



Capabilities is an S-Corp, owned by Karen & Bill Blumhorst  
\*2009 Performance Analysis Report\*  
January 2010

<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>Lima Office</u> Phone/Fax: (419) 228-8000  Web Page: capabilitiesinc.biz
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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 7/2009):

Capabilities, Inc. will strive to provide people with differing abilities the maximum supports needed to successfully achieve and sustain their goals.

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 Strategic Plan including Potential Accessibility and Barriers:

A downturn in the economy struck a hard blow for people with disabilities and the funding of services for them and this greatly impacted Capabilities. A SWOT (Strengths/Weaknesses/Opportunities/Threats) was completed in the following areas: programs, financial, technology, HR, service area needs, demographics, regulations, legislation, new trends and literature, accessibility, and barriers to help determine and guide the direction of Capabilities. The following goals were drafted and prioritized.

Accessibility: Capabilities offices and services are accessible. Capabilities literature is accessible. Our accessibility goal is to provide people who are wheelchair mobile a way to go out for job development and interviews with their Capabilities Career Consultant. This was a priority and achieved in July of 2009 with the addition of a wheelchair lift van.

Barriers: No architectural, environmental, communication or transportation barriers were discovered. Barriers for persons served were noted in the areas of attitudinal, financial, and employment. To overcome these barriers Capabilities will:

1. Career Consultants will discuss attitudinal barriers with employers as appropriate.
2. Career Consultants will build relationships with employers and increase in person and phone contacts to employers.
3. Capabilities owners will continue to volunteer to Good For Business to try and locate grants to help un-served persons with disabilities.

**Employees:**

Karen Blumhorst	Co-owner/CEO (50% of stock), Vocational Evaluator – all areas
Bill Blumhorst	Co-owner/CFO (50% of stock), Drivers Education Instructor/Manager (special needs)
Belinda Bockrath	Southwest Area Manager
Jane Huber	Northwest Area Manager
Justin Blumhorst	IT, Billing, Requests, Computer training, St. Marys office
Kevin Bomhard	Miami Branch Manager, Career Consultant
Lisa Benoit	Mercer Branch Manager, Paralegal, Benefits Analysis, JC, JD
Barb Wilker	Office Manager, St. Marys
Diane Zimpher	Office Manager, Dayton
Dana Abdullah	Job Developer, clerical/computer assessments, Dayton
Kim Bockrath	Job Coach, all areas
Di Boyd	Authorizations, Requests, Administrative Assistant, St. Marys
Kelly Dues	Vocational Assessments, all areas
Melissa Dudley	Job Coach, Dayton
Scott Fannon	Drivers Education Instructor & Manager (special needs), all areas
Carolyn Garrison	Administrative Assistant, Requests, St. Marys
Kim Grigsby	Administrative Assistant, St. Marys
Sara Katterheinrich	Job Developer, Job Coach, Auglaize, Mercer, Shelby & Miami Counties
Vivian Kilmer	Shelby Branch Manager, Job Developer, Auglaize, Mercer, Shelby & Miami
Brenda Longstreth	Job Developer, Sing Language Interpreter, SW area
Pam McCuistion	Union & Madison Branch Manager, Job Coach, CBA's, PDE, Transition Coach, SW area
Cherish Miller	IT, Requests, Billing, Administrative Assistant, St. Marys office
Davida Murphy	Job Developer, Coach, Benefits Analysis, Evaluations, SW area
Gregg Nanson	Drivers Education Instructor (special needs), Regular Ed Driving Program Manager
Connie Nelson	Rehabilitation Teacher
Lisa Reynolds	Job Coach, Dayton Office
Dennis Rutter	Job Developer, second chance offenders – SW area
Jeremy Sneed	Administrative Assistant, St. Marys office
Gene Wilker	Job Developer, JSST, second chance offenders – Darke & Miami Counties
Judy Ward	Job Coach, CBA's, SW area
Autumn Adams	Hancock Branch Manager, JD/JC/FA/PDE
Michelle Burnett	Putnam & Wood Branch Manager, JD/JC/JSST/CE/FA/PDE
Amy Camiscione	Career Consultant – Hancock, Wood, Putnam, Seneca, etc. Specialization in Mental Health
Kathy Stearns	Seneca Branch Manager, JD/JC/JSST/CE/FA/PDE/Vocational Assessments
Lisa Benoit	Mercer Branch Manager, Paralegal, Benefits Analysis, JC, JD
Di Boyd	Authorizations, Requests, Administrative Assistant, St. Marys
Kelly Dues	Vocational Assessments, all areas
Scott Fannon	Drivers Education Instructor & Manager (special needs), all areas
Carolyn Garrison	Administrative Assistant, Resume Specialist, Requests, St. Marys
Kim Grigsby	Administrative Assistant, St. Marys
Tammy Jay	Allen County Branch Manager, JD/JC/FA/JSST/CE
Cherish Miller	IT, Billing, Computer and Clerical Assessments and Training
Gregg Nanson	Drivers Education Instructor (special needs), Regular Ed Driving Program Manager
Connie Nelson	Rehabilitation Teacher
Diane Paul	P/T Administrative Assistant, St. Marys office
Jeremy Sneed	Administrative Assistant, St. Marys office
Jim Stricker	Job Coach, Job Coach Trainer

**Counties Served:**

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

Customers:

Ohio Rehabilitation Services Commission  
Bureau of Workman's Compensation  
HOA – Heritage Of America (VA contract)

Services:

**Job Placement**

Includes all those services provided by a job developer to assist persons to obtain suitable employment.

**Group Job Development**

Group Job Development combines the support of individual job search with the peer support of a job club. Once a week 4-5 job seekers will meet for two hour sessions.

**Job Search Support Group**

Job search support group members meet weekly for six months and concludes when the individual member has obtained a job.

**Dress for Success**

This service includes meeting with job seeker, assessing, advising, and purchasing clothing, services, or/or supplies for a job seeker so they are prepared for job search and that all important first impression.

**Job Retention(on & off site)**

To provide up to 90 days of continual coaching, advice, and positive encouragement to your employee once they have acquired a job and have completed job coaching if necessary though on and off site contact. Provide the needed support to employer to keep consumer employed.

**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.

**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. Tutoring for GED or other testing needed to obtain/sustain employment.

**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.

**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 / Job Try Out**

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 with a job coach on site at all times.

**Work Adjustment**

This time-limited program uses individual work, or work related activities, with the emphasis on establishing positive work skills. Work adjustment is provided in actual work settings and supervised by Capabilities staff. For every 10 hours of work authorized, 4 hours of coaching time is allotted.

**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

**Job Shadowing/Labor Market Analysis/Informational Interviews**

To assist consumer in job goal choice through a series of job shadowing experiences, labor market analysis and/or informational interviews.

**Transition to Work (TTW)**

The overall goal of the Transition to Work Program is to help students develop the skills and knowledge to ensure a smooth transition through school and beyond through career awareness. During the school year, students meet regularly to complete this customized program.

**Transition to Post-Secondary School (TTPS)**

The overall goal of the Transition to Post-Secondary School Program is to help students develop the skills and knowledge to ensure a smooth transition to post secondary educational experiences.

**Benefits Analysis (SSI/SSDI/additional resources)**

A thorough and individualized analysis of the interaction and impact of SSI, SSDI, JFS, PERS, SERS, private disability plans, child support, subsidized housing, food stamps, etc income on competitive employment.

**Job Skills Assessment**

Customized assessment and intervention strategies of issues identified that job seeker has had issues with in past employment.

**Home site Suitability Assessment/Testing**

Working from home causes its own challenges. During a four week process, we assess consumer suitability to work from home.

**On the Job Computer Assistance and Training**

Assistance with installation of computers (both hardware and software), and computer modifications for various disabilities.

**Vocational Assessment/Testing – Traditional, Expedited, and Goal**

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

**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.

**Rehabilitation Evaluation**

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.

**Sign Language Interpreting**

**Driving Services – Assessments, Pre-Drivers Education, On the Road Drivers Training First Time Drivers Course and Safety Course**

**Customer-Drive Outcomes Management System:**

Update from 2008: All goals met. Capabilities placed persons in their specified goal 100% of the time. The number of no shows/no calls by consumers was reduced. Employees and consumers were able to fully access all services, more than 80% of the consumers were satisfied with their program, and more than 90% of the employers and CBA employment sites were satisfied.

**2009 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 2009 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	For 2009, Capabilities has strived to place persons served working the amount of hours they desire at their competitive or supported employment 75% of the time.
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How data was collected	At each initial intake meeting, persons served were asked how many hours per week they desired to work. When placed, the amount of hours working per week was gathered from each person served. This information was then compared.
Performance analysis statistical and management reporting.	Hours per week desired vs. those actually working were compared at time of placement. Placement data is reported each quarter throughout the year through quarterly updates to funding source at review meetings and through email updates to the funding source counselor at time of placement on the placement report. Exit satisfaction surveys on each person placed also document whether the person served achieved the amount of hours worked they desired.
Performance.	Goal achieved in 2009.
Action plan for change.	Goal achieved. Continue to document the amount of work hours desired at each consumer plan intake and then the job seeker and the Career Consultant will work toward that goal. Continue to try and gather exit satisfaction information from all person served.

### Efficiency Indicator

Objective	Complete CBA in the amount of time stated on the plan 80% of the time.
How data was collected	When a person served begins services, a service plan is written indicating the due date for completion of services. Then, at the end of each month and at the end of the service, progress toward that goal is documented as completed. Progress toward the goal is monitored by the career consultant, supervisors, owners, office staff, and the funding source counselor,
Performance analysis statistical and management reporting.	Data was collected on a per person basis and reported each month throughout the year through monthly plan updates and requests to counselors.
Performance.	In 2009, CBA's were completed in the stated amount of time at a rate of 81%.
Action plan for change.	Goal Achieved. Continue to provide quick, efficient, yet superior customer service.

### Service access Indicator

Objective	Provide people who are wheelchair mobile a way to go out for job development and interviews with their Capabilities Career Consultant.
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. Plans are monitored by Career Consultants, Supervisors, and funding source. Career consultants were also asked at staff meetings if there were unmet needs in this area.

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% A wheelchair accessible van was purchased in June of 2009. Career consultants were advised of this through emails, company-wide Friday updates, and at a staff meeting.
Action plan for change	Continue to provide accessible transportation to job search activities to insure all are able to participate in all areas of the company.

### Satisfaction and other Feedback from persons served and other stakeholders Indicators

Objective	Achieve 90% or better satisfaction to employers and consumers who perform CBA.
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 evaluation when their CBA concludes. Stakeholders provide valuable input into the person served satisfaction. Owners review each satisfaction survey for quality improvement areas.
Performance	Achieved at 100% satisfaction.
Action plan for change	Continue to encourage Capabilities staff to practice customer service. Continue to send out satisfaction survey's and review results.

### Conclusions:

All four objectives were met for 2009.

### Quotes from Consumers:

- "All the Capabilities staff are super awesome people who went above and beyond all that I expected. Working with them was a great experience and I learned a lot of valuable skills."
- "I am very satisfied with Capabilities and feel that I will be placed in the right job."
- "I believe the staff did what they could do to help me with my disability."
- "Everybody was fantastic. My resume was a top-notch looking document. They helped me get my confidence back and where there when I needed help."
- "I got the feeling they truly care about doing a good job."
- "They were easy to talk to and listened intently. I look forward to seeing how this experience helps."
- "Very friendly, helpful, and understanding."
- "I felt comfortable – thank you for everything."
- "A well excellent put together team of people."
- "They gave me the extra confidence and support I needed to succeed."
- "When I first came to Capabilities I was really lost, not sure of myself, and my resume was a disaster. I was losing all hope of getting a job. They got me out of that attitude, addressed my needs with skill, and made me at ease."

Quotes from Employees:

- "The owners care about employees and believe in the services. They work hard to try and improve business, services, and the company as a whole."
- "The company is trying hard to make everyone happy and to keep things fair, but there have been a lot of changes due to the economic conditions of the company and funding source."
- "Capabilities cares about their employees and there are opportunities for advancement. The staff is very understanding and feels like a family."
- "I have never worked for a company before with such strong family values and cannot say enough how much I appreciate it. During these current economic times I am very afraid for my job. I feel the company will do what it must to stay in business. I love my job, the opportunities given to me, and hope to continue to be part of a wonderful facility."
- "I love working for this company."
- "Capabilities makes an effort to change with the times and keep up with the needs of our consumers, community, and counselors."

Quotes from Other Stakeholders:

Strengths:

- "It was a very enjoyable experience for my and my staff."
- "Everything was well done."
- "Very professional and polite and easy to get along with."
- "The job coach stayed on top of everything."
- "We had a very good experience and hope we were able to provide meaningful help to the client."

Recommendations:

- "I would like to see more structure and pre-planning of follow along services with the overall department supervisor." "Provide more input about what type of work the students are able to do."
- "Everything was handled professionally."

2009 Overall Program Outcomes:

Service	# participants	Average Hours		
Job Development	635	37 hours	<b>Successful Closures / 90 day</b>	<b>131</b>
Average Wage		\$9.37	Driving Assessment	58
Hours per week		33 hours	Drivers Training	16 hours
Job Coaching	108	22 hours	Pre-Drivers Ed	7 hours
Follow Along	93	7 hours	Obtained Permit	52
CBA	290	26 hours	Obtained License	58
Labor Market Analysis	39	5 hours	Vocational/Computer Assessments	81
Career Exploration	38	9 hours		
Work Adjustment	4	28 hours		
JSST/JKST	88	7 hours		
Job Try Out	3	11 hours		

Persons Receiving Services (999)

Male 548 (55%) Female 451 (45%)

Exiting Services Characteristics:

Mental Health 247 (25%) DD/LD 150 (33%)  
 Deaf/HH 68 (07%) Vision Impaired 54 (05%)  
 Physically Impaired 295 (30%)

Caucasian 896 (89%) African American 98 (10%)  
 Hispanic 5 (<1%)

*Capabilities serves more men than woman at 55%, more developmental and learning disabilities at 33%, and more Caucasians at 89%. Our main funding source is the Rehabilitation Services Commission at 95%. These rates have not significantly changed since 2008.*

Objectives for 2010:

1. Effectiveness: To maximize job search/development/customized employment development time 90%+ with in person or phone contact with employer, reducing the amount of internet or newspaper job searches to less than 10%.
2. Efficiency: To maintain an overall 60% billable rate for Capabilities.
3. Service access Indicator: To minimize the number of days from referral from funding source to intake to 15 days or less.
4. Satisfaction and other Feedback from persons served and other stakeholders Indicators:  
Establish a satisfaction survey for vocational assessments  
Obtain 90%+ on vocational assessment satisfaction survey.