



Program Outcomes and Demographics 2016

This report is a brief summary of outcomes and demographic information for all Rise programs combined. Detailed demographics, performance data, and analysis for individual programs operated by Rise can be obtained by contacting the designated program manager.

Contents

Demographics of Persons Served

| | |
|--------------------------------|---|
| Description | 3 |
| Enrollment and Disability | 4 |
| Age Range and Race | 5 |
| Gender and County of Residence | 6 |

Satisfaction

| | |
|-------------------------------|----|
| Persons Served | 7 |
| Stakeholders | 8 |
| Business Partners | 9 |
| Comments – Persons Served (1) | 10 |
| Comments – Persons Served (2) | 11 |
| Comments – Stakeholders (1) | 12 |
| Comments – Stakeholder (2) | 13 |
| Comments – Business Partners | 14 |

Competitive Employment Outcomes

| | |
|------------------------|----|
| Placements | 15 |
| Wages and Hours Worked | 16 |
| Job Retention | 17 |
| Conversion | 18 |

Non-Competitive Employment Outcomes

| | |
|--------------|----|
| Wages | 19 |
| Hours Worked | 20 |

Life Enrichment Outcomes

21

Housing Outcomes

22

Other Highlights

23

2017 Scorecards

| | |
|--------------------------------|----|
| Description | 24 |
| VRSE | 25 |
| DTH | 26 |
| Welfare to Work | 27 |
| Housing and Independent Living | 28 |
| Adult Day | 29 |

2017 Strategic Pillar Objectives

30

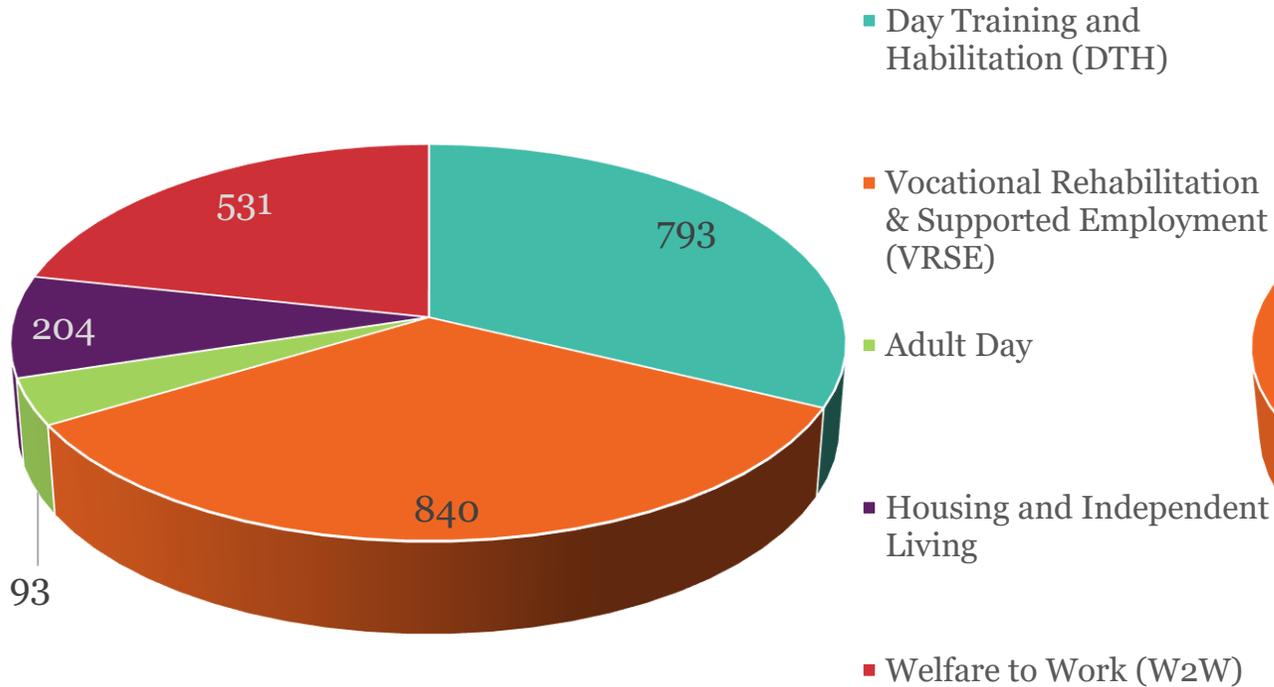


Demographics of Persons Served

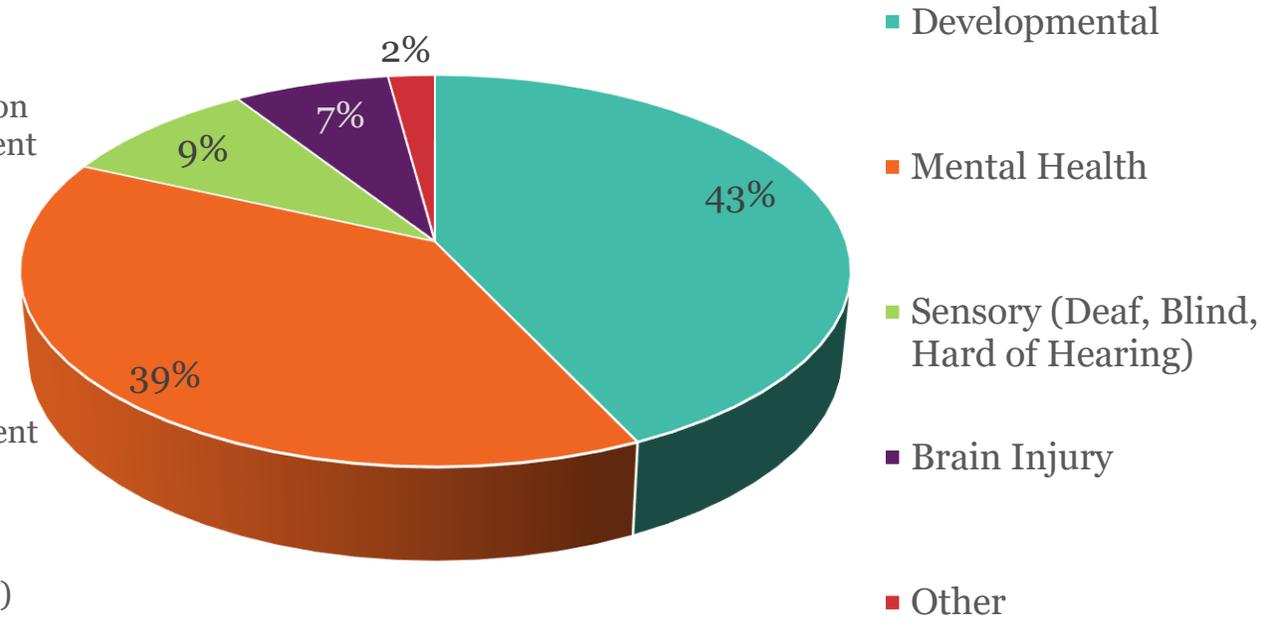
The following charts represent the **2,461** persons served by Rise in 2016. These numbers do not include the 1,000+ individuals and families who received short-term and/or one-time emergency referral services through our homeless outreach and re-entry programs.

Demographics of Persons Served

Enrollment

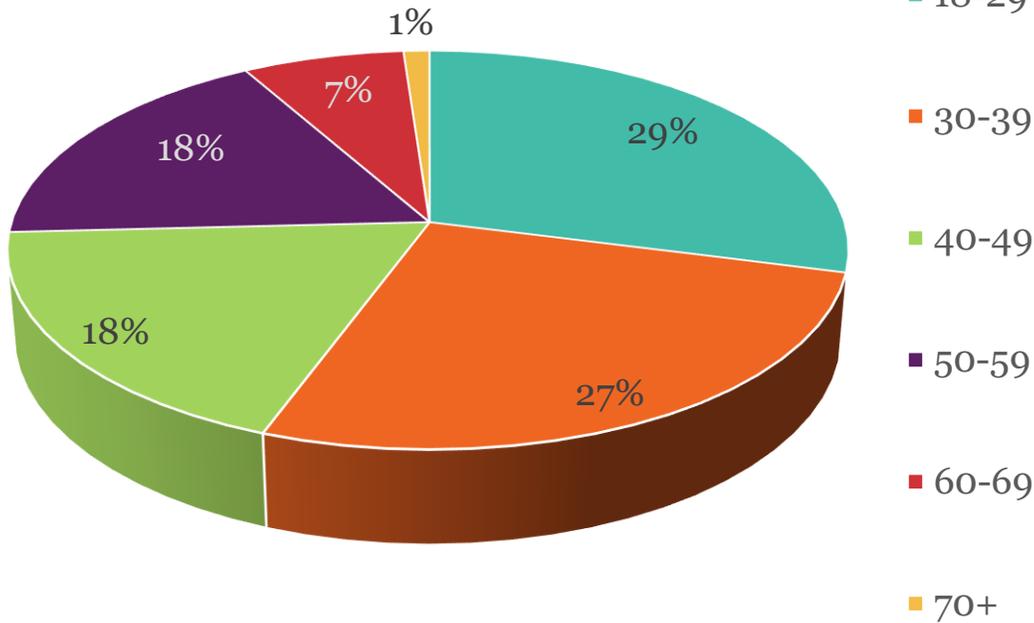


Primary Disability

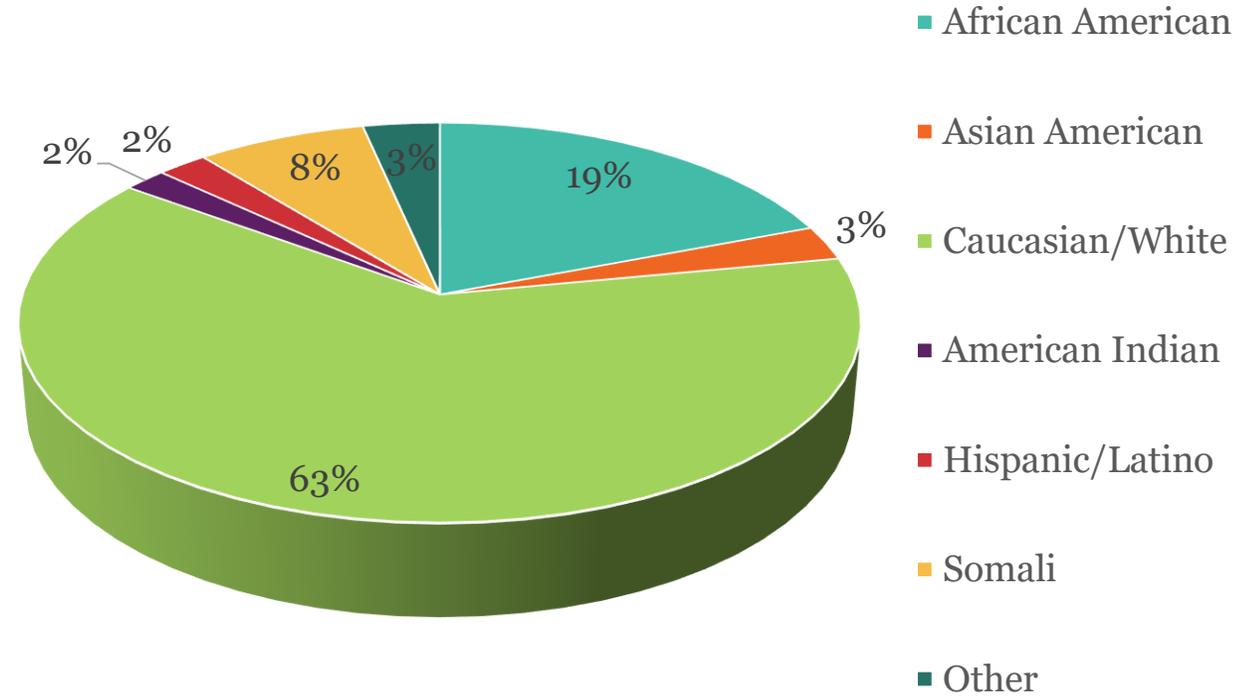


Demographics of Persons Served

Age Range

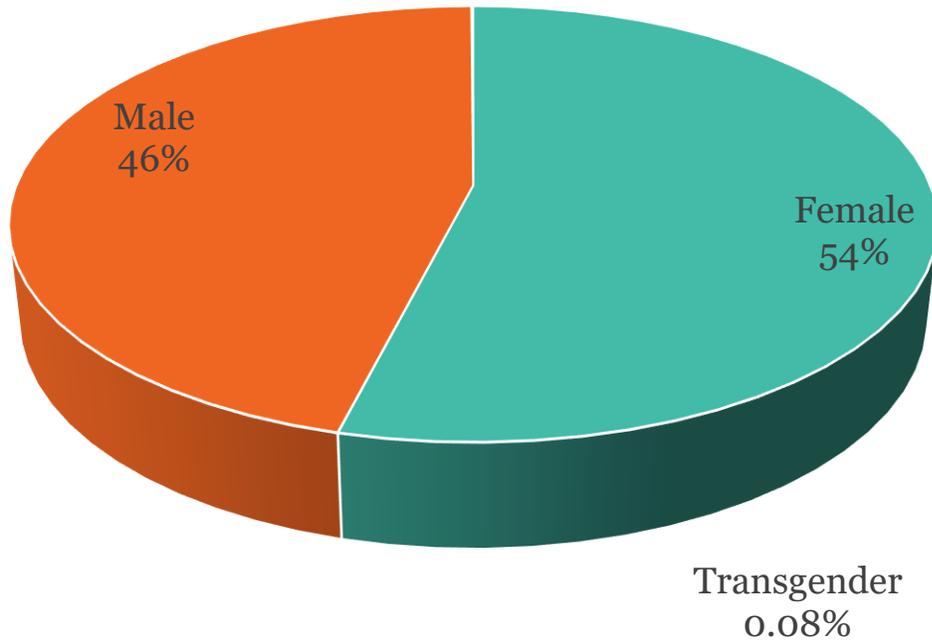


Race

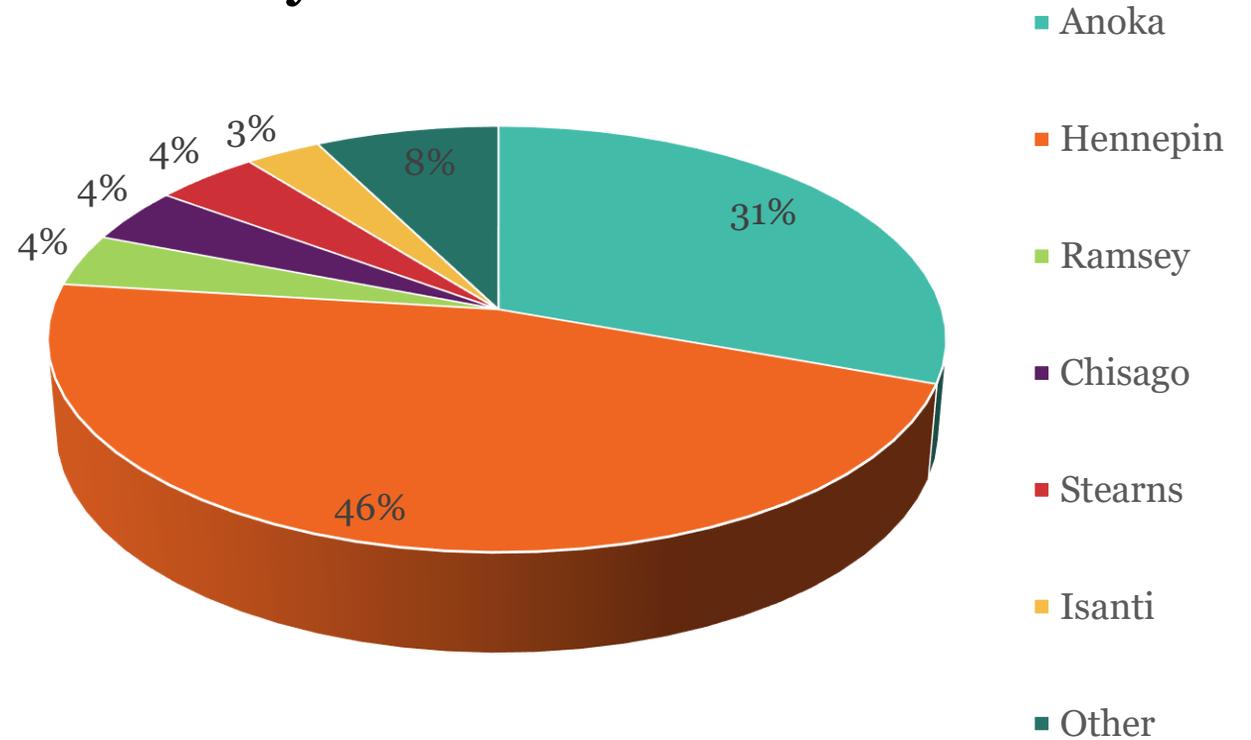


Demographics of Persons Served

Gender

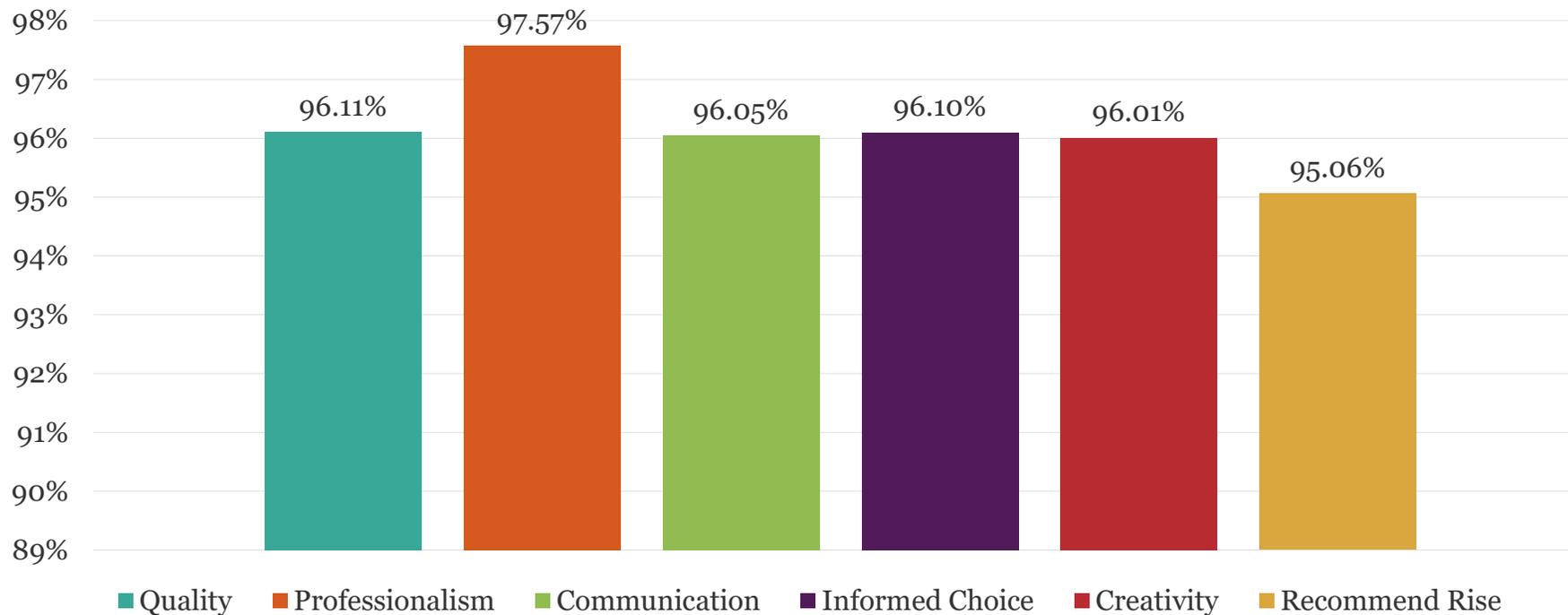


County of Residence



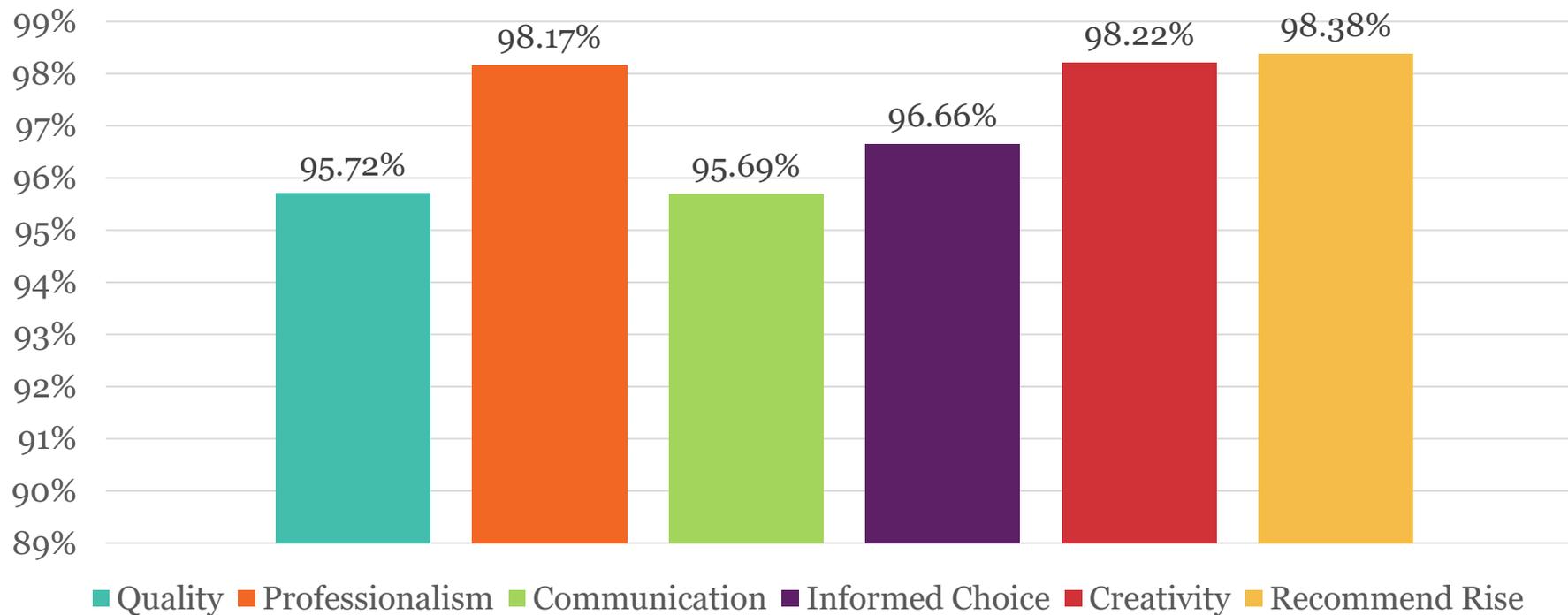
Satisfaction – Persons Served

Overall satisfaction survey responses were **96.32%** positive (agreed or strongly agreed to affirmative statements covering the themes listed below). Number of respondents = **671**.



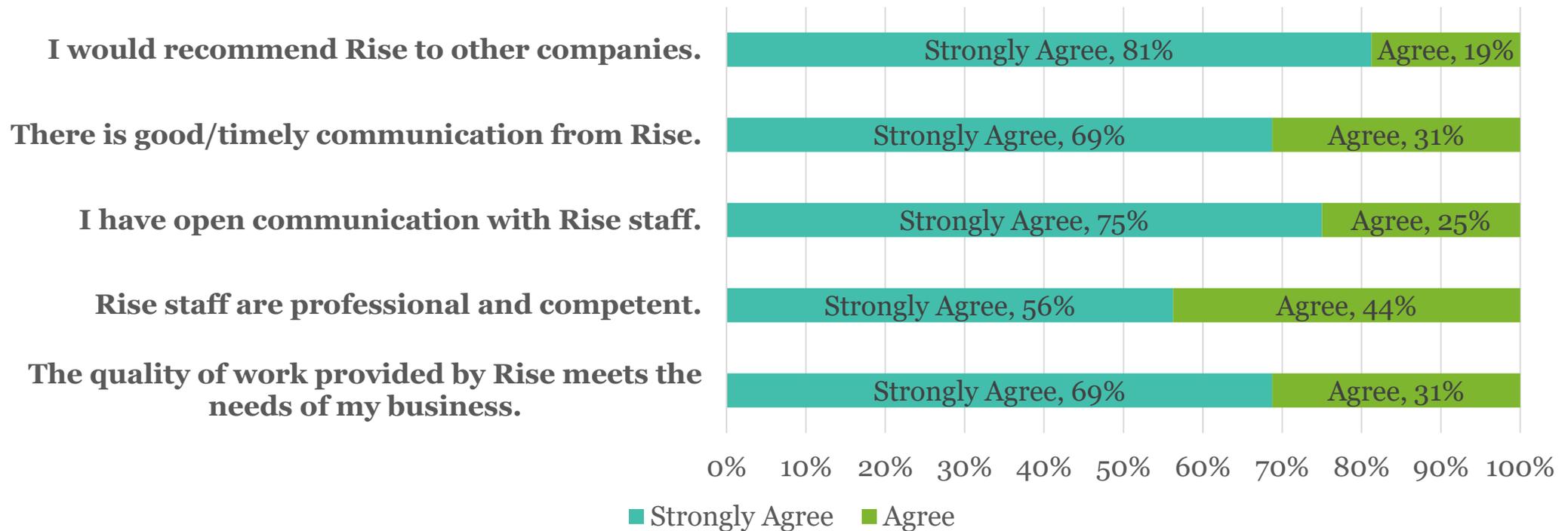
Satisfaction – Stakeholders

Overall satisfaction survey responses were **97.03%** positive (agreed or strongly agreed to affirmative statements covering the themes listed below). Number of respondents = **643**.



Satisfaction – Business Partners

Overall survey responses were **100%** positive (agreed or strongly agreed to items below).
 Number of respondents = **16**.



Satisfaction Survey Comments

Persons Served

- *“I am so thankful for the housing support I have been given.”*
- *“Rise helps people with disabilities feel productive and that they are making a difference. Gives them an opportunity to contribute to society. That their job is important!”*
- *“[Rise] respects my goals, initiatives, and me personally”*
- *“Rise has helped me when I was at my lowest point in life. They are all such great people! God bless them all!”*
- *“It has been life changing to have dignity verses shame while completing and following through life goals.”*
- *“They seem to "get" what mental illness is all about.”*
- *“I love coming out here to work, staff are knowledgeable and they help me to be a better person every day.”*
- *“[Rise] helps me to feel independent. Gives me a feeling of pride in the work I do. Gives me a purpose; also gives me the opportunity to interact with my peers”*

Satisfaction Survey Comments

Persons Served

- *“[Rise] helps me break down barriers to my goals and teaches healthy communication to benefit my life.”*
- *“[Rise] keeps my family moving forward completing goals. Really helpful in keeping us independent and feeling good.”*
- *“[My Rise staff] created an environment of trust and caring that made it very easy for me to begin the process of adapting to my mental health issues and being able to move beyond several of them.”*
- *“Rise has treated me with respect and dignity. [My staff] has been a constant source of support.”*
- *“Staff really care about me [as an] individual.”*
- *“[Rise] supplies you with keys and tools to reach your goals. Rise is doing a great job!”*
- *“Rise keeps me motivated and helps improve my overall progress through life goals.”*
- *“They believe in me.”*
- *“[Rise staff] help you and are very active in your goals. Make you feel like they genuinely care.”*

Satisfaction Survey Comments

Stakeholders

- *“Rise has had a positive impact. I think [person supported] has grown since he started at Rise. He's an independent person.”*
- *“Rise is wonderful!”*
- *“Rise treats [people supported] with respect and dignity and recognizes individual talents.”*
- *“Rise works so well with deaf and HOH population- thank you for providing such good care to them!”*
- *“Rise is a valued partner in the health reform space. Rise staff have stepped up to meet every challenge they have been faced with.”*
- *“Rise treats clients with respect and dignity and recognizes individual talents.”*
- *“They look at each person as an individual and do what's best for them to their abilities. Rise is the BEST!”*
- *“I would say that Rise anticipates trends and gets out ahead of new requirements in a way that is person-centered. Rise supports people in a person-centered way that makes them feel more important than funding. Rise is already working to support more people in integrated settings which is far ahead of other providers.”*

Satisfaction Survey Comments

Stakeholders

- *“Rise is very innovative with my sister. They try different approaches to see which one works best for her. Nothing is ‘forced’ on her, she is given options and she can make the decision for herself.”*
- *“Rise provides our daughter with a sense of purpose, dignity, friendship, and she has learned the value of work.”*
- *“Rise treats each person as a unique individual and tried to provide the best possible services.”*
- *“Each situation is looked at individually and respectfully supported.”*
- *“Rise is providing people work in the community at a time when other day services seem to be struggling to do so.”*
- *“[Rise] gives opportunity to all people!”*
- *“Great interaction with all clients and families. Awesome person centered environment. Keep up the good work!”*
- *“They are person centered and ask about what is important to my client.”*

Satisfaction Survey Comments

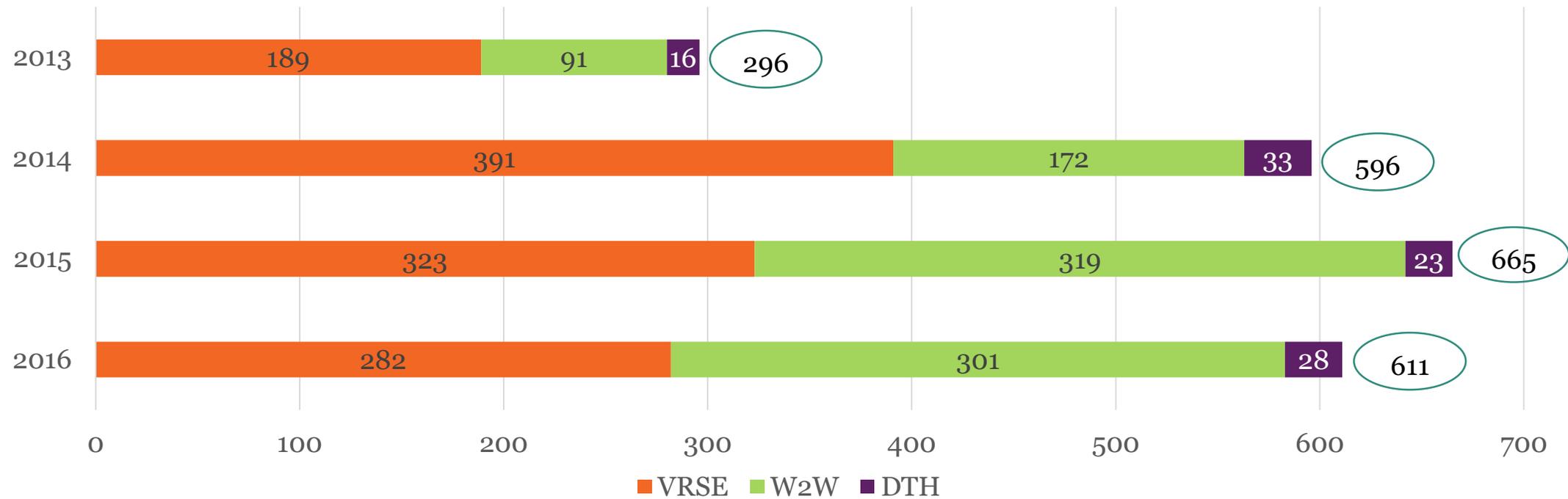
Business Partners

- *“Rise is always willing to help us exceed our customer's expectations. Perfect business partner!”*
- *“The level of service that I receive from Rise...is first rate straight across the board, without question.”*
- *“They listen and respond. Our job coach is doing a good job.”*
- *“We have continued to work through any issues that have come up in the two years that we have been partnering with Rise. We appreciate that the Rise team members are willing to listen to our needs and work with us to make sure our needs are being met.”*
- *“Rise does a fantastic job!”*
- *“Been working with Rise for over 20 years, no complaints...all our employees enjoy working with Rise employees. Everyone is very nice and easy to work with.”*
- *“They are willing to help with any project we give them.”*
- *“Has been a great partnership...Keep up the great work.”*
- *“Simply keep doing what you are doing. I appreciate it all!”*

Competitive Employment Outcomes

Placements

Competitive Employment is work performed in an integrated setting at minimum wage or higher (i.e. everyday jobs with wages at the going rate in the open labor market). The chart below reflects new competitive jobs secured by persons served at Rise between 2013 and 2016.

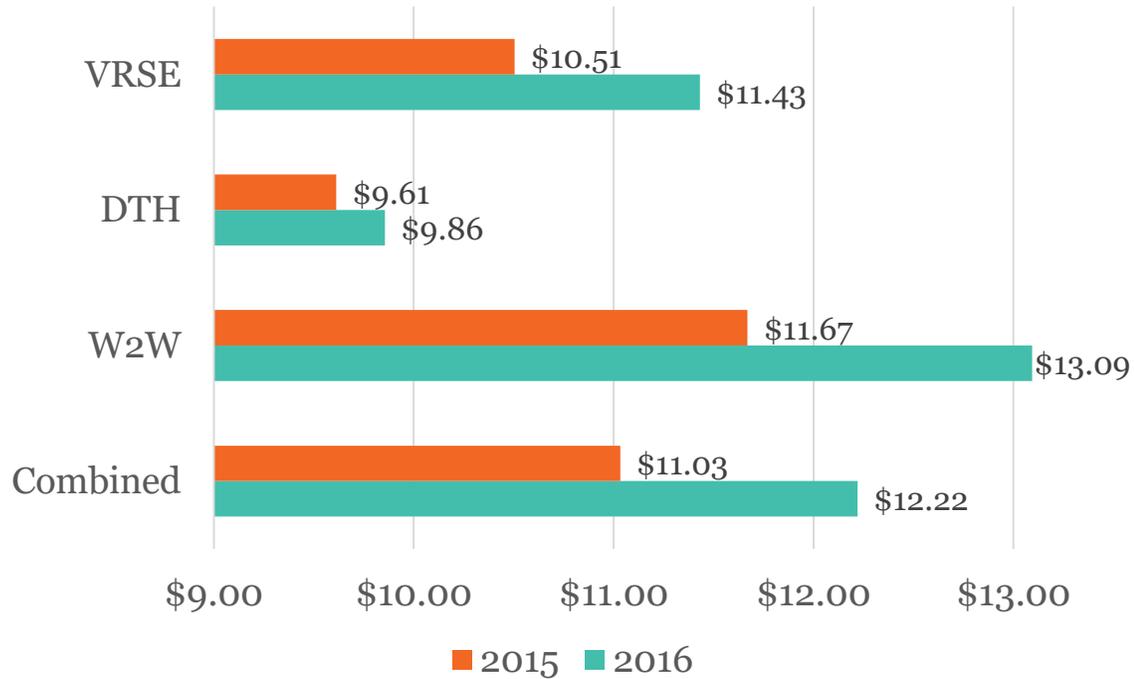




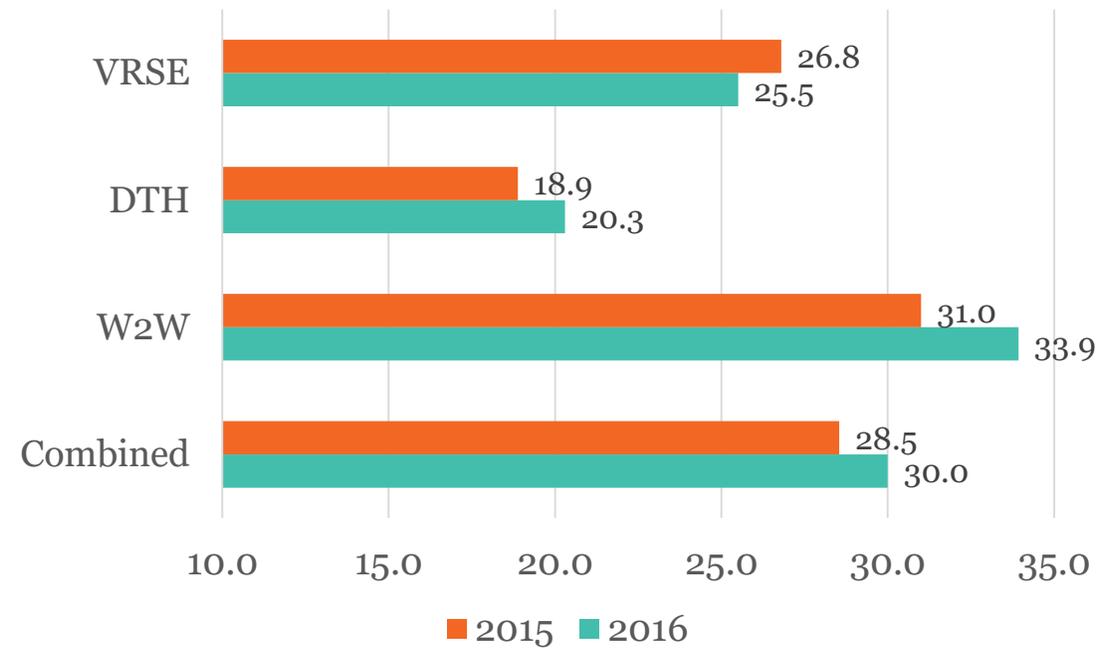
Competitive Employment Outcomes

Average wages and hours worked per week for individuals served in competitive employment.

Wages



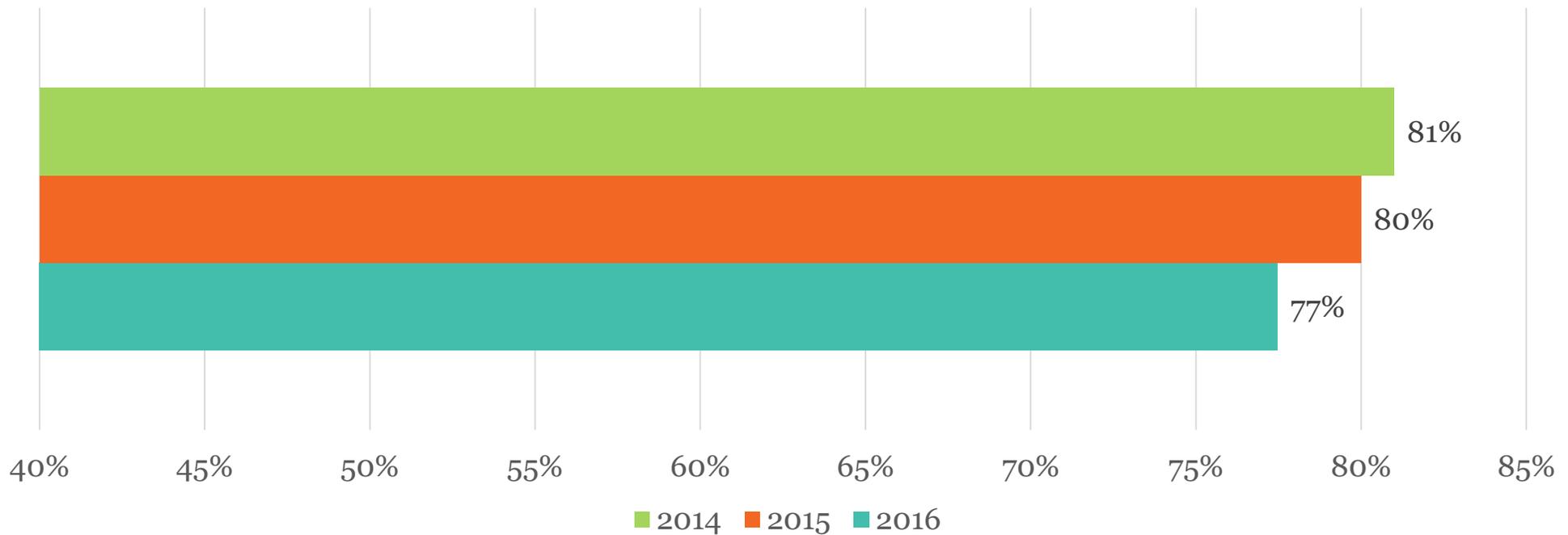
Hours Worked



Competitive Employment Outcomes

Job Retention

Percentage of competitively placed persons served who retained employment for 90+ days.

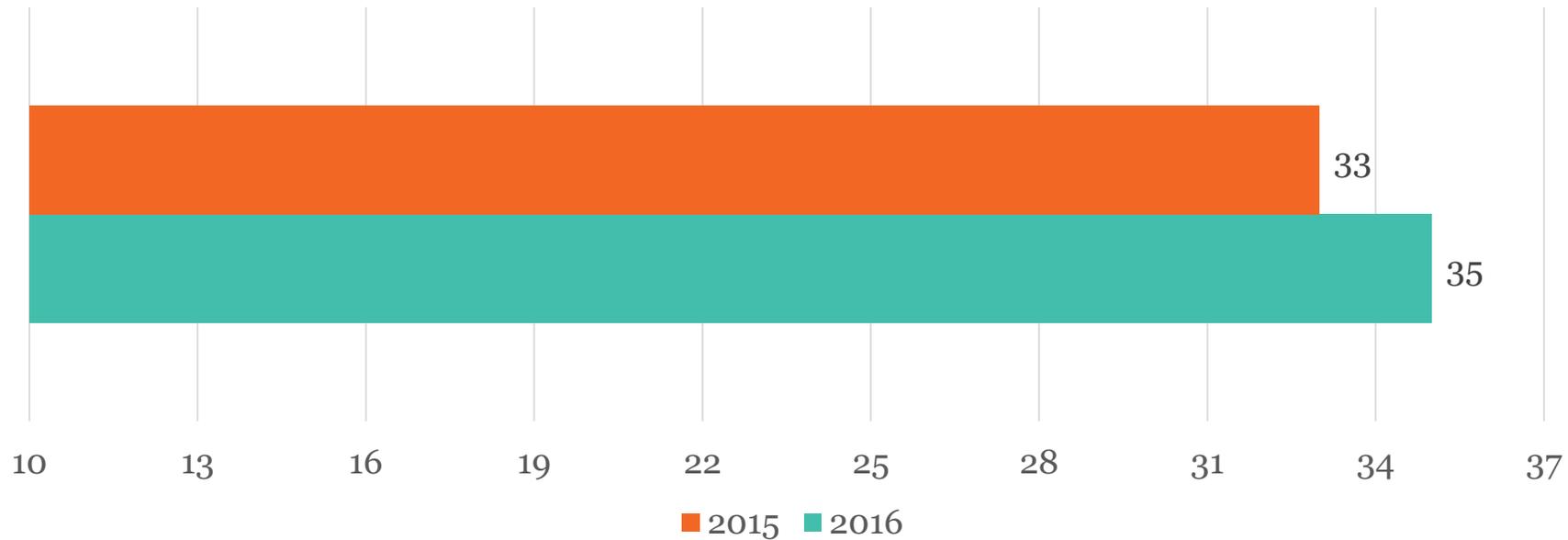




Competitive Employment Outcomes

Conversion

Number of persons served who moved from non-competitive (center-based or community contracted) to competitive employment.



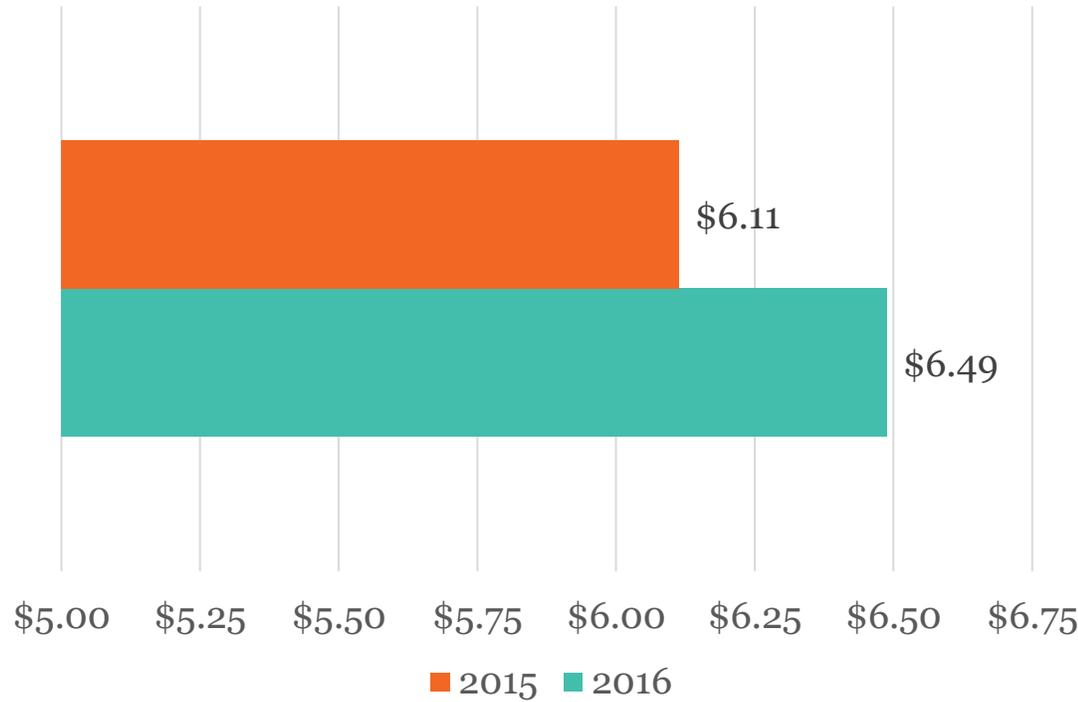
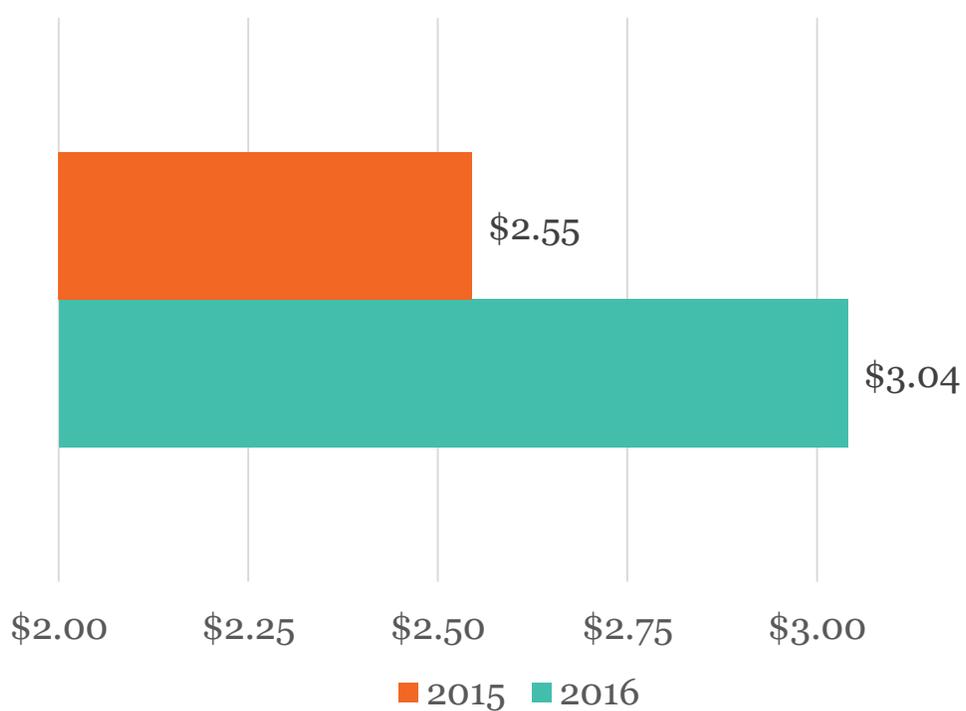


Non-Competitive Employment Outcomes

Average hourly wages for individuals served in non-competitive employment (work performed at a Rise facility or in the community under contract between Rise and another business).

Center-Based

Community Supported Employment Team (SET)

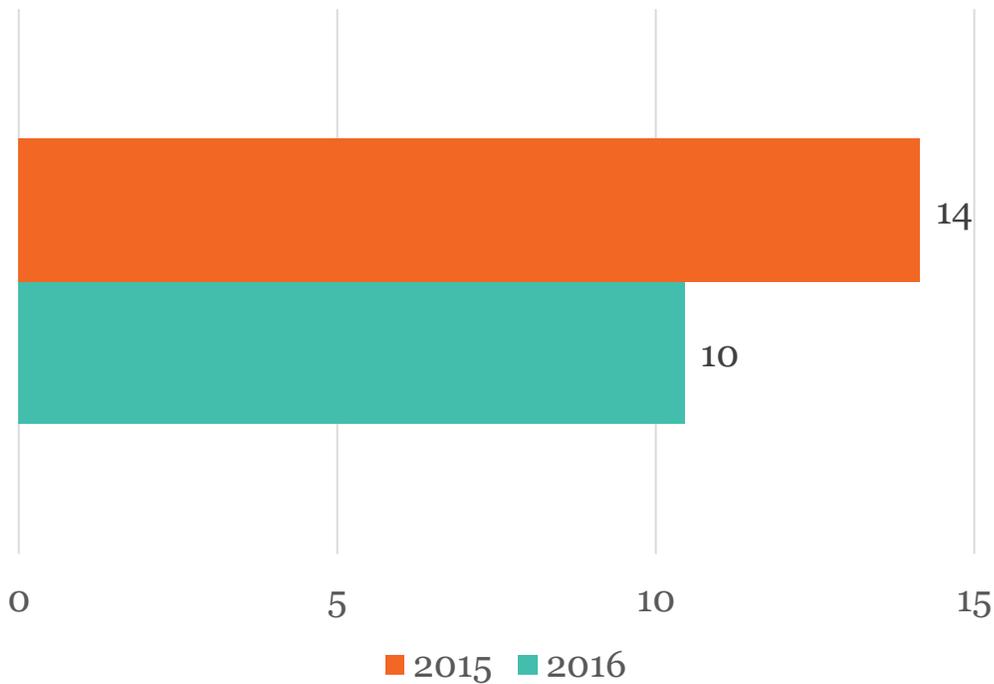




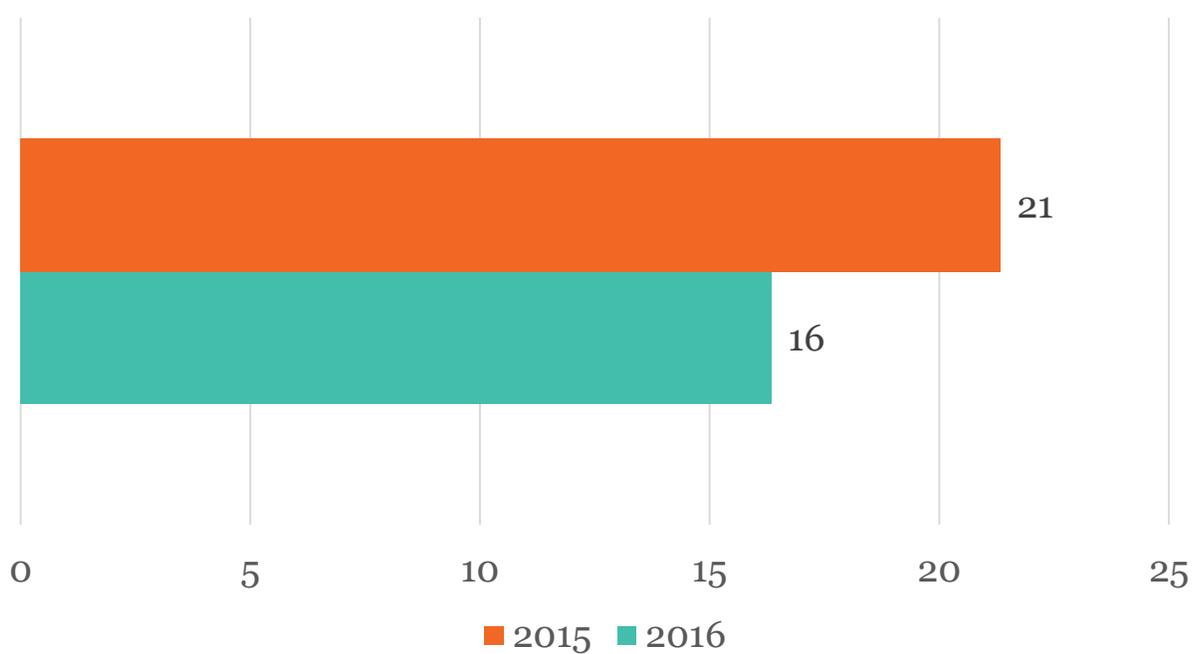
Non-Competitive Employment Outcomes

Average weekly hours worked for individuals served in non-competitive employment (work performed at a Rise facility or in the community under contract between Rise and another business).

Center-Based

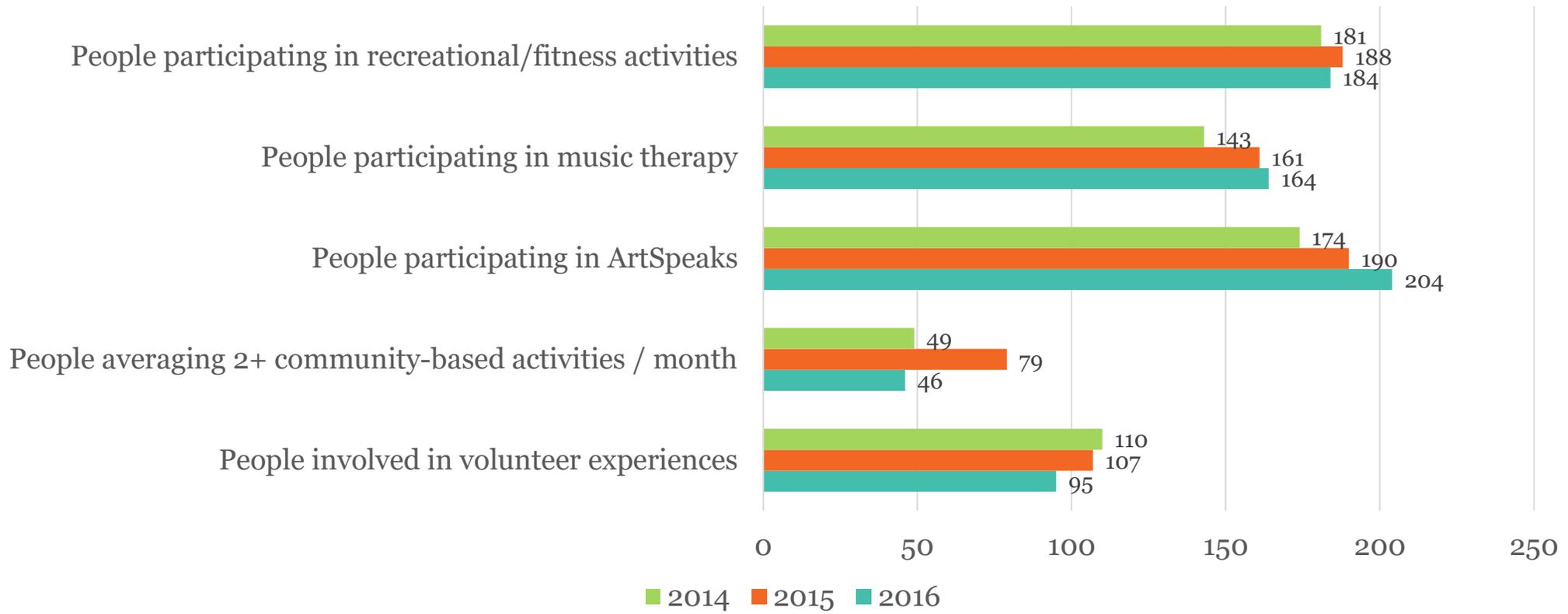


Community Supported Employment Team (SET)



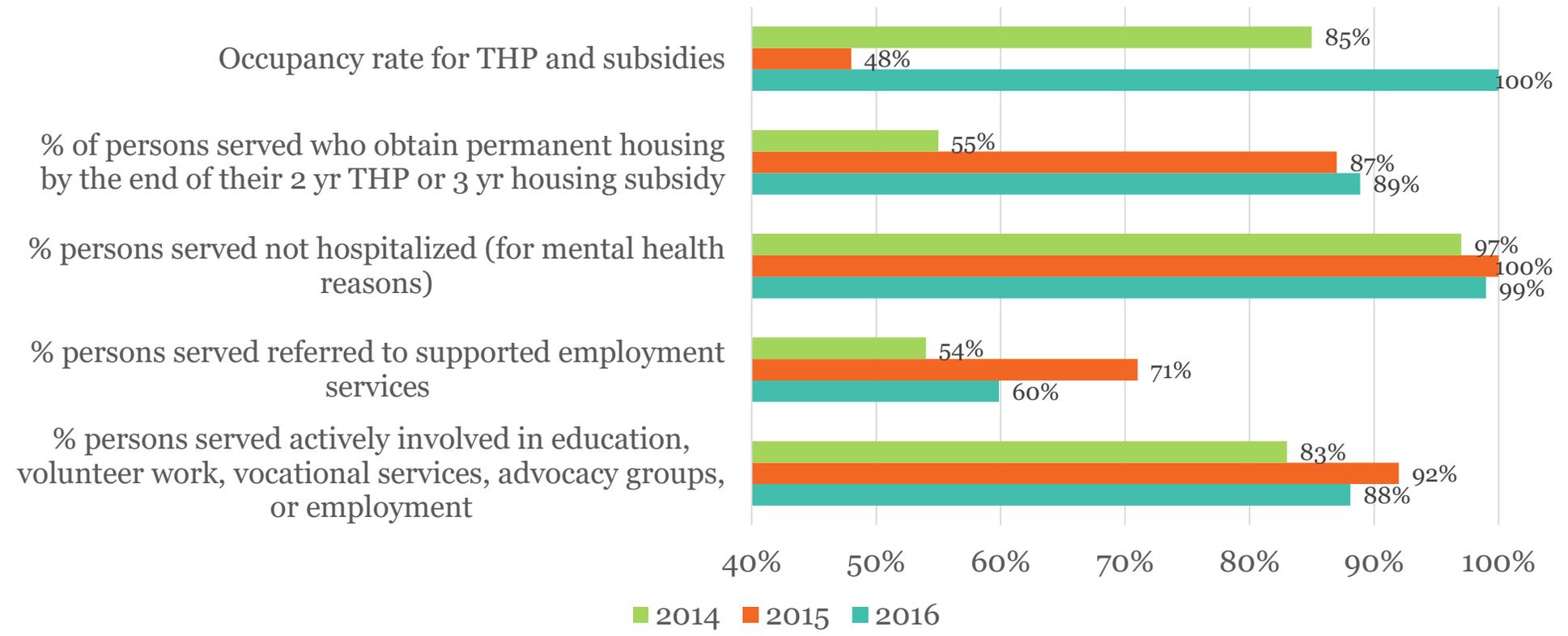
Life Enrichment Outcomes

The chart below reflects a few of the common outcomes expected by persons served in our DTH and Adult Day programs who are receiving personal enrichment and community integration services.



Housing Outcomes

The chart below reflects a few of the common outcomes expected by persons served in our Housing and Homelessness Prevention programs in Anoka County and Central Minnesota.



Other Highlights

- As part of our effort to acculturate *Person-Centered Thinking* (PCT), **80** additional team members and leaders completed a two-day PCT training course and two internal PCT trainers were established in 2016. **98.22%** of stakeholder survey respondents agreed or strongly agreed with the statement “Services are Rise are person-centered.” *Embedding PCT into our programs remains a key strategic initiative for 2017.*
- Persons served and stakeholder satisfaction is very high at **96-97%** overall. Response rates have increased significantly (more than twice as many surveys completed in 2016 vs 2015). *We will continue to work towards statistically significant response rates across all programs.*
- Competitive job placement outcomes were again very strong, with the 2nd highest number on record (**611**) of persons placed in competitive jobs. This include **35** people who moved from non-competitive (center-based or contracted) to competitive employment. *We expect high numbers again in 2017, and have secured more resources to help people transition to competitive employment.*
- **157** service improvements (including service access improvements) were implemented in 2016, ranging from waiting list reductions to establishing new community-based evaluation sites. *Ensuring access to desired services, including the development of new and creative approaches to community employment and community integration, will be a high priority in 2017 and beyond.*
- Rise’s transportation fleet traveled more than **2.1 million** miles taking people to and from work, transporting approximately 750 people per day. Even so, the lack of transportation resources was the most cited barrier to services by persons served and stakeholders. *Increasing transportation supports/training (public and independent) has been identified as an important strategy for 2017/2018.*

2017 Program Scorecards

Each service line and individual program has its own “scorecard” by which we measure a variety of performance indicators in each of the following categories:

1. **Effectiveness:** results achieved and outcomes observed by persons served.
2. **Efficiency:** relationship between resources used and results or outcomes obtained, with an eye towards sustainability.
3. **Service Access:** capacity to provide services to those who desire it.
4. **Satisfaction:** feedback from persons served and other stakeholders.
5. **Other:** e.g. financial results, program enrollment, etc.

2017 Scorecard – VRSE

Effectiveness

- Number of competitive job placements
- Percentage of people who secure competitive employment
- Percentage of people who maintained competitive employment for 90 days or more
- Average hourly wages for people in competitive and community employment
- Average hours/wk for people in competitive and community employment
- Percentage of people who responded “agree/strongly agree” to the question “The vocational evaluation helped me better understand my interests and abilities.”
- Percentage of people who responded “agree/strongly agree” to the question “The evaluation provided useful and reasonable recommendations.”
- Number of people who moved from community or SET employment to competitive employment

Efficiency and Access

- Average number of weeks from implementation of plan to competitive employment
- Average number of days from referral to the start of evaluation
- Number of service access improvements implemented

Satisfaction

- Number of returned surveys from persons served and other stakeholders
- Percentage of persons served and stakeholders who responded “agree/strongly agree” to the question “I am satisfied with the services provided by Rise”.

Misc.

- Total number served
- Number of new intakes
- Operating margin

2017 Scorecard – DTH

Effectiveness

- Number of competitive job placements
- Percentage of people who secure competitive employment
- Percentage of people who maintained competitive employment for 90 days or more
- Average hourly wages for people in competitive, community, and center-based employment
- Average hours/wk for people in competitive, community, and center-based employment
- Reduction in simulated work hours
- Reduction in Special Minimum Wage hours
- Number of people who moved from center-based, community/SET site employment to competitive employment
- Number of people averaging two or more community-based activities per month, including volunteering

Efficiency and Access

- Average daily attendance (non-competitive)
- Number of service access improvements implemented

Satisfaction

- Number of returned surveys from persons served and stakeholders
- Percentage of persons served and stakeholders who responded “agree/strongly agree” to the question “I am satisfied with the services provided by Rise.”

Misc.

- Total number served
- Number of new intakes
- Operating margin

2017 Scorecard Measures – W2W

Effectiveness

- Number of people who secure competitive employment
- Percentage of people who retain competitive employment for 90 days or more
- Percentage of people without a diploma or GED engaged in educational activities for 20 hours a week.
- Percentage of people who receive a high school diploma or GED within 24 months of beginning educational activities
- Average hourly wages for people in competitive employment
- Average hours/wk for people in competitive employment
- Percentage of people terminated due to unsubsidized employment

Efficiency and Access

- Number Served (per Hennepin Co contract of 600)
- Number of service access improvements implemented (Example could include: new grant, building modification, new program development, new work sites, financial training for people, accommodate people on waiting lists - expansion, etc)

Satisfaction

- Number of returned surveys from persons served
- Percentage of persons served who responded "agree/strongly agree to the question "I am satisfied with the services provided by Rise".

Misc.

- Achieve 90% file accuracy per Hennepin Co file audit
- Operating margin

2017 Scorecard Measures – HIL

Effectiveness

- Percentage of people actively involved in education, volunteer work, vocational programming, advocacy group, or are employed
- Percentage of people referred to supported employment services - outside of Rise
- Percentage of people referred to supported employment services - within Rise
- Number of people who obtain permanent housing
- Percentage of people who obtain permanent housing by the end of their 2 year Rise Transitional Housing Program (THP)

Efficiency and Access

- Percentage of ARMHS billable hours (hrs billed/total hrs)
- Occupancy rate for Rise THP
- Occupancy rate for Rise subsidies
- Number of service access improvements implemented

Satisfaction

- Number of returned surveys from persons served and stakeholders
- Percentage of persons served and stakeholders who responded “agree/strongly agree” to the question “I am satisfied with the services provided by Rise.”

Misc.

- Total number served
- Number of new intakes
- Operating margin

2017 Scorecard Measures – Adult Day

Effectiveness

- Percentage of people accessing community resources
- Percentage of people demonstrating progress on their goals

Efficiency / Access

- Number of new community resources accessed
- Average daily attendance
- Number of service access improvements implemented

Satisfaction

- Number of returned surveys from persons served and stakeholders
- Percentage of persons served and other stakeholders who responded “agree/strongly agree” to the question “I am satisfied with the services provided by Rise”.

Misc.

- Total number served
- Number of new intakes
- Operating margin



PEOPLE
We will attract
and retain exceptional
people who embody
our mission.



INNOVATION
We will continuously
transform services to
surpass evolving needs
and expectations of
the marketplace.



QUALITY
We will deliver
superior results
to the people we serve
and stakeholders.



FINANCE
We will ensure
financial
sustainability.



REPUTATION
We will be
recognized as an
industry leader.