



Capabilities is an S-Corp, owned by Karen & Bill Blumhorst
 *2010 Outcomes Measurement Report *
 January 2011

<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>Toledo Office</u> 5241 Southwyck Blvd. Toledo, OH 43614 (419) 867-8367
---	---	--	--	---

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 Potential Accessibility and Barrier Plan Updates:

In 2010 the following persons served, employee, and other stakeholder accessibility and barriers were identified with the following results: Environmental barriers – staff continue to identify community job site environment that may be need improved. Attitudinal Barriers – An attitude of can-do is definitely what will assist in removing barriers. Putting the person first and continuing all goals will lead to success. Capabilities had a lot of positive press in 2010 regarding employment of people with disabilities. Our blog and Facebook page continue to get positive results. An Open House at WCT was held. October celebrations of Disability Employment Awareness Month were held. Employee education was done at staff meetings. Karen Blumhorst and Kathy Stearns both spoke at local Rotary groups to update them about our programs and success stories. Kathy spoke at TAHRA regarding Capabilities in January. The We Can Too employees with owner Karen Blumhorst were on Dayton TV in October to discuss jobs that people with disabilities can do. Justin Blumhorst and Jane Huber spoke at Celina City Schools / Tri Star regarding Respect to people with disabilities on 10/22. Financial Barriers – The nonprofit Good For Business started in 2009 received its first grant in 2010. An \$8,000 Capacity Building grant was applied for and received. This allowed GFB to receive board training and equipment to run. Capabilities will continue to be members of APSE, NRS, ORA, and the ARC. Excellent information is received from these organizations about how we can advocate for continued financial assistance. Communication Barriers – Staff with hearing impairments have full access to office and cell phones. Sensory disabilities were reviewed at 2010 staff meetings. Employees all have individual emails

ending with capabilitiesinc.biz to assist in information flow. Transportation Barriers – Karen Blumhorst continues to be active on the Sources Colt transportation board. Environmental Barriers – The St.Marys office went fragrance free. Employment Barriers – Capabilities has a website and BLOG that are updated with information regarding employment barriers and link to many additional sites.

Employees:

Karen Blumhorst	Co-owner/CEO (50%)
Bill Blumhorst	Co-owner/CFO (50%)
Justin Blumhorst	Business Development Specialist, IT, Computer/Clerical/Vocational Assessments, Computer Training, Billing.
Belinda Bockrath	Southwest Area Manager
Jane Huber	Northwest Area Manager
Barb Wilker	Office Manager – St. Marys
Diane Zimpher	Office Manager – Dayton
Carolyn Garrison	Office Staff - Resumes, Monthly Requests
Di Boyd	Office Staff – authorizations, Requests
Kim Grigsby	Office Staff – Report quality control
Jeremy Sneed	Office Staff – Report quality control
Diane Paul	Office Staff – Report quality control
DeeDee Ray	Bookkeeping & HR
Lisa Benoit	Benefits Analysis, CE, JC, CBA’s, JS, Labor Market Analysis, Homesite Assessments, Customized Employment Discovery
Kirby Blackley	Job Developer – Dayton office
Kim Bockrath	Job Coach – all areas
Kevin Bomhard	Job Developer, Job Coach, CBA’s – Miami & Darke Counties
Melissa Dudley	Job Coach, CBA’s.
Kelly Dues	Vocational Evaluator – all areas, Job Developer
Mike Dzalamanow	Driving Instructor, PDE for CDL’s
Scott Fannon	Drivers Education Instructor (special needs)
Jennifer Foster	Job Developer/Job Coach – Dayton
Julia Haehn	Job Developer, Career Exploration, Homesite Job Development
Tori Hoelscher	Job Developer/Job Coach – all areas Sidney north
Joe Hurlburt	Job Developer – Miami & Shelby Counties
Sara Katterheinrich	Job Developer Trainer and Customized Employment Job Development Trainee/Trainer
Vivian Kilmer	Shelby County Branch Manager, Job Developer
Brenda Longstreth	Job Developer/coach, Sign Language Interpreter – all areas Sidney south
Pam McCuistion	Union & Madison Counties Branch Manager, Job Coach, CBA’s, JSST, Career Exploration
Cherish Miller	Trainer for Microsoft, keyboarding, Zoom Text, Jaws, etc. Clerical/Computer Assessments and installations of hardware and software.
Jordan Passmore	Trainer for Microsoft, keyboarding, Zoom Text, Jaws, etc. Graphic Design Clerical/Computer Assessments and installations of hardware and software.
Davida Murphy	Job Developer - Dayton
Kendra McCuistion	Job Coach, CBA’s, Job Developer - Dayton
Dennis Rutter	Job Developer – Dayton, Miami & Darke Counties
Barb Spicer	Vocational Evaluator/Supervisor – all areas
Jim Stricker	Job Coach – Project Search at UVJVS 2010-2011 school year
Mark Swaney	Job Developer – Auglaize, Shelby, Darke, Miami, Allen Counties
Gene Wilker	Job Developer – Auglaize, Shelby, Mercer, Darke & Miami Counties
Barbara Dettenmayer	Computer Course Teacher and Computer/Clerical Evaluator
Autumn Adams	Toledo Manager - JD/JC/FA/PDE/CE/CBA
Allison Meeks	Lucas and Wood Counties Vocational Assessments plus JC/CBA/CE
Aimee Iceman	Career Consultant - Wyandot, Seneca, Crawford, etc.

Michelle Burnett	Putnam & Wood Branch Manager, JD/JC/JSST/CE/FA/PDE
Amanda Vorst	Career Consultant – Hancock, Wood, Putnam, Seneca, etc.
Kathy Stearns	Seneca Branch Manager, JD/JC/JSST/CE/FA/PDE/Transition
Gregg Nanson	Drivers Education Instructor (special needs), Regular Ed Driving Program Manager
Bonnie Vickery	Career Consultant – Lucas and Wood Counties, JD/CE/JC/CBA
Gary Loach	Career Consultant – Lucas and Wood Counties, JD/CE/JC/CBA/PSA
Ryan Rigaux	Career Consultant – Lucas and Wood Counties, JD/CE/JC/CBA/PSA

Counties Served:

Allen	Auglaize	Clark	Champaign	Crawford
Darke	Greene	Hardin	Hancock	
Logan	Mercer	Miami	Montgomery	
Preble	Putnam	Shelby	Wood	
Van Wert	Union	Madison	Butler	
Lucas	Seneca	Clinton	Wyandot	

Customers:

Ohio Rehabilitation Services Commission
 Bureau of Workman's Compensation
 County Boards of Developmental Disabilities

Services:

Job Placement

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

Small 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.

Job Club

Job Club group members meet weekly and it concludes when the individual member has obtained a job.

Dressing for Success at Work

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.

Summer Youth Work Experience

8-12 weeks in duration, 16 hours per week, customized plan development, exploration, JSST, and work 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, Functional Limitations, 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.

Computer Skills Class

This instructor led individually structured program offered in a small group setting will engage the learner in entry level keyboarding and computer skills to include the most up to date software including Microsoft Office Suite (Word, Excel, Power Point, Outlook, etc).

Grammar and Punctuation Training

Brush up on the essential rules of grammar, punctuation, capitalization, commonly confused words, and rules for writing numbers. A must for clerical workers. Each participant will receive an easy to read guide to keep.

General Office Skills Training

This one on one training program at a Capabilities office provides hands on training in essential office reception duties.

General Janitorial Skills Training

This one on one program at a Capabilities office provides hands on training in a wide array of janitorial work.

Travel Training

Assessing a consumer's ability to travel independently and teaching consumers to utilize public transportation.

Customized Employment Discovery

State of the art Customized Employment Discovery allows an in-depth look at the consumer's life so there is a foundation for optimal transition focusing on what the consumer can do, their unique needs, strengths, talents, hobbies, preferences, personality, habits, interests, and potential accommodation needs and support needs.

Internships

This service follows a potential internship student through the exploration, interview, negotiation, and completion of paid or unpaid internships in real working practical environments that provide practical experience and knowledge in the chosen field of study.

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 2009: All goals met.

2010 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 2010 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.

Objectives for 2010:

Effectiveness Indicator

Objective	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%.
How data was collected	At the conclusion of job development, percentages were gathered on a 10% sampling of consumers serviced.
Performance analysis statistical and management reporting.	The career consultants keep an accurate time sheet in 15 minute increments for each person served. Those timesheets show billable and non billable time worked with each individual. The billable time on each person was analyzed to be sure that at least 90% of job developer time was spent in direct services and 10% or less was spent doing job searches rather than job development.
Performance.	Goal achieved in 2010 at 96%.
Action plan for change.	Goal achieved. Continue to stress to staff the positive outcomes achieved through individual employer contacts and relationship building with small business owners and employers.

Efficiency Indicator

Objective	To maintain an overall 60% billable rate for Capabilities services.
How data was collected	Owner Bill Blumhorst examined payroll records to analyze billable and unbillable rates of each career consultant.
Performance analysis statistical and management reporting.	Data was gathered and collected by owner Bill Blumhorst utilizing QuickBooks software. Each career consultant logged billable and unbillable hours on their timesheets that reflected actual time spent with consumers. This was then put into an Excel spreadsheet to formulate billable percentages.
Performance.	In 2010, the Capabilities company total was 69% billable.
Action plan for change.	Goal Achieved. Continue to maintain billable efficiency while providing quality services.

Service access Indicator

Objective	To minimize the number of days from referral from funding source to intake to 15 days or less.
How data was collected	The date an authorization comes into the office is posted in the Access Database. The date the intake takes place is logged in on the employee timesheet.
Performance analysis statistical and management reporting	Each person served is inputted into our Access Database noting a date authorization is received. The date of the initial consumer plan is noted on the consumer timesheet and narrative. An excel spreadsheet was used to track date of authorization received vs. date of intake.
Performance	Achieved at less than 15 days with an average from referral to intake at 9 days.
Action plan for change	Continue to provide fast service access.

Satisfaction and other Feedback from persons served and other stakeholders Indicators

Objective	Establish a satisfaction survey for vocational assessments and obtain 90%+ on vocational assessment satisfaction survey.
How data was collected	Exit surveys were given to consumers as they completed vocational evaluation services.
Performance analysis statistical and management reporting	Each person served is provided an exit service evaluation when their vocational evaluation concludes. These completed evaluations were handed back to the evaluator or mailed back utilizing a self addressed stamped envelope. 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.

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:

- 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:

- Capabilities is very good at communicating to me information that I need to know about the consumer.
- The reports are very detailed.
- Career Consultants think outside the box and meet employers and advocate for the consumer.
- Friendly, efficient, and thorough.
- I wish all of the career consultants I work with were as conscientious as Capabilities staff.
- Good communication, easy to access.
- I love the 'can do' attitude of all consultants and supervisors.
- Capabilities responds quickly when I have questions or issues.

Recommendations:

- It may be helpful if there was more anecdotal information that might be pertinent to later discovery regarding vocational, social, behavioral, or interdependence skills.
- Perhaps if a consumer has not found a job in 3-4 months, brainstorm to see if additional ideas surface. In 6 months switch to another developer for a fresh start and re-energize.
- New job developers are a little lost or not effective – Don't do more than the consumer can do.
- Set up CBA's and career exploration faster.
- Work with VRC to do customized vocational testing that I have not been able to obtain from other companies.

2010 Overall Program Outcomes:

Service	Persons Served	Outcome
Job Development	635	243 Placed
Job Coaching	108	75 Completed
Follow Along	93	124 Closed successfully
CBA	290	98% completed
JTO	3	100% completed
Vocational/Computer Assessments	81	99% completed
Career Exploration	38	100% completed
JSST	88	99% completed
Drivers Training	99	98% Passed
Pre-Drivers Ed	55	100% Passed
Driving Assessment	65	100% completed

Persons Receiving Services(999):

Male 548 Female 451

Exiting Services Characteristics:

Mental Health 247 DD 150
Deaf/HH 68 Vision Impaired 54
Physically Impaired 295 LD 185

Conclusions:

All four objectives were met for 2010.

Objectives for 2011:

1. Effectiveness – Place 95% or more of persons served in the goal set with funding source and person served.
2. Efficiency – To continue to improve service efficiency, assessments (community based, clerical, computer, vocational, home-based, driving, etc.) reports will be turned into the office within 7 days of their completion so that reports can be sent in a timely manner to the funding source.
3. Service access Indicator – At least 90% of consumer will be satisfied with the accessibility of their services.
4. Satisfaction and other Feedback from persons served and other stakeholders Indicators – To insure persons served are satisfied, 80% or more of the respondents on the consumer satisfaction survey will indicate that yes they helped develop their plan or program.