Program Outcomes and Demographics 2018

The following is a high-level summary of outcomes and demographic information for all Rise programs combined. Detailed demographics, performance data, and analysis for individual programs operated by Rise are available upon request.
Contents

Demographics of Persons Served
Enrollment 3
Age and Race 4
Disability and Gender 5
County of Residence 6

Satisfaction
Persons Served 7
Stakeholders 8
Business Partners 9

Comments – Persons Served 10
Comments – Stakeholders 11
Comments – Business Partners 12

Competitive Employment Outcomes
Placements 13
Wages 14
Hours Worked 15
Conversion 16
Job Retention 17

Non-Competitive Employment Outcomes
Wages 18
Hours Worked 19
Hours by Wage Type 20

Life Enrichment Outcomes 21

Housing Outcomes 22
Demographics of Persons Served

Enrollment by Service Line

- Day Training and Habilitation: 566
- Vocational Rehabilitation & Supported Employment: 113
- Adult Day: 172
- Housing and Independent Living: 468
- Welfare to Work: 1081
- ESR: 984

Total Enrollment by Year

- 2015: 2442
- 2016: 2461
- 2017: 2736
- 2018: 2916

T = 3384
Demographics of Persons Served

**Age Range**
- 18-29: 27%
- 30-39: 28%
- 40-49: 27%
- 50-59: 19%
- 60-69: 17%
- 70+: 8%

**Race**
- African American: 66%
- Asian American: 7%
- Caucasian/White: 21%
- American Indian: 2%
- Hispanic/Latino: 1%
- Other: 1%

Legend:
- 18-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70+
- African American
- Asian American
- Caucasian/White
- American Indian
- Hispanic/Latino
- Other
Demographics of Persons Served

Primary Disability
- Developmental: 48%
- Mental Health: 33%
- Deaf, Deafblind, Hard of Hearing: 7%
- Brain Injury: 4%
- Other: 8%

Gender
- Female: 1628
- Male: 1735
- Transgender: 21
Demographics of Persons Served

County of Residence

- Anoka: 30%
- Hennepin: 25%
- Ramsey: 5%
- Chisago & Isanti: 9%
- Washington: 15%
- Stearns: 4%
- St Croix, WI: 4%
- Other: 8%

St Croix, WI 4%
Washington 15%
Chisago & Isanti 9%
Stearns 4%
Satisfaction – Persons Served

Overall satisfaction survey responses were **96.16%** positive (agreed or strongly agreed to affirmative statements covering the themes listed below). Number of respondents = **654**.
Satisfaction – Stakeholders

Stakeholders include: family members, referral sources/funders, advocates, and other service providers. Overall satisfaction survey responses were **98.23%** positive (agreed or strongly agreed to affirmative statements covering the themes listed below). Number of respondents = **332**.

![Satisfaction Bar Chart]

- **Quality**: 97.87%
- **Professionalism**: 99.39%
- **Communication**: 98.33%
- **Informed Choice**: 95.38%
- **Creativity**: 98.48%
- **Recommend Rise**: 99.09%
Satisfaction – Business Partners

Overall survey responses were 100% positive (agreed or strongly agreed to items below). Number of respondents = 9.

- I am satisfied with the services provided by Rise.
- The quality of work provided by Rise meets the needs of my business.
- Rise staff are professional and competent.
- I have open communication with Rise staff.
- There is good/timely communication from Rise.
- I would recommend Rise to other companies.

![Bar chart showing the percentage of respondents who agreed or strongly agreed with each statement.]

- I am satisfied with the services provided by Rise: 78% strongly agree, 22% agree.
- The quality of work provided by Rise meets the needs of my business: 78% strongly agree, 22% agree.
- Rise staff are professional and competent: 78% strongly agree, 22% agree.
- I have open communication with Rise staff: 56% strongly agree, 44% agree.
- There is good/timely communication from Rise: 67% strongly agree, 33% agree.
- I would recommend Rise to other companies: 67% strongly agree, 33% agree.
Satisfaction Survey Comments

Persons Served

• *Rise is a beautiful program, the staff is great!!! I have truly improved every aspect in my life, and am more confident...I recommend the program to anyone who needs it. Thank You -*

• *Rise has really has helped me to move ahead ---- patiently!*

• *Rise has helped me view my capabilities more positively...without the help and support from Rise I would not have thought I could be successful working with my health issues. This is a great program and is a contribution to society as a whole to helping disabled people become successfully employed.*

• *The employment consultants and supervisors respect their clients and go out of their way to meet the clients' needs.*
Satisfaction Survey Comments

Stakeholders

• Great service and wonderful advocates for people

• It's hard to put into writing how much Rise has positively affection our daughter's life.

• Staff are excellent at getting to know every detail about an individual, & because of that are able to provide top-notch support

• They seek out new ways for people’s talents and capabilities to be used, providing a flexible and interesting work environment.

• I am very satisfied with the services my daughter received at Rise! It is an exceptional program!

• Our son has learned a lot being there! We couldn't be more happy. Thanks for all you do!
Satisfaction Survey Comments

Business Partners

• *Rise is a partner of choice for our Site. We enjoy working with the employees and leadership.*

• *The Rise Team is exceptional!!*

• *Good people to work with and they always try to accommodate our customers needs to the best of their abilities.*

• *They always react to our schedule changes and keep us running!*

• *Keep up the good work and make sure you let the staff know we really appreciate the support from Rise team.*
Competitive Employment Outcomes

Placements

*Competitive Employment* is work performed in an integrated setting at minimum wage or higher (i.e. everyday jobs with wages at the going rate in the open labor market). The chart below reflects new competitive jobs secured by persons served at Rise over the last 3 years.

<table>
<thead>
<tr>
<th>Year</th>
<th>VRSE</th>
<th>W2W</th>
<th>DTH</th>
<th>ESR</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>282</td>
<td>301</td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>352</td>
<td>430</td>
<td>43</td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>328</td>
<td>255</td>
<td>54</td>
<td>52</td>
</tr>
</tbody>
</table>
Competitive Employment Outcomes

**Average hourly wages** for individuals served in competitive employment

<table>
<thead>
<tr>
<th>Year</th>
<th>VRSE</th>
<th>W2W</th>
<th>DTH</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>$11.43</td>
<td>$9.86</td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>$11.90</td>
<td></td>
<td>$10.34</td>
</tr>
<tr>
<td>2018</td>
<td></td>
<td>$12.11</td>
<td>$10.94</td>
</tr>
</tbody>
</table>
## Competitive Employment Outcomes

**Average weekly hours worked** for persons served in competitive employment

<table>
<thead>
<tr>
<th>Year</th>
<th>VRSE</th>
<th>W2W</th>
<th>DTH</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>25.5</td>
<td>33.9</td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>26.5</td>
<td>29.6</td>
<td>19.8</td>
</tr>
<tr>
<td>2018</td>
<td>25.9</td>
<td>33.0</td>
<td>19.0</td>
</tr>
</tbody>
</table>

*VRSE, W2W, DTH*
Competitive Employment Outcomes

Conversion

Number of persons served who moved from non-competitive (center-based or community contracted) to competitive employment

- 2016: 35
- 2017: 44
- 2018: 35
Competitive Employment Outcomes

Job Retention
Percentage of competitively placed persons served who retained employment for 90+ days

- 2016: 66%
- 2017: 66%
- 2018: 72%
Non-Competitive Employment Outcomes

**Average hourly wages** for individuals served in non-competitive employment (work performed at a Rise facility or in the community under contract between Rise and another business)

<table>
<thead>
<tr>
<th>Year</th>
<th>Center-Based</th>
<th>Supported Employment Teams</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>$3.04</td>
<td>$6.49</td>
</tr>
<tr>
<td>2017</td>
<td>$3.64</td>
<td>$6.55</td>
</tr>
<tr>
<td>2018</td>
<td>$3.89</td>
<td>$7.42</td>
</tr>
</tbody>
</table>
Non-Competitive Employment Outcomes

*Average weekly hours worked* for individuals served in non-competitive employment (work performed at a Rise facility or in the community under contract with another business).
Non-Competitive Employment Outcomes

**Total work hours by wage type** for all individuals served in non-competitive employment (work performed at a Rise facility or in the community under contract with another business).
Goal Progress

The % of persons served in life enrichment / community integration programs who made progress in primary goal categories.

- Communication and Social Skills: 75%
- Health and Wellness: 75%
- Community Access: 78%
- Independence: 81%
Housing Outcomes

The chart below reflects a few of the common outcomes expected by persons served in our Housing and Homelessness Prevention programs in Anoka County and Central Minnesota.

- Occupancy rate for THP and subsidies: 2016 - 100%, 2017 - 100%, 2018 - 100%
- % of persons served who obtain permanent housing by the end of their 2 yr THP or 3 yr housing subsidy: 2016 - 94%, 2017 - 100%, 2018 - 100%
- % of persons served who obtain permanent housing by the end of their 2 yr THP or 3 yr housing subsidy: 2016 - 89%, 2017 - 100%, 2018 - 100%
- % persons served referred to supported employment services: 2016 - 23%, 2017 - 32%, 2018 - 60%
- % persons served referred to supported employment services: 2016 - 88%, 2017 - 100%, 2018 - 100%
- % persons served actively involved in education, volunteer work, vocational services, advocacy groups, or employment: 2016 - 10%, 2017 - 20%, 2018 - 30%
- % persons served actively involved in education, volunteer work, vocational services, advocacy groups, or employment: 2016 - 88%, 2017 - 100%, 2018 - 100%