

**JVS**  
13100 Wayzata Boulevard, Suite 300  
Minnetonka, Minnesota 55305

## **VOCATIONAL REHABILITATION and SUPPORTED EMPLOYMENT**

### **2005 Information Management Report**

CURRENT PERIOD: January 1, 2005 – June 30, 2005

CUMULATIVE DATA: January 1, 2005 – June 30, 2005

### **NARRATIVE SUMMARY**

#### **Overall Results For the First Half of 2005**

Overall, the first half of 2005 was successful for the vocational rehabilitation/supported employment program. Persons served worked a total of 16,557 hours as a part of extended employment, compared to 16,902.53 for the same period in 2004 – again, exceeding the agency goal of 15,790. During the program contract year of 2004 – 2005, 35,194 hours were earned, meeting the requirements for the annual renewal of \$100,742 in funding for extended employment services. All contract requirements were also met for the annual renewal of \$74,000 in Hennepin County funding for intensive service provision to individuals with severe and persistent mental illness. Service fee revenue is also expected to exceed goal. Most important, persons served express satisfaction with services.

Results for the six months indicate:

- Excellent services to new and existing program participants
- Successful marketing, resulting in increased referrals
- Effective communication and quality outcomes expected from stakeholders

#### **Needs / Stakeholder Input**

In the first half of 2005, 56 individuals received 65 services. This compares with 52 served in the first half of 2004. While the difference appears insignificant, a close look at the diverse services offered at intake is worthy of attention. There were 20 new entrants who joined JVS as follows – eight entered employee development; four entered extended employment; four entered job placement; three entered vocational evaluation; and one was an intake only. Staff is commended for its focused team efforts to obtain new referrals. Emphasis on effective and efficient job placement is also key driver of referrals. The increase in referrals may be attributed to the marketing efforts of staff toward employee development and placement. The demand for vocational evaluations has decreased as Rehabilitation Services has shifted its focus toward efficient and effective placement outcomes. The fact that 83% of persons completing employee development services (goal 80%) have maintained their employment with reduced support indicates the value of this service component and the need to expand its usage. New performance-based agreements with community rehabilitation providers are expected to drive the current state system within the next year. JVS' goal is to continue to improve outcomes, enhance professional relationships, strengthen partnerships, and maintain measures of excellence. The demand

for intensive training and on-going support for persons served is demonstrated by the multiple barriers facing program recipients.

### **SERVICE DATA**

The number of participants receiving specific services within the program is detailed in the following breakdown:

	<u>1st half of 2005</u>	<u>1st half of 2004</u>	<u>2004 Annual Totals</u>
Vocational Evaluation	3	6	8
Job Placement	10	17	19
Employee Development	11	5	8
Extended Employment	41	40	48

### **JVS Business/Operations**

Average monthly fee for service billings for the first half of 2005 was \$6,692.09 compared to a monthly goal of \$4,850. Billings totaled \$40,152.56 for the first half of 2005 compared to the annual goal of \$58,200. JVS has exceeded its annual goal, billing a total of \$67,216 for fiscal year 2005.

The excellent fee generation reflects emphasis on placing persons in the program and is an element of JVS' continuous improvement efforts. Continued timely results combined with effective and efficient placement services – matching individuals with careers best suited to their interests and needs should continue to create future success.

Moving forward, the needs for business operations are reflected in the planning section below.

### **Planning**

The vocational rehabilitation team continued to fine-tune its staffing configuration, as the placement specialist resigned his position effective April 2005. Management used this opportunity to further re-organize the Vocational Rehabilitation Department; assigning a new program manager, Caalynn Schiro; a new placement case manager, Cheryl Burton; and a new job developer, Mirza Selimovic. Splitting the responsibilities for placement will promote continued efforts to focus on placement outcomes while further emphasizing marketing in the community.

The first half of 2005 continued to present challenges because of more stringent service criteria and limited funding from the State. Rehabilitation Services. The State has begun serving individuals on its waiting list, but is expecting quicker, more effective placements for those with the most severe functional limitations and barriers. JVS' supported work settings are limited, yet required to accommodate these individuals' need for intensive training and on-going support.

Momentum for a Twin Cities Jewish community mental health employment initiative continues to build as demand within the community has been identified. Meetings with Laurie Kramer continue to further develop this collaboration between Minneapolis and St. Paul to assist individuals with mental illness. The need to create

greater program access and opportunities for individuals with mental health, builds on JVS' vocational rehabilitation/supported employment program while providing options for individuals in need of services. JVS continues to focus on alternative funding options with foundation and grant opportunities.

### **Financial/Resource Allocation**

Regular financial reports track both revenue and expenditures and are distributed among the board of directors, administration, and management. Financial results and needs are continuously reviewed and shared with direct service staff.

Realizing the above-mentioned needs and planning issues, the agency has taken the following actions:

- Reconfiguration of VR staff
- Continued marketing and emphasis on placement and community collaboration
- Coordinated efforts between JFCS and JVS to launch the mental health initiative

### **Accessibility Status Reports**

In reviewing the current data collected during the first half of 2005, information reflects a trend in physical and architectural barriers. The primary need was to create greater access for individuals with limited mobility. This need has been addressed and will be included in the Accessibility Plan; Review of Actions report at year-end.

### **Risk Analysis**

JVS' risk management program is still in its implementation phase. Identified risks will continue to be reviewed, refined, and monitored. Staff is aware of the potential safety risks at the Wells Fargo Document Custody Center that are caused by the volume of activity taking place. Staff is continually attentive to the hazards created by the unavoidable presence of carts in the main walkways and the use of step stools. This is the normal reality of doing business. JVS' staff and strong safety program mollify the risks.

### **Surveys**

The Vocational Rehabilitation Staff in collaboration with Julia Carpenter, communications coordinator, is developing an employer survey to gather input. The information collected may assist in planning for further collaboration while addressing the needs of both participants and employers.

### **Human Resource Reports/ Incident / Accident Reports/ Environmental Health And Safety**

The JVS safety coordinator has submitted a quarterly review of accidents and incidents to administration. This was reviewed by administration and by the safety committee. The notable trend in accidents/injuries in 2004 focused on the Wells Fargo document custody site and related to the need for employees to be attentive to barriers caused by inattention to repetitive working conditions. The onsite supervisor, Christina Ahmed, took an active role in conducting special training sessions to address the increase of accidents and injuries related to the use of step stools. Due to her efforts, the first two quarters went without incident until the end of June when an employee hurt her back due to a faulty step stool. There are not any notable trends to report from January-June, 2005.

## **Technology Analysis**

The JFCS COO and her technology staff adequately provide for JVS' computer system and telephone communications needs. The technology committee continually reviews needs and gaps. JVS is updating and redesigning its web site to improve information access for the agency's varied audiences. In addition, the agency has reviewed its operations for HIPAA compliance. Modifications to computer access have been implemented to improve compliance.

## **OUTCOME HIGHLIGHTS**

**95%** or 38 of 40, of all established program participants (beyond evaluation and pre-vocational services) were employed in integrated employment matching the career objectives of participants and the employers' staffing needs (program goal of 70%).

**7.8%** of all extended employment participants are independent in their employment as a result of JVS services and have no further need of service (program goal 5%). This means that 3 out of 38 supported employees served during the first two quarters reached a high level of independence and self-sufficiency in their work lives as a result of vocational rehabilitation services provided by JVS.

The total number of hours worked for supported employees was 16,557.44, compared to 16,902.53 for the same period in 2004. The number of work hours earned was above the goal of 15,790.

**49%** of program participants receiving vocational rehabilitation services while employed in competitive, fully integrated jobs in the community reached at least a 20-hour workweek (program goal of 50%).

**15** individuals were placed in fully integrated competitive employment positions in the community.

## **Service Delivery**

Outcome data indicates the need to:

- ⇒ increase the number of new referrals
- ⇒ improve job placement productivity and efficiency
- ⇒ create more community work sites with continuous support
- ⇒ explore means of developing a program to serve persons with developmental disabilities

## DEMOGRAPHICS FOR INDIVIDUALS WITH DISABILITIES

<b>New Referral Measurement for Individuals with Disabilities</b>	<b>1<sup>st</sup> Half 2005 N=20</b>	<b>2004 Totals N=22</b>	<b>2003 Totals N=40</b>
Resided in Hennepin County	100%	86%	85%
Primary diagnosis of learning or developmental disability	10%	0%	10%
Primary diagnosis of mental illness	65%	59%	74%
Primary diagnosis of traumatic brain injury	0%	9%	0%
Primary diagnosis of physical or other disability	25%	32%	16%
Age 20-34	50%	50%	36%
Age 35-54	45%	45%	56%
Age over 54	5%	5%	5%
Minimum high school diploma or equivalent	90%	86%	92%
Live independently	70%	86%	77%
Provide own transportation	55%	36%	59%
Take the bus	45%	59%	33%
Use Metro Mobility or in need of family assistance	0%	14%	15%

Demographic findings continue to reaffirm that people with mental illness are the primary disability group served. In addition, those served in the vocational rehabilitation program are between the ages of 35-54, have achieved at least a high school diploma or the equivalent and tend to manage independent living.

## OUTCOME TABLE

Entire Program	Program Outcome Measures	1 <sup>st</sup> Half 2005	2004 Outcomes	2003 Outcomes
<b>Effectiveness</b>	<ul style="list-style-type: none"> <li>70% of <u>all</u> established program participants (beyond evaluation and pre-vocational services) were employed in integrated employment matching career objectives of participants and employer staffing needs.</li> </ul>	95% (38/40)	96% (48/50)	93.65% (59/63)
	<ul style="list-style-type: none"> <li>At least 25 employers state satisfaction with JVS services and intention to do additional business with JVS in the future.</li> </ul>	New		
	<ul style="list-style-type: none"> <li>90% of all established program participants earn more than the minimum wage.</li> </ul>	92.1 % (35/38)	91.67 % (44/48)	91.23 %
	<ul style="list-style-type: none"> <li>50% of established employees reach a 20-hour workweek.</li> </ul>	49%	50%	49.12%
<b>Satisfaction</b>	<ul style="list-style-type: none"> <li>90% of surveyed participants and other stakeholders will express satisfaction with attainment of service goals as well as with the timeliness, clarity and effectiveness of the service.</li> </ul>	100% of responders	100% of responders	98% of responders

Vocational Evaluation Service	Service Outcome Measures	1 <sup>st</sup> Half 2005	2004 Outcomes	2003 Outcomes
<b>Effectiveness</b>	<ul style="list-style-type: none"> <li>Three or more realistic career objectives are documented which meet with participant satisfaction and labor market demands.</li> <li>Recommendations for training, support and accommodations are documented and clearly understood by participants.</li> </ul>	100%	100%	100%
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>Average completion time of 2 weeks.</li> </ul>	5.5	3.25	1.91
	<ul style="list-style-type: none"> <li>Deliver 100% of final evaluation reports at planning meeting.</li> </ul>	100%	100%	100%
<b>Satisfaction</b>	<ul style="list-style-type: none"> <li>90% of surveyed participants and other stakeholders will express satisfaction with attainment of service goals as well as with the timeliness, clarity and effectiveness of the service.</li> </ul>	100% of responders	100% of responders	100% of responders

<b>Employee Development Service</b> (intensive support need individuals regardless of disability status)	<b>Service Outcome Measures</b>	<b>1<sup>st</sup> Half 2005</b>	<b>2004 Outcomes</b>	<b>2003 Outcomes</b>
<b>Effectiveness</b>	<ul style="list-style-type: none"> <li>80% of employed participants pass 3 months of employment (with reduced support) after completion of employee development service.</li> </ul>	83% (5/6)	70% (7/10)	50% (8/16)
	<ul style="list-style-type: none"> <li>70% of employed participants pass 6 months of employment (with reduced support) after completion of employee development service.</li> </ul>	33% (1/3)	56% (5/9)	60% (6/10)
<b>Satisfaction</b>	<ul style="list-style-type: none"> <li>90% of surveyed participants and other stakeholders will express satisfaction with attainment of service goals as well as with the timeliness, clarity and effectiveness of the service.</li> </ul>	100% of responders	100% of responders	77% of responders

<b>Extended Employment</b>	<b>Service Outcome Measures</b>	<b>1<sup>st</sup> Half 2005</b>	<b>2004 Outcomes</b>	<b>2003 Outcomes</b>
<b>Effectiveness</b>	<ul style="list-style-type: none"> <li>90% of extended employment participants are able to maintain integrated employment matching the career objectives of participants and the employer's staffing needs.</li> </ul>	97.4% (37/38)	100% (48/48)	96.61% (57/59)
	<ul style="list-style-type: none"> <li>5% of all extended employment participants are independent in their employment as a result of JVS services and have no further need of service.</li> </ul>	7.8% (3/38)	6.25% (3/48)	10.17%
	<ul style="list-style-type: none"> <li>50% of extended employment participants work over 20 hours per week.</li> </ul>	49%	50%	49.12%
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>Placement occurs in an average of 12 weeks from date of entry into supported employment service.</li> </ul>	13.33 weeks	14 weeks	16.55 weeks
	<ul style="list-style-type: none"> <li>Persons served will be able to maintain employment with 2 to 6 hours per month of support after three months of intensive employee development support (2 to 6 hours per week).</li> </ul>	97% (33/34)	97.5% (39/40)	93% (39/42)
<b>Satisfaction</b>	<ul style="list-style-type: none"> <li>90% of surveyed participants and other stakeholders will express satisfaction with attainment of service goals as well as with the timeliness, clarity and effectiveness of the service.</li> </ul>	100% of responders	100% of responders	98% of responders