

# **Rehab Report**

**January 1, 2013 – December 31, 2013**

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

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## GENERAL COMMENTS

During calendar year 2013, 553 individuals received vocational rehabilitation services through Goodwill's programs, an 8% increase over last year's number. Additionally 2448 children were screened in the Amblyopia program; 142 persons received vision exams/eye glasses through the Vision Assistance program; and there were 1709 contacts regarding medical and social services for those visually impaired. The Radio Reading program has distributed 1204 radios and continues to utilize staff and volunteers to read books, newspapers and magazines as well as special interest programs to print impaired individuals.

Services continue to be provided to TANF recipients at the Trumbull County Department of Job and Family Services; to individuals who are homeless, persons with defined disabilities through Bureau of Vocational Rehabilitation, injured workers and veterans with a disability. A comprehensive program structure is provided in order that each population has opportunities to obtain and participate in the services offered.

An increased number of participants are being served at the Trumbull County Department of Job and Family Services through Vocational Assessment, Job Seeking Skills Training, Placement and a Work Experience Program. Services continue at Goodwill for individuals who are homeless as well as persons with disabilities. Most individuals begin in Vocational Assessment and transition to Work Adjustment including Class Instruction. Lastly, many individuals are referred to Job Placement.

### **Descriptors and Disabilities of Clients entering Vocational Services**

**January 1, 2013 – December 31, 2013:**

Economically Disadvantaged	111
Orthopedic / Mobility	40
Psychiatric/Emotional	47
Cardiac/Pulmonary/Circulatory	30
Homeless	50
History of Substance Abuse	5
Arthritis / Rheumatic Disease	10
Developmentally Disabled	13
Learning Disability	10
Neurological Disorder	5
Diabetes	11
Visually Impaired	4
Epilepsy/Seizures	9
Cancer/Blood Disorder	3
Hearing Impaired	2
Traumatic Brain Injury	3
Other Physical Disability	10
Cerebral Palsy	1

## **Demographics of Individuals Entering Vocational Programs:**

Female	67%
Male	33%
Trumbull County	59%
Mahoning County	40%
Columbiana	1%
Under Age 21	13%
21-55	82%
Over 55	5%
White	59%
Black or African American	38%
Other	3%
Veterans	8%

Referral Sources included the Trumbull County Department of Job and Family Services, Bureau of Vocational Rehabilitation, the Veterans Administration, Private Rehab Agencies, Homeless Shelters, and other local agencies. Data is collected and analyzed about the characteristics of the persons served.

## **VOCATIONAL AND VISION PROGRAMS**

### **Vocational Evaluation**

The Vocational Evaluation program provided comprehensive vocational evaluation services to 178 individuals during 2013 compared to 218 in 2012 representing an 18% decrease. Referrals and attendees at the Trumbull County Job and Family Services site were down representing much of this decrease. The department continues to provide services in Trumbull County to Department of Job and Family Services TANF recipients. In this program clients participate in testing, career exploration, resume development, and other services to prepare for employment.

At the Goodwill site persons with disabilities, homeless clients, and those with specific needs receive individualized services in order to identify vocational options and develop employment goals and objectives. They actively participate in their program through plan development, choosing situational assessment work sites and expressing career interests. Persons served are provided with information through the assessment process so they can make informed choices and decisions. Abilities as well as ways to overcome limitations and vocational options are identified and included in a detailed report. The goals in the report are generally used to develop the design of a Work Adjustment program and Job Placement objectives for each individual.

#### Outcomes:

1. 96% of individuals in Vocational Evaluation completed with positive vocational outcomes compared to a goal of 85%.
2. 100% of those not completing accepted a goal of receiving community services.
3. The referral source accepted the recommendation in 100% of cases.
4. The units of service provided met 69% of the goal. The goal was to provide 110 billable days per month.
5. Clients completing the program were asked to complete a satisfaction survey. Comments and feedback are obtained throughout the program. The results are as follows:
  1. 99% of all participants expressed that they were satisfied with the program.
  2. 99% gained information about his or her self.
  3. 98% gained information about job preferences and aptitudes.
  4. 100% found staff to be helpful and available.
  5. 100% felt that their needs were attended to.
  6. 100% felt the facility was accessible and barriers were addressed.

#### Work Adjustment

Work Adjustment offers individualized services that assist persons seeking employment to develop skills, attitudes, personal characteristics, interpersonal skills, work behaviors, etc. to achieve positive employment outcomes.

The Work Adjustment program provides services to individuals with disabilities, injured workers, veterans, and persons who are homeless. Work Adjustment is paid work experience to individuals seeking employment needing assistance with improving work behaviors, productivity, work quality and other worker traits. Each client has an individualized plan with goals established in Vocational Evaluation. The Program Manager provides support and counseling on a daily basis individualized to each person's needs. Classes are offered such as budgeting, World of Work and Job Seeking Skills, computer and customer service. Progress toward achieving identified outcomes is reported to the referral source. Participants are paid for their productivity in the departments that they work.

Job and Family Services participants attend a Work Experience Program operated by Goodwill at the Trumbull County Department of Job and Family Services while some attend WEP at Goodwill. Participants gain work experience in assembly, packaging, sorting products, cutting patterns, and various contract work. Ohio's TANF State Plan defines WEP as a program in which individuals work without pay at a job in order to gain work experience and training.

#### Outcomes:

1. Fifty nine individuals began the Work Adjustment Program during 2013, which exceeded the goal by 6%. 139 individuals participated in Work Experience as contracted with Trumbull County Department of Job and Family Services.
2. 12 individuals began a Community Work Adjustment, which meets the goal.
3. 80% of completers were referred to Job Placement for competitive employment, which exceeds the goal by 15%.
4. 4% of those exiting Work Adjustment were referred to Sheltered Employment compared to a goal of 10%.
5. 16% of those exiting Work Adjustment were referred to community services because they continued to need supports/services.

6. 93% of Work Adjustment clients completed the program in 50 days or less. Some clients are referred for a longer Work Adjustment program in order to achieve positive outcomes.
7. 97% of individual instructional class goals were met, exceeding the goal by 12%.

Satisfaction surveys are distributed following Work Adjustment. 100% of clients stated that they were overall satisfied with the program indicating that they would find employment; 93% felt that classes were helpful; 100% reported that the Program Manager provided time and feedback and the department supervisors provided training time. Input and feedback is obtained from clients throughout programming.

### Job Placement

Some individuals entering Goodwill's programs have never worked before and need to develop the skills, attitudes, work behaviors, interpersonal skills, etc. to successfully gain and retain employment. Others attend programs to re-establish skills and develop a new vocational goal in order to re-enter the workforce. The various supports and services needed by each person are identified in order that he/she can progress toward an employment outcome. Clients cope with issues such as homelessness, poverty, a disability, a workplace injury, being disabled veteran or other barriers.

The Job Development program uses the vocational assessment information and achievements in Work Adjustment to identify jobs available from employers in the local labor market. Information about job openings is discussed in Job Club or individual meetings. The Job Placement Specialist contacts employers, builds networks, analyzes the work site and provides support regarding barriers and job search preparation. During 2013, thirty six individuals were placed in competitive jobs and 7 were hired at Goodwill as sheltered employees.

#### Outcomes:

1. Of those placed in jobs, 70% obtained part time employment; 14% obtained full time employment; and 16% were placed in Sheltered Employment.
2. 69% remained on the job 90 days compared to a goal of 75%.
3. Average earnings were \$8.12/hr. exceeding the goal by .12 per hour.
4. The average time waiting for a job was 7 days compared to a goal of finding a job in 15 days.
5. 36 competitive placements were made, which met the goal.
6. 13 individuals completed a in Community Work Adjustment, which met 81% of the goal.

Participants in the Job Placement Program are asked to complete a satisfaction survey following placement. 100% expressed satisfaction with the program, staff member's assistance, Job Club and being involved in decision making regarding job placement.

## Sheltered Employment

Fifty eight individuals were employed at Goodwill in the Sheltered Employment Program during 2013. This employment program provides long-term employment to individuals with disabilities that affect their functioning on the job. These employees gain paid work experience, the services of a Program Manager, classes, a vocational plan to set individualized goals and other vocational rehabilitation services. Employee's goals may be to increase production, improve work quality, reduce negative work behaviors or develop competencies in areas that can impact job success. Sheltered Employment creates opportunities for persons to work at Goodwill who may not have success in working in the community. Counseling, classes, training activities and other strategies are systematically provided to each sheltered employee as needed.

Quality outcomes desired include increased wages, increased hours, movement to competitive employment and other specific vocational goals.

Organizational employees receive a competitive wage but need support from rehabilitation staff or other professional staff in regard to community needs, medical issues, behaviors, work skills, etc. During calendar year, 50 organizational employees were employed by Goodwill.

1. 60% of sheltered employees exited the program to enter competitive employment or another program outside of Goodwill.
2. Two employees leaving the program did so for reasons other than gaining employment.

All sheltered employees are given a satisfaction survey at 6 month intervals.

1. 98% felt that the program is preparing them for competitive employment.
2. 98% felt that the staff is helpful.
3. 100% stated that their Program Manager is responsive to input.
4. 98% stated that their Program Manager spends time to convey progress.
5. 100% reported that classes are beneficial.

## **VISION SERVICES**

The Amblyopia Program provided screening to 2448 children during 2013. The purpose of screening is to detect Amblyopia or lazy eye, which is a reduction in vision in an eye that has not been adequately used during childhood, resulting in underdevelopment of the visual pathway for that eye. Of the total number screened, 553 children were referred to an eye physician due to an unsuccessful screening. 69% of the children screened were from Mahoning County; 21% were residents of Trumbull County and 10% were from Columbiana County.

There are 44 dedicated volunteers that screen 4-5 year old children at preschools and health fairs. Training is provided by the program coordinator and the Ohio Department of Health.

The Vision Services Program provided exams and eye glasses to 142 individuals up 5% from last year. Persons in need of glasses who are economically disadvantaged can schedule an intake interview with the program coordinator. Required income and expense information is reviewed. A committee of rehab staff members interviews the applicants and determines eligibility to receive an eye exam and glasses.

Social Services are provided in the way of disseminating information to callers and in-person inquiries regarding vision loss issues. Many persons contact Goodwill regarding a family member's eye disease, low vision aids, service providers, guide dogs, travel training, transportation issues and a large array of other concerns. A professional experienced staff is available to assist in suggesting resources. 1709 inquiries/contacts were made during the year.

Youngstown Radio Reading Service broadcasts printed materials to print impaired individuals through radios tuned specifically to a special frequency. 1204 radios are distributed throughout the listening area. Programming includes in-depth coverage of newspapers, along with readings from magazines, books, and talk shows. Radio Reading staff and 75 volunteers make it possible to broadcast 12 hours per day, Monday through Saturday.