

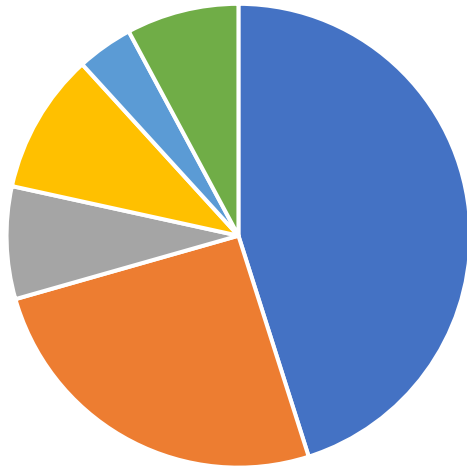


KAINOS PERFORMANCE MEASUREMENT AND MANAGEMENT SYSTEM OUTCOMES REPORT 2022



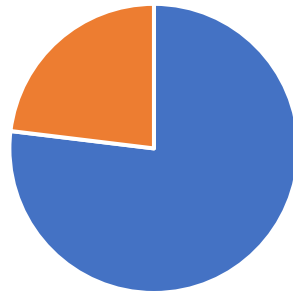
2022 Employment Community Service Demographics

Race/Ethnicity



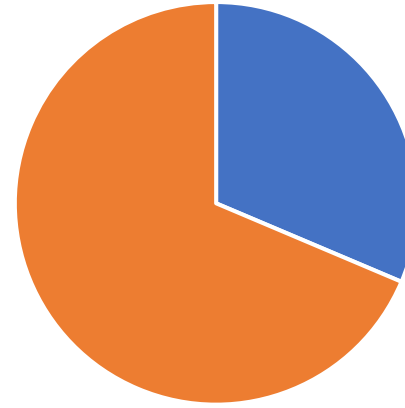
- Caucasian
- Asian
- Pacific Islander
- Latino
- African American
- Other

Gender



- Male
- Female
- Unknown

Placement



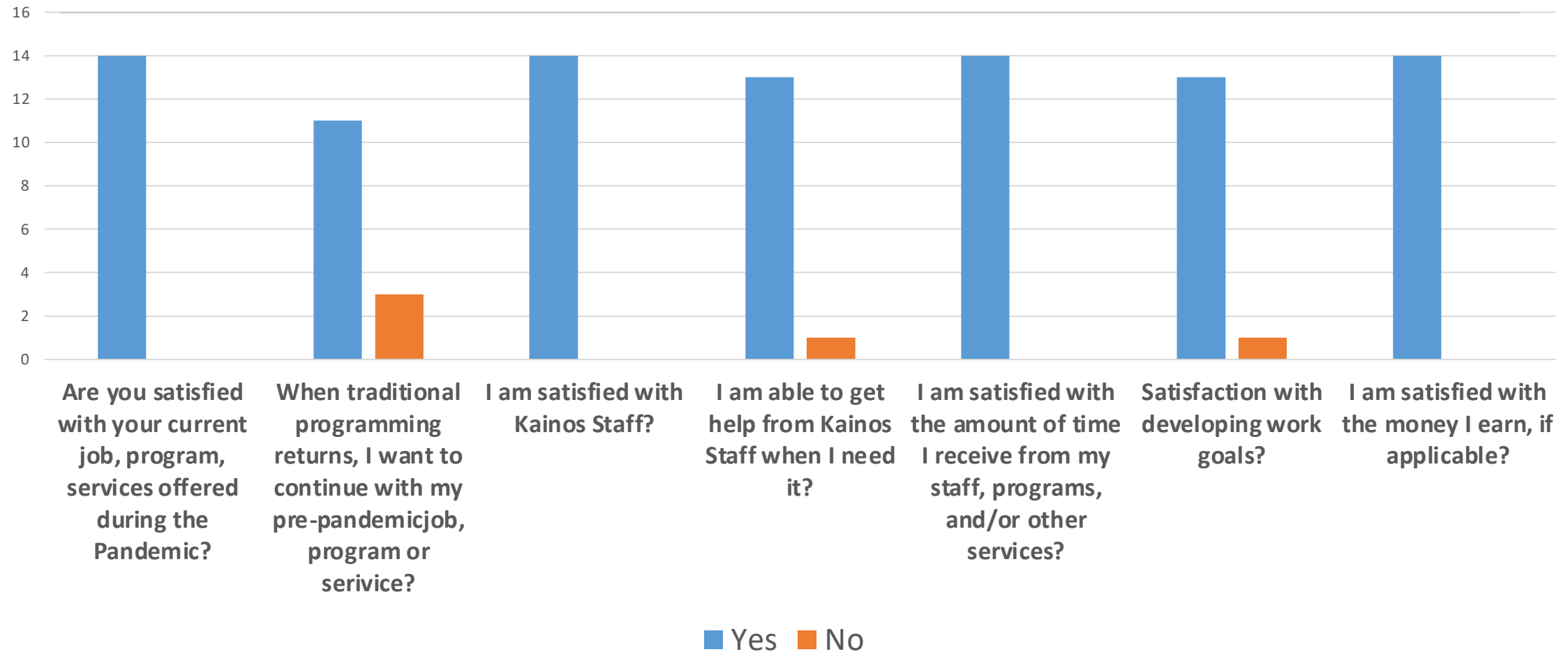
- Group
- Individual & PIP

Descriptor	Employment Community Service	
	2021	2022
Total Served	45	51
Race/Ethnicity		
	2021	2022
Caucasian	25	23
Latino	7	13
Asian	4	4
African American	3	5
Pacific Islander	2	2
Other	4	4
Gender		
Male	33	40
Female	12	11
Unknown	0	0
Age Range		
18-40	25	30
41-65	19	20
66-85	1	1
Primary Language		
English	36	36
Spanish	5	8
Other	4	7
Placement		
Group	17	16
Individual/PIP/SA	28	35
Living Situation		
Kainos Residential	12	12
Other Residential	7	26
Parent/Guardian	26	13

Client Satisfaction – Individual Employment



Client Satisfaction - Group Employment



Outcomes Measurement Objectives 2022

Employment Services

Individual & Group Employment

Goal	Program Objective	Measure(s)	To Whom Applied	Time of Measure	Data Source	Obtained By	Current	Goal	Previous Years Outcome
Efficiency	Maintain full hours of client services to maximum job coaching hours billed.	Number of billable hours divided by hours authorized	Persons receiving employment services in Group and IP	Monthly	Monthly Billing Tracking Sheets	Day & Employment Services Director	95%	93%	92%
Effectiveness	Increase ratio of client goals met to goals set	Total number of goals met, divided by goals set	Persons receiving services in Group and IP	Annually	Case Records	Employment Services Case Manager	93%	87%	85%
Stakeholder Satisfaction	Maintain –Increase overall stakeholder satisfaction	Percentage of stakeholders reporting “satisfied” or “very satisfied on survey forms	All Key Stakeholders	Annually	Satisfaction Surveys	Director of Compliance	86%	95%	98%
Service Access	Reduce length of time between inquiry/intake and start date	Average number of days between inquiry and official start date	All persons applying for employment services	Annually	Individual Client Files	Employment Services Case Manager	14 Calendar Days	21 Calendar Days	22 Calendar Days
Client Satisfaction	Satisfied with job placements	Percentage of persons served who are “very satisfied” to “satisfied” in their job placement	Persons receiving services in Group and IP	Annually	Satisfaction Surveys	Employment Services Case Manager	100%	95%	94%
Business Function (Efficiency)	Improve ratio of contract revenue to contract labor	Net contract revenue divided by cost	Moffett Field State Government Contract	Annually	Financial Department	Director of Compliance	1.58	1.5	1.47
Efficiency	Utilize all situational assessments referrals	Complete all authorized assessments referred	Persons receiving services	Annually	Monthly Billing Tracking Sheets	Day & Employment Services Director	5	10	9
Effectiveness	Clients placed in jobs after situational assessment completion	Clients are successfully placed in community employment settings	Persons receiving services	Annually	Individual Client Files	Day & Employment Services Director	1	5	5

Outcomes Measurement Objectives 2022

Employment Services

Individual & Group Employment

Goal	Program Objective	Measure(s)	To Whom Applied	Time of Measure	Data Source	Obtained By	Current	Goal	Previous Years Outcome
Services Access	Increase clients Employment Exploration and Situational Assessments	Number of Clients serviced in Situational Assessments and Employment Exploration	Person Receiving Services	Annually	Monthly Situational Assessment Billing Sheets	Day & Employment Services Director	8	12	14
Business Function	To add an additional crew of 3 to Moffett Field	Development of a new group	Moffett Field State Government Contract	Annually	Moffett Field Contract	Director of Compliance	2	3	2
Business Function	Expand number of paid internships	Increase number of individuals in the paid internship program	Persons Receiving Services	Annually	Placement Records	Day & Employment Services Director	4	3	New Goal
Service Access	To increase job placements by 5	Increase in placements	Persons Receiving Services	Annually	Job Development	Job Developer	3	5	5
Business Function	Increase Survey Responses	Satisfaction Surveys	Clients, families, stakeholders, partners	Annually	Satisfaction Surveys	Day & Employment Services Director	36%	46%	New Goal
Business Function	Add a Part-time Job Coach to maximize job coaching hours and services	Increase in staff	Kainos Staff	Annually	Human Resource Records	Director of Human Resources	3.5	3	2.5
Business Function	Increase confidence in our effectiveness to enable our clients to maximize their potential in the workforce	Satisfaction Surveys	Person Receiving Services	Annually	Satisfaction Surveys	Director of Compliance	100%	99%	98%