

**Outcome Management Reporting Results
Fiscal Year 7/1/2024– 6/30/2025**



**“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, 2024- June 30th, 2025

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 in describing 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 strategic plan.

Design And Data Collection

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

ProAct’s information system

Monthly program outcome tracking

Service authorization tracking.

Input from staff members, participants, and satisfaction survey responses.

Monthly financial summaries

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)

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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.

Input Of Participants

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 (production floor, 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. 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 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.
4. 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 staff members, the participant advisory committee members and is available upon request for interested people.

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Outcome Management Report
Strategic Plan

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". To achieve these goals, ProAct will:

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

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.

Other goals that flow from our strategic plan include:

Enhance the participant experience.

- Administer a participant survey in different methods.
- Evaluate opportunities for participant work including group employment and employment training on our production floor.

Create a culture of "ProAct as One".

- Create a marketing plan and brand strategy.
- Create common procedures, practices, and systems to use across the organization.
- Implement a plan for the uniform use of technology across the organization.
- Create a committee to identify group employee activities to foster comradery.

Create a satisfied and cohesive workforce with clear, open and honest communication.

- Create a schedule of surveys for periodic feedback from employees.
- Create a plan for systematic events for fun and appreciation for all employees.

Create operational efficiencies.

- Evaluate and implement a technology strategy.
- Evaluate the vehicle fleet.
- Create a succession plan.

Create Community engagement.

- Create training for the employees around community engagement.
- Determine how to increase engagement with families and participants.

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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.

Service Location Stakeholder Survey/Number Responding

Eagan	31%
Red Wing	28%
Shakopee	38%
Hudson	4%
TOTAL	370

The breakdown of respondents is as follows: 81% participants, 2% case managers, 1% residential providers, 8% family members, 6% guardians and 2% other.

- 97% of those surveyed feel totally satisfied with the services they receive at ProAct
- 99% of those surveyed feel as though ProAct maintained consistent communications with its stakeholders.
- 94% of those served feel as though ProAct services suit the needs and desires of those served.

Comments from the survey:

- Thank you for helping me to get up early, and just enjoy life
- Staff and coordinators make me feel like I am important. Leaders and staff are always friendly, helpful and involved
- Our daughter attends ProAct in Shakopee. The staff are AMAZING!
- I appreciate EVERYTHING ProAct does to create meaningful opportunities for clients to enjoy their time together while learning and participating in activities that bring them joy and learning - thank you!!! They do a great job!!
- I love it here. People are really helpful. Proact always surprises me with some fun new ideas/activities for this family member. Most of all "being part of the Proact routine" is such an underlying support for daily life enjoyment/self-confidence. Thank you for all the time, effort, and work that you provide to assist with each individual!!
- Your creativity in services is superb! They do a GREAT JOB!!
- Please continue getting ProAct day participants out into the community - it is so good for all involved and the world (but I know it is a lot of work!).

Survey Summary/Action Plan:

We are grateful for the support of our stakeholders. The comments received in the surveys will help us as we move into FY 2026 with its new set of challenges and changes. Our goal is to continue to enhance existing programming while we design new programming and services to help move participants forward. The survey and comments were very positive. ProAct addresses any comments or suggestions for improvement, individually and specifically. There weren't any overarching themes for change.

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Employer Partner Survey – All Sites

Seven employer partners responded to the on-line survey. Three of those responding directly hire ProAct participants, one is an enclave partner, and three utilize ProAct's Production and Business Services.

- 88% 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.

Staff Training

For all staff members at all sites, ProAct will continue to facilitate Person Centered and Positive Support Rule Training, Autism Spectrum Disorder 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 and Vulnerable Adult/ Reporting Procedure among others. In addition, we are doing Diversity, Equity and Inclusion training every month and a weekly training on different disabilities in program meetings.

Employees continued to keep up with all mandatory on-line training. First Aid/CPR, and medication administration training was provided as needed. In addition, staff attend external trainings by MN DHS, Dakota County, Star Services, and other outside agencies.

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 Managers and Senior Leadership team meetings to discuss further and to make changes as needed. Updates were shared at all staff meetings and during Managers' 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.

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**Outcome Management Report
Individual Programs - All Locations**

**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. ProAct offers virtual/remote programs with enrichment classes provided online. Enrichment classes provide community outings as frequently as possible. ProAct tries to get at least 80% of the participants out in the community each month and has a variety of outings offered each week.

Numbers served in FY25 by location include:

- Eagan – 209
- Red Wing 121
- Shakopee – 139
- Hudson - 21

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. 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. In most cases, the recommendations focus on competitive integrated employment and the level of support needed to achieve it. As a result, there has been an increased need to move participants directly to placement referrals, which have continued to rise during this reporting period.
- **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 person-centered employment services, encourage individuals to seek individual employment with support to ease in 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. Red Wing has two group employment sites. Eagan and Shakopee did not return to community employment enclaves that stopped during the pandemic. Eagan is starting to explore adding new enclaves again; currently there is only one small employment site (cleaning apartments) but the Eagan site will continue to explore additional options. Shakopee is concentrating on community integration enrichment classes and Employment Services.

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- **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 – 27 total placements in independent jobs in FY25

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Employment Plan

Domain	Objective	Indicator	Target	To whom applied/obtained by	Time of Measure	Data Source	Result
Business Function	Make a profit in the overall EDS program	Monthly surplus/deficit	1% profit	Finance Director	Monthly	Monthly financial report for the program	<1%
Effectiveness	Place participants into jobs within four months from program start of service	% of participants placed in first four months	80%	Program Manager	Monthly	Monthly program goals and outcomes	41%
Efficiency	Increase the number of hours billed in the overall EDS Program	Hours billed/month	500	Program Manager	Monthly	Participant hours and numbers breakdown	452
Access	Increase the number of Employment Planning participants	Number of new starts	30/year	Program Manager	Monthly	Monthly program goals and outcomes	28
Satisfaction	Increase participant satisfaction at ProAct	Satisfaction %	95%	Program Director	Annually	Annual survey results	96%

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Employment Support

Domain	Objective	Indicator	Target	To whom applied/obtained by	Time of Measure	Data Source	Result
Business Function	Make a profit in the overall ESS program	Monthly surplus/deficit	4% profit	Finance Director	Monthly	Monthly financial report for the program	>4%
Effectiveness	Red Wing participants will retain their independent job	% of RW participants retaining their job	97%	Program Manager	Monthly	Monthly program goals and outcomes	99%
Efficiency	Increase the number of ESS (waiver)hours billed	Hours billed/month	400/month	Program Manager	Monthly	Participant hours and numbers breakdown	531
Access	Increase the number of Eagan ESS participants	Number of new starts	25/year	Program Manager	Monthly	Monthly program goals and outcomes	24
Satisfaction	Increase participant satisfaction at ProAct	Satisfaction %	95%	Program Director	Annually	Annual survey results	97%

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Job Development

Domain	Objective	Indicator	Target	To whom applied/obtained by	Time of Measure	Data Source	Result
Business Function	Make a profit in the overall EDS program	Monthly surplus/deficit	1% profit	Finance Director	Monthly	Monthly financial report for the program	<1%
Effectiveness	Participants placed in jobs will retain their jobs	% of participants that retain jobs for 90 days	80%	Program Manager	Monthly	Monthly program goals and outcomes	80%
Efficiency	Increase the number of hours billed in the overall EDS program	Hours billed/month	500	Program Manager	Monthly	Participant hours and numbers breakdown	452
Access	Increase the number of EDS participants	Number of new starts	70/year	Program Manager	Monthly	Monthly program goals and outcomes	70
Satisfaction	Increase participant satisfaction at ProAct	Satisfaction %	95%	Program Director	Annually	Annual survey results	96%

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Community Integration

Domain	Objective	Indicator	Target	To whom applied/obtained by	Time of Measure	Data Source	Result
Business Function	Make a profit in the overall DSS program	Monthly surplus/deficit	6% profit	Finance Director	Monthly	Monthly financial report for the program	>6%
Effectiveness	ProAct will provide community-based enrichment classes to participants in CI in FY25	% of participants in classes in the community.	80%	Program Manager	Monthly	Monthly program goals and outcomes	76%
Efficiency	Increase the number of DSS hours billed at all sites	Hours billed/month	over 40,000 hours	Program Manager	Monthly	Participant hours and numbers breakdown	36,048
Access	Increase the number of DSS participants	Number of new starts	100	Program Manager	Monthly	Monthly program goals and outcomes	80
Satisfaction	Increase participant satisfaction at ProAct	Satisfaction %	95%	Program Director	Annually	Annual survey results	97%

Admin

Domain	Objective	Indicator	Target	To whom applied/obtained by	Time of Measure	Data Source	Result
Business Function	ProAct will decrease its staff turnover rate	% of staff leaving ProAct	10%	HR Director	Annually	Payroll Records	27%

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Action plan for goals not met in the Walker Grid:

Employment Plan – This program lost money in FY25. The Program Manager and Program Director have made plans to carefully track staff members hours and billable hours to make this a profitable program. The Employment Plan service did not make their goals to place participants in jobs within four months, increase the number of hours billed and increase the number of Planning participants. This program was not able to grow and expand like they had hoped. Much of this was due to MN VRS changing rules and generally trying to downsize their department. These issues trickled down to ProAct and made growth difficult in FY25

Employment Support – This program achieved all of their goals except Access which they missed by only 1 participant! Employment support was hoping to start 25 participants, and they started 24. In the next year, the ESS Program Managers will continue to market their programs and try to expand their growth.

Community Employment Services – Job Development - This program lost money in FY25. The Program Manager and Program Director have made plans to carefully track staff members hours and billable hours to make this a profitable program. The Employment Plan service did not make their goals to place participants in jobs within four months, increase the number of hours billed and increase the number of Planning participants. This program was not able to grow and expand like they had hoped. Much of this was due to MN VRS changing rules and generally trying to downsize their department. These issues trickled down to ProAct and made growth difficult in FY25

Community Integration – 76% of those served in Community Integration Programming received community-based services just missing the goal of 80%. One of the biggest items holding us back is transportation and we will continue to work with transportation companies to ensure as many community outings can go out as possible. Community Integration just missed its hours and new starts goal as well. These programs will continue to market their services to the community and continue to expand.

Supplemental Information:

Wage information from ProAct individual employment sites:

Highest wage-\$21/per hour

Average wage, \$15.39 per hour

Lowest wage, \$11.13 per hour

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		ProAct Participants	%
GENDER			
	FEMALE	437	47%
	MALE	464	50%
	Other/Unknown	31	3%
	Total in program	933	100%
AGE			
	0-21	39	4%
	22-29	204	22%
	30-39	228	24%
	40-49	159	17%
	50-59	132	14%
	60-69	108	12%
	70+	31	3%
	Other/Unknown	32	3%
	Total in program	933	100%
RACE			
	Asian	30	2%
	Black	52	6%
	White	769	82%
	Hispanic	24	3%
	Native American	7	1%
	Unknown/Other	51	6%
	Total in program	933	100%
PRIMARY DISABILITY			
	Autism Spectrum Disorder	111	12%
	Cerebral Palsy	10	1%
	Mild Intellectual Disability	226	24%
	Moderate Intellectual Disability	208	22%
	Severe Intellectual Disability	38	4%
	Profound Intellectual Disability	5	0%
	Other/Unknown	335	36%
	Total in program	933	100%