

# DEMOGRAPHICS FOR INDIVIDUALS THAT HAVE RECEIVED SERVICES THIS QUARTER

	Facility Based Employment	Community Based Employment	
<b>Total Customers Receiving Services</b>	<b>216</b>	<b>36</b>	
<b>Gender</b>			
Female	110	2	
Male	106	34	
<b>Age</b>			
18-24	43	15	
25-31	46	8	
32-38	34	4	
39-45	28	3	
46-52	33	5	
53-59	23	1	
60-66	7	0	
67+	2	0	
<b>Average Age</b>	<b>37 years old</b>	<b>31 years old</b>	

## TYPES OF DISABILITIES

Developmental Disabilities	Mental Illness	Other Disabilities	
Mild Mental Retardation	136	Bi-Polar	4
Moderate Mental Retardation	21	Anxiety	3
Severe Mental Retardation	0	Depression	5
Down Syndrome	30	Schizophrenia	4
Cerebral Palsy	13	Obsessive Compulsive Disorder	4
Autism	4	Psychotic Disorder	4
Asperger's	11		
Dual Diagnosis	43		
Prader Willi	5		
Spina Bifida	3		
Developmental Disabilities	3		
Other	16		
These numbers include customers with multiple disabilities			
<b>Total</b>	<b>285</b>	<b>Total</b>	<b>24</b>

Ethnicity	Transporation	Residential Settings	
African American	12	OATS Funded by DMH	100
Caucasian	237	OATS Funded privately	18
Asian		Drives Self	34
Hispanic/Latino		Other Forms of transportation	98
Native Hawaiian or Pacific Islander	1	New Freedom Grant Riders	
Other			
<b>Total (Unduplicated)</b>	<b>250</b>	<b>Total</b>	<b>250</b>

\* All individuals with active seizures were not captured in previous outcomes data

# Organizational Employment Services

FY 2010

Organizational Employment Services provides facility based employment for individuals in a packaging and assembly plant. Individuals that are employed in this program are paid actual wages for hours worked and receive benefits along with that.

Outcome	Measure	Time of Measure	Goal	Qtr 1	Qtr 2	Qtr 3	Qtr 4
<b>Effectiveness (based on 100% reporting)</b>	BCI employees will maintain or increase their hourly wage.	The percentage of employees that actually maintain or increase their hourly wage.	quarterly	65%	56.0%		
	BCI employees will increase their hourly wage.	The percentage of employees that actually increase their hourly wage.	quarterly	40%	48.0%		
<b>Efficiency (based on 100% reporting)</b>	BCI employees will be engaged in productive work 100% of the available work hours.	The total percentage of time employees are engaged in productive work.	quarterly	100%	99.9%		
<b>Service Access (based on 100% reporting)</b>	Length of time a person is placed on the waiting list for employment, once paperwork is completed.	The total number of days a person is on the waiting list for employment	quarterly	10 wkg. days	29 wkg. days		
<b>Satisfaction (based on a sampling of 60, with 59 reporting)</b>	Of the individuals reviewed, what percentage of them like working at BCI?	The total percentage of employees that like working at BCI	quarterly	100%	98.3%		
	Of the individuals reviewed, what percentage likes what they are currently working on?	The total percentage of employees that like what their current work assignment.	quarterly	100%	91.5%		
	Is there anything the employees would like to change or do differently?	The total percentage of employees that are completely satisfied with what they are doing.	quarterly	100%	72.9%		
	Are the employees satisfied with facility based employment?	Total percentage of employees completely satisfied with facility based employment.	quarterly	100%	89.8%		

One employee did not give input due to being on an extended leave from BCI.

## **Summary:**

BCI has continued to provide productive work to our employees 99.9% of the time during this past quarter. We have been able to bring 7 individuals off of the wait list this quarter and put them to work. We have also had 2 employees resign and 3 were terminated. We have initiated a new way of performing time studies for our employees by having a different staff person perform the study each month. This rotation has been beneficial for everyone and has had positive responses by all involved. Our employees are rotated to different jobs throughout the shop, as needed, in order to expand their knowledge base and their work skills.

BCI recently sent out Satisfaction Surveys to all stakeholders, not including employees as we get input regularly from them. The final analysis will be documented in the next outcomes report. All surveys that have been returned, this far, have had positive responses and it is the overall consensus that BCI is supporting its mission of providing productive and fulfilling employment for adults with disabilities.

## **Action:**

BCI is actively pursuing the hiring of a supervisor and an Employment Support Specialist. This will enable us to start bringing individuals off of our waiting list and get them to work. We are continuing to interview and perform the prescreening of prospective individuals with disabilities and place them on the waiting list so that when we are ready to hire people, they are ready to go.

# Community Employment Services

FY 2010

Community Employment Services provide group employment opportunities for individuals in community employment settings. Individuals that are employed in this program are paid minimum wage and receive benefits for full time positions.

Outcome	Measure	Time of Measure	Goal	QTR 1	QTR 2	QTR 3	QTR 4
<b>Effectiveness</b>							
Maximize the number of individuals that receive employment services.	Number of individuals that are hired to work.	yearly	50 individuals	36			
Maximize the percentage of individuals who are employed 30 days after date of hire.	The number of individuals who are employed 30 days after date of hire divided by the number of individuals who obtained employment	quarterly	90%	97%			
Maximize the percentage of individuals who have maintained employment for one year or more.	The number of individuals who have maintained their employment for a year divided by that number plus the individuals who are no longer employed.	quarterly	80%	97%			
Maximize the hourly wage of all individuals employed.	Total amount of hourly wages divided by the total number of individuals employed.	quarterly	\$7.25	\$7.25			
<b>Efficiency</b>							
BCI-CEO employees will maintain speed to maximize production	The number of employees that move from CEO work to facility based employment.	quarterly	0 people	0			
<b>Service Access</b>							
Length of time a person is placed on the waiting list for employment, once paperwork is completed and they are eligible to hire.	The total number of days a person is on the waiting list when qualified and before hired	quarterly	14 wk. days	5 days			
<b>Satisfaction</b>							
Employees like working for BCI	The total number of employees that like working for BCI divided by the employees not satisfied	yearly	95%	*			
Employees like the community employment setting they are currently working in.	The total number of employees that like what their current work assignment is divided by the total number of employees working.	yearly	95%	*			
Employees would like to change jobs or do something differently?	The total number of employees that are completely satisfied with what they are doing divided by the number of individuals that want to change.	yearly	10%	*			

\* Formal Satisfaction surveys are completed in the fourth quarter

## **Summary:**

Community Employment Opportunities or CEO is a program within Boone Center, Inc. that offers meaningful, fulfilling jobs for individuals with disabilities in community enclave settings in the St. Charles region and at BCI. An enclave is a small group of employees with disabilities working in the community that have a job coach supervisor at the same site for the entire time they are working. This program is different than the workshop setting due to location and the ability of the individuals providing the work. Instead of businesses sending product to BCI, BCI sends the employees to the business. CEO can develop an enclave of people with the skills to meet our customer's needs. These employees work at the competitive pace as the coworkers around them but with the additional support of the coach with them at all times. By bringing the work to the company, it allows employment to individuals who have limited choices in the community and allows the employee the opportunity to be part of a community workforce. As the CEO program grows, there will be a wide range of job options to CEO employees. It is BCI's philosophy to promote equal employment opportunities for all individuals that want to work.

CEO currently has 5 sites that have employed 36 individuals during the first quarter of the year. Of the 36 individuals, 35 individuals were still employed at the end of the quarter. The one individual that left the CEO program broke her hand when she was off of work and could not return to work. Reckitt-Benckiser, a manufacturing plant, employs 9 individuals that work on various manufacturing lines. Four of the individuals have permanent positions at Reckitt and do not float around in the plant or change lines. O'Fallon Casting, a non-ferrous casting plant utilizes 3 individuals to clean their building. Lauer Construction, a construction company, employs one person to clean their building. The site at Lauer Construction has now developed into a supported employment site due to the fact that the supervision has faded as the job skills were learned and is not needed the whole time that the individual is there to clean. BCI is providing retention services to that individual when they are at work there. BCI employs a crew of 22 individuals to work and run the lines in the other warehouse. A second enclave at BCI employs 2 individuals to clean BCI's buildings. In addition to these permanent sites, CEO will also contract with businesses to do short term projects on an as needed basis with different businesses in the community. This past quarter there wasn't an opportunity to do this but it is something that is marketed for.

## **Action:**

CEO is continually searching for new employment opportunities for people with disabilities. Some of the avenues that are being explored include more janitorial and manufacturing jobs. Other jobs that are being explored for possibilities in the future include computer data work, retail, and car detailing/ sanitizing. 2 individuals would like for us to focus on data processing or data scanning as work that they would like to be able to do. One of the funders has requested that we look for jobs that are "sedentary" and do not require standing.