

CROSSROADS DIVERSIFIED SERVICES WORKFORCE DIVISION OUTCOME EVALUATION

Fiscal Year 2011/2012

October 1, 2011 – December 31, 2011

The Mission of Crossroads Diversified Services

Crossroads “Through specialized education, training, and ongoing support, we empower persons with disabilities and other barriers to achieve sustainable employment”.

Values and Desired Outcomes

Underlying the work of Crossroads is a strong set of values that guides us in all aspects of our relationships with clients and the services we provide them. We believe that a person with a disability is a person first. We believe that there is a job for every one of our clients who wants to work. Our task is to find that job. We are committed to providing opportunities for our clients. We believe that our clients are our customers. We practice good customer service. We respect and advocate for the rights of persons with disabilities. Finally, we believe that work is therapeutic.

Our desired outcomes are straightforward and derived from our mission and our values. We expect that as a result of our employment services, our clients will choose the type of employment they want, find that employment and maintain it for as long as they desire. In addition, we expect that our services will have been delivered in a manner that is effective, efficient and adequate to the needs of our clients.

Persons Served

Crossroads provides employment opportunities to individuals with psychiatric and physical disabilities, traumatic brain injury, addiction to controlled substances and social or economic disadvantages.

The Outcome Evaluation Report is a product designed to evaluate and report on the effectiveness, efficiency, and quality of services provided. Effectiveness measures, or Primary Measures, evaluate the client outcomes expected from the services provided and indicate whether, and to what extent, the program is meeting its mission. Supplemental Measures test the overall satisfaction of our clients, stakeholders and community employers and monitors our response to our Accessibility Plan objectives.

Outcome Evaluation Report

PRIMARY MEASURES

Primary measures are outcome objectives which measure our performance in regard to contractual objectives.

| Vocational Rehabilitation Services | | | | | | |
|---|---|-------------------|--------------|-----------------|-------------|--------------------|
| | Objective | Quarterly Results | | | | Cumulative Results |
| | | 1st | 2nd | 3 rd | 4th | |
| 1 | 111 new or carry over Sacramento-CS clients will complete an intake interview. | Goal 41 | Goal 25 | Goal 25 | Goal 25 | Goal 66 |
| | | Result 28 | Result 10 | Result | Result | Result 38 |
| 2 | 97 Sacramento-CS clients will attend the Employment Preparation class. | Goal 12 | Goal 30 | Goal 30 | Goal 25 | Goal 42 |
| | | Result 06 | Result 04 | Result | Result | Result 10 |
| 3 | 75 Sacramento-CS clients will obtain competitive employment. | Goal 17 | Goal 19 | Goal 20 | Goal 19 | Goal 36 |
| | | Result 08 | Result 03 | Result | Result | Result 11 |
| 4 | 55 Sacramento-Case Service clients who achieve employment will retain their jobs for 90 days. | Goal 18 | Goal 10 | Goal 10 | Goal 17 | Goal 28 |
| | | Result 01 | Result 04 | Result | Result | Result 05 |
| Youth Services | | | | | | |
| 7 | 440 youth will receive Universal Services at the Citrus Heights Career Center. | Goal 110 | Goal 110 | Goal 110 | Goal 110 | Goal 220 |
| | | Result 113 | Result 69 | Result | Result | Result 182 |

Youth Services (Continued)

| | Objective | Quarterly Results | | | | Cumulative Results |
|----|---|-------------------|---------------|-----------------|-------------|--------------------|
| | | 1st | 2nd | 3 rd | 4th | |
| 8 | 440 youth will receive Universal Services at the Rancho Cordova Career. | Goal 110 | Goal 110 | Goal 110 | Goal 110 | Goal 220 |
| | | Result 114 | Result 128 | Result | Result | Result 242 |
| 9 | 50 In-School Youth will receive case management services through the Sacramento Works Career Center system. | Goal 10 | Goal 40 | Goal 0 | Goal 0 | Goal 50 |
| | | Result 12 | Result 34 | Result | Result | Result 46 |
| 10 | 35 In School Youth will be placed in employment, education or training. | Goal 0 | Goal 5 | Goal 15 | Goal 15 | Goal 05 |
| | | Result 0 | Result 0 | Result | Result | Result 0 |
| 11 | 31 In School Youth will attain a recognized certificate, diploma or GED | Goal 0 | Goal 3 | Goal 0 | Goal 28 | Goal 03 |
| | | Result 0 | Result 0 | Result | Result | Result 0 |

Career Center Services - Citrus Heights

| | | | | | | |
|----|--|-----------------|---------------|--------------|--------------|-----------------|
| 12 | The Citrus Heights Career Center will provide Universal services to 4,379 adults and dislocated workers. | Goal 1095 | Goal 1095 | Goal 1095 | Goal 1094 | Goal 2,190 |
| | | Result 1,094 | Result 687 | Result | Result | Result 1,781 |
| 13 | The Career Center enroll 867 of customers for the purpose of providing intensive services | Goal 217 | Goal 217 | Goal 217 | Goal 216 | Goal 434 |
| | | Result 421 | Result 27 | Result | Result | Result 448 |
| 14 | Career Center staff will provide substantial services to 30 businesses. | Goal 8 | Goal 8 | Goal 8 | Goal 6 | Goal 16 |
| | | Result 18 | Result 32 | Result | Result | Result 50 |

Social Security Work Incentive Planning and Assistance

| | Objective | Quarterly Results | | | | Cumulative Results |
|----|--|-------------------|---------------|-----------------|-------------|--------------------|
| | | 1st | 2nd | 3 rd | 4th | |
| 15 | 440 SSDI/SSI beneficiaries will receive work incentive planning and assistance services. | Goal 110 | Goal 110 | Goal 110 | Goal 110 | Goal 220 |
| | | Result 139 | Result 114 | Result | Result | Result 253 |
| 16 | 352 SSDI/SSI beneficiaries will receive intensive work incentive planning and assistance services. | Goal 88 | Goal 88 | Goal 88 | Goal 88 | Goal 176 |
| | | Result 94 | Result 93 | Result | Result | Result 187 |

Report on Accessibility Plan Objectives

| | Objective | Quarterly Results | | | | Cumulative Results |
|----|---|-------------------|---------------|-------------------------------|---------------|--------------------|
| | | 1st | 2nd | 3 rd | 4th | |
| 17 | Increase usage by job seekers with Mental Health disabilities in the Department of Rehabilitation Case Services contract by 20% in FY12 | Goal N/A | Goal 37 | Goal | Goal | Goal 37 |
| | | Result N/A | Result 38 | Result | Result | Result 38 |
| 18 | Develop a cohesive, effective youth program unit let by the Youth Services Coordinator by January 13, 2012 | Goal N/A | Goal N/A | Goal Complete by 1/13/12 | Goal N/A | Goal |
| | | Result N/A | Result N/A | Result Completed | Result N/A | Result |
| 19 | Develop and finalize a marketing plan for employers in the Sacramento region to increase the number of youth and adults with disabilities in competitive employment by January 31, 2012 | Goal N/A | Goal N/A | Goal Complete by 1/31/12 | Goal N/A | Goal |
| | | Result N/A | Result N/A | Result Working with staff. | Result N/A | Result |

SUPPLEMENTAL MEASURES

Supplemental Measures test the overall satisfaction of our clients, stakeholders and community employers and monitors our response to Accessibility Plan issues.

| | Objective | Quarterly Results | | | | Cumulative Results |
|----|--|-------------------|---------------|-----------------|---------------|--------------------|
| | | 1st | 2nd | 3 rd | 4th | |
| 20 | 85% of clients surveyed will respond "excellent" or "good" to the statement: " Overall how would you rate the services at Crossroads? " | Goal 85% | Goal 85% | Goal 85% | Goal 85% | Goal 85% |
| | | Result 92% | Result 98% | Result % | Result % | Result 92% |
| 21 | 85% of employers surveyed will have an "Yes" response to the statement: " Would you recommend Crossroads to other employers? " | Goal N/A | Goal N/A | Goal 85% | Goal 85% | Goal 85% |
| | | Result N/A | Result N/A | Result % | Result % | Result % |
| 20 | 85% of stakeholders surveyed will have an "Yes" response to the statement: " I would recommend Crossroads to other agencies/programs. " | Goal 85% | Goal N/A | Goal 85% | Goal N/A | Goal 85% |
| | | Result 100% | Result N/A | Result % | Result N/A | Result 100% |