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# **PROGRAM EVALUATION AND DEMOGRAPHICS REPORT**

## **2020**

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*A Summary of Outcomes, Results, and Conclusions*



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*“MSS lets me be me.” – Person Served*



# SUMMARY AND CONTEXT

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2020 provided us with both extreme challenges and new opportunities. The COVID-19 pandemic caused us to suspend in-person services beginning in March. While closed, we lent our staff to residential facilities to help with their staffing needs. Soon after, we pivoted and began offering our full menu of services using remote technology. These remote services allowed us to stay connected with the people in our programs and combat the effects of isolation during long periods of needing to stay home. In addition, we began providing two new services in 2020, Individualized Home Supports, and Pre-Employment Transition Services (Pre-ETS).

Pre-ETS is a service for students aged 14–21 that introduces employment concepts at a young age and gives people a better chance of being ready to join the workforce after graduation. We offer Pre-ETS in conjunction with our other employment services. During the pandemic, we continued to find work opportunities for people in our programs, both in-person and via technology.

Individualized Home Supports is a 1:1 service provided in a person’s family home and includes supervision, skill-building, and assistance with a variety of activities.

While our locations were temporarily closed, we advocated for emergency funding from our state and federal government. These efforts were eventually successful, and this funding allowed us to stay in business during a significant period with greatly reduced revenue. We were able to begin a phased reopening of our in-person services beginning in July, and by year-end were still in the process of bringing people back, with two locations remaining temporarily closed. We were scheduled to have an accreditation survey by CARF, but it was delayed until 2021 due to the pandemic.

We rebranded our creative arts program as Fresh Eye Arts, with a focus on cultivating artists who wish to become self-employed. We closed our gallery in Lowertown, St Paul and began plans to open a new space called Fresh Eye Gallery in Minneapolis.

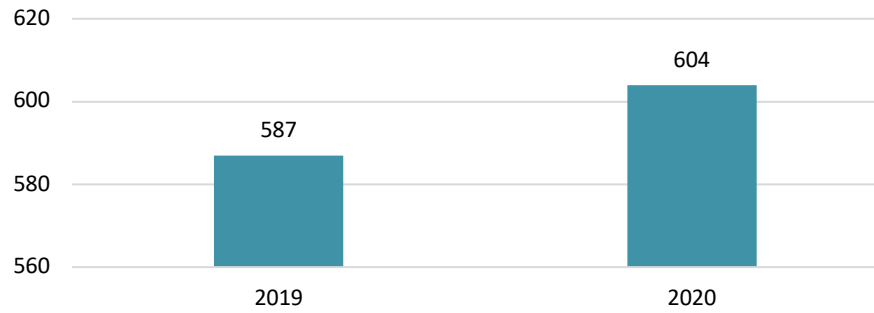
In 2020, we revised our Satisfaction Surveys to include more options for people to choose from when rating their satisfaction. This largely accounts for the slight decrease in percentages where respondents chose “strongly agree” or “agree” – in those cases, a small percentage of respondents chose “neutral”.

The pandemic, and the way we refocused our services in response to it, affected many of the measures in this report. By necessity, our focus was on connections with persons served and stakeholders, retaining key staff, and securing emergency funding to stay financially viable. Community integration, supported work crew employment, staff recruitment and retention, and much more that usually forms the core of what we do was disrupted in 2020.

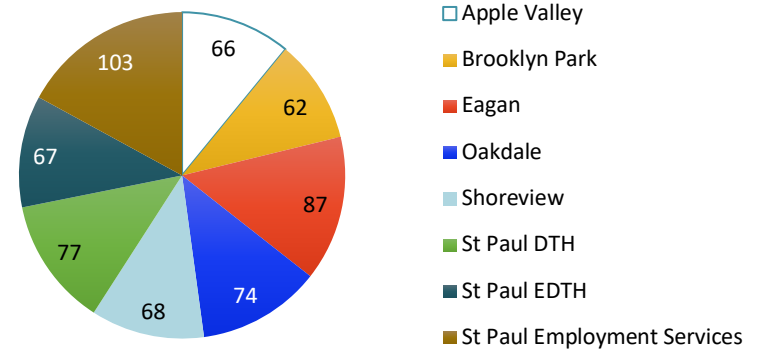
Our 2020–2023 Strategic Plan was revised and re-prioritized due to the effects the pandemic had on our business. It will continue to serve as a “living document” and be revised as needed to stay relevant to our short- and long-term objectives.

# WHO WE SUPPORT

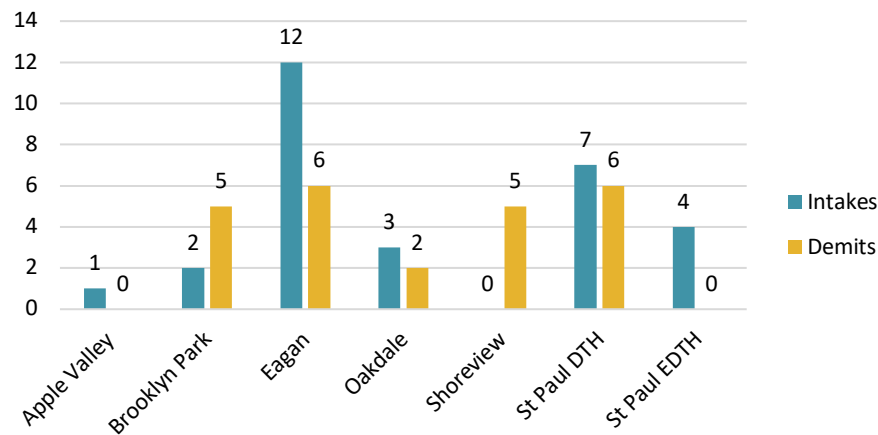
### Total Persons Served



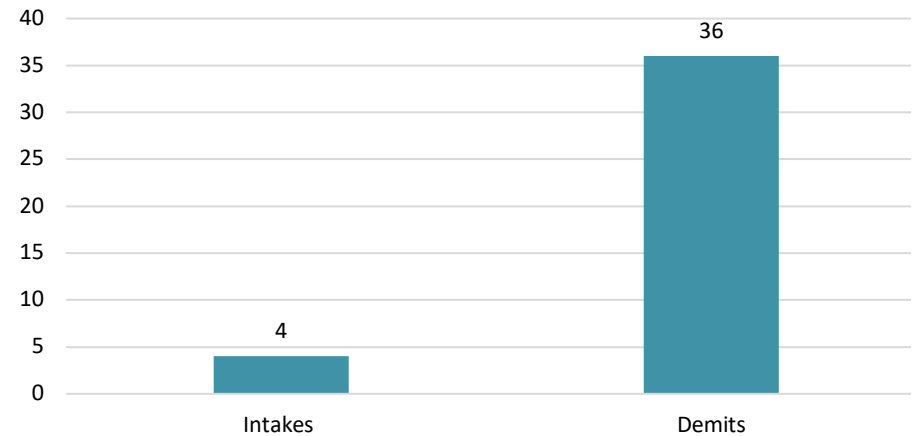
### # Served by Center/Program



### Intakes & Demits - DTH Programs

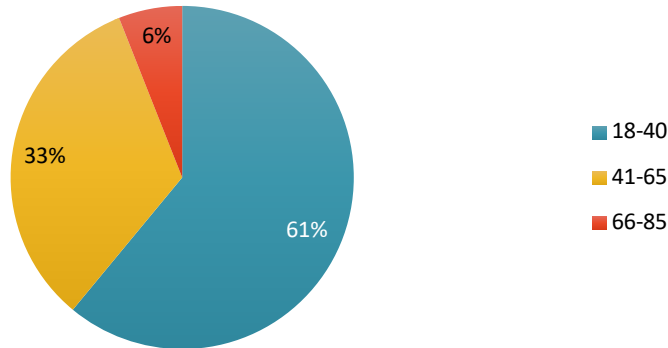


### Intakes & Demits - Vocational Services

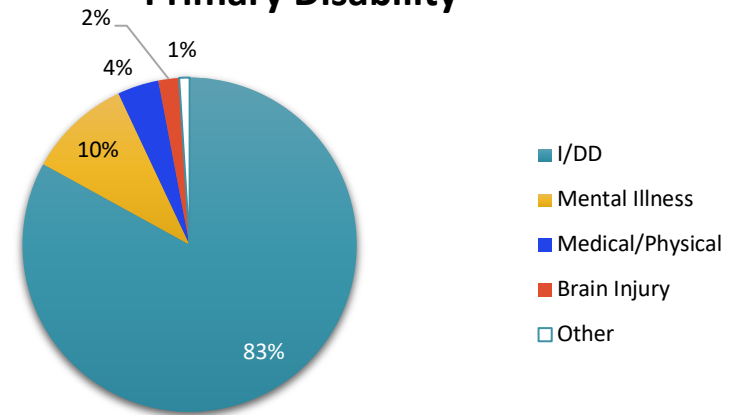


# WHO WE SUPPORT

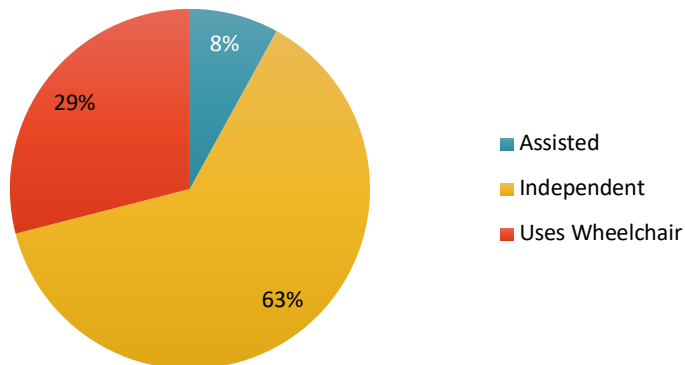
## Age Range



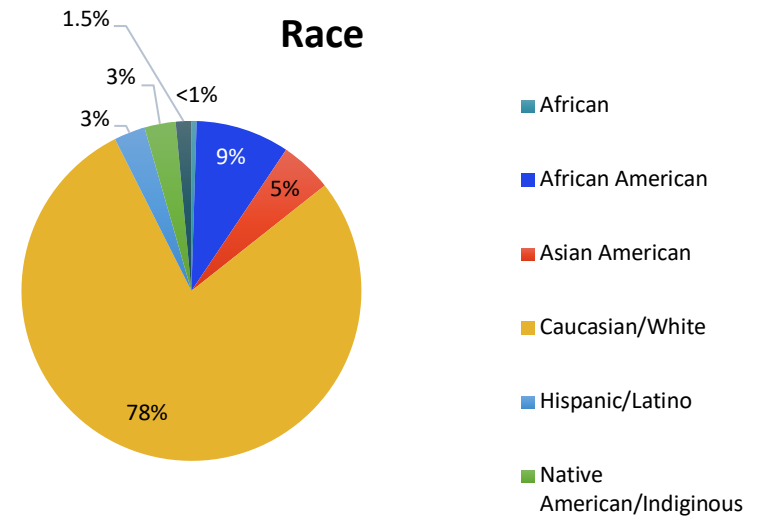
## Primary Disability



## Ambulation



## Race



# SATISFACTION

Individuals at MSS, as well as their Support Team members, are surveyed annually about their satisfaction with our services. Survey questions include topics such as safety, accessibility, community involvement, and culture. Respondents have the opportunity to elaborate on their answers, celebrate what is working well, and make suggestions to improve what is not.

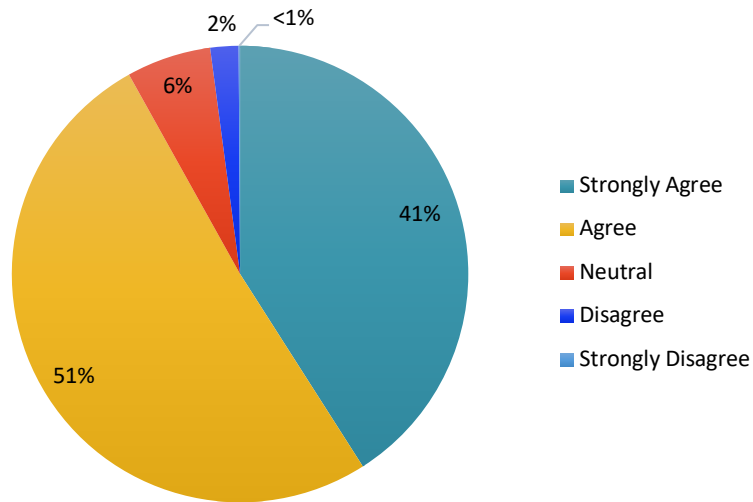
Survey Question	% of <b>105</b> Persons-Served answering “Strongly Agree” or “Agree” to all questions	% of <b>147</b> Support Team Members answering “Strongly Agree” or “Agree” to all questions
MSS considers what makes me feel happy, fulfilled, and comfortable when they are supporting me.	97%	97%
My culture: including language, ethnicity, religion, sexual orientation, sex/gender identity, socio-economic status, and age, is considered when MSS plans my services.	91%	90%
I have the opportunity to actively participate in planning my activities.	90%	90%
My life has improved as a result of the services received at MSS.	94%	97%
Overall, I am satisfied with the services I have received at MSS.	95%	97%
MSS allows me to control my environment when possible (where I choose to work, where I choose to eat lunch, who I choose to socialize with, etc.).	86%	91%
The physical environment at MSS supports my goals and needs (for example, does MSS provide spaces for large group activities as well as solitary activities?).	95%	97%
I am happy with the selection and quality of community activities that MSS provides.	89%	90%
MSS is the most integrated setting in which I can currently be best served.	94%	94%

*“MSS is always my first thought for how to best serve my population” - Case Manager*

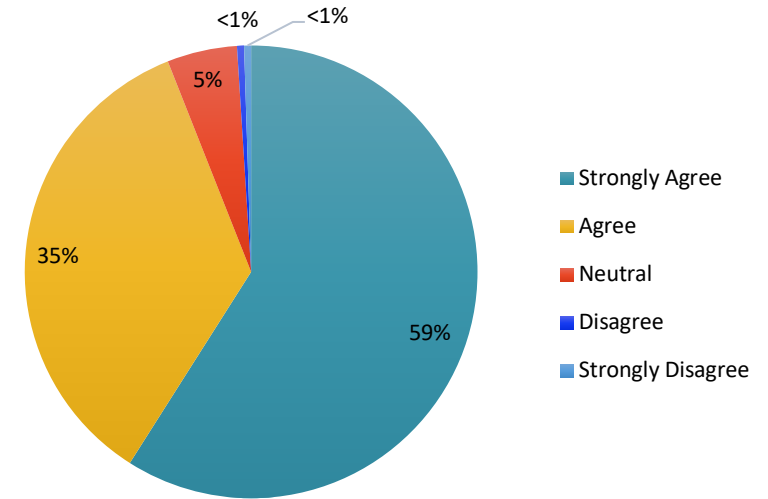
# SATISFACTION

Average Responses to all Questions in our Satisfaction Surveys

## Overall Satisfaction of Persons Served



## Overall Satisfaction of Support Team



### How Could we Improve?<sup>1</sup>

- *Seek increased funding to improve staff recruitment and retention*
- *Offer more transportation options/flexibility*
- *Offer more community-based activities*
- *Open additional locations*
- *Offer more work options*

<sup>1</sup> Summarized from multiple similar survey comments

# OUTCOME MEASURES – DT&H PROGRAMS

## Measures of Effectiveness

Objective	Measure	Data Source	Goal	2019	2020
<b>Maximize "Person-centeredness" of Services for Persons Served and Support Team Members</b>	Input of persons served: % of "agree" or "strongly agree" responses to satisfaction survey items "MSS takes into consideration what makes me feel happy, fulfilled, satisfied, and comfortable when providing supports." And "MSS takes my culture into consideration when planning/implementing services."	Annual Satisfaction Survey Results compiled by QA Director	≥ 95%	98%	94%
	Input of Support Team: % of "agree" or "strongly agree" responses to satisfaction survey item "MSS takes into consideration what makes this person feel happy, fulfilled, satisfied, and comfortable when providing supports." And "MSS takes this person's culture into consideration when planning/implementing services."	Annual Satisfaction Survey Results compiled by QA Director	≥ 95%	100%	93%
<b>Maximize Achievement of Service Outcomes for Persons Served</b>	MSS Service Coordinator input: % of "made progress" or "maintained" responses to survey assessment re: service outcomes.	Service Coordinator Assessment/ Survey	≥ 95%	97%	96%
<b>Maximize Community Involvement for Persons Served</b>	Total # of all community involvement hours (# of individuals x hours of community involvement) <sup>2</sup> .	Program Supervisors/tracking document	25,000	27,579	5,853.25
<b>Increase Internal Community Involvement for Persons Served</b>	Total # of only internal community involvement hours (# of persons served that participated x hours of internal community involvement).	Program Supervisors/tracking document	9,000	8,796	1,882.5

*"Staff are so welcoming and thoughtful in their interactions with persons served, staff and family members."—  
County Case Manager*

<sup>2</sup> This number includes *both* external community involvement (leaving the center and interacting in the larger community) and reverse Internal community involvement (bringing members from the larger community into our centers).



# OUTCOME MEASURES – DT&H PROGRAMS

## Measures of Efficiency

Objective	Measure	Data Source	Goal	2019	2020
<b>Increase Volunteer Hours</b>	# of volunteers from the larger community x # of hours spent volunteering with persons served.	Volunteer Coordinator/tracking document	≥1,800	2,664	634

## Measures of Service Access

Objective	Measure	Data Source	Goal	2019	2020
<b>Provide access to services in a streamlined manner that meets needs of person and referral source<sup>3</sup></b>	Participants will be admitted into the DT&H program & begin services within 30 days of their intake meeting (measured as a %)	Leadership Team	≥ 90%	N/A	86%

## Measures of Satisfaction

Objective	Measure	Data Source	Goal	2019	2020
<b>Maximize Person Served and Stakeholder Satisfaction</b>	<b>Person Served</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.	Satisfaction Surveys compiled by QA Director	≥ 95%	99%	93%
	<b>Referral source</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			100%	94%
	<b>Family member</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			100%	90%
	<b>Residential</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			88%	98%
	<b>Other support team member</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			98%	100%

*"MSS helps me to learn more about my community." – Person Served*

<sup>3</sup> This is a new measure of Service Access

# OUTCOME MEASURES – EMPLOYMENT PROGRAMS

## Measures of Effectiveness

Objective	Measure	Data Source	Goal	2019	2020
<b>Maximize "Person-centeredness" of Services for persons served and Support Team members</b>	Input of persons served: % of "agree" or "strongly agree" responses to satisfaction survey items "MSS takes into consideration what makes me feel happy, fulfilled, satisfied, and comfortable when providing supports." And "MSS takes my culture into consideration when planning/implementing services.".	Annual Satisfaction Survey Results compiled by QA Director	≥ 95%	100%	100%
	Input of Support Team: % of "agree" or "strongly agree" responses to satisfaction survey item "MSS takes into consideration what makes this person feel happy, fulfilled, satisfied, and comfortable when providing supports." And "MSS takes this person's culture into consideration when planning/implementing services.".	Annual Satisfaction Survey Results compiled by QA Director	≥ 95%	100%	91%
<b>Maximize Achievement of Service Outcomes for Persons Served</b>	MSS Service Coordinator input: % of "made progress" or "maintained" responses to survey assessment re: service outcomes.	Service Coordinator Assessment/Survey	≥ 90%	92%	96%
<b>Increase Competitive Job Placements for Persons Served</b>	# of persons served who secure competitive employment	Employment Services Manager/tracking document	15 <sup>4</sup>	4	12
<b>Maximize Work Crew Opportunities for Persons Served</b>	Difference in total annual Work Crew hours.	Payroll Specialist/SAGE report	Increase (hrs)	-10,395	-11,544
<b>Maximize Job Retention of Persons Served</b>	% of persons served placed in competitive employment who maintain employment for 90 days or more.	Employment Services Manager/tracking system	85%	100%	83%
<b>Maximize Earnings of Persons Served</b>	Average hourly wages of individuals who secure <b>competitive</b> employment.	Payroll Specialist/SAGE report	\$18.87	\$16.87	\$18.77
	Average hourly wages of individuals who secure <b>community-based</b> employment (Supervised Work Crews).		\$10.00	\$9.60	\$9.92

<sup>4</sup> This goal has been revised

# OUTCOME MEASURES – EMPLOYMENT PROGRAMS

## Measures of Efficiency

Objective	Measure	Data Source	Goal	2019	2020
<b>Minimize Time to Job Placement for Persons Served</b>	Average # of weeks from start of job search to competitive job placement.	Employment Services Manager/tracking document	12 wks	21 wks	13 wks

## Measures of Service Access

Objective	Measure	Data Source	Goal	2019	2020
<b>Provide access to services in a streamlined manner that meets needs of person and referral source<sup>5</sup></b>	Participants will be admitted into the employment program and begin receiving services within 30 days of their intake meeting	Leadership Team	≥ 90% of people start services within 30 days of intake meeting	N/A	100%

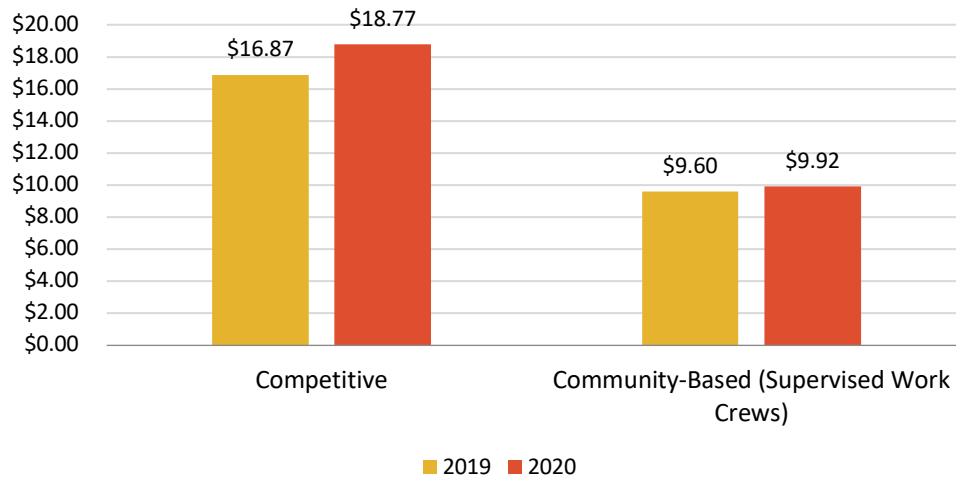
## Measures of Customer Satisfaction

Objective	Measure	Data Source	Goal	2019	2020
<b>Maximize Persons Served and Stakeholder Satisfaction</b>	<b>Person Served</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.	Satisfaction Surveys compiled by QA Director	≥ 95%	100%	96%
	<b>Referral source</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			100%	94%
	<b>Family member</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			100%	98%
	<b>Residential</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			100%	100%
	<b>Other team member</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			100%	100%
	<b>Supported Work Crew Employer</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			100%	89%

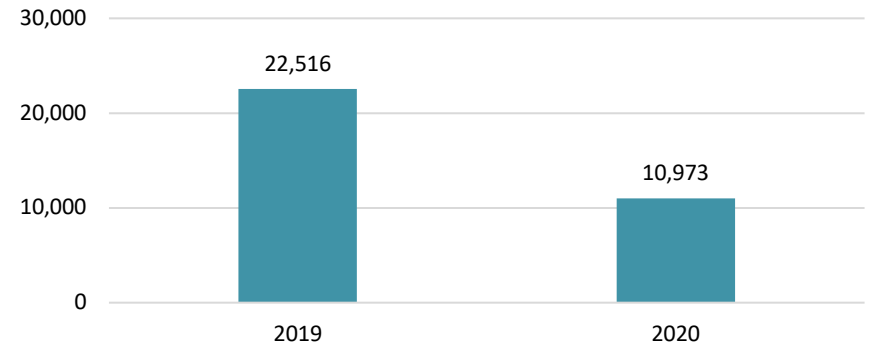
<sup>5</sup> This is a new measure of Service Access

# OUTCOME MEASURES – EMPLOYMENT PROGRAMS

### Wages by Employment Type



### Persons Served Work Hours (Supported Work Crew Employment)



*"I appreciate the employment opportunities and the different options for learning each day." – Family Member*

*"Anytime we have had an issue, they respond immediately and always follow up all while being professional and pleasant." – Family Member*

# OUTCOME MEASURES – ALL PROGRAMS

## Measures of Efficiency

Objective	Measure	Data Source	Goal	2019	2020
<b>Minimize Staff Turnover</b>	Agency-wide staff turnover (excluding internal transfers and promotions)	Director of HR/SAGE report	< 45%	31%	49%
	Direct Support Professional <sup>6</sup> staff turnover (excluding internal transfers and promotions)		< 45%	34%	55%

## Measures of Business Function – All Programs

Objective (in priority order)	Measure	Data Source	Goal	2019	2020 <sup>7</sup>
<b>Ensure Short Term Financial Viability as a Business</b>	Maintain liquidity with current ratio (current assets/current liabilities)	Accounting Supervisor/financial analysis	At or above 2	2.63	3.09
<b>Build Cash Reserve for the Agency</b>	Create cash reserve for Agency to fund capital purchases and unplanned financial needs.	Accounting Supervisor/financial analysis	2 months of operational expenses (\$2,000,000)	\$254,564	\$702,831
<b>Fund New Innovation Through Increased Fundraising and Other Partnership Revenue</b>	% increase of unrestricted fundraised dollars	Accounting Supervisor/Financial Audit	Increase of 10%	-7% \$126,082	220% increase \$362,916
<b>Move Employment Program Toward Financial Self Sufficiency</b>	Decrease program cost for the Employment Services Program	Accounting Supervisor/Financial Audit	See note <sup>8</sup>	35% reduction (\$231,891)	15% Reduction (\$204,889)

<sup>6</sup> For the purposes of this report, we define "Direct Support Professional" as those with the following job titles: Direct Support Professional, Service Coordinator, Job Coach, and Job Placement Specialist. This measure does not include any of the temporary furloughs that occurred due to the pandemic.

<sup>7</sup> Goal progress overall was impacted by the temporary closure of our programs due to the COVID-19 pandemic.

<sup>8</sup> the employment program structure has been changing over the course of the next year in response to funding and service model design. Goal will be adjusted once new program structure is in place.



*“The year of 2020 presented enormous challenges to all of us. MSS pivoted so well to offering remote services and our family is forever grateful. The variety of classes and opportunities to interact and "get together" with old and new friends has been tremendous.” - Parent*

## QUESTIONS OR COMMENTS?

Contact Director of Quality Assurance, Chris Salter, at [csalter@mssmn.org](mailto:csalter@mssmn.org)