

WATCH RESOURCES, INC.
Supported Employment Performance Analysis 2021

Goal	Measure	Who Applied To	How Data is Collected/ By Whom	Extenuating/ Influencing Factors	Baseline Data
<i>Effectiveness of SE Services</i>					
#1 100% of SE clients will receive written progress reports from their SE case worker after every meeting	The percentage of consumers who receive progress notes from their SE case worker after every meeting	All SE participants	Client case notes & tracking notes generated by case workers/Case workers	Client refuses to take reports	There is no progress report system in place
<i>Efficiency of SE Services</i>					
#2 Job coaching hours will decline by 50% for 75% of clients after a year in placement because of increased consumer competence and independence in their job	Comparison between actual job coaching hours after 12 months of placement and actual job coaching hours at beginning of placement	All SE participants in placement	DOR monthly job coaching reports & VMRC service logs/Case workers	Consumer does not stay in placement for 12 months, other needs arise requiring more job coaching support, employer requests more hours	Clients in the past have not had a 50% decrease in coaching hours creating a dependency on coaching & limiting independence
<i>Satisfaction of Persons Served</i>					
#3 100% of participants in SE will give a satisfaction rating of "Always" or "Nearly Always" in regards to support provided	Overall satisfaction rating of "Always" or "Nearly Always" with level of support provided"	All Supported Employment participants	Satisfaction survey/ Director of Program Services	Consumer declines to complete survey/ Peer Opinions/ Relationship with Job Coach & Job Developer Staffing consistency	100% satisfaction rating of "Always" & "Nearly Always" in 2021 survey
<i>Satisfaction of Employers</i>					
#4 100% will have a satisfaction rating of "Excellent or Very Good" regarding Supported Employment services	Overall satisfaction rated as "Excellent or Very Good".	All employers	Satisfaction survey/ Director of Program Services	Skills development of participant/ Employer relationship with Job Developer & Job Coach	100% satisfaction rating of "Excellent" & "Very Good" in 2021 survey

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Access to Services

#5 0 people who are referred by Department of ReHab or the Regional Center will be denied services	Number of referred people that are denied services	All referrals	Participant records Case Magic referral records Director of Program Services	Numbers of job openings in the County may increase the number of people requesting services	0 people were denied services in the previous year
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Measure	Annual Analysis	Results	Actions
#1	100% of SE clients will receive written progress reports from their SE case worker after every meeting	*Not all job coaches used progress reports. *Goal unmet.	*Additional job coach training *Implement tracking system *Work to achieve goal in future
#2	Job coaching hours will decline by 50% for 75% of clients after a year in placement because of increased consumer competence and independence in their job	*Decline in support hours was 60% *Goal Met	*Because sample only involved 2 clients who reached their one-year anniversary, goal should continue with a larger sampling in the future year
#3	100% of participants in SE will give a satisfaction rating of "Always" or "Nearly Always" in regards to support provided	100% satisfaction rating of "Always" or "Nearly Always" was achieved. *Goal Met	*Will continue to maintain a 100% satisfaction rating on Satisfaction of Persons Served Survey.
#4	100% of employers will have a satisfaction rating of "Excellent" or "Very good" regarding Supported Employment services provided by WATCH	100% satisfaction rating of "Always" or "Nearly Always" was achieved. *Goal Met	*Will continue to maintain a 100% Satisfaction on Employers Response to Services Survey.
#5	0 people referred to WATCH's Support Employment service will be denied services.	0 referrals were denied *Goal Met	*Will continue to Maintain standard