



Capabilities is an S-Corp, owned by Karen & Bill Blumhorst
 2007 Performance Analysis Report
 January 2008

<u>Main Office</u> 124 S. Front St. St. Marys, OH 45885 (419) 394-0003 (877) 394-0858	<u>Findlay Office</u> 102 Crystal Ave. Suite G Findlay, Ohio 45840 (419) 424-9367 (866) 424-9367	<u>Troy Office</u> 405 SW Public Sq. Suite 235 Troy, Ohio 45373 (937) 332-7330 (866) 332-7330	<u>Dayton Office</u> One Elizabeth Place, Suite 2000 Dayton, OH 45408 (937) 223-8004	<u>Xenia Office</u> 74 N. Orange St. Xenia, OH 45385 (937) 372-5267	<u>Lima Office</u> Phone/Fax: (419) 228-8000 Web Page: capabilitiesinc.biz
---	---	--	--	--	---

Customer-Driven Outcomes:

Capabilities, Inc. is committed to continually improving our organization and service delivery to the persons we serve. Capabilities conducts an annual program outcome review to reevaluate services and quality that distinguishes between measures of structure, process, and outcomes. Our true asset is a satisfied customer and to achieve this we focus on providing incomparable service to achieve optimal outcomes. Quality outcomes are guided by input and focus on effectiveness, efficiency, service access, and satisfaction of individuals receiving services and the other stakeholders. Each year an outcome management report with and improvement plan is drafted to provide direction for Capabilities.

Mission: (updated 8/04):

Capabilities, Inc. will strive to get people with differing abilities paid community employment and the supports needed to sustain employment that best suits their abilities, while suiting the needs of the employer to the fullest.

Admission Criteria:

The person served must be referred and funded by a state-funding agency. The person served must be determined to be able to benefit from services offered and is willing to receive services.

Annual Potential Accessibility and Barrier Plan Updates:

In 2007 the Findlay office was moved to a downstairs accessible location. An accessible office was also opened in Xenia to further serve consumers closer to their home. Capabilities hosted an employer and consumer recognition event during National Employment of People with Disabilities Month and honored several by inviting many state of Ohio legislators. During this time we advocated for further financial support of people with disabilities. Capabilities received a certificate of commendation from Senator Mike DeWine for our commitment to people with disabilities. Lastly, Capabilities made great strides in covering for staff that is off ill or on leave by hiring two new driving instructors and training two new evaluators.

Employees:

- Karen Blumhorst – Co-owner/CEO (50% of stock), Vocational Evaluator – all areas
- Bill Blumhorst – Co-owner/CFO (50% of stock), Drivers Education Instructor (special needs)
- Belinda Bockrath – Southwest Area Manager
- Jane Huber – Northwest Area Manager
- Barb Wilker – Office Manager – St. Marys
- Dana Abdullah – Job Developer – Dayton
- Kristin Belcher – Job Coach, Benefits Analysis, Dayton

Lisa Benoit – Mercer Branch Manager, Paralegal, Benefits Analysis
 Justin Blumhorst – Job Developer, Job Coach, Evals – Hancock County
 Kim Bockrath – Job Coach – all areas
 Kevin Bomhard – Miami & Darke Counties Branch Manager, Career Consultant
 Di Boyd - Administrative Assistant, Authorizations – St. Marys
 Cynthia Brooks – Vocational Evaluator, Job Developer– Dayton
 Tara Brown – Xenia Branch Manager, Job Developer, Job Coach, Vocational Evaluator (knows some sign language)
 Michelle Burnett – Branch Manager (Job Developer/Job Coach) – Hancock County
 Tonia Byron – Vocational Evaluator – all areas
 Ruth Campbell – Job Developer – all areas, specialization in consumers who are deaf
 Nicole Coleman – Payroll, JSST. Administrative Assistant
 Robin Coots – Job Coach/Job Developer - Dayton
 Mike Dzalamanow – Driving Instructor First-time Drivers
 Scott Fannon – Drivers Education Instructor (special needs), Job Developer – all areas
 Carolyn Garrison – Administrative Assistant – St. Marys
 Marcia Griffin –, Job Developer, Vocational Assessments Dayton & Xenia
 Kim Grigsby – Administrative Assistant
 Julia Haehn – Driving Instructor, Job Developer, Job Coach – Auglaize and Mercer Counties
 Rachel Henderson – Job Developer/Job coach – Auglaize, Mercer, Darke, Allen Counties
 Suzanne Hoelscher – Job Coach/Job Developer – Auglaize, Mercer, Allen, Hardin Counties
 Tammy Jay – Allen County Branch Manager
 Sara Katterheinrich – Job Developer, Job Coach – Auglaize, Mercer, Shelby & Miami Counties
 Vivian Kilmer – Shelby County Branch Manager, Job Developer - Auglaize, Mercer, Shelby & Miami
 Kathe Long – Dayton Branch Manager, Job Developer/Coach, JSST, Sign Language Interpreter
 – Specialization in consumers who are deaf and consumer with professional backgrounds
 Brenda Longstreth – Job Developer, Sing Language Interpreter, SW area
 Catherine McCarter – Job Coach – Dayton
 Pam McCuistion – Job Coach/Job Developer - Dayton
 Cherish Miller – Administrative Assistant, Requests, Billing, IT
 Gregg Nanson – Drivers Education Instructor, Job Coach, Driving Program Manager
 Connie Nelson – Rehabilitation Teacher
 Lisa Reynolds – Administrative Assistance, Dayton Office
 Dennis Rutter – Job Developer, Dayton area and Darke County
 Nancy Sakemiller – Vocational Assessor, CBA's, Allen, Hancock, Putnam, & Seneca Counties
 Jeremy Sneed – Administrative Assistant
 Kathy Stearns – Job Developer, Job Coach, Seneca, Hancock & Putnam Counties
 Jim Stricker – Job Coach, Job Developer, Job Coach Trainer
 Penny Walters – Administrative Assistance, Dayton Office
 Gene Wilker – Job Developer – Darke & Miami Counties
 Sharen Yeager – Job Coach– Southwest area

Counties Served:

Allen	Auglaize	Champaign	Clark
Clinton (partial)	Darke	Greene	Hancock
Hardin	Logan	Mercer	Miami
Montgomery	Preble	Putnam	Seneca
Shelby	Van Wert	Wood	Wyandot

Customers:

Ohio Rehabilitation Services Commission
 Bureau of Workman's Compensation

Services:

Job Placement

Includes all those services provided by a job developer to assist persons to obtain suitable employment. The job developer and consumer design and follow an individualized plan that specifies: job objectives, consumer profile, methods, person responsible, target dates for accomplishments, resume preparation if needed, contacting employers to develop and/or identify job opportunities and/or monitoring independent job search activities by the consumer, job site analysis, support, and after placement contact with the employer and consumer. Also available for the potential employee with professional credentials.

Follow Along (on & off site)/Job Retention/Job Save

To provide continual coaching, advice, and positive encouragement to consumer once they have acquired a job and have completed job coaching if necessary through on and off site contact. Provide the needed support to employer to keep consumer employed. A final report will be furnished after 90-days are completed.

Job Coaching/Tutoring

Skilled coaches train workers through task analysis, utilizing job site analysis, learning style and modality strength information, document progress, establish ongoing assessments, establish natural supports to foster independence and fade from direct employee training. Tutoring for GED or other testing needed to obtain/sustain employment.

Personal Adjustment

Specialized training from individualized plan in grooming, hygiene, shopping, socialization, traveling, budgeting, household tasks, assists in self-monitorization of behavior, etc., as it relates to vocational goals. This service is billed portal to portal.

Job Seeking Skills Training or Job Keeping Skills Training

Skilled training on how to obtain and network for a job in clients interest area, comprehensive professional resume composition, training in job applications and interview, positive self image building, mock or videotaped interviews, and job-related problem solving. A detailed report will be completed to assist the job developer on how to best focus on job development strategies with the potential employee.

Job Development for CBA, JTO, or WA

Per referral and consumer choice, a community based work site, job try out site, or work adjustment will be development, coordinated, implemented, and an exit staffing completed.

Community Based Work Assessment and/or Experience

To motivate interest in potential employees about specific career interests, look at work adjustment issues or measure work productivity through a community based work site. A final comprehensive evaluative report including recommendations, consumer strengths and weaknesses, potential barriers to employment with possible ways to overcome barriers, potential accommodations/modifications, and possible career goals, keeping personal and family preferences of utmost importance will be provided. Weekly charge includes 20 hours job coaching and consumer wages paid at the federal minimum wage rate.

Job Try-Out

A written agreement is done between the job site and the consumer to insure that the consumer will be placed in a job at the job try out site if work performance meets pre-identified qualifications. To help consumer find out if the job they are trying is a good job match, Capabilities staff will provide adjustment and coaching services focusing on, interpersonal difficulties, work behaviors, physical capabilities and possible adaptation, communication, hygiene issues, learning job duties and other work related issues. Capabilities will assist consumer in making an informed choice on whether job is appropriate for consumer. A final written report will include whether the consumer has the ability to do the job, likes the job, possible adaptations needed and an outline of possible additional services needed to maintain employment. Weekly charge includes 20 hours job coaching and consumer wages paid at the federal minimum wage rate.

Work Adjustment

This time-limited program (based on VRC referral) uses individual work, or work related activities, with the emphasis on establishing positive work skills. For each person an individualized work adjustment plan is developed and followed based on needs that are clearly identified through

evaluation findings, referral information, observations, and interviews. The plan specifies techniques, work assignments, expected outcomes and the roles of persons involved in the individual's plan. Work Adjustment will take place in the Capabilities office in St. Marys or Dayton, but specialized community based sites can be developed to meet the needs of each individual. Work adjustment is provided in actual work settings and supervised by Capabilities staff. The person served will understand the meaning, value, and demands of work, will develop good attitudes and personal habits, work behavior, team skills, and increase stamina, as required, in order to achieve their highest level of vocational development. Work adjustment areas available at this time are: clerical, computer, janitorial or custodial. Actual or simulated job settings are used to provide hands-on work experience. The person served will be paid bimonthly at the hourly federal minimum wage. Transportation to work site can be provided using transportation fee schedule. A final summative report outlining findings culminated the work adjustment.

Career Exploration

To help consumer determine what career they would like to pursue, Capabilities staff will help the person served investigate a variety of career paths available based on area need and individual interests and aptitude following an individualized plan that specifies potential careers and target dates for accomplishments, assess potential employees learning style and modality strength through the use of vocational interest inventories, assesses transferable skills if requested, personal interviews with consumer, and then plan and execute 2-4 job shadows in identified areas with final summative report outlining findings. Staff will assess consumer's transferable skills through use of Choices® software if requested. Career Exploration can also be used to assess consumers work skills on the job if consumer finds job and is not in job search. This service is individualized by VRC referral.

Job Shadowing/Job Market Scanning

To assist consumer in job goal choice through a series of job shadowing experiences and/or job market scanning. Capabilities staff will set up and guide consumer through a series of job shadowing experiences and/or job market scanning. Job shadowing will provide the consumer with the real picture of what a specific job is like. Job market scanning will provide the consumer with local labor market availability as well as answer any questions related to job suitability. A final meeting or report summarizes all results.

Pre-Vocational Consultation

Consultation and meeting with VRC and/or consumers to assist in planning.

Background Checks, Credit Report Checks, Expungement Research

Research and obtain needed legal background check to insure this information will not be an impediment to desired vocational goal. Possible expungement research regarding specific charge and referral to correct legal source for assistance. Research and obtain needed credit check reports.

Benefits Analysis (basic SSI/SSDI)

A thorough and individualized analysis of the interaction and impact of SSI and SSDI income on competitive employment. These two income sources are evaluated on their own merits, and the particular combination of income, resources, and benefits unique to each individual is also be evaluated. Because current state and federal policies can actually penalize workers with disabilities, they may be risking the loss of essential Medicaid, their cash benefits, food stamps, and more so these must be professionally analyzed so the consumer can make an informed decision about their return to work. A comprehensive written report of findings and recommendations will be provided.

Benefits Analysis Plus (basic plus additional resources)

A thorough and individualized analysis of the interaction and impact of any income (SSI, SSDI, JFS, PERS, SERS, private disability plans, child support, subsidized housing, food stamps, etc.) resource, or benefit a person has on any other income, resource, or benefit they have or might apply for or receive. Each income source is evaluated on its own merits, and the particular combination of income, resources, and benefits unique to each individual is also be evaluated. Because current state and federal policies can actually penalize workers with disabilities, they may be risking the loss of essential Medicaid, their cash benefits, food stamps, and more so these must

be professionally analyzed so the consumer can make an informed decision about their return to work. A comprehensive written report of findings and recommendations will be provided.

Benefits Analysis Follow Up

Additional meetings and or follow up needed once initial report and meeting is complete.

Driving Assessment

Capabilities trained and certified instructor will meet with consumer, evaluate baseline permit skills, baseline-driving skills, and send a report outlining approximate amount of instruction hours needed and areas of focus for driving instruction. Travel time to/from consumer over 1/hr billed at \$60.00/hr in 15 minute increments.

Pre-Drivers Education Training

To guide consumer through the studying and steps to obtain a valid Ohio driving permit through individual instruction on laws and street signs, using the Digest of Ohio Motor Vehicle Laws, published driver's education curriculum, and customized driver's education curriculum based on individual need. A final summative report will be provided should the client be judged not ready to obtain a driving permit. Due to the intense nature of this service, instructor's time will be billed if consumer is a last minute no-show. Travel time to/from consumer over 1/hr will be billed at \$48.00/hr in 15 minute increments.

On the Road Driving Instruction

Driving students will receive one on one behind the wheel driving instruction to obtain a valid Ohio drivers license. Capabilities driving instructors are licensed through the State of Ohio to provide driving instruction to all students, including people with disabilities. Due to the intense nature of this service, instructor's time will be billed if consumer is a last minute no-show. Travel time to/from consumer over 1/hr will be billed at \$60.00/hr in 15 minute increments.

First Time Drivers Course (24 hrs. classroom/8 hrs. road instruction)

(Only for first time drivers who want to obtain their license before age 18)

This service includes 24 hours of group classroom instruction and 8 hours of on the road driving instruction and meets the State of Ohio requirements to obtain a drivers license before the age of 18.

First Time Drivers Group Safety Course (3-5 students)

Capabilities trained and certified instructor will pick up students and transport to and from facility (if authorized) for this one-day assessment and training. Students will have the following two assessments performed: ability to obtain Ohio Driving Permit and ability to obtain Ohio Driving License. Also, students will participate in a day long class focusing on driver safety, driver responsibility, laws, and signs.

Vocational Assessment / Testing

Professional evaluator will identify potential computer viability goals by measuring competency on an IMB compatible personal computer and a variety of Windows based software programs. One-on-one pre-assessment and post-assessment interviews with the consumer, as well as a comprehensive written report of findings and recommendations will be provided. Evaluator can also assess present and potential clerical skills.

Computer, and/or Clerical Assessment / Testing

Professional evaluator will identify potential job placement goals and recommendations through customized ability and achievement testing as well as interest, values, personality, transferable skills, and career maturity inventories. One-on-one pre-assessment and post-assessment interviews with consumer, as well as a comprehensive written report of findings and recommendations will be provided with a detailed list of 5-10 potential job goals for consideration.

'Expedited' Vocational or Computer Assessment/Testing

Professional evaluator will perform assessment similar to above, but with the addition of job market scanning/labor market analysis, job shadows, and even a short community based assessment to assist a consumer in picking one or two potential vocational goals for consideration. A maximum of 15 hours of services will be provided to assist each consumer in choosing a goal that best matches their individual situation. The referral counselor can choose their desired tests using our checklist or provide outcomes desired and the evaluator will customize testing.

Home site Suitability Assessment/Testing

Working from home causes its own challenges. We will take the following steps to assess consumer home site suitability: complete initial intake, assess motivation for home site employment, develop a list of impairments and what, if any, limits these place on their work limitations, screen the home site environment to determine whether person is able to function independently to support added workload, review the drawbacks of working from home, provide four weeks of home site suitability assignments, and provide monitoring and feedback on assignments. If the four week assignment period is successful, a final comprehensive assessment of the home environment will be complete.

On the Job Computer Assistance and Training

Assistance with installation of computers (both hardware and software), and computer modifications for various disabilities. Assistance with training in Microsoft Word, Powerpoint, Access, Excel, Windows, Outlook, Outlook Express, Dragon Dictate, and Zoom Text. Customized training and weekly homework assignments will be provided and monitored.

Rehabilitation Evaluation/Teaching on job site or at home (portal to portal)

The rehabilitation teacher will perform a comprehensive evaluation with the consumer to determine any problems with daily activities impacting employment that are of concern and a list of adaptive aids is developed. Training in written communication skills, meal preparation, personal care, and home management is completed with the client. Adaptations to a consumer’s home or employment site are also considered and recommendations made to the counselor with pricing suggested for purchase through a variety of catalogues and retail stores. This service is billed portal to portal.

Sign Language Interpreting (consumer MUST be referred for and receiving other services such as JD/JC etc.)

Two Hour Minimum (8 am - 6 pm, Monday - Friday)

Two Hour Minimum (6:01pm - 7:59am, Monday - Friday)

Two Hour Minimum (less than 24 hour notice, weekends, holidays)

* Interpreters time will be billed if consumer is a last minute no-show, less than 24 hour cancellation notice, or assignment finishes early. * Mileage is portal to portal @ IRS rate.

Basic Background Check

A national criminal records search, social security number verification report, and a National Sex Offender Registry check.

Customer-Drive Outcomes Management System:

Update from 2006: All goals met.

2007 Overall Program Outcomes:

The objective of Capabilities Outcomes Management Report and process is to provide objective data to stakeholders about the various characteristics of the agency’s service delivery system. Without a system for measuring results, even the best program may lose focus and no longer meet the needs of service recipients. This dynamic outcome management system is used to monitor on-going customer driven, quality improvement efforts. Accurate and relevant outcome information is collected, aggregated, and communicated on an annual basis in an understandable manner. This Outcomes Management Report for fiscal year 2007 is used to guide management decision making related to strategic planning, resource allocation, modification of service delivery, staff, training, marketing, and other areas as needed.

Effectiveness Indicator

Objective (based on funding source quotas)	For 2007, Capabilities has strived to increase the wages of people with disabilities.
How data was collected	In 2006 persons served that were placed in a job earned \$7.36 per hour. Each person’s hours per week and wages are gathered by the career consultant in collaboration with their employer. An average of all wages is then taken for all persons placed in competitive employment.
Performance analysis statistical and management	Hours are collected on a daily basis as each person

reporting.	is placed and reported each quarter throughout the year through quarterly updates to funding sources.
Performance.	In 2007, the average wage per hour was \$8.07, and increase of 71 cents per hour
Action plan for change.	Goal achieved. Continue to encourage consumers and career consultants to advocate for higher wages and continually teach persons served to advocate for themselves.

Efficiency Indicator

Objective	Follow Along Services will be provided that are thorough (70% of person retains job for 90+ days) and efficient (less than 10 hours on average per person).
How data was collected	When a person served was placed in a job, if the funding counselor provided follow along services, regular contact was made for 90 days as outlined on the follow along calendar. The amount of hours used was tabulated and averaged. The amount of people placed who completed a 'successful closure' was then tracked.
Performance analysis statistical and management reporting.	Data was collected on a per person basis and reported each quarter throughout the year through quarterly updates to funding sources.
Performance.	In 2007 the average follow along service hours used per consumer was 7 hours. 439 persons were placed in jobs, 287 persons closed successfully working 90+ days for a total of 65%. The first half of this goal was met by using 7 contact hours per person on average for employment follow along. The second half of the goal of keeping 70% of the persons employment for at least 90 days was not met by 5% or 30 persons.
Action plan for change.	Goal partially achieved. To improve on keeping people employed for 90+ days in their jobs, the following steps are suggested. <ol style="list-style-type: none"> 1. Provide good placements compatible with the persons served. 2. Assist new employees with soft work skills. 3. Assist with teaching new employees the written and unwritten rules of their job. 4. Persons served should have a better support system at work. 5. Introduce persons served to their co-workers and supervisors. 6. Check in with supervisors and co-workers on each on site visit and get input about new employee needs. 7. Network with other agencies for long term follow up.

Service access Indicator

Objective	Continue to insure that referrals and employees will have access to 100% of services authorized by their funding source.
-----------	--

How data was collected	Each career consultant indicates any areas of need in the comprehensive initial consumer plan and continually updates this information in monthly service plans. Each employee is polled and asked to submit an accommodations request if needed.
Performance analysis statistical and management reporting	Each person served completes a consumer plan and monthly updates to their plans as needed. Each plan is reviewed monthly by a branch manager, supervisor, and/or funding source referral. Owner(s) obtain and review any accommodation requests. All to date that were requested were met.
Performance	Achieved at 100%
Action plan for change	Continue to provide accessible services and monitor employees to insure they are able to participate in all areas of the company.

Satisfaction and other Feedback from persons served and other stakeholders Indicators

Objective	<ol style="list-style-type: none"> 1. To obtain 75% positive response to the following question from consumer survey: Were you involved in your plan and were you given choices? 2. Achieve 95% satisfaction to persons served and other stakeholders. Provide exit surveys for consumers and employers participating in development services and those participating in only CBA's.
How data was collected	Exit surveys, CBA survey's, input from consumers throughout services.
Performance analysis statistical and management reporting	Each person served is provided an exit service when their case closes. Stakeholders provide valuable input into the person served satisfaction. Owners review each satisfaction survey for quality improvement areas.
Performance	<ol style="list-style-type: none"> 1. Achieved at 98% satisfaction. 2. Achieved at 99% satisfaction
Action plan for change	Continue to encourage Capabilities staff to practice customer service. Continue to send out satisfaction survey's and review results.

Quotes from Consumers:

My experience with Capabilities was very positive. Thank you very much for assisting me with my resume and always checking to make sure the job was going well. Thank you very much for your services, they were greatly appreciated. I was lucky to have you work with me. My job developer was very positive, encouraging, and helpful. The job coach and driving instructor rescued us from fear, uncertainty and apprehension. You gave hope, insight, courage, and a sense of worth. They cared about me as a person. I am very happy with the programs I received. I loved the work with the people at Capabilities. They go above and beyond what I ever expected. I just didn't get a job coach; I got a person in my life. I will be forever grateful. Everyone was very helpful and friendly. I am happy to know there are so many people that care so much; they will do a lot of work to help you. I really appreciated all the help I received and in the friendly manner I received it. Very caring. Your staff members listened, were encouraging, supportive, reliable, polite, firm stern, inspiring, helpful, and always dispensed advice. I was treated with kindness and professionalism. Thank you for your support, you helped me to be the best that I can be and more.

Quotes from Employees:

I love my job and enjoy all that comes with that. The benefits are good and continue to improve. It is a family environment. I love what I do and am proud to be working at Capabilities. I feel like a family member. Continually striving to improve. Capabilities leadership and management are wonderful!

Quotes from Other Stakeholders:

Strengths: Your staff are very professional, friendly, and committed. They go the extra mile. Communication is excellent. Your reports are very thorough. Consumers seem to like developers. The benefits analysis are wonderful. Developers are particularly effective with my consumers. Job coaching and drivers assessments and training are good. Timeliness of consumer contact and reports. Keep VRC apprised of new developments in case. Love the personnel. Everyone cooperates and is patient with touch consumer caseload. Flexible and willing to do what is needed. Friendly, prompt, helpful service, great relationship building with consumer. Accurate, prompt reports. Good communication, excellent placement services, timely services, reliable updates. Developer is skilled at working with consumer and gets placements, plus keeps me informed. Employer noted CBA was one of the best experiences of this type they had in many years. Another employer said they enjoyed working with Capabilities and would again. Another employer said they had never had luck with a program like this before and that we did an outstanding job!

Were willing to work with our schedule. Involvement of the individual in his/her job search is a strength. Great job with the employer and individuals. Great to work with. They actually take the client out, teach the client confidence, self worth, and a positive attitude. Willing to go the extra mile. Great communication, excellent reports. Aware of individuals needs, treat people with respect, very productive in the job search. Professional staff who care about their consumers. Appreciate the cooperation between agencies in meeting our consumer needs.

Recommendations: More and better jobs for consumer😊, Improve proof reading, accuracy, and speed of assessments. Sometimes I provide detailed guidance on how to approach a given intervention. Resumes should not oversell the person. Send more monthly updates to case managers. Would like more input on matching career consultants with consumers.

2007 Overall Program Outcomes:

Job Development	30 hours	Successful Closures	287
Average Wage	\$8.07	Benefits –Medical	142
Hours per week	32 hours	Benefits –Drug Plan	94
Job Coaching	30 hours	Benefits –Dental	106
Follow Along	7 hours	Benefits –Vacation	114
CBA	24 hours	Benefits – Holiday	118
JD/CBA	6 hours	Benefits –Sick Days	71
JMS	6.5 hours	Benefits –Vision	49
Career Exploration	6 hours	Obtained License	106
Job Shadows	8 hours	Obtained Permit	84
JSST	6 hours	Benefits Analysis	101
Drivers Training	16 hours	Vocational/Computer Assessments	89
Pre-Drivers Ed	8 hours	Expedited Evaluations	96
Driving Assessment	64	Computer Training	12
PSA	10 hours	Background Check	28

Persons Receiving Services(1214):

Male 637 Female 577

Exiting Services Characteristics:

Mental Health	279	MR/DD	148
Deaf/HH	71	Vision Impaired	70
Physically Impaired	455	Learning Disability	184
Autism	7		

Conclusions:

Three objectives were met for 2007. The fourth objective was partially met so a plan of action for change was determined.

Objectives for 2008:

1. Effectiveness – Place 95% of persons served in the goal set with funding source and person served.
2. Efficiency – Reduce number of no show/no calls by consumers
3. Service access Indicator - Continue to keep services 100% accessible.
4. Satisfaction and other Feedback from persons served and other stakeholders Indicators –
To obtain a 80% or better positive response to the following question from the consumer survey:
Were you satisfied with your program at Capabilities and was your goal achieved?
Achieve 90% or better satisfaction to employers and CBA employment sites.