

Program Evaluation Report
Fiscal Year FY 2006

Demographic Data Summary:

MVLE served a total of 498 Individuals in FY 2006. Of these individuals, 304 Individuals were directly employed by MVLE, 81 Individuals were employed through MVLE (with the ISE department), 44 Individuals were in MVLE's Day Program and did not receive wages, and 36 were discharged. MVLE also served 33 Individuals who received assessments but chose not to enroll in MVLE's programs. MVLE's retention rate was 91.4%.

Of the 465 individuals who actively received MVLE services, 198 were in Center-Based Programs, 133 were in the Group Supported Program, and 134 were in the Individual Supported Employment.

Our average Attendance Rate was 85%.

The gender distribution of the individuals in MVLE programs has remained relatively constant. This year 39% were female and 61% male.

The ethnic/racial diversity of individuals receiving services has continued to change each year. We have seen an increase in African American, Asian, and Hispanic individuals. The percent of MVLE's population that identifies itself as White/Caucasian has decreased each year. Last year 63% of the population was White/Caucasian, while this year the number decreased to 56%. MVLE has addressed this demographic finding by working to translate its materials into other languages and to develop a pool of translators to assist with meetings.

The primary and secondary diagnoses of individuals served have also significantly changed in the past year. Last year 90% of the primary diagnoses of individuals served was Mental Retardation, with the other 10% split between Mental Illness and other disabilities. This year, only 79% of the primary diagnoses of individuals served was Mental Retardation, while 12% were diagnosed with Mental Illness and 9% had other disabilities.

With regards to secondary diagnoses, 113 or 57% of Center-Based individuals, 41 or 31% of Community-Based Individuals and 30 or 22% of Individual Supported Employment Individuals have documented secondary diagnoses. The following table outlines the more significant (5% or over) secondary diagnoses per program.

Secondary Disability by Program Cross tabulation

		Program		
		Center-Based	Group	ISE/NISH
Autism	# of Individuals	15	7	
	% within Program	7.6%	5.3%	
Blind	# of Individuals	16		
	% within Program	8.1%		
Cerebral palsy	# of Individuals	11		
	% within Program	5.6%		
Deaf/HH	# of Individuals	10		
	% within Program	5.1%		
Down's Syndrome	# of Individuals	10	6	
	% within Program	5.1%	4.5%	
Noonan's	# of Individuals		9	
	% within Program		6.8%	
Physical Dis.	# of Individuals			7
	% within Program			5.2%
Substance Abuse	# of Individuals			7
	% within Program			5.2%
Seizure Disorder	# of Individuals	31		
	% within Program	15.7%		

In response to this finding, MVLE program staff are continuing to provide individualized, personalized plans of service. We are also actively working to develop new programs, such as horticulture therapy, art therapy, and programs for severely disabled populations.

Stakeholder Satisfaction Summary:

During the months of June to August, 2006, satisfaction surveys were administered to MVLE's eight major stakeholder groups: Center-Based individuals, Community-Based individuals, Guardians, Customers, Case Managers, Employees, Board of Directors, and Discharged individuals. The surveys were completed by 456 stakeholders. The data was collected and analyzed for each stakeholder group, as well as cross-departmentally within the eight groups. Overall, the satisfaction was relatively high, when compared to the target rate of 95% (75% for employees). Recommendations were made in response to the survey results, and are listed below. More detailed survey summaries can be obtained from the Evaluation and Planning department.

Stakeholder Satisfaction Survey Recommendations:

- In response to individuals' dissatisfaction with low wages and a stated desire to work more hours or a different job, the position of Marketing Manager was established one year ago; this person is focusing on continual commercial business development, in order to create new, diverse jobs. Also, MVLE's 2008-10 Strategic Plan focuses on business development at all levels of the organization.
- Employees noted dissatisfaction mainly with low wages and poor communication between management and staff. While the organization's budget constraints unfortunately do not allow salary to be easily increased, other suggestions were implemented. The employee survey results were published in the July-September 2006 Quality Newsletter, which was distributed to all staff. Managers discussed the survey results with their staff and then reported any questions and/or feedback from staff regarding the results. This feedback will be shared with the entire Senior Team, who will collectively provide answers to the questions and concerns of staff and then communicate those answers in subsequent Quality Newsletters. Therefore, communication will improve as employees are kept informed about the answers to their interests and concerns.
- In response to any dissatisfaction regarding MVLE programs and services, detailed evaluations of each program in the organization occur annually, in order to continually review and improve the services offered by every department. In addition, Outcome Measures are updated annually and tracked quarterly, so that quality and improvement are valued and reflected by each program. Such program evaluation and Outcome Measurement will continue to be developed so that MVLE enjoys continual growth and stakeholder satisfaction only increases.
- Finally, some employees mentioned the desire to advance themselves professionally. Managers will foster such growth by determining necessary goals for individual employees to accomplish in order to gain greater responsibilities within their departments. These goals will be communicated to staff during performance reviews.

Outcome Measures Summary

Individuals within MVLE programs were very successful this past year. They averaged 63% completion of personal goals as outlined in their Individualized Service Plans. The charts below indicate average wages and hours worked per program.

Community Employment Services

\$2,893.32	Average wage
\$3.12	Average hourly wage
928.03	Average hours worked per year

Community Access (Chantilly and Springfield)

\$769.53	Average wage
\$2.32	Average hourly wage
331.59	Average hours worked per year

NISH (Government set-aside contracts)

\$12,505.11	Average wage
\$10.41	Average hourly wage
1,200.89	Average hours worked per year

Production Department (Chantilly and Springfield)

\$614.02	Average wage
\$2.25	Average hourly wage
272.71	Average hours worked per year

PSSG (Chantilly and Springfield Day Program)

\$88.91	Average wage
\$1.52	Average hourly wage
58.62	Average hours worked per year

For MVLE as a whole:

AVERAGE PAY	\$2,982.89
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AVERAGE HOURS WORKED PER YEAR	647.43
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AVERAGE HOURLY WAGE	\$4.60
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