



PROGRAM EVALUATION AND DEMOGRAPHICS REPORT

2022

A Summary of Outcomes, Results, and Conclusions

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“MSS has definitely improved our daughter’s quality of life. We couldn’t be more satisfied!” - Parent

SUMMARY AND CONTEXT

We planned 2022 to be our year to ramp up services closer to pre-pandemic levels. Continued outbreaks of COVID-19, while smaller, resulted in lower attendance numbers because of quarantines of staff and persons served. Consequently, our efforts to increase the number of individuals returning to in-person services were delayed, resulting in our struggle to return to our historical level of services. We received 1.7 million dollars in federal provider relief funding and other support foundations that helped offset the gap in revenue during the service ramp-up in 2022.

Satisfaction from both persons served and stakeholders remained high. We received many comments in our surveys that were supportive of our services and our nimble response to the challenges brought by the pandemic. Notably, we had 100 more respondents to our Persons-Served Satisfaction Survey than in 2021.

The scope and availability of Day and Employment Services in Minnesota continue to evolve, and we are seeing increased complexity with the interaction of the Department of Human Services and the Department of Employment and Economic Development. As people choose to pursue employment, it is becoming common to receive services funded by both departments, in addition to Day Support Services. Our database and tracking systems will need to evolve along with this to ensure that we are collecting data that shows the nuances of the range of different services individuals receive, and accurately measuring various metrics of success.

The demographics of the people we support have largely stayed steady, with the exception of age; the 18-40 demographic has grown for the last four years. Some of this is due to our Pre-Employment Transition Services, which provide work concepts and training to individuals still in school.

We saw an increase in staff turnover, but our numbers remain better than our target goal.

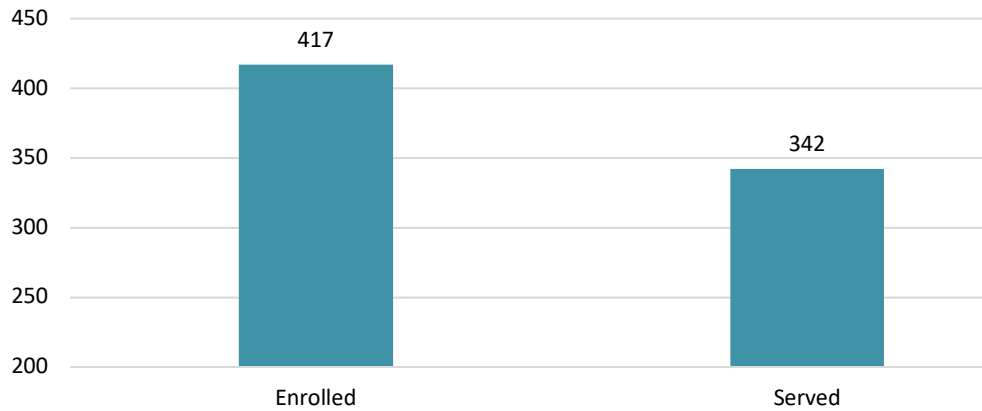
Our commitment to diversity, equity, inclusion, and belonging (DEIB) work is reflected in our programs. Our staff have worked with our consultants from AMAZEworks both individually and in groups. Through this work, we have seen an increase in learning opportunities that explore topics around cultures, ethnicity, and race.

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.

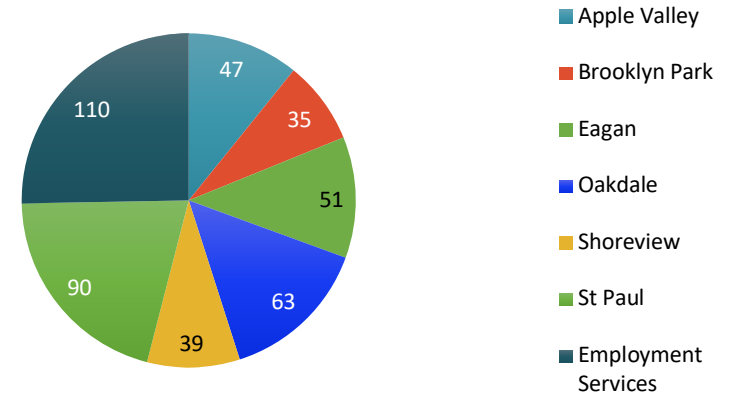
*“I have had such wonderful work experiences while at MSS. The staff really support and help me achieve my goals.” –
Person Served*

WHO WE SUPPORT

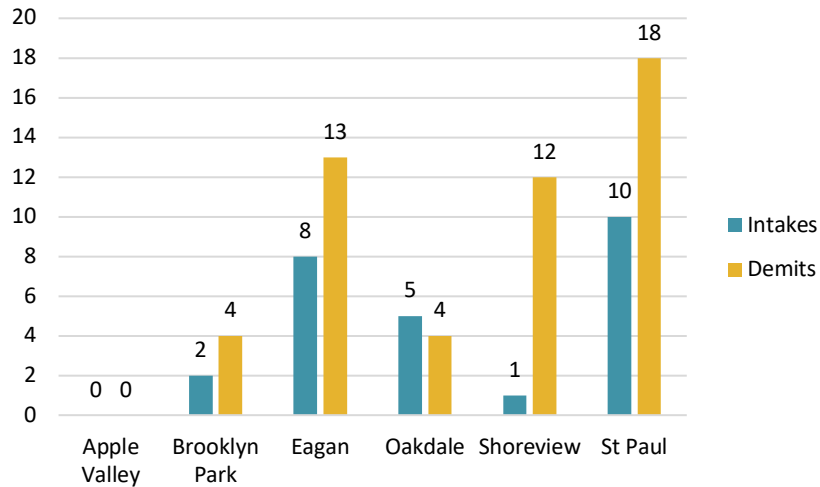
Persons Enrolled/Persons Served



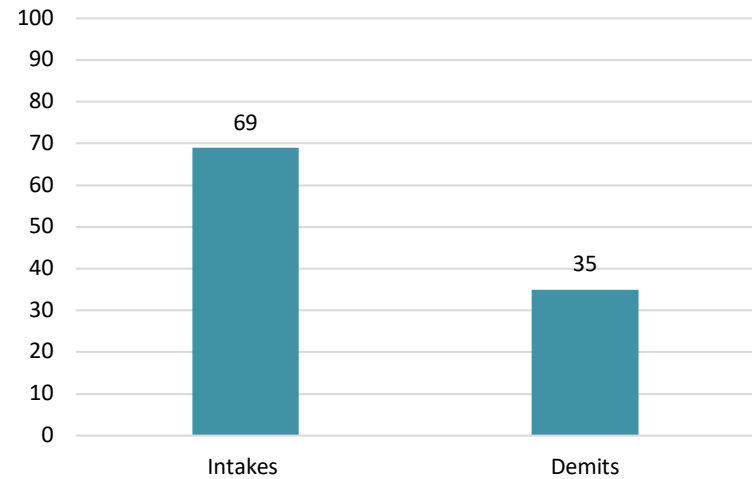
Served by Center/Program



Intakes & Demits - DSS Programs

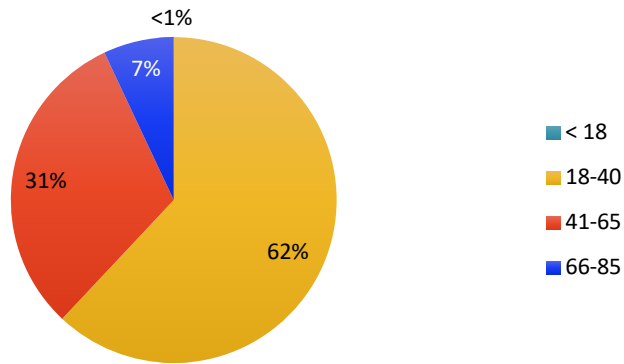


Intakes & Demits - Employment Services

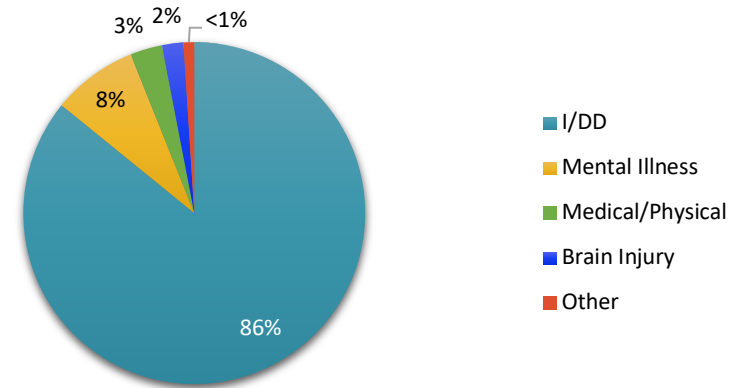


WHO WE SUPPORT

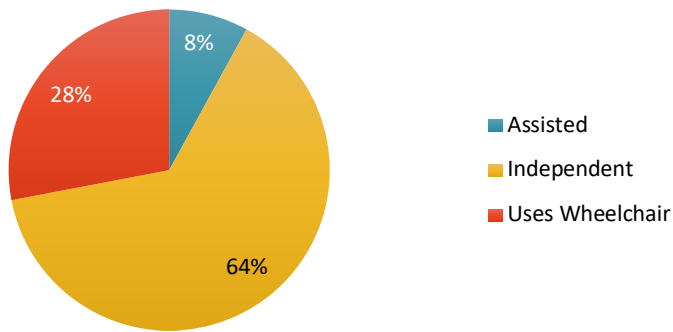
Age Range



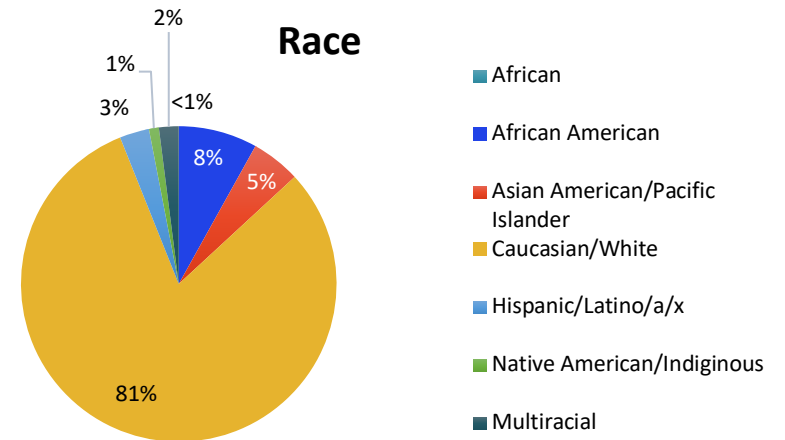
Primary Disability



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.

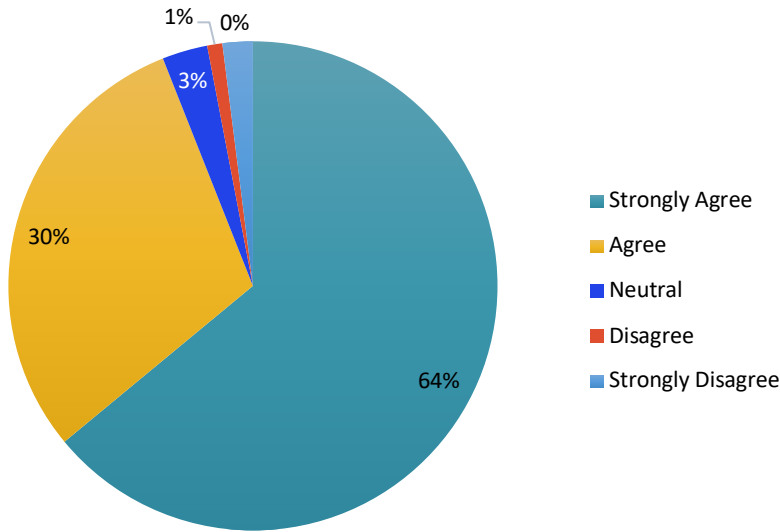
Survey Question	% of 187 Persons-Served answering “Strongly Agree” or “Agree” to all questions	% of 111 Support Team Members answering “Strongly Agree” or “Agree” to all questions
MSS considers what makes me feel happy, fulfilled, and comfortable when they are supporting me.	92%	96%
My culture: including language, ethnicity, religion, sexual orientation, sex/gender identity, socio-economic status, and age, is considered when MSS plans my services.	88%	89%
I have the opportunity to participate in a variety of activities of my choosing.	92%	94%
The things I do at MSS are meaningful to me.* ¹	92%	95%
MSS’s values provide a good fit with the things that I consider important in life.*	91%	95%
The staff I work with encourages and supports my development.*	95%	96%
My life has improved as a result of the services received at MSS.	88%	95%
Overall, I am satisfied with the services I have received at MSS.	93%	95%
MSS gives me opportunities to have control over my environment when possible (where I choose to work, where I choose to eat lunch, who I choose to socialize with, etc. - excluding COVID-19-related restrictions/rules).	93%	92%
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?).	90%	92%
I am happy with the variety and quality of community activities that MSS provides.	87%	91%
MSS is the most integrated setting in which I can currently be best served.	95%	93%

¹ “*” Denotes a new question asked in 2022.

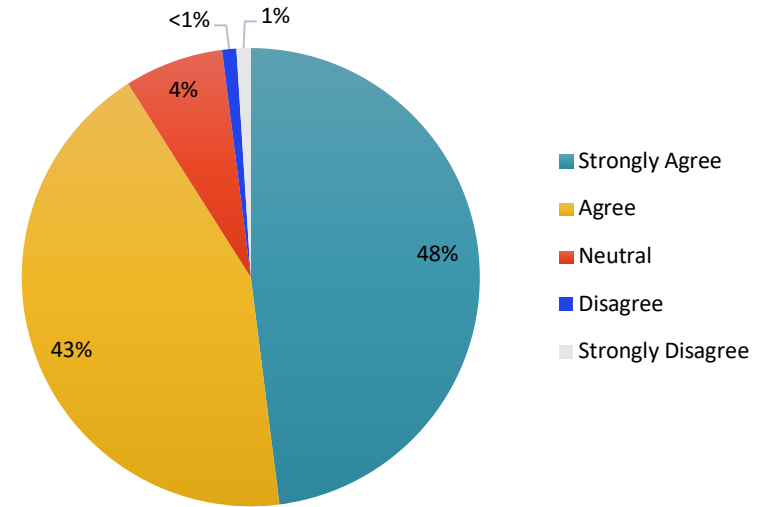
SATISFACTION

Average Responses to all Questions in our Satisfaction Surveys

Overall Satisfaction of Persons Served



Overall Satisfaction of Support Team



How Could We Improve?²

- Improve staffing levels
- Offer more/different activities
- Increase capacity to support more people.
- Offer more community and employment opportunities
- Hire more staff that can speak languages other than English

² Summarized from multiple similar survey comments.

OUTCOME MEASURES – DAY SUPPORT SERVICES PROGRAMS

Measures of Effectiveness

Objective	Measure	Data Source	Goal	2021	2022
Maximize "Person-centeredness" of Services for Persons Served and Support Team Members	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%	95%	91%
	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%	93%	94%
Maximize Achievement of Service Outcomes for Persons Served	MSS Service Coordinator input: % of "made progress" or "maintained" responses to survey assessment re: service outcomes.	Service Coordinator Assessment/ Survey	≥ 95%	74%	80%
Maximize Community Involvement for Persons Served	Total # of all community involvement hours (# of individuals x hours of community involvement) ³ .	Program Supervisors/tracking document	25,000 hrs	6,577 hrs	10,300 hrs
Increase Internal Community Involvement for Persons Served	Total # of only internal community involvement hours (# of persons served that participated x hours of internal community involvement).	Program Supervisors/tracking document	9,000 hrs	1,657 hrs	5,231 hrs

"I have dealt with MSS staff for over 20 years and have always had positive experience with staff and environment at MSS." - Parent

³ This number includes *both* external community involvement (leaving the center and interacting in the larger community) and bringing members from the larger community into our centers.

OUTCOME MEASURES – DAY SUPPORT SERVICES PROGRAMS

Measures of Efficiency

Objective	Measure	Data Source	Goal	2021	2022
Increase Volunteer Hours	# of volunteers from the larger community x # of hours spent volunteering with persons served.	Volunteer Coordinator/tracking document	≥1,800 hrs	474 hrs	1,792 hrs

Measures of Service Access

Objective	Measure	Data Source	Goal	2021	2022
Provide access to services in a streamlined manner that meets needs of person and referral source	Participants will be admitted into the DSS program & begin services within 30 days of their intake meeting (measured as a %)	Leadership Team	≥ 90%	89%	91%

Measures of Satisfaction

Objective	Measure	Data Source	Goal	2021	2022
Maximize Person Served and Stakeholder Satisfaction	Person Served input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.	Satisfaction Surveys compiled by QA Director	≥ 95%	94%	91%
	Referral source input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			96%	91%
	Family member input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			91%	96%
	Residential input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			98%	92%
	Other support team member input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			100%	100%

“MSS helps me achieve my goals. They help me plan for the future.” – Person Served

OUTCOME MEASURES – EMPLOYMENT PROGRAMS

Measures of Effectiveness

Objective	Measure	Data Source	Goal	2021	2022
Maximize "Person-centeredness" of Services for persons served and Support Team members	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%	95%	92%
	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%	96%
Maximize Achievement of Service Outcomes for Persons Served – All Employment Services	MSS Service Coordinator input: % of "made progress" or "maintained" responses to survey assessment re: service outcomes.	Service Coordinator Assessment/Survey	≥ 90%	83%	85%
Maximize Achievement of Service Outcomes for Persons Served – Pre-ETS	MSS Employment Specialist input: % of students receiving Pre-ETS services who will make progress towards or meet established objectives.	Employment Specialist Assessment/Survey	80%	81%	93%
Increase Competitive Job Placements for Persons Served	# of persons served who secure competitive employment	Employment Services Manager/tracking document	15	20	27
Maximize Work Crew Opportunities for Persons Served	Difference in total annual Work Crew hours.	Payroll Specialist/SAGE report	Increase (hrs)	+2,804 hrs	+913.75 hrs
Maximize Job Retention of Persons Served	% of persons served placed in competitive employment who maintain employment for 90 days or more.	Employment Services Manager/tracking system	85%	85%	85%
Maximize Earnings of Persons Served	Average hourly wages of individuals who secure competitive employment.	Payroll Specialist/SAGE report	\$19.50 ⁴	\$18.87	\$18.92
	Average hourly wages of individuals who secure community-based employment (Supervised Work Crews).		\$15.00 ⁵	\$11.69	\$12.96

⁴ Goal updated

⁵ Goal updated

OUTCOME MEASURES – EMPLOYMENT PROGRAMS

Measures of Efficiency

Objective	Measure	Data Source	Goal	2021	2022
Minimize Time to Job Placement for Persons Served	Average # of weeks from start of job search to competitive job placement.	Employment Services Manager/tracking document	12 wks	13 wks	12wks

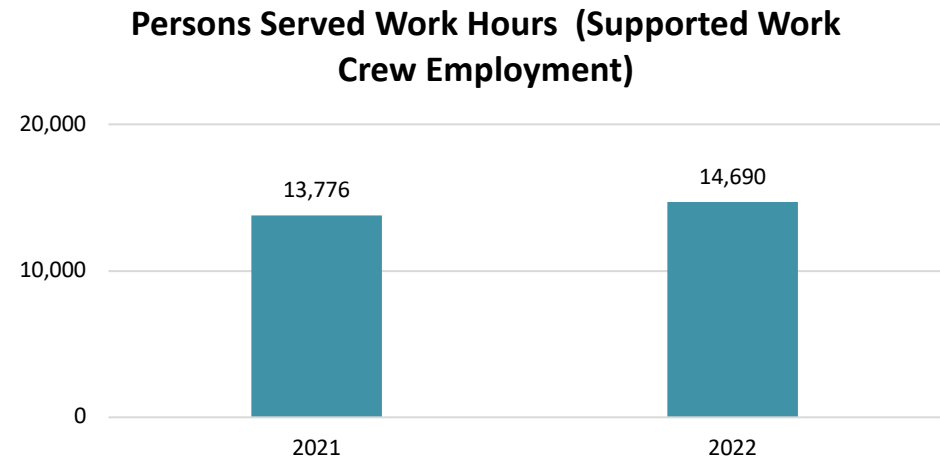
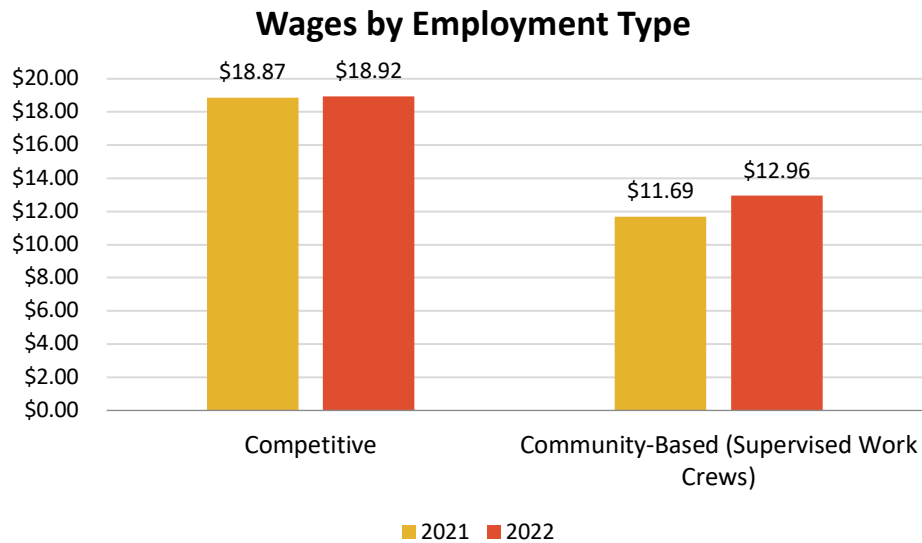
Measures of Service Access

Objective	Measure	Data Source	Goal	2021	2022
Provide access to services in a streamlined manner that meets needs of person and referral source	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	99%	98%

Measures of Customer Satisfaction

Objective	Measure	Data Source	Goal	2021	2022
Maximize Persons Served and Stakeholder Satisfaction	Person Served input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.	Satisfaction Surveys compiled by QA Director	≥ 95%	92%	93%
	Referral source input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			94%	98%
	Family member input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			94%	99%
	Residential input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			100%	82%
	Other team member input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			100%	100%
	Supported Work Crew Employer input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			96%	100%

OUTCOME MEASURES – EMPLOYMENT PROGRAMS



"MSS is my top choice for a day program with the great communication and advocacy and all the supports available." – Residential Provider

OUTCOME MEASURES – ALL PROGRAMS

Measures of Efficiency

Objective	Measure	Data Source	Goal	2021	2022
Minimize Staff Turnover	Agency-wide staff turnover (excluding internal transfers and promotions)	Director of HR/SAGE report	< 45%	22%	29%
	Direct Support Professional ⁶ staff turnover (excluding internal transfers and promotions)		< 45%	25%	32%

Measures of Service Access

Objective	Measure	Data Source	Goal	Program	2021	2022
Increase staff to increase service access	# of staff at each program is measured at year-end.	Accounting Supervisor/Year End Financials	Increase Service Access by increasing number of staff ⁷	St Paul Program	14.18	15.32
				St Paul Employment	8.62	9.08
				Shoreview	6.41	11.39
				Apple Valley	15.17	14.44
				Brooklyn Park	7.38	10.12
				Eagan	7.90	16.56
				Oakdale	11.44	14.46
				VR	6.64	7.26

⁶ 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.

⁷ All programs have lost staff during the pandemic, which creates a service access issue.

Measures of Business Function

Objective (in priority order)	Measure	Data Source	Goal	2021	2022
Ensure Short Term Financial Viability as a Business	Maintain liquidity with current ratio (current assets/current liabilities)	Accounting Supervisor/financial analysis	At or above 2	4.11	4.08
Build Cash Reserve for the Agency	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) ⁸	\$1,188,661	\$1,627,150
Fund New Innovation Through Increased Fundraising and Other Partnership Revenue	% increase of unrestricted fundraised dollars	Accounting Supervisor/Financial Audit	Increase of 10%	Less than 1% decrease (\$1,305)	Increase 35% \$100,206
Restore Financial Self Sufficiency for AV, OA Post-Pandemic⁹	Increase billable services	Accounting Supervisor/Financial Audit	Break even: OA-2023 AV-2024	N/A	OA- (\$85,377) AV (\$21,258)
Increase Contribution/Grants to support Fresh Eye Gallery Operations¹⁰	Increase support by 15% year over year	Accounting Supervisor/Financial Audit	\$40,000 annually	N/A	\$26,693.76

"MSS helps me feel welcome and the people who work there are very understanding and kind." – Person Served

QUESTIONS OR COMMENTS?

Contact Director of Quality Assurance, Chris Salter, at csalter@mssmn.org

⁸ Goal has been revised (dollar amount increased).

⁹ New goal.

¹⁰ New goal.