	
Age 66 – 85	0	
Age 85 +	0	

Based on the breakdown above, the average age of those served by the medical rehabilitation department is similar to the average age of those served by the entire organization.

Gender	Program	Organization
Male	15	
Female	7	
Other		

Based on the breakdown above, the gender of those served by the medical rehabilitation department is the same percentage of those served by the entire organization.

Ethnicity	Program	Organization
Asian	1	
First Nation\Aboriginal	0	
Non-Hispanic African American	3	
Non-Hispanic White	13	
Hispanic/Latino	5	
North American Indian and Alaska Native	0	
Native Hawaiian and Other Pacific Islander	0	
Multiple Ethnicity	0	
Other	0	

Based on the data above, the ethnicity of those served by the medical rehabilitation department is close to the percentages of those served by the entire organization.

Diagnoses of Persons Served

Below is the breakdown of diagnosis codes of the persons served during this reporting period for the (program) department compared to the entire organization.

Section Description	Program	Organization
Intellectual	8	
Autism	11	
Anxiety	6	
Depression	7	
Intermittent Explosive Disorder	1	
Cerebral Palsy	1	
ADHD	1	
Other Dual Dx	3	
Scoliosis	1	

Plan Elements

In designing this plan, input has been received from the persons served surveys, stakeholders, as well as conversation with persons served, their parents & supports, stakeholders, and input received during team and staff meetings. This plan gives consideration to the characteristics of the persons served by using input from surveys as information procured while interacting with individuals while delivering services as well as conversation on the management level with stakeholders. The expected results are based on targets that have been set in accordance with organizational priorities.

Extenuating or influencing factors that may impact results include patients and/or stakeholders not returning surveys, persons served not adhering to their employment plans and/or choosing to end services prior to the successful completion of said plans.

Measures will be tracked at referral request, referral meeting, intake, date of discharge and if the person served has moved on to placement services.

Program Effectiveness Summary & Analysis

Effectiveness Objective	Indicator	Target	Result
Ensuring that person served receives appropriate onboarding support	Average number of contacts per person's served within in the first 30 days of employment	4 contacts	4
	% of person's served that request and receive additional job coaching after placement.	90%	100%

Indicator #1: Average number of contacts per person's served within in the first 30 days of employment.

This indicator is derived from best practices from the IPS Supported Employment Model. It is designed to ensure that any potential work-related issues within the first month are identified expeditiously so that support can be provided as soon as possible to the person served. After 30 days, a minimum of one contact will continue up to 90 days. At that point, the need for continues support will be revisited. This indicator will also directly influence indicator 1 of the next objective.

Indicator #2 % of person's served that request and receive additional job coaching after placement.

This indicator is in place to ensure that the people served receive the level of post-placement support that they indicate they are in need of. BRS VS's typically expedite authorizations for these types of referral requests.

Effectiveness Objective	Indicator	Target	Result
Person's served will retain long term employment	% of person's served who maintained employment for 90 days	70%	90%
	% of person's served to maintained employment 90 days after discharge.	60%	80%

Indicator #3: % of person's served who maintained employment for 90 days.

This indicator speaks to the commitment to support persons served in not only procuring but maintaining employment. This indicator will also be influenced by indicator 1 of the previous objective.

Indicator #4: % of person's served to maintained employment 90 days after discharge.

This indicator is in place to help promote continued employment post discharge. If a CDS finds out that a discharged person served has lost employment, they will make efforts to reconnect the individual back to BRS. Additionally, monthly contacts will continue post discharge. If any of these contacts reveal issues at the job, the CDS will contact BRS to request job coaching.

Satisfaction & Experience of the Persons Served Analysis

Survey Response	Indicator	Target	Result
Successfully get a representative response rate from all surveys	To receive a target percentage of responses from participant surveys based on the total number of surveys sent.	45%	30%

Satisfaction of PS Objective	Indicator	Target	Result
Individual indicates favorable impression of the company.	% of persons served that indicated a 7 or above on a scale of 1-10 as to how likely they are to recommend Easterseals to a family member.	85%	100%
	% of persons served that indicated that they agree or strongly agree that they were satisfied with the staff's recommendations and/or assistance in achieving their vocational goals.	85%	100%

Indicator 1: % of persons served that indicated a good or above rating of the services that were received.

After analyzing our client survey data, the majority of persons served indicated a "good" or "excellent" rating. However, this set of participants does not include ALL the individuals served within the timeframe. Even though this is not all the served individuals, the majority indicate having a favorable impression of the agency.

Indicator 2: % of persons served that indicated that they agree or strongly agree that they were satisfied with the staff's recommendations and/or assistance in achieving their vocational goals.

This number is reflective of the client-centered approach that is the foundation of Easterseals Career Development Services. Along every step of the process, great attention is placed on making sure that activities engaged in on behalf of the person served map on to their stated employment goal. BI-weekly check-ins assist in maintaining this fidelity.

Satisfaction of PS Objective	Indicator	Target	Result
Individual indicates favorable impression of services received.	% of persons served that indicated a 7 or above on a scale of 1-10 as to how likely they are to recommend Easterseals to a family member.	85%	100%
	% of persons served that indicated that they agree or strongly agree that they were satisfied with the staff's recommendations and/or assistance in achieving their vocational goals.	85%	100%

Indicator 3% of persons served that indicated a 7 or above on a scale of 1-10 as to how likely they are to recommend Easterseals to a family member.

Of the participants surveyed, they indicated either a 7 or above on scale of 1-10 in reference to if they would recommend Easterseals to a family member. This is reflective of Easterseals staff commitment to excellence, recognizing that the people we served are most important customer, and the person-centered approach adhered to in the delivery of services.

Indicator 4: % of persons served that indicated that they agree or strongly agree that they were satisfied with the staff's recommendations and/or assistance in achieving their vocational goals.

Of the participants surveyed, they all indicated either an agree or strongly agree rating in reference to is they were satisfied with the staff's recommendations and/or assistance in achieving their vocational goals. This is reflective of the dedication of each Career Development Specialist to strength-based, person centered planning in assuring that each person served feels that every effort was made to assist them in accomplishing their stated goals.

Satisfaction & Experience of the Stakeholders Analysis

Survey Response	Indicator	Target	Result
Successfully get a representative response rate from all surveys	To receive a target percentage of responses from stakeholders surveys based on the total number of surveys sent.	50%	62.6%

Satisfaction of SH Objective	Indicator	Target	Result
Stakeholders that indicate overall satisfaction with the company.	% of stakeholders that indicated that they agreed or strongly agreed that they were satisfied with services provided.	85%	100%
	% of stakeholders that indicated agreed or strongly agreed information regarding the program was accurate.	50%	100%

Indicator 1: #1: % of stakeholders that indicated that they agreed or strongly agreed that they were satisfied with services provided.

This number is reflective of the foundational principle of Easterseals Career Development Services that stakeholders (especially referral sources), along with persons served, are our important customers, and are treated as so. Great emphasis is placed to the continued cultivation of these relationships.

Indicator 2: % of stakeholders that indicated agreed or strongly agreed information regarding the program was accurate.

These results speak to the clear and concise manner in which Easterseals Career Development Services advertises it's services. Additionally, in addition to maintaining consistent communication with referring BRS VC's, the Career Development Services manager also

Satisfaction of Stakeholders Objective	Indicator	Target	Result
Stakeholders indicates favorable impression of services received	% of stakeholders that indicate that they agreed or strongly agreed that staff was available to answer their questions.	85%	100%
	% of stakeholders that indicate that they agreed or strongly agreed that staff were prompt in addressing, issues and requests.	85%	100%

Indicator 3: : % of stakeholders that indicate that they agreed or strongly agreed that staff was available to answer their questions.

Great emphasis is placed on communication with out referral source as we recognize them as one of our customers. Almost without exception, all calls and emails are returned within 24 hours, if not by the end of the business day in which they were received. This score reflects that commitment.

Indicator 4: % of stakeholders that indicate that they agreed or strongly agreed that staff were prompt in addressing, issues and requests.

Great emphasis is placed on communication with out referral source as we recognize them as one of our customers. Almost without exception, all calls and emails are returned within 24 hours, if not by the end of the business day in which they were received. This score reflects that commitment.

Program Efficiency Summary & Analysis

Efficiency Objective	Indicator	Target	Result
Onboarding utilization	% of person's served that utilized all their onboarding hours	95%	90%
	% of participants that utilized all of their post-employment job coaching hours.	90%	100%

Indicator 1 % of person's served that utilized all their onboarding hours.

While we fell a few hours short of the projected goal, this number still reflects a consistent commitment to assisting persons served with their onboarding needs, increasing the chances of placement following a CPO.

Indicator 2: % of participants that utilized all of their post-employment job coaching hours.

This results reflects the Career Development Team's commitment to provided post-placement supported when needed to assure that persons served maintain employment once it is procured.

Efficiency Objective	Indicator	Target	Result
Referrals will be successfully completed.	% of referrals that were successfully completed within 90 days of intake.	50%	33.05%
	% of referrals that were discharged without receiving all the services that they were referred for.	5%	9.09%

Indicator 3: % of referrals that were successfully completed within 90 days of intake.

While we endeavor to complete referrals as expeditiously as possible, there are mitigating factors that can prevent us from sometimes doing so as fast as we would like to. This is a measurement we will seek to improve next year.

Indicator 4: % of referrals that were discharged without receiving all the services that they were referred for.

While we missed our goal on this measure by several percent, the reason for a person served being discharged without receiving serviced would almost always be because they chose to discontinue services. This is a mitigating fact we can not always directly effect as there can be innumerable reasons an individual may chose to do so that do not have any direct relationship to Easterseals.

Service Access Summary & Analysis

Service Access Objective	Indicator	Target	Result
Timely process in which the participant gains access to services	Average number of days from post-employment job coaching request to initial day of job coaching.	5 Business days.	6.73
	% of person's served who request job coaching post discharge that are reconnected to services.	95%	100%

Indicator 1: Average number of days from post-employment job coaching request to initial day of job coaching.

While we endeavor to provide post-placement job coaching as expeditiously as possible, there are mitigating factors that can prevent us from sometimes doing so as fast as we would like to. This is a measurement we will seek to improve next year. A mitigating factor outside of our control is the length of time it takes for a BRS VC to respond to a job coaching authorization request, which we must receive prior to delivering services.

Indicator 2: % of person's served who request job coaching post discharge that are reconnected to services.

This result is reflective of the Career Development Services Department commitment to ensuring that all persons served who need post-placement support receive it. It also reflects the excellent collaborative relationship between Easterseals and their referral source, BRS.

Service Access Objective	Indicator	Target	Result
Perception of service access as related to participants and our stakeholders	% of person's served that indicate a good or above in reference to if they were contacted in a timely manner following their referral.	85%	100%
	% of stakeholders that indicate a good or above in reference to if the person they referred was contacted in a timely manner.	85%	100%

Indicator 3: % of person's served that indicate a good or above in reference to if they were contacted in a timely manner following their referral.

This result is reflective of the emphasis that Career Development Services places on expediting the process of access to service for the people that we serve.

Indicator 4: % of stakeholders that indicate a good or above in reference to if the person they referred was contacted in a timely manner.

This result is reflective of the emphasis that Career Development Services places on expediting the process of access to service for the people that we serve.

Survey Response Summary & Analysis

Service Access Objective	Indicator	Target	Result
Successfully get a representative response rate from all surveys	To receive a target percentage of responses from Persons Served based on the total number of surveys sent.	45%	30%
	To receive a target percentage of responses from Stakeholder Surveys based on the total number of surveys sent.	30%	62.5%

Indicator 1: To receive a target percentage of responses from Patient Surveys based on the total number of surveys sent.

As we did not procure the percentage of surveys that we intended, efforts will be made to improve upon this next year.

Indicator 2: To receive a target percentage of responses from Stakeholder Surveys based on the total number of surveys sent.

Career Development Services will continue to be proactive in procuring surveys from it's stakeholders.

Program Improvement Plan

Finding	Analysis	Planning	Target Date
The goals for % of person's served that utilized all their onboarding hours was 95% and we achieved 90%	The greatest mitigating factor that prevented us from reaching our goal was insufficient staffing and existing staff having to be spread across various sites.	Work with HR to focus on recruiting.	6/30/23
The goal for % of referral completed within 90 days was 50% and we achieved 33.05%.	The greatest mitigating factor that prevented us from reaching our goal was insufficient staffing and existing staff having to be spread across various sited and not being able to start CPO's until we finished ones that we had scheduled.	Work with HR to focus on recruiting.	6/30/23
To receive a 45% of responses from Persons Served based on the total number of surveys sent and we received 30%.	Procuring surveys was not systematized into the discharge process.	At discharge, persons served will be presented with he opportunity to complete a survey via computer, laptop, tablet or smart phone.	6/30/23