



New Horizons: Serving Individuals with Special Needs

Program Performance (2013-2014)

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 our Achievement Center Programs during the 12 month period July 2013 through June 2014.

Performance for each program was measured against goals that you identified as important for us to achieve. For any goal not met, corrective action has been initiated 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 and additional goals that you might want a particular program to pursue, please contact Roschell Ashley, Chief Operation Officer, at 818-894-9301, ext. 328 or rashley@newhorizons-sfv.org.

WORK Services

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 99% of the vocational and behavioral goals they selected	98%
<ul style="list-style-type: none"> Increase the ability of consumers to perform their assigned work tasks 	Average consumer productivity will be at least 15%	13%
<ul style="list-style-type: none"> Maximize the time consumers spend doing paid work 	Consumers will spend at least 98% of their time doing paid work	93%
<ul style="list-style-type: none"> Provide a safe working environment for consumers and staff 	No reportable accidents	1
<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 2014	197
<ul style="list-style-type: none"> Provide services that meet or exceed consumer expectations 	98% 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 	98% of satisfaction survey responses will indicate "mostly to very" satisfied	98%
<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%

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 85% of the vocational and behavioral goals they selected	87.5%
<ul style="list-style-type: none"> Maximize the job retention rate of consumers working in the community 	At least 90% of consumers will retain their job for at least 90 days	91%
<ul style="list-style-type: none"> Provide a safe working environment for consumers and staff 	No reportable accidents	3 accidents
<ul style="list-style-type: none"> Provide community employment to as many consumers as possible 	At least 220 consumers will be working in community employment by June 2014.	Met
<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 60 days of job placement services being authorized by NLACRC	83 days
<ul style="list-style-type: none"> Provide services that meet or exceed consumer expectations 	90% of satisfaction survey responses will indicate "very" satisfied	91.5%
<ul style="list-style-type: none"> Provide services that meet or exceed employer expectations 	95% of satisfaction survey responses will indicate "mostly to very" satisfied	98%
<ul style="list-style-type: none"> Provide work transition through Pathways Program 	75% of Participants will complete the program	87%

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	89%
<ul style="list-style-type: none"> Increase consumer awareness of agency work programs in which people can earn a paycheck 	Enroll 20 consumers in the half-day work/day program, or other work program.	33
<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, WS, or the Café, or other work program	15
<ul style="list-style-type: none"> Provide a safe learning environment for consumers and staff 	No reportable accidents	3 accidents
<ul style="list-style-type: none"> Increase percentage of community integration opportunities for to consumers on a weekly basis. 	Consumers will participate in community activities at least 75% of the month.	89%
<ul style="list-style-type: none"> Provide services that meet or exceed consumer expectations 	96% 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 	96% of satisfaction survey responses will indicate "mostly to very" satisfied	95%