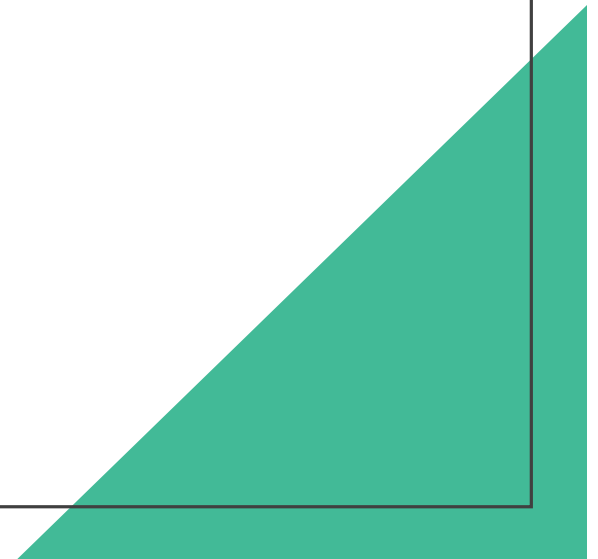


Hubbard County DAC

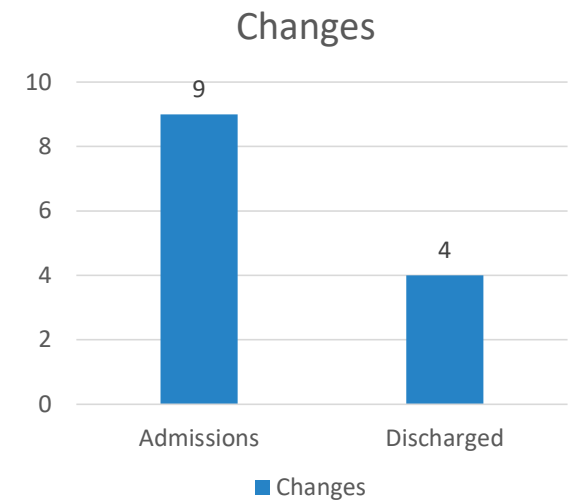
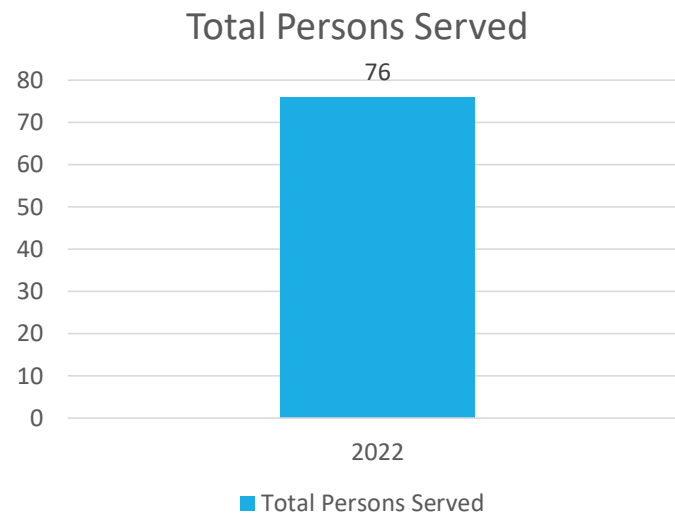
Program Evaluation and Demographics Report

2022



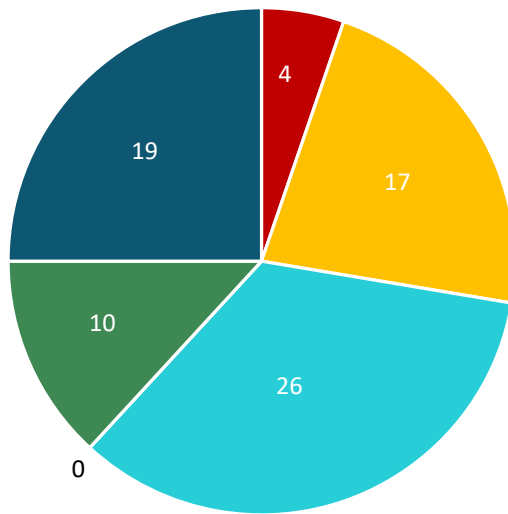
"I could not be happier with the services provided. Staff are kind, committed, professional and caring! My son is happy, safe, and learning skills at Bearly Used!"

INDIVIDUALS SERVED



WHO WE SUPPORT

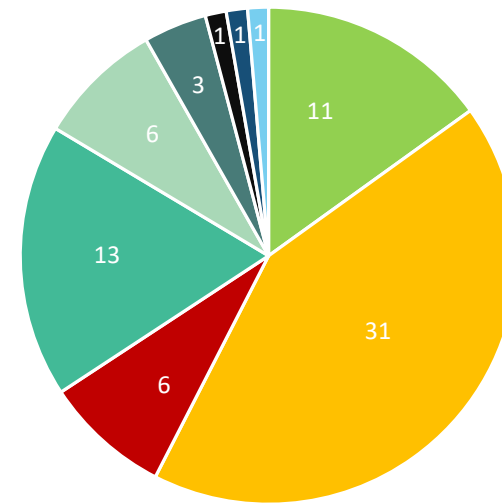
Served By Program



- Day Support Services
- Pre-Vocational
- Day Supports & Pre-Vocational
- Employment Supports
- Employment Supports & Pre-Vocational
- All Programs

"The individuals are supported in the best possible ways."

Served at Sites

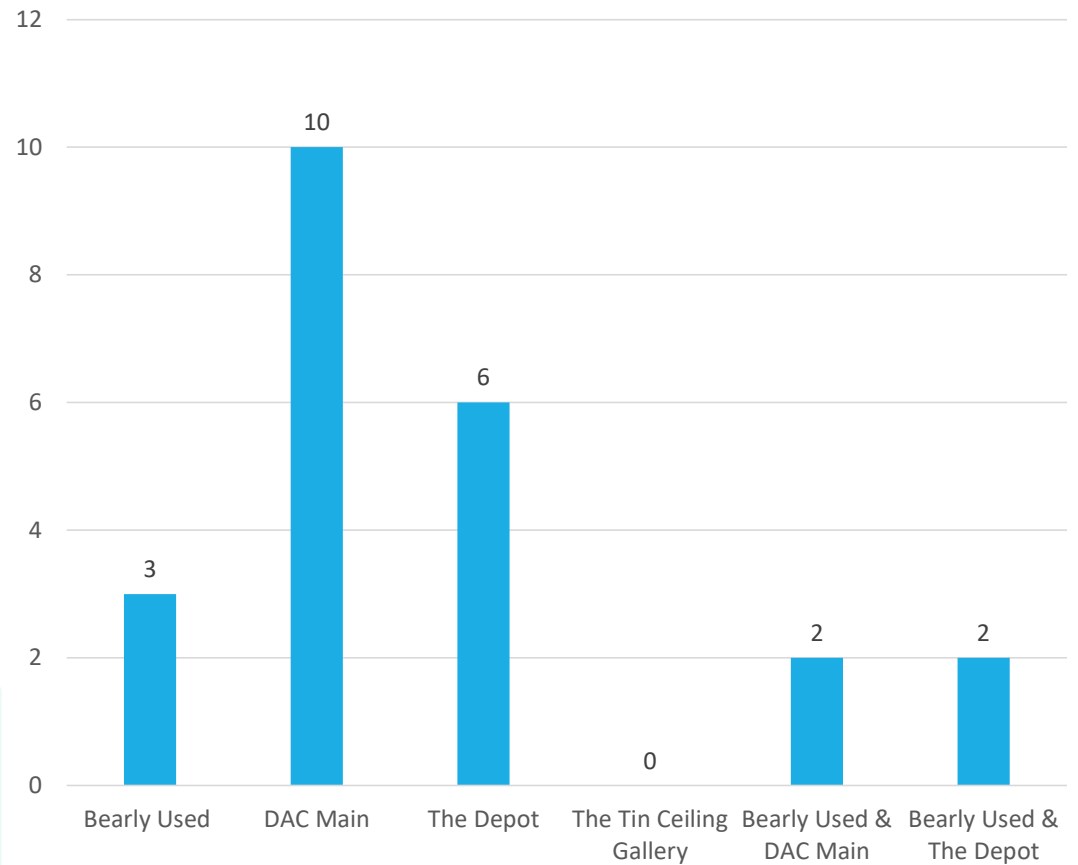


- Bearly Used Thrift Store
- The Depot
- DAC Main
- The Tin Ceiling Gallery
- Bearly Used & DAC Main
- Bearly Used & The Depot
- DAC Main & The Depot
- Bearly Used, DAC Main & The Depot
- All Sites

WHO WE SUPPORT

"My daughter enjoys her work environment, staff, and co-workers. You have organized her work schedule around her wants and needs. Everyone is very supportive."

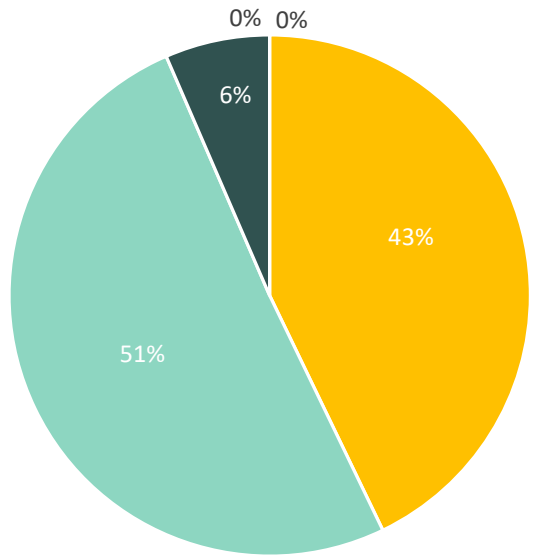
Involved in Community Employment per Site



WHO WE SUPPORT

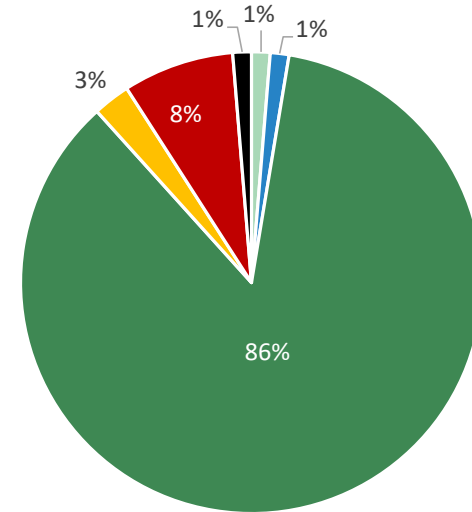
“The DAC offers a variety of opportunities based on the individual’s abilities, interests, and preferences.”

Age Range



■ Under 18 ■ 18-40 ■ 41-60 ■ 65-85 ■ 85+

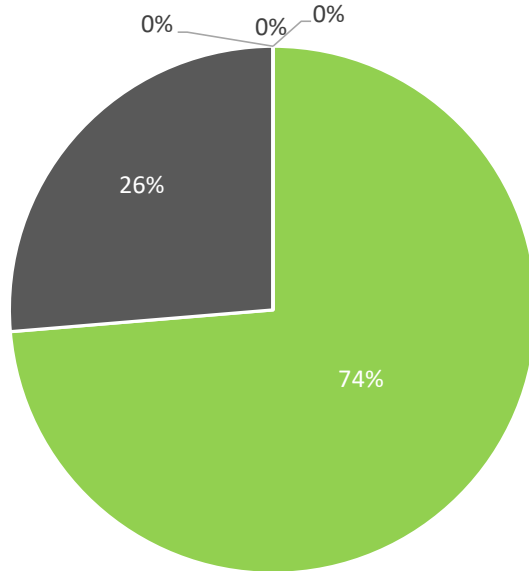
Race/Ethnicity



■ African American or Black ■ Asian American/Pacific Islander
■ Caucasian/White ■ Hispanic/Latina
■ Native American/Indigenous ■ Multiracial

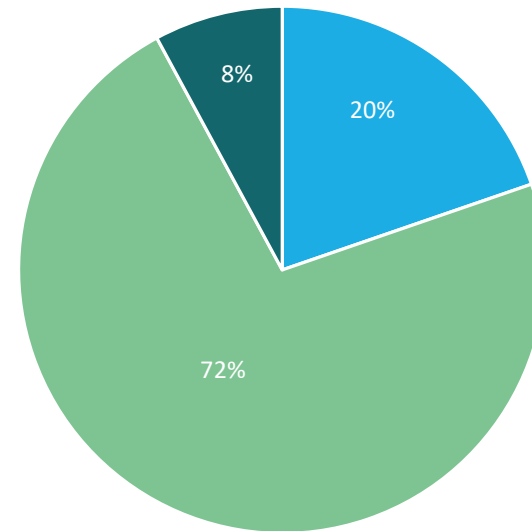
WHO WE SUPPORT

Primary Disability



I/DD ■ Mental Illness ■ Medical/Physical ■ Brain Injury ■ Other

Ambulation



■ Assisted ■ Independent ■ Wheelchair

SATISFACTION

Individuals at HCDAC and their support team were surveyed in 2022 about their satisfaction with our programs. Surveys include topics regarding person-centered care, staff, and the environment. Respondents have the opportunity to provide additional feedback and provide suggestions. Surveys are anonymous, but respondents can provide their identifying information if they wish. In 2022, the survey received 38 responses.

Survey Questions- Services	Percent of "Excellent" and "Good" Responses
Services are person-centered and are driven by the person and their support team.	94.8%
Services uphold what is important to the person and what is important for the person.	94.8%
The person's rights are affirmed, protected, and exercised by the person, the DAC and all staff.	94.8%
Any preferences the person has related to their supports are being provided by the DAC.	94.8%
The person's desired outcomes are being accomplished and progress is clearly being made.	94.8%
How satisfied are you with the opportunities the person has to increase self-sufficiency, community inclusion, and skill development?	94.8%
How satisfied are you with services and service delivery provided to this person?	94.6%

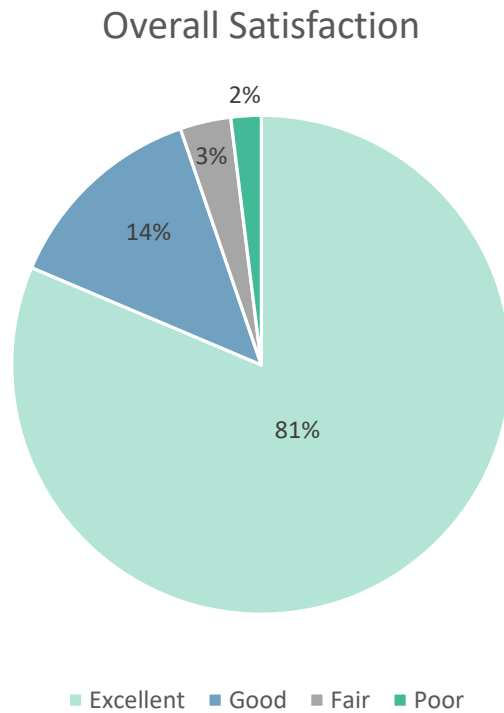
SATISFACTION



“We are very pleased with the services offered and especially the flexibility allowed within these services. Our daughter looks forward to participating in the work and social activities. She is happy.”

Staff	Percent of “Excellent” and “Good” Responses
Staff are trained and competent to perform their job duties.	94.9%
Staff interact in a positive, respectful manner which upholds the person’s history, dignity, and cultural background.	94.7%
I feel comfortable bringing questions or concerns to the attention of the DAC’s management and know they will follow through on addressing any issue.	94.8%
Physical Location (if applicable)	
The program site is comfortable and has a welcoming atmosphere.	94.7%
The program site is safe and well maintained.	94.7%

SATISFACTION



How Could We Improve?

- Increase the number of hours individuals attend the program to maximize services for those who wish to attend more
- Maximize person-centered services
- Increase building maintenance and add utilities for optimal environment and services

“My sister loves to go to work and looks forward to it every day. This is largely due to the people who work at the DAC.”

Outcome Measures

Objective	Measure	Data Source	Goal	2022
Maximize person-centered services for persons served and support team members.	Input of persons served and support teams: % of respondents who choose "Excellent" or "Good" in their survey on the "Services are person-centered and driven by the person and their support team."	Annual Satisfaction Survey with results compiled by HR Director	≥ 94%	94.8%
Increase the number of hours individuals are able to attend programs based on the individual's needs and preferences.	Input of persons served and support teams: % of respondents who choose "Excellent" or "Good" in their survey on "Any preferences the person has related to their support are being provided by the DAC."	Annual satisfaction survey with results compiled by HR Director	≥ 94%	94.8%
Increase building maintenance and add utilities for optimal environment and services	Input of persons served and support teams: % of respondents who choose "Excellent" or "Good" in their survey on "The program site is comfortable and has a welcoming atmosphere" as well as "The program site is safe and well maintained."	Annual satisfaction survey with results compiled by HR Director.	≥ 94%	94.7%

"I think the DAC staff are awesome. I know my brother is happy and content with his role there."

Outcome Measures: All Programs

Objective	Measure	Data Sources	Goal	Program	2021	2022
Increase staff to increase service access	Agency-wide staff turnover	Accounting Manager/Year end financials	Increase Service Access by Increasing # of staff	DT&H	N/A	6
	Direct Support Professional staff turnover			Employment	N/A	2

Objective	Measure	Data Source	Goal	2021	2022
Minimize Staff Turnover	Agency-wide staff turnover	Accounting Manager/Year end financials	< 15%	19%	12%
	Direct Support Professional Staff Turnover			19%	10%

Measure of Business Function

Objective (in priority order)	Measure	Data Source	Goal	2021	2022
Maintain liquidity	Current Ratio (current assets/current liabilities)	Accounting Manager/ Financial Analysis	At or above 5	6.4	9.5
Ensure short-term financial viability as a business	Create cash reserve to fund capital purchases and unplanned financial need	Accounting Manager/ Financial Analysis	3 months of operational expenses	\$373,665	\$547,536
Increase program revenue	Revenue comparison to previous year to increase by bringing more participants into the program	Accounting Manager/ Financial Analysis	35%	25%	49%
Fund new innovation through grant funding	% increase in grant funding	Accounting Manager/ Financial Analysis	25%	34% increase: \$20,973	50% increase: \$31,338