

**PAR Services / ECF Supported Employment  
Annual Outcomes Management Report  
7/1/10–6/30/11**

**PAR SERVICES – ORGANIZATIONAL EMPLOYMENT SERVICES**

PLEASE SEE ATTACHED TABLE

The measured objectives and outcomes for PAR Services were as follows:

- Maximize work skills – MET
- Maximize earnings – NOT MET (the goal was 4%; client earnings increased by 3.25%)
- Maximize movement to community employment – MET (see summary and recommendation)
- Maximize consumer satisfaction – MET
- Maximize referral/sponsoring agency satisfaction – MET (see summary and recommendation)
- Maximize customer satisfaction - MET
- Maximize parent/care provider satisfaction – MET
  
- The goal to maximize work skills by measuring the percentage of consumers who achieved or made progress on at least one IPP objective was met with 80% of achieving or making progress on at least one IPP objective.
- The goal to maximize earnings by increasing consumer wages reflected a 3.25% increase in wages.
- The goal to maximize movement to community employment (of 8 consumers) was met.
- The overall satisfaction rating of referral/sponsoring agency staff who rated the programs as “good to excellent” was met with 100% of approval by respondents. Referral/sponsoring agency comments on program strengths included “considerate, individualized service”, “timeliness on returning calls” and “dedication”. Some referral agency staff indicated that they needed prompter response time to schedule meetings.
- The percentage of parent/care providers who rated the programs as “good to excellent” was met with 93% of approval by respondents. Referral/sponsoring agency comments on program strengths included “considerate, individualized service”, “timeliness on returning calls” and “dedication”.

### Analysis of Characteristics of Person Served

The majority of PAR Service consumers have a diagnosis of moderate to mild intellectual disability, are between the ages of 31 – 55 and live at home with their families. The number of female and male consumers is about the same and English is the primary language of the majority of consumers. Most consumers are transported by private transportation

Less than half (42%) have been in the programs for 5 years or less and an average of 19% have been enrolled for over 15 years.

### Summary

The 2011 satisfaction results indicate that PAR continues to meet the overall expectations of its consumers, families, business partners and funding agencies.

Consumers, who generally request choice in job opportunities, good wages, improved work skills, job satisfaction and movement to community employment were satisfied with the level of services and have rated their programs highly. PAR continues to face ongoing challenges of employment opportunities in the community for consumers and steady contract work.

Through a grant received from the Federal Government, PAR was able to operate a 2-year Work Readiness program that provided additional training to identified clients that were near work-ready. Clients that graduated from the work readiness program were assigned to ECF's job placement personnel to look for employment opportunities for these consumers. However the slow economy; which usually has a first impact on entry level jobs has limited the opportunities for consumers and their job security. Similarly, the outsourcing of work in the packaging and assembly industry to cheaper labor markets overseas is a growing challenge and has resulted in PAR losing some of its stable customers. Methodical marketing and visibility in the business community by PAR's contract procurement personnel has resulted in almost twice the number of customers secured. This has resulted in consumers engaging on a variety of short term/small volume work that limits consumers from performing at their highest productivity level – Explanation: Because of the duration of many of the contracts, (1 day to 2 weeks), many consumers are still at the learning stage upon completion

of a single contract and earn less, than if they had mastered the skills to perform the job/task. Small to medium size fulfillment contracts are the norm for many in the Packaging and Assembly Industry in Southern California., PAR sales associate has pitched our services and capabilities aggressively, which has resulted in PAR consumers being engaged in paid work at least 60% of the time ( a gain of 5% over the same period last year).

**PAR's business partners** have expressed 100% satisfaction of the quality of work performed and timely turnaround. 90% of respondents indicated that they were always satisfied and that they would recommend PAR to other businesses.

**Regional Center staffs** have expressed a high level of satisfaction with the general quality of the program, quality of service plans and progress reports and manner in which staff respond to their concerns.

**Parents and care providers** have expressed a high level of satisfaction indicating the safe and supporting work environment at PAR. Over 90% of respondents stated that they would recommend the program to others.

**Recommendations for coming year:**

- 1) Survey the desires and needs of our service recipients and their families and submit proposals to Regional Center towards the development of innovative programs that will enhance the quality of life of consumers.
- 2) Following the expiration of the 2-year Work Readiness Services program funded by the Federal Stimulus Grant, submit proposal to Regional Center to vendor an ongoing work readiness program at PAR West.
- 3) Continue to aggressively market PAR capabilities by staying visible in the business community and upgrading/distributing marketing materials. Participation at chamber mixers, trade conventions and word of mouth by satisfied business partners is critical.
- 4) Grow PAR's Special Projects division, which includes manufacturing of Stretched Canvas frames, Silk Screening and other specialized services for the business community and the Art Center Programs.

## ECF RESIDENTIAL PROGRAM

The objectives and outcomes for ECF Residential Program are as follows:

- Maximize independent living skills- Met
- Maximize consumer satisfaction- Not Met
- Maximize sponsoring agency satisfaction- Met
- Maximize parent/sibling satisfaction- Met

Most consumers met at least one objective, this was a significant improvement from last year.

Consumer satisfaction was slightly lower than goal this year. This was due to the fact that only 64% of consumers responded from Valverde and 80% responded from Keystone House. Of all the consumers who responded to the question, 100% stated that they were satisfied with the services.

Overall, the parents were satisfied and happy with the services received. There was a slight decrease in satisfaction from the previous year (95% compared to 96% last year).

There was a significant overall improvement from the service coordinators compare to last year (100% compare to 68% last year). The service coordinators in most of the sites rated the program as good to excellent, however in Whittier Springs they rated the telephone service as 50% good and 50% fair. They also rated the quality of progress reports as 50% good and 50% fair. However the overall satisfaction rating for Whittier was rated as 100% good. The Program Director has implemented change at Whittier to improve the overall quality of services at Whittier Springs. The Residential program will continue to improve its services to meet the sponsoring agency's expectations.

### Analysis of Consumer Demographics

The majority of residential clients have a diagnosis of mild to moderate intellectual disability. The majority of consumers in group living settings attend work activity or day activity centers, whereas in the ILS Program, the majority of clients participate in a supported employment program.

The ethnic background of a significant number of clients at the Westington site is African-American and the residential group homes predominantly serves Caucasian consumers.

### Progress on Recommendations from the previous year:

The recommendation from last year was to improve services at Whitier Springs and to set more realistic goals for the residents and to ensure the residents have the training to meet the goals.

The program director has implemented changes at Whitier and there was an increase in the overall Regional Center satisfaction with the program. In addition there was improvement in the number of consumers that met at least one IPP objective at Whitier.

### Recommendations

1. The Residential Program to continue to offer a variety of living options to adults with developmental disabilities.
2. The Director of Residential Services will review report results with all staff.
3. The Director of Residential Services will continue to work with Whitier Site Manager to improve overall satisfaction with the program.

## **ECF EARLY START ANNUAL OUTCOMES MANAGEMENT REPORT 2011**

The objectives and outcomes for the Early Start services are as follows:

- **Maximize Developmental Milestones- MET**
- **Maximize Parental Involvement and Program Participation-MET**
- **Maximize Client Attendance-MET**

Data collection continues to be gathered on children who had been receiving at least eight months of service. During the 2011 data collection period ECF Early Start programs continue to face challenges. These challenges include, children being authorized for service at an older age, children having less authorized hours of service and the entrance qualifications for service set higher leaving many families to access “prevention services” who in the past qualified for regular Early Start service.

Because of the severity of need presented in the current enrolled Early Start child, goals are developed with current level of functioning in mind and progress continues to be noted on all children served. With the therapeutic support available in the Early Start programs participants achieve the milestones outlined in their goal plans and make additional advances as those milestones are met. 91% of the children measured achieved the outcome desired.

Parental involvement continues to play an important roll at the Early Start programs. Although the percentages of “YES” answers were significantly lower when parents were asked the question: Do you attend the program regularly with your child? The lower percentages are due in part to families receiving service at afterschool locations and off site vicinities that require family involvement but are not the traditional service environments. Collectively, the parent participation questions averaged 51% .

Attendance outcomes have hit the highest numbers in three years averaging 88% for the Early Start programs. This increase may be due to the decrease in authorized service hours and the families awareness of limited service funding..

**SUMMARY:**

**Parents:**

The number of respondents at both the Arleta site and Los Angeles site represented the site population but completed surveys were slightly less than the previous year. Quality of service, program staff and parent support questions received a lower percentage than the previous year. These responses indicate that both sites must assure that time is spent with families communicating and supporting their child's strengths and focusing on the child's needs. As mentioned earlier, children are authorized for service later and enter the program with greater challenges, these two factors may indicate why parents feel the rate of progress has been slower than in the past.

**Regional Center:**

Overall Regional Center surveys indicated that they were pleased with the Early Start program with the exception of a slight decrease in therapy services. During this past year therapy services have been combined, a new consultant service has been added and a great deal of movement has taken place in therapy caseloads. Therapists will be made aware of survey results and stable, consistent therapies will be requested.

**PROGRESS ON RECOMMENDATIONS SET IN PREVIOUS YEAR:**

1. All sites will explore will explore opportunities to share information with Parents and the Regional Center regularly. The use of bulletin boards, flyers, newsletters, surveys, handouts will be explored. On the correspondence a statement will be added indicating ECF desire to assist in meeting the needs and desires of our participating families.  
PROGRESS: Surveys indicate that communication has increased to families and Regional Center at the Los Angeles ECF Early Start program. The Arleta site continues to struggle with assuring that information is shared. Memos sent to home visit and site based families have contained the statement indicating the programs desire to provide assistance to participating families.
2. Staff will continue to be trained on documentation completion and quality standards.  
PROGRESS: Regional Center survey results indicate that promptness, timeliness and quality of documentation have improved at both the Los Angeles and Arleta locations.

3. Management staff will request survey updates from ECF support staff to ensure survey completion.  
PROGRESS: Survey completion reflects enrollment numbers.
4. Survey results will continue to be reviewed.  
PROGRESS: This will continue with attention to sharing therapy related results with both in-house and consultant therapists.

**RECOMMENDATIONS FOR THE COMING YEAR:**

1. Arleta site will continue to explore ways for home visit families to feel informed and connected to information and opportunities available.
2. Therapists will be informed of survey results and requests made to assure all requirements are being met, families feel support and adequate communication is maintained with ECF managerial staff.
3. Explore opportunities to obtain sponsorship for field trips and special events that parents have recommended.

**ECF DEVELOPMENTAL ACTIVITY CENTERS (DAC)  
ADULT DEVELOPMENTAL PROGRAMS (ADP)  
ART CENTERS  
ANNUAL OUTCOMES MEASUREMENT REPORT  
2011**

- Maximize independent living skills- MET**
- Maximize consumer satisfaction – MET**
- Maximize referral/ sponsoring agency satisfaction- MET**
- Maximize parent/ care provider satisfaction- MET**
- Maximize consumer participation in integrated community settings- NOT MET**

**SUMMARY:**

During this survey period Westside Art Center has moved to a consolidated larger space within the Culver City facility. The consumers/artists at this facility enjoy the program yet have commented about the number of moves and how unsettling it can be. The need for movement was expressed by participants at the San Pedro and South LA Art Centers that have been limited in space and are in the process of site relocation. Parents and care providers have also noted that space and parking issues are a problem at the current San Pedro and South LA sites. The questionnaires for this survey period were distributed during a staff turnover period at the Downtown Art Center site. The Downtown site used substitute staff to assure ratio. Comments requested additional staff and the site has filled positions and stabilized staff since survey results have been compiled. Regional Center was satisfied overall with ECF Adult Developmental Activity Centers/ Programs and Art Centers. Those Regional Center staff that responded to the survey would refer to the programs although a percentage had concerns about the promptness of returning calls/ e-mail and quality of service plans / progress reports from the Venice ADP/DAC site. An in-house audit has been conducted at the Venice facility and updates prepared and distributed.

The objective to participate 51% in the community was not met this year due in part to the regulation that now requires drivers to obtain a class B license. This stipulation has forced sites to creatively van pool and use mass transit in order to get to volunteer and community interest sites. The average time spent for the four programs required to be out in the community was 49.75%. Additional outings will be offered as staff obtain the class B required license.

**PROGRESS ON RECOMMENDATIONS MADE IN 2010:**

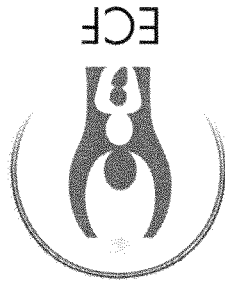
1. Site and case management staff will assure that all surveys are distributed with an appropriate cover letter.  
Site and case management staff will follow up on survey completion.  
PROGRESS: Most programs had a substantial increase in the number of respondents.
2. Art Centers will ensure that appropriate time is spent exercising, stretching and moving to balance the time spent sitting.  
PROGRESS: LAUSD teachers have provided exercise class at the Downtown and South LA locations. Opportunities exist for Art Center participants at the San Pedro to spend time in the community and explore local attractions.
3. Activity Programs will continue to provide new and enriching activity for all program participants.  
PROGRESS: Volunteer work, gardening and arts/ crafts continue at both activity locations.
4. Activity Programs will continue to keep participants, care providers and parents informed of program activity and development.  
PROGRESS: Memos and invitations are regularly distributed. Newsletter planning is currently underway at the Venice facility.

**RECOMMENDATIONS FOR THE COMING YEAR:**

1. Art Center sites will review surveys currently being used in outcomes reporting. Changes will offer additional insight on art center activity and program needs.
2. Continue to keep artists, care providers, parents and Regional Center informed of progress and developments concerning the two art center moves.
3. The Venice site, S. Mark Taper Center for Exceptional Citizens, will assure that service plans and progress notes are completed properly and in a timely manner.

## ***2011 KEC Outcomes Report Summary***

Kayne Eras Center



In reviewing the KEC student surveys, most students responded very favorably and positively about our school program. The most positive responses were that students felt the school helped improve their behavior. In addition, students also felt that the school program improved their academic skills and abilities.

As we further analyzed the survey questions across all grade levels we were concerned about student responses to campus safety. Out of 21 elementary student surveyed 7 stated that they did not feel safe on campus. Out of 61 high school students surveyed 18 stated that they did not feel safe on campus also.

Our recommendation for the area of safety is to continue our School Wide Anti-Bullying Program. We will also continue our School Wide Positive Behavioral Program which addresses safe actions on campus and respectful words and behavior on campus. We have also implemented a School Wide Mentoring Program to foster better relationships between high school, middle school and elementary school students.

It is also recommended that in our 2012 Survey KEC School will ask more detailed questions regarding campus safety. This will elicit more information to further improve campus safety.

## **ECE EARLY START ANNUAL OUTCOMES MEASUREMENT REPORT**

**The objectives and outcomes for the Early Start services are as follows:**

- 1. Maximize Developmental Milestones- MET**
  - 2. Maximize Parental Involvement and Program Participation-Met**
  - 3. Maximize Clients Attendance-Met**
1. The achievement of the goal to maximize developmental milestones is measured by collecting data on the attainment of program participants developmental program goals. By measuring the percentage of children that achieved one program goal per developmental domain, progress can be gauged. The domains foster a child's growth and development in fine and gross motor skills, sensory integration, cognitive development, self-help and feeding. Children tallied for data collection had been receiving at least eight months of service. 93% of the children measured achieved the outcome desired and progress was noted on all children surveyed.
  2. The goal to maximize parental involvement and program participation is measured by the percentage of parents participating in parent group and special events. Early Start programs have increased the community participation offered to participants. Parents have increased their participation by attending community events and outings. By tracking attendance records of parent group and recording participation in community events the combined total of 64 % of the parents have been involved in Early Start activity.

3. The goal to maximize client attendance was measured using attendance records and was met with 82% attending.

## SUMMARY

### **PARENTS**

The number of parents that responded to the survey was higher in both the Arleta site with an additional 25 and Los Angeles site with an additional 23. The Lomita site had a considerable drop in respondents from 23 in 2007 to 14 in 2008. The smaller the number of respondents the greater the weight of each survey.

The parents who responded thought highly of the quality of service and staff at all three sites rating very good or excellent by over 90%. These parents also rated the family's benefit from participating in the program with the same high rating.

The Arleta site has developed parent support and communication with outcomes in both areas improved from the previous year. All program site parents have expressed through comments their continued support and high regard for all therapies provided. Continued development of communication and child daily progress will be explored at all three sites.

### **REGIONAL CENTER**

The number of respondents was equal to or in Arleta case slightly higher than the previous year. The Arleta site was rated higher in all 10 rated questions asked then the previous year, making a marked improvement in staff's responsiveness (returning phone calls, responding to questions or concerns etc.). The Arleta site will be asked to share strategies used to communicate and document with the Los Angeles and Lomita sites. Lomita service questions continue to receive high approval from the Regional Center staff.

**STAFF**

The number of staff responses to the survey slightly increased at the Arleta and Los Angeles site. Responds at the Lomita site were half that of 2007.

Staff has indicated the need for development through training and professional team work at the Lomita site. Staff at all three sites thought highly of their work and the interaction with children and families providing an enriching environment commenting of how staff handle transition and remain consistent as possible.

Staff surveys indicated a high regard for site management with Arleta staff noting the need to see upper management more frequently at the site. They also indicated that when staff did not meet expectations they were appropriately supervised.

**PROGRESS ON RECOMMENDATION SET PREVIOUS YEAR:**

1. Survey the Arleta parents to identify their needs for support and education. Develop a plan to accommodate parents and provide appropriate support and education.

PROGRESS: Site has evaluated parent needs and developed programming to accommodate. Parent responses to this year's survey were significantly higher.

2. Develop methods of checking deadlines for reporting to Regional Center. Provide staff with the structure to remind them of upcoming deadlines.

PROGRESS: Sites have made progress on this goal. The Los Angeles will need to spend time assuring timeliness of reports.

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3. Develop a monitoring system of teaching tools and toys. Provide staff with a method for sharing condition of program material and provide replacement when necessary.  
PROGRESS: The Arleta site has put systems in place to monitor condition of supplies. No comments were received from staff about toy condition.
4. Explore alternatives to line forming at all Early Start sites and adapt alternative approaches when appropriate.  
PROGRESS: Some line forming in classrooms of older children was considered appropriate and training to staff conducted.
5. Survey results to be reviewed with all program staff.  
PROGRESS: Completed annually as part of ECF training plan.

**RECOMMENDATIONS FOR THE COMING YEAR:**

1. Continue to provide Lomita and all Early Start staff training opportunities on site and off site through Regional Center, IDA or other development sources.
2. Explore opportunities to share information with parents on a regular basis.
3. Los Angeles site must develop method of checking deadlines for reporting to Regional Center. Provide staff with a structure to remind them of upcoming deadlines.
4. Survey results to be reviewed with all program staff.

**ECF Developmental Activity Centers (DA  
and Adult Development Program (ADP))  
Annual Outcomes Measurement Report**

**The objectives and outcomes for ECF DAC/ADP are as follows:**

- Maximize independent living skills-MET**
- Maximize consumer satisfaction-MET**
- Maximize referral/sponsoring agency satisfaction-MET**
- Maximize parent/care provider satisfaction –MET**
- Maximize consumer participation in integrated community settings- NOT MET (ART CENTERS)**

**SUMMARY:**

Although the Venice site received a lower number of parent/ care provider respondents the overall satisfaction with the Developmental Activity Centers and Adult Development Programs which includes the two art centers remains high. Surveys indicated that parents and care providers noted progress and named numerous activities that they liked and expressed the satisfaction of the program participant. Program participants expressed their own satisfaction with their program with complements to staff and to the support they give. Comments of interaction with others and noise were issues at the Art Centers. The goal to maximize consumer participation in integrated community settings was not met by the Art Centers. Although community involvement has increased, due to the programs design and staff configuration the Art Center will not reach the set goal. This goal will be eliminated for the Art Centers in the next survey year.

**Recommendation Progress:**

1. Program Managers must provide the total number of aggregate hours program participants were in the community on a monthly basis to Program Director via manager's report.  
PROGRESS: All DAC/ADP programs report community hours monthly.
2. Communication between participant, parent, care provider and Regional Center will be developed and/or enhanced.  
PROGRESS: Some newsletters have been developed but have not been consistently sent to parents, care providers and Regional Center. Recommendation will continue at all DAC/ADP and Art Center sites.
3. Community programming will be developed and /or enhanced at all DAC/ADP sites.  
PROGRESS: All sites have enhanced community involvement.
4. Survey results to be reviewed with all program staff.  
PROGRESS: Completed annually as part of ECF training plan.

**Recommendations for the coming year:**

1. Continue to enhance communication with site partners including participant, parent, care provider and Regional Center.
2. Continue to invest time in exploring opportunities to engage participants in work either paid or unpaid.
3. Continue to encourage Regional center to complete satisfaction survey.
4. Survey results to be reviewed with all program staff.