

TDH ENTERPRISES, INC.
OUTCOMES MANAGEMENT REPORT
2019 - 2020



Table of Contents

Introduction.....	3
Access to Services.....	6
Individual Characteristics.....	7
Analysis of Services Provided.....	12
Recommendations.....	16

Introduction

Purpose

The Outcomes Management System, that has been developed for TDH Enterprises, Inc., is a formal system established to measure and manage results for the agency. It has been designed to collate and assess data to determine overall responsiveness and effectiveness of service delivery in the programs seeking accreditation, especially the Community Rehabilitation Program. The Outcomes Management System is intended to be a helpful tool for agency decision makers in identifying and implementing program and organizational improvements that better meet the needs of individual clients and the community.

The Outcomes Management Report lays the groundwork for what will become a regular series of reports, based on continuous data collection by the agency. It offers a summary of the results and recommended action plans for improvements.

The Outcomes Management Report will provide the basis for the agency's annual strategic planning process, and results of the report will also be used as a planning tool for program development and improvement.

The Outcomes Management Report is written by the Chief Executive Officer, and data is collected by the Director of Business Operations. Individual input is collected by the staff of TDH Enterprises, Inc.

The Company

Founded in 1994, TDH Enterprises Inc. is a privately owned corporation in the business of helping job seekers and employers meet their training and employment needs. As a for-profit corporation, TDH understands the importance of managing contracts and performance, and building strong community partnerships.

Qualified staff is the cornerstone of TDH's success. The owner and associates at TDH combine over 50 years of administering and implementing various government and non-government training and employment programs, including programs for economically disadvantaged and persons with disabilities.

TDH has evolved over time from a job development organization to one with the capacity to help individuals and businesses achieve success. The individuals are matched with jobs that provide satisfaction and career development pathways. Businesses are able to take advantage of Workforce Development and other government options to screen and hire employees with the added benefit of job coaching and life coaching provided by TDH.

Mission Statement

Mission: Providing client-focused services for individuals and the community that result in self-confidence, success and independence.

We Value: Individuals, Community, Self-Sufficiency, Work Readiness, Independence, Education, Training, Referral, Advocacy, Imagination, and Collaboration.

Service Delivery Area

TDH provides services to people with disabilities residing in the Cuyahoga, Erie, Huron, Lorain, Ottawa, Sandusky, and Seneca Counties. Services are *subject to program eligibility and availability of funding*.

Sponsor Agency

Ohio Opportunities for Ohioans with Disabilities (OOOD)

The OOOD is Ohio's state agency that provides vocational rehabilitation (VR) services to help people with disabilities become employed and independent. TDH Enterprises Inc. deals with two of the three OOOD bureaus that provide vocational rehabilitation:

1) Bureau of Vocational Rehabilitation which provides services leading to employment for people with physical, mental and emotional disabilities. Eligibility is based on three factors:

1. You have a physical, cognitive, or mental impairment documented by the appropriate qualified professional (doctor, psychologist, or other)
2. Your documented impairment causes a substantial impediment (barrier) to employment.
3. You can benefit from vocational rehabilitation that lead to an employment outcome.
4. Your require vocational rehabilitation to prepare for, secure, retain, or regain employment.

2) The Bureau of Services for the Visually Impaired helps Ohioans who have low vision and blindness succeed in the workforce. Individuals do not have to be totally blind to qualify for services. Eligibility is based on three factors:

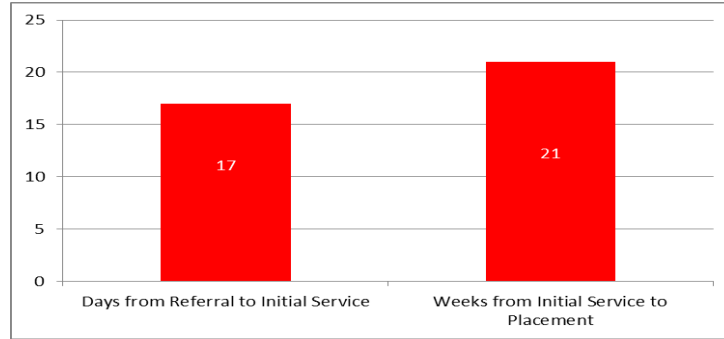
- Your visual impairment creates or results in a substantial barrier to employment.
- You can benefit from vocational rehabilitation services in terms of employment.
- Vocational rehabilitation services must help you get and keep a job.

Accreditation

Since 1996, we have been accredited by the Commission on Accreditation of Rehabilitation Facilities for “Employment Services: Community Employment Services” for job development, job supports, and job site training. Accreditation demonstrates “*TDH’s commitment to developing and delivering quality and professional programs and services*”. Agency staff members are also Certified Employment Support Professionals.

Access to Services

As an agency dedicated to helping an individual meet their self-sufficiency goals, TDH Enterprises, Inc. strives to collect the proper data that would allow for management to analyze the individual’s access to services, as provided by the agency.



In this reporting period, an individual waited an average of 17 days from the date of referral to the initial service date. This wait time was due to staff scheduling, individual’s availability, and the fact that the first meeting date was scheduled with advisors, parents and guardians, and the remainder of the individual’s support team. Due to the organization process needed for fulfilling the meeting needs, the wait period increased slightly, as compared to the last reporting period, which had an average wait time of 15 days. Furthermore, TDH Enterprises, Inc. found that the average days needed for placement after the initial service was 148 days, or 21 weeks. This is an increase from 128 days, or 19 weeks, that was reported for the previous program year.

To further help determine individual’s access to service, as provided by TDH Enterprises, Inc., data was collected concerning individuals who refused services. Of the 162 individuals referred during the reporting period, nine (9) refused services, representing 5% of the referral base. This percentage was an increase of what was found in the 2018-2019 reporting period. Six (6) of the referrals came during the COVID-19 pandemic.

Objective	Goal	Outcome
Access To reduce waiting time from date of referral to the date in which the initial service is received.	Under 20 Days	17 Days
To minimize the number of refused services by the individual base	5%	5%

Individual Characteristics

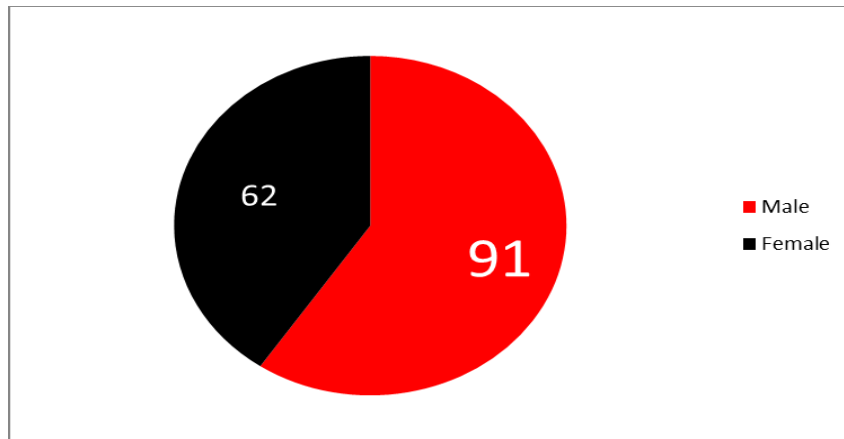
This section summarizes the results of TDH Enterprises, Inc.'s compilation of individual demographic information in the programs seeking accreditation.

The individual characteristics that the agency has reviewed for this report includes: gender, age, ethnic background, disability, and service areas. These following summaries are based on information collected on the 153 individuals who received services during the current reporting period (October 1, 2019 to September 30, 2020).

Gender

Of the 153 individuals served during the reporting period, 59.00% were of male gender while the remaining 41.00% were female.

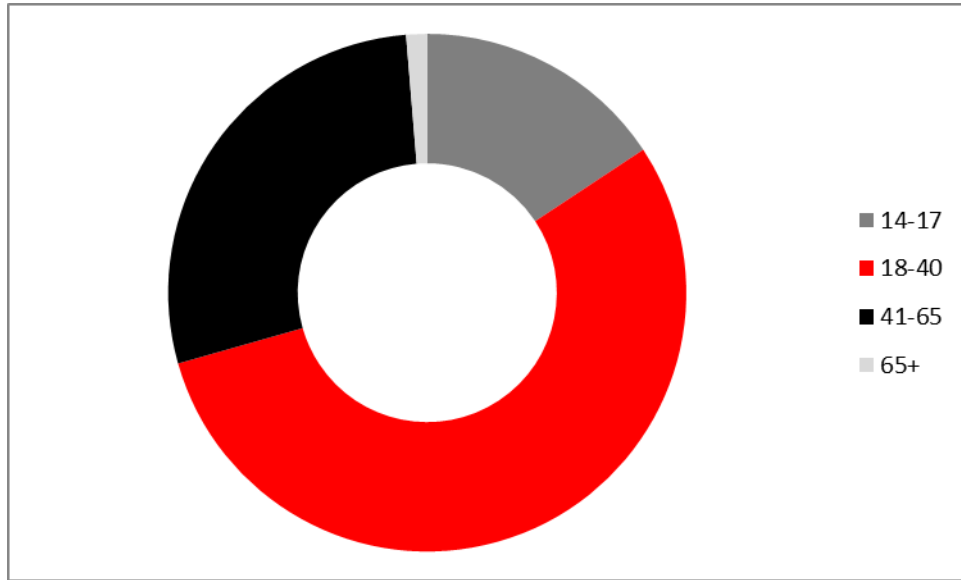
Gender	# of Individuals	Percentage
Male	91	59.00%
Female	62	41.00%



While a 18.00% difference between male and female individuals exists, it was determined by the agency that this difference is insignificant, as it is an uncontrollable characteristic. This is due to the fact that individuals have a choice of vendor and TDH Enterprises, Inc. accepts all referrals based on the *Acceptance Into Services* Policy. During the previous reporting period, a difference of 24.00% existed between male and female individuals.

Age

According to the information collected from the 153 individuals served during the reporting period, it was found that 54.90% of the individuals who received services were between the ages of 18 and 40. Additionally, 28.10% of individuals were found to be between the ages of 41 and 65, and 15.69% of individuals were between the ages of 14 and 17. A total of 1.31% of individuals served were over 65 years of age.



This is a slight difference from the previous period, in which 57.92% of individuals receiving services were between the ages of 18 and 40. In addition, there has been an increase of 4.80% of individuals between the age of 14 and 17, as compared to the last reporting period. This is due to the Opportunities for Ohioans with Disabilities Agency's goal of serving more transitional youth. The Opportunities for Ohioans with Disabilities Agency has contracted with the Ohio Department of Education to increase transitional youth referrals and TDH Enterprises, Inc. has developed a relationship with Lorain County School System to more aggressively serve this population.

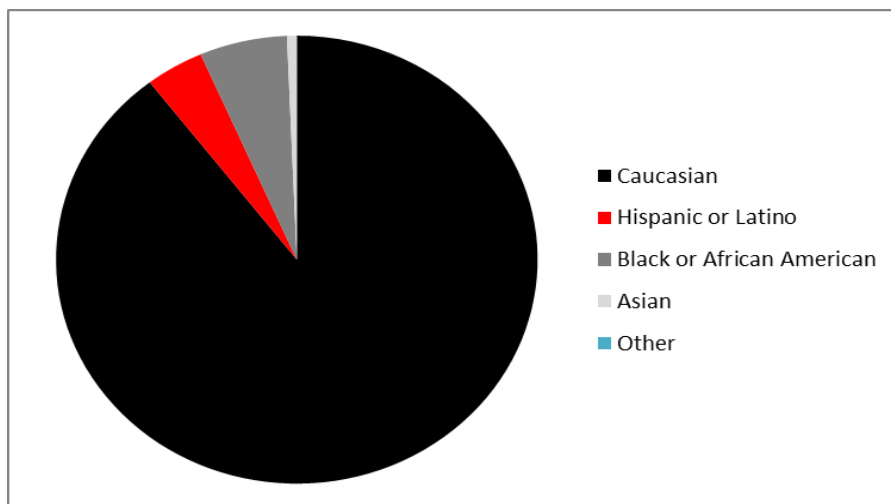
Ethnic Background

While data is collected concerning the ethnic background of individuals who receive services, it is difficult to make any conclusive statements about this particular characteristic. This is due to the fact that the term “White” does not necessarily reveal individual cultural differences and that the rural service area in which the agency operates does not offer a diversity of ethnicities like many other larger urban service areas.

RACE/ETHNICITY	153
African American/Black	9
Asian	1
Hispanic or Latino	6
White	137

As the numbers above indicate, over 89.54% of the individuals served during the 2019 – 2020 reporting period were of “White” ethnicity. The remaining percentage was made of Hispanic or Latino (03.92%), a 3.42% increase from the last program year, Asian 0.0%, and African American (05.88%), a 4.89% increase from the previous reporting period.

This distribution of ethnicity accurately reflects the communities and service area in which the area operates. The Northwest Ohio area is primarily “White”, and the most significantly visible minority group is African American/Black. TDH Enterprises, Inc. is pursuing methods to increase the number of Hispanics or Latinos individual base by looking to hire a more diversified staff and pursuing potential trainings. It is anticipated that this demographic distribution will change once the agency is more established in Lorain and Cuyahoga Counties.



Disability

In order to ensure a firm grasp of the individuals served during the reporting period, information was collected concerning the primary disabilities of those served during the program year. This information was collected based on the referral to facility and authorizations that indicates the primary disability of the individual referred.

OTHER DEMOGRAPHICS	153
A) HIV Positive/AIDS	0
B) Homeless Individuals	0
C) New Immigrants	0
D) Hard of Hearing/Deaf	1
E) Acquired/Traumatic Brain Injury	2
F) Dementia	0
G) Developmental Disabilities	75
H) Other: Communication	3
I) Other	3
J) Dual Diagnosis (AOD/MI)*	1
K) Mental Disorders	44
L) Physical Disabilities	19
M) Substance Abuse or Other Addictions	2
N) Visual Impairments/Blind	3
O) Unemployed/underemployed	0

As the above table indicates, a majority of the individuals served during the reporting period possessed a developmental disability (49.02%). Furthermore, mental disorders made up 28.76% of the individuals. The remaining percentages consisted of physical disabilities (12.42%), Hard of Hearing/Deaf (0.65%), Visual Impairments/Blind (1.96%), Traumatic Brain Injuries (1.31%), Substance Abuse or other addiction (1.31%), Dual Diagnosis (0.65%) and Other: Communication (1.96%).

Service Area

Program services have been classified into eleven distinct categories based on geographical county boundaries, including Cuyahoga County, Crawford County, Erie County, Hancock County, Huron County, Lorain County, Ottawa County, Sandusky County, Seneca County, and Wyandot County. This information was collected in order to give a clearer and more detailed picture of the distribution of services within the ten areas. It is of interest to note that a majority of the services were delivered in Huron County and Lorain County, the same counties in which TDH has promoted its services. The picture provided by this comparison is a useful tool in planning and developing services and has provided an avenue in which service offerings can be expanded.

	2018-2019		2019-2020	
SERVICE AREA	202	100%	153	100%
Cuyahoga	4	1.98%	1	0.65%
Crawford	0	0.00%	0	0.00%
Erie	7	3.47%	11	7.19%
Hamilton	0	0.00%	0	0.00%
Hancock	0	0.00%	0	0.00%
Huron	50	24.75%	18	11.76%
Lorain	28	13.86%	27	17.65%
Ottawa	29	14.36%	26	16.99%
Richland	0	0.00%	2	1.31%
Sandusky	37	18.32%	35	22.88%
Seneca	47	23.27%	30	19.61%
Wood	0	0.00%	3	1.96%
Wyandot	0	0.00%	0	0.00%

As the above table indicates, TDH Enterprises, Inc. showed significant decreases in the number of served individuals in all counties, with the exception of Erie, Richland, and Wood. It is believed that, due to the improvement in the local economy, there is a decrease in the need of services across the service area.



Action Plan

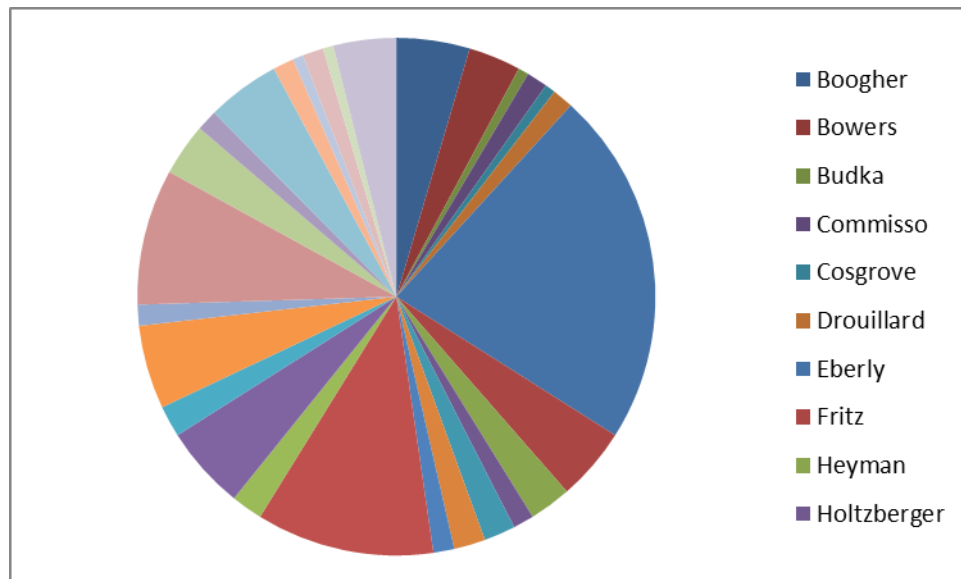
To Continue to develop and foster relationships that will allow TDH Enterprises, Inc. to serve more individuals:

- Develop more integrated relationships with VRC contacts in Cuyahoga and Lorain Counties offices that will help to generate referrals for the cities of Cleveland and Lorain, as well as to increase consumers served over service area.
- Increase referrals from Erie, Huron, Ottawa, Sandusky, and Seneca Counties

Analysis of Services Provided

Counselors

Data was collected in order to help with the analysis of services provided by counselors. Of the 153 individuals served during the reporting period, TDH Enterprises, Inc. received authorizations from twenty-eight Vocational Rehabilitation Counselors. This is two more counselors as compared to the previous reporting period.



As of the 2019 – 2020 reporting period, a majority of the referrals came from Counselor Eberly with 34 referrals, followed by Counselors Kline (17) and Pando (13). TDH Enterprises, Inc. needs to continue to develop relationships with both existing and new counselors to increase the referral base.

Services Provided

As an agency that specializes in helping job seekers and employers meet their training and employment needs, it seems appropriate that a majority of the authorizations received were for Job Development, Tier I, and Tier III. The remaining authorizations were for Summer Youth Foundations, Tier II, Benefits Analysis, Job Coaching, Community Based Assessments, Job Seeking Skills Training, Job Retention, Career Exploration, and Tutoring.

Services Delivered	
Benefits Analysis	13
Career Exploration	5
CBA	9
Foundations	34
Job Coaching	11
Job Development	33
Job Retention	7
Job Seeking Skills Training	9
Tier I	30
Tier II	16
Tier III	58
Tutoring	3

Of the 49 individuals referred to the agency for Job Placement and Tier II services, 29 individuals became employed within the 2019-2020 reporting period, which represents an 59.18% employment rate. This rate is a 27.48% decrease, as compared to the previous reporting period, but is still a very commendable feat by the agency's Employment Specialists. Further analysis of the Job Placement service revealed that the average hourly wage of the employed was \$10.42. This was \$0.92 per hour more than our anticipated outcome of \$9.50 per hour. Additionally, those individuals that found employment during the 2019-2020 reporting period averaged 28 working hours per week. A total of seven individuals who were placed also received fringe benefits from employment, eleven fewer individuals than the previous reporting period.

Objective	Goal	Outcome
<i>Efficiency</i> To reduce the number of weeks from Initial Service to Placement	14 Weeks	21 Weeks

In order to track individuals through their new placement, TDH Enterprises, Inc. continued to maintain contact with the individuals and their supervisors for ninety days after the hire date. This is a continuing tradition of the agency, despite the fact that the Opportunities with Ohioans with Disabilities Agency has reduced the number of Job Retention authorizations as counselors began providing the service in-house. Of the 29 individuals employed during the 2019-2020 reporting period, 8 were still employed after 90 days and 10 individuals will complete their 90 days retention rate during the next reporting period. These individuals had an average work week of 30 hours and at the average wage of \$11.67 per hour.

Objective	Goal	Outcome
<i>Effectiveness</i> To increase the average hourly rate	\$9.50	\$11.22
To maintain threshold of percentage of individuals who maintain jobs throughout 90 Day Follow-Up Period	80%	62%
To increase the average hours worked per week	25 Hours	30 Hours



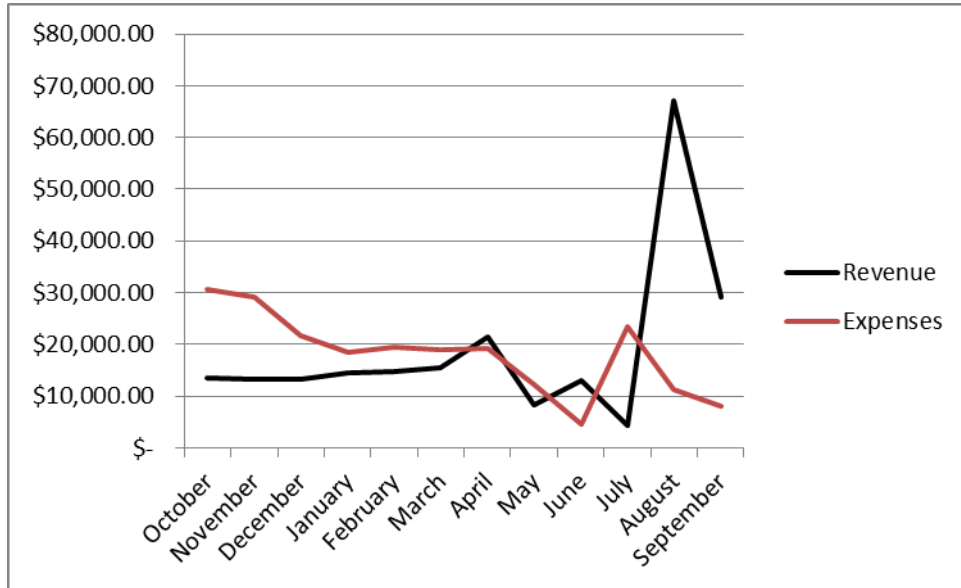
Action Plan

To continue to improve on efficiency and effectiveness measures:

- Reduce the number of days from Initial Service to Placement goal to 14 Weeks
- Increase the average hourly rate goal to \$9.50
- Increase the percentage of individuals who maintain employment throughout 90 Day Follow-Up Period
- Maintain the average hours worked per week (25 Hour)

Staffing & Budget

During the 2019 – 2020 reporting period, TDH Enterprises, Inc. was able to collect data that would be used to analyze the agency current staffing and budget processes.



During the current reporting period, TDH Enterprises, Inc. invoiced in the amount of \$228,106.00 which is a 41.95% decrease from the previous reporting period revenue of \$392,914.00. This is the second consecutive year of a significant decrease in revenue. Total expenses for the program year were \$217,065.00, a decrease of 37.63% from the previous reporting period costs of \$348,024.00. This resulted in a net profit of \$11,041.00, as compared to the net profit of \$44,890.00 in the previous reporting period. It is interesting to note, with the exception of the summer months, during the operation of the Summer Youth Program, the only profitable months of the program year were April and June 2020. The agency has become reliant on a successful Summer Youth Program for the financial success of the program, overall.

Recommendations

Quality Improvement Plan

- 1) TDH Enterprises, Inc. should explore methods and procedures that would allow the agency to expand service delivery options, including expanding the agency's service areas and to provide vocational rehabilitation assessments.
- 2) To continue to develop and foster relationships that will allow TDH Enterprises, Inc. to serve more individuals in a wider service area, including Cuyahoga, and Lucas County Areas:
 - Develop more integrated relationships with ORSC offices in Cuyahoga and Lucas Counties.
 - Increase referrals from Erie, Huron, Lorain, Ottawa, and Sandusky Counties.
 - Explore other service options in order to help maintain and potentially increase individual case load.
- 3) Increase training for Employment Specialists that will allow for more advanced and updated service delivery.
- 4) Review internal annual goals and adjust appropriately.

Performance Plan

- 1) To continue to improve on efficiency measures:
 - Reduce the cost per individual receiving services.
 - Reduce the number of days from Initial Service to Placement goal to 14 Weeks.
- 2) To continue to improve on effectiveness measures:
 - Maintain the percentage of individuals who maintain employment throughout 90 Day Follow-Up Period at 80%.
 - Maintain the average hours worked per week (25 Hours).
- 3) Increase the number of successful closures.

TDH Enterprises Inc.
Outcomes Management Report : Community Employment Services
FFY 2020: October 1, 2019 through September 30, 2020

	YTD	%		YTD	%
SPONSOR AGENCY			153	100%	
OOD (BVR, BSVI)	153	100.00%			
BWC	0	0.00%			
Private	0	0.00%			
Board of MR/DD	0	0.00%			
COUNSELORS			153	100%	
Boogher	7	4.58%			
Bowers	5	3.27%			
Budka	1	0.65%			
Commisso	2	1.31%			
Cosgrove	1	0.65%			
Drouillard	2	1.31%			
Eberly	34	22.22%			
Fritz	7	4.58%			
Heyman	4	2.61%			
Holtzberger	2	1.31%			
Horvath	3	1.96%			
Hrebic	3	1.96%			
Khan	2	1.31%			
Kline	17	11.11%			
Krumnow	3	1.96%			
Landoll	8	5.23%			
Moore	3	1.96%			
Mortimer	8	5.23%			
Nimrichter	2	1.31%			
Pando	13	8.50%			
Ramaley	5	3.27%			
Rothgery	2	1.31%			
Saxon	7	4.58%			
Scaccia	2	1.31%			
Soper	1	0.65%			
Sorg	2	1.31%			
Stine	1	0.65%			
Roberts	6	3.92%			
SERVICES DELIVERED			*	*	
Intake	38				
Tier I	30				
Tier II	58				
Tier III	28				
Job Development	10				
Job Seeking Skills	6				
Job Coaching	12				
Benefits Analysis	24				
Career Exploration	4				
CBA/Foundations	38				
Tutoring	2				
SERVICE AREA			153	100%	
Cuyahoga	1	0.65%			
Crawford	0	0.00%			
Erie	11	7.19%			
Hancock	0	0.00%			
Huron	18	11.76%			
Lorain	27	17.65%			
Ottawa	26	16.99%			
Richland	2	1.31%			
Sandusky	35	22.88%			
Seneca	30	19.61%			
Wood	3	1.96%			
Wyandot	0	0.00%			
NOTES					
* AOD/MI: is a diagnosis of alcohol and other drug abuse/mental illness.					
CONSUMERS SERVED			153	100%	
Carry-Overs from Previous FFY	43	28.10%			
New Referrals for Current FFY	110	71.90%			
GENDER			153	100%	
Male	91	59.48%			
Female	62	40.52%			
AGE			153	100%	
00-05 (Children)	0	0.00%			
06-17 (Adolescents)	24	15.69%			
18-40 (Adults)	84	54.90%			
41-65 (Adults)	43	28.10%			
66-85 (Adults)	2	1.31%			
86+ (Adults)	0	0.00%			
Other Age Group	0	0.00%			
RACE/ETHNICITY			153	100%	
Aboriginal Canadians (First Nation)	0	0.00%			
African American/Black	9	5.88%			
Asian	1	0.65%			
Hispanic or Latino	6	3.92%			
Native (American or Alaskan)	0	0.00%			
Native Hawaiian or Pacific Islander	0	0.00%			
White	137	89.54%			
Other	0	0.00%			
OTHER DEMOGRAPHICS			153	100%	
A) HIV Positive/AIDS	0	0.00%			
B) Homeless Individuals	0	0.00%			
C) New Immigrants	0	0.00%			
D) Hard of Hearing/Deaf	1	0.65%			
E) Acquired/Traumatic Brain Injury	2	1.31%			
F) Dementia	0	0.00%			
G) Developmental Disabilities	75	49.02%			
H) Other	3	1.96%			
I) Other	3	1.96%			
J) Dual Diagnosis (AOD/MI)*	1	0.65%			
K) Mental Disorders	44	28.76%			
L) Physical Disabilities	19	12.42%			
M) Substance Abuse or Other Addictions	2	1.31%			
N) Visual Impairments/Blind	3	1.96%			
O) Unemployed/underemployed	0	0.00%			

TDH Enterprises Inc.
Outcomes Management Report : Community Employment Services
FFY 2020: October 1, 2019 through September 30, 2020

	YTD	%	EMPLOYER PARTICIPATION	
PROGRAM EXITS	153	100%		
1) Successful	115	75.16%	Adriel	Promedica
2) Un-Successful (<i>See Reasons</i>)	3	1.96%	Bob Evans	Quality Inn
Administrative Separation	0		Clean Care	Speedway
Closed by Sponsor Agency	3		Clean Team	Standard Technologies
Family Issues	0		Continental Structural Plastics	Starbuck's
Health Issues	0		Dana Corp Inc.	Taco Bell
Moved From Area	0		Dollar General	Taiho Corporation
Poor Attendance	0		Dunkin Donuts	The Reserves Network/ShurTech
Refused To Continue	0		Elmwood Assisted Living	Tiffin Seneca Public Library
Transportation Issues	0		Flat Rock Care Center	Tiffin-Seneca United Way
3) Carry-Overs To Next FFY	35	22.88%	Frisch's Big Boy	Transcom Worldwide
JOB PLACEMENT	*	*	Harbor Freight	Tyson Foods
Number Employed	29		Kalahari Resorts	Walmart
Average Hourly Wage Rate	\$10.42		KFC	Wendy's
Employment Rate	59.18%		Lowe's	Wynn-Reeth
Average Hours Per Week	28		LSC Communications	
Number Receiving Fringe Benefits	7		Marathan (started 03/01/20)	
Average Weeks From Initial Service To Placement	21		Marc's	
Average Direct Job Coaching Hours	10		McDonald's	
ACCESS TO SERVICES	*	*	Meijer	
Average Days from Referral to Initial Service	17		Parkhurst Dining	
FOLLOW-UP	*	*	TYPES OF JOBS	
Follow-Ups Completed	38		Barista	Social Human Service Assistant
Number Employed	26		Cashier	Stock Meat
Average Wage	\$11.67		Crew Member	
Employment Rate	68.42%		CSA Electrical	
Average Hours Per Week	30		Custodian	
Number Receiving Fringe Benefits	8		Customer Service Representative	
Number Unemployed (<i>See Reasons</i>)	12		Direct Support Professional	
Administrative Separation	0		Dishwasher	
Closed by Sponsor Agency	0		Floor Buffer	
Family Issues	0		Guest Experience Leader	
Health Issues	1		Host/Cashier	
Laid-Off	6		Housekeeper	
Moved From Area	1		Material Handler	
Poor Attendance	2		Packer	
Refused To Continue	2		Production Operator	
Transportation Issues	0		Receptionist	
Other (HOLD)	0		Sales Associate	
			Sales Associate/Cashier	