

LOVARC

Life Options, Vocational and Resource Center

PERFORMANCE MEASUREMENT AND MANAGEMENT SYSTEM

January -June 2020 9 FY 2019- 2020

EFFECTIVENESS

Program Objective:	Measure: 2019-2020	Applied to:	Source of Information	Goal:	Actual:	Comment:
Movement to higher employment levels.	Employees will move to a higher level of employment	a. SE Group to IP b. IP or OJT to competitive employment	Vocational Service Director's Report	a. 4/5/6 b. 2/3/4	a. 0 (0) b. 3 (10)	3 employees completed supported employment individual placement and moved to competitive employment during the rating period.
Increase number of workers getting individual jobs	Employee will obtain individual placement	a. New referrals b. SE Group	Vocational Service Director's Report	a. 4/5/6 b. 3/4/5	a. 4 (7) b. 0 (0)	4 employees were hired at competitive rates in rating period. This includes 1 at JFTB and 3 at VAFB
Increase # of employees earning min. wage or better	Employees earning minimum wage or better	a. SE Group Placement	Payroll Records	1/3/6	1 (2)	1 Crew member was paid at the California minimum wage of \$13.00 per hour during the rating period.

PROGRAM ACCESSABILITY

Program Objective:	Measure: 2019-2020	Applied to:	Source of Information	Goal:	Actual:	Comment:
Stakeholders identify LOVARC as a service option.	Number of referrals for services (SE, PVSA, ESA, Dir Hire, OJT)	Referrals a. Semiannually b. Annually	Referral to Director of Voc. Services or Human Resources	20/28/36	8 (21)	Referrals steady for direct hire and supported employment individual placement.

- () Denotes annual totals

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EFFICIENCY

Program Objective:	Measure: 2019-2020	Applied to:	Source of Information	Goal:	Actual:	Comment:
Employee will achieve IHSP or ISP objectives	85% of employees will make progress over base line	SE, ESA, PVSA	IHSP Annual or semiannual reviews	80/85/90	75% (70%)	3 of 4 employees made gains on annual goals.
ISP's will be completed on time	80% ISP's done no later then 5 days after due date.	SE, ESA, PVSA	IHSP Forms	75/80/85	60% (80%)	Annual IHSP's completed on time for 3 of 5 employees. Lateness due to covid LOA's.
PVSA services will achieve recipient's objectives	Achievement of goals on service plan	PVSA	Service Plan	NA	NA	No referrals during the rating period.
ESA services will result in useful data for DOR	Assessment and report completed per DOR guidelines	ESA	ESA report	100%	NA	No referrals during rating period.

SATISFACTION

Program Objective:	Measure: 2019-2020	Applied to:	Source of Information	Goal:	Actual:	Comment:
Stakeholder satisfaction will be maintained	On the annual survey. 80% will rate "agree" or "strongly agree" to statements indicating satisfaction	a. SE/PVSA/ESA b. Parent / Guardian c. Customer d. TCRC e. DR	Satisfaction Survey	75/80/85	96% (96%)	80 of 83 individual responses expressed satisfaction with services. 3 neutral responses were received from persons served in Supported Employment individual Placement.
Communications re: Customer comments / concerns will be timely and thorough.	90% of customer complaints will be responded to within 2 days.	a. SE/PVSA/ESA b. Parent / Guardian c. Customer d. TCRC e. DR	Written Customer Feedback Comment / Concern log	85/90/95	Na	No formal complaints were received during the rating period.