

Rehabilitation Department Management Report

January 1, 2017 – June 30, 2017

**Youngstown Area Goodwill Industries, Inc.
Department of Rehabilitation
2747 Belmont Ave.
Youngstown, Ohio 44505**

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GENERAL COMMENTS

During the first 6 months of 2017, there were 93 new starts in Goodwill's Vocational Program. Overall, 277 individuals participated in vocational evaluation, work adjustment, skill building, sheltered and organizational employment, job placement and class instruction. The total number of participants in vocational programs was down 14% compared with this period last year but is expected to increase.

In the Amblyopia Screening Program, 1160 children were screened, compared to 1220 last year. Twenty six individuals received eye exams or glasses; 784 individuals were assisted with vision related questions through the social services program and 1275 radios are distributed in the community as part of the Radio Reading Program.

Services are provided each day at the Trumbull County Department of Job and Family Services by Goodwill rehabilitation staff. Residents of the city of Youngstown have been served through a CDA grant for economically disadvantaged persons. This grant, again in the amount of \$20,000, was applied for and received for one year beginning in July 2017. These individuals receive vocational assessment, work adjustment, classes and job placement services. Individuals who are disabled, homeless or economically disadvantaged are served in vocational rehabilitation programs

Input obtained from individuals receiving services expresses satisfaction with individual program and staff at this agency. Feedback from satisfaction surveys and employee forums provide suggestions for quality improvement in programs and work departments. Input from the persons served as well as referral sources and funders is collected, analyzed and used to create services that meet their expectations.

Descriptors of clients receiving vocational services during this reporting period include economically disadvantaged, homelessness, orthopedic, mental health, learning disability, and other physical disabilities.

Each client has a Vocational Evaluator or Program Manager and can participate in classes such as Job Seeking Skills, Computer, Budgeting, Recreation, etc. while a Job Placement Specialist works closely with each person to find employment. Staff is committed to enhancing the dignity and personal growth of all persons served and practices a person-centered philosophy.

Demographic Information of Individuals Receiving Services:

Female	70%
Male	30%
Trumbull County	49%
Mahoning County	51%
Under Age 21	8%
21-55	83%
Over 55	9%

White	56%
Black or African American	38%
Native American	1%
Asian	1%
Other	4%
National Origin – Hispanic	2%
Veterans	2%

This year referral sources have included the Trumbull County Department of Job and Family Services, Homeless Shelters, Domestic Violence Shelters, Bureau of Vocational Rehabilitation, Bureau of Services for the Visually Impaired, the Veterans Administration, Private Rehab Agencies, and other local agencies.

VOCATIONAL AND VISION PROGRAMS

Vocational Evaluation

The Vocational Evaluation Program provided comprehensive vocational assessments and community-based assessments to 52 individuals, a 4% increase over this period last year. There was a 50% increase in the number of individuals with disabilities referred through BVR. Twenty-nine of the 52 persons that participated in Vocational Evaluation were homeless. Most individuals begin in this program in order to identify vocational options and develop employment goals and objectives. Each person works closely with the evaluation staff to develop an individual plan, participate in individualized testing and work in employment exploration sites that are appropriate to meet their needs. At the completion of the program an exit staffing is held and a detailed report is completed answering the referral questions and making employment recommendations including community resources, job accommodations, needed training, etc. The Vocational Evaluation Department prepared for the CARF survey and presented the vocational evaluation program in accordance with CARF Standards. The department is congratulated for its success.

Outcomes:

1. 98% of individuals in Vocational Evaluation completed the program with positive vocational outcomes compared with a goal of 88%.
2. 80% of those not completing accepted social services goals in the community.
3. The referral sources accepted recommendations made on all clients.
4. The units of service provided met 52% of the goal of providing 100 billable days per month.
5. Through a satisfaction survey, 100% of individuals served expressed overall satisfaction of the program; that they gained information about themselves and employment goals; that the staff was helpful and their choices and needs were considered. 100% felt that the facility was accessible and barriers were addressed.

Work Adjustment

Work Adjustment at Goodwill takes place in real production areas in the industrial plant or in the retail store. Classes such as Job Search Skills, World of Work, computer, budgeting, and customer services are also offered. At times, after completing in-house work adjustment, a community work adjustment is provided as a transition to employment with the support of Goodwill staff. In Work Adjustment, each participant receives individualized employment development services from a Program Manager based on vocational evaluation recommendations and identified employment objectives. The program provides a work-training program based on an individualized plan that assists persons seeking employment to develop work skills, attitudes, personal characteristics, interpersonal skills and work behaviors in order to achieve positive employment outcomes. The program is effective in providing paid work experience to individuals with disabilities and other barriers to employment in order to prepare them for a work setting in the community.

Clients from the Department of Job and Family Services attend a Skill Building Program at Trumbull County Department of Job and Family Services in order to enhance their work skills and gain job knowledge. Goodwill rehabilitation staff is on site each day to provide work techniques training, guidance and help with transitioning from welfare dependency toward self-sufficiency. This work experience satisfies the Ohio State plan where cash recipients work without pay to gain work training. The program offers a variety of work assignments such as contracts assembly, packaging goods, and other jobs with a goal of job placement if appropriate.

Outcomes:

1. 42 individuals attended Work Adjustment, down 14% from this period last year. The goal of enrolling 12 individuals per quarter in Work Adjustment was exceeded by 80%.
2. 6 individuals attended a Community Work Adjustment, which met 100% of the goal. This is up 50% over last year.
3. 100% of completers in Work Adjustment were referred to Job Placement.
4. No completers in Work Adjustment were referred to Sheltered Employment, a program for those with less than competitive work production.
5. No completers in Work Adjustment were referred to social services in the community because of not being ready for employment.
6. 78% of the individuals completed the program in 40 days or less.
7. 97% of class goals were met by participants at the completion of their Work Adjustment Program.
8. 35 individuals received Skill Building services at Goodwill and at the Trumbull County Job and Family Services site.
9. Through a satisfaction survey given to completers in Work Adjustment, 100% expressed that they were overall satisfied with the program; 100% felt that skill acquisition would lead to employment; 90% felt classes were helpful; and 100% felt that the staff and supervisors provided adequate time and feedback. 100% of Skill Building participants were overall satisfied with the program.

Sheltered Employment

All employees in the Sheltered Employment Program now receive minimum wage or above. The program is being changed to focus on working in a competitive, integrated work setting. Plans continue to change the name of the program as well as program guidelines and policies. Sheltered Employment at Goodwill provides long term employment to individuals with disabilities that affect their functioning on the job. Sheltered employees are integrated within production departments amongst competitive employment, receive work techniques training and many participate in living skills classes. Each employee develops an individualized sheltered employment plan with a program manager and receives counseling to resolve personal and work issues. There are 46 sheltered employees working at Goodwill.

There were 38 organizational employees working at Goodwill during the first half of 2017. Organizational employees are competitively hired employees who require some assistance and support from the rehabilitation staff in regard to community resources and services, job performance, making appointments and related issues.

1. During the first six months of 2017, 46 individuals were employed in the Sheltered Employment Program compared to a goal of 45.
2. 38 individuals are employed as Organizational employees, compared with a goal of 35.
3. Twenty seven sheltered employees attended classes compared with a goal of 35.
4. Satisfaction surveys indicate that 90% felt that Sheltered Employment is preparing them for competitive employment; 97% felt that the staff is helpful; 100% felt that the staff is responsive to input; 100% felt that staff spends time meeting to convey progress. 100% expressed that classes are beneficial.

Job Placement

During the first 6 months of 2017, sixteen individuals were placed in competitive employment, up 100% over this period last year. Job Placement services assist persons to obtain successful community employment opportunities related to their choices and preferences. After Vocational Assessment and Work Adjustment, job placement services usually begin. Services needed by each client are individually identified in order that progress can be made toward successful employment. Vocational Assessment goals, performance in Work Adjustment and the individual's preferences indicate the type of employment setting sought. In developing an individual's service plan for employment, the Job Placement Specialist considers self-reported interests, work and volunteer history, training and education, benefits the person receives, availability to work, transportation, support needs and barriers to employment. Many individuals entering Goodwill's programs have limited work experience, have never worked or had difficulty maintaining employment. The Job Placement Specialist continually contacts employers and builds networks to identify job opportunities. Through individually meeting with clients and in Job Club, information is provided about current job openings. Ongoing job support services to retain employment are provided to meet the needs and desires of the person served and the employer.

Outcomes:

1. Of the 17 individuals placed, 65% obtained part time employment and 35% obtained full time employment.
2. 50% of those placed remained on the job for 90 days or more compared to a goal of 75%.

3. Average earnings were \$8.98/hr. compared to a goal of \$8.25.
4. The average waiting time of finding a job was 20 days compared to a goal of securing employment within 15 days.
5. The number of competitive placements made during this 6 month period met 94% of the goal.
6. Seven individuals completed a Community Work Adjustment. This is 17% above the goal of 6.
7. 100% of those completing job placement expressed through a satisfaction survey that the program was helpful in their job search; the staff was kind and provided assistance; Job Club was beneficial; they were involved in decision making and overall satisfied with the program.

VISION SERVICES

The Amblyopia Program provided screening to 1160 children during the first 6 months of 2017, down 5% compared to this period last year. Screening detects a possible vision problem or Amblyopia. Amblyopia is a reduction in vision in an eye that has not been adequately used during childhood, resulting in under-development of the visual pathway for that eye. Of those screened, 64 were referred to an eye doctor due to an unsuccessful screening. 59% of children screened were from Mahoning County; 25% were from Trumbull County, and 16% were from Columbiana County. Trained staff and volunteers screen 4-5 year old children at preschools and health fairs. Training for volunteers is provided annually by the Ohio Department of Health and is scheduled for August, 2017.

The Vision Services Program provided referral and funding for exams and eye glasses to 26 individuals. Adults and children in need of an exam and glasses and who are economically disadvantaged can contact the Program Coordinator and are scheduled for an intake interview. Required income and expense information is reviewed. A committee of rehabilitation department staff reviews the applicant's information and determines eligibility to receive services.

Through providing information and support, vision loss resources that are provided by the Radio Reading staff enhance independent living and educate the community about issues related to eye health. An important component of the Vision Services Program is providing resources and information on an array of related concerns. Information is disseminated to callers and in-person inquiries regarding vision issues such as macular degeneration, retinopathy, retinitis pigmentosa and other eye diseases. Many persons contact the Radio Reading staff regarding their needs or a family member's eye disease, low vision aids, service providers, guide dogs, travel training, transportation issues and other concerns. The experienced staff assists in providing resources. 784 inquiries/contacts were made during this 6 month period. Inquires can be made to the Radio Reading staff at Goodwill.

Operating over the SCA (sideband) of WYSU-FM, the Youngstown Radio Reading Service broadcasts the reading of printed materials to print impaired individuals through specifically tuned radios. 1275 radios are distributed throughout the listening area. Staff and dedicated volunteers provide in-depth coverage of newspapers, readings from magazines, books, and talk shows.