



Outcome Measurement
Consolidated Report
Period July 2016 to June 2017



Outcome Measurement Consolidated Report Primary Outcomes



General Facts

Programs Measured:

Day Programs – Activity Centers, Adult Development Centers,
Community Based Programs, Senior Services

Work Activity Programs

Supported Employment Programs

Group Homes

Independent Living Services

Parent Infant Services

Respite Services



Enrollment & Discharges

Number of Consumers

- Active caseload at beginning of reporting period: 1818

By Department

- Activity Center - 78
- Adult Development - 250
- Community Based - 172
- Residential – 59
- Parent/Infant Services - 199
- ACES – 258
- Arc Enterprises – 243
- ILS - 71
- Respite - 373
- Seniors - 115



Enrollment & Discharges

Number of Consumers

- **Active caseload at beginning of reporting period: 1818**

Enrollments: 578 – per Department;

- Activity Center - 30
- Adult Development - 45
- Community Based - 27
- Residential – 4
- Parent/Infant Services - 271
- ACES - 81
- Arc Enterprises - 8
- ILS - 22
- Respite – 65
- Seniors - 25



Enrollment & Discharges

Number of Consumers

- **Active caseload at beginning of reporting period: 1818**
- **Discharges:** 565 – per Department;
 - Activity Center - 21 ACES – 80
 - Adult Development - 33 Arc Enterprises - 33
 - Community Based - 33 ILS – 12
 - Residential – 4 Respite - 54
 - Parent/Infant Services - 271 Seniors - 24
- **Active caseload at end of reporting period: 1831**



Enrollment & Discharges

Number of Consumers

- **Active caseload at end of reporting period: 1831**

By Department:

- Activity Center – 87 / +9 ACES – 259/ +1
- Adult Development - 262 /+12 Arc Enterprises – 218 /-25
- Community Based – 166/ -6 ILS – 81 / +10
- Residential – 59 / 0 Respite – 384/ +11
- Parent/Infant - 199/ 0 Seniors – 116 / +1



Assessment of Program Quality

New Enrollees in Program Minimum 90 Days (Day Program and Arc Enterprises)

Of the 117 new enrollees, 89 remained in program a minimum of 90 days or 76%.

- By Department:
- Activity Center – 57% (17/30) ADC – 77% (23/30)
- Arc Enterprises – 100% (8/8) CBP – 73% (19/26)
- Seniors – 96% (22/23)

New Enrollees in Remain on the Job Minimum 90 Days – ACES

Of the 50 new job placements, 30 remained on the job after 90 days or 70% (35/50).

Progressed in Developmental Age in a minimum of Three Developmental Areas (Parent Infant)

- Of 114 children measured 114 met this goal or 100%.



Access to Services

- Average number of Days from first contact with The Arc Services to Program Intake/Assessment (all programs) – 29 Days
- Average number of Days from first contact to intake meeting with Department of Rehabilitation (Supported Employment) - 44 Days
- Average number of Days from Department of Rehabilitation meeting to first day on the job (Supported Employment) – 36 Days



Efficiency & Effectiveness Work & Earnings OES (WAC)

Organizational Employment Services

- Within the WAC Program 73 of 218 or 33% are earning at least 30% of Minimum Wage. The average wage in the WAC program is \$3.03. This is an increase from last year's \$2.32.
- Average percent of Program Day spent in Paid Work – 55%
- Percentage of Consumers who had a wage increase during the past year – 130/140 or 93% and 187/218 or 86% including AC.
- Though the level of work has dropped slightly in the last two years, these issues remain a priority.
- Conversion of WAC Programs to Activity Centers is an option and is being reviewed.



Efficiency & Effectiveness Work & Earnings

Average Hourly Wages All Consumers

- ACES Individual Placement - \$12.04 per hour
- ACES Group Placement - \$10.27 per hour
- Arc Enterprises OES - \$3.03 per hour
- Community Based Programs - \$5.93 per hour
- Activity Centers - \$4.92 per hour



Efficiency Objectives

Paid and Volunteer Work within the community – Day Programs

- The number of Consumers enrolled in our Community Based Program employed in Community Integrated Jobs continues to decrease with the loss of paid work sites throughout the county – 34 of 167 consumers working or 20%.
- The average wage for the CBP consumers is \$5.93 per hour
- The number of Consumers enrolled in our Day Programs performing volunteer work remained high with 253 of 629 consumers volunteering or 40%.



Efficiency Objectives – Attendance & Billable Hours

- Day Program & OES Consumer attendance percentage in – 87%.

Staff hours worked billable as Consumers Services

- Aces Group Placement 100%
- Aces Individual Placement 82%
- Independent Living Services 77%

Purchase of Service Hours (POS) authorized vs. Used

- Respite 86%
- Parent Infant Program 75%

A focus on increasing attendance and increasing utilization of the authorized POS hours can increase revenue without incurring any significant additional costs.



Efficiency Objectives – Residential Homes

Occupancy Retained & Active Treatment

- This objective tracks our vacancy rate - We had 59 of a possible 60 people within our homes last year or 98.5% occupancy.
- The Residential Services program prides itself in low deficiency totals and this year it earned an average of (1.6) deficiencies from Life Safety Code Inspection survey from the California Department of Public Health. We had three (3) homes receive just one (1) deficiency (recognizing excellent facility monitoring and preventive maintenance). The homes performed extremely well during each of the ten (10 Fundamental Surveys) with less than 6 minor deficiencies across all homes.



Effectiveness Objectives

Individual Service Plan Goals

- Percentage of consumers who attained progress on ISP goals – 86% (2224/2580)

- By Program:
 - Activity Center – 82% (152/185) ACES – 94% (224/238)
 - ADC – 93% (558/601) Arc Enterprises – 61% (133/218)
 - CBP – 94% (354/376) ILS – 79% (234/298)
 - Residential – 72% (209/289) Parent/Infant – 100% (114/114)
 - Seniors – 94% (246/261)



Effectiveness Objectives – Length of Employment (Consumers)

Length of Service for Consumers (Employment) in Arc Enterprises and ACES

Arc Enterprise

- 0-5 years - 30% (66/218)
- >5 - 10 years – 28% (60/218)
- >10 years – 42% (92/218)

ACES

- 0-5 years - 47% (116/247)
- >5 - 10 years – 18% (44/247)
- >10 years – 35% (87/247)



Effectiveness Objectives

Staff with a least one year of Service.

By Program - 2017:

- Activity Center – 100% (11/11) ACES – 58% (37/64)
- ADC – 82% (56/68) Arc Enterprises – 88% (22/25)
- CBP – 90% (53/59) Residential – 70% (82/117)
- Seniors – 86% (31/36) ILS – 79% (11/14)
- Parent/Infant – 93% (13/14) Respite – 85% (111/131)



Effectiveness Objectives

Total number of Direct Service Professionals - 557

- Number of Direct Service Professionals with more than one year of employment – $451/557 = 80.8\%$
- >1 year to 5 years at end of reporting period $189/557 = 33.9\%$
- > 5 years to 10 years at end of reporting period $105/557 = 18.9\%$
- > 10 years at end of reporting period $156/557 = 28.0\%$
- Less than one year is $106/557$ or 19.2% of staff