



ARTISANS

Developing Careers... Developing Relationships... Developing Communities

Annual Report

July 2017 – June 2018

Introduction

Artisans mission is to “...provide services necessary for individual job development, employment support and employment opportunities in the community for persons with disabilities.” Artisans is a mission driven organization and its mission is taken into account for each business decision made. Artisans is committed to a process of continuous improvement for the organization and the services it provides. The dynamic of a constantly changing employment market and the unique needs of each client it serves drives the organization to seek out innovative ways to improve the quality of its services and meet the outcome of successful employment for each of its clients.

This Performance Analysis Report is based on information and data that are reliable, valid, complete and accurate. With the data and information collected the Artisans seeks to review organizational performance, identify needs, improve the organization’s business functions and fiscal stability, improve effectiveness and efficiency of services delivery and improve accessibility to Artisans programs and services.

This, and subsequent reports, will be shared with Artisans clients, personnel, other stakeholders and the board of directors as deemed appropriate by Artisans Executive Director.

Business Functions Overview

Through all programs, Artisans provided services for 175 individuals in the community. Artisans continued to operate services out of its Downtown Office location (200 E. 2nd Ave. Ste. A) and its Northside Office Location (4019 E. Central Ave.) The two office locations offer convenience for Artisans consumers who live in different Spokane Area neighborhoods, including rural areas South and North of Spokane (Cheney, Medical Lake, Deer Park, Colbert, etc.)

This year Artisans maintained its Spokane County contract and offered Individual Employment (IE), Group Supported Employment (GSE) Services, Community Inclusion (CI), School to Work (STW), and Bridge Program (Bridge) Services through Spokane County. Overall, Artisans Spokane County program enrollment decreased this year. Artisans GSE program saw a significant decrease in enrollment from the start of the year to the end. GSE enrollment decreased by 22 percent (54 participants). IE program enrollment remained the same (36 participants). Artisans CI program enrollment increased 25 percent (15 participants).

Artisans maintained its contract with the Division of Vocational Rehabilitation (DVR) providing Pre-ETS, Job Placement, Job Retention, Assessment, Trial Work Experience and Intensive Training Services to DVR customers. Artisans had 109 active Service Delivery contracts providing Pre-ETS, Job Placement, Job Retention, Community Based Assessment, Trial Work Experience and Intensive Training services. This is a 15 percent increase from the previous year.

Artisans also privately contracted with area high schools to offer employment/transition services to students. Artisans collaborated with Reardan High School during 2017/2018 offering

students customized high school transition services. Artisans provided private pay services to 3 students this year.

Artisans mentoring program continued with its partnership with the Setons of Gonzaga University Service Organization. Artisans was the recipient for the eighth year in a row for the September 2017 to April 2018 academic calendar year. Through this partnership/grant Artisans receives funds raised by the 30 students in the organization and commitment of volunteer time for the mentoring program from the students as well.

Areas Needing Improvement

2. Review building options for 200 E. 2nd Ste. A Location.

Area Addressed: Service Access

Action Plan:

- Review funding options to refinance loan or sell building and move into alternative space.

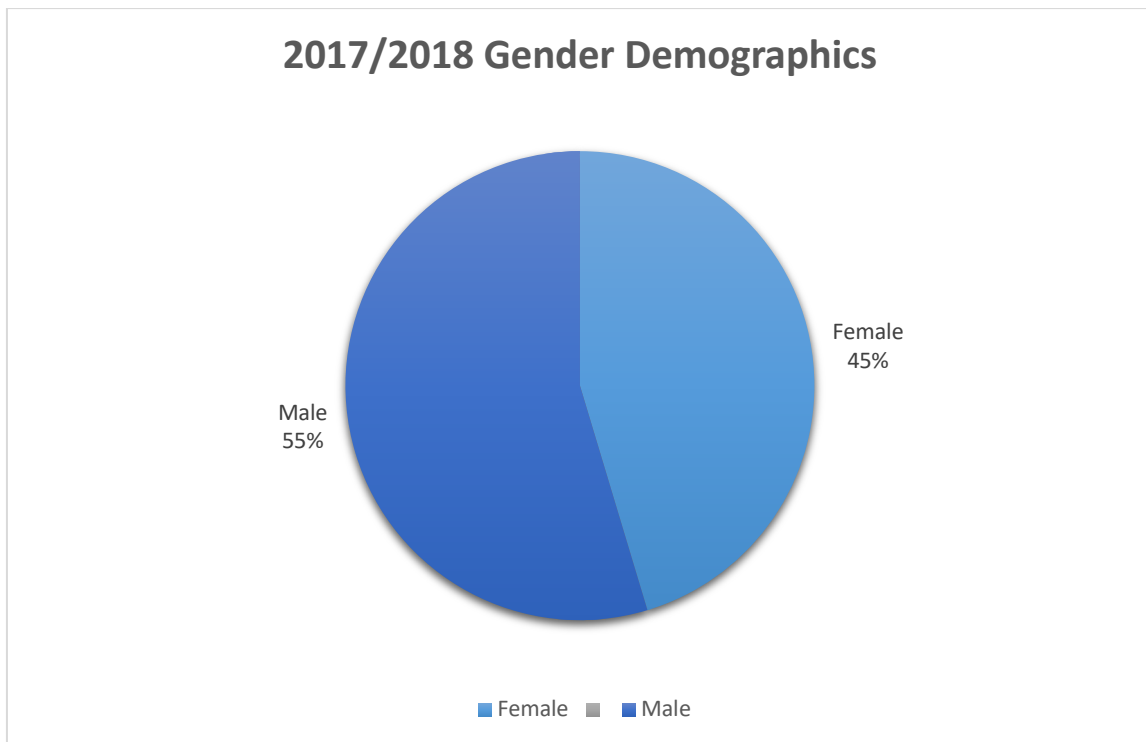
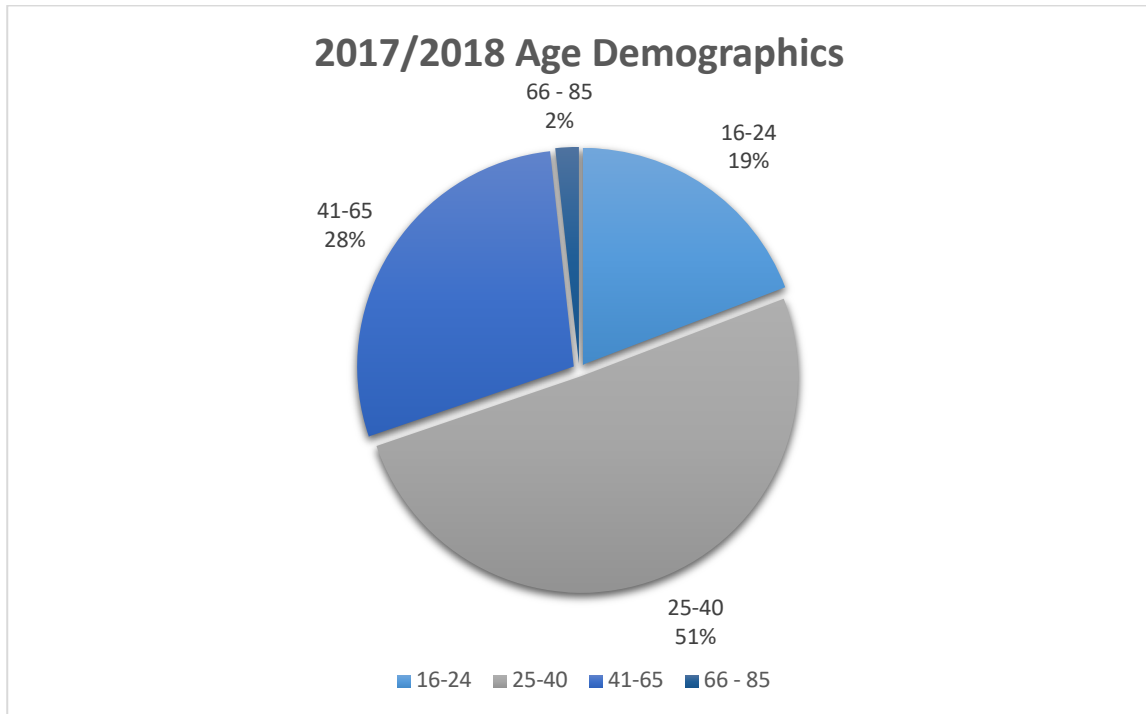
Indicator(s): Balloon loan payment on loan due in 2020

Service Delivery

The structure of Artisans services is outcome based as persons served in IE or GSE programs enter Artisans services to seek employment or maintain employment. How effective Artisans services are delivered directly affect the organization's outcomes. DVR Service Delivery Contracts are also structured with an outcome based fee structure. Artisans tracks each of its participant's employment goals and progress continually for each program. There are many factors that affect a participant's success in employment placement and employment retention.

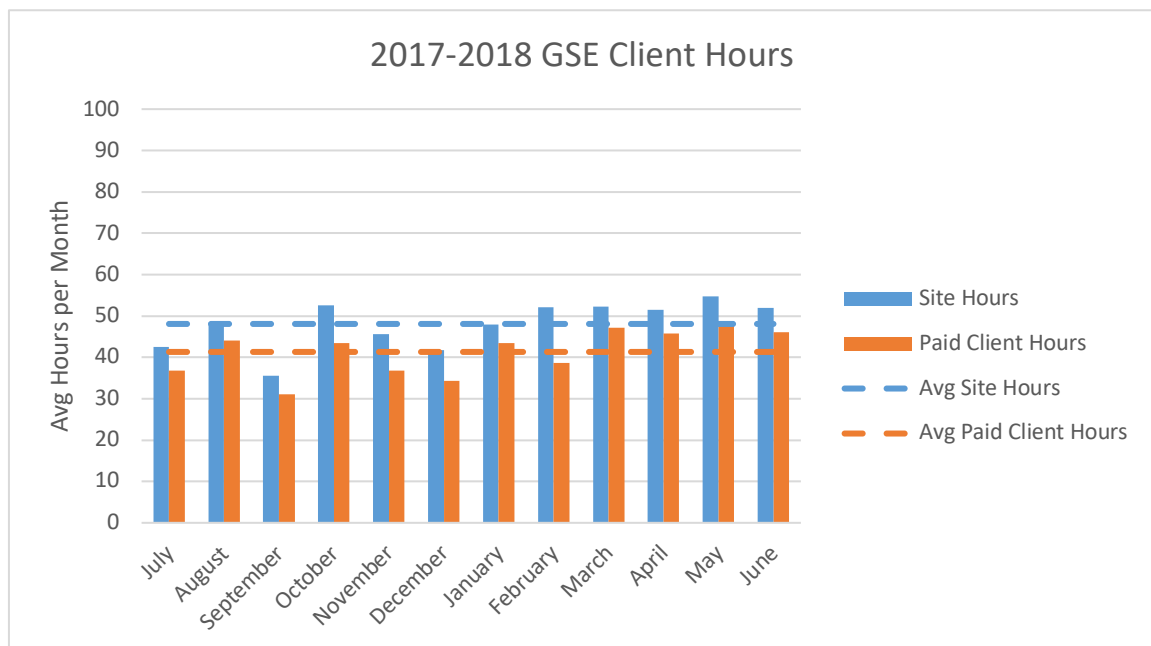
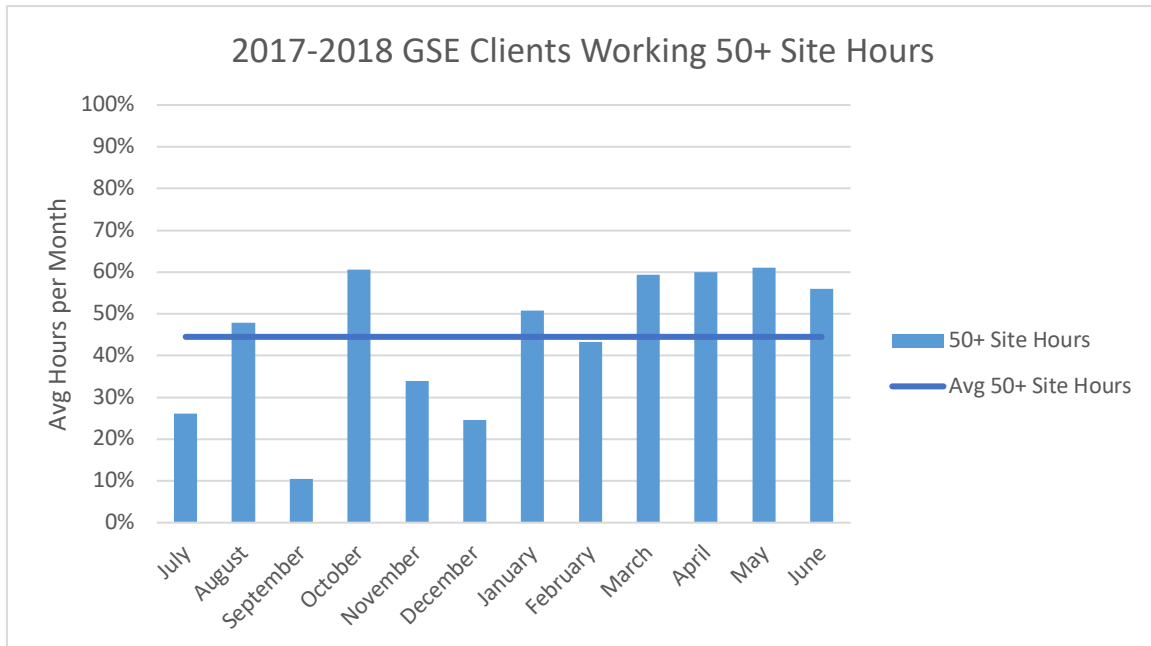
Demographics of Persons Served

During the FYE 2018 Artisans served 175 consumers through all programs.

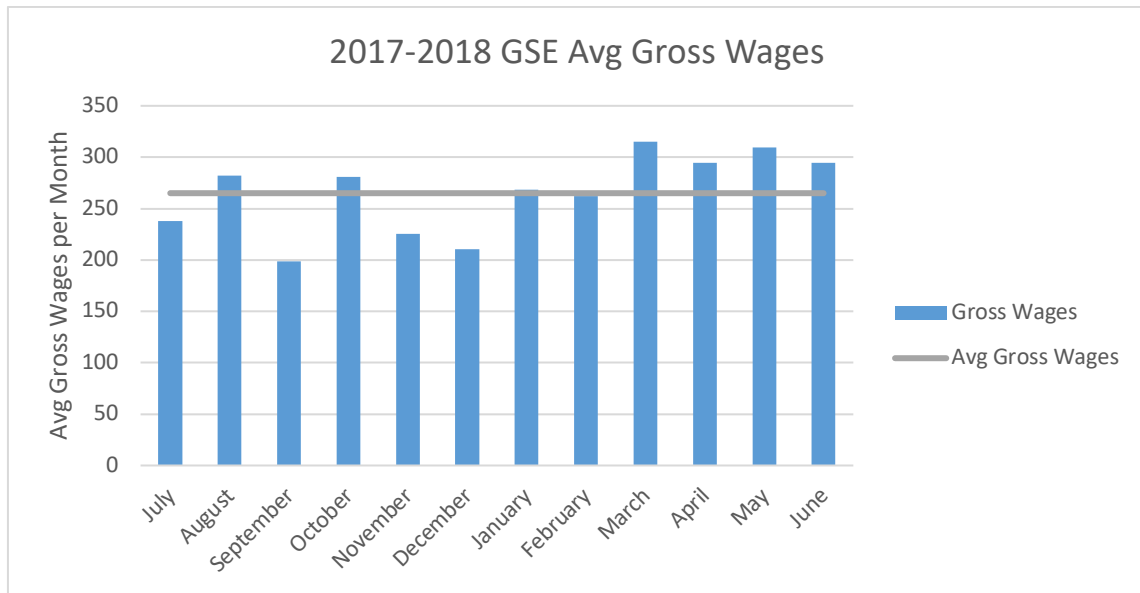


Group Supported Employment

For GSE client participation, over the fiscal year clients averaged 48.08 site hours per month, 41.31 paid hours per month.

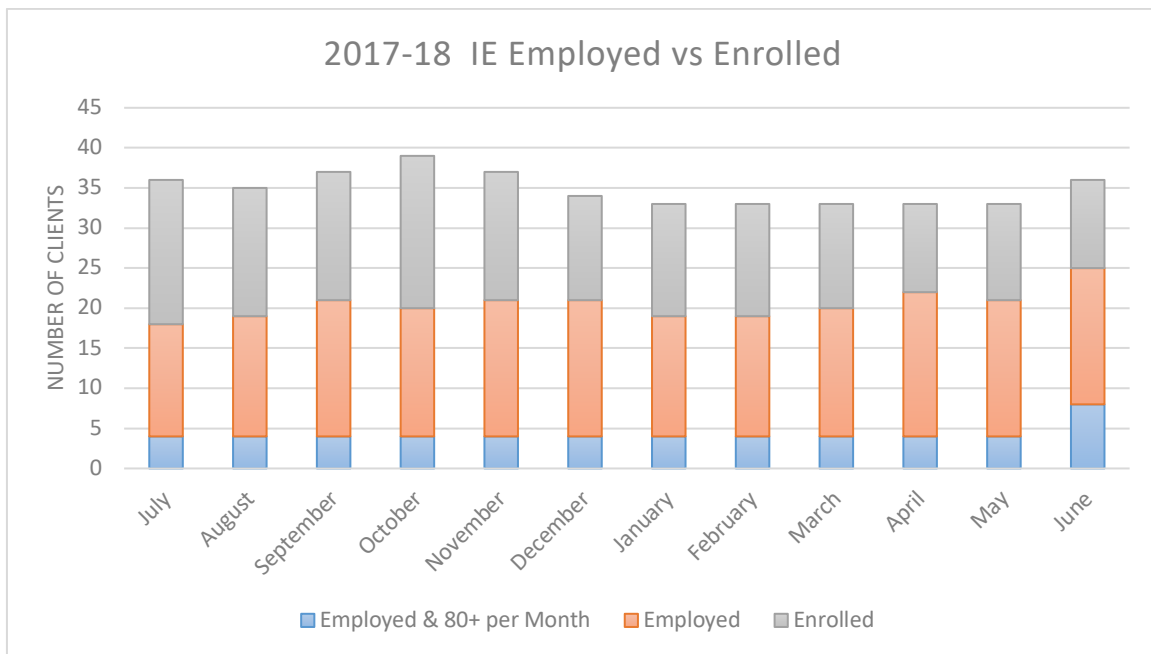


The average wages earned in GSE per month totaled \$264.98 per month over the fiscal year.

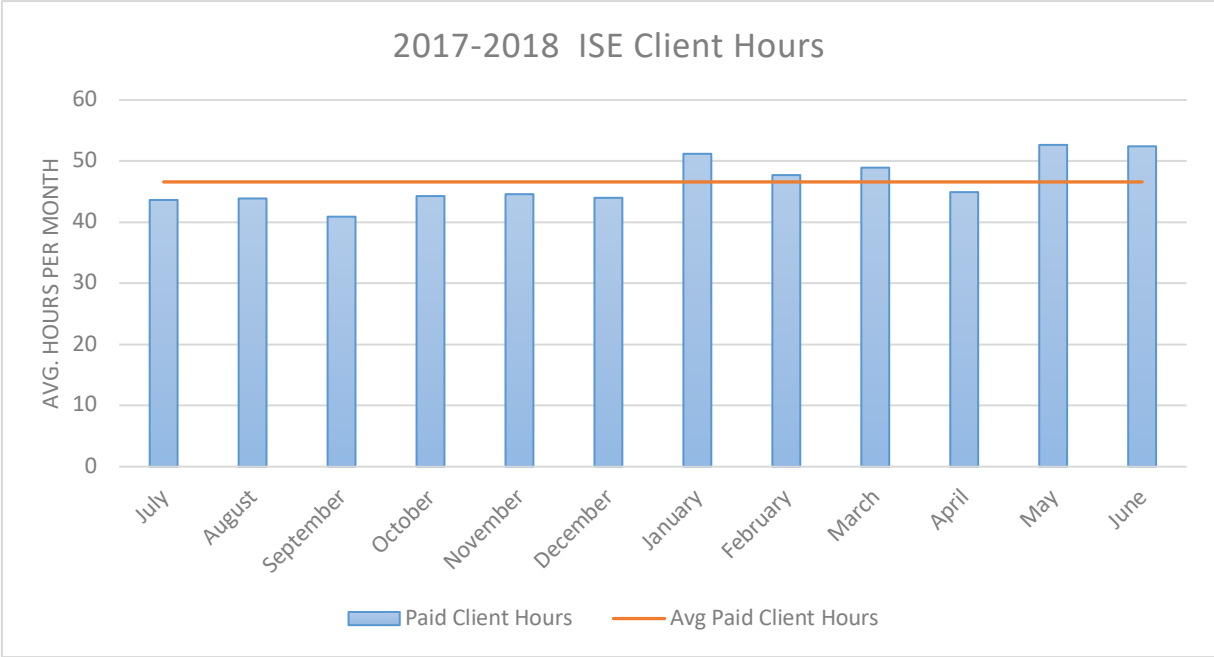


Individual Employment

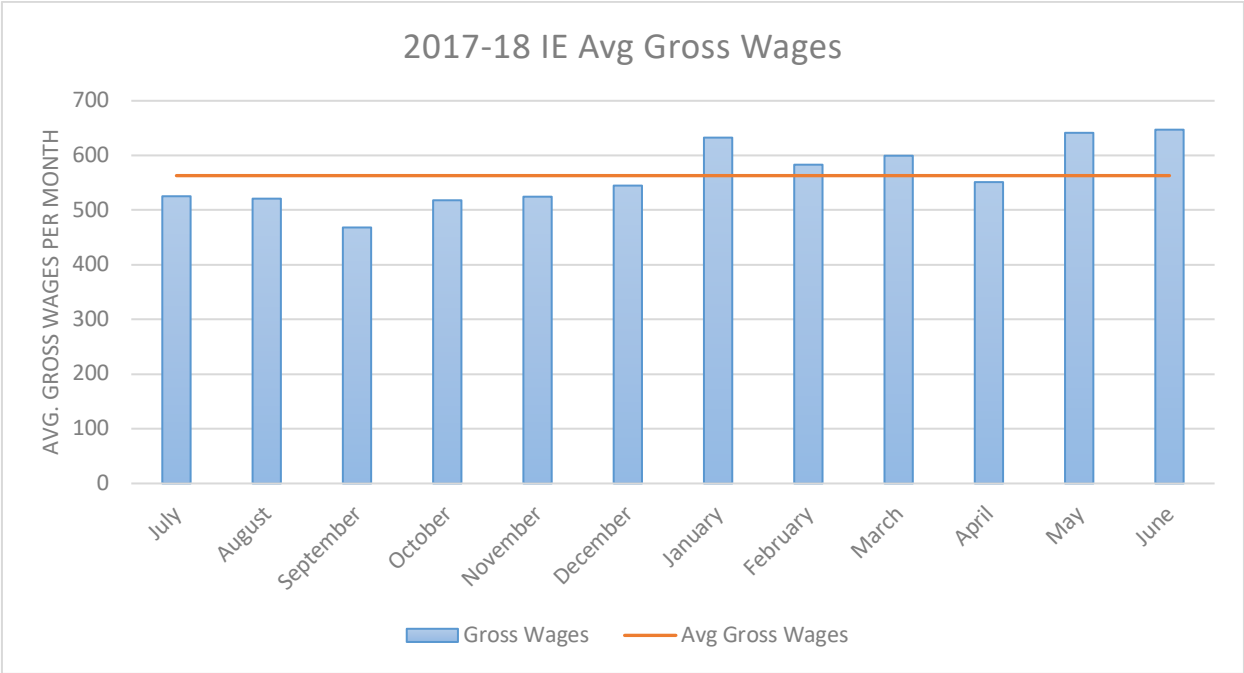
Artisans had an average of 58.87 percent Employed/Enrolled ratio throughout the fiscal year. The year started in July at the lowest, 50 percent, and ended with the highest, 69 percent of IE clients employed.



For IE client participation, over the fiscal year clients average hours worked per month totaled 46.59 hours.

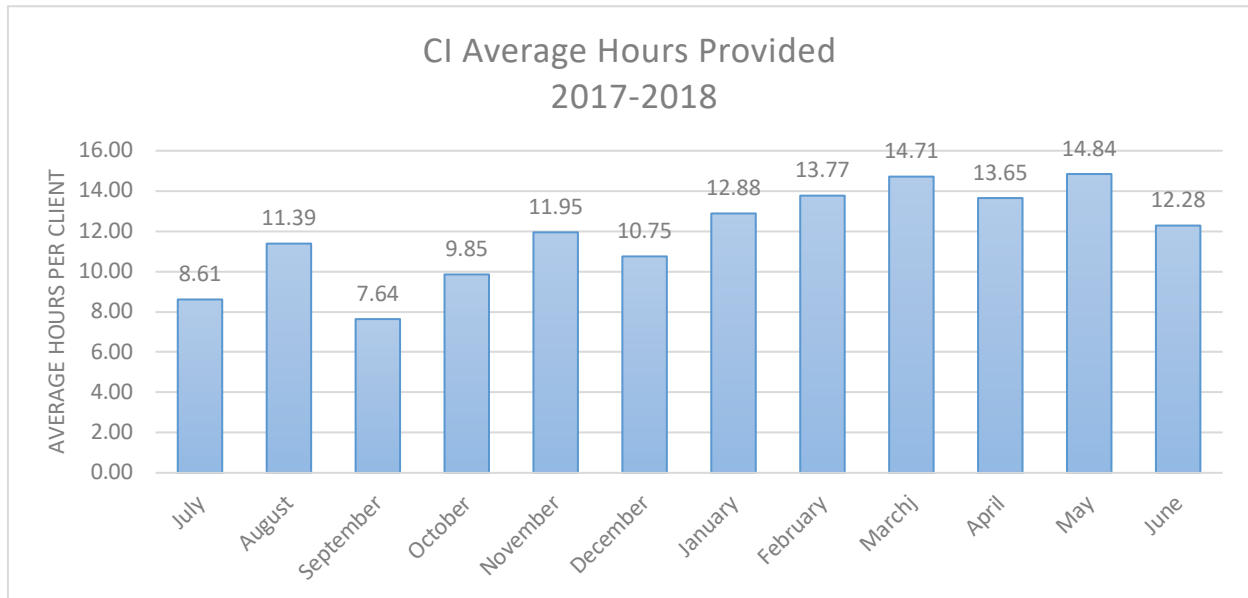


Artisans IE clients earned an average of \$563 per month. In line with its best month for Employment percentage, June boasted the highest at an average gross wage of \$647.16.



Community Inclusion

In its Community inclusion (CI) program Artisans provided an average of 11.8 hours per client per month. Total hours provided to Community Access participants totaled 1880.25 for the year.



Stakeholder Satisfaction

Artisans conducts annual surveys to determine stakeholder's satisfaction with services received. Surveys are sent to clients, family members/guardians, residential providers and DDD Case Resource Managers, employers and other stakeholders. Artisans received 21 Client Surveys, 17 Guardian/Residential Provider Surveys. For both the Client and Guardian/Family Member Surveys, 95 percent reported they were Very Satisfied or Satisfied with the services areas questions on the Survey. Two responses expressed Dissatisfaction with areas of service. Artisans management responded to the persons who submitted these surveys to determine possible areas of needed improvement, and quality of services. This meets Artisans performance indicator in this area as it surpasses the 80 percent satisfaction threshold.

Areas Needing Improvement

1. Increase percentage of employed to enrolled ratio for IE program.

Area: Effectiveness

Action Plan

- Determine areas of additional training that may assist Job Developers in improving employment outcomes for clients

- Determine reasons for job loss, and assist Job Developers in identifying areas of need to increase job retention.
- Set goal to increase employed to enrolled ratio to 65 percent. This goal was met 2 out of the 12 months of the year during 2017/2018.

Indicator(s): Current level of employed/enrolled ratio average at 58.8 percent.

2. Increase consistency of communication with Artisans Stakeholders

Area: Service Quality/Satisfaction

Action Plan

- Provide staff training emphasizing the importance of communicating service status and updates to all parties involved (client, guardian (if applicable), residential provider, case resource manager, etc.)
- Management will continue on going communication with stakeholders to ensure they are satisfied with this area of service.

Indicator(s): Satisfaction Surveys from a few stakeholders commented on needed improvement in communication, or the desire to receive more information about services.

3. Increase awareness of services to community members. Artisans is not as well know as it could be in the community as our direct services have a very specific scope and are provided to a small percentage of the Spokane community population. Our increased involvement with area universities and community partners has assisted in increasing awareness; however, there is still needed improvement in this area. Funds are limited so Artisans ability to market its services and programs to Spokane community members/potential supporters and employers.

Area: Service Access

Action Plan

- Continue involvement with area Universities, and Community Partners.
- Explore membership/affiliation opportunities with business associations and likeminded community partners to increase organization's awareness and community impact.

Indicator(s): Organization/services need increased awareness in the Spokane Community.