

WATCH Resources, Inc
Supported Employment

OUTCOMES MANAGEMENT REPORT
PROGRAM OBJECTIVES/RESULTS 2021

EFFECTIVENESS GOAL

Receive written progress reports from their SE case worker after every meeting

Baseline: 0%

Year End Goal: 100% of SE consumers

Rational: The agency acknowledges the importance of helping consumers we serve have an active role in all of their meetings with their SE case worker. This includes consumers actively participating in note taking during the meeting, reviewing the notes at the end of the meeting and receiving a copy of their notes for their personal records. The Supported Employment department sees the use of these notes by the consumer as a tool to assist them with communicating their choices and decisions regarding their job search. This will also be valuable for consumers who are working in existing jobs to communicate their questions and concerns with their planning team.

Extenuating Circumstance: Consumer refuses to take reports

Annual Analysis: Not all job coaches used progress reports and this goal was unmet. Additional job coach training on case notes in the CaseMagic management system took place and a tracking system will be implemented. The Job Developer and the Job Coach will work to achieve their goal in the future year.

EFFICIENCY GOAL

Job coaching hours will decline after a year in placement because of increased consumer competence and independence in their jobs.

Baseline: Clients in the. past have not had a 50% decrease in coaching hours creating a dependency on coaching and limiting independence.

Year End Goal: 50% decline of job coaching hours for 75% of clients after one year in placement.

Rational: It is a goal of the Agency for all consumers to increase their competency and independence in their jobs and increase their overall satisfaction in their daily lives. This is measured by a decline in job coaching hours. DOR monthly job coaching reports and VMRC service logs will be used to track and record the number of Job coaching hours utilized for each SE consumer as well as the decline in these job coaching hours.

Extenuating Circumstances: Consumer does not stay in placement for 12 months, other needs arise requiring more job coaching support, employer requests more hours.

Annual Analysis: Two Consumers reached their one-year anniversary goal. The decline in support hours was 60% and this goal was met. However, this goal should continue with a larger sampling in the future year.

SATISFACTION OF PERSONS SERVED GOAL

Overall Satisfaction

Baseline: 100% rating of Always or Nearly Always satisfied

Year End Goal: 100% satisfaction

Extenuating Circumstances: Consumer declines to complete survey. Peer opinions and relationship with Job Coach and or Job Developer as well as consistency with staffing.

Annual Analysis: 100% satisfaction rating of “Always” or “Nearly Always” in the 2021 Survey

SATISFACTION OF EMPLOYERS GOAL

Overall Satisfaction

Baseline: 100% rating of Excellent or Very Good

Year End Goal: 100% satisfaction

Extenuating Circumstances: Skills Development of the Consumer as well as a change in management and/or the employer's relationship with job coach may affect overall satisfaction with all of Supported Employment services/staff.

Annual Analysis: 100% satisfaction rating of “Always” or “Nearly Always” in the 2021 survey.

ACCESS TO SERVICES GOAL

People denied services

Baseline: 0 people who are referred to WATCH Supported Employment are denied services
Year End Goal: 0 people denied services

Extenuating Circumstances: Numbers of job openings in the county may increase the number of people requesting services.

Annual Analysis: No people that were referred for Supported Employment services were denied services in the previous year. Four Consumers have been referred during this time frame. The referral rate increased which is what was expected.

