



ProAct, Inc

3195 Neil Armstrong Blvd.
Eagan, MN 55121
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“To Provide Person-Centered Services that Enhance the Quality of Life for People With Disabilities in the Areas of Employment, Life Skills and Community Inclusion”

Performance Management and Improvement Plan July 1st, 2021- June 30th, 2022

ProAct’s plan is to develop and maintain a performance management and improvement report that will collect and summarize information for analysis on an annual basis. This report will assist ProAct to describe quality services that meet the needs of participants in developing and fulfilling their person-centered plans.

Program Outcome Reporting Procedure:

Overview

The performance management and improvement plan is designed to provide a compilation of data for use in analyzing organizational effectiveness, and identifying areas needing change or improvement. The report includes progress on goal attainment, rationale, and action plans if performance falls below an acceptable level. Satisfaction survey results will be included as a part of the report. All information is reviewed annually with staff members, participants, leadership staff, and the board of directors.

Outcome Measurement Goal

To assist ProAct in its provision of services by:

- A. Increasing the positive results achieved and satisfaction of participants by ProAct,
- B. Improve response to changing needs, laws, rules, and desires of participants,
- C. Increase the access, effectiveness, efficiency, and satisfaction of the service delivery system,
- D. Measure progress on the business plan.

Design And Data Collection

Data is collected on a monthly basis and analyzed at least annually, primarily from the following sources:

ProAct’s information system

DEED/RS reporting system

Service authorization tracking

Input from staff members, participants, and satisfaction survey responses

Monthly financial summaries

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Services: Applying for Accreditation

The services for which we seek continuing accreditation are:

Assessment (Employment Planning Services) (Facilitated by EDS staff for all sites)
Community Employment – Individual and Group (Community Employment – Employment Supports and Job Development) (Facilitated by Eagan, Shakopee and Red Wing staff)
Center-Based Skill Training (Organizational Employment) (Shakopee and Red Wing)
Day Support Services - Community Exploration and Inclusion (Community Integration) (Eagan, Hudson, Red Wing, Shakopee)

Staff members are responsible for collecting data which is used to analyze and report the results of this goal-directed activity, measure changes that are made where needed and develop action plans where effectiveness, efficiency, access, and satisfaction need improvement. Data collected must be reliable, valid, complete, and accurate so that decisions made based on this data are consistent and supported by evidence. This outcome reporting system is one component of a performance measurement and management system that is focused on performance targets directly impacting participants but also flowing from strategic goal planning, satisfaction of participants, and business objectives. In addition, what you will see sprinkled throughout the report are results that represent transitions due to bringing back services that were reduced during the pandemic.

Input Of Participants Procedure

ProAct’s procedure for input includes mechanisms to obtain, review and respond to input from participants, parents, guardians, other team members and other stakeholders as well as employers. Satisfaction information will be collected in a manner to meet the needs of all participants/employers/customers and other stakeholders. This information will be analyzed, responded to as needed and included in the performance management and improvement report.

1. Stakeholders will be asked to complete a survey on an annual basis. This can be accomplished through a computerized survey, on paper or in a face-to-face conversation, including at a team meeting, as needed.
2. Employers (enclave and/or individual) will be surveyed on an annual basis, or more frequently as needed, by means of computerized annual surveys, in person or with phone interviews to obtain satisfaction information.
3. Most years, ProAct will facilitate a minimum of one focus group annually comprised of participants, guardians, parents/family of those served, referral sources, external case managers and funding entities. Responses are compiled and evaluated by ProAct management. Focus groups were not feasible in the last year due to the pandemic.
4. Any person who is participating in services for at least six months will have an exit interview completed by the appropriate staff member at the time of his/her discharge. If this is not

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possible, a follow-up form or a phone call will be conducted after discharge to obtain satisfaction/progress information. This information will be documented in the discharge summary.

5. Members of the Leadership Team will meet and review responses and recommendations from the surveys on an annual basis. This information will be shared with the program advisory committee members and is available upon request for interested persons.

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Outcome Management Report
Individual Programs - All Locations

ProAct’s performance management and improvement system is based on strategic goals that flow from our mission: “To provide person-centered services that enhance the quality of life for people with disabilities in the areas of employment, life skills, and community inclusion”.

Although our basic strategic goals remain the same, the way we work to accomplish them and the level of available resources to serve this purpose has changed dramatically with the onset of pandemic and now resumption of services and moving back to normal business. ProAct continues in new ways:

To support relevant person-centered services for people with disabilities by providing day programs, training, and work to remove barriers to employment.

To develop and operate business services to support mission

To preserve organizational agility and vitality to achieve desired outcomes

Inform and influence our external environment to improve the lives of people with disabilities, and our ability to provide them with quality services.

Support relevant person-centered services for people with disabilities by providing day programs, training and work to remove barriers to employment.

This year marked an attempt to return to normal services after the pandemic. Programming has returned, but at lower levels. Bringing back participants and admitting new participants has been a challenge due to extreme staffing issues. The plan is to continue to slowly add more participants as ProAct is able to hire more staff.

ProAct has developed services with which we seek not only to meet the needs of participants, but to demonstrate in a fashion that can be measured, the progress made by participants in those services. ProAct’s philosophy and practice incorporate the principles of person-centered thinking, using the practices of positive supports, encouragement, modeling, and experiential learning.

Currently, ProAct implements a variety of service models to reach a greater number of participants with improved experiences, quality curriculum and choice options. Our goal is to design ProAct services to effectively reach individuals in ways other than by a center-based (brick and mortar) model. Some examples are:

- Virtual
 1. Employment skills training
 2. Planning/Team meetings
 3. Day supports – Class enrichment
- In Home Supports
 1. Review the current status and evaluate room for growth
 2. Focus on participants that could not easily receive (or choose to receive) other services, i.e., medically fragile, difficulty with transportation, choice.

Other goals that flow from our strategic plan include:

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To review and evaluate the Special Minimum Wage Certification and determine if continuation at some sites is advisable.

- Continue a phase out of this program with a target end date of April 2023
- Review/survey/focus groups- with participants and families to discuss other opportunities for services and satisfaction with services provided

To consider expansion into other counties.

- Review needs of other geographical areas
- Establish or strengthen relationships with underserved counties

To assess our transportation needs.

- The cost of contracted services vs. staff drivers
- Number of fleet vehicles and drivers required

In order to develop and operate business services to support mission, we must:

- Evaluate and expand our production departments to be profitable
- Create a process for community engagement for employment opportunities.

In order to preserve organizational agility and vitality to achieve desired outcomes, we must:

Ensure continuity of management and development of staff to meet the needs of the organization.

- Continue to work on succession planning, particularly for upper-level management.
- Continue to work on staff development, including cross training among key staff members and their essential duties.
- Continue to work on developing financial stability for the organization.
- Increase efficiencies as we replace old technology and implement new software

Inform and influence our external environment to improve the lives of people with disabilities and our ability to provide quality services to them.

- Evaluate risks to the organization with a proactive approach
 1. Impact of employee benefit costs
 2. Research and implement wage ranges and balance with revenue streams
 3. Maintain relationships with vendors and customers
 4. Remain purposely active in external mission related activities
 5. Remain accountable to stakeholders and the general public by being transparent and forthright in pursuing the mission.

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Satisfaction Information: What do Participants and Stakeholders Think about ProAct?

Stakeholder Surveys - All Sites

Annually ProAct conducts a Stakeholder survey comprised of funding sources, participants, case managers and family members; as well as an Employer survey comprised of production center and community-based business customers. The feedback compiled is distributed to agency leadership for review and to assess potential changes to programming, etc.

ProAct administered two on-line surveys to its stakeholder group and employer partners for 2022.

Service Location Stakeholder Survey/Number Responding

Eagan	134
Red Wing	73
Shakopee	52
Hudson	3
TOTAL	262

The breakdown of respondents is as follows: 5% participants, 4% VRS/DVR, 14% case managers, 10% residential providers, 39% family members, 3% county staff, 23% guardians and 2% other.

- 87% of those surveyed feel totally satisfied with the services they receive at ProAct
- 90% of those surveyed feel as though ProAct maintained consistent communications with its stakeholders.
- 88% of those served feel as though ProAct services suit the needs and desires of those served.

Comments from the survey:

- Our daughter continues to enjoy working with ProAct staff as it helps her to have a resource when she needs help with work issues.
- We are thankful for all ProAct contributes to the growth of our adult. The communication, training and support is an asset to their success.
- Very collaborative environment
- If it were not for ProAct, we do not know what we would be able to do successfully for our individual. We do not want to know either. ProAct is a needed support!
- ProAct is doing a good job designing classes that makes individuals feel as though they are accomplishing something
- Offers a variety of services and collaborates with teams to meet goals of the individual
- I appreciate the staff communication regarding participants activities at ProAct and like the monthly updates we get e-mailed.
- With the variety of participants with various interests ProAct is doing well in keeping them active and engaged.
- We appreciate day services. Participants bond with staff, appreciate staff retention.
- We appreciate the positive attitude of the staff very much. We love that they work with us to help keep the participant happy and healthy. We are happy with ProAct!

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Summary/Action Plan:

As we wrap up another difficult year, we are grateful for the support of our stakeholders. The comments received in the surveys will help us as we move into FY 2023 with its new set of challenges and changes. We realize that the loss of our work floors and closures and/or changes due to COVID have affected our participants lives.

Know that our goal is to continue to enhance existing programming while we design new programming and services to help move participants forward. We are already looking at ways to bring participants with higher needs back to ProAct for services at the same time trying to maintain and build on our current workforce. Communication is essential and it is clear we need to improve how and when we communicate with our stakeholders. This will change and we are hoping to bring a more consistent reporting model to you this coming year. We realize that the move from in-center, sub-minimum wage work has been and continues to be difficult for our participants and teams. Our goal continues to be developing new enrichment programming that allows for participants to feel the same sense of accomplishment they had when working in-center.

Employer Partner Survey – All Sites

Thirteen employer partners responded to the on-line survey. Two of those responding directly hire ProAct participants, one is an enclave partner, and ten individuals utilize ProAct’s Production and Business Services.

- 100% of those surveyed feel the quality, workplace behaviors, motivation and performance level of the workers is at or above average.
- 100% of those surveyed feel the ProAct staff is always professional and responsive.

This year due to the continuing pandemic, only an on-line survey was used for participants, case managers, guardians, families, employers, and funders.

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Staff Training

For all staff members at all sites, ProAct will continue to facilitate Person Centered and Positive Support Rule Training, Workplace Violence and Harassment Training, Americans With Disabilities Act (ADA), Bloodborne Pathogens, Code of Ethics, Rights of Participant, Data Practices/HIPAA, Diversity Training, Emergency Procedures: Fire, Natural Disasters, Bomb Threats, Armed Intruder, Utility Failures, Incident/Accident/Seizure Reports & Procedures, Program Abuse Prevention Plans, Vulnerable Adult/ Reporting Procedure, and WIOA, among others. In addition, we are doing Equality, Inclusion and Diversity training every month and a weekly training on different disabilities.

Leadership

Program leadership continued to meet with staff regularly to discuss changes to policies/procedures, strategic planning and to get feedback from staff regarding issues related to serving participants. This feedback was then brought to the leader's team meetings to discuss further and to make changes as needed. Successes were shared at all staff meetings and during leader's team meetings as well. Clear communication and accountability of individual job performance continues to be a focus for staff members, while emphasizing job skills, job preparation, and following directions as a focus of work training efforts.

Leadership training for managers as it pertained to our strategic plan was an area that was periodically addressed. Employees continued to keep up with training, although the pandemic and change in roles for staff remaining onsite was challenging. First aid/CPR, Crisis Prevention Intervention and medication administration training was provided as needed.

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Community Integration Services
Eagan, Hudson, Red Wing, Shakopee

Day Support Services provided enrichment classes, community integration – including volunteering, skill training, group craft projects, personal care services and/or skill training for participants. The general plan is to focus on community skills and volunteering as well as outings in the community, including job shadowing and community tours or other exposure to potential work settings. ProAct offers virtual/remote programs with enrichment classes provided online. Enrichment classes returned to community outings this year after staying in-house through the worst of the pandemic. Numbers served by location include:

- Eagan – 220
- Red Wing 105
- Shakopee – 91
- Hudson - 30

- 1) **Adult Day Services:** Participants in those services were there for fun, health maintenance, community involvement and socialization. Services are tailored to the needs of the participants, focusing on community inclusion. The enrichment classes are very similar to the Day Support Services classes above. Numbers served by location include:

- Eagan – 45

Employment Services – Eagan, Shakopee, and Red Wing

- **Employment Planning Services** (assessment) is a program that serves participants coming to ProAct for help in identifying work for which they are suited – such participants may be transition students getting ready to leave school, when referred by DEED/Rehabilitation Services counselors; persons who can no longer perform their usual work due to a disability or injury, persons who are unemployed and need to acquire basic work skills, support preparing for a new career, or relearning lost skills. In most cases, the recommendations now focus on competitive integrated employment and the level of support needed to achieve it. The need has been to go directly to placement referrals, which continue to increase this reporting period. The purpose of this service is to assist individuals to learn about their options and to make informed choices about career options based on their preferences, strengths, abilities and needs. Numbers served:
 - ProAct - 144
- **Organizational Employment** is a program in which ProAct staff members regularly encourage participants in center-based skill training to consider working in the community and offer job skills training and prevocational experiences to enhance basic skills. There are several different funding streams, each with unique qualifications or eligibility requirements to be met, supporting participants in organizational or center-based employment. Whenever a person is interested, he/she will be referred to the employment specialist to begin the process of identifying and applying for desired job possibilities. The purpose of this service is to provide paid work training and assistance with interpersonal, social and employment issues in order to increase productivity, master basic skills and demonstrate progress in employment development. The Eagan location has decided to discontinue its Organizational Employment component. The sub-

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minimum wage production floor has been closed and is transitioning into a training program that pays minimum wage or higher. Red Wing and Shakopee are starting to transition their participants to other services of the participants' choice. Numbers served by location include:

- Red Wing – 97
- Shakopee - 71

- **Community Employment** (group employment or enclaves) has been viewed as a potential step toward independent employment and an effective way to hone skills desired by employers. Depending on location, classes and/or center-based skill training were provided to augment community employment. Our goal is that some of those individuals will move from group to individual employment during this period. Because that does not always happen naturally, we are continuing efforts to provide Customized Employment, encourage individuals to seek individual employment with support to ease the transition, if desired and other innovative methods. In accord with our goal to promote independence and community integration, we assist participants to obtain or maintain individual jobs in the community as desired. Eagan and Shakopee did not return to community employment enclaves that stopped during the pandemic. These sites are concentrating on Community Integration enrichment classes and Employment Services – Independent Employment.
 - Red Wing – 42

- **Community Employment - Supported or Independent Employment (Employment Support Services and Employment Development Services).** ProAct's employment services staff members maintain a full schedule of business/employer contacts in the community to explain our services and promote the advantages of hiring persons with disabilities through our organization. Job coaching support is provided when requested/as needed, and a minimum of two follow-up visits per month are made to provide positive support for individuals in supported employment. In Eagan, Shakopee and Red Wing, the purpose of these services is to assist individuals to obtain integrated community employment at minimum wage or above. Depending on the needs and desires of participants, employment services can include the Discovery process, job seeking skills training, career exploration and other services.
 - ProAct – 99 total placements

ProAct, Inc.
 FY 2022 (7/1/2021-6/30/2022)
 Reporting Outcomes

Program/Objective	Annual Goal/Outcomes	Access	Efficiency	Effectiveness	Satisfaction
Employment Planning Services Objective: Increase the numbers served by 15% in FY 2022	Goal: Enroll 15 individuals into Planning Services in FY 2022 Outcome: 52 Individuals successfully enrolled in Planning Services in FY 2022 - Met	ProAct will send out marketing information at least monthly to increase intakes (12+ times per year) Met: Marketing flyers were sent at least once a month.	ProAct will enroll 15 individuals into Planning Services during FY 2022. Met: 52 Individuals successfully enrolled in Planning Services in FY 2022.	ProAct will successfully intake 95% of individuals referred to Planning services within 30 days of referral during FY2022 Met: ProAct was able to intake 96% of individuals in the Planning service within the first 30 days after referral during FY22	95% of participants will report overall satisfaction with services through annual surveys, exit interviews and annual meeting discussion Met: 99% of participants reported overall satisfaction with ProAct services.
Organizational Employment Services Objective: Close in-center work activities by 04/30/2023	Goal: Move 40% of participants out of in-center work activities by 06/30/2022 Outcome: 69% of the participants involved in in-center work activities moved into enrichment classes and employment services in FY2022 - Met	ProAct will work to transfer participants to other ProAct programs of their choice, mainly EDS and DSS. Met: 69% chose to transfer to DSS and EDS programs at ProAct.	ProAct will move 40% of participants out of in-center work activities and into other programs in FY 2022 Met: 69% of participants moved out of in-center work activities and into other programs in FY2022.	ProAct will move 40% of participants out of in-center work activities and into other programs in FY 2022 Met: 69% chose to transfer to DSS and EDS programs at ProAct.	95% of participants will report overall satisfaction with services through annual surveys, exit interviews and annual meeting discussion Not Met: 89% of participants reported overall satisfaction with ProAct services.
Community Employment Services Objective: Reduce the amount of time between intake completion and date hired into competitive employment to 120 days or fewer	Goal: Place 90% of individuals served into competitive employment within 120 days of program intake in FY 2022 Outcome: 86% (85) of individuals were placed into employment within 120 days of program intake – Not met	Expand business relationships to include 24 new employers during the year. Met: ProAct added 40 new employers in FY2022.	ProAct will place 90% of participants into competitive employment within 120 days of program intake in FY 2022. Not met: 86% (85) of individuals were placed into employment within 120 days of program intake	ProAct will place 90% of participants into competitive employment within 120 days of program intake in FY 2022. Not met: 86% (85) of individuals were placed into employment within 120 days of program intake	95% of participants will report overall satisfaction with services through annual surveys, exit interviews and annual meeting discussion Met: 95% of participants reported overall satisfaction with ProAct services.
Community Integration Services Objective: Increase the number of participants receiving services in the community	Goal: Provide community-based services to 80% of those served in Community Integration Programming in FY 2022 Outcome: 54% of those served in Community -Integration Programming received community-based services – Not met	Term schedules will involve center based and community activities. There will be at least 40% enrichment classes at all sites that are scheduled in the community each term. Not met: There was an average of 38% community-based classes each term this year.	ProAct will provide community-based enrichment classes to 80% of participants in CI in FY 2022. Not met: 54% of those served in Community - Integration Programming received community-based services	ProAct will provide community-based enrichment classes to 80% of participants in CI in FY 2022. Not met: 54% of those served in Community - Integration Programming received community-based services	95% of participants will report overall satisfaction with services through annual surveys, exit interviews and annual meeting discussion Met: 97% of participants reported overall satisfaction with ProAct services.

Data collection for goals and outcomes is collected using the agency data management system by ProAct's Compliance Manager and Program Managers

Action plan for goals not met:

Community Employment – ProAct placed 86% of the participants placed within 120 days of program start, missing the annual goal by 4%. In fiscal year 2023, ProAct will continue to expand the number of employer partners it works with to ultimately expand the potential job opportunities for the participants in placement from 40 to 50 in FY 2023.

Community Integration – As ProAct continues to return to normal operations following 2+ years of COVID restrictions, the number of community-based enrichment classes will expand from 38% to 50% and increase the numbers of those attending each class to meet/exceed its goal of 80%.

Supplemental Information:

Wage information from ProAct individual employment sites:

Highest wage-\$27.32/per hour;

Average wage, \$15.43 per hour;

Lowest wage, \$10.25 per hour.

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	TOTAL	%	EMP	DSS	ADS	Other	
GENDER							
FEMALE	491	46%	217	239	20	15	491
MALE	576	54%	305	229	25	17	576
Other/Unknown	1	0%	1	0	0	0	1
Total in program	1068	100%	523	468	45	32	1068
AGE							
17-22	153	14%	147	2	0	4	153
23-30	220	21%	119	90	2	9	220
31-40	230	22%	70	143	11	6	230
41-50	153	14%	56	87	6	4	153
51-60	163	15%	75	74	10	4	163
61+	146	14%	53	72	16	5	146
Other/Unknown	3	0%	3	0	0	0	3
Total in program	1068	100%	523	468	45	32	1068
RACE							
Asian	31	3%	18	10	3	0	31
Black	75	7%	46	21	4	4	75
Caucasion	883	83%	405	418	36	24	883
Hispanic	28	3%	12	14	1	1	28
Native American	5	0%	3	2	0	0	5
Unknown/Other	46	4%	39	3	1	3	46
Total in program	1068	100%	523	468	45	32	1068
GUARDIAN STATUS							
CONSERVATOR	13	1%	7	6	0	0	13
GUARDIANSHIP	270	25%	54	208	0	8	270
INDEP ADULT	329	31%	237	53	22	17	329
OTHER/UNKNOWN	447	42%	224	194	22	7	447
STATE WARD	9	1%	1	7	1	0	9
Total in program	1068	100%	523	468	45	32	1068
PRIMARY DISABILITY							
VISUAL (101)	13	1%	2	8	2	1	13
Auditory (230-270)	4	0%	4	0	0	0	4
Orthp/Neuro (301-323)	105	10%	59	25	18	3	105
Mental Illness(500-521)	140	13%	105	10	18	7	140
OtherPhysCond(601-613)	18	2%	16	0	0	2	18
Dev/Intellectual 701-707)	715	67%	307	387	6	15	715
Other/Unknown	73	7%	30	38	1	4	73
Total in program	1068	100%	523	468	45	32	1068
COUNTY OF FINANCIAL RESPONSIBILITY							
Multiple Disabilities	740	69%	356	327	34	23	740
DAKOTA	487	41%	250	162	18	12	442
GOODHUE	174	15%	82	64	1	3	150
RAMSEY/HENNEPIN	50	4%	31	45	15	8	99
SCOTT	84	7%	42	42	1	1	86
WASHINGTON	77	7%	37	21	7	5	70
OTHER	304	26%	81	134	3	3	221
Total in program	1176	100%	523	468	45	32	1068
PRIMARY FUNDING							
COUNTY	152	14%	72	73	2	5	152
INCLUSA	29	3%	14	14	0	1	29
OTHER/UNKNOWN	45	4%	10	25	5	5	45
PRIVATE	9	1%	0	6	2	1	9
VRS/DVR	257	24%	235	9	4	9	257
WAIVER	576	54%	192	341	32	11	576
Total in program	1068	100%	523	468	45	32	1068

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