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CHOICE, unlimited

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OUTCOME MEASUREMENT REPORT July 1, 2009 to June 30, 2010

Vision: Our vision is to provide quality consumer-driven services leading to self-determination.

Values: CHOICE, unlimited values each person's right to participate in his/her own future planning. This agency is dedicated to finding community based employment, which emphasizes optimum matches between the individual applicant, the employment site, and the employment specialist.

Beliefs: CHOICE, unlimited is guided by the principle of community inclusion and natural supports. All recipients of services will receive individual guidance and support for successful community employment and community involvement. All individuals will be treated with dignity, respect, and equality.

OVERVIEW

CHOICE, unlimited became licensed as a Day Training and Habilitation program on February 1, 1994 under the Minnesota Department of Human Services - Rule 38 - Department of Licensing. In 1997 Minnesota statutes 245B established new standards that eliminate duplication and overlap of regulatory requirements by consolidating and replacing rule parts from Rule 38 (and three other program rules). The Division of Licensing last reviewed CHOICE, unlimited in 2009 and the agency received high commendations for meeting standards.

CHOICE, unlimited contracts with St. Louis County Social Services and receives funding on an individual per diem basis from County Social Service Allocation funding or Medical Assistance - Waiver funding. A Community Rehabilitation Program Operating Agreement (CRP) is in place with the Department of Employment and Economic Development Vocational Rehabilitation Services for provision of services according to approved and agreed upon fees.

CHOICE, unlimited has been accredited by CARF, the National Rehabilitation Accreditation Commission, June – 2009 to June – 2012, for the following services:

Employment Services

Employment Planning Services
Employee Development Services
Community Employment Services: Job Development
Community Employment Services: Job-Site Training
Community Employment Services: Job Supports

Community Services

Community Integration

Mission:
CHOICE, unlimited
is a non-profit
organization
dedicated to
supporting
individuals with
disabilities and
persons who are
experiencing
barriers to
employment and
community
inclusion.

PROGRAMS

CHOICE, unlimited has seven programs established to meet the specific needs of the individuals it serves:

- **CHOICE program** is designed for individuals, 18 years of age and older, who have disabilities, and seek employment/career options based on individual interests, strengths, and needs. To maximize individual job satisfaction and career growth, CHOICE emphasizes making optimum matches between the applicant and job setting. This program also serves to instruct individuals in accessing community facilities and developing supports for community leisure and recreation participation. The CHOICE program uses a maximum of 1:3 staff to recipient ratio. It is licensed by the Department of Human Services under Rule 245-B as a Day Training and Habilitation program for people with developmental disabilities.
- **OPTIONS program** is designed as an alternative day program for individuals with disabilities, 18 years of age and older, who have special educational, social/behavioral, and/or medical needs. It offers choices in program components developed by the individual and his/her support network to meet individualized needs. These components may include employment, specific therapies available in the community, and use of community centers, fitness and recreation facilities. Skills taught include communication, social, transportation, and sensory integration. This program requires a 1:1 staff to recipient ratio. It is licensed by the Department of Human Services under Rule 245-B as a Day Training and Habilitation program for people with developmental disabilities.
- **The SUPPORTED EMPLOYMENT programs** provide individuals with assistance in seeking employment and career options based on their interests, strengths, and needs. Services include an individualized assessment of their work skills and assistive technology needs, job development and placement, and ongoing consistent support at their jobs by an employment specialist. Skills which are taught include: job skills, life skills necessary to successful employment and career advancement, transportation (to and from work), and interaction with co-workers and supervisors. Supported Employment is funded through medical assistance-waiver funding for qualified individuals and the Vocational Rehabilitation Services in Minnesota and Wisconsin.
 - ♦ **Supported Employment-VRS** receives referrals from the Vocational Rehabilitation Services – Workforce Center, and is designed for individuals 18 years of age and older who have disabilities; meet eligibility criteria for Rehabilitation Services; and seek employment/career options based on individual interests, strengths, and needs. These individuals participate in developing their employment outcome plans. They receive education and hands-on experience in job seeking skills. They are encouraged to participate in job skill training groups offered by the agency. Funding for these individuals is short term and, typically, a long term funding plan is developed for those needing more support. CHOICE, unlimited realized a need for a specialized employment service for people who are Deaf or Hard of Hearing. In December of 1997, the agency applied for a federal grant to help develop this service. In October of 1998, the Vocational Rehabilitation Service Program Special Projects and Demonstrations office, under the Department of Education, awarded the agency a three - year grant. CHOICE, unlimited



Dan working at
Montessori



Billie working at
Keyport Liquor



Brian working at
Field Logic

unlimited employs specialized staff to meet the individualized needs of this population. All services are communication accessible and staff working with Deaf or Hard of Hearing individuals have American Sign Language experience. Successful employment planning and placement is the outcome for each individual receiving services. Grant funding concluded June 30, 2002. Transition from grant funding to the Vocational Rehabilitation Services funding, both in Minnesota and Wisconsin, was started in 2001 and continues to the present. Referrals are made to CHOICE, unlimited's VRS program, under VRS contract for services in Minnesota and a separate contract with Wisconsin VRS.

- ◆ **Supported Employment - CADI-TBI – Program** is designed specifically for people with traumatic brain injury and those experiencing barriers to community employment.. People are assessed for work skills and assistive technology needs at situational assessment sites in the community. An employment plan is developed which includes the job description, detailed task analysis, modifications, adaptations, and other supports needed to ensure job retention. Funding is through medical assistance – CADI and TBI waivers.



Chris working at Target

- ◆ **Supported Employment – Work by Design Program** provides job-site support to individuals 18 years of age and older. Individuals are referred through county case management. Often, individuals transfer within CHOICE, unlimited, typically moving from CHOICE or OPTIONS into Supported Employment. Work by Design is licensed under Minnesota Rule 245-B as a supported employment program. Funding is through medical assistance – MR/DD waiver.



Russ enjoying a fall afternoon

- **Harbor View TTW** - provides vocational support services (job and life skill mentoring, job development, job placement and follow up services) to Social Security SSDI recipients eligible under the Social Security program called *Ticket to Work*.
- **CORE Program** is designed for retirement ready individuals with disabilities who want to access leisure and recreation activities in the community. CORE recognizes the need for community integration, cultivating interests, and is committed to providing services that are person-centered. Focus is on personal and social community support. The individual's involvement in planning, development, delivery, and evaluation of services begins immediately and continues throughout his/her participation. CORE provides transportation services to all individuals within its program. The individual and his/her support network determine hours of service. Staff to individual ratio is 1:3, 1:2, or 1:1.



CORE apple-picking group

SERVICES

The following services are accredited by CARF – the National Rehabilitation Accreditation Commission.

Employment Services offered include:

- **Employment Planning Services** ~ are being offered to consumers using a person-centered approach, which assists them in making informed decisions regarding employment and the local job market.
- **Employee Development Services** ~ promote individualized learning or reinforcement of work place skills that make employment experiences successful. This may include specialized training in areas of interest that lead to successful careers.
- **Community Employment Services ~ Job development** – targets types of jobs available from potential employers in the labor market to meet the individualized needs of consumers based on their assessments, observation, intake information and support network input, resulting in a successful job placement.
- **Community Employment Services ~ Job-Site Training** – Includes a detailed job analysis of the specific job tasks, assessment of environment and physical plant as well as work culture. On-the-job training is provided by employment specialists either short or long term depending on needs of the individual.
- **Community Employment Services ~ Job Supports** – Short term or long term job coaching is provided in competitive or supported employment to promote job adjustment and retention that leads to successful long term employment. Follow up support services are available to employers and consumers for continued job success.

CHOICE, unlimited believes that through education, training and support, people with disabilities and others who have serious barriers to employment, can forge a partnership that would benefit all, by providing quality work and productivity to the employer, decreasing dependency on state and federal assistance, and increasing the competency and confidence of individuals in order to obtain and maintain careers in long term competitive employment.

Community Services offered include:

- **Community Integration** - offers inclusion in community activities for people and assists them in areas of personal adjustment such as personal appearance, including appropriate dress and hygiene; money management, budgeting, and banking skill training; building relationships and friendships with peers and co-workers; developing appropriate social skills for community involvement; instruction in the use of community facilities such as restaurants, cafeterias, fitness centers, libraries, community centers, massage therapy centers; assistance in scheduling activities; developing awareness of entitlements and subsidies for employment placements; assistance in scheduling transportation; assessing and referring persons served for other therapeutic services in the community such as occupational therapy, physical therapy, speech & language therapy; community-based retirement activities for older adults. Activities are planned around a person's interests using available community resources while providing people with a variety of choices in selecting activities they wish to participate in. The development of CHOICE, unlimited ARTS (Activities Revealing Talents and Skills) Program is a tool for increased community integration and inclusion.



A Three-Year Accreditation is awarded to

CHOICE, unlimited

for the following services:

***Community Services:
Community Integration***

***Employment Services:
Job Development***

***Employment Services:
Job Supports***

***Employment Services:
Job-Site Training***

***Employment Services:
Employment Development***

***Employment Services:
Planning Services***

This accreditation is valid through June 2012

ARTS Program History and Description:

Beginning in the spring of 2005, Acting Classes were made available to individuals receiving services through CHOICE, unlimited. Soon to follow were the Visual Arts Studio Classes. Due to the success of these classes, CHOICE, unlimited acknowledged the need to offer a variety of art disciplines to individuals served, involving a wide range of resources to help discover their true talents. CHOICE, unlimited expanded its ARTS curriculum to include: Theatre Arts, Visual Arts, Performance Arts Outreach (the BOLD-choice Theatre Company) and Dance. This program offers a unique opportunity for individuals with disabilities to discover new talents and share them with their community.

Acting Classes:

CHOICE, unlimited began offering Theatre Acting Classes in spring of 2005. These classes allow individuals to develop communication and performance skills through participating in theatre exercises and improvisations. Classes are offered on a 10-week basis and are a required activity for individuals interested in auditioning for a BOLD-choice Theatre production.

BOLD-choice Theatre Company is an Outreach Theatre Company that began its first production in September 2005 with director Colleen Daugherty. BOLD (Batling Obstacles Living with Disabilities) creates disability awareness theatre productions, which are taken on tour to area schools, universities, civic organizations, and community centers. BOLD-choice Company members present productions that entertain as well as educate student and community audiences with a message of diversity, respect, and awareness of individuals with disabilities. In September 2008, Annie Roseen assumed director responsibilities.

Movement & Dance: Emotion in Motion classes began in January 2008 with consecutive 10-week courses taught by Annie Roseen, CHOICE, unlimited ARTS Program Director (Choreographer and Actress with a BA in English). Throughout the class participants gain greater body awareness, connection, and control while learning how to emotionally express themselves through movement and dance.

The Studio Art Class began in March 2006. Studio Art is a visual arts class that allows persons with disabilities to be involved in the making of art as well as viewing art, discussing art and exhibiting their own artistic creations. Instructors are qualified educators or artists from the community. The program takes a studio approach that includes topics such as art production, art history, aesthetics, and art criticism. Individuals in the class learn about well-known artists and have the opportunity to hone their artistic talents.

All classes within the ARTS program are held at various community centers throughout Duluth and the surrounding area.



Instructor Annie with dance class participants, Michelle and Jeff



Erin, Mark and Bryan during a BOLD-choice Theatre Company performance



Adam displaying his art project

ARTS program: SUMMARY OUTCOMES

Serving a need in the community

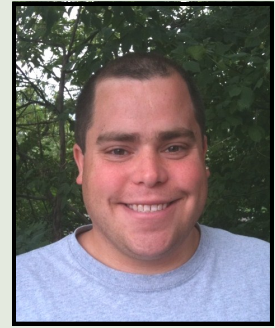
- During the last five years the BOLD-choice Company successfully established itself as a worthwhile theatre experience and developed a reputation within the community as a valuable event to bring to school audiences. Response/ Evaluation Sheets are provided to the staff and instructors at every school site where the BOLD-choice Theatre Company performs. Evaluation responses have proven to be 85% positive.
- Discussion Guides are provided to staff and instructors at every school site the BOLD-choice Company performs at. The response to these guides and the successful discussions prior to and following the performances are often listed on evaluation sheets as a positive force in encouraging the students to talk about disabilities.
- CHOICE, unlimited has received support from area foundations and corporations that recognize the value of its ARTS program and support its longevity that include the following: A.H. Zeppa Family Foundation, Knight Fund, Beim Foundation, Northland Foundation, G. Kendall Smith Fund for the Physically Disabled & Visually Impaired, Duluth-Superior Community Arts Foundation, Sam's Club, and Cub Foods.

Increased exposure for CHOICE, unlimited: Public awareness of what services our agency provides

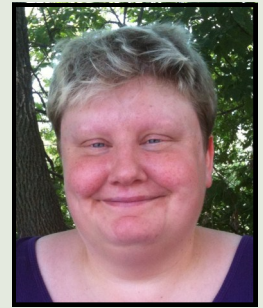
- CHOICE, unlimited's BOLD-choice Theatre Company has presented five public presentations within the last five years, exposing a total of 2500+ audience members to the talents of its Company of actors as well as promoting CHOICE, unlimited's services as an accredited agency.
- A small group of BOLD-choice performers developed a 20-minute presentation that not only showcases the talents of these individuals, but also brings public awareness to the type of service CHOICE, unlimited can provide to local businesses. This presentation has been presented at Peace Church, a UMD class, a Rotary Club Luncheon, an Optimist Club Luncheon, and at several meetings within civic organizations.

Enhanced quality of life

- The ARTS program has noticeably improved the general quality of life for the individuals participating in them and for the community observing and enjoying the artists' creations. These activities help individuals with disabilities discover hidden talents and provide CHOICE, unlimited a unique tool to integrate individuals with disabilities into their community.
- With the development of CHOICE, unlimited's ARTS program approximately 60 individuals with disabilities have found a new appreciation of art and have discovered a talent that builds their self-esteem and empowers them.



"I feel that being an artist is important. It has helped me develop many skills and increase my self-confidence. I believe I can do anything I set my mind to." ~Henry



"I love being an actor in BOLD-choice. It has helped me be more comfortable talking to new people. I like to teach kids important things and have them look up to us." ~Shannon



"I am a good actor. I like making people laugh. It is fun to meet different people and tell kids about disabilities." ~Bryan

- The positive responses and increased number of bookings following the public performances and the wonderful support received at our first Art Exhibit is proof that the success of the individuals involved in our ARTS program affects the quality of life for their families, friends, and loved ones as well.

Development of skills

- Individual goals are established for each person participating in the ARTS program. Progress is evaluated through the observations of the ARTS program instructors and noted in each individual's progress report.
- Individual progress has been reported in the areas of confidence, social expressiveness, creative and emotional communication skills, a love for the arts, and - most importantly - an increase in self-esteem and self-worth.

Community inclusion and integration

- Community members who experience the work of the artists gain a whole new understanding of what individuals with disabilities have to offer and what they can give to their community. This contributes to an educated community with heightened sensitivity.
- The talents and creative personalities of many of these individuals may go unnoticed if not for the ability to share through the ARTS outreach programs. These programs clearly promote awareness of disabilities within our community that leaves a message of diversity, equality, and respect for the talents of all individuals.
- For the 2008-2009-2010 production year, *Romeo and Juliet's Tragic Comedy* was presented to the public and area schools.
- For the upcoming 2010-2011 production year, *The Peach*, based on the classic story "James and the Giant Peach" by Roald Dahl, will be presented to the public and area schools.

CHOICE, unlimited believes that through community integration and inclusion, people with disabilities will be empowered to share their talents and skills, as well as tell their stories through a compelling media.....ART.



John and his job coach Patti showcasing his paper mache mask



Plevna creating a Paper-mache folk art bird with guest instructor Tanya Bäck

THE OUTCOME MEASUREMENT REPORT

INTRODUCTION: The purpose of the Outcome Measurement Report is to inform the Board of Directors of the year-end provision of service results and the effects of these services on the consumers we serve. This report will enable the Board of Directors, management, and staff of CHOICE, unlimited to make informed decisions regarding improvements in services to individual consumers, guardians/families, employers/community members, and funding agencies.

DEFINITION: *The Outcome Measurement Report* is a systematic procedure designed to evaluate and report on the effectiveness and efficiency of services provided. Effectiveness measures evaluate the individual consumer outcomes expected from the services provided and indicate whether, and to what extent, the program is meeting its mission. Efficiency measures test the productivity of methods used to provide services and indicate whether, and to what extent, services are provided in a cost effective, timely, and appropriate manner.

On an individual basis, consumers receiving services have identified outcomes (goals) with their support networks. The employment specialists/counselors assigned to work with individuals measure the outcomes on a daily basis. This information is compiled monthly and/or quarterly and entered into plan files. Reviews are set up on a pre-determined basis with individuals in the program, their employment specialists, and other members of the support networks as needed. Professional staff review the programs and indicate whether outcomes are being achieved, and offer necessary suggestions or revisions.

The Outcome Measurement report is summarized and disseminated to its stakeholders in the CHOICE, unlimited newsletter, *Outcomes in Action*. The report is made available to consumers, guardians, families, funders, case managers, VR counselors, and other interested community members upon request. The report is used to develop agency wide outcomes during strategic planning and in improving its services.

The Report is divided into the following sections: A. Outcome Measurement - Consumer Activity Report, B. Outcome Measurement – Comparative Study and Trends, and C. Outcome Measurement - Program Quality Report.

A. OUTCOME MEASUREMENT – CONSUMER ACTIVITY REPORT

Review of Consumer Activity Report – CHOICE, OPTIONS, Supported Employment Programs (SE) - VRS, CADI/TBI, Work by Design, CORE, and Harbor View TTW referrals

DEFINITION: *The Review of Consumer Activity (Quarterly Service Activity Report)* is a tracking system utilized by management to monitor the provision of services to consumers. Produced on a quarterly basis, the review indicates the consumer, consumer demographic information, the current services and units provided, the date of admission and discharge, the type of funding reimbursement, county of financial responsibility, and case manager or rehabilitation service counselor.

REPORT: The following consumer descriptors are based on the fourth quarter Service Activity Report for the Fiscal Year ending June 30, 2010:

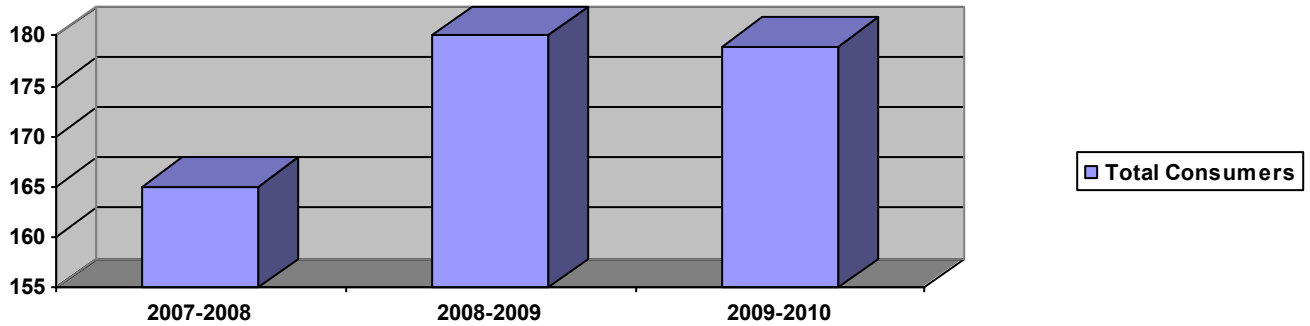
Consumer Descriptors	CHOICE	OPTIONS (includes Transition Students)	SE- VRS	SE- CA- DI TBI	SE- Work by Design	CORE	Harbor View- TTW	Total
Total consumers served in program	25	60	38	26	15	8	7	179
Male	15	38	25	12	8	7	4	109
Female	10	22	13	14	7	1	3	70
Diagnosed with Mental Retardation/Related Cond.	25	60	13	5	14	8		125
Diagnosed with Mental Illness/Related Cond.			12	6	1			19
Diagnosed with Traumatic Brain Injury			6	15				21
Diagnosed Deaf		*2						*2
Diagnosed Hard of Hearing								
Diagnosed Late Deafened								
Other Diagnosis			7				7	14
Caucasian/white	25	58	34	24	14	8	6	169
African American/black			3				1	4
Native American/Indian		2	1		1			4
Hispanic				1				1
Asian								
Other (Eastern Indian)				1				1
Type of Residence								
Board and Lodge								
Supported Living Service	17	40	4	3	5	5		74
Foster Home	3	12	5	16	1	2		39
Parental Home	4	8	11	5	3			31
Independent Living Arrangement	1		18	2	6	1	7	35
Type of Funding Reimbursement (duplicated if funding mechanism changed during the year)								
County Social Service Allocation - CSSA	2							2
Medical Assistance – MR Waiver	22	58			13	8		101
Medical Assistance-CADI-TBI Waiver				24				24
Worker’s Compensation								
Rehabilitation Service funding - Minnesota			38					38
Rehabilitation Service funding - Wisconsin								
Ticket to Work-Social Security							7	7
Privately funded	1	2		2	2			7
Grant funded								

*Unabbreviated programs – CHOICE program, OPTIONS program, Supported Employment - VRS – Vocational Rehabilitation Services, Supported Employment - CADI/TBI, Supported Employment - Work by Design, CORE – Community Opportunities for Retirement Enrichment, Harbor View –Ticket to Work. *duplicate numbers*

**B. OUTCOME MEASUREMENT THREE-YEAR COMPARATIVE STUDY & TRENDS
FOR FISCAL YEARS
2008-2009-2010**

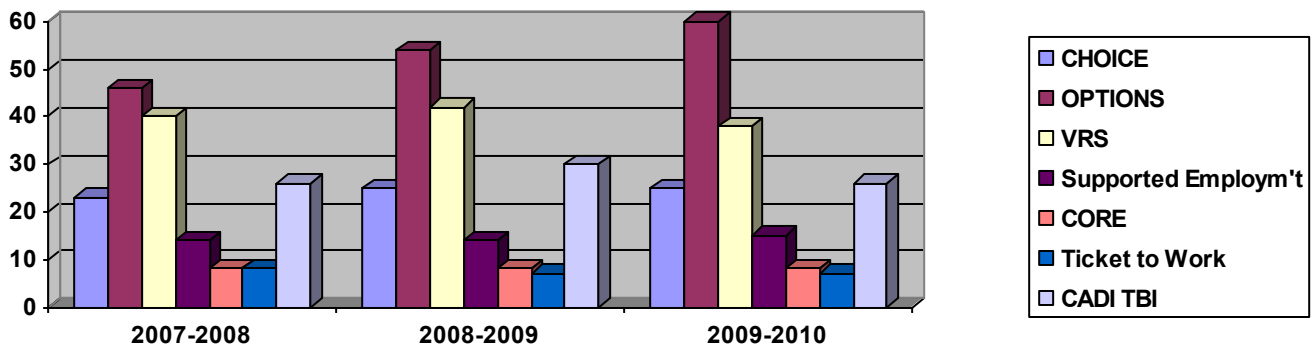
Consumer Activity Data

Total Consumers Served in Programs over Three-Year Period:



Comparative Review and Trends: The waiver funded populations in CHOICE and OPTIONS increased from 79 people last year to 85 this fiscal year. Two transition students were served under the OPTIONS program. CHOICE, unlimited is anticipating more transition students entering into various programs this coming year and has therefore developed a transition specialist position to serve them. Consumers under the CADI-TBI waiver remained the same at 26 individuals. Supported Employment Services (SES) is also waiver funded and is at 15 individuals. VRS referrals decreased slightly from last year and are at 38. CORE primarily serves people with developmental disabilities who are retired and remains at 8 individuals. Harbor View currently serves 7 people under the Social Security Ticket to Work program. CHOICE, unlimited projects that all programs will remain stable for the coming year, with the greatest potential for growth in serving transition students who are graduating from high school and entering supported employment.

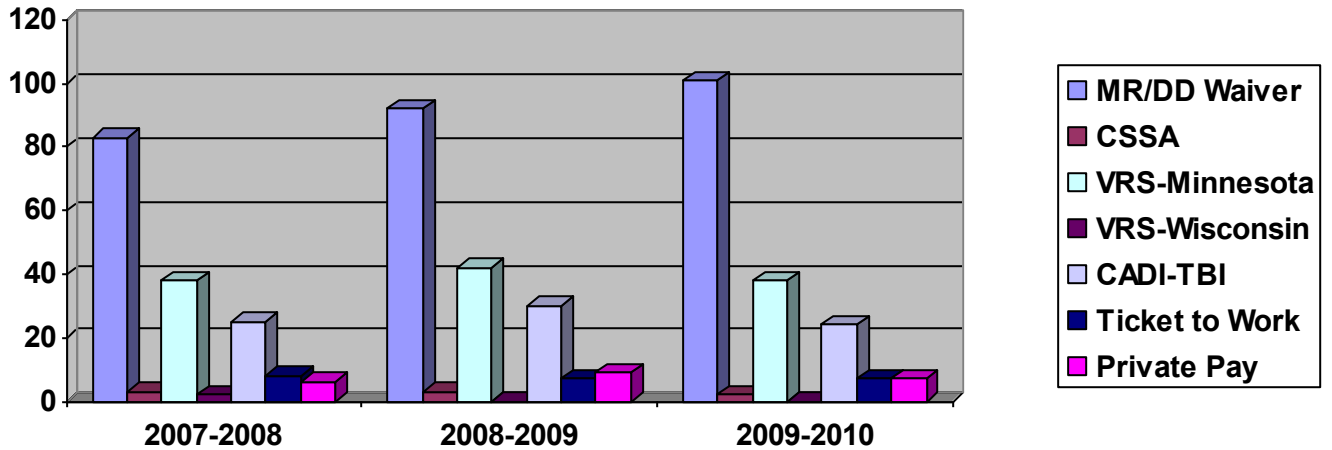
Number of consumers per program who received services over three-year period:



Comparative Review and Trends: The CHOICE and OPTIONS programs primarily serve people with developmental disabilities and are licensed under Rule 245 B. An internal trend over the past three years is that people have greater flexibility in moving from one program to another based on their needs and the amount of supervision and training needed at employment and community sites. This is especially evident in people moving from CHOICE to Supported Employment Services and from the OPTIONS into the CHOICE program. An additional trend seen is an increase in referrals from the public school's transition program. The CADI-TBI program is federally and state funded, serving employment needs for persons with developmental disabilities or traumatic brain injury. Referral trends have continued over the past year but are anticipated to remain at same levels this coming fiscal year due to state fiscal projections.

Type of Funding Reimbursement

Number of consumers under each funding source:



Comparative Review and Trends: CSSA (County Social Service Allocation) funding has decreased steadily after diversion MR/DD waiver slots opened in Minnesota during May and June of 2002. CHOICE, unlimited had 4 in 2007, and 3 in 2008, and 3 in 2009, and 2 in 2010. VRS revenues have slightly increased during the past fiscal year. Trends in private pay revenues for 2009-2010 show an increase. It appears there will be a decrease in ticket holders during the next fiscal year, with most ticket holders going directly to Vocational Rehabilitation Services.

Percent of revenues from major funding sources

Figures 1 and 1a, 2 and 2a, 3 and 3a below illustrate the percent of revenues received from the major funding sources and three major categories of expenses. MR/DD Waiver funding has increased from 92% in 2009 to 93% in 2010. CSSA funding is decreasing as more people are moving into waiver diversion slots. Grant funding is 1% of the revenues. VRS funding is at 2% of the overall budget. Staff salaries, wages, and transportation constitute the major expenses of CHOICE, unlimited's community-based programs and services.

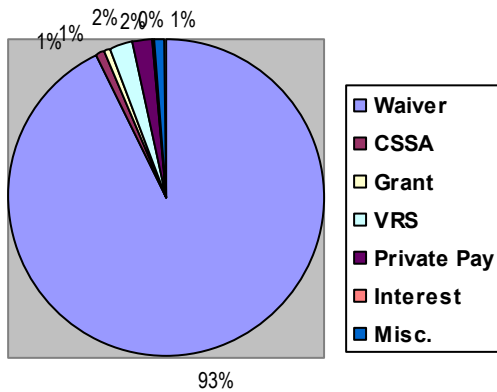


Figure 1. 2009-2010 Revenues

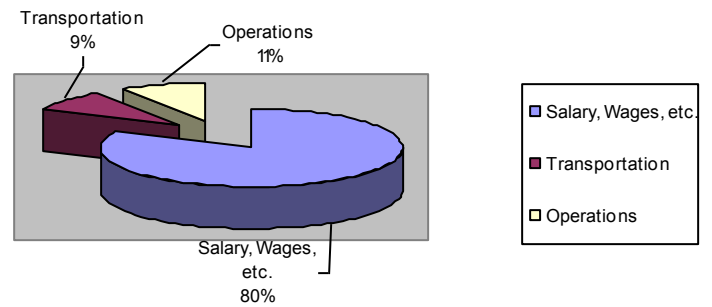


Figure 1a. 2009-2010 Expenses

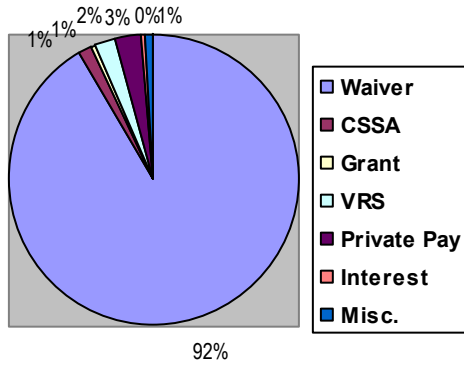


Figure 2. 2008-2009 Revenues

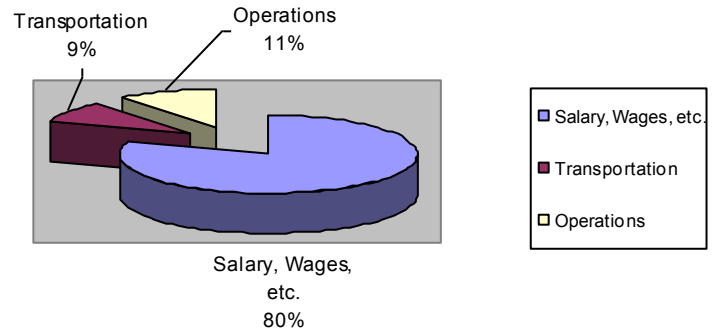


Figure 2a. 2008-2009 Expenses

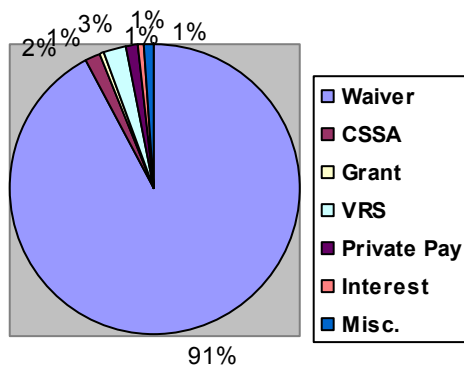


Figure 3. 2007-2008 Revenues

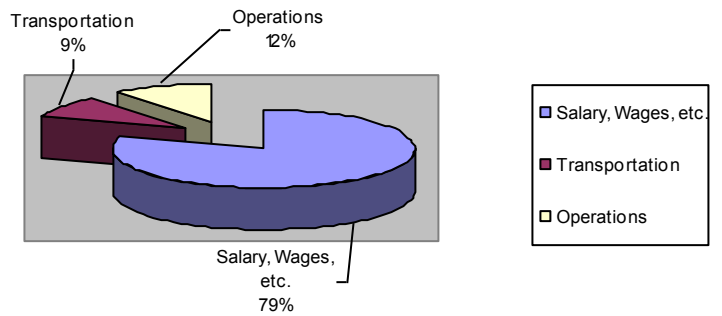


Figure 3a. 2007-2008 Expenses

2010 Financial Report

	<u>2010</u>	<u>2009</u>
<u>Revenue</u>		
Public support and revenue	\$2,223,925	\$2,215,800
<hr/>		
<u>Expenses</u>		
Total Program services	\$2,205,365	\$2,006,267
Total supporting services	\$199,869	\$199,116
Total Expenses	\$2,205,234	\$2,205,383
Change in net assets	\$18,691	\$10,417
<hr/>		
<u>Assets</u>		
Current assets	\$655,185	\$632,526
Net Property & Equipment	\$45,277	\$50,981
Other assets	\$147,162	\$144,039
Total Assets	\$847,624	\$827,556
<u>Liabilities and Net Assets</u>		
Total Current liabilities	\$68,412	\$67,035
Total Unrestricted net assets	\$779,212	\$760,521
Total liabilities and net assets	\$847,624	\$827,556
<hr/>		

Activity Comparison and Trends-ThreeYear

The following information is gathered annually and used in reporting program and budget surveys to the Minnesota Department of Human Services and St. Louis County Social Services.

Fiscal Year Ending – 2010

MEASURES	TYPE OF MEASURE	OBJECTIVE	CHOICE	OPTIONS	VRS	CADI TBI	SES	CORE	Harbor View-TTW
Number Consumers			25	60	38	26	15	8	7
Full Day Units			4143 units (5-6 hours)	9699 units (5-6 hours)					
Partial Day Units			638 units (less than 3 hrs)	1083 units (less than 3 hours)					
Transportation Units			4648	10671					
Revenue per diem rate per consumer based on 240 days/year	Efficiency	Maintain expenditure cost per consumer at or below per diem revenue	\$59.35	\$92.30	\$1,455 annual per person	\$33.86	\$38.44	\$83.55	\$1,035 annual
Expenditures per diem per consumer/ based on 240 days/ year			\$58.80	\$89.86	\$1,160 annual per person	\$31.81	\$36.75	\$80.40	
Total gross wages for individual placements earned by consumers			\$80,063	\$87,255		\$38,382	\$75,527	\$1,008	
Total hours worked for individual placements			10,287	11,354		4,929	8,364	139	
Avg. hourly rate for individual placements			\$7.42	\$7.71		\$7.64	\$8.15	\$7.25	

Fiscal Year Ending – 2009

MEASURES	TYPE OF MEASURE	OBJECTIVE	CHOICE	OPTIONS	VRS	CADI TBI	SES	CORE	Harbor View-TTW
Number Consumers			25	54	42	30	14	8	7
Full Day Units			3995 units (5-6 hours)	9720 units (5-6 hours)					
Partial Day Units			879 units (less than 5 hrs)	1112					
Transportation Units			4821	10782					
Revenue per diem rate per consumer based on 240 days/year	Efficiency	Maintain expenditure cost per consumer at or below per diem revenue	\$58.55	\$91.78	\$1188 annual per person	\$29.85	\$28.82	\$85.27	\$4,899 annual
Expenditures per diem per consumer/ based on 240 days/ year			\$37.71	\$37.71	\$1188 annual per person	\$37.71	\$37.71	\$37.71	
Total gross wages for individual placements earned by consumers			\$70,341	\$98,196	\$20,694	\$46,684	\$51,666	\$1,504	\$11,757
Total hours worked for individual placements			9,614	13,080	3,060	6,693	6,890	212	1,567
Avg. hourly rate for individual placements			\$7.01	\$7.11	7.17	\$7.45	\$8.13	\$7.11	\$7.50

Fiscal Year Ending – 2008

MEASURES	TYPE OF MEASURE	OBJECTIVE	CHOICE	OPTIONS	VRS	CADI TBI	SES	CORE	Harbor View-TTW
Number Consumers			23	46	40	26	14	8	8
Full Day Units			3735 units (5-6 hours)	9331 units (5-6 hours)					
Partial Day Units			786 units (less than 5 hrs)	522					
Transportation Units			4568	10202					
Revenue per diem rate per consumer based on 240 days/year	Efficiency	Maintain expenditure cost per consumer at or below per diem revenue	\$74.77	\$104.58	\$892.5 annual per person	\$36.28	\$35.25	\$87.99	\$3,355 annual per person
Expenditures per diem per consumer/ based on 240 days/year			\$48.51	\$57.92	\$895an nual per person	\$47.16	\$38.66	\$93.97	
Total gross wages for individual placements earned by consumers			\$66,130	\$85,353		\$43,528	\$75,901		
Total hours worked for individual placements			8,945	11,025		5,991	9,059		
Avg. hourly rate for individual placements			\$7.39	\$7.74		\$7.26	\$7.81		

Services Comparison and Trends- Three Year

Employment Services

Community Employment Services

Job Development

Job Site Training

Job Supports

Employment Planning

Employee Development

Community Services

Community Integration

COMMUNITY EMPLOYMENT SERVICES

Service	Primary Outcome Measures Objective	Type of Measure	FY 2008	FY 2009	FY 2010
Community Employment Services	Maximize # of consumers obtaining community employment service outcomes and receiving job supports to 80% of total	Effectiveness	103 66%	110 61%	108 63%
	CHOICE		23/23 100%	24/25 96%	24/25 96%
	OPTIONS (includes transition students 2009-2010)		30/46 65%	39/54 72%	44/60 73%
	DRS		13/40 33%	6/42 14%	5/38 13%
	CADI/TBI		19/26 73%	27/30 90%	17/26 65%
	SES		14/14 100%	13/14 93%	13/15 87%
	Harbor View-TTW		4/8 50%	1/7 14%	5/7 71%
	Maximize # of consumers employed 12 months or longer to 50 per year	Effectiveness	76	89	85
	Maximize # of consumers obtaining community employment following 90 days from intake to 50%	Efficiency	80 82%	76 74%	60 73%

(Note: CORE is not included in the above data) The above data, stakeholder satisfaction surveys, and 6 month follow-up studies (after discharge) indicate that job placement is occurring at a fair but steady rate, even though the economy this past year was difficult. Consumers use the internet and job bank to assist with job seeking. Financial incentives are given to staff for job leads and job finds, encouraging everyone to participate in job development at all levels of the agency.

EMPLOYMENT PLANNING SERVICES

Service	Primary Outcome Objective	Type of Measure	FY 2008	FY 2009	FY 2010
Employment Planning Services	Maximize % of consumers whose employment outcome plans were developed based on local job market to 100%	Effectiveness	32 100% of total	41 100% of total	31 100% of total
	Maximize % of consumers having a plan in place according to the 55 day timeline following intake or 10 day timeline following an annual outcome meeting to 100%	Efficiency	32 100% of total	41 100% of total	31 100% of total

Employment Planning Services have been defined over the years with a more focused approach for those involved in *person-centered planning*. Aspects of employment planning are implemented across other services and program areas. An example of this is the situational assessment service. Situational assessments are also a part of Community Employment Services. The above data, stakeholder satisfaction surveys, and 6 month follow-up surveys indicate high satisfaction with both the effectiveness and efficiency of this service. An area that needs improvement is benefits planning for consumers. At present CHOICE, unlimited refers individuals to local community resources for this – MN Work Incentive Program, Social Security. Some individuals have requested more support from the organization and others choose to follow through on their own.

EMPLOYEE DEVELOPMENT SERVICES

Service	Primary Outcome Objective	Type of Measure	FY 2008	FY 2009	FY 2010
Employee Development Services	Maximize % of consumers whose employment outcome plans were met addressing specific training work skills needed to maintain successful employment	Effectiveness	6 100% of total	8 100% of total	19 100% of total
	Maximize % of consumers having a plan in place according to the 55 day timeline following intake or 10 day timeline following an annual outcome meeting to 100%	Efficiency	6 100% of total	8 100% of total	19 100% of total

Employee Development Services were added during 2003 with a greater focus on work skill development as indicated in individual outcome plans in order for individuals to have greater success in maintaining employment in the community. Specific training in work skills would include specialized training at the job site or through educational facilities. The above data, stakeholder satisfaction surveys and 6 month follow-up surveys indicate high satisfaction with both the effectiveness and efficiency of this service.

COMMUNITY SERVICES: COMMUNITY INTEGRATION

Service	Primary Outcome Objective	Type of Measure	FY 2008	FY 2009	FY 2010
Community Services: Community Integration	Maximize % of consumers obtaining community support to 50%	Effectiveness	68 100%	79 100%	87 100%
Community Integration for older Adults – CORE	Maximize % of consumers obtaining community support to 90%	Effectiveness	8 100%	8 100%	8 100%
	Maximize % of consumers participating in volunteer work in community to 15%	Effectiveness	56 82%	67 85%	83 95%
	Maximize % of consumers who were referred for additional therapeutic services based on support network recommendation to 100%	Efficiency	3 100%	1 100%	1 100%

Community Integration is fairly stable in the DT&H (Day Training and Habilitation Licensed Programs-CHOICE, OPTIONS and CORE). Additional therapeutic services are at present initiated more by residential facilities and therefore not reflected totally in the above data. CORE began providing services to older adults or retired from work on a small scale during fiscal year 2002 with numbers remaining at same level this past fiscal years. Referrals are slow to the CORE program, due to funding restraints; however, satisfaction results still indicate a need for this type of service.

C. THE PROGRAM QUALITY REPORT

DEFINITION: *The Program Quality Report* is a mechanism that evaluates satisfaction of services by consumers and stakeholders. CHOICE, unlimited employees offer a consultative peer review of agency methods and employee incentives that ultimately result in better consumer services. In 2009, all employees participated in the development of a three-year strategic plan that would conclude in June of 2012. Focus was on quality of service provided to consumers and other stakeholders, agency growth and development, and the development of service strategies and tactics. The program quality report also uses satisfaction survey results from consumers, guardians/family members, funding agencies, employees, and community members to gather information on an individual basis to assess quality of services being provided. Unlike the Outcome Measurement of Program Performance, which focuses on aggregate outcomes of all persons served, the Program Quality Report focuses on specific services provided to individual consumers, and their satisfaction with the services. The Program Quality Report is intended to be educational in nature and to enable staff to monitor and improve the quality of services.

REPORT ON CONSUMER, EMPLOYER, and AGENCY/FAMILY/ SATISFACTION SURVEY RESULTS:

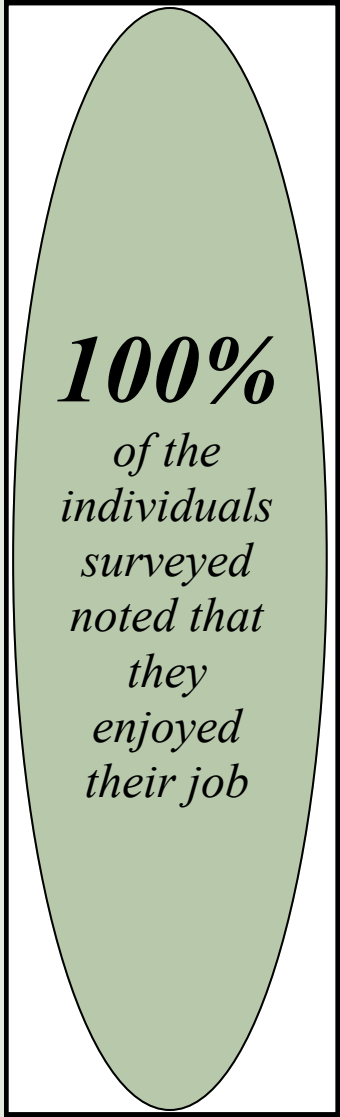
To measure individual satisfaction and quality of services consumers receive through our agency, satisfaction surveys were sent to consumers, guardians, and funding agencies. Feedback from the surveys are reviewed and disseminated throughout this report. Recommendations are made and acted upon to ensure ongoing satisfaction.

CONSUMER SURVEYS: Consumers were asked to fill out the surveys by themselves and if they needed assistance they were asked to elicit help from residential staff or their guardian. If the individual needed help, the person helping indicated this on the form. Overall response to this survey was 41% which was identical to the response rate of the 2008-2009.

EMPLOYMENT SERVICES:

CHOICE & OPTIONS (MR/DD Waiver) & Supported Employment Services ((MR/DD Waiver & CADI-TBI Waiver). Of those individuals responding to the survey....

- 80% choose to work, 20% are currently unemployed or choose not to work at this time.
- 73% helped find the job they have now, 27% did not help find the job they have now
- 100% of the individuals surveyed noted that they enjoyed their job
- 94% noted they are comfortable working with their supervisors and going to them if they had a problem, 6% did not feel comfortable approaching their supervisor, and 25% did not respond to this question.
- 79% stated they make enough money at work; 21 % would like to make more money at work
- 24% have benefits at their job, 76 % do not have benefits at this time
- Of the individuals who responded to this questionnaire the most important consideration for them on the job broke down in the following order: 24% stated that friends and co-workers are most important to their job, 24% stated that money they earn is the most important consideration for them, 33% stated the amount of hours they work is the most important consideration for them, 14% indicated that social events at work were the most important consideration for them, and 5% indicated that benefits are the important consideration to them at their job



100%
*of the
individuals
surveyed
noted that
they
enjoyed
their job*

- 94% stated they feel they were properly trained for their job, 6% believe they could have received more thorough training
- 100% of the individuals who responded indicated that they have made friends at work.
- 100% stated they feel safe at their job
- 95% indicated that their job coach was helpful and courteous, 5% indicated that the job coach could have provided more support
- 19% indicated they use a form of assistive technology to help them complete their work, 81% indicated that they do not use assistive technology while at work

Conclusions and Recommendations:

The information listed above clearly indicates that the consumers served are satisfied with employment opportunities, and, more importantly, all individuals who responded to this survey feel safe at work. They also indicated that their job coach was helpful and courteous, for the most part. There are some areas that need to be addressed and the management team continues to meet with consumers on a regular basis to address these concerns.

1) Although the survey indicated that 80% of the individuals who responded were employed only 41% of the people served throughout the entire agency responded to the survey. It is recommended that the Management Team look for ways to glean information needed for this survey in a variety of ways so we are able to get more detailed and accurate feedback from persons served.

2) Throughout the last year our Management Team met with persons served to determine the need for assistive technology. There was a noticeable increase in the use of assistive devices from last year (2008 to 2009) which was 11% to this year (2009 to 2010) at 19%. The Management Team will continue to discuss assistive technology needs with persons served to help them work as independently as possible.

COMMUNITY SERVICES:

CHOICE & OPTIONS (MR/DD Waiver DT&H). Of those consumers responding to the survey....

- 83% of the individual who responded indicated that they volunteer in their community at some point throughout their week, 16% indicated that they currently do not volunteer
- 90% of the people indicated that they enjoy the activities they are involved in
- 10% noted that they are not completely satisfied and would like more variety in their day
- 22% attend or attended the CHOICE Action Group meeting and activities throughout the last year, 78% have not been a part of the CHOICE Action Group or attended meetings during the last year.
- 100% of the individuals who responded to this survey indicated that they participated in all or some of the classes and group activities offered through CHOICE, unlimited. The classes or group activities included: BOLD-choice theatre= 16%, Visual Art Class= 12%, Employment Readiness Training= 2%, Yoga= 4%, Beginning Sign Language= 10%, Craft Classes= 6%, Emotion in Motion –Dance Class= 16%, First Aid= 2%, Fishing Club= 10%, Summer Sports Clubs= 14%, Memoir Writing= 2%, Walking Club =16%
- 92% indicated that they are meeting the outcomes they selected for their community programs, 8% indicated that they are attempting to meet the outcomes they selected.
- 22% would like to meet with management staff to discuss their community program, and 78% feel satisfied with their program and do not think it is necessary to meet

*92%
indicated
that they
are meeting
the
outcomes
they
selected for
their
community
programs*

Conclusions and Recommendations:

The results of the surveys from individuals receiving day program services indicate that people are satisfied with their community program; however there are some areas that could be enhanced that would provide greater variety to all individuals.

1) CHOICE, unlimited is currently involved in a three year strategic plan and Goal #2 of the Strategic plan focuses on improving the quality of the services CHOICE, unlimited delivers. Within this group strategies will be put in place to enhance the services offered to persons served.

CORE (Community Outreach for Retirement Enrichment). Consumers were asked to fill out the survey by themselves and if they needed assistance they were asked to elicit help from staff or their guardian. If the individual needed help, the person helping indicated this on the form. Overall response to this survey in 2010 was 50% which is much lower than the response rate of 2009 which was 100%.

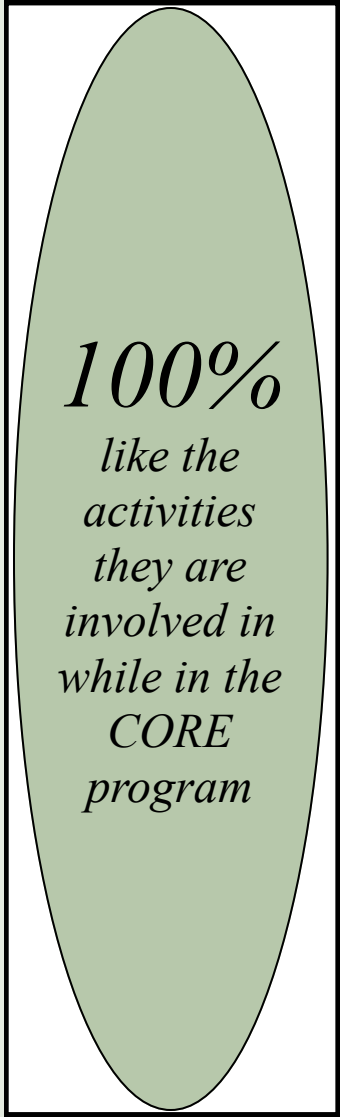
Of those consumers responding to the survey....

- 100% like the activities they are involved in while in the CORE program
- 100% informed CHOICE, unlimited that they chose the activities they are involved in
- 67% are satisfied with their current activity schedule and are able to change the activities as often and they want, 33% would like to try new and different activities
- 67% were very satisfied with their level of involvement with their peers in the community, 33% indicated that they would like to spend more time with friends in the community
- 100% spent a significant amount of time at community senior centers. Favorite activities include: Bingo, Exercise class, Parties, Coffee Clubs, Movies, Ceramics class, Visual Arts Class, and Live Music
- 100% stated that staff members at CHOICE, unlimited are helpful during the day
- 100% stated they feel safe with their staff when in the community
- 100% stated they are meeting the outcomes they selected for community programs
- 16% use assistive technology or devices while out in the community; 84% stated they do not use assistive technology or devices while out in the community

Conclusions and Recommendations:

The information listed above clearly indicates that the individuals served in the CORE program are satisfied with the program and activities they choose to be involved in, however there is room for growth in the CORE program and the following recommendations may help CORE provide more individualized attention to people served.

- 1) The Management Team will continue to meet with the individuals served through the CORE program to assist them in accessing assistive technology needs. In 2009 28% of the individuals served in the CORE program used assistive devices of some sort and in 2010 only 16% are using assistive devices.
- 2) The Management Team will also develop ways for individuals in CORE to increase time spent with other senior citizen in the community by attending the Senior Expo, and attending more events at the local Senior Centers.



100%
like the
activities
they are
involved in
while in the
CORE
program

EMPLOYER SURVEYS: The response rate from employers dropped from last year which was 44% in 2009 and this year is 21%.

- When asked if the initial contact from CHOICE, unlimited was positive, 100% indicated that the contact was not only positive but helpful.
- 100% of the employers surveyed indicated that the questions and concerns about our agency and the services provide were answered to their satisfaction
- When rating the performance of the Employment Specialist who supported an individual at their site 46% indicated the overall performance of the Employment Specialist was excellent, 45% indicated the overall performance was good, and 9% indicated that the overall performance of the job coach was fair.
- Employers commented that 34%of the ongoing communication with CHOICE, unlimited was excellent, 58% of the communication was good, and 8% of the ongoing communication was fair.
- When asked if the employer would recommend CHOICE, unlimited to other employers 75% of those who responded to the questionnaire indicated that they would definitely recommend or agency to other employers, 17% indicated that they may recommend our agency, and 8% indicated that they would not recommend our agency at this time.
- When asked if the individual served through CHOICE, unlimited had a positive relationship with his/her co-workers, 67% responded that the individuals had a very positive relationship with their co-workers, 25% indicated that their relationship with co-workers appeared somewhat positive, and 8% indicated that the individuals served by CHOICE, unlimited and employed at their work site needed more support forming good relationships with co-workers.
- The final question to employers asked if their employee who was supported by CHOICE, unlimited met their expectations and 73% of those who responded indicated that the employee either met or exceeded their expectations, and 27% of those who responded indicated that their employee somewhat met their expectations.

Conclusions and Recommendations:

According to survey information, employers responded positively in regards to the services CHOICE, unlimited provides. It is recommended that CHOICE, unlimited look into ways to continue to strengthen relationships with employers by improving communication.

- 1) Last year it was determined that an Employer Advisory Board be developed to strengthen current employer relationships. The Employer Advisory Board is in the development phase. Georgette Wondolkowski, Supported Employment Coordinator, is in the process of contacting employers to determine their level of interest and commitment.
- 2) The current strategic plan goal group #2 continues to meet on a monthly basis and focuses on ways to improve external communication. As a part of meeting this goal the Management Team meets once a week to discuss the contacts and communications with community employers and the progress they are making in strengthening relationships.



GUARDIAN/CONSERVATOR/FUNDING AGENCIES (CASE MANAGERS AND COUNSELORS):

Of the surveys sent to stakeholders this year the response rate was 31% which was identical to the response rate in 2009.

- 93% of those who responded to the survey indicated they were very involved to somewhat involved in planning with the consumer and his/her program, and 7% indicated they were not involved
- In rating our agency’s quality and performance 71% felt the quality was very good, 29% indicated that the quality was good
- Regarding communication, 49% of the individuals who responded indicated that communication between themselves and staff from CHOICE, unlimited was very good, 43% indicated that the communication was good, and 8% indicated that communication was fair
- When asked if they felt CHOICE, unlimited actively supports people in meeting their goals 82% indicated that the agency is very supportive, and 18% indicated that the agency is somewhat supportive

Survey respondents were asked to list any improvements they would like to see CHOICE, unlimited make in the future. The following list is a summary of those ideas:

- ✦ I see clients with staff out in the community- a number of times I notice that staff is on a cell phone or texting, a little is ok but not during all of lunch
- ✦ Maybe more timely job development for clients who are not employed
- ✦ More community employment
- ✦ Communication
- ✦ Just doing what the situation relates to
- ✦ Set up a team meeting in addition to the annual meeting so we can discuss specific needs
- ✦ Increased # of potential employers
- ✦ More work options
- ✦ Maybe a phone call if things change
- ✦ Having more structured free time
- ✦ Higher wages to attract and keep staff
- ✦ Maybe some CHOICE transportation so staff doesn’t have to use their cars
- ✦ Chance to meet with staff working with our son and exchange phone numbers
- ✦ More communication between CHOICE, unlimited staff and home staff
- ✦ Consumer preferences considered more activities verses social

Survey respondents were asked to note some of the strengths they see in CHOICE, unlimited. The following is a summary of their responses:

- ✦ Creativity in meeting client’s desired goals and needs.
- ✦ Groups such as the theater group.
- ✦ Providing people with the opportunity to get together, strive to achieve, learn and perform!
- ✦ Dedication, patience and caring.
- ✦ Recent job coaches have been very good staff.
- ✦ The commitment to their clients.
- ✦ Great staff- caring, super planning, proactive, to meet the consumer’s needs.
- ✦ Good staffing, programs, and genuine concern for the clients.
- ✦ A wide variety of activities, socialization and a positive work environment.
- ✦ One on one support and designing the program for the individual.
- ✦ Dedicated staff well organized plans and understanding of client’s needs

*CHOICE,
unlimited*

*“Provides
people
with the
opportunity
to get
together,
strive to
achieve,
learn and
perform.”*

~Parent

- ✦ Dedicated staff well organized plans and understanding of client's needs
- ✦ CHOICE is well established in the community and has a good working relationship with businesses.
- ✦ You work very hard to use a person's strengths and are very supportive.
- ✦ They help employ people that wouldn't or couldn't sometimes find a job.
- ✦ You stay with the consumer through thick and thin and try to find answers and solutions to problems.
- ✦ Knowledge of client and knowledge of client's desires.
- ✦ The CORE managers are sticking around, this is good! Clients like their services.
- ✦ I'm very satisfied with all you do.
- ✦ Good communication, concerns quickly resolved, good balance of day programming options.
- ✦ Diversity of persons served.
- ✦ Good communication.
- ✦ Very client focused job coach great and dependable staff.
- ✦ Working to get people jobs.
- ✦ Flexibility in dealing with mood changes. Willingness of supervisors to talk to me.
- ✦ The staff and environment promoted growth and positive outcome.
- ✦ CHOICE creates activities to make individual's time used in the most beneficial way
- ✦ The choice and option programs.
- ✦ They provide much needed services to disabled people.
- ✦ Individualized programs and one to one staff.
- ✦ The main strength I see is the support for jobs in the community
- ✦ Staff that get enough training.
- ✦ Consumer advocacy.
- ✦ Individual service, meeting the consumer where they are at
- ✦ Very good working with Guardians.

Conclusions and Recommendations:

Information detailed in the surveys from families and agencies indicated overall satisfaction, however communication and concerns related to staff turnover and staff training continue to be areas where improvement is needed. This survey process was the catalyst to the current three-year strategic plan. A number of strategies and tactics from the plan evolved from this survey process.

- 1) Strategic Planning Goal Group #1 continues to focus on enhancing our process to recruit, retain and develop quality staff.
- 2) Strategic Planning Goal Group #2 continues to focus on improving the quality of the services CHOICE, unlimited delivers. Strategy #2 within this goal area continues to focus on developing a plan to improve external communication with support networks and stakeholders.

“You work very hard to use a person's strengths and are very supportive”

~ case manager

CHOICE, unlimited EMPLOYEE/PEER REVIEW SURVEYS: In an effort to move toward a paperless system we sent satisfaction surveys out to staff through Survey Monkey which is a confidential free online survey tool design to collect and tally data. Employee's response rate to this questionnaire dropped significantly 58% in 2009 to 35% in 2010. Participation in the survey process was voluntary.

Education and training

- 94.98% of all individuals who completed the survey are satisfied with the current level of training, 5.1% were not satisfied

Communication

- 97.5% felt their supervisors are approachable, 2.5% do not feel comfortable approaching their immediate supervisor
- 92.3% of the people who completed the survey indicated that they feel they are a valued team member, 7.74% indicated that they do not feel valued
- 92.3% of employees felt they are given the opportunity to share ideas and recommendations to the agency for positive agency wide changes, and 7.7% feel that they do not have an opportunity to share ideas

Benefits

- 66.7% of staff who completed the survey indicated that they receive benefits through CHOICE, unlimited, and 33.3% currently do not receive benefits
- Of the individuals who currently receive benefits, 72% are satisfied and 28% are not satisfied
- 77.5% are currently satisfied with the number of hours worked each week, and 22.5% would like to see their hours increase
- 55% are satisfied with the mileage reimbursement, however 45% are not
- Of the staff members who responded to this survey 27.5% are satisfied with their current wage and 72.5% are not satisfied

Strengths

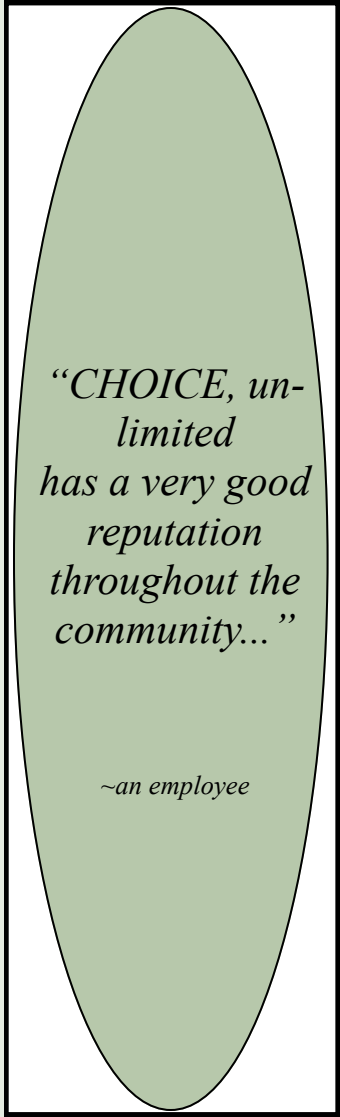
Employees were asked to list what they believe are CHOICE, unlimited's strengths. The following list is a summary of their responses:

- ✦ Individual service, meeting the consumer where they are at
- ✦ Consumer driven services
- ✦ Flexibility and choices consumers are allowed to make
- ✦ Positive atmosphere for consumers
- ✦ Helpful in finding employment and volunteer opportunities for consumers served
- ✦ Teamwork
- ✦ CHOICE, unlimited has a very good reputation throughout the community and provide a decent service to the community
- ✦ It is a diverse group of people working together towards the common goal of providing better care and services to people with disabilities
- ✦ Being community based
- ✦ Management works well as a team
- ✦ Their commitment to consumers and Employees satisfaction and making sure that everyone is compatible with their program

Conclusions and Recommendations:

The information gleaned from the 2010 employee survey will be shared with the Strategic Planning groups.

- 1) Goal Group #1 will review the surveys and determine if new strategies need to be incorporated into the current Strategic Plan specifically in the areas of employee benefits and wages.
- 2) We will continue to glean information and feedback from our staff at our monthly staff meetings. We will encourage staff to participate in our Strategic Planning Groups by inviting them to the monthly meetings.



“CHOICE, unlimited has a very good reputation throughout the community...”

~an employee

CHOICE, unlimited's "Best Practices"

- Diversifying programs and creating more opportunities for staff and persons served by accessing grant opportunities and holding fundraising events
- Ongoing technical assistance for employers and consumers
- Partnerships developed with funding agencies, referral agencies, service providers, post secondary educational institutions to improve and expand current services
- Development and implementation of CHOICE, unlimited's strategic planning process for 2009-2012 and integrating aspects of the Strategic Plan at all levels of the organization
- Developing and integrating a Revenue Development Plan into the three year strategic plan
- Reflecting progress in meeting goals through the Strategic Plan and Revenue Development Plan to the Executive Board of Directors, Employees, and others on a regular basis
- Development of new services when need is identified by funding agencies, the community and labor market, stakeholders, etc. Examples include: Community based situational assessment sites; Supported Employment Program; CORE for retirement enrichment; Ticket to Work; BOLD-choice Theatre Company, ARTS Program, Health and Wellness Programs
- Utilizing technology to communicate with stakeholders in an attempt to move towards a paperless system
- Choice Action Group serving individuals who are receiving services from CHOICE, unlimited and those interested in attending outside of this agency
- Communication accessible services with staff that are knowledgeable in ASL and Signed English, access to Sorenson Video phone, and augmentative communication systems used with non-verbal individuals
- Employment Specialists that are trained and knowledgeable in employment related issues for people with disabilities and others who have barriers to employment
- Improved communication between job coaches and supervisors - 40 cell phones were purchased for job coaches working with multiple people in the community
- Offering monthly training opportunities to all staff within CHOICE, unlimited and providing training opportunities to staff employed at other agencies within the community who work with vulnerable adults
- Regular and consistent follow-up services following job placement and initial job-coaching
- Networking through the Northern Area Placement Team, People with Disabilities for Change, Chamber of Commerce, ICOD, PABIR, Minnesota APSE, etc.

Thank you to our generous donors! The following individuals and businesses have made contributions during 2009 - 2010 to support CHOICE, unlimited.

Kris Barry	Dorette Larson	Bertie Thompson
Carole Batjes	Jean Larson	Tom & Jill Torgerson
Harold & Bernice Bergstrom	Penny Lewis	Genevieve Trotta
Robin Brown	Maisie Lippitt	Julie Wagman
Kristie Buchman	Edward & Susan Lloyd	Beth West
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& Rebecca Campanario	Lucia Ludolph	Dave, Ginger & Dan Wheat
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Anthony & Erin Cuneo	Susan Mullenix	Susan Winterfeld Thompson
Karen Dove	Kathleen & Pete Nielsen	Tom Wondolkowski
Dawn & George Dragicevich	Amy Nygaard	Krista & Shane Yokom
Phyllis Ducey	Simeona & Andy Nygren	
Elmer Engman	John Pokrzywinski	AA Roll-Off Service, Inc.
Connie Fournier	Charlotte Rantala	Bethesda Homes
Tim & Rosemary Guiney	Susan Rantala Nelson	Citon
Betty Guzzo	Brad & Pam Reitan	Dougherty Veterinary Clinic
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Paul & Suzanne Johnsen	Jeff Sauer	KeyPort Liquor
Rom & Mary Kerpe	Jack & Bonnie Schilling	Northland Country Club
Natalie Lepien	Heidi Schmidt	Northland's Newscenter
Robert & Priscilla Knighton	Schroeder Family	Red Rock Radio
Rebecca Knighton	Jack & Joan Setterlund	Sathers JS Realty
Katie Krikorian	Brian & Peggy Shelton	St. Mary's Church of Silver Bay
Bobby & Kit Kunze	Peter Spooner	Training Connections
Lane Family	Joey Teslaw	Wells Fargo

Thank you to our Board of Directors, Administrative and Management Team

The Board of Directors of CHOICE, unlimited are committed to providing effective leadership and stability. Because of their diverse backgrounds they are a valuable resource to the entire agency. They are responsive to the needs of the people they serve and their community. CHOICE, unlimited extends a thank you to its board members:

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Peggy Shelton, Community Support Specialist
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Julie Wagman, CORE – Program Specialist
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Ed Heimann, Job Developer
Katie Krikorian, Vocational Specialist
Julie Jank, Program Support Specialist

ARTS Program Department

Annie Roseen, ARTS Program Coordinator
Braden Sorenson, ARTS Program Assistant

Executive Summary: CHOICE, unlimited is committed to providing a quality service to the people it serves. It has a dedicated and energetic staff and a supportive board of directors. This organization has been providing services since Fall-1993 to consumers, families, agencies, and the communities in and around Duluth. There will be new and greater challenges as the organization strives to improve its quality of services to its stakeholders, while under the budgetary and economic pressures of the time. The organization is ready to meet those challenges.

Outcome Measurement Report 2009-2010

Prepared by Simeona D. Nygren, Executive Director with assistance from program and management staff.