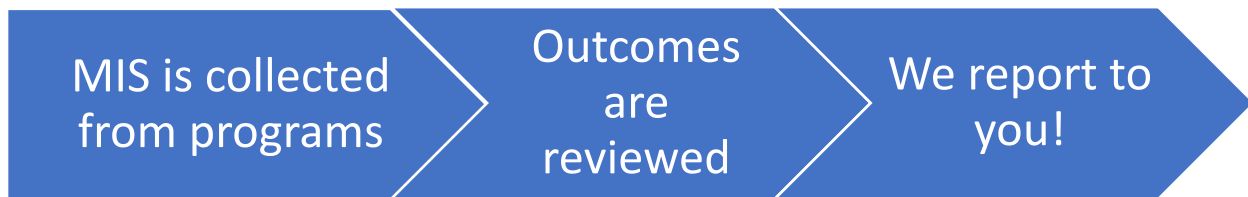




Napa Valley Support Services

## Outcomes Evaluation Report

July 1-December 31, 2023



To help us make better choices about the services we offer, our team has created the Management Information System, or MIS. This report collects information from our programs and the people who use and fund them. We use this data to plan for the future, which we present in a report called the Outcomes Evaluation Report.

We value your input and feedback, and it plays a big role in improving our programs. We use your feedback, along with data on things like program hours, income, volunteer work, surveys, diversity, and staff training to decide on our goals and make our programs better.

**Why do we do all this?** We do it because your feedback helps our leadership team and board figure out our goals and how to improve the program. We also use data to see if we're meeting program needs.

**What happens with all this information?** We analyze it for trends, which can give us ideas on how to make our services and staff supports better. Here's how it works:

1. We review and summarize the MIS data in this report.
2. Our Leadership Team and Board review it and plan any necessary changes.
3. The Strategic Planning Committee considers these changes as part of our future plans.
4. We share this report with everyone.

Let us know if you would like more information on the report or have any other questions. We are available to help in any way that we can.

The leadership team:

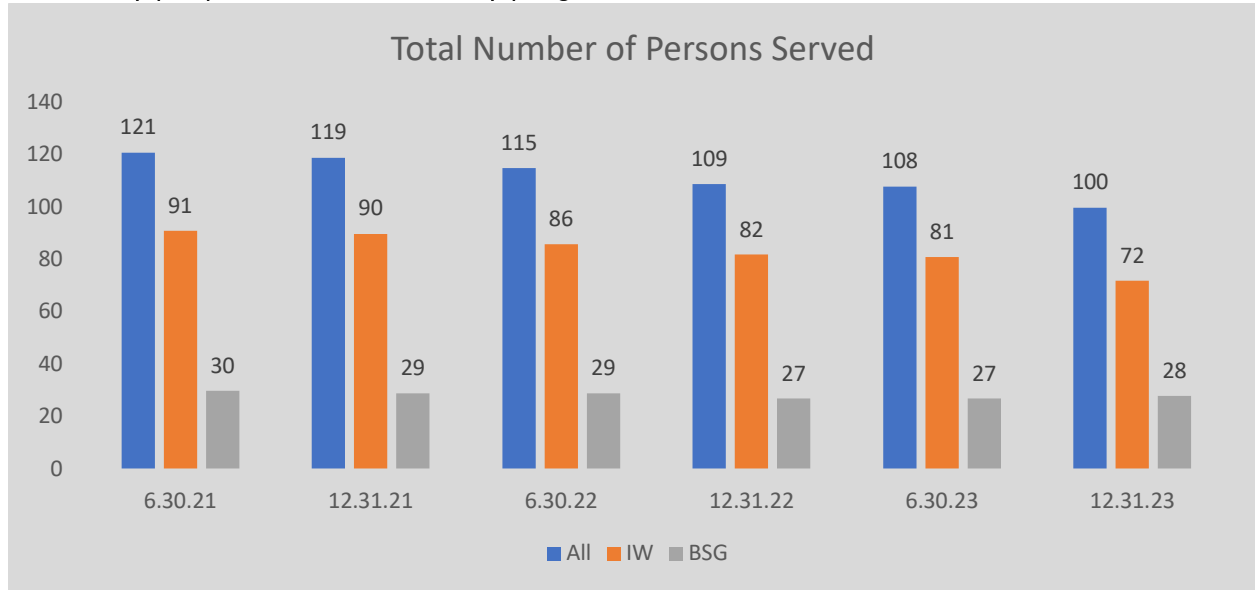
[jamie@napavalleyssupportservices.org](mailto:jamie@napavalleyssupportservices.org)  
[anita@napavalleyssupportservices.org](mailto:anita@napavalleyssupportservices.org)  
[Emmy@napavalleyssupportservices.org](mailto:Emmy@napavalleyssupportservices.org)  
[jeannie@napavalleyssupportservices.org](mailto:jeannie@napavalleyssupportservices.org)

Board President:

[bnations@seniorhelpers.com](mailto:bnations@seniorhelpers.com)

## Outcomes report 2023 (July-December)

*How many people do we serve at Day programs?*

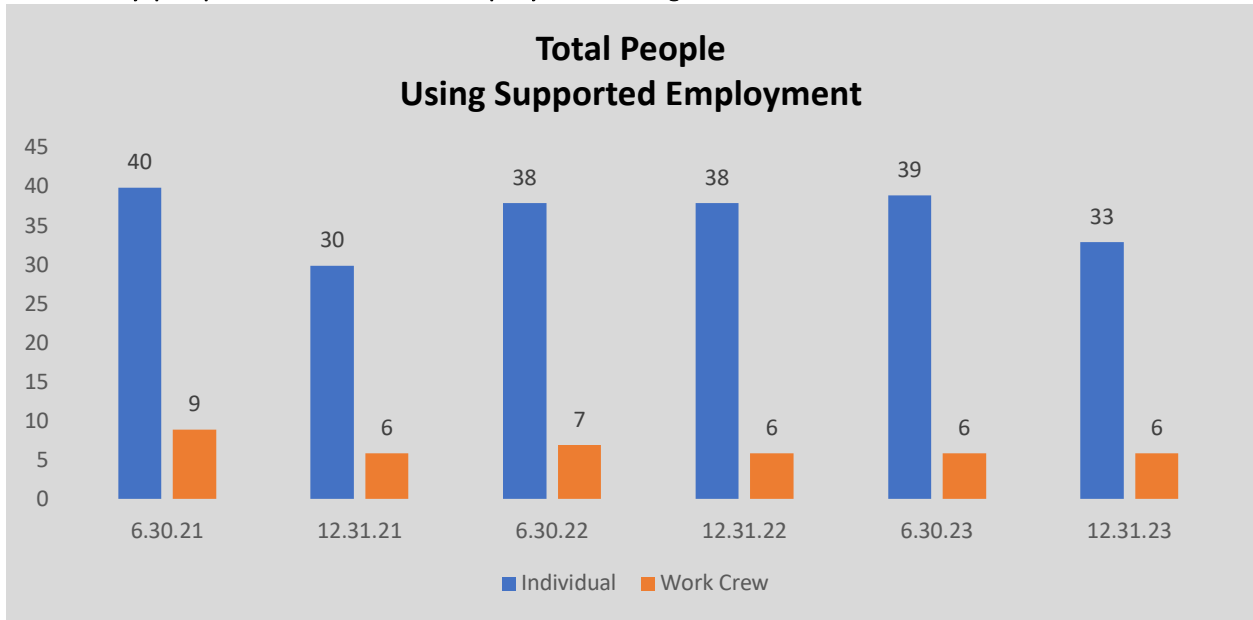


This year we looked at how many people we helped in the day programs. We have many services and support people with many different goals, so we look at this data with different lenses. For example, things like people coming into and leaving programs can mean that they were meeting their goals and moving up into their dream jobs, or it could mean that they were needing more help as a result of the COVID-19 pandemic ending and programs adding more service options.

When we fully reopened in April 2023, we saw a reduction in program enrollment of day programs. We anticipated this number to be in flux and grow again as people come back to program and use our services in the coming year, but it did not! Our referrals come from the regional center and the department of rehabilitation.

**ACTION: To ensure we are helping people effectively, they need to know we are out there and here to help! We have hired a new program recruiter to spread the word about NVSS and connect more people to work and work training.**

*How many people do we serve in Employment Programs?*



The number of people using supported employment services dropped this period. This number means the people actively in the program, and changes as people use less supports or come to us to find new jobs. This year we are working with the Department of Rehabilitation to add “student services” to the options we are providing, and hope to increase the number of people we help!

*How much money do people make in programs?*

Individual Placement and ES Wages	# of employees
Minimum wage	13
.01 -.50 above minimum	8
.51 -1.00 above minimum	3
1.01 -1.50 above minimum	0
1.51 and above minimum	9

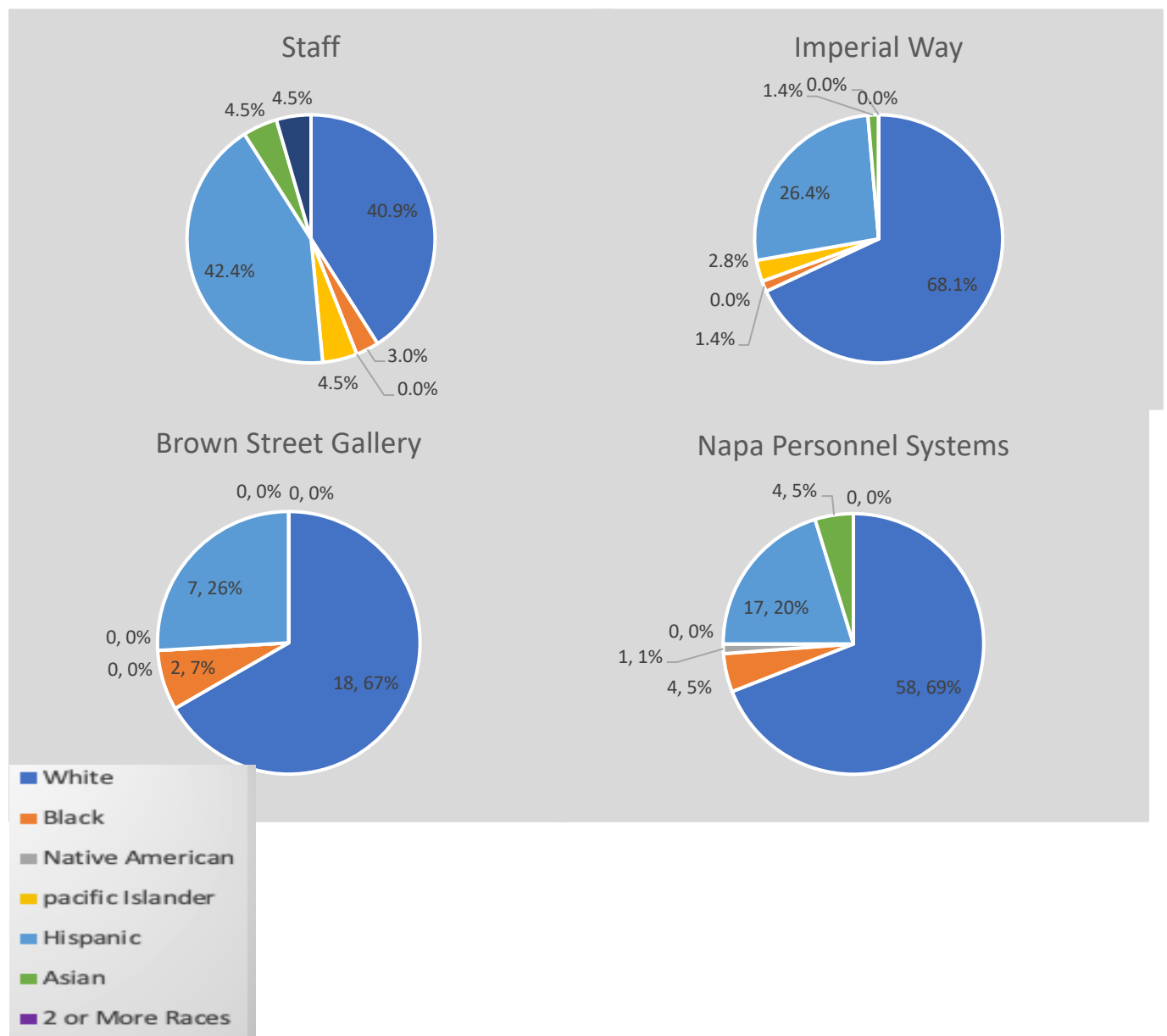
Everyone supported in the NPS employment program makes at least minimum wage or above. In comparing this information over time, we can see that the money people are making in the community is increasing. NVSS strives to help people find optimal employment in their community, and empowers people to advocate for themselves as skills increase.

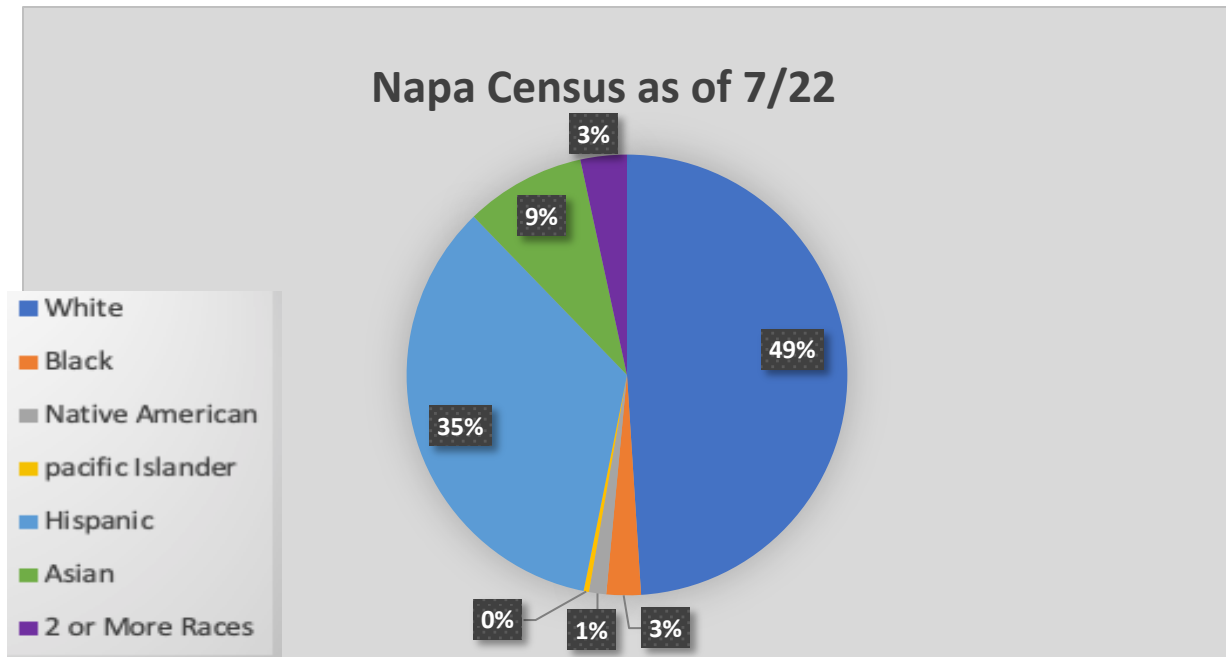
How often do artists sell artwork and volunteer in the community at the gallery?

“Individuals at Brown Street earn money through the sale of artwork. Total art sales for July 1 to December 31, 2023 were \$ 1909.52 “

**BSG artists earn money through the sale of artwork. We are excited to report that we hit record sales this year and ALL of our artists sold artwork within the last six months. Volunteer hours decreased due to some limited hours at our favorite regular sites, but the time has been well utilized to create more artwork and expand paid opportunities for the artists.**

*Are we diverse?*





In this data, we can see that our staff are very diverse, which contributes to culturally respectful and responsive services. The people we support are not as diverse, which tells us we have an opportunity to reach out and make efforts to increase our diversity. Everyone is welcome at NVSS!

**ACTION:** The above Census 2022 data is for Napa County (all ages) and was provided by the U.S. Census Bureau. Comparing to Census data, the differences are worth noting and continuing follow-up actions to maintain and increase the number of participants and staff that are minorities.

*Are people happy with their programs?*

Effectiveness	1/23 – 6/23	MET?
80% of individuals will progress on objectives written in their Individual Instruction Plan in relation to Individual Program Plan objectives	90%	MET
100% of program participants will develop and agree to their goal with staff support as needed	100%	MET
Efficiency		
Program participants will have community supported access and opportunities for over half of their scheduled program time	40%	NO (pandemic)
Satisfaction		
95% Satisfied with program support	97%	YES
80% Satisfied with hours worked	90%	YES

Imperial way program goals look at if people are in charge of their own goals, meeting those goals, and happy with how much work they are getting. We also want to make sure that people are part of their communities as much as possible

Brown Street program goals:

Effectiveness	7/23-12/23	MET?
80% of individuals will progress on objectives written in their Individual Instruction Plan in relation to Individual Program Plan objectives	83%	MET
Efficiency		
75% of individuals will improve skills through a rehabilitation process	75%	MET
Satisfaction		
participate a total average of 15% of their program time in community volunteer and activities.	15%	MET
95% Satisfied with program support	97%	YES

*How fast do people get jobs and how happy are they with NPS services?*

Supported Employment/Employment Services						
Effectiveness/Service Access	1/21 – 6/21	7/21 – 12/21	1/22 – 6/22	7/22 – 12/22	1/23 – 6/23	7/23 – 12/23
90% Within 90 days	100%	100%	100%	100%	87.5% (7/8) Not Met	100% Met
Efficiency/Service Access						
Intake within 5 days	100%	100%	100%	100%	37.5% (3/8) Not Met	25% (Not Met) <sup>1</sup>
Weekly Contact	100%	100%	100%	100%	75% (6/8) Not Met	75% (Not Met) <sup>2</sup>
Satisfaction/Service Access						
Overall satisfaction	100%	100%	100%	100%	(8/8) 100% Met	(8/8) 100% Met
Satisfied with hours	100%	100%	100%	92%	(8/8) 100% Met	(8/8) 100% Met
Satisfied with support	100%	100%	100%	100%	(7/8) 87.5% Not Met	(8/8) 100% Met

Satisfied with wages	NA	NA	NA	NA	(7/8) 87.5% Met	(7/8) 87.5% Met
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NPS goals were changed this year to really focus on how we can provide the best service. We are looking at everyone interested in our services and how we are following up. We can see by making our goals tougher, we have more opportunities to improve. Numbers like these show us that having a better referral process would help us serve more people and make a bigger difference in the community.

**In summary- we looked at things like how much money people are making, how fast they are getting services, how diverse we are, and if people are getting jobs when they want them or going into the community more. We imagine a program that is always growing and improving, teaching the skills needed to make everyone the best they can be. Here is where we found:**

1. Power in numbers- Although the number of people served in our programs has stayed pretty much the same, we want to support as many people as possible and make sure our community knows we are here to help. We would love to see more people referred to us to safely find their dream jobs.
2. Wages- Let's get wages higher! Covid-19 changed so many things in everyone's lives. As we slowly and safely return to programs in person, we can start to invite the community to buy our artwork, learn new technology to make that faster and easier for everyone, and build it back even better.
3. Diversity- Let's embrace diversity and learn more about each other's cultures. Do you have family traditions that are important to you? NVSS services are available to everyone and an important part of the community. Everyone is welcome here!
4. Satisfaction- our most valuable information starts with you. Your opinions and feedback help us to make the program the wonderful place that it is. Keep telling us what you think and what could be better.

Thank you for taking the time to look at the report! Please do not hesitate to reach out any time to us with questions comments or feedback.

-Jamie

END REPORT