

**ProAct Outcomes
Summary Report
July 1, 2021 – June 30, 2022**

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.

2022 has been another year of recovery from the pandemic and ProAct continues to move towards normal business and activities. ProAct is moving away from in-center work and towards a variety of services including Day Services, Employment Services, and Individualized Home Supports.

ProAct continued to diversify programming throughout the year. The agency is working to phase out sub-minimum wage jobs. Many of the participants that were in Prevocational Services in the past have moved to Day Services or Employment Development Services and some have added Individualized Home Supports as well.

ProAct continued to increase participant numbers and hours this year as much as possible to stay financially stable. The big impediment has been a massive workforce shortage at ProAct and throughout the state. Because it was so difficult to hire and retain staff, ProAct was not able to bring back as many participants as planned. ProAct built better efficiency levels with fewer staff such as designing programming focus areas in DSS and customizing internal jobs using different or part-time hours to best work with the participants.

ProAct will continue to move towards a more normal in 2023, bringing back existing and adding new participants in 2023 as staffing allows. To aid the staffing shortage, ProAct is working with the Department of Employment and Economic Development and MN Organizations on Habilitation and Rehabilitation to brainstorm and find hiring solutions. ProAct will continue to customize jobs that work for the employee while also covering open positions at ProAct. ProAct will continue to redesign programming to work with pandemic recovery, staffing, and participant choice. Some of the programs that may continue to grow include Individualized Home Supports (working on independence goals and social skills), Employment Development Services (looking for independent employment) and virtual services (providing DSS/EDS/ESS etc. online in a remote setting).

2022

ProAct Agency Goals

Employment Development (Eagan)

- Place a minimum of 10 individuals into competitive employment monthly - The EDS team placed an average of 8 individuals into competitive employment each month. –
- Employment Development exceeded their goal of increasing each program by 15%.

Employment Support Services (Eagan)

- Attain and then maintain Extended Employment hours at a minimum of 7,000 per month – This goal was achieved.
- Bill a minimum of 500 hours of waiver support each month – The ESS program averaged billing around 425 hours per month.

Red Wing –

- Provide In Home Services to 6 individuals averaging at least 2 hours per week – IHS was able to provide services to an average of 7 individuals.
- 95% of participants independently employed during the current month retain employment – The Red Wing site was able to achieve this goal with 99% of participants maintaining employment

Shakopee –

- Increase program enrollment of active participants by 15% - Shakopee had enough interest to increase by more than 15%, but unfortunately, due to staffing, the Shakopee site was not able to increase enrollment by 15%

Day Support Services(Eagan) –

- Provide virtual enrichment programming to a minimum of 75 participants (all sites) per month. This was not achieved because many participants returned in-person and didn't need virtual programming any more.
- Bill a minimum of 14,700 service hours monthly – DSS in Eagan billed over 13,000 hours per month on average.

Hudson –

- 80% of participants in enrichment classes will participate in community classes – The Hudson site averaged 75% of participants in community classes each month.

Transportation –

- Provide ProAct transportation to 16 participants living in non-ADA service area (unable to access Metro Mobility) by the end of the year – ProAct transportation was driving 17 participants in zones that couldn't ride Metro Mobility.