

Rehabilitation Department Management Report

January 1, 2017 – December 31, 2017

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

**Dorothy L. Nespeca, M.Ed., CRC, LPC
Director of Rehabilitation**

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GENERAL COMMENTS

During calendar year 2017, there were 152 individuals who began receiving services in Goodwill's Vocational Program. Overall, 413 individuals participated in vocational evaluation, work adjustment, skill building, and Organizational I & II Employment, job placement and class instruction. The total number of participants in vocational programs was down 12% compared with last year.

In the Amblyopia Screening Program, 2711 children were screened, compared to 2841 last year. Fifty-one individuals received eye exams or glasses; 1478 individuals were assisted with vision related questions through the social services program and 1287 radios are distributed in the community as part of the Radio Reading Program.

Services were provided each day at the Trumbull County Department of Job and Family Services by Goodwill rehabilitation staff. A new proposal was submitted to continue these services, but has not been granted to date. 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 the vocational programs that Goodwill provides.

Input obtained from individuals receiving services expresses satisfaction with individual programs 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, neurological, 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 individuals to find competitive 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	34%
Mahoning County	66%
Under Age 21	8%
21-55	76%
Over 55	16%

White	53%
Black or African American	38%
Native American	1%
Asian	1%
Other	7%
National Origin – Hispanic	2%
Veterans	3%

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 103 individuals, a 12% increase over this period last year. 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. Should an individual in the program be identified as needing additional services such as a referral to the Bureau of Vocational Rehabilitation, it is done at this time. The Vocational Evaluation Department prepared for the CARF survey and presented the vocational evaluation program in accordance with CARF Standards.

Outcomes:

1. 99% of individuals in Vocational Evaluation completed the program with positive vocational outcomes compared with a goal of 88%.
2. 92% 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 53% 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

Program Managers provide Work Adjustment and classroom instruction to WA clients. Classes such as Job Search Skills, World of Work, computer, budgeting, and customer services are also offered. The program at Goodwill takes place in real production areas in the industrial plant or in the retail store. 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.

Sixty-Six clients from the Department of Job and Family Services attended 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 provided 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 offered a variety of work assignments such as contracts assembly, packaging goods, and other jobs with a goal of job placement if appropriate.

Outcomes:

1. 80 individuals attended Work Adjustment, up 11% from this period last year. The goal of enrolling 12 individuals per quarter in Work Adjustment was exceeded by 80%.
2. 13 individuals attended a Community Work Adjustment, which was 8% over the goal.
3. 88% of those completing 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. One person completing Work Adjustment was referred to social services in the community because of not being ready for employment.
6. 77% of the individuals completed the program in 40 days or less.
7. 97% of class goals were met by participants in the Work Adjustment Program.
8. 66 individuals received Skill Building services at the Trumbull County Job and Family Services site provided by Goodwill staff.
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; 95% 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.

Organizational I Employment

All employees in the Organizational I Employment Program now receive minimum wage or above. The program focuses on working in a competitive, integrated work setting. The name of the program was changed from Sheltered Employment. Organizational I Employment at Goodwill provides long-term employment to individuals with disabilities that affect their functioning on the job. Employees are integrated within production departments amongst competitive employees, receive work techniques training to increase work speed and improve quality and many participate in living skills classes. Each employee develops an individualized employment plan with a program manager and receives assistance with barriers to employment. There are 47 Organizational I employees working at Goodwill.

There are 39 organizational II employees working at Goodwill. Organizational II 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 2017, 47 individuals were employed in the Organizational I Employment Program compared to a goal of 45.
2. 39 individuals are employed as Organizational II employees, compared with a goal of 35.
3. Twenty-seven employees attended classes.
4. Satisfaction surveys indicate that 93% felt that the program is preparing them for competitive employment; 96% felt that the staff is helpful; 98% 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 calendar year 2017, thirty-one individuals were placed in competitive employment and one person moved from Organizational I to competitive employment at Goodwill. 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 33 individuals placed, 53% obtained part time employment and 42% obtained full time employment.
2. 65% of those placed remained on the job for 90 days or more compared to a goal of 75%.

3. Average earnings were \$8.81/hr. compared to a goal of \$8.25.
4. The average waiting time of finding a job was 22 days compared to a goal of securing employment within 15 days.
5. The number of competitive placements made during calendar year 2017 met 92% of the goal.
6. Thirteen individuals completed a Community Work Adjustment. This is 8% above the goal of 12.
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; participants were involved in decision making and overall satisfied with the program.

VISION SERVICES

The Amblyopia Program provided screening to 2711 children during calendar year 2017. 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, 226 were referred to an eye doctor due to an unsuccessful screening. 72% of children screened were from Mahoning County; 19% were from Trumbull County, and 9% 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.

The Vision Services Program provided referral and funding for exams and eye glasses to 51 individuals up 16% over last year. 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. 1478 inquiries/contacts were made during the year. 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. 1287 radios are distributed throughout the listening area. Staff and dedicated volunteers provide in-depth coverage of newspapers, readings from magazines, books, and talk shows.