

**WATCH RESOURCES, INC.**  
**Supported Employment Performance Analysis 2016**

<b>Measure</b>	<b>Goal</b>	<b>Who Applied To</b>	<b>How Data is Collected/ By Whom</b>	<b>Extenuating Influencing Factors</b>	<b>Baseline Data</b>
<b><i>Effectiveness of SE Services</i></b>					
<b>1.</b> The percentage of consumers who keep/increase their work hours for the entire year.	75% of consumers will maintain hours from beginning of year or at start date for the entire year.	All employed consumers	Monthly Billing Statements  Program Director	Hours are determined by seasonal fluctuations.	50% have consistent hours because of length of time on job
<b><i>Efficiency of SE Services</i></b>					
<b>2.</b> The percentage of consumer reports due each month that are written, sent to DR Counselor/ or VMRC Service Coordinator and reviewed/signed by consumer within 3 days of the following month.	100% reports will be completed when due.	All Consumers in Job Development and Job Placement	Excel Document  Program Director	Possible absence or inability to coordinator meeting time with consumer.	95% of all reports are completed in a timely manner

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Measure	Goal	Who Applied To	How Data is Collected/ By Whom	Extenuating Influencing Factors	Baseline Data
<b><i>Satisfaction of Persons Served</i></b>					
<b>3.</b> Overall satisfaction is rated as " <i>Happy with level of support</i> ".	100% will have a satisfaction rating of " <i>Always or Nearly Always</i> ".	All current participants are asked to respond	Satisfaction survey  Director of Program Services	Relationship with Job Coach & Job Developer may influence satisfaction with services.	100% satisfaction rating of " <i>Always &amp; Nearly Always</i> "
<b><i>Satisfaction of Employers</i></b>					
<b>4.</b> Overall satisfaction is rated as " <i>Excellent or Very Good</i> ".	100% will have a satisfaction rating of " <i>Excellent or Very Good</i> ".	All current employers	Satisfaction survey  Director of Program Services	Employer relationship with Job Coach may influence satisfaction with services.	100% satisfaction rating of " <i>Excellent or Very Good</i> ".
<b><i>Access to Services</i></b>					
<b>5.</b> If anyone referred by Regional Center &/or Department of ReHab is denied services	0 persons will be denied services	All referrals	Participant records  CaseMagic referral records  Director of Program Services	Economic situation in Tuolumne County may increase the number of people requesting services.	0 people were denied services

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<i>Measure</i>	<i>Annual Analysis</i>	<i>Results</i>	<i>Actions</i>
<p style="text-align: center;"><b>1</b></p>	<p>We chose this goal because several of participants have fluctuating schedules based on seasonal needs. <b>By the end of the year only 50.5% of the consumers continued to have steady work hours.</b></p> <p>One extenuating circumstance we did not anticipate was the opening of a new Wal-Mart grocery store which impacted the other grocery stores in the community. We have two consumers working at Safeway and their work hours were greatly reduced towards the end of the year due to WalMart's impact. This was an achievement based on their performance; as other employees were laid off completely.</p> <p>December showed 60% of the participants with increased hours, but this is a seasonal increase due to holiday activities. We started 2016 with 10 participants and we ended with 10 participants, some new to the program with others leaving.</p>	<p>We did not meet our goal of 75% of the participants maintaining or increasing their work hours. Only <b>50.5%</b> continued to increase or keep hours for the entire year.</p>	<p>No action taken. Due to the nature of the work schedules of the employees this did not seem to be a goal we could realistically affect or continue.</p>
<p style="text-align: center;"><b>2</b></p>	<p>The procedures we put in place are working. Most of the consumers in Supported Employment have quarterly meetings that generate quarterly reports. These reports were being written and submitted in a timely manner. It was the reports for consumers that only meet with their Service Coordinators once a year that were not meeting the standard. During this year, all quarterly reports were written and submitted to the Regional Center in a timely manner. This included the initial IHSP required when consumers transfer from DR funding to Regional Center funding. All reports required by Department of Rehabilitation were also written in a timely manner and submitted with the monthly billing. Communication between DR and WATCH increased. Questions that were created by the reports were able to be solved in a timely manner, ensuring that payment for services was also received in a timely manner.</p>	<p>We met the goal of completing submitting 100% of required reports by due dates.</p>	<p>We will not continue with this objective, but will continue to use the procedure in place for completion</p>
<p style="text-align: center;"><b>3</b></p>	<p>100% satisfaction from persons served in regards to the level of support provided to them by Supported Employment.</p>	<p>Goal met with 100% satisfaction</p>	<p>Work to maintain standard</p>

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<b>4</b>	100% satisfaction from employers involved with Supported Employment regarding their rating of satisfaction with our service.	Goal met with 100% satisfaction	Work to maintain standard
<b>5</b>	Four (4) people were referred to WATCH Supported Employment by Department of ReHab &/or Regional Center and none were denied services.	Goal met. 0 people referred by RC &/or DOR were denied services	Work to maintain standard