

The Arc of Cumberland County

Supported Employment Services

Outcome Management Report



January 1, 2016 – December 31, 2016

Submitted by:

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The Arc of Cumberland County's Supported Employment Services (SES) is now in our twentieth year of providing individual supports in the development and maintenance of community based employment for persons with disabilities. This service has been granted the maximum three-year accreditation from CARF in six consecutive surveyor reviews beginning with the initial 2001 survey process and most recently with the June 2016 survey. The supported employment services and executive staff from the Arc of Cumberland County continue their commitment to providing comprehensive and quality support services to our consumers, their stakeholders, and the business communities of Cumberland, Cape May, and Atlantic Counties in the State of New Jersey. In 2016, The Arc of Cumberland County's SES program successfully started services in Gloucester County as well.

Listed below are a few highlights of 2016:

- In the current evaluation period (1/1/16 to 12/31/16), the Arc of Cumberland County Supported Employment Services placed 81 individuals in competitive employment positions in their local communities in either newly developed or replacement work positions – *a 41% increase in work placements from 2015*. A total of 166 consumers were referred to our agency for employment development and placement during this same time period – *a 14% increase in referrals from 2015*. We currently serve 253 consumers in four counties of southern New Jersey; Atlantic, Cumberland, Gloucester, and Cape May – *a 16% increase from 2015*. Our Supported Employment Services continues to grow.
- In 2016, Supported Employment Services hired 1 additional full time employment specialist to meet the demand of our additional referrals for service and our increase in staff size.
- During 2016, the Arc of Cumberland County Supported Employment Services continued to provide services to consumers referred from the New Jersey Commission for the Blind and Visually Impaired.
- In 2016, Supported Employment Services successfully expanded to provide services to consumers from **Gloucester County** Division of Vocational Rehabilitation Services.
- The Executive Director has made multiple presentations on Supported Employment Services and other agency programs to participating members of the Children's Interagency Coordinating Council (at both the county and regional levels), the Greater Cumberland County United Way program, the Cumberland County Human Services Advisory Council, the Cumberland County Interagency Coordinating Council, the New Jersey Council of

Executive Directors of the Arcs, the Millville City Council, and to a variety of community business leaders and other local civic organizations during the past year.

- The former full time coordinator moved up to become the full-time Director of Employment Services. During this time, the new Director of Employment Services joined the Southern New Jersey Employer Coalition for Healthcare Workforce Expansion in hopes to gain insight on the expectations Healthcare Employers have for their potential employees.
- Anne Dillon, one of our Employment Specialists, continues to serve on the Youth Investment Council of the Work Force Investment Board serving Atlantic and Cape May Counties.
- Arc of Cumberland County Supported Employment Services continues to provide quality staff training which includes CPR, First Aid, Overview of Developmental Disabilities, Diversity Training, Abuse and Neglect Training, and Fire Extinguisher Training. We also offer Employment Specialist Training and certification programs through the Integrated Employment Institute, University of Medicine and Dentistry of New Jersey School of Health-Related Professions. Additional training opportunities are provided to SES staff through New Jersey Division of Developmental Disabilities quarterly supported employment agency staff trainings.
- In 2016, The Arc of Cumberland County Supported Employment Services program added 15 consumers to the New Jersey Division of Vocational Services long term follow along services program (total of 144 as of 12/31/16). This represents ***an 11% increase in long term follow along consumers from 2015.***
- The Arc of Cumberland County continued to manage a three year demonstration grant from the United Way of Greater Philadelphia and Southern New Jersey (7/1/14 – 6/30/17) for the purposes of *“increasing the number of low skilled and entry level jobseekers and workers who obtain educational or work related credentials that improve their prospects for employment, advancement, and retention”* (Cumberland County) and *“improving workplace and educational success resulting in increased household financial stability for individuals and families “* (Atlantic and Cape May Counties). During 2016, our supported employment services met all benchmarks associated with this grant.
- In conjunction with the above referenced grant, the Arc of Cumberland County Supported Employment Services continued to offer our Soft Skills Training Module that is used to assist our consumers in understanding some of the not so obvious daily requirements of their work positions. In 2016, we awarded 56

Soft Skills Training Certificates to our consumers of supported employment services who successfully completed this training.

- The Arc of Cumberland County Supported Employment Services sponsored two achievement awards to graduating members of the class of 2016 from the Atlantic County Special Services School District.
- The Arc of Cumberland County Supported Employment Services program has continued its partnership with the New Jersey One Stop Career Center Job Connections, a funded agency of the Workforce Investment Act, in an attempt to engage new funding sources and increase our consumer base.
- The Arc of Cumberland County Supported Employment Services program is an authorized vendor of supported employment job development and intensive support services to eligible consumers enrolled in the New Jersey Division of Developmental Disabilities Self Directed Day Services program.
- We have a highly competent, experienced and diverse team of Employment Specialists. Our fourteen-member staff have over 100 years of cumulative experience in working with persons with cognitive and intellectual disabilities

The Director of Employment Services will be responsible for collecting all data used in the evaluation of Outcome Management Report performance objectives. The results of our 2016 Outcome Management Report Supported Employment Services objectives, documentation of formal complaints or grievances reported in 2016, documentation of critical incidents reported in 2016, as well as a list of the objectives established for our 2017 Outcome Management Report are presented below:

Goal for Effectiveness: Performance Improvement

Primary Objective #1:

Increase the total number of referrals from all sources (DVRS, CBVI, NJDDD) to 150 total in 2016.

There were a total of 166 referrals from *the NJ Division of Vocational Rehabilitation Services (165) and Commission for the Blind and Visually Impaired (1)*. There were no new referrals from *the NJ Division of Developmental Disabilities*.

The objective was achieved

Goal for Effectiveness: Performance Improvement

Primary Objective #2:

Obtain a minimum of 10 referrals for Spanish speaking consumers.

Consumers referred from the four service counties will be studied.

There were a total of 8 Spanish Speaking consumers referred to the Arc of Cumberland Supported Employment Services in Atlantic, Cumberland, and Cape May Counties. During this time, the full time bi-lingual Employment Specialist went on a leave of absence, while the bi-lingual coordinator moved into the Director position. These changes made it difficult to accept new Spanish Speaking referrals.

The objective was not achieved

Goal for Efficiency: Financial Planning and Management

Primary Objective #3:

Maintain SES at a profitable status. *Data from the agency final report of expenditures for 2016 will be used to evaluate this objective.*

During the evaluation period, the Arc of Cumberland County Supported Employment Services revenues exceeded expenses as documented in the agency final report of expenditures.

The objective was achieved

Goal for Efficiency: Individual-Centered Service Planning, Design, and Delivery

Primary Objective #4:

Meet newly referred consumers within 14 days of funding agency referral receipt. *Funding agency referrals will be date stamped upon their receipt by the department director and used as the date the referral will be hand delivered to the Employment Specialist. Referrals from 2016 in which consumers actively participated in the intake process (kept appointed meeting times, returned telephone messages in a timely manner, etc.) will be studied. SES employment specialists will begin the formal intake process at the time of this initial meeting.*

166 consumers were referred for services in 2016. 40 individuals did not fully participate or otherwise cooperate in the referral process, leaving 126 consumers eligible for study. These 126 individuals received their intake assessment over a combined period of 1401 days with a range of 0 to 26 days for an average of 11.12 days from referral to intake assessment.

The objective was achieved

Goal for Business Practices: Input from Persons Served

Primary Objective #5:

Provide a minimum of 3 formal training sessions per year to all SES staff that average 25 hours of employment per week. *Topics will be specifically related to the provision of supported employment services and will be identified and selected by both the department supervisor and the staff person.*

The number of training sessions conducted during 2016 exceeded the minimum criteria established for this objective.

The objective was achieved

Goal for Effectiveness: Individual-Centered Service Planning, Design, and Delivery

Primary Objective #6:

Establish and use a minimum of 4 job sampling training sites throughout Cumberland, Cape May, Atlantic, and Gloucester Counties.

The SES Staff were able to establish job sampling sites at the Community Food Bank in Atlantic County and Cumberland County, Children’s Museum in Atlantic County, Victoria Commons/Manor in Cape May County, and Camden County Animal Shelter (used on behalf of Gloucester County consumers). These sites offer job sampling, which allows consumers to try out various job tasks each particular field.

The objective was achieved

Goal for Effectiveness: Input from Persons Served

Primary Objective #7

Obtain an 88% satisfaction rating from pre-placement consumers and their stakeholders surveyed during the June 2016 and December 2016 process. A minimum of 14 out of 16 consumers and stakeholders surveyed will express satisfaction in the services they receive from SES staff.

14 pre-placement surveys were returned indicating satisfaction with SES for an 88% rating. Out of the 14 surveys received, the satisfaction rating was 100%. However, two surveys were not received which affected the overall percentage.

The objective was achieved

Goal for Effectiveness: Input from Persons Served

Primary Objective #8

Obtain an 89% satisfaction rating from intensive coaching consumers, their stakeholders, and their employers surveyed during the June 2016 and December 2016 process. A minimum of 16 out of 18 consumers, stakeholders, and employers surveyed will express satisfaction in the services they receive from SES staff.

16 of 18 intensive coaching surveys were returned indicating satisfaction with SES for an 89% rating. Out of the 16 surveys received, the satisfaction rating was 100%. However, two surveys were not received which affected the overall percentage.

The objective was achieved

Goal for Effectiveness: Input from Persons Served

Primary Objective #9

Obtain an 89% satisfaction rating from follow along consumers and their employers surveyed during the June 2016 and December 2016 process. A minimum of 32 out of 36 consumers and employers surveyed will express satisfaction in the services they receive from SES staff.

32 of 36 long term follow along surveys were returned indicating satisfaction with SES for an 89% rating. Out of the 32 surveys received, the satisfaction rating was 100%. However, four surveys were not received which affected the overall percentage.

The objective was achieved

Goal for Effectiveness: Program/Service Structure

Primary Objective #10

Implement a digital recording system for all program documentation.
Appropriate hardware and the digital system will be available to all employment specialists who have a caseload of ten or more consumers.

The digital recording system has been developed. We have transferred current consumer files to the digital formats. The SES staff is now submitting most of the files to SES Director electronically. The full implementation date has been moved due to complications with selecting the proper hardware needed, as well as the change in recent staff.

The objective was not achieved

Goal for Effectiveness: Individual-Centered Service Planning, Design, and Delivery

Primary Objective #11

Make consumer work placements at 20 new employment sites. *New sites are defined as those physical locations that have not been used for prior consumer placements.*

The SES staff worked hard to create 23 new employment sites in the community.

The objective was achieved

Goal for Effectiveness: Individual-Centered Service Planning, Design, and Delivery

Primary Objective #12

Have 80% of consumers achieving LTFA status in 2015 reach their 2016 anniversary date remaining in LTFA status.

There were a total of 31 consumers moved into LTFA in 2015 as of 12/31/15. Two of those consumers moved out of the area for reasons beyond their control, so they were not counted in the study. Out of the 29 eligible consumers, 80% reached their year anniversary in LTFA.

The objective was achieved

Agency Conclusions

The Arc of Cumberland County Supported Employment Services achieved ten of the twelve objectives that were established for the 2016 period of study. The objectives that were not achieved were related to Spanish Speaking referrals and the digital system implementation. As stated previously, we believe the first goal was not met because the bi-lingual staff took a leave of absence in September and was not able to return. This hindered our possibilities of taking on more Spanish Speaking consumers. We are now searching for a possible Part Time bi-lingual Employment Specialist to help meet this need.

The second goal was not met due to the inability to find a suitable hardware to meet our needs. We will continue working with new prototypes until we find a system that works well with our new digital documentation and matches the needs of the program. We are hopeful that the proper hardware will be found in 2017. We are still confident that this new system will allow for a more efficient and effective method of program documentation.

The results from our second full year of participation in the demonstration grant from the United Way of Greater Philadelphia and Southern New Jersey have continued to be promising. Our Soft Skills Training has made an impact in helping our consumers better themselves for employment in the community. The SES Director has presented a successful status updates during United Way meetings in

2016. The board members of the United Way have been very receptive to the information.

We continue to seek out new business partners everyday in our attempt to build strong and lasting relationships with the business community that we both serve and represent at the same time. We are proud of our past accomplishments and equally excited about our opportunities for the continued provision of service excellence in the future.

We will discuss the information obtained in the study of our 2016 Outcome Management Report performance objectives with our Supported Employment Services staff and obtain their input in the development of our 2017 Outcome Management Report goals and objectives. We will continue the practice of mixing both qualitative and quantitative goals and objectives in future reports.

The period of study for our next Outcome Management Report will be from January 1, 2017 to December 31, 2017.

We include the following reports and notifications to service recipients.

Report of Critical Incidents

During the reporting period of January 1, 2016 to December 31, 2016, there were no reportable critical incidents identified by our agency staff members, our SES consumers, or their employers. A critical incident is defined as: 1.) A medical situation which occurs at the work site where formal medical treatment is required by a consumer and/or staff member either at the work site or in the office of a local health care establishment or 2.) A work situation in which the police or other emergency officials must respond to the actions of one of our consumers and/or staff members or 3.) The occurrence of a major fire, bomb threat, or terrorist threat at the work site and 4.) The allegation of physical or verbal abuse by a consumer, an Arc of Cumberland staff member, or by the co-worker of a consumer when an Arc consumer or Arc staff worker are identified as the source of the alleged abusive action.

Review of Formal Complaints/Grievances

During the reporting period of January 1, 2016 to December 31, 2016, there were no formal complaints or grievances reported to agency personnel.

**Primary objectives for the next year of study
(January 1, 2017 to December 31, 2017) will be:**

1. **Increase the total number of referrals from all sources (DVRS, CBVI, NJDDD) to 165 total in 2017.**
2. **Maintain Supported Employment Services at a profitable status.** *Data from the agency final report of expenditures for 2017 will be used to evaluate this objective.*
3. **Meet newly referred consumers within 14 days of funding agency referral.** *Funding agency referrals will be date stamped upon their receipt by the department director and used as the date the referral will be hand delivered to the SES Coordinator. Referrals from 2016 in which consumers actively participated in the intake process (kept appointed meeting times, returned telephone messages in a timely manner, etc.) will be studied. SES employment specialists will begin the formal intake process at the time of this initial meeting.*
4. **Provide a minimum of 3 formal training sessions to all full-time SES staff.** *Topics will be specifically related to the provision of supported employment services and will be identified and selected by both the department supervisor and the staff person.*
5. **Obtain an 88% satisfaction rating from pre-placement consumers and their stakeholders surveyed during the June 2016 and December 2016 process.** *A minimum of 14 out of 16 consumers and stakeholders surveyed will express satisfaction in the services they receive from SES staff.*
6. **Obtain an 89% satisfaction rating from intensive coaching consumers, their stakeholders, and their employers surveyed during the June 2016 and December 2016 process.** *A minimum of 16 out of 18 consumers, stakeholders, and employers surveyed will express satisfaction in the services they receive from SES staff.*
7. **Obtain an 89% satisfaction rating from follow along consumers and their employers surveyed during the June 2016 and December 2016 process.** *A minimum of 16 out of 18 consumers, stakeholders, and employers surveyed will express satisfaction in the services they receive from SES staff.*

8. **Implement a digital recording system for all program documentation.** *Appropriate hardware and the digital system will be available to all employment specialists who have a caseload of ten or more consumers.*
9. **Make consumer work placements at 25 new employment sites (At least three in each of the four counties).** *New sites are defined as those physical locations that have not been used for prior consumer placements.*
10. **Review all consumer records on an annual basis.** *All consumer records will be reviewed, organized, and updated as needed during the evaluation year.*

The Director of Employment Services and of Employment Services will be responsible for obtaining the above information. She will analyze the data to determine trends and barriers to goal achievement. As barriers are identified, remediation plans will be developed to address each barrier individually.

The Arc of Cumberland County Supported Employment Services would like to recognize the support of our 2016 business partners in our efforts to provide quality employment support services to our consumers, their employers & stakeholders.

**The New Jersey Division of Vocational Rehabilitation Services
Atlantic County, Cumberland County, and Cape May County Offices**

**The New Jersey Division of Vocational Rehabilitation Services Long Term
Follow-Along program – Trenton NJ**

The New Jersey Commission for the Blind and Visually Impaired

The New Jersey Division of Developmental Disabilities

Caesars Atlantic City	Acme Supermarket – Somers Point
Tropicana Casino & Resort	Shop Rite - Vineland
LC3 8 Ball Atlantic City Airport	Shop Rite - Millville
Host Marriot - Pomona	Mainland Regional High School

Red Lobster - Vineland	Richard Stockton College of NJ
East Coast Roofing & Siding	Tru Value Hardware - Margate
Acme Supermarket - Mays Landing	Goodwill Industries - EHT
PJ's Car Wash – EHT	Regal Cinemas –Mays Landing
Chartwells, Inc.	Arby's - Cape May Court House
Life Touch Studio - Vineland	AC Linen – Pleasantville
Acme – Wildwood	Acme – Ocean City
Atlantic Cape Community College	Uncle Bill's – Cape May
Allied Barton Security	Wawa - Millville
Shop Rite-Hammonton	Wal-Mart- Mays Landing
All About Care - Vineland	Bally's Atlantic City
Wal-Mart- Vineland	Acme Supermarket – Brigantine
Shore Medical Center	Regal Cinemas - Vineland
FAA Tech Center – Pomona	C&R Horse Farm
Stockton Seaview Hotel & Resort	Target - Millville
Marshalls – Mays Landing	Christmas Tree Shop
Outback Steakhouse – Egg Harbor Twp.	Acme Supermarket - Avalon
Acme Supermarket – Brigantine	McDonalds - Wildwood
Shop Rite – Absecon	Neuro-Restorative Healthcare
Wawa – Mays Landing	Shop Rite – Somers Point
Kiddie Corner Day Care	Washington Inn
Amish Market – Mullica Hill	McDonalds - Pleasantville

Lincoln Specialty Care Center	Avalon Public Works
Westies – Wildwood	Coast Guard Station – Cape May
BJ's – Vineland	K Mart - Pleasantville
JR's Fresh Market	K Mart – Somers Point
Compass Academy – Vineland	Arc of Atlantic County
Burger King – Galloway	Joe Canals – EHT
McDonalds - Mays Landing	Pleasantville School District
Linwood Convalescent Center	Atlantic City School District
Sun Catcher Day Care	Genesis Healthcare – Victoria Manor
Spring Oak Assisted Living	Maurice River School District
AtlantiCare – KidsCare	Shop Rite – English Creek
Shore Medical Center	Wal-Mart – Bridgeton
Shop Rite – Bridgeton	Harrah's Casino & Resort
Just 4 Wheels	Atlantic County Govt. – Stillwater
Sheppard Bus Service	Friendly's - Northfield
Cumberland County College	Goodwill Industries - Millville
Big Lots – Bridgeton	Amazon Packaging
Assempak – Vineland	Shop Rite – Mullica Hill
K Mart – Rio Grande	Home Depot – Vineland
Golden Corral – EHT	Shop Rite – EHT
Toys R Us – Mays Landing	Ivy Acres – Vineland
F&S Produce – Bridgeton	Millville Housing Authority

Pete's Diner

PetSmart – Mays Landing

Golden Nugget Call Center

Arc of Cape May Thrift Shop

AtlantiCare Regional Medical Center - City Campus

AtlantiCare Regional Medical Center – Mainland Campus