

SAN FERNANDO VALLEY ASSOCIATION FOR THE RETARDED, INC.

New Horizons PROGRAM PERFORMANCE (2010-2011)



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 2010 through June 2011.

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
<ul style="list-style-type: none"> Assist consumers develop appropriate work related values, behaviors, and vocational skills 	Consumers will achieve at least 90% of the vocational and behavioral goals they selected	92%
<ul style="list-style-type: none"> Increase the ability of consumers to perform their assigned work tasks 	Average consumer productivity will be at least 11%	12.5%
<ul style="list-style-type: none"> Maximize the time consumers spend doing paid work 	Consumers will spend at least 90% of their time doing paid work	93.5%
<ul style="list-style-type: none"> Provide a safe working environment for consumers and staff 	No reportable accidents	2 accidents
<ul style="list-style-type: none"> Provide employment in the Workshop to as many consumers as possible 	Workshop will achieve an enrollment of at least 220 consumers by June 2011	218
<ul style="list-style-type: none"> Provide services that meet or exceed consumer expectations 	95% of satisfaction survey responses will indicate “very” satisfied	97.3%
<ul style="list-style-type: none"> Provide services that meet or exceed parent or care provider expectations 	95% of satisfaction survey responses will indicate “mostly to very” satisfied	99%
<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> 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	88%
<ul style="list-style-type: none"> Increase the ability of consumers to perform their assigned work tasks 	Average consumer productivity will be at least 28%	44%
<ul style="list-style-type: none"> Provide a safe working environment for consumers and staff 	No reportable accidents	1 accident
<ul style="list-style-type: none"> Provide employment in the Café to as many consumers as possible 	Café will achieve an enrollment of at least 58 consumers by June 2011	45
<ul style="list-style-type: none"> Provide services that meet or exceed consumer expectations 	95% of satisfaction survey responses will indicate “very” satisfied	96%
<ul style="list-style-type: none"> Provide services that meet or exceed parent or care provider expectations 	95% of satisfaction survey responses will indicate “mostly to very” satisfied	96%
<ul style="list-style-type: none"> Provide services that meet or exceed special event customer expectations 	95% of satisfaction survey responses will indicate “mostly to very” satisfied	96%

SUPPORTED EMPLOYMENT

GOAL	OBJECTIVE	OUTCOME
<ul style="list-style-type: none"> Assist consumers develop appropriate work related values, behaviors, and vocational skills 	Consumers will achieve at least 86% of the vocational and behavioral goals they selected	86.5%
<ul style="list-style-type: none"> Maximize the job retention rate of consumers working in the community 	At least 70% of consumers will retain their job for at least 90 days	82.5%
<ul style="list-style-type: none"> Provide a safe working environment for consumers and staff 	No reportable accidents	0 accidents
<ul style="list-style-type: none"> Provide community employment to as many consumers as possible 	At least 170 consumers will be working in community employment by June 2011	165
<ul style="list-style-type: none"> Minimize the time a consumer must wait before a suitable job placement is developed 	Consumers will begin their job within 75 days of job placement services being authorized by NLACRC	65 days
<ul style="list-style-type: none"> Provide services that meet or exceed consumer expectations 	93% of satisfaction survey responses will indicate “very” satisfied	95.5%
<ul style="list-style-type: none"> Provide services that meet or exceed employer expectations 	96% of satisfaction survey responses will indicate “mostly to very” satisfied	97%

ACHIEVEMENT CENTER PROGRAM

GOAL	OBJECTIVE	OUTCOME
<ul style="list-style-type: none"> Assist consumers develop independent living skills 	Consumers will achieve 80% of the independent living skill goals they selected	89%
<ul style="list-style-type: none"> 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	4 per month avg.
<ul style="list-style-type: none"> 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	7
<ul style="list-style-type: none"> Increase number of consumers transferring to programs offering greater independence 	At least 6 consumers will transfer to Community Integration, Workshop, or the Cafe	13
<ul style="list-style-type: none"> Provide a safe learning environment for consumers and staff 	No reportable accidents	2 accidents
<ul style="list-style-type: none"> Provide independent living skills training to as many consumers as possible 	DTAC will achieve full enrollment of 92 consumers by June 2011	93
<ul style="list-style-type: none"> Provide services that meet or exceed consumer expectations 	95% of satisfaction survey responses will indicate “very” satisfied	99%
<ul style="list-style-type: none"> Provide services that meet or exceed parent or care provider expectations 	95% of satisfaction survey responses will indicate “mostly to very” satisfied	99%