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# **PROGRAM EVALUATION AND DEMOGRAPHICS REPORT**

## **2021**

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*A Summary of Outcomes, Results, and Conclusions*

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*“MSS is welcoming. They bring out the best in everyone. They always welcome everyone with open arms.” –  
Person Served*

# SUMMARY AND CONTEXT

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The second year of the Covid-19 pandemic posed continued challenges and new opportunities. Two of our locations remained closed at the start of 2021. MSS Brooklyn Park opened in January, and MSS Shoreview opened in March.

A severe staffing crisis continued to impact our ability to bring everyone back to in-person services. The Omicron variant further worsened both staffing and attendance, as many people became ill and had to stay home for extended periods of time.

We advocated for the MN legislature to pass legislation that would alleviate the workforce crisis. Additionally, our Strategic Plan included initiatives to improve our recruiting and retention successes.

We expanded and refined our remote services and received positive feedback. In addition, we provided a small amount of 1:1 services in people's homes. Both remote and in-home services were well received.

On June 16th, we opened our Fresh Eye Gallery in Minneapolis, in a vibrant neighborhood with many opportunities for community-building.

We began our Diversity, Equity, Inclusion, and Belonging work with AMAZEworks. The work started at the level of our Leadership Team and Board of Directors and will continue in 2022, reaching all staff levels.

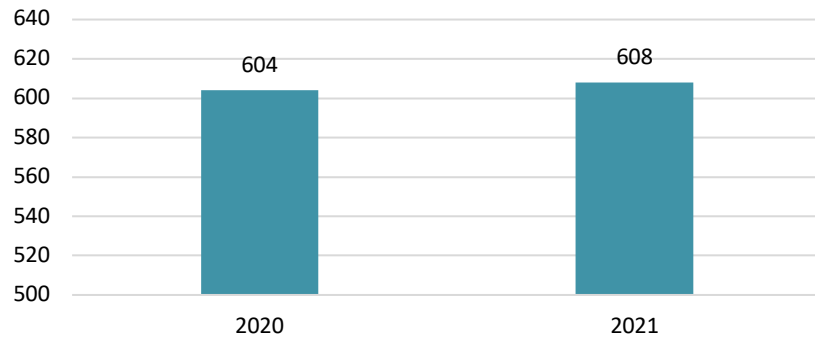
The overall satisfaction of persons served and Support Team members remained positive. Many comments in our surveys indicated that people understood how challenging this year was but were ultimately happy with the services that we provided.

Metrics such as community involvement and volunteering remained lower than usual due to the need to avoid close contact with others for much of the year.

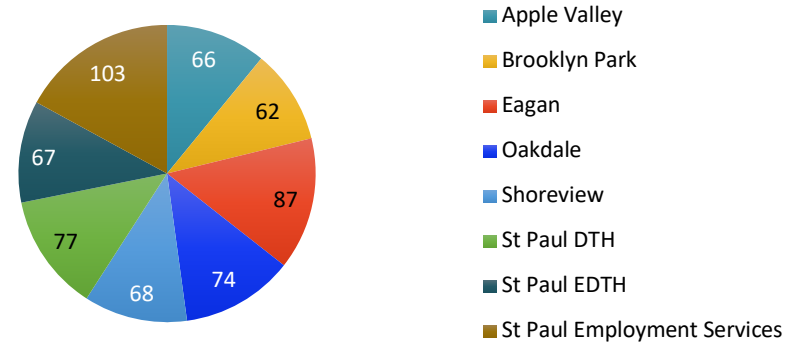
*Our 2020–2023 Strategic Plan was revised and re-prioritized due to the effects the pandemic had on our business. It will continue to serve as a “living document” and be revised as needed to stay relevant to our short- and long-term objectives.*

# WHO WE SUPPORT

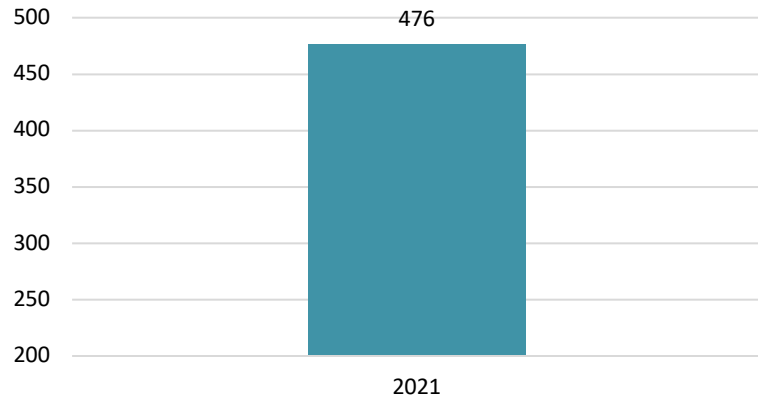
**Total Persons Enrolled**



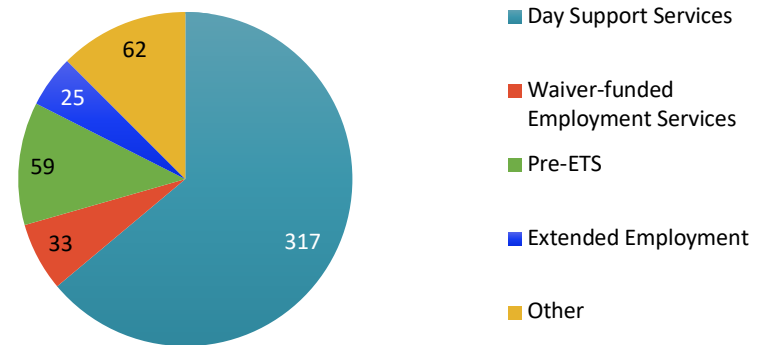
**# Enrolled by Center/Program**



**Total Persons Served**



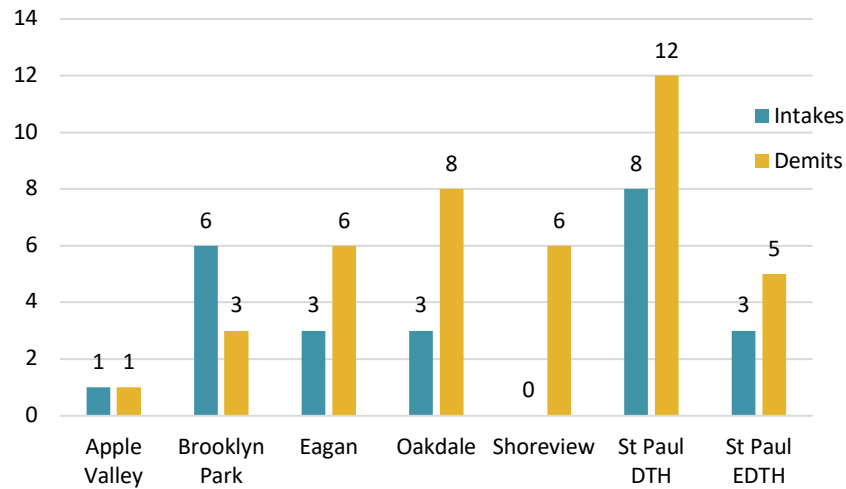
**# Served by Program**



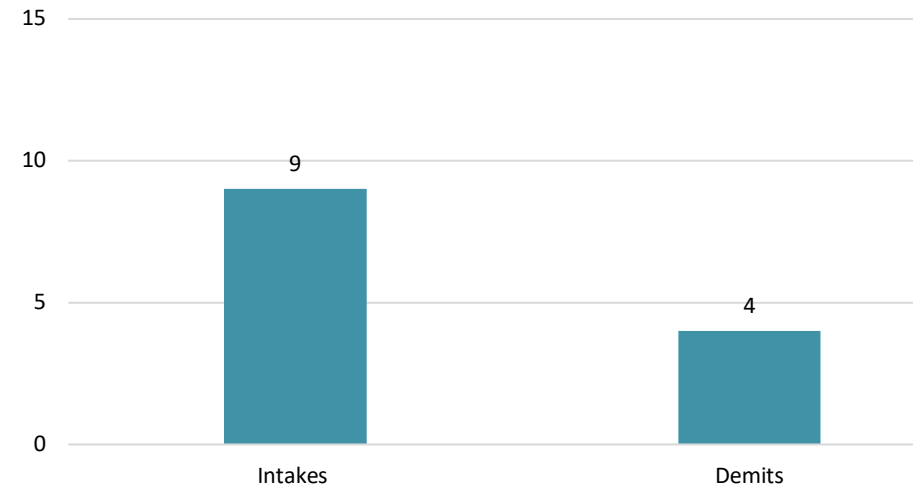
<sup>1</sup> Due to the pandemic, we served many fewer people than were enrolled in our programs.

# WHO WE SUPPORT

## Intakes & Demits - DTH Programs



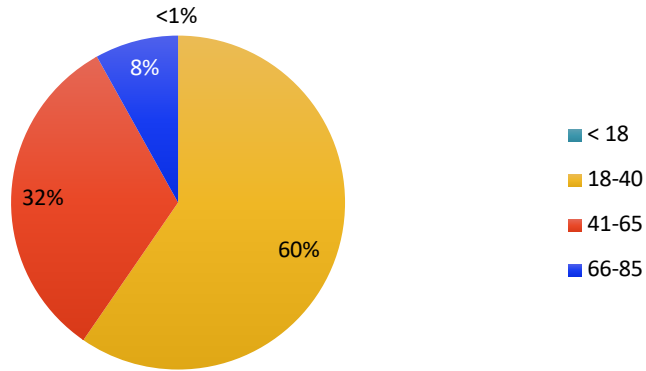
## Intakes & Demits - Employment Services



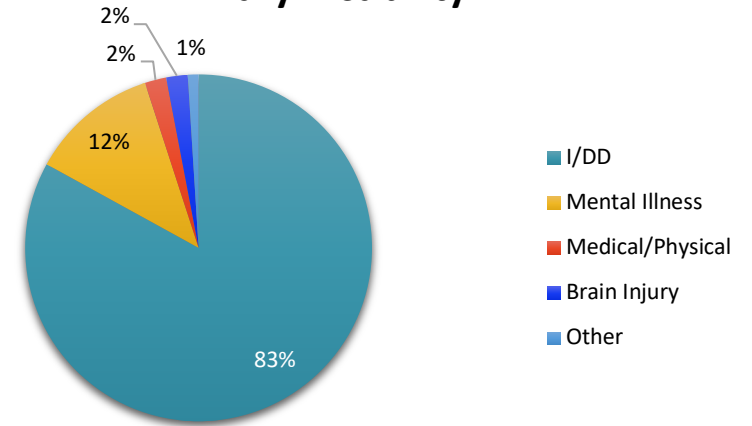
*"MSS finds out what people like and does their best to get the person involved. My son loves art/painting and MSS has had some wonderful artists work with him. Having his own art show and selling art at the gallery made him feel important and very much like a true artist." - Parent*

# WHO WE SUPPORT

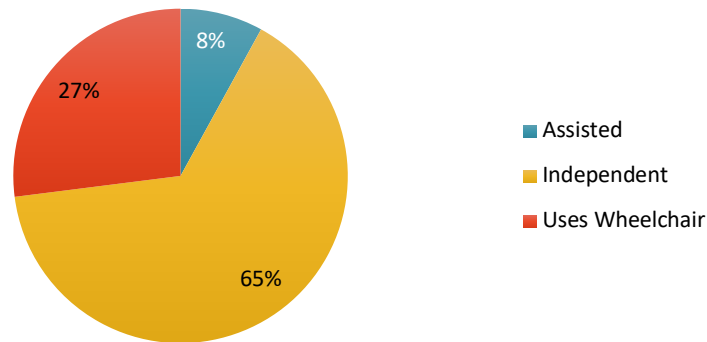
### Age Range



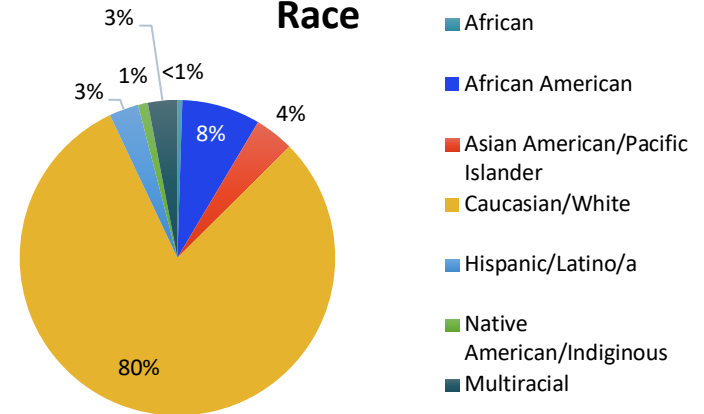
### Primary Disability



### 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.

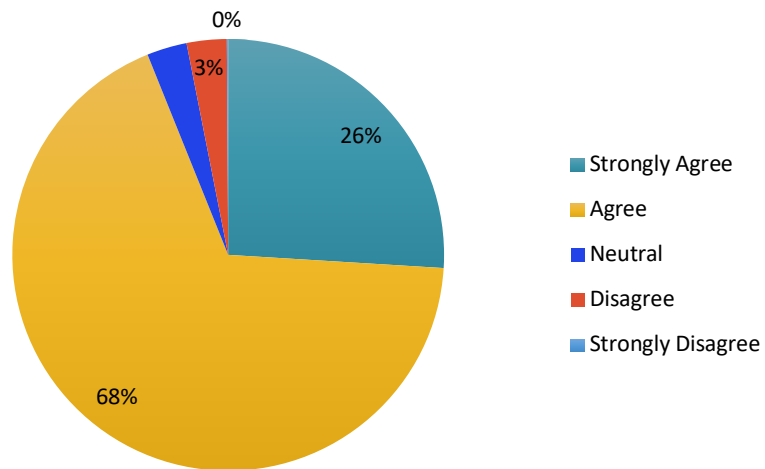
Survey Question	% of <b>85</b> Persons-Served answering “Strongly Agree” or “Agree” to all questions	% of <b>111</b> Support Team Members answering “Strongly Agree” or “Agree” to all questions
MSS considers what makes me feel happy, fulfilled, and comfortable when they are supporting me.	94%	96%
My culture: including language, ethnicity, religion, sexual orientation, sex/gender identity, socio-economic status, and age, is considered when MSS plans my services.	95%	91%
I have the opportunity to actively participate in planning my activities.	93%	88%
My life has improved as a result of the services received at MSS.	92%	96%
Overall, I am satisfied with the services I have received at MSS.	97%	98%
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.).	92%	93%
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?).	94%	97%
I am happy with the selection and quality of community activities that MSS provides.	92%	93%
MSS is the most integrated setting in which I can currently be best served.	97%	95%

*MSS celebrates my daughter, provides a supportive environment, and helps her seek a variety of activities.” – Parent*

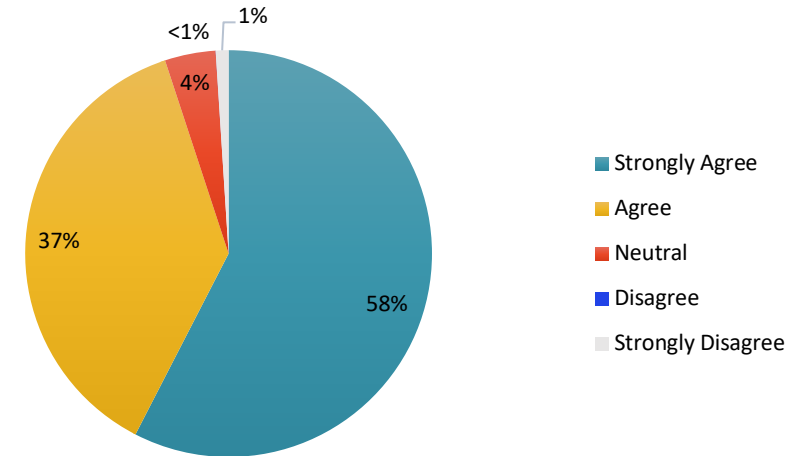
# SATISFACTION

Average Responses to all Questions in our Satisfaction Surveys

## Overall Satisfaction of Persons Served



## Overall Satisfaction of Support Team



## How Could We Improve?<sup>2</sup>

- Improve staffing levels
- Add back more activities that were available pre-pandemic
- Bring back additional people from our waitlist
- Offer more transportation options
- Offer more community and employment opportunities

<sup>2</sup> Summarized from multiple similar survey comments



# OUTCOME MEASURES – DT&H PROGRAMS

## Measures of Effectiveness

Objective	Measure	Data Source	Goal	2020	2021
<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%	94%	95%
	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%	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%	96%	74%
<b>Maximize Community Involvement for Persons Served</b>	Total # of all community involvement hours (# of individuals x hours of community involvement) <sup>3</sup> .	Program Supervisors/tracking document	25,000	5,853.25	6,577
<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	1,883	1,657

*"Remote services are AWESOME!! I am so impressed with the variety of ideas. MSS staff did a great job at keeping people connected and interacting personally with the zoom classes." - Parent*

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

# OUTCOME MEASURES – DT&H PROGRAMS

## Measures of Efficiency

Objective	Measure	Data Source	Goal	2020	2021
<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	634	474

## Measures of Service Access

Objective	Measure	Data Source	Goal	2020	2021
<b>Provide access to services in a streamlined manner that meets needs of person and referral source</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%	86%	89%

## Measures of Satisfaction

Objective	Measure	Data Source	Goal	2020	2021
<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%	93%	94%
	<b>Referral source</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			94%	96%
	<b>Family member</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			90%	91%
	<b>Residential</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			98%	98%
	<b>Other support team member</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			100%	100%

*"My son's day is not complete unless he attends MSS. " – Parent*

*"MSS makes sure that I am comfortable both here and at home – it is my second family" – Person Served*

# OUTCOME MEASURES – EMPLOYMENT PROGRAMS

## Measures of Effectiveness

Objective	Measure	Data Source	Goal	2020	2021
<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%	95%
	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%	91%	100%
<b>Maximize Achievement of Service Outcomes for Persons Served – All Employment Services</b>	MSS Service Coordinator input: % of "made progress" or "maintained" responses to survey assessment re: service outcomes.	Service Coordinator Assessment/Survey	≥ 90%	96%	83%
<b>Maximize Achievement of Service Outcomes for Persons Served – Pre-ETS</b>	MSS Employment Specialist input: % of students receiving Pre-ETS services will make progress towards or meet established objectives. <sup>4</sup>	Employment Specialist Assessment/Survey	80%	N/A	81%
<b>Increase Competitive Job Placements for Persons Served</b>	# of persons served who secure competitive employment	Employment Services Manager/tracking document	15	12	20
<b>Maximize Work Crew Opportunities for Persons Served</b>	Difference in total annual Work Crew hours.	Payroll Specialist/SAGE report	Increase (hrs)	-11,544	+2,804 hrs
<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%	83%	85%
<b>Maximize Earnings of Persons Served</b>	Average hourly wages of individuals who secure <b>competitive</b> employment.	Payroll Specialist/SAGE report	\$18.87	\$18.77	\$18.87
	Average hourly wages of individuals who secure <b>community-based</b> employment (Supervised Work Crews).		\$10.00	\$9.92	\$11.69

<sup>4</sup> This is a new outcome focused on our Pre-Employment Training Services (Pre-ETS)

# OUTCOME MEASURES – EMPLOYMENT PROGRAMS

## Measures of Efficiency

Objective	Measure	Data Source	Goal	2020	2021
<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	13 wks	13wks

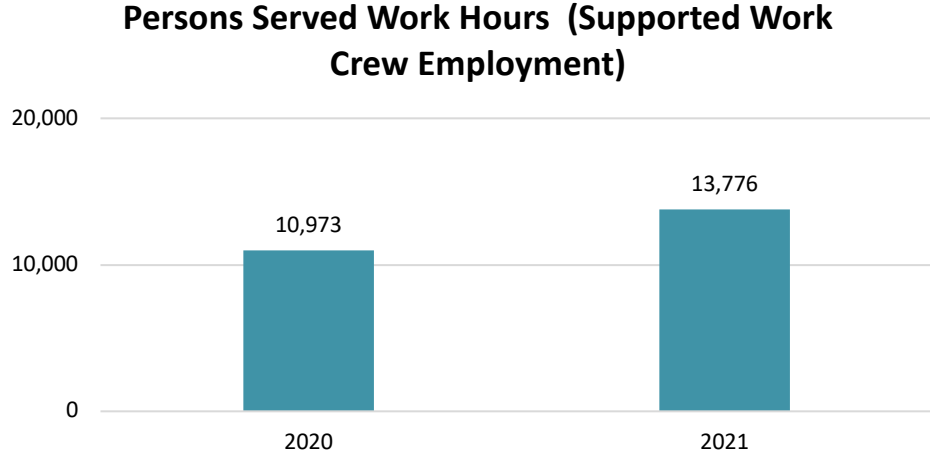
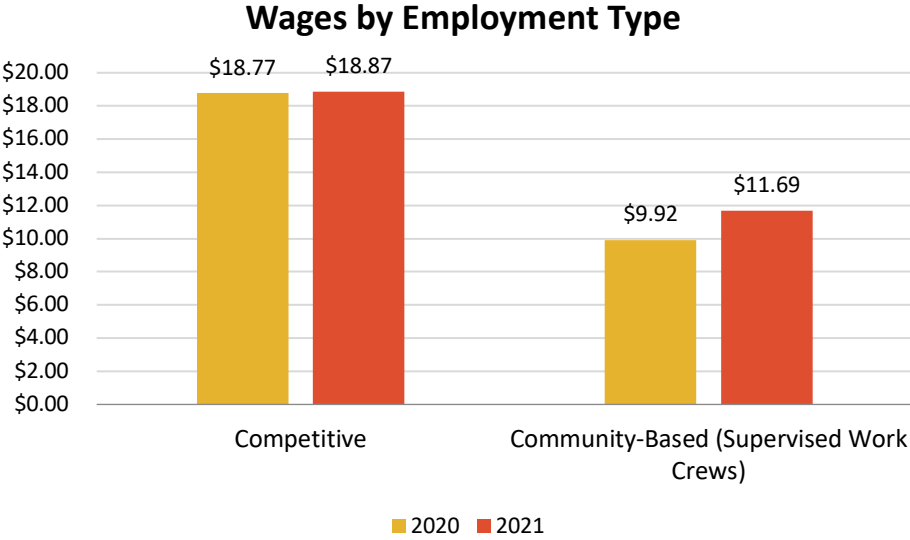
## Measures of Service Access

Objective	Measure	Data Source	Goal	2020	2021
<b>Provide access to services in a streamlined manner that meets needs of person and referral source</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	100%	99%

## Measures of Customer Satisfaction

Objective	Measure	Data Source	Goal	2020	2021
<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%	96%	92%
	<b>Referral source</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			94%	94%
	<b>Family member</b> input: % of “agree” or “strongly agree” responses to all ratable items on the satisfaction survey.			98%	94%
	<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.			89%	96%

# OUTCOME MEASURES – EMPLOYMENT PROGRAMS



*“MSS efforts need to be appreciated for the communication I received during this pandemic.” - Family Member*

# OUTCOME MEASURES – ALL PROGRAMS

## Measures of Efficiency

Objective	Measure	Data Source	Goal	2020	2021
Minimize Staff Turnover	Agency-wide staff turnover (excluding internal transfers and promotions)	Director of HR/SAGE report	< 45%	49%	22%
	Direct Support Professional <sup>5</sup> staff turnover (excluding internal transfers and promotions)		< 45%	55%	25%

## Measures of Service Access

Objective	Measure	Data Source	Goal	Program	2020	2021
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 <sup>6</sup>	St Paul Program	N/A	14.18
				St Paul Employment	N/A	8.62
				Shoreview	N/A	6.41
				Apple Valley	N/A	15.17
				Brooklyn Park	N/A	7.38
				Eagan	N/A	7.90
				Oakdale	N/A	11.44
				VR	N/A	6.64

<sup>5</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>6</sup> 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	2020 <sup>7</sup>	2021
<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	3.09	4.11
<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 (\$1,500,000)	\$702,831	\$1,188,661
<b>Fund New Innovation Through Increased Fundraising and Other Partnership Revenue</b>	% increase of unrestricted fundraised dollars	Accounting Supervisor/Financial Audit	Increase of 10%	220% increase \$362,916	Less than 1% decrease (\$1,305)
<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>	15% Reduction (\$204,889)	15% Increase \$188,846

*“The staff has been doing an amazing job with all the trials and restrictions over the past two years. I miss MSS having some of the opportunities that it had before, but I am hoping that some of those will coming back as restrictions lift and hopefully more staff is found.” – Family Member*

## QUESTIONS OR COMMENTS?

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

<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.