

New Horizons: Serving Individuals with Special Needs  
Outcomes Management Summary  
FY 2017

**WORK SERVICES**

<b>GOAL</b>	<b>OBJECTIVE</b>	<b>OUTCOME July-December 2016</b>	<b>OUTCOME Jan-June 2017</b>	<b>Outcome FY 2017</b>
<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>10%</b> .	7%	11%	Average: 9%
<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.	76%	49%	Average: 62.5%
<ul style="list-style-type: none"> <li>• Provide a safe working environment for consumers and staff.</li> </ul>	No reportable accidents.	2	0	Total: 2 incidents
<ul style="list-style-type: none"> <li>• Provide a combination of Work Services/ Community Employment training opportunity to 50% of consumers enrolled.</li> </ul>	90 Work Services consumers to advance to Community Training Program by June 30, 2017.	36 Consumers	44 Consumers	Total: 80 Consumers
<ul style="list-style-type: none"> <li>• Operate a financially sound Work Services division.</li> </ul>	Work Services will meet or exceed FY 2017 Budget.	Budget Unmet	Budget Unmet	Budget Unmet

**EMPLOYMENT SERVICES**

<b>GOAL</b>	<b>OBJECTIVE</b>	<b>OUTCOME July-December 2016</b>	<b>OUTCOME Jan-June 2017</b>	<b>Outcome FY 2017</b>
<ul style="list-style-type: none"> <li>• Maximize the job retention rate of consumers working in the community</li> </ul>	At least <b>95%</b> of consumers will retain their job for at least 90 days.	100%	90%	Average: 95%
<ul style="list-style-type: none"> <li>• Provide a safe working environment for consumers and staff</li> </ul>	No reportable incidents.	1 reportable incident	1 reportable incident	Total: 2 incidents
<ul style="list-style-type: none"> <li>• Provide community employment to as many consumers as possible in Supported Employment &amp; Pathways</li> </ul>	At least <b>60</b> new enrolled SE consumers will be offered employment opportunities.	46	56	Total: 102 Consumers
<ul style="list-style-type: none"> <li>• Provide job placement to as many Direct Placement &amp; External Situational Assessment (ESA) Consumers as possible.</li> </ul>	Consumers enrolled in the Direct Placement Service will be <b>50</b> or more for FY 2017.	22	36	Total: 58 Consumers

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<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>75</b> days of job placement services authorized by Department of Rehabilitation.	68 days	38 days	Average: 53 days
<ul style="list-style-type: none"> <li>Maximize number of consumer paid at competitive wages.</li> </ul>	95% of all community employment positions accepted by consumers will be paid at or above minimum wage.	100%	100%	Average: 100%

**ACHIEVEMENT CENTER PROGRAM**

GOAL	OBJECTIVE	OUTCOME July-December 2016	OUTCOME Jan-June 2017	Outcome FY 2017
<ul style="list-style-type: none"> <li>Increase the number of consumers who are able to independently use public transportation.</li> </ul>	At least <b>18 consumers</b> will complete the Green Light to Mobility public transportation bus training by June 30, 2017.	15	21	Total: 36 consumers
<ul style="list-style-type: none"> <li>Increase number of consumers transferring to community employment or employment training opportunities.</li> </ul>	At least <b>3</b> consumers will meet the admission criteria and enroll in Pathways or Supported Employment Programs.	2	1	Total: 3 consumers
<ul style="list-style-type: none"> <li>Increase number of community integration opportunities offered to consumers enrolled in the Achievement Community Integration program.</li> </ul>	48 Consumers enrolled in the Community Integration Program will be provided volunteer opportunities in the community at least <b>twice</b> per week by June 30, 2017.	Met /In Progress	Met ,66 consumers	Met ; Average 3.5 days of volunteer work per week
<ul style="list-style-type: none"> <li>Provide a safe learning environment for consumers and staff</li> </ul>	No reportable vehicle accidents	3 accidents	0 accidents	Total: 3 vehicle accidents
<ul style="list-style-type: none"> <li>Provide independent living skills training to as many consumers as possible</li> </ul>	Achievement Center will achieve full enrollment of 180 consumers by June 2017.	168	175	FY Enrollment: 175
<ul style="list-style-type: none"> <li>Offer consumers an opportunity to participate in learning classes with individuals without disabilities.</li> </ul>	Achievement Center will offer at least five classes to participants with and without disabilities.	3	4	Total Classes: 4