



S U C C E S S  
S T O R I E S



# 2016

## Annual Report

**Additional Agency Information**

Oct. 1st 2015 – Sept. 30th 2016

**Employment Opportunities For All Abilities**

## Outcome Measurement Summary

As an organization whose mission is to support individuals in pursuit of their chosen goals, it is important for STEP to measure the quality of its services and the degree to which our efforts support our mission. One way to measure the quality of our services is to measure the impact services have on the lives of individuals. To garner this information, performance indicators are identified and progress towards the targeted goal is measured over a period of time. This report delineates STEP's performance on identified performance indicators for 2015/2016.

### 1. Core Element - Organizational Employment Services (OES)

**Projected Outcomes for OES:** Individuals will achieve a higher overall score than in the previous year's vocational assessment, begin OES services within 30 days of submitting a completed intake packet, feel treated with respect and are satisfied with services received at STEP.

#### Achievement of OES Performance Indicator:

- 91% of the Individuals receiving OES services achieved higher overall scores on their vocational assessments, which is an increase of nearly 30% as compared to previous year;
- 86% of individuals began receiving services within 30 days of completing an application; and
- 100% of individuals and stakeholders reported satisfaction with STEP services and 93% of individuals felt that they were treated with respect, which is 13% above the expected outcome of 80%.

### 2. Core Element - Community Integration (CI)

**Projected Outcomes for Community Integration:** Individuals can relate information about their community [volunteer] experiences, naming people, places and things, more individuals participate in community integration activities on a regular and consistent basis than in the prior year, individuals with special needs have access to community integration activities, and individuals and other stakeholders report satisfaction with community integration activities.

**Achievement of CI Performance Indicator:** "Our mission is to support individuals in the pursuit of their chosen goals and the achievement of personal satisfaction in their lives."

- 98% of Individuals served and their support circle are able to relate information about their community experiences. This is an 8% overall increase from the previous year's outcomes in this domain.
- 73% of Individuals who participate in community integration activities participate on a more consistent or regular basis than they did previously, which is 53% above the expected outcome.
- 77% of individuals with special needs report an increase in community integration activities, which is a 7% improvement from the previous year's outcomes.
- 99% report satisfaction with community integration activities, which is a 2% improvement from the previous year.

### 3. Core Element - Community Service Coordination (CSC)

**Projected Outcomes for Community Service Coordination:** Individuals address or resolve life issues in health, residential, legal, financial, social, educational or recreational as reflected in their Person Centered Plan of Service (PCPOS/IPOS), these identified services are medically necessary, they are able to self-advocate or receive assistance to do so through ease of access to their Supports Coordinator, and they are satisfied with their Plan of Service and their Supports Coordination services.

## Outcome Measurement Summary (Cont.)

### Achievement of CSC Performance Indicator:

- 99% of individuals who receive supports coordination services from STEP address or resolve major life issues in their PCPOS, which is a 1% increase from the previous year.
- 84% of individuals who receive supports coordination services from STEP feel that they have become better self-advocates than the previous year, which exceeds expected outcomes by 4%.
- 95% of individuals who receive Supports Coordination services from STEP report satisfaction with their community living experiences, which is a 1% improvement from the previous year's outcomes.
- 97% feel "listened to" when they expressed concerns to their Supports Coordinator, which is a 3% improvement from the previous year.

### 4. Core Element - Employment Services Coordination (ESC)

#### Projected Outcome for Employment Service Coordination:

Individuals who are employed recognize that they have responsibility in job retention.

#### Achievement of ESC Performance Indicators:

- 22 minutes is the average amount of time per month that employed individuals spend with their Supports Coordinator with 30% of individuals reporting that they access their Supports Coordinator in home or community settings.
- 99% of Individuals who are employed recognize the importance of their own role in maintaining their employment, which is an 8% improvement from the previous year.
- 96% of individual who are employed and receiving STEP supports coordination report satisfaction with their jobs, which is a 5% improvement from the previous year.

### 5. Core Element - Community Employment Services (CES)

**Projected Outcome for Community Employment:** Job development activity results in individuals becoming employed.

#### Achievement of CES Performance Indicators:

- 100% of the Individuals referred for job development become employed.
- 76% of Individuals who are newly employed are able to maintain employment for 90 days and beyond.
- 100% of individuals who transitioned from OES to Employment, did so for the first time.
- 100% of individuals who are newly hired report satisfaction with their jobs, which is a 4% improvement from the previous year.
- 100% of employers of newly hired individuals reported satisfaction with the job placement, which is a 10% improvement from the previous year.

## Persons Served Characteristics

<b>1. Center Data:</b>	No.	%
<b>I. Num. served - 10/1/15-9/30/16</b>	<b>1541</b>	
<b>II. New entries -10/1/15-9/30/16</b> (include intakes and transfers in)	<b>281</b>	
A. ICA (formerly Synergy)	50	18%
B. CLS	26	9%
C. ConsumerLink	120	43%
D. Carelink / Gateway	28	15%
<b>III. Closures from 10/1/15-9/30/16</b> (include all discharges and transfers out)	<b>260</b>	
A. ICA (formerly Synergy)	53	20%
B. CLS	21	8%
C. ConsumerLink	122	47%
D. Carelink / Gateway	64	25%
<b>IV. Current census as of 9/30/16</b> (*use this number to calculate "%" for V - XIV).	<b>1276</b>	
<b>V. Num. w/ modified schedule</b> (any one with a schedule < than 5 days or < than 6 hours per day, exclusive of a work schedule)	152	12%
<b>2. Age Group</b>	No.	%
18 - 25	165	13%
26 - 40	393	31%
41- 50	301	24%
51 - 65	370	29%
66 +	101	8%
<b>3. Gender</b>		
Male	810	63%
Female	516	40%
<b>4. Ethnicity</b>		
Caucasian	589	46%
Afro-American	663	52%
Hispanic	31	2%
Asian	5	>1%
Arabic	35	3%
Native American	3	>1%

<b>5. Assist. for Challenging Behavior</b>	No.	%
Modified schedule	130	10%
Behavior plan	36	3%
1-1 staffing	16	1%
<b>6. Medication during program hrs.</b>	<b>15</b>	<b>1%</b>
<b>7. Program/Service Type</b>		
OES only	323	25%
Community -8 or more hrs/mo	297	23%
Volunteering - 8 or more hrs/mo	340	2%
Supports Coordination only	61	5%
Job development only	31	2%
Follow along	59	5%
<b>8. Employment</b>		
Community Worksites (i.e. enclaves)	<b>292</b>	<b>23%</b>
< than 10 hours	45	15%
> than 10 hours	72	25%
Integrated Ind. Placement	<b>75</b>	<b>8%</b>
Part time 20 + hours/wk	70	93%
Full time 30 + hours/wk	5	7%
Self Employment	<b>13</b>	<b>1%</b>

## Persons Served Characteristics (Cont.)

<b>9. Disability</b> (Primary or has the greatest impact on functioning level)		
Intellectual disability	831	65%
Cerebral palsy	72	6%
Epilepsy	85	7%
Mental Illness	190	15%
Autism	120	9%
Co-occurring (MI/ Sub. Abuse)	42	3%
Co-occurring (DD/MI)	174	14%
<b>10. Living Arrangements</b>		
With family	705	55%
Specialized residential home	183	14%
AFC group home	235	18%
SIP (supported ind. placement)	79	6%
Room and Board	10	>1%
Own home/APT (w/o staffing)	100	8%
<b>11. Functional Impairment</b> (skill level or condition requires some form of assistance, use of a device or environmental modification)		
Personal hygiene and self-care	503	39%
Activities of daily living	675	53%
Self-direction – lacks initiative	678	53%
Communication skills	426	33%
Social Interaction	712	56%
Impaired mobility- wheelchair, walker, cane	156	12%
Visual impairment	172	13%
Cardiac dysfunction	81	6%
Diabetic	122	10%
Hearing impairment	91	7%

## Donor List

Thank you to our generous donors for their support!

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