

WATCH RESOURCES, INC.

2018 Annual Summary Report For Supported Employment

WATCH is committed to increasing skills, maximizing independence, community integration and quality customer-driven services. Supported Employment is a service provided by WATCH, offering job placement and job coaching in competitive employment to adults with intellectual disabilities.

WATCH insures that services provided reflect the needs of those persons served. Formal surveys of program participants, their families, care providers; referral agencies and other interested community members are conducted annually. Obtaining feedback from stakeholders is an important means to gauge satisfaction with services and supports as well as pinpoint areas for quality improvement. The results from these surveys enable WATCH to establish baseline data against which to gauge changes in the organization's performance over time.

On a quarterly basis, each consumer is asked to complete a *Consumer Input Sheet*, providing them an opportunity to state areas of concern, suggestions or accomplishments. Any area of concern is referred to the Director of Vocational & Adult Learning or Director of Program Services who works with the consumer individually to better understand their issue and take possible action. This more informal method allows for continual input and helps WATCH to remain responsive to people's needs.

Annually, stakeholder satisfaction surveys are conducted and tabulated. Topics included in the surveys, range from overall satisfaction of the services to the question of WATCH's impact on the lives of persons served. Follow-up data for consumers that left services during the targeted period of time is aggregated and analyzed.

A summary of the year's demographics for Supported Employment includes:

An analysis of demographics for 2018 shows information to be unremarkable when compared to previous years, in terms of changes and trends. With a program that serves a relatively small number of people, one or two people entering or exiting result in significant data changes, but no trends are apparent.

Twenty-four (24) people received services from Supported Employment during this period. Those people comprised of:

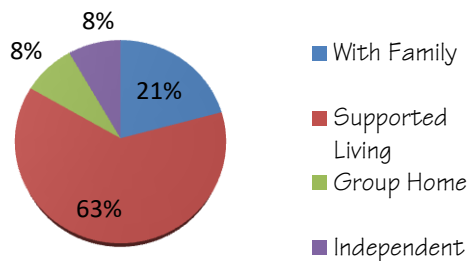
- **67% Male** **33% Female**
- **94% Caucasian** **6% Hispanic** **0% Other**

There has been little change during the past 5 years in these identifiers. Currently WATCH serves 2% less females when comparing to last year's data; however that is still an overall increase of 3% compared with 2013. Again, this points to no clear trend.

Living Options included:

- **63% Supported Living**
- **21% With Family**
- **8% Independent**
- **8% Group Home**

Living Arrangements



People's living situations have seen some fluctuation in recent years. More people are living in group homes or independently with almost the same number of people living with their families when compared with data from 2013. Persons receiving Supported Living services have dropped by 10% since 2013, when the number stood at 73%.

Ages of people served were grouped as follows:

- **<20 = 8%**
- **20's = 33%**
- **30's = 38%**
- **40's = 13%**
- **50's = 8%**

By far the bulk of the people currently serviced in Supported Employment fall within the age ranges of 18 – 49 years of age (92%); five years ago that percentage was 83%. People from 50 – 69 years old (8%) have gradually decreased in number with no one currently being served who is older than 59. In 2013, that percentage in that age group was 17%

All individuals who were referred and determined to be eligible and benefit from services, were accepted for the services they requested. No person was denied services from Supported Employment.

SATISFACTION SURVEY

"Before Supported Employment, my son didn't think he could get a job. He is SO happy now thanks to them!!"

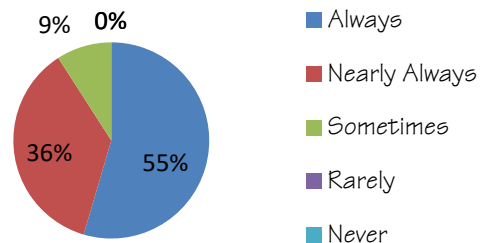
FAMILY/CARE PROVIDER AND SUPPORTED EMPLOYMENT STAFF RESPONSES:

- **100%** of responding family/care providers rated satisfaction with SE services as *Extremely Satisfied* or *Generally Satisfied*.
- **100%** of staff said they would *Recommend Wholeheartedly* WATCH to any family/friend who needs services.

SUPPORTED EMPLOYMENT EMPLOYEE RESPONSES:

- **100%** of the supported employees responded that they are *Always* or *Nearly Always* comfortable working with Supported Employment staff.
- **91%** of the supported employees responded that they were happy with the support they receive from the Supported Employment staff, rating it *Always* or *Nearly Always*
- **9%** rated this question as *Sometimes*

SE Satisfaction with Support



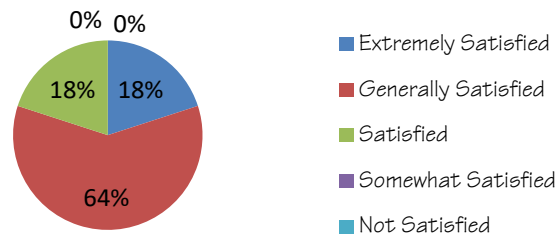
No formal complaints have been filed thus far for the year 2018 which is in keeping with previous years.

REFERRAL AGENCIES RESPONSES:

- **100%** of the referral agencies responses were that the *WATCH management staff is organized and professional in their contacts.*
- **100%** of the referral agencies' responses said that *WATCH makes a significant and worthwhile impact in the lives of the people it serves.*

WATCH serves a wide range of consumers and is always willing to discuss options to make sure consumer's needs are met."

Regional Center Satisfaction



- **82%** of the referral agencies responded they were *Extremely Satisfied* or *Generally Satisfied* with Supported Employment service.
- **18%** rated *Satisfied*

This is an improvement over previous years as everyone chose *Satisfied* or higher.

EMPLOYER RESPONSES:

- **100%** of the responding employers rated their level of satisfaction with Supported Employment services as *Excellent* or *Very Good*.

WATCH BOARD OF DIRECTORS RESPONSES:

- **100%** of the responding directors *Strongly Agree* that WATCH *makes a significant impact on the community*.

Although the surveys were favorable, areas of Supported Employment services that were identified as benefiting from further focus were:

- Continue working to improve the satisfaction rating of referral agencies.
- Working to increase the number of survey response from the employers. Staff will request employer email addresses for use with an online survey (*Survey Monkey*) in an effort to increase survey returns. This year's response rate survey was 36% down from 43%.
- Helping each program participant to review and focus on their employment goals more frequently. Survey responds showed that 10% of the people felt they *Rarely* worked on their employment goals.

It was agreed that these areas were directly under the control of the Support Employment's staffs' abilities to address.

Follow-Up Reports

Follow-Up Reports serve as a useful tool in the coordination and support of the consumers and their services. Follow-up data can assist with the transition and exchange of information concerning individual consumers' services with new programs and in the evaluation of WATCH programs. During this year, three (3) people terminated service with Supported Employment. Data includes feedback from 6 people as reporting timelines overlap calendar years. Overall

feedback shows that people felt that WATCH's Supported Employment service helped them. Follow-Up Reports for the year are tabulated and reviewed by the staff.

SUMMARY

The result of survey demonstrates that WATCH continues to provide quality services to adults with intellectual disabilities. Supported Employment reached its goal of supporting program participants to acquire new skills and, in turn, they have been successful at reaching their IHSP objectives. Program participants have ample opportunity for input into their services through both formal and informal means. They expressed general satisfaction with services as did referral agencies, family members, and care providers.

WATCH will continue working with people to reach their personal goals and providing high quality program opportunities for those it serves.