



**JOB CONNECTION INC.**

2002-2003 Annual Report

Job Connection, Inc.

**CONNECTING PEOPLE TO WORK &  
COMMUNITY**

## Our **VISION**

*Job Connection, Inc. will be well known for excellence in the execution of services provided to clients, employers, and our community. Job Connection, Inc. will expand and deliver flexible services, which command and exceed the expectations of valued stakeholders. We will use a holistic approach to offer growth for adults with barriers to employment and the community.*

## Our **MISSION**

*Enhancing lives by connecting people to work and community, and helping people with disabilities to live meaningful and productive lives.*

**Board of Directors (2002-2003):** Jean Bradford, Billings; Mike Hermanson, Billings; Don Kelly, Billings; Bernice Korwald, Billings; Joni Michels, Billings; Rita Schilling, Billings

## ***LETTER FROM THE EXECUTIVE DIRECTOR:***

As we reflect on last year we realize how fortunate we are to have a form of government that is led by both an executive and a legislative branch of government. Programs that are essential to the well being of vulnerable people in our society would have been eliminated if the legislators had not worked diligently to find solutions. Human services are lucky to have many great professionals who represent the interests of those who cannot represent themselves. However, it was very clear last session how important the input of parents and community members is to the process. We want to thank all of the people who took time to talk to their legislators.

Clients of Job Connection earned \$ 572,602.00 last year. Our clients used their earnings to strengthen the quality of their life. Vocational specialists trained 55 different job descriptions last year. People with disabilities continue to be the poorest in the nation. As a national average people on SSI were living on an income that is equal to 18.2 % of the one-person median household income. We are always appreciative of the wonderful employers we are able to meet and work with in our community who help people with disabilities to raise their standard of living.

Job Connection's community supports program has grown over the last year and we are now supporting more people in areas of their life that have nothing to do with work. We are proud of the accomplishments people in our program have made in living stronger, healthier and more independent lives as well as our staff's talents and dedication in creating a good program.

We look forward to a great year.

Sincerely,  
Rita Schilling

# OUTCOME MEASUREMENTS FOR 2002-2003

## Life Supports Measures

Report Period: **Annual**

| Measures   | Time of Measure | Applied to   | Data Source                   | Obtained by                                | Goals               | Actual   |
|--|-----------------|--|-------------------------------|--|---------------------|--|
| <b>Effectiveness*</b><br>90% of clients will have an opportunity to try new things                           | Yearly          | People in life supports<br><br>(Not vocational)      | Yearly survey                 | Surveyor                                   | 90%                 | 80%  |
| <b>Efficiency**</b><br>Staff hired and working within 2 months at least 80% of time for individualized plans | Yearly          | People in life supports plans with separate staffing | Yearly intake and start dates | Director<br><br>Administrative Coordinator | 80% within 2 months | 100 %<br>Our staff have been very stable and we have qualified people available to start services for people |
| <b>Satisfaction***</b><br>90% of people will report overall satisfaction with services                       | Yearly          | People in life supports                              | Yearly survey                 | Administrative Coordinator                 | 90%                 | 100%   |
| <b>Satisfaction****</b><br>80% of people exiting will report satisfaction at time of exit.                   | Yearly          | People in life supports                              | Exit Surveys                  | Director                                   | 80%                 | No one exited life supports this year.   |

We were able to respond to the changes in the system and we are now a qualified provider of supported living services. This program has slightly different rules and regulations than the community supports program we are involved with but they types of things we are doing for people is essentially the same. This spring we added an additional person to help with these types of activities.

### **Effectiveness\***

We will work to achieve our goal of having 90% of people in our program involved in new things. We may have set this goal too high as we find that some people are very comfortable with their own routine and not very interested in trying new things. We will continue to monitor this area and determine if this goal needs revising.

### **Efficiency\*\***

We have been able to meet this goal and we feel very fortunate that our staff has been so consistent. We have been able to hire an additional person and so we have sufficient coverage for starting new people.

### **Satisfaction\*\*\***

People were very complimentary regarding our living services. Our agency prides itself on being there when people need us and so we are especially pleased that people reported our staff to be "very helpful."

All of our clients reported having positive feelings about the staff that were working with them. They felt happy, comfortable and trusting when working with staff.

Parents rated their feelings about Job Connection as satisfied or very satisfied with a collated score of 4.7 out of a possible 5.

Professionals rated their feelings about Job Connection as satisfied or very satisfied with a collated score of 4.5 out of a possible 5.

As we were able to hire an additional person to help with living issues we have strengthened this program. We feel very positive about the addition of living services to Job Connection's services.

## Work Related Measures

Report Period: **Annual**

| Measures   | Time of Measure | Applied to                                  | Data Source                             | Obtained by                           | Goals   | Actual |
|--|-----------------|---|---|---------------------------------------|---------|--------|
| <b><i>Effectiveness*</i></b>   |                 |   |   |                                       |         |        |
| 1a. Maintain 80% retention of people working over the year.                                | Yearly          | People available for work                   | Database Client files                   | Administrative Coordinator            | 80%     | 95%    |
| 1b. 80% of people in classes profit from attendance in classes.                            | Yearly          | People in classes                           | Survey                                  | Vocational Specialist                 | 80%     | 78%    |
| 1c. 35% of replacements are in upgrade or more desirable position                          | Yearly          | Currently Employed but requested better job | Database                                | Director Administrative Coordinator   | 35%     | 39%    |
| 1.d<br>Find and t train 45 or more jobs  | Yearly          | We trained 55 different job descriptions    | database                                | Administrative coordinator            | 45      | 55     |
| <b><i>Efficiency**</i></b>   |                 |   |   |                                       |         |        |
| 2a. Ratio of client earnings per dollars spent in SE program will be under \$1.00          | Yearly          | Work history of all clients in work         | Bookkeeping Database                    | Bookkeeper Administrative Coordinator | <\$1.00 | .81    |
| 2b. 80% of VR referrals will be placed within 120 days of starting services.               | Yearly          | VR Referrals prepared to accept employment  | Database                                | Administrative Coordinator            | 80%     | 94%    |
| <b><i>Satisfaction***</i></b>  |                 |   |   |                                       |         |        |
| 3a. Aggregated individual service satisfaction   | Yearly          | All Clients                                 | Individual Outcomes Satisfaction Survey | Surveyor                              | 95%     | 98%    |
| 3b. 90% of employers would rehire through our program or recommend us to another business. | Yearly          | All Employers                               | New Placement Surveys                   | Administrative Coordinator            | 90%     | 90%    |
| 3.c 90% of clients will feel their work is important.                                      | Yearly          | All clients in work                         | Survey                                  | Surveyor                              | 90%     | 98%    |

## **Effectiveness\***

We have been able to maintain our retention at a very high level for people we provide long term supports to. We continue to monitor this area as represents a key area in our clients lives that we never want to take for granted.

The overall rating of the effectiveness of our classes rose from 67% to 78%. This has come closer to meeting our goal of a 80% evaluation of effectiveness. We will continue to monitor this and hope to achieve our goal by next year.

31% of the people in our program had retrains as a result of job upgrades and that is close to our goal. We want people with disabilities to have the chance to improve their work life whenever possible.

We found and trained 55 different job descriptions this year. That is higher than our goal of 45. We changed a job description last year so that we had one person with a reduced caseload so they could concentrate on job development. That worked very effectively for us and we will continue with that model.

## **Efficiency\*\***

This measure of efficiency compares the cost of running services to the earnings of people with disabilities.

This year it cost .81 cents in order to help people with disabilities earn \$1.00. This is not as efficient as last year, however, it is well within our goal.

Our average length from intake to placement for people in our VR program was 68 days. This is very close to the time we had last year of 66 days. We placed 92 % of the people within 120 days. This is an improvement from last year. This continues to be a challenge and is somewhat dependent on the types of jobs people are interested in.

## **Satisfaction\*\*\***

Our satisfaction reports from our clients were consistent with previous years experience. Clients reported feeling happy, trusting, good and frustrated with their relationships with staff. As we cannot always find the jobs that people want us to find we acknowledge that some of that some of our clients will be frustrated.

We ask additional questions regarding the client's feelings about their jobs as well as their services from us.

81% of our clients felt happy at work, 16% report feeling ok at work and 3% feel unhappy.

98 % of our clients felt they were earning fair wages and benefits for the work they were doing and 3% felt they were not earning enough for their responsibilities.

98% of our clients feel the work they do is important and only 2 % fell their work is not important. It is interesting that these percentages correspond so closely.

98% of our employers are satisfied or very satisfied with our services. JCI has been doing this work for over 20 years and it is great to be at this point with employer’s satisfaction.

Some employers would like to see us more often and we will try to accomplish this. Last year, as well as this year employers have commented on the lack of transportation available to people with disabilities trying to work. JCI is aware of this problem and we do try to advocate for more options and funding for people whenever possible

85% of parents feel that our services have helped to make peoples lives better and all of them would recommend JCI to another parent. All parents rated the relationship their sons or daughters had at their worksite as very satisfactory or satisfactory.

Professionals rated their overall satisfaction at a 4.5 out of 5 with 27 professionals responding.

Professionals appreciated our flexibility, enthusiasm and follow through in supported employment. They are satisfied or very satisfied with those services.

**Fiscal Year - Clients Served**

Throughout the 2002-2003 year JCI assisted 103 people. Our service population remains very much the same as last year.

| <b>Gender</b> |    | <b>Living Area</b> |    | <b>Disabilities</b>          |    |
|---------------|----|--------------------|----|------------------------------|----|
| Male          | 57 | Billings           | 96 | MR – Mental Retardation      | 69 |
| Female        | 46 | Laurel             | 3  | LD – Learning Disability     | 12 |
|               |    | Shepherd           | 3  | TBI – Traumatic Brain Injury | 3  |
|               |    | Park City          | 1  | MI – Mental Illness          | 11 |
|               |    | Huntley            | 0  | Other                        | 9  |
| <b>Age</b>    |    | <b>Race</b>        |    | <b>Living Status</b>         |    |
| Under 18      | 0  | Caucasian          | 94 | Independent                  | 46 |
| 18-30         | 43 | Native American    | 6  | With Family                  | 38 |
| 31-50         | 52 | Vietnamese         | 1  | With Help                    | 19 |
| 51+           | 8  | Hispanic           | 1  |                              |    |
|               |    | Black              | 1  |                              |    |

## Fiscal Year - Exited Clients

Throughout the 2002-2003 year 23 people left our program.

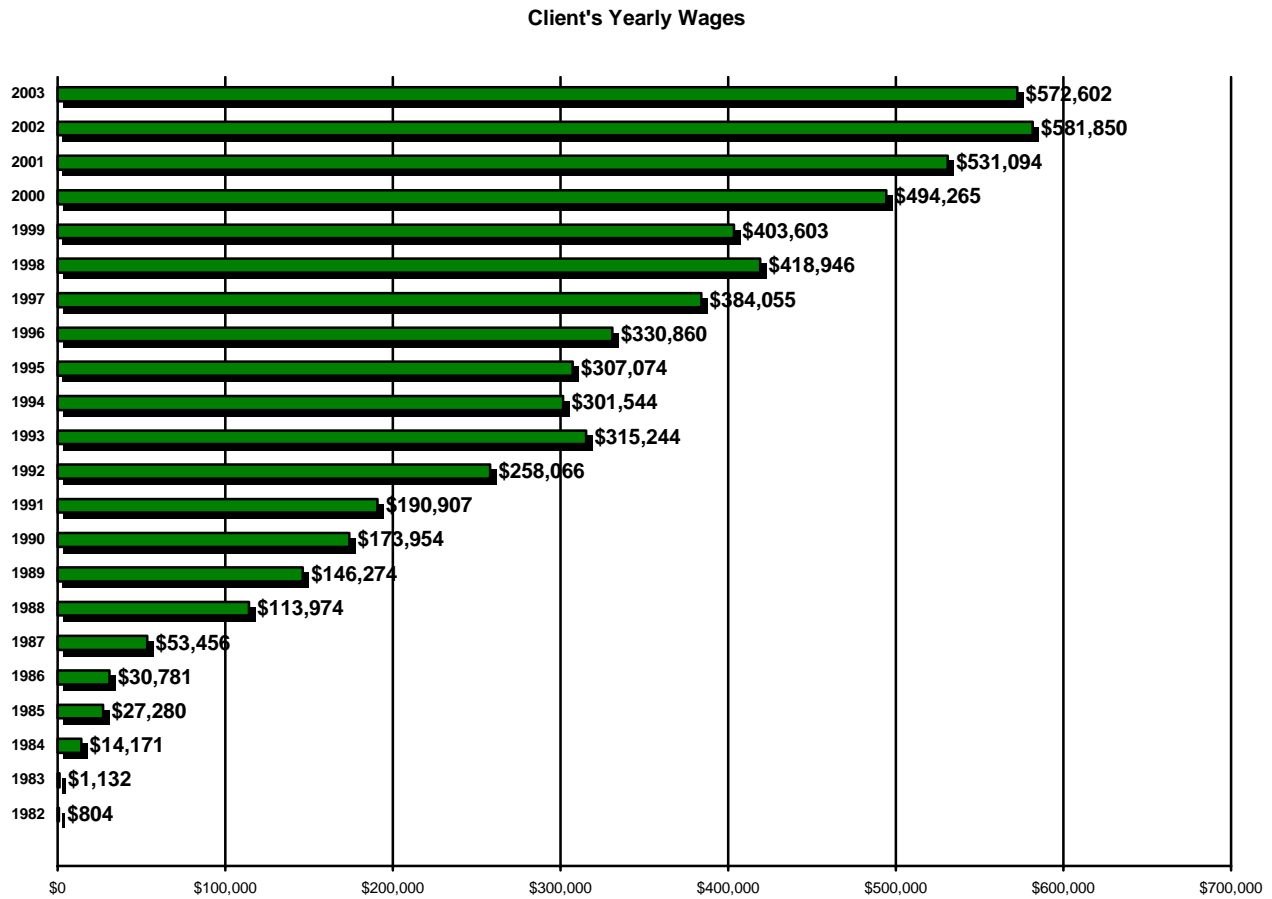
| Gender   |    | Living Area     |    | Disabilities                 |    |
|----------|----|-----------------|----|------------------------------|----|
| Male     | 10 | Billings        | 23 | MR – Mental Retardation      | 5  |
| Female   | 13 | Park City       | 0  | LD – Learning Disability     | 5  |
|          |    | Laurel          | 0  | MI – Mental Illness          | 7  |
|          |    | Shepherd        | 0  | TBI – Traumatic Brain Injury | 1  |
|          |    | Huntley         |    | Other                        | 5  |
| Age      |    | Race            |    | Living Status                |    |
| Under 18 | 0  | Caucasian       | 22 | Independent                  | 10 |
| 18-30    | 10 | Native American | 1  | With Family                  | 10 |
| 31-50    | 11 | Vietnamese      | 0  | With Help                    | 3  |
| 51+      | 2  | Hispanic        | 0  |                              |    |

Reasons these clients exited our program are as follows:

- 2 people did not follow thru with commitment to program.
- 4 people changed to different programs.
- 3 people moved out of the Billings area.
- 8 people left services, as they did not need assistance anymore.
- 6 people changed their mind & decided they did not want services.

The reasons for people exiting services were varied as usual. We did have a few more people deciding that they did not want to work than last year. At times people are referred who have not been in the work force in a long time and they have forgotten how demanding work and schedules can be. After they have tried a job or done more exploration of job demands they change their minds about working. We had 1 person with a Mental Illness and 1 person with a Developmental Disability leave our services, as they were not happy with our services. We notice no new trends this year. As the DD system is changing to a system with more portability we may see more movement in the future.

# Wage Report



The total wages clients have earned since JCI's inception is over 5 million dollars and we are headed for \$6,000,000.00

## Fiscal Year – Good News

- We are fortunate that the legislative branch was able to keep people in services.

## Summary of Incident Reports and Trends

- 5 Medical incidents
- 1 Behavioral
- 1 Safety
- 3 Mental Health

There are no major trends.

## **Health and Safety**

JCI sponsored a yoga” at your desk” for our staff this year. We hope it encourages staff to relax as well as stretch to prevent ergonomic issues.

We did not see any trends this year for issues of safety with clients.

## **Staffing Turnover**

We had one full time staff person leave ant they were replaced.

## **Complaints**

We have not had any formal grievances this year.

## **Accessibility**

Transportation and adequate funding for services continue to be the major barriers our clients face. We continue to do public education regarding the needs of people with disabilities. And encourage new methods of transportation for our clients.

## **NOTE OF THANKS**

As always, we want to end this report with recognition of the many wonderful people we have had a chance to interact with. Our staff has been a constant source of inspiration and strength on behalf of clients. One of the best things about the disability field is the great people it seems to attract.

We appreciate the community of professionals we coordinate with. We think we have the “best of the best” in the Billings community.

The employers we get to know become friends. We are truly privileged to have contact with so many great businesses.

Our legislature has been very conscientious in these difficult times and we are grateful for their knowledge and support. While we still have a long way to go to meet the needs of people with disabilities, our legislature is clearly very concerned about the needs of Montanans with disabilities. We will be glad to help them in any way we can to make services both available for people and efficient for taxpayers.

Thanks to all,

Rita Schilling  
Director