

NEW HORIZONS: SERVING INDIVIDUALS WITH SPECIAL NEEDS

PROGRAM PERFORMANCE (2012-2013)



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, Supported Employment Program, and Achievement Center Programs during the 12 month period July 2012 through June 2013.

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.

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 92% of the vocational and behavioral goals they selected	91%
<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%	13%
<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	90%
<ul style="list-style-type: none"> Provide a safe working environment for consumers and staff 	No reportable accidents	4 accidents
<ul style="list-style-type: none"> Provide employment in the Workshop to as many consumers as possible 	Workshop will achieve an average enrollment of at least 220 consumers	197
<ul style="list-style-type: none"> Provide services that meet or exceed consumer expectations 	95% of satisfaction survey responses will indicate “very” satisfied	95%
<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	97%
<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	93%

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	84.5%
<ul style="list-style-type: none"> Maximize the job retention rate of consumers working in the community 	At least 83% of consumers will retain their job after the initial 90 day period	91.5%
<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 community employment to as many consumers as possible 	At least 202 consumers will be working in community employment by June 2013	212
<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 Dept of Rehab	60 days
<ul style="list-style-type: none"> Provide services that meet or exceed consumer expectations 	96% of satisfaction survey responses will indicate “very” satisfied	97.5%
<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	98%

ACHIEVEMENT CENTER PROGRAM

GOAL	OBJECTIVE	OUTCOME
<ul style="list-style-type: none"> Assist consumers develop independent living skills 	Consumers will achieve 85% of the independent living skill goals they selected	82%
<ul style="list-style-type: none"> Increase consumers' participation in community integration opportunities 	Consumers will participate in 75% of scheduled community integration opportunities	79%
<ul style="list-style-type: none"> Increase consumer awareness of agency work programs in which people can earn a paycheck 	At least 20 consumers will complete a one week "vocational rotation" in Workshop or Cafe	50
<ul style="list-style-type: none"> Increase number of consumers transferring to programs offering greater independence 	At least 10 consumers will transfer to Community Integration, Workshop, or the Cafe	33
<ul style="list-style-type: none"> Provide a safe learning environment for consumers and staff 	No reportable accidents	1 accident
<ul style="list-style-type: none"> Provide independent living skills training to as many consumers as possible 	DTAC will achieve enrollment of 92 consumers by June 2013	119
<ul style="list-style-type: none"> Provide services that meet or exceed consumer expectations 	96% of satisfaction survey responses will indicate "very" satisfied	93%
<ul style="list-style-type: none"> Provide services that meet or exceed parent or care provider expectations 	96% of satisfaction survey responses will indicate "mostly to very" satisfied	87%