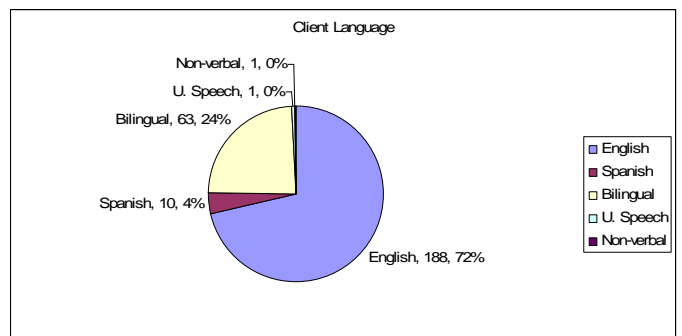
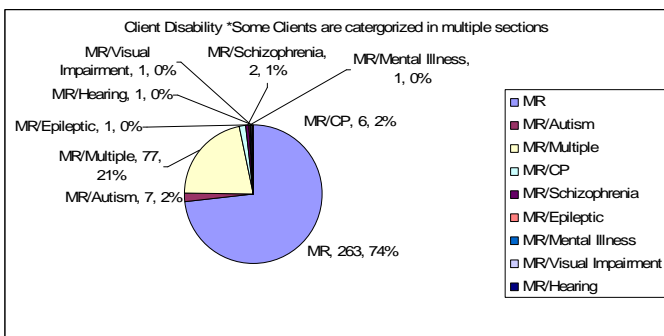
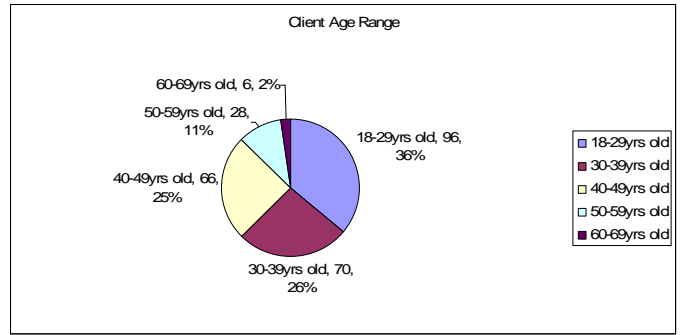
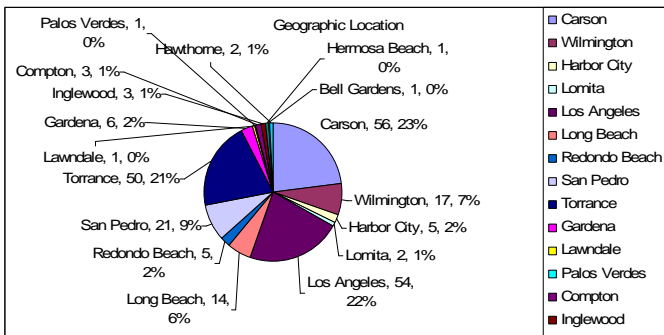
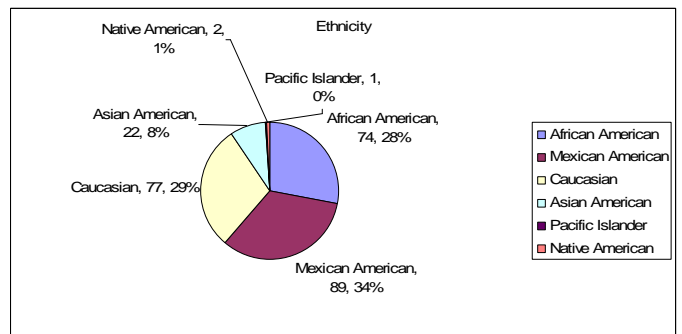
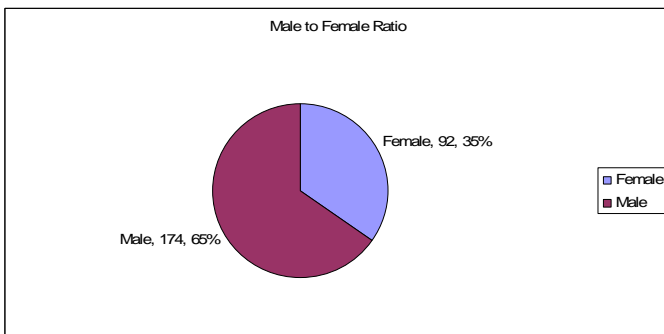


SBVC's Outcomes Management Report 2008

The following is a condensed version of South Bay Vocational Center's full Outcomes Management Report for the fiscal year 2007-2008.* The Outcomes Management report looks at the overall effectiveness and efficiency of services provided in each of the programs as well as the satisfaction of individuals served and other stakeholders (family members, funding sources, customers, community, staff and board members).

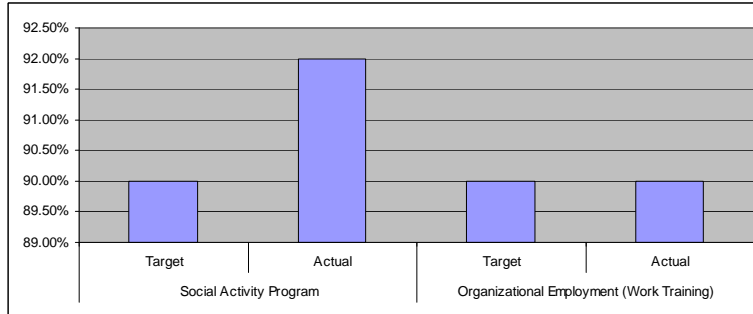
Results of the goals established each year assist us in identifying areas of strength and weakness and help plan for future quality assurance. The Outcomes Management report is used when conducting short and long term planning to align the agency with its customer's expectations and desired results.

Demographics of Persons Served:



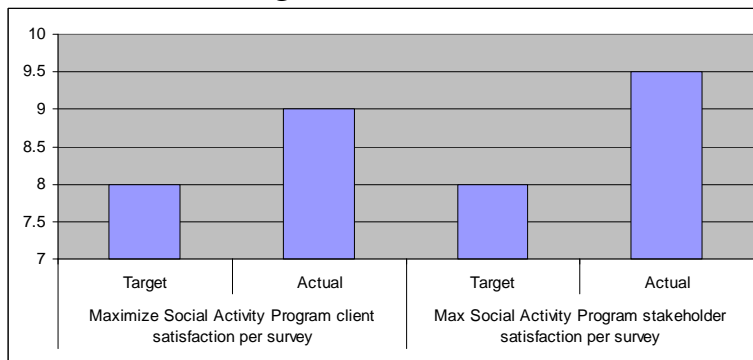
Summary of Performance:

Maximize client attendance



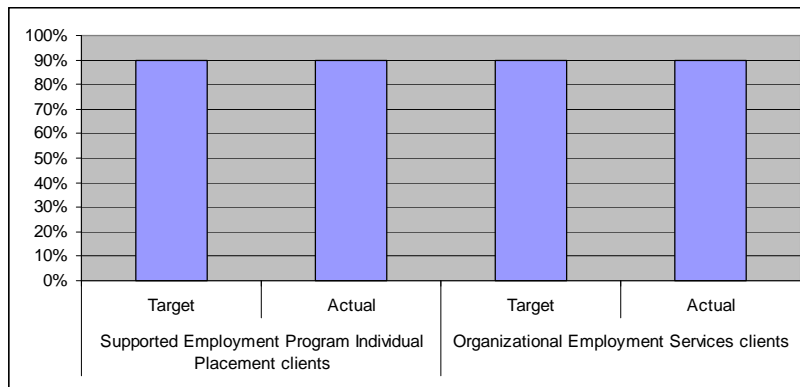
(Organizational Employment) A merit system was introduced to recognize individuals for good attendance. The counseling team will continue to implement this reward system.

Maximize Social Activity Program satisfaction per survey (scale rating of 1-10 with 10 being best)



The individuals served expressed a high level of satisfaction with the Social Activity Program.

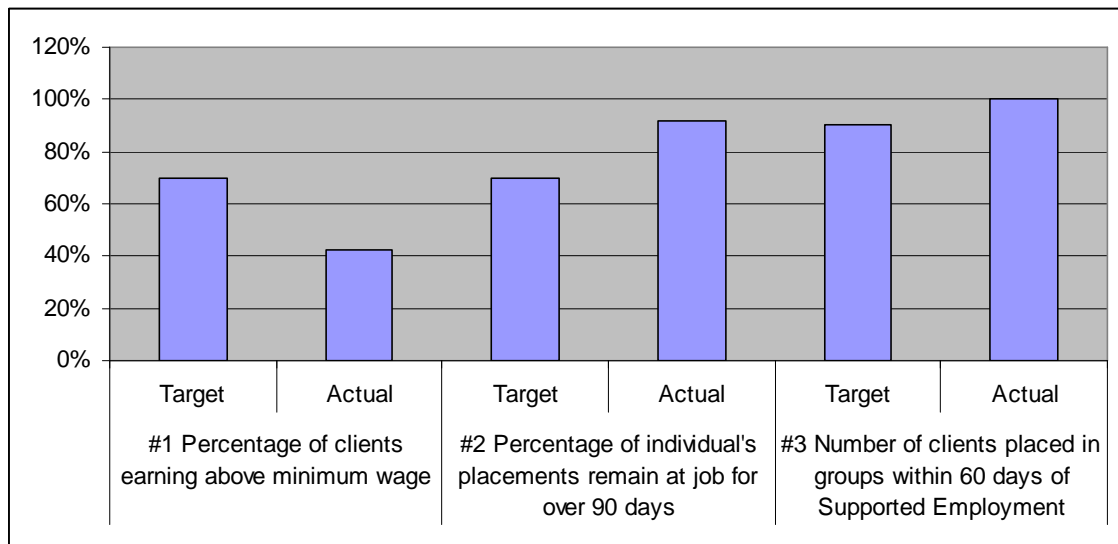
Percentage of clients rating quality of program services as 8 or higher on a scale of 1-10 with 10 being excellent



Supported Employment Program Individual Placement



Seventeen clients were placed throughout the year with assistance from the vocational specialists and job developers.

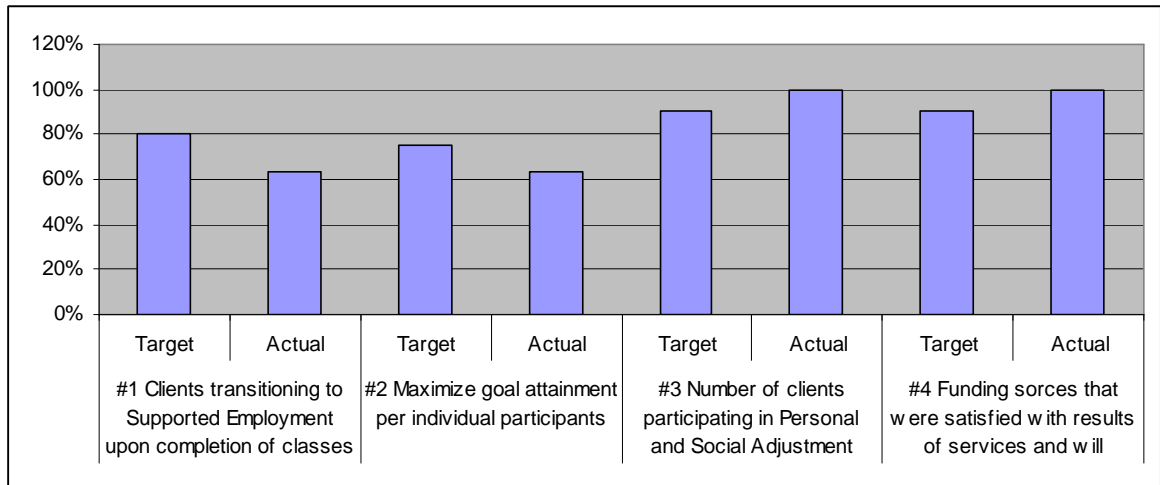


#1 16 out of 36 clients placed earn above \$8hr, the highest wage being \$17hr. The Vocational Specialists will continue to advocate for the individuals they coach.

#2 92% of individuals placed were able to retain their jobs beyond 90 days.

#3 100% of clients referred for group placement were placed in a variety of positions throughout the year. (53 individuals)

Personal and Social Adjustment Program



#1 50% of program participants were placed in the Supported Employment Program upon graduation.

#2 The program curriculum will continue to be updated with interactive activities and videos to assist program participants in reaching their goals.

#3 100% of individuals were able to access program services within 30 days of referral.

#4 Funding sources were satisfied with results of services and will continue to refer individuals in need of personal and social adjustment.

* A full report is available upon request from our office in Harbor City.