

SAN FERNANDO VALLEY ASSOCIATION FOR THE RETARDED, INC.

New Horizons



PROGRAM PERFORMANCE (2009-2010)

Dear Consumers, Family Members, Care Providers, Regional Center Service Coordinators, and other Interested Stakeholders:

We believe that it is important that you are kept informed about the quality of the services that we are providing at New Horizons.

This report describes the performance this past year of our Workshop, our Food Service Program (Sam's Café), our Supported Employment Program, and our Achievement Center Programs during the 12 month period July 2009 through June 2010.

Performance for each program was measured against goals that are identified as important for us to achieve. For any goal not met, we are working to improve performance.

If you would like more information regarding the performance of any program, or if you would like to provide suggestions regarding different or additional goals that you might want a particular program to pursue, please contact John A. Garrett, Chief Operating Officer, at (818) 894 9301 Ext. 349 or JGarrett@newhorizons-sfv.org.

WORKSHOP

GOAL	OBJECTIVE	OUTCOME
• Assist consumers develop appropriate work related values, behaviors, and vocational skills	Consumers will achieve at least 85% of the vocational and behavioral goals they selected	92%
• Increase the ability of consumers to perform their assigned work tasks	Average consumer productivity will be at least 12%	13%
• Maximize the time consumers spend doing paid work	Consumers will spend at least 90% of their time doing paid work	93%
• Provide a safe working environment for consumers and staff	No reportable accidents	3 accidents
• Provide employment in the Workshop to as many consumers as possible	Workshop will achieve an enrollment of at least 215 consumers by June 2010	215
• Provide services that meet or exceed consumer expectations	95% of satisfaction survey responses will indicate “very” satisfied	97%
• Provide services that meet or exceed parent or care provider expectations	95% of satisfaction survey responses will indicate “mostly to very” satisfied	99.6%
• Provide services that meet or exceed business partner expectations	95% of satisfaction survey responses will indicate “mostly to very” satisfied	96%

FOOD SERVICES (SAM’S CAFÉ)

GOAL	OBJECTIVE	OUTCOME
• Assist consumers develop appropriate work related values, behaviors, and vocational skills	Consumers will achieve at least 80% of the vocational and behavioral goals they selected	85%
• Increase the ability of consumers to perform their assigned work tasks	Average consumer productivity will be at least 28%	27%
• Provide a safe working environment for consumers and staff	No reportable accidents	2 accidents
• Provide employment in the Café to as many consumers as possible	Café will achieve an enrollment of at least 58 consumers by June 2010	67
• Provide services that meet or exceed consumer expectations	95% of satisfaction survey responses will indicate “very” satisfied	96%
• Provide services that meet or exceed parent or care provider expectations	95% of satisfaction survey responses will indicate “mostly to very” satisfied	96%
• Provide services that meet or exceed special event customer expectations	95% of satisfaction survey responses will indicate “mostly to very” satisfied	94%

SUPPORTED EMPLOYMENT

GOAL	OBJECTIVE	OUTCOME
• Assist consumers develop appropriate work related values, behaviors, and vocational skills	Consumers will achieve at least 80% of the vocational and behavioral goals they selected	86%
• Maximize the job retention rate of consumers working in the community	At least 80% of consumers will retain their job for at least 90 days	66%
• Provide a safe working environment for consumers and staff	No reportable accidents	0 accidents
• Provide community employment to as many consumers as possible	At least 170 consumers will be working in community employment by June 2010	167
• Minimize the time a consumer must wait before a suitable job placement is developed	Consumers will begin their job within 70 days of job placement services being authorized by NLACRC	73.5 days
• Provide services that meet or exceed consumer expectations	90% of satisfaction survey responses will indicate “very” satisfied	91.5%
• Provide services that meet or exceed employer expectations	95% of satisfaction survey responses will indicate “mostly to very” satisfied	98%

ACHIEVEMENT CENTER PROGRAM

GOAL	OBJECTIVE	OUTCOME
• Assist consumers develop independent living skills	Consumers will achieve 80% of the independent living skill goals they selected	86%
• Increase the number of consumers who are able to independently use public transportation	At least 2 public transportation bus trainings will be provided to consumers each month	1.5 per month avg.
• Increase consumer awareness of agency work programs in which people can earn a paycheck	At least 12 consumers will complete a one week “vocational rotation” in Workshop or Cafe	21
• Increase number of consumers transferring to programs offering greater independence	At least 6 consumers will transfer to Community Integration, Workshop, or the Cafe	16
• Provide a safe learning environment for consumers and staff	No reportable accidents	3 accidents
• Provide independent living skills training to as many consumers as possible	DTAC will achieve full enrollment of 76 consumers by June 2010	82
• Provide services that meet or exceed consumer expectations	95% of satisfaction survey responses will indicate “very” satisfied	99%
• Provide services that meet or exceed parent or care provider expectations	95% of satisfaction survey responses will indicate “mostly to very” satisfied	99%