

**PAR Services / ECF Supported Employment
Annual Outcomes Management Report
7/1/07– 6/30/08**

PAR SERVICES – ORGANIZATIONAL EMPLOYMENT SERVICES

PLEASE SEE ATTACHED TABLE

The objectives and outcomes for PAR Services are as follows:

- ❑ **Maximize work skills – MET**
- ❑ **Maximize earnings – MET (see summary and recommendation)**
- ❑ **Maximize movement to community employment – NOT MET (see summary and recommendation)**
- ❑ **Maximize consumer satisfaction – MET**
- ❑ **Maximize referral/sponsoring agency satisfaction – MET (see summary and recommendation)**
- ❑ **Maximize customer satisfaction - MET**
- ❑ **Maximize parent/care provider satisfaction – MET**

- ❑ The goal to maximize work skills by measuring the percentage of consumers who achieved or made progress on at least one IPP objective was met with 83% of achieving or making progress on at least one IPP objective.
- ❑ The goal to maximize earnings by increasing consumer wages by at least 5% was met
- ❑ The goal to maximize movement to community employment was not met. Only five consumers transferred to Supported Employment this year compared to four consumers transferring to supported employment last year(see summary and recommendation).
- ❑ The number of referral/sponsoring agency staff and parent/care providers rating the programs from “good to excellent” was met with (100% Par West, 90% Par East) of approval by respondents, compared to 96% the previous year. Referral/sponsoring agency comments on program strengths included “considerate, individualized service”, “timeliness on returning calls” and “dedication”. Some referral agency staff indicated that they needed prompter response time on meetings.

Analysis of Characteristics of Person Served

The majority of PAR Services consumers have a diagnosis of moderate to mild mental retardation, are between the ages of 31 – 55 and live at home with their families. The number of female and male consumers is about the same and English is the primary language of the majority of consumers. Most consumers are transported by private transportation

Less than half (42%) have been in the programs for 5 years or less and an average of 30% have been enrolled for over 16 years.

Summary

The 2008 satisfaction results indicate that PAR continues to meet the overall expectations of its consumers, families, business partners and funding agencies.

Consumers, who generally request choice in job opportunities, good wages, improved work skills, job satisfaction and movement to community employment were satisfied with the level of services and have rated their programs highly. Of course, the programs continue to face ongoing challenges of employment opportunities in the community and steady contract work.

ECF's job placement personnel have been aggressively looking for employment opportunities for consumers, but fluctuations in the strength of the economy which usually has a first impact on entry level jobs has limited the opportunities for consumers and their job security. Similarly, the outsourcing of work in the packaging and assembly industry to cheaper labor markets overseas is a growing challenge and has resulted in PAR losing some of its stable customers. Methodical marketing and visibility in the business community by PAR's contract procurement personnel has resulted in almost twice the number of customers secured. This has resulted in consumers engaging on a variety of short term/small volume work that limits consumers from performing at their highest productivity level – Explanation: Because of the duration of many of the contracts, (1 day to 2 weeks), many consumers are still at the learning

stage upon completion of a single contract and earn less, than if they had mastered the skills to perform the job/task. Small to medium size fulfillment contracts are the norm for many in the Packaging and Assembly Industry in Southern California. PAR sales staff are continuing to seek customers that offer high volume and steady work. (In the last quarter of 2008, contract work has been holding steady at 65% engagement in paid work).

PAR's business partners have expressed 100% satisfaction of the quality of work performed and timely turnaround.

Regional Center staff have expressed a high level of satisfaction with the general quality of the program, quality of service plans and progress reports and manner in which staff respond to their concerns. High staff turnover and strengthening efforts to transition consumers to supported employment were areas of concern

Parents and care providers, have expressed a high level of satisfaction indicating the safe and supporting work environment at PAR. Over 90% of respondents stated that they would recommend the program to others.

Recommendations for coming year:

- 1) Continue to aggressively market PAR capabilities by staying visible in the business community and upgrading/distributing marketing materials. Attendance at chamber mixers, trade conventions and word of mouth supported by excellent customer service is mandatory.
- 2) Continue to identify job ready individuals for supported employment, provide adequate mobility and professional work standards training. Attendance at chamber mixers, trade conventions and word of mouth supported by excellent customer service is mandatory.
- 3) Survey the desires and needs of our service recipients and their families and submit proposals to Regional Center towards the development of innovative programs that will enhance the quality of life of consumers. A Work Readiness training program that will prepare identified consumers to successfully transition to supported employment was recently vendored.
- 4) Develop a Special Projects division, which includes manufacturing of Stretched Canvas frames and Dry Mounting of art pieces for sale to ECF's art center and the public. A feasibility study has been conducted and deemed viable in generating revenue and employing up to 7 consumers within one year.
- 5) Identify in-house projects with low start up costs that are creative and meaningful for consumers. An ECF gift boutique was opened to show case items made by participants of PAR, DAC's and the Art Center programs. PAR snack shack has generated excitement and work opportunities for PAR consumers.

