



ProAct 2017 Outcome Report Summary

The outcome report is prepared annually and includes a summary of goals as established in our strategic plan, a section that discusses goal accomplishments, statistics that quantify how well we are doing in meeting our objectives and action plans, and reviews measures that address effectiveness, efficiency, access to services, and satisfaction across all locations. It gives brief descriptions of our programs along with numbers served. In it, we discuss areas that need improvement and adjust goals for relevance. Our business services plan will also be refined over the next year. In short, this is a living document that will reflect continuous improvement efforts toward outcomes of services for individuals served. This report is designed to address CARF standards as well as Minnesota Department of Employment & Economic Development/Vocational Rehabilitation requirements. A similar outcome report is reviewed with the Consumer Advisory Committees and is also posted at all locations.

This year, satisfaction was an important topic which was explored in many different ways to be sure that ProAct is providing the services people want and need. In addition to written and/or computerized surveys, interest questionnaires, a number of focus groups, parent meetings and other conversations were held – including several visits from legislators and a special visit in both Eagan and Red Wing from Judge Frank, who was instrumental in issuing the Olmstead Decision. Of course, mandatory meetings with representatives from MCIL/SEMCIL to implement the Workforce Innovation and Opportunities Act (WIOA) also provided an opportunity for individuals served to state their wishes and employment goals and to understand their rights.

Other important issues were covered in the outcome report, not the least of which are the number of individuals working in the community (by location):

Eagan – 112 in individual jobs and 209 in group employment; Red Wing, 20 in individual jobs and 89 in group employment. Hudson had 10 individuals in employment in the community. The “Way To Work” project in Eagan was very successful in coordinating services from multiple agencies in order to intensify job development services. Job preparation classes and experiences are offered at ProAct Eagan and Red Wing, and a variety of community volunteering opportunities and outings are offered at all locations.

- Day services – although classes are an important component, many of our individuals served want to work but still enjoy volunteering out in the community. We will continue a strong effort to remain active in the community and discover new volunteering opportunities. Staffing issues have had an impact on this service.
- E-recycling in Red Wing was an experiment that had a positive response from local businesses and the community. However, for a variety of reasons it was not a financially viable operation.
- There are geographic limitations on numbers to be served in the Red Wing service area. Total numbers continue to decline slightly in Red Wing, while the opposite is true in Eagan and Hudson, which are both located in growth areas. Zumbrota is also experiencing growth and serving individuals with significant limitations, as is Hudson. Parents and other stakeholders are feeling comfortable with the highly individualized services provided.
- We are continuing to work on completing a custom software system to meet our needs, reducing time spent obtaining data manually. Although there is a prescribed format for performance analysis and reporting, there are many different ways to achieve the end result. Our focus on the usefulness of the outcome report is in tracking changes in our services that reflect activities with individuals served by program as well as performance improvement related to business goals.

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