



Outcomes Report: 2008-09

Contents

Executive Summary.....	2
I. Introduction/Methodology.....	3
II. Characteristics and Demographics of persons served.....	4
III. Outcomes Data Components by Individual Programs.....	5
a. Community Employment Services.....	5
b. Job Skills Training.....	6
c. Day Services.....	7
d. Support for Community living.....	8
e. Access to Recovery.....	8
IV. Customer Satisfaction.....	9

Executive Summary

The Spectrum Network uses an outcomes measurement system to record, evaluate, and plan for programs. The system in place measures the effectiveness, efficiency, and satisfaction of all aspects of our programs. Programs which do not meet the criteria are given corrective action plans to improve. Outcomes measures are refined annually depending on services offered, various funding agency requirements, accreditation and licensing requirements, and economic conditions. We use this information to ensure that we are providing the best quality programs needed by our community, or to discontinue services that are no longer viable.

Most of The Spectrum Network's programs are meeting the objectives as noted. Corrective action plans have been created to remedy any shortcomings in programs not meeting objectives and will be monitored through FY10. The numbers of units of services continue to rise from FY09.

Characteristics of Persons Served:

- The total number of units of services provided was up 5,379 with the majority of increases in the following service programs: Enclaves, Day Services, and Support for Community Living. This increase can be attributed to the lack of jobs available and the use of the enclave option, increasing frailty in clients formerly served by Job Skills Training, and attention to providing more than one service to a single individual. The decrease in job skills training units can be reflected in the increase in Day Services and Enclave units.
- Major referral sources continue to be Case Managers.
- Consumer ethnicity is consistent with population served.
- Gender is primarily male. (58%)
- The age category of our customers is primarily 18-65.
- Geographically, we served more people from Winneshiek County (approximately 60%).

Outcome Data Components by Program

- The majority of the programs are meeting their effectiveness goals.
- Those programs not meeting those goals are 1) under review and/or 2) the goal is being revised.
- The majority of the programs are meeting efficiency goals. Job Placements and Employment Services are the two specific programs not meeting efficiency goals. This is a universal trend in these services; however, the proposed changes should correct this for the next year.
- The clients accessing more than one program accounts for increase in Support for Community Living and Day Services and decrease in Job Skills Training.
- Customer satisfaction is generally high for all programs.

I. Introduction and Methodology

The purpose of this report is to evaluate the effectiveness, efficiency, characteristics of the persons served, and the customer satisfaction of The Spectrum Network programs. This report details for the consumers and the public the positive outcomes The Spectrum Network has made in the lives of the people we served.

There are various components of this measurement system:

1. Written policy and internal practices that clarify the purpose, responsibilities and expected achievements of the measurement system.
2. Actual effectiveness, efficiency, satisfaction and characteristic measures that are reported on a regular basis.
3. The results of these measures are reported on a regular basis, depending on the measurement instrument, and shared within the organization and in an annual report.
4. Data is retrieved from Funding Source Summary Reports, CRIS Report, monthly and yearly Financial Reporting and Consumer Feedback Surveys.

This report along with recommendations for quality improvements is shared with the board, staff, and in the annual report. The staff members of the organization continue to be responsible for making improvements to services so we can better serve our customers' needs.

II. Characteristics and Demographics of the Persons Served

1. Characteristics of people who are served by The Spectrum Network programs

- Ethnicity White
- Sex: 65 males
 48 females
- Ages: 0-5 0
 6-17 1
 8-40 57
 41-65 51
 66-85 4
- Primary diagnosis:

Chronic Mental Illness	19
Developmental Disability	6
Mental Illness	4
Intellectual Disability (Formerly Mental Retardation)	72
Acquired Brain Injury	3
Dementia	1
Chemical Dependency	8

2. Consumer population by program need:

- By Program (there will be duplication)

Supported Community Living:	14
Day services	29
Job Skills Training (Formerly called Work Services)	67
Obtain employment	29
Maintain employment	36
Enclaves	33
Transition Students	7

3. Consumer population by county

- By County: (Does not include ATR)

Allamakee 2	Fayette 15
Black Hawk 3	Howard 15
Cerro Gordo 1	Wapello 1
Clayton 3	Winneshiek 67
Chickasaw 3	
Delaware 1	

4. Source of Referrals

- New Clients by Referral:

Case Manager		
Allamakee:	1	
Delaware:	1	
Howard	2	
Winneshiek	3	
Parent		1
School	3	

III. Outcomes Data Components by Individual Programs.

1. Community Employment Service

a. Effectiveness Measure:

- i. To maximize the number of job placements for each person funded with Obtain a Job funding:

Result: Objective not met. In 2008, Employment Specialists placed 37% of the clients referred for job placement into either full time or part time competitive placement.

2010 Corrective action plan: Focus on additional job development in new areas. Consider alternatives, such as enclaves, for competitive job placement

- ii. To increase number of clients involved in Enclave Services

Result: Objective met. In 2008, total numbers of clients increased 70% from 20 (Aug. 08) to 34 (July 09).

- iii. To increase numbers of units of service

Result: Objective met. In 2008, all community employment services by 339% (10,204 units) compared to FY07 (2,322 total units.)

- b. Efficiency Measure: To measure Expense to Revenue Ratio at 100% at the end of the year

- i. For Job Placement

Result: Objective not met. Expense to revenue ratio was 54%.

2010 Corrective action plan: Track expenses better. Information on actual costs.

- ii. For Enclave Services

Result: Objective met. Expense to revenue ratio exceeded 100%.

- iii. For Supported Employment Services

Result: Objective not met. Expense to revenue ratio was 49%.

2010 Corrective action plan: Track expenses better and increase percentage of units of service provided.

- c. Satisfaction Measure: To achieve 100% satisfaction on specific criteria.

- i. Attention that is responsive and respectful

Result: Objective met.

- ii. Questions answered courteously and within 24 hours

Result: 3% of individuals surveyed indicated questions were not answered within 24 hours.

2010 Corrective action plan: All staff will receive additional training to meet this expectation.

- iii. Overall well being improved since receiving services

Result: 5% of individuals surveyed indicated their overall health had not improved.

2010 Corrective action plan: Additional attention will be given to clarify question in order to establish expectations.

iv. Location is accessible and meets needs

Result: 3% of individuals surveyed indicated difficulty with accessibility to employment.

2010 Corrective action plan: Additional development of job and enclave opportunities.

v. Recommend services to neighbors and friends

Result: 4% of those responded would not recommend.

2010 Corrective action plan: Increased attention to the needs of the employer.

2. Job Skills Training (formerly Work Services)

a. Effectiveness Measure:

i. To achieve 100% individual goal completion

Result: This data has not been tallied.

ii. To increase numbers of units of service

Result: Objective not met. Units of services decreased by 24%.

2010 Corrective action plan: No correction plan needed due to same clients being moved to different programs. This goal for 2010 will be rewritten.

b. Efficiency Measure: To measure Expense to Revenue Ratio at 100% at end of the year:

Result: Objective met. Expense to Income ratio exceeded 100%.

c. Satisfaction Measure: To Achieve 100% satisfaction on specific criteria.

i. Attention that is responsive and respectful

Result: Objective met.

ii. Questions answered courteously and within 24 hours

Result: 3% of individuals surveyed indicated questions were not answered within 24 hours.

2010 Corrective action plan: All staff will receive additional training to meet this expectation.

iii. Overall well being improved since receiving services

Result: 5% of individuals surveyed indicated their overall health had not improved.

2010 Corrective action plan: Additional attention will be given to clarify question in order to establish expectations.

iv. Location is accessible and meets needs

Result: 3% of individuals surveyed indicated difficulty with accessibility to employment.

2010 Corrective action plan: Additional development of job and enclave opportunities.

- v. Recommend services to neighbors and friends

Result: 4% of those responded would not recommend

2010 Corrective action plan: Increased attention to the needs of the employer.

3. Day Services

- a. Effectiveness Measure:

- i. To achieve 100% individual goal completion

Result: This data has not been tallied.

- ii. To increase numbers of units of service

Result: Objective met.

- b. Efficiency Measure: To measure Expense to Revenue Ratio at 100% at end of the year.

Result: Objective met.

- c. Satisfaction Measure: To Achieve 100% satisfaction on specific criteria.

- i. Attention that is responsive and respectful

Result: Objective met.

- ii. Questions answered courteously and within 24 hours

Result: 3% of individuals surveyed indicated questions were not answered within 24 hours.

2010 Corrective action plan: All staff will receive additional training to meet this expectation.

- iii. Overall well being improved since receiving services

Result: 5% of individuals surveyed indicated their overall health had not improved.

2010 Corrective action plan: Additional attention will be given to clarify question in order to establish expectations.

- iv. Location is accessible and meets needs

Result: Objective met.

- v. Recommend services to neighbors and friends

Result: Objective met.

4. Supported Community Living (SCL)
 - a. Effectiveness Measure:
 - i. To achieve 100% individual goal completion
Result: This data has not been tallied.
 - ii. To increase numbers of units of service
Result: Objective met.
 - b. Efficiency Measure: To measure Expense to Revenue Ratio at 100% at end of the year
Result: Objective met.
 - c. Satisfaction Measure: To Achieve 100% satisfaction on specific criteria.
 - i. Attention that is responsive and respectful
Result: Objective met.
 - ii. Questions answered courteously and within 24 hours
Result: 3% of individuals surveyed indicated questions were not answered within 24 hours.
2010 Corrective action plan: All staff will receive additional training to meet this expectation.
 - iii. Overall well being improved since receiving services
Result: 5% of individuals surveyed indicated their overall health had not improved.
2010 Corrective action plan: Additional attention will be given to clarify question in order to establish expectations.
 - iv. Location is accessible and meets needs
Result: 3% of individuals surveyed indicated difficulty with accessibility to employment.
2010 Corrective action plan: Additional development of job and enclave opportunities.
 - v. Recommend services to neighbors and friends
Result: 4% of those responded would not recommend
2010 Corrective action plan: Increased attention to the needs of the employer.
5. Access to Recovery:
 - a. **To increase number of referrals**
Result: The data has not been tallied.
 - b. **To increase number of units of service**
Result: The data has not been tallied.

Customer Satisfaction

The Spectrum Network has developed a satisfaction feedback system that includes 1) annual stakeholder questionnaire and 2) regular satisfaction feedback from program participants as part of the planning process.

The survey questionnaires for stakeholders ask stakeholders for their perceptions of attentiveness to needs of stakeholder and program participant, courtesy and timeliness of staff response to questions, marked improvement in health of participant since receiving services and accessibility of service location(s). Stakeholders are also asked if they would recommend these services to another and if there are additional services or changes that they would suggest.

The survey questionnaires for program participants ask the individuals for their perceptions of staff members respect for needs, courtesy of staff members, marked improvement in their overall health since being in services, and accessibility of service location(s). Program participants are also asked if they would recommend The Spectrum Network services and if they would recommend adding or changing services and programs.

In all programs, overall customer satisfaction was achieved. The results are communicated to staff, board, and in the annual report.