



VTC Enterprises  
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## Outcome Measurement System Report Card - 2010

**The following information was taken from VTC's 2010 outcomes measurement report. We thought you might be interested in how we performed last year in several key service areas. We use this information for future planning purposes and for service delivery improvement. The full report is available by calling our office.**

*Mission Statement: The mission of VTC Enterprises is to assist youth and adults with disabilities or other limitations in choosing and achieving their life goals.*

VTC Enterprises currently serves approximately 330 persons in several service models in the communities of Santa Maria and Lompoc and at Vandenberg Air Force Base.

### Community Integration Services

Quality Life Services (QLS) provides onsite and community based training in the areas of life skills, recreation and physical fitness, and vocational training. Some key QLS results in 2010 included:

- 100% of persons served in QLS expressed satisfaction with the services received.
- It took an average of 16 days from referral to program start
- Cumulatively, QLS spent an average of 60% of program time in community based sites.



Integrated Work Services (IWS), provides training solely in

community-based locations. Some key IWS results in 2010 included:

- 84% of goals and objectives on individual service plans of persons served in IWS were achieved during the year, an increase from last year
- Paid work time in Lompoc increased from a year ago, but continues to be low relative to total program time.

### Employment Services

VTC's Employment Services includes the Packaging and Duplicating (PDD) Department, Custom Catering, Supported Employment work crews (SE-WC) and Personal Career Services (PCS). Key employment services outcomes in 2010 included:

- 98% of service hours were spent doing paid work
- The percentage of individual goals achieved averaged 60%, a little lower than a year ago.



### Autism Spectrum Disorder (ASD) Services

A new service area this year, persons with ASD are located throughout several different departments. Key results for 2010 are:

- Time of referral to program start averaged 13 days.
- Program attendance averaged 93%

## Services for Blind/Visually Impaired Individuals

One of our fastest growing services, this service serves primarily seniors with visual impairments and was expanded to serve three counties this past year resulting in a huge increase in persons served. VTC currently provides in-home services through a combination of sub-contractors and in-house providers. Subcontractors include The Central Coast Assistive Technology Center, 2 O&M Specialists, 1 Vision Rehabilitation therapist and 4 occupational therapists. Key results in 2010 include:

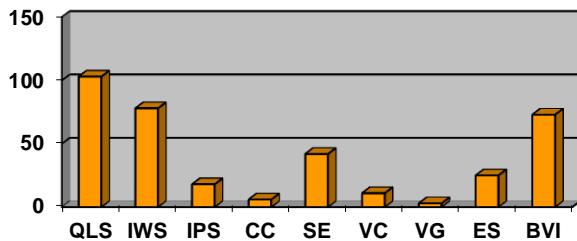
- 92% of all persons served reported satisfaction with those services
- 78% of personal objectives were met; which represents 182 tasks that can now be performed independently

## Looking to the Future

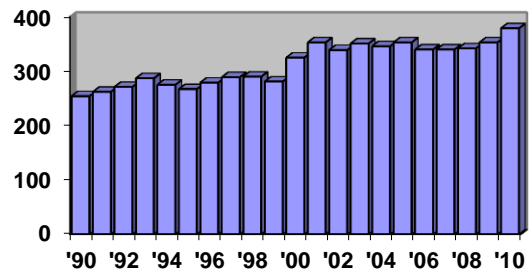
The deteriorating economy and state budget situation in California continued in 2010. The adverse financial impact to VTC services is likely to continue until the economy improves. Construction on the new QLS building should be completed by September of 2011, allowing all QLS services to be consolidated in the new building and will completely change the face of VTC in Santa Maria.

# Key Charts & Graphs

VTC Services 2010



VTC Enrollment '90 - '10



QLS = Quality Life Services  
IWS = Integrated Work Services  
PDD = Packaging & Duplicating Services  
FS = Food Services  
SE = Supported Employment  
VC = Vandenberg AFB Commissary  
VG = Vandenberg AFB Grounds  
ES = Employment Services