

CDPVTC Performance Outcomes Report: Fiscal Year 13-14

The Center Leadership Team reviewed/adopted facility performance indicators for FY 13-14 during its monthly meeting conducted December, 2013. These indicators help determine how well the facility is meeting the service needs of its consumers. The performance indicators are included as part of the annual performance plans of all staff members who receive a performance evaluation for calendar year 2014. A minimum of 10 points on each employee's performance evaluation is distributed among the various indicators as the supervisor deems appropriate. The performance indicators are:

- Customer (Student) Satisfaction with Perkins Center Services
- Program Completion Rate
- Sponsor (OVR Counselor) Satisfaction with Perkins Center Services
- Positive Employment Outcomes
- Employee Compliance with the Vocational Behavioral Enhancement program

The performance indicators, expectancy levels, and outcomes achieved for FY 2013-14 are reported below for each area.

<u>Customer (Student) Satisfaction</u>	Fails to Meet Expectations:	<81 %
	Barely Meets Expectations:	81-85 %
	Adequately Meets Expectations:	86-90 %
	Exceeds Expectations:	91-97 %
	Greatly Exceeds Expectations:	98 % or >

Background & Outcome: The Customer Satisfaction Survey is voluntarily completed by consumers actively enrolled at the Perkins Center with the exception of consumers enrolled in the Vocational Evaluation and Outpatient Medical Rehabilitation programs. The surveys are completed twice each year. The FY 13-14 surveys were completed in March and September of 2014. There were 215 surveys completed and returned by consumers from an estimated 254 surveys distributed for a response rate of approximately 85%. The cumulative survey results determined that of 215 consumers completing a survey, 209 (.972 rounded to 97%) indicated that, overall, they were satisfied with the services they were receiving at the facility. This places the outcome in the "Exceeds Expectations" range.

<u>Program Completion</u>	Fails to Meet Expectations:	<61%
	Barely Meets Expectations:	61-69 %
	Adequately Meets Expectations:	70-79 %
	Exceeds Expectations:	80-89 %
	Greatly Exceeds Expectations:	90 % or >

Outcome: The consumer program completion rate for the fiscal year was recorded at .899 (rounded to 90%). This percentage includes consumer completion data from all programs of operation. This places the outcome in the "Greatly Exceeds Expectations" range.

<u>Sponsor (Counselor) Satisfaction</u>	Fails to Meet Expectations:	<2.91 on 4.0 scale
	Barely Meets Expectations:	2.91 – 3.10 on 4.0 scale
	Adequately Meets Expectations:	3.11 – 3.5 on 4.0 scale
	Exceeds Expectations:	3.51 – 3.7 on 4.0 scale
	Greatly Exceeds Expectations:	3.71 – 4.0 on 4.0 scale

Background & Outcome: An email notification is sent to OVR counselors upon the discharge of their consumer from the Perkins Center (excluding consumers enrolled in the Comprehensive Vocational Evaluation and Outpatient Medical Rehabilitation programs). The notice, sent within a few days of the consumer’s discharge, requests the counselor complete a brief on-line survey to rate the quality of certain aspects of services provided by the staff of the Perkins Center. The survey is forwarded to the counselor regardless of whether the consumer completes or does not complete the program in which he/she was enrolled at the time of discharge from the facility. There were 73 on-line surveys completed by OVR counselors during the fiscal year. The satisfaction with the services provided by the Perkins Center staff was recorded at 3.59 on a 4.0 scale. This places the outcome in the “Exceeds Expectations” range.

<u>Positive Employment Outcomes</u>	Fails to Meet Expectations:	< 35 % of Closed Cases
	Barely Meets Expectations:	35%-39% Closed Cases
	Adequately Meets Expectations:	40%-44% Closed Cases
	Exceeds Expectations:	45%-49% Closed Cases
	Greatly Exceeds Expectations:	50% or > of Closed Cases

Background & Outcome: Based on data obtained from Crystal Reports on September 30, 2014, there were 118 OVR consumers recorded as having achieved a Positive Employment Outcome (PEO) during the fiscal year who had their case transferred to the Perkins Center and enrolled at the facility for one or more programs. There were 196 OVR consumers recorded as an unsuccessful rehabilitation during the fiscal year whose case had been transferred to the Perkins Center and subsequently enrolled for one or more programs. The positive employment outcome (rounded from .375) is therefore 38%. This places the outcome in the “Barely Meets Expectations” range.

<u>Behavior Management</u>	Fails to Meet Expectations:	4 or >Performance Issues
	Barely Meets Expectations:	3 Performance Issues
	Adequately Meets Expectations:	2 Performance Issues
	Exceeds Expectations:	1 Performance Issue
	Greatly Exceeds Expectations:	No Performance Issues

Outcome: The outcome for this indicator will be determined for each staff member of the Perkins Center through the observation of the immediate supervisor.