

2013 Program Evaluation / Outcomes Management Report

A summary of our program goals, results and conclusions



Midwest Special Services, Inc.

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Midwest Special Services, Inc. is committed to ongoing quality review and service improvement. The information in this report reflects just a few of the ways in which we measure our performance, identify trends, and gather feedback from our clients and other stakeholders of the organization.

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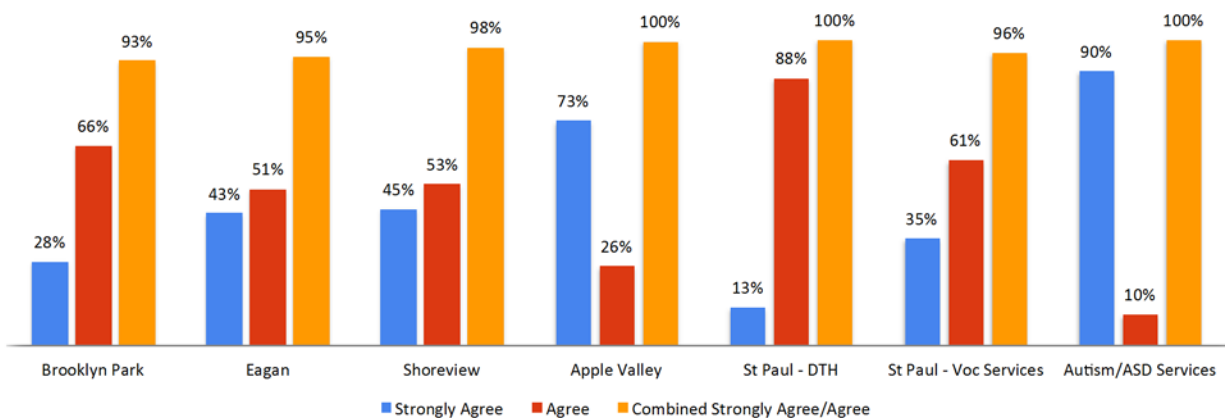
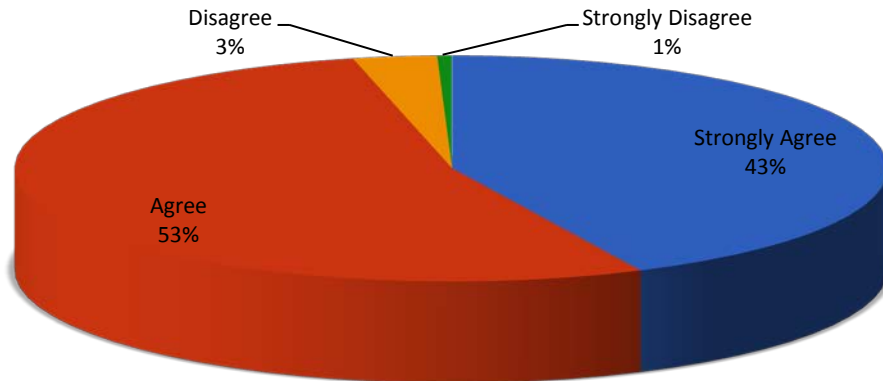
CLIENT SATISFACTION

248 clients completed the survey, representing approximately 38% of the total clients served (657) in all MSS programs. Survey items included both ratable statements and open-ended questions. Responses to ratable items were **96% positive** (“Agreed” or “strongly agreed” to the statements below).

Ratable Survey Items







Ratable Survey Items	Positive Ratings
1. <i>The staff at MSS treat me with respect and dignity.</i>	98.17%
2. <i>Staff communicate important issues with me in a timely manner.</i>	93.93%
3. <i>I am making progress on my goals.</i>	94.30%
4. <i>MSS staff are creative and resourceful.</i>	98.14%
5. <i>My life has improved as a result of the services received at MSS.</i>	96.21%
6. <i>Overall, I am satisfied with the services I’ve received at MSS.</i>	97.24%

Overall Satisfaction










CLIENT SURVEY COMMENTS/SUGGESTIONS

Misc

-  *I have fun here and it is safe and clean here.*
-  *The staff is very understanding.*
-  *I make new friends.*
-  *MSS is a very good place.*
-  *The volunteers MSS uses are great! They do my breathing and talking exercises with me. I am doing so good!*
-  *I like getting assigned different jobs every few days or even once a week. I like changing jobs so I don't get bored.*

What does MSS do best?

-  *Help me learn new work skills.*
-  *They help me to be more independent.*
-  *Everyone is very positive and encourages me not to give up on my dreams, to work hard and keep at it.*
-  *There are no words that can describe how wonderful MSS is.*
-  *They treat me with respect and dignity. Also they're always willing to listen to me.*
-  *They help me with my goals.*
-  *Theater, Art, recording studio, pottery, help me to make money, helping me learn how to help other people.*

If you could change anything about MSS, what would it be?

- *More enclaves for people to work.*
- *I would ask MSS to provide more work on daily basis.*
- *I would like MSS to move closer to my house*
- *More time in the art studios.*
- *I would like to do more plays and learn about other cultures.*

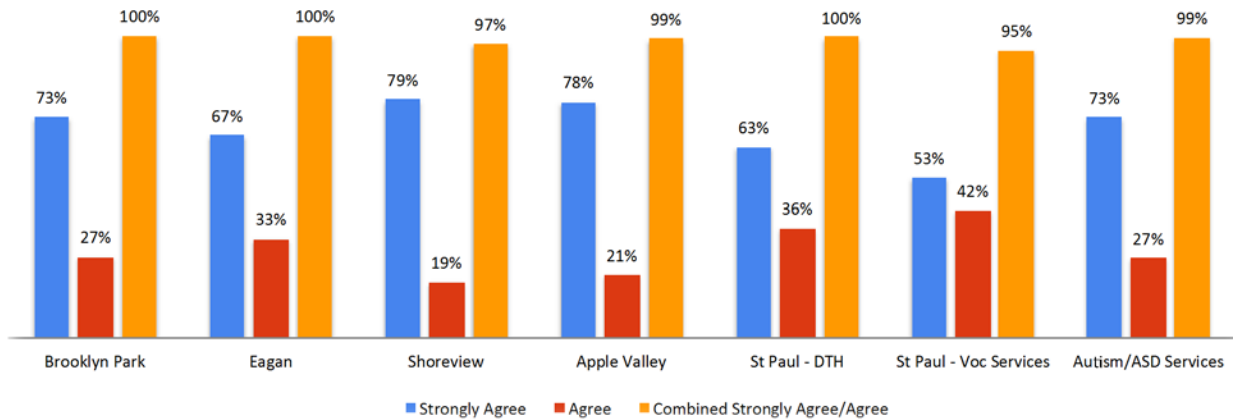
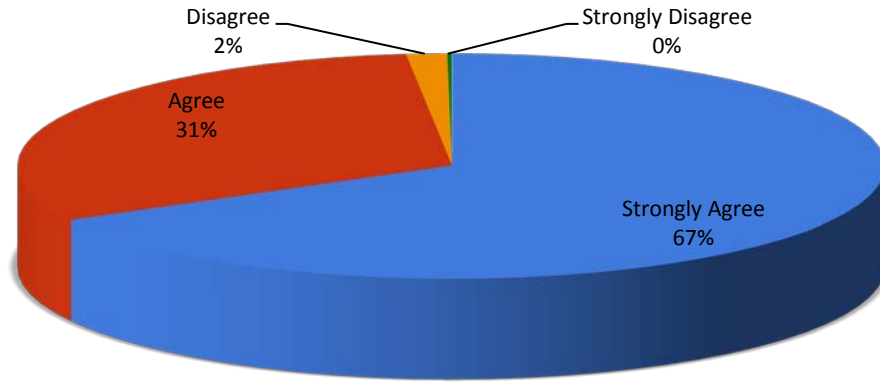
FAMILY & TEAM MEMBER SATISFACTION

244 IDT members (family, referral sources, residential providers, guardians) completed the survey. Survey items included both ratable statements and open-ended questions. Responses to ratable items were **98% positive** (“Agreed” or “strongly agreed” to the statements below).

Ratable Survey Items








Ratable Survey Items	Positive Ratings
1. <i>The staff at MSS treat [client] with respect and dignity.</i>	99.31%
2. <i>Staff communicate important issues with me in a timely manner.</i>	97.55%
3. <i>My client/family member is making progress on his/her goals.</i>	96.80%
4. <i>MSS staff are creative and resourceful.</i>	98.24%
5. <i>[Client’s life] has improved as a result of the services received at MSS.</i>	99.29%
6. <i>Overall, I am satisfied with the services [client] has received at MSS.</i>	98.61%

Overall Satisfaction






FAMILY & TEAM MEMBER COMMENTS/SUGGESTIONS

Misc

-  *Thank you, you have provided more access to the outside world than we ever hoped for our child.*
-  *This program is essential for my family member's wellbeing.*
-  *We are totally happy and satisfied and content and feel so blessed!*
-  *Great creativity with the honeybee project!*
-  *My client's life has drastically changed for the better due to MSS! Thanks!*
-  *MSS is an excellent provider to work with. Staff are professional and my client truly values the opportunity to earn a paycheck.*
-  *MSS staff know [my son] phenomenally well!! They understand who he is and what he needs. He thrives and succeeds in their presence. He is safe, joyful, and full of life at MSS.*

What does MSS do best?

-  *MSS goes WAY above and beyond what we would expect to be acceptable services for my sister. It's obvious that enriching the lives of their clients is more than just a job or career. It is their calling or vocation. They seem to get as much joy from what they do for their clients as their clients get from what they do for them.*
-  *Creative programs and activities from caring and skilled staff that engage everyone regardless of their challenges.*
-  *Bringing out my daughters artistic side!! Taking on a huge project like the plays and making videos. Love the Great work.*

If you could change anything about MSS, what would it be?

- *I just wish the economy was better so there was more work for the clients.*
- *I would like to see the state provide more funding so the salaries of the workers would be more for all the work they do & the patience they have.*
- *More jobs for clients that are transferable to the competitive job market if possible.*
- *Clone your program and infect the other day programs with your creativity.*
- *Don't compromise the high quality of your programs as you grow.*




EMPLOYER SATISFACTION

12 employers/contract customers completed the survey. Responses to ratable items were **98% positive** (“strongly agreed” or “agreed”) with the following quality-indicating statements:

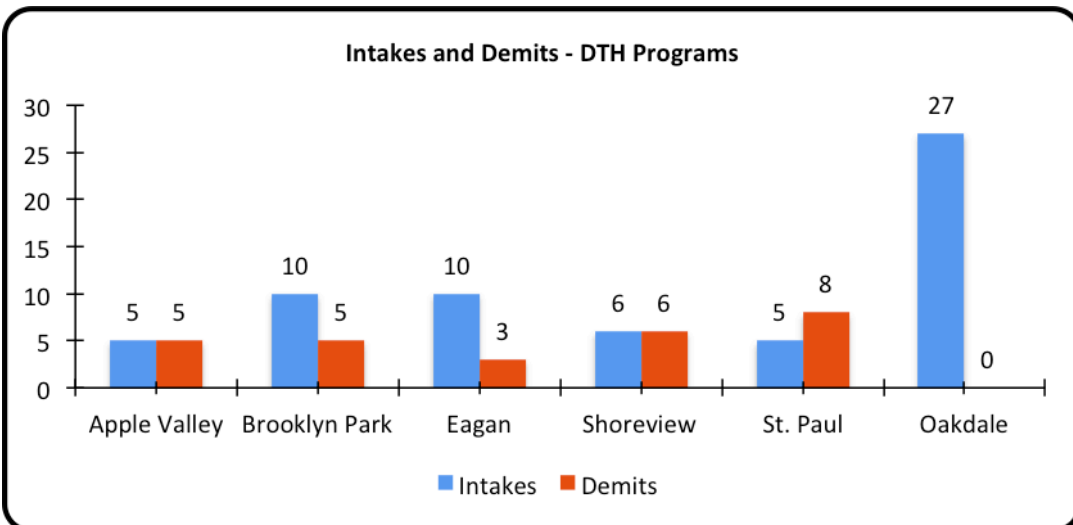
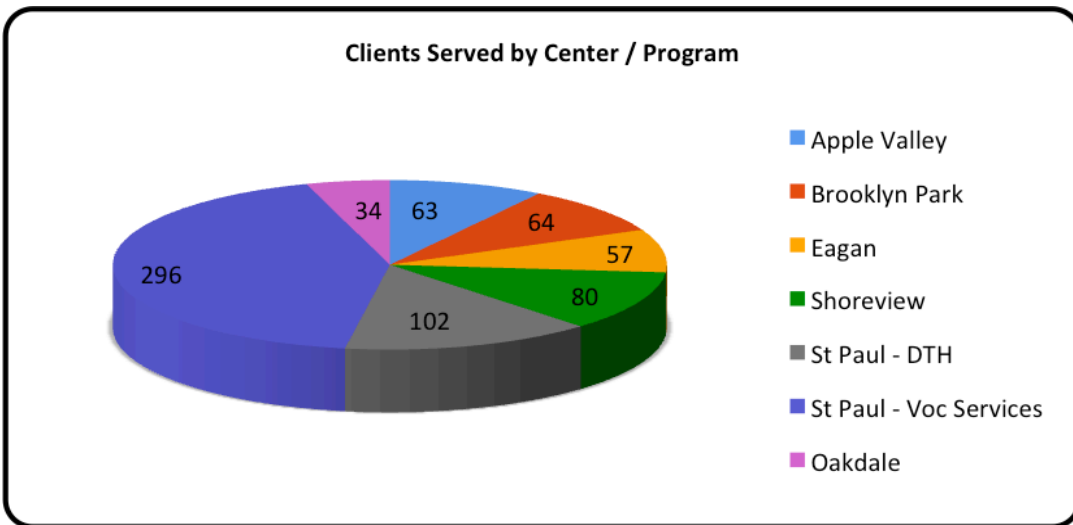
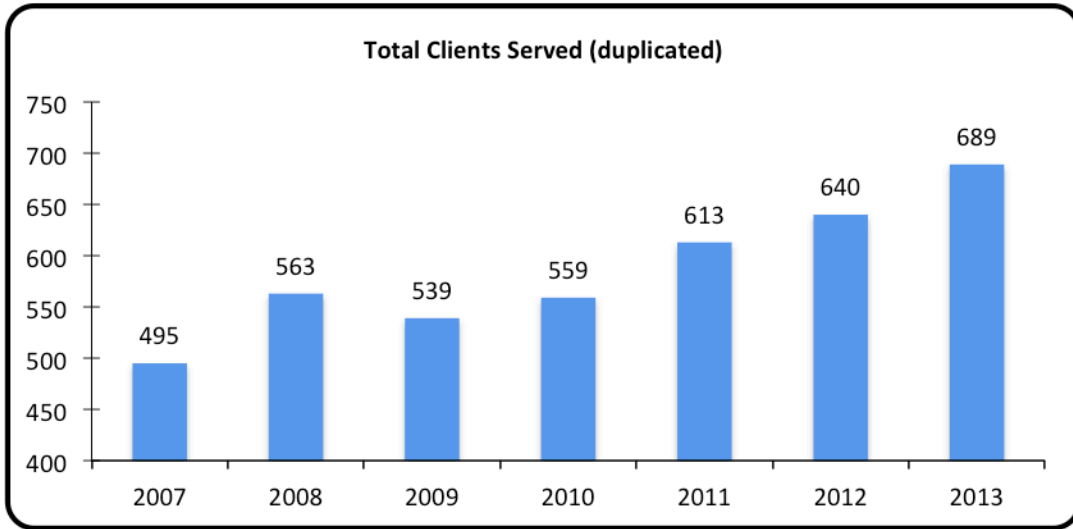
Answer Options	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
The quantity delivered was correct.	7	4	0	0	1
My order was received on time.	6	4	0	0	1
Work performed by MSS was done as specified.	7	5	0	0	0
Quality of work done by MSS met my expectations.	7	5	0	0	0
MSS staff were courteous and pleasant.	9	3	0	0	0
Response to inquiries was timely and efficient.	7	4	0	0	1
The MSS website was informative and helpful.	3	0	0	0	9
MSS addressed concerns effectively.	6	4	0	0	2
MSS responded to questions and concerns in a timely manner.	7	4	0	0	1
Prices offered by MSS were competitive and reasonable.	4	7	0	0	1
Efforts were made to minimize overall project cost.	4	4	1	0	3
Production and communication methods utilized by MSS were appropriate for my industry.	6	2	1	0	2
MSS offers a broad range of services and capabilities that I can use in my business.	4	5	0	0	2
The initial meeting and tour of MSS was helpful.	5	2	0	0	5
We look forward to working with MSS in the future.	8	3	1	0	0

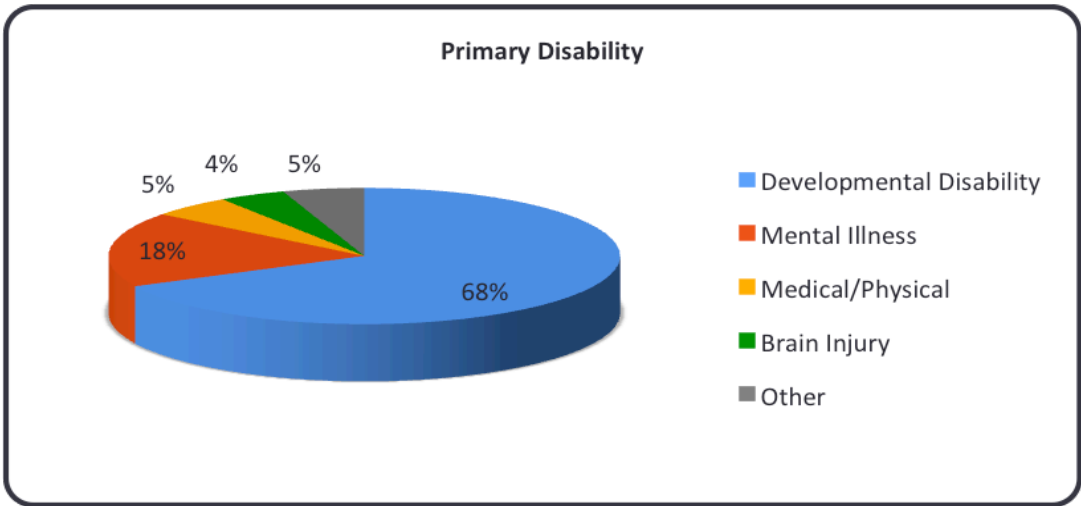
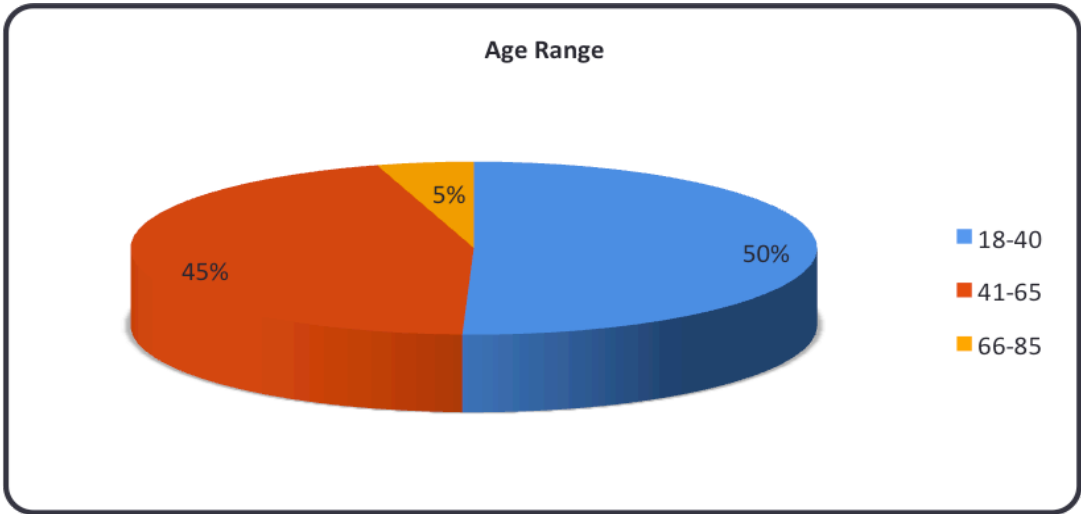
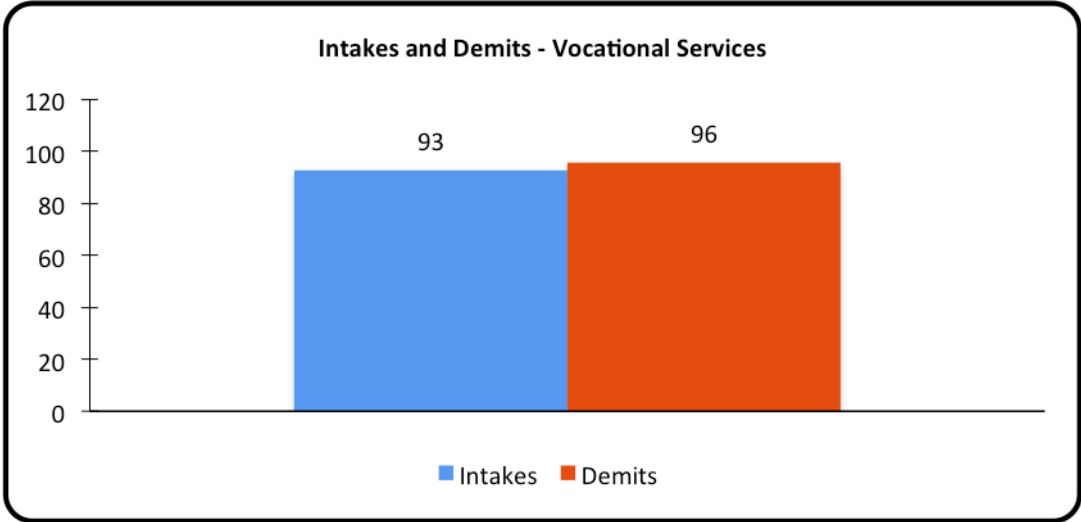
In addition, **100%** of respondents reported that they would refer Midwest Special Services to other businesses.

MISC SURVEY COMMENTS/SUGGESTIONS

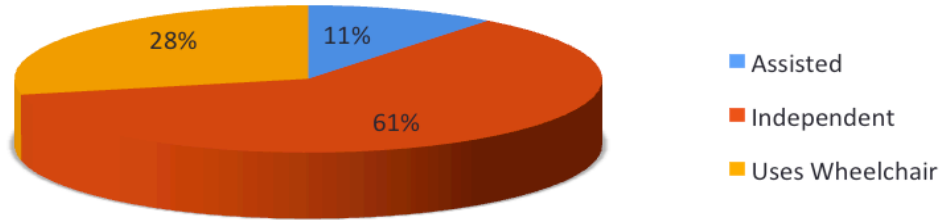
-  I am very happy to recommend MSS to anyone in need of your services.
-  MSS - has friendly, helpful, and awesome people working for them.
-  The quality of your work exceeded my expectations and the job was done on time.

DEMOGRAPHICS OF PERSONS SERVED

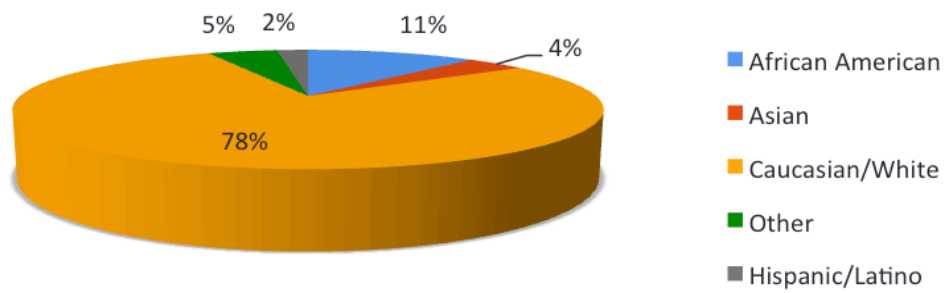




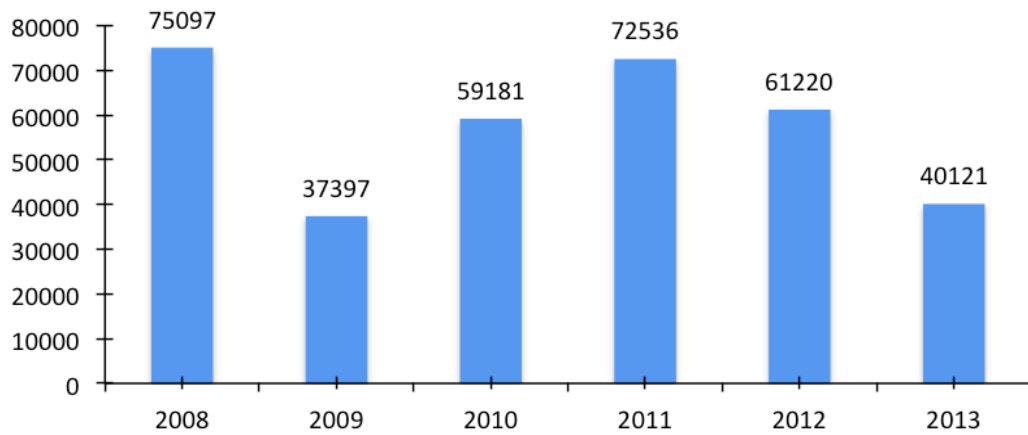
Ambulation

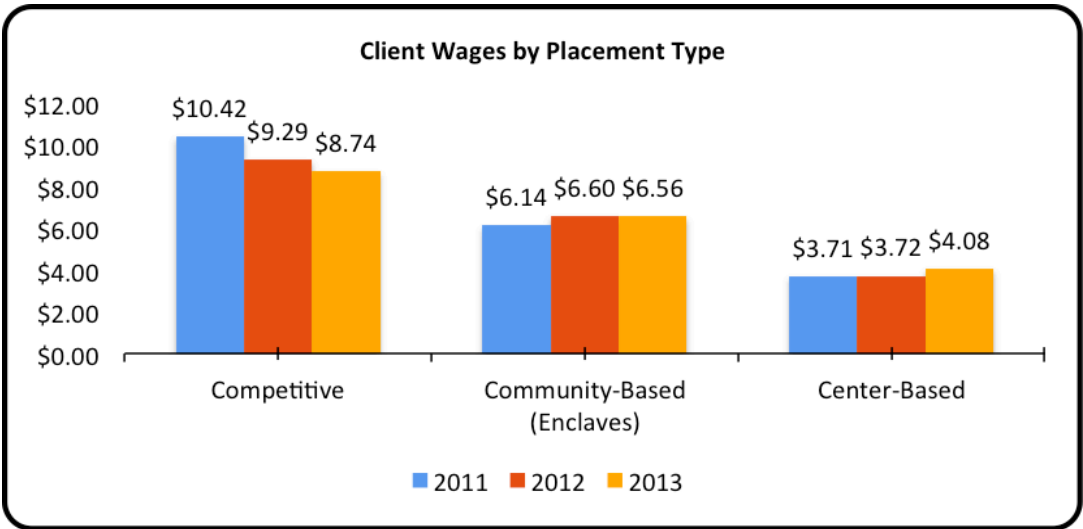
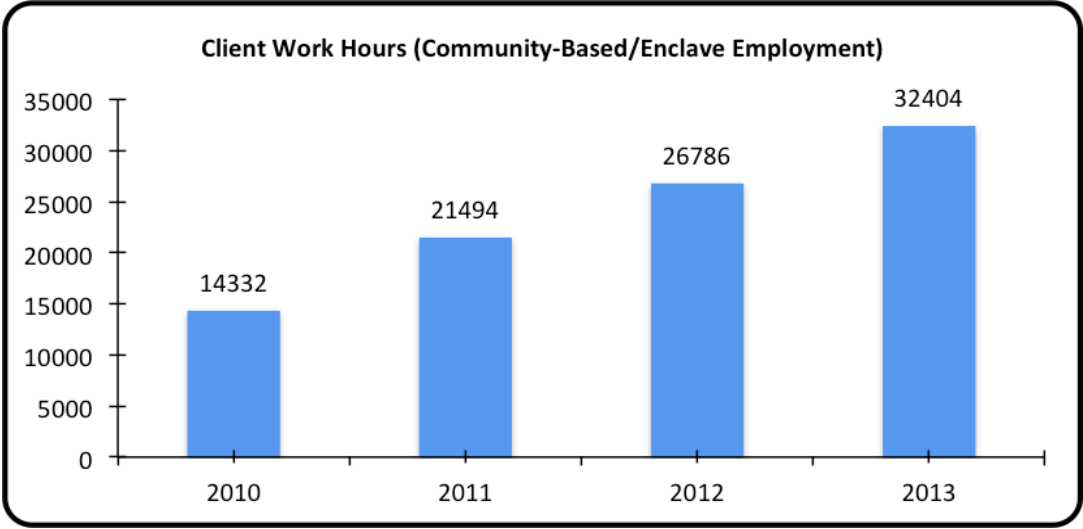


Race



Client Work Hours (Center-Based Employment)





2013 PROGRAM OUTCOME MEASURES – VOCATIONAL SERVICES

Measures of Effectiveness

Objective	Measure	Data Source	Goal	2013	2012
Maximize Achievement of Personal Goals	Client input: % of “agree” or “strongly agree” client responses to satisfaction survey item “I am making progress on my goals”.	Annual Satisfaction Survey Results	95%	93%	94%
	IDT input: % of “agree” or “strongly agree” IDT responses to satisfaction survey item “my client/family member is making progress on my goals”.	Annual Satisfaction Survey Results	95%	91%	95%
	MSS Designated Coordinator input: % of “made progress” or “maintained” responses to survey assessment re: goal attainment.	Designated Coordinator Assessment/ Survey	90%	83%	85%
Increase Competitive Job Placements	# of clients who secure competitive employment	Director of Vocational Services	44	27	35
	# of clients who move from center-based employment to competitive employment (Ramsey Co EDTH and DEED grant programs).		9 (6+3)	0	4
Increase Enclave Work Opportunities	Total client work hours added.	Accounting Dept.	Increase	+5,618	+5,292
Maximize Job Retention	% of clients placed in competitive employment who maintain employment for 90 days or more.	Director of Vocational Services	75%	79%	73%
Maximize Client Earnings	Average hourly wages of clients who secure COMPETITIVE employment.	Accounting Dept.	\$9.60	\$8.74	\$9.29
	Average hourly wages of clients who secure ENCLAVE employment.		\$5.93	\$6.56	\$6.60
	Average hourly wages of clients who secure CENTER-BASED employment.		\$3.45	\$4.08	\$3.72
Increase Production Employment Hours	Total # of client work hours (center-based only).		65,000+	40,121	61,220
Maximize use of Production Downtime	Total # of client volunteer hours (# of client participants x hrs volunteering).	Program Supervisors	Not set	575 hrs	828 hrs
	Total # of unique sites and types of volunteer activities that clients in which clients participated.		4 sites 4 types (33% incr)	2 sites 1 type	2 sites 1 type

Measures of Efficiency

Objective	Measure	Data Source	Goal	2013	2012
Minimize Time to Enrollment	Average # of days from referral to program enrollment for all Voc Rehab clients.	Director of Vocational Services	<10 days	4.7 days	4.3 days
	Average # of days from referral to scheduled intake meeting for all other VS clients.		<10 days	8 days	6.4 days
Minimize Time to Job Placement	Average # of weeks from start of job search to competitive job placement.		24 wks	36.8 wks	28.92 wks

Measures of Service Access

Objective	Measure	Data source	Goal	2013	2012
Improve Service Access	# of service access improvements implemented	Service Access Improvement Log	5	22	20

Measures of Customer Satisfaction

Objective	Measure	Data Source	Goal	2013	2012
Maximize Client and Stakeholder Satisfaction	Client input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.	Satisfaction Surveys	95%	96%	98%
	Referral source input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			95%	100%
	Family member input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			99%	99%
	Residential input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			99%	100%
	Other IDT member input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			87%	100%
	Enclave/Mobile Work Crew Employer input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			100%	100%
	Production Employer input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			98%	99%

CARF accredited programs under Vocational Services

CES: Community Employment Services: Job Development, Job Site Training, Job Supports

EDS: Employee Development Services

EPS: Employment Planning Services

OES: Organizational Employment Services

2013 PROGRAM OUTCOME MEASURES – DTH PROGRAMS

Measures of Effectiveness

Objective	Measure	Data Source	Goal	2013	2012
Maximize Achievement of Personal Goals	Client input: % of “agree” or “strongly agree” client responses to satisfaction survey item “I am making progress on my goals”.	Annual Satisfaction Survey Results	95%	90%	98%
	IDT input: % of “agree” or “strongly agree” IDT responses to satisfaction survey item “my client/family member is making progress on my goals”.	Annual Satisfaction Survey Results	95%	98%	99%
	MSS Designated Coordinator input: % of “made progress” or “maintained” responses to survey assessment re: goal attainment.	Designated Coordinator Assessment/ Survey	90%	92%	94%
Maximize Communication and Life Skills (ASD Programs)	% of clients who demonstrate progress or mastery in one or more ABBLS (Assessment of Basic Language and Learning Skills) categories.	ABBLS Assessment Data	90%	96% 23 of 24	94% 17 of 18
	Average % and #'s of ABBLS categories in which progress or mastery was achieved.		66% (8 of 12)	74% 11 of 14	80% 6 of 7
Increase Community Participation	Total # of client community integration hours (# of client participants x hrs in activity).	Program Supervisors	MAINTAIN	15,310	15,662
	Total # of client volunteer hours (# of client participants x hrs volunteering).		MAINTAIN	7,458	6,354
Increase Variety of COI Activities	Total # of unique sites and types of community integration activities provided.		MAINTAIN	149 sites 14 types	343 sites 28 types
	Total # of unique sites and types of volunteer activities in which clients participated.	MAINTAIN	19 sites 7 types	8 sites 8 types	

Measures of Efficiency

Objective	Measure	Data Source	Goal	2013	2012
Minimize Time to Enrollment	Days from referral to acceptance notification	Directors	<14 days	87% < 14 days	70% < 14 days

Measures of Service Access

Objective	Measure	Data source	Goal	2013	2012
Improve Service Access	# of service access improvements implemented	Service Access Improvement Log	5	22	20

Measures of Customer Satisfaction

Objective	Measure	Data Source	Goal	2013	2012
Maximize Client and Stakeholder Satisfaction	Client input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.	Satisfaction Surveys	95%	96%	98%
	Referral source input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			99%	100%
	Family member input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			100%	99%
	Residential input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			100%	100%
	Other IDT member input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			100%	100%
	Enclave/Mobile Work Crew Employer input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			100%	100%
	Production Employer input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			98%	99%

CARF accredited programs under DTH

COI: Community Integration

ASD: Supports for Persons with Autism Spectrum Disorder

Specific Population Designations: Older Adults and Medically Fragile

**Vocational Services overlap: EPS and OES*

SERVICE ACCESS IMPROVEMENTS

“Service access” refers to our capacity to provide services for those who desire them, thus the monitoring and assessment of service access is ongoing at MSS. Service access improvements identified and implemented in 2013 include:

- 👍 Opened new facility in Oakdale, MN
- 👍 Remodeled and Expanded our Eagan Center
- 👍 Began promoting and selling eTrac®
- 👍 Increased our volunteer hours and services- PET Project, Cycles for Change
- 👍 Increased Client Produced Performances- Chris Coyle, Red/White/Boom, Hmong Dancers
- 👍 Expanded On-Site Therapy Services-OT/PT/Speech/Music
- 👍 Increased our Licensing capacity in Eagan
- 👍 Increased training for staff in art facilitation
- 👍 Added a Creative Arts Development position
- 👍 Launched our new Website
- 👍 Created poster for Twin Cities Marathon
- 👍 Won an accessible stage for our performance space
- 👍 Increased our use of media-Website, Facebook, Twitter
- 👍 Began selling our artists’ work online
- 👍 Increased our legislative connections via 5% campaign, tours w/ Representatives
- 👍 Created new video productions that are on YouTube
- 👍 Began raising Bees at the Shoreview Center
- 👍 Developed a relationship to lease vehicles – expedite transportation services
- 👍 Professional Music Residency supported by Am. Composers Forum-Chris Coyle
- 👍 Increased community art exhibits/exposure
- 👍 Added new job sites
- 👍 Hired a third Business Development Specialist

CONCLUSIONS

Below are some of the conclusions, learning points, and action steps resulting from our 2013 performance analysis:

- MSS served 689 individuals in 2013; a 23% increase over the last 3 years. The opening of our new Oakdale center in August, coupled with a license capacity increase at our Eagan center, contributed to this growth. Additionally, at our Brooklyn Park facility we have intentionally over-enrolled our capacity by being mindful of daily attendance numbers. This practice allows us to serve additional individuals both in-center and in a community setting, depending on daily attendance. This trend is likely to continue, as the demand for our services is high. Furthermore, we have experienced rapid growth at our Oakdale location and anticipate the need to expand our in-center capacity moving into 2014.
- Our consumer/stakeholder satisfaction remained virtually unchanged from our 2012 data. Of the 492 IDT members (family, referral source, residential providers, and guardians) and individuals served, 97% reported positive satisfaction with regard to respect, communication, and overall services being provided. Clearly, this demonstrates and reflects that our programs are meeting the needs of the individuals we serve, the superior level of staff we employ, and the professional manner with which they support our clientele. Also reflective in this data is our responsiveness to requested resources and program opportunities. In 2013, we expanded our participation in community events, developed and utilized staff at all levels of service in our creative arts programs, and began offering Occupational, Speech, and Music Therapy services at several of our locations.
- The desire for additional employment opportunities both in-center and in the community remains a priority. Although community based work hours increased by 21% from 2012, conversely, our center-based work decreased by approximately 34%. Additionally, we experienced a downturn in our competitive job placements by nearly 23%. In response to previous year's data, we added an additional sales representative in 2013 to help in our effort to increase both center-based and community based work opportunities. Our data reflects that the addition of the sales person has increased community work opportunities but fell short in terms of increasing in-center work. In 2014, we intend to assess how best to move forward with these services, while continuing to fulfill our mission in employment services.
- Many of our clients enjoy serving their communities through volunteering. MSS clients provided 8,033 volunteer hours at various community locations in 2013, a 15% increase over 2012. The benefits that our clients get from this are significant: community connections, pride in making a difference, accomplishment, and transferable work skills. Specifically, we believe that our involvement with the Pet Project, a program that assembles alternative transportation carts for underserved communities and Cycles for Change, a bicycle recycle program will assist with skill development.

- In 2013, we completed the development and testing of our online job skills training program, e-TRAC®. Additionally, we secured grant funding to assist with the promotion and sales of this web based job preparedness product. We also hired a staff dedicated solely to marketing our product and believe this will support our effort to sell this unique tool. To date, we are seeing increased interest and believe e-TRAC is on track for success.
- Admission and discharge data is unremarkable for 2013 compared to 2012. Growth or intakes were slightly improved due to the previously stated opening of our Oakdale facility. Demissions in DTH services remained consistent with previous years, as did employment and VR services. In general, people exited our services for reasons other than dissatisfaction with our programs, and largely moved to new services within our agency, passed away, moved out of our services area, or left for health reasons.
- A slight increase was recorded in the current age demographic we serve within the 18-40 year old range. This can be attributed to the opening of our Oakdale center, which is primarily serving a younger population that is just entering post-educational services. Currently, we believe we are positioned to meet the needs of all age demographics with our CARES program, autism programs and employment services.

Given the client and stakeholder input obtained during this reporting period, along with other key performance indicators, we believe that our 2009-2013 strategic plan was relevant to our goals and mission.