



Program Outcomes and Demographics 2017

The following is a high-level summary of outcomes and demographic information for all Rise programs combined. Detailed demographics, performance data, and analysis for individual programs operated by Rise are available upon request.



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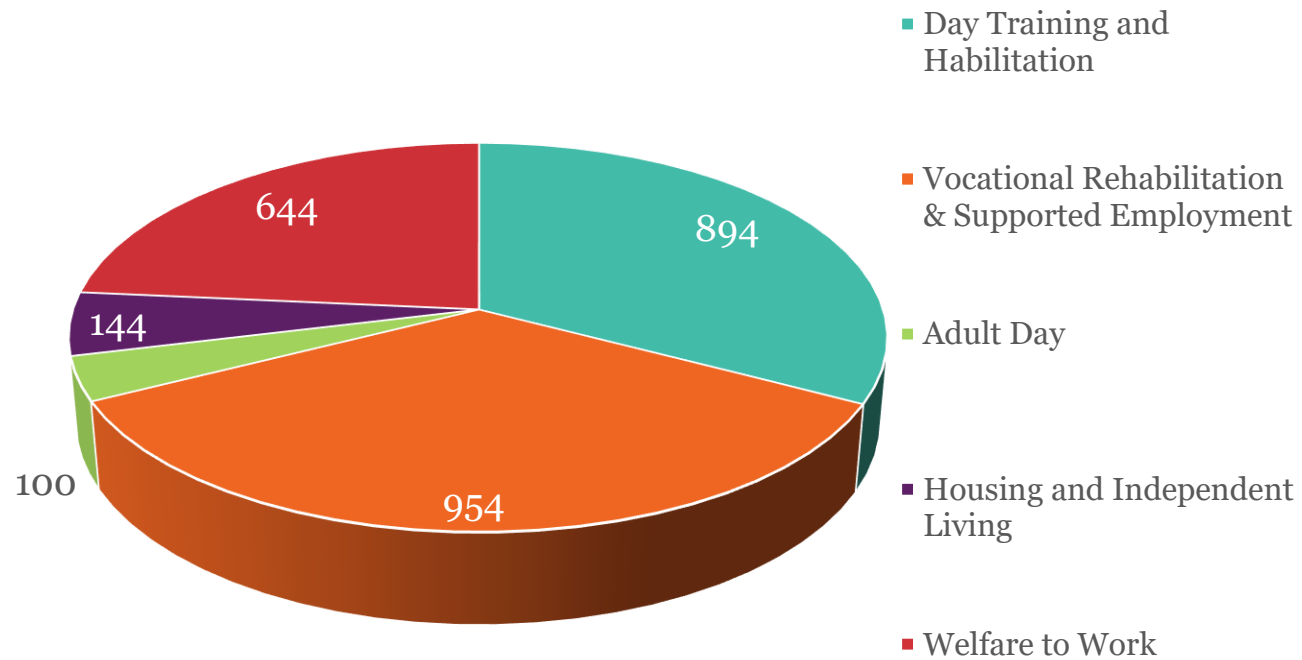
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Other Highlights

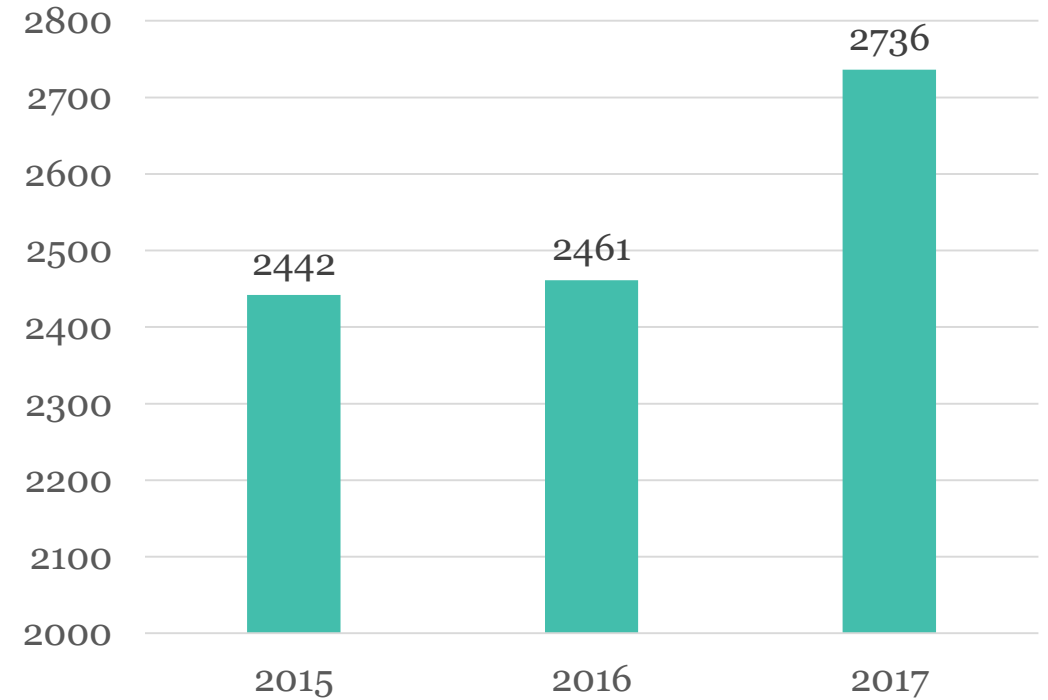
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Demographics of Persons Served

Enrollment by Service Line

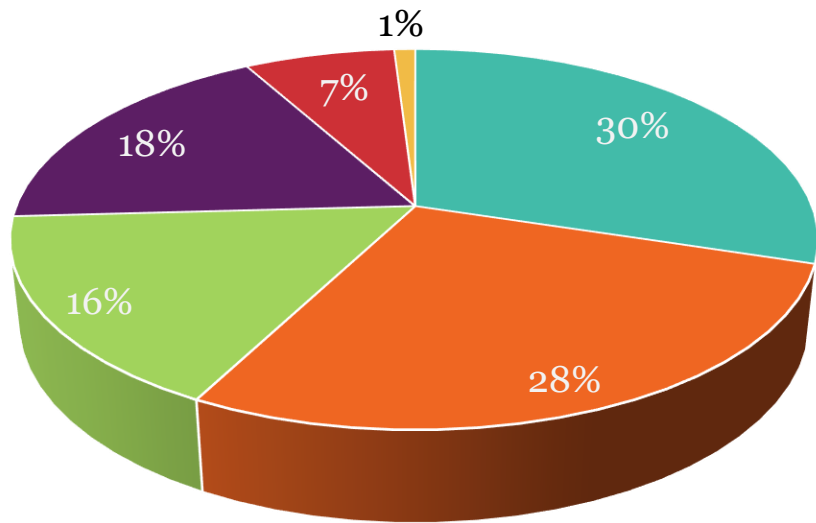


Total Enrollment by Year

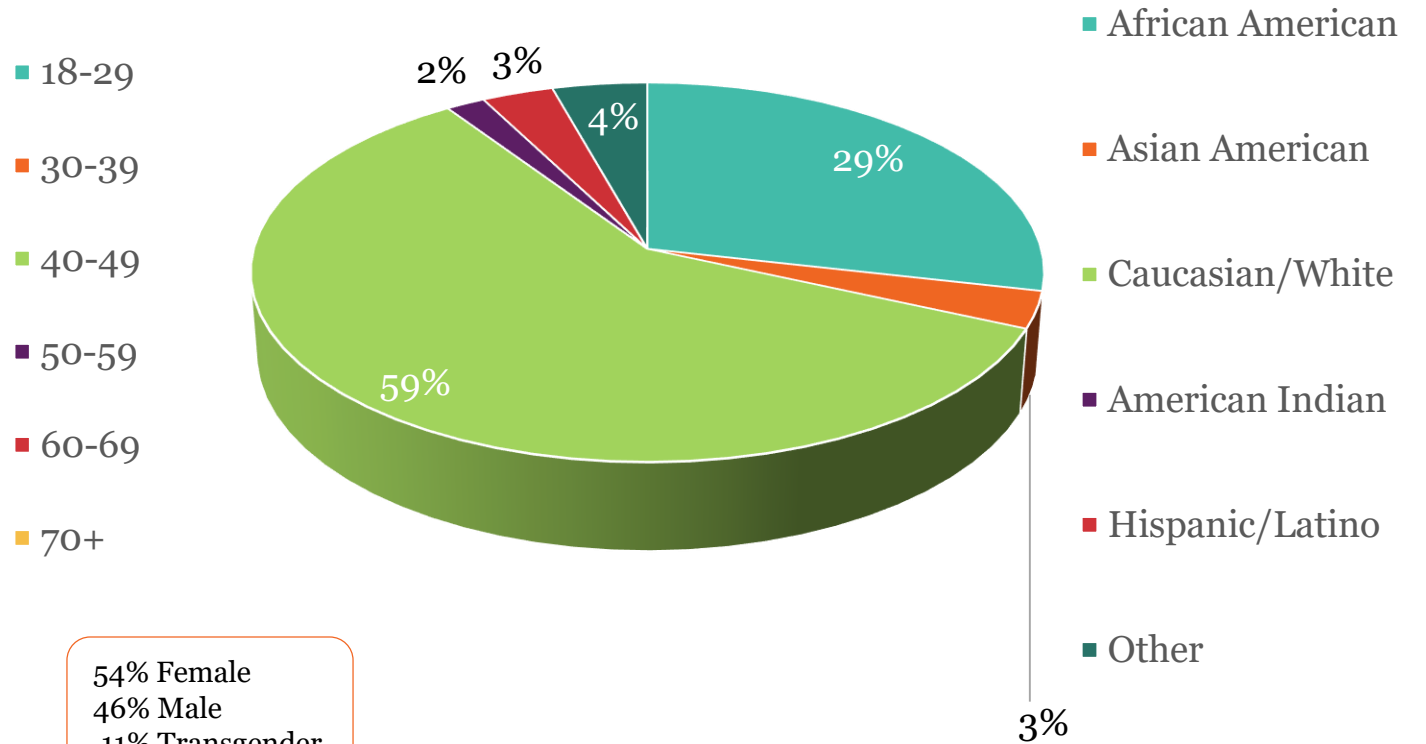


Demographics of Persons Served

Age Range



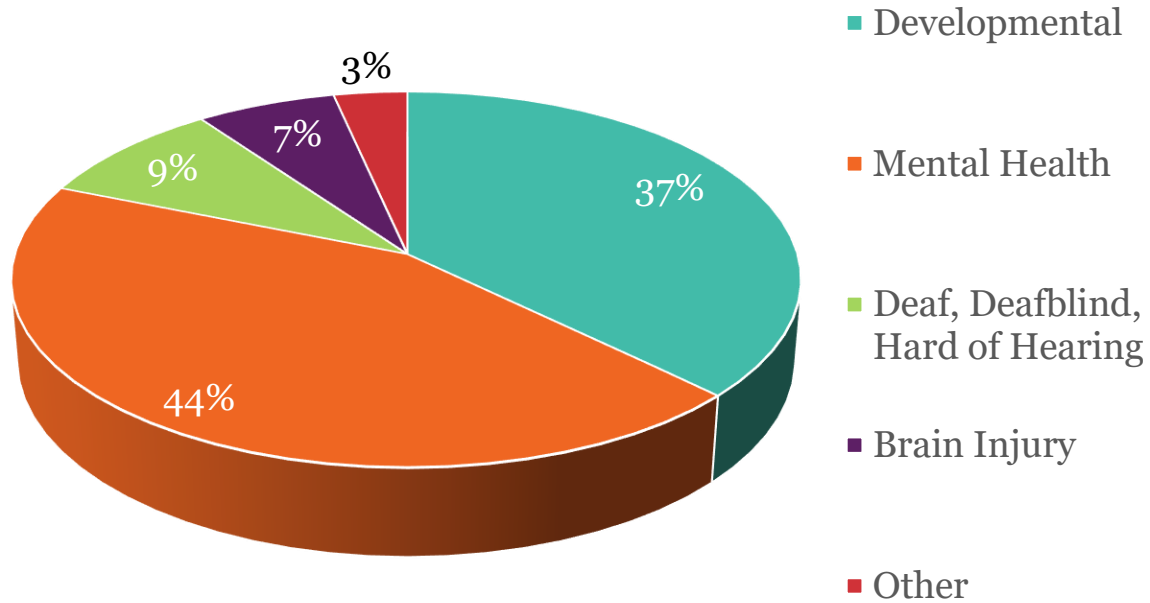
Race



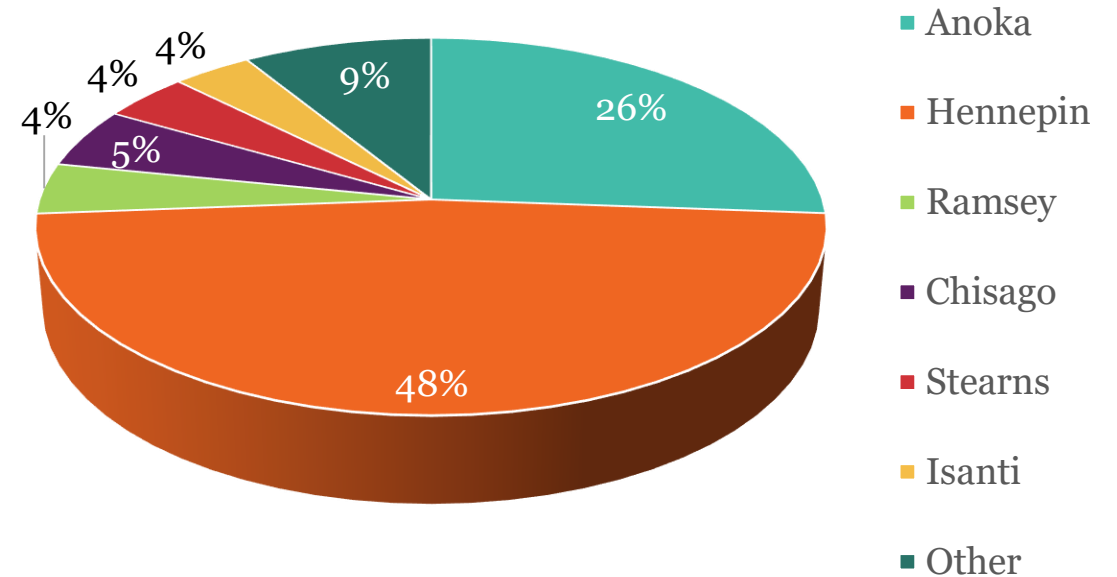
54% Female
46% Male
.11% Transgender

Demographics of Persons Served

Primary Disability

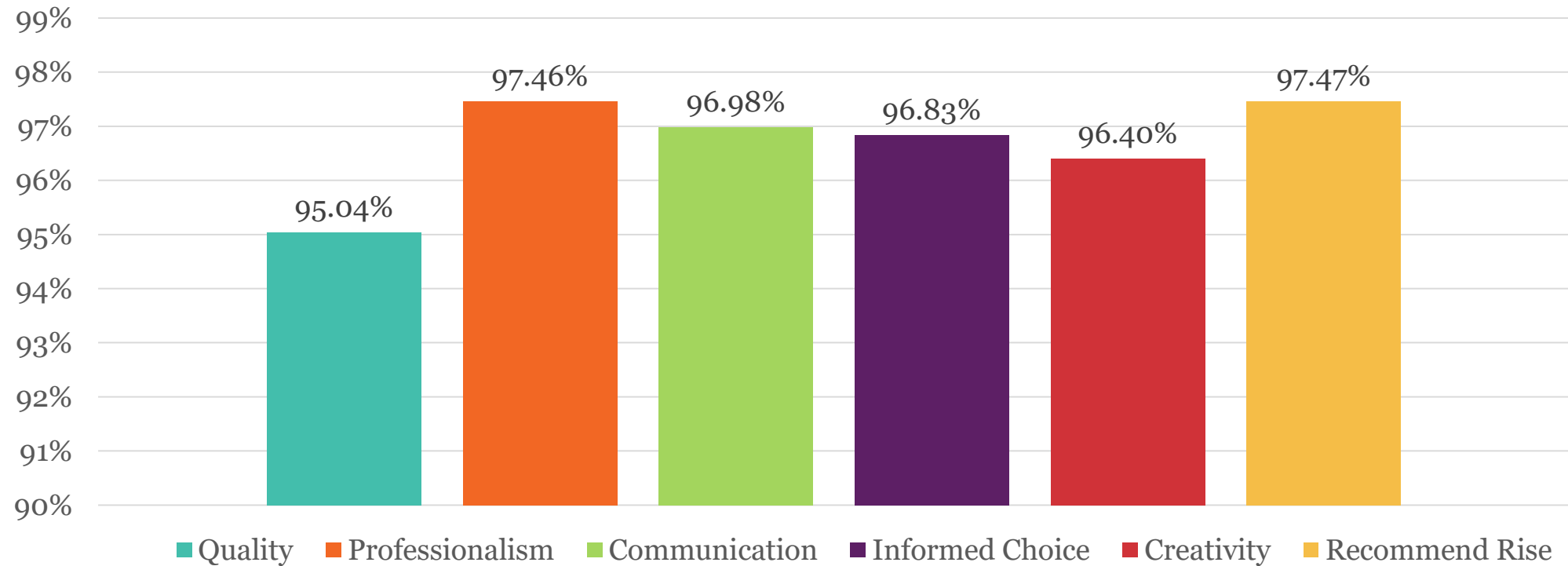


County of Residence



Satisfaction – Persons Served

Overall satisfaction survey responses were **96.82%** positive (agreed or strongly agreed to affirmative statements covering the themes listed below). Number of respondents = **456**.



Satisfaction Survey Comments

Persons Served

- *It has been an amazing journey with Rise. I am eternally grateful. They have been angels for me and my children. It gives me hope for our future and forth in the world. I was a distrustful pessimistic, may still be by I'm truly in awe of Rise.*
- *[Staff Team Members] have gone above & beyond my expectations & as a result I'm finding the quality of my life improving, I'm finding that I am capable of doing more for myself than I thought possible because of the encouragement of knowing I have support. I don't feel hopeless anymore.*
- *The staff at Rise go way above and beyond! They all care so much not only for our son but for us as well! They are the BEST people to work with! We are so very happy!!*
- *Rise has always been an excellent support system for me and [Staff Team Member] has been a positive, wonderful support through my walk-in recovery.*
- *Rise is very good at adapting to individual needs, no matter how big or small.*

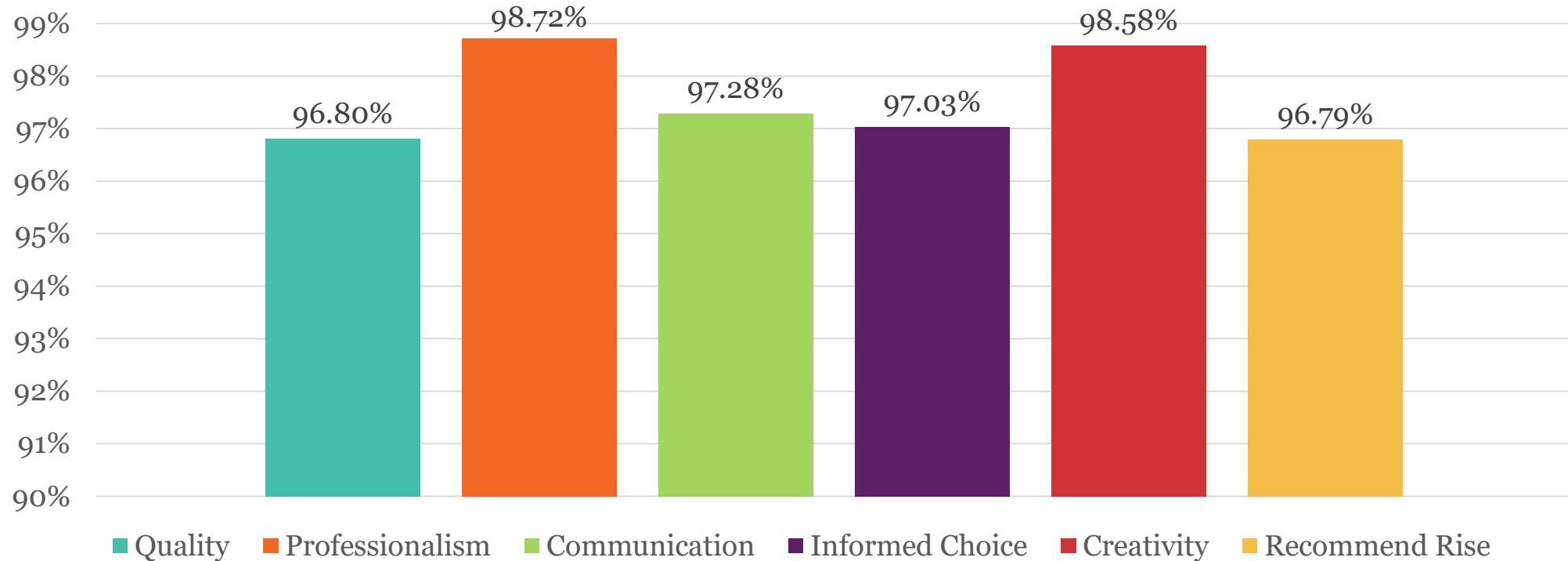
Satisfaction Survey Comments

Persons Served

- *Rise has helped me in so many ways with different resources. I am now where I want to be in life because of all their hard work and dedication.*
- *Very supportive, very caring and determined to improve the lives of those fortunate enough to cross their path.*
- *Rise is like having my very own cheerleader!*
- *The staff are so creative and truly care about each individual. They do a great job at building each person's program based on the individual's needs. If issues arise they are quick to take action to solve the issue and a big one for me is they never give excuses they just solve and improve. We absolutely admire the staff and love this program.*
- *Rise makes my self-esteem and my self-dignity go up. They are very kindhearted and helpful.*
- *They are extremely creative but most importantly they care about their clients and do an amazing job at creating ways for their day to be as least restrictive as possible.*

Satisfaction – Stakeholders

Stakeholders include: family members, referral sources/funders, advocates, and other service providers. Overall satisfaction survey responses were **97.39%** positive (agreed or strongly agreed to affirmative statements covering the themes listed below). Number of respondents = **352**.



Satisfaction Survey Comments

Stakeholders

- *The staff at Rise are phenomenal. Thank you for your continued support for [person served].*
- *I feel that Rise does a wonderful job and I appreciate the services that you provide.*
- *Rise does a great job taking each person's dreams and aspirations and implementing that into programming.*
- *Rise's recent push to get more people SES services and independently employed is great!*
- *Rise has been an ongoing steady support in [person served] life. She had never worked prior to Rise and has truly blossomed over the years. She may be comfortable staying in house and does not choose community job sites. Glad she has the option to decide what makes her happy. She is truly proud of her work at Rise.*
- *Rise has a well-organized and person-centered approach to all their clients.*
- *[Staff team member] is an amazing advocate for her clients and does a great job holding clients accountable while still being very supportive and accepting of where they are currently at with their mental health.*

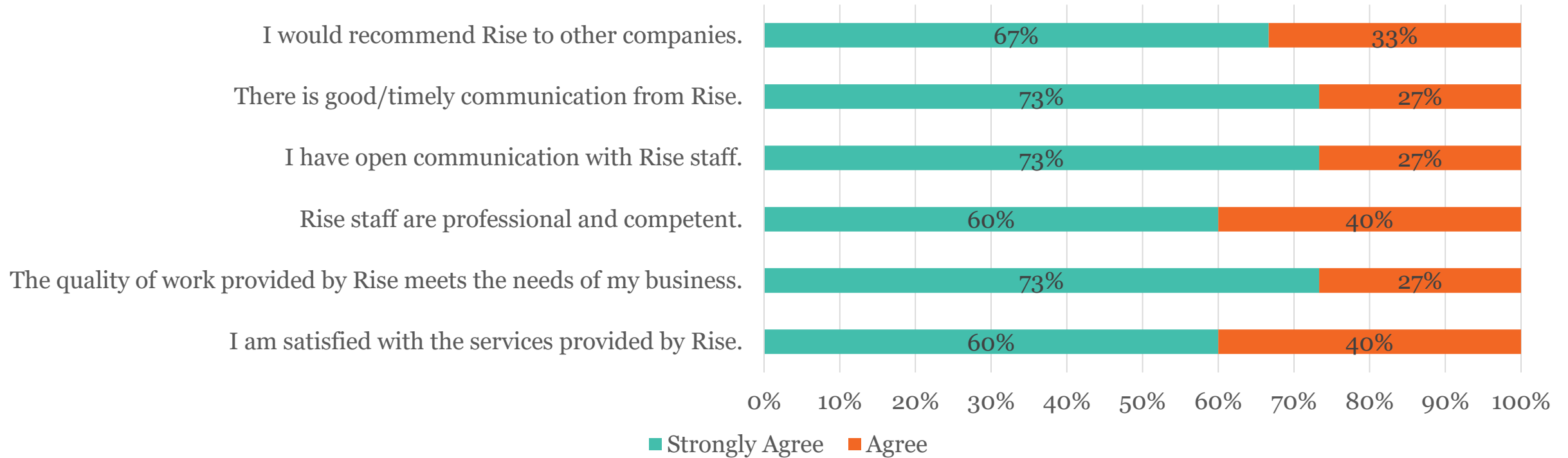
Satisfaction Survey Comments

Stakeholders

- *I feel that Rise does an excellent job interacting and providing services to our clients. You "meet them where they're at" and come up with an individualized plan and approach to effectively provide services.*
- *Rise is fabulous in providing person centered services, great communication, amazing activities and outings and in-house therapy*
- *Rise provides creative options, outside of the box thinking, understanding of client's mental health issues and finding solutions or building upon client's strengths.*
- *Great communication, person-centered, good variety of activities.*
- *Rise tries to be creative with situations that are difficult for my sister - Have fun while trying to achieve goals!*
- *[Staff team members] have done an outstanding job in addressing the needs of our Olmstead referrals. Their professionalism, ability to connect with all stake holders, and their knowledge of disabilities have given this family renewed hope.*

Satisfaction – Business Partners

Overall survey responses were **100%** positive (agreed or strongly agreed to items below).
Number of respondents = **15**.



Satisfaction Survey Comments

Business Partners

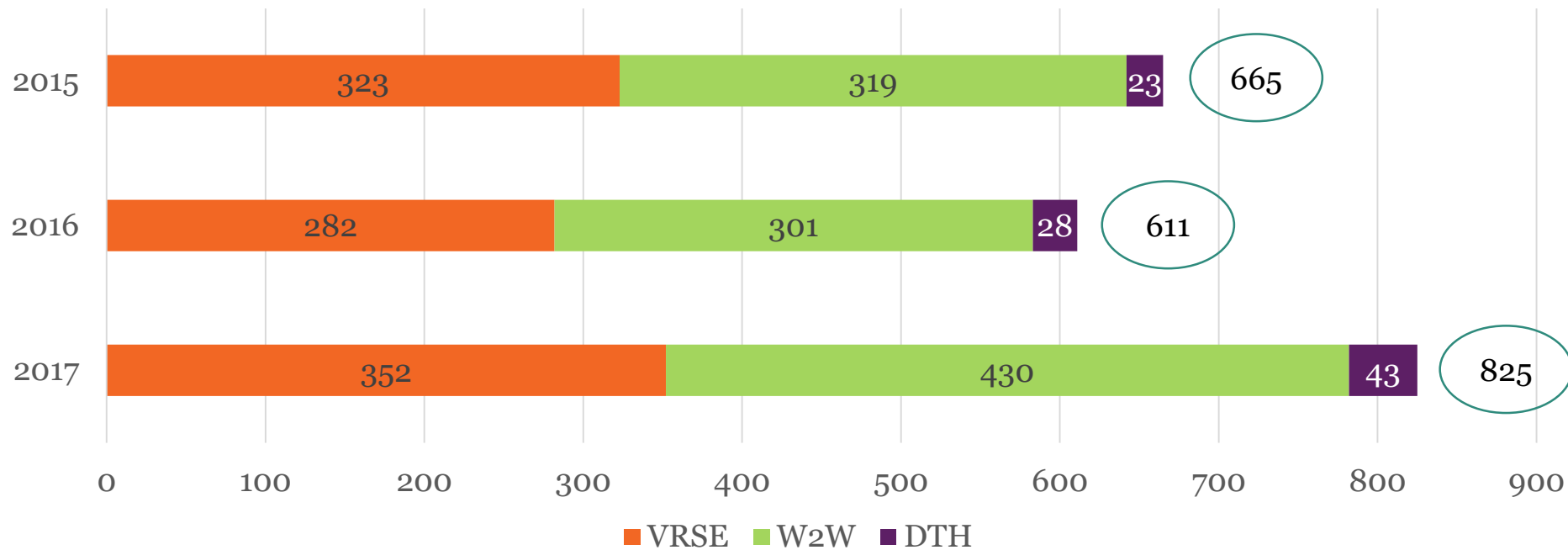
- *Rise has provided some wonderful employees to my business. You provide an extra layer of support to help both the business and the employee.*
- *Excellent work ethic, very accommodating to additional work and working with the team to ensure customer orders are there highest priority.*
- *[Staff team member] goes above-and-beyond, and then the extra mile!*
- *We have enjoyed our partnership for years and hope to continue for years to come.*
- *Rise has a great team. They have great people from management to production staff.*
- *Rise customer service is excellent.*
- *They are an integral part of our manufacturing team.*



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 over the last 5 years.

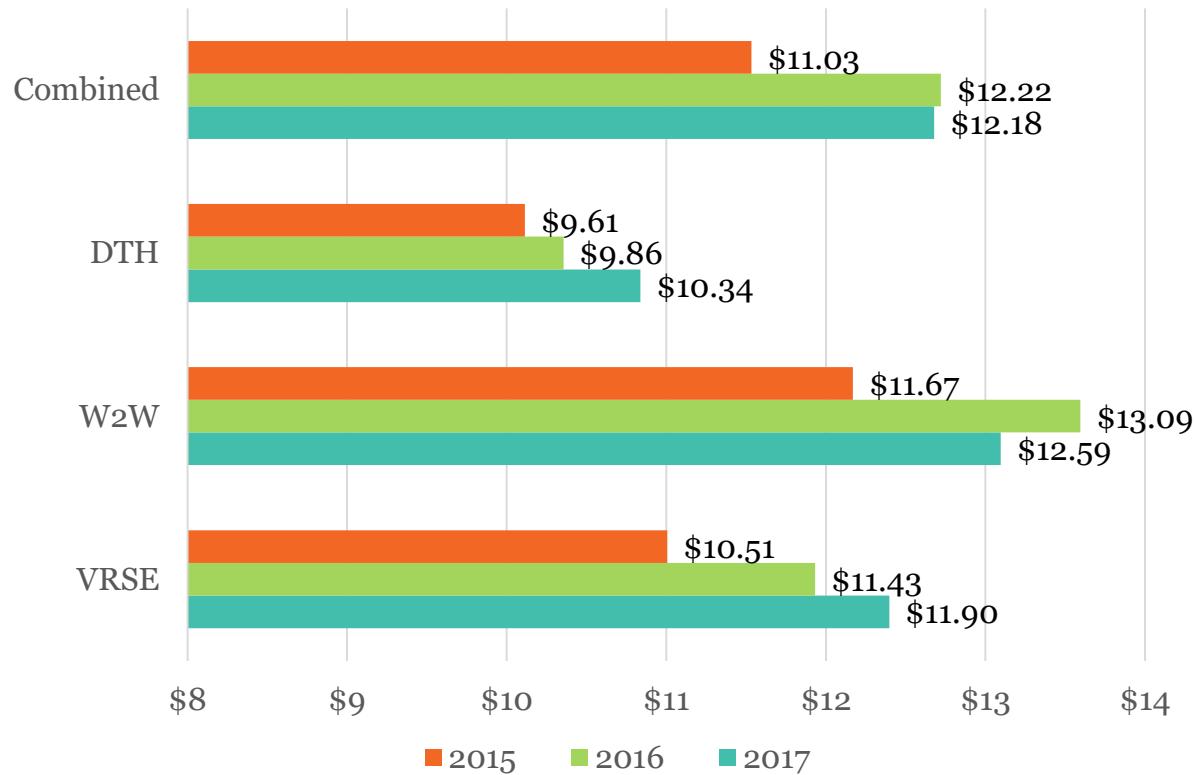




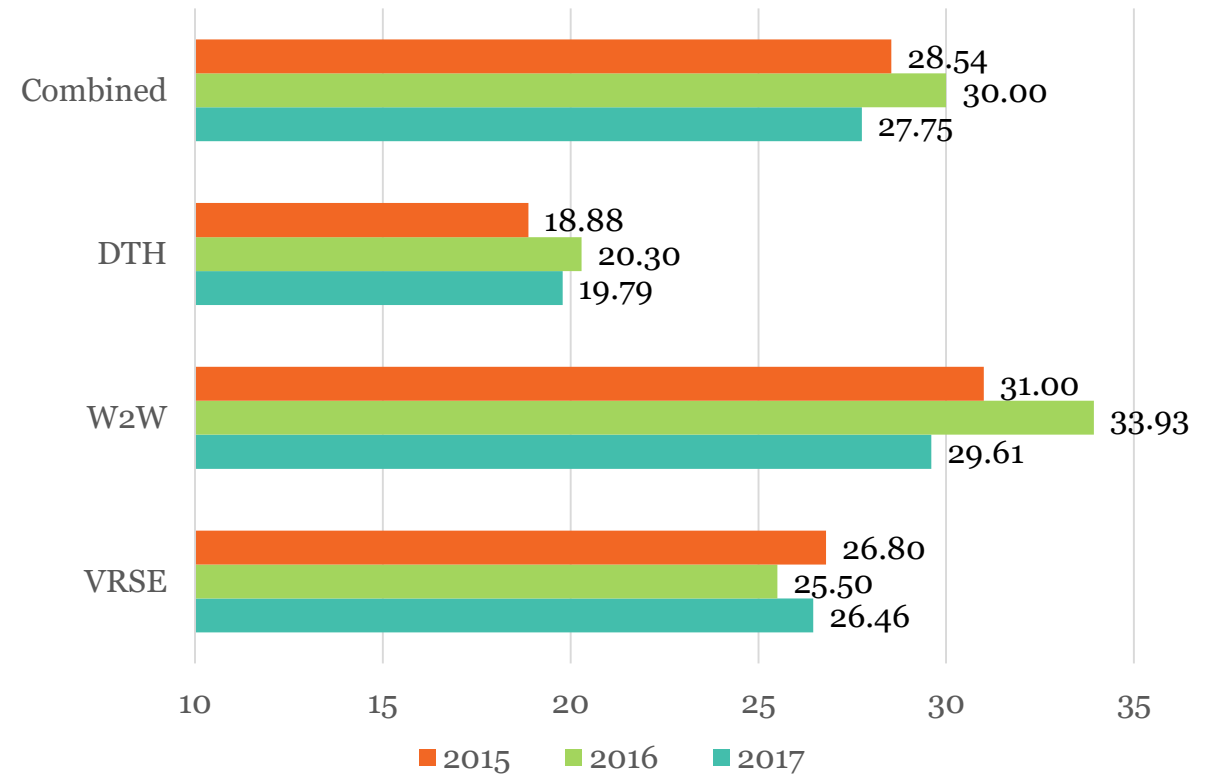
Competitive Employment Outcomes

Average wages and hours for individuals served in competitive employment: 3-year history.

Wages



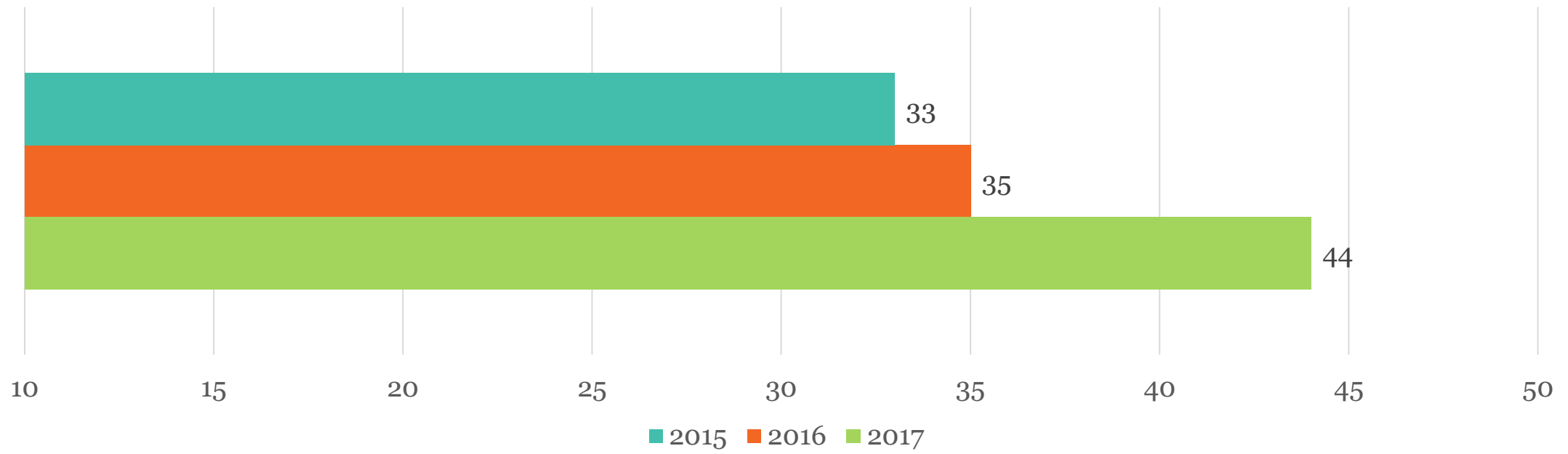
Hours Worked Per Week



Competitive Employment Outcomes

Conversion

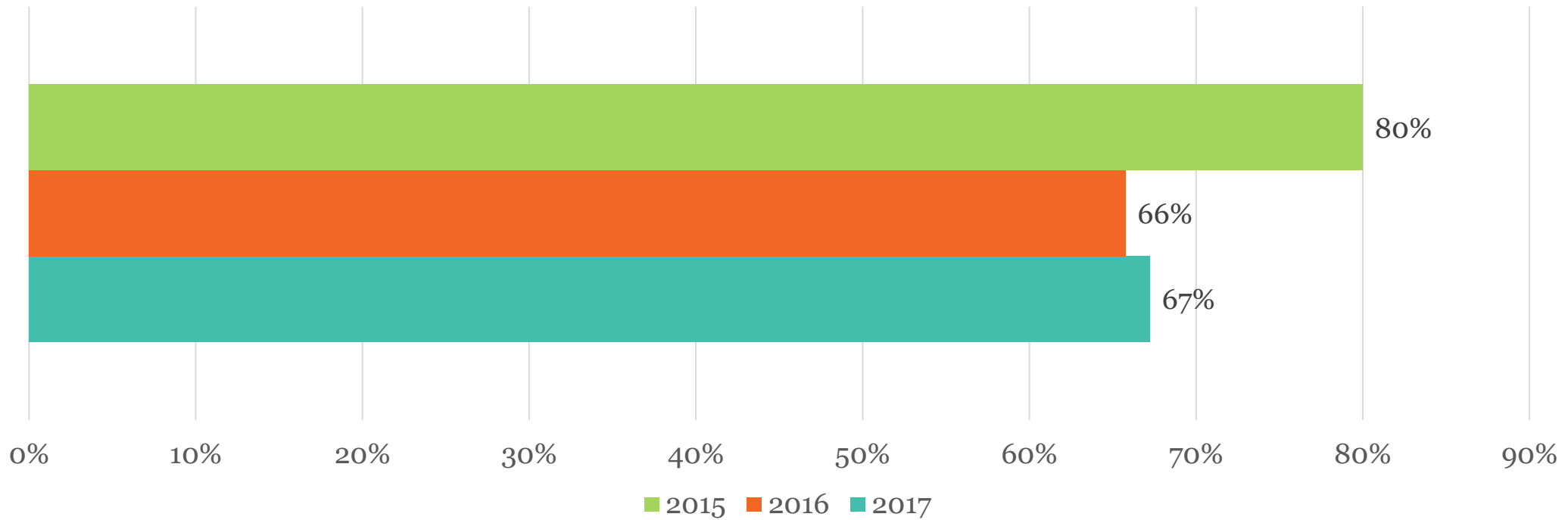
Number of persons served who moved from non-competitive (center-based or community contracted) to competitive employment.



Competitive Employment Outcomes

Job Retention

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



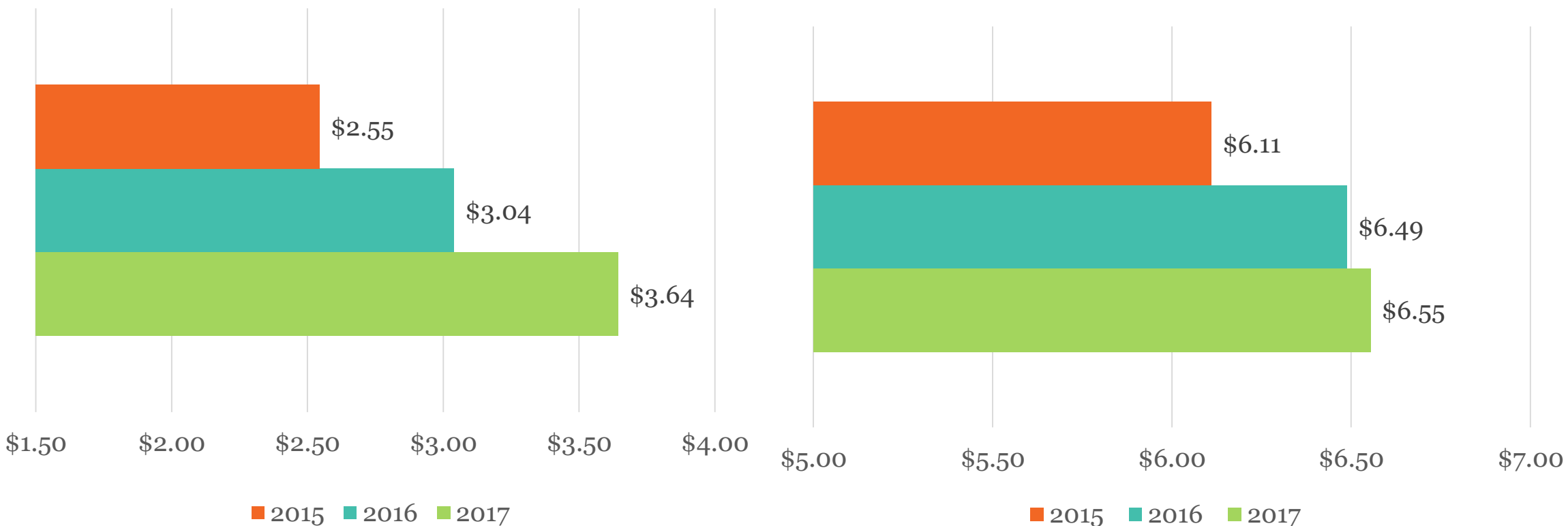


Non-Competitive Employment Outcomes

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

Supported Employment Teams (SET)

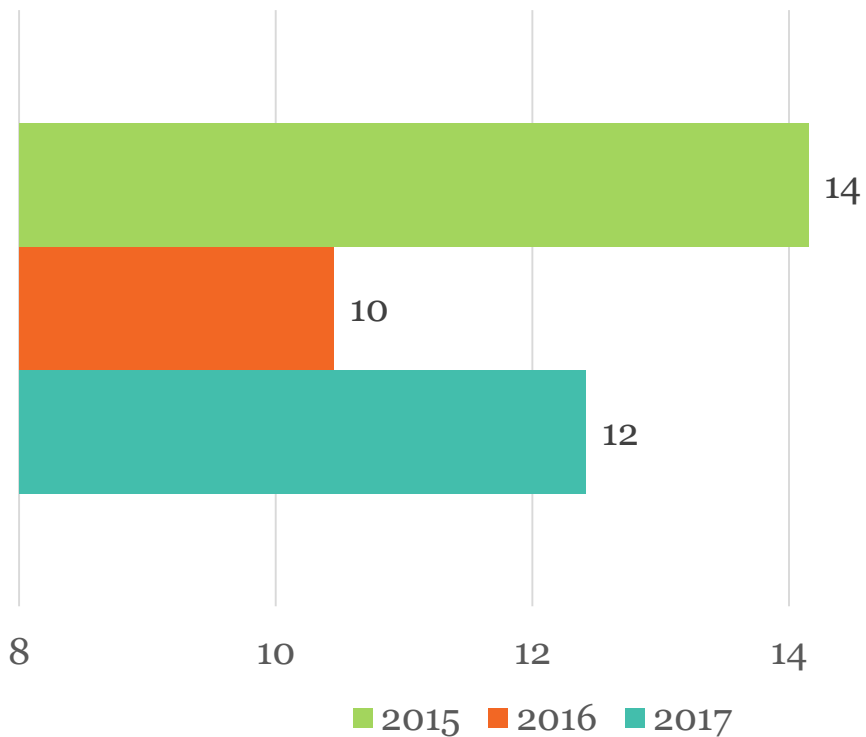




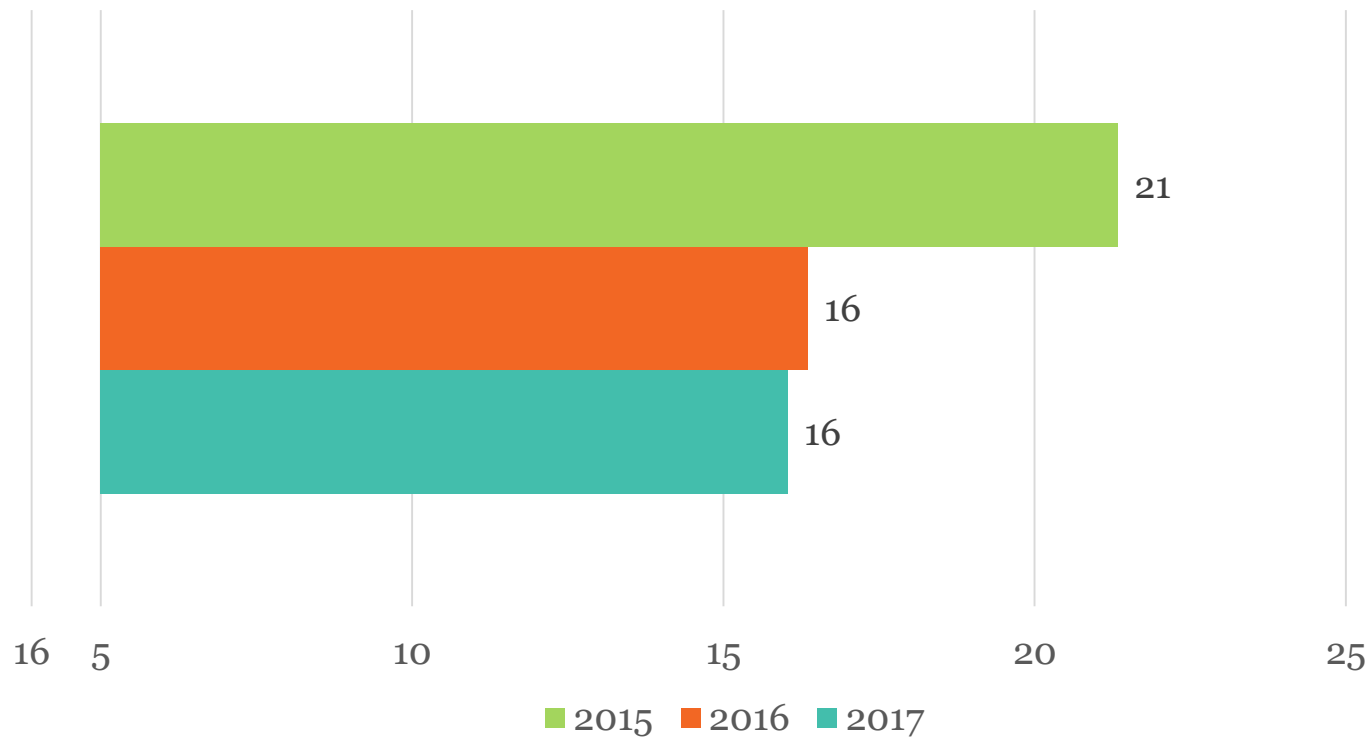
Non-Competitive Employment Outcomes

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)

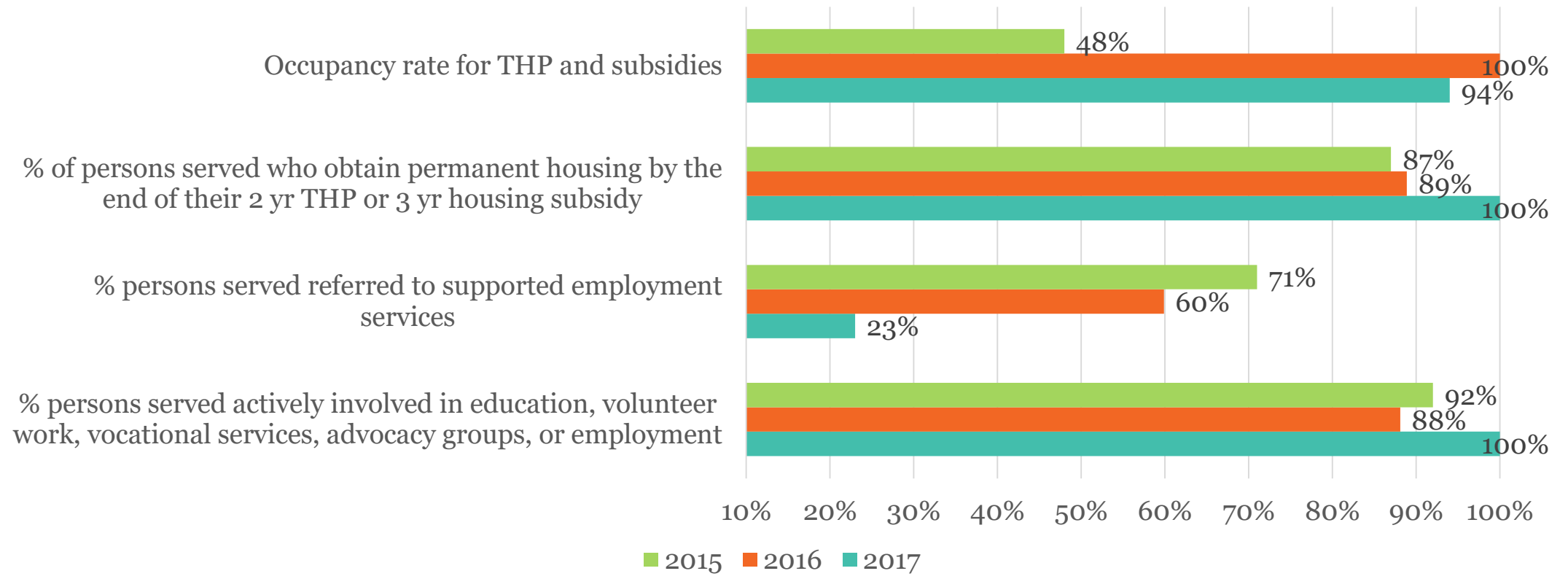


Life Enrichment Outcomes

- 268 people participated in our [ArtSpeaks](#) program (31% increase from 2016)
- 29 new community resources were accessed by persons served in our adult day programs, including new volunteering experiences, community-ed classes, and other health/wellness and recreational programs
- 67 persons served in our DTH enrichment programs averaged 2+ community-based activities per month (46% increase from 2016)
- Two new community-based Adult Day program sites were opened: Fridley Community Center and the Maplewood YMCA.

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

- Satisfaction with services, remains very high. All key stakeholder groups (persons served, referral sources, family members, and business partners) were at **97%+** overall as measured by our satisfaction surveys.
- The number of persons served who obtained competitive employment was the highest on record (**825**). This includes **44** people who moved from non-competitive (center-based or contracted) to competitive employment.
- Our **competitive employment** outcomes compare favorably with current statewide averages in Extended Employment and IPS-funded programs in both wages and hours worked per week.
- In our continued effort to acculturate Person-Centered Thinking, **67** additional team members completed the two-day PCT training course. Since beginning this initiative in 2015, **264** Rise team members and leaders have gone through the training. **17 of 19** staff teams currently have 50% or more staff trained in PCT. Additionally, **98.58%** of stakeholder satisfaction survey respondents agreed or strongly agreed that services at Rise are person centered.
- **74** service access improvements were implemented in 2017, ranging from grant/service expansions, waiting list reductions, new activity offerings, and new community partnerships resulting in better access for individuals who desire services.

Other Highlights

- We achieved our **11th consecutive** three-year CARF accreditation, with only two recommendations and several commendations.
- Our Region 7E IPS program (employment program serving individuals with mental illness in Isanti, Pine, Kanabec, Chisago and Mille Lacs counties) achieved an **exemplary Fidelity rating**. This rating is held by less than 10% of all IPS programs across the country.
- **21** of our employment services team members went through a nationally recognized certification program on customized employment.
- Our **Welfare to Work** program received an award from Department of Human Services Refugee Resettlement Programs Office (RPO) in recognition of its outcomes helping new refugees secure and maintain unsubsidized employment.
- We began participation in a four-year National **Social Security Demonstration** project focused on helping individuals with mental illness obtain employment and reduce dependency on disability benefits.
- We secured a grant through the Substance Abuse and Mental Health Services Administration to provide job placement supports for persons participating in the **Hennepin County Drug Court**.
- We entered a new partnership with **Therapeutic Services Agency** (TSA) to provide clinical supervision and consultation in our ARMHS and housing programs.