**PROGRAM EVALUATION AND DEMOGRAPHICS REPORT**

**2022**

# ***A Summary of Outcomes, Results, and Conclusions***

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“MSS has definitely improved our daughter’s quality of life. We couldn’t be more satisfied!” - Parent

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# SUMMARY AND CONTEXT

We planned 2022 to be our year to ramp up services closer to pre-pandemic levels. Continued outbreaks of COVID-19, while smaller, resulted in lower attendance numbers because of quarantines of staff and persons served. Consequently, our efforts to increase the number of individuals returning to in-person services were delayed, resulting in our struggle to return to our historical level of services. We received 1.7 million dollars in federal provider relief funding and other support foundations that helped offset the gap in revenue during the service ramp-up in 2022.

Satisfaction from both persons served and stakeholders remained high. We received many comments in our surveys that were supportive of our services and our nimble response to the challenges brought by the pandemic. Notably, we had 100 more respondents to our Persons-Served Satisfaction Survey than in 2021.

The scope and availability of Day and Employment Services in Minnesota continue to evolve, and we are seeing increased complexity with the interaction of the Department of Human Services and the Department of Employment and Economic Development. As people choose to pursue employment, it is becoming common to receive services funded by both departments, in addition to Day Support Services. Our database and tracking systems will need to evolve along with this to ensure that we are collecting data that shows the nuances of the range of different services individuals receive, and accurately measuring various metrics of success.

The demographics of the people we support have largely stayed steady, with the exception of age; the 18-40 demographic has grown for the last four years. Some of this is due to our Pre-Employment Transition Services, which provide work concepts and training to individuals still in school.

We saw an increase in staff turnover, but our numbers remain better than our target goal.

Our commitment to diversity, equity, inclusion, and belonging (DEIB) work is reflected in our programs. Our staff have worked with our consultants from AMAZEworks both individually and in groups. Through this work, we have seen an increase in learning opportunities that explore topics around cultures, ethnicity, and race.

*Our 2020–2023 Strategic Plan was revised and re-prioritized due to the effects the pandemic had on our business. It will continue to serve as a “living document” and be revised as needed to stay relevant to our short- and long-term objectives.*

“I have had such wonderful work experiences while at MSS. The staff really support and help me achieve my goals.” – Person Served

# WHO WE SUPPORT

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# WHO WE SUPPORT

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# SATISFACTION

Individuals at MSS, as well as their Support Team members, are surveyed annually about their satisfaction with our services. Survey questions include topics such as safety, accessibility, community involvement, and culture. Respondents have the opportunity to elaborate on their answers, celebrate what is working well, and make suggestions to improve what is not.

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| --- | --- | --- |
| Survey Question | % of 187 Persons-Served answering “Strongly Agree” or “Agree” to all questions | % of 111 Support Team Members answering “Strongly Agree” or “Agree” to all questions |
| MSS considers what makes me feel happy, fulfilled, and comfortable when they are supporting me. | 92% | 96% |
| My culture: including language, ethnicity, religion, sexual orientation, sex/gender identity, socio-economic status, and age, is considered when MSS plans my services. | 88% | 89% |
| I have the opportunity to participate in a variety of activities of my choosing. | 92% | 94% |
| The things I do at MSS are meaningful to me.\*[[1]](#footnote-2) | 92% | 95% |
| MSS’s values provide a good fit with the things that I consider important in life.\* | 91% | 95% |
| The staff I work with encourages and supports my development.\* | 95% | 96% |
| My life has improved as a result of the services received at MSS. | 88% | 95% |
| Overall, I am satisfied with the services I have received at MSS. | 93% | 95% |
| MSS gives me opportunities to have control over my environment when possible (where I choose to work, where I choose to eat lunch, who I choose to socialize with, etc. - excluding COVID-19-related restrictions/rules). | 93% | 92% |
| The physical environment at MSS supports my goals and needs (for example, does MSS provide spaces for large group activities as well as solitary activities?).  | 90% | 92% |
| I am happy with the variety and quality of community activities that MSS provides. | 87% | 91% |
| MSS is the most integrated setting in which I can currently be best served. | 95% | 93% |

# SATISFACTION

## Average Responses to all Questions in our Satisfaction Surveys

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| --- | --- |
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## How Could We Improve?[[2]](#footnote-3)

* Improve staffing levels
* Offer more/different activities
* Increase capacity to support more people.
* Offer more community and employment opportunities
* Hire more staff that can speak languages other than English

# OUTCOME MEASURES – DAY SUPPORT SERVICES PROGRAMS

## Measures of Effectiveness

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Objective | Measure | Data Source | Goal | 2021 | 2022 |
| Maximize "Person-centeredness" of Services for Persons Served and Support Team Members | Input of persons served: % of “agree” or “strongly agree” responses to satisfaction survey items “MSS takes into consideration what makes me feel happy, fulfilled, satisfied, and comfortable when providing supports.” And “MSS takes my culture into consideration when planning/implementing services.”. | Annual Satisfaction Survey Results compiled by QA Director | ≥ 95% | 95% | 91% |
| Input of Support Team: % of “agree” or “strongly agree” responses to satisfaction survey item “MSS takes into consideration what makes this person feel happy, fulfilled, satisfied, and comfortable when providing supports.” And “MSS takes this person’s culture into consideration when planning/implementing services.”. | Annual Satisfaction Survey Results compiled by QA Director | ≥ 95% | 93% | 94% |
| Maximize Achievement of Service Outcomes for Persons Served | MSS Service Coordinator input: % of “made progress” or “maintained” responses to survey assessment re: service outcomes. | Service Coordinator Assessment/ Survey | ≥ 95%  | 74% | 80% |
| Maximize Community Involvement for Persons Served | Total # of all community involvement hours (# of individuals x hours of community involvement)[[3]](#footnote-4). | Program Supervisors/tracking document | 25,000 hrs | 6,577 hrs | 10,300 hrs |
| Increase Internal Community Involvement for Persons Served  | Total # of only internal community involvement hours (# of persons served that participated x hours of internal community involvement). | Program Supervisors/tracking document | 9,000 hrs | 1,657 hrs | 5,231 hrs |

“I have dealt with MSS staff for over 20 years and have always had positive experience with staff and environment at MSS.” - Parent

# OUTCOME MEASURES – DAY SUPPORT SERVICES PROGRAMS

## Measures of Efficiency

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Objective | Measure | Data Source | Goal | 2021 | 2022 |
| Increase Volunteer Hours | # of volunteers from the larger community x # of hours spent volunteering with persons served. | Volunteer Coordinator/tracking document | ≥1,800 hrs | 474 hrs | 1,792 hrs |

## Measures of Service Access

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Objective | Measure | Data Source | Goal | 2021 | 2022 |
| Provide access to services in a streamlined manner that meets needs of person and referral source | Participants will be admitted into the DSS program & begin services within 30 days of their intake meeting (measured as a %) | Leadership Team | ≥ 90%  | 89% | 91% |

## Measures of Satisfaction

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Objective | Measure | Data Source | Goal | 2021 | 2022 |
| Maximize Person Served and Stakeholder Satisfaction | **Person Served** input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey. | Satisfaction Surveys compiled by QA Director | ≥ 95% | 94% | 91% |
| **Referral source** input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey. | 96% | 91% |
| **Family member** input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey. | 91% | 96% |
| **Residential** input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey. | 98% | 92% |
| **Other support team member** input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey. | 100% | 100% |

“MSS helps me achieve my goals. They help me plan for the future.” – Person Served

# OUTCOME MEASURES – EMPLOYMENT PROGRAMS

## Measures of Effectiveness

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Objective | Measure | Data Source | Goal | 2021 | 2022 |
| Maximize "Person-centeredness" of Services for persons served and Support Team members | Input of persons served: % of “agree” or “strongly agree” responses to satisfaction survey items “MSS takes into consideration what makes me feel happy, fulfilled, satisfied, and comfortable when providing supports.” And “MSS takes my culture into consideration when planning/implementing services.”.  | Annual Satisfaction Survey Results compiled by QA Director | ≥ 95% | 95% | 92% |
| Input of Support Team: % of “agree” or “strongly agree” responses to satisfaction survey item “MSS takes into consideration what makes this person feel happy, fulfilled, satisfied, and comfortable when providing supports.” And “MSS takes this person’s culture into consideration when planning/implementing services.”. | Annual Satisfaction Survey Results compiled by QA Director | ≥ 95% | 100% | 96% |
| Maximize Achievement of Service Outcomes for Persons Served – All Employment Services | MSS Service Coordinator input: % of “made progress” or “maintained” responses to survey assessment re: service outcomes. | Service Coordinator Assessment/Survey | ≥ 90% | 83% | 85% |
| Maximize Achievement of Service Outcomes for Persons Served – Pre-ETS | MSS Employment Specialist input: % of students receiving Pre-ETS services who will make progress towards or meet established objectives. | Employment Specialist Assessment/Survey | 80% | 81% | 93% |
| Increase Competitive Job Placements for Persons Served | # of persons served who secure competitive employment  | Employment Services Manager/tracking document | 15 | 20 | 27 |
| Maximize Work Crew Opportunities for Persons Served | Difference in total annual Work Crew hours. | Payroll Specialist/SAGE report | Increase (hrs) | +2,804 hrs | +913.75 hrs |
| Maximize Job Retention of Persons Served | % of persons served placed in competitive employment who maintain employment for 90 days or more. | Employment Services Manager/tracking system | 85% | 85% | 85% |
| Maximize Earnings of Persons Served | Average hourly wages of individuals who secure **competitive** employment. | Payroll Specialist/SAGE report | $19.50[[4]](#footnote-5) | $18.87 | $18.92 |
| Average hourly wages of individuals who secure **community-based** employment (Supervised Work Crews). | $15.00[[5]](#footnote-6) | $11.69 | $12.96 |

# OUTCOME MEASURES – EMPLOYMENT PROGRAMS

## Measures of Efficiency

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Objective | Measure | Data Source | Goal | 2021 | 2022 |
| Minimize Time to Job Placement for Persons Served | Average # of weeks from start of job search to competitive job placement. | Employment Services Manager/tracking document | 12 wks | 13 wks | 12wks |

## Measures of Service Access

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Objective | Measure | Data Source | Goal | 2021 | 2022 |
| Provide access to services in a streamlined manner that meets needs of person and referral source | Participants will be admitted into the employment program and begin receiving services within 30 days of their intake meeting. | Leadership Team | ≥ 90% of people start services within 30 days of intake meeting | 99% | 98% |

## Measures of Customer Satisfaction

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Objective | Measure | Data Source | Goal | 2021 | 2022 |
| Maximize Persons Served and Stakeholder Satisfaction | **Person Served** input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey. | Satisfaction Surveys compiled by QA Director | ≥ 95% | 92% | 93% |
| **Referral source** input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey. | 94% | 98% |
| **Family member** input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey. | 94% | 99% |
| **Residential** input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey. | 100% | 82% |
| **Other team member** input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey. | 100% | 100% |
| **Supported Work Crew Employer** input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey. | 96% | 100% |

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# OUTCOME MEASURES – EMPLOYMENT PROGRAMS

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“MSS is my top choice for a day program with the great communication and advocacy and all the supports available.” – Residential Provider

# OUTCOME MEASURES – ALL PROGRAMS

## Measures of Efficiency

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Objective | Measure | Data Source | Goal | 2021 | 2022 |
| Minimize Staff Turnover | Agency-wide staff turnover (excluding internal transfers and promotions) | Director of HR/SAGE report | < 45% | 22% | 29% |
| Direct Support Professional[[6]](#footnote-7) staff turnover (excluding internal transfers and promotions) | < 45% | 25% | 32% |

## Measures of Service Access

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Objective | Measure | Data Source | Goal | Program | 2021 | 2022 |
| Increase staff to increase service access | # of staff at each program is measured at year-end. | Accounting Supervisor/Year End Financials | Increase Service Access by increasing number of staff[[7]](#footnote-8) | St Paul Program | 14.18 | 15.32 |
| St Paul Employment | 8.62 | 9.08 |
| Shoreview | 6.41 | 11.39 |
| Apple Valley | 15.17 | 14.44 |
| Brooklyn Park | 7.38 | 10.12 |
| Eagan | 7.90 | 16.56 |
| Oakdale | 11.44 | 14.46 |
| VR | 6.64 | 7.26 |

## Measures of Business Function

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| --- | --- | --- | --- | --- | --- |
| Objective (in priority order) | Measure | Data Source | Goal | 2021 | 2022 |
| Ensure Short Term Financial Viability as a Business | Maintain liquidity with current ratio (current assets/current liabilities) | Accounting Supervisor/financial analysis | At or above 2 | 4.11 | 4.08 |
| Build Cash Reserve for the Agency | Create cash reserve for Agency to fund capital purchases and unplanned financial needs. | Accounting Supervisor/financial analysis | 2 months of operational expenses ($2,000,000)[[8]](#footnote-9) | $1,188,661 | $1,627,150 |
| Fund New Innovation Through Increased Fundraising and Other Partnership Revenue | % increase of unrestricted fundraised dollars | Accounting Supervisor/Financial Audit | Increase of 10% | Less than 1% decrease ($1,305) | Increase 35% $100,206 |
| Restore Financial Self Sufficiency for AV, OA Post-Pandemic[[9]](#footnote-10) | Increase billable services | Accounting Supervisor/Financial Audit | Break even:OA-2023AV-2024 | N/A | OA- ($85,377)AV($21,258) |
| Increase Contribution/Grants to support Fresh Eye Gallery Operations[[10]](#footnote-11) | Increase support by 15% year over year | Accounting Supervisor/Financial Audit | $40,000 annually | N/A | $26,693.76 |

“MSS helps me feel welcome and the people who work there are very understanding and kind.” – Person Served

## QUESTIONS OR COMMENTS?

*Contact Director of Quality Assurance, Chris Salter, at* *csalter@mssmn.org*

1. “\*” Denotes a new question asked in 2022. [↑](#footnote-ref-2)
2. Summarized from multiple similar survey comments. [↑](#footnote-ref-3)
3. This number includes *both* external community involvement (leaving the center and interacting in the larger community) and bringing members from the larger community into our centers. [↑](#footnote-ref-4)
4. Goal updated [↑](#footnote-ref-5)
5. Goal updated [↑](#footnote-ref-6)
6. For the purposes of this report, we define "Direct Support Professional" as those with the following job titles: Direct Support Professional, Service Coordinator, Job Coach, and Job Placement Specialist. This measure does not include any of the temporary furloughs that occurred due to the pandemic. [↑](#footnote-ref-7)
7. All programs have lost staff during the pandemic, which creates a service access issue.  [↑](#footnote-ref-8)
8. Goal has been revised (dollar amount increased). [↑](#footnote-ref-9)
9. New goal. [↑](#footnote-ref-10)
10. New goal. [↑](#footnote-ref-11)