



Capabilities is an S-Corp, owned by Karen & Bill Blumhorst  
October, 2006

✱Outcomes Management Report✱

<u>Main Office</u> 124 S. Front Street St. Marys, Ohio 45885 Phone: (419) 394-0003 Fax: (419) 394-2853	<u>Findlay Office</u> 108 Crystal Avenue Findlay, Ohio 45840 Phone: (419) 424-9367 Fax: (419) 425-9930	<u>Troy Office</u> 405 SW Public Sq., Suite 235 Troy, Ohio 45373 Phone: (937) 332-7330 Fax: (937) 440-0557	<u>Dayton Office</u> One Elizabeth Place, Suite 2000 Dayton, Ohio 45408 Phone: (937) 223-8004 Fax: (937) 223-8035
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\*\*Xenia office opening late 2006/early 2007

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.

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
- Kevin Bomhard – Miami & Darke Counties Branch Manager, Career Consultant
- Michelle Burnett – Branch Manager (Job Developer/Job Coach) – Hancock County
- Lisa Benoit – Mercer Branch Manager, Paralegal, Benefits Analysis
- Barb Wilker – Office Manager – St. Marys
- Penny Walters – Administrative Assistance, Dayton Office
- Dana Abdullah – Job Developer – Dayton
- Kristin Belcher – Job Developer, Job Coach – Dayton
- Kim Bockrath – Job Coach – all areas
- Cynthia Brooks – Vocational Evaluator, Job Developer– Dayton
- Tara Brown – Xenia Branch Manager, Job Developer, Job Coach, Vocational Evaluator (knows some sign language)

Tonia Byron – Vocational Evaluator – all areas  
 Ruth Campbell – Job Developer – all areas, specialization in consumers who are deaf  
 Robin Coots – Job Coach/Job Developer - Dayton  
 Kathy Ditson – Job Coach Advisor, Job Coach/Job Developer – Shelby & Miami Counties  
 Scott Fannon – Drivers Education Instructor (special needs), Job Developer – all areas  
 Carolyn Garrison – Administrative Assistant – St. Marys  
 Cherish Miller – Administrative Assistant, Requests, Billing, IT  
 Rachel Henderson – Job Developer/Job coach – Auglaize, Mercer, Darke, Allen Counties  
 Ken Hughes – Job Developer – Dayton  
 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  
 Scot Lynch – Receptionist  
 Catherine McCarter – Job Coach – Dayton  
 Pam McCuistion – Job Coach/Job Developer - Dayton  
 Gregg Nanson – Drivers Education Instructor, Job Coach, Driving Program Manager  
 Connie Nelson – Rehabilitation Teacher  
 Becky Ranly – Job Coach – Auglaize, Shelby, Allen, Darke, Miami Counties  
 Herb Ranly – Drivers Education Instructor  
 Jim Stricker – Job Coach, Job Developer, Job Coach Trainer  
 Krista Wilker – Authorizations, Requests, Administrative Assistant – St. Marys  
 Gene Wilker – Job Developer – Darke & Miami Counties  
 Kevin Wilker – Drivers Education Instructor  
 Tonjua Wilkes – Job Developer - Dayton  
 Sharon Yeager – Job Coach, Job Developer – Southwest area

**Counties Served**

Allen	Auglaize	Hancock
Mercer	Shelby	Van Wert
Miami	Darke	Logan
Montgomery	Clark	Greene
Preble	Champaign	Wood
Putnam	Hardin	

**Customers:**

Ohio Rehabilitation Services Commission  
 Bureau of Workman’s Compensation  
 Veteran’s Association

**Services:**

**Job Placement/Development**

- 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/Job Retention**

- To provide continual coaching, advice, and positive encouragement to consumer 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. 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.

### **Personal/Social Adjustment Coaching**

- 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.

### **Further Education Coaching/Mentoring**

- Skilled career consultants will work with technical or college students to provide practical advice on areas of school. This will aid in the student getting the most out of the experience, while still moving through this major life transition in a positive, productive manner. Career consultants will assist with helping the consumer figure out what is causing their stress and coming up with goals to make it easier to deal with these stressors, whether they are personal or school related. Examples include study tips, class registration, organizational tips and guidelines, setting up support systems, mediating classroom problems, healthy eating, etc. This service is intended to assist in keeping students in school for the duration of their training program.

### **Job Seeking 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. This service is billed portal to portal.

### **Job Keeping Skills Training**

- Jobs are hard to find and sustaining a job requires work. This service provides skilled training on how to maintain a job by working on work related skills through instruction, discussion, and role-playing. The job coach will work with the consumer and VRC to set goals of what needs to be accomplished throughout the JKST related to work, preparing for work, time management, proper attire, how to accept criticism and feedback, ask for help, how to handle family responsibilities and still maintain your job, how to express yourself clearly and let people know what you're doing, communication skills, honesty, efficiently, thinking before you act, appropriate interactions, positive attitude, attendance, how to be an honest, hard working employee, and how to do what you are supposed to do when you are supposed to do it. The job coach will work with the consumer on soft skills, which includes a wide variety of basic knowledge, values, and life skills that are necessary to obtain a job and keep it because those who have poor or no "soft skills" will have trouble finding and keeping a job.

### **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 community based site/work adjustment, and interview for and participate in job-shadowing experiences. A final comprehensive evaluative report including consumer strengths and weaknesses, potential barriers to employment with possible ways to overcome barriers, and career goals, keeping personal and family preferences of utmost importance will be provided. Consumer wages paid at minimum wage.

### **Job Try-Out**

- To establish possible job site for consumer and 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.

### **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, 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.

### **Job Shadowing/Job Market Scanning (Labor Market Analysis)**

- To assist consumer in job career choice through a series of job shadowing experiences and/or job market scanning. Capabilities staff will, using data obtained in career exploration or from the funding source, set up and guide consumer through a series of job shadowing experiences and job market scanning, with target dates for accomplishments to help further determine potential successful career goals, determine possible vocational interests, and provide involved agencies and consumer with final summative report outlining findings.

### **Pre-Vocational Consultation**

- Review of full referral and background information pertinent to specific consumer to provide professional consultation based on counselor specific requests for information. Participation at pre- and post consultation meetings as needed.

### **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**

- A thorough and individualized analysis of the interaction and impact of any income, 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.

### **Pre-Driver's Education Training**

- To guide consumer through the 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.

### **Driver's Education**

- Capabilities trained and certified instructor will meet with consumer, evaluate baseline-driving skills, and send a report outlining approximate amount of instruction hours needed and areas of focus for driving instruction. If consumer does not need an evaluation consumer will be trained in classroom setting and one-on-one behind the wheel driving instruction to obtain valid Ohio driver's license.  
*Driver's Education Assessment.*  
*Driver's Education Road Instruction.*  
*Drivers Education Course (required if under 18).*

### **Rehabilitation Teacher**

- The rehabilitation teacher will perform a comprehensive evaluation with the consumer to determine any problems with daily activities 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.

### **Computer and/or Clerical Assessment/Testing**

- Professional evaluator will identify potential computer viability goals by measuring competency on an IBM 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.

### **Vocational 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.

### **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.

### **Customer-Drive Outcomes Management System:**

Update from 2005: All

### **2006 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 2006 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 2006, Capabilities has strived to increase the amount of hours per week that consumers work.
How data was collected	In 2005 persons served that were placed in a job worked an average of 29 hours per week. 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 reporting.	Hours are collected on a daily basis as each person is placed and reported each quarter throughout the year through quarterly updates to funding sources.
Performance.	In 2006, the average hours per week earned was 30 hours per week, an increase of 1 hour per week.
Action plan for change.	Goal achieved. Continue to encourage consumers and career consultants to work the maximum hours they can and want to achieve. Encourage VRC's not to close case until maximum hours are achieved

### Efficiency Indicator

Objective	Achieve placements with average of 35 hours per person served or less.
How data was collected	Each quarter hour of job development service hours are gathered on a monthly basis. In 2005 placements were made in an average of 26 service hours.
Performance analysis statistical and management reporting.	Hours are collected on a monthly basis and reported each quarter throughout the year through quarterly updates to funding sources.
Performance.	In 2006 the average service hours used per consumer was 20 hours, a substantial efficiency performance increase.
Action plan for change.	Goal achieved. To help continue to reduce hours used for placement, career consultants develop a monthly placement plan encouraging the following: <ol style="list-style-type: none"> <li>1. Teach persons served how to locate viable job leads.</li> <li>2. Teach persons served how to apply to viable job leads.</li> <li>3. Teach persons served how to locate and approach appropriate hiring persons at each job site.</li> <li>4. Teach persons served how to advocate for themselves.</li> <li>5. Teach persons served how to divulge disability and if/when this is needed.</li> <li>6. Assist persons served in following up with applications and resumes submitted.</li> <li>7. Teach persons served</li> </ol>

### Service access Indicator

Objective	Referrals will have access to 100% of services authorized by their funding source.
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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.
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.
Performance, scorecard, and end	Achieved at 100%
Action plan for change – take action and implement change	Continue to provide accessible services.

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

Objective	To meet the goals of the program so that 95% of stakeholders are satisfied.
How data was collected	Exit surveys, CBA survey's, input from consumers throughout services, yearly satisfaction survey's from stakeholders.
Performance analysis statistical and management reporting	Each person served is provided an exit service when their case closes. Once a year stakeholders are sent a satisfaction survey. Managers meet with stakeholders as needed to discuss performance and any needs. Manager's report needs to owners.
Performance	Achieved at 100% satisfaction.
Action plan for change	Continue to encourage Capabilities staff to practice customer service. Provide customer service in-service at least once per year.

**Quotes from Consumers**

Tammy Jay was excellent in all areas

Tara has helped me with so much in such a short time. I thank her so much for her support and her time. I loved working with all the staff and thank you for the card for when my Dad died – it means a lot to me. Capabilities were wonderful. Jim Stricker was extremely helpful and when a problem arose, he was there to figure out the answer.

Tara and Cynthia were very professional, very knowledgeable, and it was a real pleasure working with the two of them.

I want to thank Bill and Rachael for everything you did for me!

Very happy with staff and they way they helped me.

Thanks for being a friend and helping me reach my goals.

I really enjoyed working with John. He treated me like an adult and he helped me achieve my goals.

Capabilities is the greatest – you guys are the best.

Thank you for everything you guys did for me.

I was very happy with the services.

Kevin was very helpful with everything that had to be done on my case. Thank you for your help.

Capabilities is a great program.

I could not have been paired with anyone who was more encouraging and sympathetic than Dana. Kathy was so easy to work with too. Both ladies worked hard for me even though my personal background presented some formative obstacles. They were both encouraging and kind. I consider them both friends. Thank you for working with me. All the staff members made me feel so comfortable.

My experience was nice. All staff were kind and treated me and my family with respect and professionalism I am grateful for their services.

Michelle is an excellent and professional person. She is always smiling and in a cheerful mood. Please don't let this lady go for any reason. She is an asset to your company. If I need help down the road, I will contact her.

Everyone at Capabilities has been great to me. I remember everything you told me and I use the skills today.

Capabilities gave me the self confidence that I didn't have before when I was looking for a job. A very big thank you!

My experience with Capabilities could not have been more positive. Vivian and Jean were a big inspiration. They have helped me a lot and I hope they show others there is hope out there for them.

The staff went out of their way to help me gain employment. I will recommend your service to anyone who needs help.

### **Quotes from Employees**

Strengths: ability to see and use the strengths of employers. You never give up on an employee, great leadership, good friends.

Weakness: Not really a weakness, but more sick days is only issue.

Capabilities has always supported me. Good communication and growth.

Carry over sick pay (Capabilities will start this in 2007)

Management only hearing what they want to hear and seeing things through tunnel vision, thinking every situation is cut and dry, facts only.

The car situation has improved greatly. Benefits have improved greatly. Flexibility in work hours is a positive. Overall morale has improved. Staff is a wonderful group of people to work with and truly care about the consumers.

Weakness – when computers and email go down.

The support and understanding that I get from all co-workers and the leaders is the best I have every received in any employment I have been in. Continue all the work you do. Big thanks and kudos to you and your family. God Bless.

I feel very lucky to work for and be around such great people.

Sometimes I get confused by verbal instructions and everyone works well with me.

### **Quotes from Other Stakeholders**

It is a great program. Mike has been very high maintenance but it is great how hard he tries.

The knowledge of medical background might have helped in a couple of instances – I'm not sure how much information you can give out. Thank you!

JC followed up very well, called and came in several times.

The JD was always on time, professional, and friendly.

For the most part, everything worked together just fine.

JC was always on time, conversed opening, was easy to approach with concerns and solutions to those concerns.

Very satisfied with all the people we dealt with.

All of my contact with Capabilities has been professional and they have been great at determining appropriateness for employment.

If there was some way to notify when coaches will be in for follow along checks so the employer will know when they will see coach next to discuss possible issues.

Everything was handled professionally.

Very polite and totally understanding. When I told JC how consumer could improve, JC took action. The JC was extremely helpful. Tell him I said you guys need to give him a pay raise.

Very nice, helpful, competent individuals running and working at Capabilities.

My clients are usually seen and assessed quickly.

Good communication with staff.

## 2006 Overall Program Outcomes

Job Development	20 hours	<b>Successful Closures</b>	<b>198</b>
Average Wage	\$8.44	Closed	17
Hours per week	30 hours	Closed by VRC	86
Job Coaching	27 hours	On Hold	31
Follow Along	5.88 hours	Ongoing	120
CBA	28 hours	Referred Back	8
JD/CBA	8 hours	Assessment Only	122
Career Exploration	7 hours	Obtained License	20
Job Shadows	15 hours	Obtained Permit	18
JSST	7 hours		
Drivers Training	15 hours	Benefits –Medical	82
Pre-Drivers Ed	8 hours	Benefits –Drug Plan	57
JMS	11 hours	Benefits –Dental	54
PSA	3 hours	Benefits –Vacation	64
Vocational/Computer Assessments	40	Benefits – Holiday	59
Benefits Analysis	33	Benefits –Sick Days	47
Driving Assessment	10	Benefits –Vision	49
Expedited Eval	44	Travel Training	1
Computer Training	1	Background Check	12

### Persons Receiving Services (566)

Male	263	Female	303
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### Exiting Services Characteristics

Mental Health	100	MR/DD	111
Deaf/HH	35	Vision Impaired	41
Physically Impaired	211	Learning Disability	62
Autism	6		

### Conclusions

All four objectives were met for 2006. The following objectives were set for 2007:

1. Effectiveness – Increase consumer wages per hour
2. Efficiency – Provide thorough yet efficient Follow Along services
3. Service access Indicator - Continue to keep services 100% accessible.
4. Satisfaction and other Feedback from persons served and other stakeholders Indicators – 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.

Obtain 75% positive response to the following question from consumer survey:

Were you involved in your plan and were you given choices?

Potential 2008 objectives:

1. Effectiveness -
2. Efficiency – Reduce number of no show/no calls by consumers
3. Service access Indicator -
4. Satisfaction and other Feedback from persons served and other stakeholders Indicators –