

## NEW HORIZONS: SERVING INDIVIDUALS WITH SPECIAL NEEDS

### PROGRAM PERFORMANCE (2011-2012)



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 Supported Employment Program, and our Achievement Center Programs during the 12 month period July 2011 through June 2012.

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 Royce Siggard, Chief Operating Officer, at (818) 894 9301 Ext. 349 or [RSiggard@newhorizons-sfv.org](mailto:RSiggard@newhorizons-sfv.org).

# WORKSHOP

GOAL	OBJECTIVE	OUTCOME
<ul style="list-style-type: none"> <li>Assist consumers develop appropriate work related values, behaviors, and vocational skills</li> </ul>	Consumers will achieve at least <b>92%</b> of the vocational and behavioral goals they selected	96%
<ul style="list-style-type: none"> <li>Increase the ability of consumers to perform their assigned work tasks</li> </ul>	Average consumer productivity will be at least <b>11%</b>	10.8%
<ul style="list-style-type: none"> <li>Maximize the time consumers spend doing paid work</li> </ul>	Consumers will spend at least <b>90%</b> of their time doing paid work	73.3%
<ul style="list-style-type: none"> <li>Provide a safe working environment for consumers and staff</li> </ul>	No reportable accidents	8 accidents
<ul style="list-style-type: none"> <li>Provide employment in the Workshop to as many consumers as possible</li> </ul>	Workshop will achieve an enrollment of at least <b>220</b> consumers by June 2011	228
<ul style="list-style-type: none"> <li>Provide services that meet or exceed consumer expectations</li> </ul>	<b>95%</b> of satisfaction survey responses will indicate “very” satisfied	97%
<ul style="list-style-type: none"> <li>Provide services that meet or exceed parent or care provider expectations</li> </ul>	<b>95%</b> of satisfaction survey responses will indicate “mostly to very” satisfied	99%
<ul style="list-style-type: none"> <li>Provide services that meet or exceed business partner expectations</li> </ul>	<b>95%</b> of satisfaction survey responses will indicate “mostly to very” satisfied	95%

# SUPPORTED EMPLOYMENT

GOAL	OBJECTIVE	OUTCOME
<ul style="list-style-type: none"> <li>Assist consumers develop appropriate work related values, behaviors, and vocational skills</li> </ul>	Consumers will achieve at least <b>86%</b> of the vocational and behavioral goals they selected	86.8%
<ul style="list-style-type: none"> <li>Maximize the job retention rate of consumers working in the community</li> </ul>	At least <b>83%</b> of consumers will retain their job after the initial 90 day period	95%
<ul style="list-style-type: none"> <li>Provide a safe working environment for consumers and staff</li> </ul>	No reportable accidents	3 accidents
<ul style="list-style-type: none"> <li>Provide community employment to as many consumers as possible</li> </ul>	At least <b>175</b> consumers will be working in community employment by June 2012	171
<ul style="list-style-type: none"> <li>Minimize the time a consumer must wait before a suitable job placement is developed</li> </ul>	Consumers will begin their job within <b>68</b> days of job placement services being authorized by Dept of Rehab	88 days
<ul style="list-style-type: none"> <li>Provide services that meet or exceed consumer expectations</li> </ul>	<b>95%</b> of satisfaction survey responses will indicate “very” satisfied	97.5%
<ul style="list-style-type: none"> <li>Provide services that meet or exceed employer expectations</li> </ul>	<b>97%</b> of satisfaction survey responses will indicate “mostly to very” satisfied	99%

## ACHIEVEMENT CENTER PROGRAM

GOAL	OBJECTIVE	OUTCOME
<ul style="list-style-type: none"> <li>Assist consumers develop independent living skills</li> </ul>	Consumers will achieve <b>85%</b> of the independent living skill goals they selected	83%
<ul style="list-style-type: none"> <li>Increase consumers' participation in community integration opportunities</li> </ul>	Consumers will participate in 75% of scheduled community integration opportunities	68%
<ul style="list-style-type: none"> <li>Increase consumer awareness of agency work programs in which people can earn a paycheck</li> </ul>	At least <b>12</b> consumers will complete a one week "vocational rotation" in Workshop or Cafe	11
<ul style="list-style-type: none"> <li>Increase number of consumers transferring to programs offering greater independence</li> </ul>	At least <b>6</b> consumers will transfer to Community Integration, Workshop, or the Cafe	20
<ul style="list-style-type: none"> <li>Provide a safe learning environment for consumers and staff</li> </ul>	No reportable accidents	4 accidents
<ul style="list-style-type: none"> <li>Provide independent living skills training to as many consumers as possible</li> </ul>	DTAC will achieve full enrollment of <b>92</b> consumers by June 2012	97
<ul style="list-style-type: none"> <li>Provide services that meet or exceed consumer expectations</li> </ul>	<b>96%</b> of satisfaction survey responses will indicate "very" satisfied	95%
<ul style="list-style-type: none"> <li>Provide services that meet or exceed parent or care provider expectations</li> </ul>	<b>96%</b> of satisfaction survey responses will indicate "mostly to very" satisfied	94%