



## ProAct, Inc

3195 Neil Armstrong Blvd.  
Eagan, MN 55121  
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**“To Provide Person-Centered Services that Enhance the Quality of Life for People With Disabilities in the Areas of Employment, Life Skills and Community Inclusion”**

# Performance Management and Improvement Plan July 1<sup>st</sup>, 2023- June 30<sup>th</sup>, 2024

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ProAct’s plan is to develop and maintain a performance management and improvement report that will collect and summarize information for analysis on an annual basis. This report will assist ProAct in describing quality services that meet the needs of participants in developing and fulfilling their person-centered plans.

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### Program Outcome Reporting Procedure:

#### Overview

The performance management and improvement plan is designed to provide a compilation of data for use in analyzing organizational effectiveness, and identifying areas needing change or improvement. The report includes progress on goal attainment, rationale, and action plans if performance falls below an acceptable level. Satisfaction survey results will be included as a part of the report. All information is reviewed annually with staff members, participants, leadership staff, and the board of directors.

#### Outcome Measurement Goal

To assist ProAct in its provision of services by:

- A. Increasing the positive results achieved and satisfaction of participants by ProAct,
- B. Improve response to changing needs, laws, rules, and desires of participants,
- C. Increase the access, effectiveness, efficiency, and satisfaction of the service delivery system,
- D. Measure progress on the strategic plan.

#### Design And Data Collection

Data is collected monthly and analyzed at least annually, primarily from the following sources:

ProAct’s information system

Monthly program outcome tracking

Service authorization tracking.

Input from staff members, participants, and satisfaction survey responses.

Monthly financial summaries

**Outcome Management Reporting Results**  
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**Services: Applying for Accreditation**

The services for which we seek continuing accreditation are:

Assessment (Employment Planning Services - Facilitated by EDS staff for all sites)  
Community Employment – Individual and Group (Community Employment – Employment Supports and Job Development - Facilitated by Eagan, Shakopee, and Red Wing staff)  
Day Support Services - Community Exploration and Inclusion (Community Integration - Eagan, Hudson, Red Wing, Shakopee)

Staff members are responsible for collecting data which is used to analyze and report the results of this goal-directed activity, measure changes that are made where needed and develop action plans where effectiveness, efficiency, access, and satisfaction need improvement. Data collected must be reliable, valid, complete, and accurate so that decisions made based on this data are consistent and supported by evidence. This outcome reporting system is one component of a performance measurement and management system that is focused on performance targets directly impacting participants but also flowing from strategic goal planning, satisfaction of participants, and business objectives.

**Input Of Participants Procedure**

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ProAct’s procedure for input includes mechanisms to obtain, review and respond to input from participants, parents, guardians, other team members and other stakeholders as well as employers. Satisfaction information will be collected in a manner to meet the needs of all participants/employers/customers and other stakeholders. This information will be analyzed, responded to as needed and included in the performance management and improvement report.

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1. Stakeholders will be asked to complete a survey on an annual basis. This can be accomplished through a computerized survey, on paper or in a face-to-face conversation, including at a team meeting, as needed.
2. Employers (production floor, enclave and/or individual) will be surveyed on an annual basis, or more frequently as needed, by means of computerized annual surveys, in person or with phone interviews to obtain satisfaction information.
3. Any person who is participating in services for at least six months will have an exit interview completed by the appropriate staff member at the time of his/her discharge. If this is not possible, a follow-up form or a phone call will be conducted after discharge to obtain satisfaction/progress information. This information will be documented in the discharge summary.
4. Members of the Leadership Team will meet and review responses and recommendations from the surveys on an annual basis. This information will be shared with staff members, the participant advisory committee members and is available upon request for interested people.

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**Outcome Management Report**  
**Strategic Plan**

ProAct’s performance management and improvement system is based on strategic goals that flow from our mission: “To provide person-centered services that enhance the quality of life for people with disabilities in the areas of employment, life skills, and community inclusion”. To achieve these goals, ProAct will:

- Support relevant person-centered services for people with disabilities by providing day programs, training, and work to remove barriers to employment.
- Develop and operate business services to support mission.
- Preserve organizational agility and vitality to achieve desired outcomes.
- Inform and influence our external environment to improve the lives of people with disabilities, and our ability to provide them with quality services.

ProAct has developed services with which we seek not only to meet the needs of participants, but to demonstrate in a fashion that can be measured, the progress made by participants in those services. ProAct’s philosophy and practice incorporate the principles of person-centered thinking, using the practices of positive supports, encouragement, modeling, and experiential learning.

Other goals that flow from our strategic plan include:

Enhance the participant experience.

- Administer a participant survey in different methods.
- Evaluate opportunities for participant work including group employment and employment training on our production floor.

Create a culture of “ProAct as One”.

- Create a marketing plan and brand strategy.
- Create common procedures, practices, and systems to use across the organization.
- Implement a plan for the uniform use of technology across the organization.
- Create a committee to identify group employee activities to foster comradery.

Create a satisfied and cohesive workforce with clear, open and honest communication.

- Create a schedule of surveys for periodic feedback from employees.
- Create a plan for systematic events for fund and appreciation for all employees.

Create operational efficiencies.

- Evaluate and implement a technology strategy.
- Evaluate the vehicle fleet.
- Create a succession plan.

Create Community engagement.

- Create training for the employees around community engagement.
- Determine how to increase engagement with families and participants.

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**Satisfaction Information: What do Participants and Stakeholders Think about ProAct?**  
**Stakeholder Surveys - All Sites**

Annually ProAct conducts a Stakeholder survey comprised of funding sources, participants, case managers and family members; as well as an Employer survey comprised of production center and community-based business customers. The feedback compiled is distributed to agency leadership for review and to assess potential changes to programming, etc.

**Service Location     Stakeholder Survey/Number Responding**

Eagan	43%
Red Wing	18%
Shakopee	36%
Hudson	2%
TOTAL	392

The breakdown of respondents is as follows: 56% participants, 1% VRS/DVR, 7% case managers, 4% residential providers, 20% family members, 11% guardians and 1% other.

- 97% of those surveyed feel totally satisfied with the services they receive at ProAct
- 98% of those surveyed feel as though ProAct maintained consistent communications with its stakeholders.
- 92% of those served feel as though ProAct services suit the needs and desires of those served.

Comments from the survey:

- ProAct is a wonderful program. It has helped me to get to where I'd recommend it to anyone who is looking to gain job experience and have a job opportunity in the community.
- Leaders and staff are always friendly, helpful and involved
- I'm happy with services - it's great!
- They do a great job!!
- Wonderful and caring staff members!!!!
- Thank you for all the time, effort, and work that you provide to assist with each individual!!
- This time around I have been more than pleased with the job she has brought to my son!!!!!!
- They do a GREAT JOB!!
- My daughter loves going to ProAct every day, she would go every day if she could, she loves the classes she takes, the outings she gets to go on and the friends she has made and all the great staff at ProAct.

**Survey Summary/Action Plan:**

We are grateful for the support of our stakeholders. The comments received in the surveys will help us as we move into FY 2025 with its new set of challenges and changes. Our goal is to continue to enhance existing programming while we design new programming and services to help move participants forward. We are hoping to bring a more consistent reporting model to you this coming year. The survey and comments were very positive. Any comments or ideas for improvement, ProAct is working on individually and specifically. There weren't any overarching themes for change.

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**Employer Partner Survey – All Sites**

Seven employer partners responded to the on-line survey. Three of those responding directly hire ProAct participants, one is an enclave partner, and three utilize ProAct's Production and Business Services.

- 100% of those surveyed feel the quality, workplace behaviors, motivation and performance level of the workers is at or above average.
- 100% of those surveyed feel the ProAct staff is always professional and responsive.

**Staff Training**

For all staff members at all sites, ProAct will continue to facilitate Person Centered and Positive Support Rule Training, Autism Spectrum Disorder Training, Workplace Violence and Harassment Training, Americans With Disabilities Act (ADA), Bloodborne Pathogens, Code of Ethics, Rights of Participant, Data Practices/HIPAA, Diversity Training, Emergency Procedures: Fire, Natural Disasters, Bomb Threats, Armed Intruder, Utility Failures, Incident/Accident/Seizure Reports & Procedures, Program Abuse Prevention Plans and Vulnerable Adult/Reporting Procedure among others. In addition, we are doing Diversity, Equity and Inclusion training every month and a weekly training on different disabilities in program meetings.

Employees continued to keep up with all mandatory on-line training. First Aid/CPR, Crisis Prevention Intervention and medication administration training was provided as needed.

**Leadership**

Program leadership continued to meet with staff regularly to discuss changes to policies/procedures, strategic planning and to get feedback from staff regarding issues related to serving participants. This feedback was then brought to the Managers and Senior Leadership team meetings to discuss further and to make changes as needed. Updates were shared at all staff meetings and during Managers' team meetings as well. Clear communication and accountability of individual job performance continues to be a focus for staff members, while emphasizing job skills, job preparation, and following directions as a focus of work training efforts.

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**Outcome Management Report**  
**Individual Programs - All Locations**

**Community Integration Services**  
**Eagan, Hudson, Red Wing, Shakopee**

Day Support Services provided enrichment classes, community integration – including volunteering, skill training, group craft projects, personal care services and/or skill training for participants. The general plan is to focus on community skills and volunteering as well as outings in the community. ProAct offers virtual/remote programs with enrichment classes provided online. Enrichment classes provide community outings as frequently as possible. ProAct tries to get 80% of the participants out in the community each month and has a variety of outings offered each week.

Numbers served in FY24 by location include:

- Eagan – 185
- Red Wing 114
- Shakopee – 119
- Hudson - 21

**Employment Services – Eagan, Shakopee, and Red Wing**

- **Employment Planning Services** (Assessment) is a program that serves participants coming to ProAct for help in identifying work for which they are suited – such participants may be transition students getting ready to leave school, when referred by DEED/Rehabilitation Services counselors; persons who can no longer perform their usual work due to a disability or injury, persons who are unemployed and need to acquire basic work skills, support preparing for a new career, or relearning lost skills. In most cases, the recommendations now focus on competitive integrated employment and the level of support needed to achieve it. The need has been to go directly to placement referrals, which continue to increase in this reporting period. The purpose of this service is to assist individuals to learn about their options and to make informed choices about career options based on their preferences, strengths, abilities and needs.
- **Community Employment** (Group employment or Enclaves) has been viewed as a potential step toward independent employment and an effective way to hone skills desired by employers. Depending on location, classes and/or center-based skill training were provided to augment community employment. Our goal is that some of those individuals will move from group to individual employment during this period. Because that does not always happen naturally, we are continuing efforts to provide Customized Employment, encourage individuals to seek individual employment with support to ease the transition, if desired and other innovative methods. In accord with our goal to promote independence and community integration, we assist participants to obtain or maintain individual jobs in the community as desired. Red Wing has two group employment sites. Eagan and Shakopee did not return to community employment enclaves that stopped during the pandemic. Eagan is starting to explore adding new enclaves again; currently there is only one small employment site (cleaning apartments) but the Eagan site will continue

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to explore additional options. Shakopee is concentrating on Community Integration enrichment classes and Employment Services – Independent Employment.

- **Community Employment - Supported or Independent Employment (Employment Support Services and Employment Development Services).** ProAct’s employment services staff members maintain a full schedule of business/employer contacts in the community to explain our services and promote the advantages of hiring persons with disabilities through our organization. Job coaching support is provided when requested/as needed, and a minimum of two follow-up visits per month are made to provide positive support for individuals in supported employment. In Eagan, Shakopee and Red Wing, the purpose of these services is to assist individuals to obtain integrated community employment at minimum wage or above. Depending on the needs and desires of participants, employment services can include the discovery process, job seeking skills training, career exploration and other services.
  - ProAct – 54 total placements in independent jobs in FY24

**Outcome Management Reporting Results  
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**Reporting Outcomes**

Program/Objective	Annual Goal/Outcomes	Access	Efficiency	Effectiveness	Satisfaction
<p><b>Employment Planning Services</b> Objective: Increase the numbers served by 20% in FY 2024</p> <p>Indicator: Number of participants Obtained By: Program Manager Time of Measure: Monthly</p>	<p><b>Goal:</b> Enroll 20 individuals into Planning Services in FY 2024</p> <p>Indicator: Number of new participants Obtained By: Program Manager Time of Measure: Monthly</p> <p><b>Outcome:</b> 25 Individuals successfully enrolled in Planning Services in FY 2024. This is an increase of 45% – Met</p>	<p>ProAct will send out marketing information at least monthly to increase intakes (12+ times per year)</p> <p>Indicator: Frequency of sent marketing flyers Obtained By: Program Manager Time of Measure: Monthly</p> <p><b>Met:</b> Marketing flyers were sent at least once a month. Flyers were updated in the last year and all Emp. staff also hand them out when in the community.</p>	<p>ProAct will enroll 20 individuals into Planning Services during FY 2024.</p> <p>Indicator: Number of new participants Obtained By: Program Manager Time of Measure: Monthly</p> <p><b>Met:</b> 25 Individuals successfully enrolled in Planning Services in FY 2024. This is an increase of 45%.</p>	<p>ProAct will successfully intake 95% of individuals referred to Planning services within 30 days of referral during FY2024</p> <p>Indicator: Number of participants intaked in first 30 day Obtained By: Program Manager Time of Measure: Monthly</p> <p><b>Met:</b> ProAct was able to intake 96% of individuals in the Planning service within the first 30 days after referral during FY24</p>	<p>95% of participants will report overall satisfaction with services through annual surveys. Additional discussions about satisfaction occur at exit interviews and annual meeting discussion</p> <p>Indicator: Percent of participants satisfaction Obtained By: Program Director/survey Time of Measure: Annually</p> <p><b>Met:</b> 95% of participants reported overall satisfaction with ProAct services in the annual survey.</p>
<p><b>Community Employment Services – Employment Supports</b> Objective: 95% of participants will retain their independent job.</p> <p>Indicator: Percentage of participants retaining job Obtained By: Program Manager Time of Measure: Monthly</p>	<p><b>Goal:</b> 95% of participants will retain their independent job.</p> <p>Indicator: Percentage of participants retaining job Obtained By: Program Manager Time of Measure: Monthly</p> <p><b>Outcome:</b> 98% of the participants employed independently retained their jobs in FY2024 - Met</p>	<p>ProAct staff will check in with each participant at the work site at least twice a week.</p> <p>Indicator: Number of times staff check in with participant at job Obtained By: Program Manager Time of Measure: Monthly</p> <p><b>Met:</b> ProAct staff checked in with all independently employed participants at least twice a week in FY2024</p>	<p>95% of participants will retain their independent job.</p> <p>Indicator: Percentage of participants retaining job Obtained By: Program Manager Time of Measure: monthly</p> <p><b>Met:</b> 98% of the participants employed independently retained their jobs in FY2024</p>	<p>95% of participants will retain their independent job.</p> <p>Indicator: Percentage of participants retaining job Obtained By: Program Manager Time of Measure: monthly</p> <p><b>Met:</b> 98% of the participants employed independently retained their jobs in FY2024</p>	<p>95% of participants will report overall satisfaction with services through annual surveys. Additional discussions about satisfaction occur at exit interviews and annual meeting discussion</p> <p>Indicator: Percent of participants satisfaction Obtained By: Program Director/survey Time of Measure: Annually</p> <p><b>Met:</b> 98% of participants reported overall satisfaction with ProAct services in the annual survey</p>



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Program/Objective	Annual Goal/Outcomes	Access	Efficiency	Effectiveness	Satisfaction
<p><b>Community Employment Services – Job Development</b> Objective: Reduce the amount of time between intake completion and date hired into competitive employment to 120 days or fewer</p> <p>Indicator: Time between intake and date hired Obtained By: Program Manager Time of Measure: Monthly</p>	<p><b>Goal:</b> Place 80% of individuals served into competitive employment within 120 days of program intake in FY 2024</p> <p>Indicator: percentage of participants placed in first 120 days Obtained By: Program Manager Time of Measure: Monthly</p> <p><b>Outcome:</b> 57% of individuals were placed into employment within 120 days of program intake – Not Met</p>	<p>Expand business relationships to include 35 new employers during the year.</p> <p>Indicator: Number of new business relationships Obtained By: Program Manager Time of Measure: Monthly</p> <p><b>Met:</b> ProAct added 38 new employers in FY2024.</p>	<p>ProAct will place 80% of participants into competitive employment within 120 days of program intake in FY 2024.</p> <p>Indicator: percentage of participants placed in first 120 days Obtained By: Program Manager Time of Measure: Monthly</p> <p><b>Not Met:</b> 57% of individuals were placed into employment within 120 days of program intake</p>	<p>ProAct will place 80% of participants into competitive employment within 120 days of program intake in FY 2023.</p> <p>Indicator: percentage of participants placed in first 120 days Obtained By: Program Manager Time of Measure: Monthly</p> <p><b>Not Met:</b> 57% of individuals were placed into employment within 120 days of program intake</p>	<p>95% of participants will report overall satisfaction with services through annual surveys. Additional discussions about satisfaction occur at exit interviews and annual meeting discussion</p> <p>Indicator: Percent of participants satisfaction Obtained By: Program Director/survey Time of Measure: Annually</p> <p><b>Met:</b> 96% of participants reported overall satisfaction with ProAct services in the annual survey.</p>
<p><b>Community Integration Services</b> Objective: Increase the number of participants receiving services in the community</p> <p>Indicator: number of participants in the community Obtained By: Program Manager Time of Measure: Monthly</p>	<p><b>Goal:</b> Provide community-based services to 80% of those served in Community Integration Programming (DSS Classes in the Community) in FY 2024</p> <p>Indicator: Percentage of participants in classes in the community Obtained By: Program Manager Time of Measure: Monthly</p>	<p>Term schedules will involve center based and community activities. There will be at least 30% enrichment classes at all sites that are scheduled in the community each term.</p> <p>Indicator: Percentage of classes in the community Obtained By: Program Manager Time of Measure: Monthly</p> <p><b>Met:</b> There was an average of 33% community-based classes each term this year.</p>	<p>ProAct will provide community-based enrichment classes to 80% of participants in CI in FY 2024.</p> <p>Indicator: Percentage of participants in classes in the community Obtained By: Program Manager Time of Measure: Monthly</p> <p><b>Not met:</b> 78% of those served in Community - Integration Programming received community-based</p>	<p>ProAct will provide community-based enrichment classes to 80% of participants in CI in FY 2024.</p> <p>Indicator: Percentage of participants in classes in the community Obtained By: Program Manager Time of Measure: Monthly</p> <p><b>Not met:</b> 78% of those served in Community - Integration Programming received community-based</p>	<p>95% of participants will report overall satisfaction with services through annual surveys. Additional discussions about satisfaction occur at exit interviews and annual meeting discussion</p> <p>Indicator: Percent of participants satisfaction Obtained By: Program Director/survey Time of Measure: Annually</p> <p><b>Met:</b> 99% of participants reported overall satisfaction with ProAct services in the annual survey.</p>

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	<p><b>Outcome:</b> 78% of those served in Community - Integration Programming received community-based services – Not met</p>		<p>services. Results from individual sites:            Shakopee – 93% Hudson – 85% Red Wing – 73% Eagan – 70%</p>	<p>services. Results from individual sites:            Shakopee – 93% Hudson – 85% Red Wing – 73% Eagan – 70%</p>	
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Data collection for goals and outcomes is collected using the agency data management system by ProAct’s Program Managers

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**Action plan for goals not met:**

**Community Integration** – 78% of those served in Community Integration Programming received community-based services just missing the goal of 80%. One of the biggest items holding us back is transportation and we will continue to work with transportation companies to ensure as many community outings can go out as possible. Our numbers have been rising each year and we will keep working to get more individuals in the community.

**Community Employment Services – Job Development** - 57% of individuals were placed into employment within 120 days of program intake missing the goal of 80%. There are two reasons why this result is lower than the goal: 1. The job development process is longer and more detailed than it used to be. This is a good thing – participants spend a lot of time figuring out what they want to do so that they can find the best job not just any job. 2. We are now getting referrals for participants that have a lot harder road towards getting a job. Again, this is a positive – the State of Minnesota is pushing everyone that wants a job to try to get a job. Therefore, many folks who never thought employment could be an option are going through the process. In the future, we will adjust our timeline to allow for these items and not shoot to get such a high number employed right away.

**Continual Improvement:**

Some of the outcomes were internal goals meaning the Manager/Program tracked the outcome on their own. In FY25 – we will set these as formal goals and add them to the Monthly Outcomes for the organization. This will increase accountability (being sure it's completed each month) as well as transparency (the organization will see the results month over month)

**Supplemental Information:**

Wage information from ProAct individual employment sites:  
Highest wage-\$23.80/per hour  
Average wage, \$15.82 per hour  
Lowest wage, \$10.85 per hour

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		TOTAL	%	ProAct Participants
<b>GENDER</b>	FEMALE	443	47%	443
	MALE	447	48%	447
	Other/Unknown	45	5%	45
	Total in program	925	100%	925
<b>AGE</b>	0-21	28	3%	28
	22-29	184	20%	184
	30-39	218	24%	218
	40-49	165	18%	165
	50-59	145	16%	145
	60-69	103	11%	103
	70+	34	4%	34
	Other/Unknown	48	5%	48
Total in program	925	100%	925	
<b>RACE</b>	Asian	20	2%	20
	Black	46	5%	46
	White	759	82%	759
	Hispanic	18	2%	18
	Native American	5	1%	5
	Unknown/Other	77	8%	77
	Total in program	925	100%	925
<b>PRIMARY DISABILITY</b>	Autism Spectrum Disorder	89	10%	89
	Cerebral Palsy	7	1%	7
	Mild Intellectual Disability	231	25%	231
	Moderate Intellectual Disability	210	23%	210
	Severe Intellectual Disability	40	4%	40
	Profound Intellectual Disability	8	1%	8
	Other/Unknown	340	37%	340
	Total in program	925	100%	925