

JANUARY 2010 - DECEMBER 2010
OUTCOME MEASUREMENT REPORT

<u>EFFECTIVENESS</u>							
	TIME	APPLIED TO	DATA SOURCE	OBTAINED BY	TARGET	OUTCOME	COMMENTS
1. Percentage of consumers employed (JESPY consumers)	Annual	All Consumers	Job Info sheet	Supervisor - Job Developer	76%	71%	Due to the economic downturn jobs were lost and new job availability was significantly reduced.
Percentage of consumers employed (DVR consumers)	Annual	All Consumers	Job Info sheet	Supervisor - Job Developer	73%	87%	Target achieved.
2. Percentage of consumers maintaining a new job for at least 90 days (JESPY consumers)	Annual	All Consumers	Job Info sheet	Supervisor - Job Coach	75%	76%	Target achieved. (2 out of the 5 less than 90 day jobs were seasonal positions.)
Percentage of consumers maintaining a new job for at least 90 days (DVR consumers)	Annual	All Consumers	Job Info sheet	Supervisor - Job Coach	84%	100%	Target achieved.
3. Percentage of employees working less than 30 hours per week (JESPY consumers)	Annual	All Consumers	Job Info sheet	Supervisor - Job Developer	60%	67%	Employers preferred to hire part-time employees to cut costs.
Percentage of employees working less than 30 hours per week (DVR consumers)	Annual	All Consumers	Job Info sheet	Supervisor - Job Developer	64%	65%	Employers preferred to hire part-time employees to cut costs.

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<u>EFFECTIVENESS (cont.)</u>							
	TIME	APPLIED TO	DATA SOURCE	OBTAINED BY	TARGET	OUTCOME	COMMENTS
4. Percentage of employees working more than 30 hours per week (JESPY consumers)	Annual	All Consumers	Job Info sheet	Supervisor - Job Developer	41%	33%	Employers were reluctant to hire full-time employees to cut costs. Due to downsizing full time positions were eliminated.
Percentage of employees working more than 30 hours per week (DVR consumers)	Annual	All Consumers	Job Info sheet	Supervisor - Job Developer	37%	35%	Employers were reluctant to hire full-time employees to cut costs. Due to downsizing full time positions were eliminated.
5. Percentage of employee who receive health benefits from their employer (JESPY consumers)	Annual	All Consumers	Job Info sheet	Supervisor - Job Developer	41%	36%	Benefits were lost due to the reduction of full time positions .
Percentage of employees who receive health benefits from their employer (DVR consumers)	Annual	All Consumers	Job Info sheet	Supervisor - Job Developer	35%	40%	Target achieved.

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<u>EFFICIENCY</u>							
	TIME	APPLIED TO	DATA SOURCE	OBTAINED BY	TARGET	OUTCOME	COMMENTS
6. Average number of staff hours needed to secure consumer employment (JESPY and DVR consumers)	Annual	All Consumers Placed	Job Developer's Daily Logs	Job Developer	22 hours	16.4 hours	Target achieved.
7. Increase the number of van riders to improve our efficiency (JESPY consumers only)	Annual	Van Riders	Transportation sheets/ van attendance	Supervisor	6 riders	negative 1 rider	Ridership stability due to minimal net job gains.
8. Average time for a client to start receiving vocational services after pre-admission orientation	Annual	All Consumers	Service Access Timeline	Supervisor	3.1 months	4.1 months	Longer time interval between pre-admission orientation and becoming a JESPY client.

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<u>SATISFACTION</u>							
	TIME	APPLIED TO	DATA SOURCE	OBTAINED BY	TARGET	OUTCOME	COMMENTS
9. Consumers are very satisfied or satisfied with vocational department (JESPY consumers)	Annual	All Consumers	Satisfaction Surveys	Case Manager	80%	79%	Difference between target and outcome is negligible.
Consumers are very satisfied or satisfied with vocational department (DVR consumers)	Annual	All Consumers	Satisfaction Surveys	Job Coach	83%	94%	Target achieved.
10. Employers are very satisfied or satisfied with vocational department (JESPY consumers)	Annual	All Employers	Satisfaction Surveys	Job Coach	92%	90%	Difference between target and outcome is negligible.
Employers are very satisfied or satisfied with vocational department (DVR consumers)	Annual	All Employers	Satisfaction Surveys	Job Coach	91%	73%	Results were skewed due to a small sample .