

## Performance Measurement and Management

### 2022 Summary (Alternative format available upon request)

**Mission** updated 7/2009, reviewed 1/2022

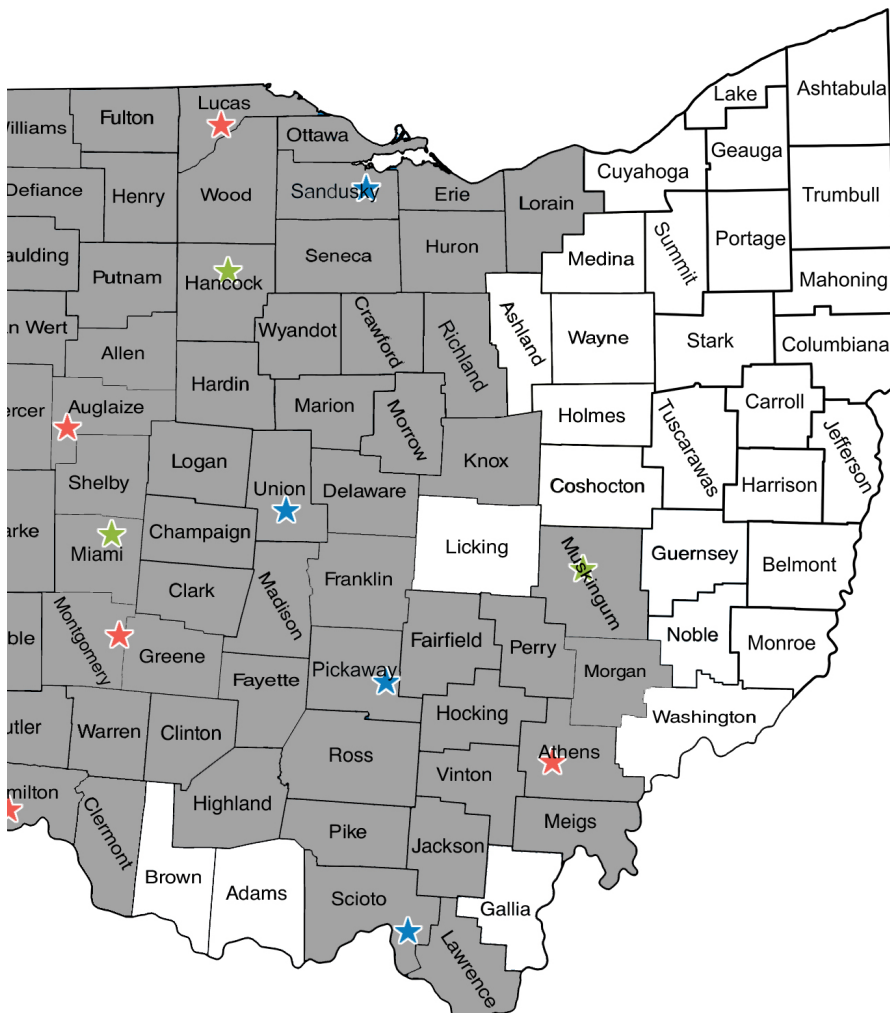
Capabilities will strive to provide people with differing abilities the maximum supports needed to successfully achieve and sustain their goals.

#### Counties Served

Capabilities is an LLC, filing as a C-Corp, and owned by Karen & Bill Blumhorst. Below is a list of our branches as of December 31, 2022:

507 Richland Ave, Suite 300, Athens, OH 45701  
 24759 US Highway 23 South, Circleville, Ohio 43113  
 1343 Woodman Drive, Dayton, Ohio 45432  
 655 Fox Run Road, Suite D, Findlay, Ohio 45840  
 101 South Stone Street, Fremont, Ohio 43420  
 114 Scott Farms Boulevard, Marysville, Ohio 43040

8620 North County Road 25A, Suite 105, Piqua, OH 45356  
 110 Boggs Lane, Suite 255, Springdale, Ohio 45246  
 809 McKinley Road, St. Marys, Ohio 45885  
 5241 Southwyck Boulevard, Suite 108A, Toledo, Ohio 43614  
 9072 Ohio River Road, Wheelersburg, Ohio 45694  
 4005 All American Way, Zanesville, Ohio 43701 - coming 2023



#### Customers

Opportunities for Ohioans with Disabilities  
 Bureau of Workman's Compensation  
 County Boards of Developmental Disabilities  
 Job and Family Services  
 Misc. School Districts and Private Pay Customers

#### 2022 Programs / Services and their Objectives

Capabilities provides services in these categories:

Community Employment Services  
 Community Inclusion Services  
 Driving Services  
 Transition Services  
 Professional Training  
 Technology Services

## 2022 Programs / Services

### Community Employment Services



Our Community Employment services connect the dots between people and their career choices. This can include analyzing working pay in relation to existing benefits, getting ready for employment, helping people find job opportunities, figuring out transportation to the job, planning/supporting self-employment, helping them learn their job, and/or assisting them in keeping their job. Examples of these services include **benefits education and analysis, work incentives planning, job development, job coaching, on-the-job supports, job seeking skills training, self-employment services, and individual employment supports.**

*"I like that Capabilities seems to operate in a professional manner with the consumer's best interests at heart. When there is a conflict, the Career Consultants notify me in a timely manner. Good communication saves everyone's time and provides better services to our consumers." - VR Counselor*

### Community Inclusion Services



Our Community Inclusion services connect the dots between people and community involvement. We assist individuals to be as independent as possible through individualized services. We operate both in small and individual settings to achieve the goals which they have targeted. Examples of these services include **bridge support services, community based day habilitation, and travel training.**

*"Capabilities is commended for its longstanding relationships with numerous community sites and the diversity in training offered for the persons served." – CARF surveyor 2014*

### Driving Services



Our Driving Services connect the dots between people getting and keeping their driver's license. We offer programming to help people find out if it would be in their best interest to drive, get their permit, get their license, and regain their license. Examples of these services include **on-the-road driving, driving assessment, first time driver courses, and online driving courses.**

*"Without [Capabilities Driving Services] our son who has Asperger's would not have gotten all the experience he needed to pass his driving test first me with 100%. [The instructor] took the time me and my son needed and encouraged him to succeed." – Parent of Person Served*

## Transition Services



Our Transition Services connect the dots between people and their future. We offer supports to people in several of life's transition points including those coming from school or facility-based services, reentering the workforce, or starting a new career. We balance the person's individual preferences, the availability of jobs in local markets, level of education needed for careers, and how much money people generally make in careers when helping people decide what career would be a good choice to enter. Examples of these services include **career exploration**, **discovery**, **vocational evaluation**, **homesite analysis**, **site development/coordination**, **internships**, **summer youth**, **retail sales training**, **pre-employment transition services**, and **group employment services**.

*"Capabilities staff did a very good job working with me. They helped me to have a better understanding of everything" – Person Who Received Vocational Evaluation Services*

## Professional Training



Our Professional Training services connect the dots between people and education resources to work with people with differing abilities. Capabilities offers professional training and programs to people who are looking to serve people with disabilities. Capabilities representatives give accredited presentations to individuals and companies who can benefit from learning more about working with people with disabilities. Examples of these services include **First Aid/CPR/AED training**, **consultation to move providers towards community based services**, and **consultation in best practices in community employment**.

*"With the support of Capabilities, [community inclusion is] no longer the exception; they are the rule. The lives of [the people we serve] are forever changed for the better. They have community connections and an ever-growing bank of community opportunities that they never even knew were available, and for that, they and we will forever be grateful." - Agency*

## Technology Services








Our Technology Services connect the dots between people and technology. We help individuals and businesses install, maintain, and/or troubleshoot network devices, computers, laptops, tablets, general use programs, and/or assistive technology. Examples of these services include **technology training**, **technology assessments**, **laptop rental**, and **computer repair**.




*"When I first came to Capabilities I was really lost, not sure of myself, and my resume was a disaster. I was losing all hope of getting a job. They got me out of that attitude, addressed my needs with skill, and made me at ease." – Person Who Received Computer Skills Training*

## 2022 Strategic Planning Results

A strategic plan is completed yearly. See the Strategic Plan for strategic goals for next year.

In 2022 (our 25th year) we are showing each other respect and elevating ourselves, Capabilities, and our industry so that we are respected. 2022 Outcome Goal Results:

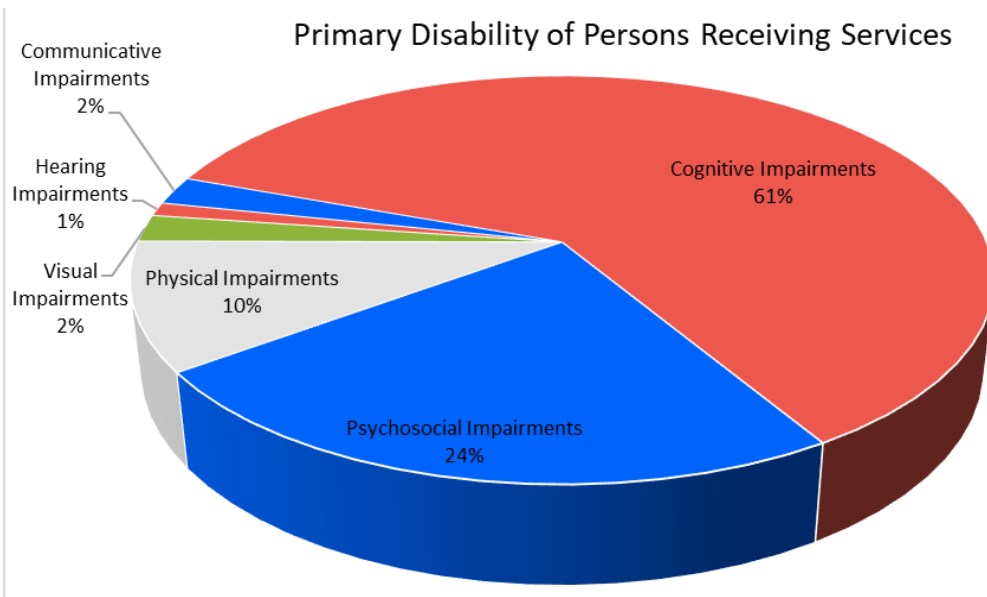
	<b>Financial Goal:</b> Average at least eleven departments (Branches/CC Areas/DE) with higher revenue than the same month last year.	<b>Financial Results:</b> Capabilities averaged 10.25 departments with higher revenue than the same month last year. This goal will continue in 2023.
	<b>Facilities Goal:</b> Finalize the building, construction, and investment into a new St. Marys office.	<b>Facilities Results:</b> In November, Capabilities moved into the new St. Marys office as the building and construction was finished. Design work is being done for Capabilities Properties to rent out part of this building.
	<b>Program/Service Development Goal:</b> Secure \$10,000 of income from providing CEU trainings for CESP.s.	<b>Program/Service Development Results:</b> Capabilities provided 11 trainings in 2022, but meet the income goal.
	<b>Program/Service Development Goal:</b> Secure three new referral sources in 2022.	<b>Program/Service Development Results:</b> Capabilities worked with 7 new referral sources in 2022: Athens County Board of DD, Hardin County Board of DD, Paulding County Board of DD, Putnam County Board of DD, Mercer County JFS, and Hancock County JFS, and GT Independence.
	<b>Existing Programs/Services Goal:</b> Increase case management by rolling out an assistant management position to support service quality.	<b>Existing Programs/Services Results:</b> Throughout 2022, thirteen assistant managers were promoted and trained along with all managers on techniques to increase case management and staff support.
	<b>Human Resources Goal:</b> Reduce Job Vacancy Days to be lower than 45 days.	<b>Human Resources Results:</b> Capabilities reduced the job vacancy days to an average of 37.80 in 2022. Job vacancy was measured by the number of days between the replacement's start date and the last day of the person who exited Capabilities.
	<b>Succession Planning Goal:</b> Maintain Career/Growth Plans for over 20 staff (12% of staff).	<b>Succession Planning Results:</b> At the end of 2022, Capabilities has 32 staff members on Career/Growth Plans (16.5% of staff).

	<b>Administrative &amp; Technology Goal:</b> Start a new Administrative Manager that builds a team between accounting, HR, and administrative assistants.	<b>Administrative &amp; Technology Results:</b> Melissa Follis started this position on 12/6/2021 and Valaree Lambert took over this position on 8/8/2022. The team started 1440 meetings building teamwork and collaboration.
	<b>Marketing Goal:</b> Provide a new service or service in a new area in response to the needs of a funding source.	<b>Marketing Results:</b> Capabilities responded and started to provide vocational services to Hancock County Job and Family Services. Capabilities also started to provide Bridge Support Services and Self-Employment Services through OOD. Capabilities started to provide Group Employment Supports.
	<b>Marketing Goal:</b> Provide at least five training opportunities for Ohio Direct Support Professionals.	<b>Marketing Results:</b> Capabilities provide eleven trainings to Ohio Direct Support Professionals in 2022

## Characteristics of the Person Served

The person served must be referred and funded by a state-funding agency. The person served must be determined to be able to benefit from services offered and is willing to receive services.

### Total Persons Served: 4,300



Compared to last year these changes were seen:  
 Cognitive Impairments -12%  
 Psychosocial Impairments +6%  
 Physical Impairments +6%  
 Visual Impairments +0%  
 Hearing Impairments +0%  
 Communicative Impairments +0%

Percentage of All Person Served per Age Category	
0-17	11.95% (514)
18-29	55.79% (2,399)
30-49	21.47% (923)
50-65	9.63% (414)
66+	1.16% (50)

Gender Identification
Male: 59.4%
Female: 39.8%
Other, Unidentified: 0.8%

Percentage of All Person Served per Race/Ethnicity Identification	
White	84.2%
Black or African American	11.4%
American Indian and Alaska Native	0.2%
Asian	1.4%
Native Hawaiian and Other Pacific Islander	0.1%
Hispanic or Latino	2.7%

## Performance Metrics

A performance measurement and management plan is completed yearly. 2022 Outcome Goal Results:



**2022 Business Function Objective:** To improve business function, Capabilities will implement SetWorks database and documenting system. This system is a live system that makes tracking of billable time and billings to be processed faster. **Goal achieved.**

**2023 Business Function Objective:**

### Effectiveness

**2022 & 2023 Performance target:** 90% CBA, CX, Discovery, WA completion

**2022 Performance target results:**

**90.06%**

**2022 Performance target:** 65% Successful Closure

**Performance target results:**

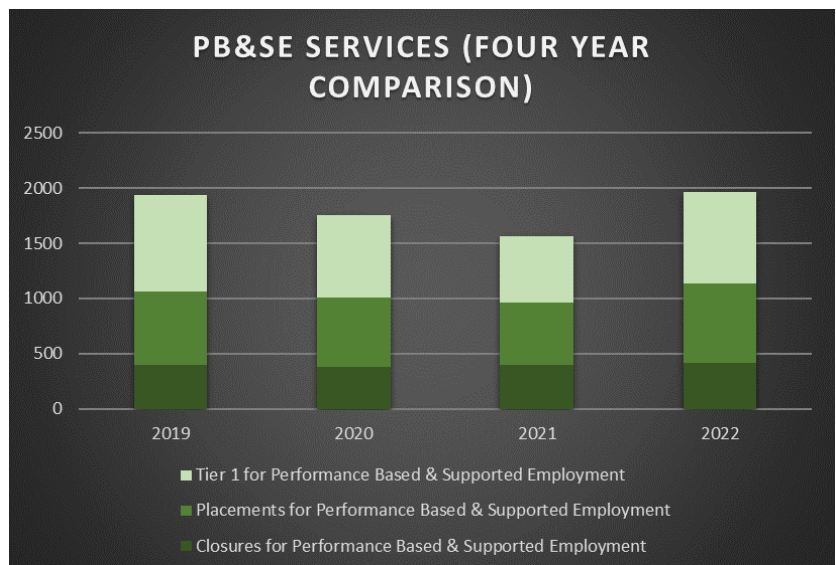
Capabilities had a 56.0% successful closure rate for Performance Based services and a 64.0% successful closure rate for Supported Employment services in 2022.

The combined

**successful closure rate**

**58.6%**

**2023 Performance target:** 58%





## Persons Served's Experience

**2022 & 2023 Performance target:** 98%



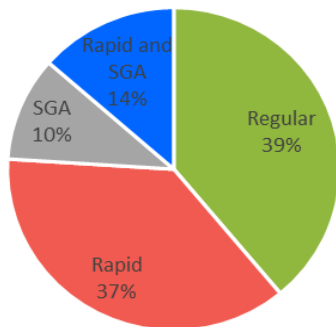
**2022 Performance target results:**

**99% satisfaction**

**2022 & 2023 Performance target:** Have a placement rate that is over 80%

**Performance results:** Capabilities achieved an 89.9% placement during Performance Based cases and an 81.1% placement rate during Supported Employment cases. Capabilities averaged an

**86.9% placement rate in 2022.**



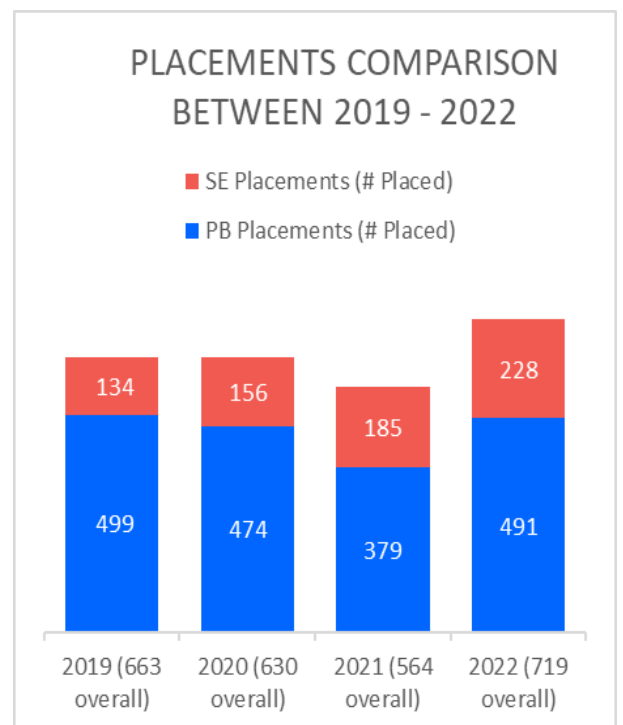
## Other Stakeholder Performance

**2022 & 2023 Performance target:** less than 10 complaints per month escalated to District Leader

**2022 Performance results:** averaged four

**2022 & 2023 Performance target:** Four referral sources that authorize a Community Employment Services

**2022 Performance result:** Capabilities achieved 6 new funding sources who authorized JD, OTJS, and IES services in 2022.



## Efficiency Performance

**2022 & 2023 Performance target:** Four or less hours used per half day; Eight or less hours used per full day

**2022 Performance results:** 3.82 hours per CBA half day; 7.82 hours per CBA full day

**2022 & 2023 Performance target:** Average 70% billable of all staff (including new staff in their probationary period) who have primary responsibilities in JCing

**2022 Performance results:** **71.51% billable percentage**

## Service Access Performance

**2022 & 2023 Performance target:** In 2022, Capabilities will have an average of 42 site development authorizations per quarter, 168 authorizations in 2022.

**2022 Performance results:** Capabilities had an average of

**69 site development authorizations per quarter.**



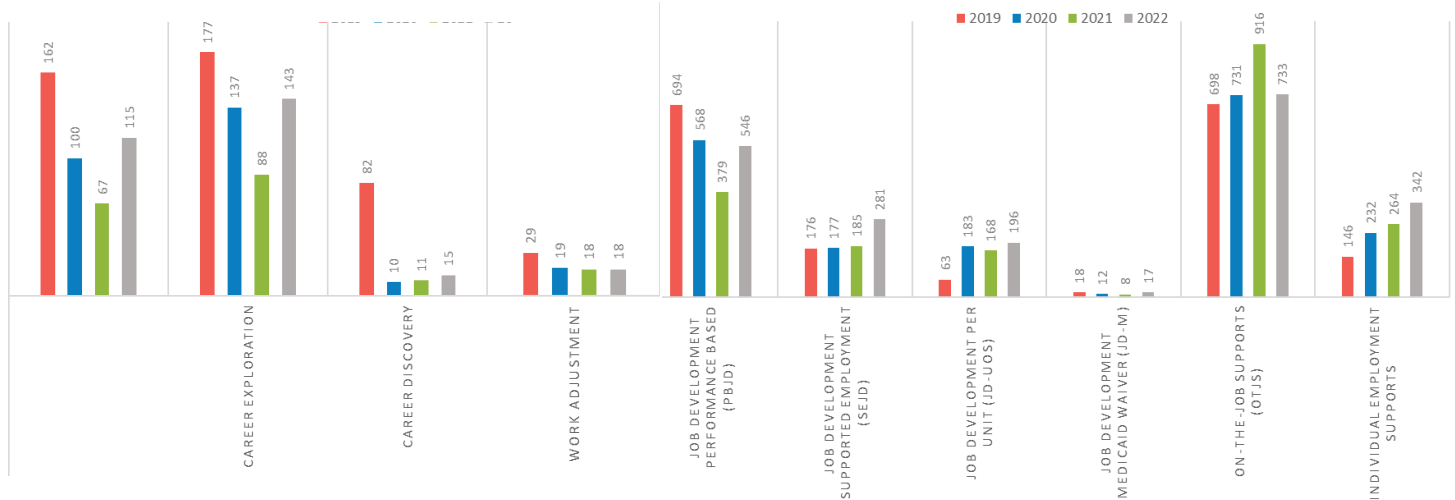
**2022 Performance target:** Capabilities will increase the number of CESP's on staff and have half of active job developers holding their CESP.

**2022 Performance results:** Capabilities has

**42.06% of active job developers holding their CESP.**

**2023 Performance target:** Each office has access to Branch Manager, Assistant Manager, or CESP Job Developer that can mentor non CESP job developers.

# OF SERVICES (FOUR YEAR COMPARISON)



## Workforce Development and Management (Human Resource) Activities

Capabilities welcomed 117 staff members throughout 2022, 79 people stayed with Capabilities for a new hire success rate of 66.42% . An improvement from the 62.5% success rate in 2021.

**Workforce Composition:** Total available positions increased by 24 to 192 with 189 personnel and 3 open positions.

140 staff members are responsible for service delivery, 72.9% of all staff (increase from last year)

28 staff members are responsible for oversight (decreased in 2022), 14.6% of all staff

25 staff members are responsible for support (increased in 2022), 13.0% of all staff

## Incident Analysis 2022

After a review of all incidents in 2022, it was discovered 29 incidents were regarding employees/facilities, 361 regarding persons served. There were no significant trends and all issues followed required procedures. Capabilities saw a decrease of incident reports for persons served (-16.8% compared to last year). There was a decrease of incident reports due to changes OOD made to Significant Incident Report Form (SIRF) and the guidelines associated with it. Additional yearly training will be provided to staff regarding: Safe Driving Techniques - increasing stopping distance, defensive driving tips, and parking. We continue to follow up with each staff person after each incident to go over prevention in the future with staff.