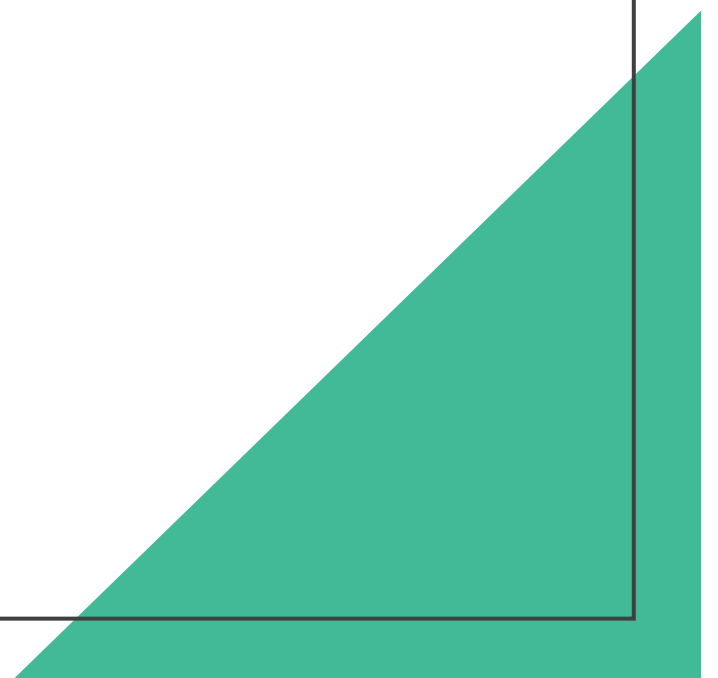




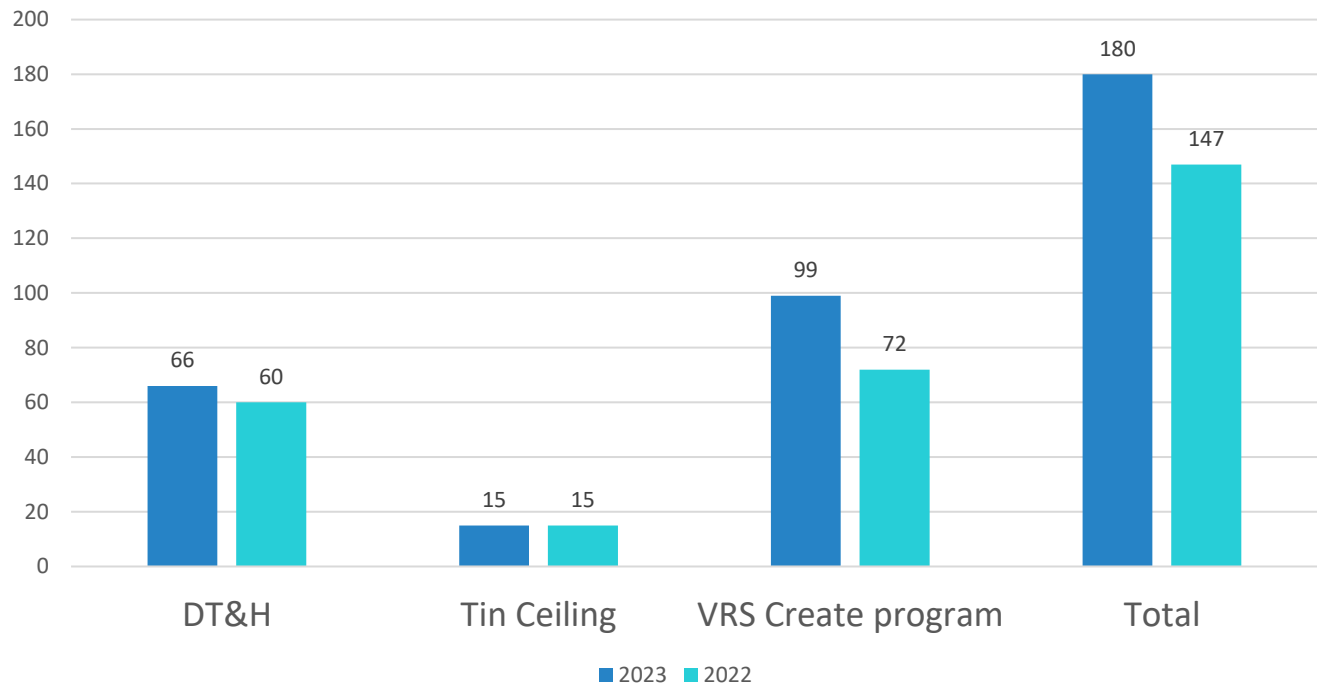
Program Evaluation and Demographics  
Report  
2023



*"I could not be happier with the services provided. Staff are kind, committed, professional and caring! My son is happy, safe, and learning skills at Bearly Used!"*

# INDIVIDUALS SERVED

Total Persons Served

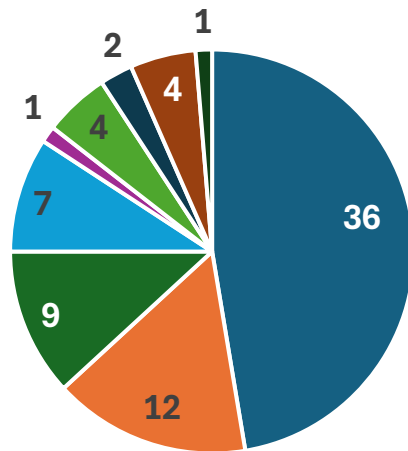


# WHO WE SUPPORT

DT&H programming

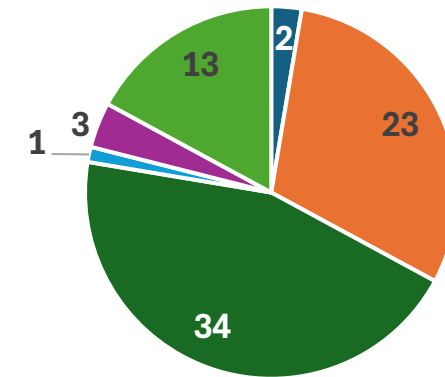
*“The individuals are supported where and how they want services.”*

Served at Site



- DAC
- Depot
- DAC, Depot
- TCG
- Buts, DAC, Depot
- DAC, Depot
- BUTS
- Buts, Depot
- TCG, Depot

Served by Program



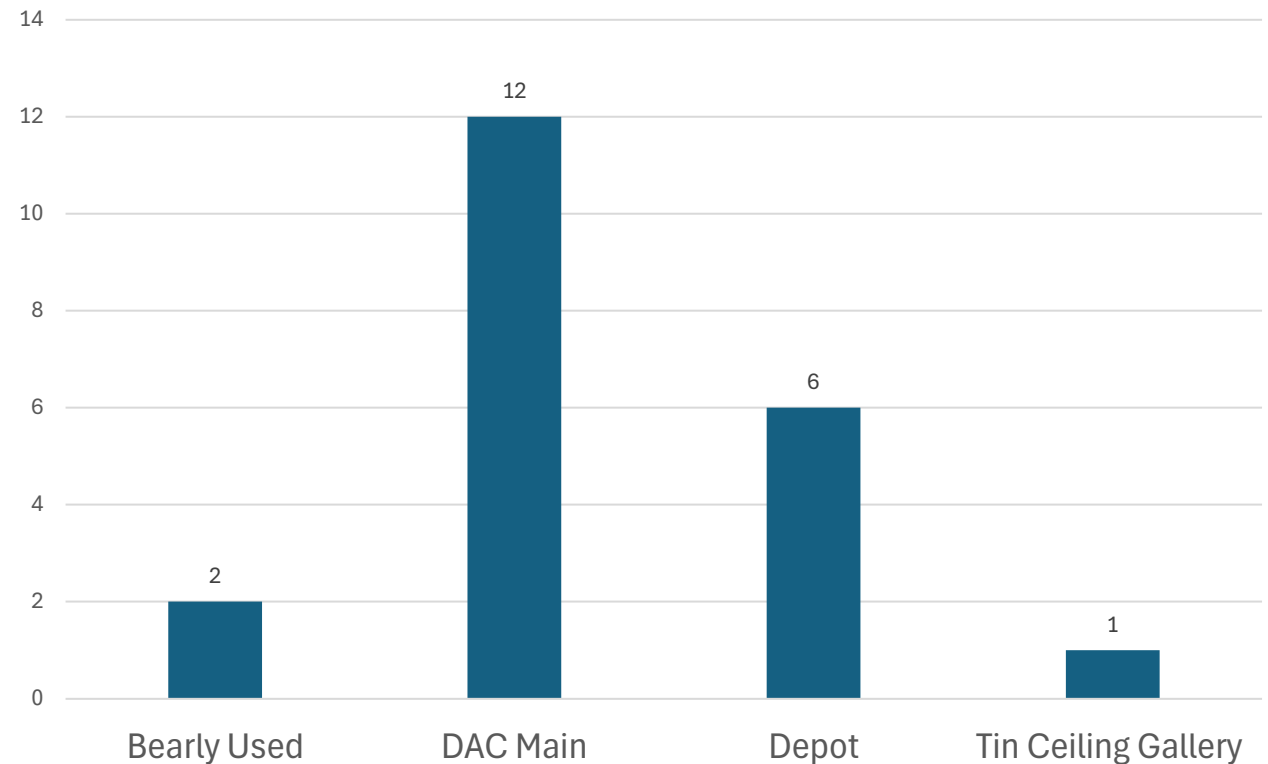
- Day Support
- Day and Prevoc
- ESS & Prevoc
- Prevoc
- Employment Services
- All Programs

# WHO WE SUPPORT in CIE

*“My daughter enjoys her work environment, staff, and co-workers. You have organized her work schedule around her wants and needs. Everyone is very supportive.”*

*“Supporting my brother and getting him back out into the community for work is amazing. He loves to go to work now!”*

Individuals Involved in Competitive Integrated Employment by site

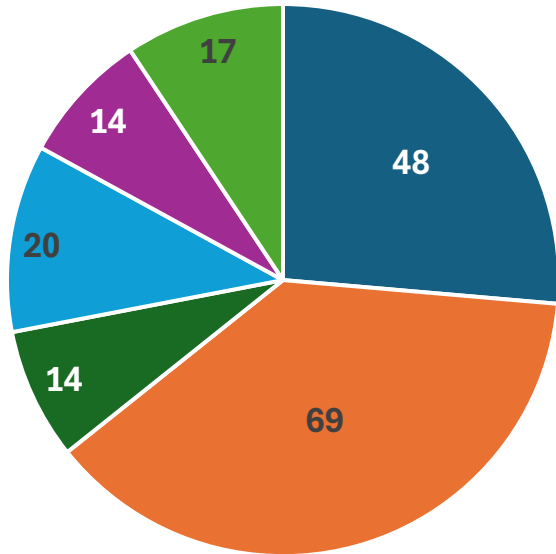


# WHO WE SUPPORT

All Programming

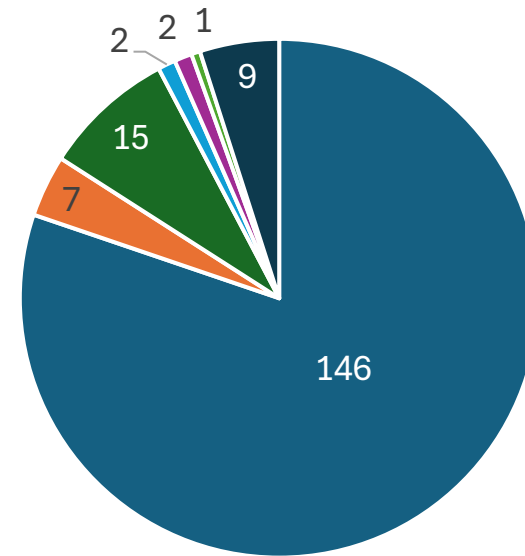
*“The DAC offers a variety of opportunities based on the individual’s abilities, interests, and preferences.”*

### Ages Served



■ under 18 ■ 19-29 ■ 30-39 ■ 40-49 ■ 50-60 ■ over 60

### Race/Ethnicity

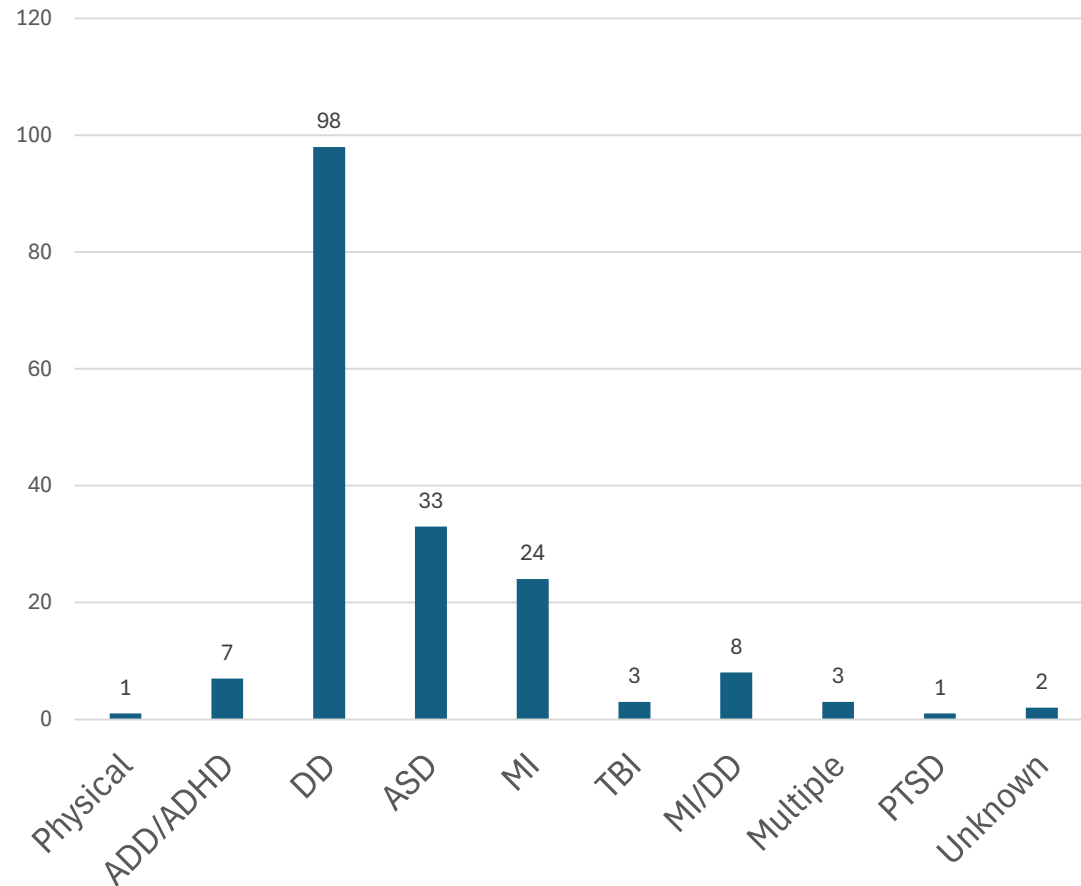


■ Caucasian ■ Multi-Ethnic ■ Native American  
■ Black ■ Hispanic ■ Asian  
■ Unknown

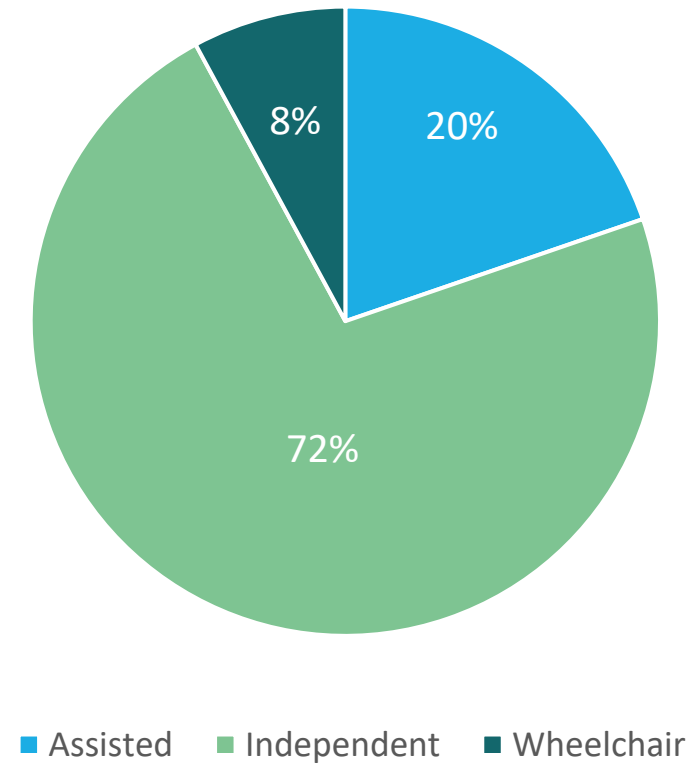
# WHO WE SUPPORT

All Programming

## Primary Disability



## Ambulation



# DT&H SATISFACTION

Individuals at HCDAC and their support team were surveyed in 2023 about their satisfaction with our programs. Surveys include topics regarding person-centered care, staff, and the environment. Respondents can provide additional feedback and provide suggestions. Surveys are anonymous, but respondents can provide their identifying information if they wish. In 2023 the survey received 37 responses.

Survey Questions- Services	Percent of “Excellent” and “Good” Responses
Services are person-centered and are driven by the person and their support team.	97.3%
Services uphold what is important to the person and what is important for the person.	97.3%
The person’s rights are affirmed, protected, and exercised by the person, the DAC and all staff.	94.6%
Any preferences the person has related to their supports are being provided by the DAC.	91.9%
The person’s desired outcomes are being accomplished and progress is clearly being made.	91.9%
How satisfied are you with the opportunities the person has to increase self-sufficiency, community inclusion, and skill development?	91.9%
How satisfied are you with services and service delivery provided to this person?	94.6%

# DT&H SATISFACTION



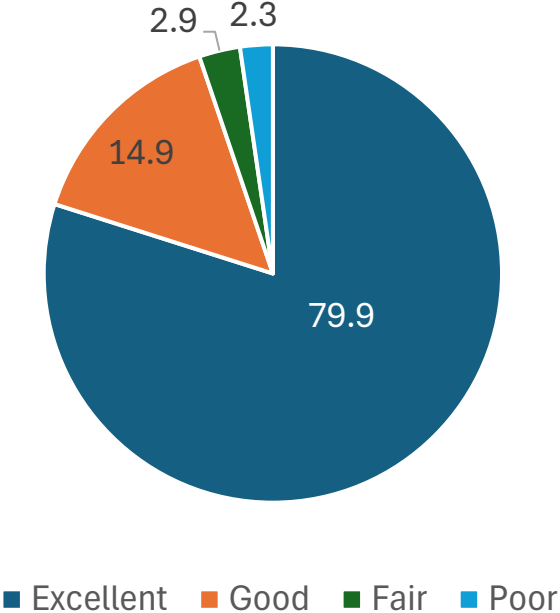
*“We are very pleased with the services offered and especially the flexibility allowed within these services. Our daughter looks forward to participating in the work and social activities. She is happy.”*

Staff	Percent of “Excellent” and “Good” Responses
Staff are trained and competent to perform their job duties.	97.3%
Staff interact in a positive, respectful manner which upholds the person’s history, dignity, and cultural background.	97.3%
I feel comfortable bringing questions or concerns to the attention of the DAC’s Management and know they will follow through on addressing any issue.	91.9%
Physical Location (if applicable)	
The program site is comfortable and has a welcoming atmosphere.	94.4%
The program site is safe and well maintained.	97.2%



# DT&H OVERALL SATISFACTION

Overall Satisfaction



### How Could We Improve?

- Make individual goals more person centered according to each individual’s preferences and needs
- Maximize person-centered services to help people feel they are increasing self-sufficiency, inclusion and skill development
- Increase training on person centered services

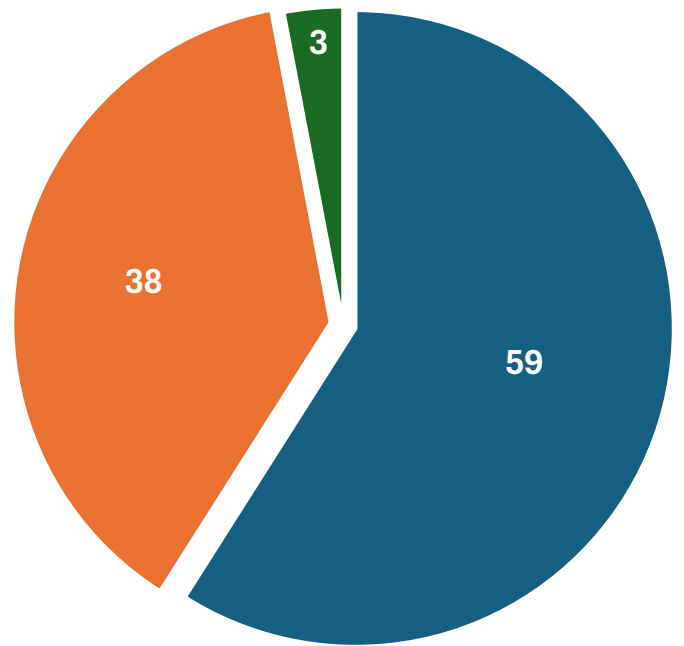
*“Because of the multiple opportunities/activities offered, and the staff mentoring, our individual feels like he is doing real work and that he is valued as an adult worker. Your program is an important part of his life, and he often shares his experiences as a member of our coffee group.”*

# C.R.E.A.T.E Satisfaction Survey

Deed/VRS Participants – 65% response rate of 57 surveys sent

Services	Percent of "Strongly Agree" and "Agree Responses"
Services are person-centered and are driven by the person and their support team.	90.00%
Services uphold what is important to the person and what is important for the person.	100.00%
The person's rights are affirmed, protected, and exercised by the person, the DAC and all staff.	100.00%
Any preferences the person has related to their supports are being provided by the DAC.	100.00%
The person's desired outcomes are being accomplished and progress is clearly being made.	100.00%
How satisfied are you with the opportunities the person has to increase self-sufficiency, community inclusion, and skill development?	96.90%
How satisfied are you with services and service delivery provided to this person?	96.90%
<b>Staff</b>	
Staff are trained and competent to perform their job duties.	96.90%
Staff interact in a positive, respectful manner which upholds the person's history, dignity, and cultural background.	100.00%
I feel comfortable bringing questions or concerns to the attention of the DAC's Management and know they will follow through on addressing any issue.	93.80%

# C.R.E.A.T.E Overall Satisfaction



■ Strongly agree ■ Agree ■ Disagree

## How Could We Improve?

- Make individual goals more person centered according to each individual's preferences and needs
- Curriculum is informative but students would like to add more fun, business tours, service-learning opportunities
- Better tracking of success to goals

# Outcome Measures

*“Staff go above and beyond to make sure consumers reach their employment goals. I really appreciate staff working hard to resolve issues consumers encounter when going back into the workforce or entering competitive integrated employment for the first time.”*

COMPETITIVE EMPLOYMENT Deed/VRS Participants						
MEASUREMENT CATEGORY	To Whom Applied	OBJECTIVE	DATA SOURCE	GOAL	RESULT	GOAL MET/NOT MET
Effectiveness	PRE ETS-Students in WEX Direct Hire/Job Placement	Develop individual placements	Client Payroll	95%	82%	Not Met
	Participants in PBA Placement	Competitive Integrated Employment	Monthly Progress Reports	95%	61%	Not met
Efficiency	Participants referred for PBA’s	Minimize time to achieve employment	Client placement records	50% within 90 days	58%	Met
Service Access	All participants in CREATE Programs	Minimize wait time for services	Intake Records	100% entered within 14 days of completed referral information	100%	Met

# Outcome Measures

*“Our daughter enjoys and looks forward to participating in HCDAC activities every day. Hubbard County DAC has been so beneficial for her development and maturity in a variety of areas.”*

## DT&H

MEASUREMENT CATEGORY	TO WHOM APPLIED	OBJECTIVE	DATA SOURCE	GOAL	RESULT	GOAL MET/NOT MET
<b>Effectiveness</b>	Maximize Person -centered services for persons served	Participants feel the services are driven by their goals	Annual satisfaction survey	95% and above	97%	Met
	Maximize community involvement for persons served	Increase self sufficiency, inclusion and skill development to choose activities in the community	Annual satisfaction survey and meetings with team	95% and above	91.90%	Not Met
<b>Efficiency</b>	Clients in DT&H services expressing interest in non center based work	Introduction to new experiences awaken interest in change	Client data from Cashe and team meetings	5 people	10 people	Met
<b>Service Access</b>	Clients in DT&H services	Minimize wait time for services	Intake records and wait list data	30% enter within 14 days of completed referral information	5 admits	Met

# Outcome Measures

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## All Programs

Objective	Measure	Data Sources	Goal	Program	2022	2023
Increase staff to increase expanded program access	Staffing numbers	Year end records	Increase by 3 staff	1 - DT&H 2 - Employment	41	48
Minimize Staff turnover	Staffing numbers	Year end records	< 15%	All Programs	12%	6%

# Measure of Business Function

Objective (in priority order)	Measure	Data Source	Goal	2022	2023
Maintain liquidity	Current Ratio (current assets/current liabilities)	Accounting Manager/ Financial Analysis	At or above 9	9.5	9.2
Ensure short-term financial viability as a business	Create cash reserve to fund capital purchases and unplanned financial need	Accounting Manager/ Financial Analysis	\$684,000	\$1,439,568	\$1,202,107
Increase program revenue	Revenue comparison to previous year to increase by bringing more participants into the program	Accounting Manager/ Financial Analysis	35%	25%	49%
Fund new innovation through grant funding	% increase in grant funding	Accounting Manager/ Financial Analysis	25%	34% increase: \$20,973	50% increase: \$31,338