

Rehabilitation Department Report

January 1, 2016 – December 31, 2016

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

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GENERAL COMMENTS

During calendar year 2016, there were 186 new starts in Goodwill's Vocational Program compared to 244 new starts during 2015. Overall, 464 individuals participated in vocational evaluation, work adjustment, skill building, sheltered and organizational employment, job placement and class instruction. This is lower than in 2015 due to changes in the Skill Building and Vocational Assessment participation procedures at Trumbull County Department of Job and Family Services.

The Work Adjustment Program and Job Placement caseload demonstrated significant increases. In the Amblyopia Screening Program, 2841 children were screened, an increase of 33% over this period last year. Forty four individuals received eye exams or glasses; 2146 individuals were assisted with vision related questions through the social services program and 1262 radios are distributed in the community as part of the Radio Reading Program.

Individuals who are disabled, economically disadvantaged or homeless are primarily served in the vocational rehabilitation programs. Daily services are provided at the Trumbull County Department of Job and Family Services by Goodwill staff. There was an increase in homeless referrals from local shelters and transitional housing agencies. The number of individuals referred with severe disabilities increased by 33%. Beginning in July 2016, individuals from the City of Youngstown who are economically disadvantaged have been served through a Community Development grant in the amount of \$25,000. These individuals receive vocational assessment, work adjustment, classes and job placement.

Input obtained from individuals receiving services expresses satisfaction with their 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 include economically disadvantaged, homelessness, vision disabilities, orthopedic, mental health, developmental disability, learning disability, and other physical disabilities.

Each client has a Program Manager or Vocational Evaluator, can participate in classes and works with a Job Placement Specialist in order to find employment. The rehabilitation staff and practices demonstrate a person-centered philosophy. This guides the individualized service delivery of developing programs, approaches, plans, classes, etc. around identified needs and desires of each person served. This is demonstrated by the specific components of each service. Staff is committed to enhancing the dignity and personal growth of all persons served.

Demographic Information of Individuals Receiving Services:

Female	57%
Male	43%
Trumbull County	15%
Mahoning County	84%
Columbiana	1%
Under Age 21	9%
21-55	70%
Over 55	21%

**Demographic
Information of
Individuals Receiving
Services: continued**

White	43%
Black or African American	50%
Native American	1%
Asian	2%
Other	4%
National Origin – Hispanic	3%
Veterans	3%

Referral sources include 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 92 individuals during 2016. Because of a procedural change at Trumbull County Department of Job and Family Services the number of evaluations provided was much lower than in calendar year 2015. There was a 31% increase in the number of individuals with disabilities including blindness and visual impairments referred through BVR and BSVI. Forty of the 92 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.

Outcomes:

1. 91% of individuals in Vocational Evaluation completed the program with positive vocational outcomes compared with a goal of 88%.
2. 100% 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 44% 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

In Work Adjustment, each participant receives individualized employment development services 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 has been effective in providing paid work experience to individuals with disabilities and other barriers to employment in order to prepare them for a work setting. 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 with the support of Goodwill staff as a transition to employment.

Those 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 build their work skills and gain job knowledge. Goodwill 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 assignment such as contracts assembly, packaging goods, and other jobs with a goal of job placement if appropriate.

Outcomes:

1. 72 individuals attended Work Adjustment, up 24% from last year. The goal of enrolling 12 individuals per quarter in Work Adjustment was exceeded by 24%.
2. 6 individuals attended a Community Work Adjustment, which met the 50% of the goal. This is because employers preferred to hire persons directly rather than have them participate in a training program.
3. 83% of completers in Work Adjustment were referred to Job Placement.
4. 6% of completers in Work Adjustment were referred to Sheltered Employment, a program for those with less than competitive work production.
5. 11% of completers in Work Adjustment were referred to social services in the community because of not being ready for employment.
6. 44 of 48 individuals completed the program in 40 days or less, which met 92% of the goal.
7. 91% of class goals were met by participants at the completion of their Work Adjustment Program.
8. 134 individuals received Skill Building services at Goodwill and at the Trumbull County site.
9. Through a satisfaction survey given to completers in Work Adjustment, 100% expressed that they were overall satisfied with the program; 96% felt that skill acquisition would lead to employment; 100% felt classes were helpful; and 96% felt that the staff and supervisors provided adequate time and feedback. 100% of Skill Building participants were overall satisfied with the program.

Sheltered Employment

There was a 6% increase in the number of sheltered employees working at Goodwill this year compared to 2015. 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 were 45 organizational employees working at Goodwill during 2016. 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 calendar year 2016, 55 individuals were employed in the Sheltered Employment Program compared to a goal of 45 indicating a 22% increase.
2. 45 individuals are employed as Organizational employees, compared with a goal of 35.
3. Twenty one sheltered employees attended classes compared with a goal of 35.
4. Satisfaction surveys indicate that 98% felt that Sheltered Employment is preparing them for competitive employment; 87% felt that the staff is helpful; 92% felt that the staff is responsive to input; 97% felt that staff spends time meeting to convey progress. 100% expressed that classes are beneficial.

Job Placement

Job Placement services assist persons to obtain successful community employment opportunities related to their choices and preferences. Generally, following Vocational Assessment and Work Adjustment, job placement services 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 meeting with clients and in Job Club, information is provided about current job openings. Ongoing job support services to retain employment are provided on an ongoing basis to meet the needs and desires of the person served and the employer.

Outcomes:

1. Of the 38 individuals placed, 41% obtained part time employment; 51% obtained full time employment and 8% were placed at Goodwill in the Sheltered Employment Program.
2. 62% of those placed remained on the job for 90 days or more compared to a goal of 75%.

3. Average earnings were \$8.84/hr. compared to a goal of \$8.15.
4. The average waiting time of finding a job was 4 days compared to a goal of securing employment within 15 days.
5. There were 35 competitive placements made, which meets 97% of the goal.
6. Six individuals completed a Community Work Adjustment, which was 50% of the goal of 12 during this year. This is due to many employers choosing to directly hire placement participants.
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 their program and overall satisfied with the program.

VISION SERVICES

The Amblyopia Program provided screening to 2841 children during the calendar year 2016. This is an increase of 713 children screened over 2015 numbers. Screening detects a possible vision problem or Amblyopia, which 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, 320 were referred to an eye doctor due to an unsuccessful screening. 75% of children screened were from Mahoning County; 16% 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 and on an on-going basis by the program coordinator.

The Vision Services Program provided referral and funding for exams and eye glasses to 44 individuals, up 7% 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 members 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. Services are provided by means of disseminating information 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. 2146 inquiries/contacts were made during this 12 month period, up 38% over last year.

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. 1262 radios are distributed throughout the listening area. Staff and dedicated volunteers provide in-depth coverage of newspapers, readings from magazines, books, and talk shows.