

ProAct Outcomes
Summary Report
July 1, 2020 – June 30, 2021

As fiscal year 2021 began, COVID was building speed and the pandemic was in full swing. In March of 2021, non-profits were forced to cease in-center programming forcing a shutdown. As the pandemic continued, ProAct staff was working together to identify other revenue sources to help replace those shut down by the State and those services which could be provided safely while following the COVID-19 Pandemic Safety Plan. During this time, ProAct developed its initial virtual enrichment programming, was educating staff on providing services virtually, and providing technology for individuals wanting virtual programming but who did not have access to technology. As noted, the State had closed all day centers, eliminating any day service revenue until the re-start of the virtual programming in June, ProAct was forced to lay off the majority of its staff, some with the hopes of coming back quickly and others knowing it would be awhile before ProAct was able to resume full operations. While the day programming (enrichment) had closed, ProAct found that its employment development and employment support service referrals were increasing.

The agency, with safety precautions in place, was able to keep staff busy performing job development and helping those participants still working, to retain their jobs. Employment Development allowed for program staff members to remain employed and actually flourish in their jobs. Safety was key and much of the work was completed remotely, with direct interactions facilitated while staff and participants were masked and practicing social distancing. Because we now needed to provide support to those participants that were employed, the Employment Support Program also began to flourish and all staff was called back to work.

Prior to March, ProAct's Production center provided subminimum wage work to participants but when the programming for participants was forced to cease, that work force was gone. ProAct, having customers needing production and related services, made the decision to maintain ProAct staff as production workers and supplemented the production staff by bringing in temporary staff. The agency leadership made a decision during COVID shutdown that we would not resume participant work in the Eagan Production Center as a starting point to eliminating subminimum wage employment at ProAct. Although difficult, it was a good time to make that decision since participants had been gone for an extended period of time. Instead our focus began to be on moving participants into enrichment programming that offered them the satisfaction they had with working and also move those capable of working for minimum wage or higher into competitive employment.

Although we are no longer the 18M organization we were pre-COVID, we are seeing a consistent monthly revenue increase which helps us feel confident that recovery is really happening!

2021 also brought us a new DHS funding model – Waiver Reimagine – which realigns waiver services into fewer funding buckets. It caused for the transition of many of our participants in ADS programming to move into Day Support Services (formerly DTH).

Even with the chaos of COVID, we have seen many successes throughout the organization in 2021. Some of those include:

- ProAct Employment Support Services houses the RSA Extended Employment contract annually. This contract is designed to support individuals with disabilities and help them retain employment with ongoing supports. The program once again exceeded its annual contract, allowing the organization to receive incentive dollars for over-production.
- ProAct Individualized Home Support Program, new in the past year, has already doubled in size. The program provides individualized home and community supports to expand independence levels of participants.
- ProAct’s Shakopee location started bringing participants back part-time on June 29th and did the Hudson location. Because of new referrals, both programs continue to flourish and grow and have now transitioned individuals back to full days.
- Although many participants have returned to in-center programming, during the pandemic ProAct’s virtual programming served 180 individuals at all of its programming sites and as of June of 2021, provides virtual programming to 132 participants. Many of that 132 participate in a variety of programming options.
- ProAct Shakopee resumed the annual green sale in May of 2021 after a year off due to COVID and raised over \$3,000 for participants activities.
- ProAct’s Production Services created a Production Skills Training and Exploration service to assist participants wanting to explore the world of production and warehouse jobs and/or complete the new 300-hour Production Skills Training program.
- As of June 30th, 2021 ProAct Red Wing has 135 participants back in-center and/or in the community for work or enrichment programming.
- In 2021, Employment Development Services worked with 114 Pre-ETS students from south metro referred through VRS.
- Even in the midst of COVID, ProAct was able to resume OJE programming safely and successfully with all participants successfully completing their OJE.
- Employment Development Services placed 116 individuals with disabilities with 80% retaining their job for 90 days+.

- Since July 1, 2021 ProAct’s Eagan Day Support Services (enrichment) has brought 84 participants back to in-center programming.
- In the spring of 2021 ProAct redesigned its Day Support Services and rolled the focus area model out on July 4, 2021.
- Also during COVID, ProAct began revising its policies and procedures which remains a work in progress.

2021 Outcomes:

Ensure 80% of those placed into competitive employment maintain their jobs for a minimum of 90 days. – Met goal (80%)
Resume in-center programming to a minimum of 150 participants at the ProAct 3195 Neil Armstrong site. – Met goal (over 450 individuals agency wide are receiving services in-center)
Rebuild the ProAct Hudson program to serve 28 individuals annually. – Moving forward with the goal (Currently 20 participants have returned)
Expand virtual programming to include participants outside of the Twin Cities metro area (rural Minnesota) while continuing to provide virtual services to 150 participants. (Currently providing virtual programming to 132 participants)
Resume in-center services to a minimum of 70 participants at the ProAct Shakopee location. (Met goal – 88 participants are receiving services in-center)
Begin to transition the Skills Training Production Floor into a competitive wage business operation. (Eagan site – met goal)
Begin to transition the Red Wing Skills Training Production Floor into a more productive and competitive business operation. (red Wing site – process has been started)
Expand the licensed capacity at the Red Wing location to serve more individuals desiring onsite classes or skills training. (Goal met – licensing capacity was increased and work is continuing to expand enrichment programming)

2022 Goals:

Employment Support Services	<ul style="list-style-type: none"> • Individualized Home Support – Bill a minimum of 35 hours per week per assigned staff • Extended Employment – Secure a minimum of 7,000 (Independent Employment) work hours per month • Waiver Support – Bill a minimum of 500 hours per month.
Employment Development Services	<ul style="list-style-type: none"> • Place a minimum of 10 individuals into competitive employment monthly. • Ensure 80% of those placed retain employment for 90 days (monthly goal). • Place 90% of individuals into jobs within four months from program start of service.
Hudson	<ul style="list-style-type: none"> • Increase program enrollment by 20% in FY 2022. (July 1, 2021 – 30 enrolled) Goal 36 • Bill a minimum of 8,000 service hours monthly.
Production	<ul style="list-style-type: none"> • Net a profit monthly.
DSS	<ul style="list-style-type: none"> • Provide virtual enrichment programming to a minimum of 75 participants (DSS, ADS, Shakopee, Hudson, and Red Wing) per month. • Increase DSS (includes ADS) program enrollment by 10% in FY 2022 (July 1, 2021 – 278 enrolled) GOAL 306

	<ul style="list-style-type: none"> • Bill a minimum of 14,700 service hours monthly.
Shakopee	<ul style="list-style-type: none"> • Increase program enrollment by 42% in FY 2022. (July 1, 2021 – 77 enrolled) GOAL 131 • Bill a minimum of 10,970 service hours monthly.
Red Wing	<ul style="list-style-type: none"> • Provide Individualized Home Support Services to 6 participants annually. • Provide 35 hours of billable support services weekly.
Transport	<ul style="list-style-type: none"> • Provide ProAct transportation to 16 participants living in non-ADA service areas (unable to access Metro Mobility) by the end of FY 2022

Reported by: Kim Feller
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