

Community Workforce Solutions, Inc.

ANNUAL REHABILITATION SERVICES REPORT 2006-2007

Community Workforce Solutions, Inc. is a private, non-profit community rehabilitation agency dedicated to assuring that persons with disabilities or other barriers to employment are provided the opportunity to reach their vocational goals. Our mission places emphasis upon individual choice and empowerment with assessment, training, placement, and support services being offered on-site and in the community. Within this mission and as a part of a larger community, we strive to encourage business and community awareness and the removal of barriers to employment. All programs are designed to support a final goal of community employment.

VOCATIONAL EVALUATION - confirms/develops vocational goals, and may entail standardized testing, situational assessment, on-site or in the community, simulated work, or a combination. Evaluation goals may include assessment of educational/training potential, specific job goals, barriers to employment or identification of accommodations/needs to enhance employability. **WORK PASSAGES** is a specialized evaluation program designed for Work First participants, providing options of testing, situational assessment and exploration. These persons may not have specific disabilities.

WORK ADJUSTMENT - assists the consumer in developing work skills/behaviors necessary to find/maintain employment. Services may be completed on-site through work services or in the community through volunteer experiences. Individual counseling, classroom training, job exploration, and job seeking skills training are also utilized to prepare an individual for employment success. **JOB PLACEMENT/JOB COACHING** is most often the next step for persons who require specialized, intensive services in the job seeking process and/or in training for their new job. Job coaching allows for one-on-one support in matching the individual with the job and in providing an array of consumer needs including employer education, training in job duties and orientation, emotional support, work related social skills, job integration, and the development of accommodations, as well as family and other natural supports.

SUPPORTED EMPLOYMENT – intensive and multi-dimensional program which provides job placement and training to persons with more significant limitations. Individual assessment, job development, often including significant accommodation, employer education, and intensive job training are provided. Continued success on the job is greatly enhanced by the provision of long-term support and intervention when needed.

GROUP SUPPORTED EMPLOYMENT – provides intensive training with constant supervision for a group of up to 8 persons per supervisor at job sites in the community. Consumers are in competitive work situations, but are provided additional support and accommodation not available in an individual employment site. Many will move into individual Supported Employment through this process.

COMMUNITY PATHWAYS - program combines the resources of the traditional on-site Adult Developmental Vocational Program (ADVP) and Supported Employment (above). Services are based on a person centered planning process and may include on-site and community based services in support of the individual's vocational and community integration goals. Individuals may only require Job Development, Coaching and long-term vocational supports or may be in need of pre-vocational services including volunteer work, vocational exploration, job try-outs, and/or on-site activities with instruction in work skills and appropriate work habits and behaviors. Program design allows for activities of daily living, compensatory education, training in self-advocacy and building self-esteem, with increasing focus upon community inclusion, as the individual works toward greater independence in work and community integration.

CAREER CONNECTIONS - - provides community based assessments, job development, job coaching and follow-up services for students in Wake County as they prepare for transition from school to work.

THRIFT SHOP –This is a unique opportunity to allow consumers to function in a retail atmosphere. Located in Henderson, consumers are involved in all aspects of the business including merchandise pick-up, sorting and pricing, sales, customer service, merchandise display, cash register operations and certain business practices.

SOCIAL INCLUSION SERVICES - For persons hoping to improve their community skills and knowledge, selective visits to local businesses for job tours or trials and volunteer work experiences provide exposure to varying types of jobs and tasks.

COMMUNITY RE-ENTRY – Designed for persons with a history of psychiatric hospitalizations who are striving for employment and interaction in the community.

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Over the years, we have worked diligently to provide quality services and have been fortunate to have the opportunity to expand our geographic area from Wake County to Vance, Granville, Warren, Franklin and most recently into Durham County. Our services continue to focus on the vocational interests of the people we serve, but are increasingly inclusive of social and community goals of individuals. Our focus in the business community now goes beyond attracting production/industrial work and is now entering the service areas through mobile crews, training in the community and current efforts to develop business enterprises to more effectively train the persons we support. These are among the reasons that the name Raleigh Vocational Center no longer fit our purpose or place in the community. As a part of our service and business community, seeking work and other solutions for persons with disabilities, we chose a name more fitting. We would like to introduce ourselves as COMMUNITY WORKFORCE SOLUTIONS, INC., remaining dedicated to the people we support and the quality of our services and programs.

Our 2006-2007 Year

As each year brings more turmoil to the field of rehabilitation services we continue to strive to seek opportunities and to seek remedies for issues often out of our control. North Carolina continues to modify the approach to disability services, and continues to focus on the quality of services for all individuals. Emphasis on individual choice and a holistic approach to the person supported are consistent with our own philosophies. Over the past few years, we have maintained tremendous resolve to change our organization to most effectively serve those in need of supports to achieve vocational goals. Our resolve continues and has never been more crucial than it was in the past year and will be in the upcoming year. We have adapted readily to increased scrutiny by funding sources and to new service definitions and requirements. We are proud to have been able to provide supports to over 800 people this year, with the majority of those persons considered to have significant disabilities. Consistent with our primary mission, 174 persons have entered and been successful in community employment, with an additional 82 persons having received long-term vocational supports to maintain employment. Student services in Wake and Durham counties have seen 125 referrals and 49 students transitioning into their adult lives with jobs already in place. Work Adjustment Services over-achieved original goals, and considering all direct employment programs, 10% more individuals went to work over last year. This is on top of a 22% increase in the number of persons placed and successfully trained in competitive employment in the previous year. Continued struggles to secure consistent production work have led us to initiate the development of alternative training opportunities for individuals. Opportunities in development will provide persons with training directly related to a wider array of jobs in the community. We continue to provide Self-Determination training and this has proven to be a pivotal action in moving individuals and the organization toward more community involvement. Beyond our direct services, this year has been focused on market research to assess our place in the community and on website development and marketing efforts. We can measure great success over the 2006-2007 year, easily seen through the people we support and their individual successes. Any success realized by this organization is undoubtedly a result of the dedication and caring of the staff. The administration wishes to express deep appreciation to each staff member and to their courage and willingness to share their talents with others and the insight to learn something new from the lives and determination of the people they support.

SATISFACTION MEASURES

The Agency strives to provide those services and supports desired by consumers and families, referral sources and the community. Input from all parties regarding our performance is crucial to program development, quality assurance and strategic planning. Several methods including surveys upon exit from a program and periodically for those in long-term services, advocacy meetings, informal information gathering, employer surveys, and periodic meetings with referral and funding sources are utilized to assess consumer and stakeholder satisfaction. This and other information continually guides and molds services allowing us to address community needs and trends and assure that the persons supported are benefiting from programs. Satisfaction measures from the persons served and their families, referral sources, employers, and other professionals continue to yield positive comments regarding all service areas, with 90-95% positive responses to surveys. Results below this standard were dealt with throughout the year and are a part of the next year's Quality Assurance Plan. Quality of services and of staff responsiveness, ability to address difficult and sensitive situations, timeliness of response to individual need, as well as the flexibility of the Agency and programs have been among those positive responses. More work opportunities in the community and greater consistency in production contract work at each site were the primary issues of concern, these being secondary to our economy with internal steps designed to tackle concerns having such a profound impact on opportunities for consumers. In addition, mental health, Medicaid and Vocational Rehabilitation completed comprehensive program reviews at each site. Findings indicated overall compliance with regulatory standards and recommendations were minimal. Review comments were positive and indicated

confidence in programs and the quality of services, as well as responsiveness to funding and referral sources. A number of changes were made secondary to stakeholder comments. These include the creation of a brief Admissions Criteria Summary and Policy Summary provided to families or other interested parties, the addition of more extensive policy and operating information on our newly completed website, a comment/information request page on our website, the development of more meaningful activities for times when production or other paid work is unavailable, the addition of a health/wellness program in Henderson, assisted by the NC Office on Disability, and the continuation of Self-Determination training available to persons in all programs. We continue to review all complaints, suggestions and comments at the time of receipt, as well as quarterly.

We wish to express our thanks to our communities, our referral and funding sources who work diligently to assure that services are available, to professionals in the field with whom we work side-by-side to assure that each participant receives quality services meeting his/her needs, and particularly to the families and people we support who struggle daily to live their lives with dignity.

Referrals July 1, 2006 – June 30, 2007		568
To Programs providing disability support services	448	
Work Passages	120	
Total number of persons served July 1, 2005 – June 30, 2006		846
Raleigh site	464	
Work Passages	87	
Henderson site	295	

Persons served by program (reflects persons who were served in more than one program)		<u>Totals</u>
Vocational Evaluation		249
Work Passages	87	
Work Adjustment/Job Coaching		209
Received Job Coaching services	174	
Supported Employment (Individual)		222
Raleigh	84	
Henderson	138	
Supported Employment –Group		52
Raleigh	32	
Henderson	20	
Adult Developmental Activity (ADVP)		170
Raleigh	74	
Henderson	96	
Community Re-Entry		29

CWS referral sources include NC Division of Vocational Rehabilitation, Wake County Human Services, Five County Mental Health Authority, NC Division of Services for the Blind, Veteran's Administration, Wake County Public School System, and various private rehabilitation sources, insurance companies, and attorneys.

CONSUMER PROFILE

(disability data does not include Work Passages participants)

Primary Disabilities Served

- 70% **Developmental Disabilities** – Borderline Intellectual Functioning; Mild, Moderate, Severe Mental Retardation; Autism; Seizure Disorders; Learning Disabilities
(includes 43 persons with a Dual Diagnosis of DD and Mental Illness)
- 20% **Mental/Emotional** – Psychotic Disorders; Neurotic Disorders; Personality Disorders; Conduct Disorders; Adjustment Disorders
- 6% **Physical Disabilities** – Muscular/Skeletal injuries and disorders; Spinal Cord Injuries; Cerebral Palsy; Arthritis; Muscular Dystrophy; Multiple Sclerosis; Digestive and Nervous System Disorders; Asthma; Diabetes; Cardiovascular and Respiratory Disorders; Blood Disorders; Cancers
- <1% **Substance Abuse Disorders** – Alcohol and/or Drug Abuse/Dependence
- <1% **Traumatic Brain Injury**
- 2% **Deaf or Hard of Hearing**
- <1% **Blindness or Visual Limitations**

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- Ninety-two (92%) of persons supported were either significantly or most significantly disabled (70% were noted as Most Significantly Disabled (MSD))
 - Over 50% of persons supported had documented secondary disabilities
 - Over 20% of new entries participated in two or more programs
 - Of 846 total persons served including 448 new referrals, Agency services were not denied to any person. Several referrals lack sufficient information to make an admissions decision. Referral sources and families were given the opportunity to provide requested information and may re-refer individuals at any time.
 - Through Community Pathways, 5 persons who had been in long-term facility based services were employed through Individual Supported Employment. Three (3) additional persons were prepared to enter Individual Supported Employment.
 - Eighty percent (80%) of consumers in facility based services were able to participate in at least one vocational activity in the community
 - The Thrift Store in Henderson provided training and assessment for 30 persons desiring employment in the community

CONSUMER EMPLOYMENT OUTCOMES

The goal of all programs is to provide supports to assist individuals in assessing, developing, and reaching individual employment goals. Our structure allows for persons to participate in only those programs related to their personal needs. Some persons participate with goals of identifying vocational/educational options, others wish to remain on-site, working toward a goal of external employment, while others participate with the intent of competitive employment immediately. The following reflects the outcomes of persons having completed services:

Placed and stabilized in competitive employment	92
Consumer successfully completed Work Adjustment Services-ready for employment	10
Completed Work Adjustment Services-ready for other education or training	4
Placed into competitive employment (to receive long-term follow-up)	68
Total direct employment and training outcomes	174

Persons are realizing vocational success with many employers in numerous jobs including:

- Accu-Fab – packer
- Warren County High School – CT Educator
- Franklinton Daycare – Daycare Attendant
- Maria Parham Hospital – groundskeeper and dietary aide
- Revlon - assembler
- Goodwill Industries – truck driver/delivery
- Town of Cary – recycler
- Lifeline Shelter – receptionist
- The Body Shop – warehouse worker
- Various restaurants including Burger King, Pizza Hut, Bonefish Grill, Golden Corral, Wendy's, Sonic, NCSU Atrium – kitchen helpers, cooks, dining room attendants
- Various retail merchants including Walmart, Home Depot, Dollar General, Sam's Club, Lowe's Home Improvement and Target - greeters, customer service clerks, and stock workers

Wages/Average hours worked per week - \$6.27/20.7 hours/week – Henderson (Supported Employment)

Wages/Average hours worked per week - \$8.00/30 hours/week – Raleigh (Work Adjustment & SE)

Sixty-seven (67) persons are working more than 25 hours per week

OTHER SUCCESSFUL OUTCOMES

Evaluation complete, additional RVC services not required	45
Completed services to enter other activities	5
Completed Work Passages Evaluation	46

PERSONS SUCCESSFULLY CLOSED FROM SERVICES **270**